Configuration Manual
For
Windows 10 Professional*
(English Language Only)

This manual can ONLY be completed in a Law School Academic Building.
Configuring your laptop with this manual will not work in Lenfest Hall, other dormitories and private residences, as well as non-Law School Academic Buildings (those found on the main campus).

*Windows 10 Professional is the preferred version for this manual. While you will be able to get connected to the Internet on any version of Windows 10, connecting to shared folders and printers will work best with Windows 10 Professional, Enterprise, and Ultimate.
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IMPORTANT NOTE:
Viruses, the DMCA, and being Blocked from the Internet

If you arrive with an infected laptop, or if it becomes infected while you are here, you may lose access to the Internet until you remove the infection. Also, pursuant to the DMCA rules governing fair-use of copyrighted materials, you may automatically be blocked by the University and/or the Law School, if you are found to be downloading copyrighted materials illegally.

If you are suddenly unable to connect to the Internet while on campus:

1) Run a virus-scan to determine whether or not you have an infection that may be spreading from your machine onto the network. Note the names of the virus(es) as they appear.
2) Refrain from connecting to the Internet (even if outside of the University, such as in café, or at home) to prevent further infection and the spreading of further infections onto another network.
3) Backup all critical files in the event that your computer becomes so infected as to require a reinstallation of Windows and all your programs. Suitable backup devices include USB flash drives, CD/DVDs and external harddrives.
4) Report the problem to us and arrange an appointment to have your computer cleaned of viruses. Note that this can take several hours.
5) If it is determined that you have been blocked due to violating the DMCA copyright regulations, you may be asked to speak to a Dean of the Law School in order to regain your access.

If you are suddenly blocked while connected on the main campus (outside of the Law School buildings), you will receive a notification as to the reason(s) why you were blocked when you attempt to visit a website. You can still contact the Law School helpdesk, even if you are first blocked by the University.

If you are blocked while connected in one of the Law School buildings, no such notification will be given. You will need to call, e-mail or visit the Helpdesk for additional assistance.

Contact the Law School Helpdesk at 212-854-1370, at helpdesk@law.columbia.edu, or, visit us in Room 731 of Jerome Greene Hall, Monday through Friday, 9am to 5pm.

IMPORTANT NOTE ON SUPPORT

The Law School Helpdesk supports most of your computing needs:
• Connectivity (both to the Internet and internal Law School resources, such as shared folders and printers).
• Law School Computer Labs on the 2nd and 3rd floors of Jerome Greene hall.
• The detection and removal of viruses and spyware.
• Software or web-based tools that the Law School provides (such as Symantec Antivirus and Coursewebs).
• While maintained by the University for all students, the Helpdesk will attempt to assist you with e-mail problems, as well.

The Law School Helpdesk and University (CUIT) DOES NOT provide support with:
• Hardware problems
• 3rd-party software, not provided to you by the Law School/CUIT (eg. Instant Messenger, Skype, etc.)
Introduction

This manual will guide you through:

1. Connecting your computer to the Internet in the Law School and the rest of the campus.
2. Connecting to shared folders and shared printers on the Law School network.
3. Configuring and installing protection software – a Firewall, Symantec Antivirus, etc.

Note on Screenshots:

Please keep in mind that since all laptops are different, and each individual will have customized the look and feel of Windows 8 to their own liking, some of the screenshots in this manual may not be an exact representation of what you see on your screen. The manual was designed to be as generic, as possible. If there is any confusion as to what your next step should be speak to us at the Helpdesk for guidance.

System Requirements

To connect your computer to both the CLS and CUIT networks, you must have the following:

- A CLS network account (i.e. you must be registered as a Law School student)
- A UNI from CUIT
- A computer running Windows 10 Professional, Enterprise, or Ultimate (access to just the Internet, however, can be achieved with any version of Windows)

You may also need:

- A copy of your Windows 10 CD/DVD, your Microsoft Office CDs, and any of the software provided to you by your manufacturer (one of these normally contains the copy of Windows 10 that was installed on your machine).

For wired-Ethernet connections you will need:

- An Ethernet port on your computer (standard on most laptops)
- An Ethernet Cable (also known as a “patch cable”)
- A working Ethernet jack at CLS

For wireless-Ethernet connections you will need:

- An 802.11g or 802.11n-compliant wireless card (most newer laptops have them built-in)
- Access to one of the designated wireless areas around campus.
One of the most important, and often despised, additions to the new Windows operating system is the User Account Control (UAC).

This feature was designed to limit the amount of damage that can be caused by an end-user (someone using the computer), a virus or spyware that may want to attain access to the computer's core components and files. Not every action, however, causes the UAC window to pop-up; only actions that may provide unwanted access.

Actions which may trigger the UAC window to appear, are:
- Installing or un-installing software
- Installing drivers for new hardware
- Installing ActiveX controls (needed by some websites)
- Installing Windows Updates
- Changing your Windows Firewall settings
- Configuring Parental Controls
- Viewing files and folders which are critical to the proper functioning of Windows Vista (eg. Program Files and Windows folders)
- Accessing the files and folders of another user on the same computer

Throughout this manual, there may be steps which require you to press Continue when you see the UAC window. While configuring your laptop with this guide, confidently choose Continue if you see the dialog box.

While it is possible to turn off this feature, we highly recommend you do not. The majority of problems people faced when using prior version of Windows are due to the ease with which viruses and spyware can access critical components of your computer without you even knowing it. The consequences of turning off the UAC are:
- Easier infection of your computer with viruses, spyware and malware
- The potential for hackers to gain access to your files and information and to disable your protective software (eg. firewalls, antivirus, etc.)
- The possibility of further spreading your infection to others over the Internet
- The increasing slowness of your computer

The UAC, while initially annoying, will spare you many hours of distress, if properly used, by overcoming the security issues that have plagued previous versions of Windows, even on computers with Firewalls and Anti-Virus/Anti-Spyware programs installed.

Keep in mind that many of the common activities you perform on your computer, such as opening documents, browsing the web, and checking e-mail will not cause the UAC window to appear – only those tasks that have the potential of putting your computer at risk (such as the ones listed above).
Configuring Your Network Connection

1. You will want to first click on the Network icon located in the bottom right-hand corner of your desktop.

2. In the Network window that appears, you will click and highlight the "Columbia Law Guest" network.

3. Be sure to check “Connect automatically,” then click “Connect”.

4. If you get a message asking to turn on Sharing, you can click “No, don’t turn on sharing or connect to devices.”

There will normally be two connections for you to view: one for your Local Area Connection (also known as Ethernet or wired) connection, and one for your Wireless connection. (see the circled portion of the screenshot).

First, let’s find the MAC (or Physical) address of your Local Area Connection. If you do not see this connection, you may need to plug in an Ethernet (patch cable) into your laptop’s Ethernet port. If you DO NOT have an Ethernet port, you may skip this section and move onto the Wireless Network Connection [Page 8]. You can register your Local Area Connection at any time.

5. From your Start Menu, right click on the open area and click the “All Apps” link.

6. When the Apps window opens, scroll to “W,” and then select “Windows System,” and finally click on “Control Panel.”
7. Click on “Network and Internet”.

8. Click to open the “Network and Sharing Center”

9. In the Window that appears, you will first click on “Ethernet” (If you don’t see this, you will need to plug an Ethernet cable into your Ethernet jack.)

   *Please Note* Not all machines will have this port. Many new machines come without one. This is fine, and you can skip to the next page.

10. In the “Status” window that appears, click on the “Details…” button. Now you will see “Network Connection Details”. Please write down the “Physical Address” in the space for Step 14 (Page 8).
Now we will locate the MAC (Physical) address for your Wireless Network Connection.

11. *With the Network and Sharing Center window still open, click the link for your Wireless Network Connection.*

12. *Again, click the Details button.*

13. *Find the Physical Address for your wireless connection and write it below, in Step 14.*

14. *Enter the Physical Address(es) here.*

LOCAL AREA CONNECTION (Step 10)

WIRELESS NETWORK CONNECTION (Step 13)

15. *Write down the name of your laptop’s manufacturer (eg. Dell, Lenovo, Toshiba, etc.)*

16. *Write down the model of your laptop (eg. Inspiron 1501, Thinkpad T60, Satellite Pro, etc.). This information can usually be found on some portion of the screen, above your keyboard, or underneath the machine.*

17. *Close all open windows.*
You will need to have an **active connection to the Internet** to continue.

**If you have not done so already, please join the network “Columbia Law Guest.”**
Registering Your Computer in Lawnet

Note: You will only be able to register one card at a time. Please register the first card, and then register the second one (if applicable).

1. Go to the following website. www.law.columbia.edu/lawnet

2. Click on the “Sign In” button on the far right hand side of the web page. On the following page, Enter your Law School User Name and password, and then click Login.

3. Click on the “My Services” tab to expand the dropdown menu. A menu will appear, and you should select “Register Ethernet Card” from the “Information Technology” heading.

4. You will need to refer to page 8 for the information being requested.

Card Address: This is the Physical Address you recorded in Step 14, on page 8. Enter the 12 characters WITHOUT the dashes.

*Note* You will only see one line for “Card Address.” This is fine. You can enter another card after you click “Register.”

Operating System: Select Windows 8, as well as your specific version (e.g. Home, Business, Ultimate, etc.)

Workstation Manufacturer: Enter the information for Step 15, on page 8.

Workstation Model: Enter the information for Step 16, on page 8.

When you have entered all the required information, click Register.
5. You will see this confirmation screen if successful.

6. Click View Current Registration

7. Check to make sure that the Card Address you just entered matches your Physical Address. If you have made a mistake, check the box next to the Card Address and press Delete. Repeat step 4, on this page and correctly enter your information.

8. If you have a second Physical Address you need to register, click Register New Card.

9. Repeat Step 4, on page 15, entering the second Physical Address on page 13. Aside from the Physical Address, everything else is the same.

10. Once all your Physical Addresses have been registered, click the Sign Out button and proceed to the next page.
Verifying Anti-Virus Protection

Windows 10 comes with a built-in Anti-Virus tool called Windows Defender. In this section, we will check to ensure it is enabled.

**IMPORTANT:** If you already have an Antivirus (AV) program (Symantec, McAfee, CA eTrust, etc.) you do **NOT** need to enable Windows Defender. If you wish to replace your own AV with the built-in copy of Windows Defender, please follow the proper procedure for removing your software. Owners of other software that would like to have it removed will need to refer to the vendor’s website for information on proper procedures for uninstalling their software.

1. **First click on your Start Menu.**

2. **From the Start menu, you will click on “Settings.”**

3. **In the window that opens up, you will need to click “Update & Security.”**

4. **From here, you will click on the left-hand side of the screen, where it says “Windows Defender.”**

5. **Now, you will verify that “Real-time protection” is **On**. If the button is set to “Off,” please turn it On. If it is already on, you are all set, and protected by Windows Defender.**

**Real-time protection**

This helps find and stop malware from installing or running on your PC. You can turn this off temporarily, but if it’s off for a while we’ll turn it back on automatically.
Connecting to Shared Resources

**Part 1: Connecting to the G and H Drives (Mapping the Drives)**

1. Click on your **Start Menu**, and then click **“File Explorer.”** Then, in the window that opens up, click **“This PC”** on the left-hand side of the screen.

2. At the top of the screen, click on **“Computer”,** then on **“Map Network Drive”**.

The **G Drive** houses shared files and folders, such as old exams from prior semesters. As you join student organizations, new folders may appear on your **G Drive** allowing you to better collaborate with other members of the organization.

3. **Select the following:**
   - **Drive:** G:
   - **Folder:** `\lawsrv3.law.columbia.edu\Groups`

   Make sure **both** **Reconnect at logon** and **Connect using different credentials** are checked.

4. Click **Finish**.

5. **For your username, type:**
   - `LAW\your Law School Login`

6. Enter your password.

7. Be sure that **“Remember my credentials”** is checked.

8. Press **OK**.

9. When the window to the right disappears, click **“Finish”** in the **“Map Network Drive”** window.

**TIP:** The back-slash key (`\`) is usually found above the **ENTER** key. Do not confuse it with the forward-slash `/`, usually found by the **SHIFT** key.
10. A window will appear saying that Windows is attempting to connect to the G Drive.

11. The contents of the G Drive will appear in a window, like the one in the screenshot (keep in mind you may have only one or two folders). This drive can be accessed from any program’s Open window (such as Word, WordPerfect, Excel, etc.) on your computer, or via File Explorer on the Desktop, and you can open and save files directly from the drive.

The H Drive is your own, personal drive. We encourage you to save your important files on this drive. The drive is backed up by our servers on a regular basis, is scanned for viruses and can only be viewed by you.

12. Now, repeat steps 2 through 8 to add the H drive. Here’s the information you need to enter:

Drive: H:
Folder: \lawrv4.law.columbia.edu\Students

Make sure both Reconnect at logon and Connect using different credentials are checked.

Enter your Law School login and password, exactly the same way as in Step 4.

Press OK, and then when that window disappears, click Finish.

13. Double-click on the folder that appears in the H drive, and again, in the subfolder (named after your Law School login) to view the contents of your H drive (which is blank, for now). You will want to save files in this folder.

14. The G/H Drives are only accessible while your laptop is within the Law School’s Academic Buildings. The G/H Drives will not be accessible from elsewhere on campus, in Lenfest Hall, or any other location.
Part 2: Configuring the Network Printers

1. Beside your start menu, where it says “Search the web and Windows,” type in `\lawps4.law.columbia.edu` and hit enter.

2. While typing, you should see the menu populate to “Run command.” If, for some reason, hitting enter does not work, you can click on “Run command,” and you will be prompted for your login credentials.

3. A dialog box will appear asking you to enter your credentials. These are exactly the same as the ones you used to connect to the G and H Drives. Remember, put `LAW\` before your Law School login name.

4. Be sure to Check the Remember my password box.

5. Press OK.

6. A list of printers will appear.

7. Double-click the icon for GRHL_216LAB. Though you are only installing one “queue,” there are actually three printers you can choose from when you go to “release” the job (more on this in Part 3). The printers are located in the 2nd Floor Lab in the Diamond Law Library.

8. A screen will appear: Connecting to GRHL_216LAB on lawps4…

9. In a few moments, a screen will appear with the name of the printer, you just added, at the top. This is a queue window and might possibly be listing the print jobs of other students currently waiting to be printed. This is your confirmation that the installation was successful. Close the print queue.

10. Now, go back to the list of available printers and double-click the icon for GRHL_3FLLAB and repeat the process. These printers can be found opposite the main entrance of the Diamond Law Library, by the 3rd floor entrance of the Jerome Greene Hall. You can also add the printers GRHL_4FLCR and GRHL_3FLLAB_COLOR, which are located on the 4th Floor Copy Room of the Diamond Law Library, and opposite the Diamond Law Library Entrance, respectively.

11. These printers will now be listed in the drop-down box of the Print window of any program. Simply choose the one most convenient to you from the drop-down list and print.
Part 3: Printing Quota and Print Release Stations

There are two very important things to know before printing documents to the networked printers in the Columbia Law School computer labs. This applies when printing from the labs, or, your computer.

• You have a Printing Quota:
  a. You can print a total of 4000 pages for the entire year
  b. If your quota runs out, you must purchase additional pages, at 5 cents a page from the Circulation Desk, at the entrance to the Library, on the 3rd floor.
  c. Your pages are available until July 31st following the end of the Academic Year.
  d. Unused pages DO NOT roll-over to the following year. If you have 100 pages left on July 31st, you will only receive the normal 4000 pages for the next Academic Year, beginning August 1st.
  e. If your job does not print properly, for whatever reason (low toner leading to poor quality, paper jams, faded ink, etc.), let the Lab Consultant (LC) in the 2nd floor computer lab know of the problem, immediately. We will reimburse you the total amount of pages you have lost. You must bring the problem to our attention the same day, ideally, at the same time the problem occurs. We cannot reimburse you for lost pages after the fact.

• To print, you must use the Print Release Station(s)

  When you send a job to print from either your laptop, or, from the computer lab to the printers on the 2nd floor Computer Lab, inside the Library, or the 3rd floor Computer Kiosk, outside the Library, you will need to release it before it will come out of the printer. To release it:

  a. Walk to the Release Station
     a. one is located to the right of the large printers in the 2nd floor Computer Lab
     b. the other is the first computer, to the right of the printers in the 3rd floor Computer Kiosk.
  b. A list of logins will appear – find your Law School login in the list and double-click it.
  c. Enter the password to your Law School login.
  d. A list of jobs you have sent to print will appear.
    a. Click on the check-box to the left of the job to select it for printing.
    b. Click the big Print button on the upper-left hand side of the window – the job should start printing in one of the printers in the lab. Along with your document, you may get a receipt (known as a separator sheet) with your Law School login, the name of the job (document), the number of pages in the job, and the remaining quota you have available. This should make it easier to find your job.
Connecting from outside the Law School Network (VPN)

**IMPORTANT:** This section is optional and may not function properly outside of the confines of 10 Professional or Ultimate. You might experience difficulties reconnecting to the shared resources while using other versions of Windows 10. Also, VPN will not work when connecting to the “Columbia Law Guest” network. You may verify this functionality by using a network outside of any Law School buildings, or by using the Columbia University – Law registered network.

Setting up a Virtual Private Network (VPN)

Why VPN? If you would like to access the G/H drives remotely, you must use VPN to ensure a secure connection to the CLS network. While it’s not required to complete this section, it’s necessary to use VPN to access G/H drives and printers when outside of the CLS Network.

1. To begin, you must download the SonicWall NetExtender Client from the Columbia Law School Information Technology website by visiting the following URL:


   *Note* There are a few versions of the software. Please ensure you are downloading the version that corresponds with your specific Operating System.

2. After the software is downloaded to your device, please locate and open the installer file.

3. When the software opens, you should see a window that says “Welcome to the Dell SonicWALL NetExtender Setup Wizard.” To proceed, click “Next.”
4. The next window will contain the license agreement for using this software. If you agree to the terms of use, please click the small radio button next to "I agree" and then click "Next".

5. The following window will ask you what folder should be designated as the Installation Folder. You can click "Next" to proceed.

6. In the next window, you are given the option to create shortcuts on the Desktop and the Start Menu. Please ensure that at least the Start Menu is checked (if not both), and then click "Next."

7. You may be prompted by the Windows User Account Control (UAC) to install the software. Please click "Yes" to install.
8. The software should now begin the installation process, and you will see a window with a green progress bar.

9. You may be prompted once again to install the software. This time, by Windows Security. If the window appears, click on “Install.”

10. Once the installation finishes, you will see “Installation Complete.” Please click “Close” to launch the SonicWALL Net Extender software.

11. You will now be able to log into SonicWALL Net Extender. To do so, you must enter the following URL into the server field:

   
   sslvpn.law.columbia.edu:4433

   
   Also, you will need to put your actual Lawnet username/password combination in their respective fields. Finally, “LAW” should be entered into the Domain field. Once this is done, click “Connect.”
12. At this point, you will see a brief “Connecting” window.

13. Finally, when you see the server information, as well as the timer on the right-side of the screen, you have successfully connected to the CLS SSLVPN.

14. When you are finished using the VPN, you can click “Disconnect” to end your VPN session.
APPENDIX A: Notebook Support Policy

The Information Technology Helpdesk at Columbia Law School maintains the Notebook Support Policy outlined below. In brief, we provide:

- Support for problematic connections between notebook computers and the Law School network
- Detection and removal of viruses, worms, and dangerous spyware that attempt to get into your system

Within this framework, we support a core set of hardware and software. For purchasing advice, see the TechBrief entitled Computer Purchasing Advice for Students.

The Helpdesk will make every effort to support network connectivity for computers meeting **ALL** of the following requirements:

- **Supported notebook computers:**
  Any Windows-based notebook computers (such as Dell, IBM, Toshiba, etc.) using Windows 7 (Professional or Ultimate) or Windows 10 (Professional or Ultimate) and Apple notebook computers running Yosemite (10.10), and above. *BootCamp* for the MacBook Pro (a program designed by Apple to allow the Mac to run Windows and the Mac OS) can be used by the student, but will not be supported or installed by Columbia Law School IT.

- **Supported Ethernet adapters:**
  Any make or model

- **Supported Wireless adapter:**
  Any make or model that supports the 802.11g/n wireless networking standard

- **Supported Operating Systems (English versions only):** Windows 7 Professional and Ultimate, Windows 10 Professional and Ultimate, and Mac OS X 10.10 or later.

- **Unsupported Operating Systems:**
  Windows Vista Home Basic and Home Premium, Windows 7 Home Basic and Home Premium, any version of Windows older than XP Service Pack 3, Linux, Unix, any Mac OS previous to 10.10 are **NOT** supported.

- **Students are required to configure their computers themselves**, using the Columbia Law School Laptop Configuration Manuals

- For students experiencing problems with connectivity and/or computer virus infection, a Helpdesk Support Specialist will be available during Helpdesk walk-in office hours. Helpdesk walk-in office hours are Monday through Friday, from 9:00 am to 5:00 pm.

- The Helpdesk Support Specialist troubleshoots failed installation routines. **The Helpdesk Support Specialist does not perform initial installations.**

- **The Helpdesk Support Specialist supports connectivity and computer virus infection only.** This includes connecting to the Law School network or dialing into the University. The Notebook Support Specialist does not provide support for applications, operating systems, hardware, or other issues.

- The Helpdesk Support Specialist will make every effort to support connectivity for any English version of Windows 7 or 10 as well as, Mac OS X 10.10 and above. For further technical assistance, contact your notebook vendor.
APPENDIX B: Obtaining Notebook Support

The Information Technology Department has identified two explicit categories of technical support into which all student-owned computers fit. The following will help you determine which category your notebook falls into.

**Full Connectivity Support + Full Antiviral Support**

If you have:
- Any IBM compatible notebook computer or any Mac notebook computer
  AND
- English Windows 7 or Windows 10 or Mac OS X 10.10 or greater
  AND
- Problems connecting to the Law School Network (Ethernet) or CUNIX (modem)
  AND
  - Any Ethernet adapter make or model
    AND/OR
  - Any Wireless adapter make or model that supports the 802.11b/g wireless networking standard

Then the IT Department will do everything it can to ensure your connection. For notebook connectivity support, please visit the Helpdesk during walk-in office hours (Monday through Friday, from 9:00 am to 5:00 pm).

**Vendor Support**

If you have:
- Non-English Windows or Non-English Max OS X
  OR
- An unsupported Operating System such as Linux, Unix, Windows XP, Windows NT, Windows 3.1, DOS, etc
  OR
- A non-configured computer (i.e., your Ethernet card is not fully installed)
  OR
- A computer problem other than CLS network connectivity

Then the IT Department CANNOT provide technical support. You are encouraged to contact your vendor or manufacturer for all technical support.

If you are having problems with your hardware, operating system, software, or non-Columbia ISP (Internet Service Provider) you are advised to contact your vendor, manufacturer, and/or ISP for all technical support.
APPENDIX C: Accessing the G and H Drives on the Web

1. Navigate to:
   https://remote.law.columbia.edu

   *Please note the S in HTTPS. This is important!*

   This page will work best when using Mozilla Firefox.

2. You will be asked for your Law School login and password. Unlike previous examples in this manual, do not put LAW\ before your login, here.

3. The initial view will show you a list of files currently on your H Drive. The date files were last modified, the time, and their sizes will appear to the right of the screen. Folders will have yellow folder images beside them. The G Drive and all its folders and files, can be found in the Groups folder.

   To download a file for editing/viewing: Click the filename.
   To enter a folder to see its files: Click the folder.
   To upload a file:
   - Make sure you are in the correct folder where you want the file to be placed.
   - Click the “Upload” button.
   - Click the Browse button. Locate the file on your computer and double-click it.
   - Once the file’s location appears in the text box, press the Upload button. Wait a few moments for the file to be uploaded and listed in the list of files and folders, below.
   - If you are replacing an old version of a file on the G or H with a newer version from your computer, you may be asked to overwrite the file. Allow it do so, if this is what you want.