International Telecommunication Union
Telecommunication Development Sector (ITU-D)

18th Meeting of the Telecommunication Development Advisory Group (TDAG)

Geneva, Switzerland, 11-13 December 2013

ITU-D TDAG Sync Application - User Guide

The ITU-D TDAG Sync Application* allows you to synchronize TDAG documents** from the ITU server to your local drive. It has been configured to access the ITU server in Geneva and synchronize to the latest published documents.

*The ITU Sync Application v2.0 works in Windows® XP/Vista/7/8.
**TDAG published documents include: Agenda, Contributions, Temporary and Information Documents.

Step 1: Downloading and Starting the ITU-D TDAG Sync Application

1. Download the ITU-D TDAG Sync Application "ITU-D TDAG Sync 2013.exe", from the ITU-D TDAG homepage, to your Windows Desktop:

    http://www.itu.int/en/ITU-D/Conferences/TDAG/Pages/default.aspx

2. Once the "ITU-D TDAG Sync 2013.exe" has been downloaded to your Desktop, run the application and accept the ITU License Agreement. Then, choose the default hard drive where you would like to save the documents to.

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[I disagree]   [I agree]

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Settings:

Save documents to: `C:\ITU\ITU-D TDAG18 2013-12-11` [...]

Create shortcut in Program Menu: ☐

[Delete downloaded files]   [Cancel]   [Save settings and connect]

3. Click the button "Save settings and connect". After a successful verification, these settings will be saved and a prompt to synchronize the documents will be shown.


Notes:

- *The Settings window will only be displayed when you run the application for the first time. If you would like to change the settings, just click on the "Settings" button from the main menu.*
- *It is recommended that you save the Sync Application "ITU-D TDAG Sync 2013.exe" into your Windows Desktop for easy access.*

Step 2: Synchronizing ITU-D TDAG Meeting Documents

1. To synchronize, click on the first button, "Synchronize ITU-D TDAG Meeting Documents".

2. Select the language(s) of the documents to be synchronized and click Start button.
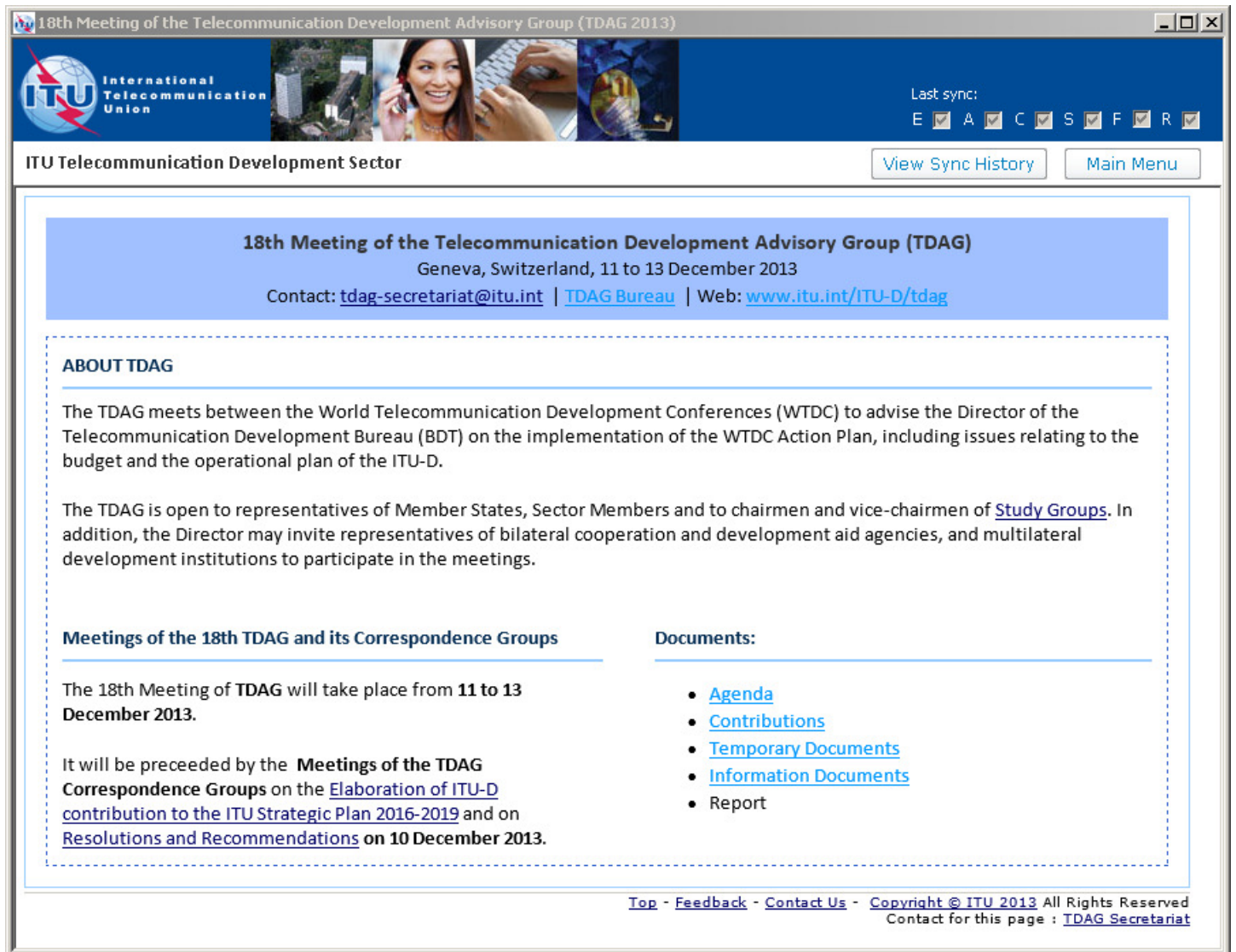
Notes:

- In the initial synchronization, it may take several minutes to download and synchronize all published documents.
- Synchronization is set to run on demand; you may launch it at any time from the menu by clicking on the "Synchronize…documents" button.

Step 3: Accessing ITU-D TDAG Meeting Documents

1. Click on "Access Meeting Documents" to show the Contents page. This page will give you access to the documents that were downloaded and synchronized to your hard drive.

Troubleshooting: First-time use

1. This window may appear while you use the program. Click on the "Allow access" button to continue. Synchronization is then resumed.
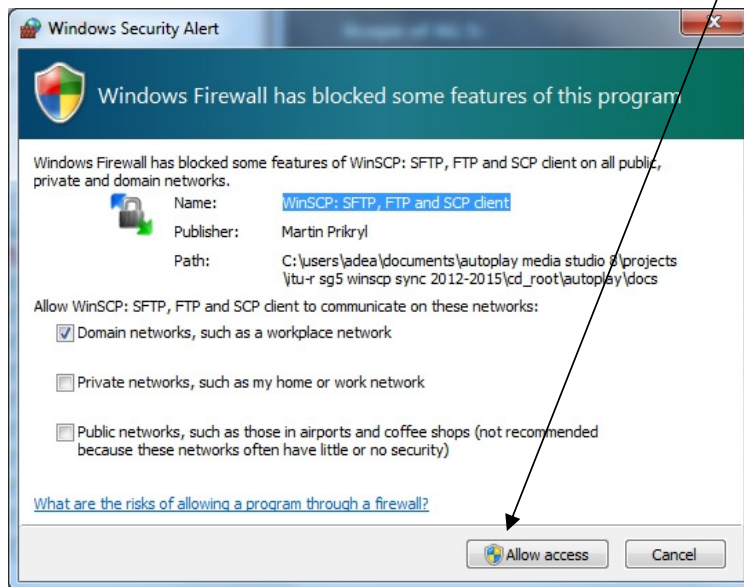
If synchronization of documents does not start

2. Go to "Control Panel".

3. Run Windows Firewall.

4. Select the "Exception" tab and enable "Display notification when Windows Firewall blocks a program".
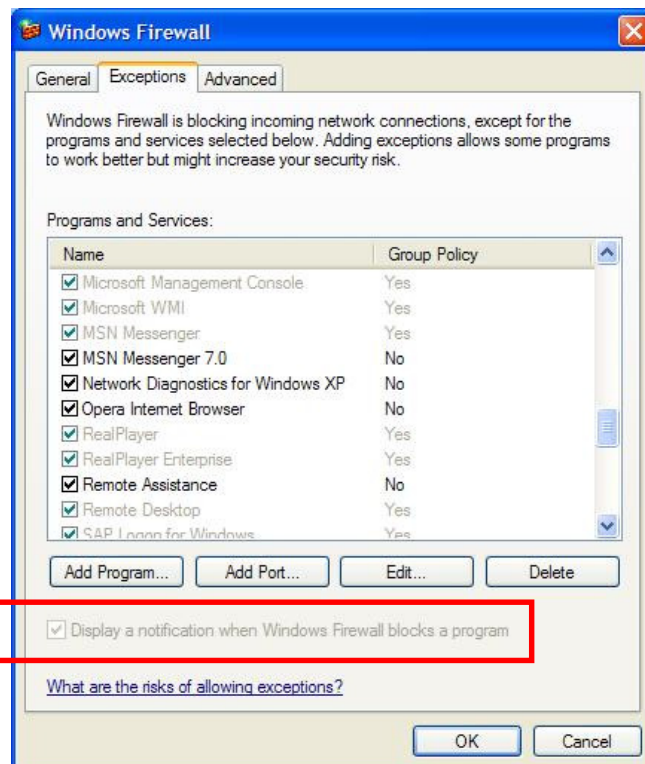
5. Click the "OK" button to close.

6. Run "Synchronize Documents" from the menu.

7.   The Windows Security Alert (see below) may appear if the Windows Firewall is blocking the program. Click the "Unblock" button to continue. This will probably solve the problem.

8.   Check if synchronization begins. If it doesn't, check if other factors, such as antivirus programs or the server, are blocking the program. One way to check is to run the sync program outside your organization.

Antivirus or Internet Security Programs

Some Antivirus or Internet Security Programs block the Sync application program. For this reason, the antivirus or internet security programs need to allow autorun.exe, as indicated below, to be run:

For Windows 7:

- C:\users*[login name]*\appdata\local\temp\ir_ext_temp_*[last number]*\autorun.exe

For Windows XP:

- C:\Documents and Settings*[login name]*\Local Settings\Temp\ir_ext_temp_*[last number]*\autorun.exe

If you experience problems in accessing or synchronizing documents, please contact our IT assistance and support service by calling the ITU IS Service Desk:

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Phone: +41 22 730 6666

Fax: +41 22 730 5337

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