



# iShare Quick Start Guide

<http://www.SalientPoint.co.uk/iShare>

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## What is iShare?

iShare is a tool that fixes problems some users experience with Apple iTunes.

Windows XP and Windows Vista offer a facility called "Fast User Switching", which allows several different users to remain logged in and leave applications open. This is great for security and convenience, but unfortunately it can break iTunes. Apple does not appear to intend to fix the problem, stating on their website that iTunes is not compatible with this feature: <http://docs.info.apple.com/article.html?artnum=93764>

Symptoms of this problem include the following error messages:

- iPod Service Error
- You cannot open the application "iTunes" because another user has it open. Ask the other user to quit the application, then try again.
- Software for communicating with the iPod is installed incorrectly. Please reinstall iTunes.
- You see iPod in My Computer, but not in the iTunes Source list.

If you have any of the symptoms listed above, iShare can help.

## What does iShare do?

Once installed, iShare places an icon in your system tray (the area near the clock, usually at the bottom right of your screen). Clicking on this icon will launch iTunes successfully, even when previously you would have got one of the error messages listed above.

## How does it work?

iShare works by closing down copies of iTunes that have been left open by other users. It will ask the other user for permission first, but if they don't answer (which they usually won't because they are logged out!) it closes their process anyway.



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## Is iShare safe?

This process has been tested with a many different versions of iTunes and is completely safe. It works in exactly the same way as selecting “Close” from the “File” menu in iTunes, allowing iTunes to save data as it closes.

When the original user logs back on, they can use iShare to re-open iTunes and it will be as if nothing happened!

If iTunes is updating an iPod when iShare asks it to close, the update will be interrupted but it can be resumed when iTunes is re-opened.

If you are don't like the default behaviour, there are a number of settings you can adjust to match your personal preferences.

## Installing iShare

To install iShare, please download the installer package from the iShare website at <http://www.SalientPoint.co.uk/iShare>. You will need to be logged in as an administrator to run this package. This will install iShare, and configure it to start automatically for all users.

iShare will not start working until all users are running it. This can be accomplished by clicking the iShare icon in the start menu, logging out and logging in again, or by restarting the computer.

iShare uses a Windows component called the “.NET Framework 2.0” which will normally have been installed on your machine by Windows Update. If you do not have this component installed, you will be prompted to install it. You can download this component from the Microsoft website.

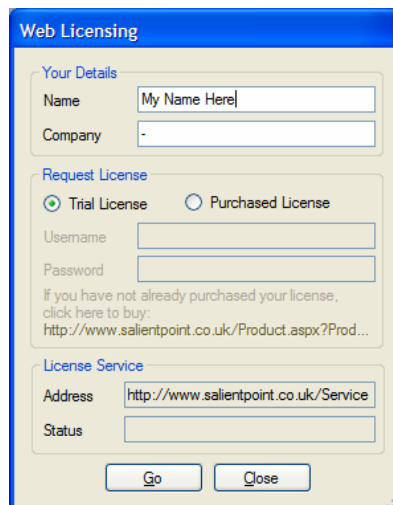
You can completely uninstall iShare at any time using the “Add or Remove Programs” option in your systems Control Panel.

## Requesting a Trial License

iShare is a commercial product, and you will need a license to use it. However, it is free to download and try for 30 days. To take advantage of this free trial, press the “Request Trial License” button on the licensing window that will appear at the end of installation:



This will open a new window where you can type in your name. Unless you are using iTunes at work, leave Company set to “-”, then press “Go”.

The screenshot shows a window titled "Web Licensing" with a blue header. It contains several sections: "Your Details" with input fields for "Name" (containing "My Name Here") and "Company" (containing "-"); "Request License" with radio buttons for "Trial License" (selected) and "Purchased License", and input fields for "Username" and "Password"; a link for purchasing a license; "License Service" with input fields for "Address" (containing "http://www.salientpoint.co.uk/Service") and "Status"; and "Go" and "Close" buttons at the bottom.

You will see some status information in the panel at the bottom of the window, which should finish up with “Done!” after a few seconds. Once this appears, click “Close” to return to the main licensing panel. This should now show details of your trial license:



## Purchasing a Full License

To purchase a full license for iShare, go to the iShare website at <http://www.SalientPoint.co.uk/iShare>. Here you will find instructions for buying and installing your iShare license.

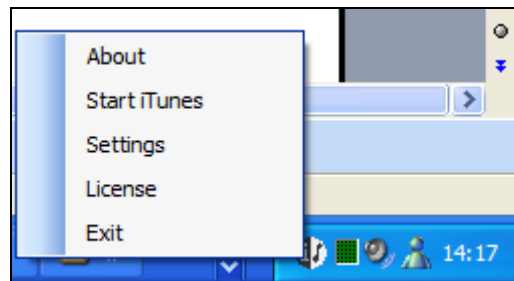
You will download your full license with the “Download License” button, and you will need the username and password you received on purchasing the license. You **MUST** keep these in a safe place, as you may need them in the future if you upgrade to a newer version of iShare.

## Launching iTunes

Once iShare is installed you will see the iShare icon in your system tray (the area near the clock, usually at the bottom right of your screen).



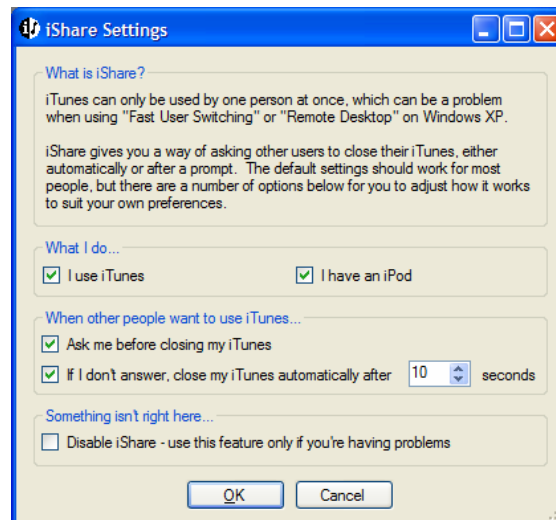
Double click on this icon to launch iTunes safely. Alternatively, right click on the icon to show the iShare menu, and select the “Start iTunes” option.



The other options on this menu are:

- **About:** displays version information for iShare
- **Settings:** opens the settings window
- **License:** opens the licensing dialog so you can check the days remaining in your trial or load a full license
- **Exit:** closes your copy of iShare. Now why would you want to do that?

## What to all the settings mean?



The setting options work as follows:

- **I use iTunes:** if you are not an iTunes user you can turn this option off to speed up loading of iTunes for everyone else.
- **I have an iPod:** if you use iTunes but do not have an iPod you can turn this option off to speed up loading of iTunes for everyone else.
- **Ask me before closing my iTunes:** This will ensure that a prompt is displayed asking you if you mind before before your iTunes is closed. You can turn this off unless you log into your computer using Remote Desktop.
- **If I don't answer, close my iTunes automatically after X seconds:** When iShare asks if you mind iTunes closing, it will wait X seconds for an answer before closing iTunes anyway. Un-tick the box to turn this feature off.
- **Disable iShare:** Use this option to disable all iShare functions. If you suspect iShare is causing a problem, you can use this feature to check without having to uninstall and re-install iShare.

## Problems?

If you have any problems with iShare, please do not hesitate to contact us through our website, <http://www.SalientPoint.co.uk/>. We will always respond to your questions. If you have found with our product, we would love to have the chance to put it right, and to ensure no-one else has the same problem in the future.