
DIVVIED Windows Client Guide Documentation

Release 9.8.2580.41706

Gladinet, Inc.

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Contents:

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

CHAPTER 2

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.

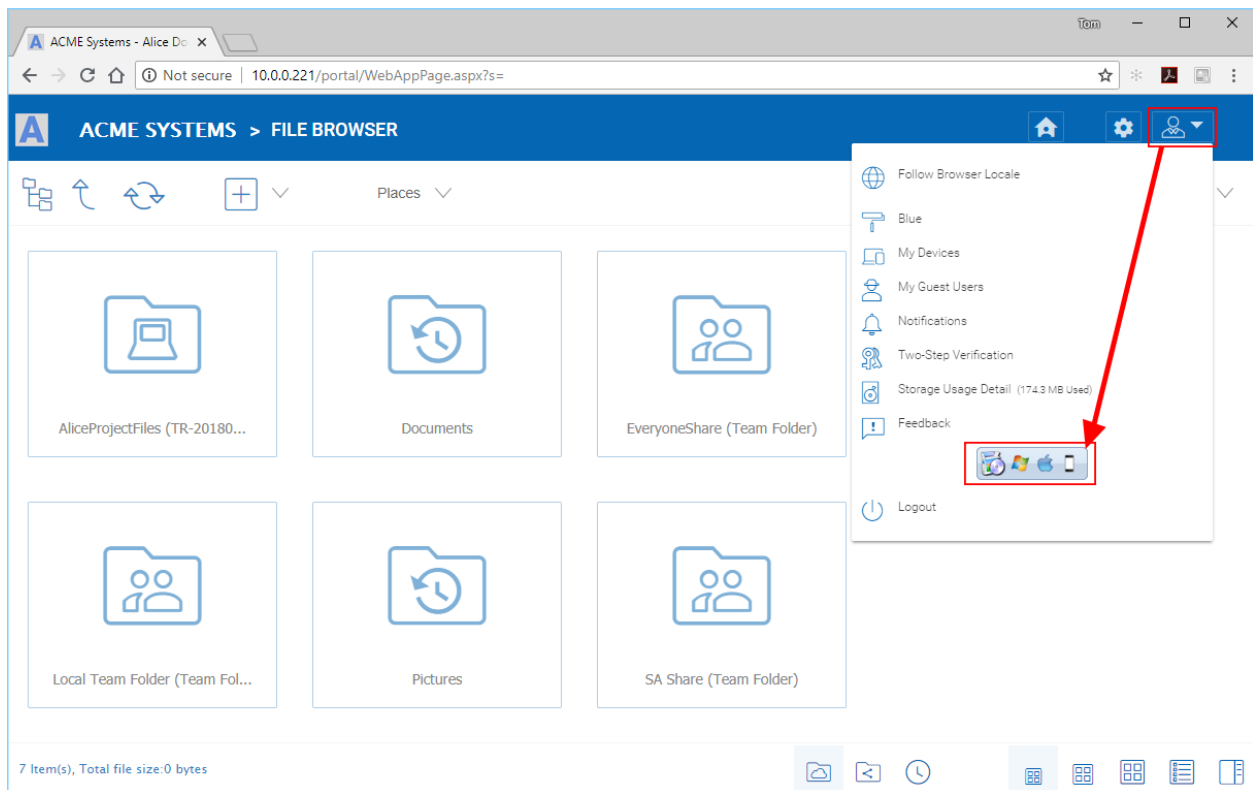


Fig. 1: DOWNLOAD YOUR CLIENT

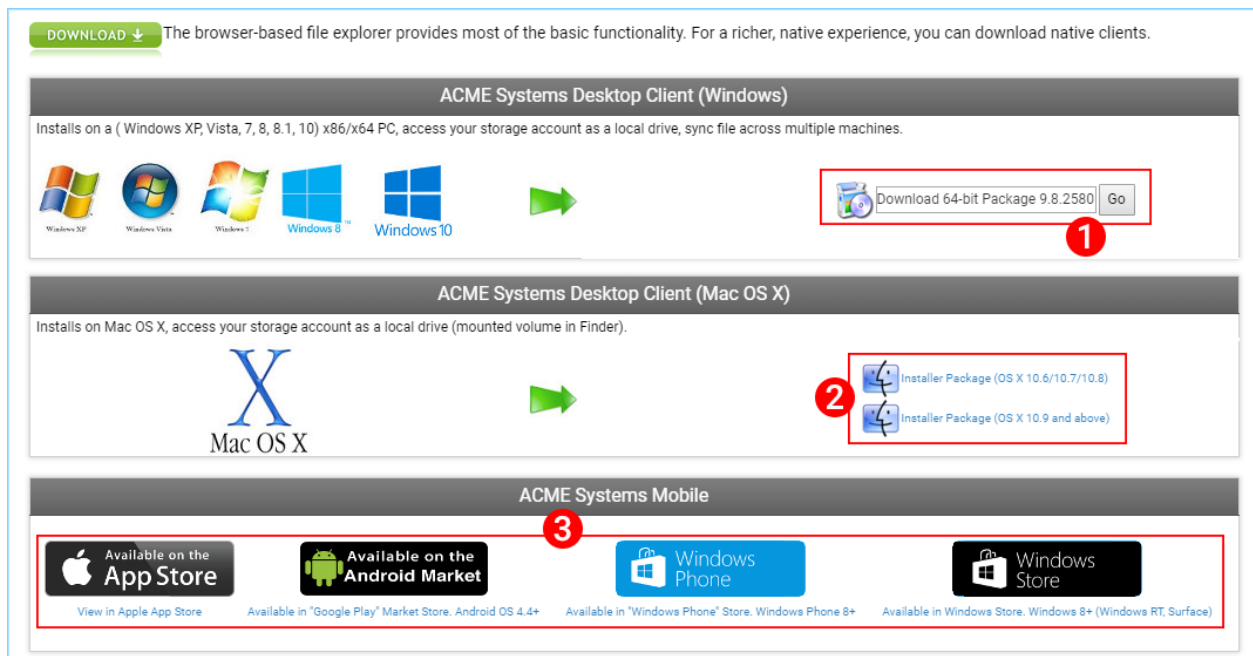


Fig. 2: CLIENT DOWNLOAD PAGE

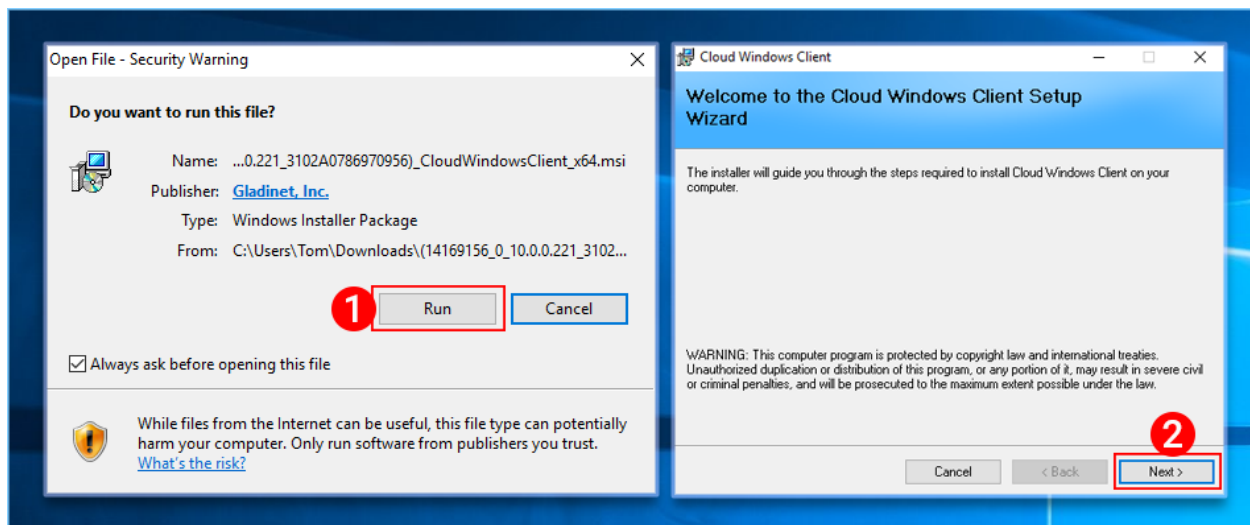


Fig. 3: CLOUD WINDOWS CLIENT INSTALLER

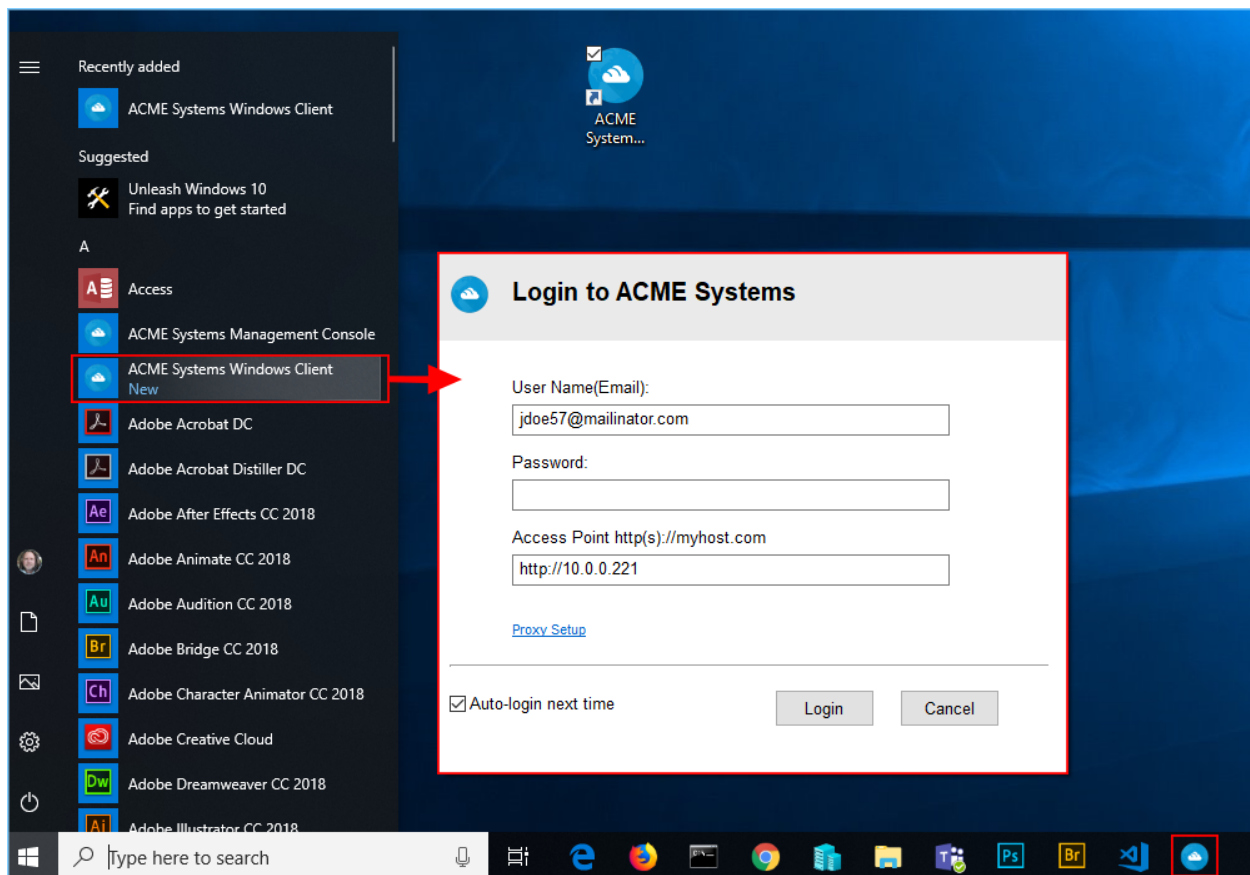


Fig. 4: LOGGING INTO DIVVIED CLIENT

- 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 view (3).

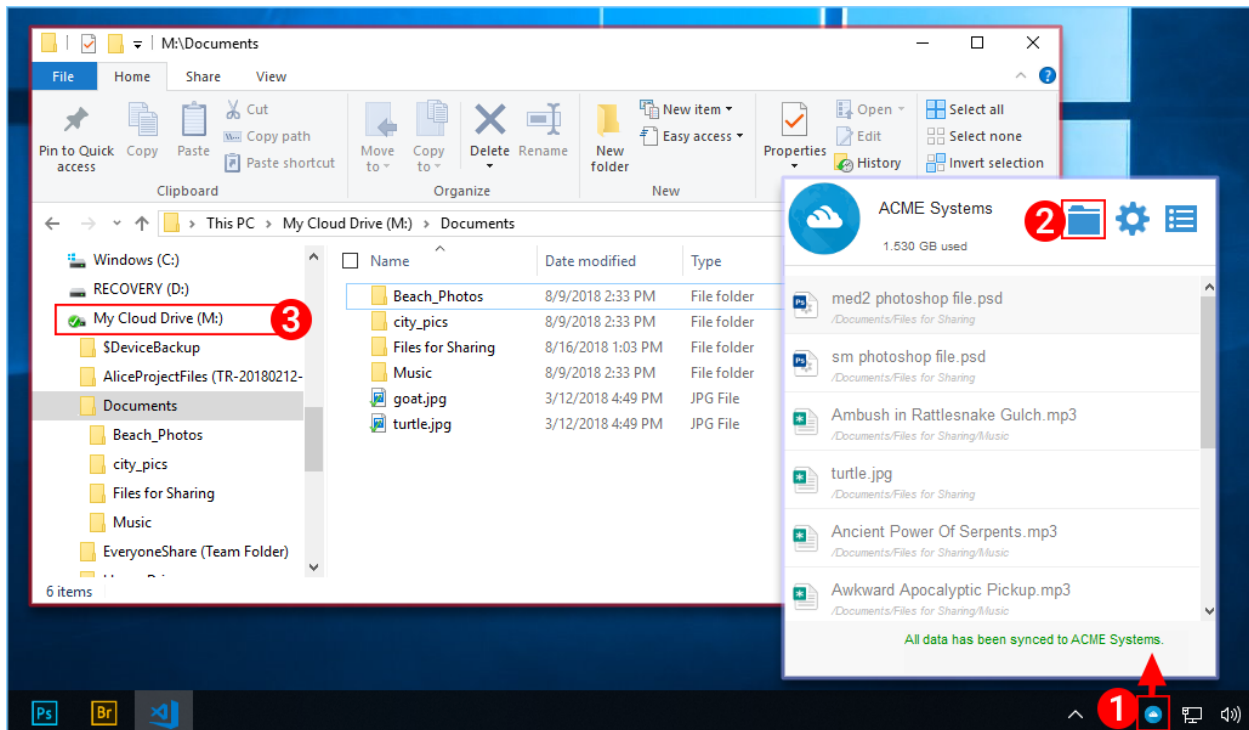


Fig. 5: ACCESSING THE CLOUD DRIVE

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 Management Console icon (6). If you click this, a browser will open, giving you access to the Management Console.

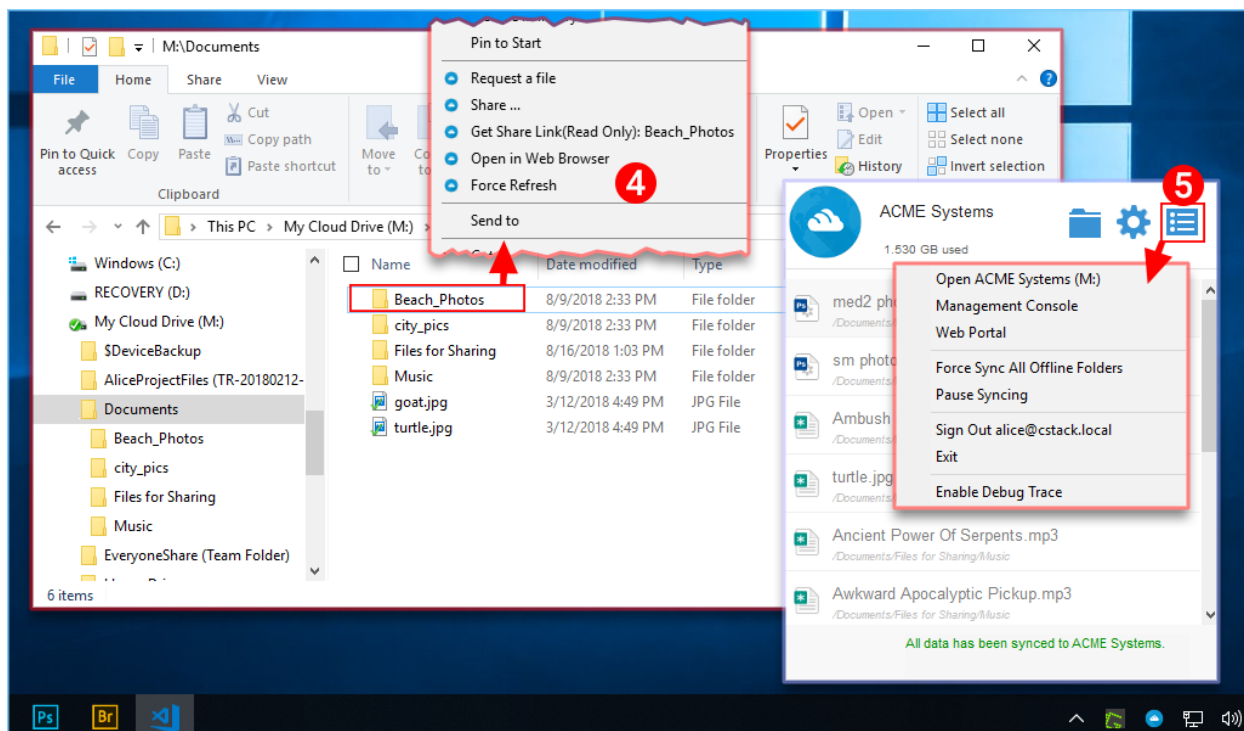


Fig. 6: OTHER CLOUD DRIVE FUNCTIONS

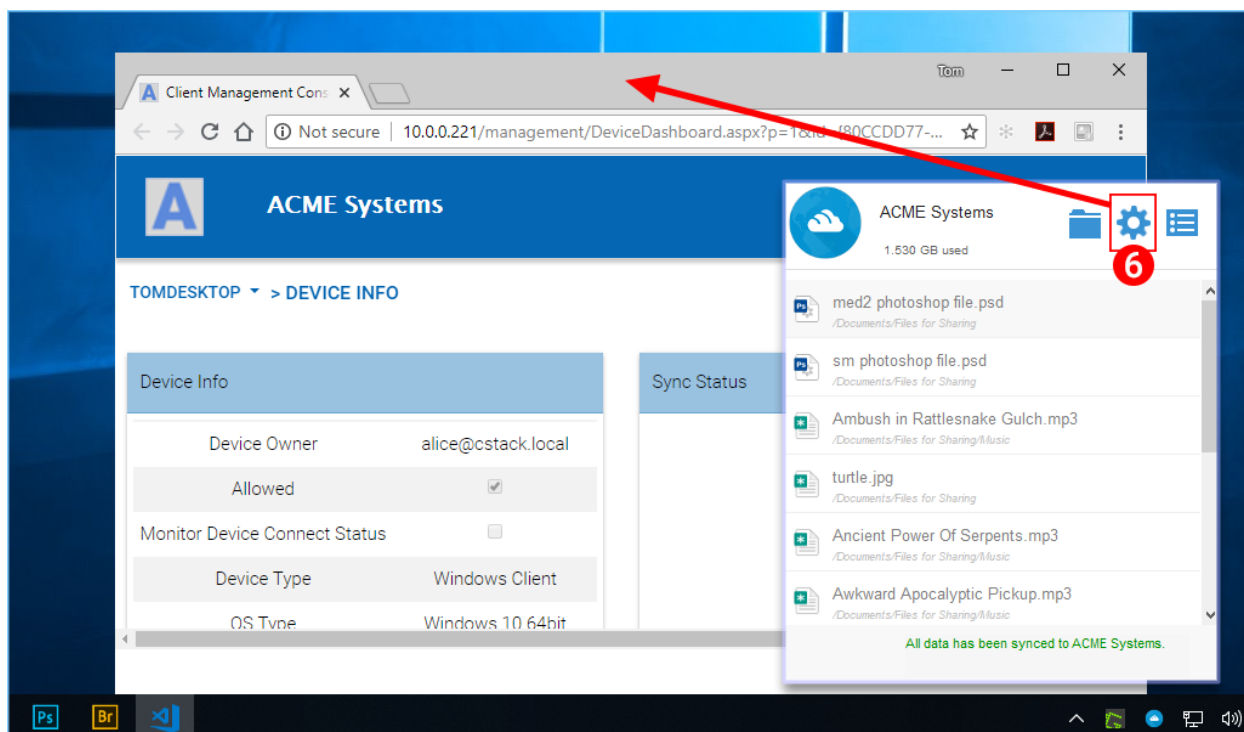


Fig. 7: ACCESSING THE MANAGEMENT CONSOLE

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.

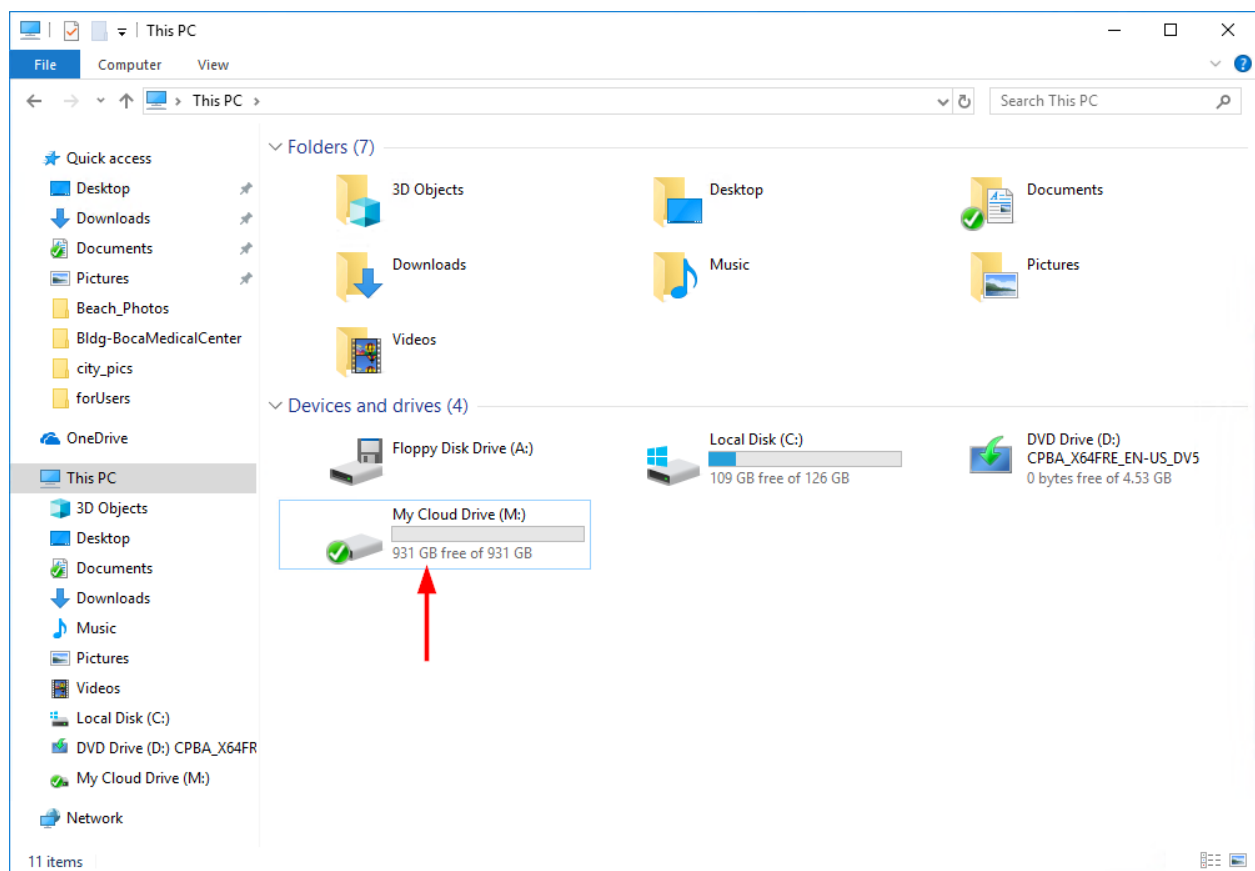


Fig. 1: THE CLOUD DRIVE

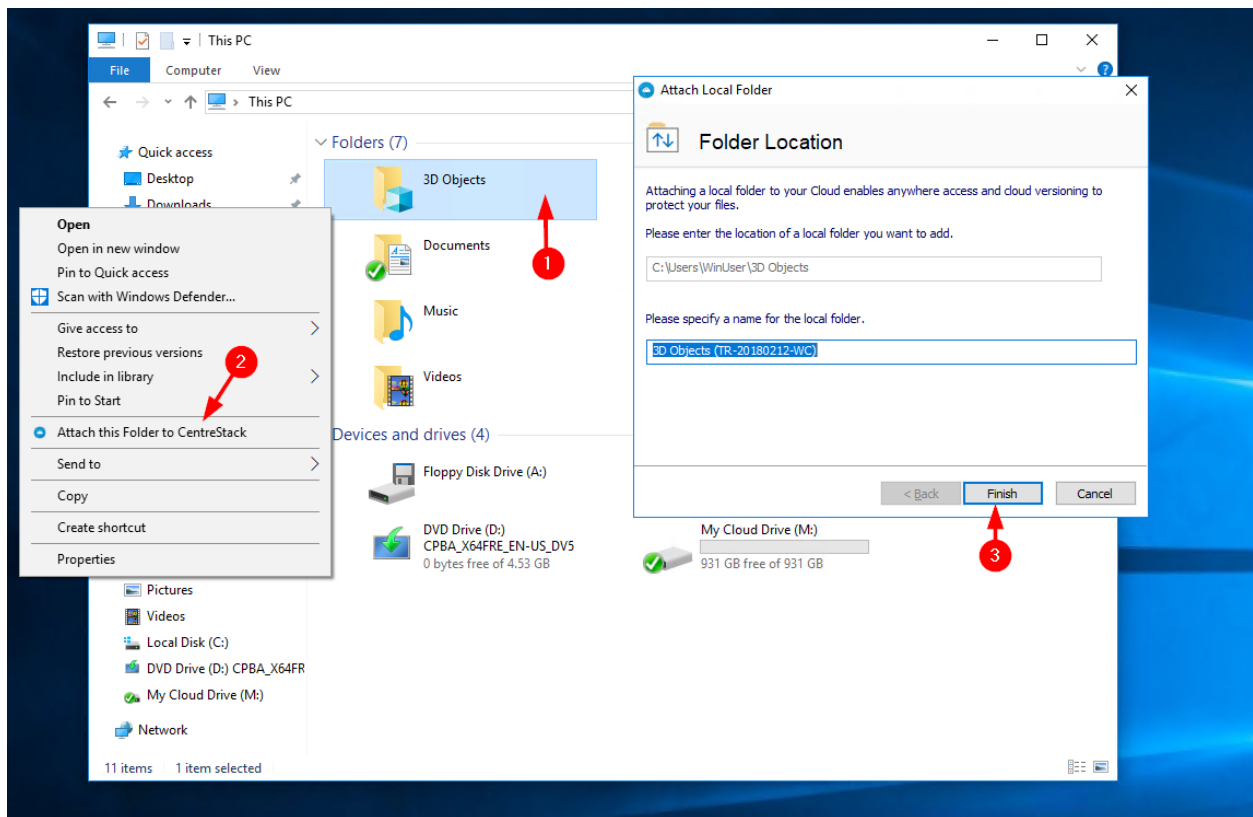


Fig. 2: ATTACH A FOLDER TO DIVVIED

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 separating 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.

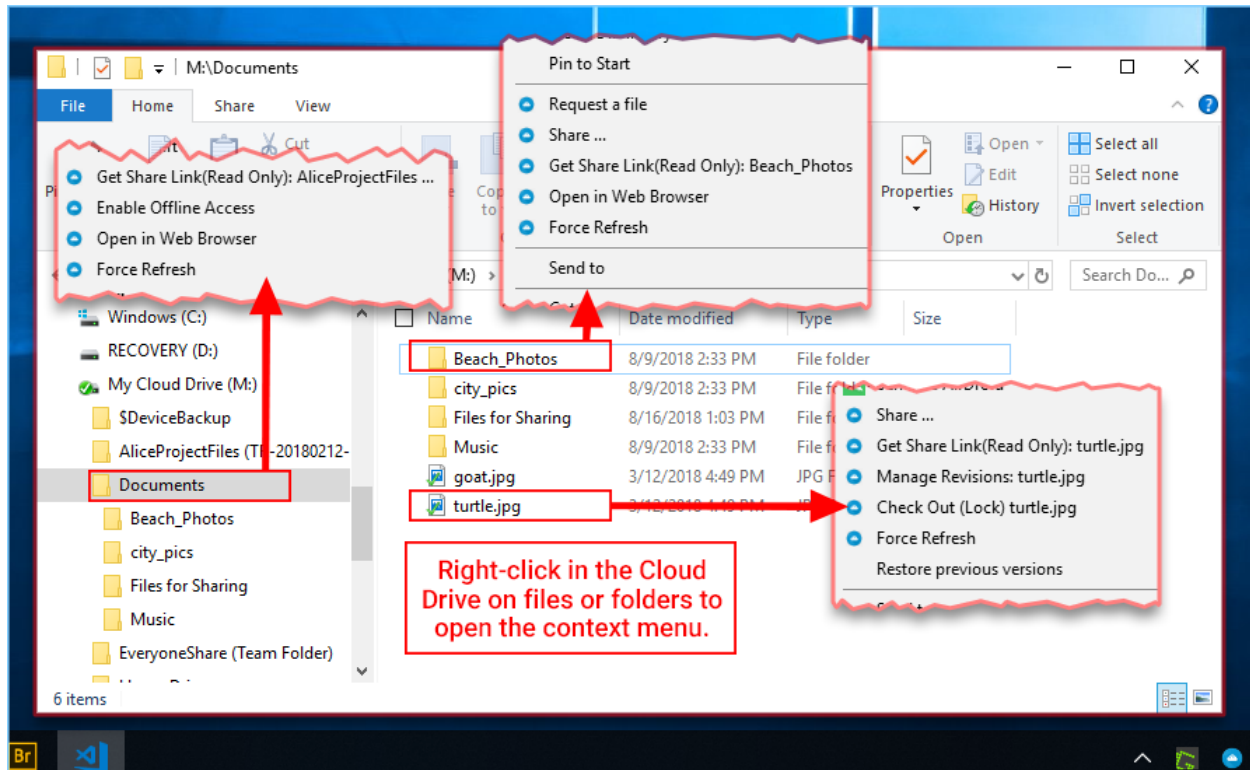


Fig. 1: CLOUD DRIVE CONTEXT MENU

Share... This is to share out the folder with anyone by email. Multiple emails can be added at the same time by separating 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.

CHAPTER 5

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 synchronizing. 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.

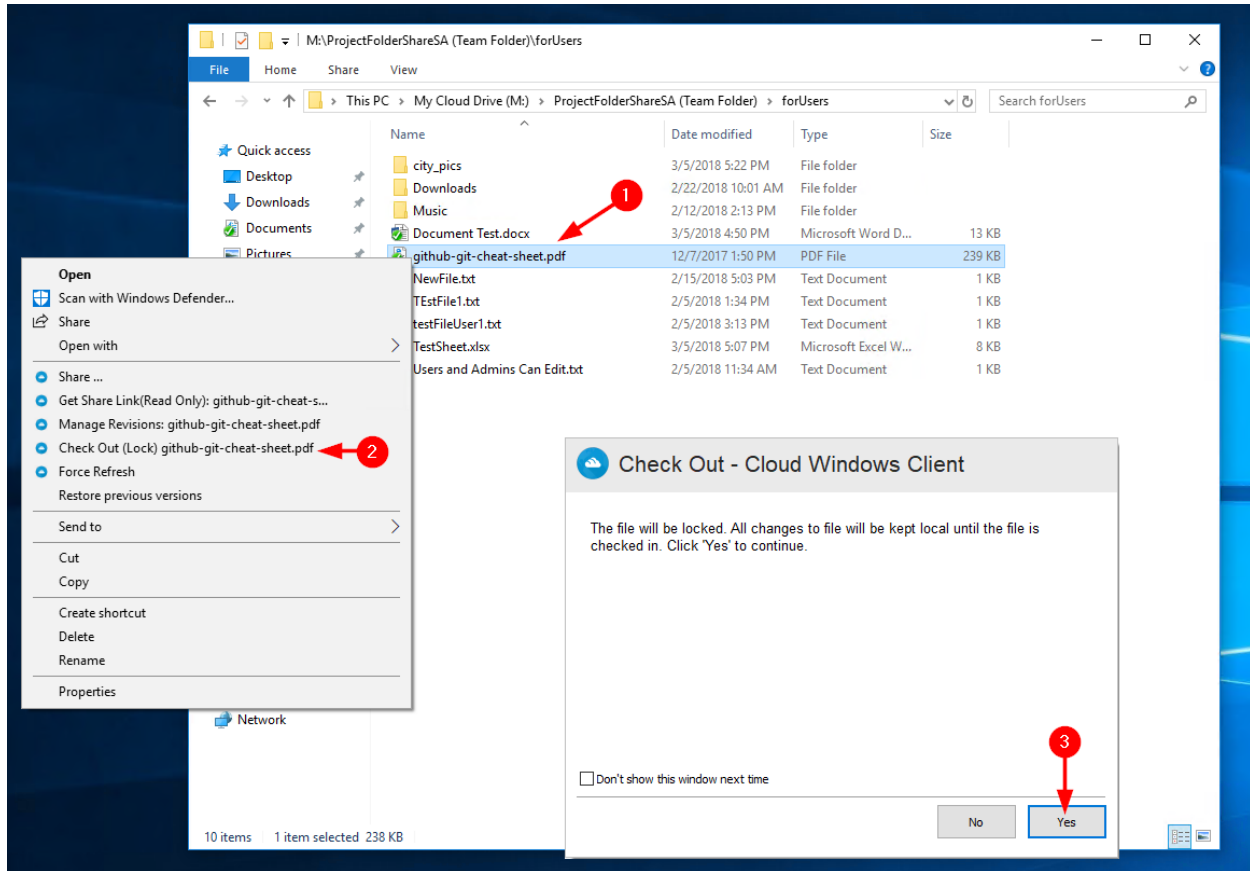


Fig. 1: LOCKING A LOCAL FILE

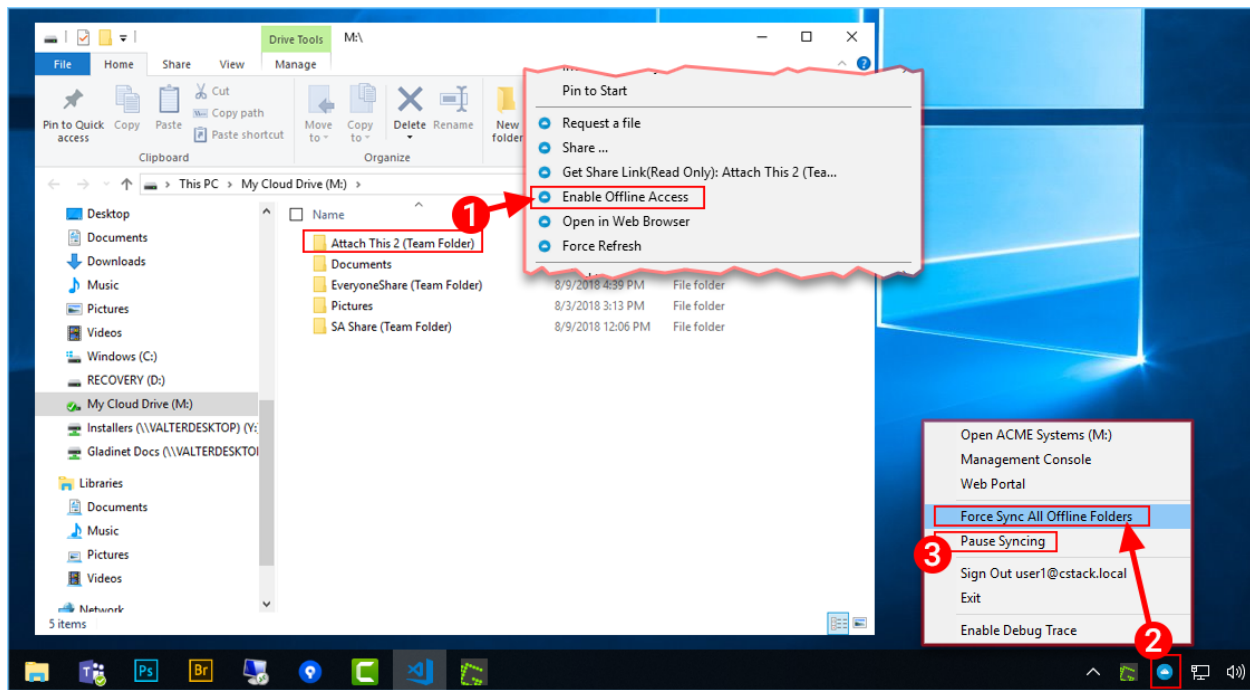


Fig. 2: OFFLINE ACCESS

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).

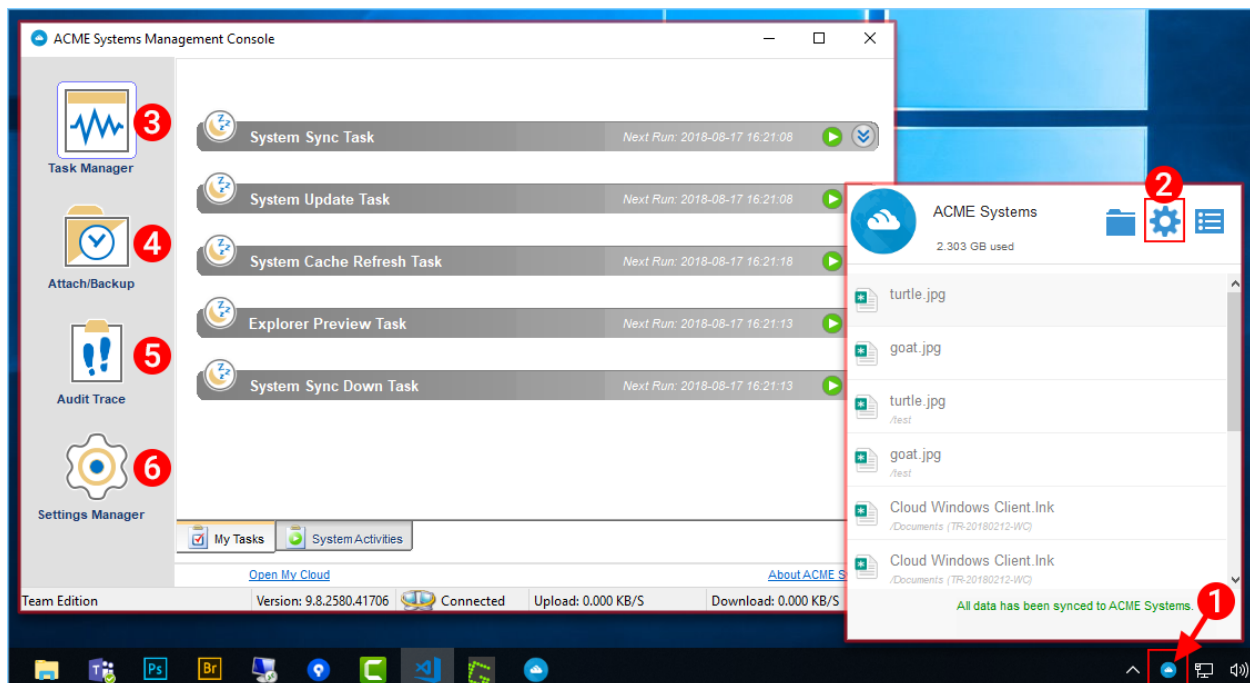


Fig. 1: WINDOWS CLIENT MANAGEMENT CONSOLE

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.

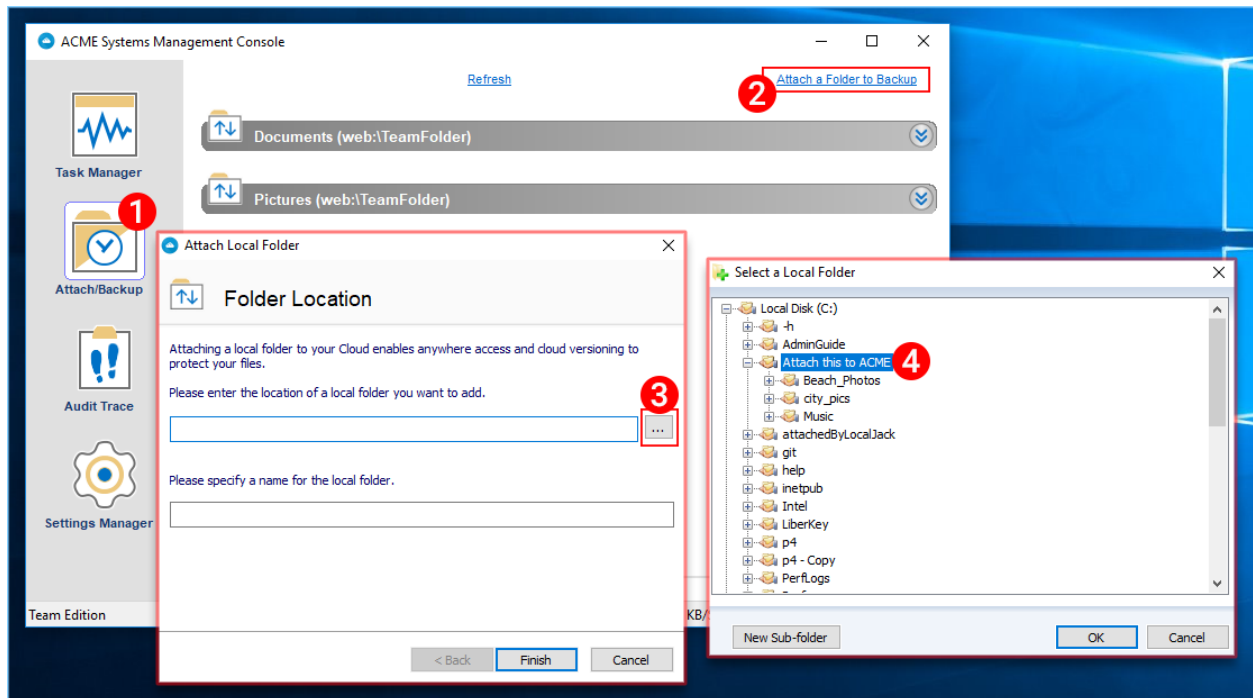


Fig. 2: ATTACH A FOLDER TO BACKUP

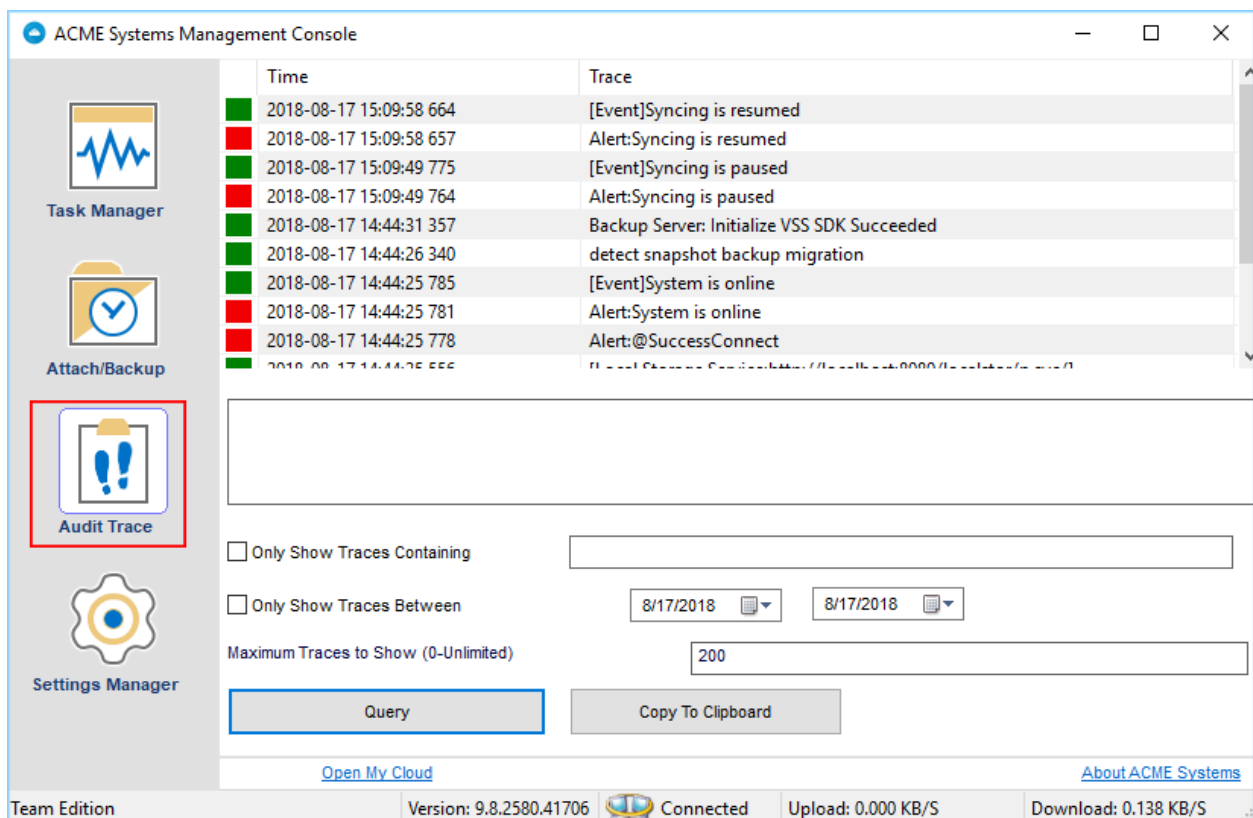


Fig. 3: AUDIT TRACE

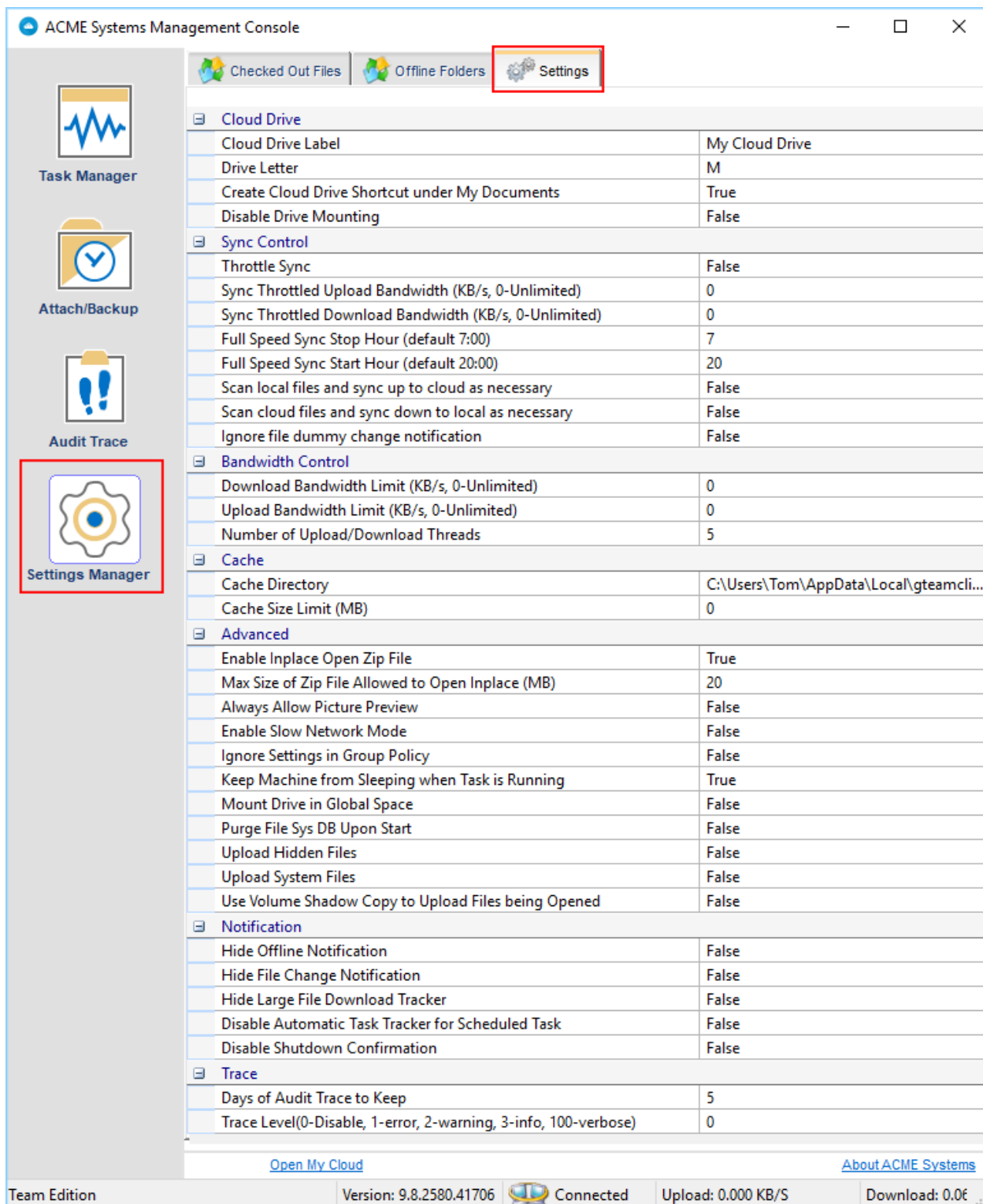


Fig. 4: SETTINGS TAB - SETTINGS MANAGER

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 consumed 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 consumed 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 further 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 synchronized 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 synchronization, changes to the folder will be downloaded as needed to maintain the offline status.

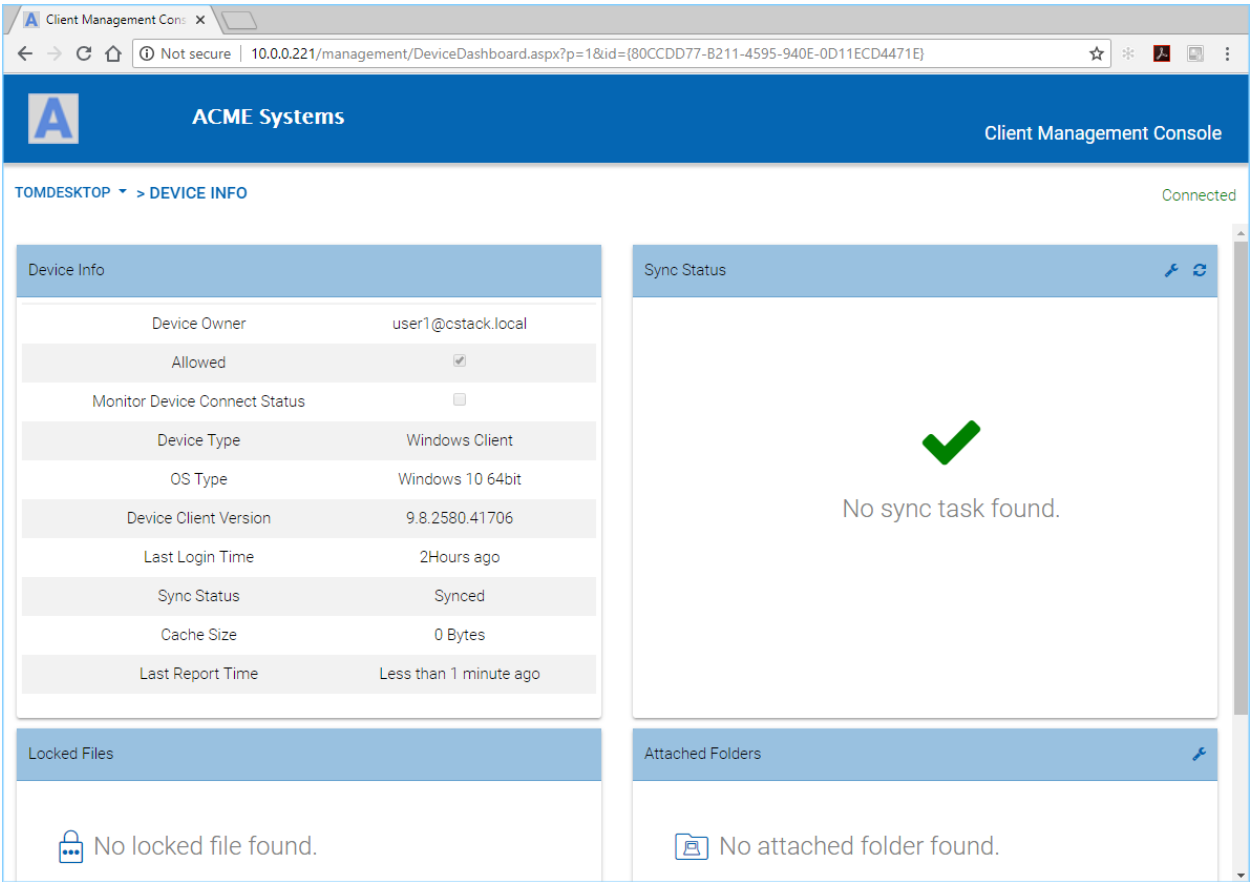


Fig. 5: CLIENT MANAGEMENT CONSOLE

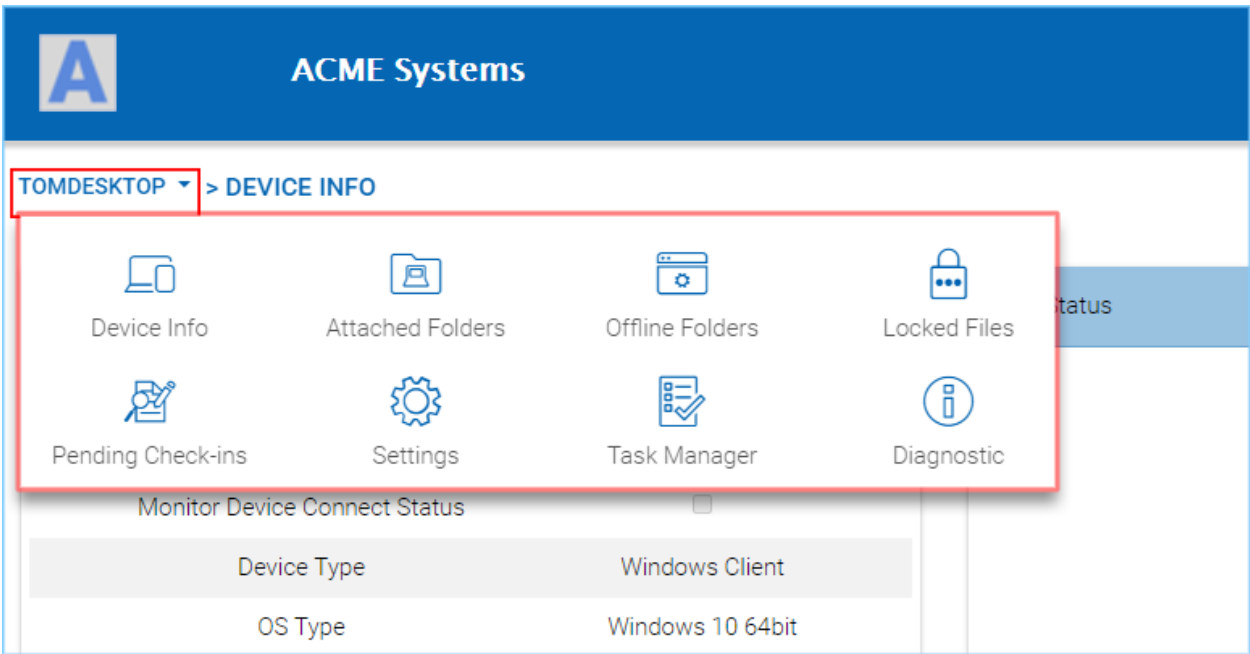


Fig. 6: MANAGEMENT CONSOLE MENU

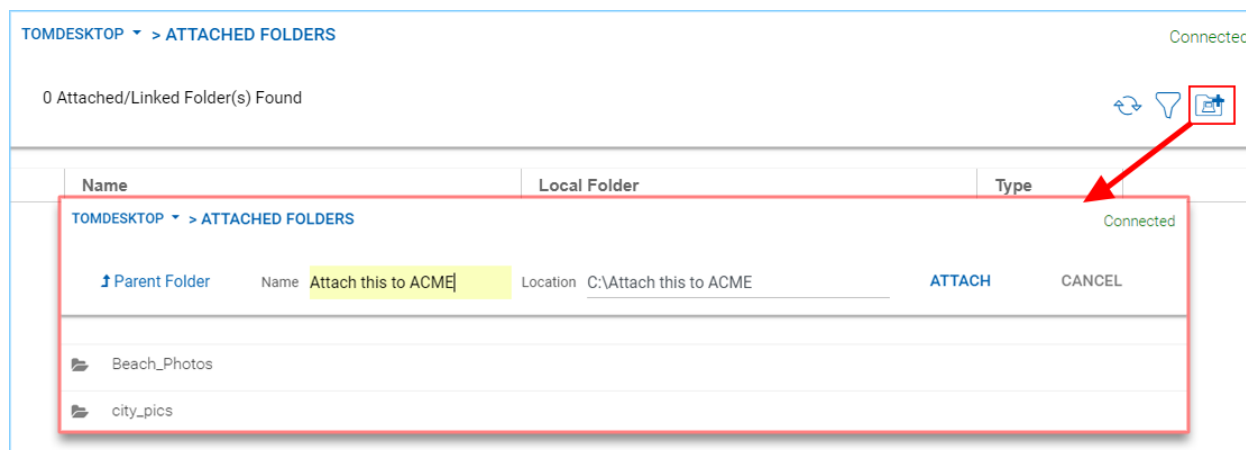


Fig. 7: ATTACHING A FOLDER TO THE CLOUD

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.

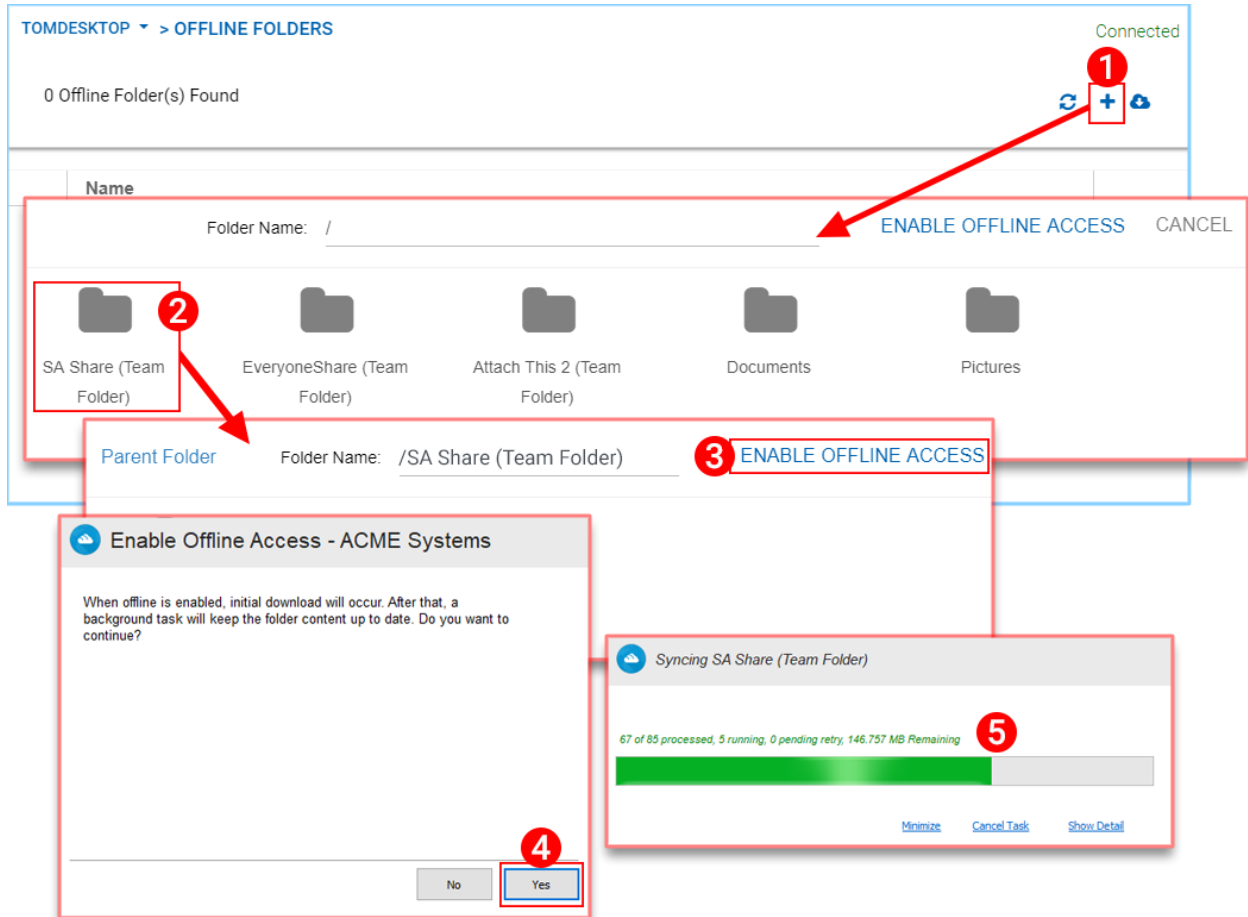


Fig. 8: ENABLE OFFLINE ACCESS

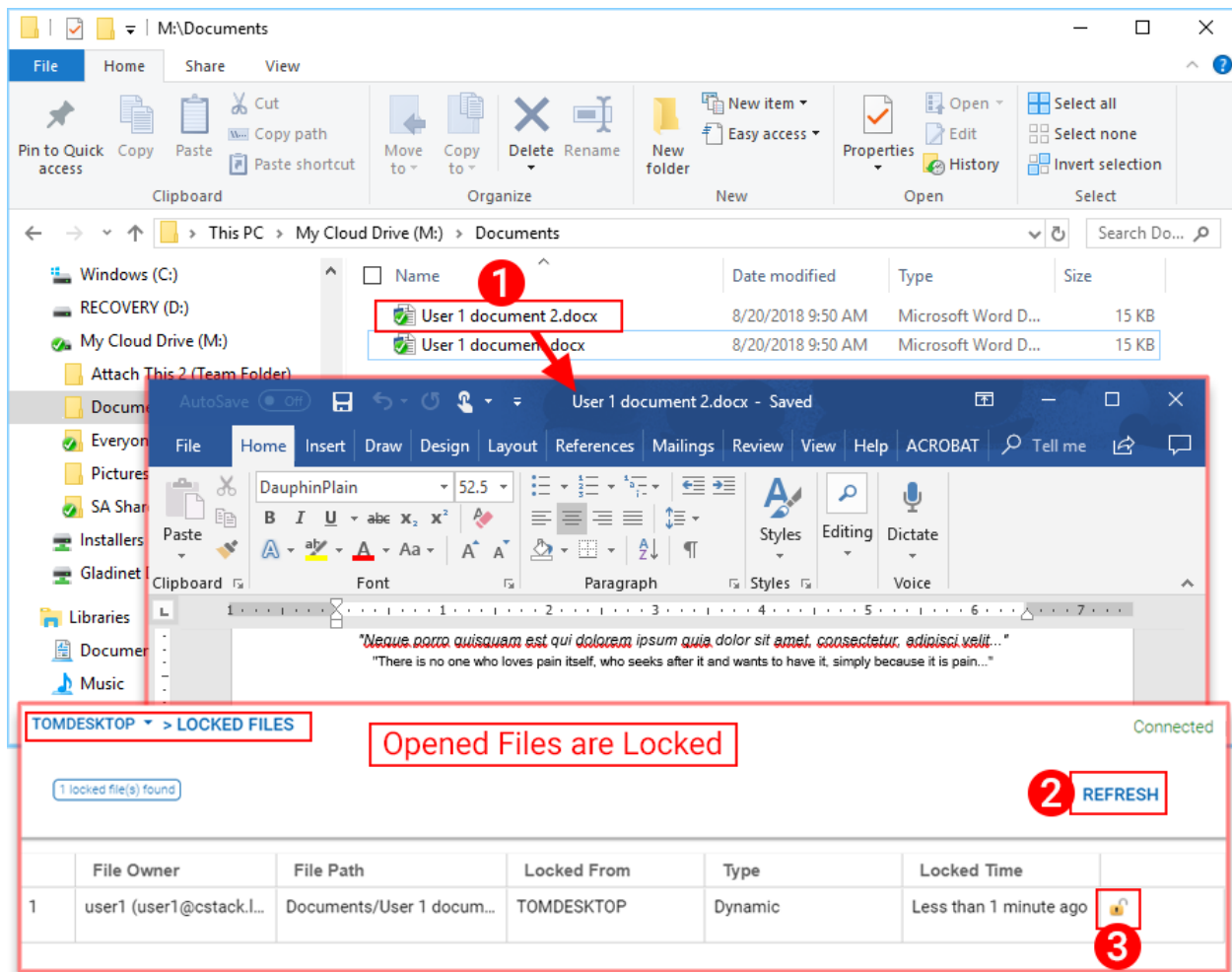


Fig. 9: LOCKED FILES VIEW

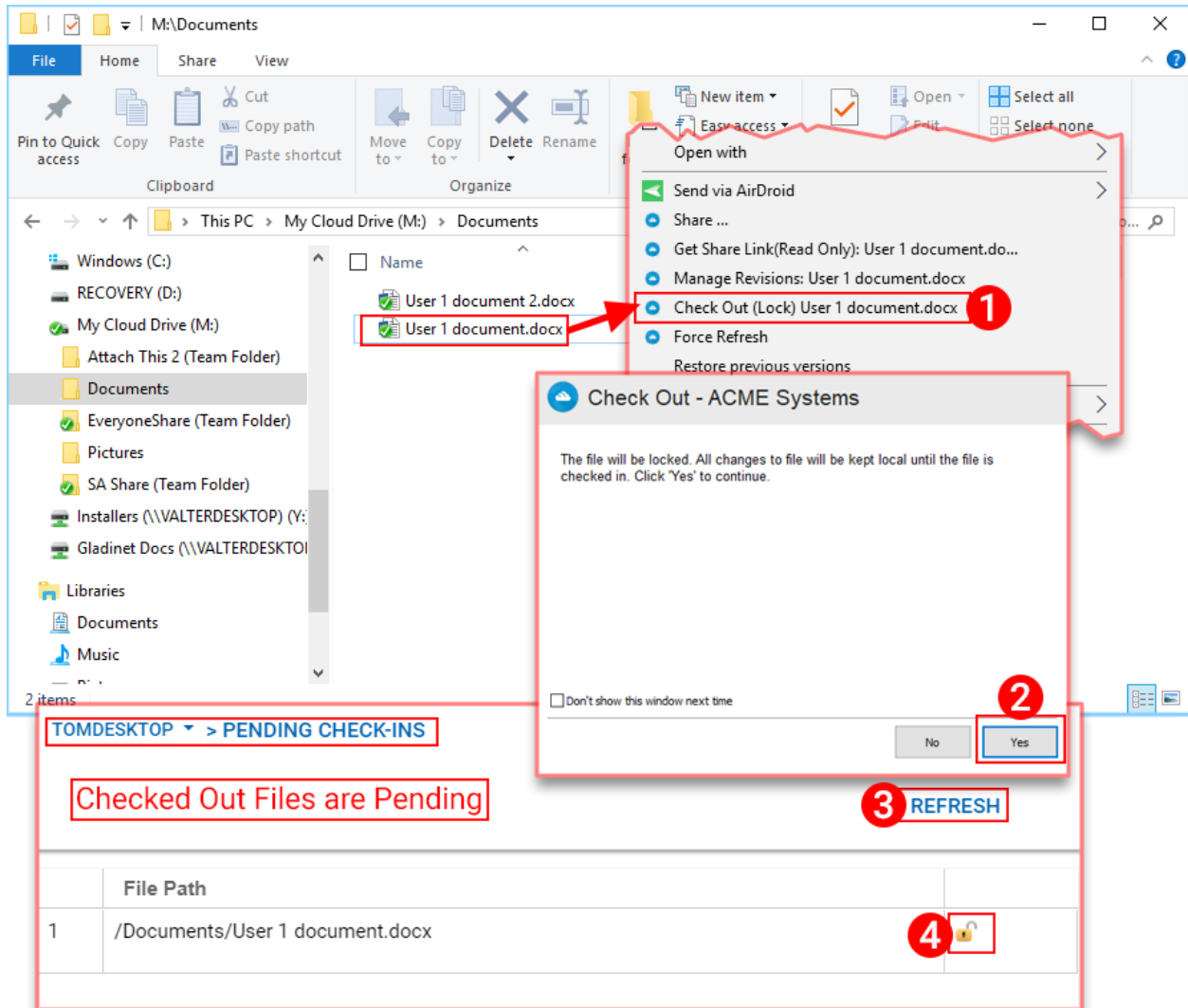


Fig. 10: PENDING CHECK-INS

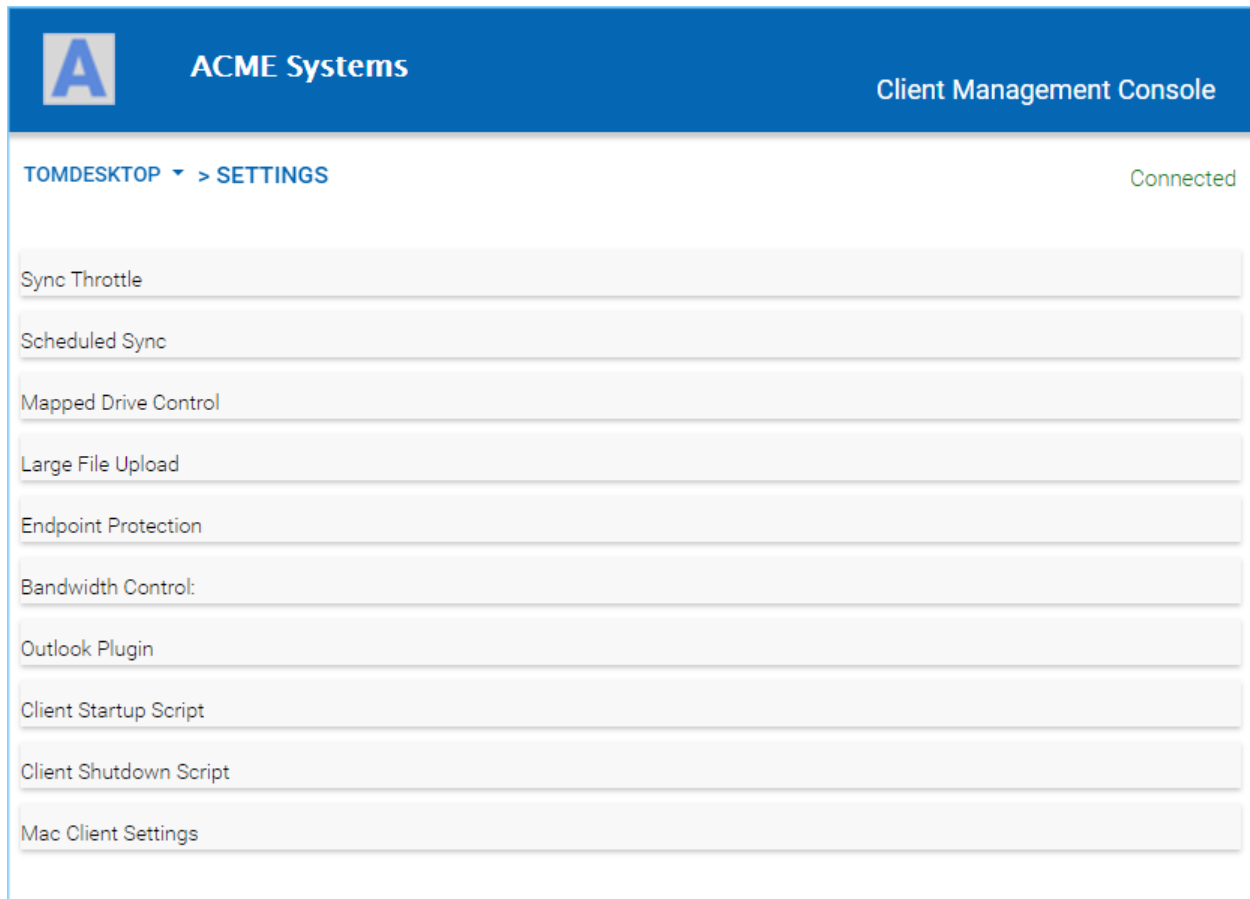


Fig. 11: CONSOLE SETTINGS

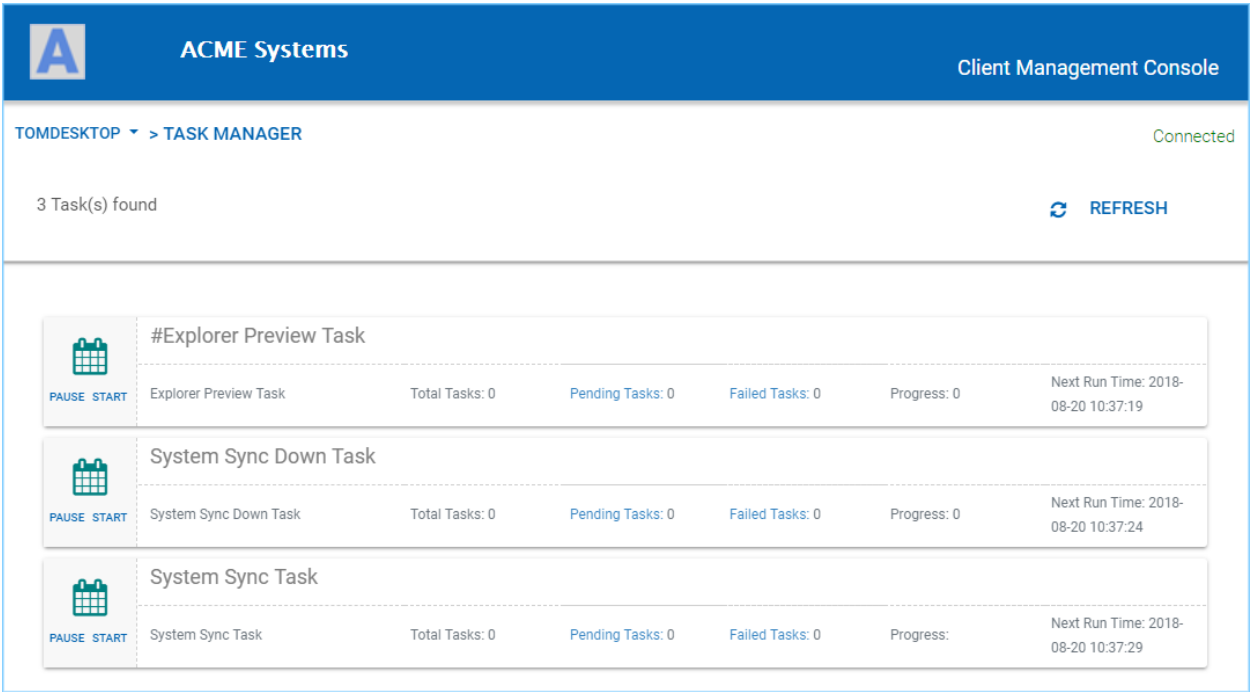


Fig. 12: TASK MANAGER

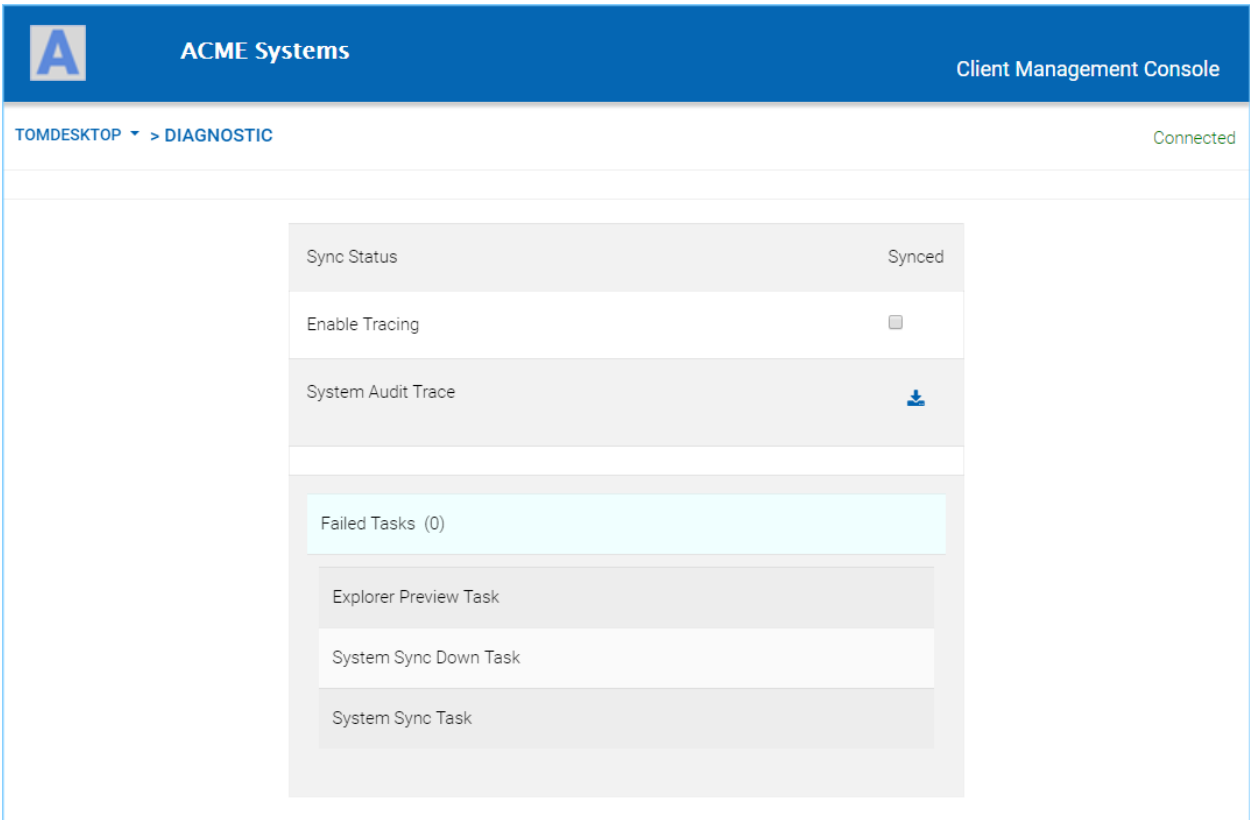


Fig. 13: DIAGNOSTIC VIEW

CHAPTER 7

Indices and tables

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