

JanamCare Troubleshooting: XP20 Syncing Issues

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<u>Issue</u>

XP20 will not export data to Palm Desktop.

Resolution

The Current Fix for this issue is as follows and was performed on a Windows 7 64-bit pc.

- 1. Download Janam Palm Desktop 4.1, **NOT** 6.2.
- 2. Download 64-bit Hotsync Driver Package.
- 3. Before install of Palm Desktop 4.1 right mouse click Janam_PalmDesktop41SP03ENG.exe or setup file.

n library 🔻 Share with 👻 New folder					
Name	Date modified	Туре	Size		
Janam Palm Desktop README	2/6/2013 3:51 PM	Text Document	10 KB		
Lunam Palm Desktop Release Notes	2/6/2013 3:51 PM	Text Document	1 KB		
Janam_PalmDesktop41SP03ENG	2/6/2013 3:51 PM	Application	15,059 KB		
	hibrary Share with New folder Name Janam Palm Desktop README warnan Palm Desktop Release these Janam_PalmDesktop41SP03ENG	n library ▼ Share with ▼ New folder Name Date modified ☐ Janam Palm Desktop README 2/6/2013 3:51 PM ☐ University Palm Desktop Release Notes 2/6/2013 3:51 PM ☑ Janam_PalmDesktop41SP03ENG 2/6/2013 3:51 PM	n library ▼ Share with ▼ New folder Name Date modified Type ☐ Janam Palm Desktop README 2/6/2013 3:51 PM Text Document ☐ variam Palm Desktop Release these 2/6/2013 3:51 PM Text Document ☑ Janam_PalmDesktop41SP03ENG 2/6/2013 3:51 PM Application	n library ▼ Share with ▼ New folder Name Date modified Type Size ☐ Janam Palm Desktop README 2/6/2013 3:51 PM Text Document 10 KB ☐ wrom Palm Desktop Release Visites 2/6/2013 3:51 PM Text Document 1 KB ☑ Janam_PalmDesktop41SP03ENG 2/6/2013 3:51 PM Application 15,059 KB	n library ▼ Share with ▼ New folder Name Date modified Type Size Janam Palm Desktop README 2/6/2013 3:51 PM Text Document 10 KB ™ omem Palm Desktop Release Visites 2/6/2013 3:51 PM Text Document 1 KB Janam_PalmDesktop41SP03ENG 2/6/2013 3:51 PM Application 15,059 KB

4. Click Properties, then click compatibility tab, change the options to read as follows

🔝 Janam_PalmDesktop41SP03ENG Properties				
General Compatibility Security Details Previous Versions				
If you have problems with this program and it worked correctly on an earlier version of Windows, select the compatibility mode that matches that earlier version				
Compatibility mode				
Run this program in compatibility mode for:				
Windows 2000				
Settings				
Run in 256 colors				
Run in 640 x 480 screen resolution				
Disable visual themes				
Disable desktop composition				
Disable display scaling on high DPI settings				
Privilege Level				
Run this program as an administrator				
Change settings for all users				
OK Cancel Apply				

Click Run the program in Compatibility Mode check box

Click drop down box and select Windows 2000

Click Privilege Level check box to run this program as an administrator

Click apply then ok



- 5. Run setup program Janam_PalmDesktop41SP03ENG.exe.
- 6. Following installation, have device XP20 or XP30 sitting in cradle. Open Device and Printers windows in the start bar or Control Panel.
- 7. Click ActiveSync button on cradle to establish connection with windows to start install.
- Select Janam Device or Unrecognized Device. Right mouse click on device and select properties, click hardware tab, select properties. The Click Driver tab, click Update Driver, next window click Browse my computer for driver software, then use browse box to find where Janam 64-bit device driver is on your computer, then click next to install. (see example on next page)

Add a device Add a printer Troubleshoot	Janam Handheld Properties
Devices (4)	General Hartware
ASUS VH242H E5530-6 USB Keyboard USB Cyptical Mouse	Janam Handheld Properties
Printers and Faxes (4) Interna Handheld Properties Interna Handheld Properties Interna Handheld Properties Interna Handheld Properties Interna Handheld Interna Handheld	Janam Handheld Driver Provider: Unknown Driver Date: Not available Driver Version: Not available Digital Signer: Not digitally signed Distore Details To view details about the driver files. Update Driver To update the driver software for this device. Roll Back Driver If the device fails after updating the driver, roll back to the previously installed driver. Disable Disables the selected device. Uninstall To uninstall the driver (Advanced).
🕞 🖞 Update Driver Software - Janam Handheld	OK Cancel
How do you want to search for driver software? → Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.	Browse for driver software on your computer Search for driver software in this location: <u>ALEXPNDOCUMENTSYMY WORKVANAM 64BIT DRIVER PACKAGE</u> ▼ Browse ☑ Include subfolders
Browse my computer for driver software Locate and install driver software manually.	Let me pick from a list of device drivers on my computer This list will show installed driver software compatible with the device, and all driver software in the same category as the device.
Cancel	Next Cancel



9. After device drivers are installed click on device cradle or thru main menu on device the ActiveSync button, and the device should now sync with computer transferring files back and forth.