

## Re: WM 5.0 and Sprint 6700 PPC–can't sync in cradle but can through

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*Source:*

<http://www.tech-archive.net/Archive/PocketPC/microsoft.public.pocketpc.activesync/2006-06/msg00369.html>

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- *From:* Doug <Doug@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Sat, 17 Jun 2006 22:03:01 –0700
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Bruce

I have had this problem with my own setup.

You need to setup a split DNS ie you need to setup a DNS entry on your Internal server for your external address. Setup a new primary forward DNS zone for the domain portion of externaladdress.com. Do not use active directory integrated. Then setup A entries for the Internet server names e.g. www, mail etc. If you have a website hosted externally ensure you use the external website IP address. If you are using something like mail.externaldomain.com use the external network card IP address for the IP address. The result is that when your users are inside the communication ends up coming back into the server as if it was coming in externally.

Hope this helps.

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Regards

Doug

"B.Ras" wrote:

No, the external address won't ever work on the internal network. Is there a modification that I should make in ActiveSync so that it can sync when attached on the internal network?

Chris De Herrera wrote:

Hi,

Do you allow the internal staff to access the SBS server via the external address? This is what address that the device is using because of the dns cache on the device.

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Chris De Herrera

<http://www.pocketpcfaq.com>

<http://www.tabletpctalk.com>

<http://www.pocketpctalk.com>

<http://www.mobilitytalk.com>

ActiveSync 4.x Troubleshooting Guide –

<http://www.pocketpcfaq.com/faqs/activesync/tshoot-as4x.htm>

"B.Ras" <b1dupree@xxxxxxxx> wrote in message

<news:1149857291.255584.30500@xx>

Background

SBS Server 2003 SP1

ISA Server 2004

External NIC on server set to public IP address

SSL--Third party certificate set up and working externally  
using Turbo

SSL from godaddy

ActiveSync 4.1

Sprint EVDO for high speed wireless

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I set up a Sprint 6700 PPC using the instructions listed in  
Deploying  
Windows Mobile 5.0 with Small Business Server 2003.

I added these exceptions to ISA SERVER 2004:

1. WCESCOMM – Disabled – 0
2. WCESMGR – Disabled – 0
3. REPIMGR – Disabled – 0

I am using a third party SSL certificate as listed above.

I am synching the device on a laptop with the firewall client  
enabled  
and functioning.

Scenario:

I can WIRELESSLY sync to the server with the 6700 PPC  
using the Sprint  
network.

I CANNOT sync to the device when the 6700 PPC is in the

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cradle  
connected to the laptop computer.

I get the following error on the laptop:  
The server could not be reached. This can be caused by  
temporary  
network conditions.  
Support Code: 85002003

I have restarted the laptop after adding the ISA exceptions.  
I have tried the laptop with the firewall client enabled and  
disabled.  
I have added the self-signed SBS 2003 IIS certificate to the  
6700 PPC  
device as well just to be sure.

NOTE:

If I change ActiveSync to reflect the internal name of the  
server (i.e.

servername) it will sync in the cradle but then the 6700 PPC  
will not  
sync wirelessly.  
I CANNOT connect to <http://externaladdress.com/oma> on  
a computer on the  
internal network.

So it appears that activesync cannot resolve the external IP  
secure  
address (i.e. <https://externaladdress.com>) when it is on the  
network.

I cannot surf the internet on the 6700 PPC when it is in the  
cradle (no

problem when it is out of the cradle). When I do try it in the  
cradle

I get error: "The current connection cannot be used for your  
request.

Please end the current connection and try again."

I didn't try to set up a separate connection on the PPC. I just  
did a  
hard reset on the PPC and kept the default settings.

The laptop is on the local LAN but couldn't sync remotely

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when off the  
LAN.

I can get to http and <https://server/oma> from the laptop on the  
LAN but  
not https or <https://public> domain (as listed on the SSL)/oma

I listened to the SBS podcast 14 and they mention this as a  
problem but

don't really give any solution except for the ISA exceptions.

Any assistance would be greatly appreciated.  
Bruce