

RE: Configure mobile device

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-11/msg04524.html>

- *From:* v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx ("Nathan Liu [MSFT]")
 - *Date:* Wed, 30 Nov 2005 03:44:24 GMT
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Hello Stuart,

Thank you for posting in the SBS newsgroup.

According to your description, I understand that the "Configure Mobile Device" wizard on the PCs periodically starts and changes the setting so that the PDAs don't synchronize. If I have misunderstood the problem, please don't hesitate to let me know.

To narrow down this issue, please kindly refer to the following information:

1. First of all, please refer to the following information to re-run the CEICW:
 - a. Click Start, click Server Management.
 - b. Click To Do List and then click "Connect to the Internet".
 - c. Click Next, select "Do not change connection type" and click Next.
 - d. Select Enable firewall and click Next.
 - e. Ensure E-mail is selected and Click Next.
 - f. On the Web Services Configuration page shows, make sure that "OMA (Outlook Mobile Access)" is selected. Click Next.
 - g. On the Web Server Certificate page shows. Select "Create a new Web server certificate", and type your FQDN (mail.domain.com) in the "Web server name" text box. Click Next.

IMPORTANT: The FQDN that you type in the "Web server name" box must be the same name that you use to connect to the Web site from the Internet. For example, if the URL that you use to connect to the OWA is <https://mail.contoso.com/exchange>, type "mail.contoso.com" (without the quotation marks) in the "Web server name" box. If you use <http://ipaddress/exchange> to access OWA, type the public IP address in the "Web server name".

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h. Go through the steps to finish the wizard.

More information:

825763 How to configure Internet access in Windows Small Business Server 2003

<http://support.microsoft.com/?id=825763>

2. Meanwhile, please also try the following steps on the client workstation and see how it goes:

a. Log on locally as a local administrator to the client. In Control Panel, double-click System. On the Computer Name tab, click Change, select Workgroup, type a workgroup name and click OK. Click OK when prompted to restart the computer.

b. On the SBS server, delete the user and computer accounts, click Add a User in Server Management\Users. Follow the instructions to create user and computer accounts.

c. On the client, open IE, go to <http://SBSServer/connectcomputer> and follow the instructions to join domain.

d. On the SBS server, open the Server Management console, go to Client Computers, select the client computer and click "Assign Applications to Client Computers", make sure "Install ActiveSync 3.7" is selected, and then finish the wizard.

e. Go to Client, re-run the "Configure Mobile Device" wizard, and then check if the issue can be reproduced.

3. If the issue persists, please refer to the following link to install the ActiveSync 4.1, and then try again:

ActiveSync 4.1

<http://www.microsoft.com/windowsmobile/downloads/activesync41.mspx>

4. In order to double-confirm if this issue is related to client side or PDA side, please try again on other working workstation, and also try to reproduce this issue by using other PDA devices on the problematic workstation.

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

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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>

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 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: Configure mobile device
>thread-index: AcX0umBVI2WThG2YRc+Twenzf/h/BQ==
>X-WBNR-Posting-Host: 217.34.44.202
>From: =?Utf-8?B?U3R1YXJ0?= <Stuart@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>Subject: Configure mobile device
>Date: Mon, 28 Nov 2005 23:56:16 -0800
>Lines: 13
>Message-ID: <7174E610-60EC-4603-8C58-566A03B4CA62@xxxxxxxxxxxxxx>
>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: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGXA03.phx.gbl
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:226267
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>We're using SBS with Exchange SP2 and PDAs with Windows Mobile 5.0. We

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have a

>PDA set up which works fine. However, periodically, the 'Configure mobile
>device' wizard on the PCs starts and changes the setting so that the PDAs
>don't sync.

>

>Can I either

>1. Remove the wizard (I've tried unsuccessfully by running the Client set
up

>wizard on SBS) or

>2. Stop the wizard running (it doesn't appear in Add & Remove Programs on
>the PC) or

>3. Change settings in the wizard to the ones I want ?

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>All help gratefully received.

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