

# Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

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*Source:*

<http://www.tech-archive.net/Archive/PocketPC/microsoft.public.pocketpc.activesync/2006-03/msg00009.html>

---

- *From:* "Barbara Henninger" <[barbara.henninger@xxxxxxxxxxxxx](mailto:barbara.henninger@xxxxxxxxxxxxx)>
  - *Date:* Tue, 28 Feb 2006 21:54:48 -0500
- 

You are the man. Thank you Carl.

"Carl Wolz [MSFT]" <[carlw@xxxxxxxxxxxxxxxxxxxxxx](mailto:carlw@xxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:%238vwNZLPGHA.140@xxxxxxxxxxxxxxxxxxxxxx](mailto:news:%238vwNZLPGHA.140@xxxxxxxxxxxxxxxxxxxxxx)

No, we just need TCP

--

Carl Wolz [MSFT]

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"Barbara Henninger" <[barbara.henninger@xxxxxxxxxxxxx](mailto:barbara.henninger@xxxxxxxxxxxxx)> wrote in message [news:uYvcylGPGHA.1696@xxxxxxxxxxxxxxxxxxxxxx](mailto:news:uYvcylGPGHA.1696@xxxxxxxxxxxxxxxxxxxxxx)

Great, now do i have to turn any of the other options on, client for microsoft networks ...?

I did vpn into my work on the ppc. I'll keep an eye on it turning this off.

Thanks Carl.

Barb

"Carl Wolz [MSFT]" <[carlw@xxxxxxxxxxxxxxxxxxxxxx](mailto:carlw@xxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:eV0ODLBPGHA.3100@xxxxxxxxxxxxxxxxxxxxxx](mailto:news:eV0ODLBPGHA.3100@xxxxxxxxxxxxxxxxxxxxxx)

Yes, I would believe it. I was going to tell you in your previous post, but you managed to turn it back on.

Normally the IP is selected by default. There is an application your

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1st attempt

work PC who is turning it off. Perhaps a VPN client.

--

Carl Wolz [MSFT]

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"Barbara Henninger" <barbara.henninger@xxxxxxxxxxxx>  
wrote in message  
[news:eCKbAE%23OGHA.1192@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:eCKbAE%23OGHA.1192@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

What would you say if I told you it worked  
by:  
– going to Network connections/Local Area  
Connection (17) ( the mobile  
device )  
– clicked properties and turned on ip

It seems to work. I've unplugged the device  
and plugged it back in and  
it  
syncs!  
I can also now ping 169.254.2.2.

I didn't have to turn on ip at home. Is this  
something that is  
generally  
done automatically when plugging the  
device in?

Woo hoo!

Barb

"Carl Wolz [MSFT]"  
<carlw@xxxxxxxxxxxxxxxxxxxx> wrote in  
message  
[news:u1NIM9xOGHA.2828@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:u1NIM9xOGHA.2828@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Super, now let's take a look  
at your work PC.

There are essentially three  
layers

a.. Driver

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

- b.. Network (TCP)
- c.. Application.

The first one is the familiar one. When you plug in a PnP USB device you hear the familiar doo-ding noise. If there is an error, you get a dialog

in

the task bar or an exclamation in the device manager. If you are not

getting

any errors at this part, let's proceed to the next layer.

Once the drivers are loaded a new network interface now appears.

Inside a command window, type "ipconfig". It will reveal a network card

with

an IP address of 169.254.2.2. Now the device should be reachable. Type

"ping

169.254.2.1", the device should respond with "Reply from 169.254.2.1: bytes=32 time=2ms TTL=128".

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

If you can't get this far, we  
will then take a look at what  
could have

went

wrong.

--

Carl Wolz [MSFT]  
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and confers no

rights.

"Barbara Henninger"  
<barbara.henninger@xxxxxxxxxxx>  
wrote in message  
[news:%23IfLCVxOGHA.2888@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23IfLCVxOGHA.2888@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

from a  
thread  
above...  
I shut off  
the ms  
windows  
firewall. I  
see no other  
applications  
that

are

on  
my  
computer  
running a  
firewall. Is  
there a way  
I can look  
for  
firewalls  
that may be  
on a work  
server? This  
could just  
be my

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

ignorance  
of  
where

to

look.

Here is  
some good  
news. I  
have  
successfully  
albeit at  
4am loaded  
activesync  
4.1 on my  
dell pc at  
home and it  
works!!!

Interesting  
note, the  
activesync  
4.1 on my  
pc at work  
looks very  
different.  
What I  
mean is the  
only menu  
option that I  
could  
change  
other than  
Help  
was  
File/Connection  
Settings. I  
couldn't  
access  
anything  
under Tools  
at  
all  
for  
example.  
With the  
work pc, I  
loaded  
activesync

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

4.0 with the  
Verizon  
cd

as

well as MS  
outlook  
2002 I  
believe. I'm  
not sure  
why the cd  
had  
outlook  
2002.  
It worked  
once, so I  
then went to  
the ms  
website and  
did as  
suggested  
upgrading  
to 4.1. I  
have  
uninstalled  
on the work  
pc, deleted  
the  
remaining  
activesync  
directory  
and  
re-installed.  
Started with  
4.1 directly.  
Does  
the  
activesync  
menu only  
become  
fully  
accessible  
when  
connected?  
Is  
there

an

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

easy way to  
search for  
firewalls  
that might  
be running  
on my  
system?

I  
don't see  
any of the  
particular  
firewalls  
mentioned  
on the ms  
website.

I

did shut off  
the ms  
system  
firewall.

Thanks for  
the help. I'm  
at least  
delighted it  
is working  
on my  
laptop

at

home.  
BTW, the  
Windows  
Firewall is  
on at home.

Barb

"Carl Wolz  
[MSFT]"  
<carlw@xxxxxxxxxxxxxxxxxxxxxx>  
wrote in  
message  
[news:u2Dfy\\$mOGHA.1132@xxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:u2Dfy$mOGHA.1132@xxxxxxxxxxxxxxxxxxxxxxxxxx)

Does  
the

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

ActiveSync  
work  
for  
anyone  
on  
a  
Verizon  
or  
Sprint  
6700  
phone  
with  
mobile  
5.0?

I  
have  
a  
GSM  
version,  
which  
works.

Does  
the  
Palm  
Treo700  
work  
with  
Activesync?

My  
Treo700  
also  
works.

Do  
you  
experience  
the  
same  
behavior  
if  
you

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

connect  
the  
device  
directly  
into  
the  
laptop  
as  
compared  
to  
the  
docking  
station?

Is  
there  
a  
Powered  
USB  
hub  
handy?  
Some  
laptops  
USB  
ports  
don't  
have  
enough  
power  
for  
these  
devices.  
Try  
plugging  
in  
the  
HUB  
into  
the  
laptop  
and  
the  
device  
in  
to  
the  
hub.

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

--

Carl  
Wolz  
[MSFT]  
This  
Posting  
is  
provided  
"AS  
IS"  
with  
no  
warranties,  
and  
confers  
no  
rights.

"Barbara  
Henninger"  
<barbara.henninger@xxxxxxxxxxxx>  
wrote  
in  
message  
[news:%23ftf79LOGHA.208@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23ftf79LOGHA.208@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Again,  
I  
have  
uninstalled  
activesync,  
reboot,  
re-installed  
activesync  
4.1  
-  
reboot  
and  
plugged  
in.

Nothing.

Does  
the  
ActiveSync  
work  
for  
anyone

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

on  
a  
Verizon  
or  
Sprint  
6700  
phone  
with  
mobile  
5.0?  
Verizon  
CD  
comes  
with  
Microsoft  
Office  
2002.  
I  
don't  
see  
that  
in  
the  
readme  
file  
as  
supported  
with  
Activesynch  
4.1.  
Could  
that  
be  
the  
issue?

Does  
the  
Palm  
Treo700  
work  
with  
Activesync?

Does  
Chapura  
write  
software  
for  
mobile  
5.0

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

to  
sync  
with  
outlook?

Pardon

the  
question  
to  
this  
group  
but  
I'm  
running  
out  
of  
options.

Anything  
else  
to  
check?  
Registry  
entries?  
log  
files?  
processes  
running?

"Carl  
Wolz  
[MSFT]"  
<carlw@xxxxxxxxxxxxxxxxxxxxxx>  
wrote  
in  
message  
[news:O2IQ8\\$BOGHA.3272@xxxxxxxxxxxxx](mailto:news:O2IQ8$BOGHA.3272@xxxxxxxxxxxxx)

Check  
to  
see  
that  
"DHCP  
Client"  
is  
running  
Control  
Panel->Administrative  
Tools->Services.

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

Check  
that  
the  
allow  
USB  
is  
checked  
on  
both  
the  
PC  
and  
device.

Yes.  
Allow  
USB  
is  
on  
PC.  
When  
cradled  
use  
'USB  
on  
mobile  
pc.

Probably  
unrelated  
but,  
I'm  
seeing  
drivers  
for  
ActiveSync  
as

5.1.2600.2781

(xpsp.051020-1729).  
You  
may  
have  
to  
uninstall  
ActiveSync,

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

reboot,

re-install

ActiveSync

4.1

and

reboot

again,

before

plugging

in

your

device.

Don't

you

think

that

refers

to

just

the

driver?

This

was

from

the

network

adapter

driver

details

when

the

device

is

cradled.

The

Active

sync

Version

on

the

pc

is

4.1.0

(

Build

4841)

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

I  
have  
uninstalled  
ActiveSync,  
rebooted,  
and  
rebooted  
again  
before  
plugging

in

the  
device.  
This  
is  
when  
I  
get  
the  
usb  
mobile  
device  
found  
in  
the

plug

and

play  
icon.  
I  
will  
try  
again  
to  
make  
sure  
that  
I  
had  
the  
correct  
sequence.

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

Is  
it  
possible  
a  
process  
is  
no  
longer  
running  
that  
I  
can  
check?

Wcescomm.exe  
is  
what  
sees  
that  
the  
device  
is  
plugged  
in.  
It  
usually

shows

up

as  
the  
gray  
icon  
in  
the  
taskbar.

It  
is  
there.

Doesn't  
the  
log  
below  
tell

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

anything?  
What  
about  
the  
Connection

Reset

by  
Peer,  
killed  
thread...This  
was  
the  
first  
and  
only  
time  
it  
worked.

02/13/2006  
13:19:55.879  
p(2728)  
t(4016)  
WCESMgr  
->  
CeSyncStart  
-

Ignored

because  
already  
syncing  
-  
DataSource.cpp(4686)  
02/13/2006  
13:22:17.296  
Synchronizing  
6  
items  
02/13/2006  
13:46:46.673  
[Ctrl  
Recv]  
[0x598]:  
Connection  
reset  
by  
peer

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

(WSAECONNRESET  
:  
OK  
on  
disconnect)  
02/13/2006  
13:46:51.900  
Failed  
to  
close  
'505DA'  
window  
on  
time  
02/13/2006  
13:46:56.857  
ERROR:  
Killed  
thread  
Receive  
after  
10

seconds!!!

--  
Carl  
Wolz  
[MSFT]  
This  
Posting  
is  
provided  
"AS  
IS"  
with  
no  
warranties,  
and  
confers  
no

rights.

"Barbara  
Henninger"  
<barbara.henninger@xxxxxxxxxxx>  
wrote

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

in

message

news:eyMMez7NGHA.1676@xxxx

Follow-up  
below...thanks  
for  
the  
help.  
I've  
xxxx-ed  
out  
my  
src  
&  
dest  
addresses  
for  
no  
real  
reason  
other  
than  
public  
display.  
I'll  
be  
happy

to

e-mail  
those  
to  
you  
individually  
if  
you'd  
like.  
Also  
note  
that

the

first

log  
stamp

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

is  
with  
activesync  
4.0.  
Today  
is  
activesync  
4.1  
as

recommended

by  
ms  
faq  
when  
it  
didn't  
sync.  
Barb

"Carl  
Wolz  
[MSFT]"  
<carlw@xxxxxxxxxxxxxxxxxxxxxx  
wrote  
in  
message  
<news:%23WTdoTONGHA.2>

How  
did  
you  
determine  
that  
the  
PC  
detected  
you  
device??  
The  
PnP  
sound  
(doo-ding)?

I  
saw  
the  
hardware  
detected/found  
icon

in  
the  
right  
corner  
come

up,

then

I

believe  
mobile  
pc  
recognized.  
It  
doesn't  
happen  
often  
so  
I  
didn't  
get

the

specific  
text.  
I  
think  
if  
I  
uninstall  
the  
usb  
and  
reinstall  
I  
can  
see

it

again  
if  
you'd  
like.

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

Does  
a  
Windows  
mobile  
device  
appear  
in  
the  
Network  
adapters?

Yes.  
It  
shows  
Windows  
Mobile-based  
Device  
#10  
Details:  
Driver  
Files  
c:\WINDOWS\System32\DR  
&

usb8023x.sys

File  
Version:  
5.1.2600.1764  
(xpsp  
2.051020-1603)

Do  
you  
see  
"02/21/2006  
16:10:22.692  
-  
USB  
RNDIS:  
Device  
Arrival  
notification"  
in  
your  
wcescomm.log  
file  
in  
the

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

%TEMP%  
dir?

No.  
I  
see  
the  
below.  
I  
unplugged  
the  
usb  
and  
plugged  
it  
back  
in  
and  
didn't  
see  
anything  
this  
morning.  
02/21/2006  
12:25:00.304  
-  
Windows  
CE  
Services  
(4.1.0)

Communication

Logging.  
02/21/2006  
12:25:00.454  
-  
IrUtil:  
IrDA  
socket  
cannot  
be  
created,  
error  
code  
10093.  
02/21/2006  
12:25:00.665  
-  
Windows

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

CE  
Services  
Communication  
started.

02/21/2006

12:25:08.885

—

Started  
desktop

passthru

TCP2UDP

component

02/21/2006

12:25:08.885

—

Connection:

Prep

for

a

new

socket

connection.

02/21/2006

12:25:09.006

—

ComSerial:

Open

device

<COM1>.

02/21/2006

12:25:09.869

—

Serial:

Starting

device

detection

at

19200.

02/21/2006

12:25:09.869

—

ComSerial:

Change

DTR

to

1.

02/21/2006

16:03:07.385

—

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

Serial:  
Starting  
device  
detection  
at  
19200.  
02/21/2006  
16:03:07.385  
-  
ComSerial:  
Change  
DTR  
to  
1.  
02/21/2006  
16:58:13.522  
-  
Desktop  
Locked.  
02/21/2006  
16:58:13.542  
-  
ComSerial:  
Closed  
device.....  
02/22/2006  
08:41:42.286  
-  
Desktop  
unlocked.  
02/22/2006  
08:41:42.666  
-  
ComSerial:  
Open  
device  
<COM1>.  
02/22/2006  
08:41:42.666  
-  
Serial:  
Starting  
device  
detection  
at  
19200.  
02/22/2006  
08:41:42.666  
-  
ComSerial:  
Change

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

DTR  
to  
1.

In  
WCESMgr.log  
The  
one  
time  
it  
worked  
was  
2/13/06

\*\*\*\*\*

ActiveSync  
(4.0.4358  
RETAIL)  
started,  
Cmd  
line:  
'/GetConnected'  
02/13/2006  
13:16:28.154

ERROR  
returned  
in  
function

CMainFrmWnd::ReadWindow

hr:  
0x80070002  
02/13/2006  
13:18:11.594

\*\*\*\*\*

Logging  
Started

\*\*\*\*\*

02/13/2006  
13:18:11.594

Process  
D:\Software\Microsoft  
ActiveSync\WCESMgr.exe  
p(2092)

02/13/2006  
13:18:11.594

ActiveSync  
second  
instance  
started,  
Cmd

Re: Can't synch Verizon/UTSTarcom/Audiovox 6700 after 1rst attempt

```
line:
'/onconnect'
02/13/2006
13:18:11.594
ActiveSync
second
instance
exiting
02/13/2006
13:18:11.594
*****
Logging
Stopped
```

\*\*\*\*\*

```
02/13/2006
13:18:12.986
Creating
new
partnership
for
device
0x0
(Pocket_PC,
PocketPC).
02/13/2006
13:18:18.083
p(2728)
t(2884)
TraceToFile
->
ERROR
in
CCSP::ParseNodes
:
hr
=
0x80140507
-
Devicecm.cpp(1584)
02/13/2006
13:18:18.083
Found
PIM
at
'C:\PROGRA~1\MICROS~2
02/13/2006
13:18:18.083
Found
PIM
```

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

at  
'C:\PROGRA~1\MICROS~2  
02/13/2006  
13:18:18.083  
p(2728)  
t(1800)  
TraceToFile  
->  
ERROR  
in  
CUserInfo::GetUserSettings  
:  
hr  
=  
0x8007054b  
-  
userinfo.cpp(414)  
02/13/2006  
13:19:06.711  
DTPT:  
Setting  
DTPT  
network  
to  
{src}  
02/13/2006  
13:19:06.711  
DTPT:  
Incomming  
proxy  
server  
string:

xxxxx:8080

02/13/2006  
13:19:06.711  
DTPT:  
Setup  
proxy  
to  
send  
to  
server.

Src={xxx}

Dest={xxxx}  
Proxy=xxx  
Socks=xxxx:1080

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

HR=0x00000000  
02/13/2006  
13:19:06.711  
DTPT:  
Send  
DTPT  
Network={src}.

Result=0x00000000

02/13/2006  
13:19:08.524  
\*\*\*  
Http  
listener  
loaded  
02/13/2006  
13:19:08.524  
Connected  
to  
device  
0x13180574  
(PocketPC,  
WM\_bhenning)  
[partner  
0]  
02/13/2006  
13:19:08.524  
\*\*\*\*  
Starting  
synchronization  
engine  
02/13/2006  
13:19:09.986  
Remote  
object:  
'Ink',  
SSPIId:  
0x00002710

[7

items]

02/13/2006  
13:19:09.986  
Remote  
object:  
'Favorite',  
SSPIId:  
0x00002711

[26

items]  
02/13/2006  
13:19:09.986  
Remote  
object:  
'Media',  
SSPIId:  
0x00002712  
[1  
items]  
02/13/2006  
13:19:09.986  
Remote  
object:  
'File',  
SSPIId:  
0x00002713  
[53  
items]  
02/13/2006  
13:19:09.986  
WARNING:  
Object  
type  
'Mobile  
Application  
Link'

is

not  
installed  
on  
the  
device  
02/13/2006  
13:19:29.563  
Scanning  
desktop  
SSP  
for  
'Ink'  
02/13/2006  
13:19:44.093  
Done  
scanning  
'Ink'  
[84  
creates,

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

0

modifys,

0  
deletes]  
02/13/2006  
13:19:44.093  
Start  
remote  
log  
processing  
for  
'Ink':  
[6

changes,

6  
items]  
02/13/2006  
13:19:44.093  
Done  
remote  
log  
processing  
for  
'Ink'  
02/13/2006  
13:19:44.093  
Lost  
global  
mapping,  
uCode:

MC\_NEW\_DESKTOP

02/13/2006  
13:19:55.879  
Combine  
is  
chosen  
for  
Ink  
02/13/2006  
13:19:55.879  
\*\*\*\*  
Synchronization  
engine  
started  
02/13/2006

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

13:19:55.879  
p(2728)  
t(4016)  
WCESMgr  
->  
CeSyncStart  
-

Ignored

because  
already  
syncing  
-  
DataSource.cpp(4686)  
02/13/2006  
13:22:17.296  
Synchronizing  
6  
items  
02/13/2006  
13:46:46.673  
[Ctrl  
Recv]  
[0x598]:  
Connection  
reset  
by  
peer  
(WSAECONNRESET  
:  
OK  
on  
disconnect)  
02/13/2006  
13:46:51.900  
Failed  
to  
close  
'505DA'  
window  
on  
time  
02/13/2006  
13:46:56.857  
ERROR:  
Killed  
thread  
Receive  
after  
10

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

seconds!!!

02/13/2006  
15:55:41.081  
\*\*\*\*\*

Logging  
Started

\*\*\*\*\*

\*\*\*\*  
ActiveSync  
(4.1.4841  
RETAIL)  
started,  
Cmd  
line:  
"

02/21/2006  
11:46:22.018  
\*\*\*\*

ActiveSync  
exiting  
02/21/2006  
11:46:22.018  
\*\*\*\*\*

Logging  
Stopped

\*\*\*\*\*

What  
is  
the  
make  
and  
model  
of  
laptop?

IBM  
ThinkPad  
IBM  
Model:R50-1831CU3

--

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt

Is  
it  
possible  
a  
process  
is  
no  
longer  
running  
that  
I  
can  
check?

Carl  
Wolz  
[MSFT]  
This  
Posting  
is  
provided  
"AS  
IS"  
with  
no  
warranties,  
and  
confers  
no

rights.

Re: Can't synch Verizon/UTStarcom/Audiovox 6700 after 1rst attempt