

# **Microsoft Office Communicator Mobile (2007 Release) Troubleshooting Guide**

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# Introduction

This document describes issues that some users of Microsoft® Office Communicator Mobile (2007 release) encounter under particular circumstances. Issues are categorized by product feature area, and offers potential resolutions.

We recommend that you refer to the other documents in the Communicator Mobile (2007 release) documentation set if you do not find the resolution for your issue in this document.

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## Installation

**ISSUE:** When you try to install Communicator Mobile, you receive the message “Application Manager cannot install this application on your mobile device due to an invalid setup file.”

**RESOLUTION:** Verify that you are using Microsoft ActiveSync® 4.2 technology or Microsoft Windows Mobile Device Center 6 technology to install Communicator Mobile (2007 release).

**ISSUE:** When you try to install certificates, you receive the message “Alert: Security permission was insufficient to update your device.”

**RESOLUTION:** Install the certificates by using a device provisioning file, as described in the *Microsoft Office Communicator Mobile (2007 Release) Planning and Deployment Guide*.

**ISSUE:** When you try to remove Communicator Mobile by using the Control Panel on the desktop computer that you used to install it, Communicator Mobile is not removed from the mobile device.

**RESOLUTION:** To remove Communicator Mobile from the mobile device, use ActiveSync or Windows Mobile Device Center as described in the *Microsoft Office Communicator Mobile (2007 Release) Planning and Deployment Guide*.

**ISSUE:** There are multiple Communicator Mobile **Today** or **Home** screen add-ins on your device, multiple entries for Communicator Mobile in the **Programs** folder of your mobile device, or multiple entries for Communicator Mobile in ActiveSync **Add/Remove Programs**.

**RESOLUTION:** Remove all versions of Communicator Mobile from the device and the desktop, and then install the latest version. For more information about removing Communicator Mobile, see the *Microsoft Office Communicator Mobile (2007 Release) Planning and Deployment Guide*.

After you remove Communicator Mobile, verify that the folder **\Program Files\Communicator** has been deleted from the device. If the file has not been deleted by the program installer, manually delete it.

**ISSUE:** During installation, you receive the message “Installation was unsuccessful. The program or setting cannot be installed because it is not digitally signed with a trusted user.”

**RESOLUTION:** Communicator Mobile has been signed by the Mobile2Market (MTM) certificate. If your device has been configured by your mobile provider or device manufacturer to not support MTM signed applications, you will receive this error message.

**ISSUE:** During installation, you receive the message “There is not enough space available to install. Try deleting some data and try again.”

**RESOLUTION:** The Communicator Mobile (2007 release) installer requires approximately 7.5 MB of space on the device. Delete some data from the device, and then retry installation. You can also try copying some data from the device to a storage card, if you have one.

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## Sign-in

**ISSUE:** When you try to sign in to Communicator Mobile, you receive the message “Unable to connect to network.”

**RESOLUTION:** Verify that you have correctly configured a proxy server on the mobile device. Refer to the procedures in the *Microsoft Office Communicator Mobile (2007 Release) User’s Guide* that describe how to configure a proxy connection on your device. If you are trying to sign in by using the mobile provider network, verify that you have adequate signal reception.

**ISSUE:** The message “Unable to connect using TLS. Please check if correct certificates are installed” appears.

**RESOLUTION:** Verify that the server name is correct and that you have installed the certificates that are required by your server. If you installed the certificates while Communicator Mobile was already running, exit and restart the program. For instructions on installing certificates, refer to the *Microsoft Office Communicator Mobile (2007 Release) Planning and Deployment Guide*, or contact your system administrator.

**ISSUE:** When you configure Communicator Mobile to sign in by using TLS transport, sign-in fails.

**RESOLUTION:** Do one of the following:

- Verify that the time zone and date settings on the device are correct.
- Verify that the server name is correct.
- Verify that the correct certificates are installed. For information about installing certificates, refer to the *Microsoft Office Communicator Mobile (2007 Release) Planning and Deployment Guide*, or contact your system administrator. If you have installed new certificates, delete the old certificates from the device, and then try to sign in again.

- If you have verified the time and date settings and the certificates, and you still cannot sign in, you can disable Certificate Revocation List (CRL) checking by modifying the registry.



### Caution

If you disable CRL checking, the device cannot verify the authenticity or certificate revocation status of the servers to which you connect. Connecting to unknown servers is a serious security risk.

Serious problems can occur if you modify the registry incorrectly. Modify the registry at your own risk.

To disable CRL checking, using a registry editor, go to the registry key **HKEY\_CURRENT\_USER\Software\Microsoft\Communicator\System Settings\DisableCertCheck**, and then change the value to 1.

**ISSUE:** When you try to log in to Communicator Mobile, the message “Wrong Server Name” appears, even though you are using the correct server name, user name, and password.

**RESOLUTION:** Verify that you have an active, available data connection (ActiveSync, GPRS, 1xRTT, or Wi-Fi), and then try again. You can also receive this message if the server uses different addresses for access from inside the organization’s network and from outside. If you do not know the external or internal server address, contact your system administrator.

**ISSUE:** You cannot sign in to a server as an external user.

**RESOLUTION:** If your administrator configured a nondefault port on the instant messaging server, you need to obtain the port number from your administrator and specify it in your Communicator Mobile server settings according to the instructions in the *Microsoft Office Communicator Mobile (2007 Release) User’s Guide*. Also ensure that Communicator Mobile has been configured to use the correct external server address. If you do not know the external server address, contact your system administrator.

**ISSUE:** The sign-in process takes a long time.

**RESOLUTION:** If you have 60 or more contacts on your Contact List, the Communicator Mobile sign-in process can take longer. In addition, having more than 60 contacts can cause the battery to drain very quickly. Having a large number of contacts on your Contact List can also cause Communicator Mobile to stop responding altogether. If Communicator Mobile stops responding, delete contacts by using Office Communicator 2007, and then restart your mobile device before you try to sign in again.

**ISSUE:** Communicator frequently disconnects from the server.

**RESOLUTION:** When you make or receive a call on a Windows Mobile powered device, the GPRS connection is put on hold. Therefore, when you are in a call, Communicator is unable to communicate with the server. If Communicator is unable to communicate with the Office

Communications Server for a period of five to ten minutes or more, Communicator disconnects. Furthermore, on some smartphone devices, when you press the END (call) button to disconnect from a call or to lock the device, the GPRS connection is disconnected. Communicator Mobile relies on the GPRS connection and is, therefore, signed out when GPRS is disconnected.

To ensure that Communicator automatically tries to reestablish a network connection and sign in to the server, select the **Reconnect if network lost** check box in Communicator Mobile **Options**. If Communicator Mobile is configured to automatically sign in, Communicator Mobile will retry sign-in five times, beginning 15 seconds after it is initially disconnected.

If you do not want to disconnect GPRS with the END (call) button, you can set the value of the following registry key to 1:

```
HKEY_LOCAL_MACHINE\Comm\ConnMgr\Providers\{7C4B7A38-5FF7-4bc1-80F6-5DA7870BB1AA}\Connections\{GPRS connection name}\AlwaysOn
```

**ISSUE:** When starting Communicator Mobile, you receive the message “The program is from an unknown publisher. Running it can possibly harm your device. Do you want to continue?”

**RESOLUTION:** Communicator Mobile has been signed by the Mobile2Market (MTM) certificate. If your device has been configured by your mobile provider or device manufacturer to not support MTM signed applications, you will receive this error message.

**ISSUE:** Communicator Mobile stops unexpectedly and without prompting.

**RESOLUTION:** When Windows Mobile powered devices are low on program memory, the operating system automatically stops some programs from running in order to free up memory. Programs that have been activated, but have not been used recently are subject to shutdown by the operating system. In order to help prevent the operating system from stopping Communicator, close all programs that are not currently in use, and then restart Communicator.

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## Contact List and Presence

**ISSUE:** You cannot display the Contact List or the **Conversation** window.

**RESOLUTION:** Do one of the following:

- Sign out, and then sign back in.
- Try a different network connection type.
- Restart the device.

**ISSUE:** Communicator Mobile does not display presence status for all contacts on the Contact List.

**RESOLUTION:** Your device may be low on memory. Exit programs that you are not currently using, or delete some contacts in order to optimize your Contact List. Communicator Mobile

does not explicitly define any limit to the number of contacts on your Contact List. However, on some devices, there may not be enough memory available for Communicator Mobile to display presence status for all your contacts.

If you have 200 or more contacts on your Contact List, the Communicator Mobile sign-in process can take longer. Having a large number of contacts on your Contact List can also cause Communicator Mobile to stop responding altogether. If Communicator Mobile stops responding, delete contacts by using Office Communicator 2007 on your desktop computer, and then restart your mobile device before you try to sign in again.

**ISSUE:** Different phone number options are displayed when you view a user's Contact Card using Communicator Mobile and when you view the same user's Contact Card using Communicator on the desktop.

**RESOLUTION:** Communicator on the desktop obtains contact information from both the server and the Global Address List (GAL). Communicator Mobile, however, obtains contact information only from the server.

Contact phone numbers that have been published on the server or using Communicator **Options** are displayed by Communicator Mobile. Contact phone numbers that have been published only in the GAL are not displayed by Communicator Mobile.

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## Conversations

**ISSUE:** You cannot complete a call to a contact with a phone number that contains nonnumeric characters.

**RESOLUTION:** Phone numbers for contacts are based on the information retrieved from the instant messaging (IM) system. If you call a contact using the Contact Card in Communicator Mobile and if your device is running Windows Mobile 5.0 build 14847 (AKU 2), or later, you can edit the phone number before dialing.

The recommended format for phone numbers is described in Microsoft Knowledge Base article 834478 (<http://r.office.microsoft.com/r/rlidCoMo1?p1=KB834478>), but there is nothing to prevent system administrators from using custom number formats. If you have trouble completing a call, contact your system administrator for help.

**ISSUE:** When a user running Microsoft Office Communicator (2005 release) or earlier invites you to an existing conversation, you do not see an announcement in the message history indicating that the Microsoft Office Communicator (2005 release) user "has joined the conversation."

**RESOLUTION:** Refer to the participant identifier at the top of the **Conversation** window to see who is participating in the conversation. The participant identifier displays the other participant's name if there are only two participants in the conversation, the number of participants in the conversation if there are more than two participants, and the name of the person who is typing whenever a participant is actively typing a message. The participant identifier properly represents all participants in the conversation, including the Communicator (2005 release) user.

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## Device Interaction

**ISSUE:** On my smartphone, even though I receive a message indicating that Communicator Mobile installed successfully, I am unable to see Communicator status on the Home screen.

**RESOLUTION:** You can add Communicator status to your preferred Home screen layout by selecting the **Display on Home screen** check box in Communicator **Options** on the **General** tab.

**ISSUE:** Communicator Mobile seems to consume a lot of battery power.

**RESOLUTION:** Any program that stays connected to a network consumes battery power. Communicator must maintain a connection to Office Communications Server in order to monitor the current presence status of your contacts and to display your current presence status to your contacts. As long as Communicator Mobile is connected, it processes any updates that it receives for any person in your Contact List, as well as any changes you make to your own presence status.

To conserve the battery on your mobile device, you can select the **Status updates off when idle** check box in Communicator **Options** on the **General** tab. When you enable this option, Communicator Mobile does not monitor the presence status of your contacts when the device is idle. If status updates have been disabled while the device is idle, the next time you open Communicator Mobile, there will be a period of apparent unresponsiveness while Communicator Mobile retrieves the current presence of your contacts.