



# Microsoft ActiveSync Install, Setup and Troubleshooting

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# 1 Installation

“Microsoft ActiveSync 4.5 is a new software update release for Windows Mobile powered devices that provides a great synchronization experience with Windows-powered PCs and Microsoft Outlook.”


Microsoft develops and supports an application called ActiveSync that works with HotLeap to transfer the run and site data from a handheld device to be uploaded after the handheld has been cradled, either directly to a desktop computer or a server.

HotLeap setup requires ActiveSync to be installed on any computers that will be used to upload handheld data to the main database. Without ActiveSync any handheld data will not be uploaded.

The process in which data is uploaded and downloaded to the handheld is call a “Sync” or “Syncing”; a short term for synchronization.

During the HotLeap install ActiveSync will be installed along with it on any computers that will be used to sync. However, in the event that any additional computers are added, you may type in the link below to access the installation file for ActiveSync to process the install yourself:

<http://www.microsoft.com/windowsmobile/en-us/help/synchronize/activesync45.mspx>

 **Note:** You are able to do much more with ActiveSync such as browse and upload/download files to your handheld, sync Microsoft outlook calendar items, etc. HotButton states that the handheld be used only for data collection, and therefore all other functionality of ActiveSync is prohibited from use.

- a. Download installation file from Microsoft.com
  - i. Select Language.

## Download ActiveSync 4.5

### Instructions

1. Select the language you wish to use from the list below.
2. Accept the licensing agreement (if required).
3. Select Run this program from its current location and click OK.
4. Follow the instructions on the screen.

Please select your language below to begin your download of the Activ

- [Worldwide English](#)
- [Chinese Simplified](#)
- [Chinese Traditional](#)
- [Czech](#)
- [Danish](#)

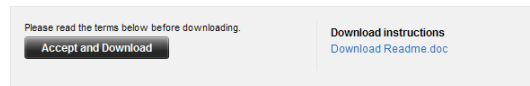


- ii. Download without newsletter link.

[Download ActiveSync 4.5 without Newsletter Registration](#) ▶

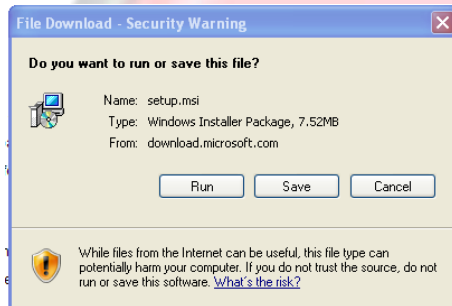
- iii. Accept terms and conditions (download readme.doc).

#### ActiveSync 4.5 Download



**Microsoft Software License Terms for Microsoft ActiveSync 4.5**  
These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft updates

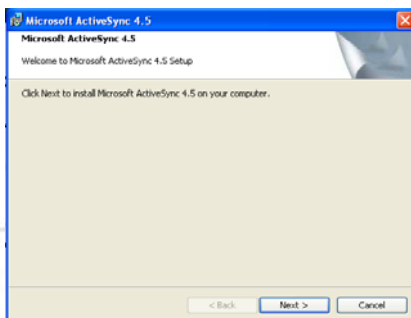
- iv. Select **Run** unless you intend on saving the installation file for later use.



- v. You may be be warned before running the install depending on your internet security settings.



- vi. Click **Next**.



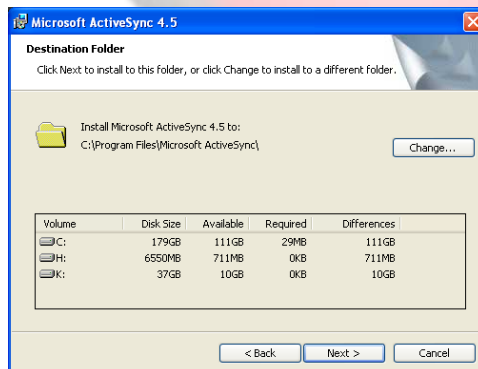
vii. Agree to terms and the click **Next**.



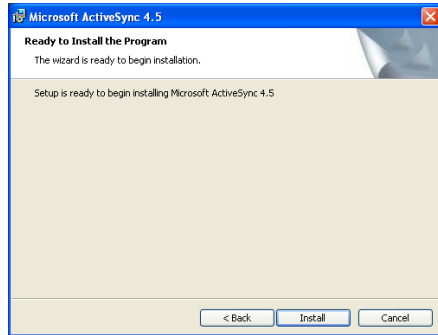
viii. Agree to run software by clicking **Run**.



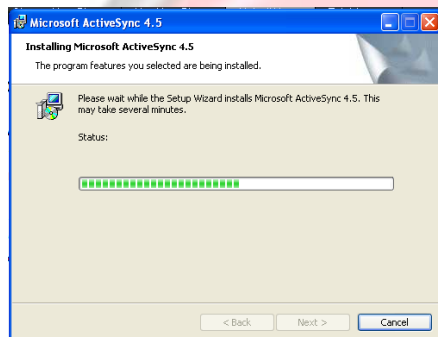
ix. Choose a location to install. Default location is standard for installs so it is recommended these settings are not altered. Click **Next**.



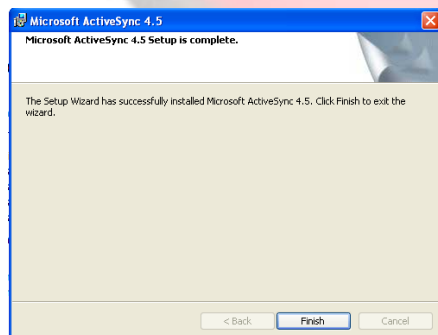
x. Click **Install**.



xi. Install will process.

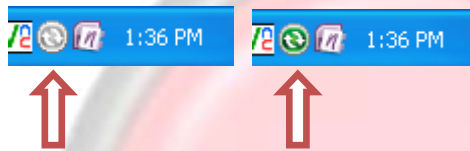


xii. Once install is finished click **Finish**.



## 2 Setup and Troubleshooting

- a. Ensure cradle is powered and connected securely to computer.
  - i. Check that cables are tightly connected to the cradle and computer.
  - ii. Ensure that there is power running to the cradle.
- b. Securely insert handheld into cradle and confirm it is charging and connected.
  - i. Look for charging indicator light on cradle or handheld.
- c. Confirm that ActiveSync recognizes handheld and begins sync.
  - i. Grey active sync icon to the left of the clock turns green. This means the connection has been made and ActiveSync recognizes the handheld.



- ii. New window opens prompting you to set up a partnership.
- iii. Select **Guest Partnership** and click **Next**.

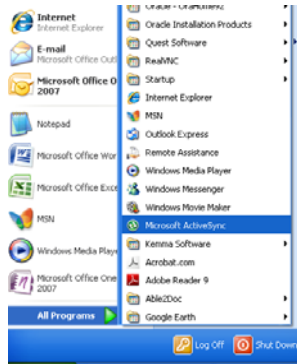


**Note:** ALWAYS select guest partnership when using a handheld provided by HotButton Solutions. Setting up a standard partnership will sync other Microsoft data to the computer the handheld is connected to. This is not recommended nor is it supported.

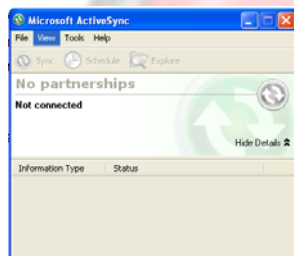
- d. If the device is not recognized and you have ensured it is connected properly and powered, you may try to manually initiate a connection in ActiveSync by opening the program and starting a connection.



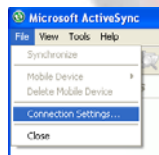
- i. go to: **Start > All Programs > Microsoft ActiveSync**



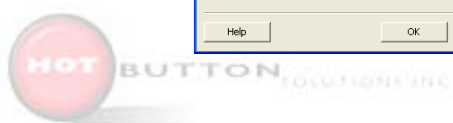
- ii. ActiveSync starts and opens a window. You will see that ActiveSync is not connected.



- iii. Go to: **File > Connection Settings.**



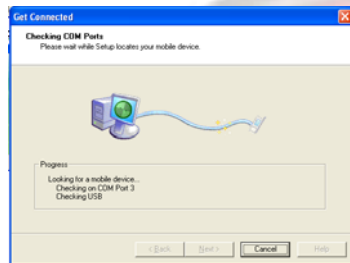
- iv. Ensure all settings are as shown in the screenshot below.  
v. Click **Connect** in top right corner of window.



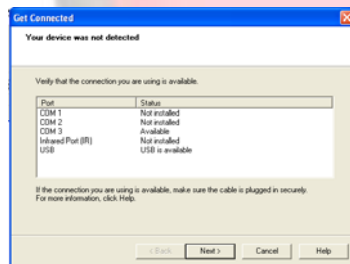
vi. Confirm points 1 – 3 and click **Next**.



vii. ActiveSync will search for connections.



viii. If nothing is found and you have followed ALL the steps preceding there is a chance there is faulty hardware.



### 3 Citrix Environment

It is possible that it will be necessary to synchronize the handheld computers directly with the server running ArrowSync, and that the server running ArrowSync is also running Citrix.

System requirements for the ActiveSync synchronization in a Citrix environment are as follows:

- Citrix MetaFrame Presentation Server 4.0 or later.
- ActiveSync 3.7 or 3.8 only.

 **Note:**

- *ActiveSync 4.0 and 4.1 are not supported on the 32-bit version of Citrix Presentation Server 4.0. This is because ActiveSync 4.0 and 4.1 no longer allow synchronization via exposed TCP/IP connections such as WiFi, LAN or Dial-up.*
- *No version of ActiveSync is supported on Citrix MetaFrame Presentation Server 3.0 or earlier.*
- *ActiveSync does not need to be installed on every connecting computer or “client”.*
- *ActiveSync and ArrowSync applications must be installed on the same server (Terminal Server).*
- *COM ports need to be mapped on the server.*

#### a. Troubleshooting Steps

- i. Reboot computer.
- ii. Reboot handheld (Cold and Warm boot).
- iii. Attempt to connect on a different computer.
- iv. Remove SD card and put into another device and attempt connection.
- v. Replace cradle and cables.
- vi. Attempt sync with another cradle.
- vii. Call HotButton Solutions for customer support:

**Monday-Friday, 8:00am-4:30pm: (403) 514-6083**

**After hours and holidays call: (403) 850-6083**

