

RE: No Calendar entries synch on smartphone (WM 5) for specific us

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-01/msg02476.html>

- *From:* Dimitris <Dimitris@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 17 Jan 2007 01:58:01 -0800
-

Terence thank you for your speedy response!

Here is my preliminary response.

My comments follow below the issues you raised:

"Terence Liu [MSFT]" wrote:

Hello Dimitris,

Thanks for posting here.

Are you synchronizing your Pocket PC with Outlook (client sync) or Exchange server directly (server sync)?

I am synchronising directly to the exchange server over 3G/GPRS. I had the same issue when synchronising via the client. I thought that the "cached exchange mode" may have made a mess of things and I thus connect directly over the internet. But with identical results.

SBS 2003 supports ActiveSync via a client, or Server ActiveSync if you have remote connectivity to the server via the PDA. For example, you could use a Pocket PC Phone Edition 2003 device, or SmartPhone to use Server ActiveSync to sync your Inbox, Calendar, and/or Contacts.

It appears that the issue is not medium related. Identical results for both approaches.

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:

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<news://news.microsoft.com/microsoft.public.pocketpc>
<news://news.microsoft.com/microsoft.public.pocketpc.activesync>

This is in order to make sure that this issue is efficiently addressed.
Thank you for your understanding.

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.

As said the set up is working fine for other users, devices so I ll skip this step.

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 certificat) so that the Server ActiveSync works.

I have allowed the synchronization over http so that possible certificate errors do not cause a concern.

3. Do you receive any error message during synchronization?

No I do not receive any error. Actually I receive an indication (first time round) that are 0/57 items on calendar to get synchronised, it appears to sync them but nothing on the display.

4. Try to use Qtek 9000 to do calendar sync with this problematic account, is it fine?

Yes, I can confirm that it is fine.

5. Try to disable calendar share, then use Qtek 9000 and 8500 to do

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calendar sync with this problematic account, is it fine?

I will try this step later on. And I will keep you posted.

6. Try to use Qtek 8500 to do calendar sync with your own account, is it fine? Then share your own calendar, test again, is it fine?

Yes it works absolutely fine. I havent tried with the sharing. I ll do so when I get to the location.

7. Please create a new account, and then share its calendar, then try to do calendar sync on it via Qtek 9000 and 8500, is it fine?

Yes they are fine on both machines.

8. Collect the IIS metabase on Exchange Server and send to me:
v-terliu@xxxxxxxxxxxxxxx for further analysis:

Great, I will send you the logs ASAP.

1). On Exchange Server, install .NET Framework Version 1.1:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=262d25e3-f589-4842-8157-034d1e7cf3a3&DisplayLang=en>.

2). Install MBExplorer by installing IIS 6 Resource Kit Tools:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73-B628-ADE629C89499&displaylang=en>.

3). Once it is installed, access it from Start, Programs, IIS Resources, Metabase Explorer.

4). In the left pane, right click "LM" (under your server computer name) to choose "Export to file", and then save it as IIS.mbk.

5). Compress this mbk file and send it to me for analysis. Please let me know the password if you set on this iis mbk file.

9. Please collect the IIS log on Exchange Server so that I can perform further research:

1). On Exchange Serves, open IIS MMC, right click Default Web Site and then click Properties.

2). Click Website tab and then check Enable logging.

3). Stop the Default Website and RENAME the existing IIS log files under C:\WINDOWS\system32\LogFiles\W3SVC1.

4). Restart the Default Website and reproduce the problem, which will

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generate new IIS log file with the exact error.

5). Wait for a while so that IIS Log can be synced. And then go to the following folder on Exchange Server: C:\WINDOWS\system32\LogFiles\W3SVC1.

6). Send me the log files to my working email address v-terliu@xxxxxxxxxxxxxxxxx And please let me know the alias of the user who encountered the issue.

Hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence 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: No Calendar entries synch on smartphone (WM 5) for specific user
| thread-index: Acc5tVZs6KRSET+DTUSzCSxSQKFWNA==
| X-WBNR-Posting-Host: 195.97.101.53
| From: =?Utf-8?B?RGltaXRyaXM=?= <Dimitris@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

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| Subject: No Calendar entries synch on smartphone (WM 5) for specific user
| Date: Tue, 16 Jan 2007 13:29:00 -0800
| Lines: 33
| Message-ID: <012E3D15-BB3C-4611-A2F2-405EA336A983@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 V6.00.3790.2757
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGHUB02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:10743
| NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Dear all,

| after reading most messages about the problems that may occur on Calendar
| sync and not finding an answer to my concern, please consider the
| following
| scenario.

| You have one user that uses an i-mate jasjar / Qtek 9000 (
| <http://www.europe.htc.com/products/qtek9000.html>) that uses direct push
| perfectly on your SBS R2 SP2 / Exchange SP2 / ISA 2004 SP 2 server.

| The user decides to buy a smaller less chunkier device (in this case QTEK
| 8500 <http://www.europe.htc.com/products/qtek8500.html>) and attempts to
| synchronise.

| Everything gets synchronised-pushed (emails, contacts, tasks) apart
| from
| the calendar entries.

| Please also note that the setup runs fine on other devices.
| In addition note that the same device works fine for my own calendar
| (during
| the tests I performed).

| Only note that this user has a delegate in his mailbox (his secretary)
| and
| permissions to the secretary to read his calendar were are also given).
| Yet
| again this was true even before applying SP2 and getting the Jasjar that
| were
| (and still are) working fine.

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| I am truly puzzled.

|

| Gurus please help.

|

| Thanking you in advance,

|

| Dimitris.

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