



JOUDDRIVE

Windows Client User Guide





JOUD Drive Windows Client User Guide

Introduction

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

Desktop Clients

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

Windows Client Agent

System Requirement

- OS - Windows XP, Vista, 10/8.1/8/7
 - o Normally on windows server type machine such as 2016/2012/2008/2003, use server agent instead of client agent. However, the client agent can run as desktop application on Windows Server OS as well.
- Hard Drive - 100MB
 - o 50MB for the installed program
 - o at least 50MB for the operation of cache folder
- CPU - No specific requirement (Intel/AMD x86/x64)
- Internet Connection

Note

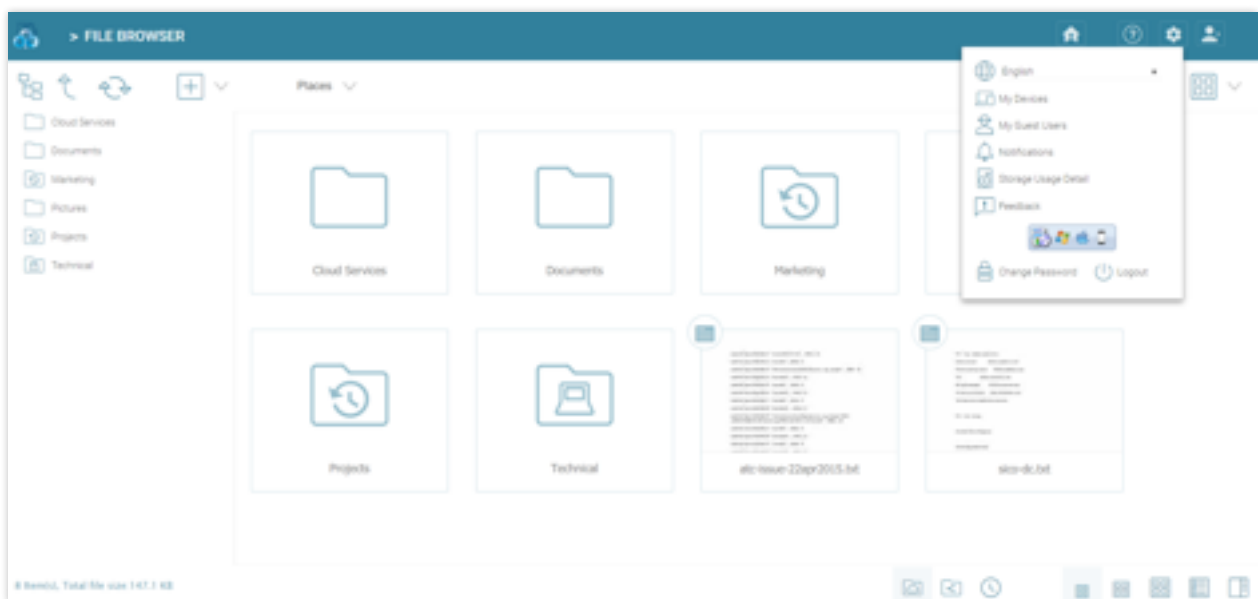
This guide is written against Windows Client version 9.2.2439.40565

2 Installation

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

Note

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



DOWNLOAD YOUR CLIENT

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



CLIENT DOWNLOAD PAGE

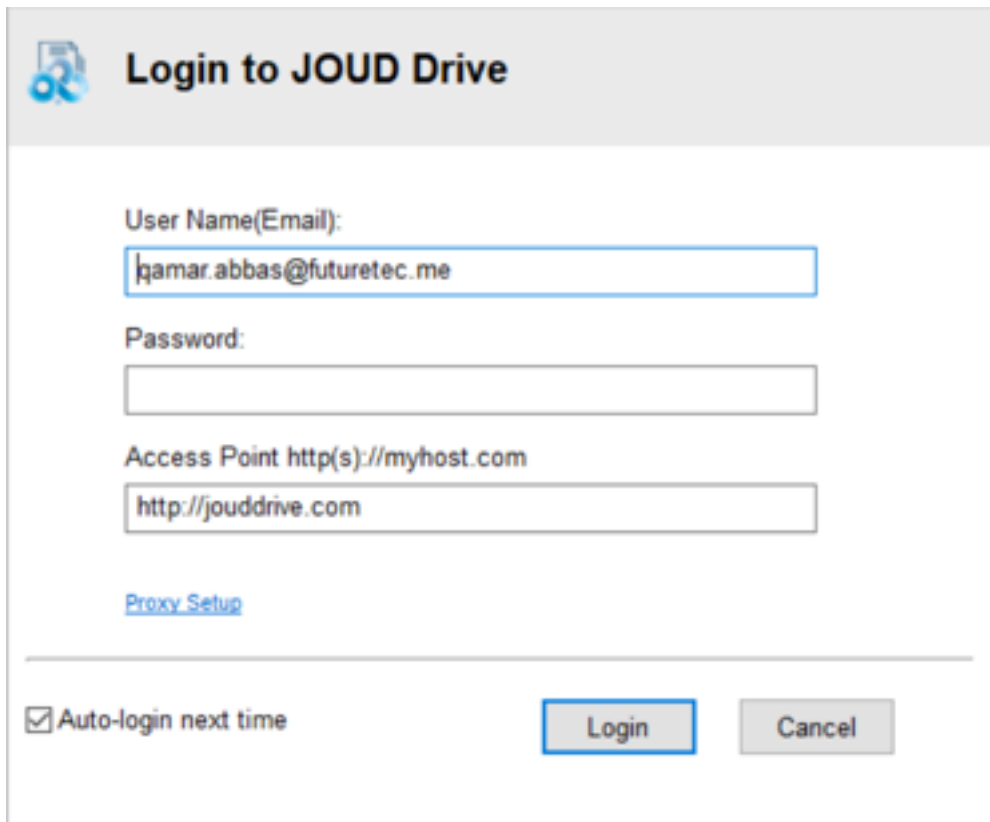
Ensure that you choose the appropriate download for your operating system (eg, Windows -64bit, Windows -32bit). Double click the MSI package to start the installation. In the Setup Windows Client screen, you can customize the installation if necessary.



CLOUD WINDOWS CLIENT INSTALLER

Log In to JOUD Drive

At the end of the installation, you will be prompted to enter your JOUD Drive user account credentials (2). These credentials will authorize your Cloud Windows Client and connect it to your JOUD Drive user account. Access to your Cloud Windows Client is also available under the Windows Start Menu (1). If the “Auto-login next time” option is selected (default), the Cloud Windows Client will be launched at Windows Startup.



LOGGING INTO JOUD DRIVE CLIENT

Accessing Your Files and Folders

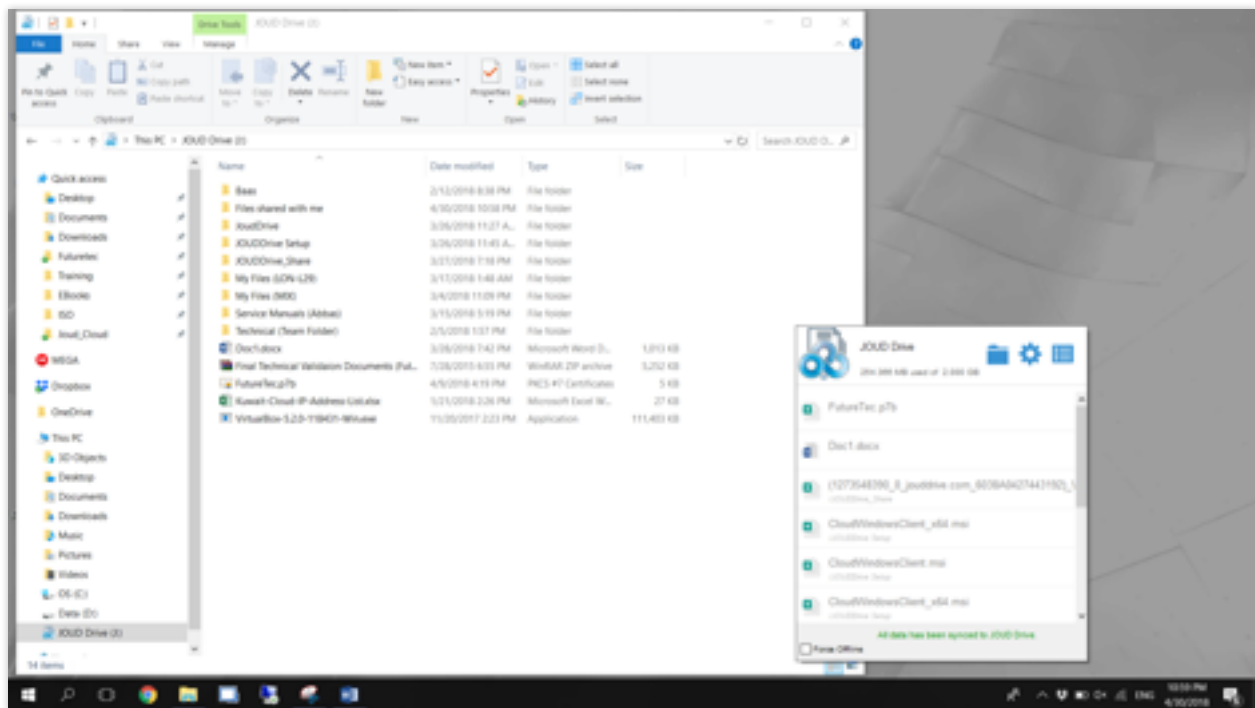
There are two main ways to use JOUD Drive files and folders.

- **First there is a JOUD Drive Cloud Drive.**
With the JOUD Drive Cloud Drive, you have direct on-demand access to your cloud storage.
- **Second there are synchronization folders.**
Outside of the Cloud Drive, if you don't want to change where your existing folders are, you can then attach local folders as an access mechanism. The attached folder will be synchronized with Cloud in a bi-directional way.

Cloud Drive Access

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

If you click the system tray icon (1), will get to the tray menu. From there you can open your Cloud Drive (3) by clicking the folder icon (2a) or the menu icon (2c) then “Open JOUD Drive (M:)” (4). In the Cloud Drive you have access to all of the shared files and folders (5) from your JOUD Drive User Account.



ACCESSING THE CLOUD DRIVE

Management Console

You can access the management console and perform a quick check of your system status by clicking the Management Console gear icon (2b). You can also access this console by clicking the menu icon (2c) and choosing “Management Console” (4).

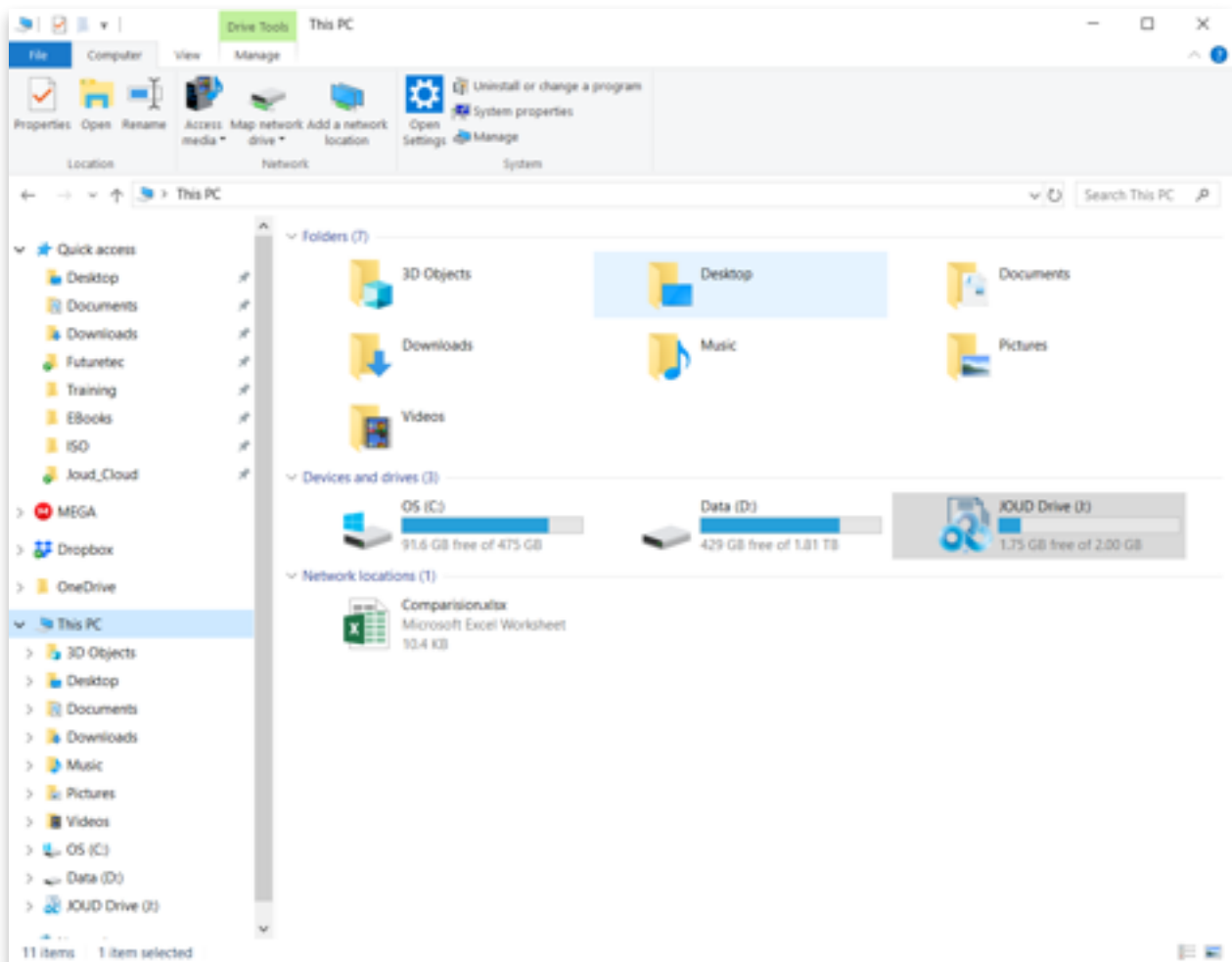
In this menu (4) you can also “Force Sync All Offline Folders” **which makes your folders available offline**, Sign-Out of your Windows Client, Access the Web Portal and Enable Debug Trace if you are troubleshooting your Client installation **which allows the DebugView tool to collect traces**.

3 Connecting To The Cloud

Transferring Files

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

You can access your cloud drive directly with a drive letter. JOUD Drive Default assign letter is:



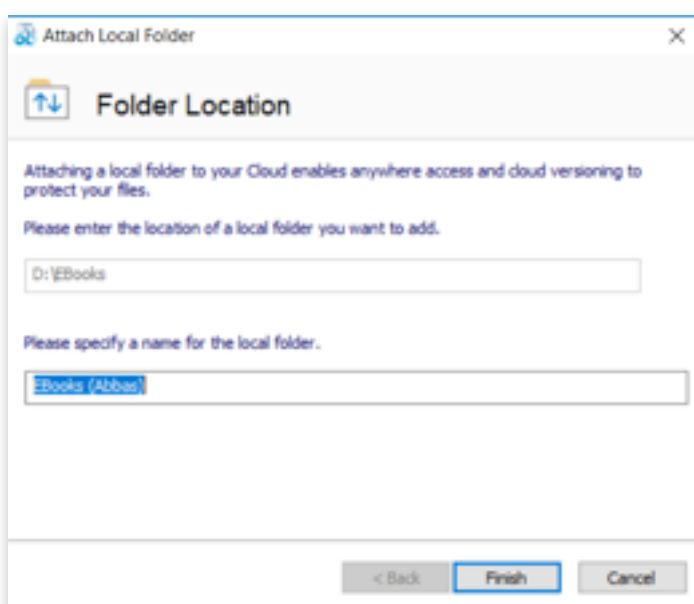
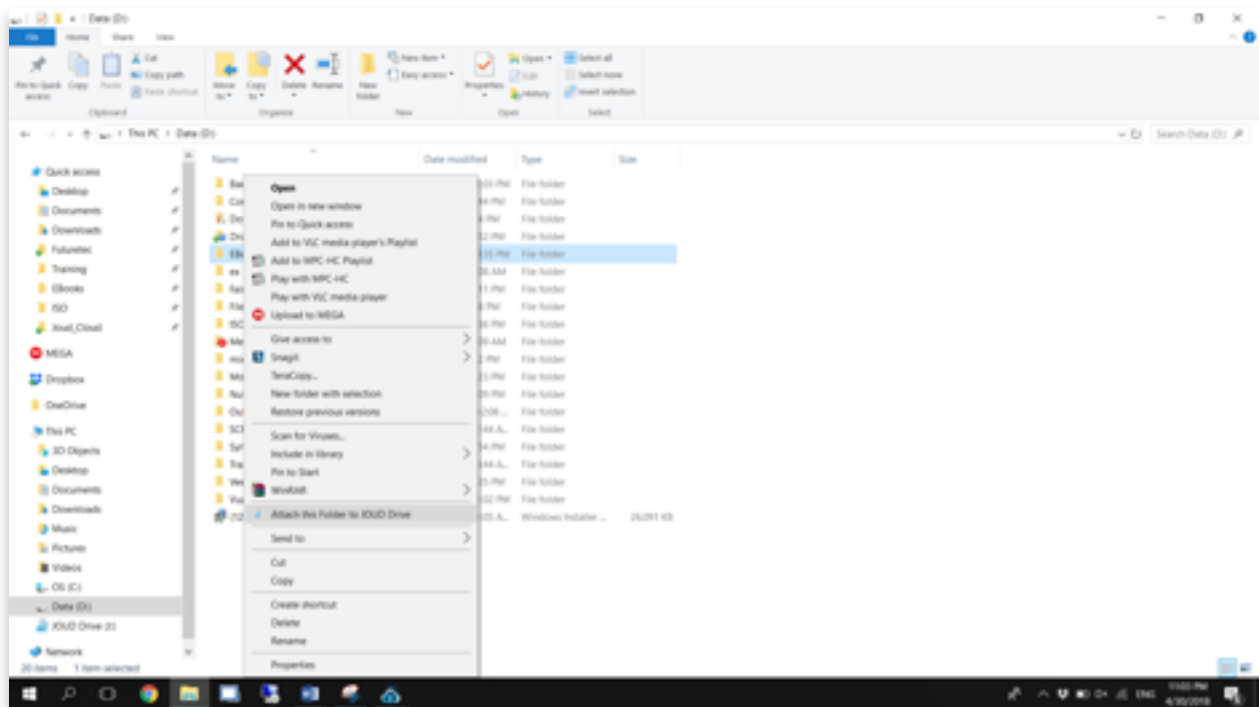
THE CLOUD DRIVE

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

Attaching Local Folders

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

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



ATTACH A FOLDER TO JOUD DRIV

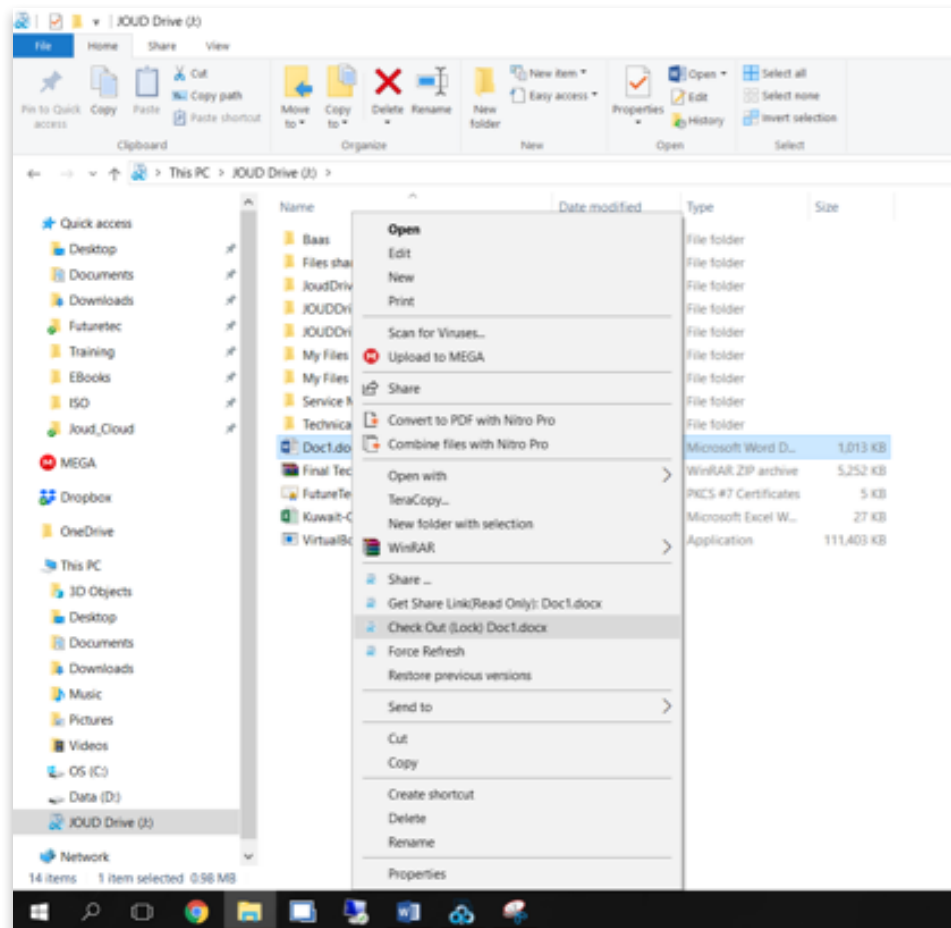
Benefits of Attached folders:

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

4 Folder and File Features

When you Right click on a folder or a file (1) you can access the context menu (2), which allows you to Share, Get share link, enable offline Access, Open in web browser, and Force Refresh.

Context Menu for File



CLOUD DRIVE FILE CONTEXT MENU

Share ...

This option is to share files and folders

Get Share Link (Read Only)

This option is to get a read-only Share Link

Manage Revisions

This option is to open the version manager for the file. The version manager will open in a web browser.

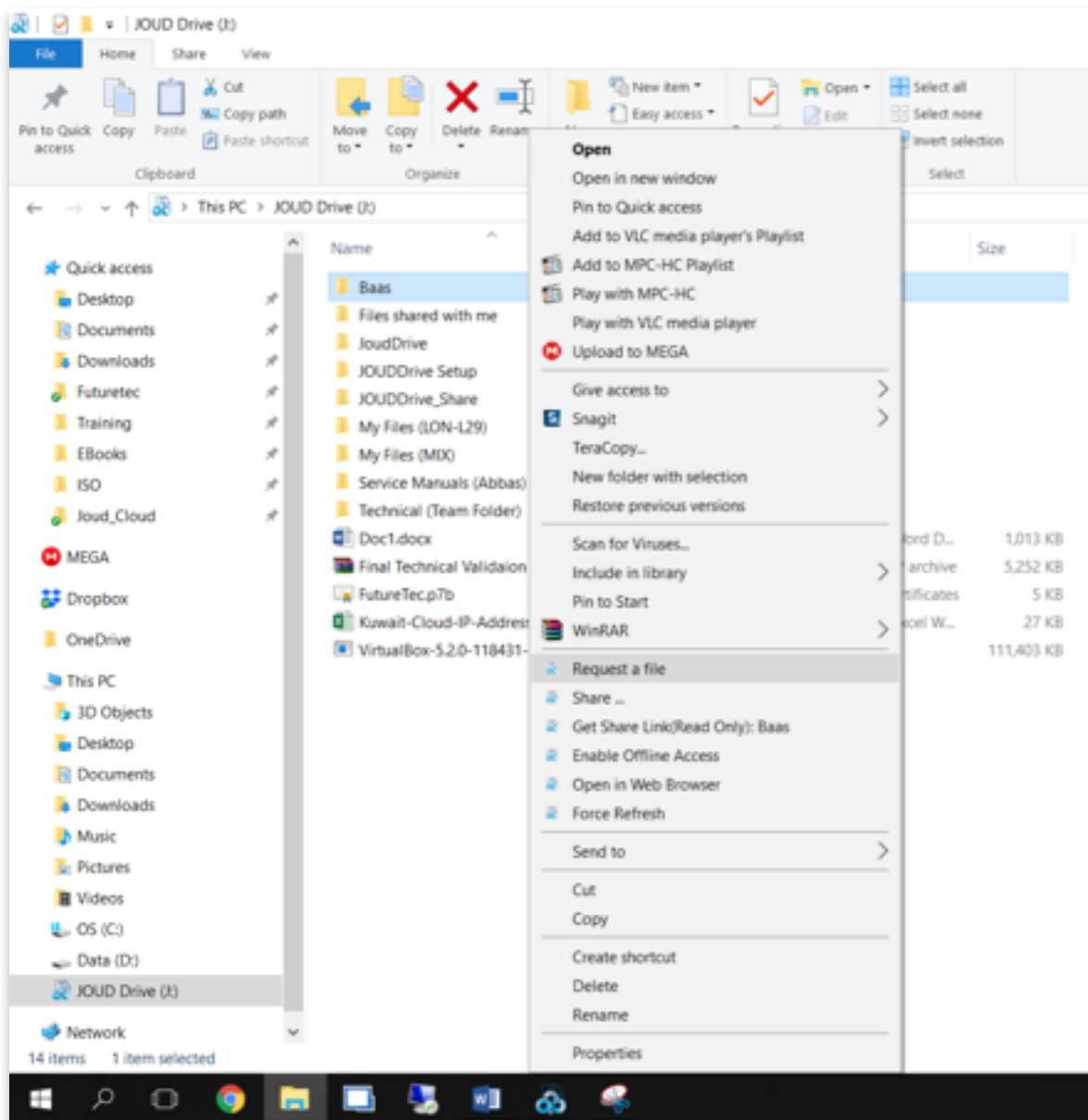
Check Out (Lock)

This option is to manually check out file. All changes to the file will remain local until it is Checked In.

Force Refresh

This option is to force refresh the folder.

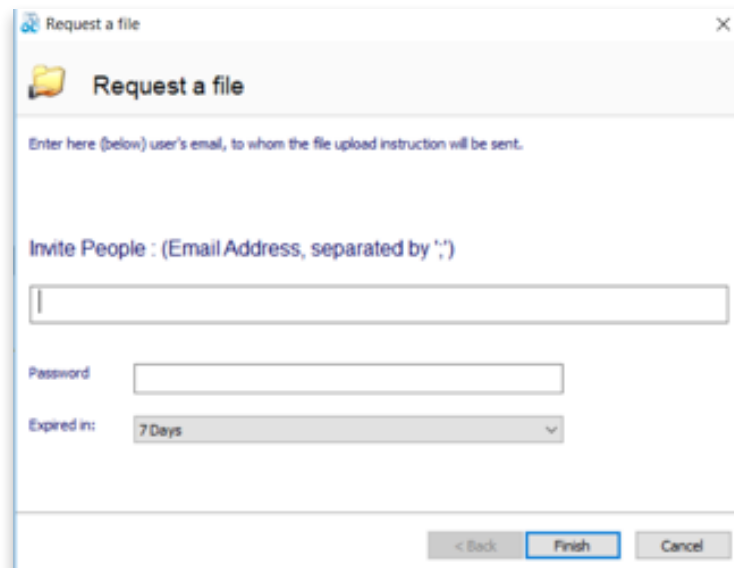
Context Menu for Folder



CLOUD DRIVE FOLDER CONTEXT MENU

Request a file

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

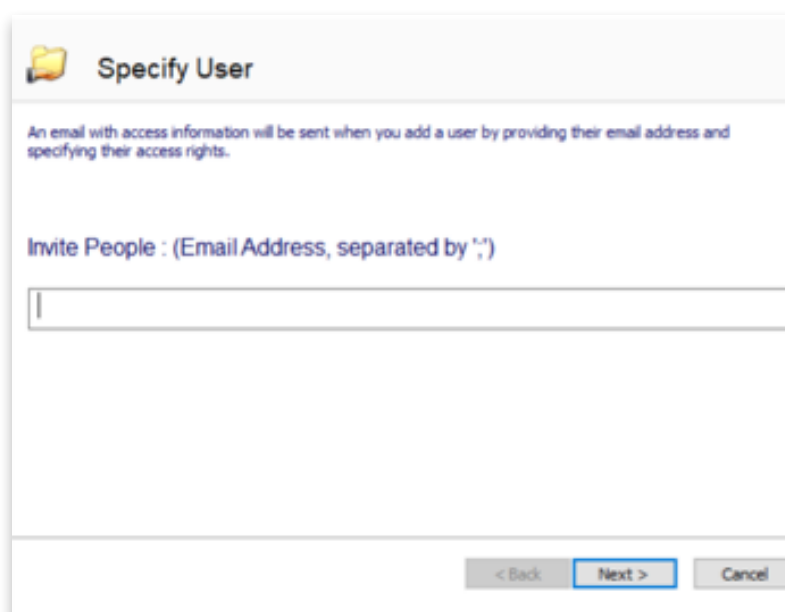


The 'Request a file' dialog box has a title bar with a folder icon and the text 'Request a file'. Below the title bar is a subtitle 'Request a file' with a folder icon. The main area contains the instruction 'Enter here (below) user's email, to whom the file upload instruction will be sent.' followed by a text input field labeled 'Invite People : (EmailAddress, separated by ";")'. Below this is a 'Password' label with a text input field, and an 'Expired in:' label with a dropdown menu showing '7 Days'. At the bottom are three buttons: '< Back', 'Finish', and 'Cancel'.

REQUEST A FILE

Share ...

This is to share out the folder with anyone by email. Multiple emails can be added at the same time by separating them with a “;”.



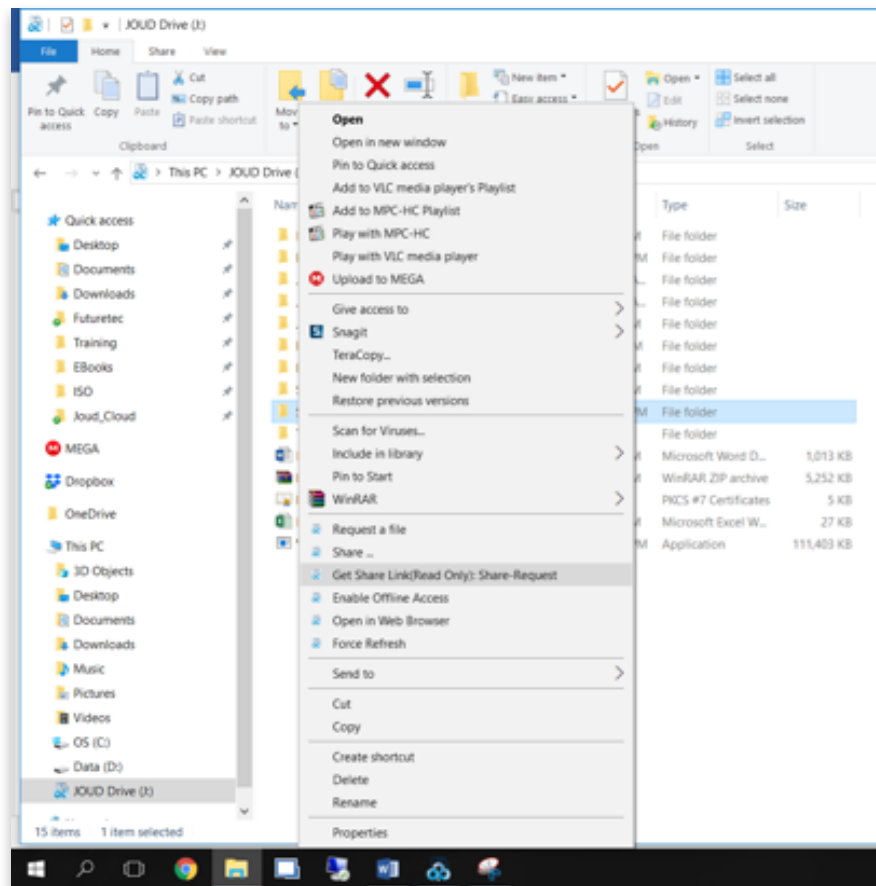
The 'Specify User' dialog box has a title bar with a folder icon and the text 'Specify User'. Below the title bar is a subtitle 'Specify User' with a folder icon. The main area contains the instruction 'An email with access information will be sent when you add a user by providing their email address and specifying their access rights.' followed by a text input field labeled 'Invite People : (EmailAddress, separated by ";")'. At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

SHARE THE FOLDER

Get Share Link (Read Only)

This is to get a read-only web link to the folder

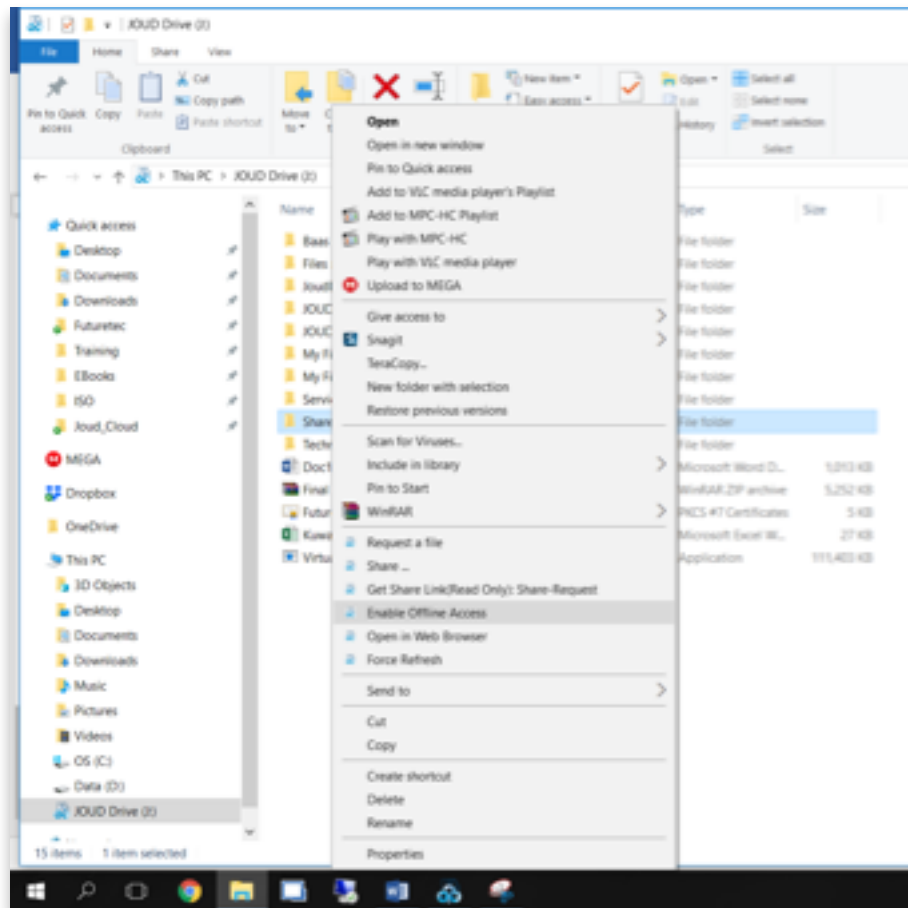
This option allows you to share a folder as a public (Read Only) link. Anyone with the link can access this folder. Click this option to copy the public link to your clipboard. Once you click Ok, you can paste that link anywhere (e.g., email, social media).



SHARE THE FOLDER WITH THE PUBLIC

Enable Offline Access

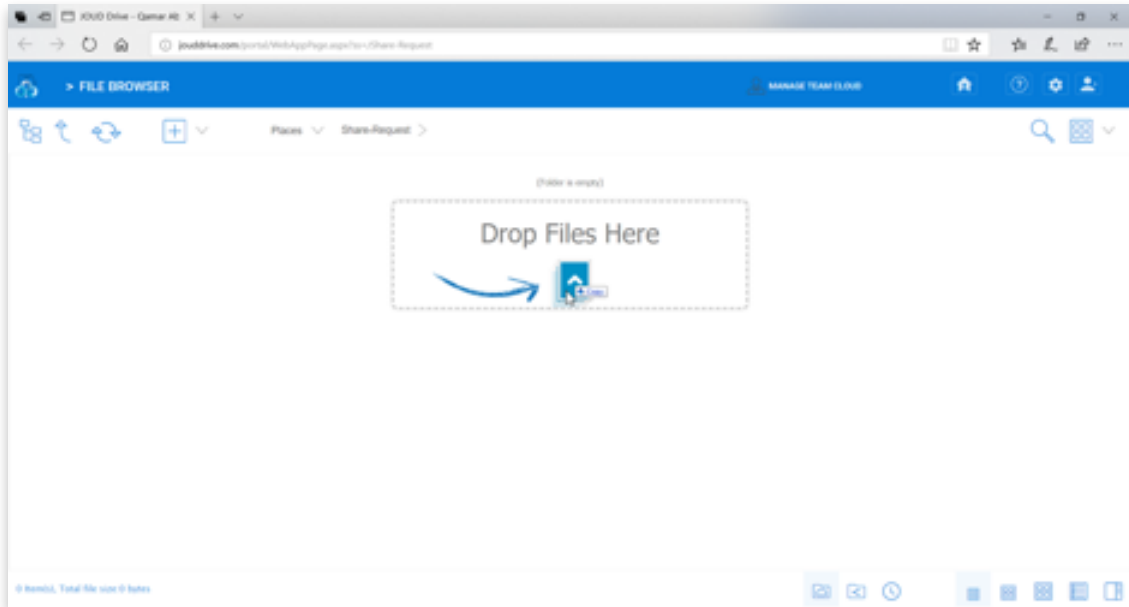
This is to enable offline access to the folder so the folder content can be pre-fetched.



PRE-FETCH FOLDER CONTENTS FROM THE CLOUD

Open in Web Browser

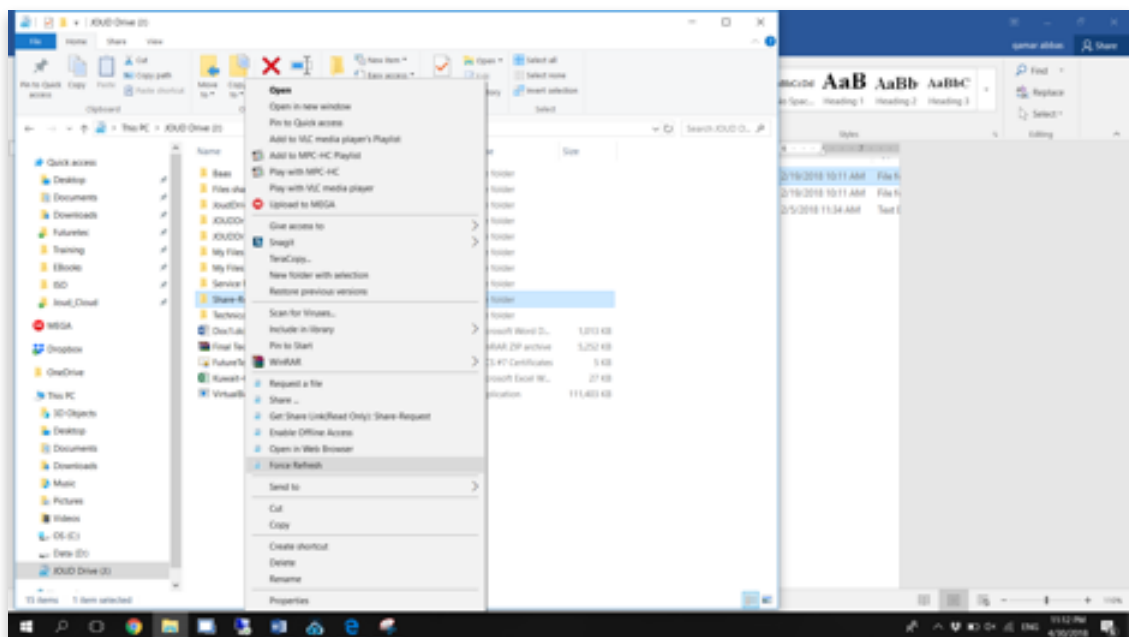
This is to open the folder in the Web Portal browser view.



OPEN THE FOLDER IN A WEB BROWSER

Force Refresh

This is to force refresh the folder, synchronizing it with the server.



CLICK TO FORCE REFRESH THE FOLDER



5 Locking Files

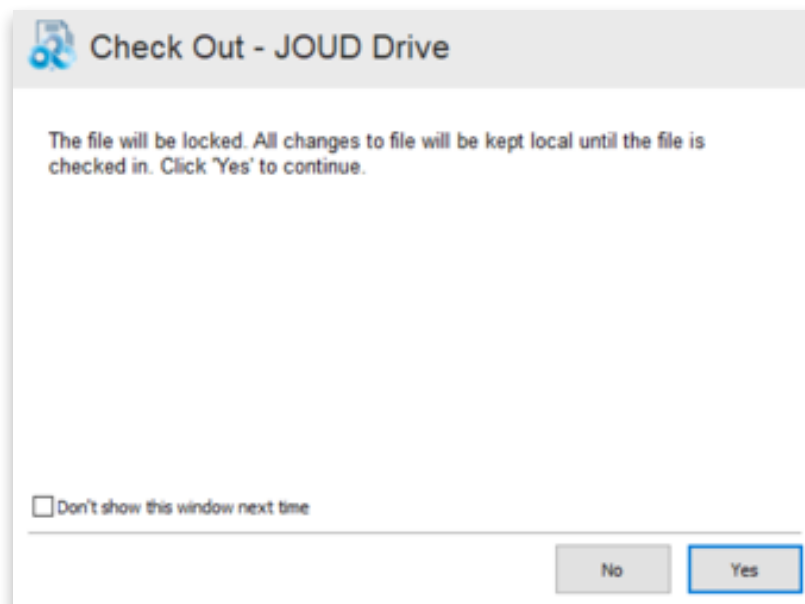
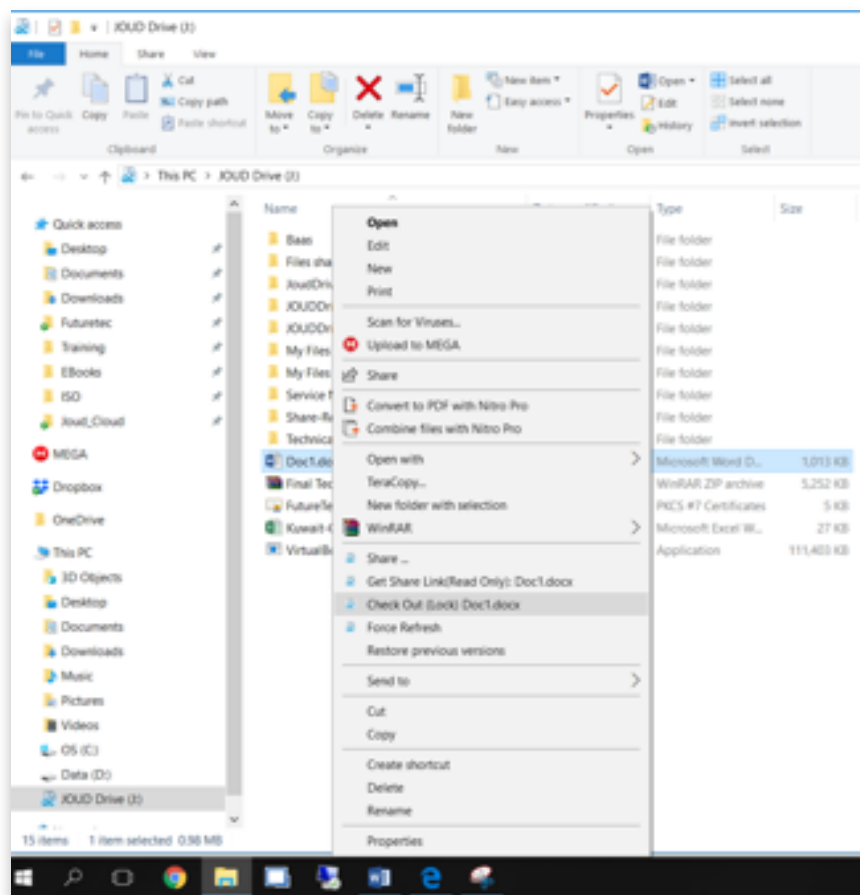
The JOUD Drive Cloud administrator has the option of enabling a setting that causes files to automatically become locked when they are in use - automatic distributed lock (see administration guide). This prevents more than one person from updating the file at the same time which can cause undesirable results. Files can be manually locked. Right-click on any file (1) in the JOUD Drive drive and then select "check out (Lock) This File" (2) to toggle between its locked and unlocked state. Then click Yes in the pop-up (3).

Note

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

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

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

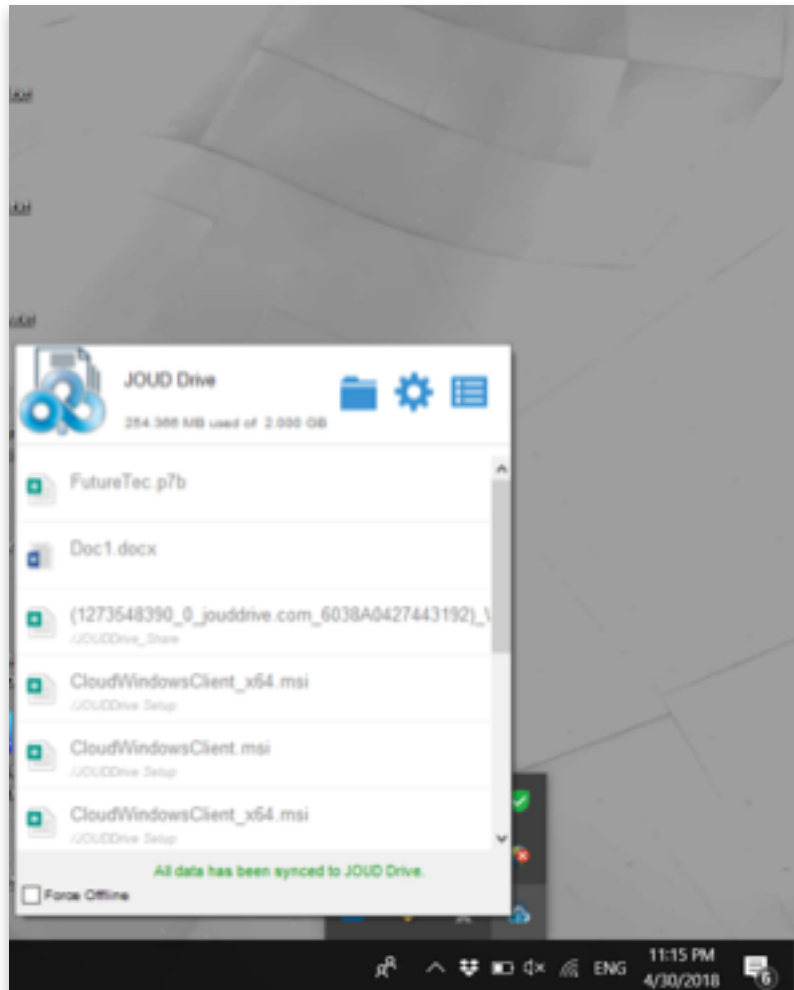


LOCKING A LOCAL FILE

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

Force Offline

Even when the Windows client agent is online, you can force it to be offline. The benefit is that you can keep modifying documents (drafts) locally until it is all done and then you can remove the 'force offline' flag and connect to the JOUD Drive cloud drive to upload the final result. To access this feature, click the cloud icon (1) and enable Force Offline (2).

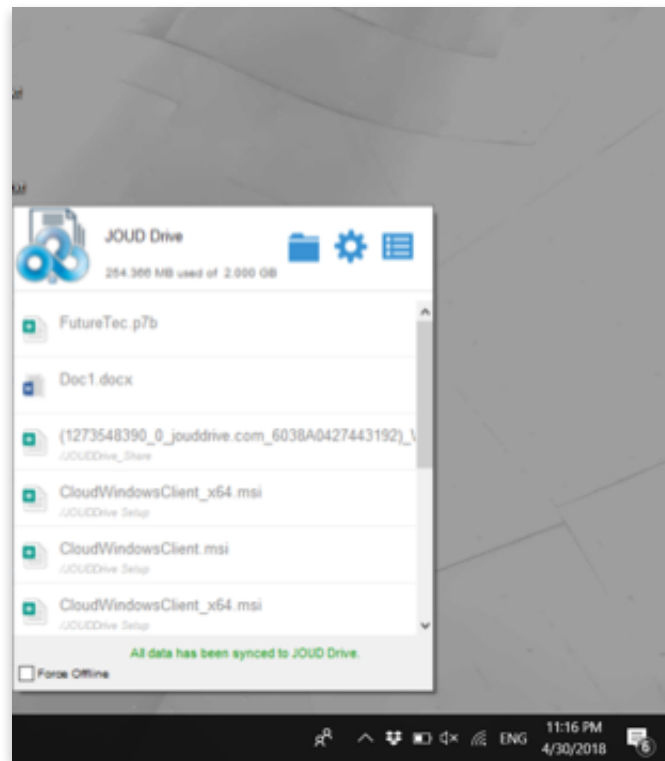


FORCE OFFLINE OPTION

6 Client Side Management Console

Client Side Management Console - Native

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

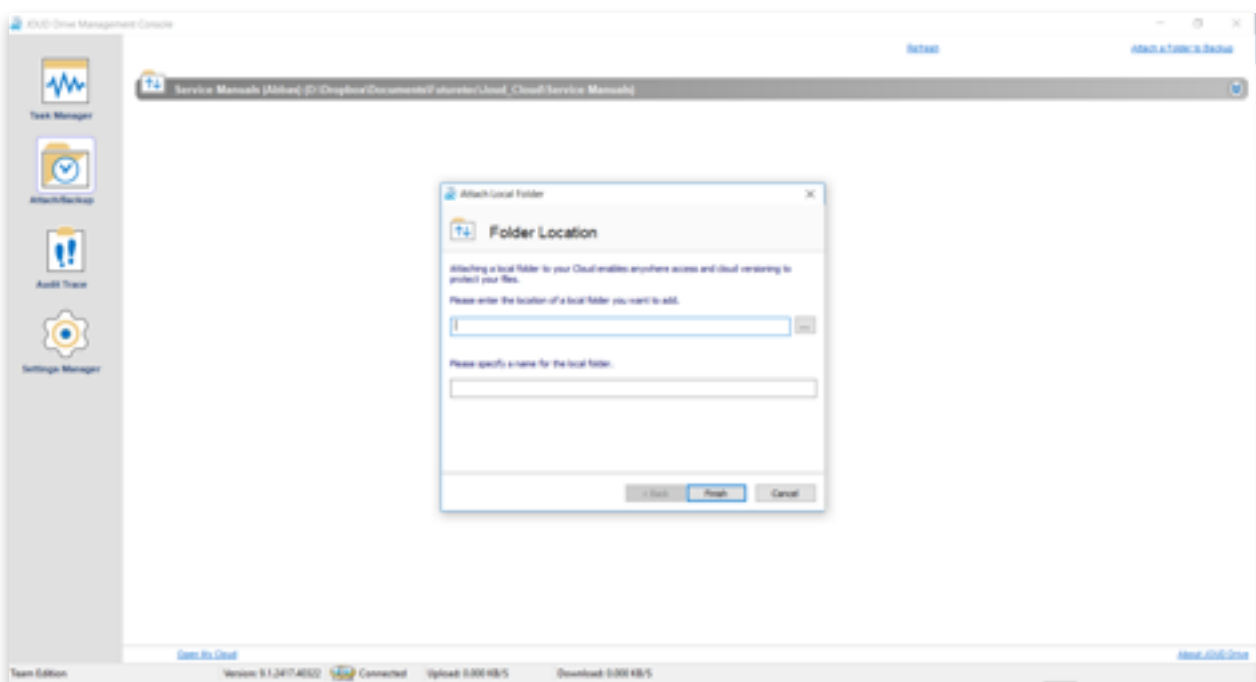


WINDOWS CLIENT POP-UP INTERFACE

The management console has five sections:

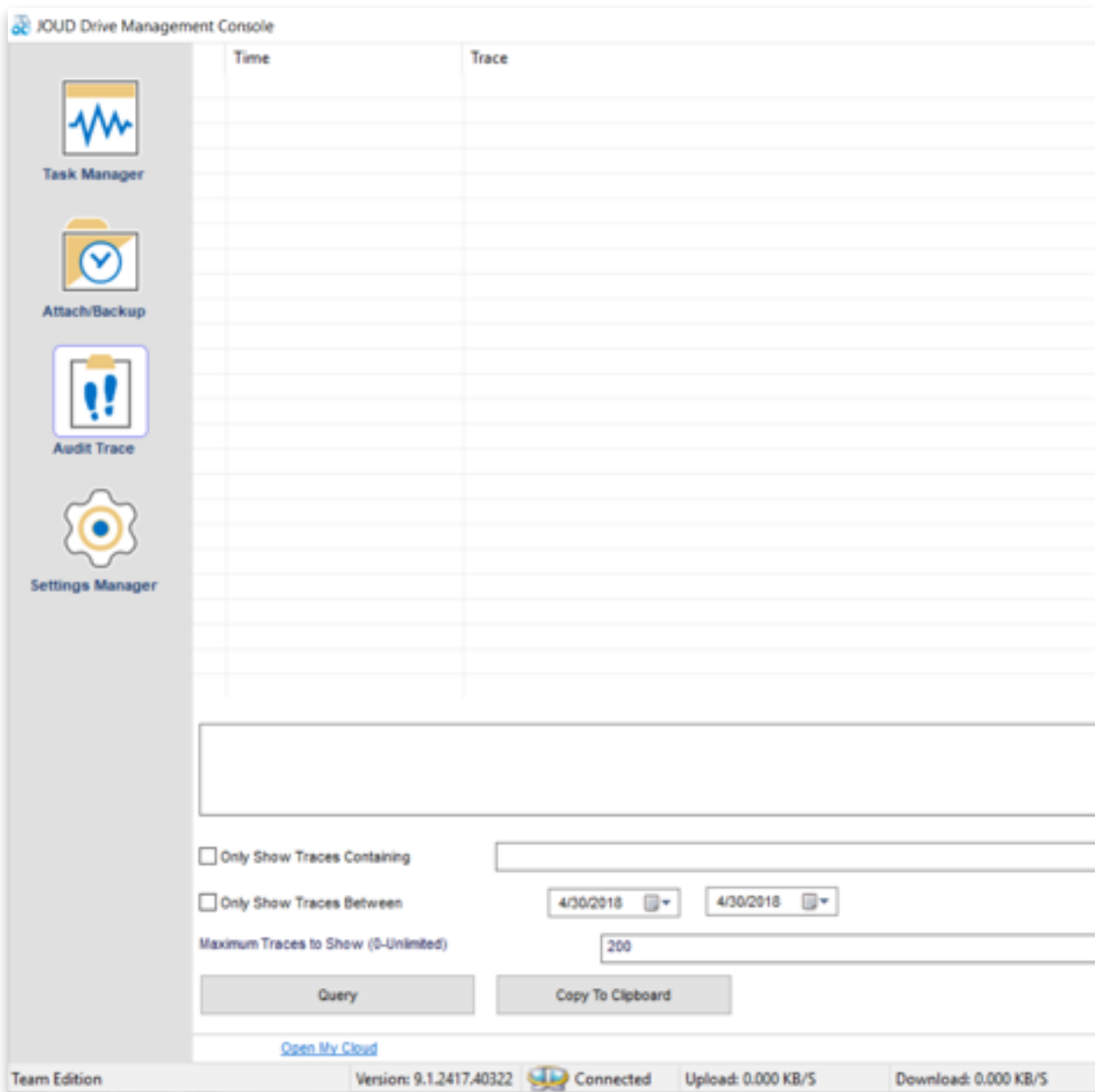
Section Name	Description
Task Manager (3)	You observe transferring tasks here, such as system updates, explorer previews, system synchronization in this section
Attach/Backup (4)	You will see the two-way synchronization folders in this section
Storage Manager (5)	You can attach local storage or cloud storage in this section
Audit Trace (6)	Audit Trace is generally used for troubleshooting purposes
Settings Manager (7)	Settings Manager stores the different client-side settings

Attach To Back Up

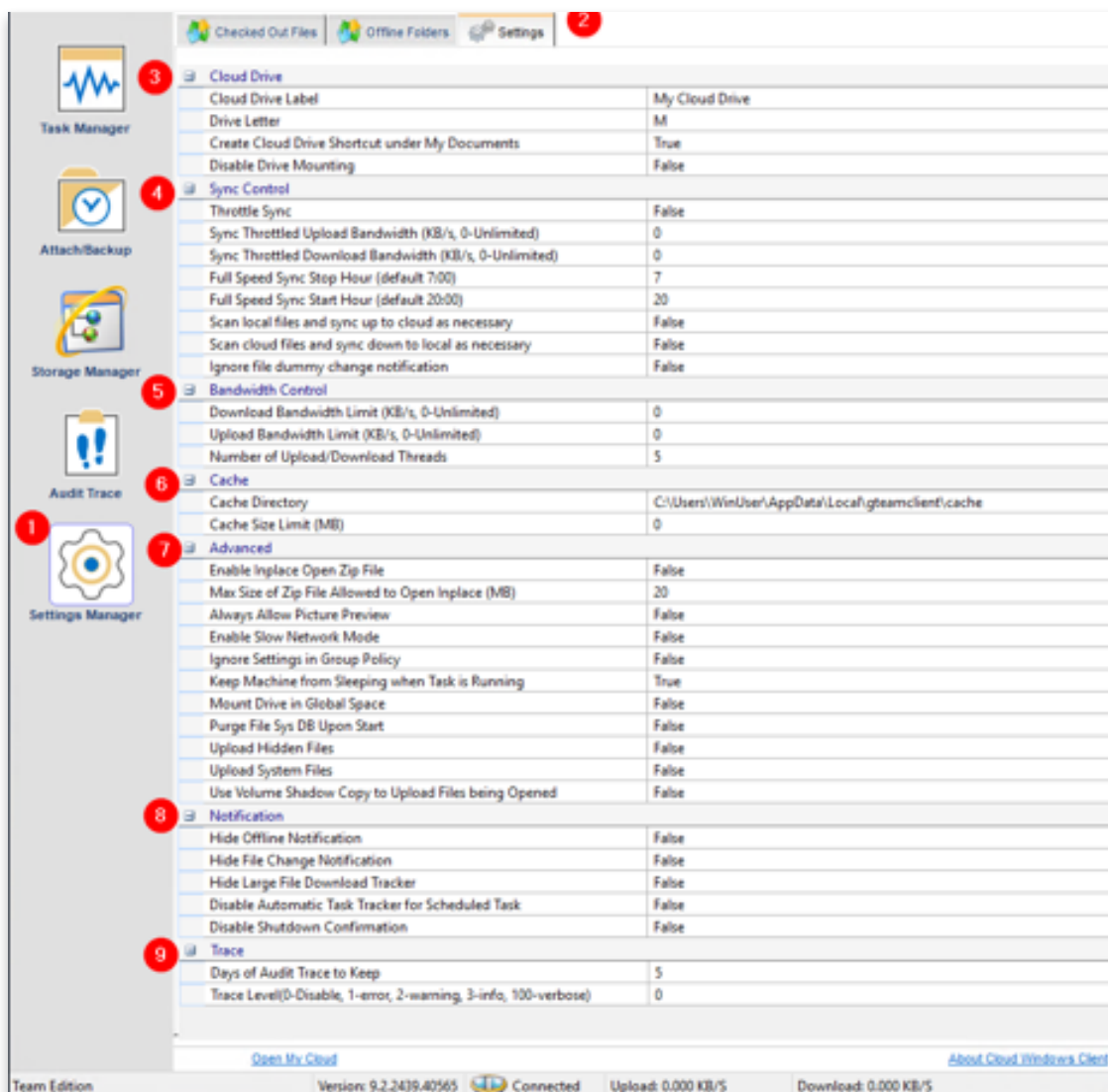


ATTACH A FOLDER TO BACKUP

Audit Trace



Settings Explained



SETTINGS TAB - SETTINGS MANAGER

There are many settings under the Settings Manager (1) in the desktop client. To access them click the Settings tab (2).

Cloud Drive (3)

Cloud Drive Label

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

Drive Letter

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

Create Cloud Drive Shortcut under My Documents

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

Disable Drive Mounting

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



Sync Control (4)

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

Throttle Sync

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

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

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

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

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

Full Speed Sync Stop Hour

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

Full Speed Sync Start Hour

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

Scan local files and sync up to cloud as necessary

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

Scan cloud files and sync down to local as necessary

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

Ignore file dummy change notification

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

Bandwidth Control (5)

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

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

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

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

Number of Upload/Download Threads

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



Cache (6)

Cache Directory

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

Cach Size Limit (MB)

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

Advanced (7)

Enable Inplace Open Zip Files

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

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

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

Always Allow Picture previews

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

Enable Slow Network Mode

False (default) - No further information.

Ignore Settings in Group Policy

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

Keep Machine from Sleeping when Task is running

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

Mount Drive in Global Space

False (default) - No further information.

Purge File Sys DB Upon Start

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

Upload Hidden Files

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

Upload System Files

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

Use Volume Shadow Copy to Upload Files being Opened

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



Notification (8)

Hide Offline Notification

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

Hide File Change Notification

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

Hide Large File Download Tracker

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

Disable Automatic Task Tracker for Scheduled Task

False (default) -

Disable Shutdown Confirmation

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

Trace (9)

Days of Audit Trace to Keep

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

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

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



Client Side Management Console - Web

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

Device Information

The default page is the Device Info page.

The screenshot shows the 'Client Management Console' interface. At the top, there's a header with the JOUD logo and 'Client Management Console'. Below the header, there's a breadcrumb 'ABBAS > DEVICE INFO' and a 'Connected' status indicator. The main content area is divided into two panels. The left panel, titled 'Device Info', contains a table with the following data:

Device Owner	qamar.abbas@futuretec.me
Allowed	[[icon]]
Monitor Device Connect Status	[[icon]]
Device Type	Windows Client
OS Type	Windows 10 64bit
Device Client Version	9.1.2417.40322
Last Login Time	23Minutes ago
Sync Status	Synced
Cache Size	66.73 MB
Last Report Time	Less than 1 minute ago

The right panel, titled 'Tasks', contains a table with the following data:

Task Name	Total Tasks	Pending Tasks	Failed Tasks
System Sync Down Task	0	0	0
Explorer Preview Task	0	0	0
System Sync Task	0	0	0

CLIENT MANAGEMENT CONSOLE

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

The screenshot shows the 'Client Management Console' interface with a menu open. The menu is located on the left side of the 'Device Info' panel and contains the following options:

- Device Info
- Attached Folders
- Offline Folders
- Locked Files
- Pending Check-ins
- Settings
- Task Manager
- Diagnostic

The 'Device Info' panel is still visible in the background, showing the same data as in the previous screenshot. The 'Tasks' panel is also visible on the right.

MANAGEMENT CONSOLE MENU

Attached Folders

Attached Folders are local folders that are maintaining a two-way synchronization relationship with cloud storage. To add a new attached folder, click the “+” icon (1) and double-click the C: drive (2) to navigate to a folder you wish to attach to the cloud. Once you have selected the folder, give it a name (3) then click Attach to finish.

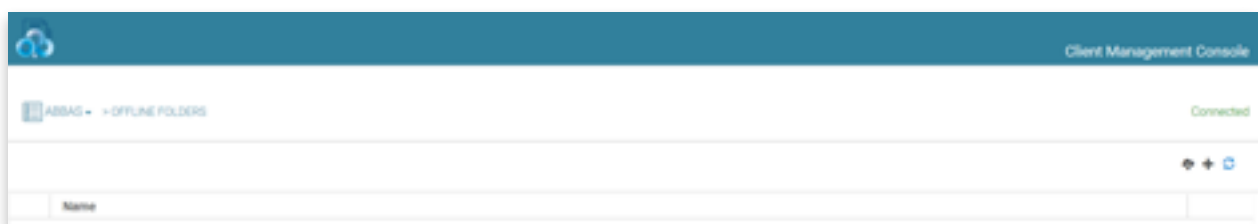


ATTACHING A FOLDER TO THE CLOUD

Offline Folders

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

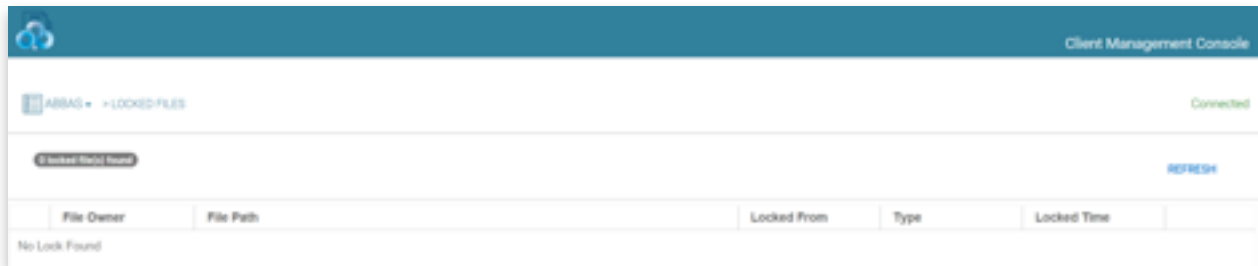
To add an offline folder, choose Offline Folders from the console menu and click the “+” icon. You will then choose a folder from the shared folders on the cloud, click Enable Offline Access (1), select Yes in the confirmation dialog (2), and the contents of that folder will be pre-fetched (3) for access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



ENABLE OFFLINE ACCESS

Locked Files

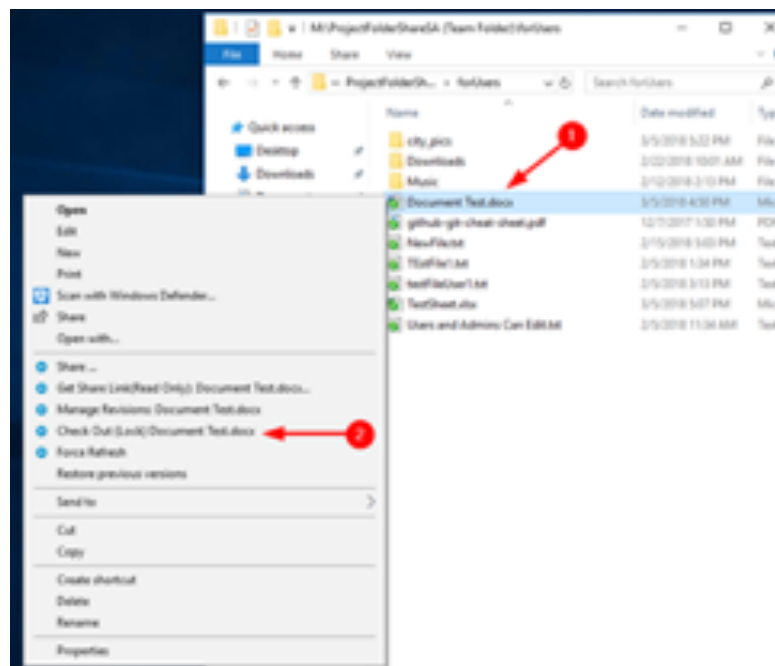
A file that is in use is locked. For instance, when a user is editing a Word Document, that file will remain locked while it is open in Word. These locked files will show in the Locked Files view. locked files from the local device. The locked files include automatically locked files and manually locked files.



LOCKED FILES VIEW

Pending Check-Ins

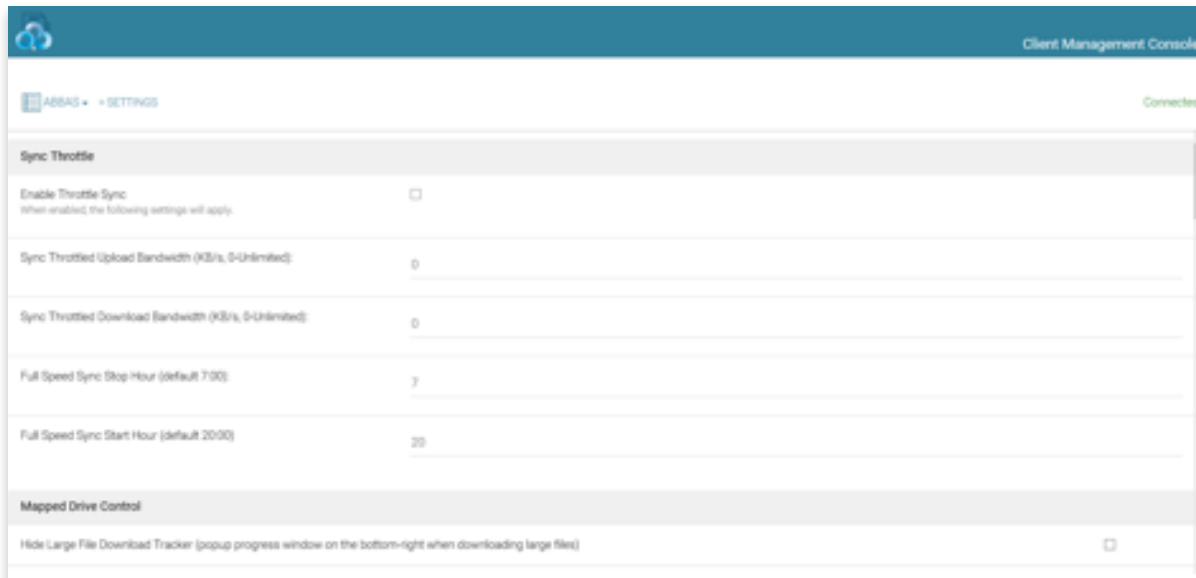
You can check out files for editing. This can be tested by right-clicking the file (1) in your Cloud Drive, choosing Check Out (2) from the context menu, choose yes in the pop-up, and then hit Refresh in the Pending Check-Ins view. Pending check-ins are files that are manually checked out and will need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



PENDING CHECK-INS

Settings

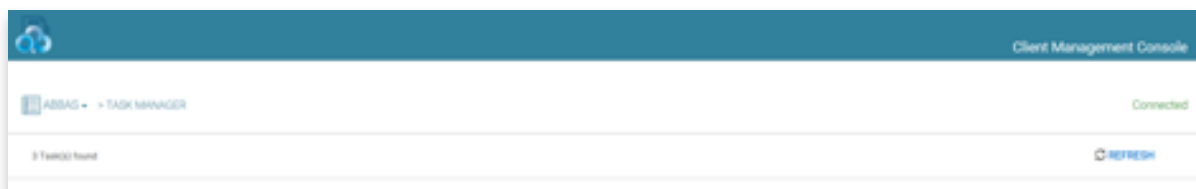
Settings are settings that can be applied to the current device.



CONSOLE SETTINGS

Task Manager

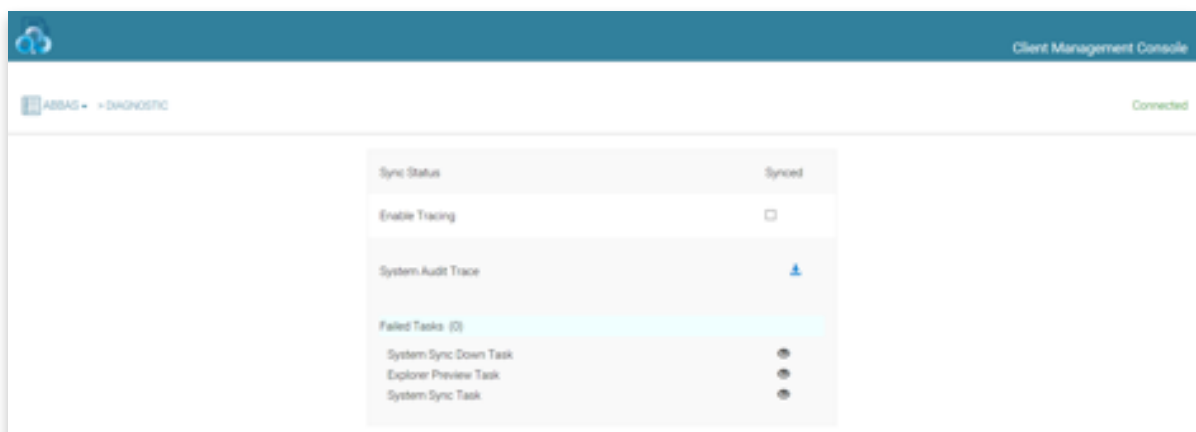
Task manager can show the current running tasks on the current local device.



TASK MANAGER

Diagnostic

Diagnostic can enable tracing and download audit trace for troubleshooting purpose.



DIAGNOSTIC VIEW