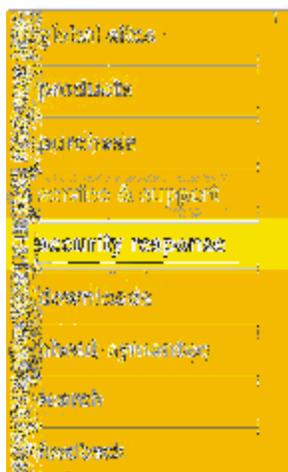


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pcAnywhere file manager flashes and disappears when launched

Situation:

You launch the file manager from a pcAnywhere remote connected to any host. The "transfer" message flashes on the screen and disappears. This happens with all hosts.

Solution:

Please test after completing each section to see if the problem is resolved. If the problem continues, please continue to the next section for another resolution.

Increase system resources

This problem may be caused by not enough system resources available to open the file manager. Close all background tasks, and then connect to a host and launch the File Manager.

To close all background tasks:

Windows NT/2000

1. Press Ctrl+Alt+Del once.
2. Click Task List.
3. Click the Applications tab.
4. Select an item, and click End Task.
5. Repeat step 4 until all applications have been shut down.

Windows 95/98/Me:

1. Press Ctrl+Alt+Del once. The Close Program dialog box appears.
2. Select an item in the list, and click End Task.
3. Repeat these steps for each item in the list, *except* Explorer and Systray.

Register the modules

pcAnywhere 9.0 and 10.0 use the Microsoft DCOM (Distributed Component Object Model) management features (including file transfers). During installation, pcAnywhere registers COM objects. If these objects did not register on the remote, you will see the "Load COM objects" window flash briefly on the screen every time you launch the file manager. This occurs every time a file transfer is initiated in session, through auto transfer, or through scripts.

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To register the modules (Windows Me and Windows 2000):

1. Click Start, point to Search, and click For Files or Folders. The Search dialog appears.
2. Select Local Drives from the Look In drop-down list.
3. In the Named field, type **ftstatus.dll** and then click Find Now. Windows finds files matching the search criteria.
4. Right-click the file that resides in C:\Program Files\Symantec\pcAnywhere and click Open With.
5. Click Other, and then browse to the C:\Windows\System or the C:\Winnt\System folder.
6. Locate and select **regsvr32.exe**.
7. Click Open, and then click OK. Windows registers the ftstatus.dll file.
8. Repeat these steps for the following files as well:
awxfer.dll
awxferui.dll

To register the modules (Windows 9x and Windows NT 4.0):

1. Click Start, point to Find, and then click Files or Folders. The Find dialog appears.
2. Select Local Drives from the Look In drop-down list.
3. Check Include subfolders (if not already checked).
4. In the Named field, type **ftstatus.dll** and then click Find Now. Windows finds files matching the search criteria.
5. Right-click the file that resides in C:\Program Files\Symantec\pcAnywhere and click Open With.
6. Click Other, and then browse to the C:\Windows\System or the C:\Winnt\System folder.
7. Locate and select **regsvr32.exe**.
8. Click Open, and then click OK. Windows registers the ftstatus.dll file.
9. Repeat these steps for the following files as well:
awxfer.dll
awxferui.dll

To manually register the modules (all supported operating systems):

Execute the following command lines, one at a time:

```
regsvr32 "c:\program files\symantec\pcanywhere\ftstatus.dll"
regsvr32 "c:\program files\symantec\pcanywhere\awxfer.dll"
regsvr32 "c:\program files\symantec\pcanywhere\awxferui.dll"
```

To execute these command lines, follow these steps:

1. Click Start, and then click Run. The Run window appears.
2. In the "Open" field, type the first command line, and then click OK.
NOTE: the command lines may appear split on your browser screen.
3. Repeat steps 1 and 2 for the remaining two command lines.

After each command, you should get a message box that says the files were registered. If you do not, you will need to reinstall pcAnywhere.

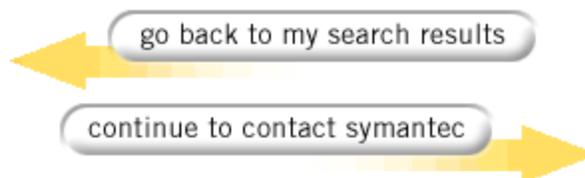
NOTES:

- If you receive an error that the command or file is not found or is invalid, your system is having problems with long file names. In this situation, replace the command lines above with the following:

```
regsvr32 c:\progra~1\symantec\pcanyw~1\ftstatus.dll  
regsvr32 c:\progra~1\symantec\pcanyw~1\awxfer.dll  
regsvr32 c:\progra~1\symantec\pcanyw~1\awxferui.dll
```

- If regsvr32 is not currently in your path, you may need to specify the directory where the regsvr32.exe file is located. By default this file is located in the WINDOWS\SYSTEM32 directory. In this situation, replace the command lines as follows assuming regsvr32.exe is found in the C:\WINDOWS\SYSTEM directory:
c:\windows\system\regsvr32 c:\progra~1\symantec\pcanyw~1\ftstatus.dll
c:\windows\system\regsvr32 c:\progra~1\symantec\pcanyw~1\awxferui.dll
- If you did not install pcAnywhere to the default folder, C:\Program Files\Symantec\pcAnywhere, ensure you enter the correct path.
- This is a different issue from the GINA issue described in the document [File appears then disappears or you cannot send Ctrl+Alt+Del to the host](#).
- If this problem occurred after you upgraded to Windows 98 Second Edition, document [File transfer or remote administration stops working after installing Second Edition](#).

Product(s): pcAnywhere 10.0, pcAnywhere 10.5, pcAnywhere 9.0
Operating System(s): Windows 95, Windows 98, Windows 98SE, Windows NT 4.0, Windows Me, Windows XP
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Last Modified: 01/24/2002



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