

## Re: iPAQ HX2415 with MS Windows Mobile 5.0 Upgrade Install will no

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*Source:*

<http://www.tech-archive.net/Archive/PocketPC/microsoft.public.pocketpc.activesync/2006-05/msg00287.html>

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- *From:* [jbkraut@xxxxxxxxxx](mailto:jbkraut@xxxxxxxxxx)
  - *Date:* 9 May 2006 16:52:06 -0700
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Richard L. Miga wrote:

Raj,

GREAT WORK !!! THANK YOU !!!!

It is unfortunate that there is no compatible Business Contact Manager for the Pocket PC with Windows Mobile 5.0. Do you know if there will be update?

Just to let you know that I followed the information provided via the url you provided AND I WAS ABLE TO GET THE iPAQ HX2415 with MS Windows Mobile 5.0 syncing with Outlook 2003 using ActiveSync 4.1 !!!!

WHAT AN OBSCURE FIX !!!!

Thanks for knowing and sharing this information. It saved me much time.

Best Regards,

Richard L. Miga

"Raj Pillai" wrote:

Hi Richard,

The BCM for Pocket PC is not compatible with WM5.0 and therefore you will not be able to install it. At the moment no update is available for it.

WM 5.0 has several changes when compared to earlier OS's such as Windows Mobile 2003. One of them being the manner in which WM 5.0 connects with your desktop using ActiveSync. With respect to the error code, refer to

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this post –

<http://groups.google.com/group/microsoft.public.pocketpc.activesync/msg/7c134690e78923cb>

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Regards,  
Raj Pillai  
Microsoft MVP – Mobile Devices  
<http://www.pocketpcfaq.com/raj>

"Richard L. Miga" <RichardLMiga@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote  
in message  
<news:7DDE06FB-5155-484A-9C11-1012E6552BFF@xxxxxxxxxxxxxxxxxxxx>

Dear Raj Pillai,

Thank you for responding to my question. Very much  
appreciated.

I am using Norton Anti-Virus however I turned it off based  
on your  
response  
and tried again and receive the same symptoms. No ability to  
sync  
information  
in Outlook 2003.

I also noticed that somehow my question is appearing twice  
and you  
responded  
to what I thought was just a "clarification" reply to my first  
message. No  
matter.

To answer the question you posed in the other entry, I do not  
receive any  
error messages when I attempt to sync Outlook information  
types other than  
the indication in the upper part of the ActiveSync window to  
"Windows  
PC:View  
Status" where "View Status" is a hyper link and when I click  
on it a  
Dialogue  
box indicating "ActiveSyne encounteres a problem on the  
desktop. Support  
Code:85010014" appears.

As I indicated in the other reply I entered, I should also  
indicate that I  
am able to

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sync files and favorites and Avantgo stuff and basically look at files and install software via ActiveSync 4.1 without any challenges except for not being able to install Business Contact Manager software on the PDA. When I try to install the Business Contacts software via ActiveSync 4.1 TOOLS>ADD/REMOVE programs it appears to download ok to the PDA then when the PDA tries to install it a dialogue box appears on the PDA indicating "Business Contacts does not support the connected device type" what ever that means. Needless to say the Business Contacts software is not installed on the PDA. Is there a newer version of this software which will work with MS Windows Mobile Version 5.0 OS 5.1.1702 (Build 14366.1.0.1)?

I should also mention that Outlook 2003 on my laptop is also running Business Contact Manager. I should also point out that another PDA I have, a Verizon Pocket PC running Windows Mobile 2003 2nd Edition version 4.21.1088 (Build 1432) syncs up without any problems using ActiveSync 4.1.

Hope This Is Helpful in trying to determine why I can not sync Outlook 2003 information with a PDA updated to MS Windows Mobile 5.0.

Again any help anyone can provide will be greatly appreciated.

Thanks Again,

Richard L. Miga

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"Raj Pillai" wrote:

Hi,

Are you using any anti-virus software? I had experienced a similar issue and it turned out that the script blocker of Norton Anti-virus was preventing a successful communication.

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Regards,  
Raj Pillai  
Microsoft MVP – Mobile Devices  
<http://www.pocketpcfaq.com/raj>

"Richard L. Miga"

<RichardLMiga@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in  
message

<news:C223D721-11E7-41E3-829D-84A4BAA7C345@xxxxxxxxxxxxxxxxxxxx>

Recently purchased MS  
Windows Mobile 5.0  
upgrade from HP for my  
iPAQ  
HX2415  
PDA. Install upgade on  
PDA. Downloaded and  
installed MS ActiveSync  
4.1.  
My  
host computer is a Laptop  
running XP and Outlook  
2003 with all updates  
applied to OS and  
applications. When I try to  
sync the PDA (iPAQ  
HX2415) I  
am  
able to make a connection  
with ActiveSync however,  
went I try to sync  
with  
the calendar, tasks, contacts,  
etc. contained in Outlook  
2003 it does  
not

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sync. I receive a message in  
the top part of the  
ActiveSync window  
indicating  
"Windows PC:View Status"  
where "View Status" is a  
hyper link. When I  
click  
on  
it a Dialogue box indicating  
"ActiveSyne encounteres a  
problem on the  
desktop. Support  
Code:85010014" I have  
done everthing MS indicates  
should  
be  
done based on searching for  
"85010014" on the MS Site,  
but I am still  
not  
able to sync the PDA with  
Outlook 2003 information.  
Any suggestions as  
to  
how  
to get this sync with  
Outlook 2003 working  
would be gratly apprecaited.

Thanks,

Richard L. Miga

Unfortunately even using active sync 4.1 I can do nothing but explore  
the PDA. I am unable to even install any programs. I use an Ipaq 4700.