Windows CE Support Tips

Windows CE is at the heart of a growing number of handheld and palmtop computers. Although it is very similar in operation to Windows 3 and 95, it does have unique features which support staff must bear in mind.

By PCSA Staff

Windows CE, now at version 2.0, is Microsoft's compct version of Windows for palmtop and handheld computers. Microsoft is also working with various hardware manufacturers to integrate CE into other devices, including cars (the Auto PC, announced recently) and games consoles (such as the one that Sega is currently working on).

Much of Windows CE works like any other version of Windows. However, the unique features of CE, and of the hardware on which it runs, mean that there are additional problems that support staff who look after users of CE may encounter.

The majority of problems involve synchronization between handheld PCs and desktop computers, though there are also other potential troubles.

My users of Pocket Outlook are complaining that, when they try to edit an existing appointment, the program creates a completely new appointment.

This can occur if the user double-taps the appointment when wanting to edit it. Doing so will indeed create a new one rather than allowing the existing one to be edited.

Microsoft has agreed that this is a bug, but no fix has yet been released. Meanwhile, to edit an appointment, inform the user to single-tap the appointment and then select Edit Item from the Edit menu.

Users are having problems when opening an appointment in Calendar or Contacts.

A common cause of such problems is when the appointment is too large (more than 20 KB). Split the appointment into more than one. This will help solve problems such as:

- The user does not see drawings created with the Ink tool in the Tap Here To Add Notes box.
- The contents of the note are not selected when you tap Select All on the Edit menu in the Tap Here To Add Notes window.
- The handheld PC (H/PC) hangs when you change the value in the Zoom box in the Tap Here To Add Notes window.
- The note is not saved when you tap OK in the Tap Here To Add Notes window.
- ActiveSync may hang when the H/PC is synchronized with the desktop computer.
- Ink Notes may be displayed incorrectly in Microsoft Outlook 97.

A user has complained that he can't transfer a file larger than 4 MB from a desktop computer to an H/PC.

This 4 MB limit is a limitation of Windows CE 2.0 and will be fixed at a later date.

Meanwhile, the solution is to split the file into multiple parts or to compress it in order to reduce its size. Alternatively, use a third-party file transfer tool.

When a user double-taps the Inbox icon to start Pocket Outlook, we sometimes get a Fatal Application error message or the program hangs.

This can occur if you add more than 18 information services to Pocket Outlook, and is a known bug.

How do we add or delete an all-day event using Calendar in Windows CE?

To add an all-day event, do the following:

1 Double-tap Calendar.
2 On the File menu, tap New All Day Event.
3 Type the information about this event, and then tap OK.
4 Quit Calendar.

To delete an all-day event:

1 Double-tap Calendar.
2 On the View menu, tap Agenda.
3 In the Appointments And Events box, tap the all-day event you want to delete.
4 On the Edit menu, tap Delete Item, and then tap OK.
5 Quit Calendar.

A user has mentioned that, when copying or moving an email message using Pocket Outlook, an incomplete email message, meeting request or file attachment is sometimes created.

This can happen if you copy or move an email message when you are connected to your email server and the "Include <n> lines of the message body" check box is selected in Pocket Outlook. To prevent the problem:

1 Double-tap Inbox.

PC Support *Advisor*

2 On the Service menu, tap Properties, tap Next, and then tap Next.
3 Tap Full Copy Of All Messages (slowest).
4 Tap the Meeting Requests and File Attachments check boxes to select them, and then tap Finish.
5 Quit Pocket Outlook.

When we paste a note into an appointment, contact or task in Windows CE, the pasted text sometimes contains additional blank lines.

This can occur if you paste more than 1 KB of data into a Tap Here To Add Notes box in Windows CE. It's a known bug in CE 2.0.

When using Windows Explorer on an H/PC, if the user taps Undo Copy on the Edit menu the most recently cre- **ated copy file is deleted with no warning.**

Although this has been reported by users as a bug, Microsoft claims that this is the intended behaviour. Explorer does not prompt you to confirm that you want to delete the copy file when you use the Undo Copy command. The original file is available to be copied again.

When a user synchronizes an H/PC with the desktop computer, the wrong email information service starts.

This can occur if the email information service the user requires is not the default in Microsoft Exchange. To fix it, do either of the following:

● On the desktop computer, open the email program you want to use before you synchronize the desktop computer with your H/PC.
● Configure the default profile in Exchange to include the information service you want to use.

When synchronizing an H/PC with a desktop computer, we get a message something like: "The following appointment is in conflict. Please run Microsoft Outlook to resolve the conflict before you synchronize again". What does this mean?

This can occur if the user has not synchronized the Offline folder in Outlook 97 or Microsoft Exchange. To fix it, synchronize the Offline folder. To do so:

1 On the desktop computer, start Outlook 97 or Exchange.

Can I speed up the synchronization process between an H/PC and a desktop?

Possibly. Try increasing the speed of the desktop's serial port as follows:

1 Click Start, point to Settings, and then click Control Panel.
2 Double-click System.
3 Click the Device Manager tab.
4 Double-click the Ports (COM & LPT) branch to expand it.
5 Double-click the communications port to which the H/PC is connected.
6 Click the Port Settings tab.
7 In the Bits Per Second box, click a faster speed, and then click OK.
8 Click OK.
9 Restart the computer.
10. On the H/PC, tap Start, tap Settings, and then tap Control Panel.
11. Double-tap Communications.
12. Tap the PC Connection tab, and then tap Change.
13. In the Connect To Desktop Computer Using box, tap the same speed you clicked on the desktop computer, and then tap OK.
14. Tap OK, and then close Control Panel.

It may also be helpful to change the ActiveSync options in Mobile Devices. To do this:

1 On the desktop computer, click Start, point to Programs, point to Microsoft Windows CE Services, and then click Mobile Devices.
2 Click the mobile device, and then click ActiveSync

Options on the Tools menu.
3 In the Synchronization Services box, double-click Appointments in the Type column.
4 Click "Synchronize only the <x> past weeks of appointments and <y> future weeks of appointments", where <x> and <y> are the numbers of past and future weeks of appointments you want to synchronize, and then click smaller values for both numbers.
5 Click OK.
6 Double-click Contacts in the Type column.
7 Click the "Synchronize only contacts in selected categories below" option, and then click OK.
8 Double-click Task in the Type column.
9 Click either "Synchronize Only Incomplete Tasks", "Synchronize only the <x> past weeks of active tasks and <y> future weeks of active tasks", or "Synchronize only tasks in the selected categories below".
10 Click OK.
11 Double-click Message in the Type column.
12 Click the "To save space copy at most <n> lines" check box to select it, and then type a smaller value for <n>.
13 Click the "Limit email received in last <n> days" check box to select it, and then type a smaller value for <n>.
14 Click the Include File Attachments check box to clear it, and then click OK. (Note that clearing this check box prevents files attached to email messages from updating during the synchronization process.)
15 Double-click File in the Type column.
16 In the Files Synchronized box, click a file type you do not need to synchronize, and then click Remove. Repeat this step for each file type you do not need to synchronize.
17 Click OK.

Windows CE Tips

2 On the Tools menu, click Synchronize, and then click All Folders.

When a user connects an H/PC to a desktop machine running Windows CE Services, he gets an error message of "Unable to connect to your mobile device. It is not compatible with the version of Windows CE Services currently installed on this desktop computer".

This happens if the WaitV2Timeout-Seconds setting in the Registry is not configured correctly on the desktop PC. To fix it, increase the Value Data entry for the WaitV2TimeoutSeconds dword value in the HKEY_LOCAL_MACHINE\Software\Microsoft\Windows CE Services registry key.

The maximum entry is 10 and the default is 4. If you increase the entry to greater than 10, the H/PC may fail to synchronize properly.

When we install Windows CE Services on a desktop computer running Windows NT 4.0, the desktop is blank when we restart the machine.

This can occur if you install Windows CE Services after you install Windows NT 4.0 Service Pack 3 and Internet Explorer 4.0. To fix the problem:

1 Press CTRL+ALT+DELETE, and then click Task Manager.
2 Click New Task, click Browse, and then open the \Winnt\System32 folder on the system drive.
3 Right-click the Appwiz.cpl file, and then click Open With Control Panel.
4 In the Browse dialog box, click Cancel.
5 In the Create New Task dialog box, click Cancel.
6 Quit Windows NT Task Manager.
7 On the Install/Uninstall tab of the Add/Remove Programs tool, click Microsoft Internet Explorer 4.0 in the list of installed programs, and then click Add/Remove.
8 Restart the computer.
9 Reinstall Windows CE Services, Windows NT 4.0 Service Pack 3 and IE4, in that order.

When a user attaches a file in a Pocket Outlook email message, we sometimes get "Error sending message. Could not format an attachment for sending".

This can occur if there is not enough memory available to convert the attachment to the Handheld PC format. To fix it, on the H/PC, quit all programs that are running except Pocket Outlook. Test to see if the problem still exists. If it does:

1 Tap Start, tap Settings, and then tap Control Panel.
2 Double-tap System, and then tap the Memory tab.
3 Move the Storage Memory/Program Memory slider to the left, and then tap OK.
4 Close Control Panel.

A user has restored a backup onto an H/PC but is now having problems opening email messages in the Inbox.

This problem can occur if the email messages on the H/PC are not linked to messages on the user's email server. To fix it, synchronize the H/PC with the desktop computer as follows:

1 Connect the H/PC to your desktop computer.
2 Tap Start, tap Programs, tap Communication, and then tap ActiveSync.
3 Tap Sync Now, and then tap Disconnect.

When synchronizing, we're getting "There was a problem synchronizing <file name> to your mobile device. Please make sure the file is not in use on your mobile device".

The file the user is trying to synchronize probably has the Compressed attribute enabled. This attribute is available only for files on an NTFS partition. Disable the Compressed attribute of the file as follows:

1 On the desktop computer, move the file that is generating the error message from the Synchronized Files folder to the Windows NT desktop.
2 Synchronize the H/PC with the desktop computer.
3 Right-click the file, and then click

Properties.
4 Click the Compressed check box to clear it, and then click OK.
5 Move the file to the Synchronized Files folder.
6 Synchronize the H/PC with the desktop computer.

Sometimes, when we copy a file from a desktop computer to an H/PC, the file on the H/PC appears to be empty.

A possible cause of this problem is that the file conversion properties are configured incorrectly in Mobile Devices. To fix it:

1 On the desktop computer, click Start, point to Programs, point to Microsoft Windows CE Services, and then click Mobile Devices.
2 On the Tools menu, click File Conversion.
3 On the Desktop - Device tab, click the file type you want in the Mobile Device Convertible File Types box and then click Edit.
4 In the Type box, click the file type that you want, click OK, and then click OK.
5 Close the Mobile Devices window.

When a user synchronizes the handheld PC with the desktop computer, information in Outlook 97 such as contacts, appointments and tasks are missing.

Your user has probably neglected to import the data from Microsoft Schedule+ into Outlook 97. To do this:

1 Start Outlook 97.
2 On the File menu, click Import And Export.
3 Click Import from Schedule+ Or Another Program File and then click Next.
4 Click Schedule+ 7.0, and then click Next.
5 Verify that the File To Import path is correct, click an option to determine how Outlook 97 should handle duplicate items, and then click Next.
6 Click the items to import, and then click Finish.

Can I change the default file format used when converting a file between an H/PC and a desktop PC?

PC Support *Advisor*

Yes. Do it like this:

1   Connect the H/PC to the desktop computer.
2   On the desktop computer, click Start, point to Programs, point to Microsoft Windows CE Services, and then click Mobile Devices.
3   On the Tools menu, click File Conversion.
4   On the Device - Desktop tab, click the file type you want in the Mobile Device Convertible File Types box, and then click Edit.
5   In the Type box, click the file type you want to convert, and then click OK.
6   Repeat steps 4-5 for each file type you want to convert, and then continue to the next step.
7   On the Desktop - Device tab, click the file type you want in the Desktop Computer Convertible File Types box, and then click Edit.
8   In the Type box, click the file type you want to convert, and then click OK.
9   Repeat steps 7-8 for each file type you want to convert, and then continue to the next step.
10 Click OK, and then close the Mobile Devices window.

When synchronizing a handheld PC with a desktop computer, appointments in Outlook 97 appear to be scheduled an hour earlier or later than the same appointments in Pocket Outlook.

This behaviour can occur if Outlook 97 is configured to adjust for daylight saving time. To avoid the problem, Microsoft recommends the following:

1   On the desktop computer, click Start, point to Programs, and then click Microsoft Outlook.
2   On the Tools menu, click Options.
3   On the Calendar tab, click Time Zone.
4   Click the Adjust For Daylight Saving Time check box to clear it, and then click OK.
5   Click OK.

Why are we getting error messages such as "Unable to load graphics conversion filter. Cannot convert file.." or "Slide Export: Sorry, PowerPoint could not export the slides(s) because no installed converter supports this file type" when converting an Office document to H/PC format?

Probably because the Office text converters and graphics filters are not installed. Once you install them, the problem should go away.

When a user customises printer settings in Windows CE, the changes don't appear to be saved.

This is a known bug in Windows CE 2.0.

My users use the Cc and Bcc to send copies of emails. However, when entering the Cc or Bcc address, it often gets copied to the To: line as well.

This can happen if the user adds an address to the To line of an email message before adding an address to the Cc or Bcc lines of the message. Microsoft confirms it as a bug in CE. To resolve the problem, add addresses to the Cc or Bcc lines before filling in the To: line. To do this:

1   Double-tap Inbox.
2   On the Compose menu, tap New Message.
3   Tap Cc or Bcc, and then tap Address Book on the Compose menu.
4   Tap the email address you want, and then tap OK.
5   Repeat steps 3-4 until you add all the email addresses you want.
6   Tap To, and then tap Address Book on the Compose menu.
7   Tap the email address you want, and then tap OK.
8   Repeat steps 6-7 until you add all the email addresses you want.

Alternatively, you can manually enter the addresses you want, as follows:

1   Double-tap Inbox.
2   On the Compose menu, tap New Message.
3   Tap To, Cc, or Bcc, and then use the on-screen keyboard or the handwriting recognition feature to enter the email address you want in the appropriate line.
4   Repeat step 3 for each email address you want to add.

When we use World Clock to change the home city on a CE machine, Pocket Calendar doesn't update single-occurrence appointments. Recurring appointments are updated correctly.

This can occur if Pocket Calendar is running when you use World Clock to change from a home city that is on daylight saving time to a home city that is not on daylight saving time, or to change from a home city that is not on daylight saving time to a home city that is on daylight saving time. It's a bug in Windows CE 2.0 and 2.1. To work around it, quit Pocket Calendar before using World Clock to change the home city. Or, use World Clock to change the home city, quit Pocket Calendar, and then start Pocket Calendar. Or, use World Clock to change the home city, reset the H/PC or P/PC, and then start Pocket Calendar.

PCSA

New Reviews from Tech Support Alert

Anti-Trojan Software Reviews
A detailed review of six of the best anti trojan software programs. Two products were impressive with a clear gap between these and other contenders in their ability to detect and remove dangerous modern trojans.

Inkjet Printer Cartridge Suppliers
Everyone gets inundated by hundreds of ads for inkjet printer cartridges, all claiming to be the cheapest or best. But which vendor do you believe? Our editors decided to put them to the test by anonymously buying printer cartridges and testing them in our office inkjet printers. Many suppliers disappointed but we came up with several web sites that offer good quality cheap inkjet cartridges with impressive customer service.

Windows Backup Software
In this review we looked at 18 different backup software products for home or SOHO use. In the end we could only recommend six though only two were good enough to get our "Editor's Choice" award

The 46 Best Freeware Programs
There are many free utilities that perform as well or better than expensive commercial products. Our Editor Ian Richards picks out his selection of the very best freeware programs and he comes up with some real gems.