DIVVIED Windows Client Guide Documentation

Release 9.8.2580.41706

Gladinet, Inc.

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Contents:

1 Getting Started

1.1 Introduction

Welcome to the DIVVIED Windows Client User Guide. This guide describes client functionality for users in DIVVIED.

1.1.1 Client Agents

DIVVIED client agents are available for Windows, Mac, iOS, Android, and Windows phones. These clients are designed to work with your DIVVIED account which can be powered by any supported storage service.

1.2 Windows Client Agent

1.2.1 System Requirement

- OS Windows XP, Vista, 7/8/8.1/10
 - Normally on windows server type machine such as 2022/2019/2016, use server agent instead of client agent. However, the client agent can run as desktop application on Windows Server OS as well. For example, if you plan to have the desktop agent run in a terminal server environment, you need to install desktop agent instead of server agent.
- Hard Drive 100MB
 - 50MB for the installed program
 - at least 50MB for the operation of cache folder
- CPU No specific requirement (Intel/AMD x86/x64)
- Internet Connection

Note: This guide is written against Windows Client agent version 9.8.2580.41706

2 Installation

First login to your DIVVIED web portal and click the user icon (1) in the top right corner. Then click the client download button (2) and download the respective client installer package.

Note: NOTE: It is very important that you log in to DIVVIED as a user before downloading the Windows or Mac Clients. This gives you access to client installation packages that are already tied to your DIVVIED account, which makes installation and accessing DIVVIED easy.

Once you click the download button you will see a page of options including Windows Desktop Client (1), Mac OS X Client (2) or Mobile client (3) and download the associated package.

Ensure that you choose the appropriate download for your operating system (eg, Windows 64-bit, Windows 32-bit). Run the downloaded MSI package (1) to start the installation. Then click "Next" (2) and follow the instructions to finish. In the Setup Windows Client screen, you can customize the installation if necessary.

2.1 Log In to DIVVIED

At the end of the installation, you will be prompted to enter your DIVVIED user account credentials. These credentials will authorize your DIVVIED Windows Client and connect it to your DIVVIED user account. Access to your Windows Client agent is also available under the Windows Start Menu. If the "Auto-login next time" option is selected (default), the Cloud Windows Client will be launched at Windows Startup. You can see the client icon in the lower right of the desktop or in the right-bottom notifications areas of your task bar.

2.2 Accessing Your Files and Folders

There are two main ways to use DIVVIED files and folders.

• First, there is a DIVVIED Cloud Drive.

With the DIVVIED Cloud Drive, you have direct on-demand access to your cloud storage.

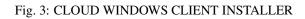
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← → C ☆ ③ Not secure 10.0.0.221	/portal/WebAppPage.aspx?s=		☆ * 🗾 🗉 🗄
ACME SYSTEMS > FILE	BROWSER		♠ \$ & ▼
En € € € HiceProjectFiles (TR-20180	Places 🗸	EveryoneShare (Team Folder)	Follow Browser Locale Blue My Devices My Guest Users Notifications Two-Step Verification Storage Usage Detail (174.3 MB Used) Feedback
Local Team Folder (Team Fol	Pictures	SA Share (Team Folder)	
7 ltem(s), Total file size:0 bytes			

Fig. 1: DOWNLOAD YOUR CLIENT

The browser-based file explorer provides most of the basic functionality. For a richer, native experience, you can download native clients.						
ACME Systems Desktop Client (Wind	dows)					
Installs on a (Windows XP, Vista, 7, 8, 8.1, 10) x86/x64 PC, access your storage account as a local drive, sync file a	across multiple machines.					
Windows NP Windows Van Windows 8 Windows 8	Download 64-bit Package 9.8.2580 Go					
ACME Systems Desktop Client (Mac	OS X)					
Installs on Mac OS X, access your storage account as a local drive (mounted volume in Finder).						
Mac OS X						
ACME Systems Mobile						
Available on the Available on the View in Apple App Store View in Apple App Store Available in "Google Play" Market Store. Android OS 4.4+ Available in "Windows Phone" Store	H Store					

Fig. 2: CLIENT DOWNLOAD PAGE

Security Warning	₩ Cloud Windows Client - >
want to run this file?	Welcome to the Cloud Windows Client Setup Wizard
Name:0.221_3102A0786970956)_CloudWindowsClient_x64.msi Publisher: <u>Gladinet, Inc.</u>	The installer will guide you through the steps required to install Cloud Windows Client on your computer.
Type: Windows Installer Package From: C:\Users\Tom\Downloads\(14169156_0_10.0.0.221_3102	
1 Run Cancel	
/s ask before opening this file	WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civit or criminal penalities, and will be prosecuted to the maximum extent possible under the law.
While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. What's the risk?	Cancel (Back Next)
	<pre>want to run this file? Name:0.221_3102A0786970956)_CloudWindowsClient_x64.msi Publisher: Gladinet, Inc. Type: Windows Installer Package From: C:\Users\Tom\Downloads\(14169156_0_10.0.0.221_3102</pre>



	Recently added ACME Systems Windows Client Suggested Yunleash Windows 10	ACME System
	Find apps to get started A	Login to ACME Systems
	ACME Systems Windows Client New Adobe Acrobat DC	User Name(Email): jdoe57@mailinator.com
	Adobe Acrobat Distiller DC	Password: Access Point http(s)://myhost.com
) (And Adobe Animate CC 2018 Au Adobe Audition CC 2018 Br Adobe Bridge CC 2018	http://10.0.0.221
\$	Adobe Character Animator CC 2018	Auto-login next time Login Cancel
ூ ₩	Adobe Dreamweaver CC 2018	J II C 🔌 🗠 🌍 🇊 🗊 🔃 🗷 🕙

Fig. 4: LOGGING INTO DIVVIED CLIENT

• Second, there are synchronization folders.

Outside of the Cloud Drive, if you don't want to change where your existing folders are, you can then attach local folders as an access mechanism. The attached folder will be synchronized with Cloud in a bi-directional way.

2.3 Cloud Drive Access

After the installation is completed, a system tray icon will appear that allows you to open your DIVVIED Drive.

If you click the system tray icon (1) which will open the tray menu. You can access the cloud drive by clicking the folder icon (2) which will open Windows Explorer in the Cloud Drive veiw (3).

Image:	Move to v to v	🗧 🗧 Easy access 🔻	
Clipboard $\leftarrow \rightarrow \checkmark \uparrow \square \Rightarrow$ This PC \Rightarrow My Cloud	Organize Drive (M:) > Documents	New	ACME Systems 2 💼 🌣 🗉
 Windows (C:) RECOVERY (D:) My Cloud Drive (M:) SDeviceBackup AliceProjectFiles (TR-20180212- Documents Beach_Photos city_pics Files for Sharing Music EveryoneShare (Team Folder) 	Beach_Photos 8// city_pics 8/4 Files for Sharing 8/1 Music 8/3 Ø goat.jpg 3/1	tte modified Type 9/2018 2:33 PM File fold 9/2018 2:33 PM File fold 16/2018 1:03 PM File fold 9/2018 2:33 PM File fold 9/2018 2:33 PM File fold 12/2018 4:49 PM JPG File 12/2018 4:49 PM JPG File	der der der der sm photoshop file.psd der e e Ambuch in Battleonako Culob mo2
6 items			Awkward Apocalyptic Pickup.mp3 /Documents/Files for Sharing/Music All data has been synced to ACME Systems.

Fig. 5: ACCESSING THE CLOUD DRIVE

In the Cloud Drive folder, you can do typical Windows folder functions, and right click to access the Cloud Drive context menu (4).

Back in the Tray Menu, there is an additional menu icon (5) that gives you access to other important functions (e.g., web portal, force sync, sign out, exit, enable debug trace).

2.4 Management Console

Also in the Tray Menu there is a Mangement Console icon (6). If you click this, a browser will open, giving you access to the Management Console.

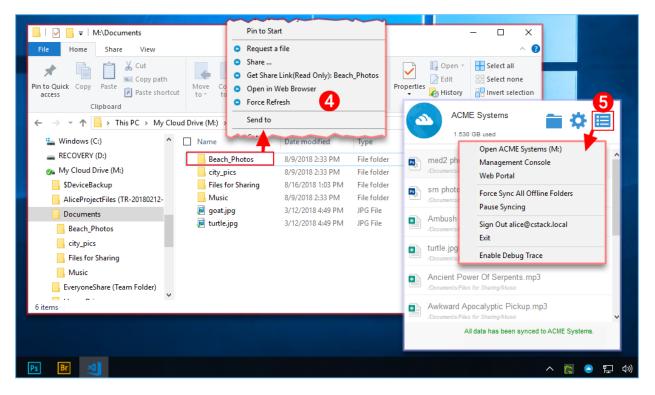


Fig. 6: OTHER CLOUD DRIVE FUNCTIONS

	▲ Client Management Cons × ← → C △ ③ Not secure	10.0.221/management/D	PeviceDashboard.aspx?p	©m – □ × =1œs-#00CCDD77 ☆ ※ № 🖾 :
	ACME Syste	ems		ACME Systems 1.530 GB used
1	TOMDESKTOP ▼ > DEVICE INFO			med2 photoshop file.psd
	Device Info		Sync Status	sm photoshop file.psd /Documents/Files for Sharing
	Device Owner	alice@cstack.local		Ambush in Rattlesnake Gulch.mp3 /Documents/Files for Sharing/Music
	Allowed	Ø		turtle.jpg /Documents/Files for Sharing
	Monitor Device Connect Status			Ancient Power Of Serpents.mp3
	Device Type	Windows Client		Awkward Apocalyptic Pickup.mp3
	OS Type	Windows 10 64bit		All data has been synced to ACME Systems.
Ps Br	A Contraction			^ 🌅 🤗 🛱 ላ።)

Fig. 7: ACCESSING THE MANAGEMENT CONSOLE

3 Connecting To The Cloud

3.1 Transferring Files

Now you can use the Cloud Storage as if it were a Virtual Drive or Folder. Simply drag and drop to copy local documents to the Cloud Storage.

You can access your cloud drive directly with a drive letter.

DIVVIED Windows Desktop Agent makes it very easy to move data into cloud storage or extract data from cloud storage.

3.2 Attaching Local Folders

The virtual drive provides on-demand access to files and folders from the DIVVIED Cloud storage account.

Sometimes it is also desirable to work inside a local folder, and have the local folder synchronize with the DIVVIED Cloud storage account. You can right click on a local folder (1) and select "Attach this Folder to DIVVIED" (2). The pop-up (3) shows you where this folder is located on your system and allows you to change the name of the folder if you don't want to use the default.

3.3 Benefits of Attached folders:

- They will be synchronized with the cloud.
- Their contents immediately become accessible even before the sync is completed.
- They can maintain a versioned backup of their contents.
- Their content is available locally when offline.
- They can be used in the same ways as any local folder.

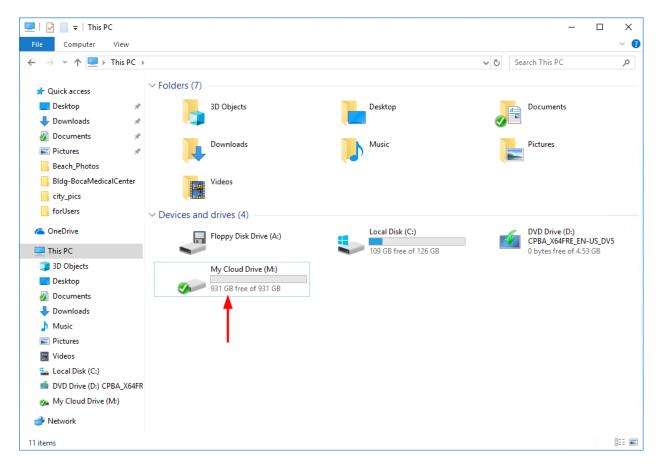


Fig. 1: THE CLOUD DRIVE

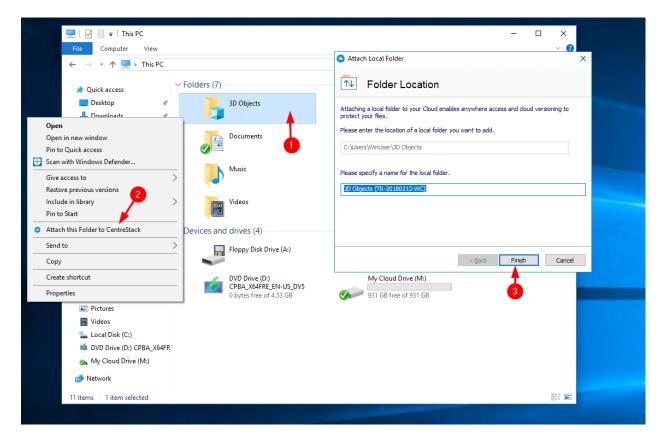


Fig. 2: ATTACH A FOLDER TO DIVVIED

4 Folder and File Features

When you right-click on a folder or a file you will see the context menu. Use this menu to perform various actions on the file.

4.1 Cloud Drive Context Menus

The context menu will vary depending on what you right-click on. For instance, in the image below you see three variants of the context menu.

4.1.1 Context Menu for Files

- **Share...** This is to share out the file with anyone by email. Multiple emails can be added at the same time by seperating them with a ";".
- Get Share Link (Read Only): <filename> This is to get a read-only web link to the file. This option allows you to share a file as a public (Read Only) link. Anyone with the link can access this file. Click this option to copy the public link to your clipboard. Once you click "Ok", you can paste that link anywhere (e.g., email, social media).
- Manage Revisions This option will open a web browser where you get access to the Web Portal version manager for the file.
- Check Out (Lock) <filename> This option is to manually check out file. All changes to the file will remain local until it is Checked In.
- Force refresh Click this to synchronize the web portal with your local folder.

4.1.2 Context Menu for Folders

Request a file This is to share out a folder link to a user and request the user to upload a file. You can request a file from multiple emails at once by using a ";" to separate them. This upload link can be set to expire in a certain amount of time or never.

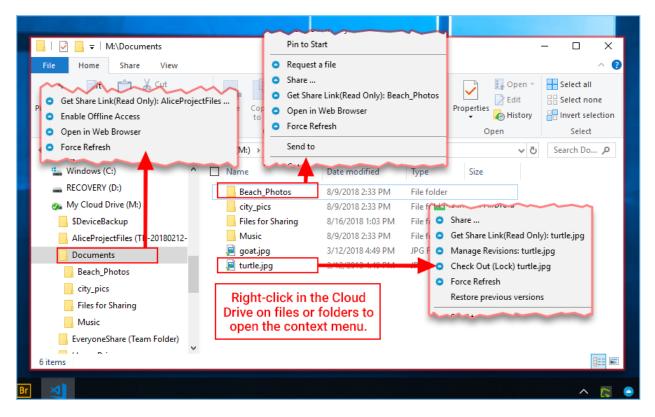


Fig. 1: CLOUD DRIVE CONTEXT MENU

- **Share...** This is to share out the folder with anyone by email. Multiple emails can be added at the same time by seperating them with a ";".
- **Get Share Link (Read Only): <foldername>** This is to get a read-only web link to the folder. This option allows you to share a folder as a public (Read Only) link. Anyone with the link can access this folder. Click this option to copy the public link to your clipboard. Once you click Ok, you can paste that link anywhere (e.g., email, social media).

Enable/Disable Offline Access This is to enable offline access to the folder so the folder content can be pre-fetched.

Open in Web Browser Opens a web browser and take you to that file in the Web Portal.

Force refresh Click this to synchronize the web portal with your local folder.

5 Locking Files

The DIVVIED Cloud administrator has the option of enabling a setting that causes files to automatically become locked when they are in use - automatic distributed lock (see administration guide). This prevents more than one person from updating the file at the same time which can cause undesirable results.

Note: When to use automatic lock and when to use manual lock?

When files are automatic locked, the same files need to be automatically unlocked. When files are automaticall locked, the agent that locks the file needs to maintain health heart beat with the central DIVVIED server. When the heart beat can't be maintained, the file will be automatically unlocked.

If you want the file to stay locked regardless what situation the agent machine is in, manual lock is recommened. A manually locked file will need to be manually unlocked.

Files can be manually locked. Right-click on any file (1) in the DIVVIED drive and then select "check out (Lock) This File" (2) to toggle between its locked and unlocked state. Then click Yes in the pop-up (3).

The context menu will give the option to lock the file. It will stay locked until you 'Unlock' it. When you are finished with the file, you can unlock it by right-clicking it and choosing Check In from the context menu.

5.1 Offline Access

Cloud Drive files aren't fully synced by default; only the files you are using are synced. You can Force Sync your files however. Right-click the folder you want to make "Offline" and choose "Enable Offline Access (1). Once this is done, you can click your drive icon (2), and then choose "Force Sync All Offline Folders" to sync any folders you have enabled for Offline Access.

Also, you might want to pause the synchronization of files while you are working on them. This can be done from the Cloud Drive icon as well. In the menu, choose "Pause Syncing" (3) temporarily stop files from sychronizing. The benefit is that you can keep modifying documents (drafts) locally until it is all done and then you can uncheck the "Pause" and connect to the DIVVIED cloud drive to upload any changes.

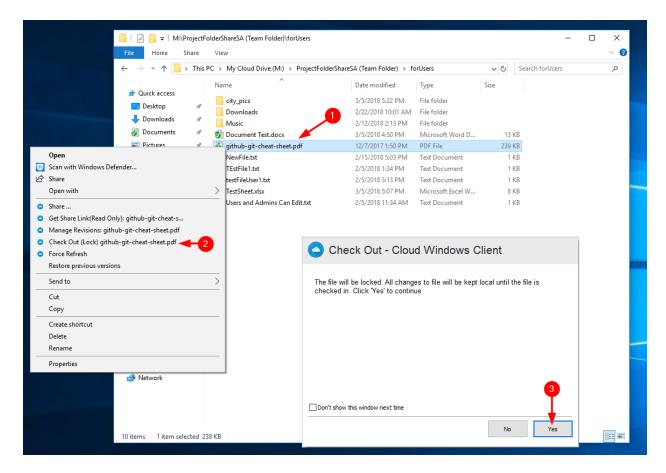


Fig. 1: LOCKING A LOCAL FILE

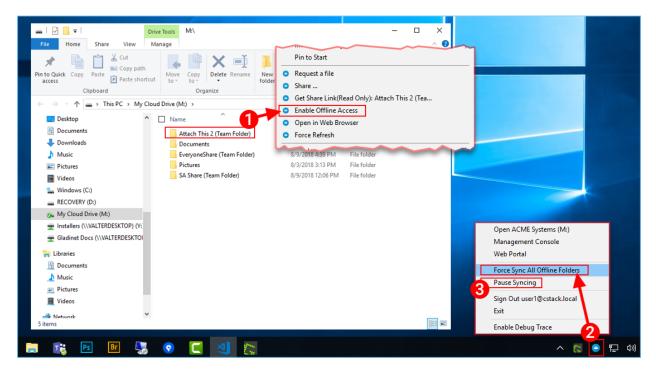


Fig. 2: OFFLINE ACCESS

6 Client Side Management Console

6.1 Client Side Management Console - Native

The desktop client has a management console that controls the client side of the behavior. The management console can be started from the system tray icon (1). In the Client Menu, hold down the CTRL key and click on the management console gear icon (2).

 ACME Systems Mana 	igement Console	-		<
Task Manager	System Sync Task	Next Run: 2018-08-17 16 21:08		
0 4	System Update Task	Next Run: 2018-08-17 16:21:08 Next Run: 2018-08-17 16:21:18		ACME Systems 2.303 GB used
Attach/Backup	Explorer Preview Task	Next Run: 2018-08-17 16:21:13	D	goat.jpg
Audit Trace	System Sync Down Task	Next Run: 2018-08-17 16:21:13		turtle.jpg _{Alest}
0 6				goat.jpg _{Aest}
Settings Manager	My Tasks System Activities			Cloud Windows Client.Ink /Documents (TR-20180212-WC) Claud Windows Client.Ink
	Open My Cloud		I <u>t ACME S</u>	Cloud VVIndows Client.Ink /Documents (TR-20180212-WC)
Team Edition	Version: 9.8.2580.41706 UPP Connected	Upload: 0.000 KB/S Download: 0.0	00 KB/S	All data has been synced to ACME Systems.
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Fig. 1: WINDOWS CLIENT MANAGEM ENT CONSOLE

The management console has five sections:

Section Name	
	Description
Task Manager (3)	
	You observe transferring tasks here, such as system updates, explorer previews, system synchronization in this section
Attach/Backup (4)	
	You will Attach, Backup, and observe the two-way synchronization folders in this section
Audit Trace (5)	
	Audit Trace is generally used for troubleshooting purposes
Settings Manager (6)	
	Settings Manager stores the different client-side settings

6.2 Attach To Back Up

You can attach local (from your Client Device) folders to DIVVIED by clicking the "Attach/Backup" button (1). In the main view, click "Attach a Folder to Backup" (2). This will open a wizard. Type in the location of the folder in the provided field or click the "…" button (3) to explore to a folder you wish to attach (4). Click "OK" then "Finish" to complete the process.

6.3 Audit Trace

Audit trace on Windows client and server agent provides basic history information (Like a blackbox) on what happened to the application in a summary level. It provides the first level of information when it comes to troubleshooting issues.

6.4 Settings Explained

There are many settings under the Settings Manager in the desktop client. To access them click the Settings tab.

ACME Systems I	Management Console	- 🗆 X	
-1/	Refresh Documents (web:\TeamFolder)	Attach a Folder to Backup	
Task Manager	Pictures (web:\TeamFolder)	3	
Attach/Backup	Attach Local Folder × Folder Location	Select a Local Folder □≪ Local Disk (C:)	×
Audit Trace	Attaching a local folder to your Cloud enables anywhere access and cloud versioning to protect your files. Please enter the location of a local folder you want to add.	🚹 🔛 🖓 Music	
Settings Manager	Please specify a name for the local folder.	attachedbyLocalJack	
Team Edition		B→→ p4 B→→ p4 - Copy B→→ Perf.ogs	
ream conton	< Back Finish Cancel	KB/ New Sub-folder	OK Cancel



ACME Systems Man	agement Console		- 🗆	×
	Time	Trace		1
	2018-08-17 15:09:58 664	[Event]Syncing is resumed		
4 Å Å .	2018-08-17 15:09:58 657	Alert:Syncing is resumed		
-vvv	2018-08-17 15:09:49 775	[Event]Syncing is paused		
Task Manager	2018-08-17 15:09:49 764	Alert:Syncing is paused		
lask manager	2018-08-17 14:44:31 357	Backup Server: Initialize VSS SDK Succeeded		
	2018-08-17 14:44:26 340	detect snapshot backup migration		
	2018-08-17 14:44:25 785	[Event]System is online		
(♥)	2018-08-17 14:44:25 781	Alert:System is online		
	2018-08-17 14:44:25 778	Alert:@SuccessConnect		
Attach/Backup	2010 00 17 14.44.76 556	[] [C C C Ltt / /]]] L 00000 /] /	1	
Audit Trace	Only Show Traces Containing			
$\widehat{\mathbf{O}}$	Only Show Traces Between	8/17/2018		
	Maximum Traces to Show (0-Unlimited)	200		
Settings Manager				
	Query	Copy To Clipboard		
	Open My Cloud		About ACME S	Systems
Team Edition	Version: 9.8.2580.417	06 Q Connected Upload: 0.000 KB/S Dow	nload: 0.138 K	B/S

Fig. 3: AUDIT TRACE

ACME Systems Ma	nagement Console	- 🗆 X
	Cloud Drive	
	Cloud Drive Label	My Cloud Drive
Task Manager	Drive Letter	M
	Create Cloud Drive Shortcut under My Documents	True
	Disable Drive Mounting	False
	Sync Control	
	Throttle Sync	False
	Sync Throttled Upload Bandwidth (KB/s, 0-Unlimited)	0
Attach/Backup	Sync Throttled Download Bandwidth (KB/s, 0-Unlimited)	0
	Full Speed Sync Stop Hour (default 7:00)	7
	Full Speed Sync Start Hour (default 20:00)	20
	Scan local files and sync up to cloud as necessary	False
	Scan cloud files and sync down to local as necessary	False
Audit Trace	Ignore file dummy change notification	False
Audit Hace	Bandwidth Control	
	Download Bandwidth Limit (KB/s, 0-Unlimited)	0
\sim	Upload Bandwidth Limit (KB/s, 0-Unlimited)	0
	Number of Upload/Download Threads	5
	· · · ·	
Settings Manager	Cache Cache Cache Directore	C) Users (Torre) And Date (Users) at some fi
	Cache Directory	C:\Users\Tom\AppData\Local\gteamcli
	Cache Size Limit (MB)	0
	Advanced	
	Enable Inplace Open Zip File	True
	Max Size of Zip File Allowed to Open Inplace (MB)	20
	Always Allow Picture Preview	False
	Enable Slow Network Mode	False
	Ignore Settings in Group Policy	False
	Keep Machine from Sleeping when Task is Running	True
	Mount Drive in Global Space	False
	Purge File Sys DB Upon Start	False
	Upload Hidden Files	False
	Upload System Files	False
	Use Volume Shadow Copy to Upload Files being Opened	False
	Notification	
	Hide Offline Notification	False
	Hide File Change Notification	False
	Hide Large File Download Tracker	False
	Disable Automatic Task Tracker for Scheduled Task	False
	Disable Shutdown Confirmation	False
		7 MIN.
	Trace Dave of Audit Trace to Keep	5
	Days of Audit Trace to Keep	
	Trace Level(0-Disable, 1-error, 2-warning, 3-info, 100-verbose)	0
	Open My Cloud	About ACME Systems
		About Aone by stone

Fig. 4: SETTINGS TAB - SETTINGS MANAGER

6.5 Cloud Drive

6.5.1 Cloud Drive Label

My Cloud Drive (default) - This is the drive label you can see from the Windows Explorer.

6.5.2 Drive Letter

M (default) - This is the drive letter assignment.

6.5.3 Create Cloud Drive Shortcut under My Documents

True (default) - If true, there is a shortcut to the Cloud Drive under the My Documents' folder.

6.5.4 Disable Drive Mounting

False (default) - If true, no Cloud Drive will be mounted under My Computer for the Windows Client.

6.6 Sync Control

False (default) - If true, the synchronization and transferring of files will follow the throttle control defined in this section.

6.6.1 Throttle Sync

False (default) - If true, the Upload and Download Throttling control defined under this settings.

6.6.2 Sync Throttled Upload Bandwidth (KB/s, 0-Unlimited)

0 (default) - The default setting is unlimited KB/s, enter a number here to reduce the bandwidth consummed to the set limit.

6.6.3 Sync Throttled Download Bandwidth (KB/s, 0-Unlimited)

0 (default) - The default setting is unlimited KB/s, enter a number here to reduce the bandwidth consummed to the set limit.

6.6.4 Full Speed Sync Stop Hour (default 7:00)

7 (default) - This setting represents the hour (24 hour clock) of the day when Full Speed synchronization will stop - Usually it is desired to have full speed synchronization overnight when the Internet utilization is low.

6.6.5 Full Speed Sync Start Hour (default 20:00)

20 (default) - This setting represents the hour (24 hour clock) of the day when Full Speed synchronization will begin - Usually it is desired to have full speed synchronization overnight when the Internet utilization is low.

6.6.6 Scan local files and sync up to cloud as necessary

False (default) - The desktop client builds up a state database that describes which files are in sync and which files are not. In the case where the desktop client is re-imaged, the state information may be lost. This option can be used to scan local files and upload them to the cloud as necessary. This is a quick way to re-build state information when the local files are more accurate than the information in the cloud.

6.6.7 Scan cloud files and sync down to local as necessary

False (default) - The desktop client builds up a state database that describes which files are in sync and which files are not. In the case where the desktop client is re-imaged, the state information may be lost. This option can be used to scan local files and upload them to the cloud as necessary. This is a quick way to re-build state information when the cloud files are more accurate than the local files.

6.6.8 Ignore file dummy change notification

False (default) - When set to True, notifications will not be sent for 0-byte files or files that received change notification from the file system but the files are not actually changed.

6.7 Bandwidth Control

6.7.1 Download Bandwidth Limit (KB/s, 0-Unlimited)

0 (default) - This setting is defaulted to unlimited. Change this to limit your download bandwidth to the number you enter in Kilobytes.

6.7.2 Upload Bandwidth Limit (KB/s, 0-Unlimited)

0 (default) - This setting is defaulted to unlimited. Change this to limit your upload bandwidth to the number you enter in Kilobytes.

6.7.3 Number of Upload/Download Threads

5 (default) - Use this setting to restrict the number of threads used during synchronization.

6.8 Cache

6.8.1 Cache Directory

C:\Users\username\AppData\Local\gteamclient\cache (default) - Use this setting to change the default location of the cache.

6.8.2 Cach Size Limit (MB)

0 (default) - The default setting is zero which is unlimited. Set this to a different number to limit the cache to that size in MB. You can disable the cache (not recommended) using the Web Portal's Tenant Dashboard > Roles settings.

6.9 Advanced

6.9.1 Enable Inplace Open Zip Files

False (default) - By default, Windows Client doesn't allow a user to open zip files in mounted M drive directly. This is because opening a zip file means to download the whole zip file to cache first. When the zip file is big, the download will generate high network traffic and cause windows explorer to slow down. Change this to True if you want users to be able to open Zip files within the M drive. The next setting determines the size limit of this feature.

6.9.2 Max Size of Zip File Allowed to Open Inplace (MB)

20 (default) - This defines the size limit for the zip file the user is allowed to open. It is designed to prevent user/windows explorer from downloading very large zip files. By default, it is 20M. When admin enables inplace zip file opening, only files within 20M can be opened.

6.9.3 Always Allow Picture previews

False (default) - If this is turned on preview thumbnails will be generated for your local files. This consumes a lot of bandwidth for unnecessary downloading of image files.

6.9.4 Enable Slow Network Mode

False (default) - No further information.

6.9.5 Ignore Settings in Group Policy

False (default) - By default, the settings in Group Policy overrides the local settings. Change this to True if you wish to override the Group Policy setting.

6.9.6 Keep Machine from Sleeping when Task is running

True (default) - Nighttime is typically a good time to transfer files at full speed. However, the machine may go into a sleeping state, preventing the transfer of files. This setting can prevent the sleep mode from activating.

6.9.7 Mount Drive in Global Space

False (default) - No furter information.

6.9.8 Purge File Sys DB Upon Start

False (default) - If you change this setting to True, upon startup the client will purge the cached cloud storage state file. This allows the client to rebuild the database as if it is being started for the first time.

6.9.9 Upload Hidden Files

False (default) - Change this setting to True if you want to upload Hidden Files to the cloud.

6.9.10 Upload System Files

False (default) - Change this setting to True if you want to upload System Files to the cloud.

6.9.11 Use Volume Shadow Copy to Upload Files being Opened

False (default) - By default an actively opened file will not be uploaded until it has been closed. This setting can override that behavior, uploading all of the files regardless of their open status.

6.10 Notification

6.10.1 Hide Offline Notification

False (default) - A system that goes into offline mode will send a notification by default. Change this to True to hide that notification.

6.10.2 Hide File Change Notification

False (default) - When files are modified by other people or by the same user but from another machine, there is a file change notification. Change this setting to True to turn off that notification.

6.10.3 Hide Large File Download Tracker

False (default) - When Windows Explorer is downloading a large file in the background, by default there is a large file download progress dialog showing. This setting allows you to turn off that notification.

6.10.4 Disable Automatic Task Tracker for Scheduled Task

False (default) -

6.10.5 Disable Shutdown Confirmation

False (default) - When shutdown the desktop client, there is a shutdown confirmation window. This setting controls whether that confirmation dialog will be shown. Set this to True to hide the confirmation dialog.

6.11 Trace

6.11.1 Days of Audit Trace to Keep

5 (default) - This setting defines how many days to keep the audit trace.

6.11.2 Trace Level (0-Disable, 1-error, 2-warning, 3-info, 100-verbose)

0 (default) - By default, the trace level is 0. It can be changed to the levels shown, or 101 for maximum debug trace.

6.12 Client Side Management Console - Web

When you click on the management console without holding down the CTRL key, the management console will open into a default web browser.

6.12.1 Device Information

The default page is the Device Info page. This is an overview of the device including details such as Device Owner, Device Type, OS Type, Device Client Version (software build number), Last Login Time, Sync Status, Cache Size, Last Report Time, and more.

To access other options and views click the left tab (Device Name) and that will open a menu.

6.12.2 Attached Folders

Attached Folders are local folders that are maintaining a two-way synchronization relationship with cloud storage. To add a new attached folder, click the "+" icon and use the wizard to explore to a folder you wish to attach. Provide a name you want to use in the "Name" field then click "ATTACH" to complete the process.

6.12.3 Offline Folders

Most of the files on your local Cloud Drive are sychronized with place-holders or representations of the full file. This saves bandwidth and improves speed, as files are only fully fetched when they are accessed by the user. When a folder is changed to "offline" it forces all of the content to be pre-fetched immediately. Depending on the size, this may take some time, but after the initial sychronization, changes to the folder will be downloaded as needed to maintain the offline status.

A Client Management Cons X						
← → C ① O Not secure 10.0.0.221/management/DeviceDashboard.aspx?p=1&id=(80CCDD77-B211-4595-940E-0D11ECD4471E)						
ACME System	s		Client Management Console			
TOMDESKTOP - > DEVICE INFO			Connected			
Device Info		Sync Status	F 0			
Device Owner	user1@cstack.local					
Allowed	Ø					
Monitor Device Connect Status						
Device Type	Windows Client	V				
OS Type	Windows 10 64bit					
Device Client Version	9.8.2580.41706	No sync ta	sk found.			
Last Login Time	2Hours ago					
Sync Status	Synced					
Cache Size	0 Bytes					
Last Report Time	Less than 1 minute ago					
Locked Files		Attached Folders	×.			
No locked file found.		🖻 No attached folder for	und.			

Fig. 5: CLIENT MANAGEMENT CONSOLE

Α	ACME Systems			
TOMDESKTOP - > DEVIC	CE INFO			
 Device Info	Attached Folders	Offline Folders	Locked Files	itatus
Pending Check-ins	Settings	Task Manager	Diagnostic	
Monitor Device	e Connect Status			
Devie	Device Type			
OS	Туре	Windows 10 64bit		

Fig. 6: MANAGEMENT CONSOLE MENU

том	ESKTOP - > ATTACHED FOLDERS			Connect
0 /	ttached/Linked Folder(s) Found			€ 7 🖻
	Name	Local Folder	Тур	be in the second s
	TOMDESKTOP - > ATTACHED FOLDERS			Connected
	Image: Parent Folder Name Attach this to ACME	Location C:\Attach this to ACME	АТТАСН	CANCEL
	Beach_Photos			
	🖕 city_pics			

Fig. 7: ATTACHING A FOLDER TO THE CLOUD

To add an offline folder, choose Offline Folders from the console menu and click the "+" icon (1). You will then choose a folder (2) from the shared folders on the cloud, click Enable Offline Access (3), select Yes in the confirmation dialog (4), and the contents of that folder will be pre-fetched (5) for access while offline.

6.12.4 Locked Files

A file that is in use is locked. In the image below, the user has opened the document (1) in Word. When a user is editing a Word Document, that file will remain locked while it is open in Word. Sometimes you will need to click the "Refresh" text (2) to see files that are locked in the Locked Files view. These are locked files from the local device. The locked files include automatically locked files (e.g., opened in Word) and manually locked files (e.g., right-clicked and locked in context menu). If you need to force-unlock a file, this can be done using the lock icon (3).

6.12.5 Pending Check-Ins

You can check out files for editing. This can be done by right-clicking the file in your Cloud Drive, choosing "Check Out" (1) from the context menu, choose yes in the pop-up (2), and then hit Refresh (3) in the Pending Check-Ins view. Pending check-ins are files that are manually checked out and will need to be manually checked in to remove them from the Pending Check-Ins view. You can also force unlock these files by clicking the lock icon (4).

6.12.6 Settings

Settings are settings that can be applied to the current device.

6.12.7 Task Manager

The Task Manager can show the current running tasks on the current local device.

6.12.8 Diagnostic

The Diagnostic view can enable tracing and give you access to the Audit Trace download for troubleshooting purpose.

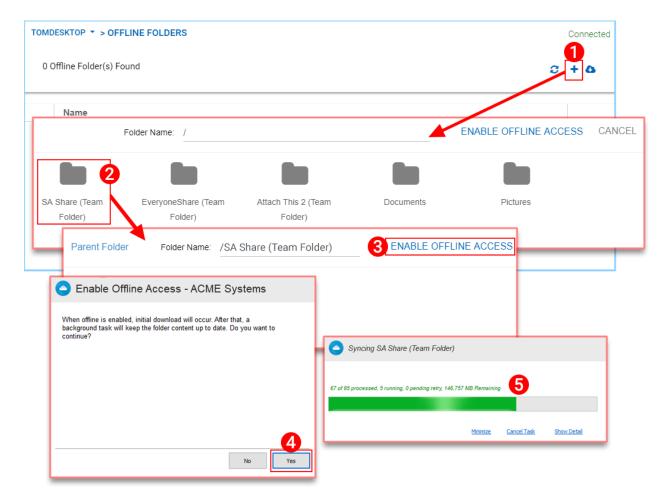


Fig. 8: ENABLE OFFLINE ACCESS

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Fig. 9: LOCKED FILES VIEW

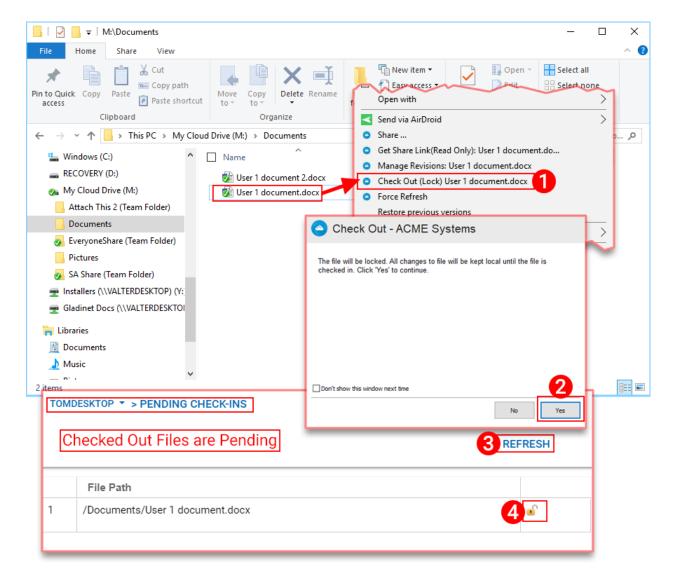


Fig. 10: PENDING CHECK-INS

ACME Systems	Client Management Console
TOMDESKTOP - > SETTINGS	Connected
Sync Throttle	
Scheduled Sync	
Mapped Drive Control	
Large File Upload	
Endpoint Protection	
Bandwidth Control:	
Outlook Plugin	
Client Startup Script	
Client Shutdown Script	
Mac Client Settings	

Fig. 11: CONSOLE SETTINGS

A	ACME Systems				Clien	t Management Console
TOMDESKTOP	> TASK MANAGER					Connected
3 Task(s) fou	Ind					
	#Explorer Preview Task					
PAUSE START	Explorer Preview Task	Total Tasks: 0	Pending Tasks: 0	Failed Tasks: 0	Progress: 0	Next Run Time: 2018- 08-20 10:37:19
Ê	System Sync Down Task					
PAUSE START	System Sync Down Task	Total Tasks: 0	Pending Tasks: 0	Failed Tasks: 0	Progress: 0	Next Run Time: 2018- 08-20 10:37:24
Ê	System Sync Task					
PAUSE START	System Sync Task	Total Tasks: 0	Pending Tasks: 0	Failed Tasks: 0	Progress:	Next Run Time: 2018- 08-20 10:37:29

Fig. 12: TASK MANAGER

	stems		Client Management Console
TOMDESKTOP - > DIAGNOSTIC			Connected
	Sync Status	Synced	
	Enable Tracing		
	System Audit Trace	¥	
	Failed Tasks (0)		
	Explorer Preview Task		
	System Sync Down Task		
	System Sync Task		



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