





## FieldConnect – TDS Ranger or Trimble TSCe (Win CE .NET 4.0)

### Installation message “designed for a previous version of Windows”

#### Non-Issue

During installation, you get the following error: “The program you have installed may not display properly because it was designed for a previous version of Windows Mobile software.” Two Microsoft components, the Microsoft SQL Client and the Microsoft .NET Compact Framework, are also being installed with FieldConnect. These files are provided by Microsoft and can not be modified by us to correct this message. Installation will complete despite the warnings, just ignore them.

### Incorrect COM Port setting prevents connection

#### Issue

On the first connection attempt after installation, when you enter in the Account Number and then press OK, you immediately get an error message indicating "An internet connection to the OfficeSync Gateway could not be established. Please Try Again."

#### Solution

These devices cause new dialup connections to default to use Bluetooth, so you need to change the connection to use the correct COM port. Click on Start > Settings > Network / Dial-up Connections, then tap the FieldConnect icon just once to highlight it, then click on Connection > Properties, and in the "Select a modem:" box, change the selection from "BluetoothDUN" to "COM1: Hayes Compatible" then press OK.

See the video at: <http://128.121.250.210/support/movies/RangerDotNetBluetoothProblem.htm>

### Soft Reset may be necessary to release the COM Port

#### Issue

When starting FieldConnect, you get an error message that COM1 is in use.

#### Solution

There is software installed in the device that monitors the serial port for connections. This software seems to interfere with our ability to make a clean connection to the port. Performing a Soft Reset on the device will release the port and allow it to connect to the Field Kit. Follow these steps to get the most reliable connection:

1. Exit all programs.
2. Disconnect the Field Kit.
3. Soft Reset the device (Start > Programs > Utilities > Reset > Soft Reset).
4. After it boots up, use the power key to turn the device off and then back on.
5. Re-connect the Field Kit.
6. Run FieldConnect.