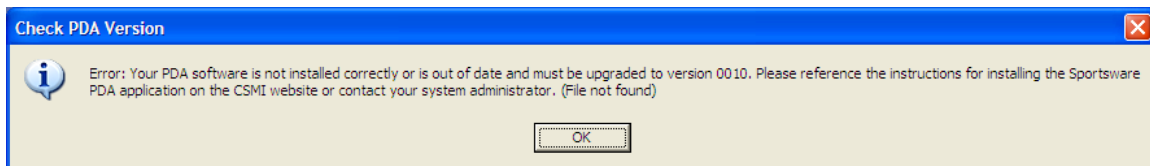


## 1. PRB

- 1.1. SportsWare reports “**Error: Your PDA software is not installed correctly or is out of date and must be upgraded**”.

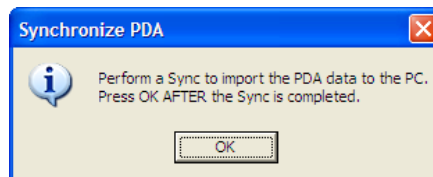
## 2. SYMPTOMS

- 2.1. When attempting to synchronize your PDA you receive: Error: Your PDA software is not installed correctly or is out of date and must be upgraded...




## 3. CAUSE

- 3.1. This error usually occurs due to one of the following reasons:
  - 3.1.1. After installing SportsWare on the PDA you did not first open SportsWare on the PDA to initialize the program.
  - 3.1.2. When prompted to complete the sync, you click **OK** before actually completing the sync on the PDA.



- 3.2. You did not completely remove a previous version of SportsWare from the PDA before installing an updated version.

## 4. RESOLUTION

- 4.1. Click OK at the error message.
- 4.2. On the PDA, click the icon to open SportsWare .
- 4.3. Close SportsWare on the PDA. (If running the Palm OS, click the **Home** button. If running the Windows Mobile OS, go to **File – Exit**).
- 4.4. Go to SportsWare on the desktop.
- 4.5. From the **File** menu select **Synchronize – PDA**.
- 4.6. Select the correct PDA partnership.
- 4.7. Follow the instructions for performing a sync listed on the Palm or Pocket PC Installation Instructions.

- 4.8. If you continue to receive the error message, refer to the PDA installation instructions (**200159 SportsWare2009 Palm Installation Instructions** and **200160 SportsWare2009 PocketPC Installation Instructions**) to re-install SportsWare on the PDA.

## 5. STATUS

- 5.1. The above steps resolve the problem.