



International Telecommunication Union  
ITU Telecommunication Development Sector

## Regional Development Forum (RDF) & WTDC 14 Regional Preparatory Meeting (RPM) for CIS countries Sync Application User Guide

The RPM-CIS 2013 Sync Application\* allows you to synchronize RPM-CIS meeting documents\*\* from the ITU server to your local drive. It has been configured to access the ITU server in Geneva and synchronize on demand to the latest published documents.

\*The ITU Sync Application works in Windows® XP/Vista/7/8.

\*\* RPM-CIS 2013 meeting documents include: Contributions, Reports, Administration, Information and Temporary Documents.

### Step 1: Starting the RPM-CIS 2013 Sync Application

#### Starting from USB key:

1. Insert USB key, open Windows Explorer and execute Autorun.exe.

#### Download from ITU Website:

1. Download the RPM-CIS 2013 Sync Application (ITU RPM-CIS 2013 Sync.exe), from the RPM-CIS 2013 homepage, to your Windows Desktop. Once downloaded, execute it.  
<http://www.itu.int/en/ITU-D/Conferences/WTDC/WTDC14/RPM-CIS/Pages/default.aspx>
2. Once executed, the initial screen will show the ITU License Agreement, click I Agree button. Then, a window to set where to save the documents and if you want to create a shortcut in Program Menu. Then, click Save settings and connect.

#### Notes:

- For web download, it is recommended that you save the RPM-CIS 2013 Sync Application (ITU RPM-CIS 2013 Sync.exe) into your Windows Desktop for easy access.
- The Settings window will only be displayed when you run the application for the first time. If you would like to change the settings, click on the "Settings" button from the main menu.
- If you wish to initialize the files, select the "Delete downloaded files" button from the Settings page.



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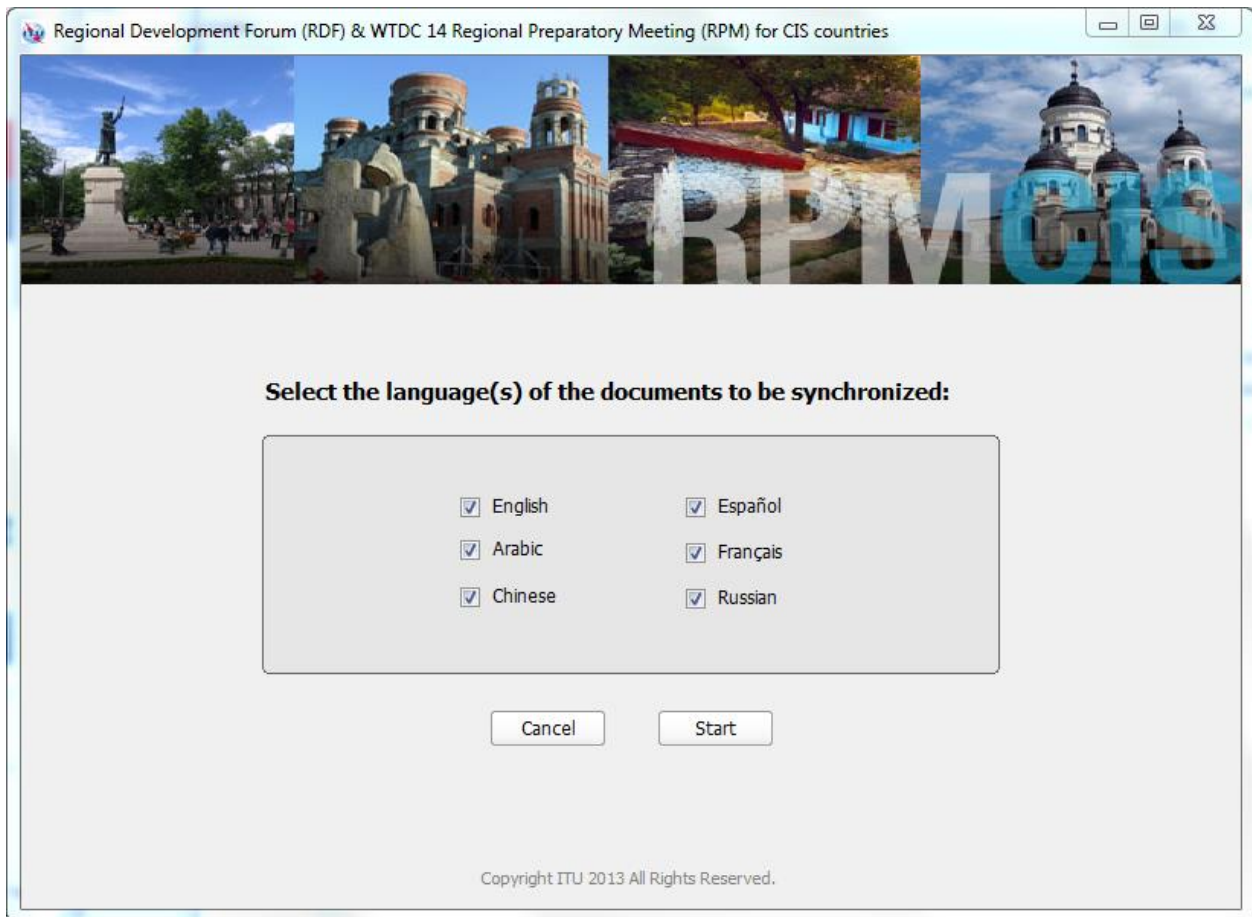
## Step 2: Synchronizing RPM-CIS 2013 Meeting Documents

1. From the Menu below, click the first button, "Synchronize Meeting Documents".



*Note: The Settings button is not available on the USB key version, only for downloaded web version as you may set the folder to save the documents.*

2. Select the language(s) of the documents to synchronize.



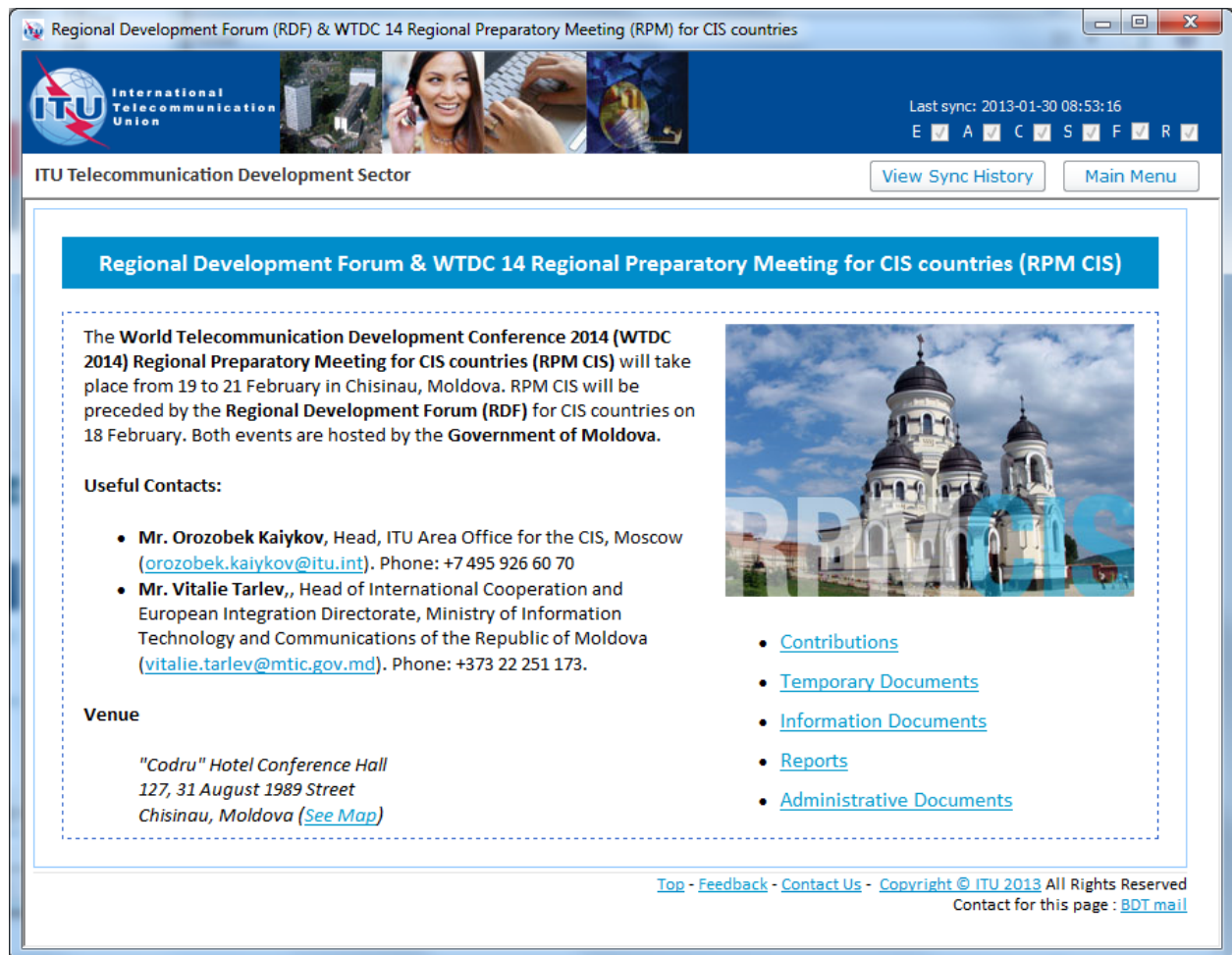
3. Then click Start and the synchronization will start. A synchronize window will appear; wait until it completes and disappears, then you may access the documents.

**Notes:**

- *In the initial synchronization, it may take several minutes to download 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 RPM-CIS 2013 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.



The screenshot shows a web browser window with the following content:

- Page Title:** Regional Development Forum (RDF) & WTDC 14 Regional Preparatory Meeting (RPM) for CIS countries
- Header:** ITU International Telecommunication Union logo on the left. On the right, it says "Last sync: 2013-01-30 08:53:16" and has a menu with options: E, A, C, S, F, R.
- Navigation:** "ITU Telecommunication Development Sector" on the left, and "View Sync History" and "Main Menu" buttons on the right.
- Main Content Area:**
  - Section Header:** Regional Development Forum & WTDC 14 Regional Preparatory Meeting for CIS countries (RPM CIS)
  - Text:** The World Telecommunication Development Conference 2014 (WTDC 2014) Regional Preparatory Meeting for CIS countries (RPM CIS) will take place from 19 to 21 February in Chisinau, Moldova. RPM CIS will be preceded by the Regional Development Forum (RDF) for CIS countries on 18 February. Both events are hosted by the Government of Moldova.
  - Useful Contacts:**
    - **Mr. Orozobek Kaiykov**, Head, ITU Area Office for the CIS, Moscow ([orozobek.kaiykov@itu.int](mailto:orozobek.kaiykov@itu.int)). Phone: +7 495 926 60 70
    - **Mr. Vitalie Tarlev**, Head of International Cooperation and European Integration Directorate, Ministry of Information Technology and Communications of the Republic of Moldova ([vitalie.tarlev@mtic.gov.md](mailto:vitalie.tarlev@mtic.gov.md)). Phone: +373 22 251 173.
  - Venue:**

"Codru" Hotel Conference Hall  
127, 31 August 1989 Street  
Chisinau, Moldova ([See Map](#))
  - Image:** A photograph of a large, ornate white church with multiple domes and spires, set against a blue sky with light clouds.
  - Links:**
    - [Contributions](#)
    - [Temporary Documents](#)
    - [Information Documents](#)
    - [Reports](#)
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## Troubleshooting

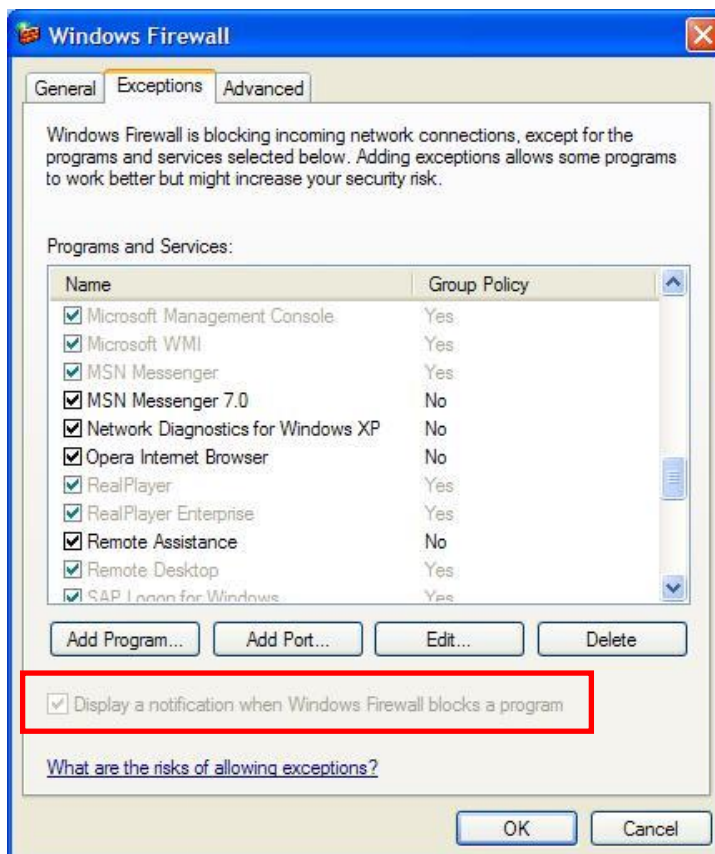
### Troubleshooting: First-time use

1. This window may appear the first time you use the program. Click on the "Unblock" button to continue. Synchronization is then launched. The application synchronizes the USB key by adding new files or replacing modified files.



### If synchronization of documents does not start

1. Go to "Control Panel".
2. Run Windows Firewall.
3. Select the "Exception" tab and enable "Display notification when Windows Firewall blocks a program".



4. Click the "OK" button to close.
5. Run "Synchronize Documents" from the menu.

- 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.



- 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:

Room: V 29 (Varembé building)

Phone: +41 22 730 6666

Fax: +41 22 730 5337

Internet e-mail: [servicedesk@itu.int](mailto:servicedesk@itu.int)

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