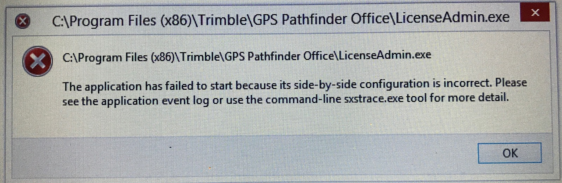
**Trimble Pathfinder Office Installation Guide**

We have been seeing a few issues with customers running newer computers (windows 7,8, 8.1, 10) and running Trimble’s Pathfinder Office and Windows Mobile Device Center.

**Common Issues that NEI has been seeing**

* PFO Startup error. “The application failed to start Side-by-Side configuration is incorrect.”



* PFO not operating properly
* Differential correction wizard not download base station data
* Windows Mobile Device Center installing but not connecting to Trimble hardware.

***Recommended workflow for Trimble Pathfinder Office Software Installation***

1. Uninstall the Pathfinder Office (PFO)software if previous version is installed
2. Verify what version of PFO the customer is eligible for. Have the customer login to their Trimble Account and look at the softwares expiration date. You can also use Trimble MTA to verify warranty date.
3. Download PFO V5.90 <ftp://ftp.trimble.com/pub/from_support/MGIS_Downloads/GPS_Pathfinder_Office_v590.zip>
   1. General Pathfinder Office link for older versions <http://www.trimble.com/mappingGIS/PathfinderOffice.aspx?tab=Technical_Support>
4. Unzip the download folder
5. If you have a previous version of software and have issues with a recent software installation then its good practice to perform a clean software installation
   1. Browse to the Tools/PFO cleanup folder
   2. Run the PFO cleanup wizard, check all boxes, click on OK
   3. Restart the computer
6. Make sure that the user has FULL admin rights.  If not in any capacity, they need their IT to install.
7. Next, ensure the Microsoft .NET and C++ redistributable in place for PFO to install and run properly.
8. You will also need to have them go to Control Panel / Programs and Features and then on the left hand side table of contents to 'Turn Windows Features on/off'.  Scroll to the Microsoft .NET Framework version 3.5.1 and expand.  Select both check boxes and OK out..
9. While you are at it in Control Panel, go to the User Accounts and Manage account settings, you may have to click on Change User Account Control Settings and set the Slider Bar to Never Notify.  Click on OK
10. Last is to install the C++ 2008 and 2013 redistributable packages.  See links below.
    1. <https://www.microsoft.com/en-us/download/details.aspx?id=5582>

and

* 1. <https://www.microsoft.com/en-us/download/details.aspx?id=40784>

1. Install Pathfinder Office
2. Activate the software

***If you are having issues with the Differential Correction Wizard.***

1. Open Trimble pathfinder Office
2. Go into the project folder and delete all the files in the base folder
3. Run the differential correction wizard
4. When you get to base provider, click on select, update the list
5. Pick your base station and try processing again.
6. If you still have issues, then have your IT make sure they are not blocking access to <https://www.ngs.noaa.gov/UFCORS/>

***Microsoft Windows Mobile Device Center Connection (WMDC) Problems***

If you are running Windows 10 there are new updates that are causing problems and will not function with WMDC.  There are 2 work arounds and the best one seems to be changing the registry values that affect how Windows 10 handles running the WMDC services in the background.

***New Windows 10 machine***

* Install the latest 1709 update from Microsoft
* Plug in the Windows Mobile Device (Geos, TCS3, etc)
* Let it install the drivers and WMDC
  + If the device will not connect, then run this [Registry exe](https://www.neigps.com/wp-content/uploads/2017/07/WMDCRegistryUpdate.zip) as an Admin
  + If that doesn’t work, then try this suggestions <https://social.msdn.microsoft.com/Forums/en-US/93efdeb2-b417-476a-9252-689375163c4d/unable-to-install-windows-mobile-device-center-on-windows-10-v-1709?forum=windowsmobiledev>

***Windows 10 with existing installation of WMDC***

* Uninstall Windows Mobile Device Center (WMDC)
* Install the latest 1709 update from Microsoft
* Plug in the Windows Mobile Device (Geos, TCS3, etc)
* Let it install the drivers and WMDC
  + If the device will not connect, then run this [Registry exe](https://www.neigps.com/wp-content/uploads/2017/07/WMDCRegistryUpdate.zip) as an Admin
  + If that doesn’t work, then try this suggestions <https://social.msdn.microsoft.com/Forums/en-US/93efdeb2-b417-476a-9252-689375163c4d/unable-to-install-windows-mobile-device-center-on-windows-10-v-1709?forum=windowsmobiledev>

If the customer still has problems or doesn’t want to mess with Windows Mobile Device Center, then they can use some other options

* Store data to an SD card, use Data Transfer GIS folder Option (Video:  <https://www.youtube.com/watch?v=VNuwdKMD1bc>)
* Use the [Geo6000/7X USB cab file](https://www.neigps.com/wp-content/uploads/2017/06/Geo7XUSB_Mass_Storage.zip), then use Data Transfer GIS folder Option