

Re: Active Sync 4.2 suddenly won't connect to Axim X51v

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<http://www.tech-archive.net/Archive/PocketPC/microsoft.public.pocketpc.activesync/2006-08/msg00825.html>

- *From:* "KDF" <kforbus@xxxxxxxxxx>
 - *Date:* 27 Aug 2006 20:20:45 -0700
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There's so much voodoo in these processes that I'm loathe to do a hard reset and just have the same problem again...you mentioned going into Settings | Connections, selecting USB to PC, deselecting... in my Connections tab under settings, I don't see anything like this on my Dell. Could you say a bit more about where this is and what it is? Thanks.

Ken

Jim DeVoll wrote:

Well, my Axim is connecting with ActiveSync again. On another forum I read another user's experience with this same kind of problem. He had called Dell and after trying everything, the Dell support person told him to do a hard reset of his Axim X51v. That worked. The Dell person had no idea why this worked, he suggested it only because everything else had already been tried.

So I decided to bite the bullet and do it too. I did the hard reset and, like before, I went back into Connections under Settings on my handheld and, under USB to PC, deselected the "Enable advanced network functionality" (if this isn't deselected my computer always reports an error when recognizing the X51v & it's not installed correctly.)

Jim

"KDF" wrote:

I have all of the ports anyone has ever suggested opening up for Activesync open. Specifically, 169.254.2.0/255.255.255.0. I've tried adding 169.254.2.2 to each list as well. This includes 5678, 5679 (UDP), 5721, 990, 999, WCESMgr.exe, wcescomm.exe, rapimgr.exe, and 26675. Moreover, I have Windows Firewall set to notify if it is blocking anything. It's not complaining.

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If you recall from my message, I cannot sync by USB on a machine where I can still sync via Bluetooth. Wouldn't the bluetooth connection go through the firewall as well?

I have also checked what device my desktop (which it used to sync with also) believes that the Dell is, and it correctly believes that it is seeing a Dell Axim X51v. There is no driver to roll back to, nor no newer driver.

In other words, I have exhausted everything everyone has suggested for USB syncing, with no joy.
Any other suggestions?

Paul G. Tobey [eMVP] wrote:

These sorts of things, particularly if you can eliminate the USB connection as the source of the problem are almost always caused by firewall/antivirus/VPN issues. The device and ActiveSync on the desktop communicate over, effectively, a network interface. So, if there's a firewall installed which blocks one or more of the ports that ActiveSync needs to see, nothing works. If you are using Windows Firewall, make sure, in the Services applet that it's Started and make sure that the DHCP Client is started. If you are using a VPN, you'll have to figure out what to do to allow an unsecured network connection at the same time as that secure one, if it's even possible. If you are using antivirus, you might try completely uninstalling that, as it may be catching the network traffic to/from the device over ActiveSync and either dropping it as a virus or scanning it and then forwarding it, but either too slowly or to the wrong network.

Paul T.

"KDF" <kforbus@xxxxxxxx> wrote in message
news:1156539809.487938.245430@xx

I have the exact same problem. Moreover, I can sync with my tablet via Bluetooth, which indicates that the Activesync installation on it is

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just fine. For a little while even when it wouldn't sync via USB at least it would be recognized as a guest, but now even that doesn't work.

Any suggestions would be welcome, since I've seen similar messages on the aximsite forum, indicating that this is a common problem. Thanks.

Jim DeVoll wrote:

I have a new Dell Axim X51v (WM5) on Windows XP Professional with SP2, and using Active Sync 4.2 via USB. I've been transferring information to & from my Axim for about one week now and suddenly Active Sync doesn't connect with my handheld. The Axim is still recognized by my PC, but Active Sync, apparently, suddenly can't see it. I made no changes to my PC before this happened. Any ideas will be much appreciated.