



# Quick Start Guide

# PC SYNC™

The Fast & Easy Utility for File Transfer & Migration

Version 3.0

## Copyright Notice

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

## Trademarks

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

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

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

## Patents

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

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

Portions of PCsync PCMover are Copyrighted © 1999-2001 Altiris, Inc. All rights reserved.

The HTTPClient software is based on work by Ronald Tschalär and is covered by the GNU Public License (<ftp://ftp.laplink.com/products/PCsync/HTTPClient/gnulicense.txt>).

Powered by Jetty. Jetty is Copyrighted © 1998 Mort Bay Consulting Pty. Ltd. (Australia) and others. Distributed under the terms contained in JettyLicense.html.

## Technical Support Contact Information

### World Wide Web:

Visit [www.laplink.com/support/](http://www.laplink.com/support/)

### Fax:

425-487-5440

### Worldwide:

Visit [www.laplink.com/world/](http://www.laplink.com/world/) on the LapLink web site for a list of international support numbers.

PCsync

© 2000-2001 by LapLink Inc. All rights reserved

18702 North Creek Parkway

Bothell, WA 98011 U.S.A.

PCsync Quick Start Guide

© 2001 LapLink Inc.

MN-PCS3QS-XX-US

# Contents

---

## **Introduction 5**

Why use PCsync? 5

About this guide 6

## **Before you install 7**

System Requirements 7

## **Installing and running PCsync 9**

Installing PCsync 9

## **The PCsync window 11**

PCsync panes 11

My Computer panes 12

Working in PCsync 12

## **Making connections 13**

Cable connections 13

Net Connections 14

Incoming Connections 16

## **Transferring files 17**

Using drag-and-drop 17

Synchronizing files with SmartXchange 17

Using the Migration wizard 20

## **Managing Music Files 21**

## **Sharing folders 23**

Inviting others to share your computer 23

Connecting to a shared folder without PCsync 24

## **Troubleshooting 25**

PCsync installation troubleshooting 25

Uninstalling or reinstalling PCsync 26

Serial cable installation troubleshooting 26

Serial cable connection troubleshooting 27

USB Network cable installation troubleshooting 28

USB Network cable connection troubleshooting 29

## **Where to get more help 31**

## **LapLink Inc. License Agreement 33**



# Introduction

## Why use PCsync?

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

Connect two computers with a LapLink® serial or USB Network cable (available separately) and you can quickly transfer files from one computer to the other. If you just bought a new computer, the PCMover™ migration wizard helps you copy your personal files and settings from your old computer to your new computer. PCsync searches your old computer for the types of files and settings you specify, and then copies them to your new computer for you.

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

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

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

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

Finally, you can specify a folder on your own computer that you want to share with others. PCsync's Invite feature lets you send an e-mail with the connection information they need. You or others can use the Surf Up feature to access your shared folder from a computer that is not running PCsync, but has Internet access using a browser. And the PCsync Connections Monitor lets you view incoming connection activity and disconnect one or all incoming connections at any time.

## About this guide

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

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

# Before you install

## System Requirements

PCsync works with the following Microsoft Windows operating systems:

- Windows 95 (with Windows Sockets 2.0)
- Windows 98
- Windows 2000
- Windows Me
- Windows NT 4.0
- Windows XP

PCsync works with the following Internet browsers:

- Microsoft Internet Explorer 4.01 or later with Java Virtual Machine enabled
- Netscape Navigator 4.5 or later with Java Virtual Machine enabled (Surf Up requires version 6.0 or later)

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

If your computer is missing Java Virtual Machine, Setup will prompt you to install it. You can also install the files from the PCsync Welcome screen or by visiting our website at [www.laplink.com/support](http://www.laplink.com/support).

The required Windows Sockets files are available at [www.laplink.com/support](http://www.laplink.com/support).

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

### **For a computer running Windows XP/Me/98:**

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

**For a computer running Windows 95:**

- 16 MB of memory (32 MB recommended)
- Java Virtual Machine version 5.00.3309 or later
- Windows Sockets 2.0
- Internet Explorer 4.0 (This provides files that PCsync needs to run.)
- 45MB disk space
- Your Windows CD-ROM

**For a computer running Windows 2000/NT:**

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

# Installing and running PCsync

PCsync comes with a blue LapLink serial cable. The serial cable supports all versions of the Windows operating system.

PCsync also supports LapLink's USB Network cable, which is available separately. If both computers have a USB port, you can use the USB Network cable to transfer files up to seven times faster than a serial cable. You must use your LapLink serial cable if you do not have a USB port on both computers.

**Note** Windows XP will not recognize the LapLink USB Network cable software as a digitally signed driver, but the driver will work properly.

## Installing PCsync

To take full advantage of PCsync's features, you must install the software on both computers that will transfer, synchronize, or share files.

- 1 Insert your PCsync CD-ROM into the CD-ROM drive on your computer.
- 2 On the PCsync Welcome screen, click Installation.

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

If PCsync detects that your computer is missing Java Virtual Machine, click Yes when prompted to install it.

If PCsync detects that your computer is missing Windows Sockets 2.0, go to [www.laplink.com/support](http://www.laplink.com/support) to locate the required files.

**Note** After you install other required software, click Installation on the Welcome screen to restart PCsync setup.

- 3 Follow the instructions that appear on your screen.

Have your Windows CD-ROM on hand if you are planning to use the serial cable with PCsync.

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

## Installing the serial cable software

After PCsync has finished copying its files to your hard drive, the Setup program will ask if you want to install the serial cable driver. To connect using the serial cable, you must install this driver.

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

### **Installing the serial cable software:**

- 1 During PCsync Setup, click Install the LapLink serial cable software now.
- 2 Follow the steps that appear on your screen.
- 3 When the cable driver has finished installing, click OK.
- 4 If prompted to restart your computer, click Yes.

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

## **Installing PCsync on a second computer**

You can install PCsync on a second computer that does not have a CD-ROM drive. Use either the blue serial cable or floppy disks.

### **To install PCsync over the serial cable:**

- 1 Install PCsync from the CD-ROM on one computer. See the instructions on page 9.
- 2 From the Windows Start menu, go to Programs, then PCsync and click Remote Install.
- 3 Follow the steps that appear on your screen.  
You will need one blank formatted diskette.  
You will need to know the COM port number that the serial cable is connected to on each computer.

### **To install PCsync using floppy disks:**

- 1 On the Welcome screen, click Make Disks.
- 2 Follow the instructions that appear on your screen.

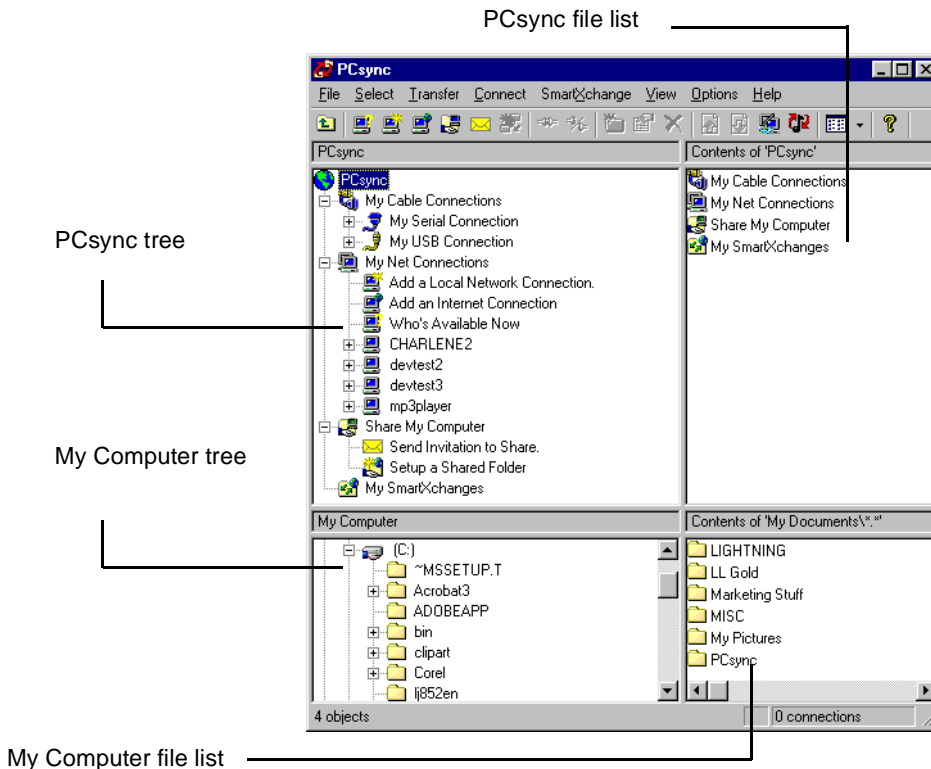
# The PCsync window

The PCsync window has four sections, or panes. The two upper panes display information about the cable, local network, and Internet connections. The upper panes also display information about pre-defined transfer jobs, called SmartXchanges. The two lower panes display the folders and files on your local computer.

## PCsync panes

The upper-left pane is called the PCsync tree. Here you can navigate and explore your cable, local network, and Internet connections. You can also select a folder on your local computer and invite others to share it.

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



## My Computer panes

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

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

## Working in PCsync

By default, PCsync automatically detects an existing cable connection when you start the program on the two connected computers. You can also disable this feature in the Port Status dialog box.

---

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

# Making connections

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

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

## Cable connections

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

The LapLink serial cable works with all Windows operating systems. Both computers must have a USB port to use the USB Network cable, which works with Windows 98, Me, 2000, and XP.

**Note** You can purchase the USB Network cable at a reduced price when you register your copy of PCsync.

### Try it: Connect two computers by cable

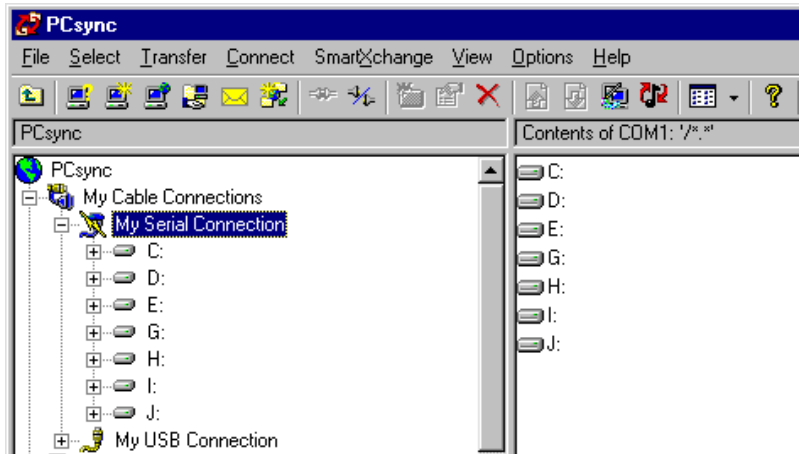
- 1 Make sure that a LapLink serial or USB Network cable is attached to both computers.
- 2 Start PCsync on both computers.

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

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

The LapLink serial cable is included in the box with PCsync. To order the USB Network cable, visit [www.laplink.com/products](http://www.laplink.com/products).

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



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

## Net Connections

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

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

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

## Local Network Connections

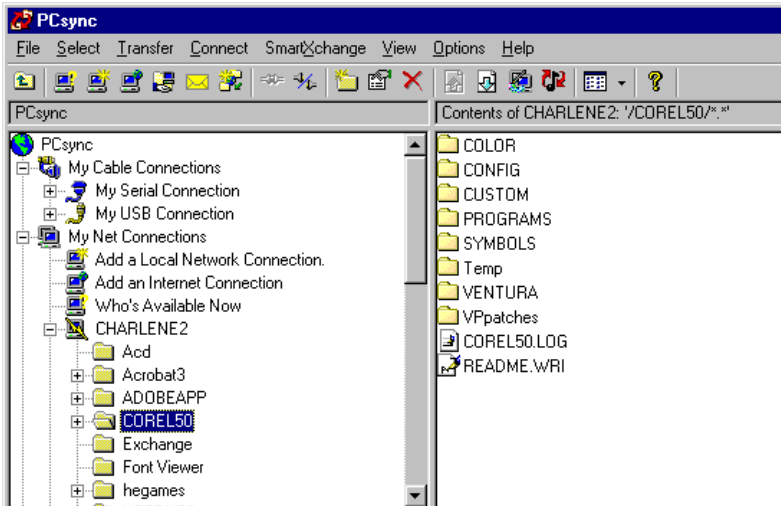
You can access shared folders on other computers running PCsync on your local network. The person sharing the folder must provide you with the connection information, including a user name and password.

## Try it: Connect to another computer on the local network

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

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

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



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

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

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

## Internet Connections

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

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

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

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

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

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

## Incoming Connections

When you share a folder, you allow other users to make incoming connections to your computer. You can view and manage these connections using the PCsync Connections Monitor.

The Connections Monitor runs whenever you run PCsync and displays an icon on the right side of your Windows taskbar. You can also set the Connections Monitor to run whenever you start Windows. This allows you or others to make incoming connections to your shared folder without running the PCsync program.

To view incoming connection information, double-click the PCsync Connections Monitor icon in the taskbar. The monitor displays all current incoming connections, the length of time connected, idle time, the name of the file being transferred, and other information. You can disconnect individual connections or all connections.

You can also quickly enable or disable all incoming connections. Right-click the Connections Monitor icon in your task bar and click Enable Incoming Connections. A check mark appears next to the item when it is enabled.

For more information about the PCsync Connections Monitor, see the online help within PCsync.

# Transferring files

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

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

## Using drag-and-drop

You can use the Windows drag-and-drop feature to transfer files between your hard drive in the My Computer panes and your cable or net connections in the PCsync panes.

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

- 1 In the PCsync tree, click the appropriate cable connection.  
The contents of the second computer appear in the PCsync file list.
- 2 Drag a file from the upper-right pane and release it into a folder in the lower panes.  
A copy of the file appears in the My Computer list pane.

## Synchronizing files with SmartXchange

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

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

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

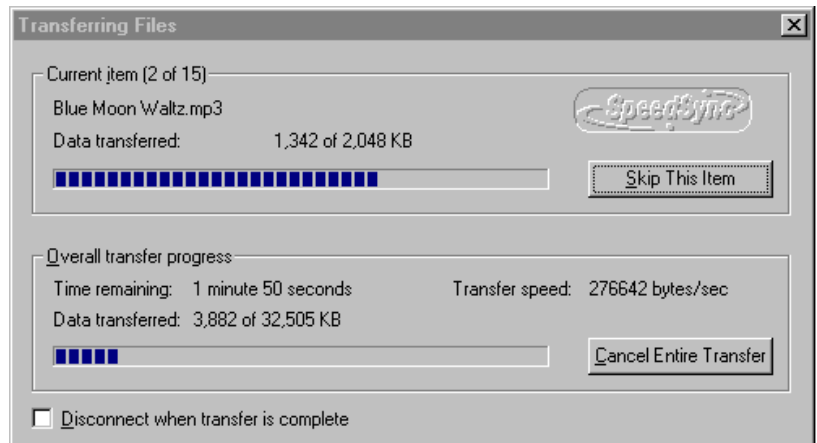
- 1 Connect to another computer by cable, the Internet, or local network.
- 2 In either PCsync pane, click the folder you want to include in the SmartXchange.
- 3 In either My Computer pane, click the folder you want to include in the SmartXchange. On the toolbar, click the New SmartXchange button.
-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

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

- 6 Click the direction you want the files to be copied, or click Two-way SmartXchange to put the newest files in both folders.
- 7 If you want the SmartXchange to create an exact duplicate of the local folder and put it on the remote computer, click Make my remote folder a replica of my local folder.

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

- 8 Check Run SmartXchange Immediately after I click OK.



Your files are now synchronized and your SmartXchange appears in the PCsync tree.

**To re-use your saved SmartXchange:**

- 1 In the PCsync tree pane, click My SmartXchanges.

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

## Understanding the Preview screen

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

- If a file will be added, you see No File Exists.
- If a file will be transferred to the remote computer, you see Upload.
- If a file will be transferred to the local computer, you see Download.
- If both files have changed since the last time the SmartXchange was run, you see Conflict.

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

- 1 Click the file that displays Conflict.
- 2 Decide which computer has the file you want to keep.  
**Tip** If you are connected by cable, you may want to open the file on both computers before making this choice.
- 3 Click the Upload arrow to transfer the file to the remote computer or click the Download arrow to transfer the file to the local computer.  
Click the Skip button if you don't want either file to be copied.
- 4 Click the Next Conflict button. This will find the next conflict. All conflicts have been resolved when the Next Conflict button isn't available.
- 5 Click OK to copy the files.

## Changing your SmartXchange

- 1 In the PCsync tree pane, click My SmartXchanges.
- 2 In the PCsync list pane, right-click the SmartXchange you want to change, and click Properties.
- 3 Make the changes you want and click OK.

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

## Using the Migration wizard

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

Use PCMover to:

- Specify the files that you want to copy. For example, you can include or exclude specific directories, files types, or individual files.
- Search your old computer for desktop settings, such as wallpaper, taskbar, icons, and colors.
- Capture network settings, such as the computer name, Windows drive mapping assignments, and folder and directory share assignments.
- Migrate application settings for many popular programs, eliminating the need to re-enter your preferences manually.

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

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

### **Try it: Use the Migration wizard**

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

# Managing Music Files

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

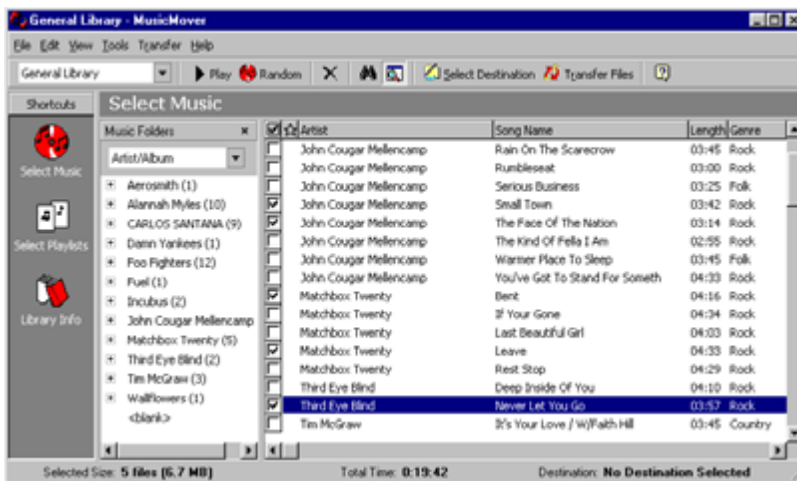
MusicMover supports MP3 music files. An MP3 is simply music stored in a computer audio format. This format reduces the number of bytes in a song without diminishing the sound quality. The difference in size allows you to transfer music files more quickly and to store more on your computer.

## Try it: Transfer your music files

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

Or

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



- 6 Click the Transfer Files button on the toolbar.

You can also use MusicMover to:

- Set up multiple music libraries
- Organize your music files into playlists
- View statistics about your music collection
- Play music from your collection on your media player
- Search for songs in your music collection by artist, album, year recorded, or genre (for example, rock, jazz, or classical)
- Locate and remove duplicate songs in your library

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

# Sharing folders

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

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

## Try it: Set up a shared folder

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

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

**Note** Use the PCsync Connections Monitor to view and manage incoming connections to your shared folder. See page 16 for more information.

## Inviting others to share your computer

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

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

You first decide whether you want others to only view and retrieve files in your shared folder or if you want to allow them to add, change, and delete files in your folder. When you use the Invite

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

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

feature, you select the type of access you want to give that person. PCsync displays the e-mail message with the appropriate password (read only or full access). You simply add the e-mail address and send the message.

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

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

---

## Connecting to a shared folder without PCsync

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

### Try it: Connect to PCsync using your Internet browser

- 1 Verify the following on the computer that you want to connect to:
  - PCsync is running and a shared folder has been defined
  - You have the necessary connection information for the shared folder (unique name for the PC, user name, and password)
  - The computer is connected to the Internet

**Note** If this computer is behind a firewall, it may not support Surf Up connections.

- 2 Verify the following on the computer that you want to connect from:
  - The computer has Internet Explorer 4.0 or later or Netscape Navigator 6.0 or later
  - The computer is connected to the Internet
- 3 In the browser address box, type <http://www.laplink.com/surfup>.
- 4 Enter the Unique Name for the computer running PCsync and follow the instructions on the Web pages that appear.

You can view, print, and save files to the local computer using your browser menus and commands.

You can also upload files from this computer to the shared folder. Select the folder you want to copy files to and click the Upload a File button. On the upload Web page, type the name of the file you want to copy or browse to locate it on your computer, and then click Upload.

# Troubleshooting

The PCsync knowledge base of technical documents used by LapLink support technicians has been included on your PCsync CD-ROM.

**To view the recommended technical documents, follow these steps:**

- 1 Using Windows Explorer, open the Tech Support folder, then the TechDocs folder on the PCsync CD-ROM.
- 2 Double-click VIEWER.HTM.
- 3 Type the number of the recommended technical document and click Search.
- 4 Follow the steps for the solution.

If you downloaded PCsync from the Web, the TechDocs folder is not included. To view the recommended technical document, go to [www.laplink.com/support](http://www.laplink.com/support) and click Search our Knowledge Base. Type the document number in the appropriate search field.

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

## PCsync installation troubleshooting

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

There are two possible solutions to this problem

- Make sure you have closed all other applications, then run the setup program again.
- Install PCsync from Windows Safe Mode. See Technical Document 354: Installing PCsync in Windows Safe Mode.

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

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

There are several solutions to this problem.

- In the message box, click OK. Wait 10 seconds, then try to run the Setup program again.

- If your computer is running Windows NT or Windows 2000, you must have administrative privileges before PCsync's setup program can start. Check the user permissions or contact your network administrator for assistance.
- If you continue to see this error message, contact LapLink Technical Support for assistance.

## Uninstalling or reinstalling PCsync

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

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

**Error LLtrack.dll File not Found**

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

- See Technical Document 11: Error Message: 0x80040702 Failed to Load dll: Ilcintf.dll or LLtrack.dll is not found when Installing or Uninstalling PCsync.

## Serial cable installation troubleshooting

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

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

- See Technical Document 158: My Serial Connection or My USB Connection Fails to Appear under My Cable Connections.
- See Technical Document 353: Looking at TCP/IP Bindings when Troubleshooting a PCsync Serial Connection.

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

## Serial cable connection troubleshooting

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

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

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

### Symptom: Error Message - PCsync could not complete the task in the time allowed.

- Exit and restart PCsync on both computers. Wait about 10 seconds, and then click My Serial Connection a second time.
- See Technical Document 349: Error Message: PCsync could not complete the task in the time allowed.
- Verify the serial cable driver has been correctly installed. See Technical Document 348: Verifying the LapLink Serial Cable Network Adapter Installation.
- Check for personal firewalls or DSL/cable modem routers that may be blocking the TCP/IP protocol.

Here's a list of documents about how to configure common firewalls:

BlackIce Defender: 286

McAfee: 287

Norton Personal Firewall: 285

Zone Alarm: 284

Here's a list of documents about how to configure common DSL/cable modem routers:

3COM Home Connect Wireless Gateway: 293

Linksys Etherfast Router: 304

SMC Barricade Router: 295

NetGear Cable/DSL Router: 307

D-Link Residential Gateway: 323

For information about configuring other firewalls or routers, see Technical Document 303: Using PCsync in a Secure Environment.

### Symptom: Error Message - PCsync could not make a cable connection.

- See Technical Document 349: Error Message: PCsync could not make a cable connection.
- Check for personal firewalls or DSL/cable modem routers that may be blocking the TCP/IP protocol. See the list of firewalls and router documents that are listed on page 27.

## USB Network cable installation troubleshooting

The USB Network cable is sold separately. If you upgraded from previous versions of PCsync, you do not need to reinstall or change the USB Network configuration to use the cable with PCsync version 3.0.

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

- See Technical Document 158: My Serial Connection or My USB Connection Fails to Appear under My Cable Connections.

**Note** When you've completed the steps in this document, go to PCsync's Options menu and click Port Status. Enable the USB port again.

- Confirm that the cable has been correctly installed. The cable driver (network adapter) must be installed before the cable is attached to the computer. See Technical Document 194: PCsync Fails to Connect using the USB Network Cable.

**Note** One of the steps in this technical document has you check TCP/IP bindings and remove unused adapters. If you need to remove additional adapters, first look for the LapLink Serial Cable Network Adapter. Before removing any other adapters, consider carefully how your other programs may be affected by the removal of its adapter. If another program has installed an adapter you want to remove, contact their technical support group for assistance.

- Uninstall PCsync and reinstall while the computer is running in Safe Mode. See Technical Document 354: Installing PCsync in Windows Safe Mode.

### **Symptom: Error Message: Vnetsup 6106: The string specified by the Computername Keyword in the registry was not found.**

This error can occur after installing the USB Network cable. See Technical Document 177: VNetsup Error 6106.

## **USB Network cable connection troubleshooting**

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

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

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

### **Symptom: I'm trying to connect, but nothing happens when I click My USB Connection.**

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

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

- See Technical Document 629: Quick Tips for using the USB Network Cable with PCsync.
- See Technical Document 194: PCsync Fails to Connect using the USB Network Cable.

### **Symptom: Performance over the USB Network Cable doesn't meet expectations.**

See Technical Document 360: Improving the Transfer Rates over USB Network Connections.



---

# Where to get more help

PCsync offers these convenient ways to use online Help.

- Browse the Help documentation within PCsync. Click Help Topics on the PCsync Help menu or click the question mark on the PCsync toolbar to use the Help index and Find features to search for specific information.
- Use What's This Help to view information about items within a dialog box. Click the question mark in the upper right hand corner of the dialog box, or press the F1 key, and then click the item you want help with. You must have focus on the item before you press the F1 key. You can also click the Help button in the dialog box to view information about the entire dialog box.

You can also visit [www.laplink.com/support](http://www.laplink.com/support) and submit questions to Technical Support.

Where to get more help

# LapLink Inc. License Agreement

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

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

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

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

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

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

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

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

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

**LIMITED WARRANTY.** LapLink warrants the physical program media, cable(s) and physical documentation to be free from defects in materials and workmanship for a period of 90 days from the date of your purchase.

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

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

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

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

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

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

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

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