



ALTIRIS®

CARBON COPY

SOLUTION 6.1 UTILITIES

HELP



altiris®

Notice

Copyright © 2004 Altiris Inc. All rights reserved.

Product Version: 6.1

Document Date: December 13, 2004

Bootworks U.S. Patent No. 5,764,593.

RapiDeploy U.S. Patent No. 6,144,992.

Recovery Solution U.S. Patent No. 5,778,395, 5,907,672, 4701745, 5016009, 5146221, 5144425, 5463390, 5506580, 5532694, GB 2172127, B 904359, 3606869.

Other patents pending.

Due to the inherently complex nature of computer software, Altiris does not warrant that the Altiris software is error-free, will operate without interruption, is compatible with all equipment and software configurations, or will otherwise meet your needs.

The content of this documentation is furnished for informational use only, is subject to change without notice, and should not be construed as a commitment by Altiris. Altiris Inc. assumes no responsibility or liability for any errors or inaccuracies that may appear in this documentation. For the latest documentation, visit our Web site at www.altiris.com.

Altiris, the Altiris logo, BootWorks, Inventory Solution, LabExpert, PC Transplant, RapiDeploy, and RapidInstall are registered trademarks of Altiris, Inc. in the United States and in other countries.

Carbon Copy is a registered trademark licensed to Altiris, Inc. in the United States and a trademark of Altiris, Inc. in other countries.

Altiris eXpress, Altiris Protect, Application Management Solution, Application Metering Solution, Asset Control Solution, Asset Management Suite, Client Management Suite, Compliance Toolkit, Connector Solution, Conflict Analysis Solution, Contract Management Solution, Deployment Server, Deployment Solution, Energy Saver Toolkit, Education Management Suite, Helpdesk Solution Software, Lab Management Suite, Migration Toolkit, Mobile Client for SMS, Monitor Solution, Notification Server, Patch Management Solution, Problem Management Suite, Recovery Solution, Server Management Suite, Site Monitor Solution, Software Delivery Solution, TCO Management Solution, UNIX Client for SMS, Web Administrator for SMS, Web Reports, and other product names are trademarks of Altiris, Inc. in the United States and other countries.

Microsoft, Windows, and the Windows logo are trademarks, or registered trademarks of Microsoft Corporation in the United States and/or other countries.

HP and Compaq are registered trademarks of the Hewlett-Packard Corporation.

Dell is a registered trademark of Dell Inc.

Macintosh is a registered trademark of the Apple Computer Corporation.

Palm OS is a registered trademark of Palm Computing, Inc.

BlackBerry is a service mark and a trademark of Research In Motion Limited Corporation.

RIM is a service mark and trademark of Research In Motion (RIM)

All other brand names are trademarks or registered trademarks of their respective companies.

Contents

Notice	2
Chapter 1: Remote Control	5
Starting Remote Control	5
Remotely Controlling DOS Applications	5
Changing Remote Control Window Views	6
Changing Remote Control Options	6
Exiting the Remote Control Window	6
Chapter 2: File Transfer	7
Using the File Transfer Window	7
Selecting Directories and Files	7
Refreshing the File Transfer Window	7
Copying and Synchronizing Directories and Folders	7
Creating a Folder	9
Deleting Files and Directories	9
Canceling a File Transfer	9
Setting File Transfer Options	9
File Transfer Options Dialog Box	10
Transfer Tab	10
Include Tab	11
Confirmation Tab	11
Directory Restrictions Tab	12
Copy / Synchronize Dialog	12
Chapter 3: Remote Printing	13
Configuring Remote Printing	13
Printing to a Remote Printer	14
Remote Printing Options Dialog Box	14
Remote Printing > Printer Selection Tab	14
Chapter 4: Remote Clipboard	15
Opening Remote Clipboard	15
Closing Remote Clipboard	15
Chapter 5: Voice Chat	16
Starting a Voice Chat Session	16
Starting a Voice Chat Conference Session	17

Copying and Pasting Chat Text	17
Setting Input Options	17
Setting Output Options	18
Voice Chat Options Dialog Box	18
Voice Chat > General Tab	18
Voice Chat > Output Tab	18
Voice Chat > Input Tab	18
Index	19

Chapter 1:

Remote Control

Remote Control allows you to operate a remote computer as if you were sitting in front of it.

The **Remote Control** toolbar is located on the left side of the Remote Control window. Use the Remote Control toolbar to exit Remote Control, change Remote Control views, send a CTRL+ALT+DEL to the remote system, reboot the remote system, select synchronous display or asynchronous display, and display the **Remote Control Options** dialog box.

- To log into a Windows NT or 2000 system running Carbon copy as a service, use the **Send CTRL+ALT+DEL to remote system** button. This has the same effect as pressing the key combination CTRL+ALT+DEL on the remote computer itself.
- Pressing the **Send CTRL+ALT+DEL to remote system** button after you are connected to and logged into a Windows NT/2000 remote computer will launch the Windows NT/2000 security dialog box from which you may select a number of options including the Windows NT task manager.
- Pressing the **Send CTRL+ALT+DEL to remote system** button after you are logged into a Windows 9x remote computer will launch a task manager from which you can view and manage running applications on the remote computer.

Starting Remote Control

To start Remote Control

- 1 Connect to a computer that is running Carbon Copy and has already been set to **Wait for Calls**.
- 2 From the Altiris Console, in the **Remotely Control with Carbon Copy** window, click on the **Remote Control** icon.

Notes

- The computer running the Carbon Copy Agent cannot start a Remote Control session.
- During Remote Control the other Carbon Copy utilities are available.
- The remote computer's keyboard and mouse can be active, sharing control of the remote computer, or they can be disabled. This option is in the **Input Options** tab of the **Remote Control Options** dialog box.

Remotely Controlling DOS Applications

You can remotely control DOS applications in Windows. Both text and graphics mode applications are supported.

To run DOS applications in a Window or full-screen display

- 1 In the **Remote Control** window, open a DOS window. For example in Windows 2000, click **Start menu > Programs > Accessories > Command Prompt**.
- 2 Enter the DOS command at the command line.
Note: You may press ALT+ENTER to change the display of the DOS application from full screen to being displayed in a Window.
- 3 To exit the DOS windows, type EXIT and press ENTER.

Changing Remote Control Window Views

You can select how you want to view the remote computer's screen during Remote Control.

Full Screen - When selected, the Remote Control window completely fills the screen. If the remote computer's screen display is larger than your screen display, the view of the remote computer's screen will automatically scroll as you move the mouse to the edge of the screen.

When the remote computer's screen display is larger than your screen display, you can use the mouse or the ALT+RIGHTSHIFT+ARROW KEYS to pan the view of the remote computer's screen.

Windowed - Selected by default. When selected, the remote computer's screen is displayed in a window on the desktop.

Stretch to Window - When selected, the remote computer's display fills the Remote Control window on your desktop. Using this mode may result in a distorted view of the remote computer's display and decreased performance.

To switch between Remote Control views

- Click the applicable view button on the toolbar.

Using Hot Keys to Change Remote Control Views

You can use the following hot key combinations any time during Remote Control:

- ALT+RIGHTSHIFT+ENTER is used to toggle between Full Screen and Windowed view.
- ALT+RIGHTSHIFT+F is used to switch to Full Screen view.
- ALT+RIGHTSHIFT+W is used to switch to Windowed view.
- ALT+RIGHTSHIFT+S is used to switch to Windowed Stretch view.

Notes

- You can select a different view anytime during Remote Control using the toolbar buttons or hot keys.

Changing Remote Control Options

To set Remote Control options on a remote computer

- 1 In the Remote Control window, click the **Remote Control Options Property Page** button on the Remote Control toolbar.
- 2 Change the options as wanted.
- 3 Click **OK**.

Exiting the Remote Control Window

To exit the Remote Control window

Use one of the following methods to exit the Remote Control window:

- In the **Remote Control** window, click the **Exit** button on the toolbar.
- In the **Remote Control** window, use the selected Hot Key combination, for example ALT+RIGHTSHIFT.

Note: Exiting the **Remote Control** window does not close the Carbon Copy connection between the computers. To close the Carbon Copy connection, at the Altiris Console's **Remotely Control with Carbon Copy** window, click the **Disconnect** button.

Chapter 2:

File Transfer

File Transfer allows you to copy, synchronize and delete complete directories and individual files and to create or remove directories on your own computer or the connected computer.

Using the File Transfer Window

File Transfer is similar to Windows Explorer, using the same directory tree structure, and many of the same keyboard and mouse techniques.

The top window represents the computer that started the File Transfer utility and has **My Computer** in the window title.

The bottom window represents the remote computer and has computer's workstation name in the window title.

When the **File Transfer** window opens, a **File Transfer** taskbar button appears on the remote computer.

The user at the remote computer can maximize the **File Transfer** window and either user can transfer files between computers.

If either user closes the File Transfer utility, the File Transfer utility is closed on both computers.

Selecting Directories and Files

Selecting directories and files in File Transfer is similar to Windows Explorer.

- To select a single file, click on it.
- To select multiple adjacent files, click on the first file then hold down the SHIFT key while selecting the last file in the group. The files in between will be selected.
- To select multiple files not in sequence, click on the first file, press and hold down the CTRL key and click on the next file you want to select.

Refreshing the File Transfer Window

If other applications create, rename, or edit directory information while File Transfer is running, your **File Transfer** windows may need to be refreshed.

To update the information in your File Transfer window

- Choose **Refresh** from the **View** menu, or press F5.

Copying and Synchronizing Directories and Folders

Synchronizing files is a fast and efficient way to update files between the connected computers. When you select directories to be synchronized, both directories are updated with the most recent files from both computers. For example, if you are synchronizing a directory on your computer at

home with a directory on your computer at work, and the directory on your work computer contains files that are not currently in the directory on your home computer, the new files from your computer at work will be added to the directory on your home computer.

Files being synchronized are compared by date, time, and size to determine if they need to be synchronized. If you want to synchronize files that have the same date, time, and size, but contain different information, select **Use Full File Comparison** on the **Transfer** tab of the **File Transfer Options** dialog box.

When synchronizing files, make sure the name of the files are exactly the same on both computers.

If the other computer's **File Transfer** window is open while you are copying or synchronizing files, a dialog box appears on the remote computer stating that files are being synchronized. The other user cannot perform File Transfer tasks while this dialog box is displayed. This dialog box does not appear if the other user's File Transfer window is minimized.

Directories and files are copied or synchronized from the computer, which has the focus, to the computer which does not have the focus.

You can copy and synchronize files from only one directory at a time, and they must all be copied into a single directory on the other computer.

When a file in the destination path has the same name as one you are copying or synchronizing, you will be alerted, if **File Replace** is selected in the **Confirmation** tab of the **File Transfer Options** dialog box. When it is cleared, you are not warned, and the existing file is automatically overwritten.

If you click on the **Background** button in the **Copy** or **Synchronize** dialog box, you can work in another applications while you copy or synchronize directories and files in the background.

Only one user can copy or synchronize files at a time.

To copy from one location to another on your own computer, use Windows File Manager.

If the **Include Subdirectories** option in the **File Transfer Options** dialog box is selected, the subdirectories in the directory will also be copied.

To copy or synchronize directories or files using drag and drop

- 1 Select the source drive, directory, and files to copy or synchronize.
- 2 Do one of the following:
 - To copy, drag the selected directory or files to the destination drive and directory.
 - To synchronize, press and hold CTRL while dragging the selected directory or files to the destination drive and directory.
- 3 When the **Confirm Folder Copy/Synchronize** dialog box appears, verify that the information is correct and click **Yes** or **Yes To All**.
- 4 When the **Copy** or **Synchronize** dialog box appears, do one of the following:
 - To copy or synchronize the files and keep the File Transfer interface open, click **Copy** or **Synchronize**.

The dialog box shows the status of the transfer. The **Copy List** or **Synchronization List** field shows the number of files remaining to copy or synchronize and their names. Before or during copying or synchronizing, you can select files from this list and choose **Remove from Copy/Synchronization List** if you decide not to copy or synchronize them.
 - To copy or synchronize the files in the background, click **Background**.

File transfer interface is minimized and the directories and files are copied or synchronized. You can continue to work in another application.

You can click the **Background** button anytime during a file transfer.

When the file transfer is complete, the dialog box reappears. The information in the dialog box indicates how much of the selected directory or file was transferred and how long the file transfer took to complete.
- 5 When done click **Close**.

Creating a Folder

To create a new folder

- 1 Select the directory where you want to create the new folder.
- 2 Choose **New File**, located on the **File** menu.
- 3 When the new folder icon appears in the selected directory, type a name for the folder.

Deleting Files and Directories

To delete files or directories

- 1 Select the drive and/or directory that contain the file(s) to delete.
- 2 Select the files to delete. You can select files from only one directory at a time.
- 3 Click **File > Delete**.

If **File Delete** is selected in the **File Transfer Options** dialog box's **Confirmation** tab, a dialog box appears and displays the directory and filename of the first several files and directories to be deleted. An ellipsis indicates more files.

- 4 Do one of the following:
 - To delete the directories or files, click **Yes**. Each file is displayed as it is deleted.
 - To delete all the files and directories without confirming each one, click **Yes to All**.
 - To not delete the specified file or directory, click **No**.
 - To cancel deleting files and exit the dialog box, click **Cancel**.

Canceling a File Transfer

To cancel a file transfer you started

- 1 From the **Copy** dialog box or from the **Synchronize** dialog box, when the file transfer is in process click **Abort**.
- 2 When the **File Transfer Error** dialog box appears with the message "User aborted transfer", click **OK**.

To cancel a file transfer the other user initiated

- When a remote computer starts a file transfer, a **Copy** or **Synchronize** dialog appears on your computer if your **File Transfer** window is not minimized. To cancel the file transfer in progress, click **Abort**.

When you abort the file transfer, the connected user will see a dialog box stating that the file transfer has been aborted.

Setting File Transfer Options

- 1 Open the **File Transfer Options** dialog box by clicking **View > Options**.
- 2 Set the wanted options:

- **To restrict directories and files from File Transfer**, click the **Directory Restrictions** tab, select the directories that you want to restrict access to, and click the **Restrict/Allow Access** button.

A symbol will appear on the selected directories, indicating that access has been restricted. Connected users will not be able to access these directories.

To remove access restrictions from selected directories, click the **Restrict/Allow Access** button again.

- **To set your computer to disconnect from the remote computer when a file transfer is completed**, click **View > Options**, click the **Transfer** tab, and select **Disconnect After Transfer**.
- **To set your computer to use file compression when transferring files**, click the **Transfer** tab and select **Use Compression**.

Note: If you are transferring files or data that is already compressed, turn Compression off.

- **To set the Enable Crash Recovery option**, click the **Transfer** tab and select **Enable Crash Recovery**.

The **Enable Crash Recovery** option allows you to continue with a file transfer or synchronization even if you have lost the connection with the remote computer. The next time you start the file transfer or synchronization, simply select the same files and restart the transfer. Carbon Copy will automatically resume the transfer at the point where the connection with the remote computer was lost.

Note: If you are transferring files or data that is already compressed, turn Compression off.

3 Click **OK**.

File Transfer Options Dialog Box

The **File Transfer Options** dialog box is opened by clicking **View > Options**. It has a **Transfer** tab, an **Include** tab, a **Confirmation** tab, and a **Directory Restrictions** tab.

Transfer Tab

Compressing Options

Use Compression

When selected (which is the default), additional file reduction techniques based on the type of files transferred are used. These techniques will not effect data integrity, but may change the binary representation of the files.

Copy & Synchronize Options

Enable Crash Recovery

When selected (which is the default), you can continue with a file transfer or synchronization even if you have lost the connection with the remote computer. The next time you start the file transfer or synchronization, simply select the same files and restart the transfer. Carbon Copy will automatically resume the transfer at the point where the connection with the connected computer was lost.

Include Subdirectories

When selected (which is the default), all subdirectory in the selection are included for a copy or synchronization. If not selected, subdirectories will not be copied or synchronized.

Copy Existing Files Only

When selected, only the files that already exist on the connected computer are copied or synchronized. For example, if you choose to copy a file, but a file with that name does not already exist on the connected computer, the file will not be copied.

Copy Newer Files Only

When selected, only the files with a more recent date than files with the same name on the connected computer are copied or synchronized.

Copy Empty Directories

When selected, empty directories are copied to the connected computer. The new, empty directory is created on the connected computer.

Overwrite Read Only-Files

When selected, read-only files on the destination computer will be overwritten.

Use Full File Comparison

When selected, compares files that have the same date, time, and size. The files are checked to see if they contain different information, even though they have the same date, time, and size.

General Options

Allow Incoming File Transfers

When selected (which is the default), allows the computer to transfer files to connected computers. If you clear this option, you cannot receive files from another computer.

Allow Outgoing File Transfers

When selected, (which is the default), allows you to transfer files to connected computers. If you clear this option, you cannot send files to another computer.

Close Dialog After Transfer

When selected, automatically closes the dialog box when a file transfer is completed.

Disconnect After Transfer

When selected, automatically disconnects the attached computer after the file transfer completed.

Include Tab

Use the options on this tab to select the types of files that will be displayed in the File Transfer window.

Name Field

Displays all files with the specified name or extension. You can use wildcard characters in this field. Use the ? character to represent any character. Use the * character to represent a series of characters.

File Type

Programs - When selected, displays all files that have a .exe, .com, .pif, or .bat extension.

Documents - When selected, displays all files that are associated with an application.

Other Files - When selected, displays all other files.

Show Hidden/System Files

Check box - When selected, displays hidden and system files.

Confirmation Tab

Select the actions that you want to confirmed when using File Transfer.

Confirm On

Confirm on File Delete - When selected, a confirmation dialog box appears when you delete a file.

Confirm on Folder Delete - When selected, a confirmation dialog box appears when you delete a folder.

Confirm on File Replace - When selected, a confirmation dialog box appears before a file being replaced is allowed to overwrite an existing file with the same name.

Confirm on Folder Copy - When selected, a confirmation dialog box appears before a file being copied is allowed to overwrite an existing file with the same name.

Confirm on Folder Synchronize - When selected, a confirmation dialog box appears before a folder being synchronized is allowed to overwrite an existing folder with the same name.

Directory Restrictions Tab

Controls access to directories and files on the computer from remote computers.

Navigation window - Select the directories that you want to control access to.

Restrict/Allow Access - Restricts or allows access to the selected directories or files in the navigation window. A symbol is displayed on directories and files when access is restricted.

Copy / Synchronize Dialog

Use this dialog to copy or synchronize files from the local computer to the remote computer, or vice versa.

Copy or **Synchronize** button – Copies or synchronizes selected files or directories.

Background button – Used to copy or synchronize files in the background. File Transfer appears as an icon at the bottom of the screen. You can use other applications while Carbon Copy is copy or synchronizing files.

From Local Folder field – Contains the full path name of the directory from which files are being copied or synchronized.

To Remote Folder field – Contains the directory to which the files are being copied or synchronized.

Current File field – Displays the name of the file currently being copied or synchronized.

File Size field – Shows the size in bytes of the file being copied or synchronized.

Bytes Sent field – Shows the total number of bytes sent.

Copy / Synchronize List – Shows the name of each file to be copied or synchronized. If you have selected to copy or synchronize subdirectories, files in the subdirectories will also be listed.

Remove from Copy List – Click to remove the currently selected file from the Copy List. When you remove a file from the Copy List, it will not be copied. You may select multiple files.

Files Remaining field – Shows the number of files remaining to be copied or synchronized.

Files Complete field – Shows the number of files already copied or synchronized.

Transfer Time field – Shows how much time has elapsed since file copy or synchronization began.

Throughput (CPS) field – Shows the current effective throughput in characters per second.

Percent of Current File Complete field – Shows what percentage of the file currently being copied or synchronized has been sent.

Percent of All Files Complete field – Shows what percentage of all the files to be copied or synchronized has been sent.

Chapter 3:

Remote Printing

Computers running the Altiris Console, the Carbon Copy Console, or the Carbon Copy Agent can be set up to use Remote Printing. The remote printing feature allows users at connected computers to print documents on the remote computer.

For remote printing to work, Remote Printing must be running and the source computer (where the file is that you want to print) must have a printer defined with properties that use the Carbon_Copy_Printer port and the same printer driver as the destination computer's default printer.

For example, if the destination printer is an HP LaserJet 4, then the source computer should have a printer definition configured to use the Carbon_Copy_Printer port and the HP LaserJet 4 printer driver. If the destination computer's default printer is changed, the source computer's printer definition must be reconfigured to use the same printer driver as the destination computer's default printer driver.

Remote Printing works only from Windows applications. It is not possible to print remotely from a DOS application.

Configuring Remote Printing

Before you can use Remote Printing, you need to configure the *source computer* (where the file is that you want to print) to print to a local printer that uses the Carbon_Copy_Printer Port and has the same drivers as the *destination computer's* default printer.

To configure remote printing on the source computer

- 1 From the Windows start menu, click **Start > Settings > Printers**.
- 2 Double click on the **Add Printer** icon in the Windows Printers folder.
- 3 Select **Local Printer** or **My Computer**. Click **Next**.
- 4 The following steps may appear in reverse order depending on the computer's operating system:
 - a Select the Carbon Copy Printer Port. Click **Next**.
 - b Select the destination computer's printer manufacturer and model. Click **Next**.
 - c Type in a printer name. For example, HP LaserJet via Carbon Copy. Click **Next**.
 - d For Windows NT/2000, you will be prompted to share the printer. Click **Not Shared** and then click **Next**.
- 5 Follow the remaining steps to install the printer.

Notes

- The source computer's default printer does not have to be set to remote printer definition.
- Bidirectional support must be disabled. To verify, right click on the remote printer's icon and select **Properties**. For Windows 98/Me, select the **Details** tab, click on **Spool Settings**, and verify that bidirectional printing is not checked. For Windows NT/2000, select the **Ports** tab and verify that bidirectional support is not enabled.

Printing to a Remote Printer

Remote Printing works only from Windows applications. It is not possible to print remotely from a DOS application. The print destination computer should be configured to print to a normal printer - a printer that is **not** configured to use the Carbon Copy Printer Port.

To print to a remote printer

- 1 Make sure you have a printer defined to use Remote Printing. See “[Configuring Remote Printing](#)” on page 13.
- 2 Make sure that you have a connection to the destination computer and Remote Printing is running.

Important: The Remote Printing utility can not be started from the Carbon Copy Agent. It must be started from the Altiris Console’ **Remotely Control with Carbon Copy** window or the Carbon Copy Console.

- 3 Make sure that the destination computer’s default printer uses the same print driver as the source computer’s printer for remote printing.

If the destination computer’s default printer does not use the same print driver as the source computer’s printer for remote printing, the source computer’s printer definition must be reconfigured to use same printer driver as the destination computer’s default printer driver.

- 4 Print the file from the application or from Windows explorer using the printer defined for the destination computer.

The print job will be printed on the printer connected to the destination computer.

Remote Printing Options Dialog Box

The **Remote Printing Options** dialog box has a [Printer Selection](#) tab.

Remote Printing > Printer Selection Tab

Only configure these options on the destination computer (where the printer is that will be *receiving* the print job) only.

Select the printer attached to this PC - Select the printer on the destination computer you want remote print jobs printed to. If no printer is selected, Carbon Copy uses the Windows selected default printer.

Printer Setup - Opens the **Printers and Faxes** window.

Add New Printer - Starts the **Add Printer Wizard**.

Only set these options on the computer that will be *receiving* the print job.

Chapter 4:

Remote Clipboard

When computers are connected using Carbon Copy, they can share a common clipboard. The clipboard shared by the connected computers is referred to as the Remote Clipboard. Using the Remote Clipboard, you can cut or copy text and graphics from an application on the remote computer using the **Remote Control** window and paste them directly into an application on the local machine, or vice versa.

Opening Remote Clipboard

To start Remote Clipboard

- 1 From Altiris Console's **Remote Control with Carbon Copy** windows toolbar, click the **Clipboard** button. A Remote Clipboard button appears on the remote computer's taskbar.
- 2 A remote user can use a **Remote Control** window or the local user can open an application on the computer and cut (CTRL-X) or copy (CTRL-C) the information to the shared Remote Clipboard.
- 3 Open the application on the connected computer into which you want to paste the items.
- 4 Select **Paste** from inside the application to paste the items.

Closing Remote Clipboard

To close Remote Clipboard

- 1 From Altiris Console's **Remote Control with Carbon Copy** windows toolbar, click the **Clipboard** button.
- 2 When the dialog box appears asking "Are you sure you want to terminate Remote Clipboard?", click **Yes**.

Chapter 5:

Voice Chat

The Voice Chat feature allows a user of the Altiris Console's Remotely Control with Carbon Copy window or the Carbon Copy Console to speak with users on computers running the Carbon Copy Agent even while they run Remote Control, File Transfer, or any other utility. Any number of Carbon Copy users, connected to a central computer, can speak with one another. While using Voice Chat, you can also exchange messages with the users of a connected computer by entering text in the fields at the bottom of the **Voice Chat** window. You can copy text chat messages to the Windows Clipboard and paste it into other applications, or copy text from an application and paste it into the text chat window.

You must have a sound card, speakers, and a microphone on each computer for the audio component of Voice Chat to work. If a computer is not equipped for the audio, you can still exchange messages using text chat.

Starting a Voice Chat Session

To start a Voice Chat session

- 1 At the Altiris Console's **Remotely Control with Carbon Copy** window or the **Carbon Copy Console** start the Voice Chat session by clicking the Voice Chat button.

A dialog box requesting a voice chat will appear on the remote computer. The user at the remote computer must click **OK** to enter the session. When the remote user accepts the invitation, the **Voice Chat** window will appear on both computers. While in the session, the local computer's audio data is sent to the remote computer's speakers and vice versa until the session is ended.

- 2 While in a Voice Chat session,

- To adjust the speaker volume and microphone volume, move the sliders in the **Speaker Volume** or **Microphone Volume** box.
- To mute the speakers or microphone, select the **Mute** check box in the **Speaker Volume** or **Microphone Volume** box.
- You can type text messages to all connected users. Select the box at the bottom dialog box, type your message, and press ENTER to send your text message.

You can type any printable ASCII character, plus CTRL+G (beep) and BACKSPACE.

The message automatically appears on the other computer and the other computer's message will automatically appear in the other section of the window.

You can scroll to view older text that scrolls out of view.

To decrease the size of the **Voice Chat** window, click on **View** and select **Hide Audio Controls**.

If the other user's Chat window is not active, any text you send is ignored. You will hear a beep when you type, but the other user will not know you are sending text.

- To end the session, click the **Close** button in the upper right corner of the **Voice Chat** window.

Notes

- Input, output, and background noise suppression levels may require adjustment for highest sound quality.
- During a voice chat session, the quality of the audio heard by either user may decrease as more Carbon Copy tools are used, or while the applications are performing data-intensive tasks.

- If your sound card does not support full-duplex operation, red and green status lights will appear in the upper right corner of the **Voice Chat** dialog box. When the green status light is on, your voice is transmitted to the other user. When the red light is on, the other user is speaking to you, and your voice is not transmitted.

Starting a Voice Chat Conference Session

You can use Voice Chat to set up a multiple user Voice Chat conference. In a Voice Chat conference, the first computer that is connected to becomes the conference server. Other Carbon Copy users can then connect to the conference server computer and launch Voice Chat.

For example, if User 1, User 2, and User 3 want to establish a Voice Chat conference, User 1 connects to User 3, and launches Voice Chat. User 3 automatically becomes the conference server. User 2 can now connect to User 3 and launch Voice Chat. Voice can be sent and heard by all three users.

Both the conference server computer and the guest computers should have Voice Chat set to full duplex. This allows multiple users to speak at the same time. If one computer in a conference session is configured for half duplex, then all conference members' computers will be forced to use half duplex. You may want to use half duplex Voice Chat to limit the amount of data being transferred. This may increase the performance of your session.

To Start a Voice Chat Conference session

- 1 User 1 sets Carbon Copy to **Wait for Call**.
- 2 Others users connect to User 1.

Important: Users may establish connections with the Voice Chat conference server using any connection method including modems, IPX, TCP/IP, direct connection, and dial-up networking.

Copying and Pasting Chat Text

You can copy chat text into the Windows Clipboard, and later paste it into other applications. Also, you can copy text from an application into the Windows Clipboard, and paste it into the chat entry field.

To copy the Chat text to the Windows Clipboard

- 1 Make the Voice Chat window active.
- 2 Select the text in the chat window and press CTRL-C.

To paste text from the Windows Clipboard into chat field

- 1 Make the Voice Chat window active.
- 2 Click inside the chat entry field, press CTRL-V, press ENTER.

Setting Input Options

To set Input options

- 1 Select the input device that Carbon Copy will use when running Voice Chat.
- 2 You can adjust the output level automatically or manually:
 - If you select **Use Automatic Setting**, click the **Configure** button to set the input level for your microphone/sound card.
 - If you select **Use Manual Setting**, move the slider to the desired level.
- 3 You can adjust the background noise level automatically or manually:
 - If you select **Use Automatic Setting**, click the **Configure** button to set the background noise level for your microphone/sound card.

- If you select **Use Manual Setting**, move the slider to the desired level.
- 4 Click **OK**.

Setting Output Options

To set Output options

- 1 Select the output device that Carbon Copy will use when running Voice Chat.
- 2 You can adjust the output volume level manually pressing the **Play Sample** button and moving the slider to the wanted volume level.
- 3 Click **OK**.

Voice Chat Options Dialog Box

The **Voice Chat Options** dialog box has a **General** tab, **Output** tab, and **Input** tab.

Voice Chat > General Tab

Select audio (.wav) file you would like played when someone wishes to chat with you - The list contains audio files that can be played when a remote user requests a chat. Voice Chat alerts you of incoming calls with an audio announcement.

Test - When clicked, plays the selected audio file.

User Name. Used to display conference participants - Enter the name you want displayed to conference participants. - The computer name will be used by default.

Disable Audio - When selected, disables the use of all incoming and outgoing audio during a Voice Chat session.

Force half-duplex - When selected, forces half-duplex for all computers participating in a voice chat conference. Voice Chat is a full duplex application, which can record and play audio simultaneously. However, not all audio cards support this feature. To use Voice Chat on audio cards that do not support full duplex, select **Force half-duplex**.

Voice Chat > Output Tab

The **Output** tab sets the device and volume level used when speaking through a Voice Chat connection. You can adjust the output wave device and the output volume.

Voice Chat > Input Tab

The **Input** tab sets the device, volume, and noise suppression levels used when someone is speaking to you through a Voice Chat connection. You can adjust the input wave device, the input level, and the background noise suppression level.

Index

- A**
 - Abort button 9
 - applications 5
- C**
 - chat 17
 - copy 17
 - paste 17
 - configuring
 - printer 13
 - Confirmation tab 11
 - Controlling
 - Remote computer 5
 - controlling 5
 - copy
 - chat text 17
 - copyright 2
 - create 9
 - folder 9
 - creation date of document 2
- D**
 - delete
 - directories 9
 - files 9
 - delete directories 9
 - Directory Restrictions tab 12
 - document
 - print date 2
 - DOS applications 5
 - DOS remote control 5
- E**
 - entering
 - voice chat session 16
 - exiting Remote Control 6
- F**
 - File Transfer 9, 10
 - cancel 9
 - creating a folder 9
 - delete file 9
 - getting around window 7
 - refresh window 7
 - File Transfer options 10
 - folder 9
 - create 9
- G**
 - General tab
 - voice chat 18
- H**
 - Hot Keys 6
- I**
 - Include tab 11
 - Input tab
 - voice chat 18
 - Internet
 - Voice Over 17
 - introduction
 - remote printing 13
 - voice chat 16
- L**
 - legal notice 2
- N**
 - notice 2
- O**
 - Output tab
 - voice chat 18
- P**
 - paste
 - chat text 17
 - patent 2
 - printer
 - configuring 13
 - Printer Selection tab
 - remote printing 14
 - product version 2
- R**
 - refresh 7
 - refreshing your 7
 - Remote computer 5
 - remote computer
 - controlling 5
 - Remote Control 5
 - controlling a remote computer 5
 - DOS applications 5
 - exiting 6
 - security 6
 - views 6
 - Remote Control, 6
 - remote printing
 - introduction 13
 - Printer Selection tab 14
- S**
 - security 6
- starting
 - conference session 17
 - Voice 17
- T**
 - tab
 - Confirmation 11
 - Directory Restrictions 12
 - Include 11
 - trademark 2
- V**
 - version 2
 - Voice
 - starting 17
 - Voice Chat
 - starting conference 17
 - voice chat
 - General tab 18
 - Input tab 18
 - introduction 16
 - Output tab 18
 - voice chat session
 - entering 16