UnDupe
for the Palm Computing Platform

(Pilot, PalmPilot Personal and Professional, Palm III, IIIe, IIIx, V, Vx, VII, and compatible units including the IBM WorkPad and Symbol SPT 1500 and SPT 17000)

Users Guide

Version 1.6
October 1999

Installing UnDupe in Your Palm

Whether you downloaded the software from our Web site or received it in the mail, you should have a file called `UnDupe.prc` on your desktop or laptop computer (on the hard disk or on a floppy diskette). If you have a file named `UnDupe.ZIP`, that is **not** the proper file; that's a compressed or "zipped" file that you must uncompress with standard "unzipping" software (which we do not provide). If you have a file named `UnDupe.EXE`, that is also not the proper file; that's also a compressed file which is "self-extracting" and which you should run in order to uncompress it to obtain the file `UnDupe.prc`.

If you do not have the file `UnDupe.prc`, you cannot proceed. If you **do** have `UnDupe.prc`, here's how to install it on your handheld unit:

From a Macintosh:

Using MacPac Version 1: Run the program **InstallApp**. Click on the **Select** button, set the **List Files of Type** to **All Files**, locate and select the file `UnDupe.prc`, and click **Open**. Now click on the **Install** button. The next time you HotSync your Palm, the program will be downloaded.

Using MacPac Version 2: Select the **HotSync Manager** from the "Instant Palm" menu on the upper right of your menu bar. In the **HotSync** menu, select **Install**. Click on the **Add To List** button. Locate and select the file `UnDupe.prc`, and click **Add File**. The next time you HotSync your Palm, the program will be downloaded.

From Windows:

Using current Palm desktop software: Start your Palm desktop software. Click on the **Install** button. Check to make sure the User name displayed at the top of the Palm Install Tool window which appears is the user name of the Palm handheld device on which you want to install the software; if not, select the correct user name. Now click on **Add**. Using the file browser which appears, locate and select the `UnDupe.prc` file, and click **Open**. Now click on the **Done** button, and then on **OK**. The next time you HotSync your Palm, the program will be downloaded.

Using old Pilot desktop software: Run the program `INSTAPP.EXE` (it may be displayed simply as `INSTAPP`, depending on how you have Windows configured), which is located in the `C:/PALM` folder. Click on the **Browse** button, locate and select the `UnDupe.prc` file, and click **Open**. Now click on the **Install** button. The next time you HotSync your Palm, the program will be downloaded.

Starting the Application

From the **Applications** window on your **Palm**, look for the icon labelled **UnDupe** which looks like this:

Some people mistakenly think that **UnDupe** wasn't installed on their handheld unit because they don't see the icon. The **Applications** window displays 12 icons for 12 applications. The letter "U" is near the end of the alphabet, and if **UnDupe** happens to be the 13th application (or more) that you install, it may be "off the bottom" of the Applications window. Look for the scroll bar on the right side of the window (Palm III) or the scroll arrows in the lower right corner (Pilot or PalmPilot) and scroll down until you see **UnDupe**. Also on newer Palm units, the applications displayed are sorted into categories. If you have just installed **UnDupe**, it will be located in the "Unfiled" category, so unless the category selector in the upper right of the Applications window displays either "All" or "Unfiled," you won't see it.

If you still don't see the application, it is possible it didn't get installed because of problems with the HotSync process. Try doing another HotSync with ALL conduits set to "Do Nothing" except for the "Install" conduit.

Removing Duplicates

When you start **UnDupe**, you'll see the main screen of the program which looks like this:

You have three options in the way to proceed (tap the Information icon in the upper right of the screen and you'll see all this information online):

What Databases to Search: You can search the Date Book, Address Book, Memo Pad, and To Do List separately, or just tap on the **All** button and search each of the four major applications in succession.**UnDupe** will always compare all aspects of the various items. For Date Book items, it compares date, start and end time, the item itself, and any attached note. For Address Book entries, it compares each of the different fields. For Memo Pad entries, it compares the entire memo, and for

To Do list entries, it compares both the To Do item itself and any attached note. So items have to be exact duplicates in order to match (and then be removed).

What to Do: If **Find Duplicates** is checked, **UnDupe** will simply search the database(s) and tell you how many duplicates were found. If **Find and Remove** is checked, it will automatically remove them at the same time. Note that **Find and Remove** is only available if your copy of **UnDupe** is licensed.

How Hard to Try: In most cases, duplicates entries are found adjacent to each other (internally, in the database, which is not necessarily the same as what appears on your screen). When you check **Fast Search** mode, **UnDupe** searches only adjacent items, so the search is fast, but in some cases it may miss some things. Untimed events in the Date Book seem to be the most susceptible, although Memos and To-Do list items can also be missed. If you check **Exhaustive**, **UnDupe** compares every entry to every other entry. This can take much more time (e.g., 20 seconds vs. 3 seconds for a Date Book with 350 entries), but it should find all duplicates. Especially if you have a lot of duplicates, we recommend searching (and removing) duplicates first in the **Fast Search** mode to cut down the size of the databases, then check **Exhaustive** and repeat the search.

With the Address Book data, these two modes mean something different. The Address Book has places for up to five phone numbers and email addresses. In **Fast Searc**h mode, each number is compared to its corresponding entry when comparing two addresses. In **Exhaustive** mode, each number is compared with every other number, because some causes of data duplication can cause the numbers to be scrambled (e.g., Home first and Work second in one entry, and Work first and Home second in a second entry).
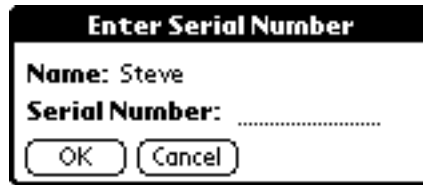
What UnDupe Does (and doesn't do)

UnDupe compares all aspects of the various items. For Date Book items, it compares date, start and end time, alarms, the item itself, and any attached note. For Address Book entries, it compares each of the different fields. For Memo Pad entries, it compares the entire memo, and for To Do list entries, it compares both the To Do item itself, the priority, due date, and any attached note. So items have to be exact duplicates in order to match (and then be removed). There are only three exceptions to the exact matching requirement. The first exception is "categories" - if **UnDupe** finds two entries, one of which is categorized and the other is "unfiled," it considers those duplicates and removes the one which is "unfiled" as you would expect (if they both are categorized in different categories, **UnDupe** considers them as two different entries and neither will be deleted). The second exception, which applies to the Date Book, Address Book, and To Do list, is with attached notes. If **UnDupe** finds two entries which are otherwise identical, and one has an attached note and the second does not, it will delete the one without the attached note (if they both have *different* notes attached, they are, of course, different and neither will be deleted). And third (new as of July, 1999), **UnDupe** will ignore extra spaces and new lines ("returns") at the end of any text material, that is, "CA" and "CA " are treated as duplicates.

Note that there are some causes of duplicates which cause "near" duplicates - small changes like parentheses around an area code, for example. **UnDupe** will not find and remove duplicates of this nature.

Entering Your Serial Number

If you have registered the software, and have obtained a serial number from **Stevens Creek Software**, you enter the serial number by tapping on the word ***Unlicensed*** (see above). When you do, you'll see this screen appear:

Use Graffiti (or the on-screen keyboard) to enter your serial number (supplied to you by Stevens Creek Software); when you're done, tap on the **OK** button. If you enter an incorrect number, the software will let you know. If necessary, tap on the **Cancel** button to dismiss the Enter Serial Number screen. When you have entered the Serial Number correctly, you'll see the word ***Unlicensed*** disappear from the main screen.

If you run into a problem, this probably means that when you provided your PalmPilot name to Stevens Creek Software, you did so incorrectly. Check the name in the Enter Serial Number screen shown above, and write it down exactly (including case, i.e., whether the letters are upper-case letters like THIS or lower-case letters like this) and email it to Stevens Creek Software technical support and wait for a new serial number to be provided to you.

Cancelling

When you click on one of the buttons to search one (or all) of your databases, the bottom of the screen will change, as shown here:

The **Cancel** button really shouldn't be needed, but it's provided in case the search is taking an inordinately long time and you're worried that something has gone wrong. When you tap on **Cancel**, the search will stop (note that if you have thousands of entries in the database being searched, it may take a few seconds before the program actually stops). If you are in the "Find Only" mode, **UnDupe** will stop and tell you how many duplicates it has found up to that point. If you are in the "Find and Remove" mode, duplicates which have already been removed up to that point remain removed; the **Cancel** button simply stops **UnDupe** from removing any more.

For Support

If you have any problems using **UnDupe**, you can contact **Stevens Creek Software** in one of the following ways:

On the web: http://www.stevenscreek.com/palm/support.html

By email: support@stevenscreek.com

If you lose your serial number or the serial number you were provided is incorrect, DO NOT CALL. Email support@stevenscreek.com with your request. Note that if the serial number is incorrect, the typical problem is that you provided the incorrect Palm User Name (HotSync name) to us when you licensed the software. To get the User Name, tap on the Applications button, then tap on the HotSync application. If you have a PalmPilot (Personal or Professional), the top line of the screen will read, "Welcome, XXX." "XXX" is your user name; that's what we need. If you have a Palm III or IBM WorkPad or later, the name appears in the extreme upper right of the same HotSync screen. Please be sure you supply it to us EXACTLY as it appears, including upper or lower case letters, punctuation, and spaces as appropriate. When we get the name from you we can provide your serial number.

Licensing the Software

The registration fee for **UnDupe** is $7.95 (plus an additional $3.00 order processing charge if you order through any means *other* than the web, i.e., by phone, email, mail, or fax). If you haven't yet licensed your copy, you can do so in one of the following ways:

Online:	http://www2.viaweb.com/pilotgearsw/stevcreeksof.html (secure site) http://www.stevenscreek.com/palm/orderform.html
Phone:	1-408-725-0424
Fax:	1-408-725-0424
E-mail:	sales@stevenscreek.com
Mail:	Stevens Creek Software 21346 Rumford Drive Cupertino, CA 95014

We accept Visa, MasterCard, and American Express credit cards, and checks drawn on U.S. banks. If ordering via fax, e-mail, or mail, be sure to include credit card type, number, and expiration date (if using a credit card), mailing address, e-mail address, and daytime phone number. **Please note:** A $3.00 order processing charge is added to any order which is not placed through our automated Web site order form (that is, via phone, fax, email, or mail).