

# How To: Troubleshooting ActiveSync or Windows Mobile Device Manager when it will not connect.

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## Applies to:

ActiveSync

## Builds/Releases:

N/A

## Issue

Activesync (Windows XP) or Windows Mobile Device Manager (Vista) fails to establish a connection.

## Solution

Try the following solutions:

1. Determine if ActiveSync/Windows Mobile Device Manager is installed and is a current version.
2. Disconnect and reconnect the device several times.
3. Go to *My Computer* and see if the mobile device is listed as one of the available drives. If it is present, double click on it, this will likely start ActiveSync/Windows Mobile Device Manager.
4. You can perform a repair:
  1. To repair ActiveSync, go to 'Add or Remove Programs'--> select 'Microsoft Activesync'-> click on 'Click here for support information' --> then click 'Repair'.
  2. To repair Windows Mobile Device Manager, select 'Start' --> 'Control Panel' --> 'Programs and Features' --> Select 'Windows Mobile Device Center' --> then click 'Repair'.
5. Try restarting the computer.
6. Try uninstalling and reinstalling, or try installing a newer version. If necessary, you can download it for free from the Microsoft Windows Mobile website at <http://www.microsoft.com/windowsmobile/en-us/help/synchronize/device-synch.mspx>.

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