

## 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/msg00525.html>

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- *From:* "David" <[dhking71@xxxxxxxxxx](mailto:dhking71@xxxxxxxxxx)>
  - *Date:* 22 Jun 2006 00:58:00 -0700
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Hi Doug,

I have setup my internal DNS as you have suggested below, but I cannot synch my imate kjam while connected to my internal PC. However I can get external sync (through GPRS) to work fine. Using the vxutils utility on the kjam I can successfully resolve the IP address of my external NIC on my SBS server by pinging my public FQDN (company.com.au) and looking at the logging in ISA I can see the HTTPS traffic coming from my PC to the external NIC but the sessions immediately close.

This is proving to be very frustrating. I can browse the internet from my kjam when connected to my PC so I know its not a connectivity issue between them. Do you or anyone else have any other suggestions?

Cheers,

Dave

Doug wrote:

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

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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 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  
certficate 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.

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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 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

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