

Connectix CopyAgent™

for Power Macintosh

Version 1.0



June 2000
Connectix
Corporation

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About CopyAgent

Welcome to CopyAgent

CopyAgent is a new member of Connectix's software product line for the Macintosh. CopyAgent allows you to backup, copy, or synchronize your files automatically. CopyAgent provides the ability to schedule copy jobs, verify copies, completely erase files, and a host of other features to help you manage your files. CopyAgent also includes TurboKeys, which gives you the ability to navigate the Finder and to control applications without a mouse. With TurboKeys, you can also set-up keyboard shortcuts for frequently used operations.

Following the installation process, CopyAgent works automatically every time you use your Mac. It is fully compatible with the complete range of Macintosh software and hardware.

The CopyAgent components

CopyAgent consists of two control panels ("CopyAgent and TurboKeys"). In addition, CopyAgent creates three preference files in the Preferences folder in your System Folder (TurboKeys Prefs, CopyAgent Prefs, and Copy Agent Scheduler).

The CopyAgent Installer inserts a CopyAgent control panel and a TurboKeys control panel in the Control Panels folder within the System Folder. CopyAgent also installs a file called Connectix Network Copy Ext in your extensions folder within the System Folder.

System requirements

CopyAgent works on all PowerPC Macintosh models running Mac OS version 8.5 or later.

To use CopyAgent, you must have the following:

- ◆ A Macintosh equipped with any PowerPC processor.
- ◆ Mac OS version 8.5 or later
- ◆ 24 MBs of physical RAM.

CopyAgent cannot be used on a Macintosh computer with a Motorola 68000 series microprocessor. This includes the 68000, 68020, 68030, and 68040. Also, computers that originally had a 68000 series CPU and were later upgraded with a PowerPC accelerator are not compatible with CopyAgent.

Installing CopyAgent

Installing CopyAgent

To install CopyAgent, follow these steps:

1. Insert the CopyAgent CD.
2. Read the ReadMe file on the CD for last-minute information that is not in this manual. The Read Me file includes information which may help you in troubleshooting CopyAgent with your system.
3. Double-click the **CopyAgent Installer** icon to begin the installation process.
4. Use the **Switch Disk** button to select the volume onto which you want to install CopyAgent. (The default is the startup disk because CopyAgent must be in the active System Folder to be active).
5. Click the **Install** button. The installer will automatically install both CopyAgent and TurboKeys. If you wish to install only one of the components, select custom install and deselect the component you do not want installed by clicking the checkbox by its name.
6. Fill in the personalization dialog box that appears. Then click OK.
7. When the “Installation was successful” message appears, click **Restart** to restart your Macintosh or **Quit** to return to the Finder.
8. Restart your Macintosh.
9. To register CopyAgent electronically, complete the electronic registration form and follow the instructions to transmit the registration information to Connectix. If you cannot transmit the registration electronically, you can print the information and fax it to Connectix.

Installing Connectix Network Copy

To install the Connectix Network Copy extension to a file server, follow these steps:

1. Insert the CopyAgent CD.
2. Double-click the **CopyAgent Installer**
3. Click **Custom Install**
4. Click **Connectix Network Copy**
5. Click **Install**
6. Restart your Macintosh.

Removing CopyAgent

If you choose to remove CopyAgent after installation, follow these steps:

1. Insert the CopyAgent CD.
2. Double-click the **CopyAgent Installer** icon on the CopyAgent CD.
3. Use the pop-up box to tell the Installer from which volume you want to remove CopyAgent.
4. Click **Remove**.
5. Restart your Macintosh.

Temporarily disabling CopyAgent

To temporarily disable CopyAgent without removing it from your computer, follow one of these steps:

- ◆ To disable all extensions, restart your Macintosh and hold down the **Shift** key until the message “Extensions Disabled” appears under the Mac OS logo.
- ◆ To disable any combination of extensions and control panels, including the CopyAgent extension and the CopyAgent control panel, use the Extensions Manager control panel. Restart your Macintosh to make your changes take effect.

CopyAgent Overview

CopyAgent has many features, including:

- Copy Scheduler
- Synchronize
- SmartReplace
- SmartMerge
- Keyboard Power
- Hot Keys

Instructions for using all of these features are in the next chapter. This chapter explains how these features work.

CopyAgent Features

- **Copy Scheduler** This feature allows you to schedule copy jobs to run at a specified time in the future. Copy Scheduler is particularly useful for making backups at regular intervals. You can schedule copies to occur on a daily, weekly, or monthly basis. You can also use Copy Scheduler to set up multiple schedules if you want to copy different sets of files at different times or to different target locations.
- **Synchronize** This feature allows two folders of the same name to be synchronized. Files and folders that are not present in one of the folders are copied to the other folder. The result is that both folders are identical and have the most recent copies of all files. The copy will not be performed if there is insufficient disk space.

Note: Folders on the Desktop can only be synchronized with folders located within the actual directory of the same volume if you hold down the Option key while copying. If both folders are on the Desktop, they cannot be synchronized.

- **SmartReplace** Only files that are different are copied from the source to the destination. CopyAgent examines the files' attributes and if the creation or modification dates are different, or if the sizes differ, it assumes that the files are different and need to be copied. Items, which are present in the destination folder but not the source folder, will be deleted from the target folder to generate a matching folder. This is also how Apple's Finder works. To merge files to a folder without deleting items, use the SmartMerge option instead.
- **SmartMerge** SmartMerge is similar to SmartReplace, except that SmartMerge will leave files and folders in the destination folder, even if they have been removed from the source folder.

TurboKeys

- **Keyboard Power** Keyboard Power enables you to access any pull-down menu using the keyboard. With TurboKeys installed, menu items appear with one letter underlined. Using a key combination consisting of the Control key, another modifier key, and the underlined letter of the menu you want, you can call up the menu. The menu stays open so that you can see which underlined letter corresponds to the menu item you want to choose.

For example, suppose you want to choose the "Save As" command, which is under the File menu. First, call up the File menu using Control-Shift-F, and a list of menu items appear. If you see the "a" under Save As underlined, you simply press "a" to call up the command.

Note: The initial letter is not always the underlined letter. When there is more than one menu item with the same initial letter, Keyboard Power assigns another letter to ensure a unique key for the command. In fact, because Keyboard Power does not allow duplication of letters, you might sometimes see menu items without an underlined letter. For example, the Control Panels folder, which appears as a menu item under the Apple menu, often contains many items. Therefore, some items may not have key equivalents. In that case, you can use the keyboard's arrow keys to navigate to the item you want and then press Return to open it.

- **Hot Keys** Enables you to create keyboard shortcuts for the following types of frequently used operations:
 - ◆ Typing a string of text
 - ◆ Launching applications, opening documents, or switching between applications
 - ◆ Typing the current date

A hot key is a function key (one of the keys F1-F14) or unique combination of modifier keys and text keys associated with a specific operation. For example, you can assign the key combination Command-Option-C to make CopyAgent type your company name and address.

Other Features

- **Copy multiple files to multiple destinations** You can have as many as eight simultaneous copies in progress, and you can queue additional copies.
- **Copy progress** Estimated time, elapsed time, items copied or items remaining, and total throughput are reported continuously through the copy.
- **Audible notification of completion** You can select a sound to be played at the end of a copy operation. This will be played when a copy takes longer than a time defined by the user.
- **Automatic deletion of locked files** CopyAgent gives you the option of automatically deleting locked files, bypassing the warning dialog normally provided by the Finder.
- **Connectix Network Copy** With this extension installed on a networked computer or file server, network copy speeds can be improved.
- **Security Erase** All traces of deleted files are removed; files cannot be recovered using recovery software. Items deleted from a networked volume cannot be secure erased.
- **Fast file erase** When you have twenty or more items in the Trash, emptying the Trash occurs faster than with the Mac OS Finder.
- **Delete specific items in the Trash** Normally, all items in the Trash are deleted when you choose Empty Trash from the Special menu. With CopyAgent, you can choose which items in the Trash should be deleted, and which should be preserved.
- **Verification of copied files** You can choose to verify copies to removable drives or hard drives (each may be set separately). Copies to network volumes cannot be verified.

Using CopyAgent

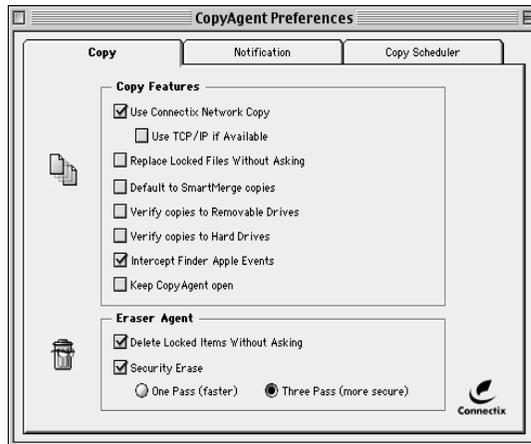
After CopyAgent is installed, many of its features work automatically. The CopyAgent control panel is used to configure Copy Scheduler and adjust various CopyAgent preferences. The CopyAgent control panel also allows you to access to the Eraser Agent.

Opening the CopyAgent control panel

To open the CopyAgent control panel, follow these steps:

1. Choose Control Panels from the Apple () menu.
2. In the submenu that appears, choose CopyAgent.

When the Copy tab is selected, the CopyAgent Preferences control panel will appear.



CopyAgent Features

The Copy tab allows you to change the following CopyAgent settings:

Use Connectix Network Copy

Checking this option improves the speed of copying files over an AppleTalk or TCP/IP network.

Use TCP/IP if Available

Checking this option further improves the speed of copying over a network. However, this option only works if Open Transport is installed on both computers. Furthermore, the computer you are copying to must have Connectix Network Copy extension installed.

Replace Locked Files Without Asking

This feature allows you to bypass the dialog box warning of the presence of locked files in the destination folder.

Default to SmartMerge copies

The default behavior of a copy job automatically uses the SmartMerge feature of CopyAgent when this option is selected. SmartMerge is explained later in this chapter.

Verify copies to Removable Drives

When this option is turned on, CopyAgent notifies you if the media on the removable drive that you are copying to is damaged. Since many removable devices come with their own driver software which may incorporate a verification option, this option is off by default. If you prefer, you can turn off third-party verification options and rely upon CopyAgent to verify your copies on all media.

Verify copies to Hard Drives

When this option is turned on, CopyAgent notifies you if the hard drive you are copying to is damaged. Since some hard drives come with their own driver software which may incorporate a verification option, this option is off by default. If you prefer, you can turn off third-party verification options and rely upon CopyAgent to verify your copies on all media.

Intercept Finder Apple Events

This feature allows CopyAgent to intercept and act upon Apple Event copy commands. Turn on this feature if you are using Connectix Network Copy.

Keep CopyAgent open

With this option turned on, CopyAgent will remain loaded in memory when the control panel is closed. This option is off by default.

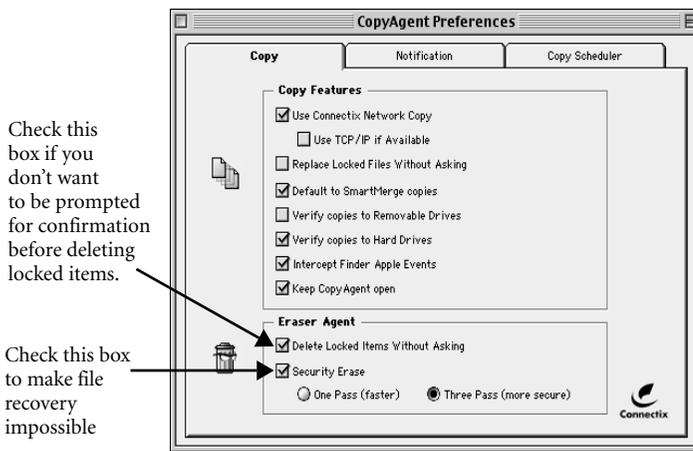
Using the Eraser Agent

The Copy Tab also includes the current settings for the Eraser Agent. CopyAgent's Eraser Agent includes an automatic feature called Fast File Erase. Fast File Erase automatically takes over the Empty Trash command from the Special menu in the Finder to provide faster file deletion.

How Fast File Erase saves time

Fast File Erase is faster than the regular Empty Trash command because it operates in the background, allowing you to do other things while the Trash is emptied. To continue with your work while files are being deleted, just click outside of the Empty Trash dialog box.

Note: When there are fewer than twenty items in the Trash, the Finder's erase is faster; therefore, Eraser Agent only works when there are twenty or more items in the Trash or when another Eraser Agent option is checked. (If Security Erase is checked, the Eraser Agent takes over regardless of the number of items in the Trash.)



Deleting locked items

When you are using the Mac OS, you cannot delete a locked file unless you hold down the Option key while emptying the Trash. With the Eraser Agent, you can delete locked items without doing anything extra.

- ◆ To automatically delete locked items when you empty the Trash, click **Delete Locked Items Without Asking** on the Copy tab of the CopyAgent Preferences control panel.
- ◆ If you want to be prompted for confirmation before CopyAgent deletes a locked item, leave the **Delete Locked Items Without Asking** box unchecked. If you lock files to prevent them from being deleted, it is a good idea to leave this option unchecked.

Note: You cannot erase a file that is in use, even if the Delete Locked Items Without Asking option is checked.

Preventing erased files from being recovered

Normally, emptying the Trash merely tells your computer that the disk space your files had been occupying is now available for other files. Therefore, until other files write over the deleted files, the deleted files are still on disk and can be retrieved in part or in whole using file recovery software.

CopyAgent gives you the option to securely erase a file, so that it cannot be recovered. You can think of Security Erase as the equivalent to an electronic document shredder.

Note: Using Security Erase is slower than using regular Finder erase.

If you have selected Security Erase, you can set the security level by specifying how many passes to make over the area formerly occupied by deleted files.

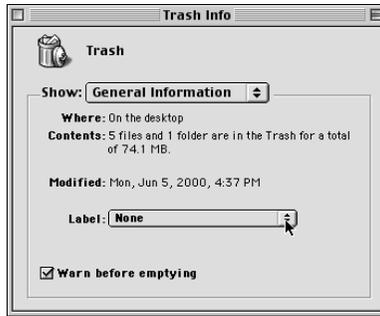
- ◆ Choose **One Pass** for faster performance. CopyAgent will write a single pass of 0's over the area formerly occupied by deleted files.
- ◆ Choose **Three Passes** for better security. CopyAgent will write a pass of 0's, 1's, and 0's over the area formerly occupied by deleted files. While three passes provides better security than one, making three passes can take noticeably longer than a single pass, depending on the size of the files being erased.

Selectively deleting items in the Trash

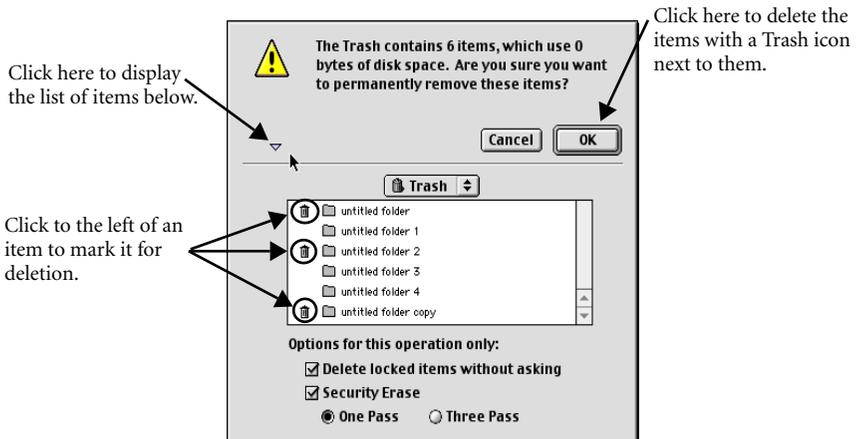
Normally, the Empty Trash command simply prompts you to delete the files in the Trash without the option to choose the items in the Trash you actually want to delete.

With CopyAgent, you can selectively delete one or more items in the Trash. To make a dialog box appear each time you empty the Trash, follow these steps:

1. Select the Trash icon and choose **Get Info** from the **File** menu (or press Command-I).
2. In the dialog that appears, check the **Warn before emptying** box.



If the **Warn before emptying** box is checked, then the next time you choose **Empty Trash** from the Special menu, the following dialog will appear:

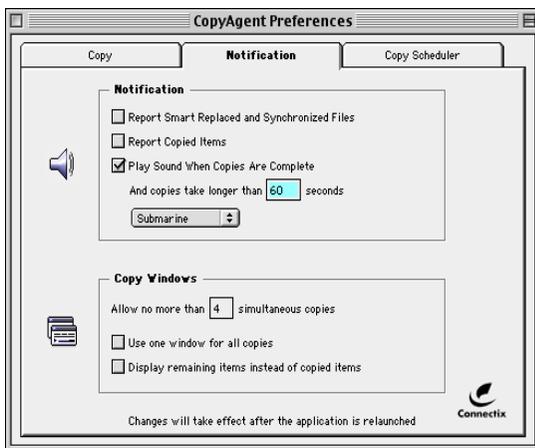


The Notification Tab

The Notification tab allows you to adjust your Copy Notification settings, and Copy Windows settings.

Setting notification options

You can tell CopyAgent when and how to notify you after certain events. To set your notification options, click the Notification tab in the CopyAgent control panel:



Report SmartReplaced and Synchronized Files

Click this check box to be notified of CopyAgent's completion of copy operations involving SmartReplace or Synchronize. This feature reports the number of files copied from the source to the destination.

Report Copied Items

Click this check box to see a report for copied items.

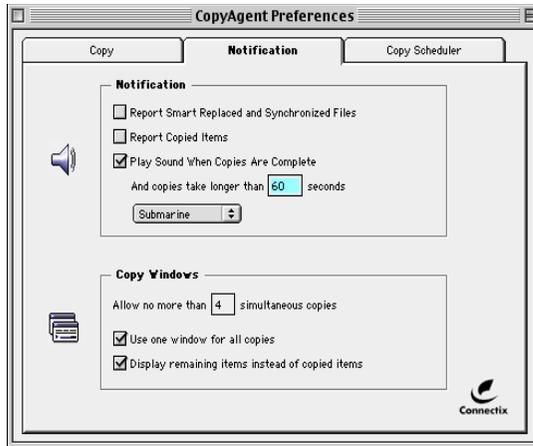
Play Sound When Copies Are Complete

Click this check box to hear a sound signaling the end of a copy operation. If you want to hear this sound after any copy operation, enter 0 in the Seconds field. If you only want to be notified of the completion of longer copy jobs, enter a larger number in the field. Use the pop-up list to choose what sound you want played.

Setting Copy Windows options

With CopyAgent, you can have as many as 8 copy operations running at the same time.

Use the Copy Windows portion of the Notification tab to choose how many simultaneous copy jobs you want to allow and how you want the progress of multiple copy jobs to be displayed.



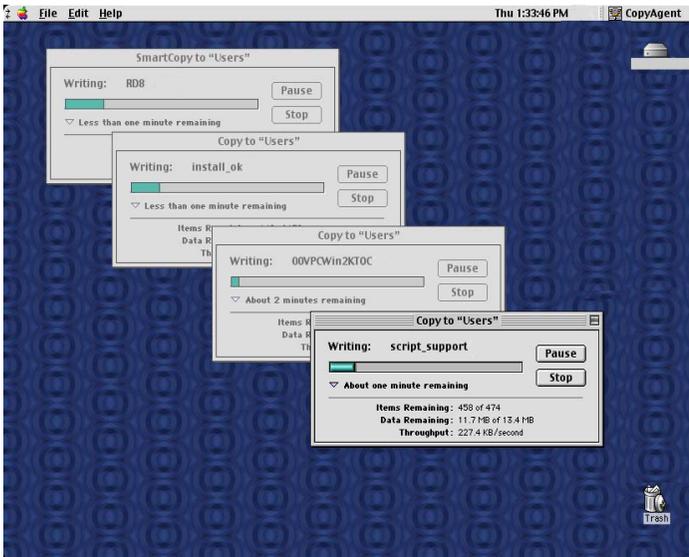
Number of simultaneous copies

To set the number of copies that can occur simultaneously, enter the desired number of copy jobs in the **Allow no more than** field.

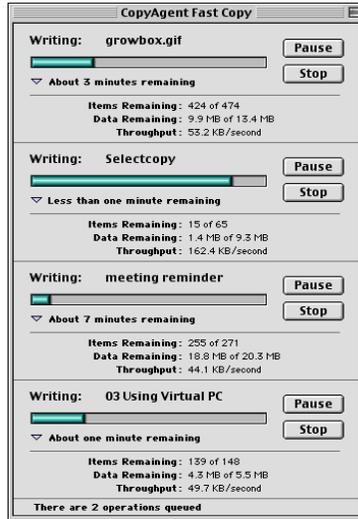
Note: The range of numbers you can enter is from 1 to 8.

Use one window for all copies

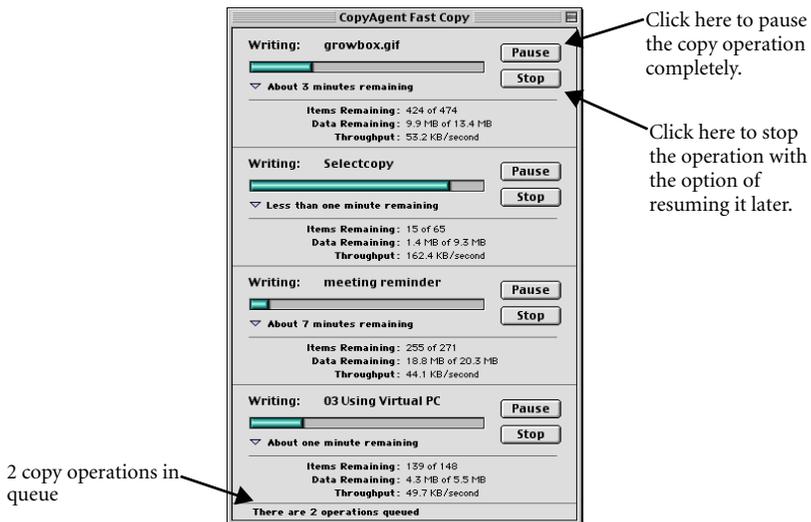
Under Mac OS and with CopyAgent's default settings, each copy job has its own status window. This example shows 4 copy jobs running at the same time. How to perform copy jobs will be explained in the **Scheduling copy jobs in advance** section.



If you Select the **Use one window for all copies** option, CopyAgent will report the progress of all current copy operations in a single window. The example below shows 4 copy jobs in one window. How to perform copy jobs will be explained in the **Scheduling copy jobs in advance** section.



If the number of copy jobs you run exceeds the number of allowed simultaneous copy jobs, CopyAgent will display the number of remaining copy operations queued for completion at the bottom of this window. The example below shows 4 simultaneous copies with 2 queued copy jobs. How to perform copy jobs will be explained in the **Scheduling copy jobs in advance** section.



Display remaining items instead of copied items

Normally, the copy status window shows which items have already been copied. If you click **Display remaining items instead of copied items**, CopyAgent will instead list which items have yet to be copied.

Copying files to another computer

CopyAgent accelerates copies to and from any computer across a local network. To take advantage of Connectix Network Copy, you must install the Connectix Network Copy extension on a networked computer or file server.

To use Connectix Network Copy, mount the networked volume on your desktop and perform your regular copy job. Connectix Network Copy runs in the background. The improvement to network copy speed is based on using file compression and TCP/IP. For the best results, you should verify the following:

- ◆ The Connectix Network Copy extension has been installed in the extensions folder on all networked machines that you are copying to.
- ◆ **Use Connectix Network Copy** is checked in the Copy control panel.
- ◆ **Use TCP/IP if Available** is checked in the Copy control panel.
- ◆ TCP/IP is enabled on all machines that you are copying to.

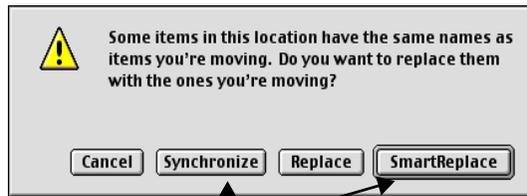
For instructions on installing Connectix Network Copy, see Chapter 2.

Understanding Synchronize, Replace, SmartReplace, and SmartMerge

Normally, when you use the Mac OS Finder to copy a folder or file to a location that already contains a folder or file with the same name, a dialog box appears asking you whether you want to cancel the copy or replace the item in the target location with the item you are copying.

CopyAgent gives you three additional choices: **Synchronize**, **SmartReplace**, and **SmartMerge**.

To understand these choices, it's helpful to look at how they function.



CopyAgent provides two extra choices for what to do with files having the same name

Replace

Replace simply replaces the items in the target location with the items in the source location, regardless of which items are newer.

Note: This is default Apple Finder behavior.

For example, suppose folder A contains 10 items and folder B contains only two items. If you copy the whole folder B to the location of folder A, and choose Replace, folder B will take the place of folder A—both folders will contain only two items.

Synchronize

Synchronize makes certain that two folders of exactly the same name compare and copy their contents by date and time so that the operation results in the two folders containing only the most recent versions of files, as well as any additions. For example, suppose that folder A contains one file and folder B contains three, including one with the same name as folder A. When you drag folder A to the same location as folder B and choose **Synchronize** from the dialog box, CopyAgent compares the files and copies the newer versions to each folder. At the end of the operation, both folders contain the same three files.

SmartReplace

SmartReplace copies only files that are new or that have changed. The result of a SmartReplace is exactly the same as that of a normal Finder copy, except that only those items that have changed are actually copied.

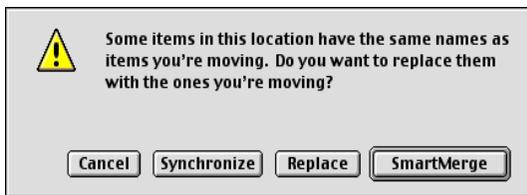
For example, suppose folder A contains 10 items and folder B contains the same ten items, 3 of which are newer. If you copy the whole folder B to the location of folder A, and choose **SmartReplace**, the contents of folder B and folder A will be compared, and only the 3 newer files will be copied.

SmartMerge

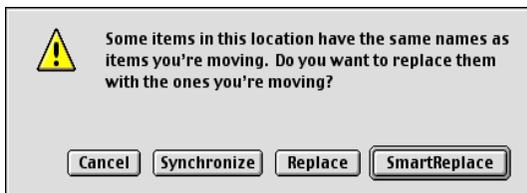
SmartMerge behaves much in the same way as SmartReplace, except that SmartMerge will leave files and folders in the destination folder, even if they have been removed from the source folder.

Switching between SmartMerge and SmartReplace

You can quickly switch between SmartMerge and SmartReplace without using the copy tab and the **Default to SmartMerge copies** check box. If the **Default to SmartMerge copies** is checked under the copy tab in the CopyAgent preferences, then the SmartMerge button will be displayed each time a copy is made.



To switch to SmartReplace mode, click and hold down **Option** and the SmartReplace button appears. While holding down **Option**, click **SmartReplace** to perform a SmartReplace copy.

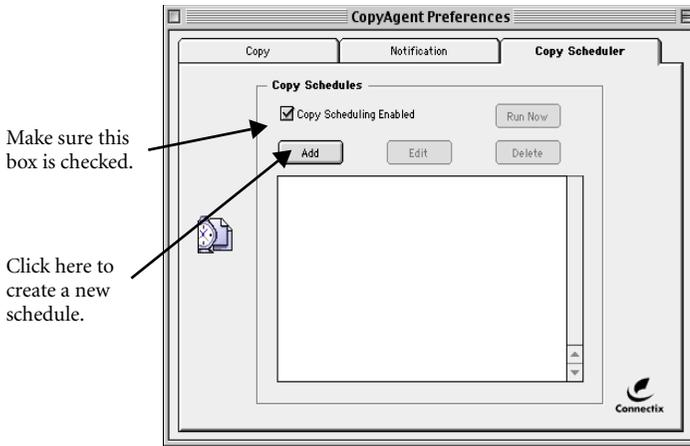


To switch back to SmartMerge, release the **Option** key.

Scheduling copy jobs in advance

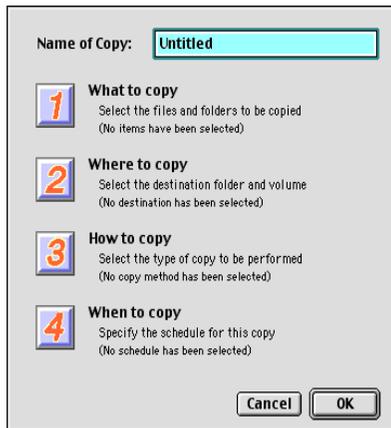
Use CopyAgent's Copy Scheduler feature to schedule copy jobs in advance. To create a scheduled copy, follow these steps:

1. Open the CopyAgent control panel.
2. Choose the **Copy Scheduler** tab:



3. Click the **Add** button to start defining a copy schedule.

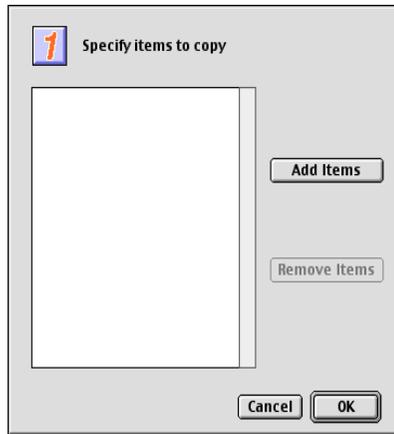
The following dialog box appears, with the **Schedule Name** field blank:



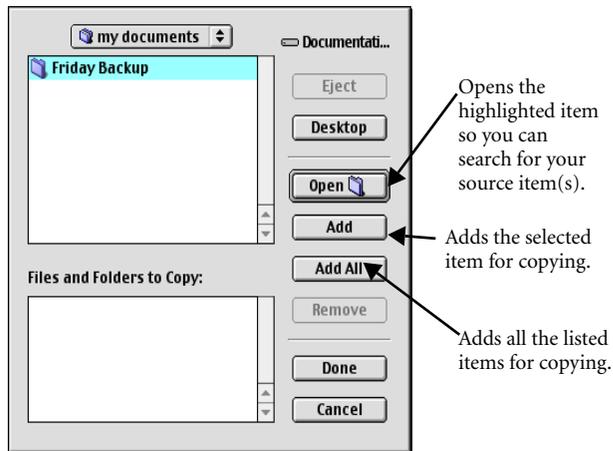
4. Enter a name for the schedule in the **Schedule Name** field.

For example, if you are defining a weekly backup, you might call your schedule “Friday backup.”

5. Click button 1. The following dialog box appears:

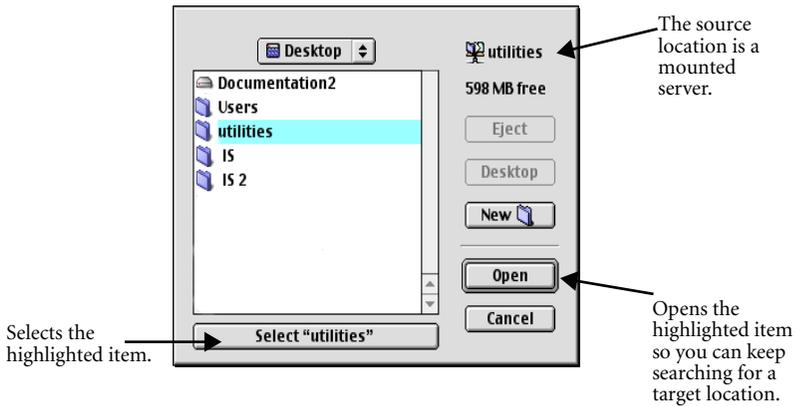


6. Click **Add Items** to see the following dialog box:



7. Find and select the items you want to copy and click **Add**. When you have added all the items you want to copy, click **Done**.
8. In the **Specify items to copy** dialog box, click **OK**.
9. Click button 2 to select **Where to copy**.

The following dialog box appears:

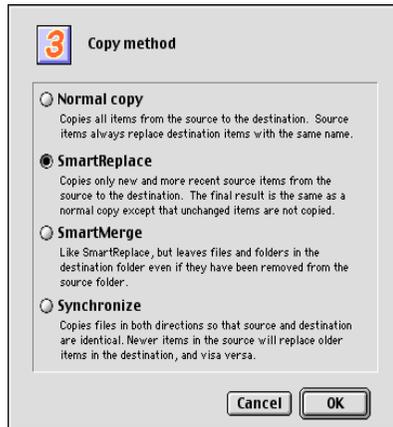


10. Find the volume and folder where you want the copied items to be placed.

Note: The target location can be a removable media device (with the exception of CD-R, CD-R/W, or a tape drive), an external hard drive, or a networked volume and it must be a volume mounted on your desktop.

11. Click the **Select** button.
12. Click button 3 to choose How to copy.

The following dialog box appears.



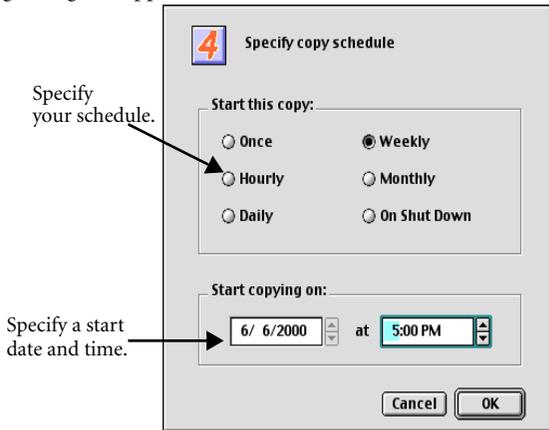
13. Click one of the radio buttons to choose what type of copy you want to execute when CopyAgent finds items with the same name in the source and target locations.

Note: Normal copy works the same way as Apple's default copy function.

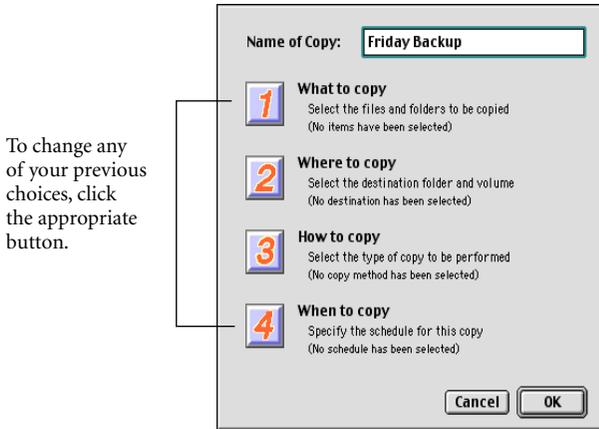
14. Click **OK**.

15. Click button **4** to specify when the copy should occur.

The following dialog box appears:



16. After you specify your copy schedule, click **OK**. The main Copy Agent dialog box appears again:



17. When you are finished setting your schedule, click **OK**.

TurboKeys

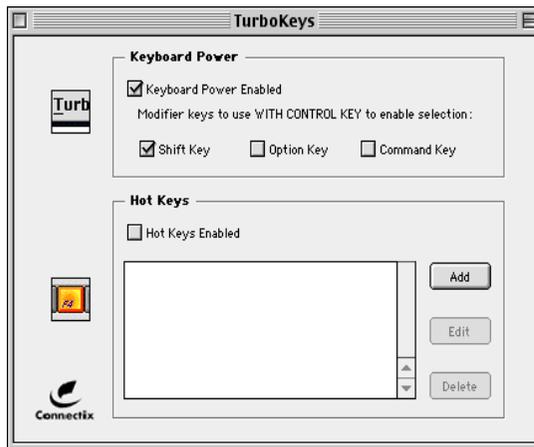
TurboKeys speeds up your work by enabling you to cut down on time-consuming, mouse-intensive operations. It does so by offering two personal-productivity tools: Keyboard Power and Hot Keys.

Using Keyboard Power

To start using Keyboard Power, follow these steps:

1. Choose Control Panels from the Apple () menu.
2. In the submenu that appears, choose TurboKeys.

The TurboKeys preferences control panel will appear.



3. Make sure the **Keyboard Power Enabled** check box is checked.
4. The Shift key is enabled by default. Check one or more of the modifier keys that you want to use with the Control key to enable selection.

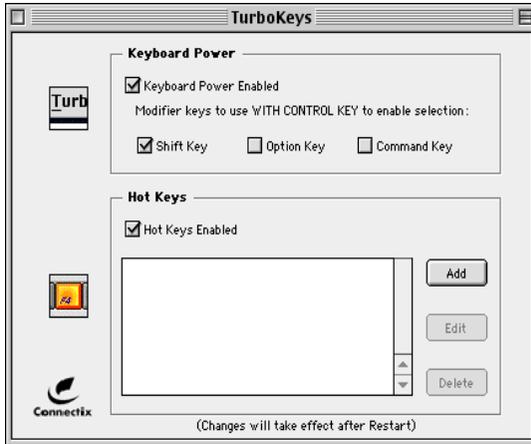
For example, if you want to be able to call up menu names and menu items using the Control key and the Shift key, check the box next to Shift Key.

Using Hot Keys

To start using Hot Keys, follow these steps:

1. Choose control panels from the Apple (🍏) menu.
2. In the submenu that appears, open the TurboKeys control panel.

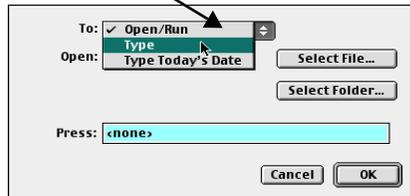
The TurboKeys preferences control panel will appear.



3. Make sure the Hot Keys Enabled box is checked.
4. Click the **Add** button to define a new hot key.

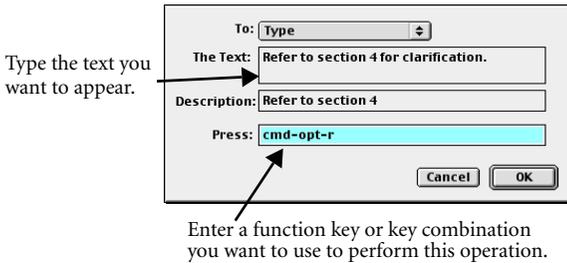
The following dialog box appears:

Choose the type of operation this hot key will perform.

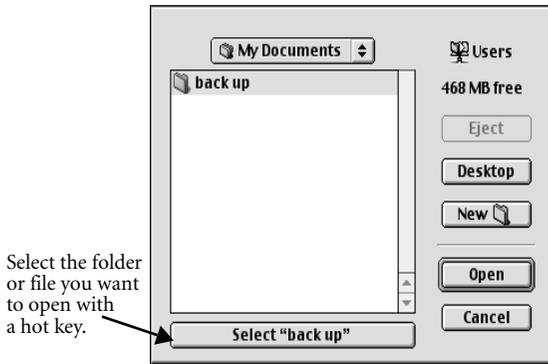
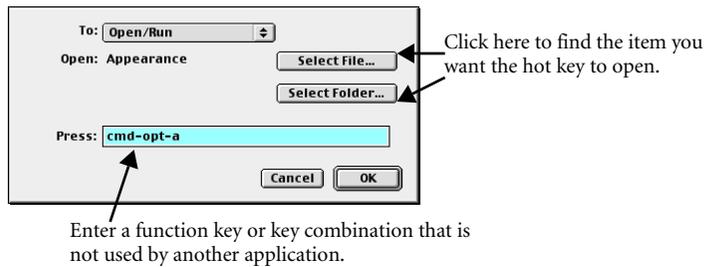


5. Choose **Type** to add text.

The following dialog box appears:



6. If you want the hot key to open a document, folder, or an application, the dialog box looks like this:



Note: Choose a key combination that is unique so that it does not conflict with a keyboard shortcut used by another application. If the key combination is the same for a TurboKeys hot key and another application's keyboard shortcut, TurboKeys takes over, using the key combination as you have defined it in TurboKeys.

The following are the available modifier keys for defining a hot key:

- ◆ Shift
- ◆ Control
- ◆ Option
- ◆ Command

7. Click **OK** to set the hot key you have just defined.

Sales and Support

In the unlikely event that you have a problem with Connectix CopyAgent, please read this section first.

Contacting Connectix Support

If you have questions or problems with Connectix CopyAgent, contact us by telephone, by fax, or through electronic mail. But first, try the following:

1. Read this manual. It may only take a few moments to get the answers you need. Also, check the ReadMe file, which has information about known problems and solutions.
2. Write down the events that lead to the problem. Have you changed anything in your computer recently?

Have the following available when you contact Technical Support:

- Software version number — in the CopyAgent control panel
- Amount of physical RAM installed — located in “About This Computer...”
- Macintosh model — located in “About This Computer...”
- Macintosh OS version — in “About This Computer...”

Connectix Technical Support can be contacted on the World Wide Web, or by e-mail, fax, or phone:

WWW: <http://www.connectix.com>

E-mail: camsupp@connectix.com

Fax: 650-571-5195

Phone: 970-304-9533, 8AM to 8PM PST, Monday through Friday

Contacting Connectix Sales

Contact Connectix Sales for more information about other Connectix products.

Internet: sales@connectix.com
Fax: 650-571-0850
Phone: 800-950-5880 or 650-571-5100 (Sales only)

Returning a Product

To return Connectix software under the terms of its 30-day money back guarantee, you must contact Connectix Sales to obtain an RMA (Return Merchandise Authorization) before returning the product.

Connectix is not responsible for products returned without an RMA.

Contacting Connectix Support in Europe

For all European countries, dial +31-20-5814385, 9AM to 5PM CET, Monday - Friday. This number is in Holland, however information will be provided in English.

European Addresses

Mailing: SEI, Attn: Connectix, Naritaweg 70, 1043 B2 Amsterdam, The Netherlands
FAX: Fax questions to: +31-20 581 9270
Internet: For e-mail use the internet address: CONNECTIX@NL.SYKES.COM
(NOTE: There is no "I" in CONNECTIX)

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