

laplink gold.<sup>12</sup>

- *New Release* -  
Evaluation Guide

laplink  
connect your world

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**Laplink Gold® Evaluation Guide**

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# INTRODUCTION TO LAPLINK GOLD 12

## The Standard in File Transfer, Synchronization, and Remote Access

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Laplink Gold 12 is the latest release of Laplink Software's flagship product. Laplink Gold 12 users now have everything they need to run applications on remote computers; access and synchronize important files and folders; provide technical support to co-workers or friends; and print files on distant printers.

File transfer, file synchronization and remote control products are designed to meet the growing needs of mobile professionals and remote workers who want to remain productive when working outside of the office. Remote workers must be able to efficiently access network resources, data and applications on their home or office computers. They must also be able to receive remote technical support from their IT staff, who should be able to easily and securely connect to their computers over any connection method particularly over the Internet.

This broad range of users represents an equally broad range of connectivity needs. Vast numbers of users depend on the Internet as their pipeline to central computing resources. Yet others will continue to rely on Dial-up Networking, modem-to-modem communications and cables. Thus, it is critical that communications applications support the broadest range of connectivity options.

Thanks to the new Laplink Internet now incorporated in Laplink Gold 12, the Internet becomes a convenient, secure tool for connecting to another computer or network resources for file transfer, remote control of distant computers and providing remote support. Firewalls and dynamic IP addresses are no longer impediments to access and productivity. Laplink Gold 12 ensures that users enjoy end-to-end security with SSL protected connections, folder-level access control to a user's computer, flexible encryption and lockout protection against "password crackers."

Laplink Gold 12 supports Microsoft Windows 98SE, Me, 2000, XP, and Windows Server 2003 all in one application, which dramatically simplifies and meets a critical need to address the challenge of working in mixed-computing environments.

This guide will help you evaluate the key features of Laplink Gold 12. Once you complete the product review, we are confident that you'll agree that Laplink Gold 12 is the easiest and most versatile file transfer and remote access application available.

# WHAT'S NEW IN LAPLINK GOLD 12

Laplink Gold 12's innovative features give you a level of mobility, independence and control that far surpass anything the competition can deliver. At your desk or traveling the globe, Laplink Gold 12 gives you the ease of quick access to all of your network resources as well as to files stored on your computer(s) wherever they may be located. It also gives IT professionals a secure, reliable tool for providing remote support and training.

With its new XP-like user interface, the core features of Laplink Gold 12 include file transfer and synchronization, remote desktop control, multi-layer security, automated file synchronization and scheduling, two-way print redirection, voice and text chat, and the most comprehensive set of connectivity options.

## Laplink USB 2.0 Cable

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Laplink Gold 12 includes a USB 2.0 cable in our retail box to deliver the fastest access and transfer speeds of any connectivity solution available today with speeds up to 100 Mbps. Laplink USB 2.0 cables can also be purchased in bulk with volume discounts.

## Laplink Internet

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Laplink Internet gives you the ability to securely connect to any computer running Laplink Gold 12 using the Internet - without needing to reconfigure firewalls or concern yourself with dynamic IP addresses.

## Laplink Antivirus

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Laplink 12 offers full antivirus detection capability for file transfers with automatic protection updating.

## Laplink Remote Desktop

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Laplink Software is the only Microsoft partner who has integrated and enhanced Microsoft's Remote Desktop function into a complete access solution – Laplink Gold 12. Laplink Remote Desktop allows you to securely control machines running Windows XP Professional and Windows Server 2000-2003 with Terminal Services over the Internet while retaining access to all the other functionality delivered by Laplink Gold 12.

## New, Easier to Use Interface

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Laplink Gold 12 builds on its legacy of being extremely user-friendly. Laplink Gold 12 now includes an updated Windows XP-like interface with a Shortcut Bar that is easy to use and that automatically hides itself until it is needed.

# OVERVIEW OF LAPLINK GOLD 12

## File Transfer and Synchronization

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Laplink, the first file transfer product to offer an intuitive Windows Explorer-like interface, has drag-and-drop simplicity coupled with Laplink's patented SpeedSync™ technology. Laplink Gold 12 continues that industry-leading tradition.

Laplink Gold 12 can synchronize files and folders between two computers or drives. Xchange Agent automates the process to synchronize and schedule automatic file synchronizations to and from Host and Guest computers. Xchange Agent can be scheduled to run regularly with the included Laplink Scheduler or with the Windows Scheduler so that information is always kept updated; Xchange Agent automatically connects, transfers files, and disconnects.

Using patented SpeedSync technology, Laplink Gold 12 can dramatically decrease the time needed for synchronization by only transferring the changes between files. Just click the shortcut bar to use Laplink Gold 12 Windows Explorer-like user interface to click, drag, and drop files from one drive or location to another, and allow our patented SpeedSync™ technology to compare files during transfers and only transmit the updated portions. The result is superior file transfer speed and shorter connection times. You'll see the difference immediately.

## Remote Access and Support Tools

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Laplink Gold 12 offers two remote access options, Laplink Remote Desktop an enhanced deployment of Microsoft's Remote Desktop along with an improved release of Laplink's traditional Remote Control. Laplink Gold 12 enhancements to Remote Desktop include easy, secure Internet connectivity with Laplink Internet to allow you to control another computer running Microsoft Windows XP Professional, Server 2000 and Server 2003 running Terminal Services.

If the Host computer (the computer being controlled remotely) doesn't support Windows Remote Desktop or Terminal Services, Laplink Gold 12 will intelligently establish a connection using our traditional Laplink Remote Control to provide full virtual control of that machine.

Laplink Gold 12 supports connectivity to very wide array of connection types. For the purposes of this evaluation, we will showcase only three of the many: connecting over Laplink Internet, Laplink USB 2.0 Cable, and a Network.

**Laplink Gold 12 also includes remote support tools such as:**

**Remote Screen Shot**

Laplink Gold 12 has the ability to capture and transfer screens from a Host computer. This is handy when working with users who may have difficulty describing technical issues.

**Remote System Information**

Laplink Gold 12 has the ability to retrieve system information from the remotely connected computer, such as system summary information, hardware resources, IRQ information, memory, components, audio and video codecs, devices, display, keyboard, and adapters.

**Print Redirection**

Print jobs from either computer to which you are connected to any printers located either locally or remotely. You can set up as many printers as you like using the Laplink Gold 12 Print Redirection connection wizard.

**Voice/Text Chat**

Talk to other users as you remotely control their computer. Laplink Gold 12's Voice or Text Chat features use the same connection for simultaneous voice, text, and file transfer or remote control features.

**Centralized Address Book**

Use the Address Book to save connection information to enable one-click connecting to Hosts using any connection type. You can store addresses for any number of users and create a central Address Book that all users can access, or set up privileges for access control.

## **Security: Rock-Solid and Multi-layered**

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Laplink Gold 12 delivers a comprehensive selection of security layers to safeguard data and systems:

**Secured Socket Layer (SSL)** protection ensures that all connections using Laplink Internet are secure.

**Folder-Level Security** allows full control over which drives *and* folders are accessible to other users and defines their access levels.

**Multi-Level Encryption** with either Microsoft CryptoAPI or Laplink's proprietary encryption engine as additional protection of critical data, systems and file transfers.

**Lockout Protection** allows you to set the number of password attempts to keep anyone trying to crack your password from accessing your computer.

## **The Widest Array of Connectivity Methods**

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Laplink Gold 12 offers more connectivity options than any other remote access solution. You can connect computers via:

- **Laplink Internet – NEW!**
  - Connect Securely through Firewalls with SSL and Encryption
  - Firewall Configuration NOT Required
  
- **Local Area Networks (LAN) and Virtual Private Networks (VPN)**
  - TCP/IP or IPX based, including WiFi and Broadband
- **Dial-Up Networking connections**
- **Modem**
- **Laplink Cables**
  - USB 2.0/USB 1.1
  - Serial
  - Parallel (Windows 9x only)

# PREPARING YOU TO EVALUATE LAPLINK GOLD 12

The steps in this evaluation process are simple: install software, connect the computers using one of three connection choices, and test drive Laplink Gold 12.

Let's Begin.

## SYSTEM REQUIREMENTS AND PERFORMANCE RECOMMENDATIONS

To effectively review the new features of Laplink Gold 12 using the CD-ROM installation option, you need two computers with capability to run the software. Each PC should be equipped with:

- A CPU at least equivalent to an Intel 486, 100MHz; a VGA or higher-resolution monitor; and at least 30 MB of available disk space
- Microsoft Windows 98SE, Me, 2000, XP, Server 2000 or Server 2003
- Internet connectivity
- Windows-supported modem, 28.8 Kbps or faster
- A USB 2.0 port for the Laplink USB 2.0 cable connection
- Speakers, sound card, and microphone for evaluating Voice Chat
- Keyboard and mouse

## INSTALLATION PROCEDURES

To install Laplink Gold 12,

1. Insert the Laplink Gold 12 CD-ROM in a CD-ROM drive. If you downloaded Laplink Gold 12, double-click the **LaplinkGold12.exe** file in the folder location where you downloaded Laplink Gold 12.
2. Choose a destination folder where you would like Laplink Gold 12 installed.
3. Please Reboot your computer when prompted.

## KEY TERMS

Throughout this Evaluation Guide, the terms below will be used to describe the specific computer on which the task or operation will take place. Please refer to them to minimize any confusion.

**Guest:** The computer you are using. Regardless of location, the computer initiating an outgoing connection is the Guest computer.

**Host:** The computer to which you are connecting. It is hosting the connection. Regardless of location, the computer accepting an incoming connection is the Host; it is allowing the Guest to control it.

## SYSTEM REQUIREMENTS FOR EVALUATING LAPLINK REMOTE DESKTOP

Although you will be able to connect from any Guest computer running a Microsoft Windows version that is supported by Laplink Gold 12, you will need to ensure that the Host computer is running either Windows XP Professional or Windows Server 2000 or 2003 with Terminal Services. The Host computer must also be configured to allow Remote Desktop access.

## ALLOWING INCOMING CONNECTIONS

Once Laplink Gold 12 is installed, you are ready to establish connections to transmit and receive data, let's make outgoing connections to other computers. By default, other computers cannot connect to your computer except by cable connection. However, to allow incoming connections to the Host computer, you need to first configure security options for users authorized to access your computer.

## Enabling incoming connections

To enable an incoming connection,

1. Click **Options**, then **Security**. The Security dialog box appears.
1. Click the **General** tab.



2. The default settings for security are **Nobody**. For the purposes of this evaluation, click **Anybody** to allow anyone access to your computer.
3. Click **OK**.

## Getting Connected

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We offer instant connectivity so that you can perform any function on a remote computer as if you were sitting at that computer. Of the many connections types available to Laplink Gold 12 users, we will showcase three connection methods:

- Connecting via **Laplink Internet**
- Connecting with **Laplink USB 2.0 cable**
- Connecting over a **Local Area Network (LAN)**

### CONNECTING VIA LAPLINK INTERNET

**Note** You must have an active Internet connection to your Host computer before evaluating Laplink Internet.

To create a Laplink Internet account,

1. Set up your Laplink Internet account from the popup dialog box that appears automatically when you launch Laplink Gold 12. When the popup appears asking you if you want to register, click **Yes**.
2. The registration Web page appears. Fill in the required fields and choose a username and password that you can easily remember.

**Note** Your Laplink Internet username and password can be different from your Laplink Gold 12 username and password.

3. Click **Submit**.

By following the above steps you have created your Laplink Internet account and associated that computer with your account. You will need to associate additional computer(s) to which you will want to connect using Laplink Internet with Laplink Gold 12.

To assign an additional computer to your Laplink Internet account,

1. Start Laplink Gold 12 on the computer you want to add.
2. Click **Yes** in the popup dialog box that automatically appears asking if you want to register with Laplink Internet.
3. The registration Web page appears. Click the hyperlink, **Click here to assign this PC to that account**.
4. Enter your Laplink Internet username and password and a descriptive name for this PC. This is the name that will appear in the **Connect Over Laplink Internet** dialog box.
5. Click **Submit**.

You have assigned the computer to your account and can connect to and receive connections from computers associated with your Laplink Internet account.

Laplink Internet resolves Internet connections automatically. Only Laplink Gold 12 allows you to securely connect your computer to any other computer without needing to configure firewalls or routers.

You will be able to log in and access any of your other computers provided they have valid Laplink Internet accounts, are online and available for connections, and are running Laplink Gold 12.

### To connect via Laplink Internet,

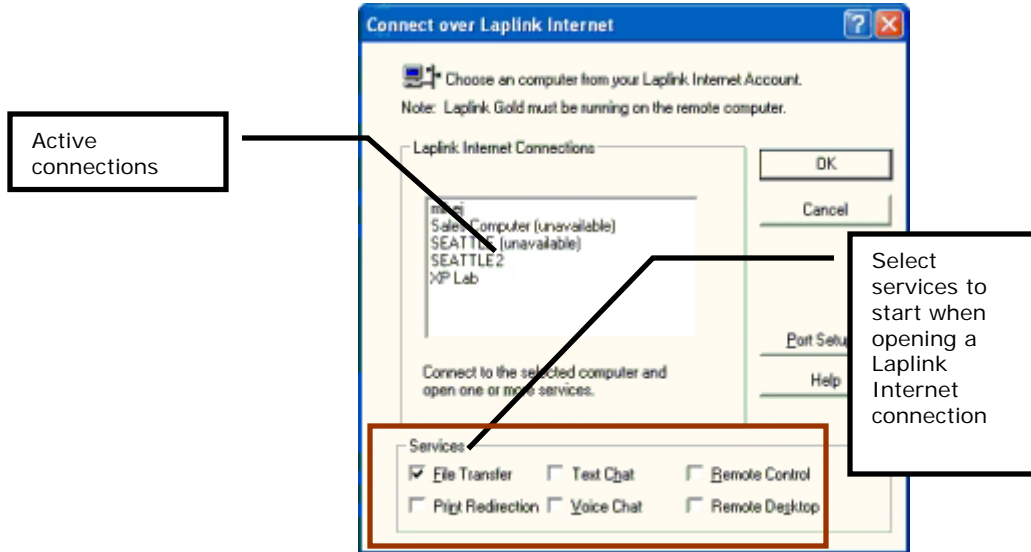
Now that you have activated your Laplink Internet account and associated the computers to that account, you may establish a connection with those computers. To connect,

1. Open Laplink Gold 12 on both machines on your account. Laplink Gold 12 must be running on machines with which you will establish a connection.
2. On the Shortcut Bar, click **Connect Over Laplink Internet**.



4. This will bring up the **Laplink Internet Logon** dialog box. Enter your username and password and click **OK**.

5. The **Connect Over Laplink Internet** selection dialog appears. Click the computer name that you want to connect to, and select the services you want to use.



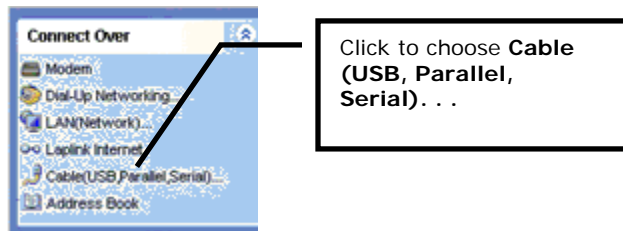
6. Click **OK**. The connection will be established with the services that you have selected.

## CONNECTING WITH THE LAPLINK USB 2.0 CABLE

When you connect two computers by a Laplink cable, attach the cable on both computers and start Laplink on both computers. **Autoconnect**, the default setting for USB cable connections, opens a connection automatically.

To connect using a Laplink USB 2.0 cable,

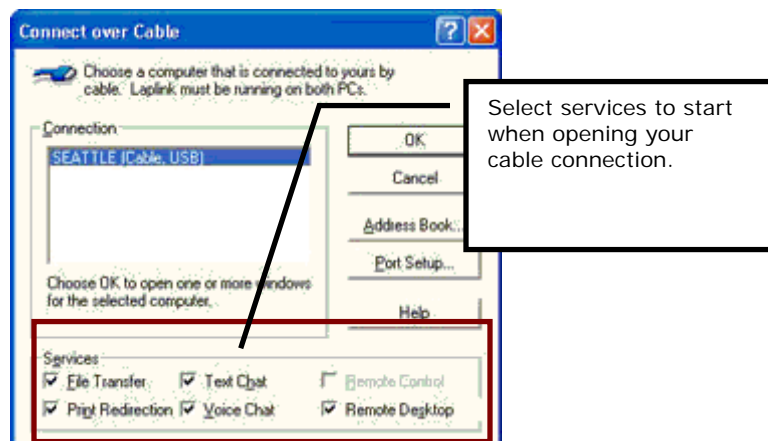
1. Plug in a **Laplink USB 2.0 cable** to both computers.
2. On the Shortcut Bar, click **Connect Over**. Then click **Cable (USB, Parallel, Serial)**. . .



3. The Connect Over dialog box appears. Click **Cable (USB, Parallel, Serial)**. . .

**Note** Laplink Gold enables you to configure port settings. If you do not see a connection displayed, check your port settings. In Laplink Gold 12, Click **Options**, then **Port Setup**. Ensure that the USB port is enabled.

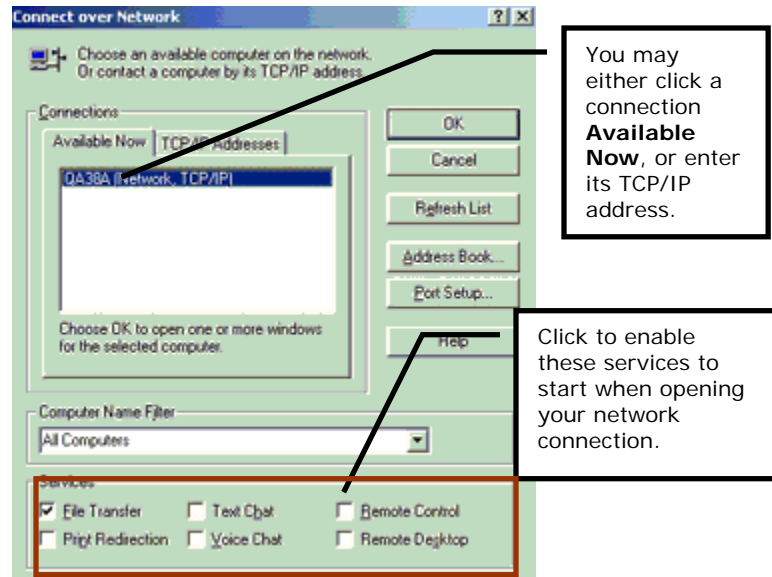
4. The computer connection status window displays the incoming connection. Click the **Services** you want to run, and then click **OK**.



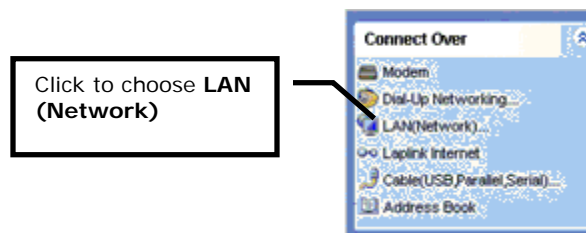
## CONNECTING OVER A NETWORK

Connecting to any computer running Laplink Gold 12 on your Local Area Network (LAN) is as simple as picking the network computer from the list of computer connections available. You can also connect by entering the TCP/IP address for the Host computer to which you want to connect.

To connect over a network,



5. Ensure that two computers are connected to the network.
6. Click **Connect over LAN (Network)** to link computers on a home or office network.



7. Clicking **Refresh List** updates the list of available computers online since you first opened the **Connect over LAN (Network)** window.
8. Clicking **Address Book** opens a list of saved connection contacts, their connection configuration, and their personal information. Simply click a contact to open the connection.
9. Clicking **Port Setup** opens the port setup window. From here you can configure port settings.

If you have a large list or a multiple listing of computers to connect to, simply select them from the **Computer Name Filter** scrolling menu. You may also limit the list by entering a letter, full, or partial name for the desired Guest computer connection, and then click **Refresh List**.

Once you have connected the computers, you have access to Laplink application services including:

- Full remote control using Laplink Remote Desktop or Laplink Remote Control
- File transfers and synchronization
- Remote system information for diagnostics and support
- Remote Host computer screen shot capture and storage
- Remote Host computer reboot
- Print redirection
- Voice and Text Chat

# Adjusting Security and Antivirus Settings

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## Making secure connections and setting security preferences

Any remote access solution can expose desktop and network resources to unauthorized access. Therefore, remote access products should provide strong security to safeguard computing resources against unwelcome intrusion. Laplink Gold 12 provides a comprehensive system for securing incoming connections and encrypting transmissions and connections.

Laplink Gold 12 allows you two encryption choices – Microsoft CryptoAPI and Laplink encryption engines - to protect your information by enabling full end-to-end encryption.

Laplink Gold 12 also offers you full antivirus protection with its virus scanner. Laplink supports virus signature updating so that your virus protection remains current. Virus scanning allows you to detect, delete, or quarantine infected files before they harm your computer or network.

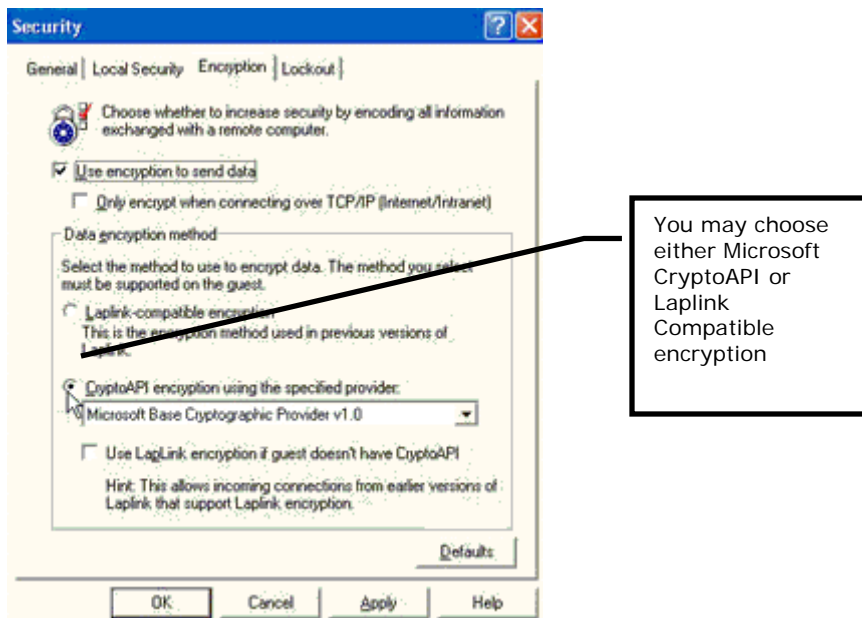
## Enabling encrypted connections

For the highest degree of security and access, we will have you first set up connection encryption and adjust access rights before allowing a user to access your computer.

**To enable encrypted connections,**

1. Click the **desktop shortcut** to start Laplink Gold 12.

2. Click **Options**, then **Security**. The **Security** dialog box appears:



3. Click the **Encryption** tab.
4. Click the Use encryption to send data checkbox.
5. Select Microsoft Base Cryptographic Provider v 1.0. Use Laplink-compatible connection if either machine does not support Microsoft CryptoAPI encryption.
6. Click **Apply**.

## Enabling Public privileges

**Tip** Use Locking to disable the Host's mouse and keyboard functions. This is done so that you may control the Host's computer without interruptions.

You may control services that you would like to allow when your PC is public.

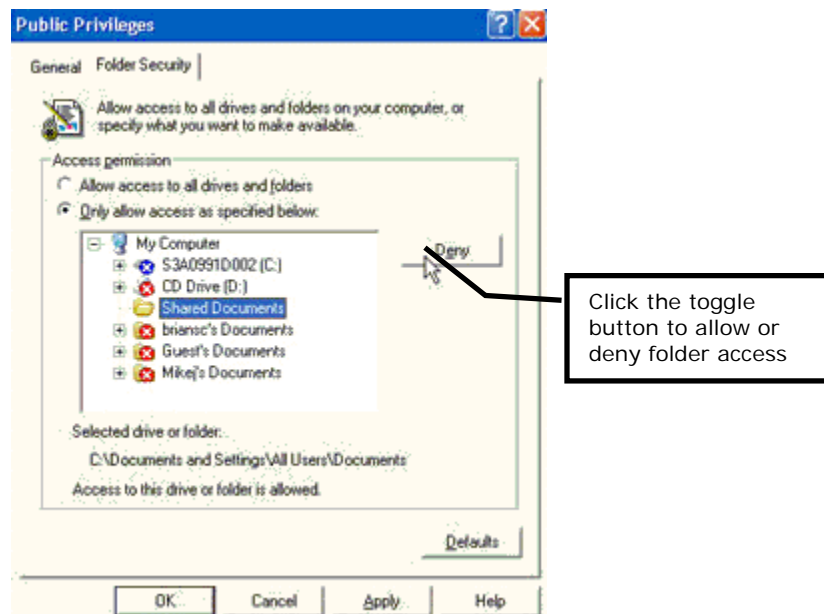
### To enable public privileges,

1. Click **Options**, then **Security**.
2. Click Public Privileges.
3. Click the **General** tab.
4. Check desired services that you want to use in a Laplink session.

## Specifying Drive and Folder Access

Laplink Gold 12 allows you to specify which drives and folders on your computer users can access. You can deny access to an entire drive or to any folder on a specific drive and grant different privileges to different users.

You can also specify drive and folder security for a computer designated as a public system with no password required.



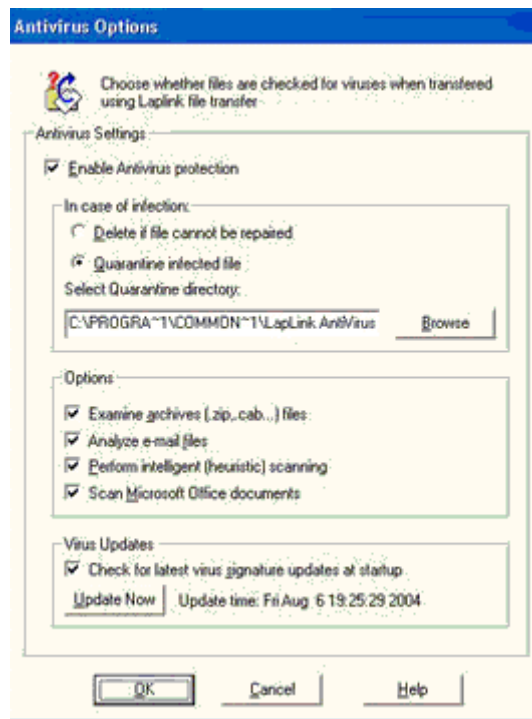
**To limit access to certain drives and folders,**

1. Click **Options**, then **Security**.
2. Click the **Public Privileges** button, and then click the **Folder Security** tab.
3. Click Only allow access as specified below.
4. Highlight the desired drives or folders to deny or allow access by toggling **Allow** or **Deny**.

## Adjusting Antivirus Settings

To enable this feature,

1. Click **Options**, then **Antivirus Options**.
2. Ensure that the **Enable Antivirus Protection** checkbox is checked.
3. Choose preferences for **In case of infection**. The default setting is **Quarantine infected file**. Infected files will be saved in a special file.



4. Ensure that all check boxes for **Options** and **Virus Updates** are checked.
5. For virus updates, click **Update Now** to connect to Laplink Software's servers to download the latest virus signature updates.

# EVALUATING LAPLINK GOLD 12

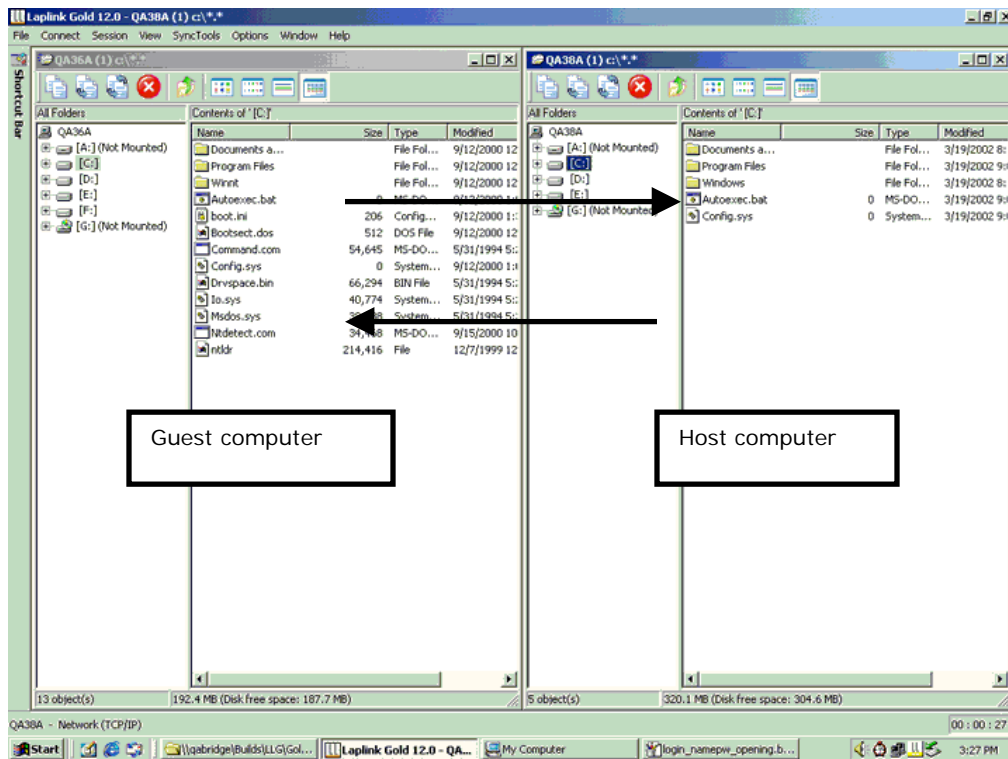
## Evaluating Laplink File Transfer

We now invite you to take a test drive of Laplink Gold 12's new and improved file transfer, synchronization, and remote access features. The Laplink Gold 12 File Transfer user interface operates like Windows Explorer. Highlight, click, and drag files from one folder or drive to another. Try dragging and dropping files from one PC to another. Also check out how fast large files can be transmitted across all the connectivity methods supported by Laplink Gold 12, including Laplink Internet, Laplink USB 2.0 cable and a network connection.

**Note** File Transfer is the default Laplink Gold 12 service that will automatically launch when you first connect two computers. You will be shown in the subsequent sections how to access the other Laplink Gold 12 services and processes.

### To transfer files,

1. Connect to another computer. The File Transfer service will launch automatically.
2. Click to open drives and to expand file directories. Select a folder or a file. Click to drag and drop files from one drive or folder on one machine to the other machine. The integrated antivirus scanner automatically checks for viruses on files transferred in or out of the Guest computer.



## Automating synchronization and transfer tasks with Xchange Agents

For improved and faster file transfer performance, our Laplink Gold 12 patented SpeedSync™ technology provides the fastest file transfer available using delta differencing file synchronization technology. With SpeedSync™ enabled, Laplink Gold 12 sends only the changed portions of a file, rather than the entire file, which saves on time and expense.

File Transfer helps you perform system maintenance and share data with Guest PCs. Laplink Gold 12 provides an easy-to-use Xchange Agent for automatically synchronizing two or more folders using a wizard to let new users select folders and create new agents.

Xchange Agent's design ensures that users won't delete essential files accidentally. With your saved agents, synchronize folders simply clicking an icon on your desktop or by automating file synchronization using our Laplink Scheduler or Windows Scheduler. The connection is made and newer files are transferred between the folders until their contents are identical.

### Tips for viewing SpeedSync™ benefits

Laplink's patented SpeedSync technology compares files during transfers and only transmits the updated portions. The result is superior file transfer speed and shorter connection times.

To view SpeedSync™ benefits,

1. Start Laplink Gold 12 on two PCs and make any type of connection. The slower the connection, the more dramatic the SpeedSync™ benefits.
2. Using **File Transfer**, copy one or multiple large file(s) from your Host PC to the Guest PC.
3. Edit the file, and then save it on the Host PC.

Use Laplink Gold 12 to copy the updated file to the other PC, overwriting the original. At the end of the copy operation, statistics showing the SpeedSync™ savings will appear. Studies have shown that SpeedSync™ is more efficient than other delta algorithms used in competing products.

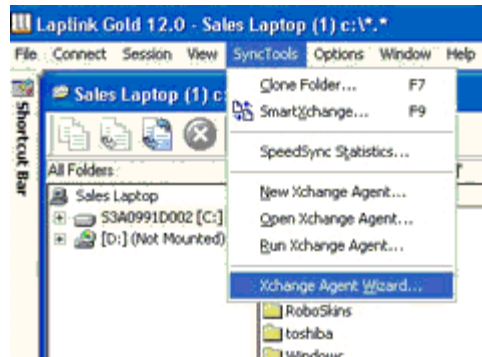
**Note** Xchange Agent functions with any PC running Laplink Gold 12, Laplink Gold 11.5, Laplink Gold 11, Laplink Gold, Laplink 2000, Laplink Professional, Laplink Tech, or Laplink for Windows version 7.5, 7.0 (32-bit) or 6.0x (16-bit).

## USING XCHANGE AGENT

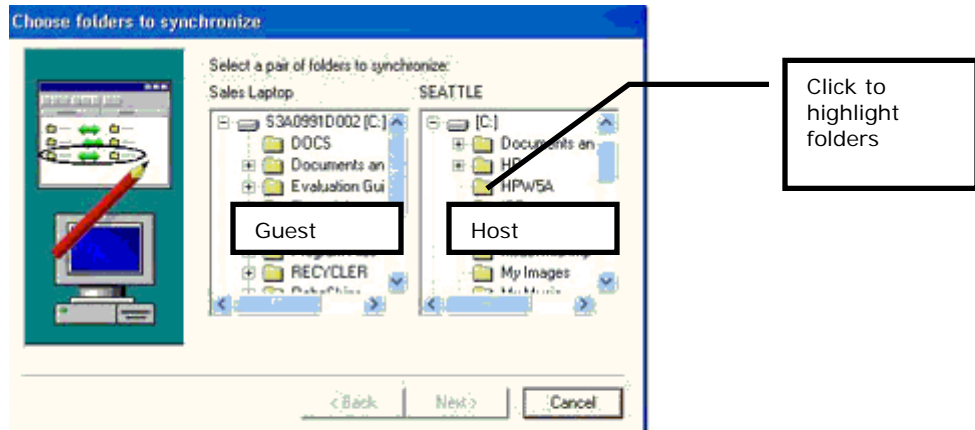
To use Xchange agent,

1. Start Laplink Gold 12 on both computers.
2. Connect the two computers.

- Click SyncTools, and then click Xchange Agent Wizard.

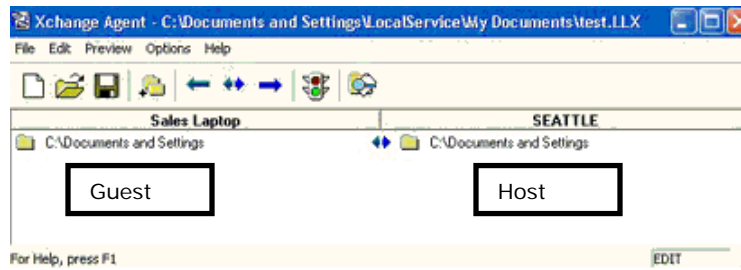


- The default setting is **Local/Local**. Change settings to **Local/Remote**. Then click **Next**.
- Choose the pair of folders that you want to synchronize, and then confirm folder pairs.

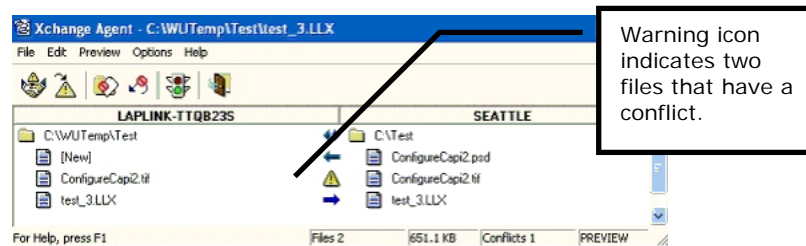


- Click **Next** in the confirmation dialog box.
- Click Next or select Add more folder pair to this Xchange Agent.
- Give the Xchange Agent a name. Select a location for the Xchange Agent by clicking Browse.
- If you would like to preview before you run the agent, click **Preview this Xchange Agent**. Or, open an Xchange Agent and click **Preview**.
- Click the spotlight icon to synchronize your folders

Clicking Preview changes the window from Edit to Preview mode, where you can see which files will be synchronized and where there are conflicts.



11. If you have already used Xchange Agent and you have a conflict, then click **Resolve Conflict**. Please refer to the online Help for detailed assistance.
12. When you have resolved the conflicts, click the door icon to change to the **Edit** mode.



**Note** Once you have created an Xchange Agent, you can further automate file synchronizing by using Laplink Scheduler, or schedule file synchronizing with Microsoft Windows Scheduler.

## **Evaluating Laplink Remote Access and Support Tools**

Laplink Gold 12 now offers two alternatives to using remote access and support tools. Laplink Remote Desktop allows you to leverage the Remote Desktop feature with computers running Microsoft Windows XP Professional, Server 2000 and 2003 with Terminal Services. Using Laplink Remote Desktop, you are not limited to only working on the same network. Instead with Laplink Internet, you can control machine across networks and behinds multiple firewalls and still take advantage of the speeds and ease offered by Windows Remote Desktop.

If you also need to control computers that do not support Windows Remote Desktop or if you would like to take advantage of Laplink's remote support tools, Laplink Gold 12 offers a second solution choice, Laplink Remote Control. Laplink Gold 12 automatically determines whether the Host computer (the computer about to be controlled remotely) supports Windows Remote Desktop or Terminal Services. If it does not, Laplink Gold 12 will intelligently establish a connection using our traditional Laplink Remote Control to provide full virtual control of that machine. With Remote Control, you have full access to support tools like Host system information view and capture, remote screen capturing capabilities, Host computer reboot, and voice and text chat.

This section of the evaluation guide will walk you through launching both remote access/control options and using the remote support tools.

### **EVALUATING LAPLINK REMOTE DESKTOP**

Microsoft Remote Desktop enables you to operate another computer remotely. When used in conjunction with Laplink Internet, the Laplink Remote Desktop feature automatically connects through a firewall to establish Remote Desktop connections with Host computers. Laplink Remote Desktop is available to computers running Windows Terminal Services in Windows XP Professional, Windows Server 2000 and Server 2003.

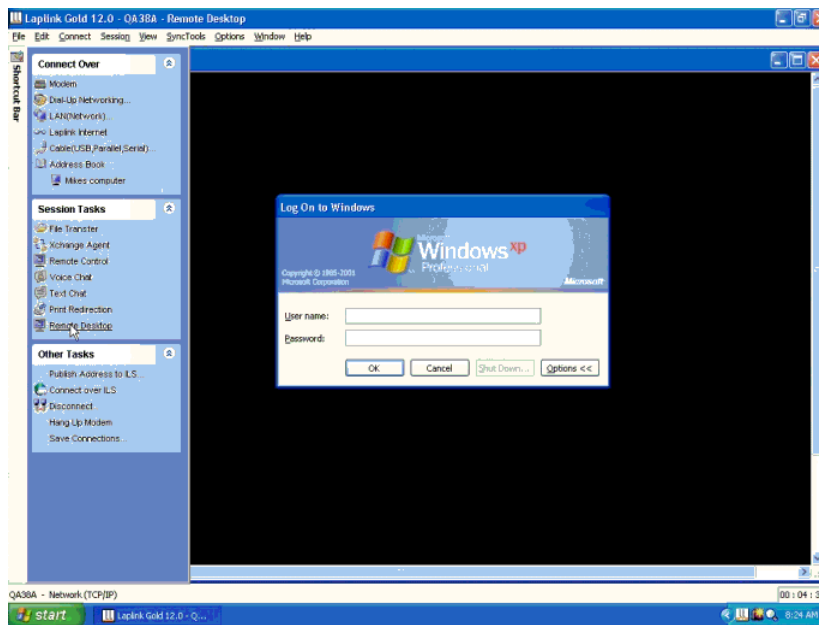
#### **Requirements to operate Laplink Gold 12 Remote Desktop**

- You must have Laplink Gold 12 installed on both computers.
- The Host computer must be running Windows XP Professional with remote access privileges enabled (See Windows XP Help for step-by-step explanations) or a computer running Windows Server 2000-2003 with Terminal Services licensed and enabled.

## Using Remote Desktop

To use Remote Desktop,

1. Establish a connection.
2. Click the **Shortcut Bar**.
3. In **Session Tasks**, click **Remote Desktop**.
4. The Shortcut Bar disappears. The Host computer's Log On dialog box appears.



5. Enter the username and password for the Host computer to log on to that machine.
6. Use **Ctrl+Shift+S** to scale the Host computer desktop within Laplink Gold 12, or use **CTRL+Shift+F** to view the Host desktop in full screen mode.

Enjoy the speed of Microsoft Remote Desktop capability as if you were sitting at the Host computer looking at its screen. Microsoft Terminal Services enhances your remote access experience.

## EVALUATING LAPLINK REMOTE CONTROL

**Note** If you just ran Laplink Remote Desktop on a machine and you want to run a Laplink Remote Control session on the same machine you will need to restart the Host machine due to Microsoft security settings.

Using Remote Control, you have full virtual control of another computer as though you were sitting at that computer, using its keyboard, mouse, and programs while looking at its screen.

Whether your computer is the one controlling or being controlled, you have the same setup and start-up procedures. You can even copy information from one computer and paste it on the other.

### To use Laplink Remote Control,

1. Establish a connection.
2. Start Laplink Gold 12 on each PC.
3. Click **Connect Over** on the Shortcut Bar and choose your connection type.
4. Click **Remote Control** to start the service.
13. Toggle the screen scaling using **CTRL+SHIFT+S**. This fits the Host screen into the user interface, and then switches the view back to actual size. For full view, toggle **CTRL+SHIFT+F**.
14. Click **Close** to end a Remote Control session.

## Adjusting Performance of Remote Sessions

Laplink Gold 12 is a 32-bit, multi-threaded application that takes advantage of performance benefits of Windows operating systems. In addition, Laplink Gold 12 contains other performance options, many of which require no user intervention such as our file transfer adaptive compression technology.

For Remote Control sessions, Laplink Gold 12 offers pre-defined performance options and also allows users to customize them.

To adjust Remote Control Performance,

1. Click **Options**, and then click **Remote Control Options**.

2. Click the **Performance** tab. The Performance dialog box appears.



3. Choose one of the four preset **Performance Options** configurations. For finer control, click **Settings** to configure **Guest Display, Guest Colors, and Host Display** options.

**Note** With the Guest and Host performance options settings, you can adjust settings that balance Host speed and screen display fidelity. For the fastest performance, set the bitmap color to monochrome or 16 colors. If you need to view graphics-based files in all their colors, you may want to switch to 256 colors or higher.

## EVALUATING THE ADDRESS BOOK

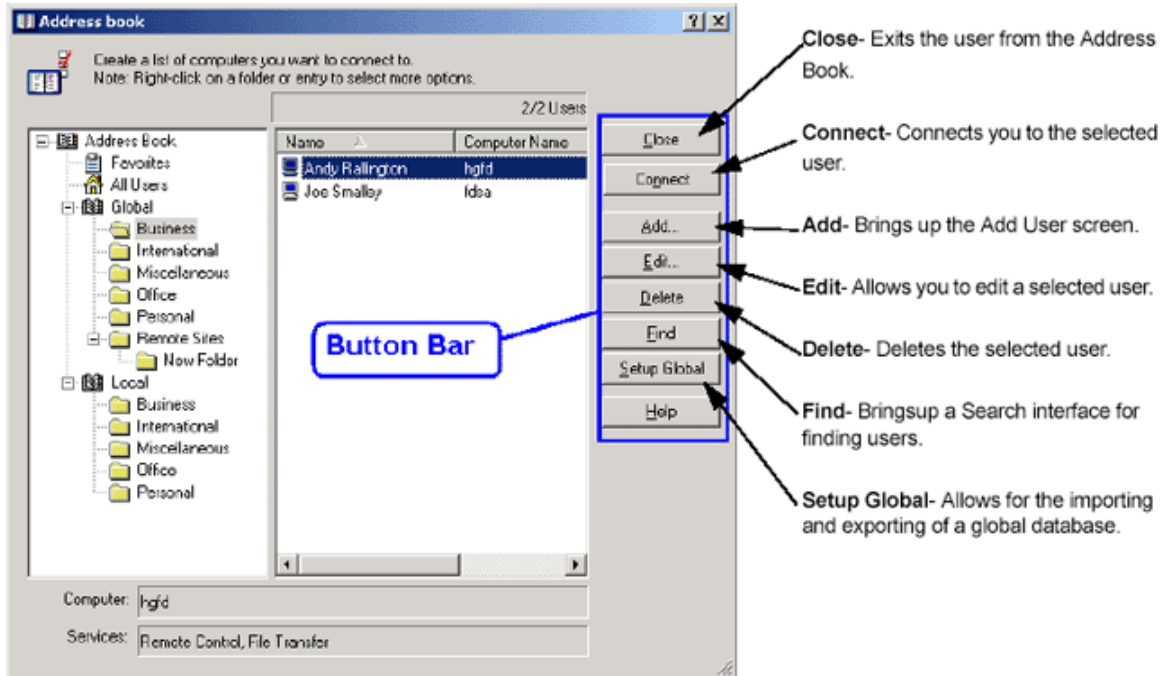
With one click connect capability, now you can organize computers, save connection configurations, and start connections directly from the Address Book without the need to re-enter connection types, usernames, or passwords. Store and retrieve an Address Book from a database on a Structured Query Language (SQL) database. Keep a single administered Address Book accessible to other Laplink users.

Laplink Gold 12 has an enhanced Address Book allowing users to organize computers and store entries in folders and subfolders. This allows companies or individuals with large Address Books easier access and better organization.

The additional fields Computer Name, Job Title and Notes allow users to keep more Host information. Use the Favorites and All Users folders and sub-folders to view entries within the Address Book. Search and sort the Address Book; columns within the Address Book lists can be individually selected and sorted.

## Address Book Button Bar overview

The Address Book allows you to control address entries from one window.



The Address Book Button Bar allows other Gold 12 users access to a single administered Address Book. Since this feature is performed as a SQL database, you can administer a centralized Address Book using standard SQL database administration tools.

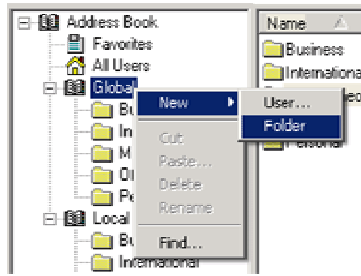
To access your Address Book, click Connect Over on the Shortcut Bar, and then click Address Book. The Address Book window appears.

## Adding a folder to your Address Book

To add a folder to your address book,

1. Select a location in your Address Book.
2. Create the connection to be available to your global user list or available to the local machine.
3. **Right-click** on the location you selected to see your **User** and **Folder** options.

4. Choose **Folder**, and then click **New**.



### Shortcut bar and one click favorites settings

You can create a list of connection Favorites when you save a connection profile in your Address Book. The connection is saved, and an icon appears on the Shortcut Bar in the Connect Over dialog box. This allows you easy, one-click access to Guest computers.

### Adding a connection/user to the Address Book

With Address Book, you can create and save connections so that frequently used connections can be instantly accessed without having to redefine the connection information.

## EVALUATING THE REMOTE SUPPORT TOOLS

The Laplink Gold 12 Remote Control feature offers you useful tools to enrich your remote session experience. Let's take a look at Laplink Gold 12's Remote Screen Shot, Remote System Information and Text or Voice Chat.

### Using Remote Screen Shot

Screen shots can be captured and stored easily during a Remote Control session. This is very useful for capturing error messages, odd displays, or other difficult to describe behavior. A thumbnail view and a preview view make it easier for a user to determine which screen shot to open.

By taking screenshot at the native resolution of the remote system, Laplink Gold 12 stores an accurate log of exactly what the Host system is seeing including error messages and other display issues. This saves the support person valuable time in describing what words cannot.

To capture a screen shot,

1. During a Remote Control session, if you want to capture a screen, simply click **Session**, and then **Screen Shot**. You may choose between Window and Full Screen.



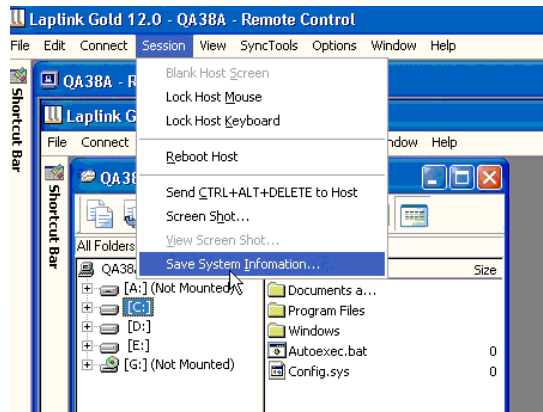
All files are saved as a Portable Network Graphics file. Once you've captured the screen, choose a folder to save the image for later viewing.

- To view your captures, click **View Screen Shot**. Laplink Gold allows you to view capture thumbnails, view them full screen, review captures when not remotely connected to a computer, and delete capture files.



## Using Remote System Information

Laplink Gold 12 can retrieve important system information from the Host computer to a file on your machine. This allows a helpdesk or IT personnel obtain diagnostic information about a remote user's system running Windows NT and above.



To save system information from a remote computer to your local machine, you must first establish a Remote Control session. Once this connection has been established, choose Session, and then Save System Information.

Laplink Gold creates a report that saves all of your Host's Windows System information. Below are examples of System Information report information:

- System summary information
- Hardware resources
- IRQ information
- Memory
- Components
- Audio and Video Codecs
- Devices
- Display
- Keyboard
- Adapters

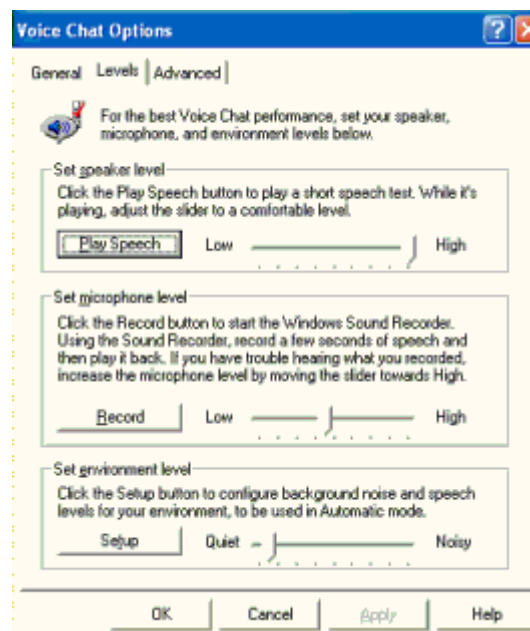
## Using Voice and Text Chat

Voice Chat lets you speak with a person at the other end of a Laplink Gold 12 connection on the same connection that transfers data. Coupled with Remote Desktop, Voice Chat provides an excellent tool for providing remote support, training or collaborating on documents and programs with other Gold 12 users.

Other solutions require you to switch between modes while using a similar feature.

Before starting Voice Chat:

- o Verify the configuration of your PC sound card. Both computers must be configured for full duplex mode if you are to talk as you would on the telephone. If either computer is configured for half duplex, you must wait for the other person to stop talking before you begin.
- o Configure your microphone and speakers in Laplink. Under **Options**, select **Voice Chat Options** and follow the instructions on the **Levels** tab.



## To use Voice Chat with Remote Control

**Note** If you are not connected to your Guest computer, click Connect Over on the Shortcut Bar. Connect via the Internet, USB 2.0 cable, dial-up networking, local Area network, serial cable or modem.

**To use Voice Chat,**

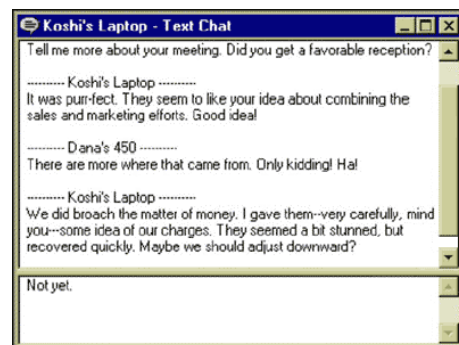
1. Start Laplink Gold 12 on each PC.
2. Click **Voice Chat**.

The contact is "called" and prompted to accept the call. The other person must click Accept to begin the conversation.

**Note** You can now talk with another user and simultaneously conduct a Remote Control session; Laplink Gold 12 speech detection allows hands free use for voice chat applications, even with half-duplex drivers.

**To use Text Chat,**

1. Start Laplink Gold 12 on each PC.
2. Click **Connect Over** on the shortcut bar and connect via the Internet, Dial-up Networking, network, USB cable or modem.
3. Click **Text Chat**.



For additional voice and text chat options configuration, please refer to the Laplink Gold 12 online User's Guide.

# Evaluating Print Redirection

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## Key Terms for Print Redirection

Throughout this part of the Evaluation Guide, the terms below will be used to describe the specific printer(s) on which the task or operation will take place. Please refer to them to minimize any confusion.

**Local:** Used to refer to the location of a printer nearby you. A “local” printer is connected to its computer.

**Remote:** Used to refer to the location of a printer at a Host location. A “remote” printer is connected to its computer.

With Print Redirection you can print from your Local printer or from a Remote printer. Once you set up a Laplink printer, no other special steps are required. First you need to set up the printer on the computer from which you will print. Print Redirection is a versatile feature that lets you print from any PC to any printer over a Laplink Gold 12 connection. This means you don't have to use File Transfer to get documents printed where you want them.

There are two ways to print over a Laplink connection:

- Print from the remote computer directly to your local printer.
- Print directly from your local computer to a remote printer with no need to transfer any files.

There are two requirements for using Print Redirection:

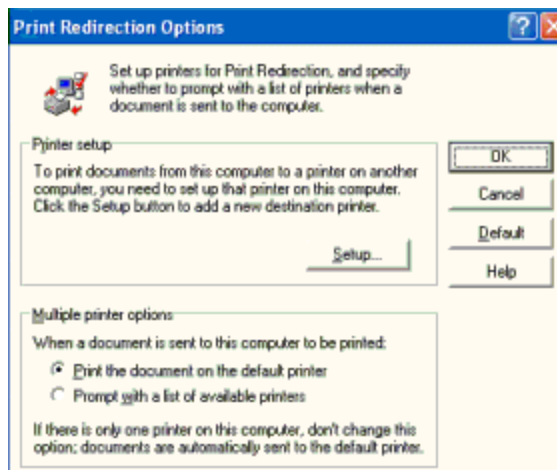
- You must connect to another version of Laplink that supports Print Redirection. Supported versions are Laplink Gold 12, 11.x, Laplink Gold, Laplink® 2000, Laplink Professional or Laplink Tech.
- The default security setup on the other computer must be changed to allow Print Redirection.

**Note** You may need to add drivers from your Windows or original printer CD-ROM.

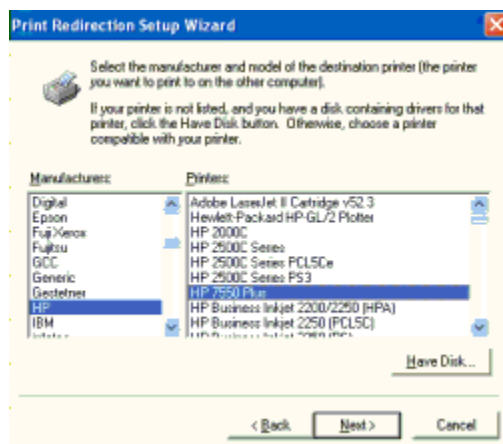
To use the **Print Redirection Setup Wizard**,

1. On the computer you will be printing from, click **Options**, then **Print Redirection Options**.

2. Click **Setup**. The Print Redirection Setup Wizard window appears.



3. Click **Next**, and select the manufacturer and product name of the printer to be configured.



4. When prompted, give a unique name for the printer. Please leave the **[Laplink]** label so that you know this is a printer that can only be used when using Laplink.

#### To use Print Redirection,

1. Start Laplink Gold 12 on both computers.
2. Click **Connect Over** and choose the desired connection method.
3. On the Shortcut Bar, click **Remote Control**.
4. Click **Print Redirection** on the Shortcut Bar. Start any Windows application on the remote computer and open a file.
5. Click **Print**. Click the scrolling menu for printer **Name**. Select the printer that you have set up to operate in a Laplink Gold 12 Remote Control session.

# RECAP OF LAPLINK GOLD 12 RELEASE

Laplink Gold 12 is the most complete connectivity solution for file transfer, synchronization and remote access on the market today. Laplink Gold 12 lets you connect to other Laplink-enabled computers over any connection type to access critical resources. You can remotely access files and folders; synchronize data between computers; run applications; support co-workers or friends; print files on distant printers; and operate, maintain and even reboot computers.

The new features in Laplink Gold 12 provide Laplink users complete connectivity using a wide range of options and without any special firewall configurations required for either computer. The new features include:

- **Laplink USB 2.0 Cable.** Enables the fastest file transfers ever (included free in the Physical Box Version).
- **Laplink Internet.** Make simple and secure connections through firewalls and routers - without additional configuration or opening any special ports.
- **Laplink Antivirus.** Scans all files transferred using Laplink Gold 12; stays updated with the latest virus definitions.
- **Laplink Remote Desktop.** Using Windows-native protocols, Laplink Remote Desktop provides the best-ever remote access for Windows XP Professional/Server 2000/Server 2003 computers and provides automatic access using Laplink Remote Control for older operating systems.
- **Updated User Interface.** Already known as the easiest-to-use file transfer, remote control solution available, the new XP-like interface makes Laplink Gold 12 even easier to use and learn.

No other file transfer, synchronization and remote access solution delivers this combination of critical capabilities with the overall value to our individual and enterprise customers. Laplink Gold 12 is the easiest to use, most secure and robust release in the history of Laplink. We look forward to hearing your feedback following your evaluation.