

## Ordering Software Maintenance or Software Updates, Installing TerraSync and GPS Pathfinder Office, Activating TerraSync & GPS Pathfinder Office, Registering Software Programs with the Trimble Registration Site, Resolving Windows10 and Windows Mobile Device Center Issues, How to Find Software Serial Numbers, and How to Activate GPS Pathfinder Office After Updating Your License

This document is designed to help with all the above issues and more importantly, knowing who to contact to resolve these issues. Before calling anyone, please read this document. It will help get you to the right person right away.

### Ordering Software Maintenance or Software Updates:

To keep your software maintenance current, which will insure that you have access to the latest version of that program into the future, you can elect to pay for software maintenance. The price is \$295 retail per year, with better pricing for public agencies. This fee applies individually to both TerraSync and GPS Pathfinder Office. If that maintenance lapses (you have a 30-day grace period), you would have to pay for a software update. The update fee is considerably higher, and is different for each program, but does provide you with the latest version of that program and another full year of software maintenance.

To get a quote for software maintenance or a software update, please contact Adam Jones at (208) 595-1426 or [adamj@frontierprecision.com](mailto:adamj@frontierprecision.com). You must have the serial number of the program you wish to apply maintenance or an update to, prior to calling.

### Installing and Activating TerraSync & GPS Pathfinder Office Software

TerraSync software is a data collection software program so is most often installed onto a Trimble GNSS handheld device. Some users install the program on a Windows tablet PC for the field. For that reason, there are two different versions of the software. GPS Pathfinder Office is a computer program only and can only be installed on a Windows computer.

To download TerraSync software, go to this site. Make sure to download a version of the program compatible with your GNSS receiver and one that can be activated by your installation code:

<http://www.trimble.com/globalTRLTAB.asp?Nav=Collection-4576>

(Make sure to download the version for Windows Mobile (WM) for a Trimble handheld and for Windows 7, 8, or 10 for a Windows computer.)

To download GPS Pathfinder Office software, go to this site:

<http://www.trimble.com/globalTRLTAB.asp?Nav=Collection-4552>

## TerraSync Software

To install TerraSync software onto a Trimble handheld device, make sure that your GNSS receiver is connected to your PC via Windows Mobile Device Center. This is a free program provided by Microsoft. Its function is to allow the user to make a connection between a Windows Mobile device and a Windows computer. There are two different versions of that program: a 32-bit and a 64-bit program. Find out what the architecture is for your computer, then download and install the appropriate version. To install, just double-click on the downloaded file.

There used to be a link directly to the Microsoft website that enabled the download of the Windows Mobile Device Center software, but that was taken down recently due to Microsoft not wanting to support that program, nor the workflow that Trimble mapping uses have been employing for the last 20 years. Upon request, I will send you the program via email so you can install it on your PC.

Once connected with WMDC, simply double-click on the downloaded file. Go through the wizard and TerraSync will install. Once installed, check the screen of your mobile device to confirm that the program was successfully installed. Tap OK.

A new dialog appears on your computer screen asking you to choose a language. Choose English and go through the wizard. You will have to enter (or copy and paste) the installation code for the software. As you continue through the wizard, you can elect to activate the software via the Internet. It takes only a few seconds. You will receive information that your software has been successfully activated. **If you need help with this process, please call 866-560-6200 or [mapping\\_support@frontierprecision.com](mailto:mapping_support@frontierprecision.com) and create a support ticket.**

## GPS Pathfinder Office software

After downloading the GPS Pathfinder Office software ZIP file onto your PC, you must unzip it. Once unzipped, under the CDImage folder, double-click on the Autorun.exe file. The wizard will launch. Go through the wizard and make sure to check for updates in that process. The software will be successfully installed.

To activate the program on your computer, go to Programs, then the Trimble program group, then the GPS Pathfinder Office License Administrator. Double-click on that item, then click on Activate. You can enter (or copy and paste) the install code for that version. Activate the software via the Internet. Your software was successfully activated. **If you need help with this process, please call 866-560-6200 or [mapping\\_support@frontierprecision.com](mailto:mapping_support@frontierprecision.com) and create a support ticket.**

## Registering Software on the Trimble Registration Website

Go to Trimble's website, [www.trimble.com/register](http://www.trimble.com/register) and login. If you don't have a login, then make sure to register as a new user. You will get an opportunity to enter your email address and a password. Once you fill out the form and submit it, Trimble will send you an email to that address, so you can confirm your registration. Log back into the site and click on Add in the My Products section. Enter the POPN exactly as listed on the attached PDF document. You can leave the "Your Reference" field blank if you wish. That's only for your own use. Once accepted, the website will generate the installation code for you. Click on the little plus sign in the left margin next to the POPN number. That will reveal the installation code. You now have the installation code you will need to activate the program. **See Installing and Activating TerraSync & GPS Pathfinder Office Software in the previous section.**

**If you already have or have received an installation code, you DO NOT NEED to enter a POPN into Trimble's registration website. You can use the install code directly to install the software.**

## Resolving Windows10 and Windows Mobile Device Center Connectivity Issues

In June of 2017, Microsoft released Build 1703 for Windows10. If that build was installed, it effectively severed the connectivity between all Windows Mobile devices and Windows10. We came up with a fix for that issue. You can go to this website and download a file called **WMDC Fixes**. Download and install this file by double-clicking on it.

<https://frontierprecision.com/frontier-mgis-support-downloads/>

In most cases, this will fix the connectivity issue. **If it does not, you can call 866-560-6200 or [mapping\\_support@frontierprecision.com](mailto:mapping_support@frontierprecision.com) and create a support ticket.** There are several different fixes that may need to be applied to resolve this issue on your system.

## How to Find the Serial Number of TerraSync & GPS Pathfinder Office

### TerraSync

If you have access to the program and it will launch successfully on your device, in the Status menu you will see a subordinate menu called Skyplot. Tap on Skyplot and go to About. The serial number of TerraSync will be there.

### GPS Pathfinder Office

If you have access to the program and it will launch successfully on your computer, tap OK on the Project dialog, then go to Help, then About GPS Pathfinder Office. The serial number of the program will be there.

## I Cannot Find the Serial Number, My Software is Missing, or My Computer is Dead

If you cannot find the serial number of either TerraSync or GPS Pathfinder Office, we can help you find it by accessing Trimble's database. To do this, we need the email address of the person whose name was on the original order for the system. Even if that person no longer works for the organization, and even

if the system was ordered years ago, that is likely the email address the software and hardware was registered to. Alternatively, you can send us the serial number of the Trimble GNSS handheld receiver. That will often link to only the serial number for TerraSync software. **After calling 866-560-6200 to create a support ticket, someone will call you back and request email addresses upon which to search.** When (and if) we find the records, we will send them to you. These records will contain the serial number of the hardware and software if the user registered each component of the system.

## I Just Updated My Version of GPS Pathfinder Office, but Don't Know How to Activate it

One reason that your new install code won't activate the new version of GPS Pathfinder Office is because you are installing it onto a new computer. If this is the case, we must deactivate it first. Send me an email ([jim@frontierprecision.com](mailto:jim@frontierprecision.com)) and request that it be deactivated. The deactivation process takes only 5-10 minutes. Once completed, follow this procedure to activate your software:

On your computer, go to the Windows Start button, then the Trimble program group, then GPS Pathfinder Office, then click on the GPS Pathfinder Office License Administrator. Click on the Activate button, copy and paste the new install code into the field, and follow the prompts. You can activate the license over the Internet. You will get a message saying, "Your software has been successfully activated."

I hope you found this document helpful. We receive 5 calls or emails to resolve one or more of these issues each day. This guide will assist you in contacting the right person to resolve your issue.

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