

ViceVersa Pro 2.0 Troubleshooting Document

Overview

ViceVersa is a backup utility only used on laptops. This utility synchronizes data between users My Documents directory (D Drive) to their Home Directory. (H: Drive)

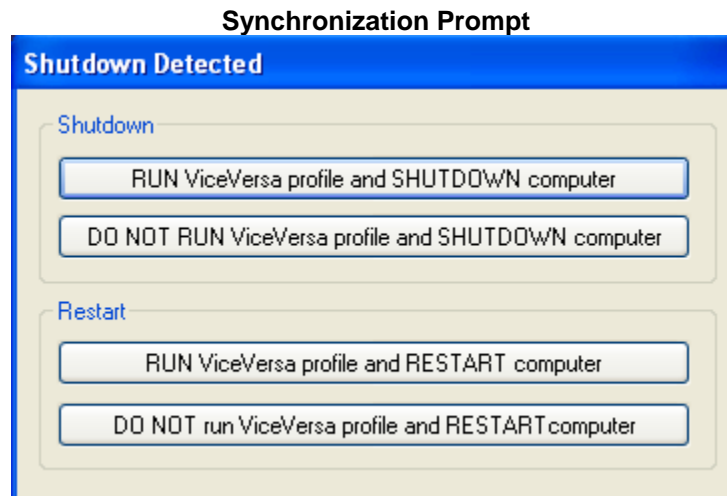
How ViceVersa Works

ViceVersa only synchronizes data from the D: drive to H: drive; it will not synchronize from the H: drive to the D: drive. If there is anything on H: that is has been deleted from the D: drive, ViceVersa will remove the copy on the H: drive.

Although laptop users can see their H: drive from My Computer, instruct them to never save directly to the folder because it will be deleted.

ViceVersa automatically synchronizes data when the user logs onto the laptop. Synchronization repeats every 60 minutes after the initial synchronization.






When the user logs off, restarts, or shuts down the computer they will be asked if they want to run ViceVersa.



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How to Determine if ViceVersa is Running Correctly

The ViceVersa folder in the system tray indicates the status of backup utility.

Icon	What it Means	Troubleshooting Action
<p>Green Folder Icon</p> 	ViceVersa is running properly and all data is synchronized between D: and H:	None
<p>Yellow Folder Icon with an L</p> 	ViceVersa has detected a change on D: that requires synchronization with H. Synchronization will take place within 60 minutes.	None
<p>Yellow Folder Icon with a ← or -></p> 	ViceVersa is synchronizing data between D: and H: drive. Synchronization time depends on the amount of data. The user's laptop will slow down but can continue to work.	None
<p>Gray Folder Icon</p> 	The user manually stopped ViceVersa. Synchronizations are NOT taking place.	Reboot the computer to begin synchronizations again.
<p>Any Color Folder with an "!" Icon</p> 	Error detected. ViceVersa is not running properly. This icon usually means that user is no longer connected to the H: drive.	<ol style="list-style-type: none"> 1. Check that user can see D: and H: drives. 2. Copy file to H: Drive to verify the user account has rights to the H: drive. 3. Check network connectivity by opening Outlook or launching NMConnect, reboot if necessary. 4. If laptop connects to D and H and ViceVersa still has an error, transfer ticket to DASD queue. <p>OR</p> <ol style="list-style-type: none"> 5. If laptop connects to the network, but the user does not have an H: drive mapping, transfer ticket to the System Administrators to verify home drive mapping.
<p>Customer's personal folders do not show up in Outlook.</p>	ViceVersa was copying the PST when Outlook was opened.	<ol style="list-style-type: none"> 1. Wait for the first synchronization to complete and then re-open Outlook. 2. If the data still does not show up, right-click on the ViceVersa folder icon and click on Exit. 3. Close Outlook and re-open Outlook. 4. If the PST data is still missing then the issue is NOT being caused by ViceVersa. <p>Troubleshoot for other causes.</p>