

FILEMOVER™

laplink®
connect your world

User's Guide

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Patents

SpeedSync® U.S. Patent Number 5,446,888

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Simple, secure, fast file transfer

With FileMover® you can connect two computers to transfer files quickly, safely, and easily. Connect over a home or office network, over Laplink serial cable, or over Laplink USB cable. Patented SpeedSync® technology transmits just the updated portion of files to save time.

The files are here— but they need to be there

It seems we need to transfer files between computers, but don't always have a way to do it. Two PCs aren't always on a network together. And even if they are, setting up shares and mapped drive access can be complicated.

Laplink Software Inc. presents FileMover, the simple and fast way to transfer files safely from one computer to another.

New computer?

The joy of acquiring a new computer is often accompanied by the pain of moving needed files from your old computer. Transferring from tape or Internet backups is terribly slow; burning CDs is costly and often not possible with older computers; and with the size of the average data file, floppy disks are simply not an option.

FileMover is the fastest and easiest way to connect the two computers, move the data, and be up and running on the new PC in no time. Simply run the quick installation on both computers, connect them with a Laplink cable, and drag-and-drop the files you want to move to the new PC.

Connect your laptop to your desktop

If you take your laptop—and your work—with you when you leave the office, you know the routine: update files on your laptop before you leave; update files on your desktop when you return.

To update files on either computer, run FileMover on both computers, establish a connection and copy the files you need. FileMover's SpeedSync technology means that you don't even have to transfer each entire file: if an older version of a file is on the target computer, FileMover transfers only the changes. This is a huge time-saver for those large spreadsheets and graphics-rich presentations.

Network sharing without shares

Setting up shared folders on your office network isn't always possible, and is not necessarily easy. Use FileMover instead. The side-by-side display lets you view the contents of both computers in the same window and drag-and-drop them effortlessly. In addition, you'll benefit from SpeedSync technology so that the transfers take less time.

FileMover even integrates with Microsoft network domain authentication. On a Microsoft network you can choose which domain users to allow access to your computer for file transfer. This is a simple task, so you can temporarily give another registered FileMover user access and then make your computer private again.

Don't worry about security

FileMover features multiple ways to avoid data theft. You can block incoming connections to make your computer private unless you manually open it up.

You can also restrict the types of connections that can be made to your computer. For example, you can block net-

work connections but allow USB and serial cable connections. Alternatively, you can block cable connections but allow network connections for only those individuals who need to access the computer's files.

. . . Simple, secure, fast file transfer

When you install FileMover, you choose a user name and password so that access is restricted from the moment FileMover is on the computer. You can later remove this logon requirement, or change to a network security model.

Getting help

Laplink provides a number of ways to get help on installing, running, and using FileMover, including:

- [Installation and quick start documentation](#)
- Context-sensitive Help for all tasks in the FileMover program by hitting the 'F1' key.
- This manual
- Knowledgeable technical support accessible from the Laplink web site.

Installation and quick start

The [FileMover Quick Start](#) guide walks you through the steps of setting up FileMover on your computer and connecting for the first time. It includes connection and file transfer basics, and is available online by clicking the link above.

FileMover User's Guide

This manual, *FileMover User's Guide*, is a comprehensive source of FileMover instruction and education. It provides detailed information on managing incoming connections, making outgoing connections, and transferring files.

The Troubleshooting section of this manual, on page 36, is a step-by-step solution finder for connecting, hosting, and managing files.

Use the index or the table of contents to find the information you need. When you view this manual online you can click a cross-reference to jump to the page it refers to.

Online help

FileMover features context-sensitive online help:

Press the F1 key in any dialog box in the program -Or- Click the Help menu and then click Help Topics.

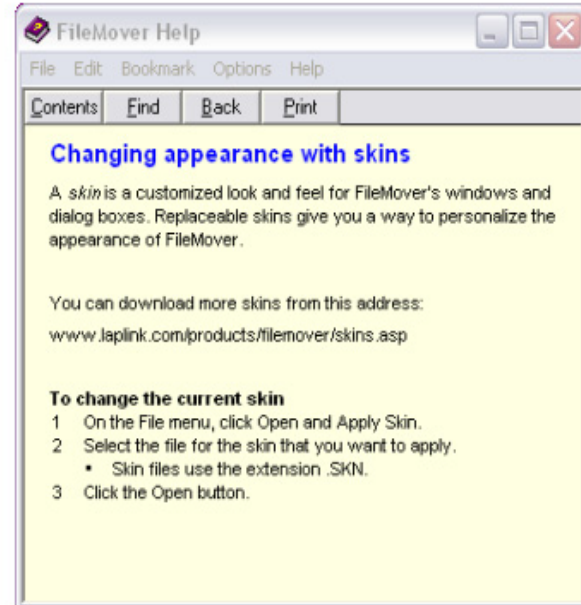
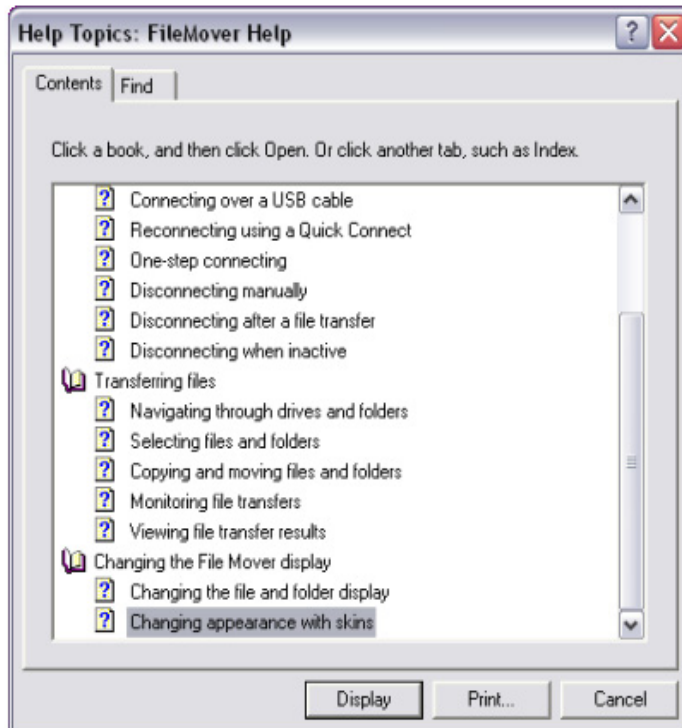
Technical support on the web

Contact Laplink for answers to questions about FileMover by visiting www.laplink.com/support/filemover.asp.

Support options include:

- Knowledge Base technical documents for troubleshooting installation and connection problems.
- Detailed FAQ with up-to-date information.
- Email (Web incident) support.
- One-on-one Live Chat support.
- Fee-based telephone support (call-backs available by appointment only).

FileMover Help



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Allowing incoming connections

FileMover's Host component allows or restricts incoming connections from other FileMover computers. Change the hosting options to choose what types of connections to receive and how to receive them.

Hosting connections

Any time you use FileMover to transfer files between two computers, you have a *guest computer* and a *host computer*. The guest computer is the one you're working with locally using the keyboard and mouse. The host computer is the remote computer or connected computer that you communicate with only through FileMover.

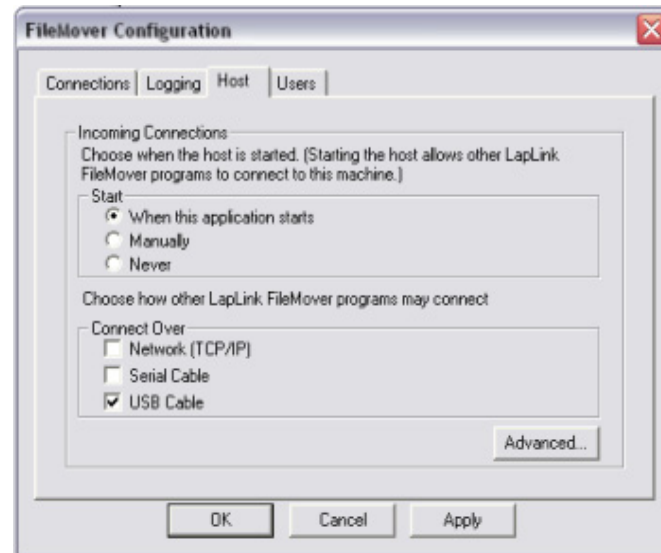
In order to receive an incoming connection, the FileMover Host component must be enabled on the host computer. FileMover Host is enabled by default when you install FileMover, but it may have been disabled or reconfigured since installation.

NOTE Each time you change hosting options you must restart FileMover Host before the changes take effect.

To configure FileMover Host:

- 1 On the Options menu, click Configure.
- 2 Click the Host tab.
- 3 In the Start box, click when you want to allow incoming connections:
 - To allow incoming connections by default when FileMover starts, click When This Application Starts.
 - To disallow incoming connections except when you choose to allow them manually, click Manually.
 - To always forbid incoming connections, click Never.
- 4 In the Connect Over box, check the types of connections you want to allow to this computer.

- To allow another computer on the same TCP/IP network to access your files, check Network (TCP/IP). You can customize network hosting. See page 11.
- To allow a computer connected to yours by a serial cable to access your files, check Serial Cable. You can customize serial cable hosting. See page 11.
- To allow a computer connected to yours by a USB cable to access your files, check USB Cable.



- 5 Click OK.
- 6 Restart FileMover Host:
On the Connect menu, click Disable Host.

On the Connect menu, click Enable Host.

Customizing network hosting

If you wish to allow incoming network connections, you may need to customize the network host options. These options define the connection and communication over the network.

To customize network hosting:

- 1 On the Options menu, click Configure.
- 2 Click the Host tab.
- 3 Click the Advanced button.
- 4 Choose whether to require a connection secured with SSL (Secure Sockets Layer protection).
- 5 Type the number for the port you want to use for secure or non-secure communications. Because other programs on your computer use different ports, consider the impact carefully before changing the port. Note: Both the host and guest must use the same port.
- 6 Click OK to close the Advanced Host Configuration dialog box, and then click OK again.
- 7 Restart FileMover Host:
On the Connect menu, click Disable Host.
On the Connect menu, click Enable Host.

Customizing serial cable hosting

If you wish to allow incoming connections over a Laplink serial cable, you may need to customize serial host options. These options define how you want the two computers to connect and communicate.

To customize serial cable hosting:

- 1 On the Options menu, click Configure.
- 2 Click the Host tab.
- 3 Click the Advanced button.

... Allowing incoming connections

- 4 Choose the COM port to which you attach the Laplink serial cable. The ports may be labeled on your computer. If you aren't sure, contact the manufacturer of your PC.
- 5 Choose the speed at which you want FileMover to transfer data through this port. In most cases, leave this at 115,200. Try lower speeds if you have problems connecting.
- 6 In the Transfer Mode box, choose how efficiently FileMover uses the selected port:
 - Click Enhanced to allow FileMover to communicate in an accelerated mode. This is the default for a Laplink Serial cable.
 - Click Standard to force FileMover to communicate in the standard mode. Select this if you are using an older serial port or if you have problems connecting.
- 7 Click OK to close the Advanced Host Configuration dialog box, and then click OK again.
- 8 Restart FileMover Host:
On the Connect menu, click Disable Host.
On the Connect menu, click Enable Host.

Quickly enabling and disabling the host

Disable FileMover Host to protect your data in less secure situations, and enable it again when you want.

Note: You need not have the host function enabled on the guest PC.

To quickly enable or Disable FileMover Host:

- On the Connect menu, click Enable Host or Disable Host, as appropriate.

NOTE Even if FileMover Host was disabled when you closed the FileMover program, FileMover Host can automatically start the next time you start FileMover. For instructions on changing the startup option, see page 10.

Granting users permission to connect

FileMover accepts connections with the user name and password defined during installation. Change the user name and password, let anyone connect, or set permissions based on network user names.

When you install FileMover you define a user name and a password required for other computers to access your files. You can keep this security measure if you alone plan to connect to the computer, or if you don't mind sharing the password with people.

Note: *FileMover has a single-user license, which means you are authorized to use the Software on 2 computers that are used exclusively by you (e.g. office and laptop). A valid license must be purchased for each person who will use FileMover.*

If you plan to let other registered FileMover users access your files over a network connection, you can configure FileMover to use your Microsoft network domain's user authentication.

You can also make your computer public to let any FileMover computer connect. This is not recommended except in secure environments, such as serial and USB connections.

Resetting the user name and password

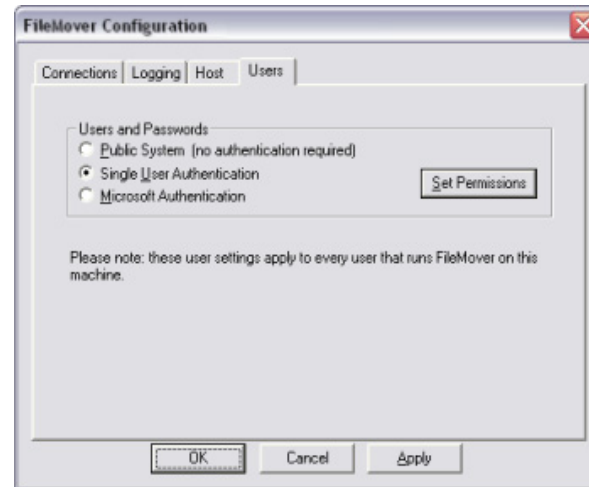
With single user authentication, one user name and password provides access to your computer. You can change the FileMover user name and password.

If you previously made your computer public, or if you have been using network authentication to restrict access, you can return to a single user name and password any time.

TIP The password is case-sensitive. For example, **G** is different from **g**. Be sure to remember not just the characters of the password but whether each letter is upper- or lower-case. The user name is not case-sensitive.

To reset the user name and password:

- 1 On the Options menu, click Configure.
- 2 Click the Users tab.



- 3 In the Users and Passwords box, click Single User Authentication.
- 4 Click the Set Permissions button.
- 5 Type the user name and password required to access the computer and then type the password again to confirm it.
- 6 Click OK to assign the password, and then click OK again.
- 7 Restart FileMover Host:
On the Connect menu, click Disable Host.
On the Connect menu, click Enable Host.

Granting access to network users

FileMover's security is integrated with your Microsoft network authentication (Windows 2000 Active Directory domain model). You can specify which domain users you want to give access to your computer.

Note: The host computer must be joined to the domain in order to use Microsoft Authentication in FileMover. For more information, contact your network administrator.

To grant access to network users:

- 1 On the Options menu, click Configure.
 - 2 Click the Users tab.
 - 3 In the Users and Passwords box, click Microsoft Authentication.
 - 4 Click the Set Permissions button.
 - 5 A different dialog box displays depending on your current network settings. Specify a user name whichever way is possible:
 - In the User Name box, type the user's domain and name using this format:
domain\username
For example, type:
corporate\cosmo
- or-
- In the left box, click the name of the user you want to add.

... Granting users permission to connect

- 6 Click the Add button to add the user.
- 7 Add more users as described in steps 5 and 6 until you are finished.
- 8 Click OK to save the user(s) you added, and then click OK again.
- 9 Restart FileMover Host:
 - On the Connect menu, click Disable Host.
 - On the Connect menu, click Enable Host.

Setting up a public system

If security is not a concern, you can open your computer by not requiring a username or password. However, you can still limit the types of connections made to your computer. For information, see [page 10](#).

To allow access to your computer *without password protection*:

- 1 On the Options menu, click Configure.
- 2 Click the Users tab.
- 3 In the Users and Passwords box, click Public System.
- 4 Click OK.
- 5 Restart FileMover Host:
 - On the Connect menu, click Disable Host.
 - On the Connect menu, click Enable Host.

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How can I connect to other computers?

Determine how to connect based on the resources available to the two computers.

There are three ways to connect two computers using FileMover:

- An home or office TCP/IP network
- A Laplink serial cable
- A Laplink USB cable

The type of connection you can make depends on the resources available to the two computers.

Connecting by network:

- Both computers must be attached to the same TCP/IP network, and must have network connectivity.
- In order to use Microsoft authentication, both computers must be able to communicate with the domain.
- Network connections are available for any supported version of Windows.

For information on connecting by network, see [page 17](#).

Connecting by Laplink serial cable:

- Both computers must have functional, free serial ports.
- One computer can have an older 25-pin serial port.
- Serial cable connections are available for any supported version of Windows.

For information on connecting by serial cable, see [page 19](#).

Connecting by USB cable:

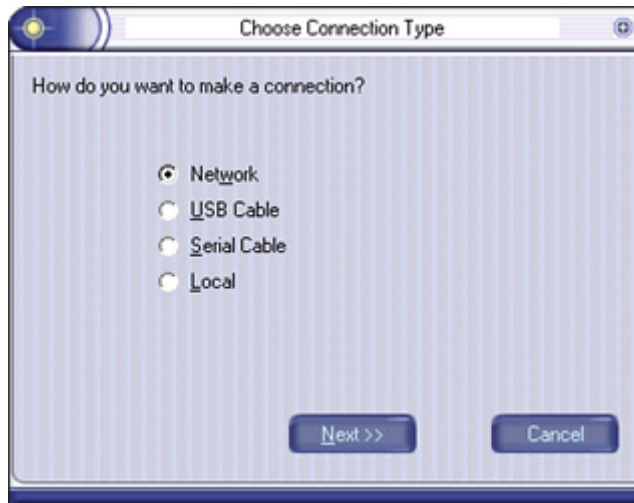
- Both computers must have functional, free USB ports.
- You must have a Laplink Silver USB 1.1 or 2.0 cable, or a Laplink gold USB 1.1 cable. (Non-Laplink USB cables can damage your PC and are not supported.)
- Important! Do not install any separate USB drivers.
- USB cable connections are available for any supported version of Windows *except* Windows NT.

For information on connecting by USB cable, see [page 21](#).

Connecting with the wizard

The FileMover Connection Wizard walks you through the steps of connecting to the host computer. It's recommended for the first time you use FileMover or the first time you connect by a new method.

The wizard lets you choose the method for connecting, and then prompts you for any information FileMover needs to successfully connect.



To run the Connection Wizard:

- 1 On the Connect menu, click Connection Wizard.
- 2 Respond to the questions the wizard asks, clicking Next to continue to each next step.

Running the wizard on startup

During installation the program is configured to start the wizard automatically when you start FileMover. Unless you change this option, any time you launch the FileMover program you see the first page of the Connection Wizard.

To change the wizard option:

- 1 On the Options menu, click Configure.
- 2 On the Connections tab, turn the wizard start option on or off:
 - To start the wizard each time you launch FileMover, check the Open Connection Wizard at Startup box.
 - To disable the wizard from starting each time you launch FileMover, uncheck the Open Connection Wizard at Startup box.
- 3 Click OK.

Connecting over a network

To connect to another computer running FileMover on your home or office TCP/IP network (LAN) and transfer files between computers; choose the name of the computer you want to connect to or supply its network address.

Connect by network to computers on a home or office network.

You can browse to click the name of a computer or type the computer's Windows name or its IP address.

When you connect by network you do not provide any cable information.

FileMover can browse the local network to locate other computers running FileMover. This browsing does not require access to a Windows 2000 domain. You can open a network connection simply by clicking the computer's name in a list of FileMover computers on the network.

To open a connection to a computer that lies outside your domain, or if your computer is not found when browsing, you must supply the computer's Windows name or IP address.

NOTE To simplify routine connections over a network, create Quick Connects. See [page 23](#).

... Connecting over a network

Before you connect by network

- The host computer (the one you are connecting to) must be configured to allow incoming network connections, including having the host enabled. See [page 10](#).
- FileMover must be running on both computers.
- Both computers must be connected and logged on to the network.

Connecting by network

The following steps explain how to connect without the Connection Wizard. For information on the wizard, see [page 16](#).

To connect to another computer by network:

- 1 On the Connect menu, click Connect.
- 2 In the Display Name box, type an identifying name for the connection you want to make.
- 3 In the Connection Type box, be sure Network is selected.
- 4 If you plan to connect to this computer again, check Save Information as a Quick Connect Item.
- 5 Type the user name and password that the host computer requires to let you connect. The host computer may not require this if configured as a Public System. For information, see [page 12](#).
- 6 Select or add the computer you want to connect to:
 - If you know the name or address of the computer you want to connect to, type the information in the

Machine Name/IP box using this format.

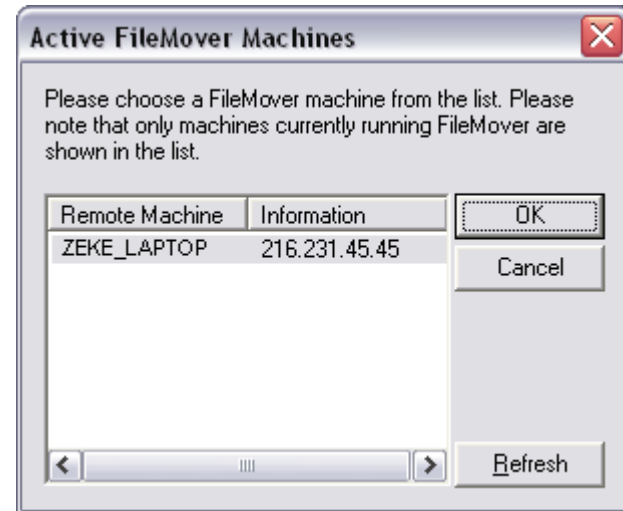
For example, type:

216.231.45.45

or type:

ZEKE_LAPTOP.

- To select from a list of active FileMover computers, follow these steps:
 - a Click the Browse button.
 - b Click the computer you want to connect to.
 - c Click OK.



Connecting over a serial cable

To connect to another FileMover computer by serial cable, attach the cable to a serial port on each computer and use the Connect menu to initiate the connection.

Ports are the connectors to which you attach cables and peripherals like external modems. Some new computers are not equipped with serial ports, or they may not be enabled in the system BIOS by default. To find out which types of ports are available on your PC, consult the Windows Device Manager or the PC hardware manufacturer.

NOTE The blue FileMover serial cable has two connectors at one end, but only one connector is attached at a time: Use the larger connector if one of the computers has an older 25-pin serial port. Do not use a serial-to-USB adapter or gender-changer device of any kind.

Before you connect by serial cable

- The host computer (the one you are connecting to) must be configured to allow incoming serial connections, including having the host enabled. See [page 10](#).
- FileMover must be running on both computers.
- Attach one end of a Laplink serial cable to each computer.

Connecting by serial cable

The following steps explain how to connect without the Connection Wizard. For information on the wizard, see [page 16](#).

... Connecting over a serial cable

To connect to another computer by serial cable:

The screenshot shows a dialog box titled "Connection Information" with the following fields and options:

- Display Name:** maud's home pc
- Connection Type:** Serial (dropdown menu)
- Save Information as a Quick Connect Item
- Log on to remote with:**
 - User Name:** guest
 - Password:** [masked with asterisks]
 - Re-enter Password:** [masked with asterisks]
- Connection Properties:**
 - Machine Name/IP:** [empty]
 - Use Secure Connection
 - Port Number:** 2489
- Serial Cable Connection Properties:**
 - Port:** COM1 (dropdown menu)
 - Speed:** 115200 (dropdown menu)
 - Transfer Mode:**
 - Enhanced (7 wire)
 - Standard (3 wire)

At the bottom of the dialog are and .

- 1 On the Connect menu, click Connect.
- 2 In the Display Name box, type an identifying name for the connection you want to make.
- 3 In the Connection Type box, click Serial.

- 4 If you plan to connect to this computer again, check Save Information as a Quick Connect Item.
- 5 Type the user name and password that the host computer requires to let you connect. The host computer may not require this if configured as a Public System. For information, see page 12.
- 6 Verify that the name in the Port box is the same port that you plugged the serial cable into on your computer.
- 7 Choose the speed at which you want FileMover to transfer data through this port.
In most cases, leave this at 115,200. Try lower speeds if you have problems connecting.
- 8 In the Transfer Mode box, choose how efficiently FileMover uses the selected port:
 - Click Enhanced to allow FileMover to communicate in an accelerated mode. This is the default for the Laplink blue serial cable.
 - Click Standard to force FileMover to communicate in the standard mode. Select this option if you are using an older serial port or if you have problems connecting.
- 9 Click OK.

Connecting by USB cable

When you connect two computers by USB cable, attach the cable and use the option you want on the Connect menu to access the host computer.

FileMover has built-in, non-networking USB Cable drivers that require no special configuration. There is no need to download or install any additional USB drivers or software; just install FileMover on both computers and attach the cable. FileMover drivers are designed for **exclusive** use with the following cables:

Lapl原因 Gold or Silver USB cable v1.1 and 2.0

Note: Either USB 1.1 cable is compatible with USB 2.0, but does not communicate at USB 2.0 speeds.



IOGEAR Smartlink USB 2.0 cable

(Note: Do NOT use the IOGear-supplied driver CDROM.)

Requires USB 2.0 ports on both PC's to communicate at USB 2.0 speeds



For more information regarding Laplink cables, please go to [the Laplink Cable overview page](#) for more information.

Attach an approved USB cable to a USB port on each computer. Most recent computers have USB ports, which are small and rectangular in shape. To find out which types of ports are available on your PC, consult the Windows Device Manager or the PC hardware manufacturer.

File Mover can use only the following USB cables:

Lapl原因 Silver and Gold USB 1.1 and 2.0 cables.

IOGear Smartlink USB 2.0 high-speed cable.

NOTE Windows NT does not support USB connections.

Before you connect by USB cable

- The host computer (the one you are connecting to) must be configured to allow incoming USB connections. See [page 10](#).
- FileMover must be running on both computers.
- Attach an end of an approved USB cable to each computer.
- Important! Do not download or install any USB drivers; FileMover has them built-in. The first time you attach the

... Connecting by USB cable

cable, you'll need to hit Next and Finish in the 'Found New Hardware Wizard' that will appear.

Connecting instantly by USB cable

When you install FileMover, the system is configured to instantly connect whenever it detects another FileMover computer linked by a USB cable.

To change the instant USB connect setting:

- 1 On the Options menu, click Configure.
- 2 On the Connections tab, choose the setting you want:
 - If you don't want to instantly connect if there is a USB link, uncheck Enable USB Instant Connections.
 - If you turned off the option but now want it on, check Enable USB Instant Connections.
- 3 Click OK.

Connecting by USB cable

If you have enabled USB instant connections, simply attach the USB cable and run FileMover on both computers. If instant connections are disabled, follow the steps below for instructions on connecting without the Connection Wizard. For information on the wizard, see [page 16](#).

To connect to another computer by USB cable:

- 1 On the Connect menu, click Connect.
- 2 In the Display Name box, type an identifying name for the connection you want to make. In the Connection Type box, click USB.

- 3 If you plan to connect to this computer again, check Save Information as a Quick Connect item.
- 4 Type the user name and password that the host computer requires to let you connect. The host computer may not require this. For information, see [page 12](#).
- 5 Click OK.

The screenshot shows a 'Connection Wizard' dialog box with the following sections and fields:

- Connection Information:**
 - Display Name: USB Home
 - Connection Type: USB
 - Save Information as a Quick Connect Item
- Log on to remote with:**
 - User Name: [Empty]
 - Password: [Empty]
 - Re-enter Password: [Empty]
- Connection Properties:**
 - Machine Name/IP: [Empty] Browse...
 - Use Secure Connection
 - Port Number: 2489
- Serial Cable Connection Properties:**
 - Port: COM1
 - Speed: 115200
 - Transfer Mode: Enhanced (7 wire) Standard (3 wire)

Buttons: OK, Cancel

Re-using connections

Quick Connects are saved connections that you can re-use with the click of a mouse button.

It's easy to reconnect to a connection you previously made if you saved that connection as a Quick Connect. Quick Connects are listed in the left pane of the FileMover window. They're organized by connection type: network connections, serial connections, and USB connections.

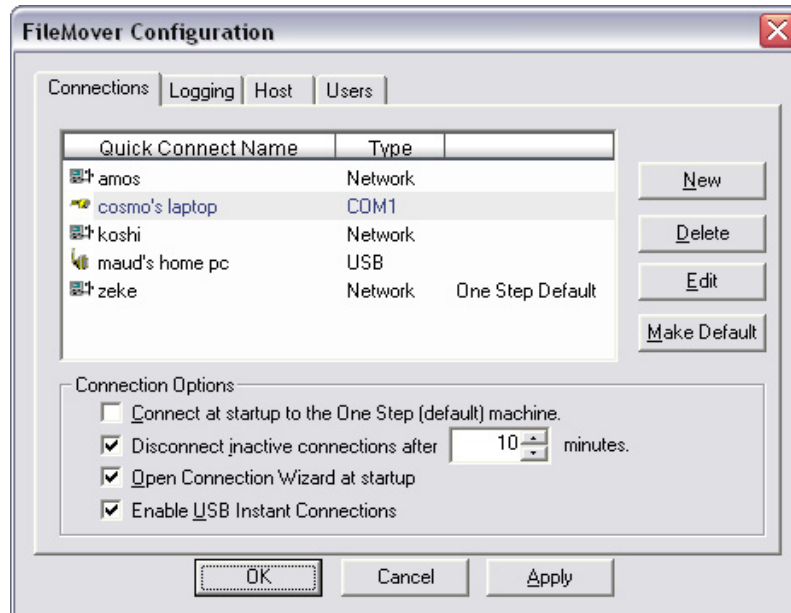
To save a Quick Connect:

- 1 Connect using the wizard or the dialog box (see previous sections in this chapter) as you normally do.

- 2 When prompted to save the connection as a quick connect click Yes or check the box.

Managing Quick Connects

The Connections tab in the FileMover Configuration dialog box lists your Quick Connects. You can change or remove your Quick Connects from there.



To manage your Quick Connects:

- 1 On the Options menu, click Configure.
- 2 Click the Quick Connect you want to work with.
- 3 To remove the Quick Connect from the computer, click the Delete button.
- 4 To modify the settings for a Quick Connect, such as the password information or display name, click the Edit button.
- 5 To make a new Quick Connect, click the New button and provide connection settings as if you were connecting now (for information, see previous sections in this chapter).
- 6 When you are finished managing Quick Connects, click OK.

Choosing a One Step Connect

The One Step Connect is the Quick Connect that you can access with a single menu option. The One Step Connect option on the Connect menu instantly makes this connection.

To choose a One Step Connect:

- 1 On the Options menu, click Configure.
- 2 Click the Quick Connect you want to make the One Step Connect.
- 3 Click the Make Default button.
- 4 Click OK.

Reconnecting to a computer

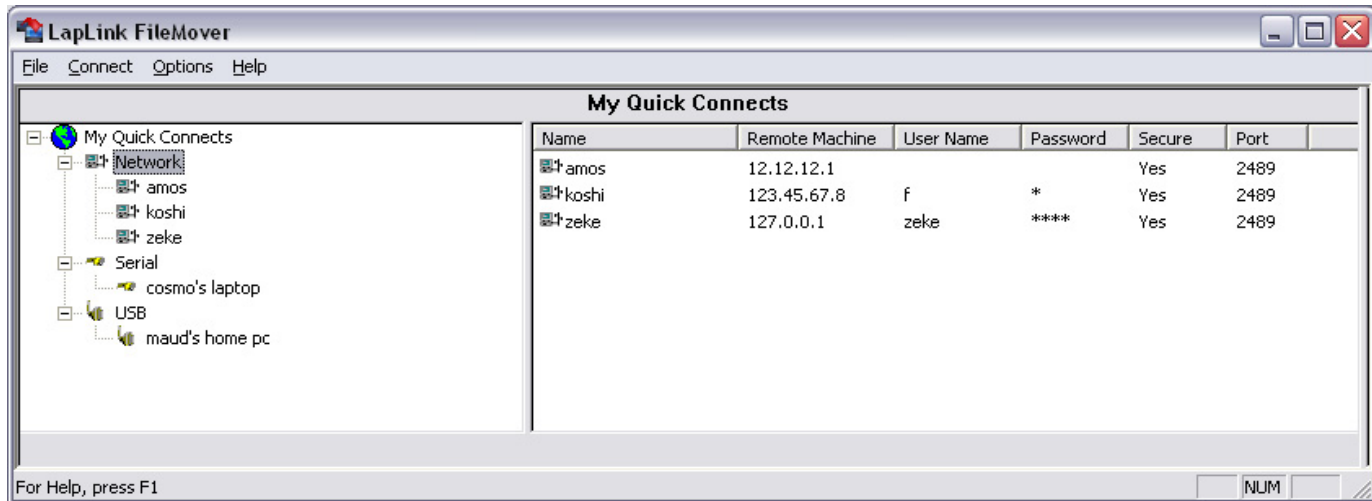
To connect using a Quick Connect:

- 1 In the left pane of the FileMover window, click the type of connection you want to make.
- 2 In the right pane of the FileMover window, double-click the computer you want to connect to.

To connect to the One Step Connect:

- On the Connect menu, click One Step Connect.

TIP You can configure FileMover to open the One Step Connect when you launch the program: On the Options Menu, click Configure. Check the Connect at Startup to the One Step box and then click OK.



Disconnecting

Disconnecting can be manual or automatic. You can configure FileMover to disconnect for you.

Disconnecting manually

You can disconnect from the remote computer at any time you are connected.

To disconnect:

- On the Connect menu, click Disconnect.

Disconnecting after a file transfer

During a file transfer you can specify that FileMover disconnect from the remote computer when the transfer is complete. This is useful for shutting down a FileMover connection after an especially large file transfer that you don't want to personally monitor.

To disconnect after a file transfer:

- In the progress dialog box that displays during the file transfer, check Disconnect when Transfer Is Complete.

Disconnecting when inactive

You can configure FileMover to disconnect from the remote computer automatically after the connection has been idle for a period of time. This is useful for regularly shutting down FileMover connections after especially large file transfers that you don't want to personally monitor.

To set up automatic disconnect:

- 1 On the Options menu, click Configure.
- 2 Check Disconnect Inactive Connections.
- 3 Type or select the number of idle minutes you want FileMover to wait before disconnecting.
- 4 Click OK

4 Transferring files

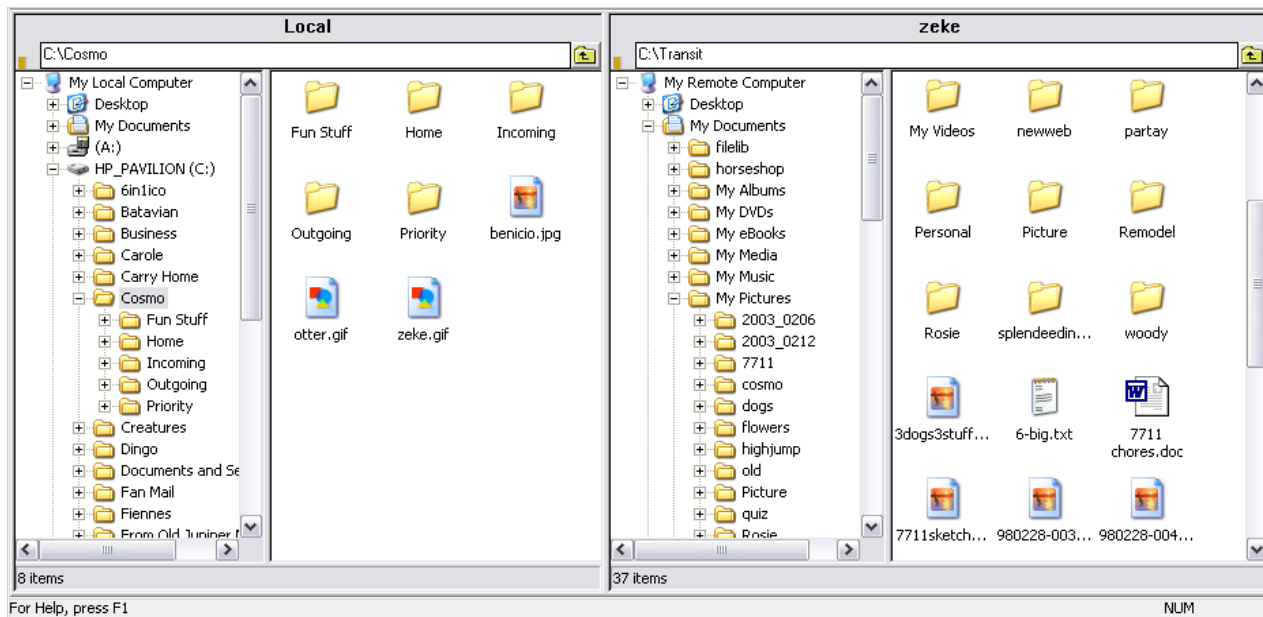
- 27 Transferring files—overview
- 29 Navigating through drives and folders
- 31 Selecting files and folders
- 33 Copying or moving files and folders
- 35 Speeding file transfers with SpeedSync and compression

Transferring files—overview

Once you have connected to another computer, you are ready to transfer files between the computers. First, display your target, and then select the files you want to transfer. If you want the files to exist on both computers, then copy them. If you want to transfer the files to one computer and delete them from the other, then move the files.

Your Guest (local) computer is on the left.

The host (remote) computer is on the right.



When you connect to another computer using FileMover, two Windows Explorer-type file transfer windows appear. The left window shows your computer, the local computer. The right window shows the host computer, the

computer you have connected to. Using these windows, you can view all the files on any drive on both computers.

NOTE In Windows, *folder* and *subfolder* are used in place of *directory* and *subdirectory*.

Step one: display the target

(For more information, see ["Navigating through drives and folders"](#))

When using the drag-and-drop method of copying and moving files, first find your target and make it visible on your screen. A target is the drive or folder you want to transfer the files to.

To display the target:

- 1 Identify the target window: it may be the window for your computer or the remote computer—whichever you want to receive the files.
- 2 On the left pane of the target window, double-click the target drive.
- 3 Click the target folder. Its contents now appear on the right.
- 4 If you are looking for a subfolder, click the plus sign (+) beside the folder containing the subfolder. Then click the subfolder itself.

Step two: select the files

(For more information see ["Selecting files and folders"](#))

In the opposite window, select the files you'll be transferring to the target you just displayed.

To select the folders and files you want to transfer:

- On the right pane of the window, click the folder or file you want to transfer.
To select more than one item, do either of the following:
 - Hold down CTRL as you click each item.
 - To select two or more items listed next to each other, click the first item and press SHIFT while you click the last item.
 - Press CTRL+A to select all items in a list.

NOTE If you prefer, select a group of files or folders by clicking at a right corner of the group and dragging to the opposite corner to form a selection box.

Step three: drag and drop

(For more information, see ["Copying or moving files and folders"](#))

Using the drag-and-drop method simplifies file transfers. Keep in mind the difference between copying and moving: Copying puts a copy of the files on the other computer, leaving the originals where they were. Moving puts the files on the other computer, deleting the originals.

To drag and drop the selected files:

- To copy the files, hold down your left mouse button as you drag them to the target folder.
- To move the files, hold down SHIFT and your left mouse button as you drag them to the target folder.

Navigating through drives and folders

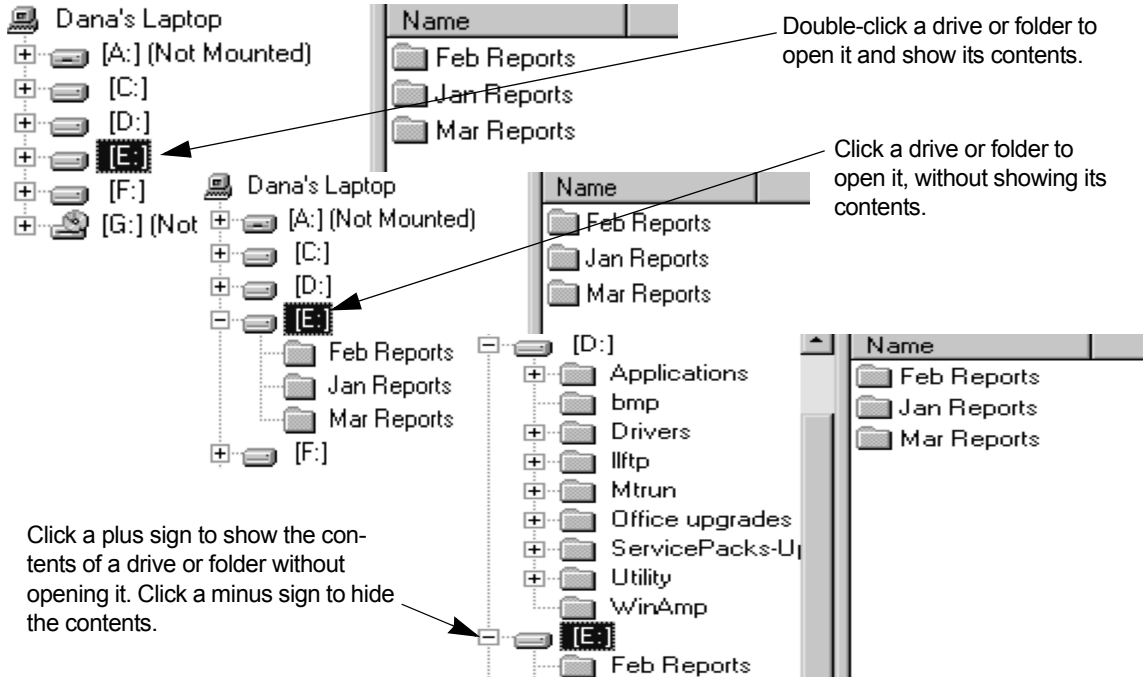
Each file transfer window is split into a left and a right pane. The left pane is designed for navigating through drives and folders: click or double-click a drive or folder to open it and display its contents. On the right pane, you see the contents of the open drive and folder.

Follow these guidelines to navigate through the left pane of a File Transfer window:

- **Double-click a drive or folder** Opens and expands the drive or folder, displaying its subfolders immediately

below. (Double-clicking is the fastest way to navigate downward in a hierarchy of folders.)

- **Click a drive or folder** Opens the drive or folder without expanding it.



- **Click a plus sign (+)** Expands the drive or folder, displaying its subfolders immediately below. The drive or folder is not opened.

- **Click a minus sign (-)** Collapses the drive or folder, hiding its subfolders.

... Navigating through drives and folders

TIP Want to locate a particular folder or file? Type the first letter of its name. The highlight moves to the next item beginning with that letter. Typing the letter again finds the next occurrence.

Changing the view

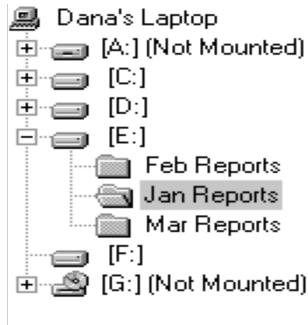
When you open a drive or folder, you see its contents—sub-folders and files—on the right side of the file transfer window.

Right-click an empty space of the folder you want to change. Point to View, and then click the display you want: Large Icons, Small Icons, List and Detail.

By default, the contents appear in Detail view: file name, size, type (based on the file extension), modification date, and attributes.

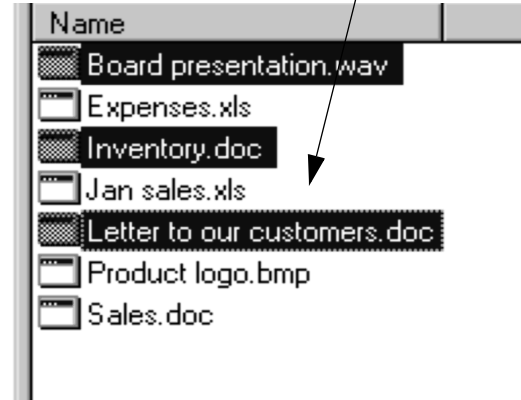
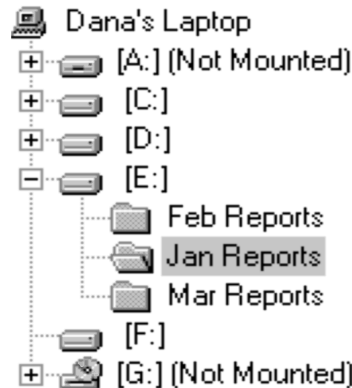
Selecting files and folders

On the left pane of a file transfer window, you can select only one folder at a time. On the right pane, you can select multiple folders and files. To select a single item, point to it and click the left mouse button. To select several items in sequence, click the first item; then hold down SHIFT while you click the last item. To select items out of sequence, hold down CTRL while you click each one. To cancel an individual selection, hold down CTRL, and click the item. You can also click CTRL+A to select all items in a list.



Select a file or group of files by dragging a selection box around them, from right to left.

Select several items not listed together by holding down CTRL while you click the items.



You must select a folder or file before you can copy or move it. When you select an item, its name and icon are highlighted.

You can select a single folder on *either* side of a file transfer window. You can select files and multiple folders only on the *right* side.

NOTE Selecting a folder selects all of its files and its subfolders.

To select a single file or folder:

- Place the mouse pointer on its name or icon, and click the left mouse button.

To select a group of items, do one of the following:

- Click the first item, and press SHIFT while you click the last item.
- Click at a right corner of the group and drag to the opposite corner to form a selection box.

To select two or more items out of sequence:

- Press CTRL while you click the items.

To select all items in a list:

- Press CTRL+A.

Clearing selections

To clear an individual selection:

- Hold down CTRL while you click the item.

To clear all selections:

- Click empty space in the file transfer window.

Copying or moving files and folders

Once you have displayed the target and selected the items to be transferred, you are ready to Copy or Move the files to the target.

When you copy or move, you transfer items from one location—the *source*—to another—the *target*. You can transfer items by dragging them with the mouse. File transfer connections in FileMover are bidirectional; it makes no difference which computer is the guest, and which is the host.

To prepare for a copy or move operation:

- 1 Navigate through the left pane of the target window to display the folder where you want to put the selections. Click the folder. (For more information, see "[Navigating through drives and folders](#)".)
- 2 In the source window, select the items you intend to transfer. Make sure that the source and the target are still showing. (For more information, see "[Navigating through drives and folders](#)".)

To copy or move using drag and drop:

- 1 Place the mouse pointer over a single item or one of several items you have selected on the source.

- 2 Do either of the following:

- To copy, hold the left mouse button as you move the pointer over to the target folder.
- To move, hold SHIFT and the left mouse button as you move the pointer over to the target folder.

- 3 Once the target is highlighted, release the mouse button (and then the SHIFT key).

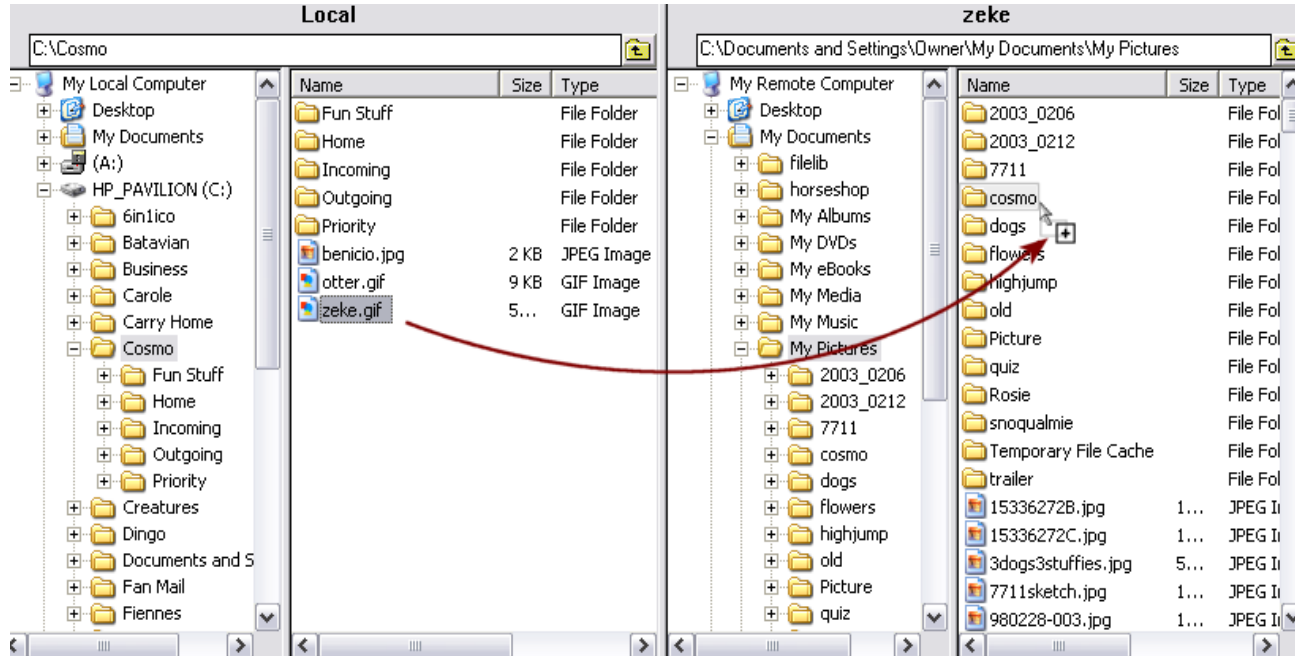
You now see a dialog box reporting on the operation as it proceeds. Click Cancel if you need to halt the operation.

TIP Dropping onto a drive puts the selections at the highest level of the hierarchy of folders.

TIP Dropping onto a folder puts the selections inside the folder.

TIP Dropping onto a file puts the selections on the same level as the file.

Drag the selection from the source to the target.



Speeding file transfers with SpeedSync and compression

When you are updating files, SpeedSync can shorten transfer times by sending only the parts of the files that have changed since the last update. SpeedSync is most effective when you update files that have not been changed extensively since the last update. Compression, on the other hand, speeds file transfers by “shrinking” files before they are sent and restoring them to their original sizes afterward. Compression is most effective with large files that have not been compressed already.

Note: SpeedSync is designed to cut transfer times when you are updating files. It has no effect when you are copying files that were not on the target before you started copying.

Using SpeedSync

Before a file is copied, SpeedSync searches the target for a file with the same name. If none is found, the entire file is copied. Otherwise, the two files are compared to locate changes in the source file. Only the changes located in the source file are copied.

The time necessary to locate changes is more than offset by the smaller amount of data that has to be transferred.

NOTE SpeedSync is a tool for decreasing transfer times. It does *not* merge the contents of two files. The contents of

one file will always replace the contents of the other. If you need to merge databases, schedules, or other shared files, see the documentation for the program in which they were created.

Using compression

Because compression usually results in the transfer of less data, it is particularly useful when you transfer large files: the larger the files, the greater the savings.

Since compression would actually slow the transfer of files that have already been compressed or zipped (by a file-compression program), FileMover automatically turns this feature off while it is transferring such files.

5 Troubleshooting

37 Troubleshooting checklists

Troubleshooting checklists

This chapter provides checklists for solving problems and improving performance. These checklists are designed as a quick overview of possible solutions, with enough information to guide experienced users to solutions. For the latest troubleshooting information and support options, see www.laplink.com/support.

Checklist for network connections

Run FileMover on both computers

No connections are possible by network or any other means unless FileMover is running on both computers.

Verify the network user

If you are using Microsoft authentication to control who can access your computer with FileMover, perform the following checks:

- Make sure the user is listed in the permissions on the host computer. For information, see [page 11](#).
- On the computer that is trying to connect, make sure that the user is logged onto the network with the user name you added to your permissions.

Check the host settings of the host computer

If you are denied the access, check the host setup on the host computer. For information, see [page 10](#).

Type the TCP/IP name or address

If you do not see a computer listed as an available connection over a network, you may have to type the computer's name or IP address. For information, see [page 18](#).

Test the network connectivity

Use the PING command verify that there is TCP/IP connectivity outside of FileMover. For more information, consult your Windows documentation or your network administrator.

Ensure that the network is installed and configured

FileMover cannot connect by network unless the TCP/IP network protocol is installed. Network protocols are installed using the Networks option in the Windows Control Panel. Consult your Windows documentation or your network administrator for information on adding network protocols.

Checklist for Serial cable connections

Run FileMover on both computers

No connections are possible by cable or any other means unless FileMover is running on both computers.

Check the cable

Make sure that each end of the cable is securely attached to the proper port; check the port labels for proper identification. Check a serial cable for damaged pins. Try reconnecting the cable to each port or even reversing the cable ends.

TIP FileMover does not work over non-Laplink serial cables or any printer cables.

Consult the Windows Control Panel when in doubt about COM ports

If you are not certain whether you have a functional serial port, check the Windows Control Panel. For information, see your Windows documentation.

Lower the speed of a serial port

For information on setting the speed, see [page 11](#).

Use the correct password case

Passwords in FileMover are case-sensitive. For example, **G** is different from **g**. Be sure to note not just the characters of the password but whether each letter is upper- or lower-case. The user name is not case-sensitive.

Restart the computer

If all else fails, remove the cable from both computers, and restart the computers. Reattach the cable, and try the connection again.

Checklist for USB cable connections

Run FileMover on both computers

No connections are possible by cable or any other means unless FileMover is running on both computers.

Check the cable

Make sure that each end of the cable is securely attached to the proper port; check the port labels for proper identification. Try reconnecting the cable to each port or even reversing the cable ends.

TIP) FileMover does not work over non-Laplalink USB cables.

Use the correct password case

Passwords in FileMover are case-sensitive. For example, **G** is different from **g**. Be sure to note not just the characters of the password but whether each letter is upper- or lower-case. The user name is not case-sensitive.

Restart the computer

If all else fails, remove the cable from both computers, and restart the computers. Reattach the cable, and try the connection again.

Consult the Windows Control Panel when in doubt about USB ports

If you are not certain whether you have a functional USB port, check the Windows Control Panel. For information, see your Windows documentation.

Use a serial cable when connecting to a Windows NT computer

When you want to connect by cable to a computer running FileMover in Windows NT, USB connections are not available. Use a serial cable instead.

Checklist for File Transfer

Drop files directly on target folder

The most common mistake in drag and drop is dropping files on the wrong target folder (the folder to receive the files). To help prevent this mistake, open the target folder first; the name of the folder now appears in the address bar at the top of that computer's window. Then open the source folder and select and drag the files until the mouse pointer rests on the open folder and the folder is highlighted.

TIP Do not attempt to transfer files that are in use by Windows or locked by other programs. FileMover is not designed to copy or clone the entire root of a drive which contains the Windows operating system.

TIP If you are copying an entire folder (rather than files *within* a folder), drop the folder on the target one level higher than where you want the files to appear; this may be another folder or a drive letter.

General tips for faster transfers

Follow these suggestions to improve transfer speeds:

- Check the folders and files you have selected for transfer, making sure that you are not including more than necessary. For example, have you selected an entire folder when you want to transfer only a few files within the folder?
- On laptop computers, disable power management functions. Attach the AC adapter to the computer to ensure steady voltage throughout the transfer.
- Disable screen savers and close other programs.

Tips for transfers over a network

- Transfer your files when there is less traffic on the network. (Hint: Lunch time is usually busy in most offices.)
- Ask your network administrator to verify that the network drivers are current.

Ensure that you have read access rights to network files you want to copy

If you can locate the files you want to copy but then are denied access when you attempt to copy them, contact the network administrator. You can copy only files to which you have been assigned read access.

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