Trouble Shooting the NRI Grazing Land Survey Instrument (CASI) on the Field PC
July 14, 2015

This document describes several issues that can occur with the NRI Grazing Land Survey Instrument on the Field PC and strategies to correct the issue.

Note that additional information for the NRI Grazing Land on-site survey may be found on the 2015 NRI Grazing Land Data Collection webpage (http://www.nrisurvey.org/nrcs/Grazingland/2015/).

**Issue: Cannot connect to the server**

1. Has the serial number for the field instrument been sent in?
   a. The serial number for all new field instruments (e.g., Trimble JUNO) must be sent to CSSM (NRI-IT-Support [CSSM] nri-it-support@iastate.edu) for entry into the database. This needs to be done only once. To find the serial number select: Start/Settings/System/System Information/Info.

2. Connect the cable between the field PC and computer.
   a. Make sure the field PC is turned on and charged.
   b. Make sure Windows Mobile Device Center (WMDC) version 6.1 is installed on your computer. If not, IT will have to install it. Have them follow the instructions posted on (http://www.nrisurvey.org/nrcs/Grazingland/2013/cab%20files/WMDCMobile_Device_Setup.pdf), paying special attention to slides 5-7.
   c. You may need to plug/unplug the USB several times to get the computer to recognize it the first time.
   d. If this the first time using WMDC, you may need to manually start the program from the Program list on the computer Start menu.
   e. Sometimes the field PC and/or computer needs to be restarted if there are problems having WMDC start up.

3. From the WMDC window on the computer screen, ALWAYS SELECT “Connect Without setting up your device”.

![Image of WMDC window](image-url)
If you select the first “Set up your device” box, a name will appear beneath the field PC icon on the WMDC window and you will not likely be able to connect to the server. To undo this, follow the instructions for “Windows Mobile Device Center Connections (Guest Partnership)”

4. When the field PC is fully connected, the four fields on the right are displayed.

5. Open the NRI Grazing Land Survey Instrument

- If the Communications button does not display, check Tools and make sure Training Mode is not checked.
- Select Change Database to ensure that 2015 survey is checked.
6. Select Communications

a. If the field PC has not been registered, select the Login tab at the bottom of the screen, complete the information paying special attention to correctly entering the serial number, and select Register.
b. If the field PC has been used this season, select the Connect button at the top of the screen.

If error messages occur at this stage:

- Make sure there is internet connection for both the computer and field PC. This is required for successful communication with the server. Try browsing to different web sites on the computer and within Internet Explorer on the field PC to verify the internet connection is working. Since web sites can be cached, try navigating to pages you have not visited before with that device.

- Rebooting the field PC and the computer sometimes helps
- Be sure that WMDC is still connected (see step 4)
- Be sure that the serial number is entered in the system (see step 1)
- If wireless settings have been activated in the field PC, those may need to be turned off.
Select Start/Settings/Connections/USB to PC and ensure the box next to “Enable advanced network functionality” is unchecked.

Issue: The wrong segments are displayed

The states receive lists of sample segments. If the segments displayed for downloading differ from that list, in the NRI Grazing Land Survey Instrument go to Tools – Change Database and ensure 2015 is selected.

Issue: Damaged field PC

There are times when one or more segments are downloaded to a field PC and that instrument is damaged (e.g., the screen is cracked or unresponsive).

1. Connect the field PC to the computer with both turned on.
2. Select “Connect Without setting up your device”.
3. From File Management select “Browse the contents of your device”.
5. Select/copy the files associated with the segment. There will be one for the PSU and others for the points.
6. In the left side of the pop-up window, navigate to a place on your computer where you will be able to find these files and paste them.
7. Email the files to CSSM (NRI-IT-Support [CSSM] nri-it-support@iastate.edu).
**Issue: Segments are locked and cannot be downloaded**

There are two ways that segments can be locked: (1) they are checked out to the NRI Grazing Land Survey Instrument on a field PC or on a computer with the web-based application; or (2) they have been marked as Reviewed and Complete. When a segment is checked back into the server, the data associated with it will overwrite any data for that segment already stored on the server. For that reason, the location (field unit, computer, or server) and status of segments must be verified and unlocked only under very restricted situations. Location and status information is available on 2015 Status Detail of the Grazing Land Reports (https://www.nrisurvey.org/grazinglandReports/).