

Roadpost Support Center

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Unable to sync GeoPro Messenger

David Jones - 2014-05-14 - in Troubleshooting

Follow the instructions below if you are unable to synchronize the GeoPro Messenger GPM1000.

Note: Please ensure the device has been assigned to the correct user in the Web Application before proceeding to synchronize. The login information for the Sync Client is the same as the login information as the Web Application.

Solution 1: Confirm USB connectivity

1. Exit the Sync Client and unplug the device from the USB port.
2. Connect the USB cable and ensure it is securely connected to the USB port on the device as well as the computer.
3. Launch the Sync Client and enter the required login credentials.
4. Attempt to synchronize the device by clicking the "Sync Device" button.
5. If device synchronization fails please proceed to the next solution.

Solution 2: Confirm system requirements

1. Minimum software requirements: Windows XP SP2, .Net 3.5 SP1
2. Launch the Sync Client and enter the required login credentials.
3. Attempt to synchronize the device by clicking the "Sync Device" button.
4. If device synchronization fails please proceed to the next solution.