

## Inquire – Knowledge Base Article

**Product Group:** Marlin

**Product:** CMDM6210 - I-Pro Marlin

**Version:** N/A

### Abstract

This article outlines a procedure to rectify a sync failure after docking the Marlin, made apparent when ActiveSync has a red 'x' over its green icon.

### Overview

On occasion, users have performed other functions on the Marlin devices and set up partnerships for items unrelated to ODR. This may include connection to the internet, email accounts, etc.

When the Marlin is docked, it will attempt to obtain an ActiveSync connection. If the device fails to sync do to unrelated functions to ODR, a message will appear on the device, stating "RTC Update Failed".

In addition, on the computer the green ActiveSync icon will have a red 'x' over it.

A link is included from Active Sync with the warning message, "ATTENTION: Microsoft Exchange attention required".

Press the [OK] button and another message will appear, saying "Server could not be reached. Support Code: 80072EE7".

To rectify this problem, follow the procedure below.

1. Undock the Marlin.
2. On the computer, right-mouse click on the ActiveSync icon in the system tray and select Open Microsoft ActiveSync.
3. When ActiveSync is open, select **File → Delete Partnership**, and then press [Yes].
4. Dock the Marlin and a prompt for a partnership will display.
5. Select the Guest option.
6. The device will now have an ActiveSync connection.