quick start guide

PCSYNC™

Copyright Notice

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any human or computer language, in any form or by any means, without the express written permission of LapLink.com Inc., 18702 North Creek Parkway, Bothell, Washington, 98011, U.S.A.

Trademarks

The LapLink.com logo, LapLink, SpeedSync, SmartXchange, and PCsync are trademarks or registered trademarks of LapLink.com Inc.

Acrobat and the Acrobat logo are trademarks of Adobe Systems Incorporated or its subsidiaries and may be registered in certain jurisdictions.

Other brand and product names are trademarks or registered trademarks of their respective holders.

Patents

SpeedSync™ U.S. Patent Number 5,446,888 and U.S. Patent Number 5,721,907.

This product may contain one or more of the following licensed products: RSA Data Security, Inc. MD5 Message-Digest Algorithm. Copyright © 1991-2, RSA Data Security, Inc. Created 1991. All rights reserved.

Technical Support Contact Information

World Wide Web:
Visit www.laplink.com/support/

Worldwide:
Visit www.laplink.com/world/ on the LapLink.com web site for a list of international support numbers.

PCsync
© 2000-2001 by LapLink.com Inc. All rights reserved
18702 North Creek Parkway
Bothell, WA 98011 U.S.A.

PCsync Quick Start Guide
© 2000-2001 LapLink.com Inc.

Contents

Introduction

Why use PCsync?

PCsync offers the convenience of the Windows drag-and-drop feature to transfer files between computers.

Connect two computers with a serial or USB Network cable and you can quickly transfer files from one computer to the other. If you just bought a new computer, the Copy My Files wizard helps you copy all your personal files from your old computer to your new computer. PCsync searches your old computer for the types of files you specify, and then copies those files to your new computer for you.

You can create a SmartXchange™ to synchronize any of your local and remote folders on demand, so you always have the latest files stored in both locations.

In addition, Remote Shared Folders are folders on another computer that you connect to across the Internet. For example, you might create a folder on your office computer that you can access from your home computer. On the other hand, a friend could give you permission to connect to a folder that she is storing on her computer.

Finally, you can create an Internet Drive when you set up an account with a company that provides storage space on the Internet. You then can transfer files between your local computer and your Internet Drive using PCsync. For example, you may decide to store your word processing documents or family pictures on the Internet so that you can access them from home or anywhere else you connect to the Internet.

About this guide

The purpose of this Quick Start Guide is to help you set up PCsync and introduce you to its features. Look in this guide for examples and instructions relating to the main tasks you can do with PCsync. A troubleshooting section is also included if you encounter problems.

The exercises in this guide are designed to show you how to use PCsync's key features.You can complete the exercises in order, or just learn about the features that interest you most. Refer back to this guide as often as needed.

Before you install

System Requirements

PCsync works with the following Microsoft Windows operating systems:

- Windows 95 (with Windows Sockets 2.0)

- Windows 98

- Windows 2000

- Windows Me

- Windows NT 4.0

PCsync works with the following Internet browsers:

- Microsoft Internet Explorer 4.01 or later with Java Virtual Machine enabled

- Netscape Navigator 4.5 or later with Java Virtual Machine enabled

Note PCsync detects whether you have certain required files, such as Java Virtual Machine or Windows Sockets 2.0. A message appears if these files are missing.

If your computer is missing Java Virtual Machine the setup prompt will prompt you to install it. Click Yes. The files can also be installed from the PCsync Welcome screen, or by visiting our website at www.laplink.com/support.

The required Windows Sockets files are available at www.laplink.com/support.

The following lists the requirements for installing PCsync on each Windows operating system.

For a computer running Windows 98/Me:

- 8 MB of memory (RAM)

- Java Virtual Machine version 5.00.3309 or later

- Internet Explorer 4.0 (This provides files that PCsync needs to run.)

- 10 MB disk space

- Your Windows CD-ROM

For a computer running Windows 95:

- 8 MB of memory (RAM)
- Java Virtual Machine version 5.00.3309 or later
- Windows Sockets 2.0
- Internet Explorer 4.0 (This provides files that PCsync needs to run.)
- 10 MB disk space
- Your Windows CD-ROM

For a computer running Windows 2000/NT:

- 8 MB of memory (RAM)
- Java Virtual Machine version 5.00.3309 or later
- Internet Explorer 4.0 (This provides files that PCsync needs to run.)
- 10 MB disk space

For all operating systems:

You must install PCsync on both computers before you transfer files. If the second computer doesn't have a CD-ROM drive, you can choose the Make Disk option from the PCsync Welcome screen.

Note To install the cable drivers from your diskette set, locate Setup.exe and follow the steps on your screen.

Installing and running PCsync

PCsync comes with two LapLink cables: a blue serial cable and a purple USB Network cable. If both computers have a USB port, you can use the USB Network cable to transfer files up to seven times faster than a serial cable. You must use your LapLink serial cable if you do not have a USB port on both computers.

USB Network connections are available with Windows 98, Windows Me, and Windows 2000.

Installing PCsync

1   Insert your PCsync CD-ROM into the CD-ROM drive on your computer.

2   On the PCsync Welcome screen, click Installation.

If the PCsync Welcome screen does not appear, open Windows Explorer and double-click Welcome.exe on the PCsync CD-ROM.

PCsync detects whether you have certain required files, such as Java Virtual Machine or Windows Sockets 2.0. A message appears if these files are missing and indicates where you can locate them.

3   Follow the instructions that appear on your screen.

Have your Windows CD-ROM on hand if you are planning to use your LapLink USB Network or serial cable with PCsync.

Installing the cable software

After PCsync has finished copying its files to your hard drive, the setup program will ask if you want to install a cable driver. To connect using either the LapLink USB Network cable or the serial cable, you will need to install the appropriate driver.

Installing the USB Network cable software if your computer uses Windows 98/Me:

Important You must install the LapLink USB Network cable driver software before you connect the USB Network cable to your computer.

1   Click Install the software for the purple USB cable only.

2   Follow the steps that appear on your screen.

If Setup prompts you, insert your Windows operating system CD-ROM. If you do not have your Windows CD-ROM or Setup cannot find the required files, the USB Network Cable may not work properly.

The setup program will prevent you from installing the PCsync program or the cable drivers if the software already exists on your computer. You may be asked to uninstall the previous version. If so, click Yes. If you want to reinstall the serial cable driver, first remove the driver from the Network Neighborhood Properties.

3   Restart your computer.

4   Repeat the procedures for installing the USB Network cable driver on your second computer.

Now you are ready to connect the LapLink USB Network cable to your computer.

Installing the USB Network cable software if your computer uses Windows 2000:

Important You must install the LapLink USB Network cable driver software before you connect the USB Network cable to your computer.

1   Click Install the software for the purple USB cable only.

2   Follow the steps that appear on your screen.

3   Click Yes when prompted that the digital signature is missing.

4   When Setup prompts you to restart your computer, click Yes.

5   Repeat the procedures for installing the USB Network cable driver on your second computer.

Now you are ready to connect the LapLink USB Network cable to your computer.

Installing the serial cable software:

1   Click Install the software for the blue serial cable only.

2   Follow the steps that appear on your screen.

3   When the cable driver has finished installing, click OK.

If you decide to add the other cable later, return the to PCsync Welcome screen and click Setup Cables.
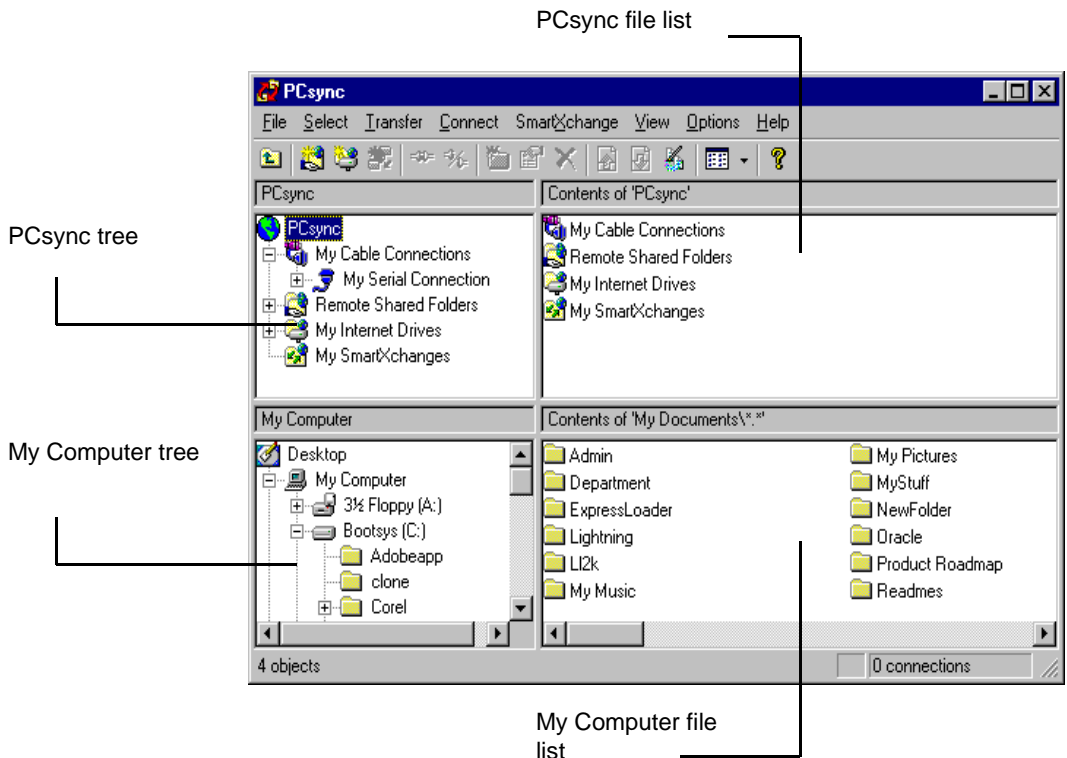
The PCsync window

The PCsync window has four sections, or panes. The two upper
panes display information about the cable connections, Remote
Shared Folders, and Internet Drives that you can transfer files to and
from. The upper panes also display information about pre-defined
transfer jobs, called SmartXchanges. The two lower panes display
the folders and files on your local computer.

PCsync panes

The upper-left pane is called the PCsync tree. Here you can navigate
and explore your cable connections, Remote Shared Folders, and
Internet Drives.

The upper-right pane displays the PCsync file list. This pane lists the
contents of any folder or item selected in the upper-left pane. For
example, if you select a cable connection in the PCsync tree, the
folders stored on that computer appear in the PCsync file list in the
right pane.

PCsync file list

PCsync tree

My Computer tree

My Computer file
list

My Computer panes

The lower half of the PCsync window displays information about your computer. You can navigate in these panes much as you do when you use Windows Explorer.

All the local and network drives you have access to appear in the lower-left pane, or My Computer tree. You can expand the tree to see the folders on one or more drives. When you select a drive or folder in the My Computer tree, its contents appear in the lower-right pane, or My Computer file list.

Working in PCsync

You can work in PCsync the same way you are most comfortable working in the Windows environment. For example, most features are available from the toolbar, menus, and right-click context menus. You can make a connection by clicking Connect Now on the Connect menu, by clicking the connect button on the toolbar, or right-clicking the connection and then clicking Connect.

Making connections

Cable connections

PCsync supports LapLink serial cable and USB Network cable connections. Use the cables to connect two computers and transfer files between them. For example, you can connect your laptop and your office computer with a serial or USB Network cable and then use PCsync to transfer a file from one computer to the other.

If both computers have a USB port, use the USB Network cable to transfer files up to seven times faster than a serial cable. You must use your LapLink serial cable if you do not have a USB port on both computers. The LapLink USB Network cable works with Windows 98, Me, and 2000.

Important If you are using the USB Network cable, you must install the USB Network cable driver before you connect the cable to your computer. See page 9 for more information.

Try it: Connect two computers by cable

1   Connect two computers using a LapLink serial or USB Network cable.

2   Start PCsync on both computers.

3   On one computer, double-click My Serial Connection or My USB Connection.

Notice that the icon next to your serial or USB connection displays a lightning bolt to indicate that you are connected.

Use the LapLink cables that are included with your copy of PCsync. You can also order LapLink cables by visiting www.laplink.com/products.
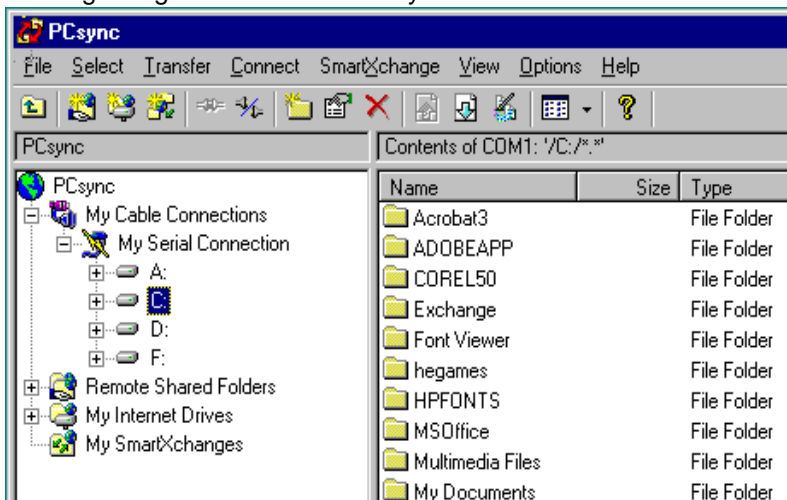
4   Double-click a folder in the PCsync file list to view the contents.

Remote Shared Folders

A Remote Shared Folder is a folder on another computer that you connect to across the Internet. To connect to a folder that is stored on someone else's computer, you need to add a Remote Shared Folder in PCsync.

If a friend has PCsync and Internet access on her computer, she can designate a folder to share with you. Once your friend has set up a folder to share and provided the connection information you need, you are ready to add your Remote Shared Folder connection in PCsync. For more information, see Sharing a Folder on page 21.

Important Both you and your friend must be connected to the Internet at the time you connect to her computer.

You can also right-click Remote Shared Folders in the PCsync tree and then complete the dialog box.

Try it: Add and connect to a Remote Shared Folder

1   In the PCsync tree, double-click Add a Remote Folder.

2   Follow the wizard instructions.

Your new Remote Shared Folder appears in the PCsync tree, and you can browse the contents in the PCsync file list.
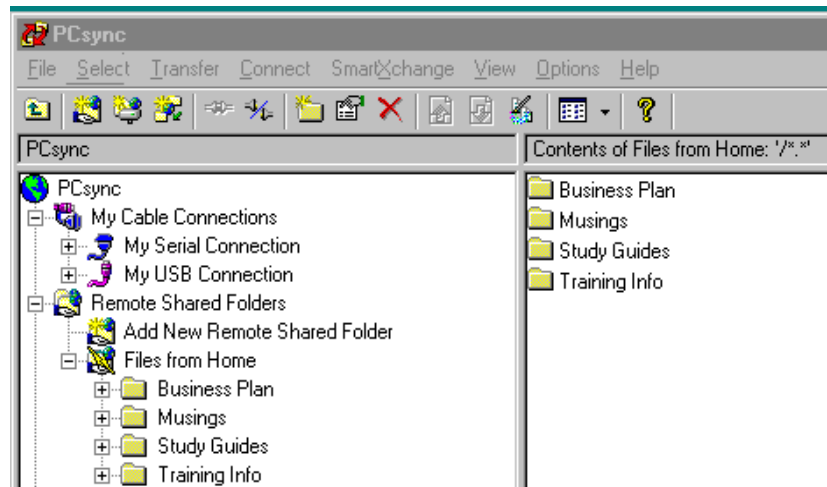
Internet Drives

The main function of PCsync is to help you transfer files from one computer to another. In addition, if you have an account with an Internet storage provider, you can set up your storage space on the Internet as an Internet Drive in PCsync. With PCsync, you can transfer files between your hard drive and your Internet Drive the same way you transfer files between two computers.

You can start by visiting www.laplink.com/support for the current list of Internet storage providers that PCsync currently supports. When you register for an Internet Drive account, make a note of the following information:

- The name of the Internet storage provider
- The user name and password you supply when you register

Once you have created an Internet Drive, you can drag and drop your files to transfer them between your computer and your Internet Drive.

Try it: Add a new Internet Drive in PCsync

1 Double-click Add New Internet Drive.

2 Type a descriptive name for your Internet Drive; for example, My Pictures.

3 In the list box, click the name of your Internet Drive provider.

4 Type the user name and password you chose when you set up your Internet Drive account.

   If you leave these fields blank, you are prompted for your user name and password each time you connect.

   When you finish, an icon for your Internet Drive and the name you assigned it appear in the PCsync tree.

Transferring files

LapLink's patented SpeedSync technology reduces the time it takes to update files. As an example, assume that you are using a Remote Shared Folder to back up a file that contains a large amount of text and graphics. The more you work, the larger the file becomes, and the longer it takes to update.

SpeedSync accelerates file updates by sending only changes and additions. The first time you back up your file, the entire file is copied. But after that, only the most recent work is copied. SpeedSync occurs automatically, each time you use your cable connections or Remote Shared Folders to transfer a file.

Using drag-and-drop

You can use the Windows drag-and-drop feature to transfer files between your hard drive in the My Computer panes and your cable connections, Remote Shared Folders, or Internet Drives in the PCsync panes.

Try it: Transfer a file between two computers that are connected by cable

1   In the PCsync tree, click the appropriate cable connection.

The files stored on the second computer appear in the PCsync file list.

2   Drag a file from the upper-right pane and release it into a folder in the lower panes.

A copy of the file appears in the My Computer list pane.

Synchronizing files with SmartXchange

Synchronizing compares the dates of two folders and ensures that the newest files exist in both folders. For example, you might use SmartXchange to keep your laptop and your office computer synchronized with the latest files, or you might replace the contents of a folder on one computer with the contents of a folder on another computer.

Use the SmartXchange feature to automate regular transfers between your hard drive and your cable connections, Remote Shared Folders, or Internet Drives. Once you create a SmartXchange, use it to synchronize on demand. You can run Express SmartXchanges immediately when you create them, or run saved SmartXchanges at any time.

**Try it: Create a new SmartXchange and synchronize two folders**

1 Connect to an Internet Drive, Remote Shared Folder, or a remote PC (using a cable connection).

2 In either PCsync pane, click the folder you want to include in the SmartXchange.

3 In either My Computer pane, click the folder you want to include in the SmartXchange. On the toolbar, click the New SmartXchange button.

4 In the Name box, type a descriptive name for the SmartXchange.

5 Make sure these are the folders you want to synchronize.

   Tip You can change the folder on your hard drive from this dialog box. Type the path for the folder you want or click the Browse button (...) to navigate to the folder.

6 Click the direction you want the files to be copied, or click Two-way SmartXchange to put the newest files in both folders.

7 If you want the SmartXchange to replicate the folder on the remote computer, click Make my folder a replica of my local computer.

   If you want to the SmartXchange to replicate the folder on the local computer, click Make my folder a replica of my remote computer.

8 Check Run SmartXchange Immediately after I click OK.
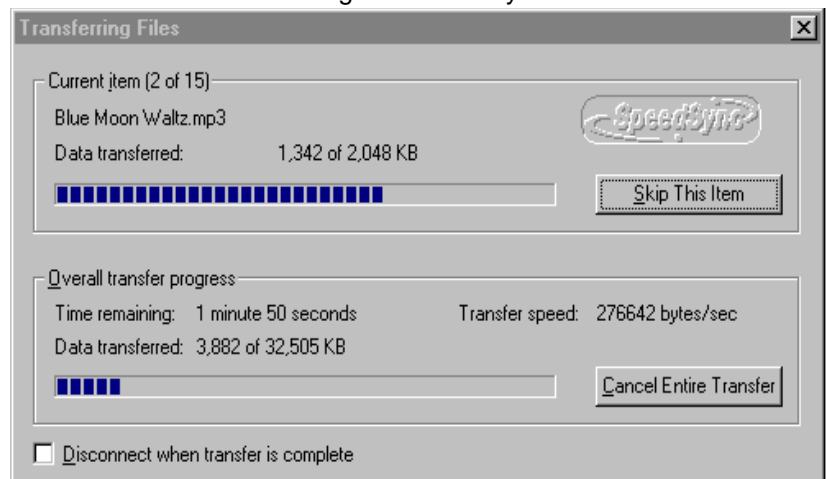
Your files are now synchronized and your SmartXchange appears in the PCsync tree.

To re-use your saved SmartXchange:

1   In the PCsync tree pane, click My SmartXchanges

2   In the PCsync list pane, double-click the SmartXchange you want to use.

Understanding the Preview screen

The preview screen appears before any files are actually copied. This gives you a chance to make sure that the files will be copied as you expect.

•   If a file will be added, you see No File Exists.

•   If a file will be sent to the remote computer, you see Upload.

•   If a file will be sent to the local computer, you see Download.

•   If both files have changed since the last time the SmartXchange was run, you see Conflict.

Resolving conflicts:

Before a SmartXchange runs, all conflicts must be resolved. To resolve a conflict:

1   Click the file that displays Conflict.

2   Decide which computer has the file you want to keep.

    Tip If you are connected by cable, you may want to open the file on both computers before making this choice.

3   Click the Upload arrow to transfer the file to the remote computer or click the Download arrow to transfer the file to the local computer.

    Click the Skip button if you don't want either file to be copied.

4   Click the Next Conflict button. This will find the next conflict. All conflicts have been resolved if the Next Conflict button isn't available.

5   Click OK when all conflicts have been resolved. All files will be copied.

Changing your SmartXchange:

1   In the PCsync tree pane, click My SmartXchanges.

2   In the PCsync list pane, right-click the SmartXchange you want to change, and click Properties.

3   Make the changes you want, and click OK.

For more information about using SmartXchange, see the online Help within PCsync.

Using the Copy My Files wizard

The Copy My Files wizard is especially useful if you want to copy many files at once. For example, if you have purchased a new computer, you can copy your personal files and folders from your old computer to your new computer.

You can use the Copy My Files wizard to specify the files that you want to copy. For example, the wizard automatically copies the entire contents of your old My Documents folder to a location you specify on your new computer.

The Copy My Files wizard will not search the Windows directory, Temp directory, or Temporary Internet directory on your old computer.

The Copy My Files wizard also searches your old computer for the types of files that you specify. File types are identified by extensions such as .doc, .jpg, or .xls. The Copy My Files wizard copies all the files that match the types you specify to a folder called Lost and Found in the same location on your new computer.

Try it: Use the Copy My Files wizard

1   Install PCsync on both computers.

2   Connect the two computers with a serial or USB Network cable.

3   Run PCsync on both computers.

4   From your old computer, click Copy My Files to a New PC on the Transfer menu.

5   Follow the instructions in the wizard to copy your files to your new computer.

Sharing resources

Sharing a folder

The Shared Folder Security feature determines access to a Remote Shared folder. For example, if you want co-workers to modify, add, or delete files you have been collaborating on, set Shared Folder Security to allow them to connect to a folder on your computer with a full access password. If you want other people to view but not change the contents of the folder, you can assign a read-only password.

Try it: Set Shared Folder Security

1   Copy the project files you want your co-workers to add, modify, or delete into a folder on your hard drive.

For example, you could name the folder Our Project.

2   On the Options menu, click Shared Folder Security.

3   Click Yes-Share This Folder.

4   Click browse and then click the folder named Our Project.

5   Type a unique name for your computer.

Choose a name that is easy to remember, such as your e-mail address.

Both you and the person connecting to your computer must be connected to the Internet to share a folder.
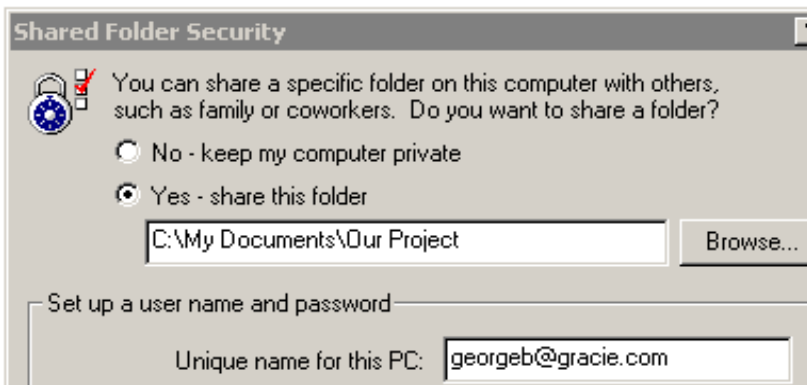
6   Type a user name, and then type a full-access or read-only password for the people who will share this folder.

7   Click OK to save the information.

You can use the Invite button to launch an e-mail and invite a friend to connect to your shared folder.

8 Give the user name and password(s) to your co-workers, and they're ready to set up a connection to your computer.

Create a user name and password(s) for people who will share this folder. You can allow users to only view the folder's contents (read-only) or you can allow users to modify or delete the folder's contents (full access).

User name:	shareme
Read-only password:	********
Retype read-only password:	********
Full access password:	
Retype full access password:	

☐ Accept secure connections only.

OK	Cancel	Invite...	Help

For more information about Shared Folder Security, see the online Help within PCsync.

Troubleshooting

PCSync installation troubleshooting

Symptom: When I try to install PCsync the setup program freezes the computer.

There are two possible solutions to this problem

- If you are using Windows 95, Windows 98, or Windows Me, confirm that Windows has the correct version of Microsoft Java Virtual Machine installed. If not, return to the PCsync Welcome screen and click Install Java Virtual Machine.

To check for the version of Java that is installed on the computer:

1   Click the Start button and then click Run.

2   In the Open box, type **Command.com** and then click OK.

3   Type **Jview** and then press Enter.

The version number appears on your screen at the end of the first line of text. If you do not have version 5.00.3309 or greater, you must install the correct version.

The correct versions of Java can be found on your PCsync CD-ROM or from the LapLink web

- Install PCsync from Windows Safe Mode.

Before rebooting the computer to Safe Mode, you must copy PCsync to your hard drive because your CD-ROM drive is disabled when you run Windows in Safe Mode.

To copy PCsync to your hard drive:

1   Make sure that your PCsync CD is in your CD-ROM drive.

2   From the Windows Start menu, point to Programs and click Windows Explorer.

If the computer is running Windows Me or Windows 2000, right-click the Windows Start menu and click Explore.

3   Click the C: drive. On the File menu, point to New and click Folder. In the right window, name the folder PCsync Install, and press Enter.

4   Double-click the C: drive again in the left window.

Skip this step if the computer is running Windows NT, Windows Me or Windows 2000.

For help with installation and connections problems, look for suggestions in this section. If there are multiple possible solutions to a problem, each solution is identified by a bullet (•).

5   Click the CD-ROM drive (it will say PCsync) in the left window.

6   On the Edit menu, click Select All to highlight all of the files and folders.

7   Drag the highlighted files to the PCsync Install folder in the left window.

To boot your computer to Safe Mode or to VGA Mode:

1   From the Windows Start menu, click Shut Down, then click Restart.

2   Watch the computer reboot.

   If your computer is running Windows 98 or Me, after the memory is checked, press F5. The computer will boot directly to Safe Mode.

   If your computer is running Windows 95, look for the text message "Starting Windows 95..." and quickly press the F8 function key. Choose the Safe Mode option from the Startup menu.

   If your computer is running Windows 2000, watch for the text message "Starting Windows 2000" and quickly press F8. From the Startup menu, choose the Safe Mode option.

   If your computer is running Windows NT, choose VGA mode from the two options.

3   The computer may take several minutes to start up, and it will look different than when running normally. Click OK when you receive the message that the computer is running in Safe Mode.

To install PCsync while in Safe Mode:

1   From the Windows Start menu, point to Programs and click Windows Explorer.
   If the computer is running Windows Me or 2000, right-click the Windows Start menu and click Explore.

2   Double-click the PCsync Install folder you created on the C: drive.

3   Double-click Welcome.

4   On the Welcome screen, click Installation and follow the instructions on your screen.

5   After you click the Finish button, restart your computer and allow it to reboot normally.

Note If your computer is running Windows 95 and you've installed Internet Explorer 5.5, PCsync setup display an error after installing. Turn off your computer and restart. If PCsync is not installed, contact LapLink.com Technical Support.

Symptom: When I start the Setup program I get a message that IKernel.exe can not be found.

There are several solutions to this problem.

- If your computer is running Windows NT or Windows 2000, you must have administrative privileges before PCsync's setup program can start. Check the user permissions or contact your network administrator for assistance.

- Using Windows Explorer, remove all files and folders from the Temp folder.

To remove all files and folders from the Temp folder:

1 From the Windows Start menu, point to Programs and click Windows Explorer.

   If the computer is running Windows Me or 2000, right-click the Windows Start menu, and click Explore.

2 Click the C: drive. In the right window, double-click the Temp folder.

3 On the Edit Menu, click Select All. Press the Delete key. Click Yes to any confirmation prompts that appear.

- If you continue to see this error message, contact LapLink.com Technical Support for assistance.

Uninstalling or reinstalling PCsync

Symptom: When I try to install or uninstall PCsync, I receive one of two error messages:

Error number 0x80040702 failed to Load dll: llcintf.dll setup (or uninstall) will terminate

Error LLtrack.dll File not Found

This error occurs when the PCsync setup program did not finish correctly, either when installing or uninstalling.

If you encounter problems uninstalling or reinstalling PCsync, contact LapLink.com Technical Support.

Serial cable installation troubleshooting

Symptom: I've installed the serial cable network adapter, but PCsync doesn't show a serial cable under "My Cable Connections."

Several possible solutions are described here. If you continue to have problems after trying these solutions, please contact LapLink.com Technical Support.

• Confirm that the serial cable network adapter has been installed only once.

To check your serial network adapter installation:

1 If the computer is running Windows 95, Windows 98 or Windows NT, right-click the Network Neighborhood icon on your desktop and click Properties.

 If the computer is running Windows Me or Windows 2000, right-click the My Network Places icon on your desktop and click Properties.

2 If the computer is running Windows 95, Windows 98 or Windows Me, on the General tab, look in the list of installed adapters for the LapLink.com Serial Cable Network Adapter. (It has a green icon to the left of the name).

 If the computer is running Windows 2000, click each Local Area Connection and look to the left margin to see the name of the adapter.

 If the computer is running Windows NT, click the Adapter tab and look in the list of adapters for LapLink.com Serial Cable Network Adapter.

3 If you find more than one LapLink.com Serial Cable Network Adapter, highlight each one and click Remove. Repeat this until all LapLink.com Serial Cable Network Adapters have been removed.

4 Click OK and reboot your computer.

5 Insert the PCsync CD into your CD-ROM drive. On the Welcome screen, click Set up cables and follow the instructions to reinstall the serial cable driver.

• Confirm that no more than three adapters are using the TCP/IP network protocol.

To determine how many adapters use the TCP/IP network protocol:

1 Return to Network Neighborhood using the same steps used in the previous solution.

2   If your computer is running Windows 95, Windows 98, or Windows Me, on the General tab, count the number of times TCP/IP is listed in the list of installed adapters. It will look something like this:

TCP/IP -> LapLink.com Serial Cable Network Adapter

If your computer is running Windows 2000, right-click each Local Area Connection and click Properties. Look to see if Internet Protocol (TCP/IP) is checked in the list of components.

If your computer is running Windows NT, click the Bindings tab. Double-click Workstation and double-click WINS Client (TCP/IP). Count the number of adapters that are listed.

3   If you have more than three adapters using TCP/IP, you must disable or remove one or more adapters before you can install either the LapLink serial or USB Network cable.

Note If you need to remove additional adapters, first look for the LapLink USB Network Cable. Before removing any additional adapters, consider carefully how your other programs may be affected by the removal of its adapter. If another program has installed an adapter you want to remove, contact their technical support group for assistance.

•   Uninstall PCsync and reinstall while the computer is running in Safe Mode.

To reinstall PCsync:

1   From the Windows Start menu, point to Programs, then PCsync and click Uninstall. Follow the instructions on the screen to remove PCsync from your computer.

2   When the uninstall has completed, reboot the computer to Safe Mode as described in the solution on page 24 "Install the program from Windows Safe Mode."

Serial cable connection troubleshooting

Symptom: I've installed the serial cable network adapter, but I can't tell if I'm connected.

•   Check the My Serial Connection icon (the blue cable icon just to the left of the name). If there is a yellow lightening bolt over the icon, then you are connected. Double-click My Serial Connection to see the drives of the computer you are connected to.

Note Double-click the drive icon to see the files and folders that are on that drive. See page 17 for more information about how to copy files.

Symptom: I'm trying to connect, but nothing happens when I click on My Serial Connection.

Several possible solutions are described here. If you continue to have problems after trying these solutions, please contact LapLink.com Technical Support.

• Check that the cable is securely connected to the serial port on each computer.

• Exit and restart PCsync on both computers. Wait about 10 seconds, and then click My Serial Connection a second time.

• Check that PCsync has enabled the correct serial port. On the Options menu, click Port Status. The correct COM port is enabled if a check mark appears next to it. Exit and restart PCsync on both computers if you made any changes.

Note The COM port used by the cable and the enabled COM port need to be the same. For example, both are named COM1. If you need help checking the COM port on your computer, contact your computer manufacturer's technical support group for assistance.

• Enable only the port where your cable is connected. Go to the Options menu and click Port Status. Clear the check mark to disable any port not used by PCsync. (See previous Note.) Exit and restart PCsync on both computers.

• Check that the cable has been properly installed. Follow the steps on page 26, "To check your serial network adapter installation."

• Set up the serial cable network adapter to use a specific IP address. PCsync uses an IP address to recognize each computer that you have connected.

To change the serial cable network adapter's IP address

1 If the computer is running Windows 95, Windows 98, or Windows NT, right-click the Network Neighborhood icon on your desktop and click Properties.

    If the computer is running Windows Me or Windows 2000, right-click the My Network Places icon on your desktop and click Properties.

2 If the computer is running Windows 95, Windows 98, or Windows Me, on the General tab in the list of installed adapters, double-click this line:

    TCP/IP -> LapLink.com Serial Cable Network Adapter

    If the computer is running Windows 2000, click each Local Area Connection and look to the left margin to see the name of the adapter. Right-click the adapter named LapLink.com Serial Cable Network Adapter and click Properties. Double-click Internet Protocol (TCP/IP).

If the computer is running Windows NT, click the Protocols tab. Double-click TCP/IP protocol. In the Adapter box on the IP Address tab, change to the LapLink.com Serial Cable Network Adapter.

3   If the computer is running Windows 95, Windows 98, or Windows Me, on the IP Address tab, click Specify an IP Address.

If the computer is running Windows 2000, click Use the following IP address.

If the computer is running Windows NT, click Specify IP.

4   The IP address must be different for each computer that runs PCsync. Enter these addresses into the IP address and Subnet Mask fields.

Note It is important that the subnet mask be the same on all computers.

For the first computer, enter:

10.0.0.1 for the IP Address

255.0.0.0 for the Subnet Mask

For the second computer, enter:

10.0.0.2 for the IP Address

255.0.0.0 for the Subnet Mask

If there is a third computer (for example, a laptop that you carry between your home and office), enter:

10.0.0.3 for the IP Address

255.0.0.0 for the Subnet Mask

5   Click OK.

6   If prompted, click Yes to restart your computer.

After rebooting, start PCsync on both computers and double-click My Serial Connection. If the computers still do not connect, contact LapLink.com Technical Support for assistance.

USB Network cable installation troubleshooting

Symptom: I've installed the USB Network cable, but PCsync doesn't show my USB cable under "My Cable Connections."

•   Confirm that the cable has been correctly installed. The cable driver (network adapter) must be installed before the cable is attached to the computer.

To check for correct installation:

1   If your computer is running Windows 98 or Windows Me, right-click the My Computer icon on your desktop and click Properties. Then click the Device Manager tab.

    If your computer is running Windows 2000, right-click the My Computer icon on your desktop and click Manage. Then double-click Device Manager.

2   Double-click Network Adapters. Look for LapLink USB Network Cable. If it is not listed, then the cable was not correctly installed.

3   To install the driver, place your PCsync CD-ROM into the CD-ROM drive. When the Welcome screen appears, click Set up cables. For help installing the network adapters, go to page 9 and locate the section for your Windows operating system.

•   Confirm that no more than three adapters are using the TCP/IP network protocol.

To determine how many adapters use the TCP/IP network protocol:

1   If the computer is running Windows 98, right-click the Network Neighborhood icon on your desktop and click Properties.

    If the computer is running Windows Me or Windows 2000, right-click the My Network Places icon on your desktop and click Properties.

2   If your computer is running Windows 98 or Windows Me, on the General tab, count the number of times TCP/IP is listed in the list of installed adapters. It will look something like this:

    TCP/IP -> LapLink USB Network Cable

    If your computer is running Windows 2000, right-click each Local Area Connection and click Properties. Check whether Internet Protocol (TCP/IP) is checked in the list of components.

    If your computer is running Windows NT, click the Bindings tab. Double-click Workstation and double-click WINS Client (TCP/IP). Count the number of adapters that are listed.

3   If you have more than three adapters using TCP/IP, you must disable or remove one or more adapters before you can install either the PCsync serial or USB Network cable.

Note If you need to remove additional adapters, first look for the LapLink.com Serial Cable Network Adapter. Before removing any additional adapters, consider carefully how your other programs may be affected by the removal of its adapter. If another program has installed an adapter you want to remove, contact their technical support group for assistance.

• Uninstall PCsync and reinstall while the computer is running in Safe Mode.

To reinstall PCsync:

1 From the Windows Start menu, point to Programs, then PCsync and click Uninstall. Follow the prompts on the screen to remove PCsync from your computer.

2 When the uninstall has completed, reboot the computer to Safe Mode as described in the solution on page 24, "To install PCsync in Safe Mode."

3 If My USB Connection still does not appear, please contact LapLink.com Technical Support for assistance with more advanced troubleshooting steps.

USB Network cable connection troubleshooting

Summary: I've installed the USB Network cable adapter, but I can't tell if I'm connected.

• Check the My USB Connection icon (the purple cable icon just to the left of the name). If there is a yellow lightening bolt over the icon, then you are connected. Double-click My USB Connection to see the drives of the computer you are connected to.

Note Double-click the drive icon to see the files and folders that are on that drive. See page 17 for more information about how to copy files.

Summary: I'm trying to connect, but nothing happens when I click on My USB Connection.

Several possible solutions are described here. If you continue to have problems after trying these solutions, please contact LapLink.com Technical Support.

• Check that the cable is securely connected to the USB port on each computer.

• Exit and restart PCsync on both computers. Click My USB Connection a second time.

• Check to see that PCsync has enabled the USB port. Go to the Options menu and click Port Status. The USB port is enabled when a check mark appears next to it. Exit and restart PCsync on both computers if you made any changes.

• Change the setup of the USB Network adapter to use a specific IP address. PCsync uses an IP address to recognize each computer that you have connected.

To change the USB Network adapter's IP address:

1   If the computer is running Windows 98, right-click the Network Neighborhood icon on your desktop and click Properties.

    If the computer is running Windows Me or Windows 2000, right-click the My Network Places icon on your desktop and click Properties.

2   If the computer is running Windows 98 or Windows Me, on the General tab in the list of installed adapters, double-click this line:

    TCP/IP -> LapLink USB Network Cable

    If the computer is running Windows 2000, click each Local Area Connection and look to the left margin to see the name of the adapter. Right-click the adapter named LapLink USB Network Cable and click Properties. Double-click Internet Protocol (TCP/IP).

3   If the computer is running Windows 98 or Windows Me, on the IP Address tab, click Specify an IP Address.

    If the computer is running Windows 2000, click Use the following IP address.

4   The IP address must be different for each computer that runs PCsync. Enter these addresses into the IP address and Subnet Mask fields.

    Note It is important that the Subnet Mask be the same on all computers.

    For the first computer, enter:

    172.29.61.1 for the IP Address

    255.255.0.0 for the Subnet Mask

    For the second computer, enter:

    172.29.61.2 for the IP Address

    255.255.0.0 for the Subnet Mask

    If there is a third computer (for example, a laptop that you carry between your home and office), enter:

    172.29.61.3 for the IP Address

    255.255.0.0 for the Subnet Mask

5   Click OK.

6   If prompted, click Yes to restart your computer. After rebooting, start PCsync on both computers and double-click My USB Connection. If the computers still do not connect, contact LapLink.com Technical Support for assistance.

Where to get more help

PCsync offers these convenient ways to use online Help.

- Browse the Help documentation within PCsync. Click Help Topics on the PCsync Help menu or click the question mark on the PCsync toolbar to use the Help index and Find features to search for specific information.

- Use What's This Help to view information about items within a dialog box. Click the question mark in the upper right hand corner of the dialog box, or press the F1 key, and then click the item you want help with. You must have focus on the item before you press the F1 key. You can also click the Help button in the dialog box to view information about the entire dialog box.

You can also visit www.laplink.com/support and submit questions to Technical Support.

Where to get more help

LapLink.com Inc. License Agreement

IF YOU BREAK THE SEAL OR OTHERWISE OPEN THE PACKAGE CONTAINING THE SOFTWARE PRO-GRAM MEDIA, YOU ARE BY THAT ACT AGREEING TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT.

OWNERSHIP OF SOFTWARE. You acknowledge and agree that all of the computer programs and associated documentation contained in this package (collectively, the "Software") are owned exclusively by LapLink.com and/or its licensors. The Software is protected under copyright and other intellectual property laws of the United States and international copyright treaties. You acknowledge and agree that the price paid by you for the Software is a license fee granting you only the rights set forth in this License Agreement.

LICENSE. LapLink.com grants to you, and you accept, a limited, non-exclusive and revocable license to use the Software, in machine-readable, object code form only. You agree to use the Software only as authorized in this License Agreement. This License Agreement does not convey to you any ownership rights or any other interest in the Software.

SCOPE OF LICENSE. This is a single-user, multiple computer license, which means you are authorized to use the Software on up to a total of three personal computers that are used exclusively by you (e.g., office, laptop and home). A valid license must be purchased for each person who will use the Software. You may only use the Software to link with a computer not used solely by you if the user of that computer has a valid license.

If this software is to be installed on a network server, or more than one user can run the Software, you must purchase an additional license for each user or work station. Please contact the location where you purchased the Software and this license, or contact LapLink.com, to obtain additional licenses.

You may not copy or make any changes or modifications to the Software, and you may not translate, decompile, disassemble, or otherwise reverse engineer the computer program(s). You may not loan, rent, lease or sublicense the Software or any copy to others for any purpose. You agree to use all reasonable efforts to protect the Software from unauthorized use, modification, reproduction, distribution or publication. You are not permitted to make any uses or copies of the Software that are not specifically authorized by the terms of this License Agreement, and LapLink.com Inc. reserves all rights that are not expressly granted to you. Your adherence to this License Agreement will allow LapLink.com Inc. to continue developing innovative and useful products and providing a high level of customer service and support.

TERM. This license will become effective on the date you acquire the Software and will remain in force until terminated. You may terminate this license at any time by removing the Software from your computer and destroying the original Software and all copies. This license will automatically terminate if you breach any of the terms or conditions set out in this License Agreement. You agree to remove the Software from your computer, and either to destroy the original Software and all copies of the Software and documentation or to return them to LapLink.com, upon termination of this license for any reason.

TRANSFER. You may transfer your license of the Software to another party by transferring the original program media and all applicable documentation, including the original of this License Agreement, to the recipient, who agrees to the terms of this Agreement. All other copies of the Software must be deleted and/or destroyed. Any transfer of possession of the Software terminates your license and all associated benefits under this License Agreement. You must notify LapLink.com in writing of such a transfer.

ARCHIVAL COPY. You may make one copy of this Software and associated documentation solely for backup or archival purposes. Alternatively, you may transfer this Software to a single hard disk drive, provided that you keep the original program media and accompanying documentation in your possession for backup or archival purposes. Any such copies of the Software or documentation shall include LapLink.com's copyright and other ownership notices. No other copies of Software or documentation may be made by you or any person under your authority or control.

LIMITED WARRANTY. LapLink.com warrants the physical program media, cable(s) and physical documenta-

tion to be free from defects in materials and workmanship for a period of 90 days from the date of your purchase. If you notify LapLink.com of defects in materials or workmanship during the warranty period, LapLink.com will replace the defective program media or documentation or, at its option, refund the purchase price. Your remedy for breach of this warranty shall be limited to replacement or refund and shall not encompass any other damages. No dealer, distributor, agent or employee of LapLink.com is authorized to make any modification or addition to the warranty and remedies stated above.

LAPLINK.COM SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. LAPLINK.COM DOES NOT WARRANT THE PHYSICAL PROGRAM MEDIA, CABLE, PHYSICAL DOCUMENTATION OR COMPUTER PROGRAM(S) OTHER THAN AS EXPRESSLY STATED ABOVE, NOR DOES LAPLINK.COM PROVIDE ANY WARRANTY AS TO THE OPERATION OF THE SOFTWARE OR ITS FITNESS FOR ANY PARTICULAR APPLICATION, USE, OR PURPOSE.

LIMITATION OF LIABILITIES AND REMEDIES: IN NO EVENT SHALL LAPLINK.COM OR ITS LICENSORS HAVE ANY LIABILITY FOR ANY CONSEQUENTIAL, INDIRECT, INCIDENTAL, PUNITIVE, OR SPECIAL DAMAGES, WHATSOEVER, INCLUDING WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, AND THE LIKE ARISING OUT OF THIS AGREEMENT, THE LICENSING OF SOFTWARE BY LAPLINK.COM OR THE PROVISION OF MAINTENANCE AND SUPPORT SERVICES BY LAPLINK.COM, EVEN IF LICENSEE HAS ADVISED LAPLINK.COM OF THE POSSIBILITY OF SUCH DAMAGES, AND INCLUDING UNDER ANY CLAIM OF NEGLIGENCE, STRICT LIABILITY, DESIGN DEFECT, OR OTHER THEORY. IN NO EVENT SHALL THE LIABILITY OF LAPLINK.COM OR ITS LICENSORS EXCEED THE PURCHASE PRICE PAID FOR THE SOFTWARE, LESS ALL APPLICABLE TAXES AND DUTIES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF LIABILITIY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE AFOREMENTIONED LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

U.S. GOVERNMENT RESTRICTED RIGHTS. The Software is provided with Restricted Rights. Use, duplication, or disclosure by the United States Government is subject to restrictions set forth in subparagraph (c)(1)(ii) of The Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 or subparagraphs (c)(1) and (2) of the Commercial Computer Software-Restricted Rights at 48 CFR 52.227-19, as applicable. Contractor/Manufacturer is LapLink.com Inc., 18702 North Creek Parkway, Bothell, Washington 98011 U.S.A.

UPDATES. To receive notification of future Software updates, please complete and return the registration card. Also, please locate the serial number of your copy of the Software on the program media. You will need this number to receive updates and technical support from LapLink.com.

TRADEMARKS. LAPLINK.COM, LAPLINK, PCSYNC and the associated logo(s) are registered trademarks of LapLink.com Inc. No right or license to any trademarks owned by LapLink.com or others appearing in the Software or packaging is granted to you by this License Agreement.

MISCELLANEOUS. Unless otherwise restricted by law, you agree that this License Agreement shall be construed, interpreted and governed by the laws of the State of Washington of the United States of America, without regard to the laws governing conflicts of law. If any action is brought by either party against the other regarding any subject matter of this License Agreement, the prevailing party shall be entitled to recover, in addition to any other relief granted, reasonable attorney fees and expenses of litigation. You further agree that any claim relating to this License Agreement shall be brought in the courts of competent jurisdiction in the State of Washington. If any term of this License Agreement is declared void or unenforceable by any court of competent jurisdiction, enforcement of the remaining terms shall not be affected. No waiver of any right under this License Agreement shall be effective unless in writing and signed by both parties. No waiver of any past or present right arising from any breach or failure to perform shall be deemed to be a waiver of any future right arising under this License Agreement. This License Agreement sets forth the entire agreement between LapLink.com and you with respect to all matters covered herein.

IF YOU HAVE ANY QUESTIONS CONCERNING THIS LICENSE AGREEMENT, PLEASE CONTACT LAPLINK.COM AT 18702 NORTH CREEK PARKWAY, BOTHELL, WASHINGTON 98011 U.S.A. (425.483.8088), OR CONTACT YOUR REGIONAL LAPLINK.COM OFFICE.