LAPLINK® FOR WINDOWS® NT
Version 7.5a

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Welcome to LapLink for Windows NT. This document contains information that was unavailable at the time the manual was printed. For your convenience, this file is installed on your hard disk with LapLink for Windows NT.

Contents

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I.   Setup and Uninstall issues

A.   *You must have the rights to install LapLink*

You cannot install LapLink for Windows NT unless you are logged on to Windows with sufficient rights. This means that your user account should include the Administrator rights built into the operating system.

To determine your rights, click the Start button, point to Programs and then Administrative Tools (Common). Click User manager, and then double-click your account. If you are denied access, contact your system administrator.

B.   *Restart your computer after Setup or Uninstall*

It is strongly recommended that you restart your computer as soon after installing or uninstalling LapLink as possible.

A restart is essential when you reinstall LapLink after uninstalling it. You cannot reinstall LapLink properly unless the computer has been restarted since the uninstall.

II.   File Transfer issues

A.   *Transferring files with long names*

Windows NT gives you greater flexibility in naming your files: you are not limited to eight characters with a three-character extension. LapLink for Windows NT fully supports the long file name feature: file names appear in their entirety in File Transfer windows, and, with the exceptions noted next, you retain the long names when you transfer the files.

1.   When long file names are not transferred

Long file names pose a problem when you are transferring them to a target that does not support long file names. Such targets include the following:

Many networks
A computer running Windows 3.1
A computer running LapLink for Windows 6.0 (in Windows 3.1 or Windows 95)
Floppy disks and other removable media

The remainder of this section deals with file transfers to targets that do not support long file names.

2.   Using Copy and Move

If you copy or move a file with a long name to a target that does not support long file names, LapLink automatically detects the situation and displays a dialog box. You can then create your own short name, let LapLink name it for you, proceed to the next file without copying this one, or cancel the entire operation. If there are several long file names, you can click Automatic to let LapLink create short names for all the files at once.

How LapLink automatically assigns short names The short name LapLink assigns to a file depends on the long file name and the number of times the long file name has been transferred to a particular target, as illustrated in the following examples:

Name of file copied: **LongFileName.DOC**
Short name assigned in first transfer: **LongFile.DOC**
Short name assigned in second transfer to the same target: **LongFil1.DOC**
Short name assigned in third transfer to the same target: **LongFil2.DOC**

Repeat transfers to the same target If you let LapLink assign short names in repeat transfers to the same target, you will create new files instead of overwriting old ones. (See the example above.)

To prevent this accumulation of files, you can rename the source files, assigning only short names. Or you can assign the short names yourself when LapLink displays the Create Short File Names dialog box; be sure to assign the same name in each transfer.

3.   Using SmartXchange

Since SmartXchange is intended as a two-way exchange of files, it is not recommended for synchronizing files with long names when either the source or the target does not support long file names. If you want SmartXchange to work as intended, give all files short names before synchronizing.

Note: SmartXchange is completely disabled if there are long file names on the source, and the target does not support long file names. LapLink detects this situation and displays a message informing you of the problem. SmartXchange is reduced to a one-way transfer if there are long file names on the target and none on the source: LapLink automatically detects the situation and displays a message informing that you can copy files only from the source to the target.

4.   Using Clone

You can safely use the Clone feature to clone folders in all circumstances except one: when you are trying to replicate a source containing files with long names onto a target that does not support long file names. In such circumstances, use Clone with caution; you may lose files from the target even if they are newer than their long-name counterparts on the source.

The Clone feature may also be used to clone two Windows NT machines as long as the target drive is not a bootable drive. Windows NT and LapLink cannot delete or copy files that are in use. To clone a system make sure the target drive is configured as a slave drive and LapLink's Filter command is checked to Show Hidden and System Files.

Note: Cloning an entire drive is not recommended unless you are a system administrator or experienced user. Check Traveling Software's Faxback or Internet address (http://www.travsoft.com) to resource more information and updates on this subject.

B.   *Connecting to a computer not yet logged on to Windows NT*

As a security measure, LapLink does not allow users to connect to a computer and open File Transfer while the computer is waiting to be logged on to Windows NT. When you attempt to open a File Transfer connection to a computer running LapLink and displaying the Windows NT logon dialog, you see this message: "Creation of window failed."

The solution is to open a Remote Control connection, log the remote computer on to Windows NT, and then open File Transfer.

C.   *Removing LapLink Scheduler*

LapLink Scheduler is a utility installed during LapLink Setup to schedule and run Xchange Agents. The LapLink Scheduler icon appears on the Windows taskbar.

If you do not intend to use the Xchange Agent feature, you may want to remove this utility from your system.

To remove LapLink Scheduler:

1.   Right-click the Start button.
2.   Click Open All Users.
3.   Double-click Programs and then click Startup.
4.   Click LapLink Scheduler.
5.   Press DELETE and click Yes to confirm.

III. Remote Control issues

A. *Using Remote Control in VGA mode*

When you start your computer in the VGA mode of Windows NT, you can make a LapLink connection to other computers and use Remote Control and File Transfer but your computer cannot serve as a Remote Control host. That is, it cannot be remotely controlled by other computers.

When you start in VGA mode, the operating system notifies you that it cannot load a device driver (TSISTRM.SYS). Without this driver, a computer can still serve as a LapLink guest.

B. *Running DOS on a Windows NT host*

You cannot control full-screen DOS programs on a Windows NT host. When you attempt to display a DOS program full screen, LapLink minimizes the program and displays a warning message. To close the DOS program, right-click the icon, and click Close.

You can control a DOS program by setting up Windows NT to display DOS programs in a window. If you use a shortcut to a DOS program, for example, right-click the shortcut icon, click Properties, and then click the Options tab. Below Display Options, check Window.

C. *Pressing CTRL+ALT+DELETE in a Remote Control session*

Pressing CTRL+ALT+DELETE on a Windows NT computer always displays the Windows Security dialog box on that computer. When you are working in a full-screen Remote Control session, pressing CTRL+ALT+DELETE not only displays the Security dialog box locally but also causes the CTRL and ALT keys to be pressed-but not released-on the host computer. To release these keys and resume normal keyboard operation press CTRL and ALT again.

Note: To have CTRL+ALT+DELETE take effect on a *host* computer, click Send CTRL+ALT+DELETE to Host on the guest's Session menu. Or press the key combination specified on the NT Logon tab of the host's Remote Control Options.

D. *Do not install other Remote Control products with LapLink*

Because of possible incompatibilities, avoid installing LapLink and another Remote Control product on the same computer.

E. *Avoid changing the display properties of a host during Remote Control*

As a guest, avoid changing the Refresh Frequency and other settings in the host's Display Properties. To safely change these properties, you should be seated at host and fully informed of the capabilities of the monitor. Incorrect settings can damage a monitor.

IV. Connection issues

A. *Using ISDN with LapLink for Windows*

LapLink provides high-speed remote control and file transfer over properly configured ISDN devices. That is, if the ISDN hardware has been set up to work correctly according to the instructions of your telephone service provider, then LapLink will be able to make connections over it.

*Note***:** LapLink for Windows NT now supports CAPI 2.0. CAPI 2.0 is an ISDN standard that is

available in Europe and widely used in Germany.   It is rarely used in North America and the United States.

If you have a CAPI modem and have installed the requisite CAPI drivers, LapLink will display a new connection type, Connect over CAPI 2.0/ISDN.   Without the adapter and drivers, LapLink does not display the CAPI connection type.   For more information, see "Connecting via CAPI 2/0/ISDN" in the User's Guide and "Using CAPI 2.0" later in this document.

If you do not use CAPI, there are two common ways that ISDN adapters are set up:

*   The device may operate as a Windows NT (TAPI) modem and appear to communications programs as a modem. If this is the case, go to LapLink's Port Setup and enable the "WinNT Modems" line. Your ISDN modem model will show in the Current Port Status area.

        You can use Connect over Modem or Connect over Dial-up Networking to make a LapLink connection.

        You will achieve the fastest connections when one ISDN modem is calling into another ISDN modem.

*   The device may be set up with it's own dialer to log on to a network. With this type of connection, make the network connection first. Then, use Connect over Network to connect to other PCs running LapLink on the network you are dialing in to.

If you have problems connecting be sure to follow the troubleshooting instructions in your ISDN device documentation. Or, for more information about ISDN data communications call the telephone company providing your ISDN service.

B.   *Changing firewall security for connections over the Internet and wide-area networks*

This section is to inform system administrators of TCP/IP networks how to configure their network security system for LapLink for Windows NT connections over the Internet and wide-area networks. Unless the firewall configuration is changed, such connections cannot occur.

LapLink for Windows NT connections require the use of two TCP/IP ports. Traveling Software has registered port 1547 with the Internet Assigned Numbers Authority; this is the number of the port the host computer uses to receive connections. To allow LapLink connections over the Internet or wide-area networks, open port 1547.

On most systems, the second (source) port is assigned dynamically, by providing the next available TCP port number above 1024. On such systems, opening port 1547 alone will allow Internet connections.

On some systems, however, the guest computer must request a specific source port. To allow Internet connections on these systems, you must open a second port. The port number can range from 1025 to 65535 other than 1547; the higher the number, the less chance of a conflict with another TCP/IP application.

In addition, LapLink users must edit their LLW.INI file to request use of the specified port. (The LLW.INI file is located in the TSI32\LLW folder within the Windows NT folder.)

To request a specific source port, edit the [TCPIP] section of the LLW.INI file to include this line:

ClientPort=*nnnnn*

where *nnnnn* is the number of the source port.

C. *Ensuring that telephone numbers are dialed correctly*

In LapLink you can use the Windows Dialing Properties to simplify the process of accessing outside lines and making long-distance and international calls. With the recent proliferation of area codes in the United States, however, Dialing Properties may not always produce the correct number to dial. This may happen, for example, when you make a local call to another area code or a long-distance call within the same area code.

If you find that a number is not being dialed correctly, revise its entry in the LapLink Address Book:

1. Clear the Use Country Code and Area Code box.
2. In the Telephone Number box, type the number exactly as it is to be dialed. Include the number for outside access, country code, area code, and "1" for long-distance, as required.

Note: Address Book entries created in this way do not automatically change with the location from which you dial. If you travel with your computer, you may have to edit the telephone number in Address Book to reflect your current location.

D. *Using a modem with SoftEx card and socket services*

If you have a newer Dell Latitude laptop computer or some other computer with SoftEx card and socket services, you will not be able to open a LapLink connection by modem until you have replaced the LapLink serial driver with the serial driver from SoftEx. You can then connect by modem, but not by serial cable.

To allow LapLink modem connections on computers with SoftEx card and socket services:

1. In Windows Explorer navigate to this folder within your Windows NT folder: System 32\ Drivers.
2. Rename the SERIAL.SYS file to SERIAL.TSI.
3. Rename the SERIAL.NT file to SERIAL.SYS.
4. Restart your computer.
5. Start LapLink and click Port Setup on the Options menu.
6. Double-click WinNT Modems and then click Enable Port.

E. *Disconnecting a Dial-Up Networking connection*

When connecting by modem, you can instruct LapLink to break a connection after a specified number of minutes in which there is no activity at either end of the connection. (Click Connect Options on the Options menu; then click the Disconnect tab.)

In most cases, the connection is completely broken after the specified period. With Dial-Up Networking connections, however, you must complete the process: on the Connect menu, click Disconnect. Then click Disconnect All.

V.   Issues when LapLink is running as a service
Note: To run as a service in Windows NT, a program must start before the Windows logon dialog box appears. By setting up LapLink to run as a service on a computer, you ensure that remote users can connect at the logon prompt using Remote Control.

A. *Quick Steps may not be available*

LapLink is set up to automatically display instructions when you open dialog boxes. These Quick Steps windows appear beside the dialog boxes to help you complete the tasks.

Quick Steps are not available, however, if LapLink has been configured to start automatically before the Windows NT logon. This feature is set on the NT Logon tab of Remote Control Options.

B.   Keep LapLink running

In certain circumstances, closing LapLink will prevent other users from connecting at the logon prompt even when LapLink has been restarted. Such connections will not be available again until the computer has been restarted.

Avoid closing LapLink under these circumstances:

You have only user rights (without Administrator rights).
LapLink is set up to start automatically before the Windows NT logon. (This feature is set on the NT Logon tab of Remote Control Options.)

If you have Administrator rights, simply restarting LapLink will allow other computers to connect; after logging off, you do not have to restart the computer.

VI. Using CAPI 2.0

LapLink for Windows NT now supports CAPI 2.0. CAPI 2.0 is an ISDN standard that is available in Europe and widely used in Germany.   It is rarely used in North America and the United States.

If you have a CAPI modem and have installed the requisite CAPI drivers, LapLink will display a new connection type, Connect over CAPI 2.0/ISDN.   Without the adapter and drivers, LapLink does not display the CAPI connection type.

A.   Channel bonding

In most respects, a CAPI connection behaves like a Windows (analog) modem connection.   For example, to allow incoming connections you have to relax security and make sure the device is set to Auto Answer.   CAPI, however is slightly more complex because a typical ISDN hook up allows two B (data) channels.   These channels can be used separately, for two concurrent LapLink connections (or one LapLink connection and a voice call).   Or, they can be bonded, for a single high-speed LapLink connection.

Some CAPI-enabled ISDN adapters are less adept at channel bonding than others.   If bonding causes problems with your set up, try these solutions:

*   In order make a high-speed bonded connection BOTH COMPUTERS must have Channel bonding set to Enable.   If one computer is set to bond and the other is not, LapLink may attempt to make the connection, show the "Reading services" message, and then fail to connect.

*   Avoid cancelling a connection before it is complete.   Canceling a bonded connection attempt can disrupt the CAPI drivers.   If you cannot connect after cancelling a connection attempt, restart both PCs.   This problem does not occur if you do not cancel during a connection.

B.   CAPI and DOS box remote control

In addition, a computer acting as a remote control host over a CAPI connection may not allow concurrent connections from a third computer.   You may need to close the remote control host

service before additional computers can connect.

C. Entering telephone numbers in the Auto Answer number field

CAPI 2.0 adapters only process telephone numbers consisting of the numerals 0-9.   When entering numbers in the *Accept incoming calls only on the following numbers* field do not enter other characters--such as -) (/ or .--into the field.   To enter more than one number, separate them with a semicolon (;).

For more information about CAPI 2.0, see "Connecting via CAPI 2/0/ISDN" in the user's guide and CAPI-related topics in LapLink Help.

VII. Making suggestions to improve LapLink for Windows NT

Traveling Software is constantly looking for ways to improve its products. Over the years, our customers have been the ones who have provided some of the best product improvement suggestions.

We encourage you to send us your comments, criticisms, and ideas. We will try to implement your requests in future versions. When writing, please specify the component you are referring to by name.

Mail your comments to:

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