

Appendix 1 - Troubleshooting synchronization problems with MarkBookCY CNX and the Pocket PC



If you see a message such as *Class data is not available*. Please transfer from MarkBook when you attempt to use MarkBookCNX on your PocketPC PDA, the likely problem is that MarkBookCY on the host computer and *ActiveSync* are not using the same folder for transfer of data.

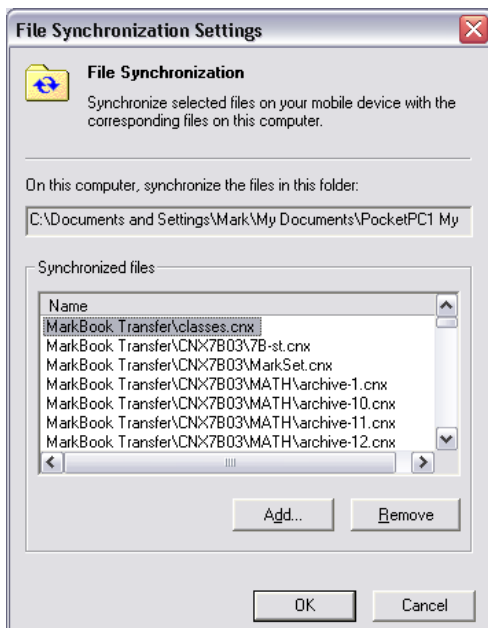
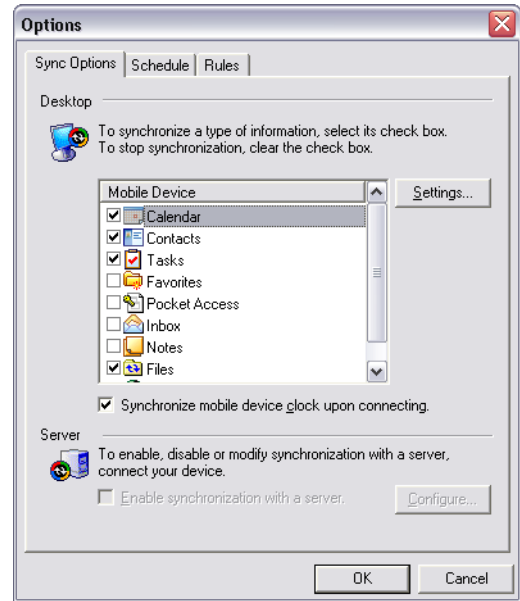


To resolve this problem, return to the host computer.



Investigate the *ActiveSync* folder on the desktop by checking the folder name and location used in *ActiveSync*.

1. Open *Microsoft ActiveSync* from the System Tray,
2. select *Tools* from the *Main Menu* then
3. select the *Options...* pick which opens the **Sync Options** tab shown at the right.
4. Select **Files** by highlighting the line
5. then click on the **Settings** button.
6. The *File Synchronization Settings* screen shown below will open.

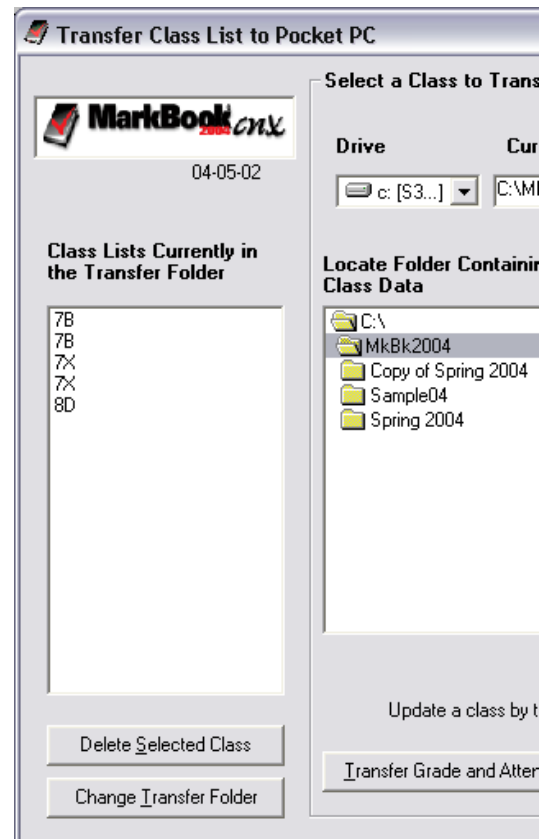


7. The folder location is shown in the box at the top of the window. Make note of the **full name**. Some of it may be hidden to the right side of the box

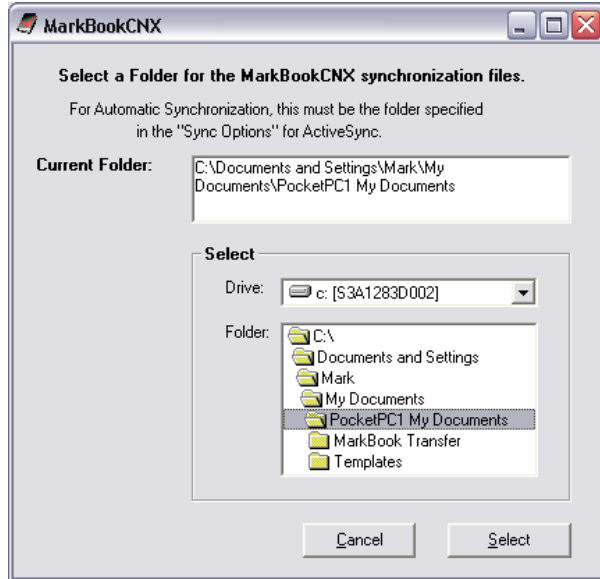
8. Open the MarkBookCY application leaving the *ActiveSync*

window open and bring up the *Transfer Class List to the Pocket PC* screen transfer interface as shown at the right:

9. Click the **Change Transfer Folder** button at the bottom left of the interface screen.



10. Browse your hard drive in the column called *Locate Folder Containing Class Data* (which is a standard directory structure as found in *Windows Explorer*) until you have located the folder identified by the *ActiveSync* in step 7. The folder name shown in the **Current Folder** textbox **must be identical** to that shown in *File Synchronization Settings* screen but without the trailing slash.



11. Select the classes for transfer as in Section 2.3.
12. If you have successfully matched the folders, you will be able to use *Windows Explorer* to locate the file transfer folder.
13. Within this folder, it you should find a folder named **MarkBook Transfer** as shown at the left.
14. On the next *ActiveSync*, classes will be transferred to your Pocket PC.
15. Close all open windows and resume using MarkBookCY.