Network HotSync
Handbook

3Com

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# Contents

Chapter 1

Getting Started

This handbook describes how to use the network HotSync® software to remotely synchronize your computer and a Palm III™ connected organizer. For information on how to use other Palm III organizer applications and HotSync software, refer to the *Applications Handbook for the Palm III Organizer.*

About Network HotSync Software

The network HotSync application enables you to synchronize your e-mail, date book, to-do list, address book, expenses, and memos — all the information that helps you stay organized — via a network connection. Using network HotSync software, you can synchronize your information either via a dial-in connection with a modem, or via a direct network connection over a local area network (LAN) or wide area network (WAN). The initial setup for both methods is the same: simply install the network HotSync software on your Primary computer (the computer with your data) and then perform a local HotSync operation. The local HotSync operation transfers the information needed to perform a network HotSync operation to your Palm III organizer.

### Dial-in Network HotSync Operations via a Modem

You can use network HotSync to dial into your corporate network and perform a HotSync operation with your Primary computer through a modem. You can use this option to dial into servers made by U.S. Robotics, 3Com®, Ascend, Cisco, and Shiva, as well as Windows® NT computers set up with Remote Access Services (RAS).

RAS, PPP, or TCP/IP-enabled
dial-in server

**Your Palm III
organizer**

**Your Primary
computer**
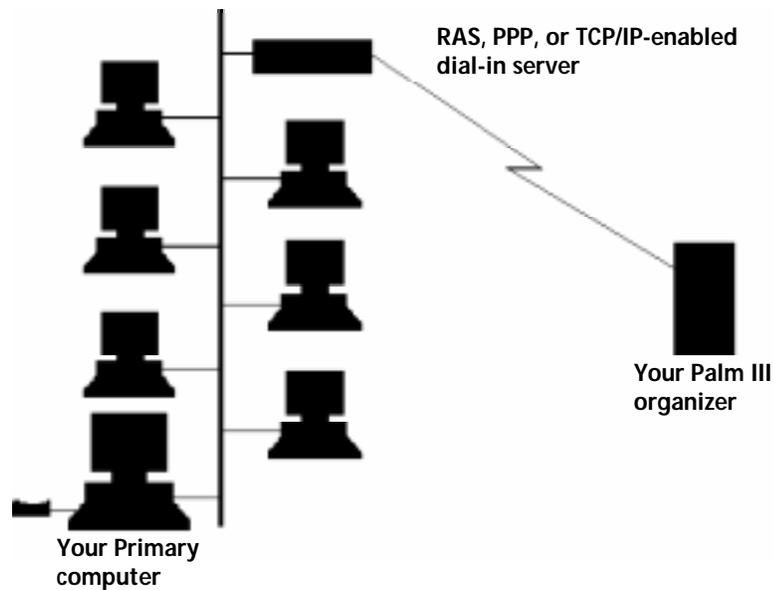
In general, the dial-in network HotSync feature should be
compatible with almost any TCP/IP-enabled dial-in server.
Once configured, all you have to do is attach a PalmPilot™
Modem and press the HotSync button. The Palm III organizer
dials into your network, finds your computer on the network,
and synchronizes your files.

Direct Network HotSync Operations via a LAN or WAN

You can use network HotSync to synchronize your Palm III
organizer with your Primary computer over a LAN or WAN.
This option lets you synchronize your Palm III organizer from
any computer on your network which has the network HotSync
software installed. Whether you are on different floors of the
same building, across the country, or on the other side of the
world, you can still synchronize your Palm III organizer with
your Primary computer.

Los Angeles   Router   Router   Chicago

Your
Palm III
organizer

Your Primary
computer
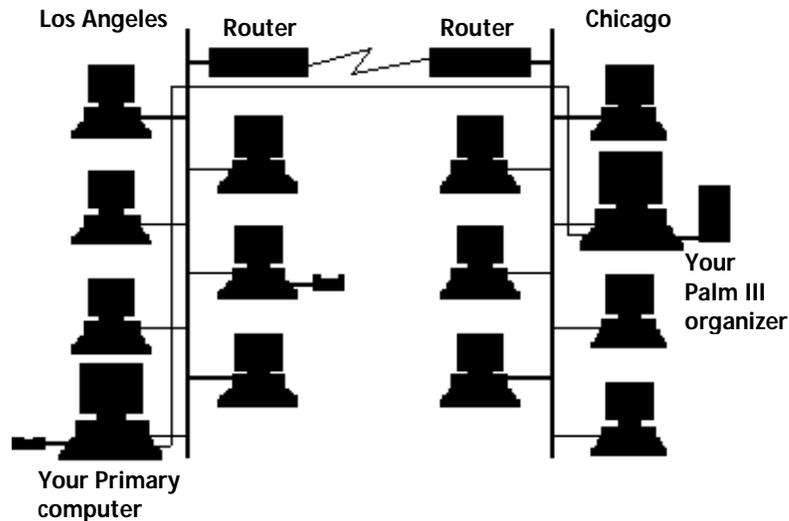
System Requirements

- PalmPilot Professional 2.0, Pilot 1000, Pilot 5000, PalmPilot Personal with 2 MB Palm Upgrade, or Palm III organizer
- Palm Desktop 3.0 software
- Windows 95 or Windows NT 4.0
- Windows 95, Windows NT 4.0 TCP/IP or Chameleon 32 bit TCP/IP stack.
- PalmPilot Modem or compatible modem with modem cable (for dial-in network HotSync operations only)

Note: Macintosh and Windows 3.x systems are not supported.

Installing Network HotSync Software

Because a majority of Palm III organizer users will not use network connections, this feature is not part of the standard installation. This approach conserves memory resources on your Palm III organizer and on your computer.

Follow the instructions in this section to install the network HotSync software if either of the following applies:

- You own a Palm III organizer and you have never installed the network HotSync software
- You upgraded your PalmPilot to Palm III level hardware and you have never installed the network HotSync software

If you own a PalmPilot Professional and have not upgraded to Palm III level hardware, you must purchase the network HotSync software that is compatible with that product. The price is $69, and the part number is 90106U. You can obtain order information on the Palm web site: http://www.palm.com.

If you upgraded your PalmPilot Professional and PalmPilot Desktop 2.0, and you installed the network HotSync software before the upgrade, then you do not need to install the network HotSync software. In this situation the Palm Desktop 3.0 software automatically installs and enables the network HotSync software during installation.

Note: The following instructions assume the Palm Desktop 3.0 software is already on your computer.

To install the network HotSync software:

1. Download the setup program from the Palm web site (http://www.palm.com) and store it in the C:\Windows\Temp folder.

2. Exit all open Windows programs and disable any virus-scanning software.

3. Select Run from the Start menu to open the Run dialog.

4. Type C:\Windows\Temp\Setupex.Exe and click OK. If you stored the setup program in another location, then enter that folder name instead. For example, if you used C:\My Documents, enter C:\My Documents\Setupex.Exe.

5. Follow the on-screen installation instructions.

6. Place your Palm III organizer in its cradle and perform a local HotSync operation to complete the network HotSync software installation.

Setting up Dial-in Support on Your Palm III Organizer

If you plan to use the network HotSync software only for direct network synchronization, skip to "Performing a Direct Network HotSync Operation" in Chapter 2.

To use the dial-in feature of the network HotSync software, you must enter the user name, password, and phone number for the server with which you want to connect. Ask your System Administrator for this information before you begin the setup process.

Tip: If you use Windows 95 Dial-up networking to dial into your network from your laptop or home computer, it's likely you can use the same user name, password, and phone number for the network HotSync software dial-in support feature.

Some networks or services may require other dial-in settings in addition to the ones described in the following instructions. If your network or service requires additional information, see the *Applications Handbook for the Palm III Organizer* for information about editing and creating a service template.

To setup dial-in support for the network HotSync software:

1. Tap the ![icon] icon in the Applications Launcher of your Palm III organizer to display the HotSync screen.
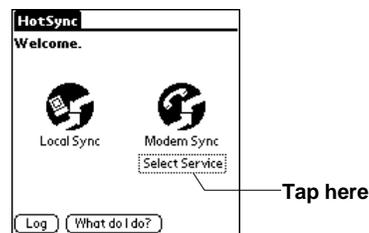
2. Tap the text below Modem Sync to open the Network Preferences screen.
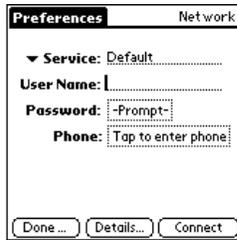
3. Enter the user name you use to connect through your remote access server in the User Name field.

    Note: Most dial-in servers do not accept spaces in the user name.

4. If you want to enter the password automatically, tap anywhere in the Password field to open the Password dialog, enter the *exact* password you use to log in to your server, and then tap the OK button to return to the Network Preferences screen.
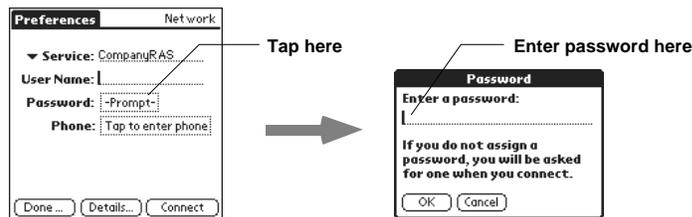
    Note: The Password field identifies the password you use to log in to your server. This field displays two possible settings: Prompt (the default setting) or Assigned. If you enter a password, your Palm III organizer displays the word, "Assigned," and automatically enters the password during the log-in procedure. If you do not enter a password in this field, your Palm III organizer displays the word, "Prompt," and asks you to enter a password during the log-in procedure.

Tip: If you are concerned about security, select the Prompt option.

5. Tap the Phone field to open the Phone Setup dialog.

Phone Setup ⓘ

Phone #: 767-1506 ———————— Enter your
dial-in server's
☐ **Dial prefix:** 9 phone number here
☐ **Disable call waiting:** 1170
☐ **Use calling card:**

(OK) (Cancel)
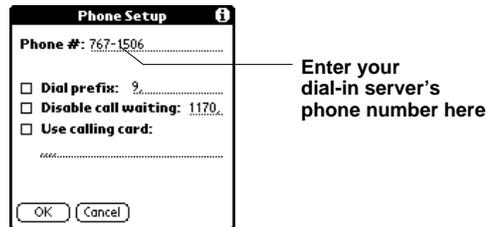
6. Enter the phone number you use to reach your dial-in server.

Note: If the phone number is outside your local service area, make sure you enter 1 and the area code before the phone number. For details about the options in this dialog, see "Network Preferences and TCP/IP Software" in the *Applications Handbook for the Palm III Organizer.*

7. After you finish entering the phone number information, tap the OK button to confirm your selection and return to the Network Preferences screen.

8. In the Service field enter a name that corresponds to the settings that you have defined. For example, if you entered the settings you need to connect to the server from home, you might enter "Home" as the Service name.

Preferences Network

▼ **Service:** Home ———————— Enter a Service name
User Name: wolc
Password: -Prompt-
Phone: 555-1212

(Done ...) (Details...) (Connect)
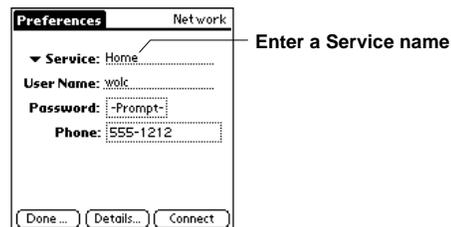
> **Tip:** If you plan to use the network HotSync software from various locations, you can set up different service templates with various phone number settings for your needs. For example, you could set up a template called "Home" that disables call waiting and does not dial the area code — and you could set up another template called "Hotel" that adds a "9," prefix and uses a calling card.

9. Tap Done to return to the Remote Setup screen.

10. Select the Service name you just entered and tap the OK button to complete the setup process.

Now you are ready to perform a dial-in network HotSync operation. See the next chapter for details.

Chapter 2

Performing a Network HotSync Operation

Once set up correctly, it is very simple to perform a network HotSync operation. If you are using the dial-in support feature and have the PalmPilot Modem, simply snap on the modem, attach the RJ11 analog phone line and press the HotSync button on the modem. A direct network HotSync operation is even easier--just place your Palm III connected organizer into the cradle of a computer on the network that has network HotSync software installed and press the HotSync button.

If you have trouble performing a network HotSync operation and have carefully followed the instructions in the "Getting Started" chapter, refer to "Troubleshooting" in Appendix A.

Tip: Before you go on the road with your Palm III organizer and the network HotSync software, test your configuration while you're still close to your computer. Use a nearby analog phone line to test dial-in support, or a colleague's computer to try a direct network HotSync operation. This way, you can easily fix configuration problems you might find.

Performing a Dial-in Network HotSync Operation

Before you perform your first dial-in network HotSync operation, you must complete the following steps (see the previous chapter, "Getting Started," for details):

1. Install the network HotSync software on your computer.

2. Perform a local HotSync operation.

3. Set up a Service template with the correct user name, password and phone number for your dial-in server.

To perform a Dial-in network HotSync operation:

1. Turn on your computer and make sure it is connected to your network.

2. Start the HotSync Manager.

3. Confirm that the Network item in the HotSync Manager menu is checked.

4. Connect the Palm III organizer to the PalmPilot Modem, *or* connect the special modem cable from the serial connector on the Palm III organizer to a standard external modem.

   Warning: Do not attempt to use other kinds of cables, even if they appear similar.

5. Attach a standard phone cable (RJ11) from an analog phone outlet to your modem.

6. If you have a PalmPilot Modem, press the HotSync button on the PalmPilot Modem to start your Palm III organizer and after a few seconds the modem begins to dial.

   If you have an *external* modem, continue with the following steps:

   a) Turn on the Palm III organizer.

   b) Tap the ⬤ icon to open the Applications Launcher.

   c) Tap the ⬤ icon to open the HotSync screen.

   d) Tap the Modem Sync icon to open the Service Connection Progress dialog.

      Note: When the connection is established, a flashing vertical bar appears in the upper-right corner of the Palm III organizer screen, and the HotSync screen appears while the HotSync operation takes place.

   e) Wait for a message to appear indicating that the HotSync operation is complete.

Performing a Direct Network HotSync Operation

A direct network HotSync operation enables you to synchronize your Palm III organizer with your Primary computer over a local or wide area network. Using this feature, you can access your Primary computer from a cradle and a computer located in another room, another building or around the world. You can perform a direct network HotSync operation from any computer on your network that has a Palm III organizer cradle attached to it and is running the network HotSync software.

Terminology

To help clarify how a direct network HotSync operation works, you should know two terms: "Primary computer" and "Foreign computer."

■ **The Primary computer** is the computer you use for local synchronization. This is the computer where your data resides, and it is the computer that your Palm III organizer looks for when performing a network HotSync operation.

■ **A Foreign computer** is *another* computer on your local area or wide area network that is running the network HotSync software. When you perform a direct network HotSync operation, you put your Palm III organizer into the cradle of a Foreign computer. When you press the HotSync button, the Foreign computer finds your Primary computer on the network and synchronizes with it.

When you perform a direct network HotSync operation, your Primary computer drives the synchronization, *not* the Foreign computer connected to the cradle you are using. The Foreign computer simply forwards requests to, and receives replies from, your Primary computer. This means you don't need to have any of your personal Palm Desktop software (including your conduits) installed on the Foreign computer you use for a direct network HotSync operation.

Also, the Foreign computer you use to perform a direct network HotSync must have the Palm Desktop *and* the network HotSync software installed on it.

To prepare your Primary computer for a direct network HotSync operation:

1. Click the HotSync icon on the Windows system tray to open the HotSync Manager menu.

    ```
    ✔ Local
      Modem
    ✔ Network
    ─────────────
      Setup...
    ─────────────
      Custom...
      File Link...
      View Log...
    ─────────────
      About...
      Help...
    ─────────────
      Exit
    ```
    Network item checked
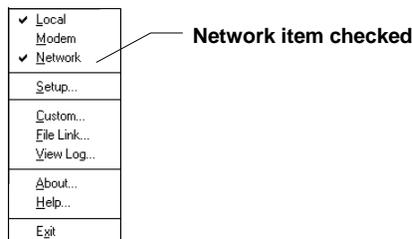
2. Make sure the Network item is checked. If it isn't checked, click Network to select it.

    Note: If you perform both local and network HotSync operations on your Primary computer, it is fine to leave both of those items checked in the HotSync Manager menu. In fact, you could have the Modem option checked as well.

To prepare the Foreign computer for a direct network HotSync operation:

1. Find a cradle connected to a computer that has the network HotSync software installed.

2. Make sure Network is checked in the HotSync Manager menu on the Foreign computer's desktop. If Network is not checked, choose it from the HotSync Manager menu.

    Note: If the HotSync Manager menu does not include a Network command, then you know that this Foreign computer does not have the network HotSync software installed.

3. Place your Palm III organizer in the cradle attached to the computer.

4. Press the HotSync button on the cradle to start the direct network HotSync operation.

That's all there is to it. On the Foreign computer, you should see a message that it's "Looking for" a computer name (or IP address). The synchronization occurs when it finds your Primary computer on the network.

Viewing the HotSync Log

You can use the HotSync Log to display detailed information about your last HotSync operation. The HotSync Log shows the date and time of you last synchronization, and which applications were synchronized.

To display the HotSync log:

1. Tap the HotSync Log button on the HotSync screen of your Palm III organizer to display the HotSync Log.

2. After you finish viewing the log, tap the Done button.

Chapter 3

Reference

Palm III Organizer HotSync Menu Commands

Options Menu

After you install the network HotSync software on your Palm III connected organizer, additional commands appear in the HotSync Options menu. These commands enable you to view and configure network information on your Primary computer, turn the LANSync option on and off, and specify which information to synchronize during a dial-in network HotSync operation.

Options	
Modem Sync Prefs...	⁄O
LANSync Prefs...	⁄L
Primary PC Setup...	⁄P
Conduit Setup...	⁄D
Modem Setup...	⁄M
About HotSync	
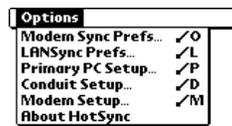
Modem Sync Prefs	Opens the Modem Sync Preferences dialog where you can choose to dial into a modem connected to your network or your Primary computer.
LANSync Prefs	Opens the LANSync Preferences dialog where you can choose to enable the direct network HotSync feature by selecting the LANSync option. Select the Local HotSync option to perform a local HotSync.
Primary PC Setup	Opens the Primary PC Setup dialog and displays information about your Primary computer. See "Configuring TCP/IP Settings" later in this chapter for details.

Conduit Setup	Opens the Conduit Setup dialog. Use the Conduit Setup dialog to minimize the time required to complete the HotSync operation by defining which files and applications you synchronize during a Network or modem HotSync operation. A separate conduit exists for each application. See "To change the Conduit Setup settings for a network HotSync operation" later in this chapter for instructions.
Modem Setup	Displays the Modem Preferences screen. See "Modem Preferences" in the *Applications Handbook for the Palm III Organizer* for details about this screen.
About HotSync	Displays information about the version of HotSync software you are using.

To change the Conduit Setup settings for a network HotSync operation:

1. Tap the ⊘ icon to open the Applications Launcher.

2. Tap the 🔄 icon to open the HotSync screen.

3. Tap the ⬤ icon to open the HotSync menus.

4. Tap Conduit Setup from the Options menu to open the Conduit Setup dialog.

   ```
   ┌─────────────────────────────┐
   │   Conduit Setup        ❶    │
   │ Select the conduits to run  │
   │ during Modem HotSync.       │
   │                           ▓ │
   │  ☑ Address                ▓ │
   │  ☑ Applications           ▓ │
   │  ☑ Calc                   ▓ │
   │  ☑ Date Book              ░ │
   │  ☑ Expense                ░ │
   │  ☑ HotSync                ░ │
   │  ☑ Mail                   ░ │
   │ ( OK ) ( Cancel )           │
   └─────────────────────────────┘
   ```
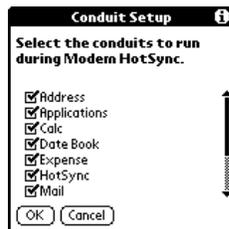
5. Tap the check boxes to de-select the files and applications that you do *not* want to back up during a dial-in network HotSync operation. If necessary, tap the scroll bar to see the remaining applications.

> **Note:** The default setting is to back up *all files*.
> Applications (such as games) that are not designed
> to be backed up or do not have a database are not
> backed up — even if you select the item in the
> Conduit Setup dialog.

6. Tap the OK button to close the Conduit Setup dialog and
    activate your settings for the next dial-in network HotSync
    operation.

> **Note:** The Conduit Setup settings remain in effect until you
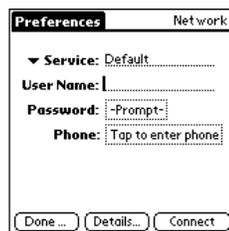> change them again.

Network Preferences Menu Commands

The Network Preferences screen includes menu commands to
make it fast and easy to create and edit service templates. This
section explains the menu commands that are specific to the
network HotSync application.

Refer to the *Basic Handbook for the Palm III Organizer* for
information about menu commands that are common to all of
your Palm III organizer applications.

To access the Network Preferences screen:

1. Tap the ⊘ icon to open the Applications Launcher.

2. Tap the 🔄 icon to open the HotSync screen.

3. Tap the Service name below Modem Sync to open the
    Network Preferences screen.

```
┌─────────────────────────────┐
│ Preferences        Network  │
│                             │
│ ▼ Service: Default......... │
│ User Name: |............... │
│ Password: :-Prompt-:        │
│    Phone: :Tap to enter phone:│
│                             │
│                             │
│                             │
│ ( Done ... )( Details... )( Connect )│
└─────────────────────────────┘
```

Service Menu

When you select the Service menu from the Network Preferences screen, its commands appear on the screen.

Service	Edit	Options
New	∕N	
Delete	∕D	
Duplicate	∕L	
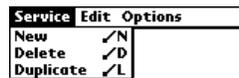
New
Creates a new (Untitled) service template and adds it to the Service pick list.

Delete
Deletes the selected service template from the Service pick list.

Duplicate
Creates a copy of the selected service template and adds it to the Service pick list.

To delete a service template:

1. From the Network Preference screen, tap the service you want to delete from the Service pick list.

2. Tap the ⬤ icon to display the Network Preferences menus.

3. Tap Delete from the Service menu to open the Delete Service dialog.

> **Delete Service**
> ⚠ Do you wish to permanently remove this network service?
> [OK] [Cancel]

Tap here to delete a service provider

4. Tap the OK button to confirm that you want to delete the service template.

Options Menu

When you select the Options menu, its menu command appears on the screen.

Service	Edit	Options
		View Log ∕V

View Log
Displays the Network Log screen where you can view the date and time of your last synchronization, and which applications were synchronized.

Palm Desktop Network HotSync Options

You can use the commands in the HotSync Manager menu on the desktop to select the command necessary to perform a network HotSync operation. These commands enable you to specify information about your computer, and to view detailed information about a previous HotSync operation.

Selecting Network HotSync Options

When you install the network HotSync software on your computer, the Network command appears on the HotSync Manager menu and a Network tab appears in the HotSync Manager Setup dialog. This section describes the new network items; see the Palm Desktop online Help for information about the other features associated with the HotSync Manager menu.

To access the HotSync Manager menu, click the ⦸ icon in the system tray on your Windows desktop.

Note: If HotSync Manager is not running, select it from the Palm Desktop program group on the Start menu.

Sony Folder	▶		Chex® Quest	▶		Multimedia World LIVE! Version 2	▶		Quicken Special Edition
New Unix Program			Compton's NewMedia	▶		Palm Desktop	▶		Expense Report
Run Unix Program			CompuServe	▶		Parsons Technology	▶		HotSync Manager
VAIO Space			CyberPassage Folder	▶		Pc411	▶		Palm Desktop
WinZip			DeltaPoint QuickSite	▶		PROCOMM PLUS 2	▶		Palm Install Tool
			DK Multimedia	▶		Quicken	▶		Palm Mail Setup
Programs	▶		Family Doctor-4th Edition	▶		QuickTime for Windows	▶		
Documents	▶		Family Tree Maker	▶		Ray Dream DESIGNER 4.1	▶		
Settings	▶		Frame Products	▶		Real	▶		
Find	▶		Ftp	▶		Sidekick 95	▶		
Help			FullShot 97b			StartUp	▶		
Run...			INTERACT Magnum 6	▶		The American Heritage(R) Talking Dictionary	▶		
Shut Down...			Investor Insight	▶		The Learning Company	▶		
Start	Exploring - C:		Iomega Tools	▶		Type On Call	▶		

Network Command

The Network command is added to the HotSync Manager menu when you install the network HotSync software. The Network command must be checked before you perform a dial-in network HotSync operation or a direct network HotSync operation. When you install the network HotSync software, this automatically checks (activates) the Network command. Click the Network command to check and uncheck it.

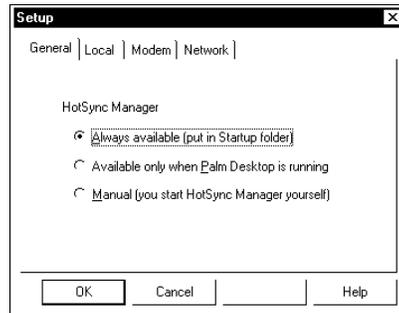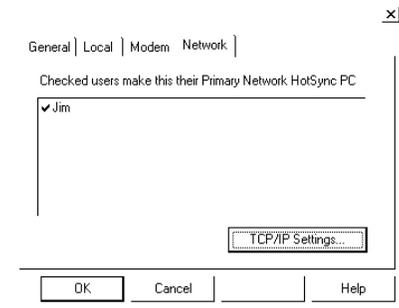### Network Setup Options

When you install the network HotSync software, a Network tab appears in the Setup dialog. You can use this tab to select a user name and to view TCP/IP settings. In most cases, the only information you might need to enter is the Subnet Mask address.

To choose Network Setup options:

1. Select Setup from the HotSync Manager menu to open the Setup dialog.

```
Setup                                               ×
 General | Local | Modem | Network |

    HotSync Manager

       ● Always available (put in Startup folder)

       ○ Available only when Palm Desktop is running

       ○ Manual (you start HotSync Manager yourself)



        [   OK   ]   [ Cancel ]          [  Help  ]
```

2. Click the Network tab to display the Network options.

```
                                              ×
 General | Local | Modem   Network |

   Checked users make this their Primary Network HotSync PC

   ✔ Jim




                              [  TCP/IP Settings...  ]

   [   OK   ]   [ Cancel ]          [  Help  ]
```

3. Confirm that the appropriate user names are checked. A check mark next to a name indicates that this is the user's Primary computer. If you want to prevent a user from using this computer as the Primary computer, click the user name to remove the check mark.

    Note: You cannot install the network HotSync software on a user's Palm III organizer by checking the user name in this list. Users must install the network HotSync software on their Primary computer *and* perform a local HotSync operation to transfer the network HotSync software to their organizer.

4. Click OK to record your selections.

Configuring TCP/IP Settings

You can use the TCP/IP dialog to view and configure the TCP/IP settings on your computer. The information in this dialog is entered automatically and is used to identify your Primary computer over a network. When you perform a local HotSync operation, you transfer this information to your Palm III organizer.

If you want to expedite the network HotSync operation, you can enter your Primary computer's Subnet Mask value.

Be sure to consult your network System Administrator *before* changing any of these settings.

To view and configure TCP/IP settings on your computer:

1. In the Setup dialog, click the TCP/IP Settings button to open the TCP/IP Settings dialog.
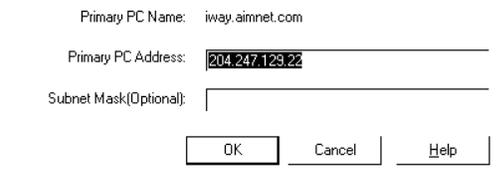
2. View or change any of the following settings:

Primary computer Name	Represents the host name of your computer. This information comes from the host name entered in the TCP/IP configuration in the Windows Network control panel.
Primary computer Address	Defines the IP address of your Primary computer. This information comes from the IP address entered in the TCP/IP configuration in the Windows Network control panel.

If your computer has multiple IP addresses, pick the one that is used for the network HotSync operation. If you're not sure which address to use, check with your System Administrator.

Subnet Mask   Identifies a particular part of the network on which the Primary computer resides. By entering your computer's Subnet Mask value, you can reduce the amount of time required to locate the Primary computer during a network HotSync operation. The Subnet Mask is automatically transferred from your computer to your Palm III organizer when you perform a local HotSync operation.

To display your computer's Subnet Mask address in Windows 95:
1.   Select Run from the Windows 95 Start menu. to open the Run dialog.

2.   Type WINIcomputerFG and then click OK to open the IP Configuration dialog.

3.   Write down the address that appears in the Subnet Mask field.

4.   Click the OK button to close the dialog.

To display your computer's Subnet Mask address in Windows NT 4.0:
1.   Select Programs and then Command Prompt from the Windows NT Start menu to open the Command Prompt window.

2.   Type IcomputerONFIG at the command prompt to display the IP Configuration information.

3.   Write down the address that appears in the Subnet Mask field.

4.   Type EXIT and press return to close the Command Prompt window.

To enter the Subnet Mask value:
1. In the TCP/IP Settings dialog, enter the same Subnet Mask value that you recorded from the IP Configuration dialog.

2. Click the OK button to record your selections and return to the Setup dialog.

3. Click the OK button to close the dialog and use your settings.

4. Perform a local HotSync operation to transfer this information to your Palm III organizer.

Installing Service Templates

You can use the Palm Install Tool to install network connection service templates on your Palm III organizer. The service templates are stored in Palm Network Configuration (.PNC) files.

To install a service template:
1. Double-click the Palm Desktop icon on your Windows desktop (or select Palm Desktop from the Start menu) to open the Palm Desktop software.

2. Click the Install button to open the Palm Install Tool dialog.

3. Click the Add button to open the Open dialog.

4. Select Palm Organizer Network Configuration Files (*.PNC) from the Files of type list.

5. Navigate to the folder where the service template files are stored (some .PNC files are stored in the Add On folder).

6. Select the file you want, and then click the Open button. (The name of the file should reflect the associated service template, for example, select the BEST.PNC file to install the service template for the Internet Service Provider (ISP), BEST.COM.)

7. Click the Open button to return to the Install Tool dialog.

8. Perform a local HotSync operation to install the template on your Palm III organizer.

Appendix A

Troubleshooting

The first step in troubleshooting a network HotSync software problem is to determine at what step it is failing. For dial-in support, there are two major phases of a network HotSync operation: 1) setting up the TCP/IP session with the dial-in server and 2) finding your Primary computer on the network.

You know you've completed setting up the TCP/IP session if the modem dials, you hear the familiar modem sounds, the "connection established" handshake icon appears, and a very small cursor blinks in the upper-right corner of the screen.

You know the network HotSync software has found your computer if you see the familiar HotSync icons and hear the tones indicating the beginning of a HotSync operation.

You know you've completed synchronization if the HotSync software runs through all the conduits you've configured, and you hear the tones indicating that the HotSync operation is complete.

Displaying Expanded Service Connection Progress Messages

Expanded Service Connection messages describe the current stage of the log-in procedure. Press the Scroll Down button at any point during log-in to display these messages.

TCP/IP Problems

If you are having a problem establishing a network connection during a network HotSync operation, check this section and try the following suggestions.

Never Get Modem Sounds

If you hear some dialing, but you never get the modem sounds, verify your phone settings. The problem may be the phone number, the prefix, the calling card number (if using a calling card), or the number of commas used to pause during the sequence. Try out the phone settings manually with the phone to make sure they work.

Authentication Error

If you receive an "Authentication Error" during the log-in procedure, tap the service name (below the Modem Sync icon), then tap Edit. Verify that the user name and password are correct for the dial-in server.

Authentication Error when Dialing into a NT RAS

If your company's network uses the NT Domain model (i.e., NT workstations are part of the NT Domain, and users log in through a Domain Account) *and* the NT RAS does not reside on the Primary Domain Controller (i.e., the NT RAS resides on a backup domain server or on a stand-alone server), you may get the following error message when you try to perform a dial-in network HotSync operation:

"Error: authentication failure."

Possible solutions:

1. Make sure that you have the correct user login name and password for the user's RAS account.

2. If you still get an error message, try the following steps:

    a) Tap the ⦸ icon to open the Applications Launcher.

    b) Tap the ⌨ icon to open the Preferences screen.

    c) Tap Network from the pick list in the upper-right to open the Network Preferences screen.

    d) Tap your Windows RAS Service from the Service pick list.

e) Place the cursor in front of the user name and enter the Domain name where your Primary computer resides, followed by a backslash. The user name should now appear as: <Domain Name>\<User Name>.

f) Perform a dial-in network HotSync operation.

3. If you still get an error message, create a NT Network User Account on the RAS itself, and try again.

PPP Timeout

If you receive a PPP Timeout during the log-in procedure or any other time during a network HotSync operation, you may be using a poor quality phone line. Try again and you might get a better connection. You might also try lowering the baud rate in the Modem setting under the Prefs application, or using a different carrier. In many areas in the U.S. you can now dial a prefix to your number to use a different carrier. For example, 102881 uses AT&T and 106241 uses MCI.

Incorrect Modem Settings

Before you dial into the server, you must correctly configure the settings for the modem used with the Palm III connected organizer. Modem Preferences settings enable your Palm III organizer to use an external modem (such as the PalmPilot Modem) to communicate with your desktop if you are traveling. See "Modem Preferences" in the *Applications Handbook for the Palm III Organizer* for details.

To verify the modem settings:

1. Tap the ⬮ icon to open the Applications Launcher.

2. Tap the ⬮ icon to open the Prefs screen.

3. Tap Modem from the pick list in the upper-right corner to open the Modem Preferences screen.
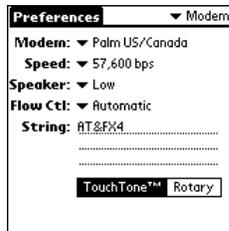
4.   Confirm that the modem settings are correct for the modem you are using. For the PalmPilot Modem, be sure to select the US/Canada or UK options as appropriate.

5.   Tap the Done button to confirm your selection and return to the HotSync screen.

"Cannot Find Your Computer" Problems

If you make a PPP connection (signified by the flashing cursor in the upper-right portion of the screen), but the network HotSync software can't find your computer, try some of the suggestions below.

Check the Primary computer

The most common reason for a network HotSync operation to fail — because it can't find the Primary computer — is that something is wrong with the Primary computer. In remote situations, you'll need an associate to help you troubleshoot this situation. Check the following on the Primary computer:

■   Is the Primary computer turned on?

■   Is the Primary computer connected to the network?

■   Is the HotSync Manager running?

■   Is the Network menu item checked in the HotSync Manager menu?

Verify that you performed a Local HotSync operation

If you did not perform a Local HotSync operation right after you installed the network HotSync software, your Palm III organizer cannot locate your computer on the network.

Adding a DNS Number

If your network requires a DNS number and you have not entered that information in the Details settings of Network preferences, it will only appear that you have successfully logged on to your network. When you try to perform a network HotSync operation, the connection will fail. If this occurs, try adding a DNS number. Ask your System Administrator for the right Primary and Secondary DNS IP numbers to use.

Technical Support

If you have a problem using network HotSync software with your Palm III connected organizer, first consult with your network System Administrator and review the following:

■ The "Troubleshooting" section in this appendix

■ The README file and HelpNotes located in the folder where you installed the Palm Desktop software on your computer (or on your installation CD)

■ The Palm Desktop software Online Help

■ The most recent Palm III organizer HelpNotes on your regional web site

■ The special Network HotSync Help file (This Windows Help file contains technical information for your network System Administrator and is available on the Palm web site: http://www.palm.com.)

For further assistance, you can contact your regional technical support office by e-mail, phone or fax. See the *Basic Handbook for the Palm III Organizer* for contact information. Before requesting support, please experiment a bit to reproduce and isolate the problem. When you do contact support, please be ready to provide the following information:

■ The version of Windows you are using

■ The actual error message or state you are experiencing

■ The steps you take to reproduce the problem

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