

# QuickStart Setup for the MJD Data Collection

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DEMO

**MJD**software

## **QuickStart Setup for the MJD Data Collection**

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# Introduction

This section introduces the *QuickStart Setup for the MJD Data Collection*.

You will find information about the conventions adopted throughout this *Guide*, a list of resources for reference and additional help, a description of the product support that is available to you, and details for contacting MJD Software Ltd.

## Conventions

The *QuickStart Setup for the MJD Data Collection* uses the following conventions:

Example	Description
<b>Edit&gt;Copy</b>	Clicking the Copy command on the Edit Menu.
Alt + F4	Holding down the Alt key and pressing the F4 key at the same time.
Right-click	Clicking the right mouse button.
Double-click	Quickly clicking the primary mouse button (usually the left mouse button) twice. If you have set the primary mouse button to the single-click option, you should click only once when documentation tells you to double-click.
Click	Clicking the left mouse button.
<b>Bold</b>	In procedures, indicates text that you type, or the name of an object on the screen that you click (such as a menu item, tab, button, field, or command).

## Other resources

As part of an application suite, the MJD Data Collection integrates with ACCPAC Advantage Series, Corporate Edition and with other MJD software products.

In addition to this Guide, other sources of reference include:

<b>Symbol Technologies:</b>	Documentation for the MC3000 and the MC9000 hand-held devices.
<b>MJD Software Ltd.:</b>	<ul style="list-style-type: none"><li>• <i>MJD Nexus Reference Guide</i></li><li>• <i>MJD Data Collection User Guide</i></li><li>• <i>User Guides for hand-held applications</i></li></ul>

## Software support and registration

To register your copy of the MJD Data Collection, please complete and return the enclosed registration form as soon as possible.

To accept the *MJD Data Collection License Agreement* with MJD Software Ltd., simply open the envelope containing the installation CD.

When you buy the MJD Data Collection, your organization is entitled to free technical support for a period of 30 days from the date of software purchase.

You may also want to purchase a *Product Maintenance Plan*, which entitles your organization to ongoing technical support and product updates for a fixed period of time. For more information about the *Product Maintenance Plan*, contact MJD Software Ltd. at:

**Email:**

[info@mjdsoftware.com](mailto:info@mjdsoftware.com)

**Web:**

[www.mjdsoftware.com](http://www.mjdsoftware.com)

# Setup Procedures

## Overview of the setup procedures

The *QuickStart Setup* provides all of the basic information that you need for setting up the host computer and the hand-held device to communicate with one another and to run the MJD Data Collection.

The information and procedures that you will find in this Guide include:

- system software and hardware requirements for running the MJD Data Collection
- installation and setup procedures for ActiveSync to allow synchronization between host computer and hand-held device
- basic system preparation (including hardware setup and the assignment of a unique ID and partnership for every hand-held device that requires the MJD Data Collection)
- installation and configuration procedures for the MJD Nexus system and the MJD Data Collection, as well as pointers for the installation of MJD portable applications

The topics listed above represent the setup procedures that must be performed in the same order in which they are presented in this Guide.

After you have successfully completed all parts of the *QuickStart Setup*, your system will be ready to run the MJD Data Collection and transfer data between the desktop computer and the hand-held device.

At the end of this Guide, you will find a section on troubleshooting that provides tips for User IDs to log on to the MJD Data Collection, fix problems with hand-held IDs, resolve connection problems between the desktop computer and the hand-held device, upgrade the MJD Data Collection, recreate ActiveSync partnerships, and cold booting the hand-held device in order to reset and reconfigure it.

# System requirements

This section lists the software and the hardware that are required for running the MJD Data Collection.

## Software

The minimal software requirements are listed below:

- Microsoft Windows XP, or Windows 2000, or higher versions, running on the desktop computer.
- MJD Nexus v. 3 or higher.
- The most current versions of the MJD portable applications such as MJD Live Picking, MJD Live Receipts, and so on, that your organization requires.

## Hardware

In addition to the host desktop computer, the minimal hardware requirements are listed below:

- At least one Symbol hand-held device running Windows CE v. 4.2 or higher, equipped as a minimum with the keypad configuration of either a 48-key MC3000 or a 53-key MC9000.
- At least one Symbol cradle (for docking the hand-held device) with connecting power cables that attach the cradle to the host desktop computer.

# Installing host computer software

There are a number of software applications that must be installed on the host computer as a requirement for running the MJD Data Collection. These software applications are:

- MJD Nexus
- MJD Data Collection
- MJD portable applications for hand-held processing (such as MJD Live Picking, MJD Live Receipts, MJD PI Live, MJD Stock Transfers Live, and so, depending on organizational and business requirements)

This section describes the installation procedures for these different software applications.

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# Installing MJD Nexus and MJD Data Collection

This section provides a description of the installation procedures.

## Recommendation

You should install both the MJD Nexus and the MJD Data Collection on the server, then make sure that the desktop computer where you plan to attach the hand-held cradle has access to the network directory with the installed applications. (You should also make sure that the desktop computer is located in a spot that is convenient for docking the hand-held device. This is essential to allow the transfer of data back and forth between the host system and the hand-held device.)

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**Note** – If your organization is running an older version of the MJD Nexus, you can use the procedure below to install the most current version of the MJD Nexus directly overtop of the old version.

---

In the procedure that follows, you must install the MJD Nexus before you proceed to install the MJD Data Collection.

### To install the MJD Nexus and the MJD Data Collection:

1. Insert the installation CD for the **MJD Nexus**, then run the **Setup.exe**.
2. Follow the instructions of the Installation Wizard.

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**Note** – Upon successful installation, the system creates a folder for the MJD Nexus under the Programs directory.

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3. Insert the installation CD for the **MJD Data Collection**, then run the **Setup.exe**.
4. Follow the instructions of the Installation Wizard. Make sure you install the MJD Data Collection in the same directory where you just installed the MJD Nexus.

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**Note** – Upon successful installation, the system places an icon for the MJD Data Collection into the MJD Nexus folder under the Programs directory.

---

After the MJD Nexus and the MJD Data Collection are both successfully installed, you can proceed to install the MJD portable applications as described below.

## Installing the MJD portable applications

After you have successfully installed the MJD Nexus and the MJD Data Collection, you can proceed to install the MJD portable applications that your organization requires.

The MJD portable applications include Live Receipts, Live Picking, Stock Transfers Live, PI Live, and so on.

You install the MJD portable applications and their activation keys directly into the MJD Nexus Setup from where you can assign the applications to specific hand-held devices.

For information and procedures on installing the MJD portable applications and their associated keys, refer directly to the *MJD Nexus Reference Guide* and the section called *Installing applications in Nexus*.

After you have finished installing the MJD portable applications and their keys, the next step is to ensure that the hand-held device and the desktop computer can communicate with each other. These procedures are described in the next section.

## Preparing system basics

This section describes the initial steps to get the hardware and the software connected, communicating, and in sync. Each and every step in this section is a required and essential part of the setup process.

The steps for preparing the system basics include:

- getting the hardware ready
- downloading and setting up ActiveSync™ on the host computer
- assigning unique IDs to the hand-held devices
- creating a partnership between the host computer and each hand-held device
- setting requirements for the hand-held display

The procedures for all of the above steps are described in the sections that follow.

## Getting the hardware ready

This part of the basic setup checks that the hardware is properly connected and functioning.

### To prepare the hardware:

1. Attach the Symbol cradle to the desktop computer where you installed the MJD Nexus system.
2. Plug the cradle into the power outlet.
3. Check that the power light of the hand-held device is on, which indicates that the cradle is functional.

If you need further help attaching the hardware, refer directly to the Symbol documentation.

The next step in the basic system setup is to download and set up ActiveSync™ on the host computer.

## Setting up ActiveSync on your system

ActiveSync is an application from Microsoft® that allows you to create a unique partnership for every hand-held device that will be connected to the desktop computer. It is this partnership that enables data synchronization on both computers when you dock the hand-held device in the cradle that is attached to the desktop computer.

This section describes how to set up ActiveSync on your system and includes the following steps:

1. Download and install the most current version of ActiveSync from Microsoft Corporation.
2. Create partnerships and assign hand-held IDs for every hand-held device that will be running the MJD Data Collection. (There are different ways to do this depending on the number of hand-held devices that you need to set up.)
3. Configure the Sync Options that your system requires.

The procedures that follow describe how to complete these tasks.

## Downloading and installing the software

This section describes how to download the ActiveSync software.

### To download ActiveSync:

1. On the desktop computer where the hand-held cradle is attached, access the Microsoft Corporation web site at:  

www.microsoft.com
2. In the Search box, type **activesync**, then click the **Search** button.
3. Locate the most current version of ActiveSync that is compatible with the operating system of the desktop computer, then click that version to select it.
4. Scroll down the page to the list of languages, then click to select **Worldwide English**.
5. Scroll to the bottom of the window describing the ActiveSync application to the section listing the files in the download, then click **setup.exe**.
6. In the dialog box for the file download, click **Save**, then specify a location for the files.
7. At the prompt when the download is complete, to run the Installation Wizard, click **Open**.
8. Follow the instructions in the Wizard to install ActiveSync on the desktop computer.

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**Note** – An icon for ActiveSync should now appear in the list of programs that you can access from the Start menu.

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Once ActiveSync is installed on the desktop computer, you can proceed to set up an unique partnership for every hand-held device that will be running the MJD Data Collection.

## Setting up partnerships

A partnership enables the synchronization of data between the hand-held device and the desktop computer to ensure that information is up-to-date.

After installing ActiveSync on the desktop computer where the hand-held cradle is attached, you can proceed to create a partnership for every hand-held device that will be running the MJD Data Collection.

There are two ways to set up partnerships depending on the number of hand-held devices that you want to prepare.

For one or two hand-held devices, skip ahead to the procedures starting on page 11.

Otherwise, follow the instructions below to create partnerships and IDs for three or more hand-held devices.

### **Procedure to create partnerships for a group of three or more hand-helds**

This section describes how to set up partnerships and hand-held IDs in ActiveSync for three or more devices. This procedure requires that you follow one specific procedure to set up the first hand-held in the series, then apply a different procedure to set up the rest of the hand-helds.

#### ***Creating a default and unique partnership for the first hand-held in a group of 3 or more***

This initial procedure involves setting up a default partnership using the first hand-held device in the group of three or more. The creation of this default partnership then allows you to easily create unique partnerships for all of the hand-held devices in the group.

#### **To prepare the first hand-held where there are three or more:**

1. Dock the first hand-held.  
On the desktop computer, ActiveSync senses that a device for which it does not have a partnership has been attached. The system automatically opens a dialog box to create a partnership.
2. In the ActiveSync dialog box, select **Yes** to create a new partnership, then click **Next**.
3. The system displays the default name for the device, for example, *WindowsCE*. To accept the default, click **Next**.
4. At the dialog box to synchronize the hand-held and the desktop computer, select **Yes**, then click **Next**.
5. Select the information that you want to synchronize, deselect any information not required for the hand-held, then click **Next**.

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**Note** – The MJD Data Collection does not use any of these synchronization settings, so you can switch them all off.

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6. At the confirmation that the setup is complete, click **Finish**.

7. Remove the hand-held from the cradle and perform a cold boot.  
For a Symbol MC3000 device, hold down the keys 1 and 9, then power off the hand-held.  
For a Symbol MC9000 device, hold down the power key and continue holding it down past the warm boot through to the black screen of the cold boot.
8. After reboot, if the system loads the Touch Screen Configuration, follow the instructions to confirm positions on the screen.

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**Note** – Never skip the Touch Screen Configuration. Follow the instructions to ensure that the hand-held can recognize the position whenever the stylus touches the screen.

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9. If the dialog box PCI/PHOTON1 opens, deselect the option called **Notify when new networks available**, then select **OK**.
10. Dock the hand-held in its cradle.
11. On the desktop computer, in the ActiveSync dialog box, select **Yes** to create a new partnership, click **Next**, then assign a unique name to the hand-held.

---

**Note** – The name you assign as the hand-held ID must be upper case alphanumeric only. If you assign lower case letters, spaces, or special characters, the system will not be able to recognize the ID when it needs to synchronize the device. For some examples of hand-held IDs that are acceptable and that follow a meaningful naming structure, refer to Table 1-1 on page 12.

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Once you have completed the steps above for the first hand-held, you can proceed to set up additional hand-held devices in the group by following the procedure described below.

### ***Creating unique partnerships for all additional hand-held devices in a group of 3 or more***

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**Note** – You must have created the default partnership and set up the first hand-held in the group (described above) before creating partnerships for the other hand-held devices.

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The procedure described below describes how to create ActiveSync partnerships when there are three or more hand-helds to prepare and you have already successfully created a default partnership for the group and also set up the first hand-held in the series.

**To set up additional hand-helds:**

1. For each additional hand-held that will be running the MJD Data Collection, follow these steps:
  - a) Dock the hand-held.
  - b) In the ActiveSync dialog box, follow the instructions to create a new partnership.
  - c) Type a unique ID for each hand-held, then click **Next**.
  - d) Select or deselect the information to synchronize for the hand-held, then click **Next**.
  - e) At the confirmation that the new partnership has been created, click **Finish**, then remove the hand-held from the cradle.
2. Repeat this procedure for each subsequent hand-held.

This completes the procedure to set up unique IDs and partnerships for multiple hand-helds.

For all of the hand-held devices that you have set up for ActiveSync, you can now configure settings. For procedures, skip to the section called *Changing display settings for hand-helds* on page 14.

**Procedure to create partnerships when there are one or two hand-held devices only**

When you have one or two hand-helds to set up, the steps to follow (described in detail in the sections that follow) are in summary:

1. Assign a unique ID to each of the hand-held devices.
2. Dock the first hand-held, create an ActiveSync partnership, then repeat for the second hand-held.

These requirements are described in detail in the following sections.

***Assigning a unique ID to the hand-held device***

For each hand-held device that will be running the MJD Data Collection, you must assign an ID that is unique. This ID is the same as the name of the hand-held device, which allows you to distinguish it from others, and allows the system to identify and manage it.

The MJD Nexus system uses the ID to identify and to manage each individual hand-held. When the hand-held is communicating with the PC, the system identifies the hand-held by displaying the hand-held ID on the communication screens. In the MJD Nexus Transaction Queue, the hand-held ID identifies the current location of the transaction data

and for transactions that are complete, identifies the hand-held which processed the data.

## Recommendations

When you assign an unique ID to the hand-held, you must follow these guidelines:

- Do not use any blank spaces, special characters, or lower case letters. The name you assign as the hand-held ID must be upper case alphanumeric, otherwise the system will not be able to recognize the device.
- For multiple hand-helds, adopt a standard naming convention that combines the company name or location, followed by sequential numbers. For example, for hand-held IDs at MJD Software Ltd., we use:

**Table 1-1 Hand-held IDs**

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MJD001

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MJD002

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MJD003, and so on

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The procedure that follows describes how to assign an ID to each of the hand-held devices that will be running the MJD Data Collection.

### To assign the hand-held ID:

1. Switch the hand-held device on, and/or return to the desktop display.
2. On the desktop of the hand-held, select the **Start Menu**, select **Settings**, select **Control Panel**, then select **System**.
3. From the System Properties, select the tab called **Device Name**.
4. At the field called Device name, type a unique ID for the hand-held in upper case alphanumeric using the conventions described in the section above.

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**Note** – For help using the hand-held keypad or input panel, refer to the online help or the Symbol documentation.

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5. At the field called Device description, type any additional information that you may want to assign to the hand-held.

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**Note** – Since the Device description is not used in the MJD Data Collection, you can assign any description that you want. For some examples of descriptive names, refer to Table 1-2 on page 17.

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6. To save the information, select **OK**.
7. Repeat this procedure to assign a different ID for every hand-held device that will be running the MJD Data Collection.
8. To return to the desktop, close the Control Panel.

The next step is to create a partnership.

### ***Creating a unique partnership for one or two hand-held devices***

This section describes the procedure to use when you have one or two hand-held devices only. (For a group of three hand-helds or more, refer instead to the procedure described on page 9.)

After you have assigned a unique ID to the one or two hand-held devices that will be running MJD Data Collection, you can now proceed to create unique partnerships for them in ActiveSync.

#### **To create a new partnership:**

1. Make sure that the cradle is powered on and attached to the same PC where you installed ActiveSync.
2. Power on the desktop computer.
3. Dock the hand-held device in the cradle and power it on.
4. When the dialog box for a New Partnership opens, select **Yes** to set up a partnership, then click the **Next** button.
5. At the dialog box to select the synchronization settings, select the settings that are required for the specific hand-held device, then click the **Next** button.

---

**Note** – The MJD Data Collection does not use any of these synchronization settings, so you can switch them all off.

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6. At the confirmation that the setup is complete, click the **Finish** button.

If the creation of the partnership is successful, the ActiveSync window opens automatically showing the name of the hand-held ID, the status of the connection, and the status of synchronization.

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**Note** – You must repeat the above procedure to create a partnership for every hand-held that will be running the MJD Data Collection. Also, if you have performed a cold boot on a hand-held for which a partnership previously existed, you must delete the partnership in ActiveSync, then re-create it with the procedure above.

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You can now change display settings as described in the next section.

This completes the installation and configuration of ActiveSync.

## Changing display settings for hand-helds

This section describes how to configure the display settings of the hand-held for the MJD Data Collection.

This section describes how to configure the hand-held for more space on the display screens.

It is recommended that you complete this procedure for every hand-held that will be running the MJD Data Collection.

### To configure the hand-held display:

1. On the hand-held, select **Start Menu**, select **Settings**, then select **Taskbar and Start Menu**.
2. On the General tab of window for the Taskbar and Start Menu, select the option called **Auto hide**.
3. To save the information, select **OK**.
4. Repeat this procedure for every hand-held that will be running the MJD Data Collection.

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**Note** – When auto hide is selected, the system minimizes the task bar at the bottom of the screen to allow more space for display. At any time, you can maximize the task bar by selecting it.

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# Configuring the MJD Nexus Setup

You can now proceed to configure the basic requirements of the MJD Nexus Setup. The basic requirements include:

- customizing options in the MJD Nexus Setup
- managing the MJD Nexus directories
- installing MJD portable applications and activation keys
- creating assignments for specific hand-held devices and activating the portable applications required

The first three requirements listed above are described in detail in the in the *MJD Nexus Reference Guide*. The last requirement is described in the following section.

## Creating hand-held assignments

This section describes how to set up each hand-held device within the MJD Nexus Setup so that the system can recognize and communicate with the device and so that you can manage the assignment of MJD portable applications and keys to the hand-helds that require them.

Before proceeding with the instructions in this section, you must have successfully completed the basic requirements for the MJD Nexus Setup on the desktop computer. In other words, you have customized the options in the MJD Nexus Setup and installed the MJD portable applications and activation keys that your organization requires.

### To create the hand-held assignments:

1. On the desktop computer, open the MJD Nexus Setup, then click the tab called **Hand Helds**.

2. On the Hand Helds page, right-click any blank space on the screen, then click **New**.

The setup window for the hand-held opens, for example:

Application	Code	Status	Keys
Physical Inventory	PHYSINV	NeedsKey	2/3
Live Picking	LIVEPICK	NeedsKey	1/2
Live Receipts	LIVERC...	NeedsKey	0/1
Stock Transfers	STCKT...	NeedsKey	2/3

---

**Note** – The MJD portable applications that are available for assignment to the hand-held device are listed in the window, as shown in the example above.

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3. In the field called **ID**, type the unique ID that you assigned to the hand-held (as described during the process of assigning ActiveSync partnerships, page 8), then click **OK**.
4. In the field called **Name**, type a full description of the hand-held and its location.

---

**Note** – The Name field is optional but provides additional descriptive information to help you manage multiple hand-held devices more easily within the MJD Nexus system. For more information, see the section below called *Hand-held descriptions*.

---

5. To assign an MJD portable application to the hand-held device, right-click the application, then click **Activate**.

6. Repeat the previous step to assign other MJD portable applications to the hand-held as required.
7. To update the system, click **OK**.

Repeat the procedure above to register each hand-held device in the MJD Nexus system and to assign the appropriate MJD portable applications to the hand-helds that require them.

### Hand-held descriptions

The hand-held description is not the same as the hand-held ID. The hand-held ID is a unique identifier used by ActiveSync to identify and establish partnerships and is essential for running the MJD Data Collection.

On the other hand, the hand-held description is an additional piece of information that is not required by the system but which you can use to help distinguish hand-helds within the MJD Nexus Setup. This can be particularly helpful if you have multiple hand-held devices operating in different locations.

The following table provides some examples of how you can use descriptions to distinguish the hand-helds:

**Table 1-2 IDs and Descriptions for hand-helds**

Hand-held ID	Hand-held description
MJD001	Receiving Dock HH 1
MJD002	Receiving Dock HH 2
MJD003	Picking Station HH 3
MJD004	Picking Station HH 4
MJD005	Backup HH 5

This completes the procedure for assigning descriptions to the hand-held devices.

The next step is to assign portable applications to specific hand-held IDs on the Applications page of the MJD Nexus Setup. Instructions to do this are provided in the MJD Nexus Reference Manual.

# Configuring the hand-held

At this stage in the setup process, you must configure each of hand-held devices that will be running the MJD Data Collection. Configuration includes these requirements that must be completed in the following order for each of the hand-held devices:

1. Install and initialize the MJD Data Collection.
2. Confirm and set the MJD Nexus Server address.
3. Load application configurations and keys for the assigned MJD portable applications.
4. Load all required databases.

The procedures for these requirements are presented in the following sections.

## Loading the MJD Data Collection

This section describes how to install and initialize the MJD Data Collection on the hand-held device.

### To set up the MJD Data Collection on the hand-held:

1. Dock the hand-held in the cradle and power on the device.
2. On the desktop computer, click **Start**, click **Programs**, then double-click **MJD Nexus**.

The folder for the MJD Nexus opens.

3. On the desktop computer, double-click the icon **MJD Data Collection**.

The system begins a series of installations. There are four (4) different applications to process during this installation procedure.

4. At the system prompt to install the application into the default directory, click **Yes**.

During installation you will see a confirmation of progress on both the desktop computer as well as on the hand-held.

- a) When the system has finished installing the application, check the hand-held to see if any further action is required. If so, complete that action. The hand-held display returns to the main screen when it is ready for the next step.

- b) On the desktop computer, at the prompt confirming that the hand-held is ready, click **OK** that no further action is required on the hand-held.
  - c) To continue, follow the procedure above from step 4.
5. If you are installing a newer version of the MJD Data Collection on the hand-held otop of an older version, at the system prompt to install data libraries, click **Yes**.

When all applications have been successfully installed, both the desktop computer and the hand-held device return to the desktop displays.

**To check the hand-held installation:**

- On the hand-held device, select **Start**, then select **Programs**.  
You should now see an icon for the MJD Data Collection in the Programs listing.

This completes the procedure to install the MJD Data Collection on the hand-held. The next part in the configuration process is to set the address of the MJD Nexus Server.

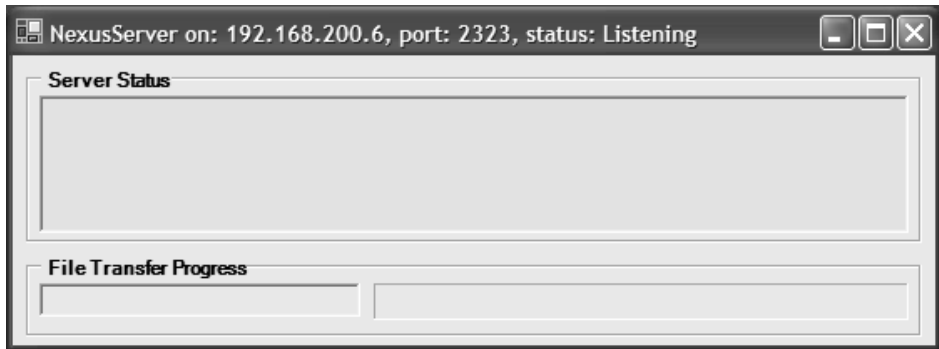
## Setting the MJD Nexus Server

This part of the hand-held configuration involves setting the address of the MJD Nexus Server on the device so that the hand-held can communicate with the MJD Nexus system on the desktop computer.

**To set the address of the MJD Nexus Server:**

1. To find the MJD Nexus Server address, on the desktop computer, click **Programs**, click the folder **MJD Nexus**, then double-click the icon **NexusServer**.

The window for the MJD Nexus Server opens, for example:



The address of the MJD Nexus Server on the desktop computer is displayed in the title of the window, as shown above.

This is the IP address that you must set on the hand-held so that the hand-held device can communicate with the MJD Nexus system on the desktop computer.

The steps that follow in this procedure are conducted on the hand-held device.

2. Dock the hand-held and power it on. On the desktop, select **Start**, select **Programs**, then select **MJD Data Collection**.
3. Log on to the MJD Data Collection, select the tab called **Config**, then select the tab called **Nexus**.

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**Note** – You can log on with any User ID that you want, but the User ID must consist of upper case alpha numerics. The system does not allow spaces, special characters, or lower case letters. For the log on User ID, you might want to choose your name, typed in upper case. For additional information, turn to page 25.

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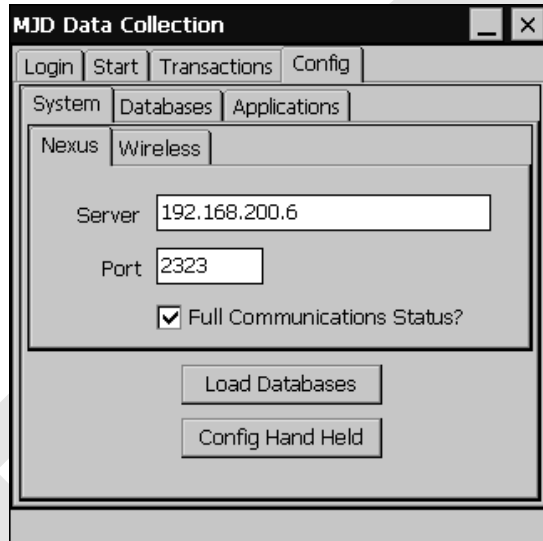
4. At the Server field, make sure that the IP address for the MJD Nexus Server as shown on the desktop computer is the same as the IP address displayed on the hand-held.

If the IP address is not the same, retype the IP address for the Server on the hand-held device.

- At the Port field, make sure that the port for the MJD Nexus Server as shown on the desktop computer is the same as the port displayed on the hand-held.

If the port is not the same, retype the address for the port on the hand-held device.

When finished, both the IP address of the Server and the Port are the same on the hand-held as on the desktop computer, for example:



- Make sure the option called **Full Communications Status** is selected.

---

**Note** – As soon as you change the IP settings for the Server and Port in the hand-held configuration, the system accepts them without any further action on your part.

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The next part in the configuration process involves loading the application configurations and the databases to the held-held, which you can complete from the same hand-held configuration screen. This procedure is described in the next section.

## Loading application configuration / databases

This step can only be initiated after you have completed the configuration of the MJD Nexus Setup, which must include, as a minimum, the installation of MJD portable applications and keys and the assignment of these keys and activated applications to the hand-held devices that will be running the MJD Data Collection.

After you have completed the basic requirements for the MJD Nexus Setup as described above, you can proceed to load the databases and MJD portable applications to the assigned hand-held devices.

This last part in the setup process completes the configuration of the hand-held device so that it can run the MJD portable applications using the MJD Data Collection.

### To load the application configurations and databases:

1. Dock the hand-held and power the device on.
2. On the desktop computer, double-click the **NexusServer** to open it.
3. On the hand-held, log on to the MJD Data Collection, select the tab called **Config**, select the tab **System**, then select the tab **Load**.
4. Select the items that you want to load to the hand-held device, then select the button called **Load**.

---

**Note** – The option to load the hand-held configuration includes, the MJD portable applications, user customizations, and assigned keys. And the option to load databases ensures that the hand-held receives the databases required for the assigned applications.

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The system shows the transfer of all data both in the Nexus Server window on the desktop computer and in the hand-held display.

5. Repeat this procedure for every hand-held device that will be running the MJD Data Collection.

This completes the procedure to load the application configurations, keys, and databases that are assigned to the hand-held device.

The MJD Data Collection is now ready for use on the hand-held device.

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# Troubleshooting

This section provides tips and tricks for resolving problems with connections and partnerships between the desktop computer and the hand-held device.

You will find suggestions for resolving problems with hand-held IDs and procedures for creating User IDs for logging on to the MJD Data Collection.

The section also contains information required for updating the hand-held and resetting its partnership.

## Fixing connection and partnership errors

When the host computer and the hand-held device have both been properly set up (as described in the section called *Preparing system basics* on page 6), connection should not be a problem.

If things are working correctly, when you dock the hand-held in its cradle, the ActiveSync window should automatically open showing the name of the hand-held and confirming that it is properly connected.

### **If the ActiveSync window indicates no connection:**

1. Check that both the desktop computer and the hand-held are powered on.
2. Make sure the cradle is properly attached to the desktop computer and that it is powered on.
3. Remove the hand-held from the cradle hand-held and carefully redock it making sure that it is properly seated in the cradle.
4. Check that the hand-held ID that appears in the ActiveSync window is correct and that a partnership has been set up for it. If not, set one up now.

Unless you have deleted the partnership from ActiveSync on the desktop, or changed the name of the device, or performed a cold boot of the hand-held, whenever you dock the hand-held in the attached cradle The ActiveSync window should open automatically and display the name of the partnership for the hand-held that you have just docked in the attached cradle.

## Resolving problems with hand-held IDs

If the system cannot recognize the ID for the hand-held device, or if the ID is not unique, you will not be able to run the MJD Data Collection.

One way to know that there is a problem with the hand-held ID is if the system refuses to run or if ActiveSync automatically tries to create a partnership every time you dock the hand-held device. If you experience these kinds of problems, check the hand-held ID.

### To check the hand-held ID:

1. On the hand-held, select and hold the icon **My Computer**, until the circular dots appear followed by the drop-down menu. From the list of options, select **Properties**.

The dialog box for System Properties opens.

2. Select the tab **Device Name**.
3. Check that the device name contains no spaces, special characters, or lower case letters. Check also that the name for the device has not already been assigned to another hand-held.

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**Note** – If the same hand-held ID has been used for other hand-helds, you must delete the partnership in ActiveSync for that ID, rename all of the hand-helds with unique IDs, then create new partnerships in ActiveSync for each device, one at a time.

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4. If necessary, type a new and unique ID for the device using upper case alpha numerics only, then select OK to update the hand-held.
5. Re-dock the hand-held in its cradle.

The ActiveSync window opens, or if already open, refreshes the display to show the hand-held ID. If a partnership does not already exist for that specific device, ActiveSync prompts you to create one now. Follow the instructions.

6. Repeat this procedure for any other hand-held devices that have incorrect IDs.

This completes the section to troubleshoot hand-held IDs.

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## Creating User IDs for the MJD Data Collection

You can enter any User ID to log on to the MJD Data Collection on the hand-held device.

The only restrictions for the log on User ID are:

- avoid spaces, special characters, and lower case letters
- use only upper case alpha numerics

You should select a log on User ID that is unique for each user. Note that the system does not validate User IDs, except for descriptive and identification purposes to show which user is running the MJD Data Collection on the hand-held.

Since the system does not assign User IDs to a permanent list, if you forget your User ID to log on to the MJD Data Collection, or if you want to change the User ID, simply type in a new one making sure that you follow the guidelines listed above.

## Upgrading the MJD Data Collection

There are two different ways to upgrade the MJD Data Collection on the hand-held device:

- Install the new version of the MJD Data Collection overtop of the old version. (Re-installation does not affect transaction data still remaining on the hand-held device.)
- Cold boot the hand-held, then reconfigure it once again for an ActiveSync partnership, the MJD Data Collection, and the MJD portable applications required. (Since any outstanding transaction data will be lost during the cold boot, make sure you transfer all data from the hand-held to the desktop computer before performing a cold boot.)

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**Note** – The procedure to upgrade the MJD Data Collection by re-installing the new version overtop of the old version is similar to the installation procedure described on page 18. But, in addition, when the system prompts to install libraries, make sure you click **Yes** to proceed.

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## Resetting MJD portable applications and keys

There may be circumstances in which you want to deactivate an MJD portable application and free up the associated key(s) for re-assignment elsewhere.

The assignment of MJD portable applications and associated keys to individual hand-held devices, as well as the activation, deactivation, and the release of application keys, takes place through the MJD Nexus Setup then processed when loading the configuration to the hand-held.

### To release an application key and deactivate an application:

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**Note** – Transfer all outstanding transactions for an application from the hand-held device to the desktop computer before deactivating that application and releasing its key.

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1. On the desktop computer, open the MJD Nexus Setup, then click the tab called **Hand Helds**.
  2. Locate the hand-held device, right-click to select it, then from the drop-down list click **Edit**.
  3. In the window for the Hand Held Setup, right-click the application to deactivate, then from the drop-down list, click **Deactivate**.
- 

**Note** – The system now registers that you want to deactivate the application by assigning a status of “dropping”.

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4. Dock the hand-held device, power it on, then open the MJD Data Collection, select the tab called **Config**, then select the tab called **Load**.
  5. Select the option called **Load Hand Held Config**, then select the **Load** button.
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**Note** – By loading the hand-held configuration, the MJD Nexus system completes the process of deactivating the application on the hand-held device.

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This completes the procedure to release an application key, deactivate the application, and reset the hand-held configuration.

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## Cold booting the hand-held device

A cold boot will reset the hand-held device and wipe from memory the MJD Data Collection, all associated transaction data, as well as the ActiveSync partnership.

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**Warning!** – If there is transaction data on the hand-held that has not yet been sent to the desktop computer, transfer all data before the cold boot. The cold boot erases all transaction data, removes the MJD Data Collection, and disables the ActiveSync hand-held partnership.

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### To perform a cold boot of the hand-held device:

1. Transfer all the transaction data that you require from the hand-held to the desktop computer.
2. Remove the hand-held from the cradle and perform a cold boot.  
For a Symbol MC3000 device, hold down the keys 1 and 9, then power off the hand-held.  
For a Symbol MC9000 device, hold down the power key and continue holding it down past the warm boot through to the black screen of the cold boot.
3. After reboot, if the system loads the Touch Screen Configuration, follow the instructions to confirm positions on the screen.

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**Note** – Never skip the Touch Screen Configuration. Follow the instructions to ensure that the hand-held can recognize the position whenever the stylus touches the screen.

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4. If the dialog box PCI/PHOTON1 opens, deselect the option called **Notify when new networks available**, then select **OK**.

After a cold boot, you must reconfigure the hand-held device, create a new partnership in ActiveSync, re-install the MJD Data Collection, then load the MJD portable applications and databases. These procedures are described throughout this Guide, starting on page 11.

