

WiFile Pro User's Manual



Hands High Software, Inc.

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WiFile Pro for use with Palm OS® compatible handheld computers.

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Introduction

WiFile™ Pro gives you unprecedented access to your files from a Palm OS handheld computer. Whether your files are on a plugin card, on a computer on your local home or company network, or on the Internet, WiFile Pro will let you browse your files, copy them, open them, delete them, and more, all from the Palm of your hand.

What can you do with WiFile Pro? Here are some examples:

- Using a palmOne Treo™ 600 smartphone and VPN software, you can access sales literature on your company's computers, view the information, edit it, or beam it to a customer's laptop computer through the infrared port.
- Using a Tungsten™ C handheld or AlphaSmart Wireless Dana™ device at school, you can access your student account, download assignments, and turn in homework electronically.
- Using a palmOne Zire 72 and a wireless plugin card, you can download your music files from your home computer, or upload your pictures.

There are many more possibilities.

There are many ways to connect a Palm OS device to a network, but the easiest way is to use a wireless device. And, there are many flavors of wireless devices, like Smartphones, Bluetooth devices, and WiFi (802.11) devices. There are also products that enable non-wireless devices to become wireless.

This manual will show you how to set up and use WiFile Pro, and will also show you how to set up the most common scenarios of using WiFile Pro. If you are using a Bluetooth device, you will also want to refer to the manual, *Setting Up WiFile Pro with Bluetooth*, which is also included with WiFile Pro.

WiFile Pro supports the following network protocols:

- SMB/CIFS (also known as Windows networking. This is the standard protocol for communicating with Windows shared directories, and is also supported by Macintosh OS

X, Unix with Samba, and NetWare with Native File Access Pack.)

- FTP (a standard for communicating with Internet computers)
- WebDAV (an emerging standard for safely communicating with corporate computers over the Internet)

System Requirements

WiFile Pro is compatible with all devices running Palm OS 4.0 and above. This includes the Palm™ 500, 505 and 515 devices, palmOne™ Tungsten™ and Zire™ handhelds, the Treo™ 600 smartphone, most Sony Clie™ devices, AlphaSmart Dana™ devices, some Kyocera™ and Samsung™ smartphones, and TapWave products. However, you will also need a connection to a network. Some of these devices have a wireless connection built-in, like the phone devices, the Tungsten C handheld, and the Sony Clie UX50, TJ37 and TH55 handhelds. Some devices will need to have extra help, either through a Bluetooth connection, a wireless plugin card, or through additional hardware that you may have to buy. See the document *WiFile Pro Solutions Guide* that is included in your software package for more information on device compatibility.

Getting Started

Installation

The most difficult part of using WiFile Pro is setting it up. Once you have it set up, using it is quite easy. WiFile Pro has many features built-in to automate some of the setup process. In fact, in many cases you can just install it and go.

The setup process involves the following steps:

- Installation
- Establishing a network connection from your device to the network.
- Setting up shared directories on your networked computers.
- Setting up connections in WiFile Pro to access shared directories

Windows Installation

Double-click on the WiFile Pro.EXE file and follow the instructions. After using the installer, put your Palm device in the cradle and HotSync.

During installation, you may see a delay while the installer looks for computers to connect to. WiFile Pro will attempt to find the computers that you already connect to on your desktop computer, and put those connections into WiFile Pro to make setup easier.

Macintosh Installation

Open the WiFile Pro folder and double-click on the WiFile Pro Installer file. Put your Palm device in the cradle and HotSync.

Connecting Your Handheld to a Network

Before using WiFile Pro, you must establish a connection to the network where your computers are located. To do this, you must understand how your handheld device connects to a network, and whether it connects to the same network that your destination computer is connected to. Refer to the following sections for more

information.

Connecting with Smartphones, like the Treo 600 and 650

Smartphones are designed to connect to the Internet. The first step to make sure your connection is working, is to attempt to use the browser that comes with your phone to browse the Internet.

Directions to do this should come with your phone.

Since Smartphones connect to the Internet, they will not be able to easily connect to computers that are located at your home or work. To safely connect to these computers, you will need to setup special hardware or software.

When using WiFile Pro to connect to a Windows shared directory that is located at home or work, you will need the following:

- Virtual Private Network (VPN) software for your Palm device, like Mergic VPN
- A VPN compatible firewall at your home or work
- VPN software installed and working on a computer at your home or work. This software must use the same VPN protocol that your Palm software uses (either PPTP or IPSec)

If you are attempting to connect to your work computers, you will need to ask your company's IT staff for information on which kind of software to get, and how to set it up. See our *WiFile Pro Solutions Guide* for PPTP and IPSec products we have tested.

If you would like to set up your own VPN at your home or small business, see the section below on "Setting up VPN" for one common way to do this.

An alternate to a VPN setup is to set up WebDAV. Some benefits of WebDAV include:

- Its free
- It does not require a VPN to create a secure connection

Some disadvantages include:

- Difficult to install and setup
- Limits the files you can access to just those in WebDAV enabled directories

WebDAV is a good solution for security conscious corporations that would like to offer secure file access behind the company firewall, but that would not like to set up a VPN. It is also a good solution for providing secure access to files on an Internet Web

server

Connecting with WiFi (802.11) devices, like the Tungsten C, or a Zire 72 with a wireless access card.

This configuration gives you the easiest access to a local computer network, like your home computer network while at home, or company network while at work.

Ensure that your WiFi device is in proximity to a wireless access point or wireless router. The range of a wireless access point is usually between 50 to 100 feet, and depends on what is between the access point and you.

There are many kinds of access points available today, including 802.11b, 802.11g, and 802.11a. Many access points support multiple protocols. All WiFi enabled Palm OS devices today support the 802.11b standard, which is the most common and has been around the longest.

Wireless access points/routers allow 802.11 devices to connect to each other or to the Internet by assigning an IP address to that device, allowing it to communicate with the network. Most access points available to consumers are pre-configured with DHCP enabled, which means that the device will automatically be given an IP address that is chosen by the wireless router.

Devices with built-in wireless capability will have setup wizards that will locate a wireless access point and allow you to connect to the Internet. Please follow the instructions that came with your device to connect to the Internet. Once you are connected to the Internet, proceed to the next chapter on setting up WiFile Pro connections.

Connecting with Bluetooth

Please see the companion guide *Setting Up WiFile Pro with Bluetooth* that is included with your WiFile Pro installation.

Connecting with Other Hardware

There are many other ways to connect your device to a network, including:

- Enfora makes hardware that lets you plug-in palmOne devices like the Palm m505 device or palmOne Zire71 device and turn them into WiFi enabled handheld.
- There are many PPP solutions that allow a Palm OS device to connect to the Internet using the HotSync cradle.

For more information on what hardware and software we have tested and recommend, please consult our *WiFile Pro Solutions Guide* guide.

Setting Up Shared Directories

To access files on a computer, you will have to set up directories that you wish to share over the network. These shared directories are also known as “shares”.

During the installation process for Windows, the installer will ask you if you want it to automatically look for shared directories. If you select this option, the installer will then gather information on the computers that your desktop computer connects to, and move that information to WiFile Pro on your Palm OS device. Note that this only applies to computers using the Windows networking protocol.

If you are connecting to a share on a corporate network, and the WiFile Pro installer did not automatically set up the connection, you might need to ask your corporate IT department for information on the name and share you want to connect to. See the Setting Up Connections chapter for more information on setting up custom connections.

Windows Shares

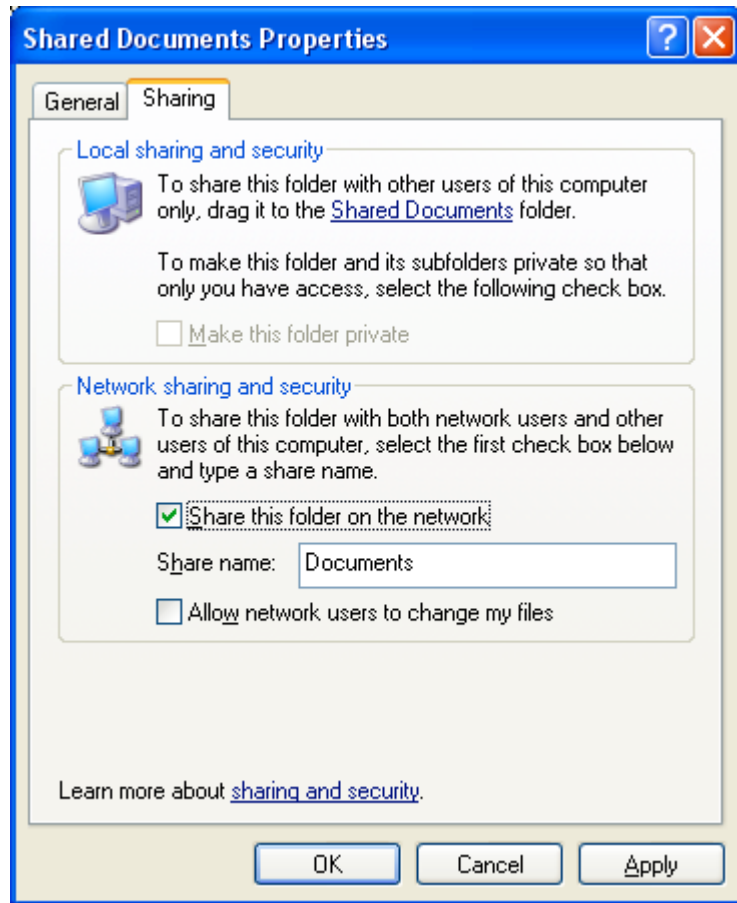
Follow the directions below to share a directory on the network from your Windows XP computer. Other Windows versions are supported, but the method may be different. Consult your Windows OS manuals for more information on setting up shared directories in other Windows OS's

Windows XP

Right-click on the folder you wish to share and select “Sharing and Security...”

Check “Share this folder on the network”

If you select “Allow network users to change my files”, your shared files can be copied, altered or deleted by any user who has access to your share.



Can I set passwords on my shares in XP?

Windows XP Pro Edition gives you the ability to enable advanced sharing options. Windows XP Home Edition does not.

To enable advanced networking on Windows XP Pro, you will need to do the following:

1. Click the “Start” button, then go to “My Computer”.
2. Click on the “Tools” menu then go to “Folder Options”.
3. Click on the “View” tab.
4. Uncheck “Use simple file sharing” in the “Advanced Settings” window.

Share permissions can be a tricky process. Mis-configured permissions could cause major security holes. Use caution if you disable simple networking.

Windows XP Home edition does not have the option to disable simple networking.

If “Sharing and Security...” is not found when right-clicking, you will need to setup your network. To setup your network, click on the “Start” button and select “All Programs” -> “Accessories” -> “Communications” -> “Network Setup Wizard” and follow the instructions of the Network Wizard.

Windows 2000

Right-click on the folder you wish to share and select “Sharing...”.



Share permissions in Windows 2000 default to “Everybody”, which means everybody with a user account on your computer has the ability to copy, alter and remove your files.

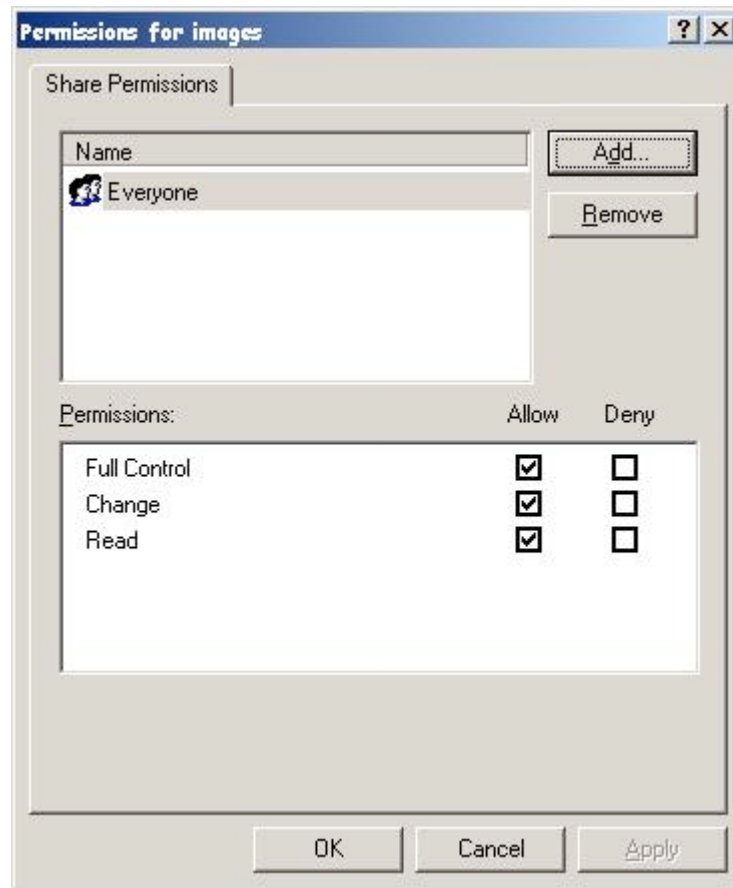
If you wish to change this, click on the “Permissions” button.

You will see the share permissions of the “Everyone” user.

You can remove the user or check/uncheck the user permissions or add a user from your account.

Share permissions can be a tricky process. Mis-configured permissions could cause major security holes.

For further details, please consult your Windows documentation.

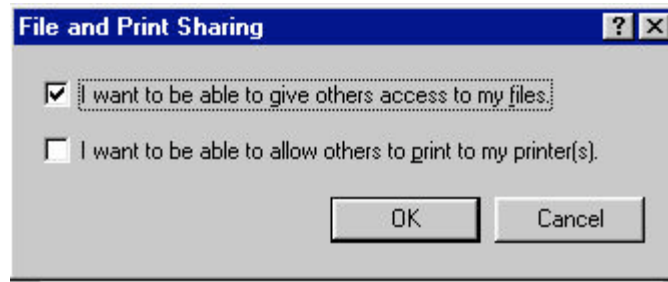


Windows 98/Millennium Edition

1. Click on the "Start" button, and then select "Settings" -> "Control Panel".
2. Double-click on the "Network" icon.
3. Click on the "Configuration" tab.
4. Check "The following network components are installed:" section. If "File and printer sharing for Microsoft Networks" is not listed, please do the following:
5. Click on the "Add" button.
6. Select "Service" and then click the "Add" button.

7. Select “File and printer sharing for Microsoft Networks”.
8. Click the “OK” button.
9. Click on the “File and Print Sharing” button.

In the “File and Print Sharing” dialog box, place a check next to "I want to be able to give others access to my files".

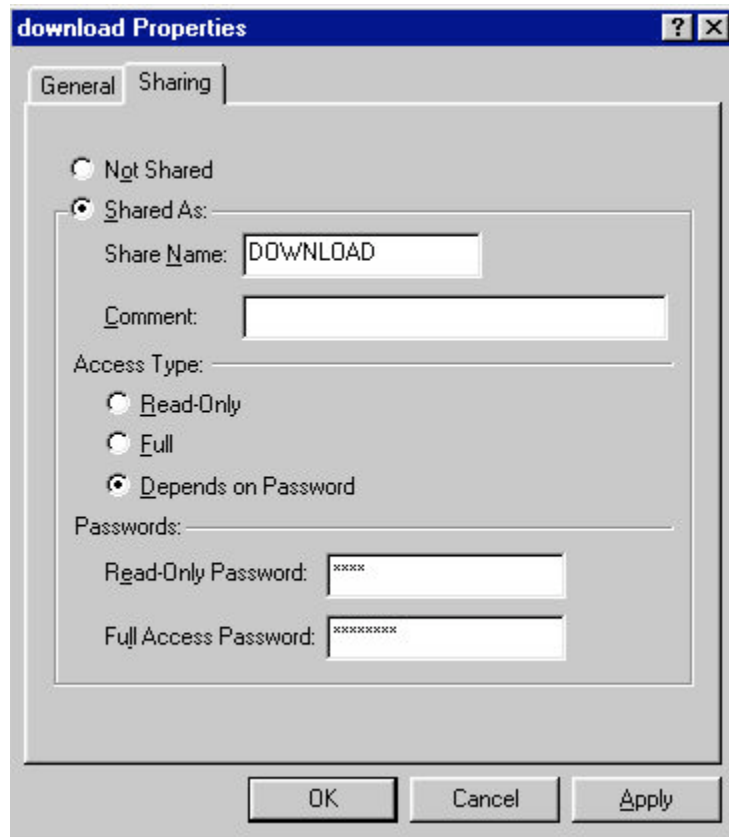


Click “OK” then “OK” again.

You will be asked to restart your computer. Click the “Yes” button to restart.

File sharing is now enabled.

Right-click on the folder you wish to share and select “Sharing...”



Select "Shared As".

In the "Access Type:" section you have the following choices:

Read-Only - Allows users to list, copy and open files but not modify them from a shared folder.

Full - Allows users to the privileges mentioned above and also includes modifying, adding and deleting files from a shared folder.

The "Passwords:" section includes the following:

Read-Only Password - Allows users who enter this password read only access to a shared folder.

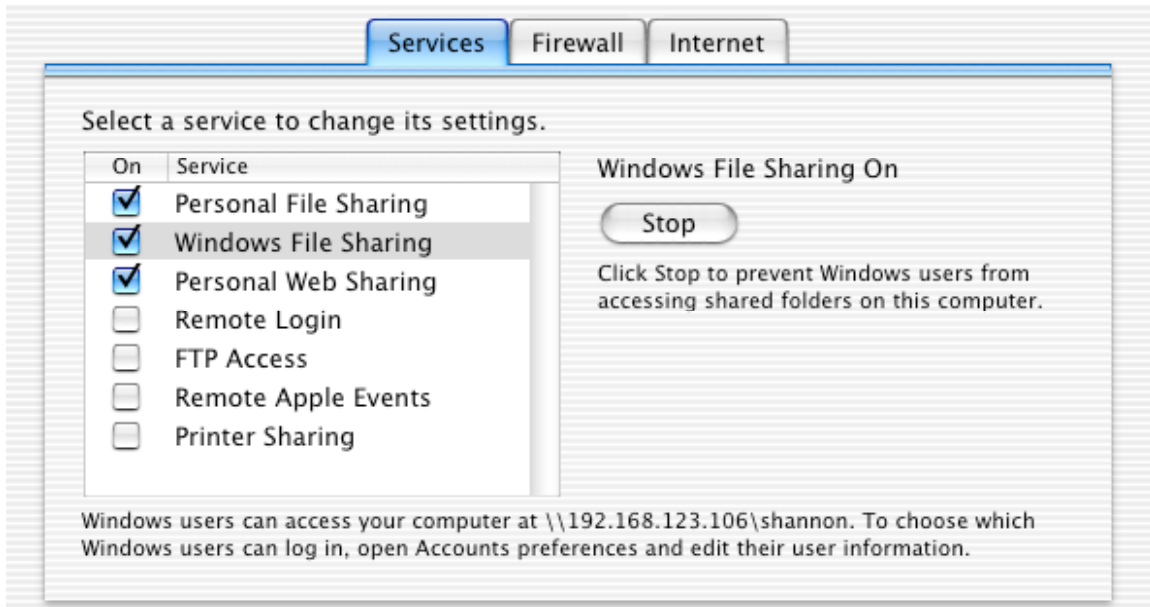
Full Access Password – Allows users who enter this password full control over files within a shared folder.

Click the "OK" button to enable your shared folder.

Macintosh Client Shares

Windows Networking is available in Mac OS X 10.2 and above. If you are using a Mac OS X client, set up is easy. The first thing to do is enable Windows Networking in the System Preferences. Choose System Preferences from the Apple menu, then tap on the

Sharing preference.



Click the Windows File Sharing checkbox to turn it on. You will then see a message at the bottom that tells you the information you will need in order to connect to the computer from WiFile Pro. In the example above, you would enter “192.168.123.106” in the Server field of the New Connection screen, and “shannon” in the Share field.

As also mentioned in the message, you may have to go to your Accounts preference and check “Allow user to log in from Windows” on the Edit User screen for each user listed.

Macintosh Server Shares

Setting up a Macintosh OS X Server to connect with Windows networking is a much more involved process. Also, our experience has been that the requirements for the setup process change over time. For example, when Apple moved from OS 10.2.2, to 10.2.3, they also added the requirement that the network the server is running on also have a local DNS server. A local DNS server can be difficult to set up correctly. Please refer to your Macintosh Server Administrator’s Guide for information on:

1. Creating user accounts
2. Giving access to user accounts using Windows sharing
3. Enabling the Windows sharing service on the server
4. Enabling a local DNS server and creating an entry for your

Macintosh Server in the DNS tables.

Unix Samba Shares

To add a Samba Share on a Unix computer that is running Samba, add the following type of section to the smb.conf file:

```
[sharename]
comment = Insert a comment here
path = /home/share/
valid users = user1 user2
public = no
writable = yes
printable = no
create mask = 0765
```

Netware Shares

To access shares on Novell Netware servers, the server will need to have the Native File Access Pack installed. See the documentation from Novell for details on how to set up these shares.

FTP Directories

See the documentation that comes with your desktop computer to set up FTP directories. Most of the time, FTP directories are easy to set up. Some examples are included below.

Windows XP Pro FTP

Do the following to set up Windows XP Pro as an FTP Server. Note that if you are using XP Home, you will need to use 3rd party software to setup your computer as an FTP server.

- 1) Make sure that Internet Information Services are installed and working.
 - a. Choose the Settings->Control Panel from the Start Menu.
 - b. Make sure Internet Information Services (IIS) is checked. If not, check it.
 - c. Click the Details button.
 - d. Make sure that the following items are checked:

- i. Common Files
- ii. File Transfer Protocol
- iii. Internet Information Services Snap-in

If you are not using the other items, uncheck them.

- e. You might be prompted to insert your Windows XP CD at this point, which you will need to do.
- 2) Start the Administrative Tools Control Panel and choose Internet Information Services
 - 3) Expand all the folders and select FTP Sites.
 - 4) Select New FTP Site from the Action menu, or right click on an FTP Site that already exists and select properties.
 - 5) Setup the FTP site to point to a particular directory on your computer, and assign which users will be able to log in to the site.

Mac OS X FTP

To turn on FTP, do the following:

- 1) Choose System Preferences from the Apple menu
- 2) Click on the Sharing Preference
- 3) Check the box next to FTP Access

To login, use the user name and password of any user account. To see your user accounts, click on Accounts in the System Preferences window.

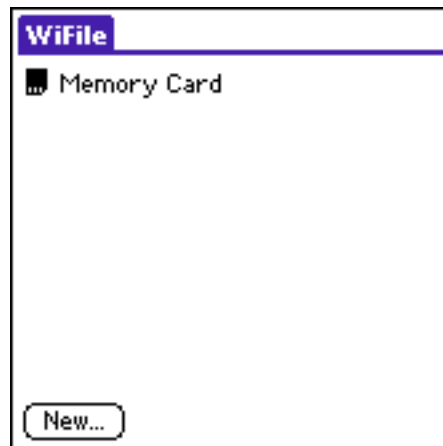
WebDAV

WebDAV is a rapidly evolving set of XML extensions for doing FTP like file transfers, but using http or https. Setting up a WebDAV server requires extensive knowledge of Web server configuration. See <http://www.webdav.org/> for more information.

Setting Up Windows Connections

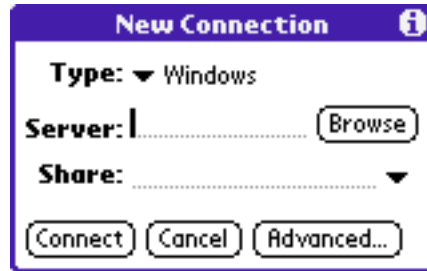
WiFile Pro can connect to computers using the Windows networking protocol, known technically as the SMB/CIFS protocol. Of course this means you can use this protocol to connect to a Windows computer, but you can also connect to Macintosh, Unix and Netware computers as well, provided those computers are set up properly. See the *WiFile Pro Solutions Guide* for more information on how to connect to these kinds of computers using Windows networking.

If you install WiFile Pro using the Windows installer, the installer will ask you whether to copy the connections it finds in your Network Neighborhood, or My Network Places folder. If you select this option, these connections will appear in the main WiFile Pro window. However, if you installed using a different method or from a different platform, or if you want to setup a new connection, follow the instructions below to setup Windows connections.



New Connection

Begin the setup process by tapping the New button on the main screen of WiFile Pro.



Type

Choose Windows as the connection type.

Server

The server field is where you identify the computer you would like to connect to. There are many ways to identify a computer, depending on your network, and your handheld device.

When setting up a Windows connection, you have the following options to choose a destination server:

- Browsing
- Entering a Windows computer name
- Entering a DNS name
- Entering an IP address

If your handheld device supports it, you will see a **Browse** button, as pictured above. You can tap that, and see a list of computers that WiFile Pro can see on the network. These are computers that are broadcasting their presence to the network. Select the computer from the list. Unfortunately, some handheld computers have limitations that prevent browsing from finding all the computers on your network. If you do not see the computer on the network, you will have to use another option to specify the computer.

If you see the **Browse** button, you will likely be able to enter a Windows computer name to specify a computer. A Windows computer name is also known as a NetBIOS name. Getting the name of your Windows computer depends on which Windows operating system you are using. To see this name on a Windows XP computer, do the following:

1. Right click on My Computer
2. Click the Computer Name tab at the top of the Window

The name to enter is listed next to the “Full computer name:” caption.

Depending on your handheld computer and your network, entering

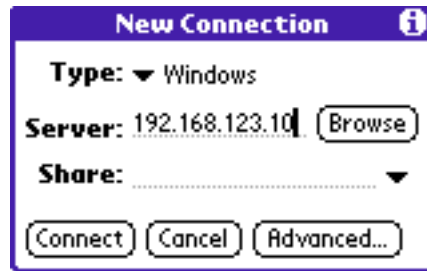
a Windows computer name may or may not work. If it will not work, you will see an error message asking you to try a different method of specifying a computer. See the *WiFile Pro Solutions Guide* for a list of handheld computers we have tested that may have problems with this.

An option for all handhelds is to enter the DNS name of the computer you would like to connect to. Usually, to enter a DNS name you would need to have a DNS server on the local network that hosts the DNS information for the server you want to connect to. This is typically done in a large corporate environment and not done in a home or small business environment. Ask your corporate IT representative for the DNS name of the computer you want to connect to, and enter that information there.

Finally, you can enter an IP Address for the computer. An IP address is a group of 4 numbers separated by a period. This number identifies the computer that you want to connect to. In a corporate environment, you would ask your IT representative for this information. To find the IP address of a computer to which you have access, do the following:

Windows XP/2000:	<ol style="list-style-type: none"> 1. Click the “Start” button 2. Select “Run” 3. Type “cmd” (this will open a command prompt window) 4. In the command prompt window, type “ipconfig /all” 5. Press Enter
Windows 98/ME	<ol style="list-style-type: none"> 1. Click on the “Start” button 2. Select “Run” 3. Type “winipcfg” 4. Click on the “OK” button
Macintosh OS X:	<ol style="list-style-type: none"> 1. Choose System Preferences from the Apple menu. 2. Click the Network preference. 3. The IP address is listed on the TCP/IP tab.

For example, if the computer to which you wanted to connect had an address of 192.168.123.10, you would enter it as follows:



Share

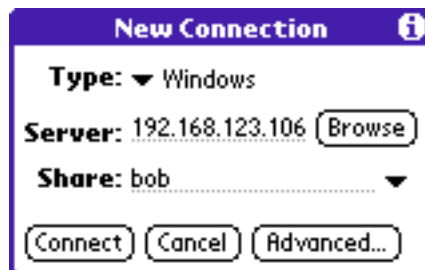
The share field contains the name of the shared directory on the server to which you are connecting. Depending on how you set the shared directory up on the computer, this may or may not correspond to the actual name that appears on the local computer. See the section “Setting Up Shared Directories” in the Getting Started chapter for more information on naming a share.

Fortunately, in most situations, the names of all the shared directories on the server are easily accessible by tapping on the arrow that is to the right of the Share field. This will popup a list of the shared directories that you can choose from.

In some situations, you might have to enter the name of the share directly into the field, rather than tapping on the arrow. If the name of the share does not appear in the list, or the list does not appear, enter the share name directly.

For example, when connecting to a Macintosh OS X client computer, the share name will not appear in the list. To figure out what to type in the Server and Share field, do the following:

1. Choose System Preferences from the Apple menu
2. Click the Sharing Preference
3. Select the Windows File Sharing item
4. At the bottom of the screen, you will see a line that reads something like: “Windows users can access your computer at [\\192.168.123.106\bob](http://192.168.123.106/bob)”. So, in this example, you would enter “192.168.123.106” in the Server field in WiFile Pro, and “bob” in the Share field, as follows:

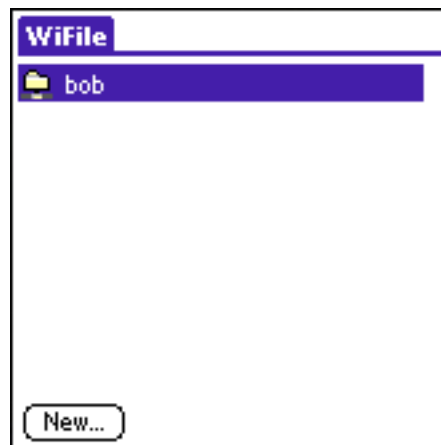


5. Tap the OK button and WiFile Pro will attempt to connect to the server and share. If required, it will ask for a user name and password as well.



If you tap the “Remember Password” button, you will not need to enter your password the next time you connect. If you do not check this button, WiFile Pro will ask you for your password each time it connects to the computer.

Once you are successfully logged on, you will see the new connection appear in your connection list.



Advanced Setup

In some situations, you may need to use the Advanced Setup wizard to specify more specific options for your connection information. Specifically, you must use the Advanced Setup wizard in the following situations:

- You are connecting to a Windows 98 computer
- You are connecting through a large network that requires a Scope ID in the connection
- The computer you want to connect to uses Active Directory

Services for authentication.

- The computer you want to connect to is using a different character set than the standard Western character set.

Connection Name and Type



The connection type is the kind of connection you are creating. Choose Windows for the connection type to create a Windows connection.

The connection name is simply what appears in the connection list on the main WiFile Pro screen. You may give it any name you like.

Location Parameters



The location parameters point to the computer and location of the directory that you want to access on the network.

The IP Address is the 4-part internet address or the DNS domain name of the computer you want to access.

Server is the NetBIOS Name of the computer. When connecting to

most modern computers, you can leave this blank if you have entered the IP address. If you are connecting to a Windows 98 or older computer, you will have to enter the NetBIOS name of the computer as published to the network, in addition to the IP address of the computer.

The Scope ID is a rarely used feature of older servers that limits browsing and connecting to only those computers with the same Scope ID. In most situations, you should leave this blank.

Share is the name of the shared directory that you want to connect to, as published to the network. This name is listed in the Sharing tab or Security tab of the properties of the shared directory. In most situations, once you enter an IP Address, you can tap the arrow at the end of the Share field to popup a list of shares available.

Authentication



Enter your user name into the User Name field, and then tap the Password box to enter your password. However, if you do not want to have your password be remembered by this connection setup, leave the password box blank. If you do this, you will be asked for your password each time you connect to this computer.

If you are connecting to a computer network that uses Active Directory services to authenticate users, you will also need to enter a Domain name. Ask your corporate IT representative for your Domain name if required. Otherwise, leave this blank.

Tap the Test button to login and verify that you can connect to the server.

Language Settings



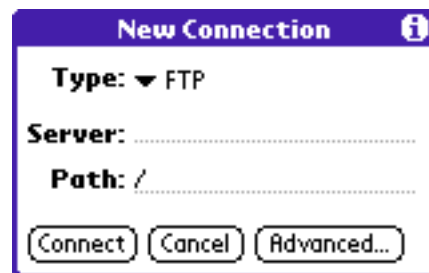
When connecting to computers that are localized for other languages, you will need to choose a different code page setting. Most of the time, you can leave this setting to “Same as handheld”.

Creating FTP Connections

FTP is commonly used to connect to Unix computers and Windows computers over the Internet, but it can also be used to connect to corporate Intranet sites as well.

Creating a New Connection

To create an FTP connection, tap the New button at the bottom of the main screen.



Then, select FTP from the Type menu.

Server

The server is the IP address or DNS name of the computer you would like to connect with. That computer must have an FTP server running. For information on setting up an FTP server on a computer, see the Getting Started chapter in this manual.

Path

If you would like to specify a particular path on the server to start at, enter it on the path line. Paths are specified by Unix style path names, which use a forward slash to separate directory names in the hierarchy. By default, the “/” path is entered, which points to the home directory on the FTP server.

For example, to connect to the “/pub” directory on server <ftp.irs.gov>, enter the following.

New Connection ⓘ

Type: ▼ FTP

Server: ftp.irs.gov

Path: /pub

Connect Cancel Advanced...

Tap connect, and you will then be presented with a login form.

Logon ⓘ

User Name: anonymous

Password: wifile@palmas.realr

Please enter the user name and password to connect to the server.

Logon Cancel

The login form is pre-filled with an anonymous user name and password. If you are connecting to the FTP site as an anonymous user, all you have to do is tap the Logon button to start browsing the directory. If you are logging on as a specific user, enter your user name and password, and then tap the Logon button.

Advanced Connection Wizard

Tap the Advanced button to specify more options for your FTP connection. Specifically, you will need to use the advanced wizard to specify:

- A port other than port 21
- An active mode versus passive mode connection

Connection Name and Type



The screenshot shows a dialog box titled "Connection Wizard" with an information icon in the top right. The text inside reads: "This connection wizard will help you with advanced setup of your network connections. Additional help is available by tapping the [i] in the upper right corner of each screen." Below this, there is a "Name:" label followed by a text input field. Underneath is a "Type:" label with a dropdown menu currently set to "FTP". At the bottom, there are three buttons: "Cancel", an upward-pointing arrow, and "Next >>".

The connection type is the kind of connection you are creating. Choose FTP for the connection type to create an FTP connection.

The connection name is simply what appears in the connection list on the main WiFile Pro screen. You may give it any name you like.

Location Parameters



The screenshot shows the "Location Parameters" section of the "Connection Wizard" dialog box. It contains the text: "Enter the information specified, and/or tap the Browse button." Below this are four fields: "Server:" followed by a text input field; "Path:" followed by a text input field; "Port: 21" followed by a text input field; and "Mode:" with a dropdown menu set to "Passive". At the bottom, there are two buttons: "<< Prev" and "Next >>".

The server can be either a DNS name or an IP address of a computer running an FTP server.

Path is the default path to start exploring on the server.

The port is the TCP port to use for the connection. In most situations you should just use the default.

The mode specifies either passive or active mode. The mode you use depends on the server you are connecting to and the network setup for that server. If you are connecting to a server that is behind a firewall, then a passive mode connection is likely what you want. However, if passive mode does not work for this connection, then switch to active mode.

Authentication



The screenshot shows a dialog box titled "Connection Wizard" with a blue header bar. Below the header, the title "Authentication" is displayed in bold. The instruction "Enter the login information below." is followed by two input fields: "User Name:" with a dotted line for text entry, and "Password:" with a dropdown menu currently showing "- Unassigned -". At the bottom of the dialog, there are three buttons: "<< Prev" on the left, "Test..." in the center, and "Next >>" on the right.

Enter the user name and password for the connection. If you are logging in to a public FTP site, you can leave the information blank, and WiFile Pro will automatically log you in as an anonymous user.

Once you have entered this information, tap the Test button to test the connection.

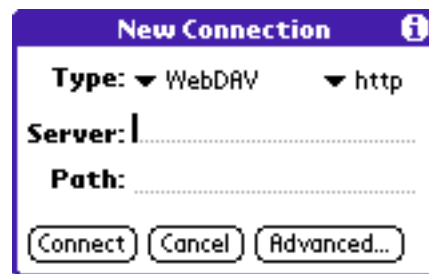
Creating WebDAV Connections

WebDAV is an emerging open-source standard for Internet file transfers. WebDAV is similar to FTP, but has much better security options. However, WebDAV is more difficult to set up.

WebDAV uses the http protocol for communication to the server, which is the same protocol that Web pages use. More information about WebDAV can be found at <http://www.webdav.org/>.

Creating a New Connection

Tap the New button on the main screen to create a new connection.



Select WebDAV as the type of connection. You will then see the screen above.

The menu in the upper right corner lets you choose whether to use the http or https protocol. You should ask the administrator of the server you are connecting to which to use. Note that to use an https connection, you must be running WiFile on a device that uses Palm OS version 5.1 or above.

The server is the DNS name or IP address of a computer running a WebDAV server.

The path is the path to login to. You must specify the path on the server that you have access to, since WebDAV can be set up to only grant you access to a particular path on the server. If you specify the wrong path, your login may fail.

Advanced Connection Wizard

The advanced connection wizard lets you control specific options of the connection. You will need to use the Advanced Connection Wizard if you would like to specify a non-standard TCP/IP port

number.

Tap the Advanced button to get to the Advanced Connection Wizard.



The screenshot shows a dialog box titled "Connection Wizard" with a blue header bar. Below the title is a section titled "Location Parameters" with a sub-header "Enter the information specified, and/or tap the Browse button." The form contains four fields: "Server:" with a dotted line, "Path:" with a dotted line, "Port:" with the value "80" and a dotted line, and "Mode:" with a dropdown arrow and the text "http:". At the bottom are two buttons: "<< Prev" on the left and "Next >>" on the right.

The server setting is the DNS name or IP address of the computer you are connecting to. This computer must have a WebDAV server configured and running.

Path is the path that will be the home directory for the connection. Since WebDAV can be configured to log specific users in to specific directories, this path is an important part of the connection information required. Enter the path as a Unix path, using forward slashes (/) to separate directory names.

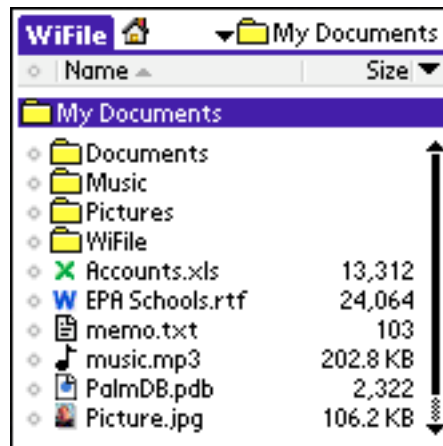
Port is the TCP/IP port you are communicating to on the server. In a standard WebDAV configuration, you can leave this information as is.

Mode specifies whether this connection is communicating using standard http, or a secure https connection. You will notice that if you change the Mode, the Port setting will also change to the default port for that setting. If you need to communicate over a different port, simply enter the port number after you choose the mode.

Working With Files

The connection window will show any connections that you have set up, and any memory cards or internal hard drives available to you.

To open a connection and see the files and folders inside of it, tap on the connection name. If your connection requires a password, you will be asked to enter the password. You will then see the contents of the home directory of the connection.



Browsing Folders

To drill down into a folder and see its contents, tap on the folder. To reverse this process, and see the folder that contains the current folder that you are viewing, tap the folder at the top of the screen.

Opening Files

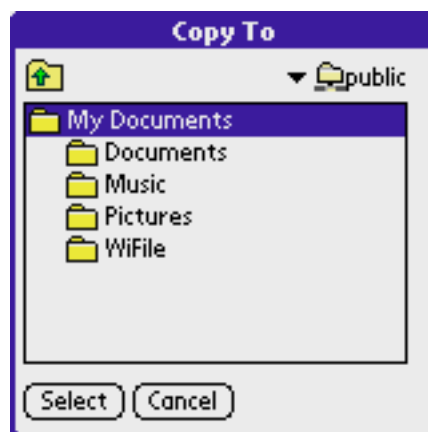
To open a file and see its contents, tap on it. Depending on the type of file you want to open, you may need additional software to view the contents of the file. See the *WiFile Pro Solutions Guide* for a list of applications that allow you to open files. Here is a sample of what you might need:

Word, Excel and PowerPoint documents (.doc, .xls)	Documents-to Go, or QuickOffice
Picture files (.jpg, .bmp)	A picture viewer like Acid Image or SplashPhoto
Palm applications (.prc)	Nothing extra needed. The program will be downloaded and immediately open.
Palm databases (.pdb)	Certain Palm applications allow opening of .pdb files. Whether a .PDB file will open will depend on whether the application that created the file is installed, and whether it supports opening of .pdb files.
Text files (.txt)	Built-in memo pad, or Memo PLUS for easy read/write straight to the network.

If you have more than one program that opens a particular kind of file, WiFile Pro will open the program registered with the operating system as the default for that type of file. To choose which program to use on the file, tap on the file and hold, and then choose “Open With” from the menu that pops up.

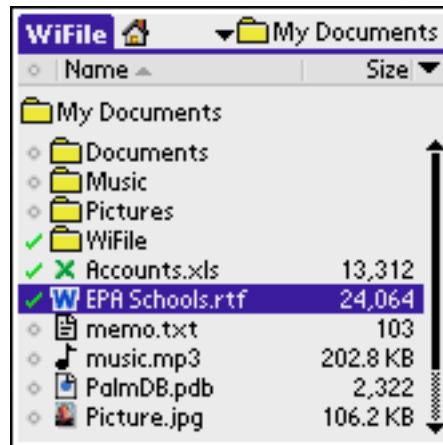
Copying Files

To copy a file to your handheld from the network, tap and hold on the file, and then choose Copy To from the menu that appears.



Choose the destination connection from the menu in the upper right corner of the screen. Then navigate the folder you would like to copy the item to.

If you would like to copy a series of files, check them off by tapping on the diamonds on the right side of the screen, and then choose Copy To from the menu.



If you choose Move To instead of Copy To, the original file will be removed from the server after copying.

If you select a palm application or database file, in addition to being able to select a connection as the destination, you will also be able copy the application to your handheld's internal memory.

Copying a folder will copy the folder and its contents to the destination.

Searching for a File

Select "Search..." from the menu to search for a file with a particular name.



Enter a name, or partial name in the field at the top, and then tap the Search button. WiFile Pro will then begin searching for files. You can narrow your search by selecting "starts with", "ends with", or "is" from the popup menu at the top. Note that it will only find files, not folders.

You can limit your search to just the current directory by selecting the “Search in current folder only” check box. If you do not check this box, WiFile Pro will do a recursive search, looking for files inside of directories that it finds.

Once WiFile Pro finds some files, you can select the file you want and view it in its directory by tapping on the file, and then tapping the View button.

Beaming a File

One of the many powerful things you can do with WiFile Pro is to beam a file directly from a server to another handheld device, or a laptop computer.

When beaming a file to another handheld device, that handheld will need software that supports the file. For example, when beaming a Word document, you will need an application on the receiving handheld device that understands how to receive that type of file.

However, when beaming a file to a laptop computer through the laptop’s infrared port, you can choose any kind of file. After beaming, the file will appear on the desktop of the laptop computer. Note that only Windows laptop computers with infrared ports support receiving files this way.

IR ports have been the standard in Laptops since 1996. Laptops with the Windows Operating system come with the IR drivers installed. If you have any problems with your IR port, please see the section below.

Beaming to an IR Port /Troubleshooting

If the IR port on your computer doesn’t respond when you beam a file to it, your IR port may be disabled, or your IR port driver may not be installed.

To check, you will need to go to the “Device Manager”. Device Manager shows the state of hardware devices on your computer.

Getting to the Device Manager

Windows XP

Click the “Start ” button on the Windows taskbar.

Select “Control Panel”.

Select “Performance and Maintenance”

Select “Show Basic Information about your Computer”

Select the “hardware” tab

Click on the “Device Manager” button

Windows 2000

Right-click on the “My Computer” icon on your windows desktop

Select “Properties” from the drop down menu

Select the “Hardware” tab

Click on the “Device Manager” button

Windows 98/ME

Right-click on the “My Computer” icon on your windows desktop

Select “Properties” from the drop down menu

Select the “Device Manager” tab.

A question mark “?” next to the IR device indicates that the computer could not find a device driver for that particular piece of hardware. A device driver allows your computer’s operating system to communicate with its hardware.

To remedy this, you will need to install the driver for the IR port. The easiest way to do this would be to remove the device from the Device Manager, restart your computer and have Windows look for the driver. If it cannot find one, Windows will ask you for the location of the driver. You will need to place your Windows CD into the computer and click the “OK” button.

An “X” next to the IR device indicates that the device is disabled. You can resolve this by enabling the device. Right-click on the IR device and select “Enable” from the drop down menu.

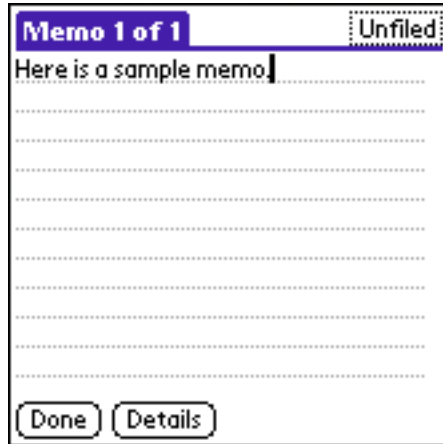
If you do not see the IR device at all, but you know that the IR port is physically on your computer, it may be disabled by the computer’s BIOS. In this case you will need to restart your computer. As it is booting, you will need to press a key to enter the BIOS setup program. You can enable the IR port from within the BIOS setup program. The key pressed is specific to the BIOS that your computer is using. You will need to look at the documentation that came with your computer to find out which key to press.

Sending Files to the Server

WiFile Pro includes the ability to allow other programs to send

information to the server. Any application that supports the Send command can send a file to the server.

For example, to save a memo from the Memo pad to a location on the server, first go to the memo.



Then, choose Send Memo from the menu. Depending on what you have installed, you might see a dialog asking you how to send the file. If this happens, choose WiFile Pro from the list and tap OK.



You will then see a dialog which will allow you to select your network connections and find a location to save the text file.

Note that to send a file that desktop software can understand, you must save it first in a format designed for that desktop software. For example, to send a Word document, you must save the file first in native Word format before sending it. How to do this depends on the software you are using.

Here is a sample of interesting things you might send, and the applications to send them with:

Native Word documents and Excel Spreadsheets (.doc and .xls)	QuickOffice or Docs-to-go
Text files (.txt)	Text editor, like the built-in Memo Pad, or Memo PLUS
Address cards (.vcf)	Address book. Address cards can be imported into other applications, like Outlook.

Controlling the File Display

You can choose how you want to sort the files that are displayed by tapping on the header of the file list. For example, to sort alphabetically, tap on the word “Name” in the bar at the top. To sort in reverse alphabetical order, tap on it again.

WiFile Pro can display an additional column of information on the right side of the list. To select what column to display, tap on the arrow on the right side of header bar.

By choosing Preferences from the menu, you can control whether to always group folders together (like the Windows Explorer), or to sort folders together with files (like the Macintosh Finder). You can also choose whether to show or hide hidden files.

Logging Out

To log out and return to the connection list, tap the “Home” button.

Working With Connections

To go to the main connection list when viewing the contents of a connection, tap the Home button at the top of the screen, or choose Logout from the menu.

To create a new connection, see the Setting Up Connections chapter earlier in this manual.

To Edit, Delete, Copy or Beam a connection, tap and hold on the connection name. A menu will popup allowing you to choose an action.

If you Edit or Copy a connection, you will be taken to the Advanced setup wizard to make detailed changes to the connection. On any screen, tap the “i” in the upper right corner for help.

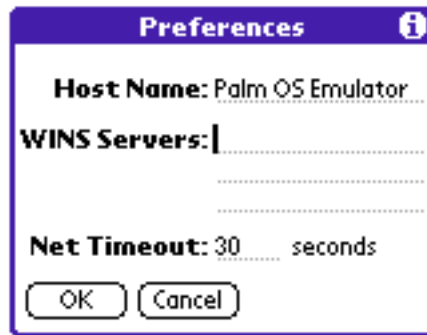
Beaming Connections

To quickly setup multiple devices with the same connection list, first setup the connections for one device, and then choose Beam All from the menu.

To beam just one connection, tap and hold on the connection name, and then choose Beam from the popup menu.

Advanced Options

Choose Preferences from the main menu to access the Preferences screen.



The Host Name is the name that the handheld device will have when communicating with a Windows network. The default is your HotSync user name. In general, you can leave this as the default. However, you should make sure that no other computer or handheld device on your local network is using the same name. If so, enter a different name. The actual name does not matter, as long as it is unique to the network.

WINS Servers are special types of Windows servers that provide information about computer that are beyond your local network. If you know of a WINS server on your network, enter its IP address here.

Net Timeout is the amount of time in seconds that a network connection will wait for the other side of a network connection to respond. If you are working on a relatively fast network that is local, you can safely set this to a lower number. However, if you are using a slow network or a phone device, you should leave this at a relatively high number.

Appendix A – Networking Error Codes

The following error codes may help you diagnose a problem with WiFile Pro or your network. The text of the error messages below may differ with WiFile Pro error messages, so please refer to the error number to find the error.

2. Socket() failed. Try again. Os error

Creation of the socket resource failed. This error is reported by the OS and usually means that there is a lack of resources to create a network connection. For example, you may be low on memory, or you may have other network socket connections that are currently open by WiFile Pro or another third-party software product.

Solution: Quit WiFile Pro and restart, or soft reboot your handheld computer.

3. Could not connect to XXXX Os error

The TCP/IP address of server XXXX is resolved, but connecting to that server failed. This can mean any or the following:

- 1) The remote server is not turned on, or some part of the network between the server and the handheld is not functioning properly.
- 2) The remote server or the network is very busy and the connection timed out.
- 3) The remote server refused the connection. This could be caused by a firewall blocking the 139 port, or the server does not have the NETBIOS service turned on.
- 4) The network interface of the handheld computer is not working correctly.

4. Could not send data to XXXX Os error

Failed to send data to server at XXXX. The network is down, the remote server is down or the connection timed out due to a slow network.

6. The connection was closed at the other side

The remote server suddenly closed the connection. This could mean that the server was rebooted, or stopped sharing the share name you were connected to. Try to connect again.

7. Could not receive data from XXXX Os error

Failed to receive some data from host XXXX. The network is down, the remote server is down or the connection timed out due to a slow network.

8. SR_BAD_ARGUMENTS internal

An internal function was called with a bad argument. This is an internal error and should be reported to technical support.

9. Time out. The server is not responding

Some operation timed out. The network is down, the remote server is down or the connection timed out due to a slow network.

10. Fcntl() failed. Try again **internal**

fcntl() call failed. This is an internal error and should be reported to technical support.

11. A networking protocol error occurred. Please try again

A malformed SMB packet was received. Either the remote server is not an SMB server, or something on the network confused or corrupted the network communication. Please report this to technical support.

12. Negative session response (code X)

The remote server does not want to establish a NETBIOS session and returned an error code X. The most often used codes are separated in stand-alone errors (see errors 36, 37, 38, 39). This error indicates some specific problem with the communication between your NETBIOS server and WiFile Pro.

13. An unexpected or malformed response from the server was received

Similar to error 11. This is definitely an SMB packet (it has an SMB header) but with bad internal data. For example, the packet has a bad checksum. This could indicate some kind of network corruption, or possibly a hacker trying to take over network communication.

14. Could not allocate enough memory (x bytes)

WiFile Pro ran out of memory. Soft reboot your handheld computer and try again.

15. Cannot connect to this system. The remote system does not support the networking protocol NT LM 0.12

The server you are connecting to does not support the current SMB protocol. You might get this when trying to connect to very old, unsupported Windows servers, or even some MSDOS servers. This might also come from connecting to a badly configured Unix based SMB server.

16. Other party requested some conditions (labeled as XXXX) which we can't handle

SMB servers require certain conditions to perform some operations, like session establishment. The likely problem is that your server is trying to use Plaintext passwords, which is not compatible with WiFile Pro.

17. Server reported NT error code 0xXXXXXX

18. Server reported DOS error 0xXXXXXX

The server has reported some unusual SMB error that WiFile Pro has no special error code mapped to. Please report this to technical support, including the exact conditions that cause this error.

19. Server reported that our request was malformed or invalid

Server rejected our malformed request. This indicates a problem with WiFile Pro. Please report this error to technical support.

20. Bad password entered

WiFile Pro could not connect because the password it used was rejected by the server. Try a different password.

21. Invalid requested server name or network path

For WiFile Pro, it means one of the following:

- An improper share name was used to make the connection.
- The path of the directory you are attempting to connect to does not exist. (Perhaps someone else deleted it or moved it on the server?)

22. Bad user name, password or domain entered

WiFile Pro was rejected due to a bad password, user name or domain. Double-check your connection settings and try again.

23. Invalid requested share name or network path

See error 21.

24. Password expired

You are using an expired password to connect to the server. You must go to the server and change the password, and then try again.

25. File not found

The remote file does not exist on the server. An example of how this might happen is that you are trying to open a file that was deleted or renamed by someone else just before you try to open it. Choose "Refresh" from the menu to see if the name of the file changed and try again.

26. Requested file is a directory

Some plain file operation (copying, for example) was performed on a directory(folder). This might be a programming error, or could be caused by someone else making changes to files or directories on the server that you are trying to copy.

27. SR_EMPTY_BUFFER internal

End of file found. This is an internal error that should be reported to technical support.

28. Operation failed. Server reported unspecific error

The server reported an "Unspecific Error" error. Either:

- Our request was malformed, which is a programming error, or
- our request was invalid in the current operation context, or
- This is an old server that does not support the operation WiFile Pro is trying to perform.

29. The requested item was not found

Similar to error 25. The item could be a file or some internal server object.

30. Access is denied

The current connection does not have privileges to perform some operation (read file, open some folder, create session, etc). To solve this, you must make sure that you have permissions on the server to perform the operation.

Also, for WiFile Pro without digital signing capabilities (less than version 1.20), an “Access denied” error means that the server is currently set up to require digital signatures. Either upgrade to version 1.20 when it is available, or modify the server settings to not require digital signatures.

31. The requested directory was not found

The remote directory does not exist on the server. Perhaps it was moved or renamed.

32. Bad path syntax

The requested file path is invalid. For example, it contains forbidden characters, like “? * |”, etc.

32. You do not have permission on the server for this operation

You do not have permission on the server for some operation. Check the server to be sure you have the permissions to perform the operation.

34. Host XXXX domain name lookup failure

DNS lookup failure. Could not resolve name XXXX into an IP address. Check your DNS server, and check the DNS settings in your network connection to be sure they are correct. Also, try connecting with the IP address of the server instead.

35. NetLib initialization failed. This device may not support networking

Either the handheld does not support networking, or the network interface settings are invalid, or the handheld failed to bring up the network interface. Be sure that you can use a browser on your handheld to browse the Internet, and then try again.

36. No application is listening for name XXXX on remote node

The remote server has registered a NETBIOS name XXXX but the name endpoint is not mapped properly to some server software handlers. This could be caused by the following:

- 1) The server is in the process of booting up. Try again later.
- 2) The server is in the process of shutting down. Try again after the server has rebooted.
- 3) The NetBIOS configuration of the server is corrupted somehow. You should try to set up the NetBIOS settings of the server again.

37. Remote node did not accept your calling name XXXX

The remote server does not accept the client’s NETBIOS name. Solution: change the name in WiFile Pro’s preferences, into the “Host Name” field

38. Remote node has not registered name XXXX. See documentation for explanation

This can be caused by one of the following:

- 1) You are connecting to an older server that requires a NetBIOS name to be specified. Tap and hold on the connection name in the main screen, and then click "Next" in the connection wizard until you get to the screen that allows you to specify the NetBIOS Name. Enter the IP address of the server in the "IP Addr" field, and the name of the computer in to the "Server" field. Then click Next until you exit the wizard. Try the connection again.
- 2) The server is in the process of booting up. Try again later.
- 3) The server is in the process of shutting down. Try again after the server has rebooted.
- 4) The NetBIOS configuration of the server is corrupted somehow. You should try to set up the NetBIOS settings of the server again.

39. The remote node is busy and cannot take your call at this time

Try again later.

40. Operation canceled by user

Not an error but just a notification that you stopped a particular network operation.

41. Invalid name of requested item

Similar to error 32. A request for some remote file or folder contains forbidden characters.

42. There is not enough memory to fully list this directory (got XXXX items)

The remote folder contains too many items to show. Only XXXX items (file and folder names) are fetched and displayed. The number of fetched items depends on available free RAM and storage memory on the handheld, and on the length of the file and folders names. Usually WiFile Pro can show thousands of items. If not, try to soft reboot your handheld computer and/or free some space in the storage memory.

43. The server is not allowing this item to be deleted

Some object (file or folder for instance) could not be deleted.

- 1) You do not have rights to delete the object. Try to connect with another user name.
- 2) The item is locked or in use by another session or server application. Close all locking applications and concurrent network sessions and try again.
- 3) The item is not supposed to be deleted (e.g. The item is an important part of the operating system)

44. The directory is not empty

The directory contains files and/or folders and cannot be deleted.

45. The item already exists

Some item with the same name specified already exists on the remote server.

46. Error writing data to local storage **Os error**

Failed a write to an external storage card. The card might be full, write-protected or read-only.

47. Unexpected response XX/YY received from server. Try again

Similar to error 13. Response for command YY was received instead of expected XX. Please report this error to technical support.

48. Error reading data from local handheld memory [Os error](#)

Failed to read data from an external storage card. Could be caused by a problem with the card, or the handheld computer.

49. Sharing violation. The file may be open by someone else.

The file is locked by another session or server application. Close all locking applications and concurrent network sessions and try again

50. The password must be changed on the server before logging in for the first time.

51. Account(login) disabled

52. Account(login) expired

53. Account(login) locked out

The account must be activated or the password must be changed on the server.

54. No media in device

You are trying to access a file or folder that is on a removable device and has been removed from the server. The file or folder may be on a CD-ROM that was ejected from the server.

56. Bad share mode on opening file

Server can not open file in specified opening mode. Please report this to technical support.

57. DCE RPC call failed. Response type XXX, status error code YYY

Similar to errors 17 and 18 but related to RPC remote calls. Please report this to technical support.

58. The program has an error (SR_BUFFER_OVERFLOW)

Incorrect or malformed DCE/RPC request was performed. Please report this to technical support.

61. Request was not accepted by remote party (because of miscellaneous reasons)

The server failed to process the client's request. For instance, the server is overloaded. Try again later.

62. Account restriction. (Account has no privileges to perform requested operation)

User account has no privileges to perform the requested operation. Use another user name or change current's user rights on the server.

63. Disk full

Cannot write to remote share: no free disk space.

64. Invalid file open mode

This is a programming error. Please contact technical support with the exact steps and environment to reproduce the error.

65. Operation is not supported by server

This operation is not supported by the server. The server is probably very old.

66. Both server name and server IP address are empty

No network address for the server was specified in connection properties. Set the TCP/IP address or the server name in the connection properties.

67. Could not find the server by its name. Check the server name or specify an exact IP address instead of a name

NETBIOS name lookup failure. You must specify the exact TCP/IP address of the server in the "Ip address" field of the connection properties

68. SR_PACKET_NOT_SIGNED

For digital SMB messages signing only. Response from server is not properly signed. This is caused either by a problem with the server, or an external hackers' attack.