



HELPFUL LINKS

- [Registration Number/Activation Key Issues](#)
- [Product Documentation](#)
- [Redownload Software](#)

Tech Support

Case# 23187-95208 (Closed 7/11/2005)

Hello, Shannon

Registration number: Demo

Product: Documents To Go Version 7.00 (English)

Case Summary: [Documents To Go 7.00 Support Question](#)

[This case has been closed](#)

System Info

OS: Windows XP

Handheld: Sony PEG-UX40

Posted by: Hi Sam,

DataViz Support
on 7/8/2005
at 10:31 AM EST

Glad to hear that fixed the issue with getting the changes to sync to the desktop. The way the autosave feature works is that if you make changes to a document and close it, the changes are saved. Otherwise, if autosave is not turned on, and you make changes and try to close the file, it will ask you whether or not you want to save the changes. You can also choose to save changes from the File menu without closing the file at all, but then you will still need to close the file before syncing, otherwise there will be a problem trying to sync that file with the desktop.

As for the problem with losing the formatting on the 2nd computer, that is because of the way DocSync works. Not all formatting is supported on the handheld, so we created DocSync technology to make sure that the formatting is not lost from the original file on the desktop, even if other changes have been made to that file on the handheld. However, because of the nature of how it works, DocSync is software that runs on your desktop computer, not the handheld. So the original formatting is remembered on the desktop. If the file is sent to a different computer, that computer doesn't have any information about the original formatting, because it's still back on the 1st computer. So what is happening to you is actually normal, although not what you'd expect. For some more information about how DocSync works when 2 computers are involved, please see our web site here:

<http://support.dataviz.com/support.srch?docid=2332>

The part about DocSync is at the end of that article. For some general information about what DocSync is, take a look here:

<http://support.dataviz.com/support.srch?docid=2259>

Regards,
Drew

Posted By: REPOST - UPLOADED FILES SHOWING IN THREAD BUT NOT THIS POST...

Shannon Moore
7/8/2005
at 10:31 AM EST

Thank you - that works. Does autosave prevent this kind of situation? Is autosave global or document-specific?

Also, I just installed on my work PC. (Have been syncing with home PC) All margins have been reset to default Word values and some graphics that were pasted are showing "?" instead. Also, there are other "?" symbols elsewhere. Why did this happen?

I assume I should NOT resync with myhome PC, else formatting on the true originals will be hosed. How should I proceed?

I really want to use your product, but am finding it difficult. All I want to do is:

Carry my invoices on my Palm
Create new and edit existing invoices on my Palm
Retain all characteristics of those invoices in Word
Be able to access, modify and print those invoices on two PCs

Attached are files showing the differences.

Thank you,
Sam

Posted By:

Shannon Moore
7/8/2005
at 10:27 AM EST

Attachments:



Invoice-1033---Good-Original.doc (86.5 KB)



Invoice-1033---Lost-formatting.DOC (70.1 KB)

Files uploaded

Posted by: Hi Shannon,

DataViz Support
on 7/7/2005
at 10:47 PM EST

If the new file was created on your desktop computer, then it sounds like you basically followed the right steps to create a new doc on the handheld and sync it to the computer, but you didn't mention anything about saving the changes you made to the new document on the handheld. If you had done a Save As to create a new file, that would of course save a copy of the original on your handheld. If you then made changes to it, but didn't save those changes, or didn't close the file before doing a HotSync, that could explain why the changes did not sync to the computer, but the original version of the new file did. Try opening that file on your handheld, save it, close it (so that you return to the main Docs To Go window which lists your files) and then do another HotSync.

Regards,
Drew

Posted By: Shannon Moore
7/7/2005
at 10:47 PM EST

DataViz Mail Version:
Email Client:
Email Server:

Problem Description:
Word 2000

Have invoices synced. Want to create new invoices on job-site. Opened latest invoice, saved as next invoice number, made changes, synced to PC, new document is now on PC but is exactly same as original - none of the changes are there. How do I save a copy of a document, make changes and have the new document with changes sync to my PC?

