

## RE: Outlook(R) Mobile Access probelms

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-09/msg01151.html>

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- *From:* Branford Arms P.H. <[BranfordArmsPH@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:BranfordArmsPH@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 5 Sep 2005 04:32:01 -0700
- 

hi nathan, sorry i my have wasted your time as this seems to have cleared its self  
but go to keep an eye on it just in case it starts again

""Nathan Liu [MSFT]"" wrote:

- > Hi Branford,
- >
- > Thank you for the update.
- >
- > I am sorry for the delayed response due to the weekend. Please understand
- > that the newsgroups are staffed weekdays by Microsoft Support professionals
- > to answer your systems and applications questions. Your understanding is
- > greatly appreciated!
- >
- > According to your description, I understand that your PPC cannot
- > synchronize the Calendar (Appointments) with the Exchange Server, but the
- > Contacts, Notes' sync work fine. If I have misunderstood your concern,
- > please don't hesitate to let me know.
- >
- > To narrow down this issue, please answer and perform the below questions
- > and steps:
- >
- > 1. What model of your PPC?
- >
- > 2. Are you synchronizing your Pocket PC with Outlook (client sync) or
- > Exchange server directly (server sync)?
- >
- > – If you are using client ActiveSync, as this feature is closely related to
- > the Pocket PC model you are using and the manufacturer's design, please
- > contact the Pocket PC provider or the Microsoft public Pocket PC newsgroup
- > for assistance. The public newsgroups are:
- >
- > <news://news.microsoft.com/micr?osoft.public.pocketpc>
- > <news://news.microsoft.com/micr?osoft.public.pocketpc.activesy?nc>
- >
- > This is in order to make sure that this issue is efficiently addressed.
- > Thank you for your understanding.

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>  
> – If you are using Server ActiveSync, please check the following points to  
> work further on this issue.  
>  
> 1) When running the CEICW, ensure to check the OMA (Outlook Mobile Access)  
> option in the "Web Services Configuration" page, this will configure the  
> System to allow OMA and "Server ActiveSync" access from the Internet. Note  
> that if you installed ISA on the SBS 2K3, please do run the CEICW again to  
> re-allow OMA.  
>  
> 2) The client host machine must be configured using the SBS Set Up Computer  
> Wizard. During the Set Up Computer Wizard, the option to install ActiveSync  
> 3.7 must be configured as well. If this is pushed to the client machine,  
> then there will be an option in the Start Menu called Mobile Device  
> Configuration. Then, it should be able to provision your phone or PPC  
> (including installing the certificate) so that the Server ActiveSync works.  
>  
> 3) With ActiveSync you can sync Inbox, Calendar, and Contacts from your  
> mailbox. However, Activesync can't sync Public Folder. Are you trying to  
> sync a public calendar folder?  
>  
> 4) Do you receive any error message during synchronization?  
>  
> 5) Please locate the recent IIS log files and check whether there are any  
> error messages noted on this issue, then paste the full context in your  
> reply. To do so, please go to C:\WINDOWS\system32\LogFiles.  
>  
> I appreciate your time and cooperation. If anything is unclear, please feel  
> free to let me know. I am looking forward to hearing from you.  
>  
> Best regards,  
>  
> Nathan Liu (MSFT)  
> Microsoft CSS Online Newsgroup Support  
>  
> Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)  
> =====  
> This newsgroup only focuses on SBS technical issues. If you have issues  
> regarding other Microsoft products, you'd better post in the corresponding  
> newsgroups so that they can be resolved in an efficient and timely manner.  
> You can locate the newsgroup here:  
> <http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>  
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> When opening a new thread via the web interface, we recommend you check the  
> "Notify me of replies" box to receive e-mail notifications when there are  
> any updates in your thread. When responding to posts via your newsreader,  
> please "Reply to Group" so that others may learn and benefit from your  
> issue.  
>  
> Microsoft engineers can only focus on one issue per thread. Although we  
> provide other information for your reference, we recommend you post

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RE: Outlook(R) Mobile Access probelms

> different incidents in different threads to keep the thread clean. In doing  
> so, it will ensure your issues are resolved in a timely manner.

>

> For urgent issues, you may want to contact Microsoft CSS directly. Please  
> check <http://support.microsoft.com> for regional support phone numbers.

>

> Any input or comments in this thread are highly appreciated.

> =====

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>

> -----

>>Thread-Topic: Outlook(R) Mobile Access probelms

>>thread-index: AcWv5nen/cGfeeUQf6IZYnLD1gurA==

>>X-WBNR-Posting-Host: 81.137.242.223

>>From: =?Utf-8?B?QnJhbmZvcnQgQXJtcyBQLkgu?=  
>><BranfordArmsPH@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

>><BranfordArmsPH@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

>>References: <EA4FB598-F609-4C97-9700-7C516EAF09D4@xxxxxxxxxxxx>

>><BFAEC831-36C9-41F8-A75C-7E1FA6EAE513@xxxxxxxxxxxx>

>><Mb3kZDQrFHA.472@xxxxxxxxxxxxxxxxxxxxxxxx>

>><AE758DD4-B6D7-47D8-9E52-65227AFF94A0@xxxxxxxxxxxx>

>><YRcrXvcrFHA.3932@xxxxxxxxxxxxxxxxxxxxxxxx>

>><FF4E5682-C32E-4895-BA08-C456DF1760B1@xxxxxxxxxxxx>

>><nJ7xvFtrFHA.3892@xxxxxxxxxxxxxxxxxxxxxxxx>

>><D82B1D6F-689E-4301-BA78-EFFA7BC39F7D@xxxxxxxxxxxx>

>><X2jTXr1rFHA.1204@xxxxxxxxxxxxxxxxxxxxxxxx>

>>Subject: RE: Outlook(R) Mobile Access probelms

>>Date: Fri, 2 Sep 2005 10:48:03 -0700

>>Lines: 307

>>Message-ID: <9273BAF5-08A9-467B-B63D-2AFB46609499@xxxxxxxxxxxx>

>>MIME-Version: 1.0

>>Content-Type: text/plain;

>> charset="Utf-8"

>>Content-Transfer-Encoding: 7bit

>>X-Newsreader: Microsoft CDO for Windows 2000

>>Content-Class: urn:content-classes:message

>>Importance: normal

>>Priority: normal

>>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0

>>Newsgroups: microsoft.public.windows.server.sbs

>>NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250

>>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl

>>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:150304

>>X-Tomcat-NG: microsoft.public.windows.server.sbs

>>

>>Hi nathan . isaid i`d keep an eye,

>>My PPC has warning that appointments failed to sync from the device,

>>also appointments failed to sync from server.

>>Contacts sync ok from server & to server.

>>I wonder if this has anything to do with sharepoint services playing up

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>>"Nathan Liu [MSFT]" wrote:  
>>  
>>> Hi Branford,  
>>>  
>>> Thanks for your kindly update. Since you don't installed the SBS 2003  
> SP1,  
>>> let's still monitor it. If you require further assistance or if the  
> issue  
>>> has been resolved. Please let me know if there is anything that I can do  
>>> for you. I look forward to hearing from you soon. :-)  
>>>  
>>> Best regards,  
>>>  
>>> Nathan Liu (MSFT)  
>>> Microsoft CSS Online Newsgroup Support  
>>>  
>>> Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)  
>>> =====  
>>> This newsgroup only focuses on SBS technical issues. If you have issues  
>>> regarding other Microsoft products, you'd better post in the  
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>>> so, it will ensure your issues are resolved in a timely manner.  
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>>>>thread-index: AcWvEOKLRF1AdTT0RheDsAwS+raiw==  
>>>>X-WBNR-Posting-Host: 81.137.242.223  
>>>>From: =?Utf-8?B?QnJhbmZvcnQgQXJtcyBQLkgu?=  
>>><BranfordArmsPH@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
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>>><nJ7xvFtrFHA.3892@xxxxxxxxxxxxxxxxxxxx>  
>>>>Subject: RE: Outlook(R) Mobile Access problems  
>>>>Date: Thu, 1 Sep 2005 09:19:10 -0700  
>>>>Lines: 308  
>>>>Message-ID: <D82B1D6F-689E-4301-BA78-EFFA7BC39F7D@xxxxxxxxxxxx>  
>>>>MIME-Version: 1.0  
>>>>Content-Type: text/plain;  
>>>> charset="Utf-8"  
>>>>Content-Transfer-Encoding: 7bit  
>>>>X-Newsreader: Microsoft CDO for Windows 2000  
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>>>>Importance: normal  
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>>>>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0  
>>>>Newsgroups: microsoft.public.windows.server.sbs  
>>>>NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250  
>>>>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA02.phx.gbl!TK2MSFTNGXA03.phx.gbl  
>>>>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:149935  
>>>>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>>>>  
>>>>Hi nathen  
>>>>>yes we think we have resolved this, but we have not installed the  
>>>>>sbs2003  
>>>>>sp1 yet  
>>>>>so its a wait & see, trying to sort out a sharepoint problem first.  
>>>>>but will keep you posted  
>>>>>  
>>>>>"Nathan Liu [MSFT]" wrote:  
>>>>>  
>>>>>>Hi Branford,  
>>>>>>  
>>>>>>Thank you for your update.  
>>>>>>  
>>>>>>As you mentioned, you will start another clean install for the  
>>>>>>problematic  
>>>>>>SBS 2003 Server, so if you require further assistance or if the issue  
>>>>>>has  
>>>>>>been resolved. Please let me know if there is anything that I can do  
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> > > > >Thread-Topic: Outlook(R) Mobile Access probelms  
> > > > >thread-index: AcWuH5uMXqNpCmCKTiqRwUBvuhACgw==  
> > > > >X-WBNR-Posting-Host: 81.137.242.223  
> > > > >From: =?Utf-8?B?QnJhbmZvcnQgQXJtcyBQLkgu?=  
> > > > ><BranfordArmsPH@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
> > > > >>References: <EA4FB598-F609-4C97-9700-7C516EAF09D4@xxxxxxxxxxxx>

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> > > > <BFAEC831-36C9-41F8-A75C-7E1FA6EAE513@xxxxxxxxxxxxxx>  
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> > > > <YRcrXvcrFHA.3932@xxxxxxxxxxxxxxxxxxxxxx>  
> > > > >Subject: RE: Outlook(R) Mobile Access probelms  
> > > > >Date: Wed, 31 Aug 2005 04:32:02 -0700  
> > > > >Lines: 213  
> > > > >Message-ID: <FF4E5682-C32E-4895-BA08-C456DF1760B1@xxxxxxxxxxxxxx>  
> > > > >MIME-Version: 1.0  
> > > > >Content-Type: text/plain;  
> > > > > charset="Utf-8"  
> > > > >Content-Transfer-Encoding: 7bit  
> > > > >X-Newsreader: Microsoft CDO for Windows 2000

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• **Follow-Ups:**

- ◆ **RE: Outlook(R) Mobile Access probelms**  
◇ From: "Nathan Liu [MSFT]"

• **References:**

- ◆ **RE: Outlook(R) Mobile Access probelms**  
◇ From: "Nathan Liu [MSFT]"
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◇ From: Branford Arms P.H.
- ◆ **RE: Outlook(R) Mobile Access probelms**  
◇ From: "Nathan Liu [MSFT]"
- ◆ **RE: Outlook(R) Mobile Access probelms**  
◇ From: Branford Arms P.H.
- ◆ **RE: Outlook(R) Mobile Access probelms**  
◇ From: "Nathan Liu [MSFT]"

- Prev by Date: **Re: Fax Services**
- Next by Date: **RE: HELP! Strange Problem with Internet Access after Migration**
- Previous by thread: **RE: Outlook(R) Mobile Access probelms**
- Next by thread: **RE: Outlook(R) Mobile Access probelms**
- Index(es):
  - ◆ **Date**
  - ◆ **Thread**