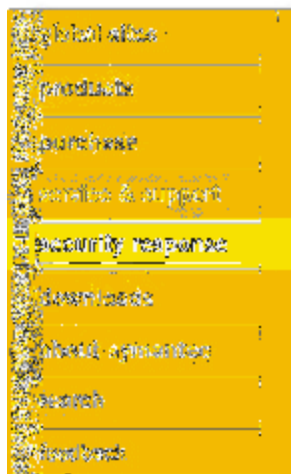


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File Transfer Freezes at the "File Transfer Loading" Message

Situation:

You have launched the pcANYWHERE file transfer manager. The screen says "Loading" and seems to freeze. If you press Ctrl+Alt+Del and End Task on the pc connection, after several seconds Windows will display another window indicating the connection is no longer responding. If you click End Task on this message, the connection is terminated and you regain control of the remote.

Solution:

Check the PATH statement in the AUTOEXEC.BAT file on the remote. If the path statement contains an extra "\" character, remove it from the PATH statement. Restart the machine and the connection again.

Three examples of such a PATH statement are:

```
PATH=C:\Windows;C:\Windows\Command; \ (end of statement)
PATH= \;C:\Windows;C:\Windows\Command (beginning of statement)
PATH=C:\Windows; \;C:\Windows\Command (embedded in statement)
```

This issue has been noted with pcANYWHERE32 8.0 running as a remote on either Windows 95 or Windows 98 machine. It is not an issue with a Windows NT 4.0 remote.

NOTES:

- Ending Task returns normal function to the remote machine. In most cases, the remote machine also returns to normal operation. There have been instances where the host machine terminated, just displaying the Close Program dialog (or Task Manager for Windows 95) and closing the window was sufficient. Other anomalies at the host may be encountered.
- Having an extra "\" character in the PATH statement at the host does not seem to cause problems, but it may be a good idea to remove it if you encounter it.
-

Product(s): pcANYWHERE32 version 8.0 - Win95/NT

Operating System(s): Windows 95, Windows 98, Windows NT 4.0, Windows NT3.5

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