





## FieldConnect – All Devices

### Remember Me Bug

#### Issue

When starting FieldConnect, an error message immediately comes up saying that "An internet connection to the OfficeSync Gateway could not be established. Please try again.1".

#### Cause

There is a bug with the "Remember Me" feature in the current version that causes this (and other error messages) to occur.

#### Solution

On the FieldConnect login screen, click on the Tools menu, and uncheck the "Remember Me" option. Then exit FieldConnect and restart it. This bug will be fixed in a future update. Until then, always leave the "Remember Me" option turned off.

### Multilevel Download Directory Bug

#### Issue

You can successfully send files, but can not receive files. When you try to get a file using a multiple-path default download directory (such as "SystemCF\MicroSurvey FieldGenius\FG Projects" or "Disk\Survey Pro Jobs") you get errors "Directory Does Not Exist Exception" and/or "Argument Out Of Range Exception".

#### Cause

The full path of the default download directory is not correctly initialized when FieldConnect is started. This is a bug that will be corrected in an upcoming version.

#### Solution

Use My Computer or File Explorer to browse into the Temp directory, and delete any files with a filename consisting of a 4-digit number then .job, such as 1234.job. (This step is not needed every time you want to get job data, only to recover from the above error messages).

Then use FieldConnect to re-get the files. Either set a default download directory that is only one level deep (such as "SystemCF" or "Disk"), or if you want to use a multiple-level directory then always press the Browse button to re-select your desired folder prior to hitting the Get button to download the files. This bug will be fixed in a future update. Until then, either always use a download directory that is only one level deep, or always press Browse before pressing Get.

### Check For Updates Bug

#### Issue

When attempting to Check For Updates, an error message "Unable to reach OfficeSync Gateway. Please check your internet connection" comes up although the connection is OK.

**Cause**

Running this command does not successfully dial up to the internet if it is the first command that was run since starting FieldConnect.

**Solution**

Log into the FieldConnect program, then click either of the "Send Job Data" or "Get Job Data" buttons, then press the "Close" button to return without sending or getting any files. This forces the program to dialup to the internet, and now if you click on Tools > Check For Updates, it should tell you if there is a new update or not.

**No Job Data Pending Bug****Issue**

I sent a file from the office, but when I go to receive it FieldConnect tells me there is "No Job Data Pending". I even tried re-sending the file, and I know that there really should be job data there!

**Cause**

If FieldConnect is in "Simple Mode" but the job data was sent from the office in the regular mode (by selecting a Customer and Job), then you must take the program out of simple mode to correctly see the job data.

**Solution 1**

If you have the most recent version of FieldConnect, then go onto the Settings Screen and turn off Simple Mode. Then go back to the Jobs screen, and click Get Job Data again.

**Solution 2**

If you do not have a Simple Mode option on your Settings screen, then go into the Send Job Data screen and turn off Simple Mode, then press Close (you do not need to send anything). Then exit and re-start FieldConnect. *To get the Simple Mode option on the Settings screen (as Solution 1), please download and install the latest version of FieldConnect.*

**"COM1 is unavailable" or similar error message****Issue**

Error message "COM1 is unavailable" (or similar) when using FieldConnect.

**Cause**

This can happen when another program on the data collector is accessing the same COM port that FieldConnect uses, which prevents FieldConnect from accessing it at the same time. This can be caused if you are (or were) running other software that is accessing the port. This is not a bug, but a hardware conflict due to multiple programs attempting to use the same COM port.

**Solution 1**

Exit from any other program that may be using the COM port for communications, such as your surveying software, radio configuration tools, etc. Then try connecting with FieldConnect again. *Please remember that if your device is running a PocketPC or Windows Mobile operating system, then clicking the little (x) icon in the top-right corner of the screen will not close or exit the program, it only minimizes the program.*

**Solution 2**

If nothing else seems to be accessing the port, then a soft reset of the device will usually clear the error.

**Solution 3**

If a soft reset does not fix it, then Microsoft ActiveSync on the data collector may be attempting to connect to the modem as soon as it is connected (thinking it is your desktop PC) which ties up the port. Temporarily disable ActiveSync from connecting by following the instructions below for your specific data collector. *Please remember that this option will need to be re-enabled to connect with ActiveSync to your PC again.*

If your data collector runs Windows CE .NET 4: Click on Start > Settings > Control Panel, Double-tap the PC Connection icon, and uncheck the option labeled "Enable direct connections to the desktop computer".

If your data collector runs PocketPC Version 3: Click on Start > Programs > ActiveSync, then click on Tools > Options, and uncheck the option labeled "Enable synchronization when cradled using".

If your data collector runs Windows Mobile 2003: Click on Start > Programs > ActiveSync, then click on Tools > Options, then click on the Options button, and uncheck the option labeled "Enable PC sync using this connection".

If your data collector runs Windows Mobile 5.0: Click on Start > Programs > ActiveSync, then click on Menu > Connections, and uncheck the option labeled "Synchronize all PCs using this connection".



## OfficeManager

### Firewall Configuration

#### Issue

I have a firewall, and when I start OfficeManager or JobMonitor I get a message that "A connection error has occurred". I entered my proxy information but the program still does not run.

#### Solution 1

If you are using a Microsoft ISA Server as your firewall, please refer to our online instructions for what needs to be configured, at <http://128.121.250.210/support/MicrosoftISAServer.htm>

#### Solution 2

If you are using another type of hardware or software firewall, then you need to configure your firewall to permit TCP communications to the following IP Addresses:

- 128.121.250.209 (port 80)
- 128.121.154.140 (port 1433)

### Limited User permissions

#### Issue

I can run the program with an Administrator account, but not with a Limited account.

#### Solution 1

Give the user Administrator access on the computer.

#### Solution 2

Give the user Full Control permissions to the following:

- The program folder C:\Program Files\MicroSurvey\Office Manager
- The registry key HKEY\_LOCAL\_MACHINE\SOFTWARE\MicroSurvey\OfficeSync
- Whatever folder(s) the jobs will be uploaded from and downloaded to



## JobMonitor

### Firewall Configuration

#### Issue

I have a firewall, and when I start OfficeManager or JobMonitor I get a message that "A connection error has occurred". I entered my proxy information but the program still does not run.

#### Solution 1

If you are using a Microsoft ISA Server as your firewall, please refer to our online instructions for what needs to be configured, at <http://128.121.250.210/support/MicrosoftISAServer.htm>

#### Solution 2

If you are using another type of hardware or software firewall, then you need to configure your firewall to permit TCP communications to the following IP Addresses:

- 128.121.250.209 (port 80)
- 128.121.154.140 (port 1433)

### Limited User permissions

#### Issue

I can run the program with an Administrator account, but not with a Limited account.

#### Solution 1

Give the user Administrator access on the computer.

#### Solution 2

Give the user Full Control permissions to the following:

- The program folder C:\Program Files\MicroSurvey\Job Monitor
- The registry key HKEY\_LOCAL\_MACHINE\SOFTWARE\MicroSurvey\OfficeSync
- Whatever folder(s) the jobs will be uploaded from and downloaded to

### I installed JobMonitor but it gives me an error message

#### Issue

I installed JobMonitor, and when I run it I get a message that "OfficeSync is currently unavailable. Please Try Again Later." I have not installed OfficeManager.

#### Solution

OfficeManager must also be installed and run once in order to create a registry entry that JobMonitor is looking for. Install and run OfficeManager to complete this setting then run JobMonitor again.

## I installed JobMonitor but it crashes during the update process

### Issue

I installed JobMonitor, and when I run it I get a message that "There is a new version of Job Monitor available. New updates will now be installed" then when I click OK I get an error that "Application has generated an exception that could not be handled."

### Cause

A file is missing in the Job Monitor installation program on some old OfficeSync CDs, which is needed for the automatic update process. If this file is missing, then the automatic update process will crash with an error "Application has generated an exception that could not be handled."

### Solution 1

Download and install the current version of JobMonitor from our website, at <http://www.officesync.com/support.htm>

### Solution 2

Install OfficeManager on the computer (if it is not yet installed), then use My Computer or Windows Explorer to copy the file C:\Program Files\MicroSurvey\OfficeManager\OSUpdate.exe into the C:\Program Files\MicroSurvey\JobMonitor folder. Then run JobMonitor again.

## JobMonitor on a field laptop computer

### Issue

I am trying to use Job Monitor on a field laptop computer with the Field Kit modem, but it will not connect to the internet like FieldConnect on the data collectors do.

### Solution

Please refer to our Job Monitor Field Mode Setup document, available online at <http://www.officesync.com/support.htm>