

Re: General

Source:

<http://www.tech-archive.net/Archive/PocketPC/microsoft.public.pocketpc.activesync/2006-08/msg00085.html>

- *From:* "Matthew" <pgh1969pa@xxxxxxx>
 - *Date:* Fri, 28 Jul 2006 23:31:46 -0400
-

Paul,

I work as a Product Engineer in the automotive industry. Just as in my situation, the customer frankly doesn't care about how hard the task is, the particular relationship dynamics of the supplier chain, the adverse component interactions within the system, or what supplier is ultimately responsible for failures. My end users just want their cars to start, stop, and run properly without excuses or qualification. It's not their job to be concerned with these issues. When their cars malfunction, I think the last thing on their minds is how complex an automobile is, which supplier had a issue, or do we have system or environmental interactions at play. They want it fixed properly and promptly. I must sweat the details and make things right with the end user in mind so I expect Microsoft to do the same.

"Paul G. Tobey [eMVP]" <p space tobey no spam AT no instrument no spam DOT com> wrote in message news:OGbDHRbsGHA.452@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

I'm not trying to defend Microsoft's implementation, but it may be useful to understand the why of the ActiveSync quality issues. Sorry for wasting your time.

Paul T.

"Matthew" <pgh1969pa@xxxxxxx> wrote in message news:Ob6xWHXsGHA.4956@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Well Paul, I you obvious didn't read my posts refering to my problems and where my original post stating my problem. To you I offer the somewhat abrasive position you've took with me. If you read my posts instead of offering MS defenses.....

I already stated what my problem was more that once and where information with more about my problem is located. If you wanted to help, you could've chimed in any time you wanted so please don't accuse me of complaining with out stating my case!

"Paul G. Tobey [eMVP]" <p space tobey no spam AT no instrument no spam DOT com> wrote in message news:en3rFuMsGHA.4140@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

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Their goal is going to be to sell as much hardware as possible, as their only source of revenue in the mobile space is licensing of the software. They call this a 'shared success' model, as they don't make money (or at least not much; tools only, not enough to be worth anything), unless the hardware vendors sell hardware. Obviously, they don't make *anything* from sales of ActiveSync, so they aren't super-well funded and it's not a big group. Everyone in the MVP group picks on them, too, so there's zero chance that they aren't hearing that they need to do better.

I won't argue about what the first goals of software improvement should be, but back to the topic of actually *fixing* your problem, as opposed to simply complaining about it, do you want to post those log files or what? How about the specific information on the Pocket PC hardware? So far, all you've given us is "It's an X51v, and I'm pissed". If you just want to be pissed, then I'll go on to more fruitful work. I don't get paid for this, you know.

Paul T.

"Matthew" <pgh1969pa@xxxxxxx> wrote in message news:eTqT2hEsGHA.4444@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

My problem is in the thread above. The upgraded device running WM5 works as does a WM2003 device but a second WM5 device that has not been updated no long works under AS 4.2! All three worked just fine under 4.0. We can safely say the ROM upgrade was irrelevant to the problem and AS 4.2 is at the core of the problem.

I'm glad it works for you but I gain no consolation with this knowledge.

It really doesn't matter how much MS tests

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their software because in the end perception is reality in the user's eye and the track record suggest that an OS held together with patches and an 'improved' sync host that's broken does tell a story. We can blame interacts all day but in the end the only thing that changed on my computer was AS. The first goal to improve software should be to do no harm.

"Paul G. Tobey [eMVP]" <p space tobey no spam AT no instrument no spam DOT com> wrote in message [news:%23iltm\\$DsGHA.2240@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23iltm$DsGHA.2240@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Again, just like you, I'm going from one point of view. Yours is no more or less valid than mine. AS 4.2 worked perfectly for me and I had problems, resolvable, but still problems with 4.0. I'd say that, for me, that makes 4.2 better.

It sounds to me like there is a problem with the ROM update for your device which may be responsible for the problem. Note that MS doesn't build those ROM updates, decide what goes in them (other than to specify the minimum requirements to be a Pocket PC device), or test them. The OEM is responsible for that. I'm running the latest ROM build for my device, also, including the push e-mail support, etc., with no problems with AS4.2.

I simply was trying to

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explain why 4.x is not 3.x in terms of how it works internally (the 'why' of the change). None of that changed in going from 4.0 to 4.2, however. The changes there were things associated with fixing specific incompatibilities found between 4.0 and 4.2beta that caused connectivity, sync, and other problems for people.

I'd like to help you get it fixed, but all I can recommend at this point is to post the contents of the WCE*.log files for AS from the %temp% folder, along with the ROM version information from the device. Maybe someone will spot something or someone with the same device will respond...

Paul T.

"Matthew"

<pgh1969pa@xxxxxxx>

wrote in message

[news:%23Bz\\$CtDsGHA.4852@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23Bz$CtDsGHA.4852@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Well, I wonder how Apple seems to do a better job with their OS and itunes over windows and media player. I have yet to own a dap that

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didn't have
some form
of syncing
problem
with wmp.
I've never
been
one to beat
up on MS
for sport but
lately I've
realized that
all
their
releases are
no more
than betas.

I surely
wish they
would stop
offering
solutions
looking for
a
problem.
AS 3.8
worked
well. AS 4.0
at least
worked. AS
4.2 is the
first version
I could not
resolve my
problems
and I started
with the
palm-sized
pc! If I
could go
back to 4.0 I
would but I
can't since
MS
was kind
enough to
break it's
ability to
sync with
the new

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X51v rom.

I like Bill
Gates but I
sometimes
hate the
seed he has
spawn.
They
don't offer
accessible
support
(\$25.00 to
discuss how
they
screwed
up!) or
listen to
what
non-corporate
customers
want or
need!

If you have
solutions to
my
problems
which get to
the root of
my
problems,
I'd be more
than willing
to listen.
Trying to
convince
me
that 4.2 is
better is a
hard sell. I
don't care if
it connects
to an
exchange
server or the
moon if
can't
connect to
my ppc! It
should do

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this well
first
before it
tries to be
something
else! Any
other
rationalization
is pointless!
If it can't do
it's primary
role, who
cares about
exchange
server!

"Paul G.
Tobey
[eMVP]" <p
space tobey
no spam AT
no
instrument
no
spam DOT
com> wrote
in message

news:%23fCgvC0rGHA.3748@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

No,
it's
been
tested
and
beta-ed,
etc.
You
don't
realize
the
volume
of
stuff
that
interacts
with
network
adapters
on
your
PC.

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The
beta
of
4.2
worked
fine
for
me,
but
yet
a
significant
number
of
people
here
are
having
problems
with
the
released
version,
even.
The
difference
is
configuration
on
their
PC,
which
might
be
running
XP
or
2000,
wireless
networking
or
wired
with
any
one
of
dozens
of
network
helper
programs,

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firewalls
from
half
a
dozen
or
more
vendors,
anti-virus/anti-scripting
programs
from
dozens
of
vendors,
VPN
clients
from
half
a
dozen
vendors
and
in
several
versions,
etc.
The
number
of
combinations
that
could
be
found
in
the
real
world
is
literally
astronomical;
the
size
of
the
AS
test
team
is
not.

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The
basic
reason
for
changing
to
a
network
communication
scheme
is
that
you
now
communicate
exactly
the
same
way
with
Exchange
Server
as
you
do
with
desktop
AS.
This
is
a
huge
improvement
for
the
AS
team
(which
is
very
small).
They
now
have
the
ability
to
add
features,
fix
bugs,

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etc.
without
having
to
fix
the
same
bug
in
two
places.
The
initial
pain
was,
I'm
sure,
an
expected
problem
(although
I
think
the
severity
of
problems
caught
them
a
little
off-guard),
but
the
long-term
result
should
be
better
responsiveness
to
problems
and
better
synching,
in
general.

It's
extremely
painful

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for
people
who
are
having
problems,
and
you
can
certainly
pin
that
on
the
change
to
network
communications
from
just
acting
like
a
regular
USB
device,
but,
frankly,
I
don't
see
that
AS
over
USB
was
super-reliable
before
the
change.
The
change
simply
seems
to
have
changed
who
is
running
into

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problems.
People
who
had
3.x
working
fine
and
never
had
a
problem
with
that
now
may
have
hell,
while
those
who
were
always
having
problems
getting
3.x
to
work,
if
they're
still
around,
may
have
smooth
sailing
with
4.x
(as
I
do).

Paul
T.

"Matthew"
<pgh1969pa@xxxxxxx>
wrote
in
message

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a
real
mess!
If
I'm
having
problems
with
the
'new
and
improved'
activesync,
I
wonder
how
new
users
are
doing!
I
thought
4.2
was
to
fix
connection
issues
not
create
them!
AS
4.2
is
the
absolute
worst
version
ever!

"Tim
Maher-De
Troyer"
<tim.maherdetroyer4@xxxxxxxxxxxx>
wrote

in
message
news:eAjqAparGHA.2256@xxxxxxxxxxxxxxxxxxxxxxxx

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This
is,
without
a
shadow
of
a
doubt,
one
of
the
worst
pieces
of
software
ever
written.

As
a
result
of
it's
complete
inability
to
recognise
USB
devices
(O2
XDA
II),
except
intermittently,
no
proper
interface
to
Windows
Media
Player
10.x
and
above
and
it's
thorough
incapacity
in
delivering
understandable

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messages
I
shall
be
abandoning
the
entire
charade
in
favour
of
BlackBerry
(You
can
get
the
music!).

This
is
the
biggest
load
of
unusable
software
that
I
have
encountered
in
years.

Dump
it
and
get
something
written
that
can
connect
peripheral
PC
like
devices.

Tim

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