

TracerPlus Wireless Server

for TracerPlus Windows Mobile/CE

User Guide

TracerPlus Wireless Server
Version 5.0

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TracerPlus Wireless Server

for TracerPlus Windows Mobile/CE

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Chapter 1: Introduction

1.1 What is TracerPlus Wireless Server?

TracerPlus Wireless Server extends the functionality of [TracerPlus](#) by giving gives users the ability to share real-time information over WLAN/ WAN and cellular networks. TracerPlus Wireless Server connects TracerPlus equipped mobile workers via a wireless network, to a wide variety of ODBC compliant applications including Access, Oracle and SQL Server among others.

New Features in Version 5.0

- Compatible with TracerPlus 5.0
- Optimized for TracerPlus SmartConnect
- Significant performance improvement in wireless lookup speeds
- WWAN connectivity improvements including auto-connect.
- Image capture transfer now supported.
- Support for 2 database platforms (ADOCE, SQLCE)
- Data compression for improved performance.

Consistent with all PTS software, you do not have to be a programmer to use TracerPlus Wireless Server. Simply create your applications in TracerPlus or [TracerPlus Desktop](#) and connect your database to TracerPlus Wireless Server. In minutes, your entire organization is connected with up to the minute information using the simple configuration tools.

Highlights Include:

- Live Connection to Centralized Enterprise Data
- Decreased PDA Memory Needs
- Simple Connection to Most Databases
- Real Time Visibility of Mission-Critical Data
- Sample Access Database Included
- New Offline batch mode allows wireless batch synchronization

The power of TracerPlus Wireless Server lies in its automatic configuration tool. In minutes, it automatically configures a wireless connection between TracerPlus enabled terminals and your host data source. Mapping data is simple; just choose your host database and map your TracerPlus fields to your host data source fields.

TracerPlus Wireless Server is provided on a trial basis in order to offer businesses the opportunity to gain hands on experience with the features and advantages of the TracerPlus suite of applications. You can evaluate TracerPlus Wireless Server at no cost but will need to periodically request evaluation codes from us. Once you decide to purchase TracerPlus Wireless Server, a license is available at www.ptshome.com.

TracerPlus Wireless Server supports both [TracerPlus Standard](#) and [TracerPlus Professional](#) versions.

1.2 Learning TracerPlus Wireless Server

In order to take full advantage of the abilities of TracerPlus Wireless Server, we strongly recommend that you first learn the basics of TracerPlus. If you are not a licensed TracerPlus user and you do not own a PDA with which you can perform a trial evaluation, a thorough read of the TracerPlus Manual can provide the most crucial information. After you have an understanding of TracerPlus, we recommend reviewing this manual thoroughly before using TracerPlus Wireless Server.

1.3 PTS Support

As a registered TracerPlus Wireless Server user, you receive free e-mail support for 30 days from the date of purchase. During this period, we are available to answer TracerPlus Wireless Server and TracerPlus questions as well as general bar code questions. However, we are unable to support questions regarding your specific wireless network setup, unless that hardware was supplied by PTS.

At PTS, our goal is to provide our users the tools to capitalize on the efficiencies of bar code data acquisition and wireless mobility. To contact PTS support, e-mail support@ptshome.com. Please allow us 24 hours to respond although it is often much faster.

Extended support agreements, including phone support, can also be purchased at <http://www.ptshome.com/support.htm>.

Chapter 2: Installation

This chapter details the steps for installing TracerPlus Wireless Server.

2.1 System Requirements

- Windows 98/NT/2000/XP/Vista
- Wireless network
- 20 MB free disk space
- ActiveSync version 3.5 or higher for 98/NT/2000/XP users.
- Windows Mobile Device Center for Vista Users
- A Wireless Device running Windows Mobile, CE, CE.Net, or Pocket PC.
- Trial or registered version of TracerPlus 5.0 or higher
- ODBC compliant data source
- Optional – Microsoft Access

User Knowledge Base Requirements

- Basic understanding of networking and wireless networking
- Basic understanding of TracerPlus
- Basic understanding of ODBC and Data Sources

Note: References and instructions relating to ActiveSync in this manual also apply to the Windows Mobile Device Center on the Vista operating system. Naming procedures of future versions of the proprietary Windows syncing software is controlled by Microsoft and subject to change without notice.

2.2 Installation

During the TracerPlus Wireless Server installation, the latest version of TracerPlus can be installed to your PDA. During this process, you should not experience any loss of data or sessions. However, we recommend that you backup your data before performing an upgrade from a previous version. This can be accomplished by executing a **File→Export** from within TracerPlus.

Note: Terminals running TracerPlus Wireless can run in either a batch mode or a Wireless mode.

1. Download **TracerPlus Wireless Server** from PTS Home.com, TracerPlus.com or from an authorized PTS reseller.
2. On your PC, install TracerPlus Wireless Server by running the downloaded file.
3. Following installation of TracerPlus Wireless Server, you will have the opportunity to install the newest version of TracerPlus onto your PDA(s).
4. If your terminal is connected via ActiveSync, the latest version of TracerPlus will be installed. If your terminal(s) are not connected, the new version of TracerPlus will be installed when the next connection is made and ActiveSync runs.

2.3 Evaluating TracerPlus Wireless Server

TracerPlus Wireless Server users wishing to evaluate the application before purchasing can do so by installing the software and activating it in the evaluation mode. In the evaluation mode TracerPlus Wireless Server is fully functional for a fixed amount of time after an evaluation code is entered. Once registered, these limitations are removed.

Initially, you are provided with an evaluation code upon the first mobile device connection to Wireless Server. An evaluation code for TracerPlus Wireless Server can also be requested by navigating to **Tools** → **Registration** and clicking the **Request Evaluation Code** button located in the lower right hand corner of the Registration screen.

PTS Wireless - Registration

Registration

A registration code for your PTS Wireless Server allows PDAs to connect to the server. PDAs require either an evaluation code (see below) or a registration code (on each PDA).

PC ID

Registration Code

* Not Registered *

Request Registration Code

Evaluation

An evaluation code lets you use PTS Wireless Server for a limited period of time, and also allows unregistered PDAs to connect to the server.

Evaluation Request

Evaluation Code

Request Evaluation Code...

To request an evaluation code, click the button below.
If your computer is not connected to the Internet, please visit:
http://www.ptshome.com/productredirect/TPW_EVALREQUEST.php
Request an evaluation code using the "PC ID" and "Evaluation Request" values above.

OK Cancel

A web form is presented asking for basic contact information. Fill in the requested information and click the **Submit** button. An evaluation code will appear that must be entered in the **Evaluation Code** field located in the lower right hand of the Registration screen.

2.4 Registering TracerPlus Wireless Server

PTS encourages all users who benefit from TracerPlus Wireless Server to register their copy. To register TracerPlus Wireless Server, we require your PC ID, order number and an e-mail address. We generate a unique registration code based on this PC ID, so it is important that you send the PC ID exactly as it appears on the computer.

Note: All terminals connecting to TracerPlus Wireless Server must also have a registered license of TracerPlus with the Wireless Plug-in enabled.

How to Register:

1. Locate the order number used to purchase TracerPlus Wireless Server as it will be needed to register the software. If you have not yet purchased TracerPlus Wireless Server, go to the PTS website <http://www.ptshome.com> to do so.
2. In TracerPlus Wireless Server, click on **Tools**→**Registration**.
3. Click the **Request Registration Code** button.

PTS Wireless - Registration

Registration

A registration code for your PTS Wireless Server allows PDAs to connect to the server. PDAs require either an evaluation code (see below) or a registration code (on each PDA).

PC ID

Registration Code

*** Not Registered ***

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Request Evaluation Code...

To request an evaluation code, click the button below.
If your computer is not connected to the Internet, please visit:
http://www.ptshome.com/productredirect/TPW_EVALREQUEST.php
Request an evaluation code using the "PC ID" and "Evaluation Request" values above.

OK Cancel

4. A PTS web page is presented, prompting you for order specific information. Complete this form and be sure to include the correct Order Number and the correct PC ID.
5. Once this step is completed, your registration code is e-mailed to the address provided. This process usually takes one hour but we ask that you allow one business day in the event of heavy traffic or any other delay.
6. Once you receive your registration code, follow the instructions in **Section 2.5** for entering the code into TracerPlus Wireless Server.

2.5 Entering your Registration Code

1. Go to **Tools** → **Registration** and enter the Registration code in the **Registration Code** field.

PTS Wireless - Registration

Registration

A registration code for your PTS Wireless Server allows PDAs to connect to the server. PDAs require either an evaluation code (see below) or a registration code (on each PDA).

PC ID

Registration Code

*** Not Registered ***

Request Registration Code

Evaluation

An evaluation code lets you use PTS Wireless Server for a limited period of time, and also allows unregistered PDAs to connect to the server.

Evaluation Request

Evaluation Code

Request Evaluation Code...

To request an evaluation code, click the button below.
If your computer is not connected to the Internet, please visit:
http://www.ptshome.com/productredirect/TPW_EVALREQUEST.php
Request an evaluation code using the "PC ID" and "Evaluation Request" values above.

OK Cancel

2. Click the **OK** Button.
3. If all information submitted is correct a **Thank You for Registering TracerPlus Wireless Server** message should appear.

2.6 Un-installing TracerPlus Wireless Server

In the unlikely event that you would like to remove TracerPlus Wireless Server follow these simple instructions.

1. From the Windows Start menu, Navigate to **Control Panel**.
2. Select **PTS TracerPlus Wireless Server** and click **Remove**.

Chapter 3: Connecting a PDA to a Wireless Network

Wireless PDAs can easily be configured to connect a mobile worker or workforce to a pre-existing wireless network or a single computer with a wireless network card.

3.1 Adding TracerPlus Wireless Server to an Existing Network

Your PDA can be connected to an existing network in one of two ways; the preferred method is with a dynamic IP address using DHCP explained in **Section 3.1.1**. If you do not have DHCP enabled or your IT department requires a static IP address, refer to details in **Section 3.1.2**.

Note: Microsoft has reserved the right to update utility names such as **Mobile Companion**. As a result, the specific step by step instructions that follow will vary depending upon which version of Windows Mobile is installed. Overall processes remain the same.

3.1.1 Connect PDA to your wireless network with a dynamic IP address using DHCP

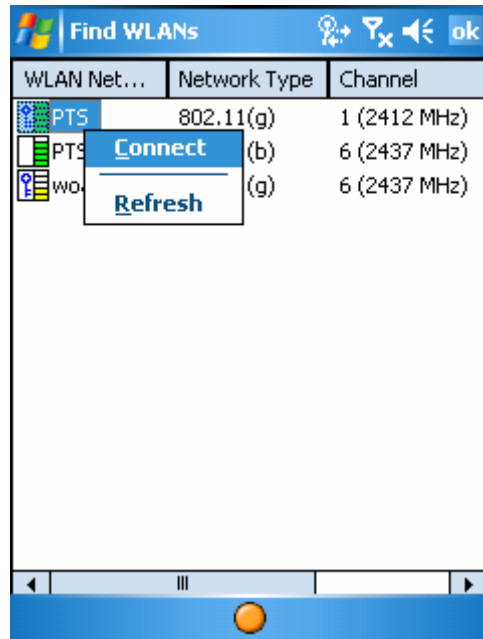
1. On the **Home** screen of the PDA, click the **Mobile Companion** (or Wireless Companion) icon in the bottom right hand corner and choose **Find WLANs**.



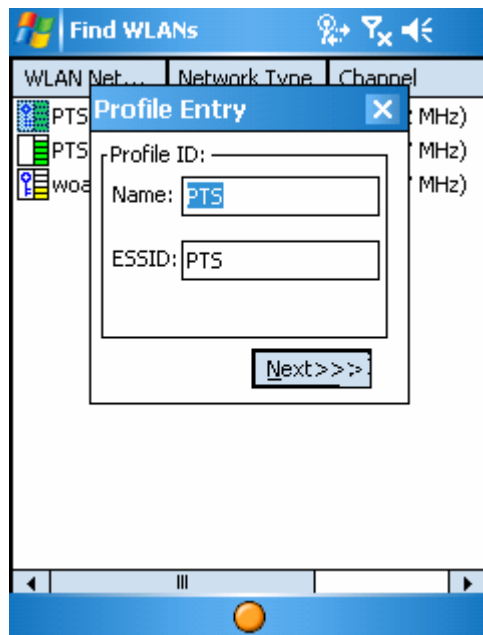
Screen Displaying Windows Mobile 5.0

Chapter 3: Modes of Wireless Operation

- This should bring up a list of **Available WLAN Networks**.
- Click and Hold a network, then tap **Connect**.



- This will bring up a **Profile Entry** window. Select **Next** and configure the settings as appropriate. Select **Finish** when done.



- A network connection should now exist.
- To verify you are connected to the network, refer to **Section 3.1.3**.

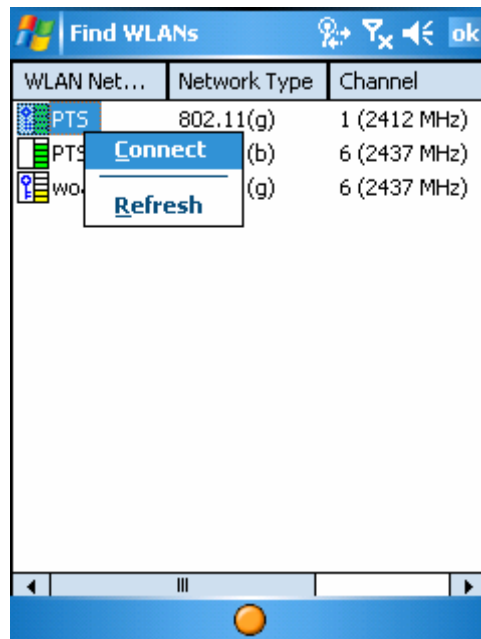
3.1.2 Connect PDA to your existing wireless network with a static IP address

If you are unable to connect using DHCP, as described in Section 3.1.1, you can use a static IP address.

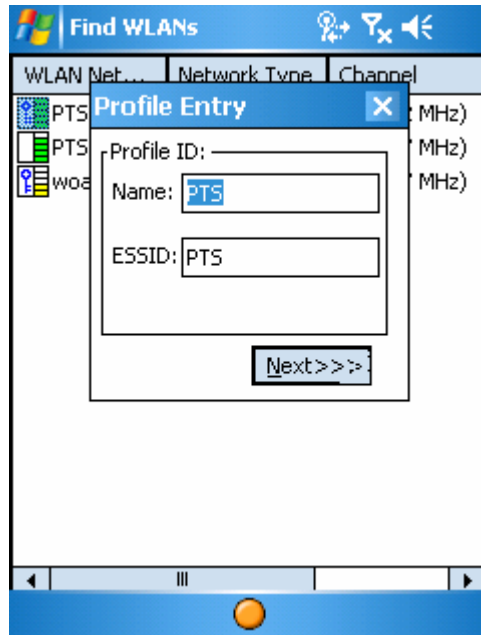
1. On the **Home** screen of the PDA, tap the **Mobile Companion** icon located in the bottom right hand corner and choose **Find WLANs**.



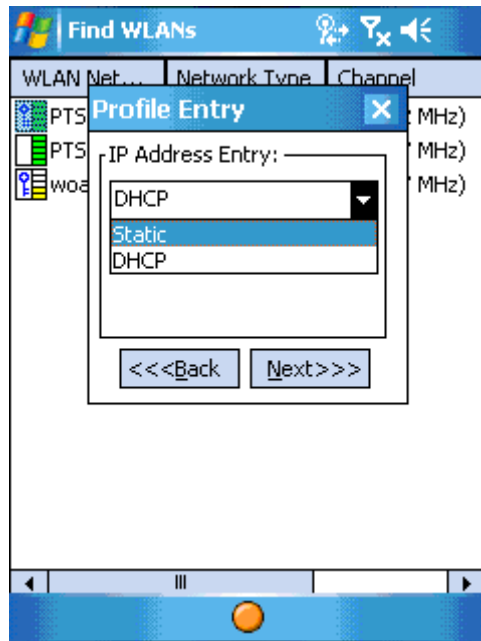
2. A list of **Available WLAN Networks** should be generated.
3. Click and hold a network and tap **Connect**.



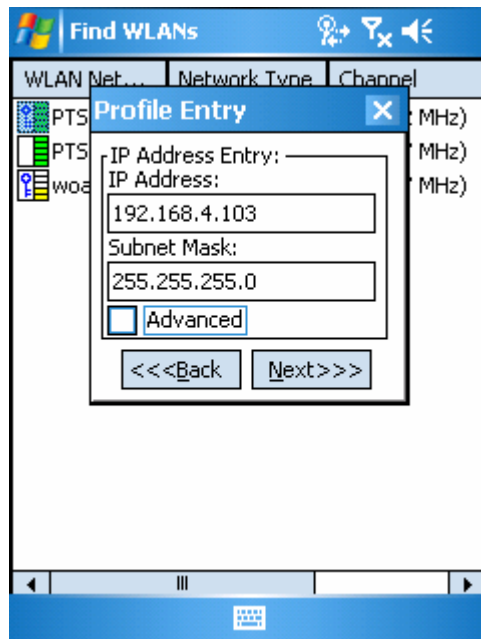
- From the **Profile Entry** screen, navigate to the **IP Entry Screen**.



- Choose **Static** from the drop down menu and select **Next**.



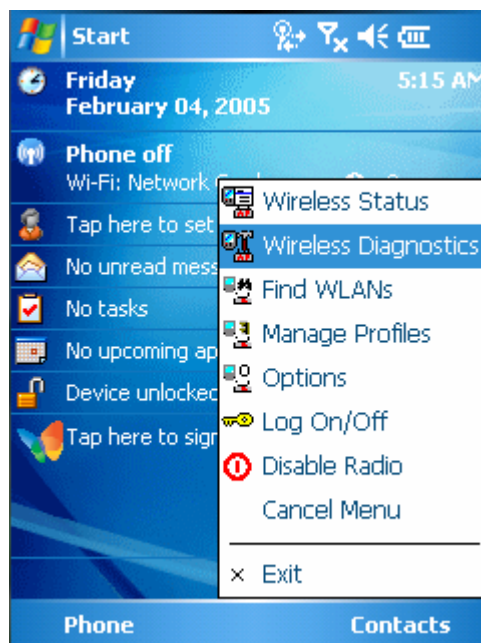
6. Enter the IP Address and Subnet information for your network. To configure a Default Gateway, DNS Server or WINS Server check the **Advanced** box before clicking **Next**. Select **Finish** when done.



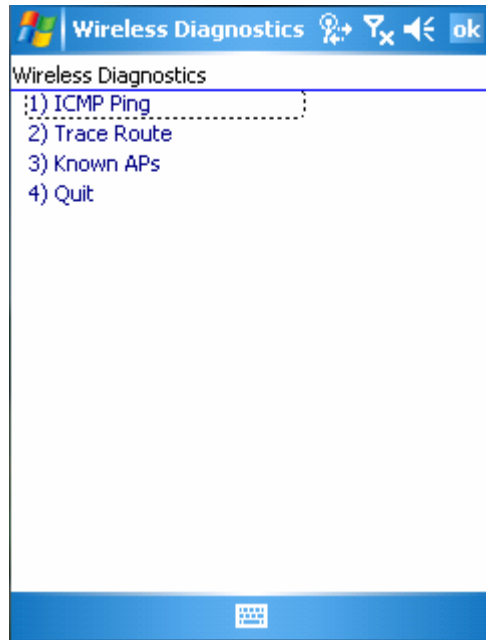
7. To verify you are connected to your network, perform the **Ping Test** outlined below.

3.1.3 Ping Test

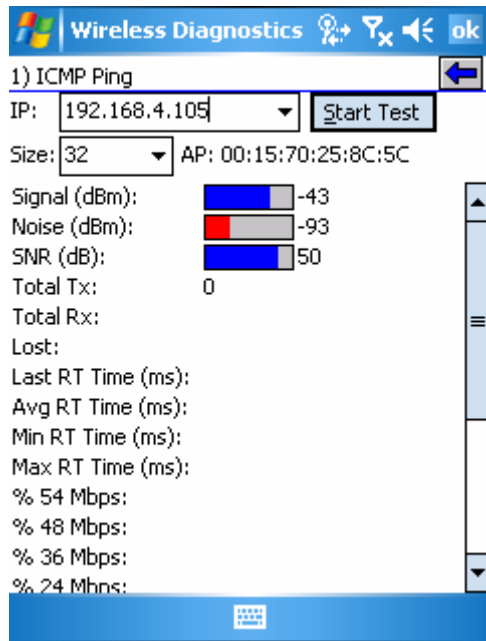
1. Go to the **Home** screen and tap the **Mobile Companion** icon and select **Wireless Diagnostics**.



2. Select **1) ICMP Ping**.



3. Enter a valid IP Address and select **Start Test**.



4. If a successful connection is established, a green bar will appear corresponding to the specific speed of your connection.
5. Tap the Back Arrow, then Select **4) Quit**.

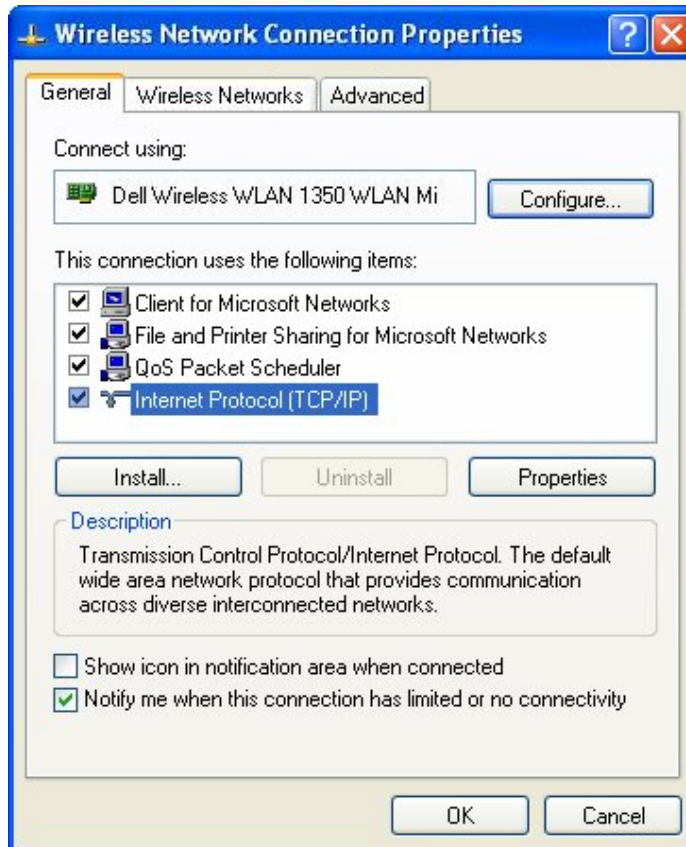
Note: If you have not setup your wireless router or access point please consult your device's user manual.

3.2 Operating TracerPlus Wireless Server in Adhoc Mode

TracerPlus can be operated from PCs and Laptops that are not members of a network by setting them up in Adhoc mode. To accomplish this, you simply need a wireless network card.

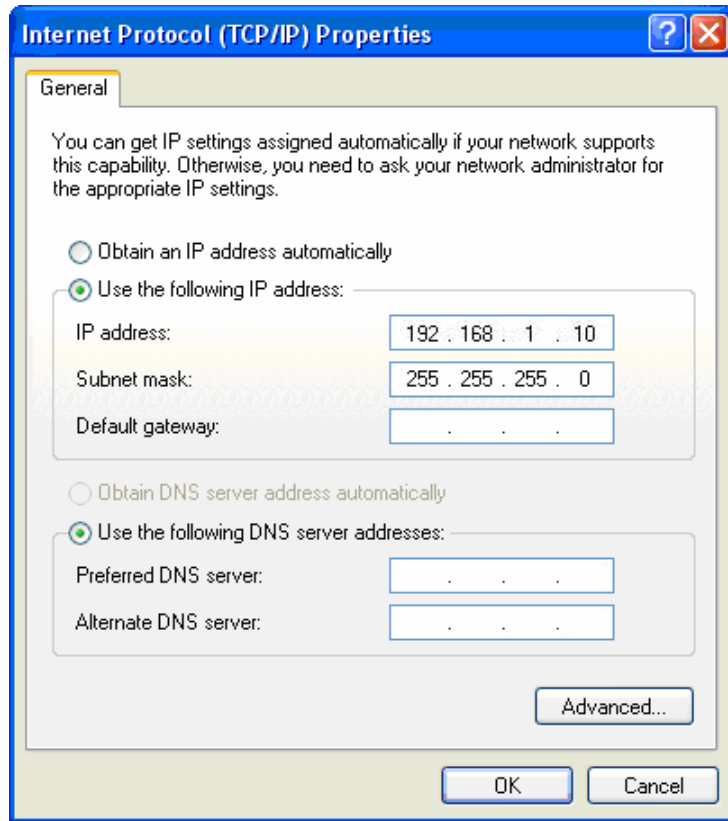
3.2.1 Configure the PC or laptop's TCP/IP Settings

1. Right click **My Network Places** and select **Properties**.
2. Right click your wireless adapter and select **Properties**.
3. Double click **Internet Protocol (TCP/IP)**.



Chapter 3: Modes of Wireless Operation

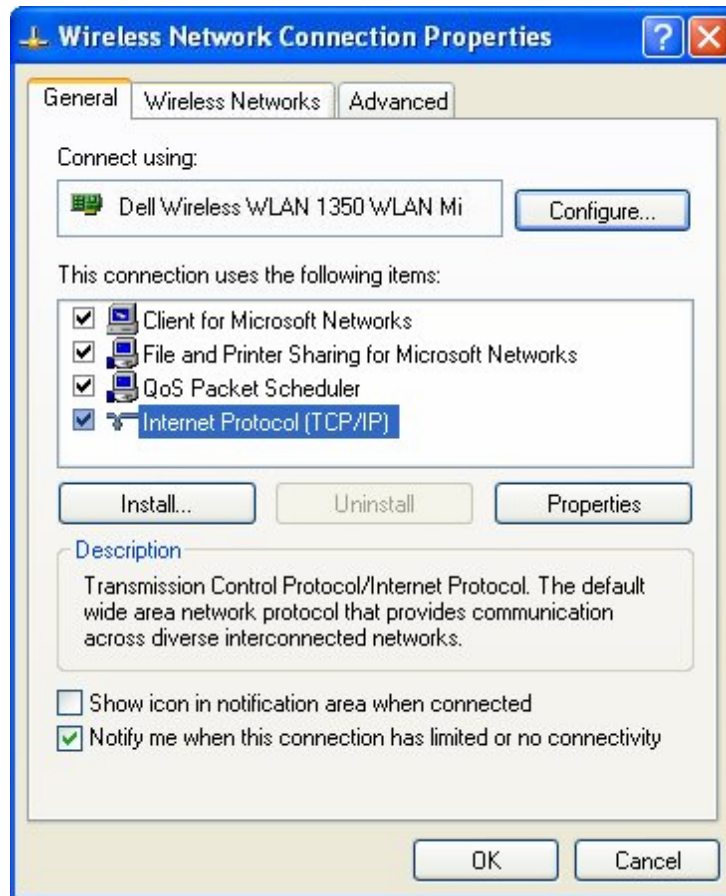
4. Select **Use the following IP address** and enter an IP. Ex: 192.168.1.10
5. Set **Subnet Mask** to 255.255.255.0



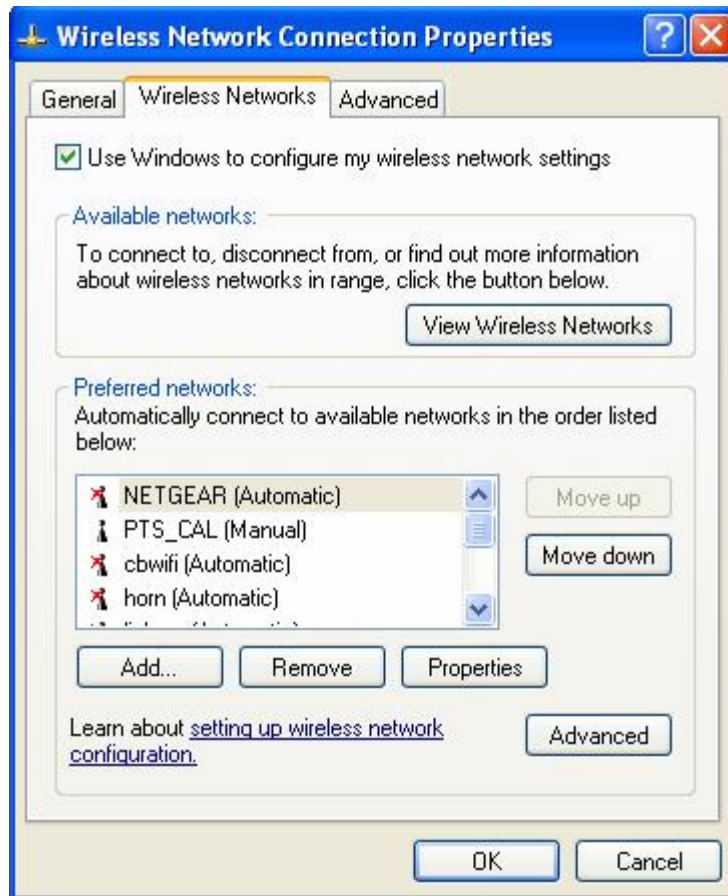
6. Click the **OK** to exit.

3.2.2 Setup the Ad Hoc connection on your PC or Laptop

1. Right click **My Network Places** and right click your **Wireless Adapter** and click **Properties**.

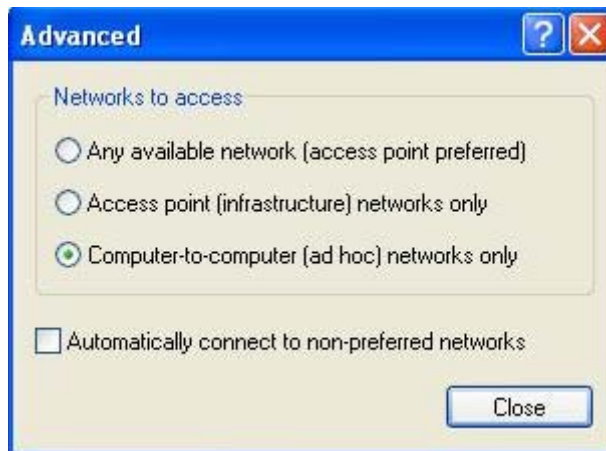


2. Select the **Wireless Networks** tab.

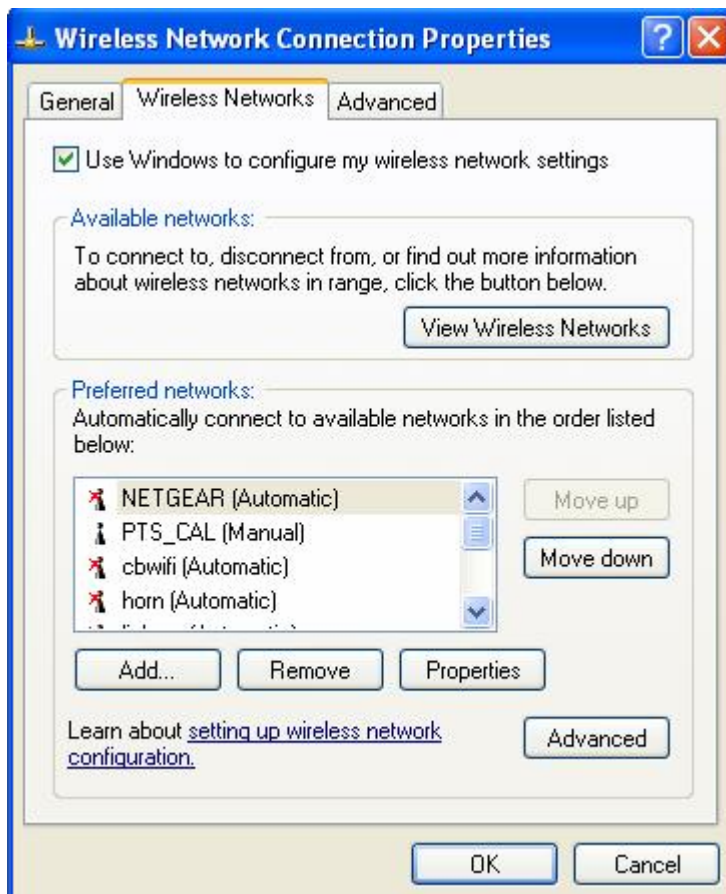


3. Click the **Advanced** button located in the lower right hand corner of the screen.

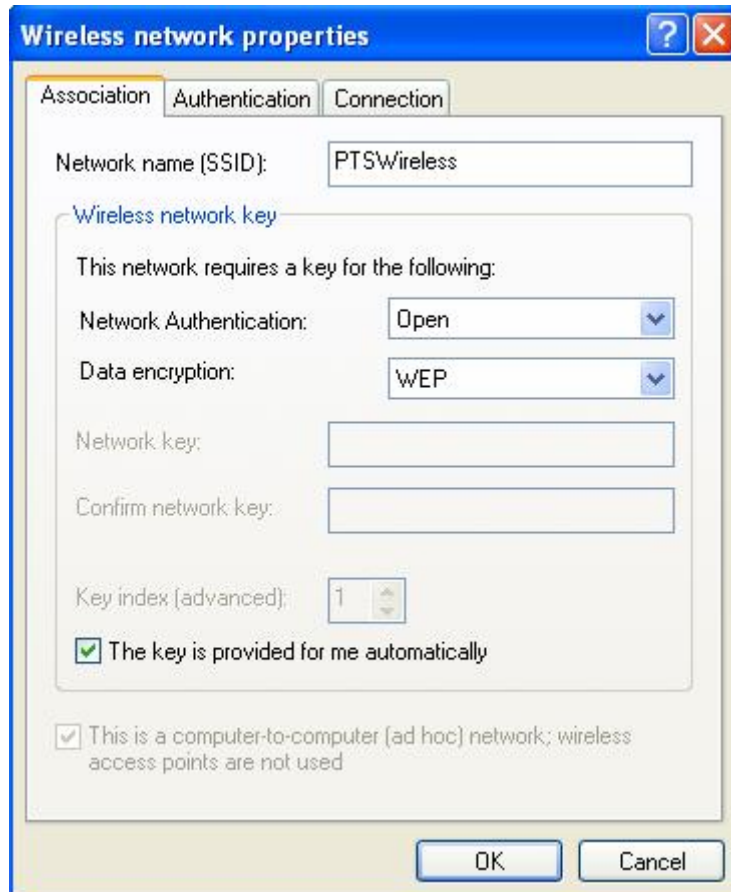
4. Select **Computer-to-computer (ad hoc) networks only**.
5. Click **Close** to exit.



6. In the **Preferred networks** area of the screen, click the **Add** button.



7. Enter a **Network name (SSID)** for this connection. (i.e. PTWireless).
8. In the **Wireless network key** area set **Network Authentication** to **Open**.
9. Set **Data encryption** to **WEP** or you can disable it, if necessary. In this example, it is set to **Disable**.
10. Select **OK** and **OK** again to exit.



11. You should now see your wireless connection as shared.

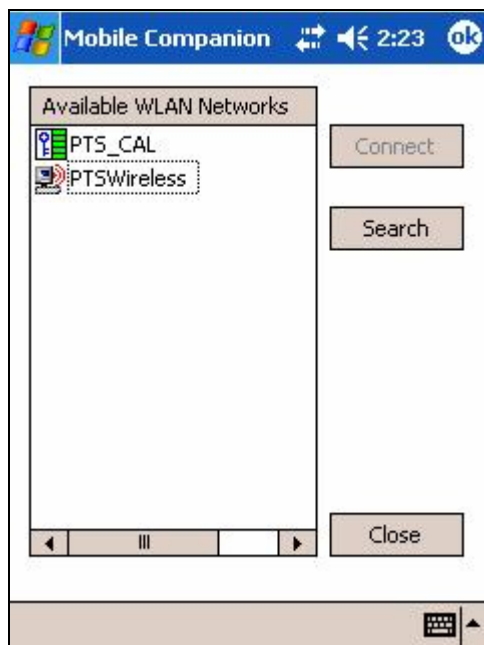
3.2.3 Connect to your PC or laptop from the handheld

1. In the bottom right hand corner of the **Home** screen click the **Mobile Companion** icon and select **Find WLANs**.

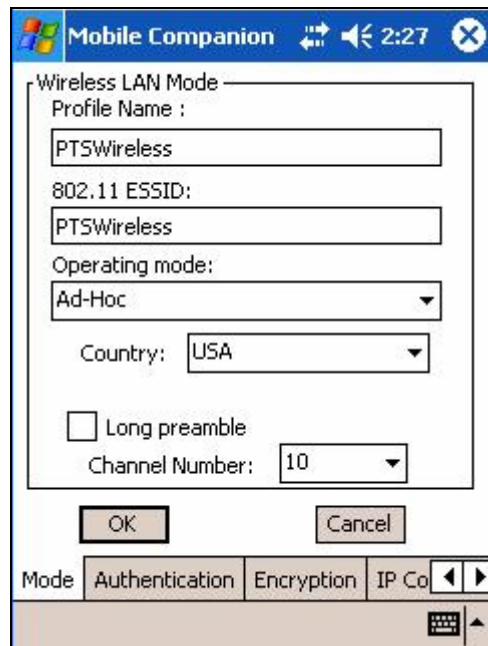


Screen Displaying Windows Mobile 2003

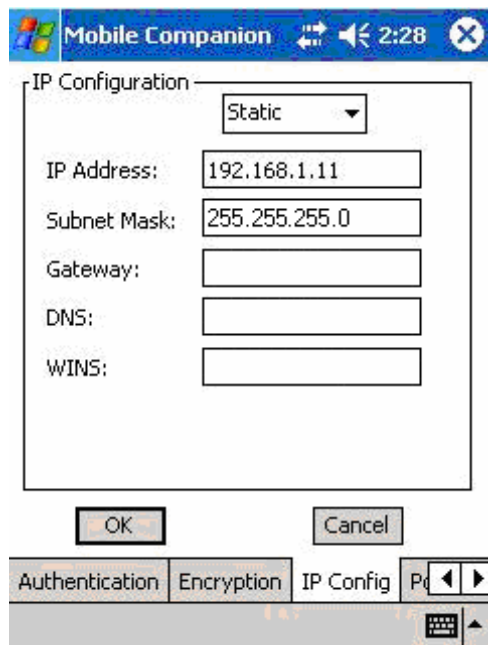
2. **PTSWireless** will be listed in **Available WLAN Networks**.
3. Tap the **Connect** button.



4. Configure **Authentication and Encryption** if necessary.



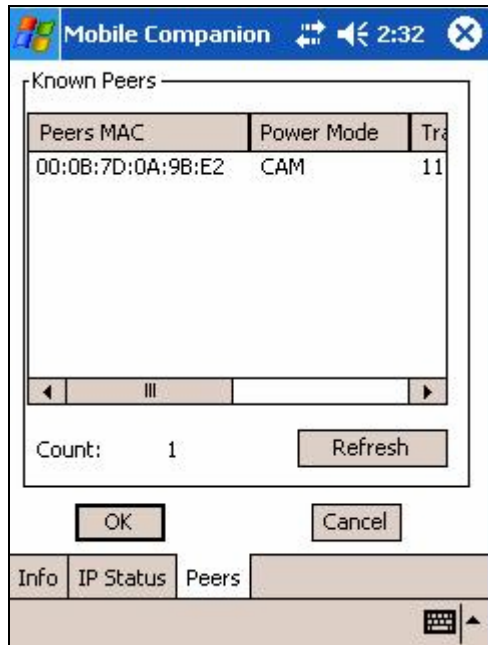
5. Tap the **IP Configuration** tab and select **Static** from the drop down menu.



6. In the **IP Address** field, enter 192.168.1.11.
7. In the **Subnet Mask** field, enter 255.255.255.0.
8. Tap **OK** to connect.
9. You can verify your connection by clicking the **Mobile Companion** icon in the bottom right hand corner and selecting **Status**.



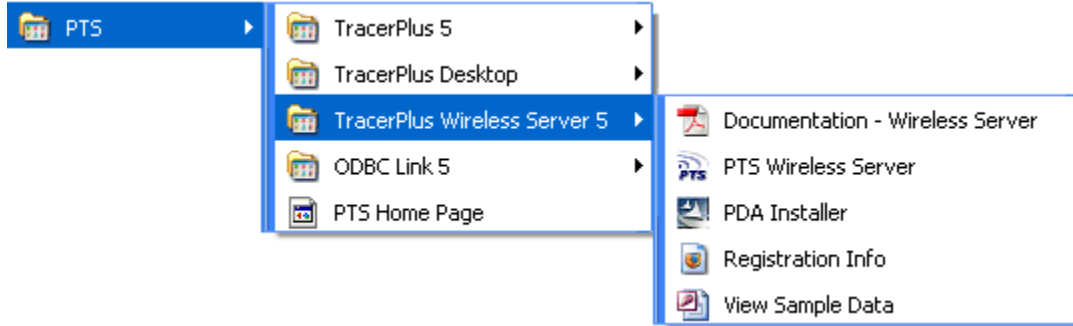
10. In **Known Peers** you should see the PC's or laptop's Mac address listed.



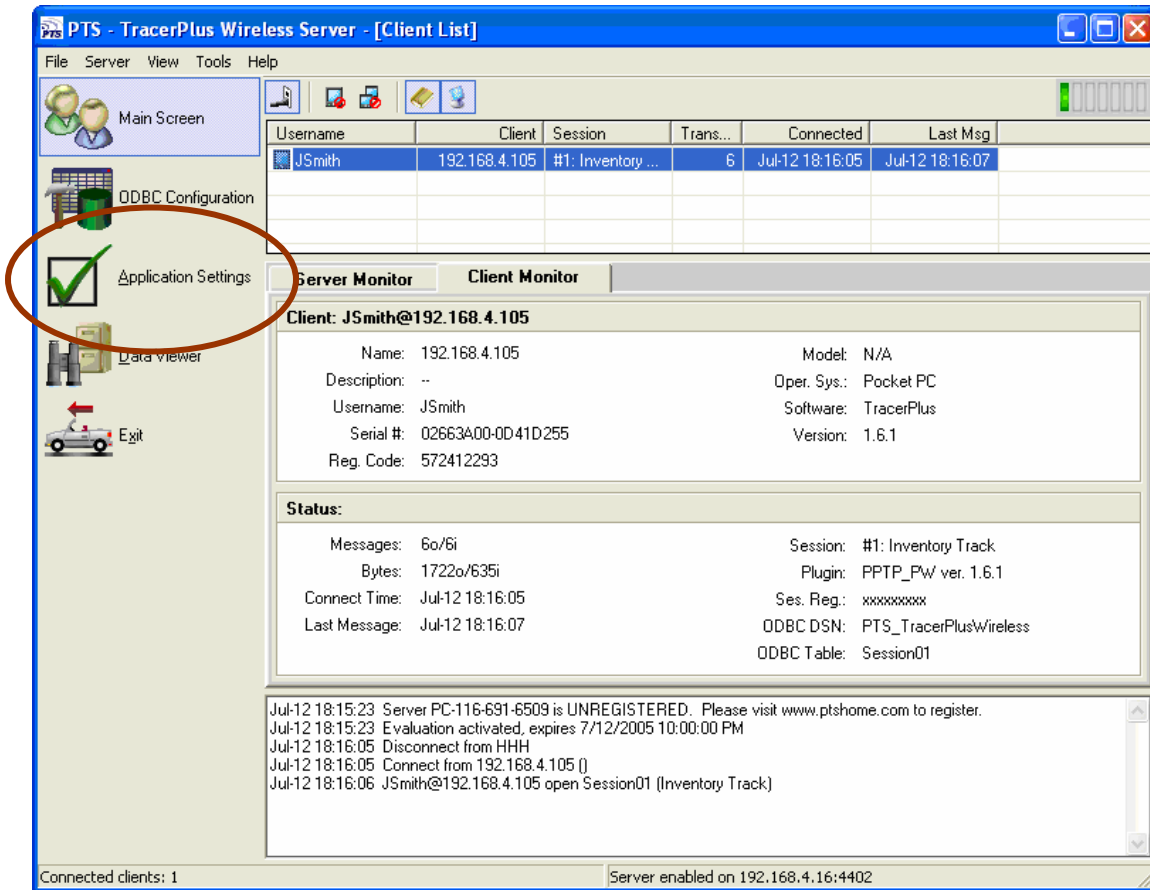
Chapter 4: Configuring TracerPlus Wireless Server

4.1 Setting up Wireless Server

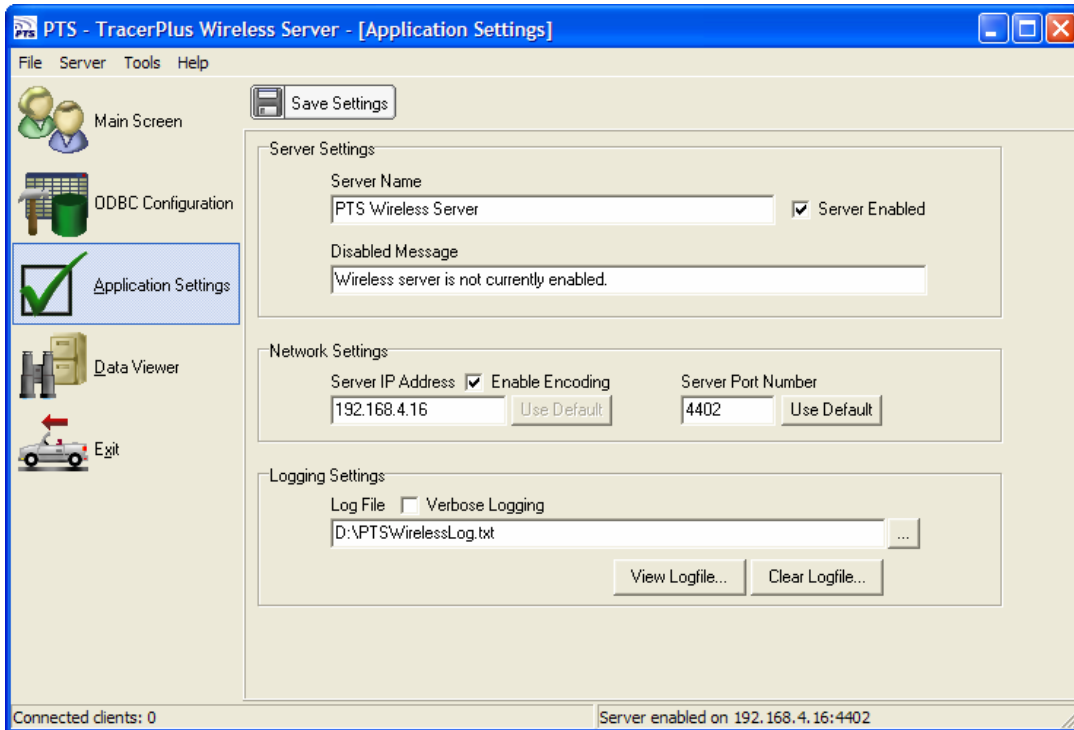
1. Go to Wireless Server on your PC.



2. Go to Application Settings



3. Modify **Application Settings** if necessary. **Application Settings** are pre-set to defaults as seen below.
4. Modify **Server Settings**, **Network Settings**, and **Logging Settings** if necessary.

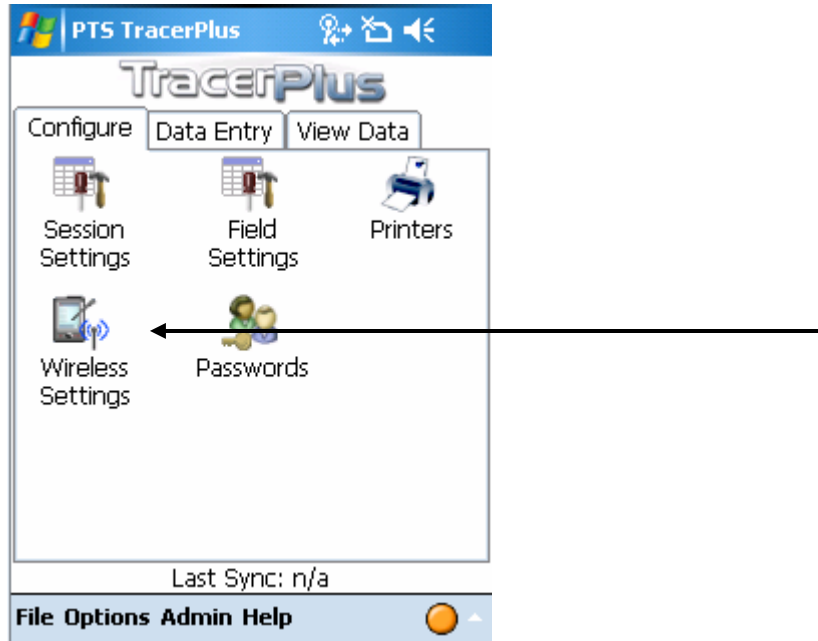


5. Click **Save Settings**.

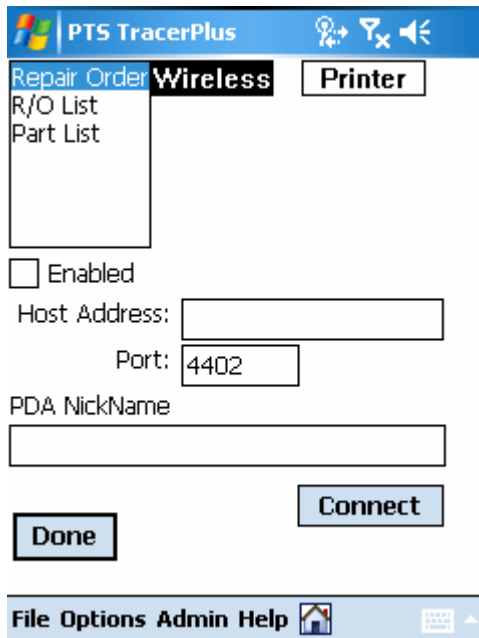
Note: Confirm that the IP address appearing in the **Server IP Address** field corresponds to your PC or laptop.

4.2 Handheld Configuration

1. Open **TracerPlus** on your PDA.
2. Select the **Configure Tab** and choose **Wireless Settings**.

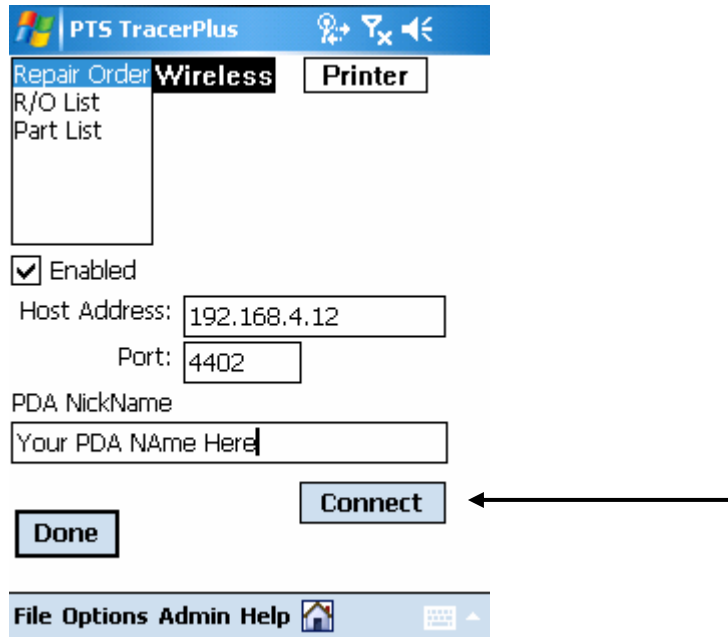


3. Select the **Session** matching the current session being configured in **Wireless Server**.

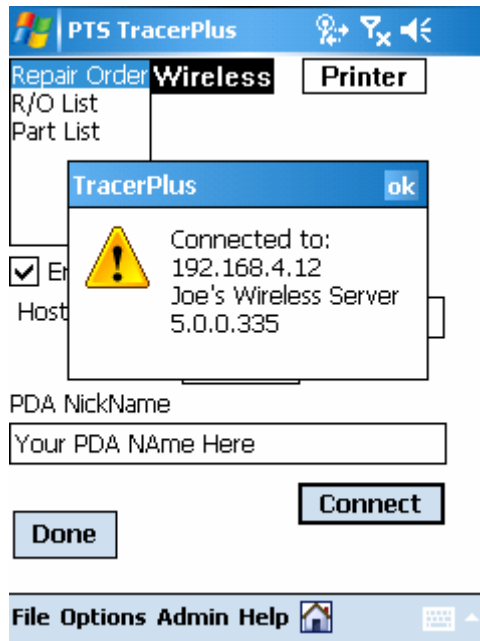


4. Check **Enabled**.
5. Enter **Server IP Address** in the **Host Address**. Enter the **Port** and the **PDA NickName**.

6. To test your connection, Tap the **Connect** button.



7. At this time you should see the **Connected to:** message as seen below.

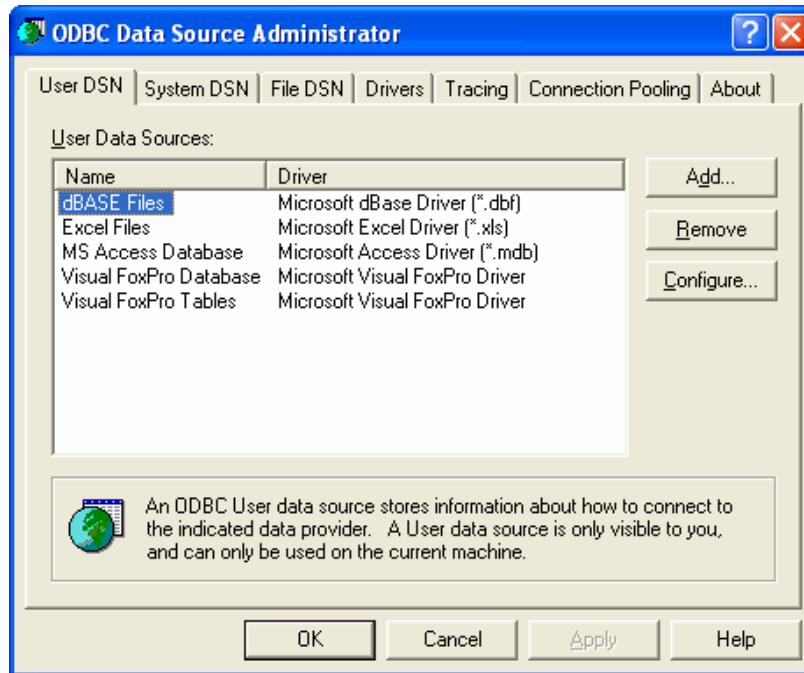


Note: If you should receive an error after tapping Connect, please refer to Chapter 6 for troubleshooting suggestions.

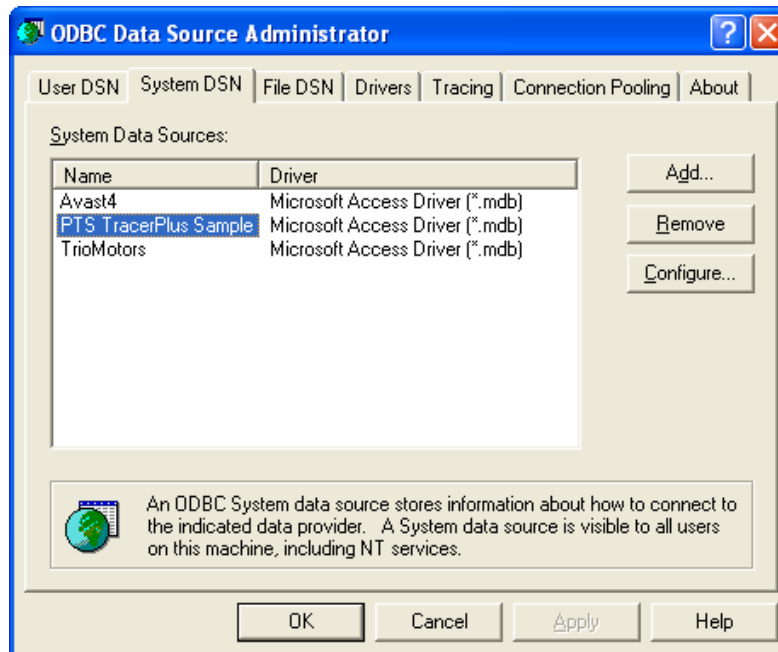
TracerPlus Wireless Server is pre-configured with a sample database connection. After the setup process is successfully completed, data should transmit between the PDA and the sample database. Please proceed to **Section 4.5** to learn how to test your PTS wireless connection.

4.3 Connecting to an Existing Database

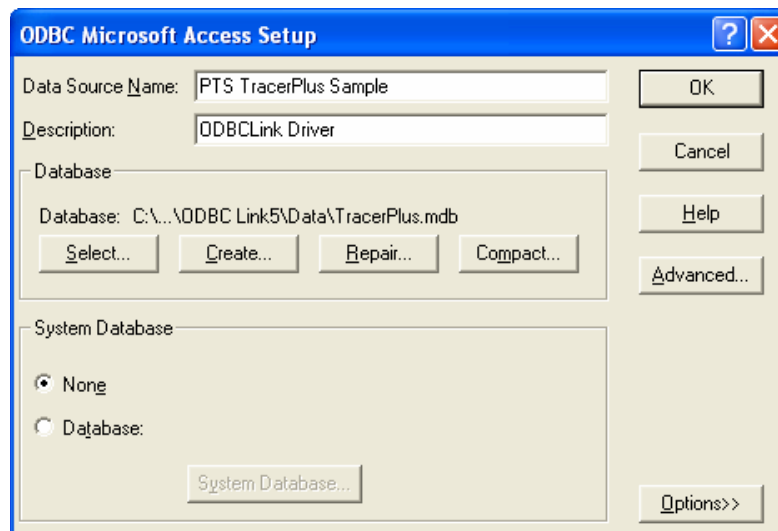
1. From your PC **Start** menu navigate to **Start→Settings→Control Panel**.
2. Double Click the **Administrative Tools** icon.
3. Double click the **Data Sources (ODBC)** icon.
4. The **ODBC Data Source Administrator** window will appear.



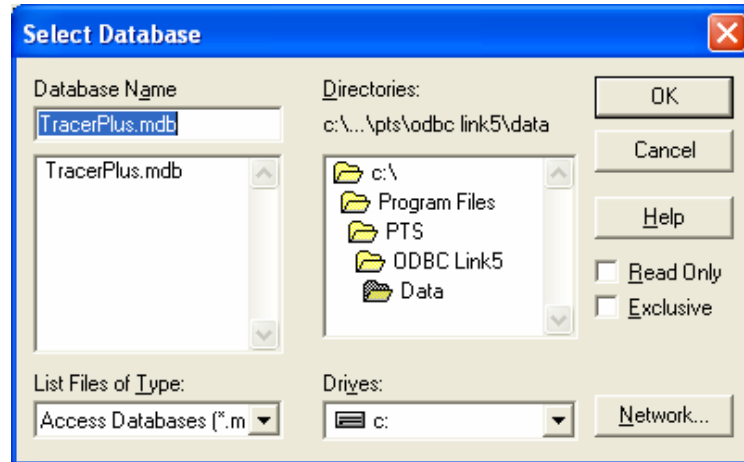
5. Select the **System DSN** tab and you should see the **PTS TracerPlus Sample** DSN listed with **System Data Sources**.



6. Select **PTS TracerPlus Sample** and click **Configure**.
7. This will present the **ODBC Microsoft Access Setup** window.



8. In the **Database** section click the **Select** button to bring up the **Select Database** window.

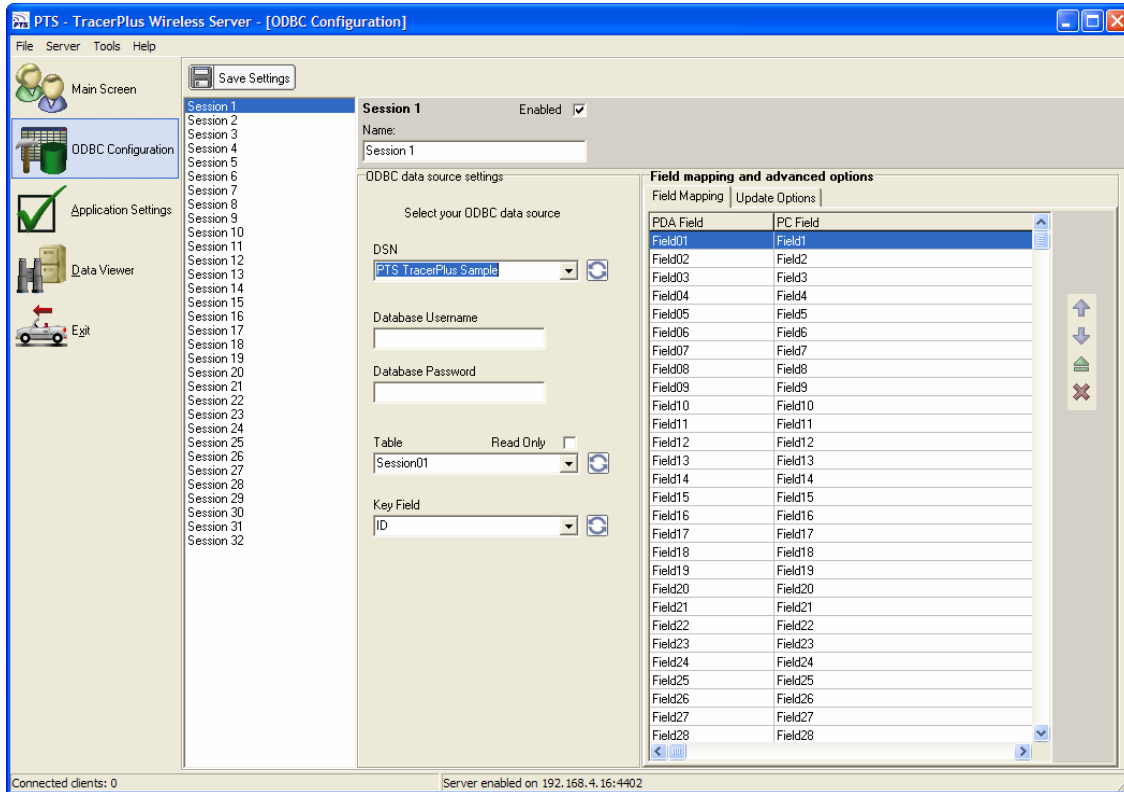


9. Under **Drives:** select the hard drive where your database is located.
10. Under **Directories** navigate to the folder containing your database.
11. Once you are in the directory you should see your database appear in the **Database Name** window.
12. Select the database and click **OK**.
13. Click **OK** and **OK** to close the remaining open windows.
14. The **PTS TracerPlus Sample** DSN is now configured to point to your database.
15. Proceed to **Section 4.4** to configure your Sessions.

4.4 Session Settings



The **ODBC Configuration** form is opened by selecting the **ODBC Configuration** icon, located in the left hand column on the **Main Screen**. Configuring this form properly enables TracerPlus Sessions to connect to ODBC Data Sources.



The first step in configuring TracerPlus Wireless Server is choosing the TracerPlus Session the Data Source will connect to. Select the Session from the **Session List**, located in the left hand column of the configuration screen and configure the additional settings described below.

Enabled Checkbox

The **Enabled** checkbox allows the user to turn a session on or off. When a session is enabled it will allow connections from the device. If the session is not enabled, it will prohibit the connected device from accessing the session and no new data is transferred.

Name

The **Name** field allows the user to change the name of the selected Session. The designated **Name** will appear next to the Session number for easy reference.

ODBC Data Source Settings

After the TracerPlus Session has been selected, named and enabled the user must then complete the fields in the ODBC Data Source Settings area.

DSN

Select the Data Source Name (**DSN**) in this field. The drop down list will list all the currently configured **DSNs** on your system.

Note: You can create/modify **DSN** configurations by using the Control Panel applet called "ODBC Data Sources" or "Data Sources (ODBC)". You may find this under Control Panel → Administrative Tools, depending on your operating system version.

TracerPlus Wireless Server creates a sample **DSN** called "PTS TracerPlus Sample", which is pre-configured to connect to the included Microsoft Access database. You can modify this **DSN** for your own needs, or create a new one.



DSN Refresh Button

Click the DSN Refresh button at anytime to refresh the DSN drop down list. Use this if the DSN list is changed while TracerPlus Wireless Server is running.

Database User Name

A **User Name** is required by some databases in order for ODBC to connect. The ODBC configured database **User Name** can be entered in this space. TracerPlus Access Database and many others do not require a **User Name** so leaving it blank is acceptable.

Database Password

A **Password** is required by many databases for ODBC to connect. The ODBC configured database **Password** can be entered in this space. TracerPlus Access Database and many others do not require a **Password** so leaving it blank is acceptable.

Read Only Checkbox

The **Read Only** checkbox restricts the mobile worker's editing abilities for the session. This is especially useful in providing references in the field.

Table

After the ODBC Data Source is selected the appropriate table must be selected. Choose the **Table** you intend to sync data with. The dropdown list will list all the tables within the selected DSN.



Table Refresh Button

Use the Refresh button next to the table drop down to refresh this list. Use this if the tables in the data source have changed while TracerPlus Wireless Server is running.

Key Field

The **Key Field** is required. Select the primary key of your database from the drop down menu. The drop down menu will list all available fields in the selected data source.

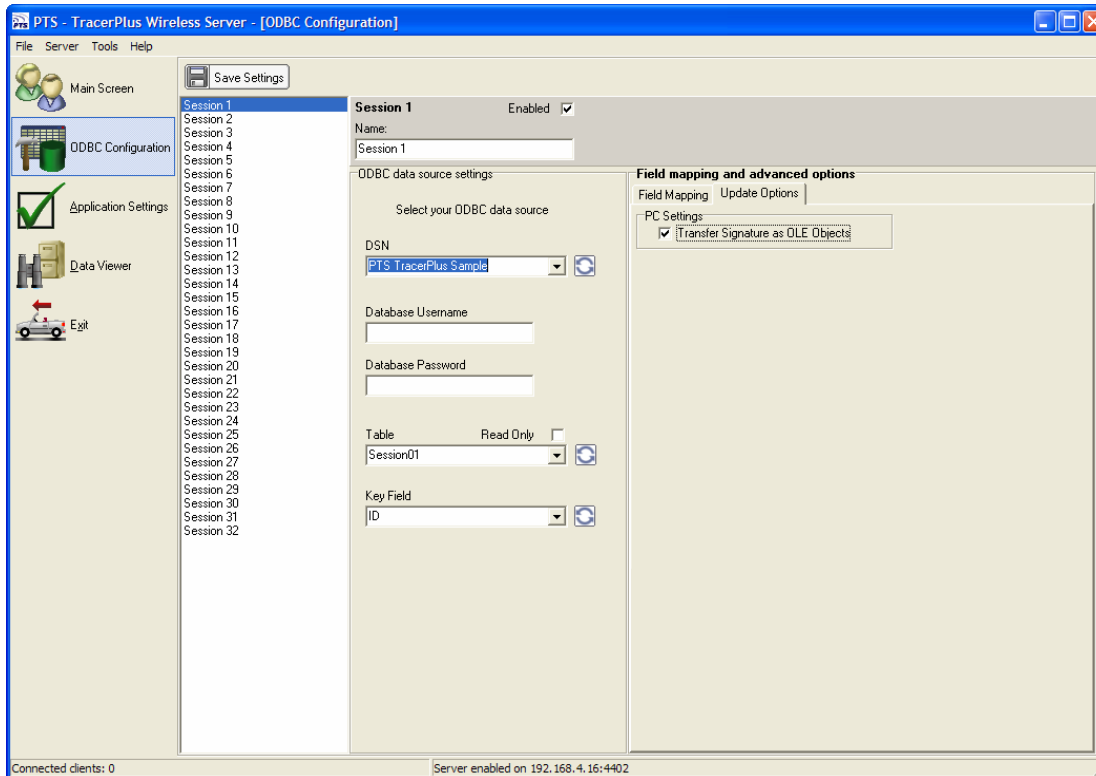


Key Field Refresh Button

Use the Refresh button next to the Key Field drop down to refresh this list. Use this if the table structure of the selected table has changed while TracerPlus Wireless Server is running.

Update Options Tab

Use the Update Options tab to set options for wireless signature transfers. A screenshot of this tab is below.



Transfer Signatures as OLE Objects

This option allows any signatures captured from the mobile device to be transferred as an embedded OLE object to the mapped PC field for this session. This setting is only relevant if the mapped field is an **OLE** or **BLOB** type field. If the field mapped to a signature is a standard text field, this setting is ignored.

Signature transfer options

Signature capture is a feature available in TracerPlus Professional. There are currently 3 ways to transfer signatures from your mobile device to your PC via TracerPlus Wireless Server.

By reference

If you map a TracerPlus signature field to a **Standard Text** or **String** field in your database, this signature is transferred to your PC "by reference". This method transfers a .BMP image file containing the signature to your PC. This file is created with an automatically generated unique filename based on the specific variables at the time of capture. This name is also written to the mapped field in your ODBC data table for easy access after the transfer is complete. The default path for these .BMP files following transfer is **C:\Program Files\PTS\TracerPlus Wireless Server 5\Data\Bin**.

As raw data

If you map a TracerPlus signature field to a **BLOB** or **Memo** field in your database, the signature data is transferred to that field as a raw data bitmap by default. The contents of this field will contain the same information as a standard generated bitmap file but it is contained (embedded) directly in your database. This is useful for many databases and is the required method in some cases when these signatures are used in a generated report or other means of displaying the data. This tends to vary per database application or report generation software.

As an OLE Object

Similar to a raw data transfer, a TracerPlus signature field can be transferred to a **BLOB** or **Memo** field as an **Embedded OLE** object. Like a raw data transfer, some database applications and/or report generators prefer images to be stored/embedded in a database as an identifiable, embedded OLE object. Microsoft Access is a good example of this.

Image transfer options

Image capture is a feature available in TracerPlus Professional with the latest TracerPlus version 5.0. There are currently 2 ways to transfer images from your mobile device to your PC via TracerPlus Wireless Server.

By reference

If you map a TracerPlus image field to a **Standard Text** or **String** field in your database, this image is transferred to your PC “by reference”. This method transfers a .JPG image file containing the image to your PC. This file is created with an automatically generated unique filename based on the specific variables at the time of capture. This name is also written to the mapped field in your ODBC data table for easy access after the transfer is complete. The default path for these .JPG files following transfer is **C:\Program Files\PTS\TracerPlus Wireless Server 5\Data\Bin**.

As raw data

If you map a TracerPlus Image field to a BLOB or Memo field in your database, the image data is transferred to that field as raw data. The contents of this field will contain the same information as a standard generated image file (jpeg) but it is contained (embedded) directly in your database. This is useful for many databases and is the required method in some cases when these images are used in a generated report or other means of displaying the data. This tends to vary per database application or report generation software.

4.5 Test Connection

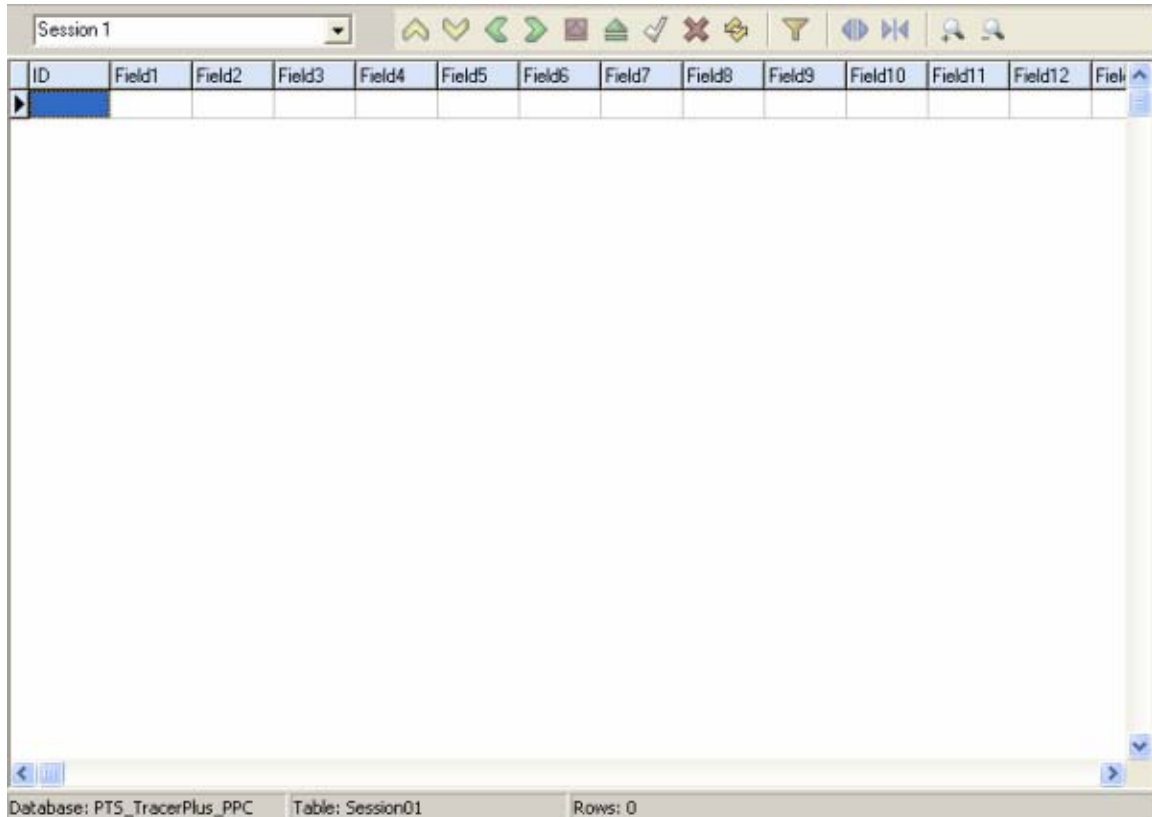
To test your connection simply begin collecting data in TracerPlus, you should be able to view your data from **Tools → Database Viewer** as discussed in **Chapter 5**.

Chapter 5: Managing Data with TracerPlus Wireless Server

5.1 Database Viewer



Select the **Data Viewer** button from the Main Screen to view, edit, and filter Session data. Using the Session drop down list in the top left you can switch between the different sessions and view the table data.



The **Database Viewer** displays the ODBC Data Source data as defined by the **Session Settings** and the DSN connection for that session.

Data Viewer Toolbar



Table Navigation

Table Editing

Filter

Font / Column Size

Table Navigation

Use these buttons to move one cell in the desired direction. (From left to right) move one cell up, move one cell down, move one cell left, and move one cell right.

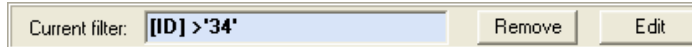
Table Editing

These buttons allow the user to edit records in the table. (From left to right) edit field, insert new records into the table, commit changes, delete records from the table, and refresh the table.

Filter

This button allows the user to filter the table. When selected a prompt is displayed to enter the filtering criteria. When a filter is set the current filter criteria and number of rows is displayed in the status bar at the top of the data viewer. To remove the filter, click the filter button again or select **Remove**.

Filter Status Bar



When a filter is set, the **Filter Status Bar** is displayed at the top of the data viewer. The **Filter Status Bar** displays the currently set filter. From the filter status bar you can remove the current filter or Edit the current filter. When Remove is selected, the filter is removed and the data is presented again with no filter applied. When Edit is selected the filter prompt is displayed allowing the user to change the filter. When finished, the new filter is displayed in the **Filter Status Bar**.

Font/Column Size

Use these buttons to change the data viewer to your preferences. (From left to right) Increase column width, decrease column width, increase data font size, and decrease data font size.

5.2 Logging Window

The **Logging Window** displays **TracerPlus Wireless Server** activity. This window can be disabled by selecting **View→Log Info→Show**. Messages sent to the window include the following:

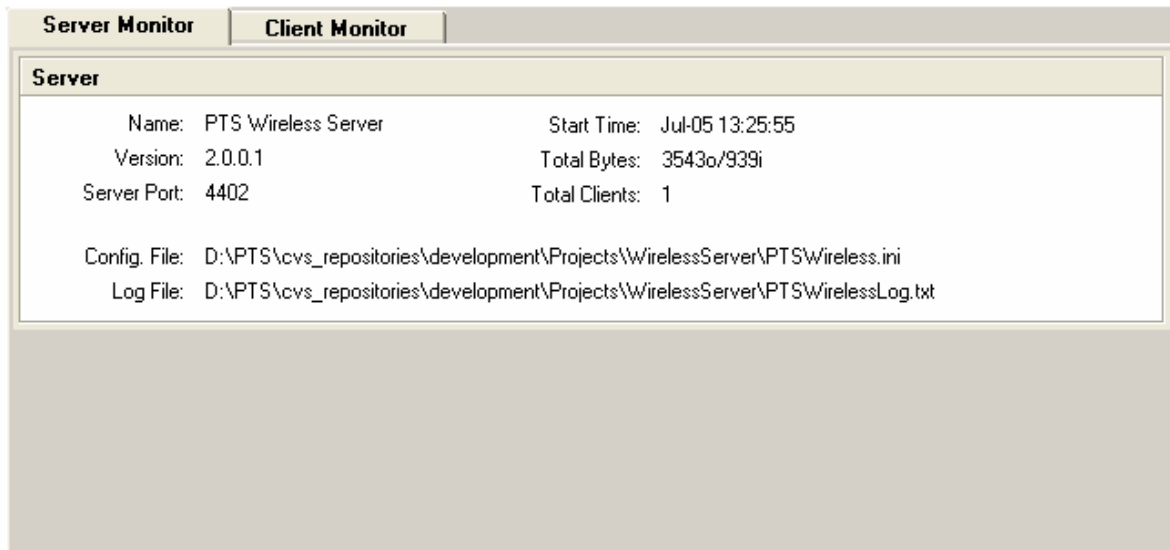
- When the server is enabled or disabled.
- When a PDA in the field connects or disconnects.
- Error Messages received from the Data Source.
- Registration Status.

5.3 Detail Monitor

The **Detail Monitor** displays information regarding the Wireless Server and the selected PDA from the connected PDA client list. You can hide the Detail Monitor by clicking **View→Detail Monitor** or selecting the **Detail Monitor** icon from the toolbar.

Server Monitor

The **Server Monitor** tab displays the TracerPlus Wireless Server version, the total number of PDAs connected, the port the TracerPlus Wireless Server is running on, and location of the server's configuration file and log file.



Client Monitor

By selecting a client in the client list, you can view the information for that client in the **Client Monitor**. This includes the name, model of the PDA, operating system, username, version of TracerPlus, Serial # (Device ID) of the PDA, and the registration code if the PDA has a valid registration of TracerPlus Wireless.

The Status section shows information regarding the messages sent and received from the PDA and the ODBC data source which TracerPlus Wireless Server is connected to.

Server Monitor	Client Monitor
Client: PDA1@192.168.4.158	
Name: 192.168.4.158	Model: N/A
Description: --	Oper. Sys.: Pocket PC
Username: PDA1	Software: TracerPlus
Serial #: 03322B00-CA44DEF3	Version: 5.0.0
Reg. Code: --	
Status:	
Messages: 2o/2i	Session: --
Bytes: 892o/350i	Plugin: --
Connect Time: Jan-21 12:16:46	Ses. Reg.: --
Last Message: Jan-21 12:16:46	ODBC DSN: --
	ODBC Table: --

Chapter 6: Troubleshooting

In this chapter, some of the more common issues you may run into when configuring your TracerPlus wireless environment are discussed. This is not a complete list, but may be helpful in resolving the more common issues. If this list does not contain an answer to your issue please e-mail the PTS Technical Support group. If it is determined that the issue is related to your internal network configuration, PTS may not be able to help. In this case, you would need to speak to your network administrator to resolve the issue.

6.1 PDA Wireless Network Connection Issues

If you are unable to connect your PDA to your network via a wireless connection, this is most likely a network configuration issue specific to your network. Review the settings and procedures in **Chapter 3** to see if you can resolve the issue. If not, you may have to contact your network administrator for assistance.

6.2 PDA to TracerPlus Wireless Server Connection Issues

If you are unable to connect your PDA to TracerPlus Wireless Server, review the items below to see if any suggestions resolve the issue. If none of these issues appear to resolve the issue, contact the PTS Technical Support group for assistance.

- Verify that the server is running on a PC that is available to you on your network
- Verify that the PC Server is not blocking your selected port through a firewall.
- Verify that the PDA's Host IP and Host Port settings are correct and match the server you are trying to attach to.
- Verify you are able to Ping the host PC from the mobile device using the **Ping Test** utility outlined in [Chapter 3.1.3](#)
- Verify that you are able to ping your mobile device from the host PC.

6.3 Errors on PDA after Connection to TracerPlus Wireless Server

This could be the result of any number of issues, depending on the error presented. If the suggestions below do not resolve the issue, please contact PTS Technical support for assistance.

Registration Status issues:

- Verify registration status or evaluation code status via the TracerPlus Wireless Server PC application. This is available under **Tools→Registration**. The server and PDA both require registration so it is possible that while the server is registered, your individual PDA may not be. In this case, you need to either purchase a PDA license or, if possible, extend your evaluation code via **Tools→Registration**.

Session Selection issues:

- Verify that the selected Session is valid and enabled on the PC Server. This can be checked via the menu **ODBC Configuration** screen. Be sure that the enabled checkbox is selected. Be sure all settings are correct, check if DSN is valid, and the database exists.

Data posting/update issues

- Be sure you are not violating the database primary key settings.
- Be sure that any data to be entered conforms to your database field properties.