



Quick Start Guide

PCSYNC[™]

Version 2.0

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PCsync

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Introduction

Why use PCsync?

PCsync™ is a file management utility that makes it easy to transfer files, migrate settings, synchronize folders, and share files.

Connect two computers with a LapLink® 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 PCMover™ migration wizard helps you copy your personal files and settings from your old computer to your new computer. PCsync searches your old computer for the types of files and settings you specify, and then copies them to your new computer for you.

Using My Net Connections, you can connect to another computer across the Internet or your local network. For example, you might create a folder on your office computer that you can access from your home computer. Or, another PCsync owner can give you permission to connect to a folder on her computer.

For local network connections, the Who's Available Now feature displays a list of computers on the network that are currently running PCsync. You can select a computer and create an immediate connection.

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.

With MusicMover™, you can manage your music files and playlists. If you want to copy a playlist from one computer to another, this PCsync feature copies the playlist and all of its associated music files.

Finally, you can specify a folder on your own computer that you want to share with others. PCsync's Invite feature lets you send an e-mail with the connection information they need. You or others can use the Surf Up feature to access your shared folder from a computer that is not running PCsync, but has Internet access using a browser.

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 (Surf Up requires version 6.0 or later)

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, Setup will prompt you to install it. You can also install the files 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:

- 16 MB of memory (32 MB recommended)
- Java Virtual Machine version 5.00.3309 or later
- Internet Explorer 4.0 (This provides files that PCsync needs to run.)
- 23 MB disk space
- Your Windows CD-ROM

For a computer running Windows 95:

- 16 MB of memory (32 MB recommended)
- 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.)
- 23 MB disk space
- Your Windows CD-ROM

For a computer running Windows 2000/NT:

- 16 MB of memory (32 MB recommended)
- Java Virtual Machine version 5.00.3309 or later (requires Windows NT 4.0 SP3 or higher)
- Internet Explorer 4.0 (This provides files that PCsync needs to run.)
- 23 MB disk space

Installing and running PCsync

PCsync comes with two LapLink cables: a blue serial cable and a gold 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.
If PCsync detects that your computer is missing Java Virtual Machine, click Yes when prompted to install it.
If PCsync detects that your computer is missing Windows Sockets 2.0, go to www.laplink.com/support to locate the required files.
Note: After you install other required software, click Installation on the Welcome screen to restart PCsync setup.
- 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.

If you have an earlier version of PCsync already installed on your computer, click Yes when prompted to uninstall it. Then choose Installation on the Welcome screen to restart PCsync Setup.

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 must 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 When PCsync Setup prompts you, click Install the software for the gold USB cable only.
- 2 Follow the steps that appear on your screen.

To install PCsync on a second computer that doesn't have a CD-ROM drive, choose the Make Disk option from the PCsync Welcome 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.

- 3 Restart your computer.

You must repeat this procedure to install the USB Network cable software on your second computer.

Now you are ready to connect the LapLink USB Network cable to your computer. When you connect the cable, Windows detects the new hardware. Follow the instructions on your screen.

Note: If Windows prompts for the location of the driver, browse to the folder where you installed PCsync.

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 When PCsync Setup prompts you, click Install the software for the gold USB cable only.
- 2 Follow the steps that appear on your screen.
- 3 Click Yes when prompted to install without a digital signature.
- 4 When Setup prompts you to restart your computer, click Yes.

Now you are ready to connect the LapLink USB Network cable to your computer. When you connect the cable, Windows detects the new hardware. Follow the instructions on your screen.

Note: If Windows prompts for the location of the driver, browse to the folder where you installed PCsync.

Installing the serial cable software:

- 1 During PCsync Setup, 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.
- 4 If prompted to restart your computer, click Yes.

You must repeat this procedure to install the serial cable software on your second computer.

Note: To install the cable drivers at a later time, click the Start button, and then point to Programs. Point to the folder that contains PCsync, and then click Cable Setup.

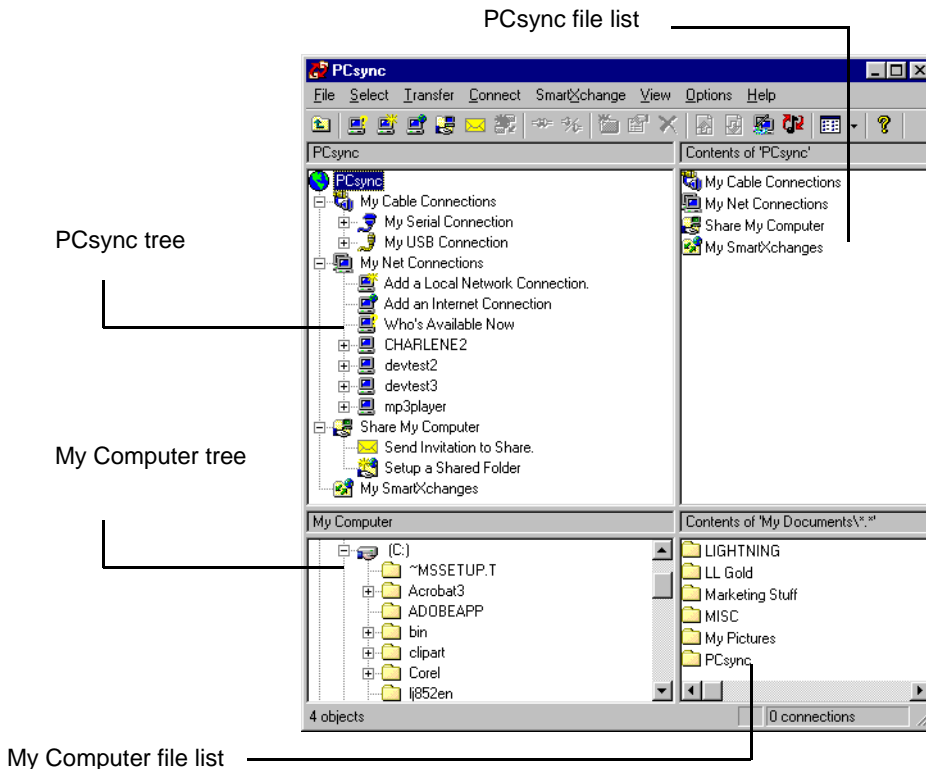
The PCsync window

The PCsync window has four sections, or panes. The two upper panes display information about the cable, local network, and Internet connections. 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, local network, and Internet connections. You can also select a folder on your local computer and invite others to share it.

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



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

PCsync automatically detects an existing cable connection when you start the program on the two connected computers.

You can work in PCsync in the same way you are used to working in the Windows environment. For example, most features are available from the toolbar, menus, and right-click context menus. After you set up a connection, you can connect 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

You can connect to another computer over cable, your local network, or the Internet. When you start PCsync on two computers connected by cable, the connection appears automatically in the upper PCsync pane and you can view all the contents of the other computer.

For local network and Internet connections, you set up the connection once, then you can connect by double-clicking the connection name in the PCsync tree. When you connect over a local network or the Internet, you can view the contents of the folder that has been shared (and any of its subfolders).

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 files from one computer to the other.

If both computers have a USB port, the USB Network cable transfers files much 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

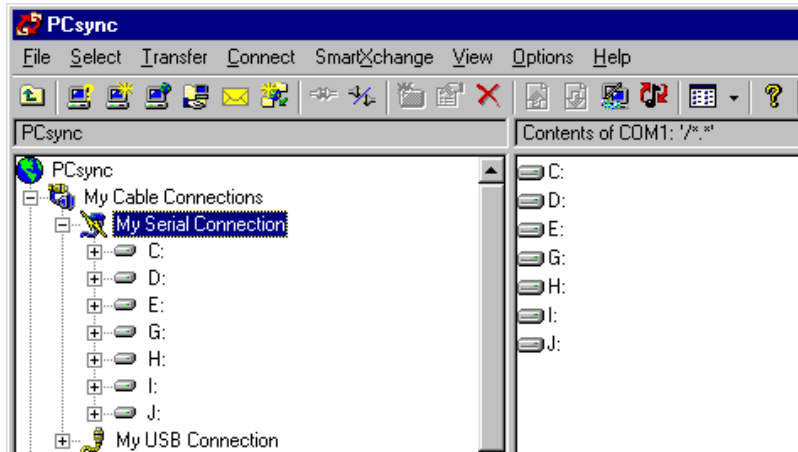
- 1 Make sure that a LapLink serial or USB Network cable is attached to both computers.
- 2 Start PCsync on both computers.

By default, PCsync automatically detects the cable connection and displays the contents of the connected computer in the upper-right pane.

You can also connect by double-clicking My Serial Connection or My USB Connection in the upper-left pane.

Use the LapLink cables that are included with your copy of PCsync. You can also order LapLink cables by visiting www.laplink.com/products.

To turn off the auto-connect feature, click Port Status on the Options menu and clear the Automatically Connect at Start-up check box.



3 Double-click a drive in the PCsync file list to view the contents.

Net Connections

You can connect to a folder that is stored on another computer without a cable connection. Net connections include connecting across the Internet or over your local network. You can connect to a shared folder on someone else's computer or on another computer that you own or use.

If a coworker has PCsync and her computer is connected to the local network, she can designate a folder to share with you. Once she has set up a folder to share and provided the connection information you need, you are ready to add your Local Network Connection in PCsync. For more information about sharing a folder, see page 23.

If you use PCsync on both your home computer and work computer, you can add an Internet connection to access a shared folder on either computer. You can even access your shared folder from a computer that doesn't have PCsync, using the Surf Up feature. For more information, see "Connecting to a shared folder without PCsync" on page 24.

Local Network Connections

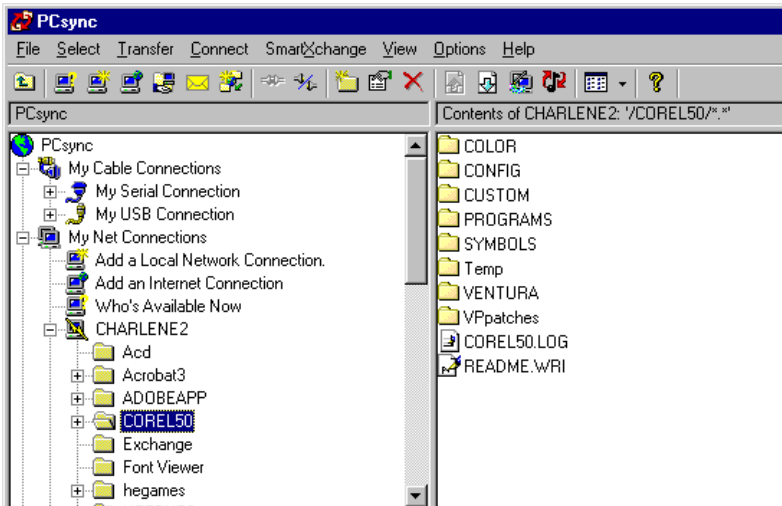
You can access shared folders on other computers running PCsync on your local network. The person sharing the folder must provide you with the connection information, including a user name and password.

Try it: Connect to another computer on the local network

- 1 In the PCsync tree under My Net Connections, double-click Add a Local Network Connection.
- 2 Follow the wizard instructions.

Your new local network connection appears in the PCsync tree, and you can browse the contents in the PCsync file list.

You can also click New on the File menu, then click Local Network Connection and complete the dialog box.



Who's available on the network

PCsync detects other computers on the local network that are running PCsync. You can view a list of these computers by clicking Who's Available Now in the PCsync tree.

When you select a computer from the list, PCsync tries to connect to that computer. You are prompted for a user name and password (supplied by the owner of the computer). The connection is automatically added to the PCsync tree.

Note If you don't select Remember User Name and Password in the Log On dialog box, you are prompted for this information each time you connect.

Internet Connections

You can also access shared folders by connecting across the Internet. Both computers must have an active Internet connection at the time you try to connect to the shared folder.

You can connect to a shared folder from a computer running PCsync or from your Internet browser (Internet Explorer 4.0 or later or Netscape Navigator 6.0 or later) using the Surf Up feature. For more

information, see See “Connecting to a shared folder without PCsync” on page 24.

You set up an Internet connection in the same way you set up a local network connection. Double-click Add an Internet Connection in the PCsync tree and follow the wizard instructions.

When you add an Internet connection in PCsync, you must know the unique name assigned to the computer you want to connect to. The PCsync owner who is sharing his folder provides you with this information. When you set up the connection, you can also enter the user name and password for the shared folder. Again, the owner of the shared folder provides this information.

Note If you don't enter the user name and password when you set up the connection, you are prompted for this information each time you connect.

Transferring files

LapLink's patented SpeedSync™ technology reduces the time it takes to update files. As an example, assume that you are using an Internet connection 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 net connections 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 or net connections 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 contents of 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 or net connections. 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

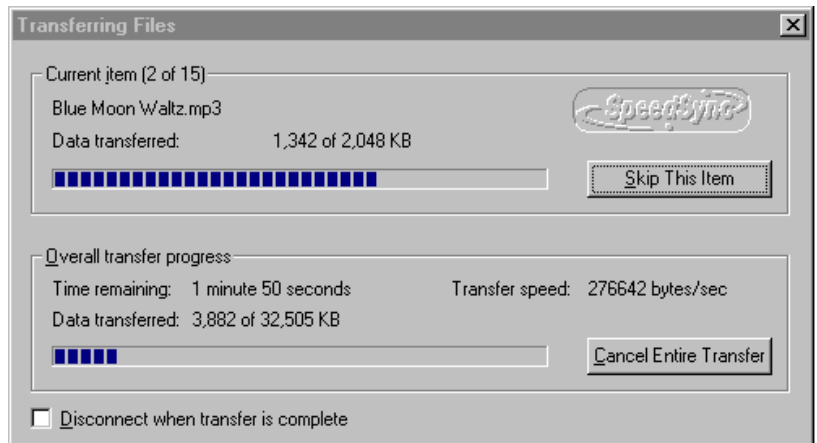
- 1 Connect to another computer by cable, the Internet, or local network.
- 2 In either PCsync pane, click the folder you want to include in the SmartXchange.
- 3 In either My Computer pane, click the folder you want to include in the SmartXchange. On the toolbar, click the New SmartXchange button.
- 4 In the Name box, type a descriptive name for the SmartXchange.
- 5 Make sure these are the folders you want to synchronize.

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 create an exact duplicate of the local folder and put it on the remote computer, click Make my remote folder a replica of my local folder.

If you want the SmartXchange to create an exact duplicate of the remote folder and put it on the local computer, click Make my local folder a replica of my remote folder.

- 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 transferred to the remote computer, you see Upload.
- If a file will be transferred 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 when the Next Conflict button isn't available.
- 5 Click OK to copy the files.

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 Migration wizard

PCMover is especially useful if you have purchased a new computer. This migration wizard helps you copy your personal files and folders, your desktop and network settings, and some application settings from your old computer to your new computer.

Use PCMover to:

- Specify the files that you want to copy. For example, you can include or exclude specific directories, files types, or individual files.
- Search your old computer for desktop settings, such as wallpaper, taskbar, icons, and colors.
- Capture network settings, such as the computer name, Windows drive mapping assignments, and folder and directory share assignments.
- Migrate application settings for Internet Explorer (versions 4.x to 5.x), Netscape (versions 2.x to 4.x), and Outlook Express (versions 4.x to 5.x)

The wizard helps you identify and capture files and settings, then builds them into a compressed self-extracting migration package. Next, it transfers the migration package from your old computer and extracts the files and settings on your new computer.

PCMover also creates an Undo file. If you want to remove the files and settings you have migrated, you simply double-click the Undo file on the new computer's desktop.

Try it: Use the Migration wizard

- 1 Install PCsync on both computers.
- 2 Start PCsync on both computers.
- 3 Connect the two computers over cable or network.
- 4 From your old computer, click Migrate to a New PC on the Transfer menu.
- 5 If you have more than one connection, select the connection to your new computer.
- 6 Follow the wizard instructions to select the files and settings you want to copy to your new computer.
PCsync automatically transfers the migration package to your new computer.
- 7 From your new computer, follow the instructions that appear on your screen to extract the files and settings.

Managing Music Files

MusicMover helps you manage your digital music library. Use it to scan your computer for existing music files, create playlists, and store library information about your music collection. With MusicMover, you can easily transfer music files between computers using either cable, local network, or Internet connections.

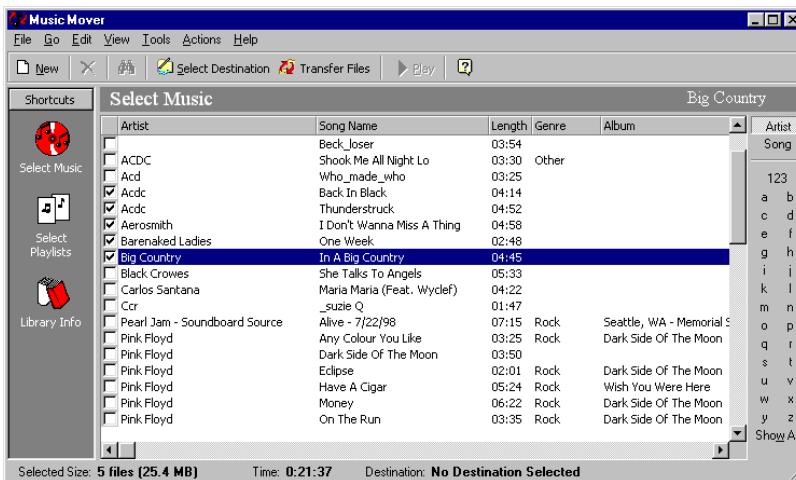
MusicMover supports MP3 music files. An MP3 is simply music stored in a computer audio format. This format reduces the number of bytes in a song without diminishing the sound quality. The difference in size allows you to transfer music files more quickly and to store more on your computer.

Try it: Transfer your music files

- 1 In PCsync, click the MusicMover button on the toolbar.
- 2 In MusicMover, click the Select Destination button on the toolbar.
- 3 Follow the instructions that appear on your screen to connect to the computer that you want to transfer files to.
- 4 In the Select Music window, select the music files you want to transfer.

Or

In the Select Playlists window, select the playlists you want to transfer.



- 5 Click the Transfer Files button on the toolbar.

You can also use MusicMover to:

- Organize your music files into playlists
- View statistics about your music collection
- Play music from your collection on your media player
- Search for songs in your music collection by artist, album, year recording, or genre (for example, rock, jazz, or classical)

For more information about MusicMover features, click Contents on the MusicMover Help menu.

Sharing folders

The Share My Computer feature lets you set up a folder that you can share across the Internet or local network. For example, you can share a folder that contains files you and your coworkers are both using. Or, you can set up a shared folder on your work computer that you can access over the Internet from your home computer.

When you share a folder, you determine what type of access you want to allow. For example, if you want to let coworkers modify, add, or delete files you have been collaborating on, set up a shared folder and give them a full access password. If you want other people to retrieve but not change the contents of the folder, you can assign a read-only password.

Try it: Set up a shared folder

- 1 Copy the project files that you want your coworkers to add, modify, or delete into a folder on your hard drive.
For example, you could name the folder Our Project.
- 2 In the PCsync tree, double-click Setup a Shared Folder.
- 3 Follow the wizard instructions that appear on your screen.

If you selected the option to send an invitation now, the Send Invitation to Share dialog box appears. See the next section for more information.

Inviting others to share your computer

You can access your own shared folder from another computer across the Internet or local network. Or you can allow others to access your shared folder across the Internet or local network.

To connect to your shared folder, another user must know the unique name you have assigned to your computer and the user name and password you've defined for security purposes. If you use a MAPI-compliant e-mail program (such as Microsoft Outlook or Outlook Express), PCsync can automatically create an e-mail message that you simply address and send. If you use another e-mail program, you can create your own message that contains the required information.

You first decide whether you want others to only view and retrieve files in your shared folder or if you want to allow them to add, change, and delete files in your folder. When you use the Invite feature, you select the type of access you want to give that person. PCsync displays the e-mail message with the appropriate password (read only or full access). You simply add the e-mail address and send the message.

Both you and the person connecting to your computer must be connected to the Internet or your local network to share a folder.

You can click Send Invitation to Share in the PCsync tree to invite others to share your folder.

Users must have Internet Explorer 4.0 or later or Netscape 6.0 or later to share your folder without PCsync.

People who have PCsync already installed on their computers can set up an Internet or local network connection using the information contained in the message. If you invite someone to share your folder who does not have PCsync, they can access your folder using their Internet browser.

Connecting to a shared folder without PCsync

Suppose you're on a business trip and realize you left an important file on your computer at work. If PCsync is running on your work computer, you can transfer that file from your shared folder to a computer that doesn't have PCsync installed. It's all done over the Internet.

Try it: Connect to PCsync using your Internet browser

- 1 Verify the following on the computer that you want to connect to:
 - PCsync is running and a shared folder has been defined
 - You have the necessary connection information for the shared folder (unique name for the PC, user name, and password)
 - The computer is connected to the Internet
- 2 Verify the following on the computer that you want to connect from:
 - The computer has Internet Explorer 4.0 or later or Netscape Navigator 6.0 or later
 - The computer is connected to the Internet
- 3 In the browser address box, type <http://www.laplink.com/surfup>.
- 4 Enter the Unique Name for the computer running PCsync and follow the instructions on the Web pages that appear.

Note You can view, print, and save files to the local computer using your browser. You cannot upload files to the shared folder using the browser.

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

- Make sure you have closed all other applications, then run the setup program again.
- Install PCsync from Windows Safe Mode.

Before restarting the computer in 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.
- 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 pane.

To start your computer in Safe Mode or VGA Mode:

- 1 From the Windows Start menu, click Shut Down, then click Restart.
- 2 Watch the computer restart.

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

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 (●).

If your computer is running Windows 95, look for the text message “Starting Windows 95...” and quickly press F8. 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 options displayed.

- 3 The computer may take several minutes to start, 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 restart normally.

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

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

There are several solutions to this problem.

- In the message box, click OK. Wait 10 seconds, then try to run the Setup program again.
- 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.
- If you continue to see this error message, contact LapLink 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 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."

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

- Confirm that no more than five adapters are using the TCP/IP network protocol.

To determine how many adapters use 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 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 five 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 restart your computer in Safe Mode, then run PCsync setup again.

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 PCsync has been removed, restart the computer in Safe Mode as described in the solution on page 26 “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 lightning bolt over the icon, then you are connected. If necessary, double-click My Serial Connection to see the drives on the connected computer.

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 transfer 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 Technical Support.

Note By default, PCsync automatically displays the contents of a computer connected by cable (and running PCsync). To verify that this feature is turned on, click Port Status on the Options menu.

- 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.

- Turn off the auto-connection feature on one of the computers. On the Options menu, click Port Status and clear the Automatically Connect on Startup check box.
- 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.
- 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 Serial Cable Network Adapter

If the computer is running Windows 2000, click each Local Area Connection and look in the left margin for the name of the adapter. Right-click LapLink 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 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 restarting your computer, start PCsync on both computers and, if necessary, double-click My Serial Connection. If you still cannot connect, contact LapLink 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, click the Windows Start button, and then point to Programs. Point to the folder that contains PCsync, and point to Cable Setup. Click Set Up USB Cable. For help installing the network adapters, go to page 9 and locate the section for your Windows operating system.
- Confirm that no more than five 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 five 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 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, restart the computer to Safe Mode as described in the solution on page 26, "To install PCsync in Safe Mode."

If My USB Connection still does not appear, please contact LapLink 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 gold cable icon just to the left of the name). If there is a yellow lightning 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.

Note By default, PCsync automatically displays the contents of a computer connected by cable (and running PCsync). To verify that this feature is turned on, click Port Status on the Options menu.

Several possible solutions are described here. If you continue to have problems after trying these solutions, please contact LapLink 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.
- Turn off the auto-connection feature on one of the computers. On the Options menu, click Port Status and clear the Automatically Connect on Startup check box.
- 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 LapLink USB Network Cable adapter 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 restarting, start PCsync on both computers and, if necessary, double-click My USB Connection. If the computers still do not connect, contact LapLink 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.

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