Sync2DB version 1.0
User Help

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1. Introduction

Sync2DB is a product which allows synchronizing data between corporate or public database (data source) and Microsoft™ Outlook installed on a computer.

It can be database of an enterprise system (such as CRM, Help Desk/Incident Ticket System, Online Store, Microsoft™ SharePoint Server, Microsoft™ Project Server, etc.) or a public data source, when your Outlook becomes a Data Reader (like RSS readers).

Synchronization is performed by Windows application - Sync2DB Synchronizer installed on your computer:
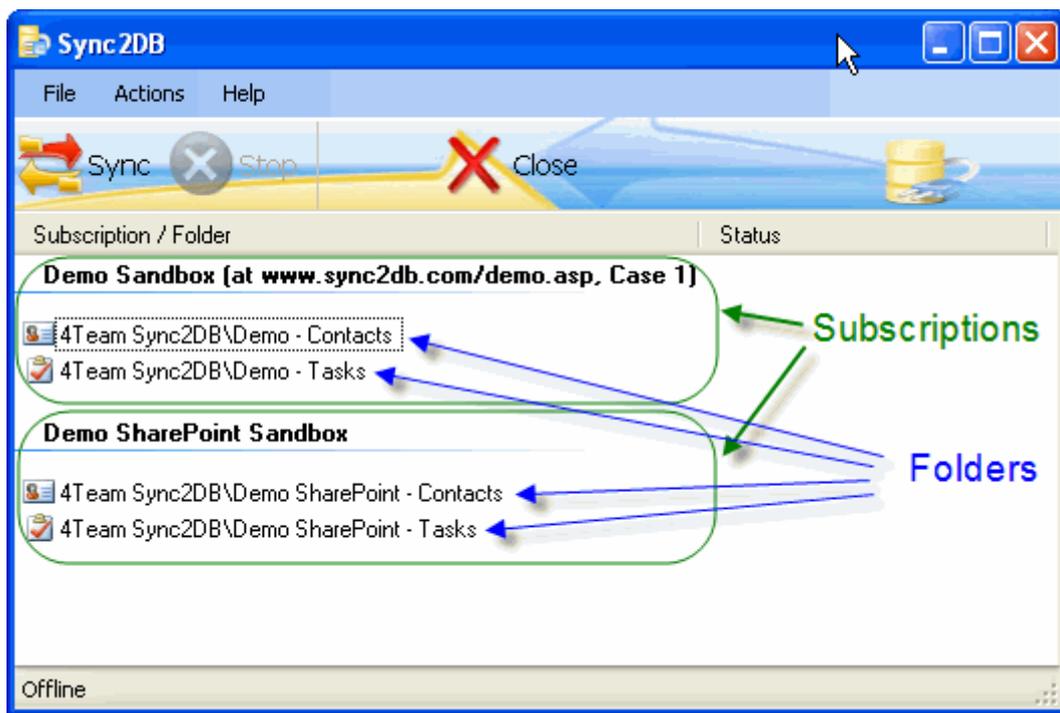
Figure 1: Main window of the Synchronizer

The folders in Outlook participating in the synchronization process will be displayed in the main window of Synchronizer. Several folders are grouped into *__subscription__*, see Figure 1: Main window of the Synchronizer. Usually folders within subscription are logically linked, e.g. all folders within one subscription refer to a corporate Online Store and all folders within another subscription may refer to corporate Microsoft™ SharePoint.

2. How to Start (for Corporate Users)

The Synchronizer installation process is not described here, because your administrator is supposed to have installed it already for you.

When Synchronizer is installed on your computer, you will need the **configuration file** provided by the administrator. This file with "*.2db*" extension contains all required information to configure one or several subscriptions. After Synchronizer installation it should look like that:

Figure 2: Configuration file icon

The Administrator may send you this file by e-mail, give you a link to download it or will place it directly on your computer while installing the software. Open this file by double-clicking it.

If you start Synchronizer without pre-configuration, you will see a "Configuration file not found" Wizard. Follow the Wizard instructions:
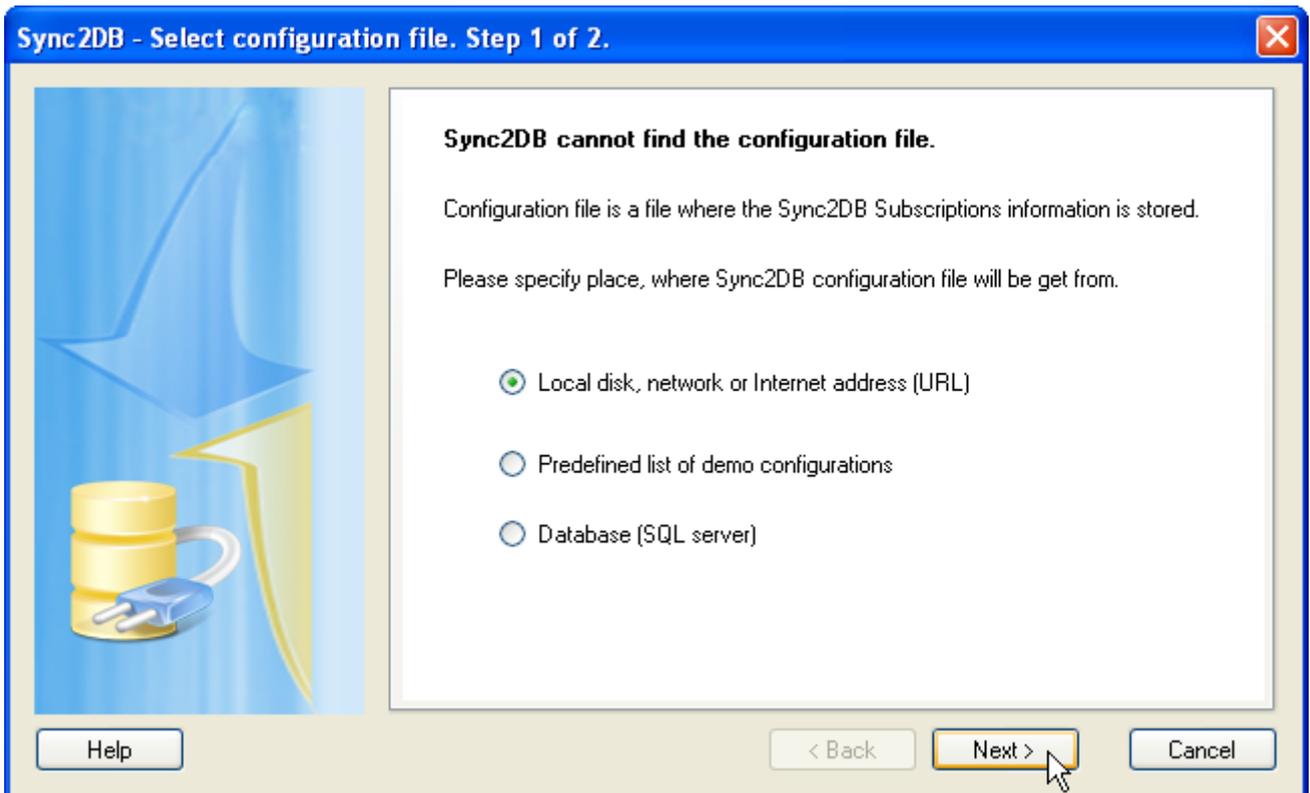
Figure 3: "Configuration file not found" Wizard (Step 1)

3. How to Start (for Non-corporate Users)

When you register on our Web site at: http://www.sync2db.com/, we will send you the downloading and installation instructions via e-mail. **Please read and follow these instructions carefully**.

The installation package includes a predefined demo subscription "4Team Demo Sandbox". After installation you can instantly try out synchronization using it. Refer to the above-mentioned e-mail for details and instructions about 4Team Demo Sandbox.

To subscribe to another data source, i.e. to configure Synchronizer to synchronize with another database, you will need a special "*.2db*" file containing all required information to configure one or several subscriptions.

There are several ways to get the configuration file:
- Select "**Advanced** =>**Add Subscription...**" from the Sync2DB **Actions** menu and you will see an "Add configuration file" Wizard. Follow the Wizard instructions:
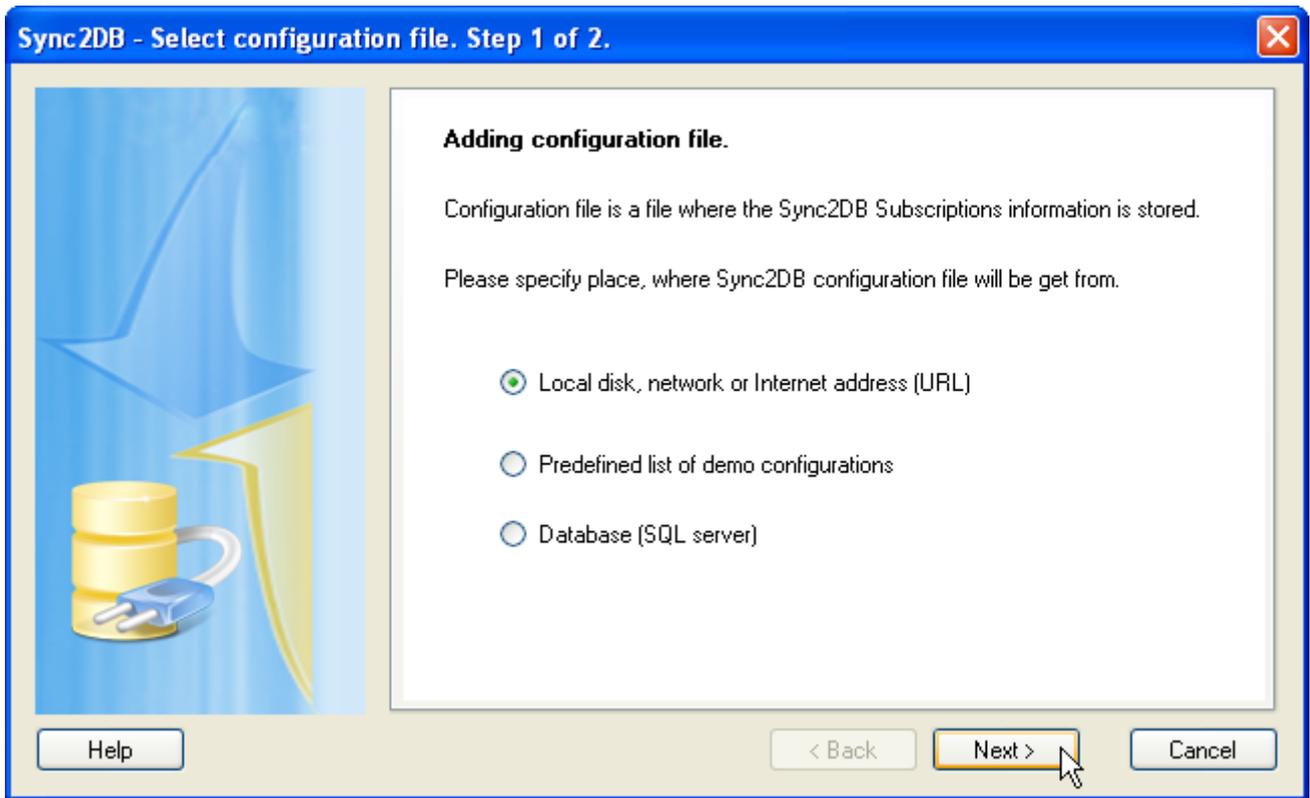
Figure 4: "Add configuration file" Wizard (Step 1)

- **Look for a link to the configuration file** on the Web site that provides public subscription or service with an access via Sync2DB. This link is the URL address ending in "*.2db*". Download and open this file.

4. Privacy Alert Wizard

After opening the configuration file with subscription(s) you will see a Privacy Alert Wizard for these subscription(s). It includes 2 steps:
1. Rules and/or license agreement;
2. List of Outlook folders to be synchronized.
You must accept both to apply new configuration.
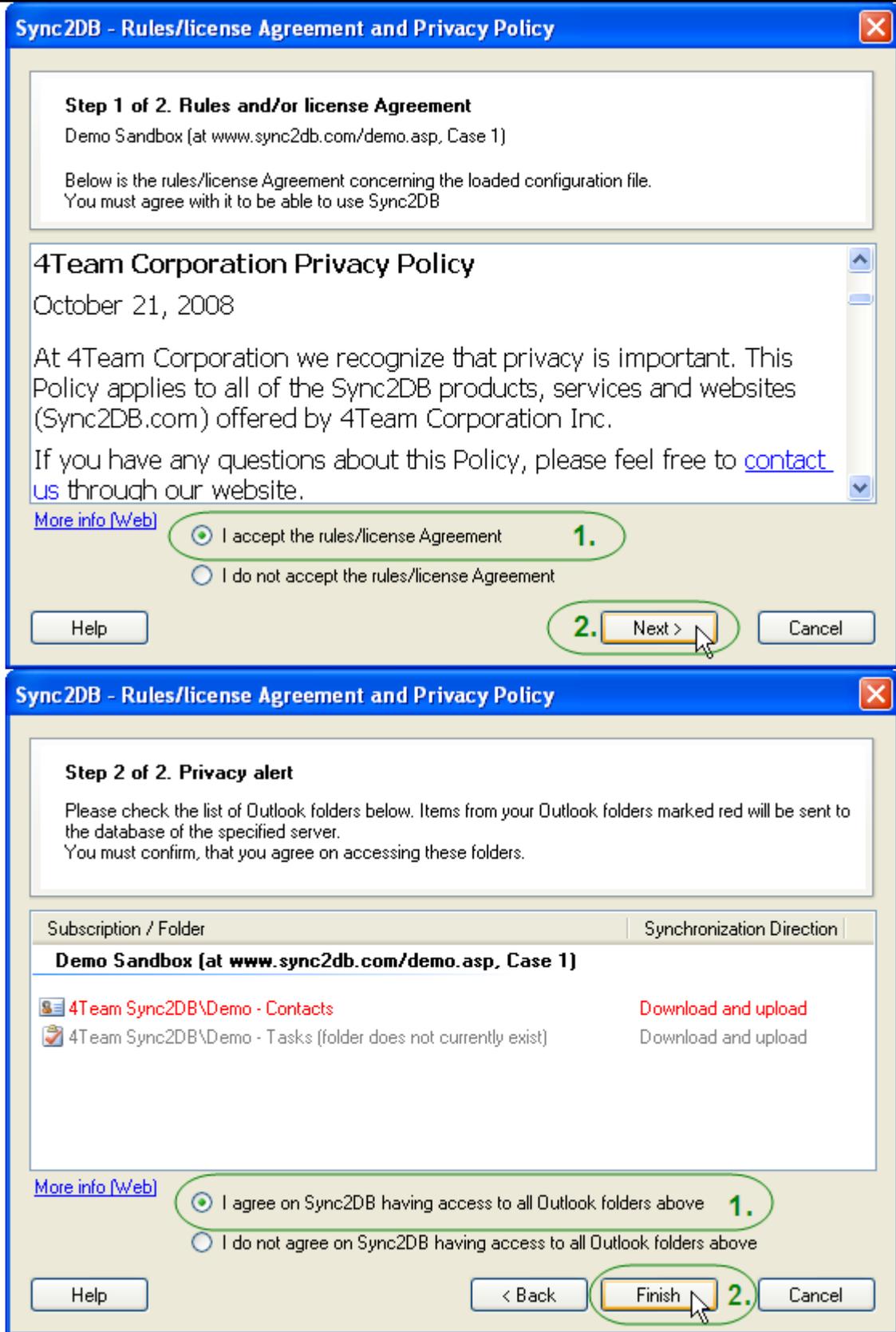
Figure 5: Privacy Alert Wizard

5. Activation (for Non-corporate Users Only)

Some subscriptions or services with an access via Sync2DB (Outlook as Data Reader) can be used without purchasing Sync2DB Synchronizer. Others require a purchased license. **Please note that it refers to the Sync2DB software only, not subscription content or service!** The service and subscription are free in some cases and should be purchased in others.

In case when purchasing is required, you will be informed about it. Please go to our Web site at: http://www.4team.biz/purchase_sync2DB.asp and buy your license online.
Choose the "Professional Private" option in combo box "Select License type":
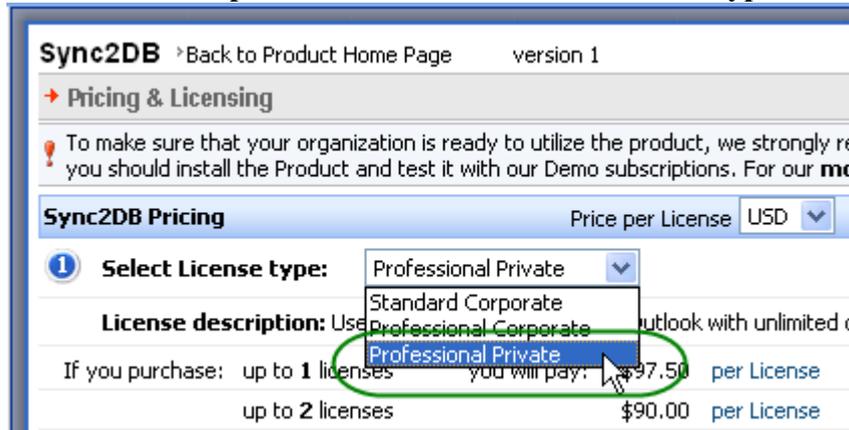
Figure 6: Take care during purchasing!

After purchasing, we will send you the activation instructions via e-mail, **please read and follow these instructions carefully**.

Please note that you can use Sync2DB Synchronizer for any number of subscriptions without restrictions (the subscription content or service may require extra fee).

6. Synchronization

Launch Sync2DB Synchronizer and click the "Sync" button on the main Synchronizer window, or "Synchronize all" in the right-click menu of the Synchronizer icon in the system tray:
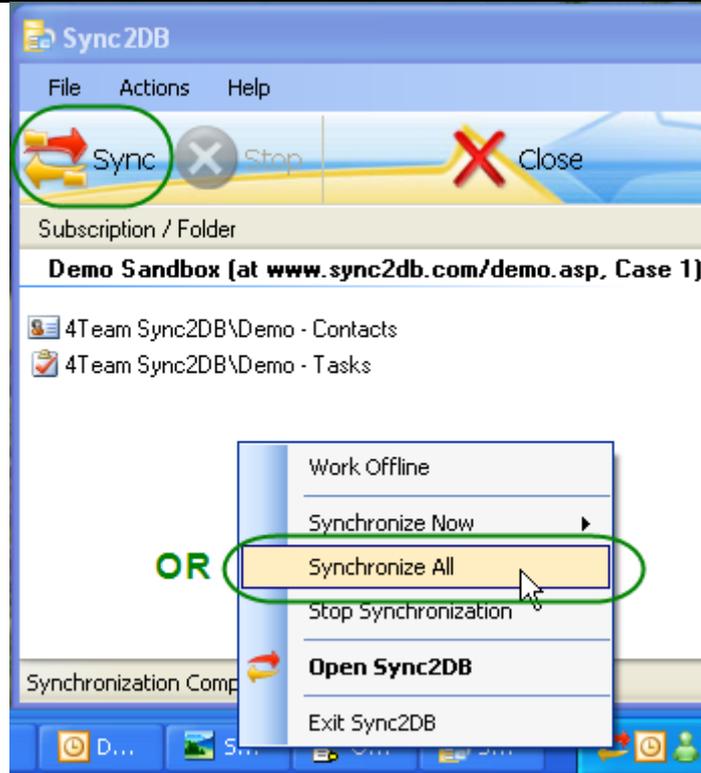
Figure 7: How to start synchronization of all folders

7.   Re-synchronization or How to Undo Deletions made by mistake?

The process of re-synchronization makes full synchronization all over again (i.e. re-synchronization will process all data).

Re-synchronization can be used as life-saver when you inadvertently delete items in a synchronized folder by mistake. Do not click "Sync" in this situation as it will delete items in your database. Use re-synchronization instead - you will get all deleted items from the database.

Right-click the problem folder in the Synchronizer main window and select "**Re-Synchronize Folder Now**" from the drop-down menu:
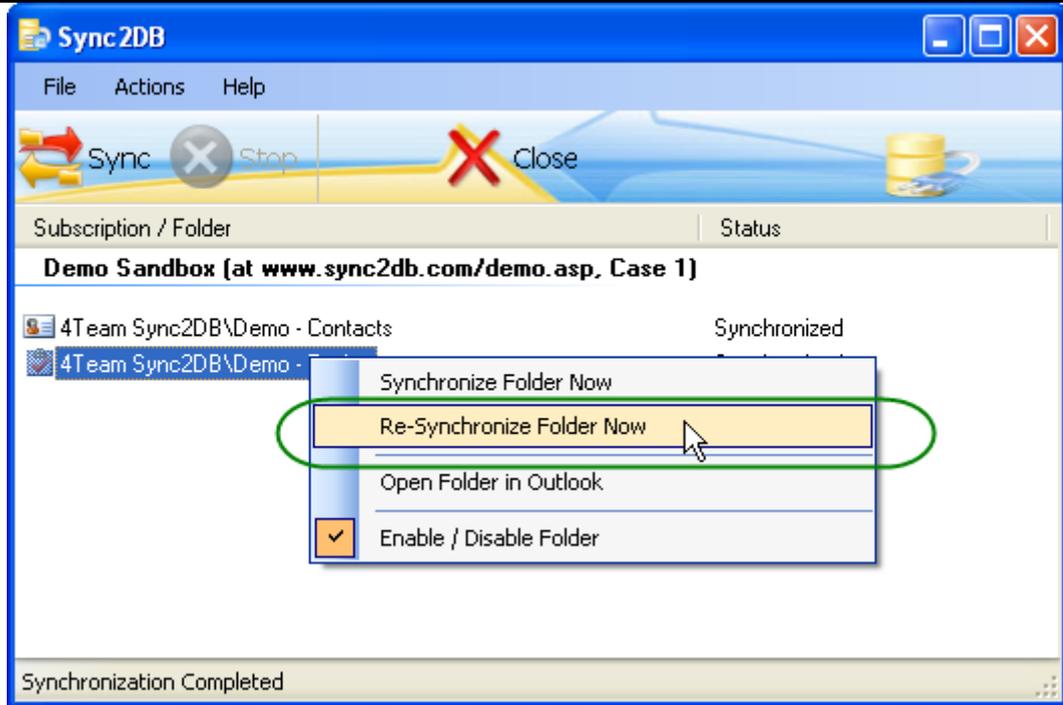
Figure 8: How to resynchronize folder

8.   Additional Resources

- Sync2DB Help Center (http://www.sync2db.com/Help_Center.asp)
- Sync2DB Forum (http://forum.sync2db.com/)
- Contact us (http://www.sync2db.com/Contact.asp)