



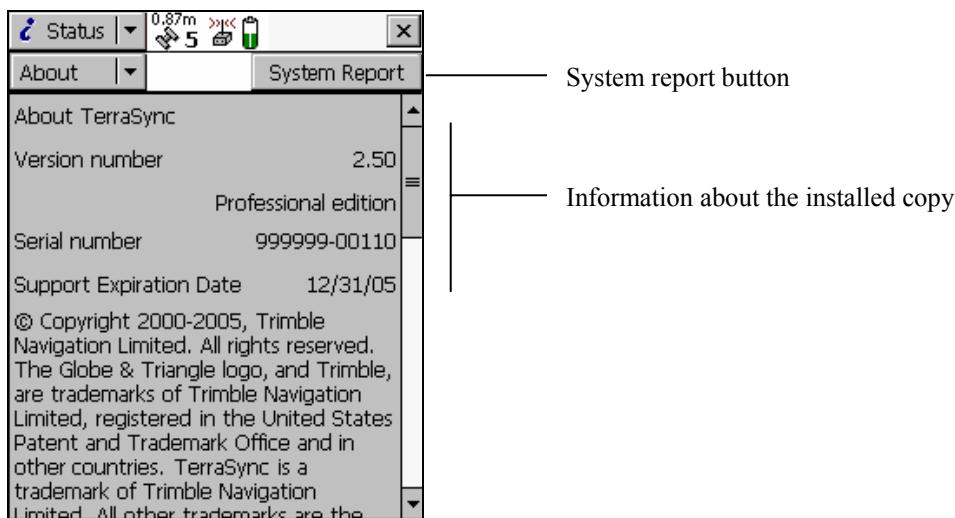
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TerraSync Software: Creating a System Report and Extracting Raw Data Files

If you experience problems with the Trimble® TerraSync™ software, your local Trimble representative may ask you to email a system report and raw data files to help to resolve the problem. This support note describes how to generate a system report and extract raw data files from the software.

Generating a system report

1. Run the TerraSync software on the handheld.
2. Select *Status / About*. The *About* screen appears:



3. To generate a system report that describes your handheld's configuration, tap the **System Report** button.
4. To save the system report (report.txt) to the default location (My Device\ My Documents\TerraSync), tap *Menu / File / Save As*.

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5. Use Microsoft® Windows® Explorer or the Microsoft ActiveSync® technology to copy the file to your computer.

Copying the raw files

The raw files generated by the TerraSync software are **not** in SSF format. Each TerraSync data file comprises eight raw files that all have the same name, but that have the following file extensions:

- .dd
- .gis
- .gix
- .obs
- .obx
- gic
- gip
- giw

For example, R052914A.dd, R052914A.gis, R052914A.gix, R052914A.obs, R052914A.obx, R052914A.gic, R052914A.gip, R052914A.giw. The default location for these files is My Device\My Documents\TerraSync.

Copy all eight files, attach them with your system report to an email and then send the e-mail to your local Trimble representative.