

JanamCare Troubleshooting: XP20 Syncing Issues

Contact: janamcare@janam.com

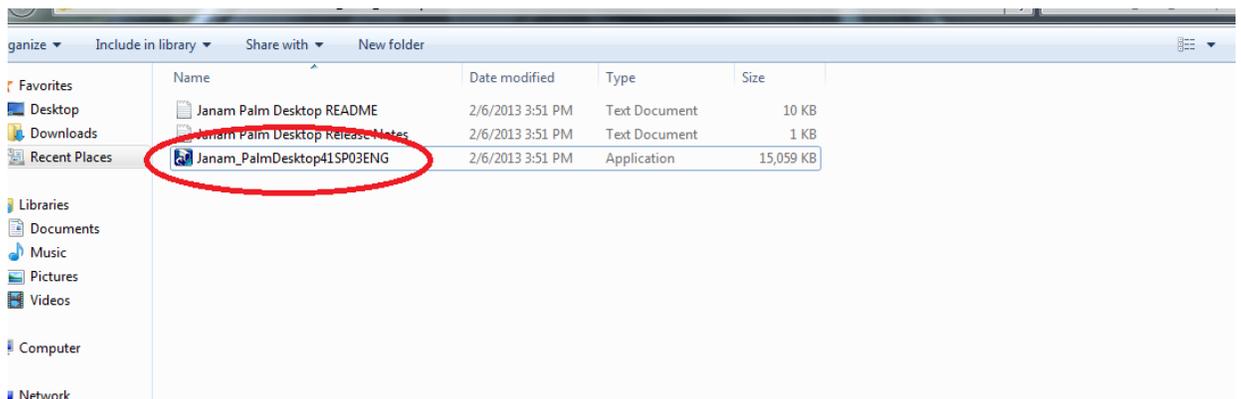
Issue

XP20 will not export data to Palm Desktop.

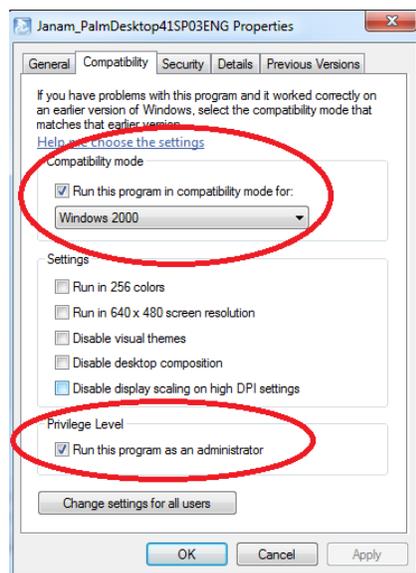
Resolution

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.



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



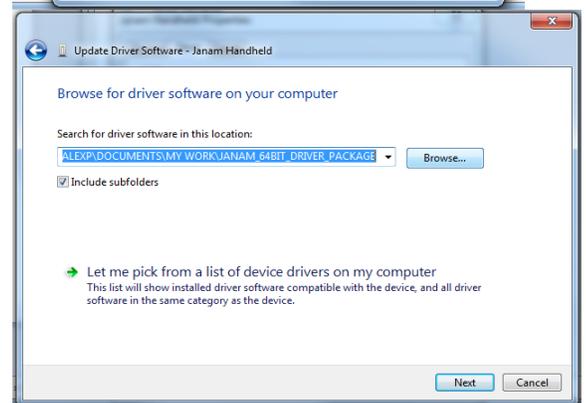
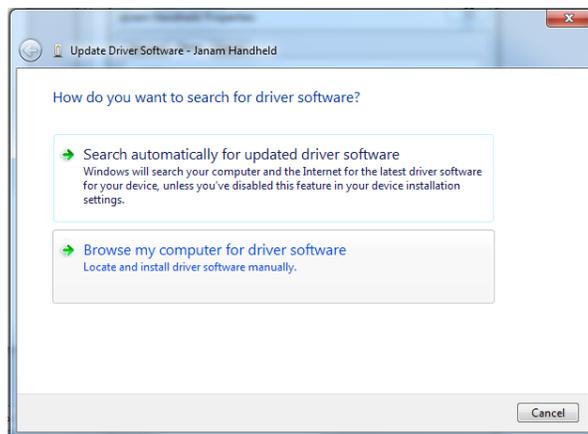
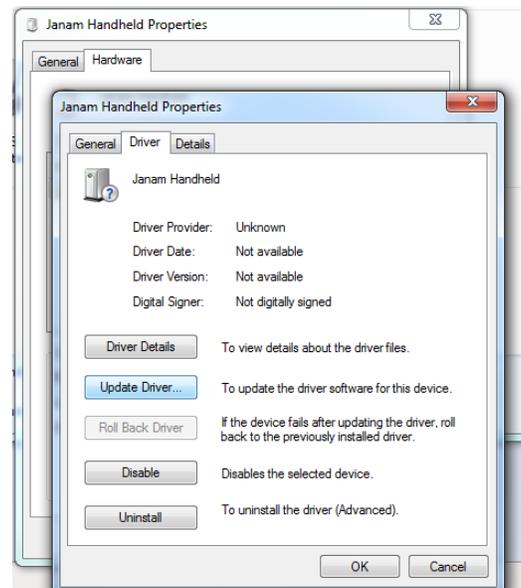
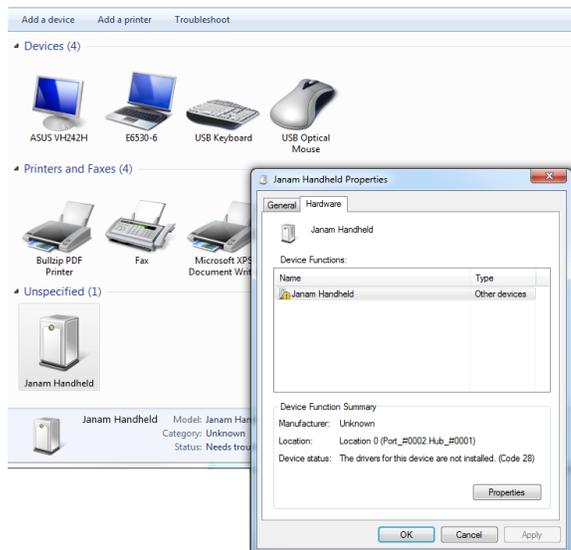
Click Run the program in Compatibility Mode check box

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.
8. 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)



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.