

Produced by

Psion Digital
Limited

Psion Technical Support

Contacts: www.pSION.com/international
Knowledgebase: www.pSION.com/support

Troubleshooting PsiWin 2.x synchronization problems

Note: All occurrences of **Revo** in this document also refer to **Revo Plus** unless otherwise specified.

This document discusses various problems that may be encountered when synchronizing Psion Agenda and Data files from the Psion Series 3a, 3c, 3mx, 5, 5mx, 7, Siena or Revo with Microsoft Outlook 97 or 98, Microsoft Schedule+ 7.0, 7.0a or 7.5, or Lotus Organizer 2.1, 97 or 97GS. Some familiarity with these applications, Windows 95/98/NT 4.0 and your Psion is assumed. You will also need a full installation of your PC Personal Information Manager (PIM).

Setting up your synchronization correctly

The majority of synchronization problems are caused by an incorrect synchronization set up. Please make sure you have read the appropriate **Synchronizing your Psion with...** support document first as these explain the correct way to set up a synchronization. In particular, you should ensure that you are synchronizing the correct files, both on the Psion and on the PC.

How to troubleshoot a synchronization problem

In order to troubleshoot a synchronization problem you will need several pieces of information. Following is a list of the information you will almost definitely need:

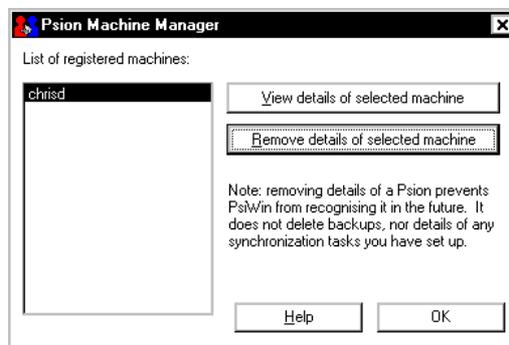
1. The version of PsiWin 2.x and the Psion machine with which you are synchronizing.
Some older versions of PsiWin 2.x will not work with as many PC PIMs as more recent versions. If you are unsure which version of PsiWin 2.x you are using and whether it works with your Psion machine, see the **Synchronizing with older versions of PsiWin 2.x** section towards the end of this document. You should also upgrade your copy of PsiWin to the latest version. Check Psion's web site (www.pSION.com) for details on which versions are available for download or check with your local Psion distributor for details of availability.
2. Your PC's Operating System.
Some versions of PsiWin 2.x are incompatible with some versions of Windows. PsiWin versions before 2.2 will not work properly with Windows 98 and PsiWin versions before 2.1 Service Release 1 need to be installed by an Administrator on Windows NT 4.0. Also, if you are using Windows NT 4.0 you will need to have installed Service Pack 3 or later.
3. If you can successfully connect your Psion and PC.
If not, or if you are not sure, see the **Troubleshooting PsiWin 2.x connection problems** support document for advice.
4. If synchronization has been successful in the past.
If so, it is possible that something has changed on your Psion or PC. This could be an application causing problems with the connection between Psion and PC (see point 3 above), some software which changes the way your PC PIM works (for example, an Outlook plug-in) or corruption in one or more files. See the **Deleting an Owner/Registered machine**, **Finding the corrupt file(s)** and **Curing corruption** sections later in this document.

5. Any error messages, exactly as they appear on the PC.
See the section towards the end of this document for detailed explanations of the meaning of numerous error messages.
6. At which point the synchronization fails.
A general diagnosis of the problem can be made from knowing the point at which the synchronization fails.
 - If you are unable to create a synchronization, the most likely causes are a bad installation of PsiWin or synchronization plug-ins, or a corrupt Owner/Registered Machine. See the **Installing and uninstalling PsiWin 2.x** support document or the **Deleting an Owner/Registered machine** section later in this document.
 - If the synchronization fails immediately or very soon after the start, the usual causes are incorrect information entered in the synchronization properties or an incompatible PIM being used. See the relevant **Synchronizing your Psion with...** support document for a step-by-step guide on setting up a synchronization, or the **Synchronizing with older versions of PsiWin 2.x** for a PsiWin/PIM compatibility table. This could also be due to a corrupt Owner/Registered machine.
 - If the synchronization fails or hangs before completing, or finishes with the message ‘The synchronization did not finish normally’, the usual cause is corruption in one of the files involved. See the **Finding the corrupt file(s)** and **Curing corruption** sections later in this document.

Deleting an Owner/Registered machine

When PsiWin 2.x connects to a machine for the first time it asks you to enter a name for that machine. This will register details about your Psion on your PC. Very occasionally this information can become corrupt.

To delete this information, click the **Start** button and select **Programs**, then **PsiWin 2.x**, and then **Machine Manager (Owner Manager** in older versions of PsiWin). This will present you with a list of current registered machines. Highlight your machine and click the **Remove details of selected machine** button (**Delete this owner** in older versions of PsiWin). The next time you connect your Psion you will be asked to give it a name. At this point you should type in something different from the machine name you have just deleted.



After doing this you should make a new backup and recreate any synchronizations.

Finding the corrupt file(s)

By far the most common cause of a synchronization failing, apart from the wrong files being chosen in the set up, is corruption or spurious entries in one of the files.

To test whether this is the case, create a new Psion Agenda and/or Data file, and new Outlook folders, Schedule+ file or Organizer file and put one test entry in each. If this synchronization works then the problem is with one of the original files. If not, you should reinstall PsiWin. See the **Installing and uninstalling PsiWin 2.x** support document for information on how to do this.

The next steps are to find out which file is causing the problem. Ignore any of the steps below that do not apply to you. For example, if you are only synchronizing an Agenda file with your PIM, ignore step 3.

1. Synchronize new Psion Agenda/Data files (see the section in this document on **Creating new files**), as necessary, with your existing PIM file. If this works, the problem lies in either the Agenda or Data file. If not, there is a problem with your PIM file.
2. Synchronize a new Schedule+ or Organizer file, or new Outlook folders (see the section in this document on **Creating new files**) with the existing Agenda file. If this does not work, there is a problem with your Psion Agenda file.
3. Synchronize a new Schedule+ or Organizer file, or new Outlook folders (see the section in this document on **Creating new files**) with the existing Data file. If this does not work, there is a problem with your Psion Data file.

Creating new files

Agenda

If you are using a Series 3a, 3c, 3mx or Siena, you can create a new Agenda file in one of two ways. The first is to highlight the Agenda icon on the System screen and press **Psion + N** or select **New file** from the **File** menu. Type in a name for the file and press **Enter**. The second way is to press **Psion + N** or select **New file** from the **File** menu within an open Agenda file, then type in a name for the file and press **Enter**.

If you are using a Series 5, 5mx, 7 or Revo, you can create a new Agenda file in one of two ways. The first is to highlight the Agenda icon on the System screen and press **Ctrl + N** or select **Create new** then **File...** from the **File** menu. Type in a name for the file and tap the **OK** button or press **Enter**. The second way is to press **Ctrl + N** or select **Create new file** from the **File** menu within an open Agenda file, then type in a name for the file and tap the **OK** button or press **Enter**.

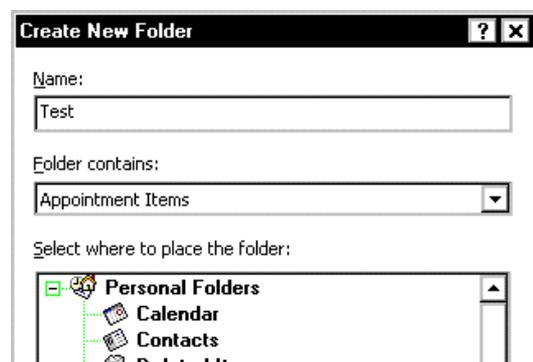
Data

If you are using a Series 3a, 3c, 3mx or Siena, you can create a new Data file in one of two ways. The first is to highlight the Data icon on the System screen and press **Psion + N** or select **New file** from the **File** menu. Type in a name for the file and press **Enter**. The second way is to press **Psion + N** or select **New file** from the **File** menu within an open Data file, then type in a name for the file and press **Enter**. You should then set up the labels so they are the same as the original file.

If you are using a Series 5, 5mx, 7 or Revo, you should create a new Data file from within the original Data file. Press **Psion + N** or select **New file** from the **File** menu and tap the **OK** button or press **Enter**. This will copy the label structure from the original Data file into the new file.

Outlook

To create a new Outlook folder, select **New**, then **Folder** from the **File** menu. Type in a name for this folder (in this example, **Test**) and select which type of information this folder is going to contain (this should be the same as the folder you are exporting, in this example, **Appointment Items**). Then, select the top-level folder in the list of folders (in this example, **Personal Folders**) and click the **OK** button. The new folder will appear in the folder view in Outlook (if you have this showing).



Schedule+

To create a new Schedule+ file select **New** from the **File** menu. Then type a name for the new file in the **File name:** box, for example, **Test**, then click the **Save** button.

Organizer

To create a new Organizer file, select **New** from the **File** menu.

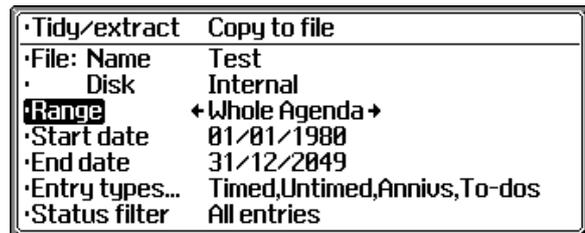
Curing corruption

The following sections describe how to cure corruption in Psion files and supported PC PIMs. After following the instructions you will need to specify the new file(s) in the synchronization properties.

Agenda files

1. If there is a problem with your Series 3a, 3c, 3mx or Siena Agenda, you should perform a Tidy/extract operation on the file.

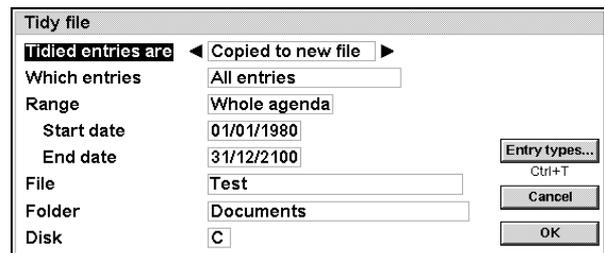
To do this, open the Agenda file and press **Psion + T**. Change the **Tidy/extract** line to **Copy to file**, enter a file name (in this example, **Test**) and the disk to create this file on. Then, select **Whole Agenda** on the **Range** line, **All entries** on the **Status filter** line and press **Enter**.



This will extract all the information from your Agenda into a new file (in this example, **Test**). Note that this is *not* the same as copying the file.

2. If there is a problem with your Series 5, 5mx, 7 or Revo Agenda, you should perform a Tidy/archive operation on the file.

To do this, open the Agenda file, and select **More**, then **Tidy/archive** from the **File** menu. Change the **Tidied entries are** line to **Copied to new file**. Select **All entries** on the **Which entries** line and change the **Range** line to **Whole agenda**. Enter a file name (in this example, **Test**) and select a folder and disk to create the file in. Then tap the **OK** button or

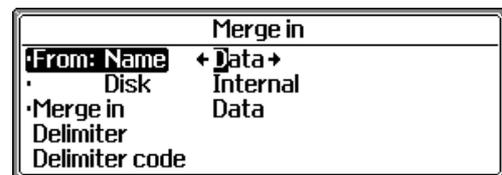


press **Enter**. This will extract all the information from your Agenda into a new file (in this example, **Test**). Note that this is *not* the same as copying the file.

Data files

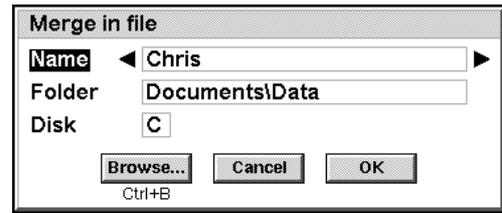
1. If there is a problem with your Series 3a, 3c, 3mx or Siena Data file, you should perform a Merge in operation on the file.

Create a new file and in that file press **Psion + M**. In the **Merge in** dialog change the **Disk** line to the disk on which your original Data file is kept, and select the filename on the **From: Name** line. Change the **Merge in** line to **Data**. Then press **Enter**.



2. If there is a problem with your Series 5, 5mx, 7 or Revo Data file, you should perform a Merge in operation on the file.

Create a new file and in that file press **Shift + Ctrl + I**. In the **Merge in file** dialog, change the **Disk** and **Folder** lines to the disk and folder on which your original Data file is kept, and select the filename on the **Name** line. Then tap the **OK** button or press **Enter**.



PC PIM

If there is a problem with your PC PIM file, you will need to export the information as text and import it into a new file or folder.

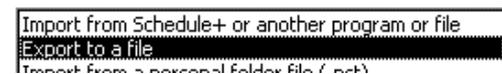
Outlook

1. Open the original Outlook file and select **Import and Export** from the **File** menu. Then highlight **Export to a file** and click the **Next** button.
2. Select the folder you wish to export (in this case **Calendar**). And click the **Next** button.
3. Select **Comma Separated Values (Windows)** and click the **Next** button.
4. Type in a name for the export file (in this example, **Calendar.txt**) and click the **Next** button. Then click the **Finish** button.
5. To import the information into a new folder, select **Import and Export** from the **File** menu. Then select **Import from Schedule+ or another program or file** and click the **Next** button.
6. Select **Comma Separated Values (Windows)** and click the **Next** button.
7. Type in the name you gave the export file (in this example, **Calendar.txt**) and click the **Next** button.
8. Select a new folder (in this example, **Test**) and click the **Next** button. Then click the **Finish** button.

You may need to do this for each Outlook folder with which you are synchronizing.

Note: It may also be necessary to set up a new Outlook profile and import the data into this. See the relevant section later in this document for information about creating a new Outlook profile.

Choose an action to perform:



Create a file of type:



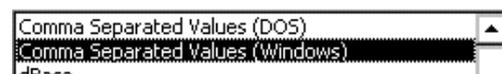
Save exported file as:



Choose an action to perform:



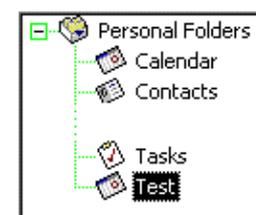
Select file type to import from:



File to import:



Select destination folder:



Schedule+ 7.x

1. Open the original Schedule+ file, and select **Export**, then **Text** from the **File** menu. Then select the type of items you wish to export (in this example, **Appointments**) and click the **Next** button.

Appointments
 To Do List
 Events
 Contact List

2. Select the date range you wish to export and click the **Next** button.
3. In the next two dialogs accept the defaults by clicking the **Next** button twice.

Export range

From: Fri 01 /01 /99

To: Fri 31 /12 /99

4. Click the **Add All** button to export all the fields and then click the **Next** button.

Export fields:

Alarm Time
 Creator
 Description
 End Date
 End Time
 Notes
 Private
 Recurring
 Start Date
 Start Time
 Tentative
 Where

5. Type in a name for the export file, or accept the default, and click the **Finish** button.

File name: C:\MSOFFICE\SCHEDULE\EXPORT.CSV

6. To import the information, open a new Schedule+ file by selecting **Open**, then **Archive or Project Schedule** from the **File** menu.

File name: C:\MSOFFICE\SCHEDULE\EXPORT.CSV

7. In this file, select **Import**, then **Text** from the **File** menu.

8. Type in the path and name of the export file. If you accepted the default when exporting, this should already be entered. Then click the **Next** button.

9. Accept the defaults in the next two dialogs by clicking the **Next** button twice.

Appointments
 To Do List
 Events
 Contact List

10. Select the type of data in the export file (in this example, **Appointments**) and then click the **Next** button.

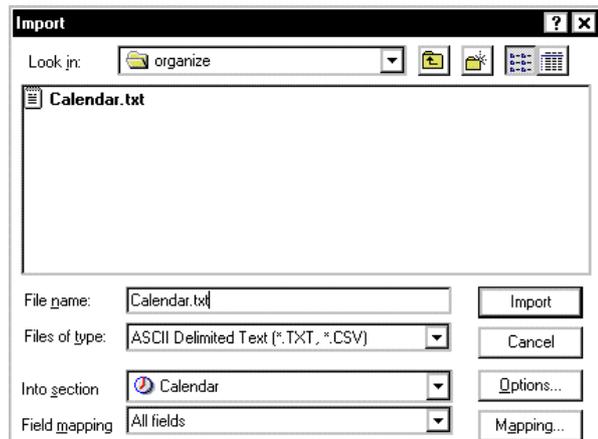
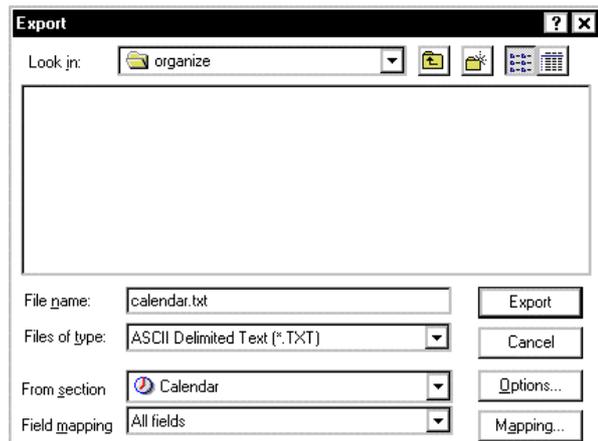
11. On the final screen, you need to map the fields between the two Schedule+ files. Opposite each field, to its right it will say **IGNORE THIS FIELD**. Click on this and a down arrow will appear. Click on this and a list of field types will appear. Select the type that corresponds to the field on the left. Do this for all the fields and click the **Finish** button.

Alarm Date	Alarm Date
Alarm Time	Alarm Time
Creator	Alarm Time
Description	Creator
End Date	Description
End Time	End Date
Notes	End Time
Private	Notes
Recurring	Private
Start Date	Recurring
Start Time	Start Date
Tentative	Start Time
Where	IGNORE THIS FIELD

You may need to do this for each type of information with which you are synchronizing.

Organizer

1. Open the original Organizer file and select **Export** from the **File** menu. On the **From section** line, select the section that you wish to export (in this example, **Calendar**), select **ASCII Delimited Text** on the **Files of type** line and type in a file name (in this example, **Calendar.txt**). Then click the **Export** button.
2. To import the information, open a new Organizer file and select **Import** from the **File** menu. On the **Into section** line, select the section into which you wish to import the information (in this example, **Calendar**), select **ASCII Delimited Text** on the **Files of type** line, and select the file you exported to earlier (in this example, **Calendar.txt**). Then click the **Import** button.



You should also check your PC PIM for spurious entries such as:

- Repeating entries with only one occurrence.
- Alarmed entries with a reminder set for before 1980.
- Entries with a carriage return at the end of the subject line.
- In Outlook, entries with a 'crossed swords' symbol. Double-click on the symbol to resolve the problem.

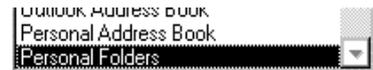
Creating a new Outlook Profile

This will only be of use if, after importing information into a new folder, testing reveals that there is still a problem with Outlook. This should only be attempted if you have a non-networked copy of Outlook. If you use Outlook on a network that is running Exchange, you should contact your Network Administrator.

To create a new Outlook profile:

1. Click the **Start** button, select **Settings**, then **Control Panel**. Double-click the **Mail and Fax** icon (this icon may be called **Mail** if you are using Outlook 98).
2. In the **Properties** dialog, click the **Show profiles** button. This will show a list of all the Outlook profiles on the PC. Then click the **Add** button.
3. Select **Manually configure information services** and click **Manually configure information services** the **Next** button.
4. Type in a profile name (in this example, **Test**) and Profile Name
5. In the **Properties** dialog click the **Add** button to add an information service to the new profile.

6. Highlight **Personal Folders** and click the **OK** button.



7. Type in a name for the Outlook file (in this example, **Test.pst**) and click the **Open** button.

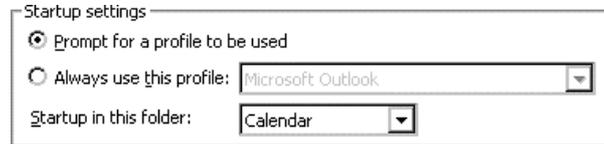


8. Select **No encryption** and click the **OK** button.



9. Click the **OK** button again and then the **Finish** button. Click the **Close** button to exit the Wizard.

10. Open Outlook, and select **Options** from the **Tools** menu. On the **General** page, select **Prompt for a profile to be used** and click the **OK** button.



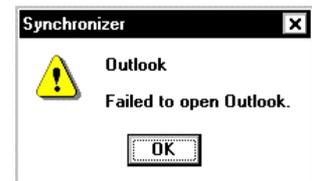
The next time you start Outlook you will be asked which profile you wish to use.

Other problems

This section describes solutions to other problems that can occur with a synchronization.

Microsoft Outlook: Failed to open Outlook

This error message can appear just after the start of the synchronization process. There can be two reasons for this message appearing. The first is that your Outlook profile has been incorrectly entered. To check this, first make sure you have your profile name.



You can find this in Outlook by selecting **Options** from the **Tools** menu. On the **General** page, if **Always use this profile** is selected your profile name will be in the text box next to it. If **Prompt for a profile to be used** is selected, your profile name is the one you select when you start up Outlook. Follow the **Synchronizing your Psion with Microsoft Outlook** support document to ensure that this information has been entered correctly in the synchronization properties.

The second reason is that the path to the Outlook folder(s) you are synchronizing has been incorrectly specified. To check the path to the folder, make sure you can see the **Folder view** in Outlook. To show it, select **Folder view** from the **View** menu.

In the example shown here, if you were trying to synchronize the **Example** folder, the path would be:

Personal Folders\Contacts\Example

If you have a top level folder that looks like

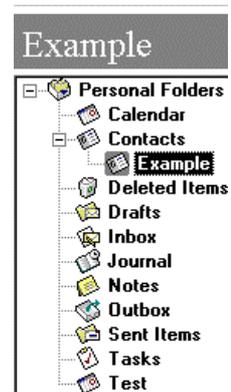
Mailbox – [Chris Dickins] or

Outlook Today – [Chris Dickins]

then the path would be:

Chris Dickins\Contacts\Example

Follow the **Synchronizing your Psion with Microsoft Outlook** support document to ensure that this information has been entered correctly in the synchronization properties.



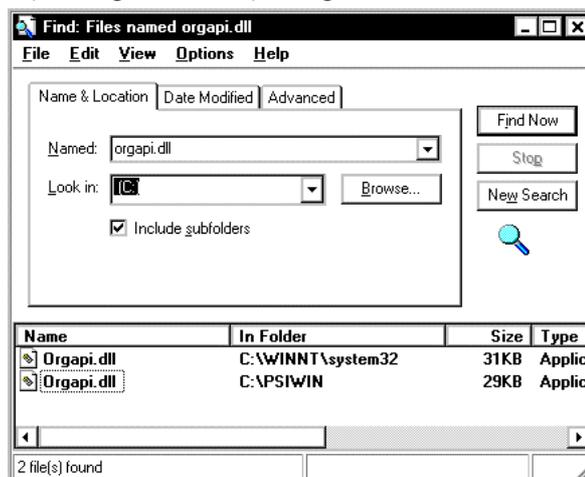
Microsoft Outlook: Failed to open Custom form, Outlook will open an Outlook form instead

This error message is due to conflicting entries. Find the Outlook entries that have a 'crossed swords' symbol. Double-click this symbol to resolve the conflict and the problem should be solved.

Lotus Organizer 2.1: Synchronizer cannot access required directory

This is due to the incorrect version of a particular file (the Organizer API) being loaded.

To find this file, click the **Start** button, select **Find**, then **Files or folders**. On the **Named:** line, type **orgapi.dll** and make sure that the **Look in:** line is set to your C drive (or whichever drive the Organizer files were installed to). Then click the **Find now** button. You should get a list of two copies of the file. Right-click on each in turn and select **Properties**. One of the files should have a **Modified** date of 7th November 1995. Right-click again on the file with this date and select **Delete**. Then confirm the deletion and restart the PC. All should now be well.



Lotus Organizer: Cannot find xxxxxxx (section name)

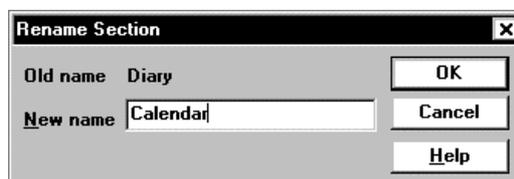
This error message is due to the section name being incorrectly entered in the synchronization properties. Open Organizer and check the name of the relevant section. Then enter the section name in the synchronization properties (the **Synchronizing your Psion with Lotus Organizer** support document shows you how to do this).



Lotus Organizer: Unable to open xxxxxxx (section name)

This is due to a problem in Organizer where, if you rename a section, Organizer will sometimes not recognise the change. The solution here is to rename the section back to its original name and change the synchronization properties to reflect this.

To do this, right-click on the relevant section's tab. Select **Rename**, type the original name on the **New name** line, then click the **OK** button. Follow the **Synchronizing your Psion with Lotus Organizer** support document and enter this information in the synchronization properties



Error Code: Agenda Model

Error Number: 10

While this is not, strictly speaking, a synchronization problem, it does occur as the result of a synchronization. If you find that, after synchronizing, your Agenda fails to open with this error message, you will need to do two things. First, delete the Agenda file as it is now unusable. Second, search your PIM for alarmed entries with a reminder set for before 1980 and either delete these entries or modify them so that the reminder is set for a date after 1980.

Synchronizing with older versions of PsiWin 2.x

The user interface of older versions will differ slightly from PsiWin 2.4 shown here, but all the information required is the same. Below is a table showing compatibility between versions of PsiWin and PC PIMs. To find out which version of PsiWin 2.x you have, double-click the **My Psion** icon on your desktop and select **About PsiWin 2.x** from the **Help** menu.

PsiWin version	Supported PIMs
2.0 (Builds 042, 046 and 051)	Microsoft Schedule+ 7.0/7.0a, Lotus Organizer 2.1/97
2.01 (Build 055)	Microsoft Schedule+ 7.0/7.0a, Lotus Organizer 2.1/97
2.01 with Office 97 plug-in	Microsoft Schedule+ 7.0/7.0a, Microsoft Outlook 97, Lotus Organizer 2.1/97
2.1 (Build 072)	Microsoft Schedule+ 7.0/7.0a/7.5, Microsoft Outlook 97, Lotus Organizer 2.1/97
2.2 (Build 097)	Microsoft Schedule+ 7.0/7.0a/7.5, Microsoft Outlook 97/98, Lotus Organizer 2.1/97/97GS
2.3 (Build 138)	Microsoft Schedule+ 7.0/7.0a/7.5, Microsoft Outlook 97/98, Lotus Organizer 2.1/97/97GS
2.3 (Build 138) with email synchronization plug-in	Microsoft Schedule+ 7.0/7.0a/7.5, Microsoft Outlook 97/98 (inc. email), Lotus Organizer 2.1/97/97GS, Lotus cc:Mail 6/8 (with cc:Mail 8 post office) email
2.31 (Build 142)	Microsoft Schedule+ 7.0/7.0a/7.5, Microsoft Outlook 97/98, Lotus Organizer 2.1/97/97GS
2.31 (Build 142) with email synchronization plug-in	Microsoft Schedule+ 7.0/7.0a/7.5, Microsoft Outlook 97/98 (inc. email), Lotus Organizer 2.1/97/97GS, Lotus cc:Mail 6/8 (with cc:Mail 8 post office) email

Note: Lotus Organizer 4.1 is the same as 97GS

In addition, versions before PsiWin 2.2 cannot synchronize with the Psion Series 3a, 3c, 3mx or Siena.