



GroupDrive

**GroupDrive Collaboration Server
Windows Desktop Client User's Guide
V.4.43**

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Notices

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Getting Started with GroupDrive Client

System Requirements

| | |
|----------------------------|---|
| Operating System | Windows 7 (32 or 64-bit) Windows Server 2008 (32 or 64-bit) Windows Server 2003 (32 or 64-bit) Windows Vista (32 or 64-bit) Windows XP Windows 2000 Server windows 2000 Advanced Server |
| Processor | Minimum Pentium® Class, 2GHz or faster CPU Minimum 512MB RAM, 1GB is recommended |
| Disk Space | Minimum 50MB of disk space for the GroupDrive program and 100MB for each Server configuration |
| Internet Connection | Direct Internet connection or modem with a minimum baud rate of 28.8 (56K is recommended) |
| Network Components | Microsoft's 32-bit TCP/IP networking component |

Make sure all Windows Service Packs and Updates have been installed prior to installing GroupDrive.

Key Features

- Access your GroupDrive user space as you would any network drive. You can explore and manage your GroupDrive user directory, drag-and-drop files and folders to and from your GroupDrive user directory, and even work off-line.
- Once you map a drive in Windows to your GroupDrive user space, you can edit documents directly using Windows applications like Microsoft Word® and Excel®.
- GroupDrive provides the ability to e-mail QuickLinks to files so you can securely collaborate over the Internet without the inherent problems of e-mailing attachments. Many file servers have file size limits that restrict the size of files that are e-mailed between users. A GroupDrive QuickLink is a special URL that points to a file or folder object, and serves as a shortcut to that object. You can use GroupDrive QuickLinks to eliminate the often problematic e-mailing of large files. The recipient of the e-mail can simply click the QuickLink, included in the body of the e-mail, to access the file or folder.
- GroupDrive has built-in SSL (Secure Sockets Layer protocol) support, ensuring that all traffic between the GroupDrive server and your computer is secure. You can enable SSL encryption with basic or digest authentication. You can also configure and manage public key certificates using the GroupDrive Certificate Manager.
- You can automate backup and synchronization between your computer and the GroupDrive server. Backups can be scheduled to execute daily, weekly, or monthly and can run as full or incremental backups.
- The GroupDrive SimulShare feature supports programs that allow block level locking. Multiple users can edit different parts of a file at the same time because the user can download just a section of the file instead of the entire file. This leaves the balance of the file open for other users to edit. Multiple users can collaborate in real-time, without being locked out of a file and without overwriting another user's changes.
- The GroupDrive Client provides DOS/Legacy support. Once you are connected to the GroupDrive Server, you can use a DOS prompt for commands such as copy, xcopy, mkdir, dir, move, etc.

Terminology

Cache - The most recently accessed data is stored in a memory buffer. When a program needs to access data from the disk, it first checks the disk cache to see if the data is there. Disk caching greatly improves the performance of applications because accessing a byte of data in memory can be thousands of times faster than accessing a byte on a hard disk.

DOS - Acronym for **Disk Operating System**. The term DOS can refer to any operating system, but it is most often used as shorthand for MS-DOS (Microsoft Disk Operating System). Originally developed by Microsoft for IBM, MS-DOS was the standard operating system for IBM-compatible personal computers.

HTTP - Abbreviation for **HyperText Transfer Protocol**, the underlying protocol used by the World Wide Web. HTTP defines how messages are formatted and transmitted, and what actions Web servers and browsers should take in response to various commands.

HTTPS - Abbreviation for **Secure HyperText Transfer Protocol**, the underlying secure protocol used by the World Wide Web. GroupDrive uses industry standard SSL (**Secure Sockets Layer**).

ISP - Abbreviation for **Internet Service Provider**, a company that provides access to the Internet.

LAN - Acronym for **Local Area Network**, a computer network that spans a relatively small area. Most LANs are confined to a single building or group of buildings.

Permissions - Permissions are set on file and folder objects and determine each user's level of access for that object. Permissions are set by the owner of the file or folder object.

Proxy Server - A server that acts as a gateway between a client and another server (the "real" server). A proxy server sits between the client application and the "real" server, and forwards requests to the server. A proxy server intercepts all requests to the "real" server to see if the requests should be permitted. If the request is permitted, the proxy server will forward the request.

Properties - Refers to the settings and values for specific file and folder objects, for example, whether or not the object is shared, or permissions that are set for that object.

Root Directory - The top directory in a file system.

Select - To click with your mouse on a specific icon, option, or file.

Share - Refers to the process of giving other users access to a file or folder object.

SSL - Abbreviation for **Secure Sockets Layer**; this protocol is used in conjunction with another protocol, such as WebDAV or HTTP, to encrypt the information that is being transferred between two computers. SSL creates a secure tunnel, and another protocol (for example, WebDAV or HTTP) will send its transmissions inside of that secure tunnel.

Synchronize - File synchronization is the process of making sure that two or more locations contain the same up-to-date files. To configure synchronization options, click **Properties** on the Site Manager, and select **General** on the **Properties** menu tree.

TCP/IP - Abbreviation for **Transmission Control Protocol/Internet Protocol**, the suite of communications protocols used to connect hosts on the Internet. TCP/IP uses several protocols; however, the two primary protocols are TCP and IP. TCP/IP is built into the UNIX operating system and is used by the Internet, making it the de facto standard for transmitting data over networks. Even network operating systems that have their own protocols, such as Netware, also support TCP/IP.

UNC - Abbreviation for **Universal Naming Convention**, UNC is a name format used to refer to files on a network share.

URL - Abbreviation for **Uniform Resource Locator**, the global address of documents and other resources on the World Wide Web. The first part of the address indicates what protocol to use, and the second part specifies the IP address or the domain name where the resource is located.

WebDAV - Acronym for Web-based Distributed Authoring and Versioning protocol, an extension to the HTTP protocol that many servers are now supporting on the Internet.

Installing the GroupDrive Client


To Install the GroupDrive Client on your Computer

1. Login to your computer using a user account that has full administrator rights. Download or copy the program to your hard drive from the provided URL, the server location, or the CD.
2. Follow the prompts provided in the install wizard.
3. When the installation is complete, you must restart your computer to use the GroupDrive Client.

To Launch the Application Window

1. Double-click the GroupDrive program icon located in the GroupDrive program folder created by the installation program -or-
2. Right-click the tray icon and select **Open GroupDrive**. The [GroupDrive Site Manager Dialog](#) will appear.

- To install the GroupDrive Client you must be logged in with a user account that has **administrator rights**. Once installed, you can use GroupDrive from any user account.
- You must restart your computer when the installation is complete.

 Questions or Comments? Please visit our online support area at <http://www.SouthRiverTechnologies.com/support>

Tray Icon

GroupDrive Tray Icon

When the GroupDrive Desktop Client installation is complete, the GroupDrive Client tray icon will appear in your Windows task bar tray area. Much of the functionality in the Site Manager also exists via the Tray icon menu. To display the tray menu, right-click the tray icon.

- **Open GroupDrive** - Select to Launch the GroupDrive [Site Manager](#).
- **Program Settings** - Select to Launch the GroupDrive Program Settings dialog.
- **Connect to** - Select the site that you would like to connect to.
- **Show Monitor** - Launches the GroupDrive Site [Monitor](#).
- **Run at startup** - Click **Run at startup** to toggle the **Run at startup** option. When a check mark appears next to this option, **Run at startup** is enabled. When this option is enabled, your GroupDrive client will automatically start when Windows starts.
- **Help topics** - Select to launch the GroupDrive Client Help system.
- **About GroupDrive** - Select to view the version number of your GroupDrive Client.
- **Current Drive in Use** - Displays the current drive in use.
 - **Explore Drive** - Select this option to explore your GroupDrive Client files and folders.
 - **Flush Cache** - Immediately flushes your GroupDrive [cache](#).
 - **Status** - Launches the GroupDrive [Monitor](#).
 - **Go Offline/Go Online** - Allows you to work offline (no active connection to the server) or to go online. After you have worked offline, you must synchronize your files with the GroupDrive server. Use the [Site General dialog](#) to configure synchronization options. Files must be marked [available for offline access](#).
 - **Synchronize Now** - Click **Synchronize Now** to immediately synchronize your files with the GroupDrive server after you have worked offline.
 - **Disconnect** - Disconnect from the GroupDrive server.

Setting up the GroupDrive Client

Site Manager

GroupDrive's **Site Manager** is used to add new sites or edit site information, change program settings, and configure various GroupDrive options. The main Site Manager window is shown below. You also have the option to use the [Simplified Site Manager](#) interface, which is a streamlined version of the Site Manager. The simplified site manager interface can be enabled from the **File menu>Program settings>General Settings** dialog.

To map your drive to a server:

1. Click the **New Site** button. The **Site Wizard** will launch.
2. Follow the prompts in the **Site Wizard** to create a new site.
3. If you would like to connect immediately, when prompted, select **Connect to Site now**.

For more information about adding new sites, see the [Adding a New Non-Secure Site](#) or [Adding a New Secure Site](#) topic.

Name: The name of this site. You can also rename a site by using this edit box.

Site Address/URL: The URL or site address that you will connect to, for example, **www.mysitename.com**

Server Type: The GroupDrive Collaboration Suite includes the GroupDrive server.

Drive: Select the drive letter to map to the server.

Connect at login/startup: Enable this option if you want the drive to be automatically connected to the server when you log on to your computer.

Anonymous/Public Logon: Allows anonymous or public logon.

Username & Password: The username/password for the site.

Connect: Connect and map a drive to the GroupDrive server.

Connect Offline: Map a drive in offline mode; no connection to the server is established. Files marked available for offline access will be available to you. You will also be able to create new files and folders. You can synchronize your changes the next time you connect to the server.

Properties: Displays the Site Properties dialog.

Help: Launches GroupDrive Help.

New Site: Launches the GroupDrive Site Wizard.

New Folder: This button creates a new folder in the site list, and allows you to group and organize multiple sites into a folder.

Delete: This button deletes the selected site from the site list.

Clone Site: This button creates a duplicate/clone of the currently selected site and allows you to rename it. This is useful when you have a site configured with custom settings that you want to duplicate for another site.

Save Password: Stores the password internally so that it is automatically entered for you each time you log on.

Exit: Closes the Site Manager dialog.

Simplified Site Manager

The simplified **Site Manager** dialog is used to configure your GroupDrive Client to communicate with your GroupDrive server. You can use the simplified **Site Manager** to add new sites or edit site information, change program settings, and configure various GroupDrive options. The main simplified **Site Manager** window is shown below. You also have the option to use the more extensive [Site Manager](#) interface. You can select your Site Manager interface from the **File menu>Program settings>General Settings** dialog.

To access the simplified **Site Manager**, right-click the GroupDrive Client tray icon and select **Open GroupDrive**. You can also access the **Site Manager** from the Windows start menu by selecting **Start>All Programs>GroupDrive**.

To map your drive to a server:

1. Click the **Site** drop-down arrow and select **New**. The **Site Wizard** will launch.
2. Follow the prompts in the **Site Wizard** to create a new site.
3. If you would like to connect immediately, when prompted, select **Connect to Site now**.

For more information about adding new sites, see the [Adding a New Non-Secure Site](#) or [Adding a New Secure Site](#) topic.

File Menu: Select the **File** menu to access **Program** settings, **Export Settings to a Registry file**, **Import Settings to a Registry File**, **Create Desktop shortcut**, or to **Exit** the application.

Utilities: Select the **Utilities** menu to access the **File Transfer Manager** or the **Certificate Manager**.

Help: Select the **Help** menu to launch the GroupDrive Client Help system, or to view the GroupDrive Client version number.

Site: Select the drop-down arrow to **Add** a new site, **Edit** an existing site, **Delete** a site, or to **Clone** a site.

Current Site: Use the drop-down arrow to select a different site.

Connect: Click **Connect** to connect the selected site to the currently displayed site.

Connect Offline: This option allows you to map a drive without connecting to the server. Any files created will be marked offline and synchronized with the server the next time you connect to the server. You will also have access to files previously marked offline. Use the **Site General** dialog to configure synchronization options.

Properties: Displays the Properties dialog.

Help: Displays the GroupDrive Help system.

Restore drive at login: When selected, the drive will be automatically connected to the server when Windows starts and you have logged on to the workstation.

Secure connection: When enabled, SSL encryption is turned on between the GroupDrive Client and the GroupDrive Server.

Username: Your unique user name for logging on to GroupDrive.

Password: Your password for accessing GroupDrive.

Save username/password: When enabled, your user name and password are saved in the registry so that you do not have to type them every time you log on to the server.

Exit: Closes the Site Manager dialog.

Adding a New Site

To Add a New Site

1. Open GroupDrive to display the **Site Manager** dialog. To access the Site Manager, right-click the GroupDrive Client tray icon and select **Open GroupDrive**. You can also access the Site Manager from the Windows start menu by selecting **Start>All Programs>GroupDrive**.
2. Click the **Site** drop-down arrow and select **New** to launch the **Site Wizard**.
3. Type a user friendly **name** for the new site that you will be connecting to. This name is used to uniquely identify your site in the Site Manager. Use the drop-down arrow to select the **Drive letter** for this site. Click **Next**.
4. Type the **address/URL** for the GroupDrive Server.
5. The default port for GroupDrive servers is port 80 for non-secure connections. To use a non-standard port, clear the check box and type your port number. Click **Next**.
6. Type your **Username** and **Password**. Your username and password are supplied by your GroupDrive Server Administrator. If you do not want your password to be **Saved**, clear this check box. Click **Next**.
7. Select **Connect to the Site** now if you would like to immediately connect to the site. Select **Connect at login/startup** if you would like to connect to the site every time you start your computer. Click **Finish**.

To add a new **secure** site see the [Adding a New Secure Site](#) topic.

Adding a New Secure Site

To Add a New Secure Site

1. Open GroupDrive to display the **Site Manager** dialog. To access the Site Manager, right-click the GroupDrive Client tray icon and select **Open GroupDrive**. You can also access the Site Manager from the Windows start menu by selecting **Start>All Programs>GroupDrive**.
2. Click the **Site** drop-down arrow and select **New** to launch the **Site Wizard**.
3. Type a user friendly **name** for the new site that you will be connecting to. This name is used to uniquely identify your site in the Site Manager. Use the drop-down arrow to select the **Drive letter** for this site. Click **Next** to move to the next step or Cancel to discard changes and return to the Site Manager.
4. Type the **address/URL** for the GroupDrive Server. For example **HTTPS://localhost**. **HTTPS** indicates that this will be a secure connection. Clear the **Use default port** check box and type **443** in the text box, the default port for secure connections. Click Next.
5. Use the drop-down arrow to select the **public key certificate** that will be used to authenticate this site when you connect with the GroupDrive server. Type the **Password** for this certificate. The password is supplied by your GroupDrive Administrator. To configure a certificate for this site, click **Certificate Manager**. Click **Next**.
6. Type your **Username** and **Password**. Your username and password are supplied by your GroupDrive Server Administrator. If you do not want your password to be **Saved**, clear this check box. Click **Next**.
7. Select **Connect to the Site** now if you would like to immediately connect to the site. Select **Connect at login/startup** if you would like to connect to the site every time you start your computer. Click **Finish**.

For more information about configuring SSL & Public Key Certificates, see the [GroupDrive Desktop Client and Public Key Certificate Quick Start Guide](#).

Clone a Site

The **Clone Site** feature is useful if you need to configure a new site that has many of the same configuration settings as another site that you previously configured. When you use the **Clone** feature, your new site will be based on the same configuration settings as the site that you choose to clone (copy). You can change any of the settings after you create the site.

To Clone a Site in the Site Manager

1. Select the site that you would like to clone and click the **Clone** button.
2. A copy of the site will appear in the site list. Change the name of the site and any settings that you would like to be different than the site you chose to clone.

To Clone a Site in the Simplified Site Manager

1. Open GroupDrive to display the **Site Manager** dialog. To access the Site Manager, right-click the GroupDrive Client tray icon and select **Open GroupDrive**. You can also access the Site Manager from the Windows start menu by selecting **Start>All Programs>GroupDrive**.
2. Use the drop-down arrow to display the **site name** that you would like to copy. Click the **Site** drop-down arrow and select **Clone** to launch the **Site Wizard**.
3. The Site Wizard will display **Copy of** (the site that you selected to clone). Type a **name** for this new site. Use the drop-down arrow to select a **Drive** for this site. Click **Next**.
4. The **Site Wizard** dialog screens will be based on the configuration settings for the site that you have chosen to copy.

For more information about adding new sites, see the [Adding a New Non-Secure Site](#) topic or the [Adding a New Secure Site](#) topic.

GroupDrive Monitor

To display the **GroupDrive Monitor**, right-click the GroupDrive tray icon found in the Windows taskbar. Select **Show Monitor**.

Use the **Site** drop-down menu to display GroupDrive Monitor options.

- **Open Explorer:** Launches Explorer.
- **Always On Top:** Keeps the Monitor window always on the top of your screen so that it is always visible.
- **Clear Cache:** Select **Clear Cache** to immediately clear the cache listing from the log window. You can also use the **Clear Cache** button.
- **Synchronize Now:** Performs immediate synchronization to the server.
- **Go Offline/Online:** Work offline or online.
- **Log:**
 - **Clear Log:** Click this button to clear the log list box.
 - **Copy to Clipboard:** The **Clipboard** feature copies the contents of the monitor dialog box to the Windows clipboard. You can then paste the contents into an e-mail or Notepad.

This is useful for sending information to [technical support](#).
- **Abort File Transfer:** Click this button to immediately abort a file transfer.
- **Disconnect:** Click the **Disconnect** button to end your connection with the currently displayed network drive.

Configuring Program Settings

Program Cache Settings

The Program **Cache Settings** dialog allows you to configure the amount of disk space to use for the cache and to select the cache folder where all cache files will be stored.

To access **Cache Settings**, launch the Site Manager and select **File Menu>Program Settings**. On the **Program Settings** tree, select **Cache Settings**.

Configure how much disk space to use for the cache: Specifies the size of the cache in megabytes (MB). Use the slider to select a percentage of the drive size or type a value in the edit box.

Cache Folder: Displays the location of the cache folder.

Select Folder: Click to browse and change the folder location.

Clear Cache: Click to immediately clear the cache. You can also clear the cache from the [GroupDrive Monitor](#).

Bytes in Use: Displays the current bytes in use.

- For more information about Caching, see the [Caching Overview & FAQ](#) topic.
- For information about Caching, Synchronization, and Offline File Access, see the [Offline File Access](#) topic.

Program Caching Options

The Program **Cache Options** dialog allows you to configure caching options.

To access **Cache Options**, launch the Site Manager and select **File Menu>Program Settings**. On the **Program Settings** tree, select **Options**, located under **Cache Settings**.

GroupDrive has many caching options to improve performance. The various caching options can be configured from this dialog. **Single User** mode is the default and provides the best performance. Once a file or directory listing is cached, it will not be removed from the cache until you connect again or flush the cache manually. If you need to see new files that are created on the server, you can select **Custom** mode and configure the directory listings to expire, for example, every ten seconds.

Single User (Fastest) - This mode provides the best performance. It assumes that files and directory listings that are cached will not be modified by another user and will not validate the cached files with the server using the files modified time.

Multi-user mode - This mode validates cached files with the server to verify that the files are up to date. This way, if a cached file has been modified by another user, it will be detected and purged from the cache so that you will receive the latest copy of the file.

Custom - This mode allows you to choose custom cache options.

None - This mode disables file and directory listing caching. Files will still be temporarily cached so that applications that perform random access to the file data will work, but the next time the application opens the file, it will download a fresh copy from the server.

Cache Files - Save files in the cache folder for quicker access.

Validate cached files with servers modified time - Validates that a cached file is up to date by checking the modified time of the cache file with the modified time on the server. While this option ensures that a file or listing is up to date, it does affect performance.

Expire cached files after (X) Seconds - Causes a file that has been cached longer than (X) seconds to be considered expired so that it will be removed from the cache when accessed and a new file will be downloaded from the server. Normally it is not necessary to enable this feature because GroupDrive automatically checks to see if cache files are up to date before using them.


Cache Directory listings - Store directory listings in the cache folder for quicker directory and file access.

Validate cached directory listings with servers modified time - Validates that a cached directory listing is up to date by checking the modified time of the cache file with the modified time on the server.

Expire cached listings after (X) Seconds - Causes a directory listing that has been cached longer than (X) seconds to be considered expired so that it will be removed from the cache when accessed and a new directory listing will be downloaded from the server. Enable this setting if you want to see changes from other users without having to manually flush the cache.

Flush cache files on connect - When enabled, this feature will delete files in the cache at connect time. Normally it is not necessary to enable this option because GroupDrive will automatically check to see if cached files are up to date before using them.

Flush directory listings on connect - When enabled, this feature will delete files in the cache at connect time. Normally it is not necessary to enable this option because GroupDrive will automatically check to see if cache files are up to date before using them.



- So that your files will show up immediately when you connect in Online Mode, you can set your Cache Options to **Multi-User Mode**, or set them to **Custom Mode** and turn off **Directory Caching**. This will ensure that the desktop client will query the remote server for new information whenever it needs it.
- For more information about Caching, see the [Caching Overview & FAQ](#) topic.
- For information about Caching, Synchronization, and Offline File Access, see the [Offline File Access](#) topic.

Program Logging Settings

The Program **Logging** dialog allows you to log server command/responses to a file.

To access the **Logging** settings launch the Site Manager and select **File Menu>Program Settings**. On the **Program Settings** tree, select **Logging**.

Enable file logging: Logs connection information to a log file.

Folder to store log files in: Select the folder where log files are stored. The log filename will be the name of the site with a .log extension.

General Options

Truncate log file on each connect: When enabled, clears out the log file each time you connect to the server.

Detailed Options

Log informational messages: When enabled, log informational messages will log significant non-error events where no user action is required.

Log verbose information: When enabled, detailed information including the type of message, text of the message, the cause of the condition leading to the message, and any recommended action will be logged. You can enable verbose logging to help troubleshoot technical problems.

Log file I/O information: When enabled, all file system calls to the drive will be logged, these include reads/writes/creates/closes, etc.

Log protocol traffic to server: When enabled, protocol traffic to the server will be logged.

Log detailed protocol traffic to server: When enabled, detailed information about protocol traffic to the server will be logged; including the date and time of the request, the number of bytes sent, and the action taken. Detailed protocol logging may be helpful to detect suspicious activity or certain hacking attempts.

Log debug information: When enabled, the debug log file contains status and error messages useful for diagnosing errors and debugging.

Generally, you only need to enable advanced logging options when you are debugging a specific issue.

Program Popup Window Settings

Use the Program **Popup Window** to configure a pop-up window that will display the file transfer status, serious errors, and synchronization status. For example, you can configure the pop-up window to alert you when an upload fails. The Pop-up window will display messages near the taskbar tray.

To access pop-up window settings, launch the Site Manager and select **File Menu > Program Settings**. On the **Program Settings** menu tree, select **Popup Window**.

Enable Popup Window: Select the check box to enable the pop-up window for file transfer status and error information.

Configure Popup Window: Click **Popup Settings** to configure the appearance of the pop-up window and display options.

Popup Settings

Transparency - Use the slider to configure the transparency of the pop-up window.

Duration - Use the slider to configure the amount of time that the window will stay visible, how long the window fade-in will last, and how long the window fade-out will last.

File Transfer

- **Display File Transfer Popup Window** - When enabled, a pop-up window is displayed during file transfers.
- **Only display for file sizes larger than X KB** - Set the file size using the up/down arrows or by typing the file size.
- **Don't display for transfers by File Transfer Manager** - When enabled, the pop-up window will not be displayed during transfers that are initiated by the [File Transfer Manager](#).

Program Backup Files Settings

Use the Program **Backup Files** Settings dialog to configure where backup files are stored if an upload failure occurs. GroupDrive will create a backup of a file when an upload failure occurs so that you do not lose changes to documents.

To access **Backup Files** settings, launch the Site Manager and select **File Menu>Program Settings**. On the **Program Settings** menu tree, click **Backup Files**. Select the check box to enable **Backup files if upload fails**. Click **Select Folder** to change the location of the backup files.

Program General Settings

The Program **General Settings** dialog allows you to customize various program options.

To access **General Settings**, launch the Site Manager and select **File > Program Settings**. On the **Program Settings** menu tree, select **General Settings**.

Basic Settings

Open Explorer after connecting: When selected, an Explorer window is opened when a drive is mapped to a site.

Open Explorer in folder View mode: Controls how the Explorer window is opened after a connection is established. When the folder view mode is enabled, the Explorer window will contain only one pane that contains the folder of files.

Run in taskbar tray at startup: When selected, the program will start automatically when you log on to your computer and the GroupDrive tray icon will be displayed.

Display Monitor after connecting: When selected, the Drive Monitor dialog will be displayed after you connect to the server.

Use simplified Site Manager Dialog: When selected, the program displays the smaller and more simplified Site manager dialog.

Prompt for password on failed logins: When selected, if the user's logon fails, the user will be prompted to type a password.

Display errors in popup dialog: When selected, a pop-up window will appear to provide error message information.

Always open Site Manager dialog on tray icon double click: When selected, this option will allow you to launch GroupDrive's Site Manager by double-clicking the GroupDrive tray icon.

Advanced Settings

Display custom drive icon in Explorer: When selected, the program displays a custom drive icon in Explorer for connected drives. Clear the check box to use the standard drive icon.

Automatically select drive to use: When selected, the program automatically selects the next available drive when connecting to server.

Set persistent drives to disconnected state at startup: When selected, you can define persistent connections, but when the system starts, they will not automatically be connected. The persistent connections are displayed in the Explorer window as disconnected drives. To connect to the remote server simply double-click on the drive.

Disable shell column handlers: When selected, shell column handlers are disabled. Windows 2000 and beyond has a feature called Column Handlers that allows Explorer to add extra columns of information in addition to the file name. This could include information such as the file author and other information about the file. This extra information is displayed when you click on a file in Explorer.

Disable DFS: When selected, disables distributed file system support.

Enable delayed close for open files: When selected, the program keeps files open for a short time after the application closes it, in case the application opens it again. This performance enhancement can be useful when files are repeatedly opened and closed when you are reading data from them.

Certificate Management

The Program **Certificate Management** dialog allows you to configure an SSL certificate to use when you connect to the server, and to select where the certificate store is located.

To access **Certificate Management**, launch the Site Manager and from the **File** menu, select **Program Settings**. On the **Program Settings** menu tree, select **Certificate Management**.

Certificate Store Folder - Use the browse "..." button to browse the location of the certificate store folder.

Certificate Manager - Click **Certificate Manager** to launch the Certificate Manager. Use the Certificate Manager to create, import, and manage certificates.

- **Delete:** Deletes the selected Certificate from the Certificate store.
- **Export:** Exports the selected Certificate.
- **Sign CSR:** Displays the certificate signing wizard.
- **Properties:** Displays the certificate properties.
- **Create:** Create a new certificate.
- **Import:** Import a certificate into the certificate store.

Public Key Certificate Best Practices

Each entity in a secure environment, both the client and the server, should generate its own key pair. This key pair will have a public key and a corresponding private key. Never share or send your private key to anyone because this will compromise the integrity of your key pair. It is always a good practice to also password protect your private key, and GroupDrive requires this.

The GroupDrive client's public key certificate must be provided to the GroupDrive Server Administrator to be installed on the server. While it is possible to use the Certificate Management features in GroupDrive to export your private key, it is highly discouraged unless it is for backup purposes, because it is difficult to ensure the integrity of the private key during the physical transfer of the key file. If it is necessary to export the private key, it is recommended that the transfer be performed over a secure medium. You can export the keys to an encrypted USB drive, or encrypt the files onto a DVD/CDROM; however, never e-mail the private key. E-mail is natively insecure and there is no way to ensure the integrity of the files during electronic transfer.

For more information about configuring SSL & Public Key Certificates, see the [GroupDrive Desktop Client Public Key Certificate Quick Start Guide](#).

Proxy Dialog

Use the Program **Proxy HTTP Settings** dialog to configure the use of a proxy server. To access the **Proxy HTTP** dialog, launch the Site Manager and from the **File** menu select **Program Settings**. On the **Program Settings** tree, select **Proxy HTTP**.

Enable proxy server: When selected, enables logon through a firewall/proxy server.

Proxy type: Use the drop-down menu to select your Proxy server type.

- HTTP Standard (CERN): This is the most common type of proxy server.
- HTTP Tunnel: This uses the HTTP tunneling protocol to establish a connection to the remote site.
- This is generally used for SSL (Secure Sockets Layer) proxies; however, you may find this useful if the program does not work with the proxy server type set to CERN.
- HTTP Port Forwarding (SSH): This method can be used for SSH port forwarding. It will connect to the specified address and expect the server listening on this port to forward the connection to the desired remote server. F-Secure SSH client can be used under Windows NT/2000 to SSH encrypt communications.

Proxy server address: Type the [URL](#) (Uniform Resource Locator), the global address of resources on the World Wide Web or IP (Internet Protocol) address of your proxy server.

Port: Type the port number for your proxy server. The default port is 8080; other common port numbers for HTTP proxies are 8888 and 8000.

Proxy server username: Some proxy servers require a username. Leave this text box empty if your proxy server does not require a username.

Proxy server password: Type the password for your proxy server, if required. If no password is required, leave this text box empty.

Configuring Site Settings

Site General Dialog

You can use the **General** dialog to configure general settings for a site.

To access the **General** dialog tab, launch the GroupDrive Site Manager and then click **Properties**. On the **Properties** menu tree, click **General**.

Open Explorer in the following folder: Opens Explorer in the specified folder on the remote site.

Make drive read-only: Select this check box to mark all files on the site as read-only so that you cannot accidentally make changes to the files.

Synchronize Offline files at Connect time: Select this check box to synchronize with the server, when you connect, all files marked as **Offline**.

Synchronize Offline files at Disconnect time: Select this check box to synchronize with the server, when you disconnect, all files marked as Offline.

Site Connection Dialog

You can use the site **Connection** dialog to configure connection settings for a site.

To access the site **Connection** dialog, launch the GroupDrive Site Manager, and then click **Properties**. On the **Properties** menu tree, click **Connection** to configure connection settings.

Bypass proxy server for this Site: Select this check box if you have a proxy server configured, but you do not need to go through the proxy server for this specific site. This setting is typically used for internal LAN connections.

Command timeout: Specify the number of seconds to wait for the server to respond to a command before timing out.

Connection Port: Specify the port to connect to the server on. You can typically leave this box empty to have GroupDrive select the default port for the protocol in use.

Failed transfer retry count: Specify the number of times to retry a failed upload/download request.

Active Connection Limit: Select the maximum number of simultaneous connections that GroupDrive will use to connect to the server. Initially GroupDrive will only establish a single connection to the server; however, if one connection is busy transferring a file, GroupDrive will attempt to establish another connection if another file transfer or directory listing transfer is required. Use this setting to limit the number of connections that GroupDrive will attempt to use.

Active Upload Limit: Select the maximum number of simultaneous uploads that GroupDrive will use. Generally, you should set this amount to a lower amount than the Active Connection Limit so that other operations can also occur when uploading multiple files.

Site HTTP Settings

You can use the site **HTTP Settings** dialog to configure HTTP settings for a site.

To access the site **HTTP Settings** dialog, launch the GroupDrive Site Manager, and then click **Properties**. On the **Properties** menu tree, click **HTTP Settings** to configure HTTP settings.

Always choose Basic Authentication: When enabled, GroupDrive will use **Basic Authentication**. Basic authentication is faster but less secure.

Enable persistent connections: Enables HTTP keep-alive, this is highly recommended because it increases performance significantly.

Site Certificate Dialog

The site Security **Certificate** dialog allows you to select an SSL certificate to use when you connect to the server. To access the site **Certificate** dialog, launch the GroupDrive Site Manager and click **Properties**. On the **Properties** menu tree, click **Certificate**.

Select the **Certificate** from the drop-down list and then type the **password** for the certificate. The certificate must have already been [imported](#) by GroupDrive.

For information about configuring Public Key Certificates, see the [GroupDrive Desktop Client Public Key Certificate Quick Start Guide](#).

Site SSL Encryption Dialog

Use the site **Encryption** dialog to configure the **SSL** encryption method when connecting securely to the server. To access the **Encryption** dialog, launch the GroupDrive Site Manager and click **Properties**. On the **Properties** menu tree, select **Encryption**, located under Security.

To configure the encryption method, select **SSL** from the drop-down list.

Site File Settings Dialog

Use the site **File** dialog to configure various options for filenames for the server. To access the site **File** settings dialog, launch the Site Manager, and then click **Properties**. On the **Properties** menu tree, select **File**.

Basic File Options

Encode filenames in UTF-8: Encode filenames before sending them to the server in UTF-8.

Cache temporary MS Office files: Microsoft Word and Excel use temporary files when editing .doc or .xls files. Enable this option to have these temporary files cached instead of being uploaded to the server. This will save time when you edit .doc or .xls files; when you save the document it will only be uploaded to the server when the temporary file is renamed into the original .doc or .xls file.

Ignore Desktop.ini files (assume they don't exist): Always return **File Not Found** when Explorer tries to open desktop.ini files. Explorer attempts to open desktop.ini files when browsing folders and this can slow down operations.

Enable NTFS File Security (for applications requiring NT security): Returns simulated NTFS permissions information for applications that require it, for example, WordPerfect.

Perform Cache File Read Ahead: Enable this option to perform read-ahead operations on files for better performance.

Cache small writes by applications: Enable this option to cache and combine small writes by applications into larger writes. Some applications issue very small writes, for example, one byte at a time, even when writing a very large file. Enabling this setting can greatly increase performance for these applications.

Stop file downloads when application closes the file before reading all data: When enabled, this option stops file downloads that are in progress when the application that opened and read from the file has stopped reading data. This is useful for preventing download of very large files when the application only reads the first few bytes of the file. For example, Explorer often does this when browsing folders.

Enable Quota Processing: When quota processing is enabled on the server, file writes will fail if quota is exceeded.

Disable Explorer icon handler to prevent file download: Prevents files from being downloaded so that icons cannot be extracted, for example, .html, .zip.

Enable Directory change notification: When enabled, GroupDrive will check the folders modified time and update the directory listing whenever it detects a change in the folders modified time. For example, if Explorer has a folder open, then GroupDrive will periodically check with the server to see if the folder contents have changed on the server and if they have changed, cause Explorer to refresh its display. This way, if "User A" has Explorer open on a folder called "photos" and then "User B" writes a new file to the "photos" folder, then "User A" will see this new file in his open Explorer window.

Site Cache Settings Dialog

Use the site **Cache** dialog to configure whether or not this site will use the global cache settings for all sites, or if it will override the global cache settings with custom cache settings that only apply to this site. This is useful for sites that require specific caching options that may not necessarily apply to most of your sites.

To access the **Cache** settings dialog, launch the Site Manager and then click **Properties**. From the **Properties** menu tree, select **Cache**.

Use the drop-down arrow to configure the cache settings:

- Use global cache settings
- Override global settings

Site Advanced Dialog

Use the site **Advanced** dialog to configure advanced site settings.

To access the **Advanced** site settings dialog, launch the Site Manager and then click **Properties**. On the **Properties** menu tree, select **Advanced**.

Enable Custom UNC name for this Site: Allows you to define a custom **UNC** name for the site.

Allow NT Services to access mapped drive: Maps the drive under the NT LocalSystem context that allows services like IIS (Microsoft Internet Information Services) to access the mapped drive letter.

Map drive at system startup: Maps the drive at system start, not user login. This may be useful when NT services need access to the drive.

Using Your GroupDrive Client

Connecting to your GroupDrive

To access a GroupDrive Server you need the URL or address of the server and a user account on the server. These will be supplied to you by your GroupDrive System Administrator. Once you create the site that you wish to connect to using the [Site Wizard](#) and specify the server to connect to in the [Site Manager dialog](#), you simply select **Connect**. The new drive letter that you chose will be available on your Windows Explorer. Once you successfully connect to your GroupDrive, you can open Explorer and your GroupDrive files will be visible and accessible.

Storing Files

Each user is assigned a user directory on the GroupDrive Server. This is where you will store and retrieve files and folders.

To store files or folders in your GroupDrive user directory

1. Right-click on the GroupDrive tray icon and select **Open GroupDrive**. The GroupDrive [Site Manager](#) will be displayed.
2. Use the drop-down arrow to select the **site name** that you wish to connect to.
3. Click **Connect**. Your GroupDrive user directory will be displayed in the Explorer window.

You can now store the files or folders on your GroupDrive user directory in the same manner that you would when using any Windows application.

You may either:

- Drag and drop the file or folder from its current location to your GroupDrive user directory.
- Right-click the file or folder in its current location and select **Copy**, and then click within your GroupDrive user directory and select **Paste**.
- Right-click the file or folder in its current location and select **Cut**, and then click within your GroupDrive user directory and select **Paste**.
- Use the **File Open/Save As** dialog from any Windows or DOS application to store or access files or folders on your GroupDrive.

Once you have stored files or folders in your GroupDrive user directory, you can access them from any location from which you can sign on to the GroupDrive Server.

Sharing Files & Folders

To share your file or folder objects with other users you must enable **Sharing** for the object and set **Permissions** for that object.

Sharing & Permissions

Every folder object and every file object in the GroupDrive file system has an **access control list** (ACL) associated with it that defines which users or groups have access to these objects. An access control list is comprised of one or more **access control entries** (ACE) that define the access permissions for a specific user or group.

If you would like another user to have access to your file or folder object, you must first enable **Sharing** for that object and then set **Permissions**, using an **access control entry**, to specify a user's level of access to the object. For example, you can set permissions on a file to let one user read the contents of a file, let another user make changes to the file, and prevent all other users from accessing the file.

We recommend that you read the [Sharing, Linking, and Permissions Overview](#) topic before you share a file.

To Share File and Folder Objects & Set Permissions

1. From your GroupDrive directory, right-click the **file** or **folder** object that you want to share.
2. Select **Properties**.
3. Select the **Sharing** tab.
4. Select **Share this object**.
5. Type a **Comment** to identify the shared file or folder.
6. Click **OK**.
7. Select the **Permissions** tab to view the [Access Control List](#) (ACL) for this file or folder object.
8. Click **Add** to add users or groups to the ACL. The **Select Users or Groups** window will appear. Select the user or groups. To select more than one user or groups, hold the **Ctrl** key as you click with your mouse. When you are satisfied with your selection, click **Add** and then click **OK**.

9. To change or set Permissions, select the group or user and enable **Replace permissions on all child objects with the entries shown here**. Select the **File/Folder Permissions**. When you are finished, click **OK**.

After you enable sharing for a file or folder object and set permissions, you can [e-mail a link](#) to users to notify them that the object has been shared.

- If you intend to share multiple files in the same folder, it is usually easier to share the entire folder so that the other collaborators can link to a single folder instead of each individual file.
- It is a good practice to assign permissions to groups because it improves system performance when verifying the user's access to files.

Accessing Shared Files

To gain access to a file or folder object that another user has shared with you, you must create a **link to** that object in your own directory space. You can then access the shared files and folders in your own directory tree as if they were on your own directory space. The user that has shared the file or folder object with you will grant permissions that specify your level of access to that file or folder object.

We recommend that you read the [Sharing, Linking, and Permissions Overview](#) topic.

To Link To a File or Folder that has been Shared with You

1. Select the drive icon from Explorer.
2. Right-click on the **drive** or **folder** and a context menu will be displayed.
3. Select **Properties** from the menu and the **Properties** dialog will be displayed.
4. Select the **Link To** tab.
5. Select the file or folder object that you wish to **link to**. The **Link Name** text box will automatically be populated with the path of the file or folder object. Alternatively, you may type the path in the **Link name** text box.
6. Click **Add**.
7. Click **OK**.

You can now access the shared items in your own GroupDrive directory tree. [Permissions](#) for the file or folder object that has been shared with you are set by the user that has shared the file or folder object with you.

Collaborating with Others

GroupDrive features allow users, in the same office or around the world, to collaborate on files at the same time. Users can easily create shared workspaces and the creator of the workspace can define the actions that other users can take on the documents and folders in the workspace. Multiple users can work on the same document at the same time by using block level access features in programs that support block level editing. Documents can also be shared with other users or people outside of your organization by sending QuickLinks rather than bulky e-mail attachments. Because your files are stored in a central location, users always have the most current version of a document.

GroupDrive SimulShare/Block Level Access

GroupDrive supports programs that allow block level locking, for example, Microsoft Access®. Multiple users can edit different parts of the file at the same time because a user can download just a section of the file, instead of the whole file. This leaves the balance of the file open for other users to edit. This allows multiple users to collaborate in real-time, without being locked out of a file, and without overwriting another user's changes.

Share Files & Folders

To collaborate with other users or groups of users, you can share the file or folder that contains the document. When [sharing a file](#) or folder object, you set [permissions](#) to specify what actions or operations the collaborating users will have access to. For example, you can share a document with other users, but only allow them **Read** access to the document. They can then open and view the document, but cannot make any changes.

QuickLinks

GroupDrive provides the ability to [e-mail QuickLinks](#) to files. A GroupDrive QuickLink is a special URL that points to a file or folder. You can think of a QuickLink as a shortcut to a file or folder. Many file servers have file size limits that can restrict the size of file that are e-mailed between users. QuickLinks eliminate the often problematic e-mailing of large files. The recipient of the e-mail can simply click the QuickLink, included in the body of the e-mail, to access the file or folder.

We recommend that you read the [Sharing, Linking, and Permissions Overview](#) topic.


Disconnecting a Drive

There are several ways to disconnect a mapped drive in GroupDrive.

- Disconnect from the tray icon
 1. Right-click the tray icon.
 2. Select the site that the drive is connected to.
 3. Select **Disconnect**.

- Disconnect from Explorer
 1. Right-click **Start**.
 2. Select **Explore**.
 3. Select the drive to disconnect.
 4. Select **Tools >Disconnect Network Drive**.

- Disconnect from Explorer
 1. Right-click **Start**.
 2. Select **Explore**.
 3. Select a drive.
 4. Select **Disconnect**.

 The **Remove** button on the Site Manager dialog removes/deletes the site information from the registry; however, it does not disconnect the drive if it is active.

Disconnecting from your GroupDrive

There are several ways to disconnect from the GroupDrive Server.

To Disconnect from the GroupDrive Server

Select the **Disconnect** button from Explorer,

-or-

Right-click the drive icon in Explorer and then select **Disconnect**,

-or-

Select **Disconnect** from the [Monitor](#) Dialog.

Offline File Access

Offline Synchronization Overview

The GroupDrive Desktop client has a powerful feature that allows you to mark files and/or folders **Available for Offline Access**. When you work in **Offline Mode**, you can edit and create files even when you are not connected to the server. This means that you can “unplug” your computer from the Internet and still access files through the mapped drive. The desktop client will remember all changes that you make to existing files, new files that you create, and files that you delete. When you reconnect in **Online mode**, synchronization will be performed and any changes will be synchronized between the server and your computer. This feature can be used extensively to ensure that you can always have access to any file or folder objects that you have marked **Available for Offline Access**.

New files created locally while offline – Any new files that you create locally while you are working offline will be transferred to the remote server during the synchronization process, provided that the folder in which these files are stored has been **marked for offline access**.

Existing files modified locally while offline – Any existing files that you modified locally while working offline will be transferred to the remote server during the synchronization process, provided that the folder in which these files are stored, or the file itself, has been **marked for offline access**. During the synchronization process, the desktop client will check the date, time, and file size of the local and remote versions of the file, to see if the local file should be uploaded to the server. If the server version of the file has not changed since the local copy was used, then the local copy will be uploaded and will replace the old version stored on the server. If the local file has changed, but the remote file has also changed, the desktop client will rename file on the server before uploading the local copy. If this happens, a message box will be displayed so that you can manually check for differences in the local vs. remote versions. The desktop client does not perform automatic merging of changes between local and remote versions.

Existing files deleted locally while offline – Any existing file that you deleted locally while working offline will be **deleted** from the remote server during the synchronization process, provided that the folder in which these files are stored, or the file itself, has been **marked for offline access**.

Configuring your GroupDrive client

To access **Synchronization Configuration Settings**, launch the **Site Manager** and click **Properties**. In the Properties menu tree, click **General**.

There are two synchronization settings. Enable both settings for full synchronization. Failure to enable both features may result in some files not being synchronized correctly.

- **Synchronize Offline files at Connect time** – Enable this option to have the Desktop Client synchronize all offline files with the remote GroupDrive Server each time you connect to the server in **Online Mode**. When this option is enabled, the Desktop Client will perform an automatic synchronization with the remote server immediately after the drive has been mapped and your username and password have been authenticated against the remote server.
- **Synchronize Offline files at Disconnect time** – Enable this option to have the Desktop Client synchronize all offline files with the remote GroupDrive Server each time you disconnect from the server when you are in **Online Mode**.

To Work in Offline Mode

You must mark the file for offline access while you are **connected to the server**.

To mark the file for offline access, right-click on file and select **GroupDrive>Make Available Offline**. The file will then be cached locally so that you will have access to it while offline. Any changes that are made offline can later be [synchronized](#) with the server when you connect to it.

Note: Make sure that the **Connect Offline** option is **not** enabled at this time. When selecting files/folders for offline access, you must connect to the remote GroupDrive Server in **Online Mode**.

Once you have configured your GroupDrive client and marked your files, you are ready to move to offline mode. Connecting in Offline mode is simply a matter of mapping the drive while the **Connect Offline** option is enabled.


To connect offline, launch the **Site Manager** and use the check box to enable the **Connect Offline** option. Click **Connect** to map the GroupDrive and connect in offline mode. Once you are connected in offline mode, the GroupDrive Site Manager dialog will close and Windows Explorer will open, displaying the contents of your mapped drive.


- If you select **Synchronize Now**, your files will be immediately synchronized to the server even if you are offline.
- So that your files will show up immediately when you connect in **Online Mode**, you can set your Cache Options to **Multi-User Mode**, or set them to **Custom Mode** and turn off **Directory Caching**. This will ensure that the desktop client will query the remote server for new information whenever it needs it.
- For more information about Offline File Access, see the GroupDrive [Offline File Access and Synchronization Features](#) white paper.
- For more information about Caching, see the [Caching Overview & FAQ](#) topic.


File Menu


File Menu


The GroupDrive Client **File** Menu contains several options.

-  **Program Settings:** Displays the **Program Settings** dialog.

-  **Export settings to a registry file:** Exports the settings used by the GroupDrive Client to a registry file so that you can later import them on another machine. **Note:** This is a good way to back up your GroupDrive Client configuration.

-  **Import settings from a registry file:** Imports the settings from a registry file that was exported using the option above.

-  **Create Desktop Shortcut:** Creates a shortcut for the currently selected item on the desktop. You can then double-click on the shortcut to connect to the site.

-  **Exit:** Exits the GroupDrive Client.

Export Settings to a Registry File

The **Export Settings** dialog can be used to save your application and site information to a registry file. This registry file can be imported on another machine. The registry settings file can also be imported by the setup application. This provides system administrators with a way to pre-configure the software when it is installed on several computers in an organization.

To Export Settings

1. Select **File > Export settings to registry file**. The **Export Settings** dialog will be displayed.
2. Select the check box to select **Export Site Database** to export the site/connection listings.
3. Select the check box to select **Export User Settings** to export the program settings.
4. Type the Filename to export to, or click **Browse** to browse the files.
5. Click **OK**.

Import Settings from a Registry File

The **Import Settings** dialog can be used to import a registry file that contains application and site settings information. This feature is useful for transferring settings from one computer to another.

To Import Settings from a Registry File

1. Select **File > Import settings from a registry file**. The **Import Settings** dialog will appear.
2. Type the **Filename to import**, or click **Browse** to browse the displayed files and then double-click to select the desired file.
3. Click **OK**.

Utilities Menu

File Transfer Manager

The GroupDrive File Transfer Manager can be used to back up or synchronize remote folders or entire Web sites. To access the File Transfer Manager, launch the GroupDrive Site Manager. From the **Utilities** menu, click **File Transfer Manager**. The GroupDrive File Transfer Manager will launch. Click **New** or click the **File Set Name** to launch the File Transfer Wizard.

Use the File Transfer Manager to:

- Perform full or incremental backups from local files or folders to a server.
- Synchronize files and folders between your local computer and your server.
- Download files/folders from your server to your local computer.
- Schedule backup or synchronization jobs to run periodically or at specific times.

Certificate Manager

The **Certificate Manager** allows you to configure an SSL certificate to use when you connect to the server, and to select where the certificate store is located. To access the **Certificate Manager**, launch the GroupDrive Site Manager. From the **Utilities** menu, select **Certificate Manager**. You can also access the **Certificate Manager** from the [Program Settings](#) menu.

For more information about configuring SSL & Public Key Certificates, read the [Program Certificate Manager](#) topic or see the [GroupDrive Desktop Client Public Key Certificate Quick Start Guide](#).

Advanced Topics

Caching Overview & FAQ

You can configure your most recently accessed data to be stored in a memory buffer, referred to as the **cache**. When a program needs to access data from the disk, it first checks the disk cache to see if the data is there. Disk caching greatly improves the performance of applications because accessing a byte of data in memory can be thousands of times faster than accessing a byte on a hard disk.

GroupDrive supports caching for both file and directory listings. You control the amount of disk space the cache will use and whether to cache files, directory listings, or both.

Caching Modes

There are three [caching modes](#) available in GroupDrive, **Single-User**, **Multi-User**, and **Custom**. In **Single-User** mode, once a file or directory listing is cached, it will remain in the cache until it is flushed manually and GroupDrive will not validate the date/time of the cache file against the server. This is the fastest mode; however, if you have multiple users editing files on your server you may not see updates from the other users. You can also turn off caching by configuring your caching options to **None**. If you configure your caching options to **None**, GroupDrive will download files from the server on each access by an application.

Cache Temporary MS Office files

Microsoft Word and Excel use temporary files when editing .doc or .xls files. You can enable the [Cache Temporary MS Office Files](#) option to have these temporary files cached instead of being uploaded to the server. This will save time when you edit these types of files; when you save the document it will only be uploaded to the server when the temporary file is renamed into the original .doc or .xls file. Use the site **File** dialog to configure this option. To access the site **File** settings dialog, launch the Site Manager, and then click **Properties**. On the **Properties** menu tree, select **File**.

Cache Size

The amount of disk space to use for caching can be configured from the [Cache Settings dialog](#). You should select a size that is at least as large as the largest file you intend to use. Files are flushed from the cache when the cache size is about to overflow the cache limit. If a file is too large to fit in the cache, it will temporarily exceed the cache limit but remove the file from the cache when it is closed by the application.

- For more information about cache settings see the Program Cache Settings and Program Cache Options topics.
- For more information about Caching, Synchronization, and Offline File Access, see the [Offline File Access](#) topic.

Caching FAQ

Does GroupDrive mirror data by default?

GroupDrive, by default, does not mirror all the remote data with the local data, it stores all data remotely. Only when a user requests the data is it then copied locally into cache. Once the user saves the changes, those changes are immediately sent back to the remote server.

My file listing using the client does not display the same files, or folders, as the Web interface. Have I created some sort of synchronization issue?

If the file listing on the client does not display the same files as the Web User Interface, make sure that you have not set the GroupDrive client to **Connect Offline**. Also, set your GroupDrive Client Cache Settings to be **Multi-User**, which ensures that the client always reflects the most recent file status.

What is the recommended cache setting on a PC? What will happen if it is set too low?

We recommend that you set the cache size large enough so that it will hold at least the largest file you expect to store on your GroupDrive. If you set it too low, the GroupDrive client will eventually start thrashing and slow down due to too much disk activity.

At the other hand, don't set it too big (for example, 100GB) because GroupDrive needs to inventory the cache contents periodically, which could take time if there is a huge cache. You could also try setting the cache at a percentage of disk space.

If you want to have multiple users accessing the same files at the same time, and/or you always need the data updated on the server, then you should not cache any file information. If this is the case, on your [Caching Options](#), turn off **Cache Files** and turn off **Cache Recent File Information**. You may also want to turn off **Cache Directory Listings** or at a minimum, have them expire quickly, for example, 5 seconds. **Note:** The system will run slower without caching, but your data will be updated more accurately.

When I create files while offline, and then go online, they seem to disappear from the mapped drive for 15-30 seconds before they appear again. I see them on the server immediately, but why do they disappear from the client?

Sometimes if you use **Offline Mode**, files will not show up. Also, check your **Cache settings** in the Desktop Client; you'll want them to be set to **Multi-User Mode**, or set them to **Custom Mode** and turn off **Directory Caching**. This will ensure that the Desktop Client queries the remote server for new information whenever it needs it.

How does the cache know to refresh? I deleted a few files and was expecting the cache to refresh to take that into account, but it didn't. I had to flush it myself. Is there any scenario where the cache knows to update or do I have to do it myself or set the expiration options?

The cache will only update itself if you set the **Expire Files After (X) Seconds/Expire Directory Listings After (X) Seconds** feature or if you disable caching completely. To do this, launch the GroupDrive Site Manager, click the **File** menu, and then click **Program Settings**. Click the **Cache Settings** node and select the appropriate options. GroupDrive does not actively poll the remote server to see if the information has changed.

I am copying two files, one is 9mb and the other is 50mb. I can copy the 9mb file with no errors but with the 50mb file I am getting an error?

Try increasing the cache size in GroupDrive. It's possible that the cache is filling up before the file is able to be transferred to the remote server. To increase the cache size, launch the GroupDrive Site Manager, click **File>Program settings**. Click the **Cache Settings** node and configure how much disk space to use for cache.

Why does GroupDrive cache files when caching is not enabled?

When you turn off caching in GroupDrive it will not cache the file. However GroupDrive will use the cache folder for a temporary "staging" area for files. It is similar to when you turn off caching in Internet Explorer. When you visit a Website, temporary Internet files are created. When you log off from the Internet the temporary Internet files will disappear. The same thing happens when you turn off caching in GroupDrive. When you download, upload, or open a file in GroupDrive, it will download a complete temporary file to your cache folder and use that file to work from. When you disconnect GroupDrive, that temporary file will disappear if caching is turned off. So GroupDrive isn't actually caching the file.

I received the Error: “Can't open cache file. Error (2) - The system cannot find the file specified”.

This will usually happen if the GroupDrive Cache Directory does not exist, or if you do not have adequate rights to store files in the cache directory. Check the main GroupDrive [Cache Folder Settings](#) and make sure that the folder does exist. Also try increasing the [cache size](#) in GroupDrive. It's possible that the cache is filling up before the file is able to be transferred to the remote server. Lastly if you have antivirus real-time scanning enabled try disabling it.

Can you give me a quick over view on the difference between the multi and single user setting?

Single-User mode uses the cache as much as possible and doesn't check to see if the cache files are up to date with the server. **Multi-User** mode attempts to determine if cache files are up to date with the server.

Why can't I see new files that are created by other users?

Try flushing the cache from the [Tray icon](#). To see updates from other users, you can select the **Multi-User** cache mode, or set [directory listings to expire](#) after a specified amount of time.

Why can't I find a file on the server that should be there?

Flush your directory cache. This can be done from the GroupDrive [Site Manager](#) or the [Monitor](#) application.

- Visit our [Knowledgebase](#) for GroupDrive articles and more answers frequently asked questions.

Automating Connections / Disconnections

Connect to a Drive

GroupDrive allows you to map a network drive to a site in the following ways:

- Launch the GroupDrive Site Manager and set a persistent connection. This will allow you to connect to the specified site at system start or login.
- Program Command Line Options. GroupDrive will accept a connection name as a parameter and perform the connection.



This can be useful when you wish to automate a connection using a batch file. The connection name must be in quotes. For example, **gcSiteManager.exe /s:"MySiteName"**. To disconnect, you can specify the drive letter and **/d**. For example, **gcSiteManager.exe X: /d** will disconnect drive **X:**.

To Disconnect a Drive

1. Use the **gcSiteManager.exe** command line option listed above.
2. Type the command **NET USE X: /D** where **X:** is the drive letter you wish to disconnect.

Scripting or Batch Files

GroupDrive can be used in a batch file to open a connection, copy files back and forth between the client and server, and then disconnect.

Windows NT/2000/XP/2003 Example

```
ECHO "Running FTP batch file!"
start /wait /D"C:\program files\GroupDrive" gcSiteManager /s:"Microsoft"
copy x:\dirmap.txtc:\
start /wait /D"C:\program files\GroupDrive" gcSiteManager X: /dECHO
```

Command Line Parameters

Each command line parameter is optional, and if one is omitted then the existing value will be used. If the site name specified in the command line parameter doesn't exist, then a new site will be created in the registry. In this case, you must specify enough parameters (username, password, and URL, to complete a valid connection. If a parameter value contains a space, you will need to enclose it in quotes, for example, `/s:"site name"`.

In our example below, we want to connect to the **South River Technologies** site. Our user name is **Fred** and our password is **Snowflake**. The URL is **www.SouthRiverTechnologies.com**.

- `/s:<"sitename">` - This is the site name that you want to connect to. If this site does not exist then a new one will be created.
Example - `/s:SouthRiverTechnologies`
- `/u:<username>` – The user name to use for connecting to the site. Example - `/u:Fred`
- `/p:<password>` – The password to use for connecting to the site.
Example - `/p:Snowflake`
- `/url:<URL>` – The URL to connect to. Example -
`/url:www.SouthRiverTechnologies.com`
- `/d:<driveletter>` – The drive letter to map to site. For example
`/d:X`
- `/nosaveuserinfo` – When specified, the username/password are not recorded in the registry.
- `/exp` - Launch an Explorer window after connecting to the server.

GroupDrive Properties

GroupDrive Context Menu

The program provides a Context Menu for connected drives. Many of these options are also available for files and folders.

To display the Context Menu from Explorer:

1. Select a drive that is mapped.
2. Right-click the mouse button.

Open - Opens the drive. You can also double-click to open the drive.

Explore - Allows you to explore the drive.

Search - Launches the search dialog window.

GroupDrive>

- **Clear cached files and folders** - Immediately clears the GroupDrive cache.
- **Go Offline/Go Online** - Allows you to work offline (no active connection to the server) or to go online. After you have worked offline, you must synchronize your files with the GroupDrive server. Use the [Site General dialog](#) to configure synchronization options. Files must be marked available for offline access.
- **Make Available Offline** - Marks selected files and folders as available for offline access.
- **Synchronize Now** - Immediately [synchronizes](#) the GroupDrive files.
- **Disconnect** - Disconnects from the GroupDrive server.
- **Manage Offline files and folders** - Remove offline file and folder status.
- **E-mail to** - Allows you to email a link to your files/folders to another user.

Disconnect - Disconnects from the server.

Copy - Copies the drive.

Create Shortcut - Creates a shortcut to the drive.

Rename - Allows you to rename the drive.

Properties - Displays the Properties dialog.

- The Context Menu will only appear for drives that are currently mapped.
- For more information about Offline File Access, see the GroupDrive [Offline File Access and Synchronization Features](#) white paper.

Drive Property Dialog

The **Drive Property** dialog can be used to manage a drive that is mapped to a server.

To Display the Drive Properties Dialog

1. Right click **Start**.
2. Select **Explore**.
3. Select the drive icon from Explorer.
4. Right-click on the drive and a context menu will be displayed.
5. Select **GroupDrive > Properties**.

Sharing, Linking and Permissions Overview

Use GroupDrive's **Sharing** and **Linking** features to share and collaborate on information. When you **Share** your files with other GroupDrive users, and have them **Link to** your files, you create a collaborative workspace where multiple users can have access to a single copy of a file at any given time.

There are three primary components to Sharing and Linking:

- Sharing
- Linking
- Permissions

Sharing

Before other users can access a file or folder object, you must enable **Sharing** for that object. Once you have enabled sharing, you can then set the **Permissions** for that shared object. The permissions that you set determine each user's level of access for the file or folder. If you do not enable sharing for the file or folder object, other users will not have access to that object.

Linking

In order for a user to gain access to a file or folder object that you have shared, the user must **Link to** that object. This process is similar to creating a Windows Shortcut to a file. By creating a **link** to another GroupDrive user's **share**, you can access that user's document from within your GroupDrive workspace.

Permissions

Setting proper permissions on shared files and folders is very important. In addition to enabling sharing on file or folder objects that you want to share with other users, you must determine what type of access those users should be given. In general, if you simply want to share a file with someone so they can view it, then you would not want to grant them **Write** or **Delete** permissions because this would potentially allow them to delete the file. However, for example, if you are sharing a file for the purpose of collaborating, then you might want to grant **Write** access to the file so that the other team members can join in the collaboration process. **Permissions** determine what a user or group of users can and cannot do with your files and folders.

GroupDrive **Access Control** is the process of granting users access (permissions) to file and folder objects. In GroupDrive Server, you set **Permissions** using an **Access Control Entry** to specify the user's level of access to your files. For example, you can set permissions on a file to let one user read the contents of a file, let another user make changes to the file, and prevent all other users from accessing the file.

Every folder object and every file object in the GroupDrive file system has an **Access Control List (ACL)** associated with it that defines which users or groups have access to these objects. An access control list is comprised of one or more **Access Control Entries (ACE)** that define the access permissions for a specific user or group.

Permissions can be Explicit or Inherited


- **Explicit** - Permissions that are attached directly to an object, either when the object is created, or by user action.
- **Inherited** - Permissions that are propagated to a child object from a parent object. By default, file and folder objects within a folder inherit the permissions from the parent folder when objects are created. You can allow users to use **Inherited** permissions by creating parent/child relationships. Inheritance makes it easy to assign and manage permissions because this feature automatically causes child objects to inherit all inheritable permissions from its parent object. For example, when you use **Inherit**, once you set the permissions for a folder, any new files created within that folder automatically inherit the permissions that are set for that folder. Using inherited permissions is not only easier to manage, it is also the most efficient method. **Note:** Inherited permissions cannot be edited. This prevents you from locking yourself out of your own folder.

Permissions can be set for an individual or a group of users

Permissions can be set for an individual user or a group of users. For better performance and ease of maintenance, use group permissions whenever possible. Public permissions determine what your world wide visitors can and cannot do with your files or folders, so use extreme care when setting these permissions. The **Public** Group includes all GroupDrive users as well as non-GroupDrive users. The **Everyone** Group includes all users on your GroupDrive Server.

List of Permissions

- **R = Read/Download Files:** When enabled, allows the user to view or download, run applications and open files for reading; however, they cannot modify files.
- **W = Write/Upload Files:** When enabled, the user can upload and write new files.
- **A = Append/Replace Files:** When enabled, the user can upload new files over existing files.
- **D = Delete Files:** When enabled, the user can delete files.
- **N = Rename Files:** When enabled, the user can rename the file.
- **M = Create Subdirectories:** When enabled, the user can create subdirectories or folders beneath the current directory.
- **R = Remove Subdirectories:** When enabled, the user can remove subdirectories or folders beneath the current directory.
- **L = Can View Directory Listings:** When enabled, the user can view the list of items in a folder. Without this permission, the files in the directory are hidden.
- **I = Apply rights to subdirectories:** When enabled, all rights are applied to the subdirectory.
- **G = View Permissions:** When enabled, the user can view the existing permissions on the folder.
- **S = Modify Permissions:** When enabled, the user can change the permissions to the folder.

- 
- A small square icon with a red border and a red 'X' inside, indicating a warning or important note.
- If you intend to share multiple files in the same folder, it is usually easier to share the entire folder so that the other collaborators can link to a single folder instead of each individual file.
 - Make sure that you have enabled sharing for your file or folder object and set permissions for users or groups.
 - It is a good practice to assign permissions to groups because it improves system performance when verifying the user's access to files.
 - Every file and folder object has an Access Control List (ACL) associated with it. The Access Control List is a list of Access Control Entries (ACE's) that define the permissions for each user or group on a file or folder object.
 - Inherited permissions cannot be edited. This prevents you from locking yourself out of your own folder.

Setting Permissions

Permissions determine what a user or group of users can and cannot do with your files or folders. Permissions can be set for an individual user or a group of users. For better performance and ease of maintenance, use group permissions whenever possible. **Public** permissions determine what your world wide visitors can and cannot do with your file and folder objects, so be very careful when setting these permissions. The **Public** Group includes all GroupDrive users as well as non-GroupDrive users. The **Everyone** Group includes all users on your GroupDrive server.

Note: We recommend that you read the [Sharing, Linking and Permissions Overview](#) before setting permissions on file or folder objects.

To Set the Permissions on a File or Folder Object

1. Right-click the file or folder object in GroupDrive.
2. Select **GroupDrive > Properties**.
3. Select the **Permissions** tab.
4. Click **Add**.
5. Click to select the user or group. (You can select more than one user or group using the **Ctrl** key.)
6. Click **Add**. The chosen name will populate the text box. You may also type in the user name or group name; user names and group names must be separated with a semicolon.
7. Click **Check Names** to verify that the list of names is valid.
8. Click **OK**. The usernames/groups will be displayed.
9. To set or change permissions, select the user or group from the list and make the appropriate permissions changes.

10. Select **Replace permissions on all child objects with entries shown here:**

- **R = Read/Download Files:** When enabled, allows the user to view or download, run applications and open files for reading; however, they cannot modify files.
- **W = Write/Upload Files:** When enabled, the user can upload and write new files.
- **A = Append/Replace Files:** When enabled, the user can upload new files over existing files.
- **D = Delete Files:** When enabled, the user can delete files.
- **N = Rename Files:** When enabled, the user can rename the file.
- **M = Create Subdirectories:** When enabled, the user can create subdirectories or folders beneath the current directory.
- **R = Remove Subdirectories:** When enabled, the user can remove subdirectories or folders beneath the current directory.
- **L = Can View Directory Listings:** When enabled, the user can view the list of items in a folder. Without this permission, the files in the directory are hidden.
- **I = Apply rights to subdirectories:** When enabled, all rights are applied to the subdirectory.
- **G = View Permissions:** When enabled, the user can view the existing permissions on the folder.
- **S = Modify Permissions:** When enabled, the user can change the permissions to the folder.

Add: Adds the selected user or groups of users.

Remove: Removes the permission entry.

Select All: Allows you to select all the displayed permissions.

Clear All: Allows you to clear all currently displayed permissions.

Apply: Applies the changes made to the permissions tab.

Cancel: Cancels any current changes and closes the tab.

OK: Accepts any current changes to permissions.

Sharing

Before other users can access a file or folder object, you must enable **Sharing** for that object. Once you have enabled sharing, you can then set the **Permissions** for that shared object. The permissions that you set determine each user's level of access for the file or folder. If you do not enable sharing for the file or folder object, other users will not have access to that object.

To Share a File or Folder Object

1. In your GroupDrive user directory, right-click the file or folder to display the Context menu.
2. Select **GroupDrive > Properties**.
3. Select the **Sharing** tab.
4. Click **Share this object** to permit the file or folder to be shared with other users. (If you do not want share the file or folder object with other users, select **Do not share this object**.)
5. Describe the file or folder object to be shared in the **Comment** text box.
6. Click **OK** to apply the changes or **Cancel** to discard any changes and close the tab.

Once you have shared a file or folder, you must also grant users [permissions](#) to access this shared file/folder.

Link Info

The **Link Info** Properties tab displays information about the linked file or folder. You can also use the **Link Info** Properties tab to remove the link to a shared object.

To Access the Link Info Dialog

1. Select the linked file or folder object.
2. Right-click on the object.
3. Select **Properties** from the menu.
4. Select the **Link Info** tab.

Description: Displays the link description.

Linked To: Displays the actual file or folder object that the link is pointing to.

Remove Link: Removes the link to the file/folder object from your GroupDrive user directory.

Link To

The **Link To** Properties tab is used to create a link to a file or folder object that has been shared with you by another user. Once a file or folder object has been shared with you, you can then create a link to the shared object, and that object will appear in your GroupDrive user directory. The **Link To** tab also displays information about the linked file or folder.

Note: We recommend that you read the [Sharing, Linking, and Permissions Overview](#) topic.

To display the Link To Properties tab

1. Select the drive icon from Explorer.
2. Right-click on the drive and a context menu will be displayed.
3. Select **Properties** from the menu and the Drive Properties dialog will be displayed.
4. Select the **Link To** tab.
5. Click to select the file/folder that you wish to link to and the Link name text box will automatically be populated with the path of the file/folder. Alternatively, you may type the path in the **Link name** text box.
6. Click **Add**.
7. Click **OK**.

Path: Displays where the actual file/folder resides.

Description: Displays the link description.

E-mail To

GroupDrive provides the ability to e-mail QuickLinks to files. A GroupDrive **QuickLink** is a special URL that points to a file or folder. The recipient of the e-mail can simply click the **QuickLink**, included in the body of the e-mail, to access the file or folder. You can think of a **QuickLink** as a shortcut to a file or folder.

The recipient of your e-mail **QuickLink** is not required to have a GroupDrive account to access the file. QuickLinks can also be configured to expire after a certain date/time or after a specified number of accesses. By default, the **QuickLink** is configured with **Read** permissions and is set to **never expire**. Many file servers have file size limits that can restrict the size of files/folders being e-mailed between users.

To E-Mail a QuickLink

1. Right-click the **file** or **folder** object.
2. Select **GroupDrive > E-mail To**.
3. Configure the QuickLink properties:
 - **Description** - Type a description for this QuickLink.
 - **Expires** - Use the drop-down arrow to configure an expiration date for this QuickLink.
 - **Permissions** - By default, QuickLinks are set to Read-only. Click Edit to edit the permissions.
 - **Password** - Configure a password for this QuickLink (optional).
4. Click **Send e-mail** to launch your default e-mail client and have the link pasted directly into the body of an e-mail message.
5. Type the **Address** of the QuickLink recipient. If your e-mail client provides contact lists or mailing lists, you can select the address from these lists.
6. Type the **Subject** of the e-mail.
7. **Send** the e-mail.

- The recipient of the QuickLink is not required to have a GroupDrive account to access the file.
- You must set [permissions](#) on the file/folder before the link is e-mailed so that the recipient can access the file or folder. QuickLink permissions **will not override** existing permissions on file and folder object. For example, if you have set read-only permissions on a file, and you attempt to set read/write permissions on a QuickLink for that file, the permissions will default to read-only.
- If you would prefer to use an e-mail client other than your default e-mail client or a Web-based e-mail such as Hotmail or Yahoo, you can click the **Clipboard** button to have the link copied to the Windows Clipboard. Once the links are copied to the Windows Clipboard, you can manually paste the links into your e-mail message.

Troubleshooting

SRT Knowledgebase

Visit our [Knowledgebase](#) to read helpdesk articles and answers to frequently asked questions.

Reporting Problems

To report a problem, visit the GroupDrive support site at <http://www.SouthRiverTechnologies.com/support/>.

Please furnish our Support Engineers with the following information:

1. The Windows platform you are running.
2. The version of GroupDrive that you are using (this information can be found on the GroupDrive Site Manager **Help menu>About**).
3. The [URL](#) of the server you were using when the problem occurred.
4. A detailed description of the problem. Include file name and complete sub-directory name, if applicable.
5. Attach a copy of the log file to your e-mail.


For detailed instructions on producing a log file read the [Enable File Logging](#) topic.

Enabling File Logging

When you report a problem to Support, we request that you attach a copy of your File Log to help us resolve your issue as quickly as possible. The procedure below will assist you in this process.

Enabling File Logging

1. Select **File > Program Settings**.
2. Select the **Logging** tab.
3. Click to **Enable File Logging**.
4. Reconnect to the server.
5. Re-create your problem.
6. From the Logging tab, click **View**.
7. Copy the log and paste it on the form at the Support Site.

 File Logging uses considerable space on your drive. We recommend that you do not enable file logging unless you are reporting a problem.

Removing the GroupDrive Client

To remove the GroupDrive Desktop Client from your computer, you must be logged in with a user account that has administrator rights.

To Remove the GroupDrive Desktop Client

1. [Disconnect from the GroupDrive Server.](#)
2. Click **Start** on your desktop.
3. Select **Control Panel**.
4. Select **Add or Remove Programs**.
5. Select **GroupDrive**.
6. Select **Remove**. The uninstall wizard will be launched to remove the GroupDrive Desktop Client.

You must **restart Windows** after removing the GroupDrive Desktop Client from your computer.

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