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TerraSync Software: Installing Version 2.51 on a GIS TSCe Field Device

Summary

The Trimble® TerraSync™ software installer version 2.51 for the Microsoft® Windows® CE .NET operating system on an H/PC 2000 device now correctly installs the software to the disk on a GIS TSCe™ field device.

The original installer places the software in the RAM (main memory), and may cause loss of data if you reset the device.

Description

If you downloaded the TerraSync installer version 2.51 before 29 August 2005 (either from the TerraSync support page or through the TerraSync Updater utility), and then used it to install the software on TSCe field devices, the software has been placed in RAM. Then, by default, any data files that you collect in the software are also stored in RAM. If the field device is reset or loses power, data files in RAM that have not been backed up are lost. You may also need to re-install the software after a reset or power loss.

To find out where the software is installed:

1. Do one of the following:
 - On the field device, run File Explorer.
 - In the Microsoft ActiveSync® technology, run the Explore command.

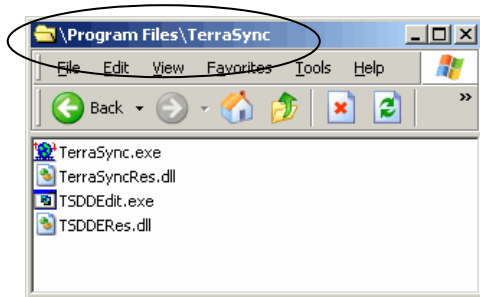
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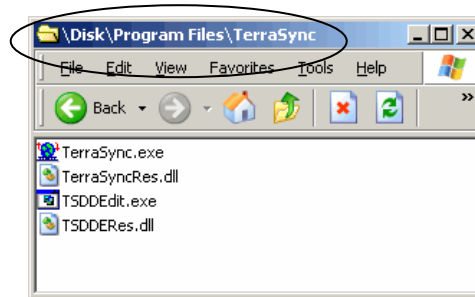
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2. Search or browse the field device for TerraSync.exe.
 - If the software is installed in RAM, the file is in \Program Files\TerraSync.
 - If the software is installed on disk, the file is in Disk\Program Files\TerraSync.



TerraSync software is installed in RAM



TerraSync software is installed on disk

Solution

The installation program that is currently available from either of the following locations correctly installs the software to disk:

- From www.trimble.com
- Through the TerraSync Updater utility

If you downloaded the installer on or after 29 August 2005, the TerraSync software is installed to the correct location and you do not need to re-install it.

If you have already installed the TerraSync software version 2.51 to RAM on a TSCe field device:

1. Use one of the following options to move the entire TerraSync documents folder to disk:
 - On the field device, run File Explorer
 - In ActiveSync technology, run the Explore command

To do this, cut and paste the folder called TerraSync from \My Documents in RAM into \Disk\My Documents.

Alternatively, use the Data Transfer utility to transfer all your existing data files to the office computer.

2. Uninstall the TerraSync software:
 - a. Ensure that the software is not running on the field device.
 - b. On the field device, select *Start / Settings / Control Panel / Remove Programs*.
 - c. From the list of installed programs, select TerraSync and then click **Remove**.

3. Download and run the new TerraSync software installer. Do one of the following:
 - Go to www.trimble.com/support. Click [TerraSync](#) / [Downloads](#) / [v2.51 Software](#) / [GIS TSCe Field Device](#) to download the file TerraSyncHPC2000ARMSetup.exe to a folder on your office computer. Run the downloaded file.
 - Run the TerraSync Updater utility from the TerraSync 2.50 Software CD. Select the TerraSync v2.51 Windows CE .NET (ARM) update, click **Download** and then click **Install**.
4. Follow the instructions on the screen to install the TerraSync software to the field device.
 - If prompted to re-install the TerraSync software, click **Yes**.
 - When prompted to install to the default location, click **Yes**.