

DriveHQ User Guide

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Overview

DriveHQ offers a complete suite of cloud IT products and services for your business or personal needs.

Online storage

Store files on www.drivehq.com and access them from anywhere at any time. Files can be accessed via the website, our File Manager desktop client, FTP, or drive mapping. With our group account service, over 10,000 employees can be supported.

Online sharing and collaboration

Quickly share files to anybody who has an email address.

Online backup

Back up important documents to our secure data center with our Online Backup desktop software. Real-time and scheduled backups are supported, as well as folder encryption and file versioning.

FTP server hosting

FTP is seamlessly integrated with online storage so you can use any third party FTP client to access and upload data.

Email server hosting

Private domain email hosting based on SMTP/POP3/IMAP/Webmail is offered. All third party email clients are supported.

Email backup service

Email Manager is the first application that lets you back up individual Outlook emails and contacts. It's more efficient than backing up large PST files.

Signing up

Sign up for free at www.drivehq.com

Follow the instructions on the website. After signing up, **the account needs to be activated**. An automatic activation email with an activation link is sent to the registered email address.

Note: the same DriveHQ log-on information is used for all DriveHQ services and products.

If you don't receive the activation email within 20 minutes:

- Check if the email has been filtered into your junk or spam folder.
- Check if your email server has filtered DriveHQ email. Notify your system administrator or your ISP not to block DriveHQ emails.
- Try to log-on with the un-activated username and password. Resend the activation email to yourself.
- Email your username to support@drivehq.com and we will manually activate your account. If a new account is not activated within 2 days, it will be deleted, and you will have to sign up again.

Product Overview

DriveHQ offers several products that let you store, manage, edit, share, and publish your data. In addition, we offer powerful email tools and domain customization services.

Product Lineup

Website: for light usage the website offers plenty of features and the convenience of accessing your data from anywhere.

File Manager: File Manager has all the features of the web browser and more. Use advanced features like folder synchronization, folder encryption, and file caching. Plus transfers are lightning fast with our automatic file compression feature.

Online Backup: backup software that lets you schedule file, email, and database backups. Real-time backup tasks can also be created.

Email Manager: Email Manager lets you back up individual Outlook emails and contacts! This is far more efficient than backing up large email database files which are typically very large. (Email Manager is sold separately)

Other supported applications:

Third party FTP: access your online storage using Windows Explorer or any third party FTP client.

Map drive: map your online storage account to your local computer as a drive.

Navigating the Website

Overview

When you log in at www.drivehq.com, you can manage your files, upload new ones, share them, and more.

The website features:

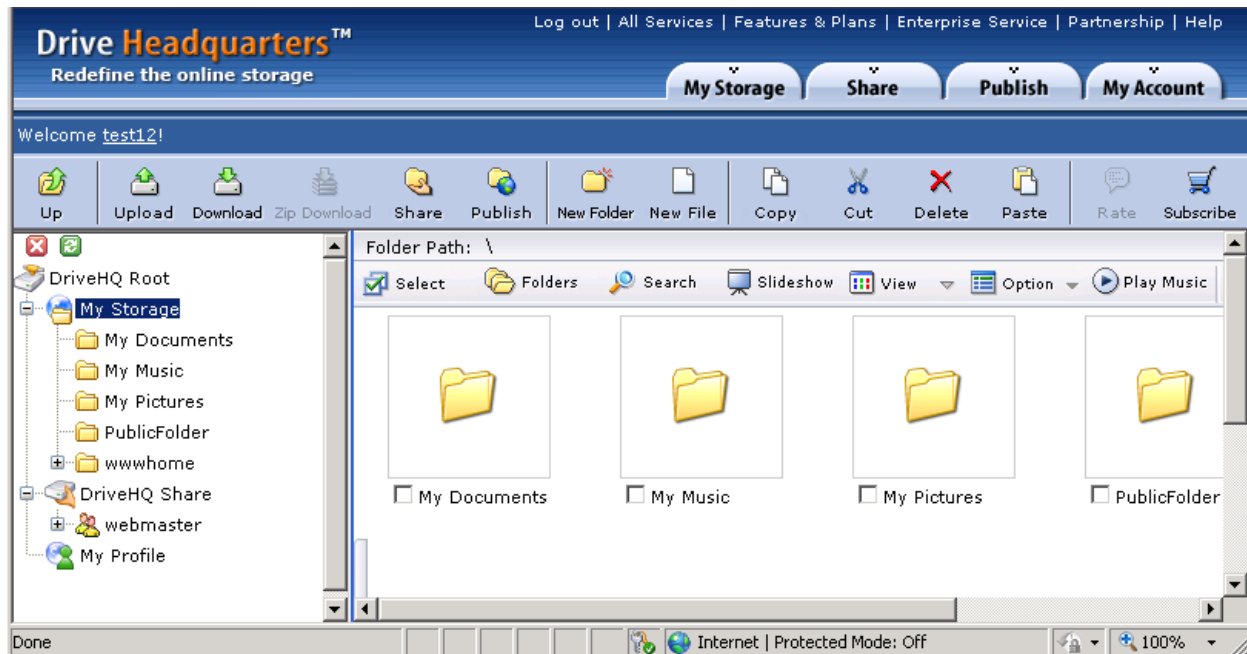
- **Online storage**
 - Download and upload files
 - Batch upload files
 - Zip download files
 - Drag-and-drop feature
 - file versioning
 - ability to direct edit .doc files by launching local Office application (Internet Explorer only)
- **File Sharing**
- **File publishing**
 - Publish a file or folder and create static URLs that link directly to them
- **Static Website Hosting**
 - Upload static website files to your online storage account. Your website can be accessed at: <http://USERNAME.drivehq.com/>
- **Webmail**

Every DriveHQ account comes with an email account in this format: username@drivehq.com

 - Host a private domain email address on DriveHQ. Emails can be accessed through webmail, or other third party applications.
 - Manage online address books and even share them.
- **Group Account Service**
 - Upgrade to group account service for free
 - Create and edit sub-users:
 - Group Administrator
 - Sub-group administrator
 - Group member
 - Guest
 - Allocate storage to sub-users
 - Create and share a folder to different users or groups with different levels of access rights.

Your *My Storage* Folder

When you log on to www.drivehq.com, you will be taken to *My Storage*



There are a set of default virtual folders in your account:

DriveHQ Root: This contains everything in your DriveHQ account. Within it are two virtual folders: *My Storage* and *DriveHQ Share*.

My Storage: This is where all your own files are contained. You can upload, download, and manage your files here.

DriveHQ Share: This folder contains files that have been shared to you by other users. Your access right to each folder will depend on the permission set by the sharer. A folder can be shared to you with the following access rights:

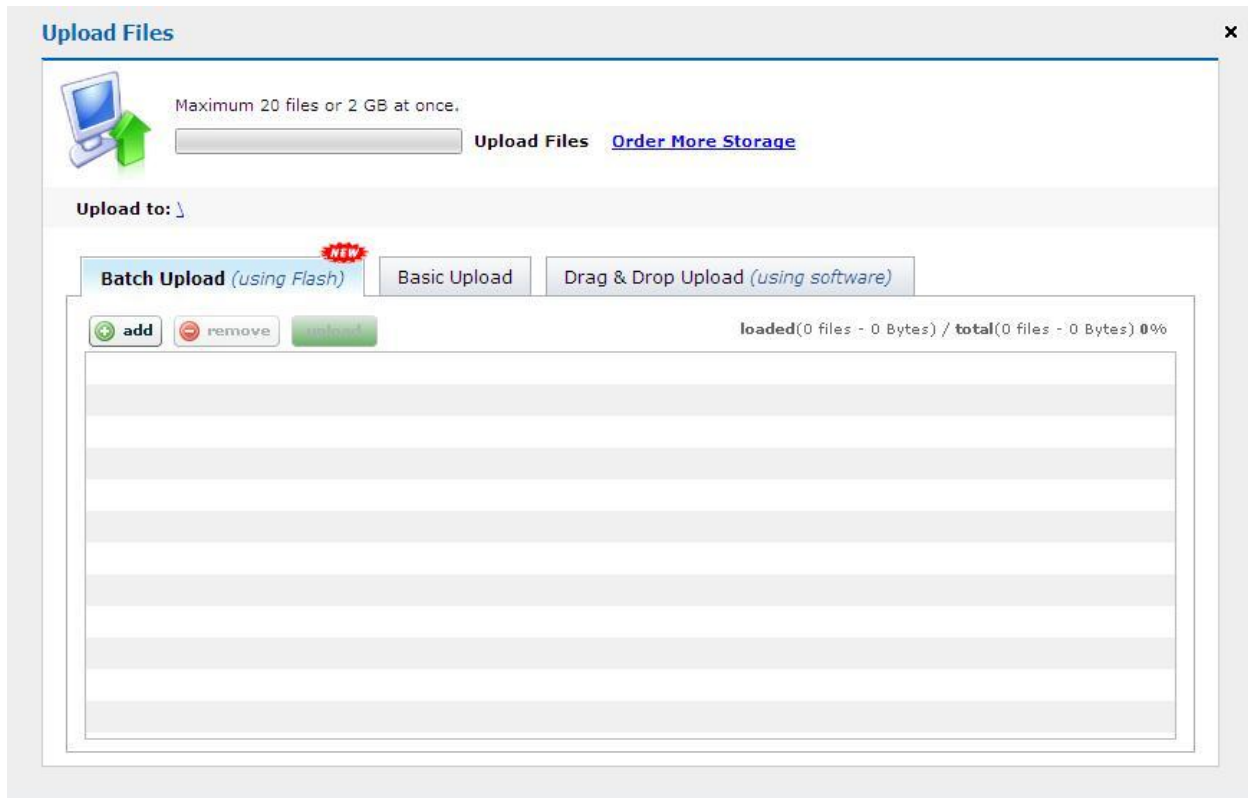
- Thumbnail/list view only
- Read/download only
- Upload / Add
- Full access

Toolbar buttons:

Up:	Go up the folder hierarchy
Upload:	Upload files to current folder
Download:	Download a file (download files one at a time only)
Zip Down:	Download a zip file of multiple files and folders (available only to premium members)
Share:	Share files to other users or groups
Publish:	Publish files which will create static links for them (available only to premium members)
New Folder:	Create a new folder within the current folder
New File:	Create a new file within the current folder
Copy:	Copy selected files to the clipboard
Cut:	Cut files to the clipboard
Delete:	Delete files
Paste:	Paste last copied or cut file to current folder
Rate:	Comment or rate a file that's been published or a file that's been shared to you.
Subscribe:	Order storage plans or user licenses

Uploading Files

From *My Storage*, navigate to the destination folder or create a new folder where you want to upload. Click “Upload” from the Toolbar.



There are four ways to upload:

- Batch Upload (using Adobe Flash): Upload up to 20 files or 2 GB at once.
- Basic Upload: Select local files one by one and upload up to 6 files at once.
- Drag & Drop Upload: Drag & drop upload is currently supported in Firefox, Chrome, and Safari.
- Drag & Drop Upload (using software): Download File Manager to drag & drop files without size or quantity restrictions. (drag and drop feature available to premium users only)

Web-based file upload is designed for uploading a few small files. If you need to upload large files, please use File manager or an FTP client.

Downloading Files

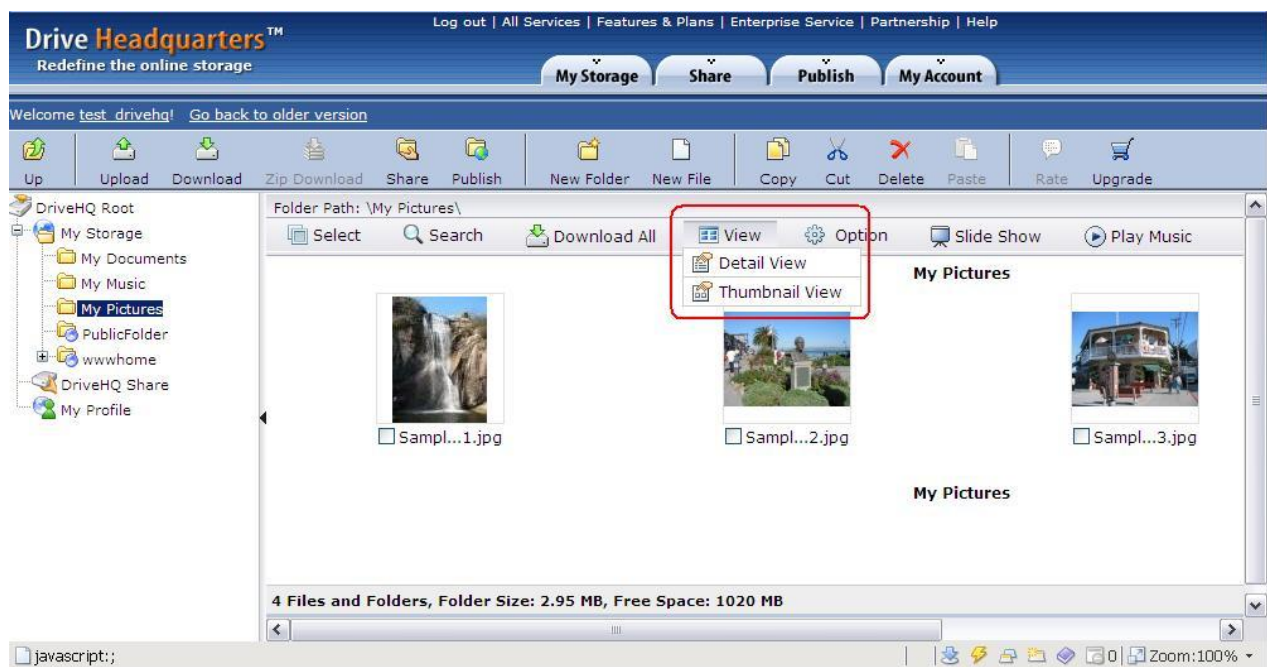
In *My Storage*, you can select a file and click the “Download” button to have it downloaded to the current folder of the local pane. On the website, you can download only one file at a time. Folders must be zip downloaded.

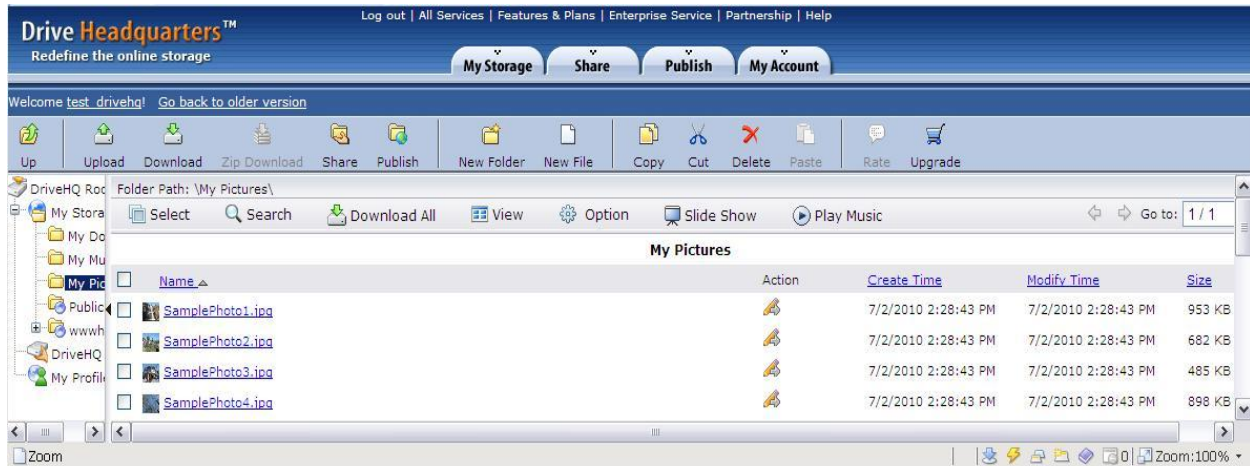
Zip Downloading

Use the “Zip Download” button to download multiple files and/or folders. Zip Download is a convenient way to download multiple files and folders. However, “Zip Download” requires heavy server resources. Therefore, we recommend using zip download only for small files.

Changing View

To change how files are displayed, click “View”.





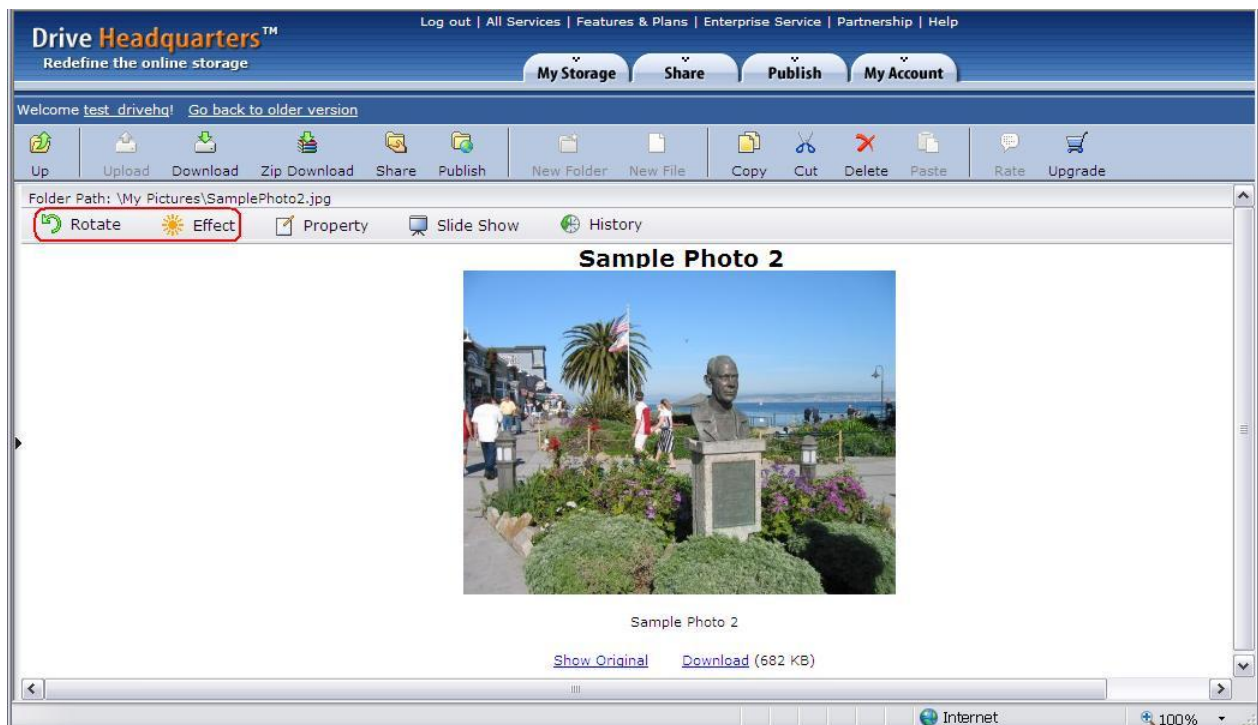
With detail view, more information is displayed, including: file name, size, create time, and modify time. You can sort files by clicking on a column header.

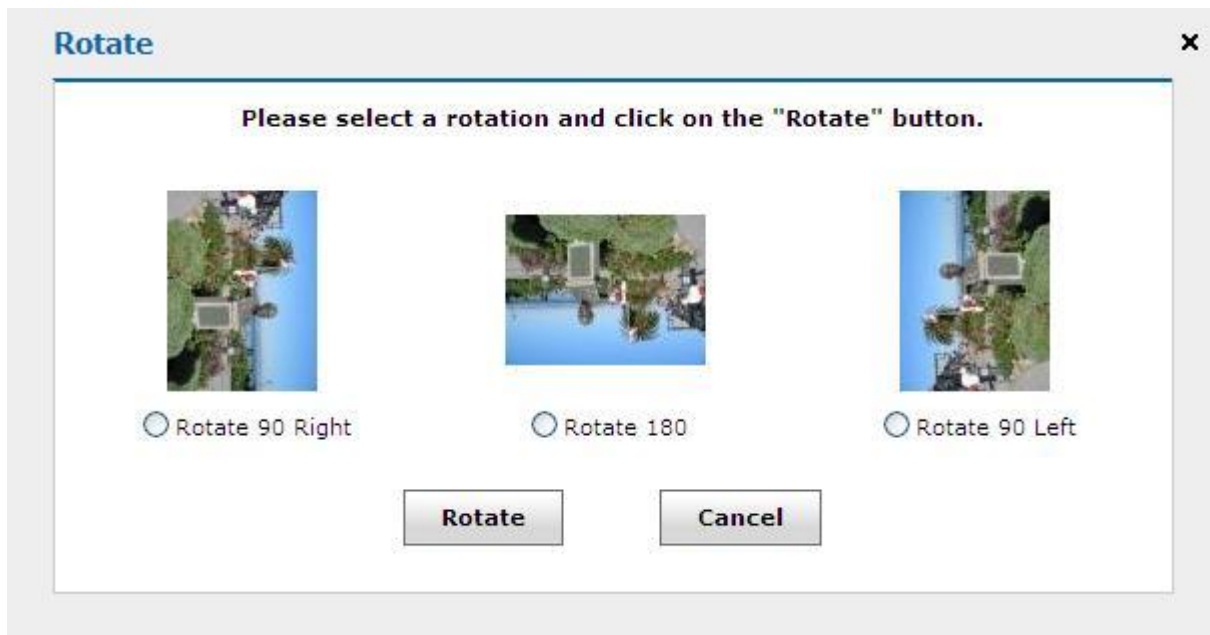
Previewing Files

Preview image, text, music, and video files. Depending on the browser and plug-ins, other file types might also be supported.

Photos

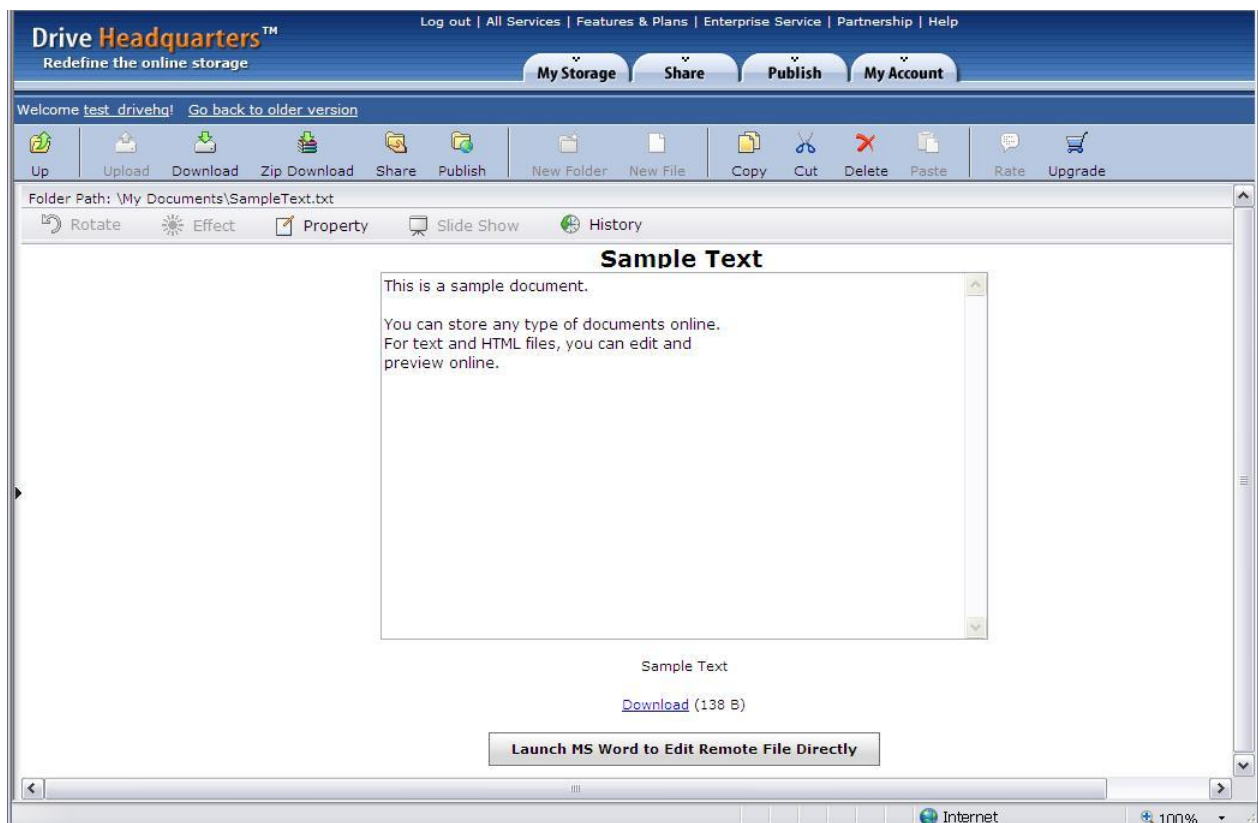
Preview pictures, rotate them, and add special effects.





Rotate an image

Text files



You can edit text by clicking "Property".

Edit File ✕

Path: \My Documents\SampleText.txt

File Name:
(Max 256 chars) Note: Don't use incorrect extension! Cannot contain characters like: { / \ .. " ' * ? < > } etc.

[More Info](#) ▶

Text/HTML File Content:

This is a sample document.

You can store any type of documents online.
For text and HTML files, you can edit and
preview online.

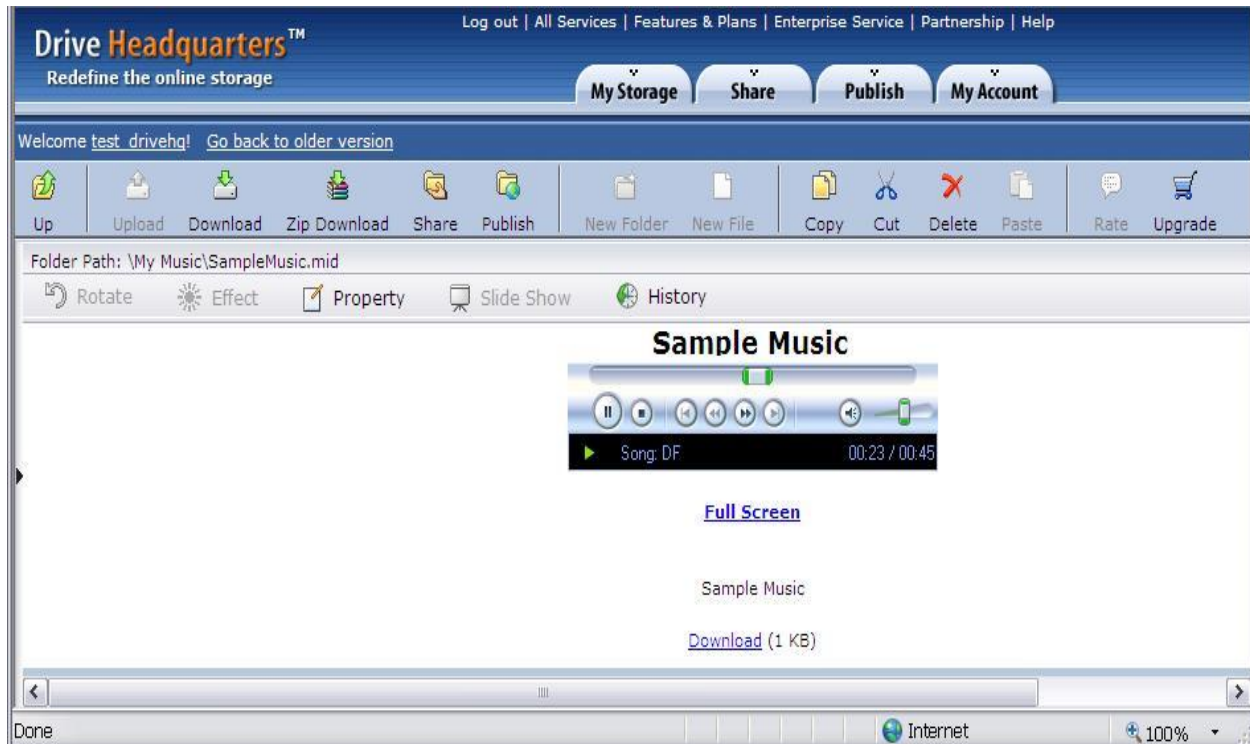
Save

View File

Storage Usage: You have used 3.45 MB of total 1.00 GB storage space.

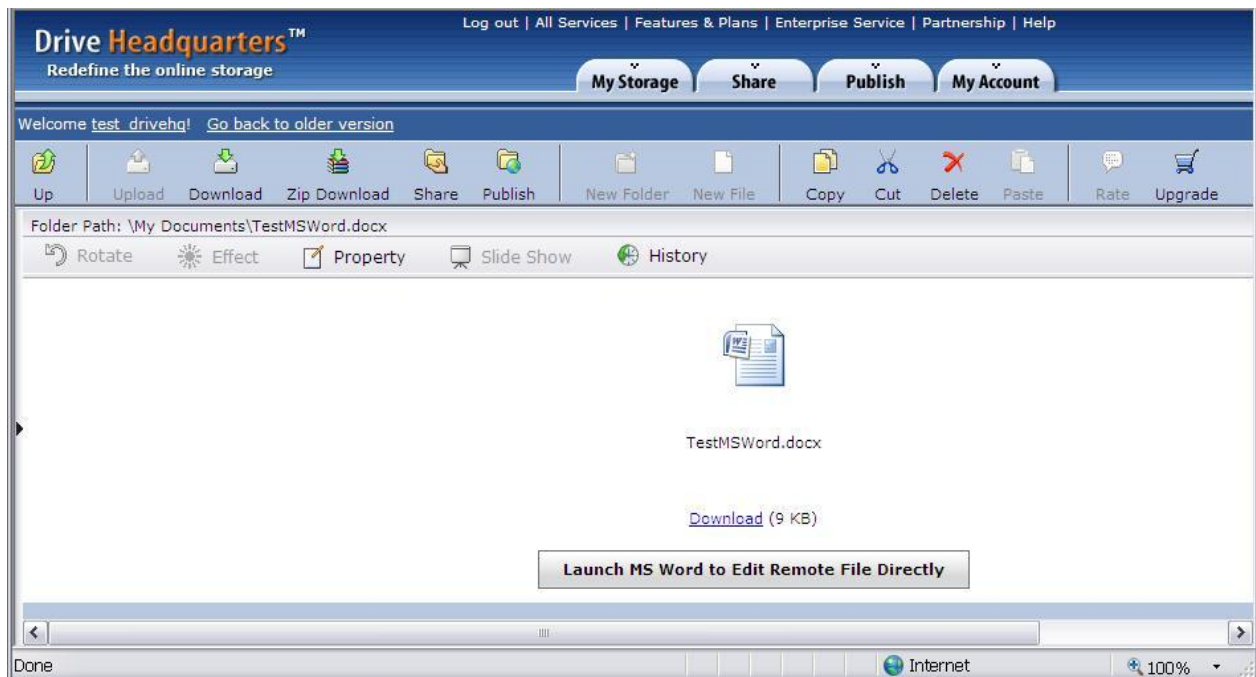
Previewing Music Files

You can preview music files if your web browser has a music player plug-in.

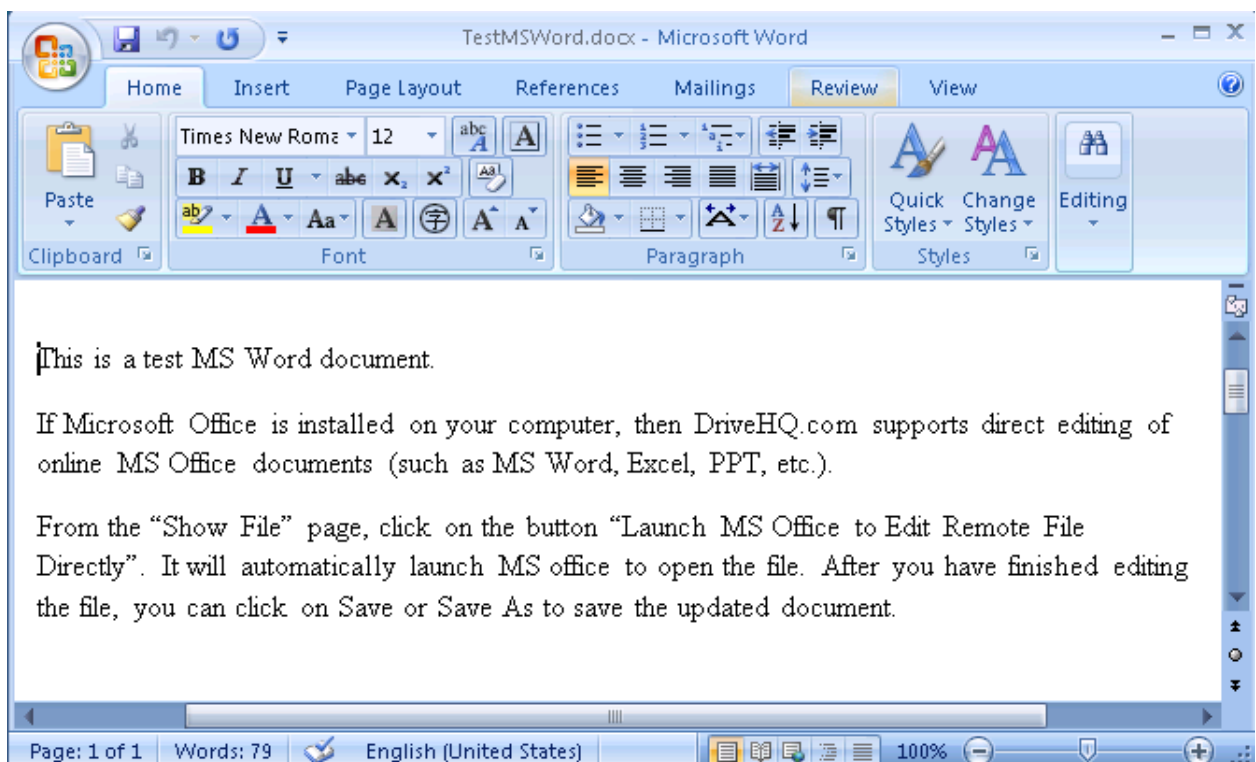


Editing Microsoft Office Documents

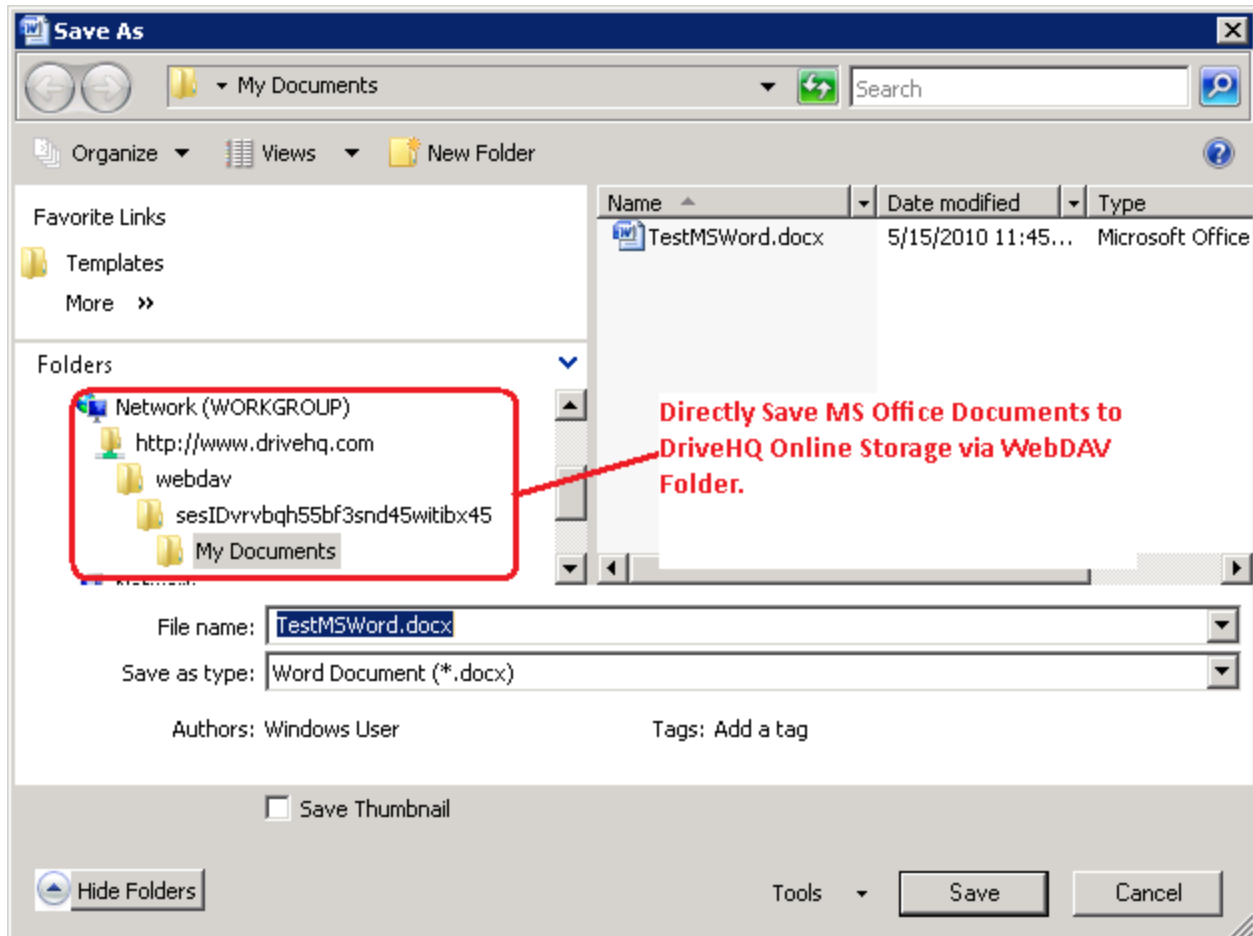
If you have Microsoft Office installed on your computer, you can directly edit remote MS office files. Double-click an Office file to be taken to the File Preview page. Then, click "Launch MS Word to Edit Remote File Directly" (works in Internet Explorer only).



Office will open and you can edit the file.



When you finish, click "Save".

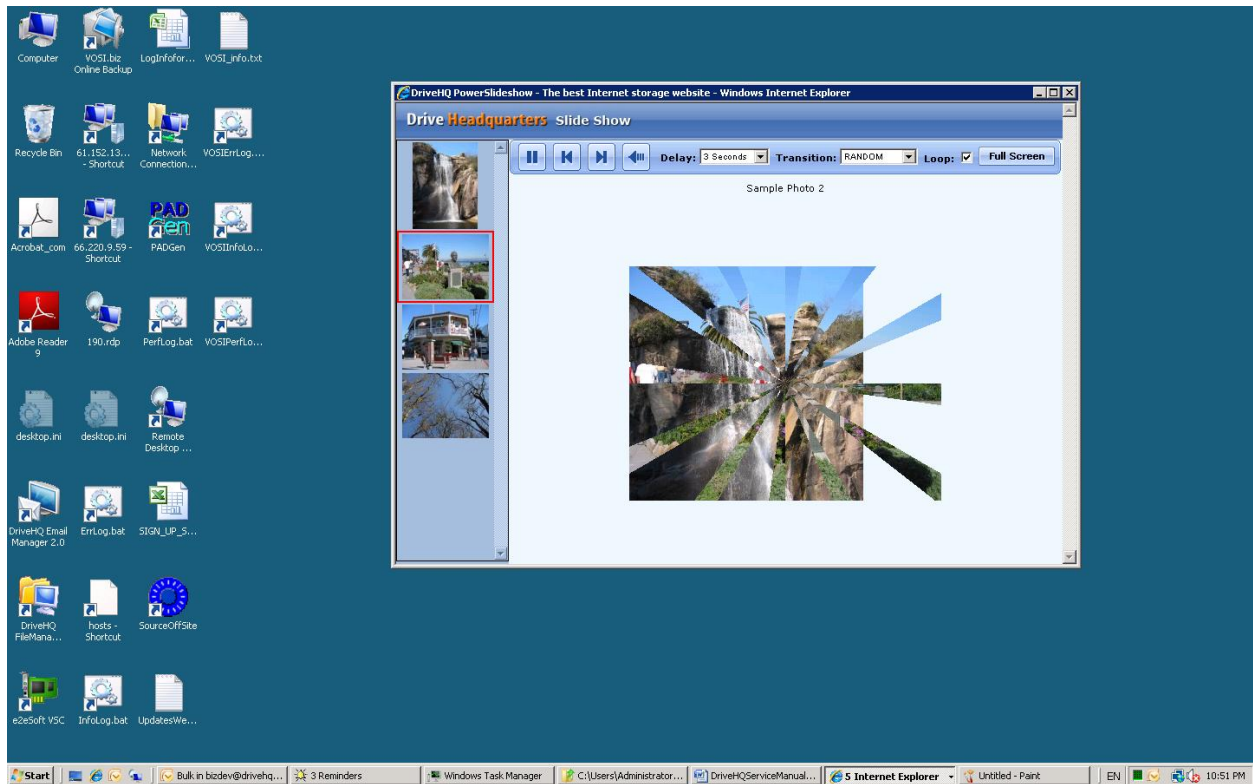


Our back-end system uses WebDav to save your file back to our servers. The technology has some inherent weaknesses and is not the most reliable way of opening a word document. We recommend using File Manager instead. With File Manager, you can double click on a file to open it, then edit and save it. When saved, the file is stored in a local cache folder before automatically synchronizing to your online storage account.

Playing a Photo Slideshow



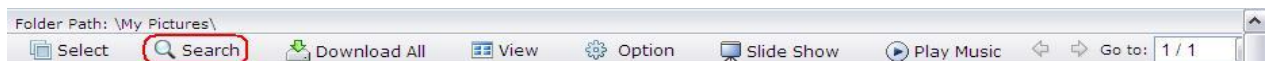
If you have a folder that contains image files, you can play a slideshow by clicking "Slideshow".




Slideshow

Searching

To find a specific file or folder, click the "Search" button.



Search File ×

 Search files in **\My Pictures**

File name contains:

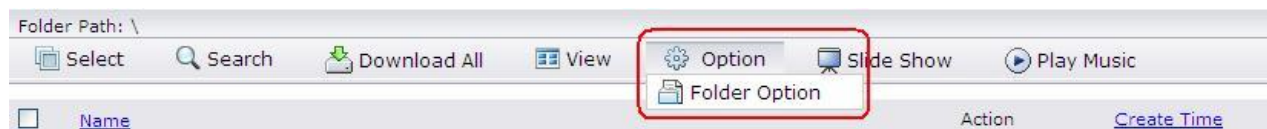
File size: minimum: MB **maximum:** MB

Last modify time: **before:**

after: (mm/dd/yyyy) before: (mm/dd/yyyy)

Folder Options

To configure folder options, click Option → Folder Option.



Folder Options

[My Storage](#)

Show Folder Tree

☒ Yes ☐ No

Thumbnail View & Detail View

☒ Thumbnail View
Row Number: Column Number:

☐ Detail View
Row Number:

☐ Enable SSL for the whole website

☒ Enable "Recycle Bin" for file deletion

☒ Show hidden folders and old version folders

☒ Enable file versioning. Max file versions to keep

☐ **Enable Automatic File Deletion**
Automatically delete files older than month(s) day(s) hour(s)
(A file's age is based on the create time or last modified time, whichever is more recent)

☒ Archive event logs to my storage

☒ Display webmaster's share in folder tree

☐ This account will only be used by a security camera

Update

Default

Email Option

You can modify the following options:

- Show Folder Tree: show folder tree structure on left hand side
- Thumbnail View & Detail View: Set max number of rows and columns
- Enable SSL for entire website: by default, SSL is enabled only for account and transaction pages. For other pages, including data transfers, HTTP is used. HTTP is usually secure enough for transferring files that are not confidential. Most internet traffic is actually HTTP. Users who need the highest level of security can enable this option (requires premium account).
- Enable "Recycle Bin" for file deletion: by default, when you delete a file, it is deleted forever. You can set this option to move deleted files to your

Recycle Bin folder which is located in *My Storage*. The *Recycle Bin* folder is automatically emptied every two weeks. If you accidentally delete a file, you can still recover it by locating it in the *Recycle Bin*.

- Show hidden folders and old version folders: some folders and files are hidden, such as old version files. Enable this option to display all hidden folders and files.
- Enable file versioning: With this option enabled, if you upload a file that already exists in the same folder, the current version will be kept in a hidden folder. You can set the number of file versions to keep. Old versions can be accessed by clicking the "View History" button on the toolbar or by opening the hidden folder (must enable "show hidden folders..." option). This feature requires a premium account.
- Enable Automatic File Deletion: Enabling this feature will delete files of a certain age automatically. A file's age is based on the create or modified time, whichever is more recent. A file's create time is the time it was uploaded to DriveHQ. A file's modified time is the time it was last changed. For example, you can set this option for three days. If you last modified a word document on February 10 at 9:30AM, then in three days time, or February 13 at 9:30 AM, the file will be deleted automatically, and also permanently. Even if you have the Recycle Bin feature enabled, the file will still be deleted permanently.

Important: this feature applies to all files in your account including folders you have shared to others.

- Archive event logs to my storage: Event logs from your Event History Log can be archived if they are over one month old.
- Display webmaster's share in folder tree: The webmaster's share is an example shared folder from the DriveHQ webmaster. You can choose not to display it by unchecking this box.
- This account will only be used by a security camera: select this option only if you use the service for storing images sent from an automatic IP camera. Images will be cached in bunch and converted to a zip file format. You can use the camera player to view the security images in chronological order.

Sharing Files

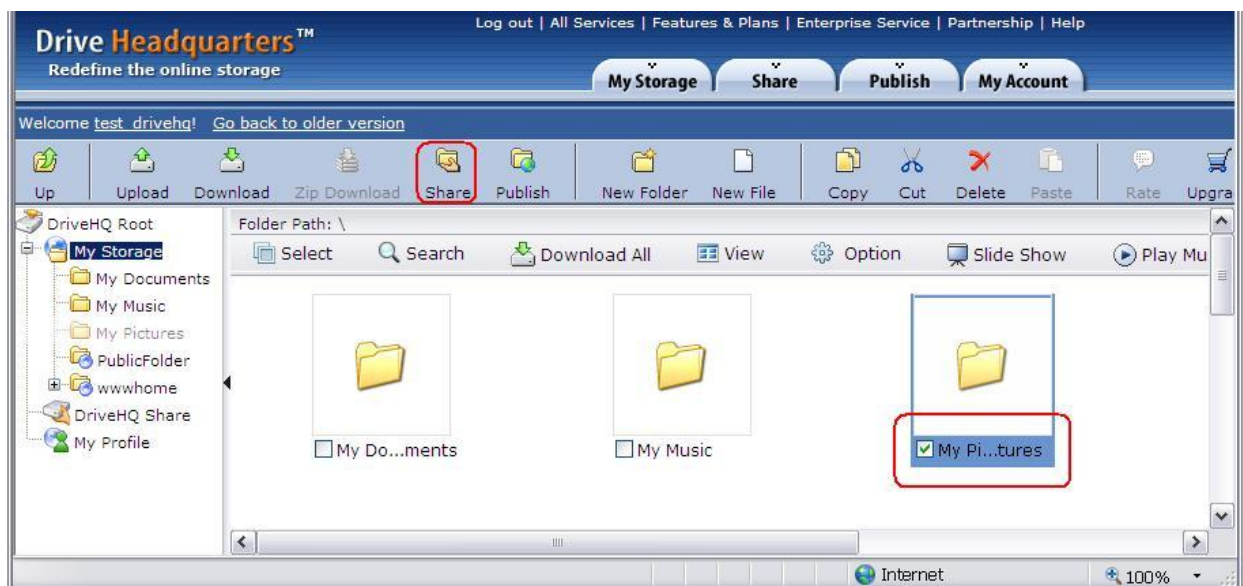
You can share files and folders to other DriveHQ users, as well as non-DriveHQ users. The highest permission level a non-DriveHQ user can have is read only.

The process is simple- select a folder, click the share button, type in or select a recipient, set permissions, and click OK.

Technically speaking, only a folder can be shared. If you share a single file, a folder will be created to contain the file. The folder will be located in *My Storage\My Share*. When you share a folder, it becomes what we call a **share**. Each share must have a unique name. If you decide you no longer want to share a folder, you can delete the share or remove a particular person from the share-to list. Shares can be viewed under *Tools → Manage My Share*.

Sharing Files Step-by-Step

Following are instructions on how to share folders. From *My Storage*, select a folder and click on the "Share" button.



The **Set Permission** page will come up:

Set Permission [X]

Share to:
Emails or DriveHQ usernames, separated by ";"

Enter DriveHQ usernames or email addresses, or
[Select from Your Contacts](#)
[Manage Your Contacts](#)

☐ Send share change notification

Folder to Share: \My Pictures\

Share Name: My Pictures
must be unique; use only alphabet, '-', '_', and space

Description: My Pictures

Permission Level: Comment and rate

Back **Share**

Enter email addresses or DriveHQ usernames (separated by ";") in the "Share to" field. You can change the Share Name, Description, and Permission Level.

Permission Types

There are a total of 6 permission levels. Permissions are incremental, meaning each successive permission includes the rights of the one before it:

1. **Preview only:** displays file list, icons, and preview images. User cannot download files.
2. **Download original file:** user can download files
3. **View and download comments** (Read-only right and view comments);
4. **Download & comment** (Read-only and comment shares)
5. **Upload/add** (Upload folders to the shared folder, but cannot delete / modify);
6. **Full Access:** All of the above

Share Change Notifications

When this option is checked, if a user accesses a shared folder and uploads or modifies a file, the system will prompt the user to send a "Share change notification email" to all users in the "Share-to" list.

When the share has been created, you can opt to send a share notification email. You need to click on the button "Launch Outlook / Email Client" to open your email client software.

DriveHQ does not automatically send share notification emails. Emails sent from DriveHQ are more likely to be filtered by spam filters or ignored by recipients. Therefore, sending the **share notification** email using your own email server is better.

If all persons in the "Share-to" list are DriveHQ members, then the share notification email might not be required. Those users can simply log-on to www.drivehq.com using their own username and password. The folders shared to them can be found in the virtual folder called *DriveHQ Share* (under *DriveHQ Root*).

The screenshot shows the DriveHQ FileManager interface. On the left is a sidebar with navigation links: 'Manage Shares', 'Share My Folder' (highlighted), 'Visit Shares', and 'Share Help'. Below these is a section titled 'The easiest online file management tool' with a folder icon and the text 'DriveHQ FileManager'. The main content area has a green header with two steps: '1 Select One Folder' and '2 Share with Friends'. A red-bordered box contains the message: 'The Share was created (or updated) successfully!'. Below this, text explains that users can email instructions to customers or friends, and provides a sample email template. The template includes a greeting, a link to the DriveHQ website, share information (Name: My Pictures, Description: My Pictures), and three ways to access the files. A second red-bordered box at the bottom states: 'A notification email has not been sent!'. At the very bottom, there are three buttons: 'Launch Outlook / Email Client' (highlighted with a red box), 'Go to Manage Shares', and 'Go to My Storage'.

The Share was created (or updated) successfully!

You can email the instructions to your customers (or friends) about the shared folders/files. A sample email is below. You can copy and paste it to your Outlook. This email is not required if your customers (or friends) are also DriveHQ members. They can simply logon to access your shared files in the special folder: "\DriveHQ Share".

If the other user is not a DriveHQ member, he can only get read-only access to your files / folders even if you shared the folder with full-access right. To access the shared folders / files with higher level access, the other user must logon his/her own account and access the shared folder in: "\DriveHQ Share\YOUR_USERNAME\SHARE_NAME\".

Sample Email Template:

Hi,

I have shared some files with you on www.DriveHQ.com.

Below is the share info:

Share Name: My Pictures
Share Description: My Pictures

There are three ways to access these files:

1. If you are a DriveHQ member, please log on to your account and access these DriveHQShare folder.
2. If you are not a DriveHQ member yet, I recommend you to sign up now using t My files will automatically appear in your "DriveHQ Share" Folder.
3. You can also access these files through the following link: you will have read-o

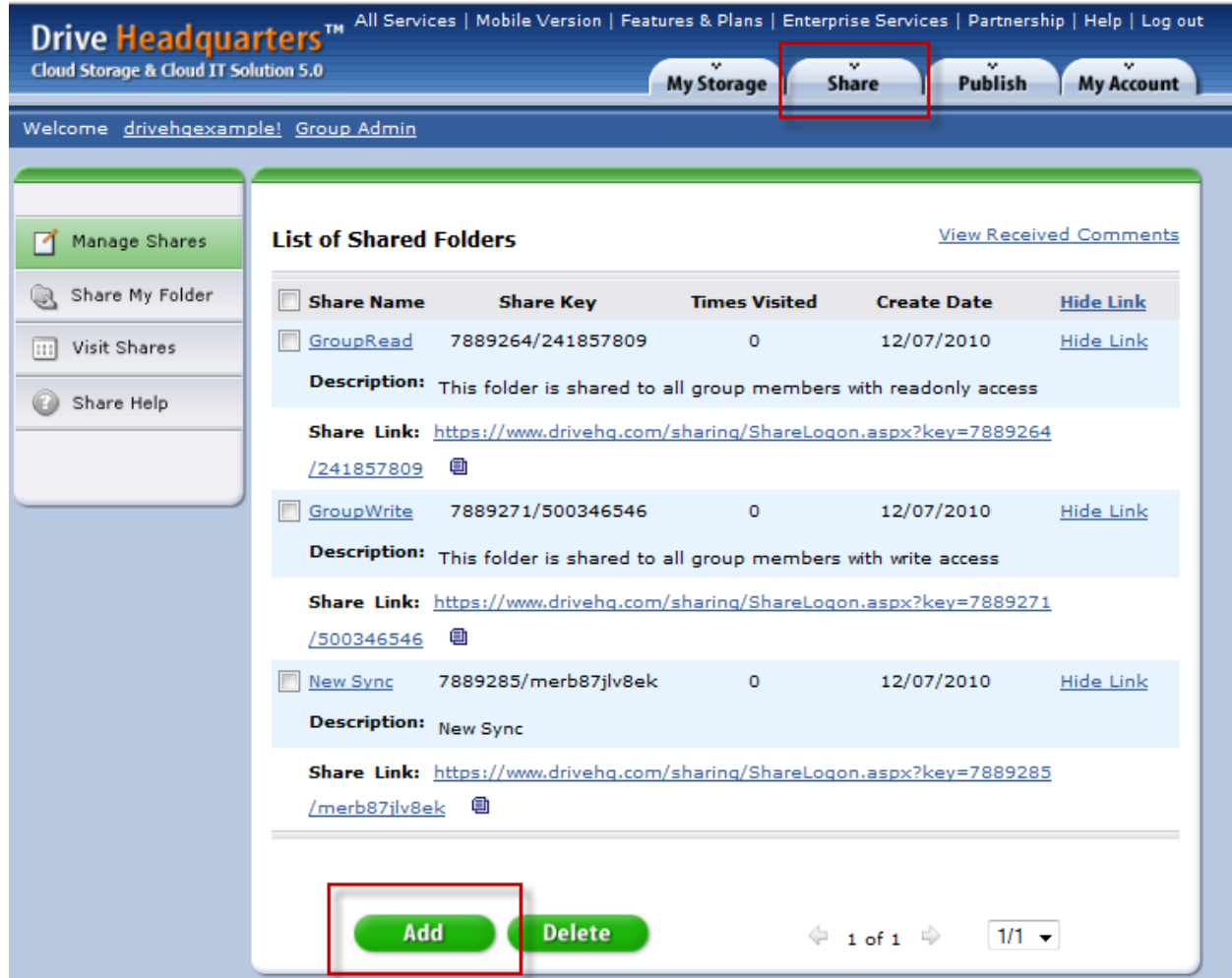
A notification email has not been sent!

You can email your customers (or friends) about the shared folder/files. To avoid the email being filtered by spam filters, you can copy and paste the above email to your Outlook and send it from your own email account.

Launch Outlook / Email Client | [Go to Manage Shares](#) | [Go to My Storage](#)

Share notification email

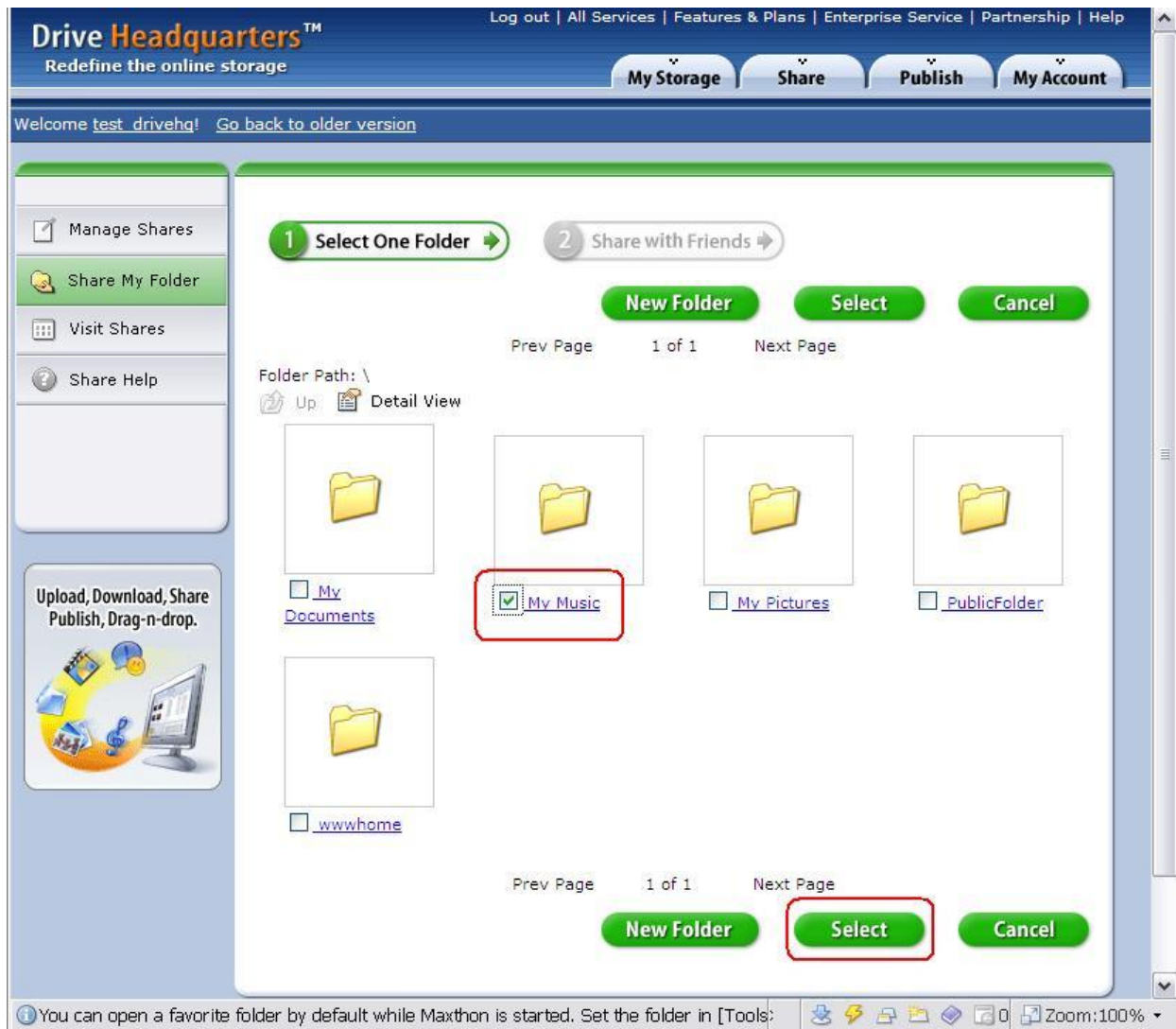
There is another way to share files. From the **Share** page, click "Add.



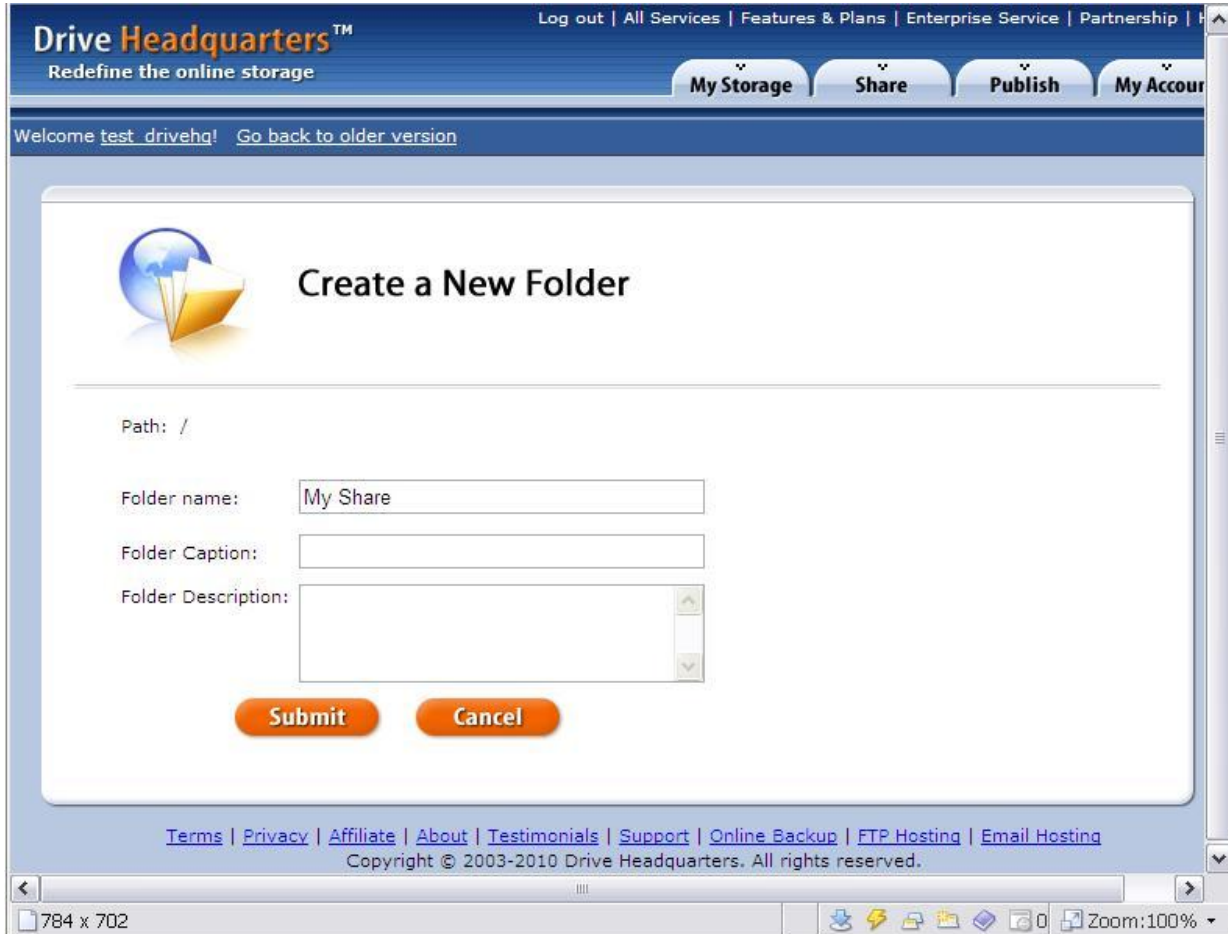
The screenshot shows the Drive Headquarters interface. At the top, the navigation bar includes links for All Services, Mobile Version, Features & Plans, Enterprise Services, Partnership, Help, and Log out. Below this, a secondary bar contains buttons for My Storage, Share (highlighted with a red box), Publish, and My Account. The main content area is titled 'List of Shared Folders' and includes a link to 'View Received Comments'. A sidebar on the left contains links for Manage Shares, Share My Folder, Visit Shares, and Share Help. The main list contains three entries: GroupRead, GroupWrite, and New Sync. Each entry has a checkbox, a share name, a share key, times visited, a create date, and a hide link. Below each entry is a description and a share link. At the bottom, there are 'Add' and 'Delete' buttons (the 'Add' button is highlighted with a red box), a pagination indicator '1 of 1', and a dropdown menu showing '1/1'.

<input type="checkbox"/>	Share Name	Share Key	Times Visited	Create Date	Hide Link
<input type="checkbox"/>	GroupRead	7889264/241857809	0	12/07/2010	Hide Link
Description: This folder is shared to all group members with readonly access					
Share Link: https://www.drivehq.com/sharing/ShareLoqon.aspx?key=7889264/241857809					
<input type="checkbox"/>	GroupWrite	7889271/500346546	0	12/07/2010	Hide Link
Description: This folder is shared to all group members with write access					
Share Link: https://www.drivehq.com/sharing/ShareLoqon.aspx?key=7889271/500346546					
<input type="checkbox"/>	New Sync	7889285/merb87jlv8ek	0	12/07/2010	Hide Link
Description: New Sync					
Share Link: https://www.drivehq.com/sharing/ShareLoqon.aspx?key=7889285/merb87jlv8ek					

You will see the **Select One Folder** page. Select a folder and click on the "Select" button, or click on "New Folder" to create a new share folder.



Select a folder to share



The screenshot shows the Drive Headquarters website interface. At the top, there is a navigation bar with links: Log out | All Services | Features & Plans | Enterprise Service | Partnership. Below this, a secondary bar contains buttons for My Storage, Share, Publish, and My Account. A welcome message reads: Welcome test_drivehq! Go back to older version. The main content area is titled 'Create a New Folder' and features a folder icon. Below the title, there is a form with the following fields: Path: /, Folder name: (containing 'My Share'), Folder Caption: (empty), and Folder Description: (empty text area). At the bottom of the form are two orange buttons: Submit and Cancel. The footer contains links: Terms | Privacy | Affiliate | About | Testimonials | Support | Online Backup | FTP Hosting | Email Hosting, and a copyright notice: Copyright © 2003-2010 Drive Headquarters. All rights reserved. The browser window shows a resolution of 784 x 702 and a zoom level of 100%.

Create a new share

Accessing a shared folder

Scenario: Tom shares a folder to Jane by typing Jane's email address in the "Share-to" list. Since Jane is not a DriveHQ member, Tom will send a **Share Notification email** to her. The email contains instructions, such as below, on how to access the shared folder:

- 1. If you are a DriveHQ member, please log on to your account and access these files in the "DriveHQ Share" folder.*
- 2. If you are not a DriveHQ member yet, I recommend you to sign up now using this email address. My files will automatically appear in your "DriveHQ Share" Folder.*
- 3. You can also access these files through the following link (you will have read-only access).*

4. *[http://www.drivehq.com/sharing/ShareLogon.aspx?password=*****
*/*****](http://www.drivehq.com/sharing/ShareLogon.aspx?password=******/*****)*

Share a single folder as many times as you want. For example, if you want to share a folder to your boss with full access and share the same folder to an intern with read only access, you can do so by creating two different shares, one to each of them with the appropriate permission.

Share names must be unique

Share Names must always be unique because they act as containers. So when you share the same folder again, you must use a different share name.

Sharing to a Contact Group

A contact group is a list of email addresses. You can create any number of contact groups. For more information, see the "DriveHQ Email Hosting Service" section.

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My Storage Share Publish My Account

Welcome test_drivehq! [Go back to older version](#)

☒ Manage Shares
Share My Folder
☐ Visit Shares
☐ Share Help

The ultimate software for managing online files

1 Select One Folder → 2 Share with Friends →

Share to:
Emails or DriveHQ usernames, separated by ";"

☐ Send share change notification

Folder to Share: My Music\

Share Name: My Music
must be unique; use only alphabet, '-', '_', and space

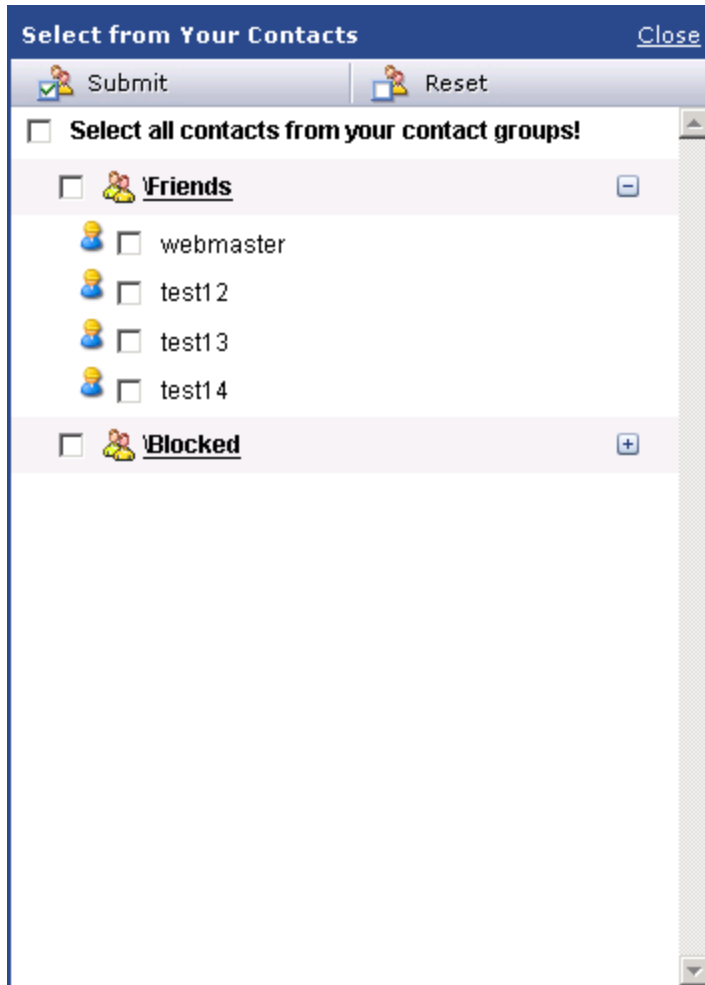
Description: My Music

Permission Level: Comment and rate

Back Share

Enter DriveHQ usernames or email addresses, or
[Select from Your Contacts](#)
[Manage Your Contacts](#)

Share a folder to a contact group by clicking "Select from your contacts"



Select contacts

Once you have selected the desired contacts, click "Submit" to finish.

There are two default contact groups: Friends and Blocked. Contact groups can also be used in webmail as mailing lists. You can manage contact groups by going into the webmail page.

Advantages of Sharing to a Contact Group

- Quickly share a folder to a specific group of individuals
- New contact group members automatically inherit folders shared to the group
- Remove a user from the contact group and they will no longer have access to a folder shared to the group.

Editing and Managing Shares

Click the "Share" tab to see a list of your shared folders. On this page, you can edit or delete shares.

The screenshot shows the 'List of Shared Folders' page in the Drive Headquarters interface. The page has a sidebar on the left with links: 'Manage Shares', 'Share My Folder', 'Visit Shares', and 'Share Help'. The main content area displays a table of shared folders. The table has the following data:

<input type="checkbox"/>	Share Name	Description	Share Key	Times Visited	Create Date	Hide Link
<input type="checkbox"/>	My Pictures	My Pictures	89051/llor4x58bekt	0	07/02/2010	Hide Link
Share Link: http://192.168.2.105/sharing/ShareLogon.aspx?key=89051/llor4x58bekt						
<input type="checkbox"/>	My Music	My Music	89065/8juh1g5powha	0	07/05/2010	Hide Link
Share Link: http://192.168.2.105/sharing/ShareLogon.aspx?key=89065/8juh1g5powha						

Below the table, there are two green buttons: 'Add' and 'Delete'. At the bottom right, there is a pagination control showing '1 of 1' and a dropdown menu for '1/1'.

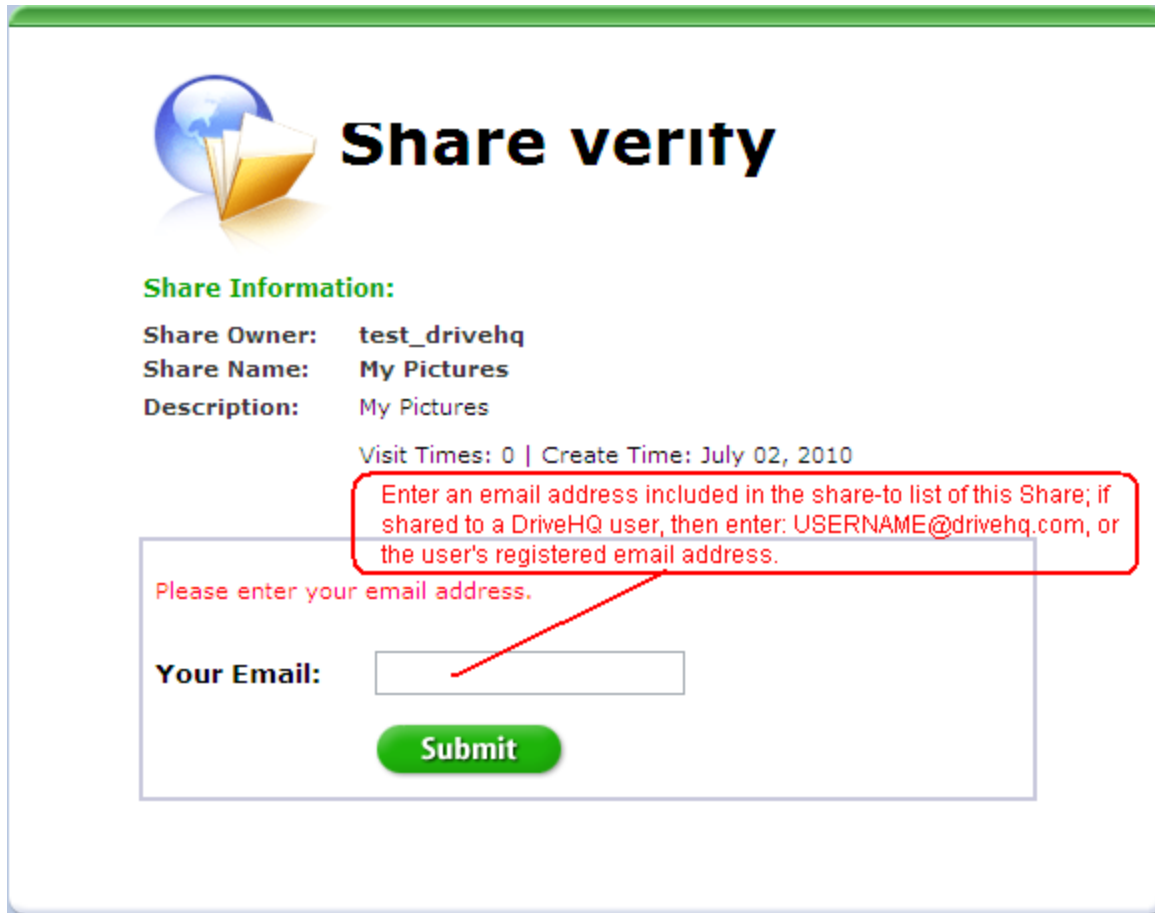
List of Shared Folders


To edit an existing share, click a share name. After editing, click Save to save changes. The Share notification email template will display if you want to send one. Remember- the share notification email will not be sent automatically.

From the **List of Shared Folders** page, you can copy the Share link. Only an email address that was included in the "share-to" list will be valid with that share link. See next section for more information.

Share link

When a share URL is being accessed, a email address will be required to validate the user. A DriveHQ member can input their registered email address or their DriveHQ email address (username@drivehq.com).



 **Share verify**

Share Information:

Share Owner: test_drivehq
Share Name: My Pictures
Description: My Pictures
Visit Times: 0 | Create Time: July 02, 2010

Enter an email address included in the share-to list of this Share; if shared to a DriveHQ user, then enter: USERNAME@drivehq.com, or the user's registered email address.

Please enter your email address.

Your Email:

Submit

Upon successful verification, the user will be directed to the shared folder.

Sharing with a non-DriveHQ member

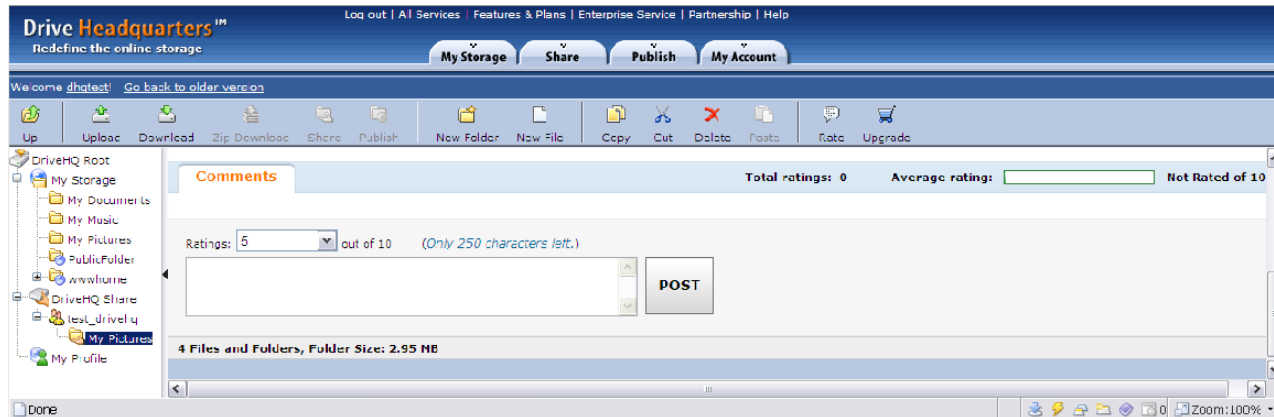
You can share a folder to a non-DriveHQ member. Just remember that they can only ever have up to read/download access. Even, if you select "full access" permission, they will never be able to do delete, modify, or upload.

In order to have higher permissions than read only, they must become a DriveHQ member. A Non-DriveHQ user can sign-up for a DriveHQ account within 10 days and continue having access to the share. They just need to remember to register with the same email address the share was provided to.

In the above screenshot, the user "dhqtest" has accessed a folder called My Pictures, shared by "test_drivehq". In the toolbar, the Upload, download, New Folder, New File, Cut, Delete, Copy buttons are all enabled, so the user can perform all of those actions.

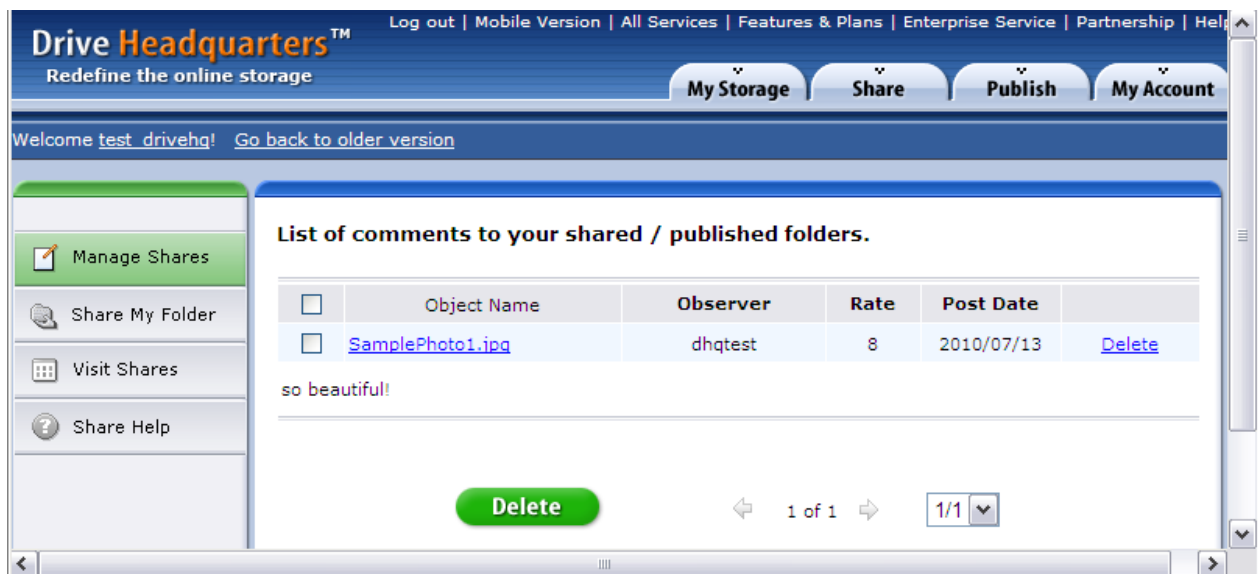
Comment and Rate

When viewing a shared folder or file, you can comment and rate them at the bottom of the page.



Comment and rate a shared folder

If you shared the folder, you can read the comments and ratings on the **List of Shared Folders** page. Click the "View Received Comments" link to display them.



View comments and ratings

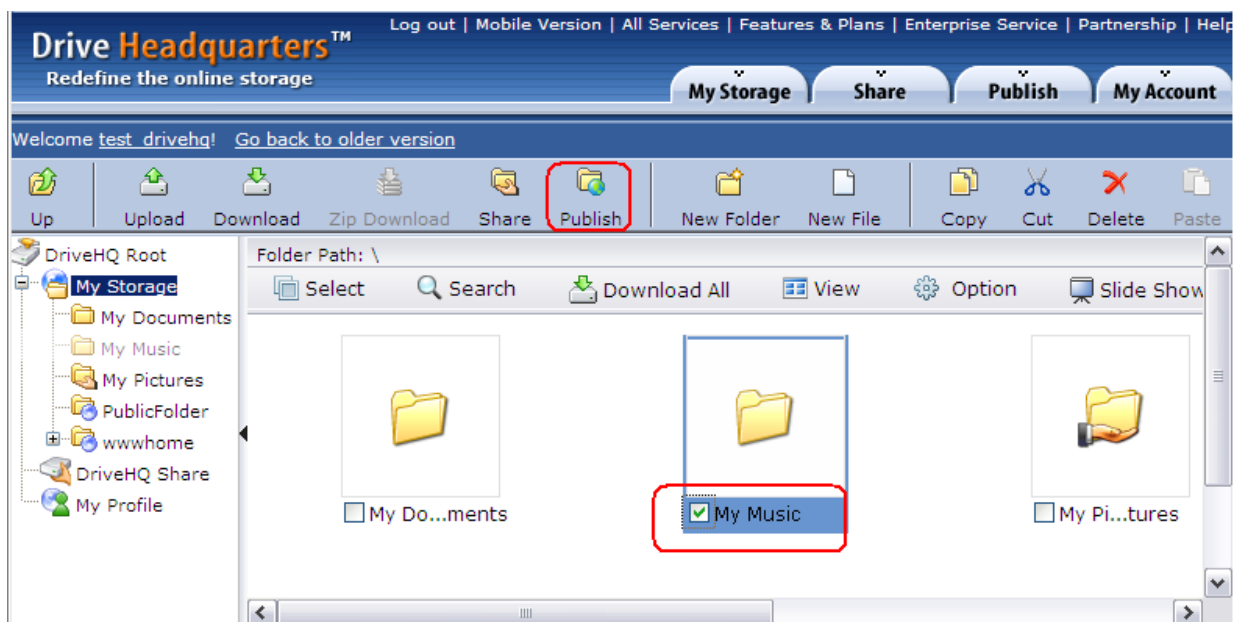
Publishing Files

When you publish a folder, you are making it accessible to anybody on the internet. A URL link will be generated for all files in the folder. These URLs are accessible by anyone and can be linked on any web page.

Similar to the way shares are created, when you publish a file, as opposed to a folder, a folder is created to contain it. This folder is called a *Publish*. Just like a share, when you delete a publish, the original folder will remain undeleted. (Note: For free members, published files will be live for only 20 mins.)

Publishing Step-By Step

To publish a folder, go to *My Storage* and select a folder. Then, in the toolbar, click "Publish".



Publish a folder on DriveHQ.com

The **Set Permission** page will appear.

Set Permission ✕

Folder to Publish: [\My Music\](#)

Publish Name: *
must be unique; use only alphabet, '-', '_', and space

Description:

My Music

*
must be unique; use only alphabet, '-', '_', and space

Permission Level:

Comment and rate

Membership Agreement

This Membership Agreement sets forth the terms and conditions on which DriveHQ INC., offers products and services to registered users (each a "Member") of the website www.drivehq.com.

☒ **Yes, I agree**

Back

Publish

For the publish, file, and folder names, use only alpha-numeric characters. If you use special characters, the publish URL may become corrupt.

After you click "Publish", a confirmation screen will appear containing the publish URL.

Published



Your folder/file has been published successfully!

The published folder/file is accessible at: (No logon is required)

<http://192.168.2.105/folder/p89086.aspx>

The published files can be directly linked in this URL format:

http://192.168.2.105/file/df.aspx/publish/test_drivehq/My Music/FILENAME

Please make sure to replace FILENAME with the real filename.

FILENAME cannot contain spaces and invalid characters.

Note: Now you have just published a folder/file. Please note if any user downloads your published file, they will be using your "download bytes". Your **monthly** maximum download bytes is . It is a good time to subscribe to our service. You will receive more storage space and at least 20 times more download bytes/month!

If you have published very good contents or if you need a huge amount of bandwidth, then if you are actively promoting service, you can contact customer support. They might be able to offer you discount or even free service. Please note it is solely at their discretion.

[Upgrade Now](#)



[Go to Manage Published Folders](#)



[Go to My Files](#)

Managing Your Publishes

You can modify or delete a publish. Just click the "Publish" tab.



Here, you can manage publishes or your website. For more information about hosting a website, see the "Publish a website" section. Click "Manage My Publishes".

Publish Folder ▾

> Manage My Published Folders

[Received comments](#)

[Help](#)

Publish WebSite ▾

List of Published Folders

<input type="checkbox"/>	Publish Name	Description	Times Visited	Create Date	Hide Link
<input type="checkbox"/>	wwwhome	wwwhomeShareDescr	0	07/02/2010	Hide Link
URL Link: http://192.168.2.105/folder/p89009.aspx					
<input type="checkbox"/>	PublicFolder	Published folder for public access	0	07/02/2010	Hide Link
URL Link: http://192.168.2.105/folder/p89016.aspx					
<input type="checkbox"/>	My Music	My Music	0	07/13/2010	Hide Link
URL Link: http://192.168.2.105/folder/p89086.aspx					

Add
Delete
← 1 of 1 →
1/1 ▾

How to link to a published folder? What is the URL?
In the list of published folders above, you can find "Publish URL Links" under the Publish Names.

How to link to a published file from other web pages, such as eBay or MySpace?
In the above list, click on a Publish Name, it brings up the detail (SetPermission) page. You can find a URL pattern for linking to published files, the URL pattern is like:
`http://www.drivehq.com/file/df.aspx/publish/YOUR_USERNAME/PUBLISH_NAME/FILENAME`

How to access a published folder?

- You can use a web browser and type in the URL of the published folder.
- To download large files or files in batch, use DriveHQ FileManager. For example, input `\\drivehq\\drivehqsoftware` in the address bar and click Go button.

Manage Publishes Page

Click a publish to edit it. You can also delete it from here.

Accessing a Published File

There are three ways to access a published file:

- Use the provided URL link.**
- Published files can also be accessed via a URL of this format:**
<http://www.drivehq.com/file/df.aspx/publish/USERNAME/PUBLISHNAME/FILENAME>
- Access via an FTP URL of this format:**
<ftp://ftp.drivehq.com/USERNAME/PUBLISHNAME/FILENAME>

Hiding Your Username and Share Name

You can hide your username and share name within a published URL by using “Safe Publish URLs”. This feature is available only in File Manager. For more information, see the section on File Manager.

Commenting and Rating

When you publish a folder, you can set the permission to “Download & Comment”. This allows other users to download and comment files. You can view the comments on the **List of Published Folders** page. Just click the “Received Comments” link.

Publishing a Website

DriveHQ provides static website hosting. A static website is one that doesn’t require server-side scripting & database. All you need to do is upload your website files to the *wwwhome* folder.

If you have a premium account, your website is published by default. To access it, go to <http://username.drivehq.com>.

The default homepage file is “home.htm”. This page will display when you go to your website. If you have a homepage file like index.html or default.htm, you must delete the default home.htm file. Upload your file to the *wwwhome* folder and rename it as home.htm. It’s a good idea to back up this file before you rename it.

For true account types, the website is not automatically activated. You must disable then re-enable it. More information about this is ahead. Note: website publishing is not available to free users.

Enabling and Disabling Your Website

True account users must disable and re-enable their website to get it running for the first time. Click the “Publish” tab, then “Publish My Website”.

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My Storage

Share

Publish

My Account

Welcome test_drivehq! [Go back to older version](#)



[Publish a Folder](#)

Publish folders/files; host files on DriveHQ and link from eBay, YouTube, MySpace, etc.

- [Publish a Folder](#)
- [Manage My Publishes](#)



[Publish My Website](#)

Create and host your website on DriveHQ, just copy your HTML files to the wwwhome folder. Private domain is supported!

- [Publish My Website](#)
- [Visit My Website](#)

Click the "Enable/Disable tab". Next, disable then re-enable it.



Editing your Website Files

You can edit your homepage through the website. However, we recommend using more advanced HTML authoring software. You can re-upload the file to the *wwwhome* folder.

Custom Domain Name Hosting

DriveHQ's web hosting service supports custom domain names. Click the "Custom Domain" tab for instructions on how to customize your domain name.

We support custom domain names for your website, FTP, and email. However, we do not offer domain name registration services. You must obtain a domain name yourself from a domain name registrar, such as register.com or godaddy.com. Typically, they provide free DNS service if you order a domain name from them.

Once you have a domain name, you just need to add a DNS A-Record such that:

www.yourdomain.com resolves to 66.220.9.55

Every domain registrar has their own way of adding a DNS A-Record. Contact them for more information on how to do this.

Once the A-Record has been added, DNS servers propagate in 12-24 hours. You can check progress by opening a command-line window and typing:

Ping www.YOURDOMAIN.com

```
Administrator: Command Prompt
C:\>ping hosting.drivehq.com
Pinging hosting.drivehq.com [66.220.9.55] with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 66.220.9.55:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

C:\>_
```

If it displays "ping www.YOURDOMAIN.com [66.220.9.55]...", then your DNS A-Record has been successfully updated on your DNS server. It will take longer before the DNS update is propagated to all DNS servers (including ours).

Once the DNS A-Record has been successfully updated, you can go back to the Custom Domain page.

Drive Headquarters™ Log out | Mobile Version | All Services | Features & Plans | Enterprise Service | Partnership | Help

Redefine the online storage

My Storage Share Publish My Account

Welcome test_drivehq! Go back to older version

Publish Folder

Publish WebSite

Manage My Website

Help

Edit Info Edit Homepage Enable/Disable Custom Domain

Custom domain websites, FTP or email addresses are quite complicated. If you are not familiar with them, please do NOT waste time as it will confuse you.

DriveHQ premium users can host Custom Domain websites, email addresses and FTP sites on DriveHQ.com. If you are an IT system administrator and if you already own a domain, please add the necessary DNS A-records, then enter the information below. Please note DNS changes usually take 12-24 hours to propagate. DriveHQ now offers end-to-end service. We can help you register a new domain name, configure the DNS and setup your custom domain website, email addresses or FTP site. (Read below for more info).

FTP Domain Name: Please add a DNS A-Record such that FTP.YOUR-DOMAIN resolves to 66.220.9.50. No other configuration is required.

Web Domain Name:
(e.g.: www.YourDomain.com. Leave empty if you don't have a website)

Email Domain Name:
(e.g.: YourDomain.com. Leave empty if you don't use DriveHQ email service)

Custom Domain page

Enter your website domain name here. Scroll down to the bottom and click "Submit". Your custom domain website is now available online at:

<http://www.yourdomain.com/>

For information about custom domain email hosting, please read the section on Email Server Hosting.

Custom domain FTP Server Hosting service is easy. You just need to add a DNS A-Record such that ftp.yourdomain resolves to 66.220.9.50.

Event Logging

If you need to closely monitor the activity of important folders, you'll find our Event Log feature useful. By default, the Event Log only records information about when you log on to DriveHQ. You can enable event logging for individual folders. Just remember that these logs will use some of your storage space.

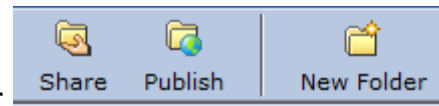
Important: you must be a paid member to use this feature.

Because most activity is not logged by default, a user must choose which folder(s) to log.

Enabling Event Logging

You can enable event logging for any folder type as well as shares and publishes.

When you Share, Publish, or create a new folder you have the option of enabling "Save access log".



Set Permission ? X

Share to:
Emails or DriveHQ
usernames,
separated by ";"

☐ Share to Your Group

*

Enter DriveHQ usernames
or email addresses, or

» [Select from Your Group](#)

» [Select from Your Contacts](#)

» [Manage Your Contacts](#)

Share Name:

text document.docx Share

*

must be unique; use only alphabet, '-', '_' and space

Description:

text document.docx Share

*

Permission Level:

download & comment ▼

Expiration Date :

☒ Never expires

☐ Send share change notification

☐ Save access log

Share

Cancel

When "Save access log" is enabled, activity relating to this folder will be recorded to your event log.

Set Permission ? X

Share to:
Emails or DriveHQ
usernames,
separated by ";

☐ Share to Your Group

*

Enter DriveHQ usernames
or email addresses, or

» [Select from Your Group](#)
» [Select from Your Contacts](#)
» [Manage Your Contacts](#)

Share Name:

text document.docx Share

*

must be unique; use only alphabet, '-', '_' and space

Description:

text document.docx Share

*

Permission Level:

download & comment

▼

Expiration Date :

☒ Never expires

☐ Send share change notification

☐ Save access log

Share

Cancel

Event Log

Account Details

Account Balance

Account Options

Customization

Group Account

Coupons

Subscribe

Deposit

Transaction History

Event Log History

Your account type is:
Paid Group Account

Event Log History

From: 2/18/2010

To: 2/18/2011

Type: Any

Search

[Last 24 Hours](#)
[Last 7 Days](#)
[Last 30 Days](#)

Export Last 24 Hours

Export Last 7 Days

Page 1 of total 34 pages

User	Event Type	Access IP	Date	Detail
Your Company	Logon	75.103.8.12	1 minutes ago	Show
Anonymity	Visit Share	75.103.8.12	1 hours ago	Show
Anonymity	Download	75.103.8.12	1 hours ago	Show
Anonymity	Download	75.103.8.12	1 hours ago	Show
Anonymity	Visit Share	75.103.8.12	1 hours ago	Show
Your Company	Logon	75.103.8.12	17 hours ago	Show

To see your Event Log, go to My Account → Event Log History.

















You can see activity of shares, publishes, and folders that have the “Save access log” option enabled. The last 30 days of activity can be viewed here. If you need to save your logs, see the next section ahead titled “Archiving Event Logs”.

Logged activities include when a user:

- Logged on
- uploaded
- created
- opened
- moved
- restored
- copied
- deleted
- renamed
- downloaded
- uploaded
- deleted to recycle bin
- Visited
- Downgraded to free account

For group administrators, also includes when they:

- Created sub-user
- Deleted sub-user
- Enabled sub-user
- Edited sub-user
- Invited user to group
- Upgraded to group account
- Updated password
- Allocated storage
- Allocated download bytes
- Logged on sub-user account

User	Event Type	Access IP	Date ▾	Detail
 Your Company	Logon	75.103.8.12	1 minutes ago	Show ▾
 Anonymity	Visit Share	75.103.8.12	1 hours ago	Show ▾
 Anonymity	Download	75.103.8.12	1 hours ago	Show ▾
 Anonymity	Download	75.103.8.12	1 hours ago	Show ▾
 Anonymity	Visit Share	75.103.8.12	1 hours ago	Show ▾
 Your Company	Logon	75.103.8.12	17 hours ago	Show ▾
 Anonymity	Visit Share	173.8.186.105	17 hours ago	Show ▾
 Anonymity	Download	173.8.186.105	17 hours ago	Show ▾
 Anonymity	Download	173.8.186.105	17 hours ago	Show ▾
 Anonymity	Visit Share	173.8.186.105	17 hours ago	Show ▾
 Anonymity	Download	173.8.186.105	17 hours ago	Show ▾
 Anonymity	Visit Share	173.8.186.105	17 hours ago	Show ▾
 Anonymity	Visit Share	173.8.186.105	17 hours ago	Show ▾
 Anonymity	Download	173.8.186.105	17 hours ago	Show ▾
 Anonymity	Download	173.8.186.105	18 hours ago	Show ▾
 Anonymity	Visit Share	173.8.186.105	18 hours ago	Show ▾

Example Event Log

Exporting Event Log

You can export the log to an excel spreadsheet which makes it easy to share with others or to keep it as a record.

Event Log History


From: To: Type:

[Last 24 Hours](#) [Last 7 Days](#) [Last 30 Days](#)


Export Last 24 Hours


Export Last 7 Days




Page 1 of total 50 pages




User	Event Type	Access IP	Date ▾	Detail
------	------------	-----------	--------	--------

Category	Object Type	User	Date	Source IP	Software	Descrip
Download	File	Anonymity	3/23/2011 3:00	75.103.8.12	Web	downl
VisitShare	Share	Anonymity	3/23/2011 3:00	75.103.8.12	Web Host	visitec
Logon	Customer	Your Company	3/23/2011 2:57	75.103.8.12	Web	loggec
Logon	Customer	Your Company	3/23/2011 8:15	115.172.201.184	Web	loggec
Logon	Customer	Your Company	3/22/2011 11:47	24.7.93.195	Web	loggec
Download	File	Your Company	3/22/2011 11:44	24.7.93.195	Web	downl
Download	File	Your Company	3/22/2011 11:44	24.7.93.195	Web	downl
Logon	Customer	Your Company	3/22/2011 11:36	24.7.93.195	Web	loggec
Logon	Customer	Your Company	3/22/2011 8:32	211.144.200.117	Web	loggec
Logon	Customer	Your Company	3/22/2011 8:09	211.144.200.117	Web	loggec
Logon	Customer	Your Company	3/22/2011 8:07	211.144.200.117	Web	loggec

Exported Event Log

Archiving Event Logs

In your event log, you can view recorded activities during the last 30 days. If you wish to save all logs, you can enable the archiving feature which will archive the logs every month into your storage account. To enable this feature, log on to the website and go to My Storage. Click on "Option" → "Folder Option". Select "Archvie event logs to my storage" and then "Update".

Folder Options

[My Storage](#)

Show Folder Tree

☒ Yes ☐ No

Thumbnail View & Detail View

☒ Thumbnail View
Row Number: Column Number:

☐ Detail View
Row Number:

☐ Enable SSL for the whole website

☒ Enable "Recycle Bin" for file deletion

☐ Show hidden folders and old version folders

☒ Enable file versioning. Max file versions to keep

☐ **Enable Automatic File Deletion**
Automatically delete files older than month(s) day(s) hour(s)
(A file's age is based on the create time or last modified time, whichever is more recent)

☒ Archive event logs to my storage

☒ Display webmaster's share in folder tree

☐ This account will only be used by a security camera

Update

Default

Email Option

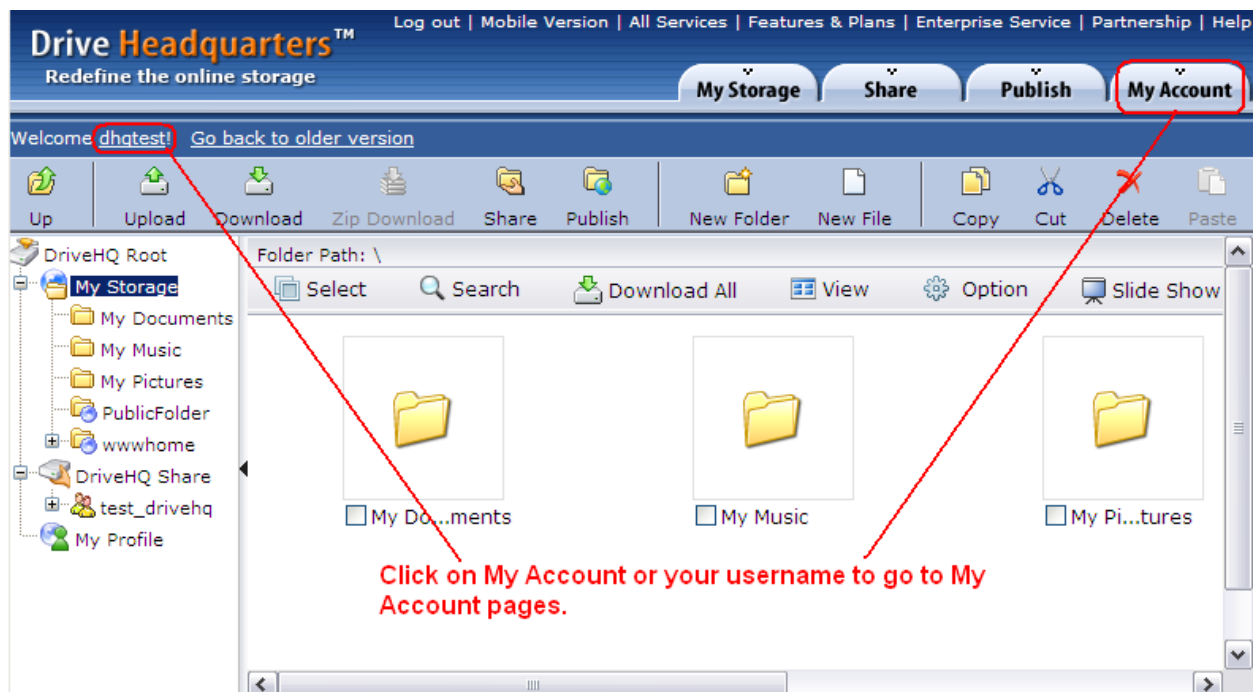
These event logs will be stored under "My Storage".

Group Account Service

Upgrade to group account service for free and get one free sub-user license. Group account service is designed for businesses and organizations that have a need for multiple user accounts that can be managed by a system administrator. Having a group account makes it easier to share files and collaborate with multiple people.

Upgrading to a group account free!

Go to *My Account* by clicking on your username in the top left. Then, click Group Account → Upgrade.



Drive HeadquartersTM

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StorageBackupFTPEmail

Welcome [dhqtest!](#)

Account Details

Account Balance

Account Options

Customization

Group Account

Subscribe

Deposit

Transaction History

Your account type is:
True Account
([Upgrade to Paid Account](#))
[Refer Your Friends](#)



Help market the best Internet storage website,
earn up to 30% commission

Your referral link: <http://www.drivehq.com/secure/signup.aspx?refID=270128>

My Account Details

Please complete the form below and click the "Submit" button to update your account profile.
Changing **email address** or **mobile number** needs to be verified.

Required Information

User Name:**dhqtest**

Email Address: * (Requires verification)

[Change my password](#)

Optional Information

First Name:

Last Name:

Street Address1:

Phone Number:

Street Address2:

Mobile Number:

City:

Home | Enterprise Service | Partnership | Mobile Version | Log o

Drive Headquarters™

Storage Backup FTP Email

Welcome dhqtest!

Free upgrade to Group Account service

Remote File Server, Online Backup, FTP / Email / Web server for all your employees and customers!

Group Account is designed for organizations and businesses where more than one person needs to use DriveHQ services. It can also be used for file sharing and collaboration among employees and clients.

By upgrading to a group account, you become the Group Owner and Administrator. You can then create or add more group members. Group members can easily share storage, bandwidth, files and folders. All sub-users are treated as premium users. There are 4 types of group members:

- **Group Administrator**
- **Sub Group Administrator**
- **Regular User**
- **Guest User**

A group owner is a special Group Administrator account that cannot be deleted. The username is usually the business name. The group owner can create more group member users, incl. group administrators.

A Group Administrator can add/create/edit/delete/disable a group member; assign storage

Your account type is:
True Account
([Upgrade to Paid Account](#))
([Refer Your Friends](#))

Please take a moment to read this page before upgrading

Group Administrator Tools

Click the "Group Admin" link to access your admin tools.

Home | Enterprise Service | Partnership | Mobile Version | Log out

Drive Headquarters™

Storage Backup FTP Email

Welcome dhqtest! [Group Admin](#)

Back Create Add Import Edit Save Delete Refresh Action

User Management

Group Members

No Sub Group Administ

Group Settings

Group Account Balance

Group Backup List

Group Options

Group Administrator [Maximum number of sub users: 1] [Need more?](#)

<input type="checkbox"/>	User Name	Used Space	Max Space	Used/Max DownloadBytes	User Type	Status	Create Time

Reset Password Set Storage Enable/Disable View Account Backup Status Logon As

Group Admin page

	Create	Add	Import	Edit	Save	Delete	Refresh	Action
Create:	Create a new sub-user (no email confirmation is needed)							
Add:	Add an existing DriveHQ user to this group account. For security reasons, the user will be sent a group invitation email. He must agree to be added to the group.							
Import:	If you need to create a lot of sub-users, you can prepare a CSV list of user information in a Microsoft Excel file							
Edit:	Edit sub-user account information.							
Save:	Save changes							
Delete:	Delete sub-users. You can delete sub-users, or remove them from the group account. Choosing the latter will simply convert their account to a regular standalone account.							

Creating a Sub-user

Drive Headquarters™ Home | Enterprise Service | Partnership | Mobile Version | Log out

Storage Backup FTP Email

Welcome dhqtest! Group Admin

Back Create Add Import Save Delete Refresh

User Management

Group Members
No Sub Group Administ

Group Settings

Group Account Balance
Group Backup List
Group Options

Create sub user

User Base Information

User Name: dhqtest11

Password: •••••

Confirm Password: •••••

Email: dhqtest11@drivehq.com ☐ Use DriveHQ email

User Type: Sub Group Administrator

Max Storage Space: 50 MB
Total space you can allocate: 1020 MB

Max Download Bytes: 200 MB
Total download bytes you can allocate: 406 MB

Option Information

First name: last name:

Address line 1:

Address line 2:

Home Phone: Cell Phone:

City: Zip:

State: Please select a state Country: United States

Save Cancel

Create Sub-user Page

Enter a username, password, email address, and user type. Check "Use DriveHQ email" if you do not wish to provide an email address. Other fields are optional. Click "Save".

Allocating Storage to your sub-users

You can choose how much storage space and download bytes to allocate to each of your sub-users. However, whatever is allocated to your sub-users will be deducted from your own storage and download bytes. You can re-allocate storage space and download bytes at any time by editing the sub-user account.

Tip: If you want your users to only access certain folders, there is another way you can manage them.

First, log on as the sub-user and delete all their folders. Then, using the Group Admin Tool, set their storage space to the bare minimum. When their storage space is close to 0, they will not be able to upload or create any files in their account. Then, create folders in your account to share to them. The sub-user can log on and find the shared folders under *DriveHQ Share*. When the sub-user uploads or downloads files in the shared folder, he will use your storage space and download bytes. This method allows your entire group to share the same storage and download bytes. But, make sure no one user consumes all the storage space!

Group User Types

There are five user types:

- Group Owner
- Group Administrator
- Sub Group Administrator
- Group Member
- Guest User

The Group owner is the person who created the group account. He is responsible for managing the group, including creating sub-users, allocating storage space, ordering subscription plans, and making payments. The group owner account cannot be deleted.

The Group Administrator is similar to the group owner, but cannot order subscription plans. A Group Administrator can edit another Group Administrator's account (except the group owner).

A sub-group administrator is similar to a group administrator, except it can only manage sub-user accounts within its sub-group.

A guest user cannot access any group shared folders. It cannot see any group account information.

Creating a Sub-Group

If several department managers at your company need to manage their own employees, you can make each of them a sub-group administrator. They can create and manage their own sub-users. A sub-group administrator has full access to only their sub-users.

The amount of storage space and download bytes a sub-group administrator can allocate to its sub-users is limited by their own account storage capacity. User licenses ordered by the group owner can be used by all group and sub-group administrators.

Welcome dhqtest! [Group Admin](#)

Back Create Add Import Edit Save Delete Refresh Action

User Management

Group Members

dhqtest11
dhqtest21

Group Settings

Group Account Balance
Group Backup List
Group Options

Group Administrator [Maximum number of sub users: 11] [Need more?](#)

User Name	Used Space	Max Space	Used/Max DownloadBytes	User Type	Status	Create Time
dhqtest0	3.45 MB	5.31 GB	0 B / 21.25 GB	Group Administrator	Enable	7/14/2010 10:36:53 AM
guest1	3.45 MB	10 MB	0 B / 40 MB	Guest Account	Enable	7/14/2010 10:33:48 AM
dhqtest25	3.45 MB	70 MB	0 B / 280 MB	Group Member	Enable	7/14/2010 10:33:25 AM
dhqtest24	3.45 MB	50 MB	0 B / 200 MB	Group Member	Enable	7/14/2010 10:33:04 AM
dhqtest23	3.45 MB	50 MB	0 B / 200 MB	Group Member	Enable	7/14/2010 10:32:43 AM
dhqtest13	3.45 MB	10 MB	0 B / 40 MB	Group Member	Enable	7/14/2010 10:32:01 AM
dhqtest22	3.45 MB	30 MB	0 B / 120 MB	Group Member	Enable	7/14/2010 10:31:28 AM
dhqtest12	3.45 MB	10 MB	0 B / 40 MB	Group Member	Enable	7/14/2010 10:30:58 AM
dhqtest21	3.45 MB	100 MB	0 B / 400 MB	Sub Group Administrator	Enable	7/14/2010 10:29:54 AM
dhqtest11	3.45 MB	50 MB	0 B / 200 MB	Sub Group Administrator	Enable	7/14/2010 10:24:02 AM

Reset Password Set Storage Enable/Disable View Account Backup Status Logon As

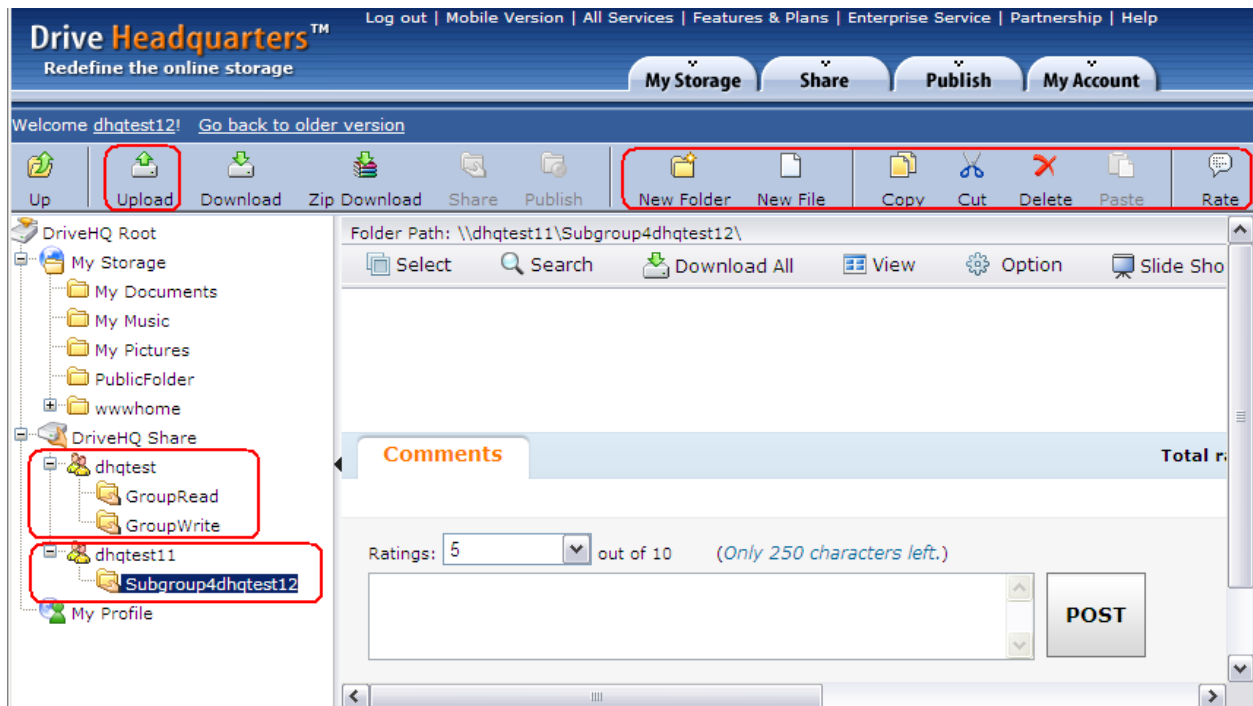
Group Admin page

On the left side of the group admin page, sub-group administrators are listed as "Group Members".

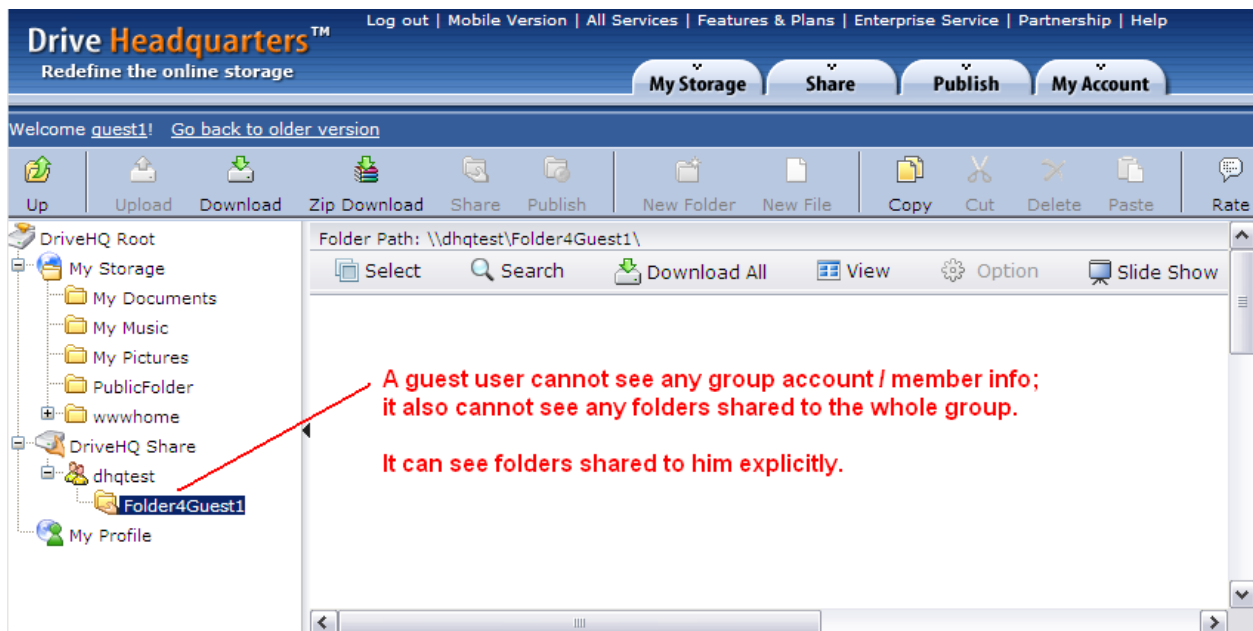
Sharing to Your Group

The group owner can create folders in his own account and share them to different users with different permissions.

There are two default group shared folders: "GroupRead" and "GroupWrite". All group members have access to these folders.



In this example, the sub-user dhqtest12 can see folders shared to the group from the Group Owner dhqtest. The sub-group admin dhqtest11 has also shared folders to this sub-user.



When guest user "guest1" logs on, he can only see folders shared to him; he cannot see the folders GroupRead and GroupWrite.

Real World Scenario

A group account is particularly beneficial when multiple people work together. If you have a small team, it's usually sufficient to have the group owner manage all users. If you have team of more than 10 people, it may be more convenient to have group administrators.

If you want to divide your team into multiple groups, you can create sub-group administrators. Having sub-groups can be beneficial if your company has multiple offices. The group owner can create a sub-group administrator account for each office. Sub-group administrators can also create other sub-group administrators. A sub-group administrator can create its own sub-users.

Having sub-groups is also handy when you want to quickly share a folder to a specific group.

More Group Admin tools

After creating a sub-user account, you can manage it with the tools at the bottom.

Reset Password	Set Storage	Enable/Disable	View Account	Backup Status	Logon As
----------------	-------------	----------------	--------------	---------------	----------

Reset Password: Change sub-user password
Set Storage: Change sub-user max storage space and download bytes
Enable/Disable: Enable or disable sub-user account
View Account: View sub-user account information
Backup status: View status of Online Backup tasks for all group members
Logon As: Log on as a sub-user with full access to the account

Batch User Creation and Management

- **Import:** The import feature can be used to quickly create a lot of sub-users.

- **Batch user management:**

Used/Max DownloadBytes	User Type
B / 1.95 GB	Guest Account
B / 11.72 GB	Group Administrator
B / 1.95 GB	Group Member
B / 1.95 GB	Group Member

Click "Action" to see all batch functions. Selecting one of these will apply the function to all sub-users.

Group Settings

From the **Group Admin** page, you can access various group information and settings.

Welcome dhqtest! **Group Admin**

Back Create Add Import Edit Save Delete Refresh Action

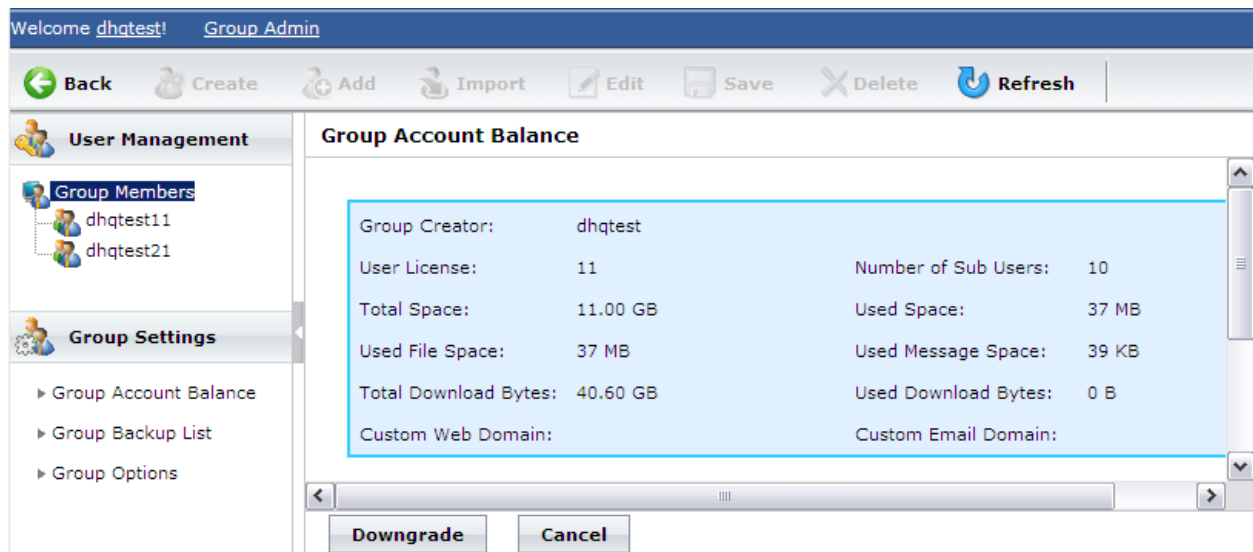
User Management

- Group Members
 - dhqtest11
 - dhqtest21
- Group Settings**
 - Group Account Balance
 - Group Backup List
 - Group Options

Group Administrator [Maximum number of sub users: 11] [Need more?](#)

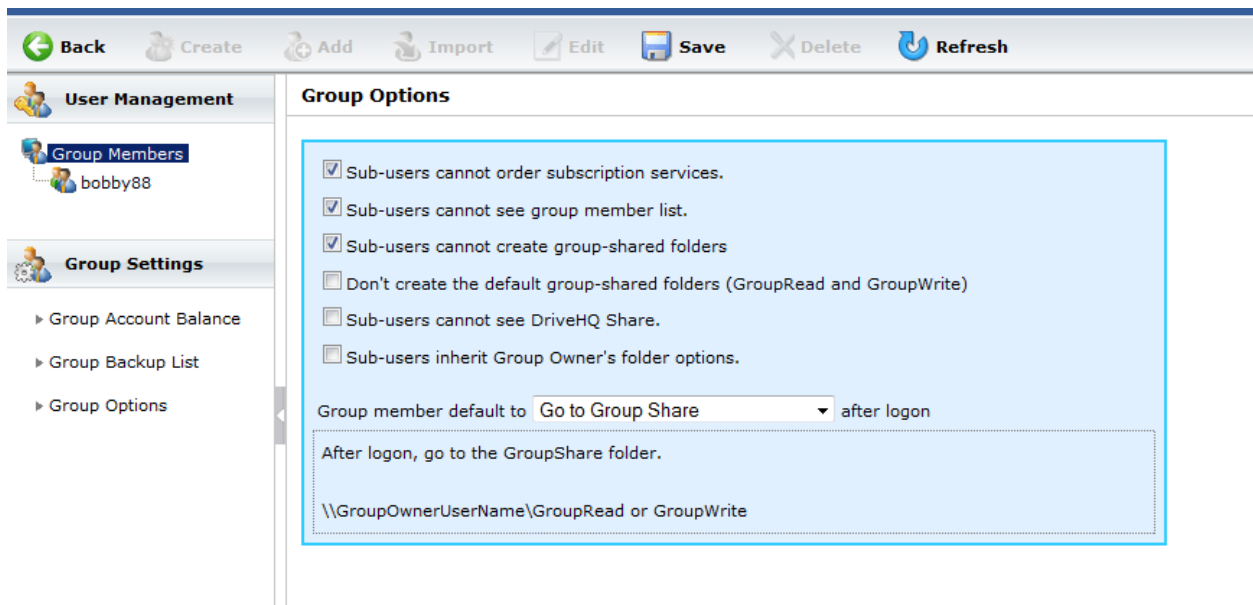
User Name	Used Space	Max Space	Used/Max DownloadBytes	User Type
dhqtest0	3.45 MB	5.31 GB	0 B / 21.25 GB	Group Administrator
guest1	3.45 MB	10 MB	0 B / 40 MB	Guest Account
dhqtest25	3.45 MB	70 MB	0 B / 280 MB	Group Member
dhqtest24	3.45 MB	50 MB	0 B / 200 MB	Group Member
dhqtest23	3.45 MB	50 MB	0 B / 200 MB	Group Member

Reset Password Set Storage Enable/Disable View Account Backup Status Logon As



Group Account Balance lists details about your group (yourself included)

Group Backup List lets you see the backup tasks of all group members.
Group Options lets you set options that affect the entire group.



Group Options

Group Options:

Sub-users here refer to all users except the group owner.

- **Sub-users cannot order subscription services.**
Sub-users cannot order their own subscriptions. Generally, this option

should be selected so that the group owner takes care of all subscriptions.

- **Sub-users cannot see group member list.**
Sub-users cannot see the list of all users in the group in the *My Account* page. This is useful to Group Account Service Resellers where different sub-users are not affiliated with the same organization.
- **Sub-users cannot create group-shared folders**
Sub-users cannot share a folder to the group. This is useful to Group Account Service Resellers where different sub-users are not affiliated with the same organization.
- **Don't create the default group-shared folders (GroupRead and GroupWrite).**
Disable the *GroupRead* and *GroupWrite* folders for all sub-users.
- **Sub-users cannot see DriveHQ Share.**
Sub-users cannot see *DriveHQ Share* which contains files shared to them by other users.
- Group member default to...after logon
After a sub-user logs on the website, they can be directed to one of the following pages:
 - *My Storage*
 - *DriveHQ Share*
 - Group Share: takes user to *GroupRead* and *GroupWrite* folders.
 - Sub-User Shared Folder page: takes user to
 "DriveHQ Share\GroupOwnerUserName\SubUserName" folder.
 - Webmail: takes user to webmail

Downgrading Your Group Account

You can make your group account an individual account again if needed. First, delete all your sub-users. Next, go to the **Group Admin** page, and click "Group Account Balance". Then click "Downgrade".

Account and Subscriptions

Individual Account Types

There are three different types of user accounts:

1. Free
2. True
3. Premium

Free Account

A free account is one that is registered with any common email address, such as gmail or yahoo. Certain feature restrictions apply to a free account.

True Account

A true account is also free, but has a few more features than the free account, such as publishing. A true account is one where we can verify a user. To be a true account, you must register with a custom domain email address, such as from your company. Or, you can become one by depositing at least \$3 into your account.

Premium Account

Become a premium user by ordering any subscription plan. A sub-user of a premium account owner is also considered premium.

Free and Premium Service Comparison

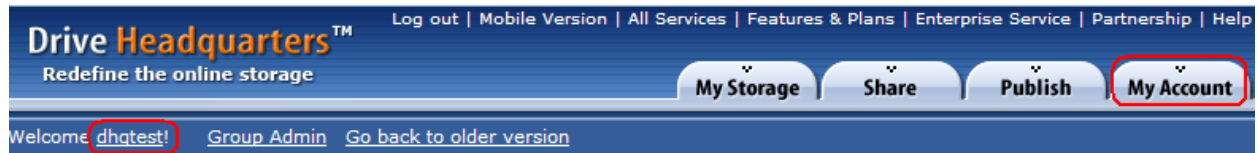
Free Accounts get 1GB of free storage. Free accounts have a few restrictions compared to a premium one. Please see the comparison on the next page.

	Free Service	Premium Service
Basic online storage features	Yes	Yes
Basic online sharing features	Yes	Yes
Basic online backup features	Yes	Yes
Basic email features	Demo only	Yes
Basic FTP features	Yes	Yes
Max storage space	1GB	2GB – 10TB
Max monthly download bytes	200MB/month initially. By trying more DriveHQ features, this can be increased to 1GB max free monthly download bytes	4x times subscribed storage. E.g. if you ordered a 5GB storage plan, you get 20GB download bytes/month
Max continuous upload	50MB- after 50MB, it will pause but is resumable	no limit (up to amount of storage)
Folder Synchronization	Limit 2 synchronization tasks; one-way sync only.	No limit; Supports 2-way sync.
Online Backup	Limit 2 backup tasks	No limit
Zip Download	No	Yes
File versioning	No	Yes
Performance/Speed	May be capped	No cap
Email Server Hosting	limit sending to 5 emails/ day.	No limit, but mass mailing and spamming not allowed
FTP Server Hosting	Limit 2 concurrent FTP connections; limit 10 logons per day.	Many concurrent connections allowed
Web Publishing	Free user: website expires after 20 minutes True user: Yes	Yes
File Publishing	Free users: Try only (Publish URLs expire in 15 minutes) True users: Yes	Yes
Group sub-user licenses	1 free	1 free, more can be ordered
Custom domain	No	Yes

FTP hosting		
Custom domain website hosting	No	Yes
Custom domain email hosting	No	Yes
Custom logo and landing page	No	Can be ordered separately


My Account Page


Click the *My Account* tab or your username as shown.





Account Details


Welcome [dhqtest!](#) [Group Admin](#)


 Account Details


 Account Balance


 Account Options

 Customization

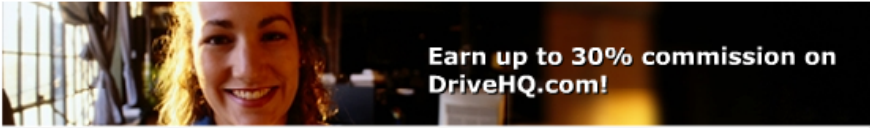
 Group Account

 Subscribe

 Deposit

 Transaction History

Your account type is:
Paid Group Account
[Refer Your Friends](#)



Earn up to 30% commission on DriveHQ.com!

Your referral link: <http://www.drivehq.com/secure/signup.aspx?refID=270128>

My Account Details

Please complete the form below and click the "Submit" button to update your account profile. Changing **email address** or **mobile number** needs to be verified.

Required Information

User Name: **dhqtest**

Email Address: * (Requires verification)

[Change my password](#)

Optional Information

First Name:

Last Name:

Street Address1:

Phone Number:

Street Address2:

Mobile Number:

City:

State:

Zip Code:

Country/Region:

Referral ID: 0

[Edit my alias and icon](#)

You account type is: **Paid Group Account**

Submit

Thanks for using our service. Please spread the words and invite your friends to share the experience.

- Create folders with great contents and share them with your friends
- Publish your files and post them on your blog or forum
- Host your personal website or blog at DriveHQ and make it searchable

View and edit account information here. If you change your email address, an activation email will be sent to the new email address. You must open the confirmation email and click the activation link.

Changing your password

Click "Change my password" to change your account password.
To change your username, please send an email to support@drivehq.com.

Referrals

The Referral link can be used to refer other people to DriveHQ. You are eligible for sales commission if you refer users who later order a subscription plan.

Alias and Icon

The Alias and Icon is used in the support forum to hide your real username.

Account Balance

Account Details
 Account Balance
 Account Options
 Customization
 Group Account
 Subscribe
 Deposit
 Transaction History

Your account type is:
Paid Group Account
[Refer Your Friends](#)

Account Balance

[Deposit](#)
[Transfer](#)
[Update Secure Password](#)
[Refresh Account Balance](#)

Member Since:	7/2/2010 2:31:19 PM	Total Logon Times:	13 (self)/ 0 (visitor)
Member Type:	Paid Group Account	Last Logon Date:	7/14/2010 2:01:02 PM
Max Space:	5.32 GB	Users Referred:	0
File Space Used:	3.45 MB	Max Download Bytes:	17.86 GB
Total Files:	9	Used Download Bytes:	0 B

Email Backup Service Level: Free Email Backup Service Upgrade	
Total Emails:	10
Total Email Size:	19 KB

Cash Balance:	\$0.00	Total Points:	0
Product Coupon Balance:	\$0.00	Service Coupon Balance:	\$275.18

You have referred 0 members.

Your referral link: <http://www.drivehq.com/secure/signup.aspx?refID=270128>.
[Refer](#) your friends, check out our [affiliate program](#).

In your Account Balance page, you can find detailed information about your account, including your sign-up date (billing date), used storage and download bytes, and account balance.

At the top are four buttons:

- **Deposit:** deposit money into your account. The money will act as credit and can be used toward any subscription plans.
- **Transfer:** If you have money in your “Cash balance”, you may transfer some of it to other DriveHQ users.
- **Update Secure Password:** To transfer money, you need to enter your account password and another secure password. The default secure password is the same as your account password. Changing your account password does not change the secure password. You can change your secure password by clicking “Update Secure Password”.
- **Refresh Account Balance:** refreshes all information on this page.

Account Options

Here, you will see Folder Options and Email Options. There is more information about these at a later section.

Customization

Information about customization can be found in the Enterprise Service section ahead.

Group Account

Access the group admin page to create and manage your sub-users.

Coupons

Add and view coupon codes that give you a discount on all subscription plans.

Subscribe

Order new subscriptions and manage or cancel your current ones. See section about subscriptions below.

Deposit

Deposit money into your account to cover future payments for your subscriptions.

Transaction History

View your transaction history, order history, and billing statements.

Subscriptions

If you've decided to upgrade to a premium account, you just need to order a subscription plan. The differences between a free account and a premium one can be found here:

<https://drivehq.com/Premium/default.aspx>

Please also see our pricing chart to determine what plan suits you best:

<https://drivehq.com/help/features/PricingPlans.aspx>

Multiple subscription plans can be combined together. For example, you can order a 2GB plan today, and order a 5GB plan tomorrow. You will then have 7GB of storage total.

To order a subscription, click the Subscribe button located on your Account page.

1. Manage your subscriptions
2. Order new subscriptions
3. View and cancel current subscriptions

Welcome [drivehqexample!](#) [Group Admin](#)

Account Details
Account Balance
Account Options
Customization
Group Account
Subscribe
Deposit
Transaction History
Your account type is:
Paid Group Account
Refer Your Friends

Subscribe **Current Subscription**

- Multiple subscriptions can be ordered. You can [cancel](#) old ones after upgrade.

Storage Service & User License		Custom Logo and Logon Page		Other Service	
Storage	Monthly	Annual	2-Year	3-Year	
1 GB Subscription Service	<input type="radio"/> \$2.99	<input type="radio"/> \$29.99	<input type="radio"/> \$49.99	<input type="radio"/> \$69.99	
2 GB Subscription Service	<input type="radio"/> \$4.99	<input type="radio"/> \$49.99	<input type="radio"/> \$89.99	<input type="radio"/> \$124.99	
5 GB Subscription Service	<input type="radio"/> \$7.99	<input type="radio"/> \$79.99	<input type="radio"/> \$149.99	<input type="radio"/> \$199.99	
10 GB Subscription Service	<input checked="" type="radio"/> \$12.99	<input checked="" type="radio"/> \$129.99	<input checked="" type="radio"/> \$239.99	<input checked="" type="radio"/> \$329.99	
20 GB Subscription Service	<input type="radio"/> \$19.99	<input type="radio"/> \$199.99	<input type="radio"/> \$359.99	<input type="radio"/> \$499.99	
50 GB Subscription Service	<input type="radio"/> \$39.99	<input type="radio"/> \$399.99	<input type="radio"/> \$699.99	<input type="radio"/> \$999.99	
100 GB Subscription Service	<input type="radio"/> \$69.99	<input type="radio"/> \$699.99	<input type="radio"/> \$1249.99	<input type="radio"/> \$1749.99	
Group User License		Monthly	Annual	2-year	3-year
5 users group licenses	<input type="radio"/> \$2.99	<input type="radio"/> \$29.99	<input type="radio"/> \$54.99	<input type="radio"/> \$79.99	

Please see the below section for more information about how subscriptions work.

Paying for Subscriptions

DriveHQ never keeps your credit card number on file. Instead, we use a deposit payment system. When you order a new subscription, the money will be deposited into your account as credit. After that, you only need to deposit money as needed.

You can order either monthly or yearly subscriptions. If you want to try our service or you only need it for a short amount of time, the monthly plan is ideal. However, if you are incorporating DriveHQ into your business, the yearly plan is highly recommended. Going with the yearly plan saves you two months of service compared to the monthly price.

Regardless of whether you order a monthly or yearly subscription, our system will always bill you monthly. For example, let's say you want to order a 10 GB yearly subscription for \$129.99 per year. When you order it with a credit card, \$129.99 will be transferred into your account as credit. Every month, your account will deduct \$10.83 to cover your subscription. This system was designed to provide our customers the flexibility to change subscriptions at any time. If you want to upgrade or downgrade your subscription in the future, you can cancel the 10GB subscription and purchase a different one with your unused credit. In short, all subscriptions reoccur every month, including yearly plans, until cancelled.

Your monthly billing day is the day you signed up for a free DriveHQ account. For example, even if you ordered a 10 GB subscription on December 26, but you signed up for your free DriveHQ account on the 20th, your billing day each month will still be the 20th.

Your subscription cost will be prorated if you do not order on the same day as your billing day. For example, if you order a 10 GB yearly subscription for \$129.99 on February 25th and your billing day is February 20th, your cost for your first month will be $(23/28) * \$10.83$, or \$8.90. Your subscription will not require payment again until February 20th of the following year.

The money in your account will either be a part of the **cash balance** or the **service coupon balance**. Your cash balance is any money that has not been put aside for a subscription, i.e. when you make a deposit. Your service coupon balance is money that has been put aside when you order a subscription. For example, let's say you order a 10 GB yearly subscription for \$129.99. Your service coupon balance will become \$119.16 (\$129.99 –

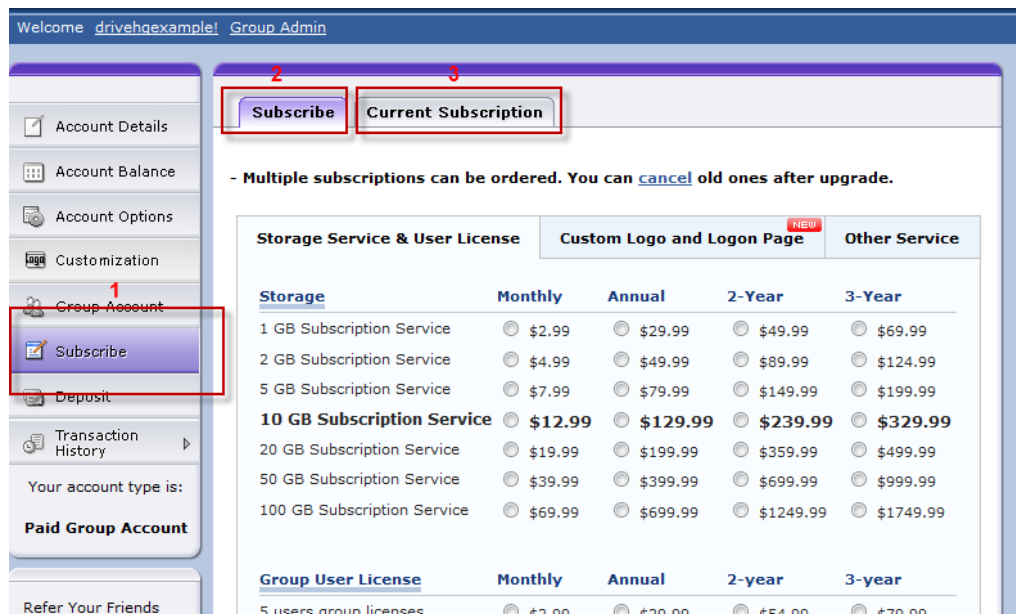
first month's service), and your cash balance will be 0. If you simply make a deposit of \$50, the \$50 will become a part of your cash balance.

When your account runs out of credit to cover your subscription(s), your account will have a negative balance. If your account balance remains negative for beyond one month, certain features will become locked, such as downloading.

Please note that deposits less than \$10 will incur a \$.50 processing fee (when you order a new subscription, this fee is waived).

Changing Subscriptions

If you need to upgrade or downgrade your subscription plan, you can do so at any time. Go to the Subscribe Page.



1. Manage your subscriptions
2. Order new subscriptions
3. View and cancel current subscriptions

Welcome [drivehqexample!](#) Group Admin

Account Details
Account Balance
Account Options
Customization
Group Account
Subscribe
Deposit
Transaction History
Your account type is:
Paid Group Account
Refer Your Friends

Subscribe **Current Subscription**

- Multiple subscriptions can be ordered. You can [cancel](#) old ones after upgrade.

Storage Service & User License		Custom Logo and Logon Page		Other Service	
Storage	Monthly	Annual	2-Year	3-Year	
1 GB Subscription Service	\$2.99	\$29.99	\$49.99	\$69.99	
2 GB Subscription Service	\$4.99	\$49.99	\$89.99	\$124.99	
5 GB Subscription Service	\$7.99	\$79.99	\$149.99	\$199.99	
10 GB Subscription Service	\$12.99	\$129.99	\$239.99	\$329.99	
20 GB Subscription Service	\$19.99	\$199.99	\$359.99	\$499.99	
50 GB Subscription Service	\$39.99	\$399.99	\$699.99	\$999.99	
100 GB Subscription Service	\$69.99	\$699.99	\$1249.99	\$1749.99	

Group User License	Monthly	Annual	2-year	3-year
5 users group licenses	\$2.99	\$29.99	\$54.99	\$79.99

First, order a new subscription plan. Next, cancel your old one. To cancel a subscription, click on **Current Subscription**, then click on an order item ID. Click the Cancel button. Unused credit from your old subscription will be used toward your new subscription automatically.

Important: If you are downgrading, you must make sure your storage usage is less than the storage provision of your new subscription.

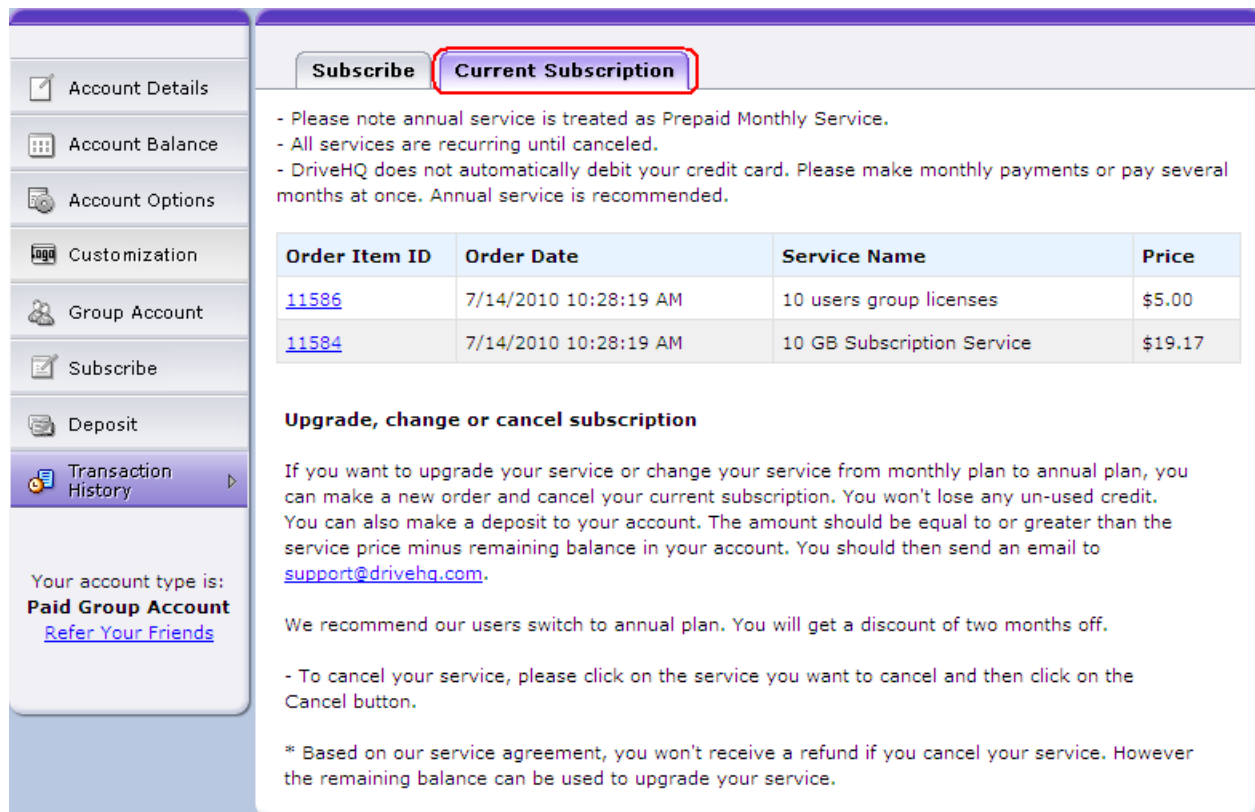
If you have any questions or experience any problems with subscriptions, please contact support@drivehq.com.

Downgrading to Free Account

To cancel a subscription:

- You must delete your files and reduce storage and download bytes usage
- If you have a group account, you must delete all sub-user accounts.

Then go to *My Account*, click "Subscribe"-> "Current Subscription" -> Order Item ID -> Cancel



The screenshot displays the 'Current Subscription' page in the Drive Headquarters interface. The sidebar on the left contains links to Account Details, Account Balance, Account Options, Customization, Group Account, Subscribe, Deposit, and Transaction History. The main content area has a tabbed interface with 'Subscribe' and 'Current Subscription' tabs. The 'Current Subscription' tab is active and contains the following information:

- Please note annual service is treated as Prepaid Monthly Service.
- All services are recurring until canceled.
- DriveHQ does not automatically debit your credit card. Please make monthly payments or pay several months at once. Annual service is recommended.

Order Item ID	Order Date	Service Name	Price
11586	7/14/2010 10:28:19 AM	10 users group licenses	\$5.00
11584	7/14/2010 10:28:19 AM	10 GB Subscription Service	\$19.17

Upgrade, change or cancel subscription

If you want to upgrade your service or change your service from monthly plan to annual plan, you can make a new order and cancel your current subscription. You won't lose any un-used credit. You can also make a deposit to your account. The amount should be equal to or greater than the service price minus remaining balance in your account. You should then send an email to support@drivehq.com.

We recommend our users switch to annual plan. You will get a discount of two months off.

- To cancel your service, please click on the service you want to cancel and then click on the Cancel button.

* Based on our service agreement, you won't receive a refund if you cancel your service. However the remaining balance can be used to upgrade your service.

At the bottom of the sidebar, it states: "Your account type is: **Paid Group Account** [Refer Your Friends](#)".

Account Details

Account Balance

Account Options

Customization

Group Account

Subscribe

Deposit

Transaction History

Your account type is:

Order List - View Order - View Order Item

[Back to View Order](#)
[Back to Order List](#)

Product Name:	10 users group licenses	Source:	
Order Item ID:	11586	Order ID:	54881
Product ID:	20231	Quantity:	1
Unit Cost:	\$ 5.00	Ship Cost:	\$ 0.00
Status:	Completed Order	Tax:	\$ 0.00
Ship Date:	7/14/2010		
Note:	Annual service maps to monthly service		

Cancel subscription

If you have multiple subscriptions, you need to cancel your subscriptions one at a time.

Depositing Money

You can deposit money into your account at anytime. It will be deposited as a Cash Balance. You can use the credit in your cash balance to purchase subscriptions or to leave it for future payments of your current subscriptions.

Deposit

128-bit SSL Secured

Authorize.Net
Click! MERCHANT

Credit Card Processing

Your deposit (payment) will be kept as cash balance on your account, or used to pay for any outstanding balance. You can use it for all DriveHQ services. It is recommended to pay several months at once, or pay annually to get two months off. **Payment of less than \$10 will incur \$0.5 transaction fee.**

☒ **Deposit by PayPal:**

PayPal

☒ **Deposit by credit card:**

VISA **MasterCard** **DISCOVER** **AMERICAN EXPRESS**

☒ **Pay by Company Check**

☒ Ask another member to transfer balance to you.

Your account type is:
Paid Group Account
[Refer Your Friends](#)

DriveHQ accepts several payment methods:

- Credit Card
- PayPal
- Company Check
- Bank Wire.

Note: company checks and bank wire are processed when received.

Transaction History

Access your transaction history from the **My Account** page.

\$0.5 transaction

Group Account

Subscribe

Deposit

Transaction History

View Transaction List

View Order List

View Sales History

View Statement List

Current Subscription

Transaction History

View Transaction List:	View all transactions, i.e. deposits, withdrawals, transfers
View Order List:	View all orders
View Sales History:	(Available to resellers only)
View Statement list:	View monthly statements
Current Subscription:	Display all current subscriptions

Print Invoices

After you order a subscription service, you will receive an "Order Confirmation and Invoice" email, which can serve as an official invoice for accounting purposes. If you don't receive this email or cannot find it, you can print it online. Go to **My Account**, click "Transaction History", then select "View Transaction List" or "View Order List". You can click on the Transaction ID or Order ID to see more details. Select "Print Invoices".

Transaction List

From: (mm/dd/yyyy) to (mm/dd/yyyy)

[Last 24 Hours](#) [Last 7 Days](#) [Last 30 Days](#) [Last 90 Days](#) [Last Year](#) [All](#)

Page 1 of total 1 pages

Transaction ID	Method	Time	Type	Cash Amount	Status	Print Invoices
7305165	Online Wallet	5/21/2010 2:45:18 PM	Withdraw	\$ 649.98	Completed	Print
7305148	Online Wallet	5/21/2010 2:45:18 PM	Deposit	\$ 0.00	Completed	Print
7305131	Online Wallet	5/21/2010 2:45:18 PM	Deposit	\$ 0.00	Completed	Print

Print Invoices

FTP Server Hosting

Introduction

DriveHQ's FTP server hosting is integrated with your DriveHQ online storage account. No software installation is required to use FTP. You can use any web browser, FTP client, or Windows Explorer.

Just enter: **ftp://USERNAME:PASSWORD@ftp.drivehq.com/**

Detailed FTP server hosting information is available online at:

<http://www.drivehq.com/ftp/>

Click "FAQ" and "Expand All".

FTP Server

The main DriveHQ FTP Server is: **ftp.drivehq.com**

Premium users can also access: **proFTP.drivehq.com**

Using FTP, you can log on to your online storage account with your DriveHQ username and password. Logging on via FTP will bring you to your root directory. On FTP clients, you don't need to specify a root directory. Leave the field empty or type in "/".

FTP Service Restrictions For Free Users

It is strictly prohibited to use our FTP hosting service for the following:

- Storing and transferring pirated material
- Storing and transferring adult content
- Using automatic software and devices that log on to the FTP server frequently. If you use a surveillance camera that automatically uploads photos and videos, you must notify DriveHQ and gain permission. Also, you must be a premium user.
- KeyLoggers: if you have a legitimate reason for using a KeyLogger with our service, you must notify DriveHQ first and provide a copy of your photo ID. You must also be a premium user.
- If you use a surveillance camera that automatically uploads photos and videos to DriveHQ's FTP server, you must become a premium user.

FTP using Windows Explorer

Windows Explorer can be used as a simple and convenient FTP Client. If you need to transfer a lot of files, we recommend using File Manager or an FTP client.

To connect to DriveHQ's FTP server using Windows Explorer, launch Windows Explorer (or open "My Computer") and enter the following address:

<ftp://USERNAME:PASSWORD@ftp.drivehq.com/>

Using FTP, you can drag and drop files between your online and local folders. You can also create folders. Double clicking a file will open it.

Mac users can use Mac Finder or download free FTP client software such as FileZilla which support dragging and dropping.

Configuring FTP clients

You can access your online storage with any popular FTP clients, including Smart FTP, CuteFTP, WS FTP, and FileZilla. To configure your FTP client, please use the following.

FTP server:	ftp.drivehq.com or proFTP.drivehq.com (premium users only)
Port number:	21
Username & password:	your DriveHQ user name / password
Remote directory:	Leave blank or enter "/". You can also enter a folder that's in your online storage.

Note: When accessing behind a NAT or firewall, please set FTP access mode to PASSIVE. (Microsoft command-line FTP doesn't support passive mode.)

<proFTP.drivehq.com> is an FTP server dedicated for premium users. It has better support for FTP in ACTIVE mode. Microsoft command-line FTP is likely to work when using with this server.

Anonymous FTP

DriveHQ's FTP server supports anonymous login. You can access published folders anonymously. For more information, please see the section on publishing.

If you want to access a published folder using FTP client software, the publisher's username must be known.

You can accessed published files by typing in your web browser: <ftp://ftp.drivehq.com/username>. You can also log in to an FTP client with username "anonymous" and use your email address as the password. Once connected, change the folder to "/username", and you will see all folders published by account "Mike".

Online Backup



There are many reasons why you should use Online Backup:

- Backing up your files offsite ensures protection against major disasters like earthquakes, floods, fires, and hacking.
- No need to buy or setup a backup device
- Back up and restore files from anywhere.
- Back up any computer using one account
- Back up servers even when nobody is logged on
- Automatic resuming if internet is interrupted
- DriveHQ has multiple levels of redundancy to protect your data, making it more secure than traditional local backup.
- Our servers are located on a state-of-the-art data center, which is co-located with Hurricane Electric. The facility has 24x7 onsite security and

surveillance cameras, virtually unlimited network bandwidth, and redundant network and power supplies.

Main Features

- Schedule backups
- Set up real-time backups
- Supports incremental backup: backs up only new or modified files since the last backup.
- Supports Volume Shadow Copy: back up open (or locked) files like Outlook's PST files or other database files.
- File versioning
- Back up multiple computers
- Supports HTTPS/SSL
- Folder encryption
- Data compression for faster data transfers
- Data caching for faster uploads and downloads
- MagicUpload enables instant file transfers if they are already on our servers.
- Access your backed up data from anywhere!

Getting Started

Download Online Backup:

<http://www.drivehq.com/backup/DownloadOnlineBackup.aspx>

Install the 32-bit version on a 32-bit operating system and the 64-bit version on 64-bit version operating system.

Which version operating system do I have? To find out, open this link in Internet Explorer.

<http://www.drivehq.com/downloads/FindOSVersion.aspx>

Troubleshooting Installation

On some computers, installation might fail. If this happens, check:

1. if you are installing the right version of Online Backup. See above.
2. Make sure you don't have any anti-virus or security software that is blocking the DriveHQ installer.
3. Make sure your organization allows you to install software on your computer.
4. Make sure the installer file has a ".exe." extension. Some security software will change the extension.

Starting Online Backup

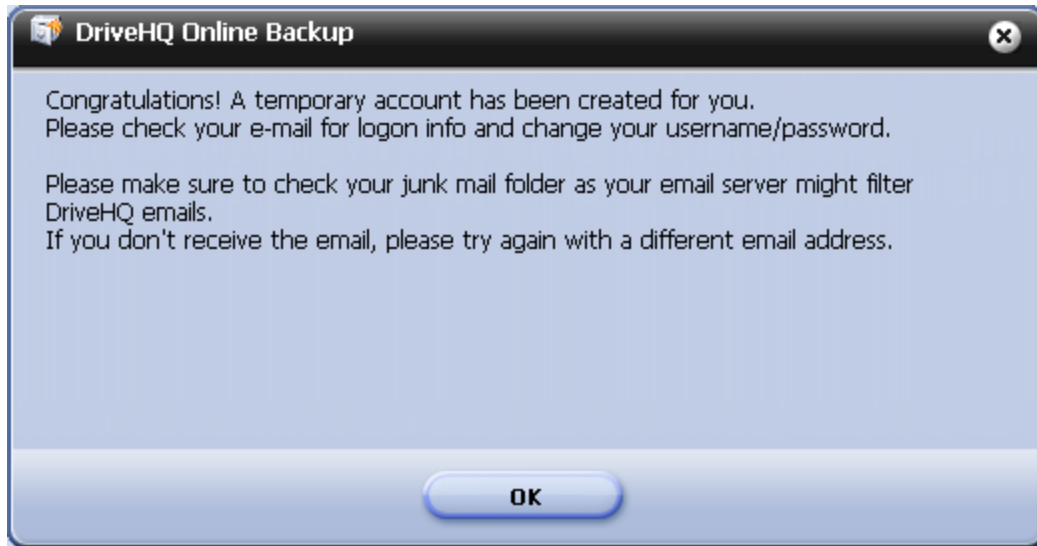
When starting Online Backup for the first time, you will be prompted for your username and password. If you have a DriveHQ account, please select "Already a member" and proceed. Otherwise, enter your email address to create a temporary account.

Temporary Account

If you are not a member, enter your email address and click submit.



The screenshot shows a window titled "DriveHQ Online Backup" with a standard macOS-style title bar (question mark, close, and zoom buttons). The window has a light blue background with a subtle globe pattern. At the top, a green arrow icon points to the right, followed by the text: "Welcome to DriveHQ Online Backup, the best secure online backup software! Online Backup can automatically protect your data in real-time or in scheduled mode. Your data will be secure and reliable on DriveHQ storage." Below this, there are two radio buttons: "Not a member?" (which is selected, indicated by a green dot) and "Already a member?". Underneath the radio buttons, a blue header reads "Please input your email to start using Online Backup". Below this header is a text input field labeled "Email Address:" with a single vertical cursor line inside. At the bottom of the window is a blue "Submit" button.



This is only a temporary account. You will be sent a welcome email with instructions on how to set up your account and change your username and password. The email should be delivered within 10 minutes, but could take up to 30 minutes.

If you don't receive the welcome email, check if it's in your junk or bulk folders. Most likely your email service provider has filtered or blocked DriveHQ emails. Please notify your system administrator or ISP not to block DriveHQ emails, or try a different email address.

Backup Tasks

Everything you back is broken down into tasks. When you create a backup task, you specify which folders to back up and when. A backup task can be edited or deleted. Backup tasks allow you a lot of flexibility.

Taking into consideration the way the system is designed, for each backup task, you can only select backup source folders and files within one parent folder. Online Backup supports incremental backups which means only changed or new files will be backed up each time a task is run.

What should you back up?

We recommend only backing up important files. In general, you should back up your My Documents folder and any folders where you save personal or business data.

We recommend not backing up the following:

- Windows Operating System files
- The "Program Files" folder
- All system and application temporary files
- The Recycle
- System files and hibernation files

You don't need to back up your operating system files because they can be recovered using your computer's recovery CD. You can always reinstall it too. Typically, operating system files cannot be restored without using the Windows recovery software. It's not usually necessary to back up program files since they are usually easy to re-install. Also, restoring these files may not always restore the software.

Types of Backup Tasks



There are three types of backup tasks:

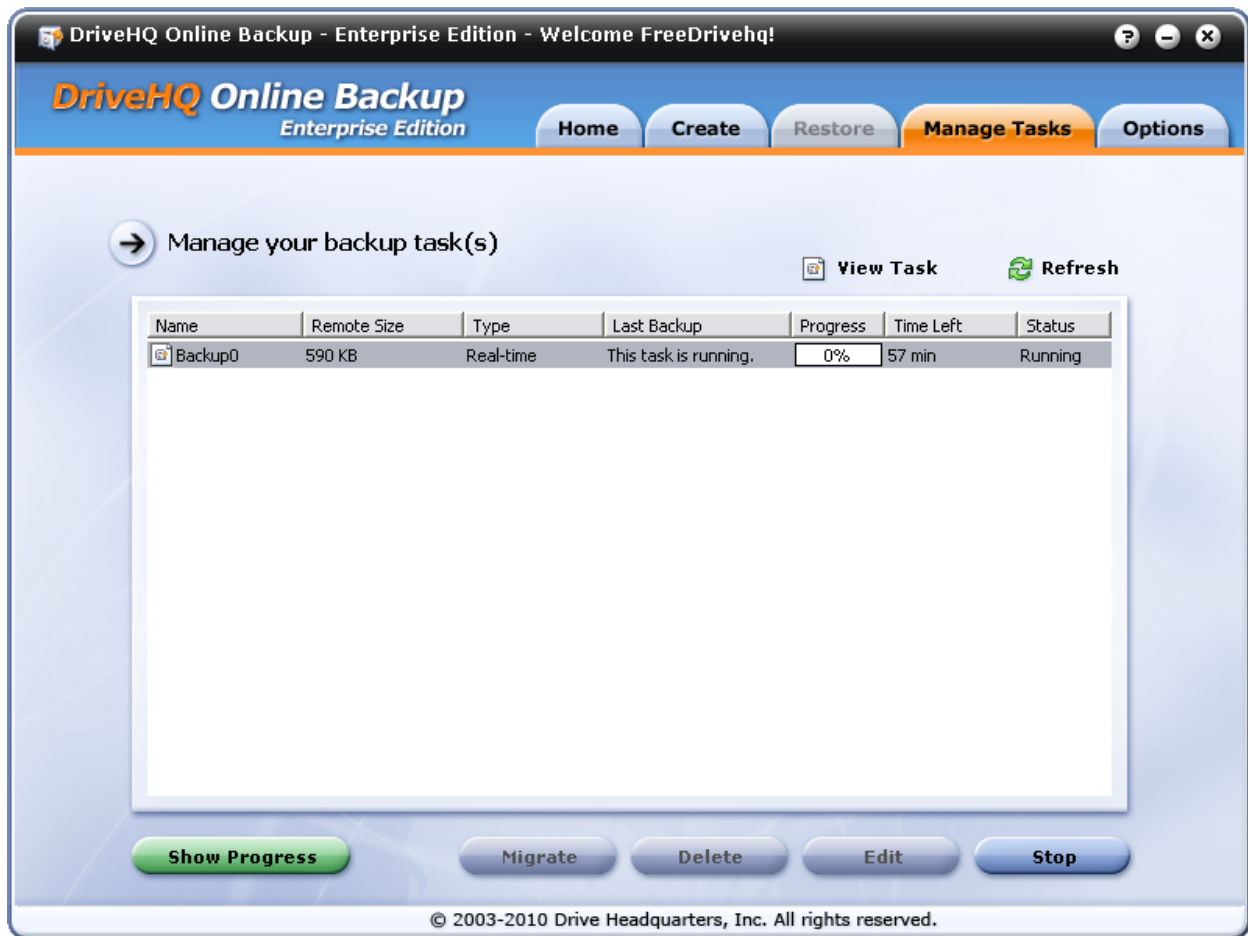
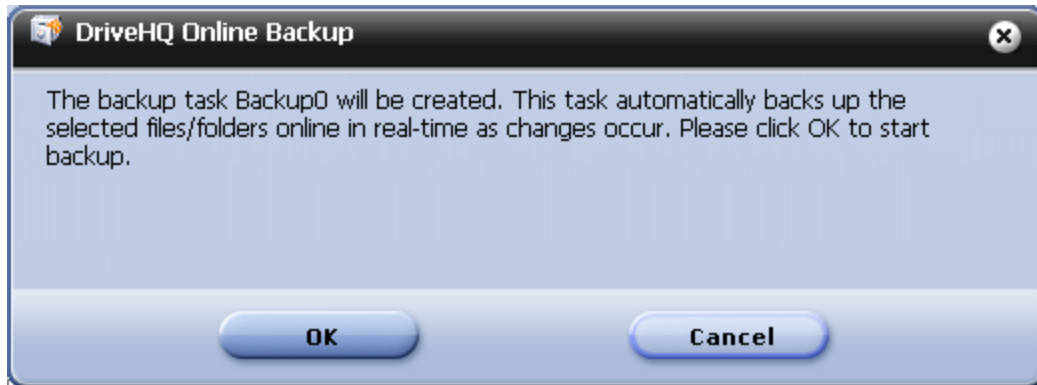
- **Quick Backup**
Create a real-time backup task in one step. This is recommended for a small folder with only a few files. For large folders, we recommend doing an Advanced Backup.
- **Advanced Backup**
Back up any size folders using a scheduled backup task with advanced options.
- **Email/Database Backup**
With this option, you can back up email and database files such as an Outlook PST file. You can also back up any folder that contains open files such as Quickbook data files. Designed to back up large "open files". "Open files" are opened and

constantly being written to. Such files are also referred to as “locked”. Microsoft Outlook PST files are considered “open” as Outlook is running all the time. Some database files are also “open” as the database server software is always running and writing to the file. Usually you cannot copy, edit, or delete an “open file” until you close the application using it.

Creating a Quick Backup

Click on “Quick Backup” to create a real-time backup task. Then select a backup source folder(s). Remember, you can only select source folders belonging to the same parent folder. Then click “Finish”.





Progress of the backup task.

Creating an Advanced Backup

Click "Advanced Backup". Then select the source folders to back up



If you are not sure about which folders you should back up, click "Help Me Select Files" for suggestions.

Scheduling Your Backup:

After you select a source folder, click "Next" to set up the backup schedule.

The screenshot shows a web browser window titled "DriveHQ Online Backup - Enterprise Edition - Welcome FreeDrivehq!". The page has a blue header with the DriveHQ logo and navigation tabs: Home, Create (highlighted), Restore, Manage Tasks, and Options. The main content area is titled "Create a backup task – Advanced backup" and includes a progress indicator showing Step 2 of 4. Step 2, "Select a backup type", has two options: "Real-time backup" (unselected) and "Scheduled backup" (selected). Step 3, "Select a backup schedule option", has two options: "One time only" (unselected) and "Daily" (selected). Below "Daily" is a "Weekly" option with a "Select day of week:" dropdown menu set to "Sunday". Step 4, "Please enter backup time", has a "Start the backup task at:" label and two input fields for time, showing "07" and "30". At the bottom right are "Back" and "Next" buttons. The footer contains the copyright notice "© 2003-2010 Drive Headquarters, Inc. All rights reserved."

Step 2: make sure Schedule backup is selected.

Step 3: select when you want the backup task to run and the frequency.

Step 4: enter backup time. The valid time format is from: 00:00 to 23:59 and uses your PC's local time.

Click "Next".

Enter a backup task name and description. Only use alpha numeric characters (a-b, 0-9).

Excluding files from the backup task

You can exclude file names or file types from the backup. Separate multiple items with "|". Use "*" as a wildcard. For example, "*.exe" will exclude all files with the .exe extension. You can also input folder paths.

Example:

- *.bak | tmp?.* | ~*.*
- Temp*.* | log\personal*.log
- temp | tmp* | logs\personal | backup\old*

Online Backup with Folder Encryption

If you select “With Encryption”, the backup task will encrypt your data locally before uploading the files to DriveHQ. You must set up an encryption key first. If you have not done so, it will prompt you to enter one.

When you upload a file to DriveHQ using File Manager or Online Backup, your files will be encrypted locally before they are uploaded. Your files will remain encrypted on our servers, making them extremely secure, more so than using SSL alone.

Your encryption key is never stored on our servers. Therefore, if your encryption key is lost, **DriveHQ WILL NOT BE ABLE TO HELP YOU.** Please write it down in a safe place.

Also, if you change your encryption key, it will only affect files uploaded later. Files already uploaded will remain encrypted with the old key.

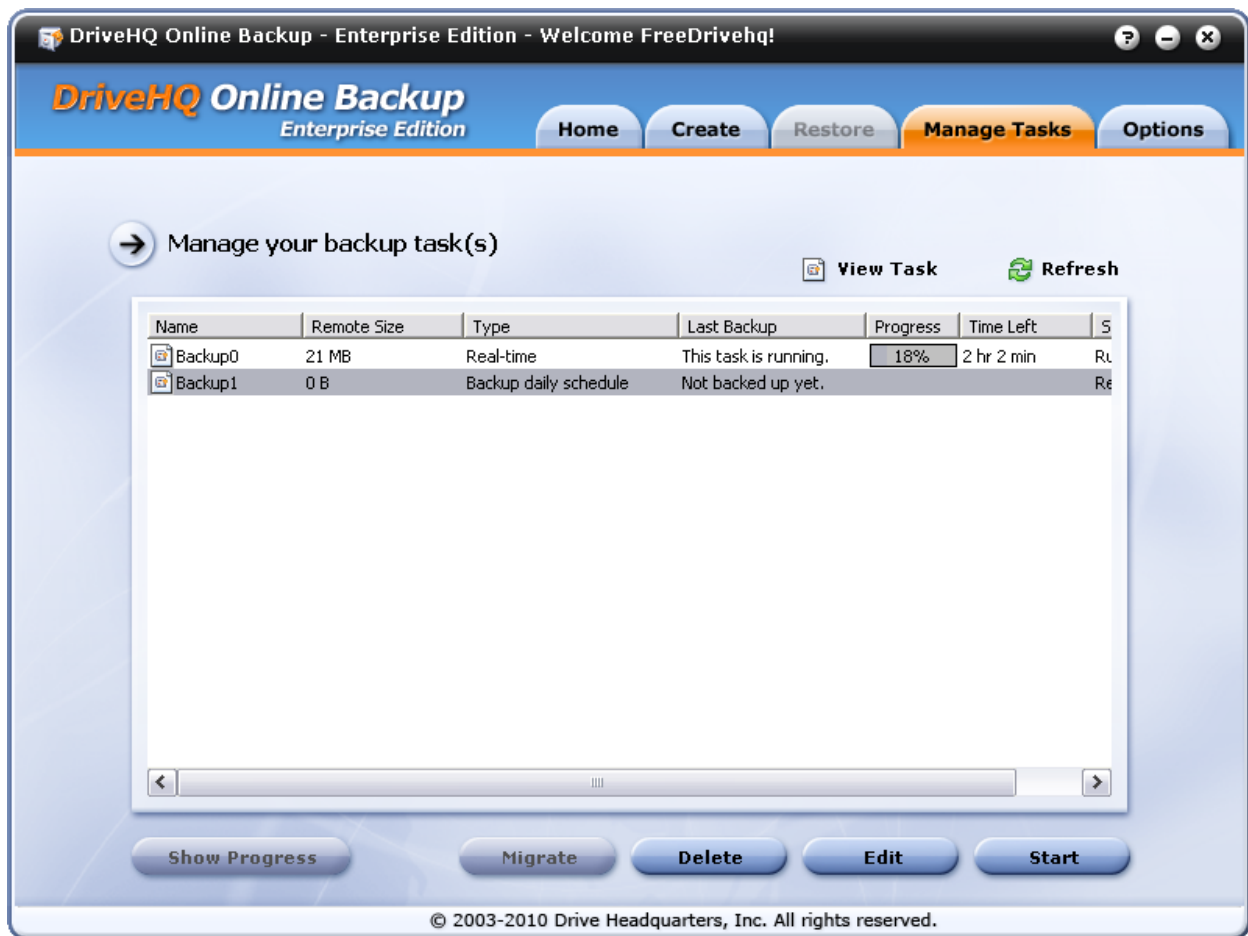
File History

Online Backup can keep multiple versions of your files. By default, the maximum number of versions to keep is 10. So if you back up a file, and the file is later modified, the current file will be saved as an old version. You can set how many versions to keep. This provides an extra protection in guarding against accidental file overwriting.

Keeping multiple file versions may increase your storage usage. However, if you only modify small file types like HTML, MS Word, and Excel, it should not increase significantly.

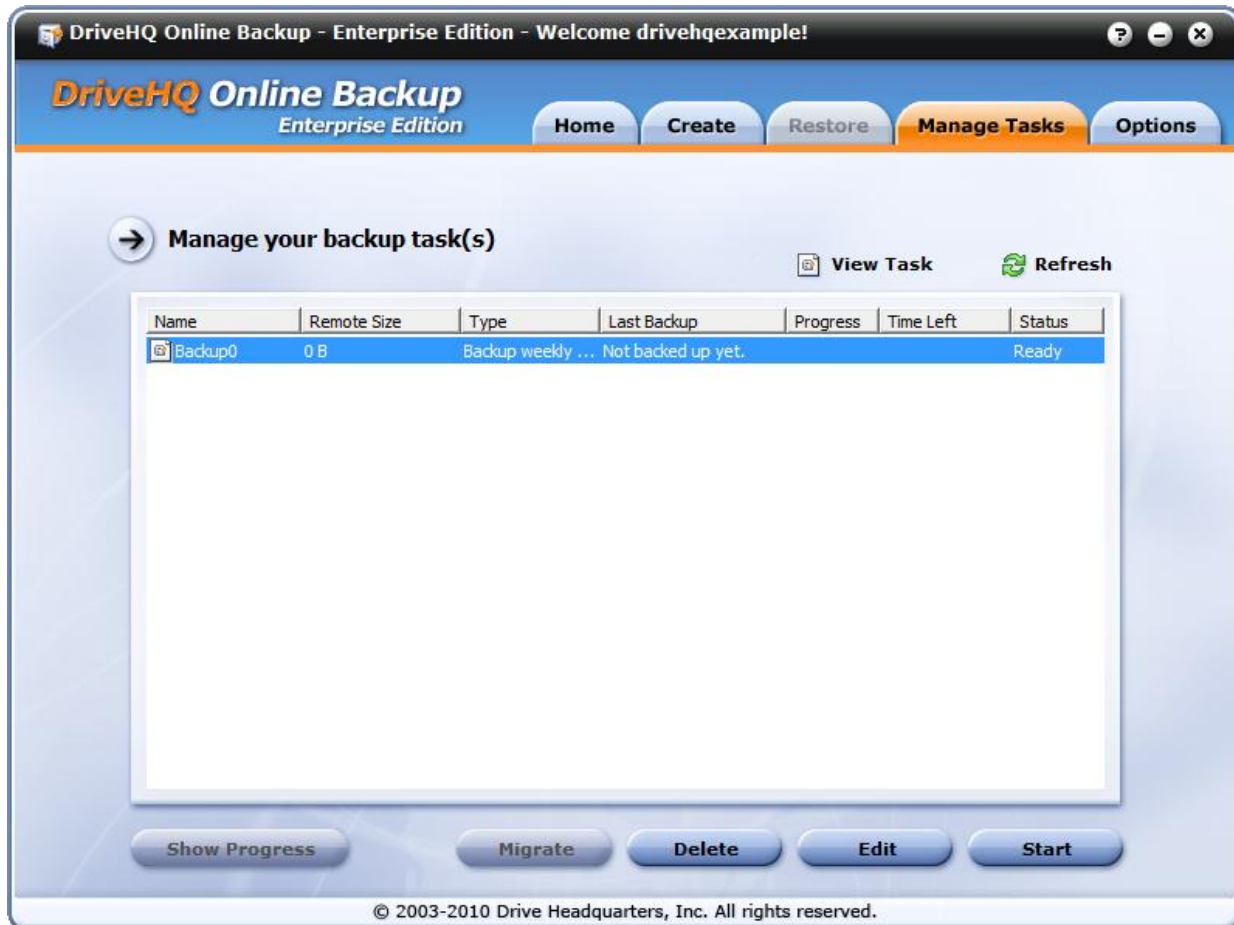
Some backups, however, will use a lot more storage with file version history enabled. For example, if you back up a large Outlook PST file that's 500MB. PST files change every time you receive, delete, modify, or send an email. So when the backup task runs again, it will upload the new version and save the old one. In these kind of scenarios, we recommend keeping only 2 versions.

Click “Finish” and your backup task will be created.



Backup tasks are listed oldest to newest. You can see the "Last Backup" column displaying "Not backed up yet". The task will run at the scheduled time. You can manually start a backup task by selecting it and clicking "Start".

Managing Backup Tasks



Click the "Manage Tasks" tab to see the task list. The column "Remote Size" displays the backup set size. The remote size might be bigger than your total file size if you have File History/versioning enabled.

Other columns:

Last Backup

This is the task's last backup date. If your backup task is in real-time and no files change, the backup date will not be updated.

Backup Status:

Displays information about whether a task is ready, running or canceled.

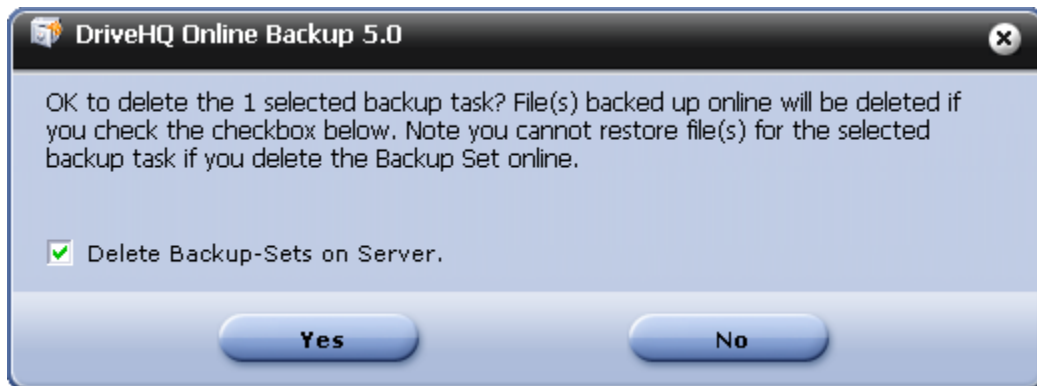
Refresh:

Click "Refresh" to update information on this page.

You can also select a task to delete, edit, or start.

Deleting a Backup Task

From the **Manage Tasks** screen, select a task and click "Delete".



Please read the message carefully. If you select "Delete Backup-sets on Server", then the files backed up to DriveHQ will be deleted. If you don't select it, the backup task will be deleted, but not previously backed up files.

You can always delete them later using the website or File Manager.

Editing a Backup Task

From the **Manage Tasks** window, click "Edit".



You can edit the backup task's settings.

You cannot change the "Encryption" setting of an existing backup task, i.e. if a backup task was created without encryption; it cannot be changed to "with encryption". Encryption is performed locally by your computer using your own encryption key. If the files were already uploaded to DriveHQ, then it cannot be decrypted/encrypted by the server. To change the encryption setting, you have to delete files on server and upload them again. You can easily delete the existing task and the backup sets on Server, then re-create a new backup task.

You can remove files and folders from the backup source folder; however, if you need to change the backup source root or parent folder, you must create a new backup task. Online Backup is designed to group different root folders as different backup tasks. You cannot back up source files from two different root folders in the same backup task.

Deleting un-used files on server.

After you've backed up your data, if you delete a file in your backup source folder, the file in your online storage will not be deleted.

You can manually delete these files to reclaim storage space. To do so, click the “Delete un-used files on server” button. Files that are on server but whose corresponding files are no longer in the source folders will be deleted.

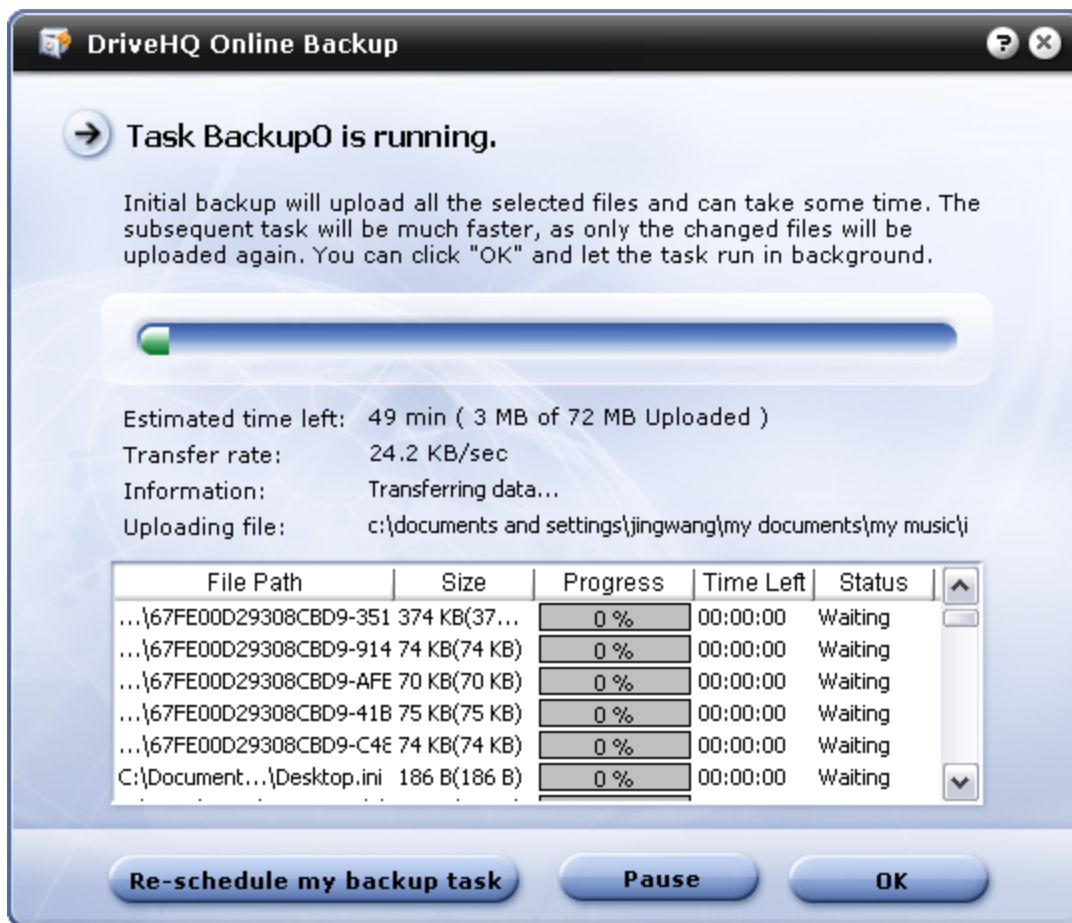
Viewing Backup Task Progress

When a backup task is running, clicking the Show Progress button will display backup progress.

The screenshot shows the DriveHQ Online Backup - Enterprise Edition web interface. The title bar reads "DriveHQ Online Backup - Enterprise Edition - Welcome FreeDrivehq!". The navigation bar includes "Home", "Create", "Restore", "Manage Tasks" (highlighted), and "Options". The main content area is titled "Manage your backup task(s)" and features a "View Task" button and a "Refresh" button. A table displays the backup task details:

Name	Remote Size	Type	Last Backup	Progress	Time Left	Status
Backup0	590 KB	Real-time	This task is running.	0%	57 min	Running

Below the table, there is a large empty white box. At the bottom of the interface, there are five buttons: "Show Progress" (highlighted in green), "Migrate", "Delete", "Edit", and "Stop". The footer text reads "© 2003-2010 Drive Headquarters, Inc. All rights reserved."



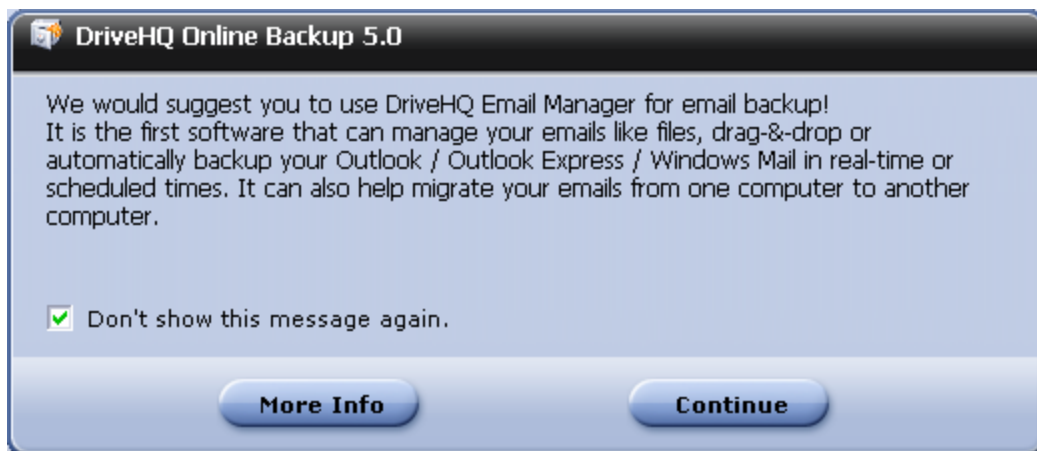
You can see the total amount of data to upload, estimated time, and transfer rate.

The progress window can be used to trouble shoot any upload problems. If a backup task starts normally but fails later, the progress window can show where the point of failure was, i.e. which file transfer failed. You can manually restart the backup task from the Manage Tasks window. If it fails again at the same file, then the particular file may be causing the entire upload to fail. If this happens, please contact support@drivehq.com

From the Progress Window you can also pause the backup task.

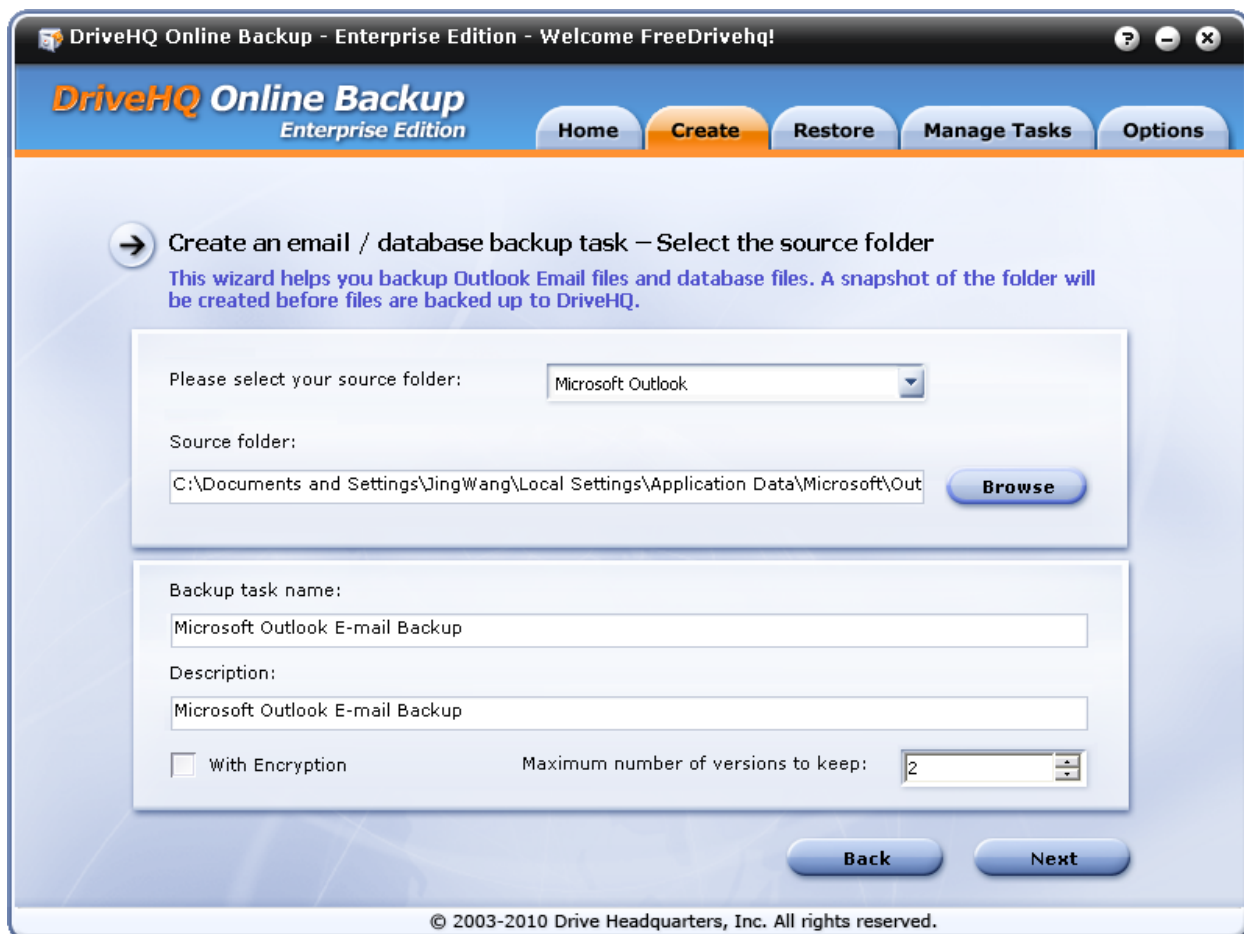
Email and Database Backup

On the main screen, click "Email/Database Backup"



Please read the message carefully. If you just want to backup your Outlook or Outlook Express emails, you can use DriveHQ's Email Manager, which lets you back up emails more efficiently than Online Backup.

Click "Continue".



Online Backup will locate your Outlook data folder automatically.

If you want to back up other email clients or databases, you can click on the drop-down box and select "Other email client or database". You will need to click on the "Browse" button to manually select the source folder.

The recommended backup schedule for this type of backup task is weekly and you should only keep 2 versions. This is because...

- Outlook PST files and other database files tend to be very large, which take a long time to transfer.
- Online Backup supports incremental backup and resuming. However, because database files are single large files, incremental backup cannot be performed. Also, these file types change every time a new email is received, a reply sent, a contact updated, etc. The database file will change dramatically as the data storage and indexes become affected.
- Therefore, every time you back up a PST or database file, the entire file must be uploaded. If you need to back up your Outlook email every day, use Email Manager instead. If you need to back up your database every day, use an incremental backup tool, such as Microsoft SQL Server. You can then back up the "incremental backup data" to DriveHQ every day.

Click "Next".

Select the backup schedule. The Real-time option is not available as before. Click "Finish" to create the backup task.

Restoring Backups

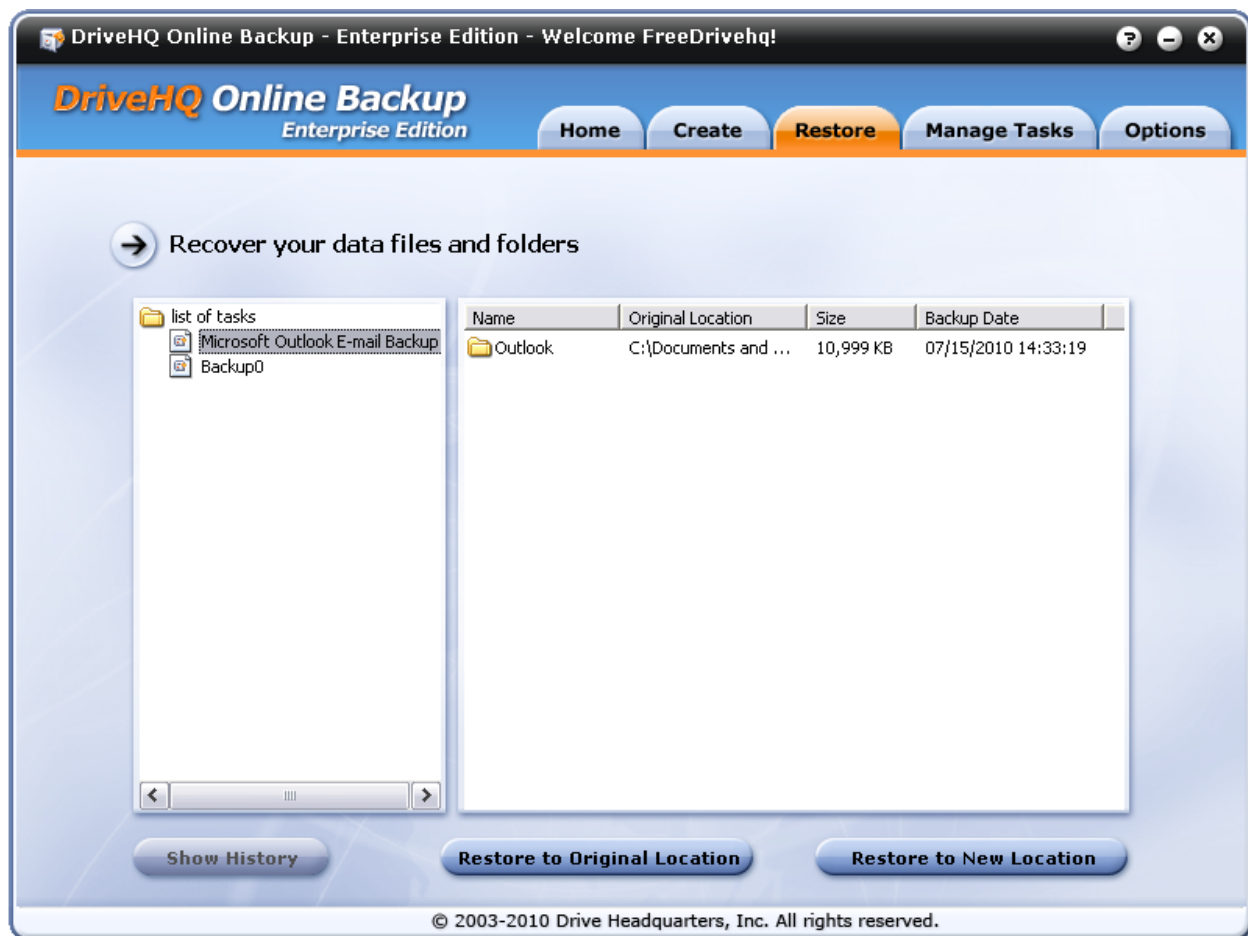
After a backup task has run, you can restore it. You have several options when restoring a backup:

You can restore your files...

- to their original location or to a different one
- to a different computer
- an entire backup task's files or only a single file
- files from an older backup task

Files can be restored with Online Backup, the website, File Manager, or an FTP client.

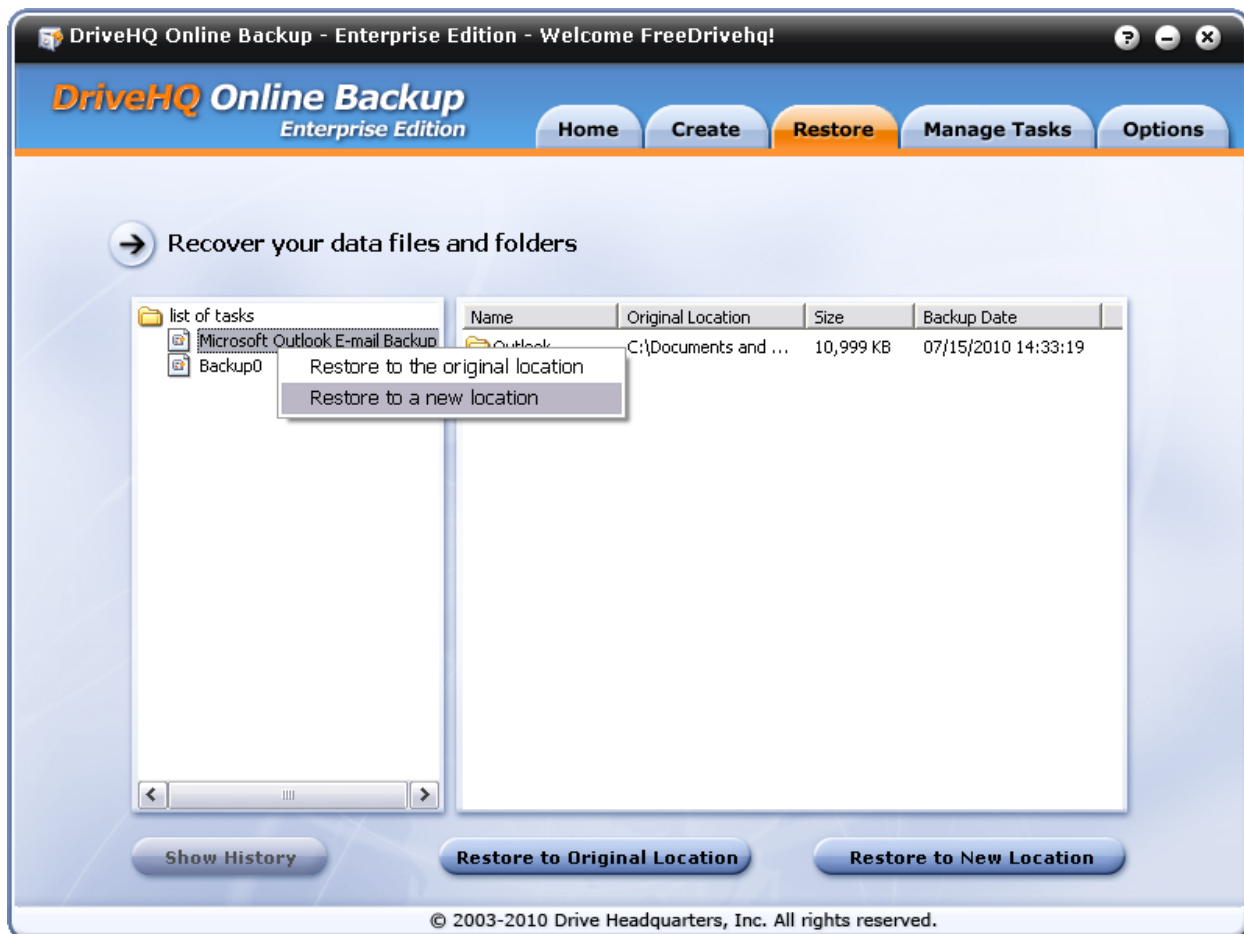
To restore files using Online Backup, click the "Restore" tab.



On the left side is the task list. On the right side are the backup task's folders and files.

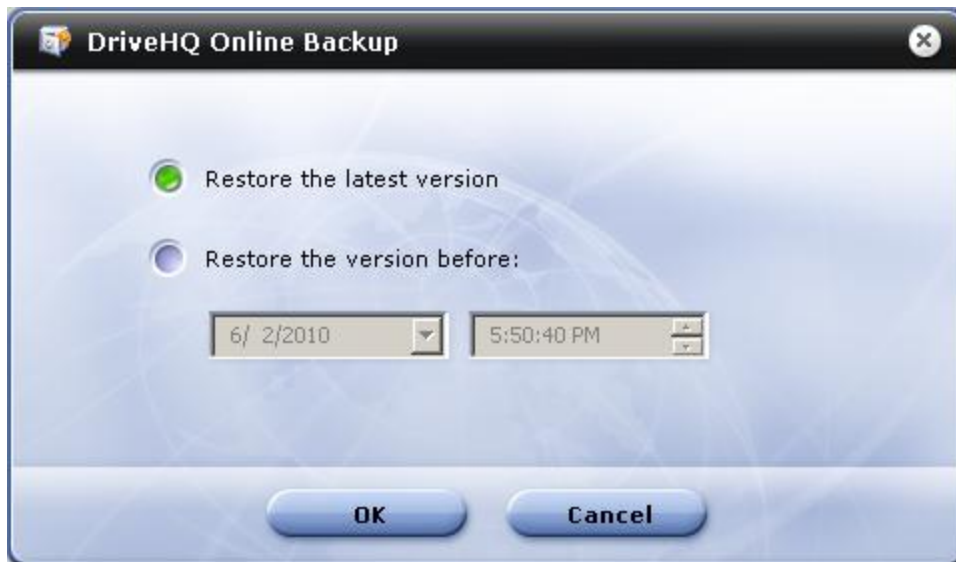
Restore all files and folders

If you want to restore all files and folders of a particular backup task, select the backup task on the left pane and right-click it.



Restore the whole backup task screen

You can restore to the original location or to a new one.
Either one will bring up a pop up:



From the above screen, you can restore the latest version files, or an older version. The file time is based on your local computer time. Click "OK" to begin restoring.



Restore finished confirmation screen

If you select "Restore to a new location", you will need to select a local folder.

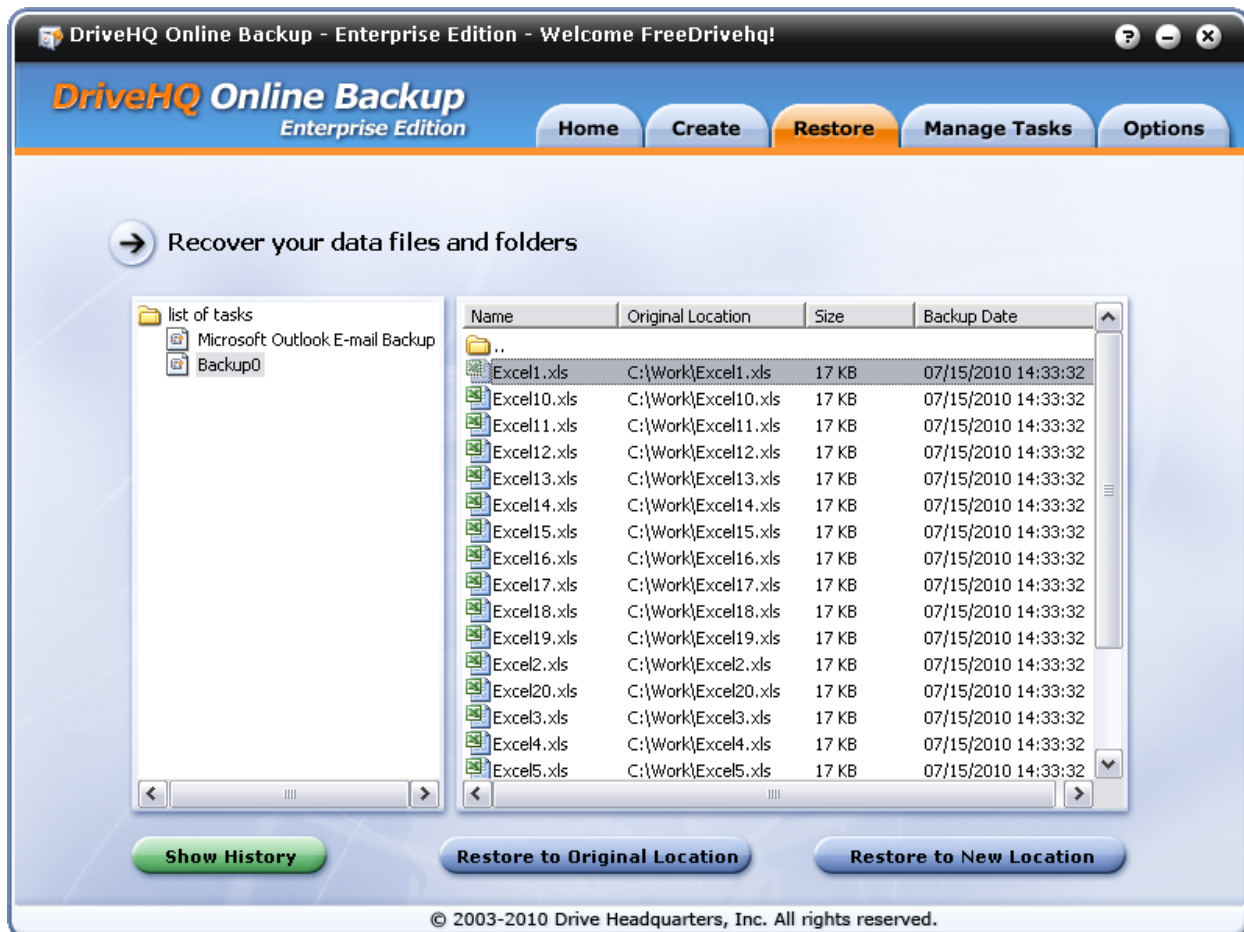
Restore Selected Files

In the right pane, you can see files and folders of a backup task. You can double click a folder name to navigate to sub-folders and files. Select the files or folders you want to restore. You can select multiple files by holding the ctrl or shift key. Then select "Restore to Original Location" or "Restore to New Location".

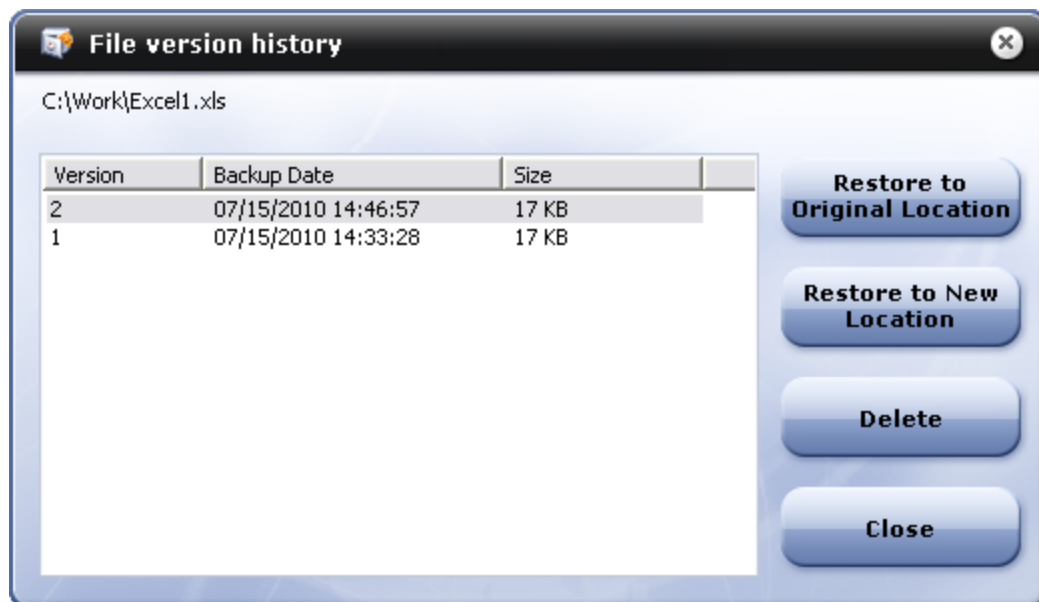
Restore Old Version Files

From the "Restore" tab, click a task name and navigate to the file you want to restore. If you want to restore an older version file, then you can only select one file at a time. After you select one file, the "Show History" button

at the bottom left will become enabled. Click it and select the version you want to restore.



Click "Show History".



Select a version to restore or delete.

Note: if you want to restore an older version of all files in the backup task, then you must select the whole backup task to restore. Please see previous section.

Options

The Options tab lets you configure Online Backup and your account information:

- My Profile: Displays account information



- Account Balance: check your DriveHQ account balance and deposit money.
- Change password: change your DriveHQ account password. If you are a sub-user of a group account, contact your group admin. If you want to change your username, contact support@drivehq.com.
- My Options:
 - Remember logon information: Select this option so that the system remembers your account username and password

- Automatically sign in: Automatically log in when the application is started. This must be selected if using automatic backup.
- Enable Volume Shadow Copy: select this option if you back up open files like Outlook PST.
- Configure a task to re-start automatically if it didn't run at the scheduled time.
- Caching: You can change the maximum cache folder size (default is 1GB) and/or cache folder location.



At the bottom are 3 buttons: "Save Change", "View Cache Files", and "Clear All Cache Files".

The cache folder is used to maximize download and upload speeds; if the same file has already been uploaded or downloaded, it will not have to do so again. It must be enabled in order to "enable volume shadow copy". When you back up an open file like a PST file, Online Backup will create a shadow

copy, i.e. a snapshot of the file. It's then saved to the cache folder and backed up to DriveHQ from there.

- Encrypted Folder:



Folder encryption is an advanced feature. DriveHQ is already very secure with HTTPS and SSL. For more security, Online Backup (as well as File Manager) supports folder encryption. You must enter a secure encryption key. Your files are encrypted locally using your secure private encryption key. The encryption key is never sent to DriveHQ's servers. This makes it extremely secure. However, if you lose your encryption key, the files inside the folder cannot be accessed. **Not even DriveHQ will be able to help.** Upload the files you want encrypted to:

\My Documents\My Encrypted Data

The encryption key is automatically cached in your local PC. So if you upload files/download files using DriveHQ client software, the files will be

transparently encrypted and decrypted. You don't need to enter the encryption key each time you upload a new folder.

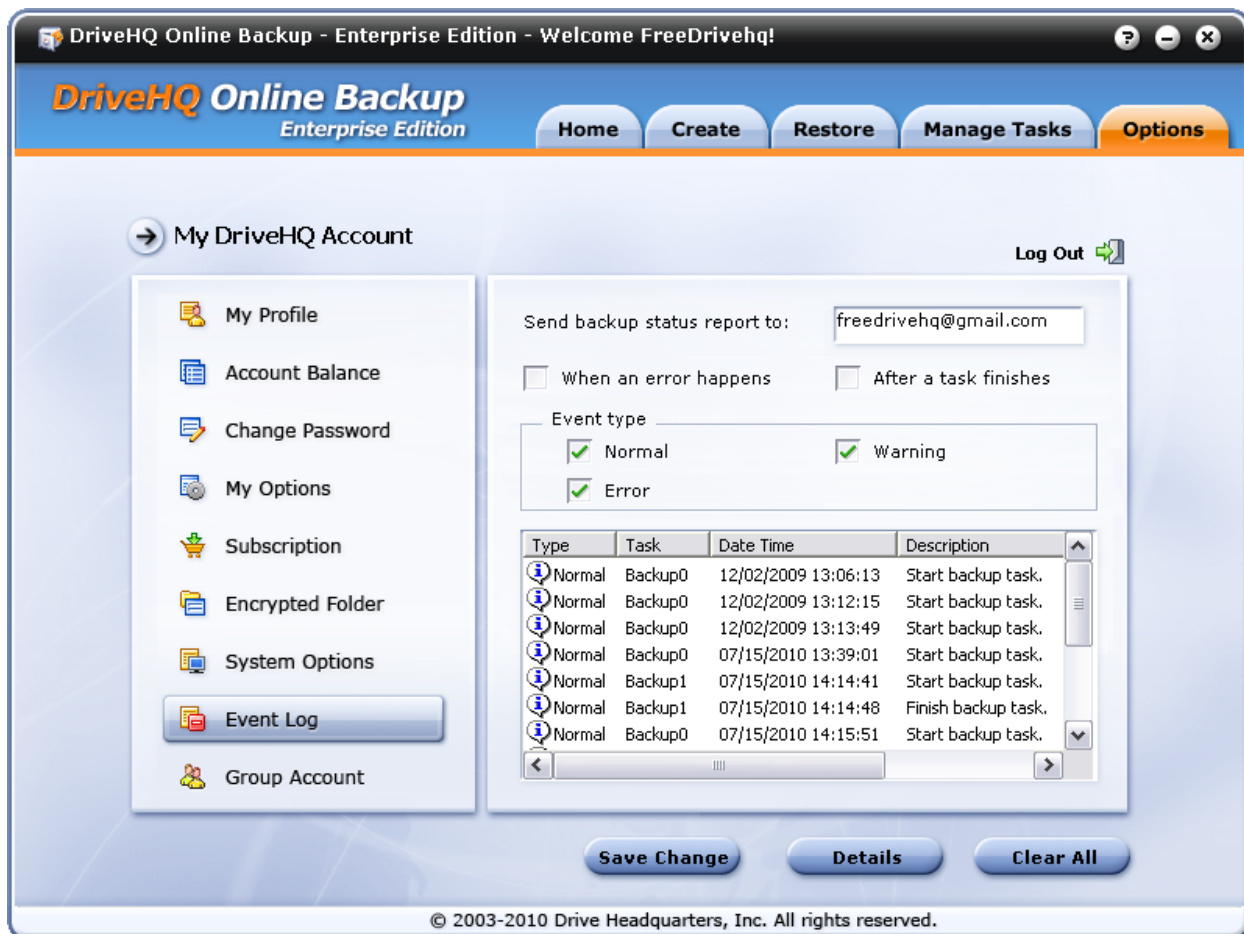
Once a file is uploaded to the encrypted folder, the file is encrypted with the current encryption key. Even if you change the encryption key in the future, previously uploaded files to the encryption folder will need the old key to decrypt them. There is no way to change a folder's encryption key. **You must remember all your encryption keys and the folders they are tied to.**

- System Options:
 - **"Automatically run when I logon Windows":** Online Backup will run every time you turn your computer on.
 - **Show hidden files/folders:** display hidden files like system files. Must be checked in order to back up hidden files.
 - **Automatically start minimized:** When starting your computer, Online Backup will start in minimized form.
 - **Use SSL:** turn this option on to upload and download files securely with HTTPS/SSL
 - **Register Shell Menu:** When you right click files in Windows Explorer, Online Backup will appear in the menu.



Event Log:

The event log helps you monitor your Backup tasks. This feature lets you receive daily backup status reports to let you know how your backup tasks went. See screenshot below.



Configure it to:

- Send backup status reports to an email address. Separate multiple email addresses with ";".
- Select the event types to log

Group Account:

To upgrade to a free group account, click "Free Upgrade to Group Account". One free sub-user license is included. If you are a group administrator already, you can launch the group admin tool.

Advanced features

Online Backup's advanced features include:

- Runs as a Windows (NT) service so you can back up your computer (including server computers) even when you're not logged on
- Back up network-mapped drives and shared folders

- Back up multiple computers at no extra cost
- Supports group account service
- Access your backed up files on DriveHQ.com, File Manager, or FTP.

Run as a Windows (NT) Service:

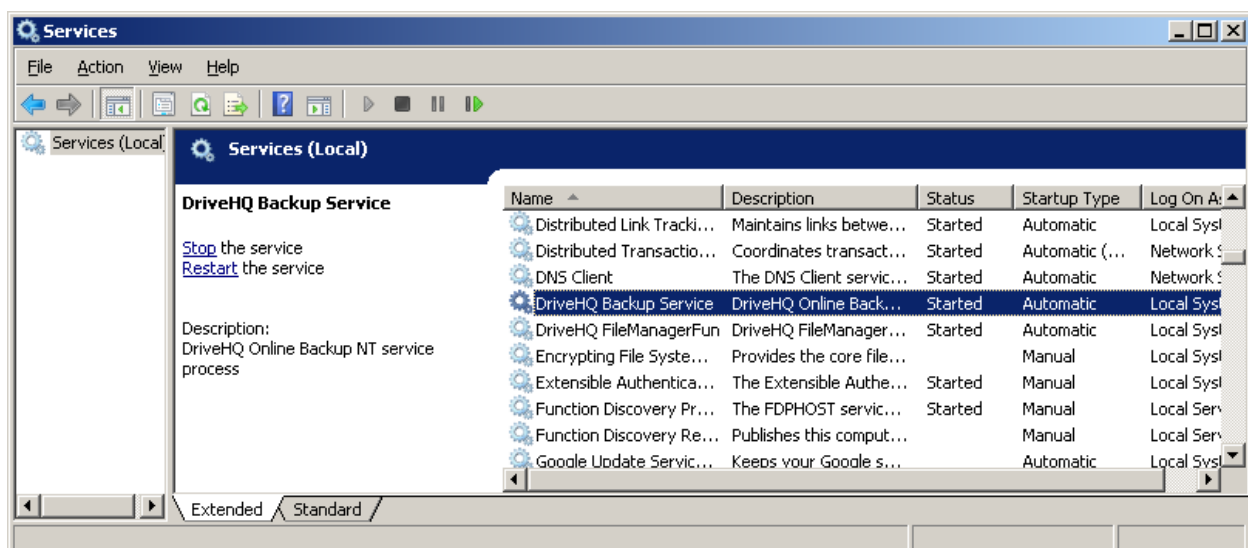
Online Backup runs as two separate processes: DriveHQBackup.exe and DHQBackupSvc.exe.

DriveHQBackup is the **GUI program** that you use to create, manage, and monitor backup tasks. Once your backup tasks have been created, the GUI program is not needed to run the backup task.

DHQBackupSvc is the **back-end service** which monitors backup schedules and initiates the running of backup tasks. Once the GUI program has created the backup tasks, this service is responsible for running backup tasks.

By separating Online Backup in to a program and service, files can be backed up even when nobody is logged on to the computer. The DHQBackupSvc.exe service program can start automatically.

When you start the GUI program, it will make an attempt to connect to the process. If it fails to connect, backups cannot be performed. You must check that the backup service has been started. To locate it, go to Administrative Tools → Services.

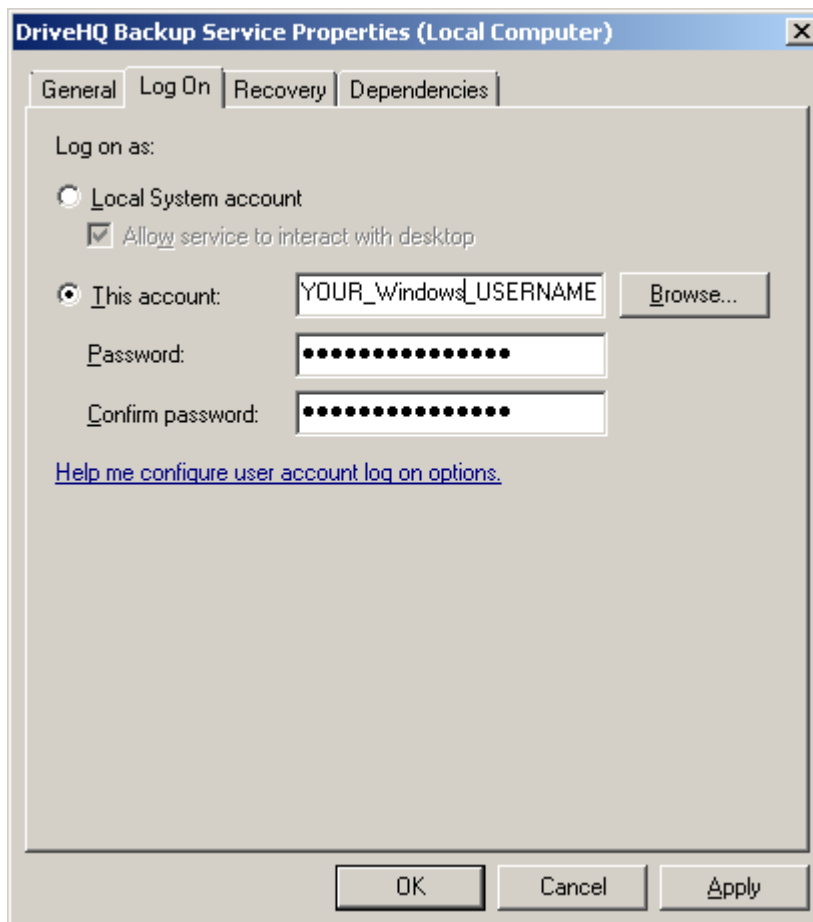


By default, the service runs as your computer's "local system" account, which has access to all local files and folders. This account is different from your windows login.

Back up network drives

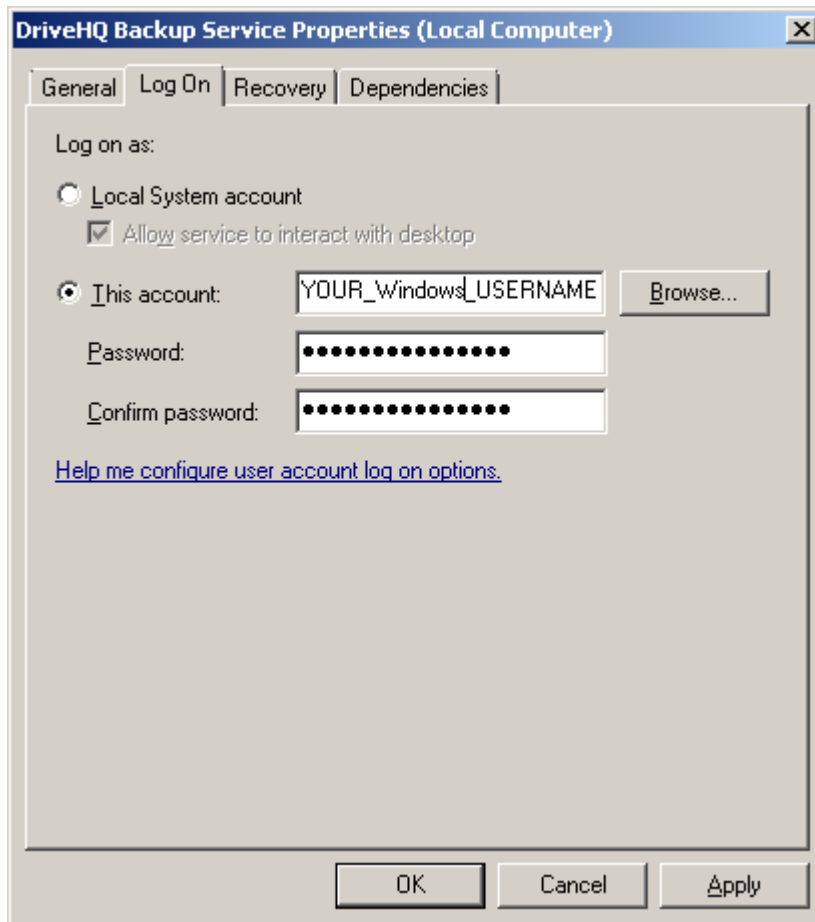
As mentioned before, the Online Backup service logs on as the "local system" account. It may not have access to a network folder. To access a network folder, you can change the service log on account to a user who does have access to the shared folder.

To change the service logon account, double-click "DriveHQ Backup Service" in the services window. The properties window will open. Click on the "Log On" tab.



Change the Service Logon username

From here, select “This account” and enter a username and password (must have access to the shared network drive). It should be a Windows username, not a DriveHQ one.



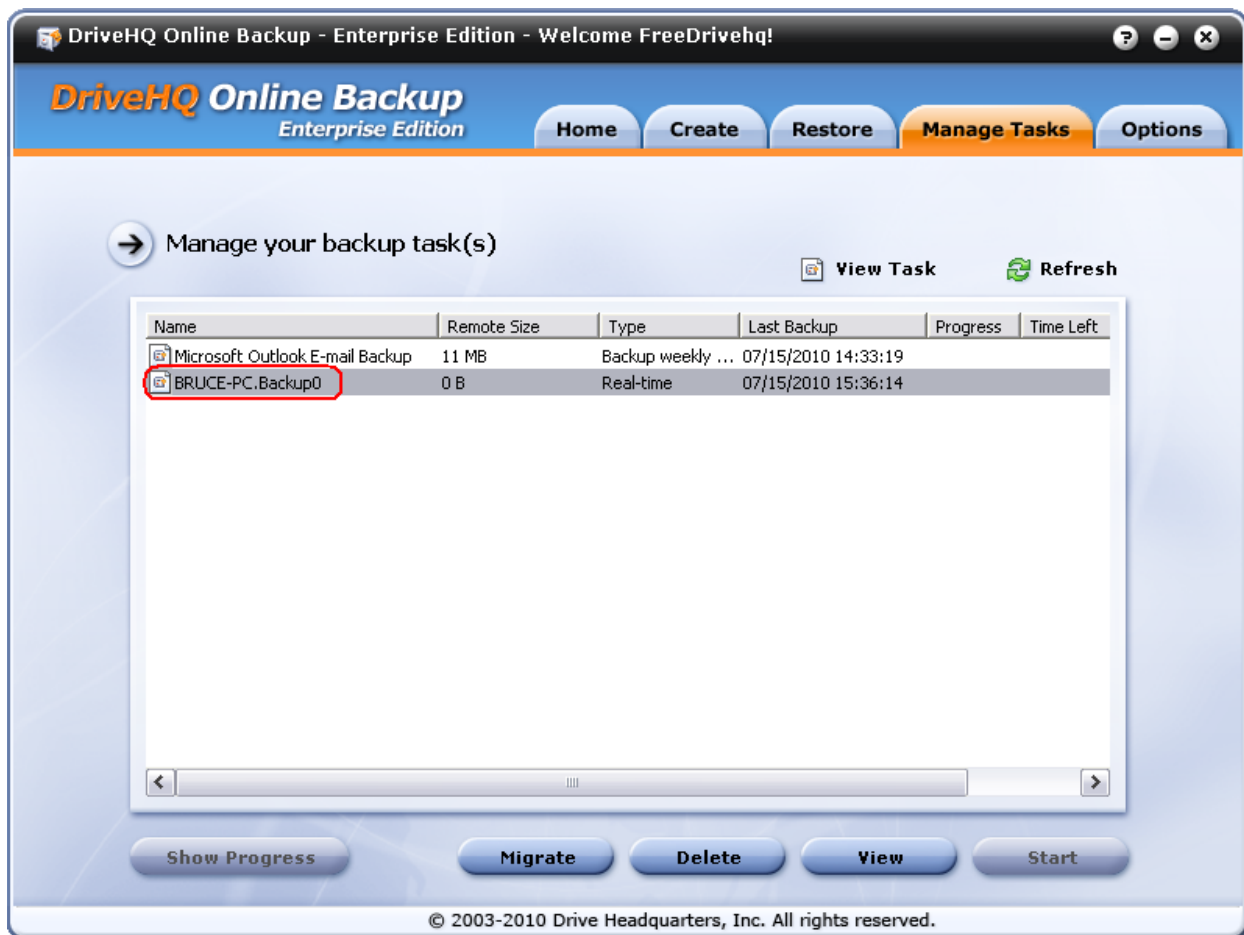
Click “Ok” to save changes. Then restart the service.

Back up multiple computers

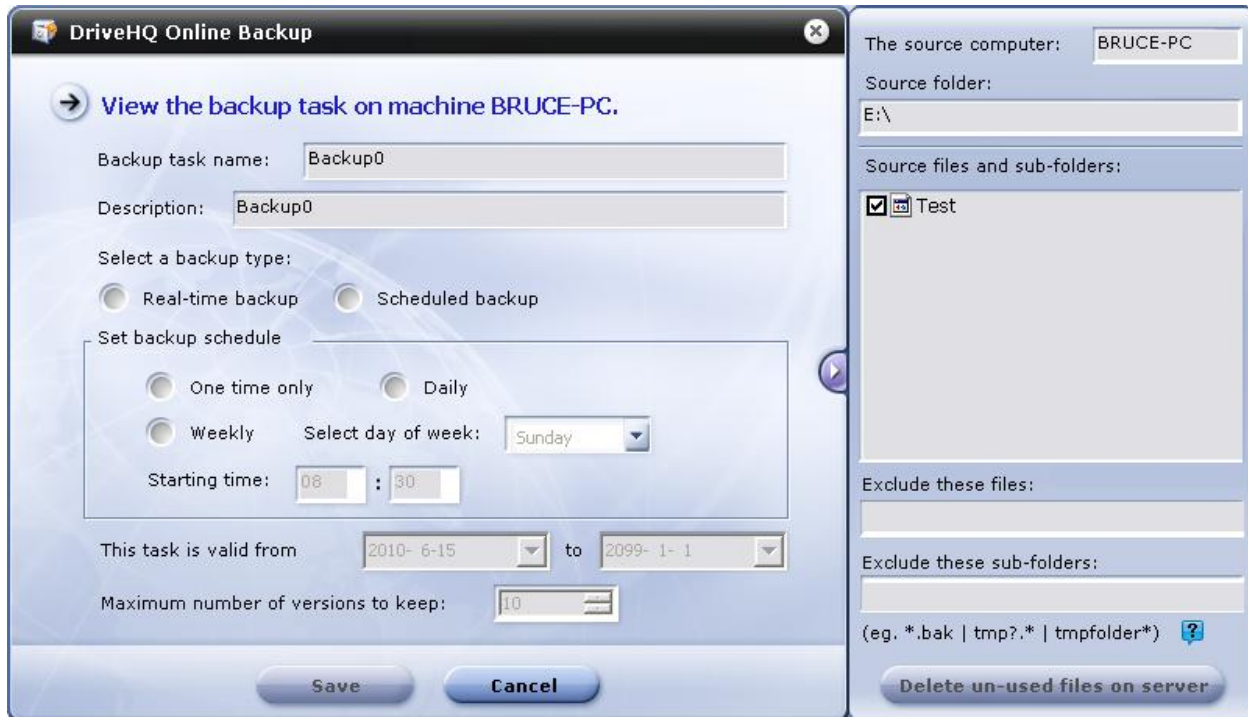
You can back up multiple computers using one DriveHQ account. Even if you back up the same folders on Computer1 and Computer2 to the same DriveHQ account, the backup tasks will never overwrite each other. Each backup task is associated with a computer. For example, if you create a Task1 on Computer1 and task2 on Computer2, then on Computer 1, you will see two backup tasks:

- Task1
- Computer2.Task2

Another example: the task "BRUCE-PC.Backup0" is a task created on a different computer with computer name "BRUCE-PC" and task name "Backup0". When you select this task on this computer, you cannot start the task, nor can you edit it. But you can view or migrate it.



Manage Tasks screen showing a task created on a different computer



View a backup task created on a different computer

Migrate a backup task to a different computer

To migrate a backup task from one computer to another, use the migrate feature. From the Manage Tasks window, select the task you want to migrate, then click "Migrate".



Please note:

1. The latest backup set on DriveHQ server will be restored to the current computer.
2. After completing the migration, the task on the old computer will no longer continue. The migrated backup task will back up only from the new backup source folder.

After clicking "Migrate to current computer" button, the backup set will be restored to the new backup source folder.



Migrate a backup task more efficiently

If you've backed up a lot of data into a single backup task, it could take a long time to restore the data to the new source folder.

To make the transfer go faster, you can copy your old backup source data to the new backup source location via usb, external hard drive, or a network mapped drive. These methods are faster than transferring over the internet.

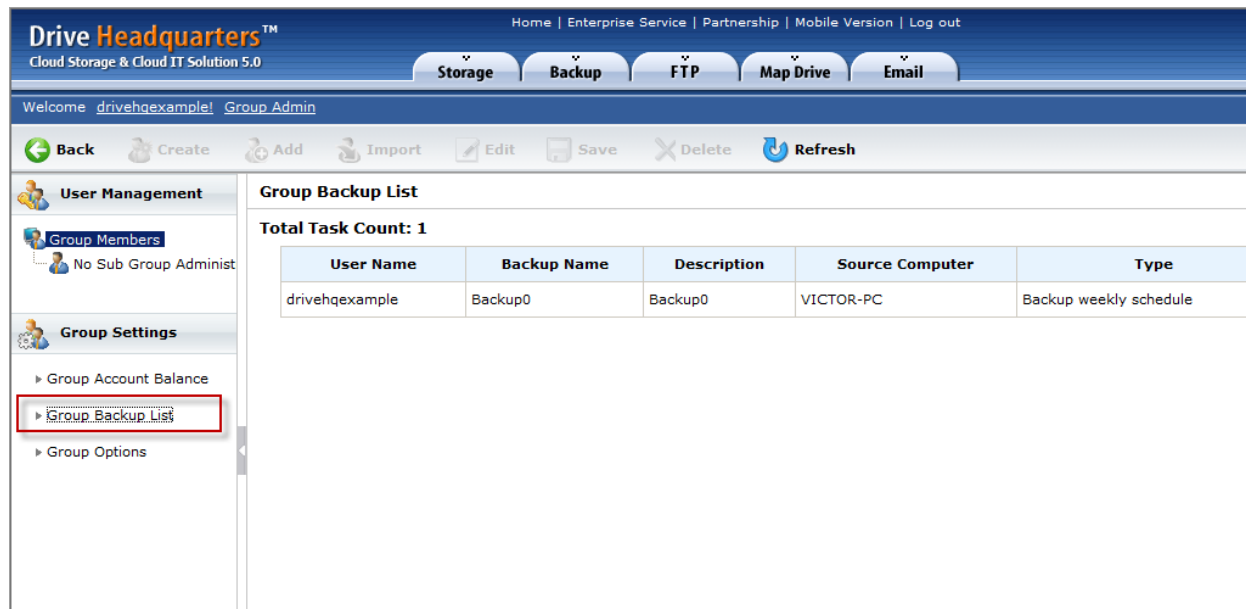
When the latest backup source data is at the new backup location, you can migrate the task, making sure to use the same backup source folder. Select the option "Skip this step because the new source folder has the same files as the current source folder". Online Backup will detect that the data is already there and skip uploading.

Group Backup for Businesses

For a small company that only needs to back up a few computers, you only need one DriveHQ account.

If you need to back up a lot of computers, or if you have several sub-users each needing their own account for privacy, then use our group account service. Please see the section on group account for more information.

Group administrators can check on the status of all their sub-users' backup tasks. To do so, go to your group admin tools page of the website. Then, click "Group Backup List".



The screenshot shows the Drive Headquarters web interface. At the top, there's a navigation bar with links: Home, Enterprise Service, Partnership, Mobile Version, and Log out. Below this is a secondary bar with buttons for Storage, Backup, FTP, Map Drive, and Email. The main content area is titled "Group Backup List" and shows a "Total Task Count: 1". A table lists the backup tasks with columns: User Name, Backup Name, Description, Source Computer, and Type. The table contains one entry for "drivehqexample" with backup name "Backup0", description "Backup0", source computer "VICTOR-PC", and type "Backup weekly schedule". On the left sidebar, under "Group Settings", the "Group Backup List" link is highlighted with a red box.

User Name	Backup Name	Description	Source Computer	Type
drivehqexample	Backup0	Backup0	VICTOR-PC	Backup weekly schedule

Access backed up files from the website

Online Backup is fully integrated with your online storage account. Backed up files can be accessed using the website, File Manager, or FTP.

Your backed up data is stored in this folder:

My Storage\DriveHQData\DriveHQ WWWBackup\Data

Encrypted backups are stored here:

My Storage\My documents\My Encrypted Data

(encrypted files are accessible only through Online Backup or File Manager)

File Manager

Overview:

File Manager is DriveHQ's flagship product for online storage, sharing, publishing, collaboration and automatic folder synchronization. File Manager works much like Windows Explorer and displays both local and remote files. This seamless integration makes it easy to drag and drop files between remote and local. In addition to all the features of the website, File Manager also offers:

- Folder encryption
- Folder synchronization
- File compression and caching for faster transfer speeds
- Automatic download and upload resuming
- Speed capping

Getting Started with File Manager

Download and install File Manager:

http://www.drivehq.com/downloads/downloadfile_manager.aspx

Getting to know File Manager:

For a live demo of File Manager, visit

http://www.drivehq.com/downloads/downloadfile_manager.aspx

and click "View File manager Live Demo".

Getting started

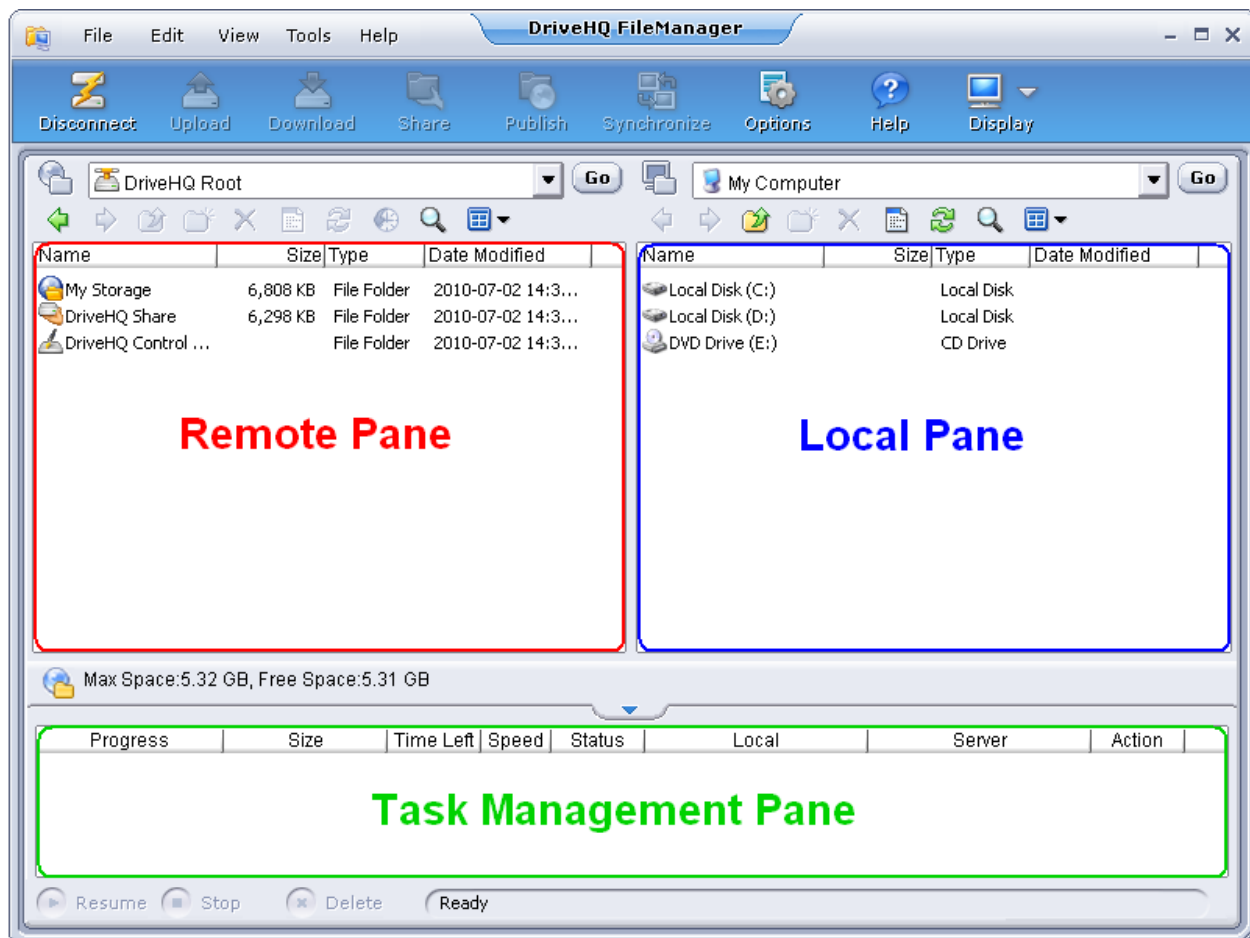


The screenshot shows a window titled "DriveHQ FileManager" with a standard Mac OS X title bar (red, yellow, and green buttons). The window contains the following elements:

- A welcome message: "Welcome to DriveHQ FileManager, the best software for secure online storage, sharing, publishing, FTP and folder synchronization."
- Two radio buttons for user status:
 - ☒ Not a DriveHQ member?
 - ☐ Already a member?
- A text prompt: "Please enter your email to start using FileManager"
- An "Email Address:" label next to a text input field.
- A "Submit" button at the bottom center.

Running File Manager for the first time

Enter your DriveHQ log-in username or password, or if you're a new member, create a new account by inputting your email address.



File Manager

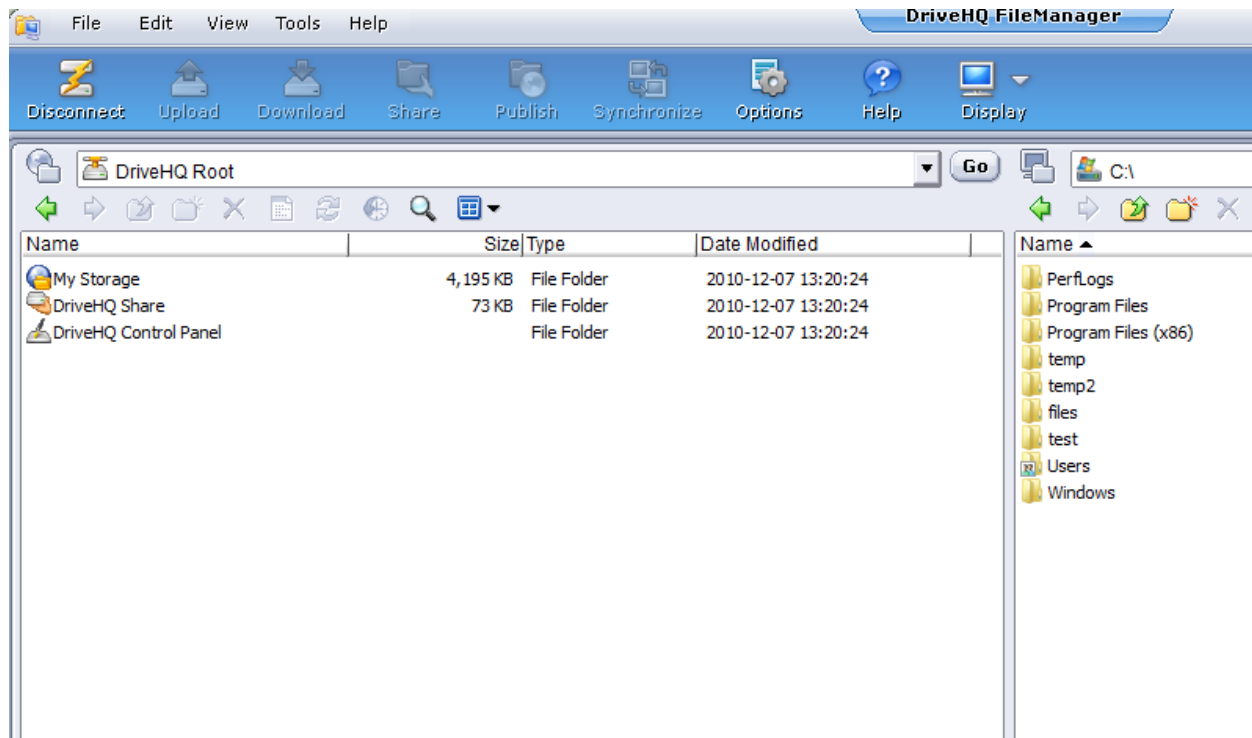
Remote Pane: your DriveHQ online storage account

Local Pane: your local computer

Task Management Pane: progress of data being transferred

Using File Manager to manage online storage

Your DriveHQ account begins at DriveHQ Root and contains three virtual folders.



File Manager

My Storage: This is where all your files can be stored. You can upload, download, share, publish, and synchronize these files.

DriveHQ Share: This folder contains files that have been shared to you by other users. You cannot create new folders in *DriveHQ Share*. Your level of access to each folder will depend on the permission set by the sharer. A folder can be shared to you with the following access rights:

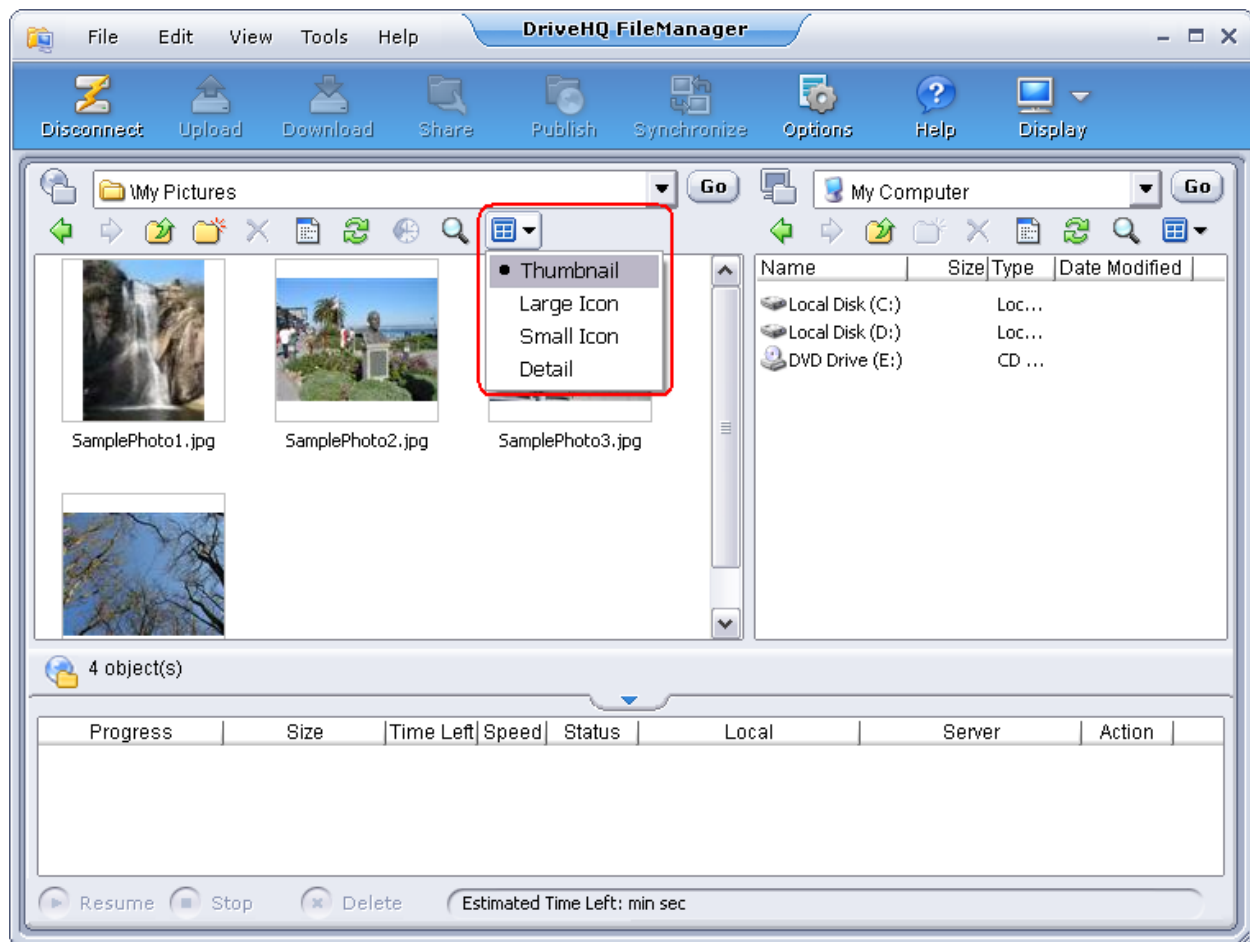
- Thumbnail/list view only
- Read/download only
- Upload/Add
- Full access

Access rights are incremental. For example, "Upload/Add" has all the rights of "Read/download only" and of "Thumbnail/list view only".

DriveHQ Control Panel: You can find tools here to manage your DriveHQ account and settings.

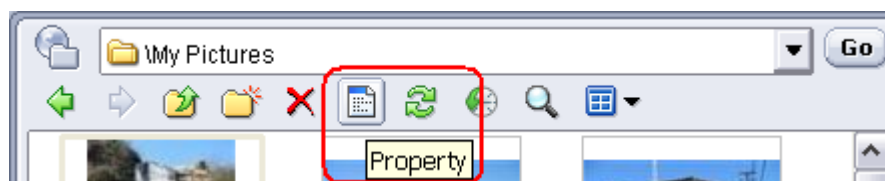
Changing Views

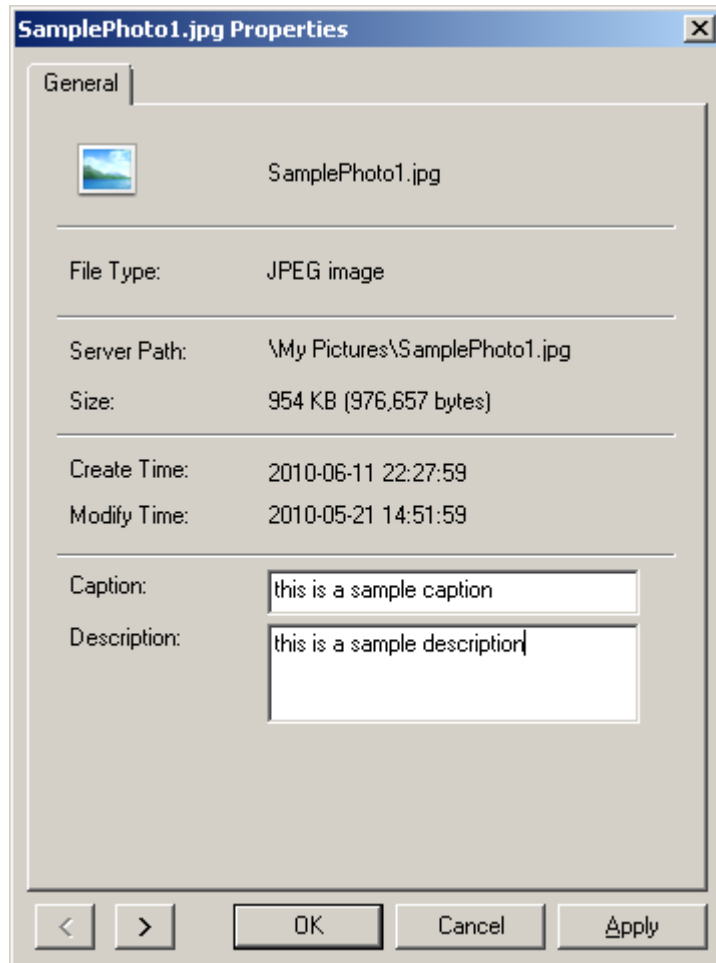
File Manager can display folders in thumbnail, icon, or detail view.



Viewing File Properties

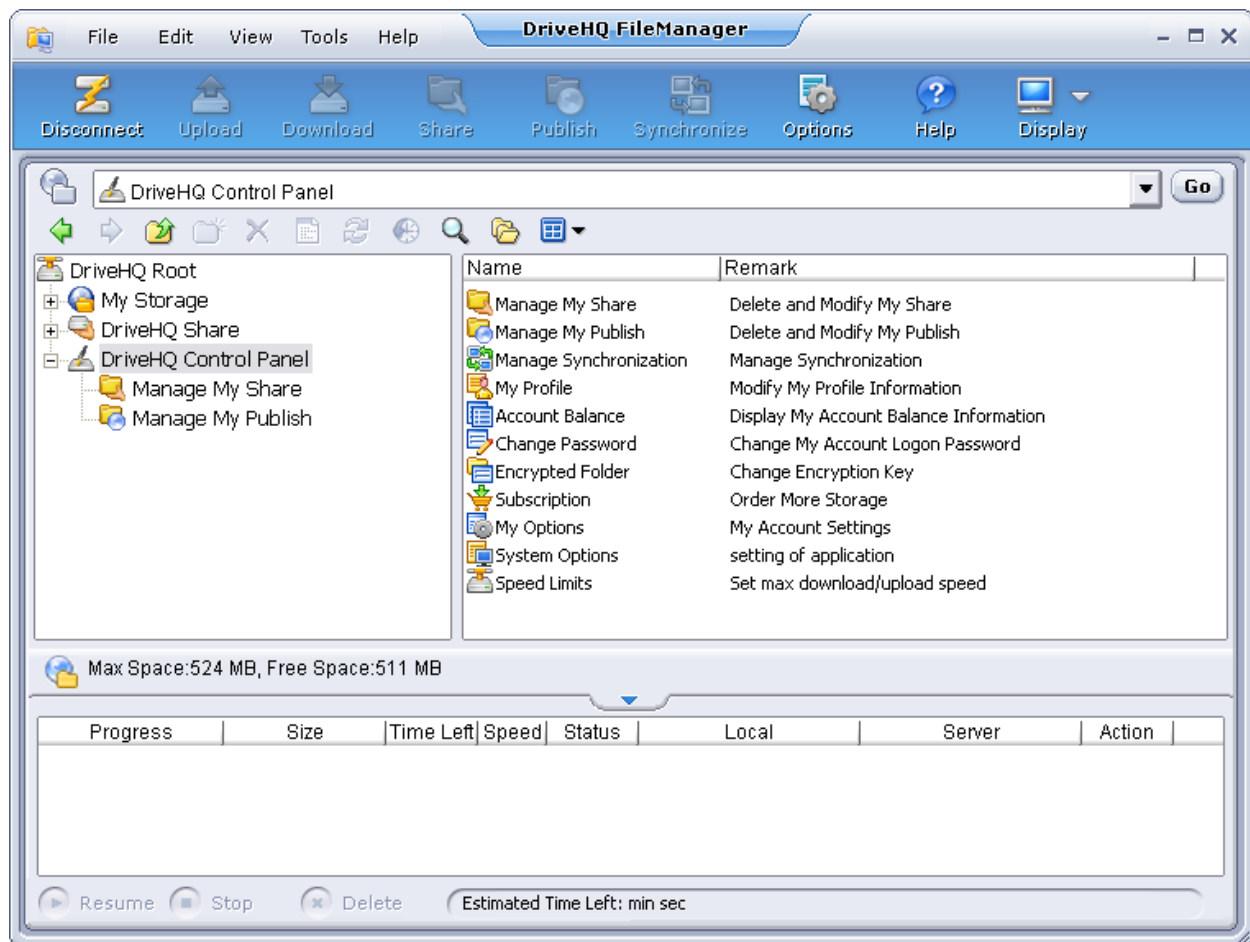
Clicking "Properties" allows you to see certain properties of a file and edit captions and descriptions.





DriveHQ Control Panel

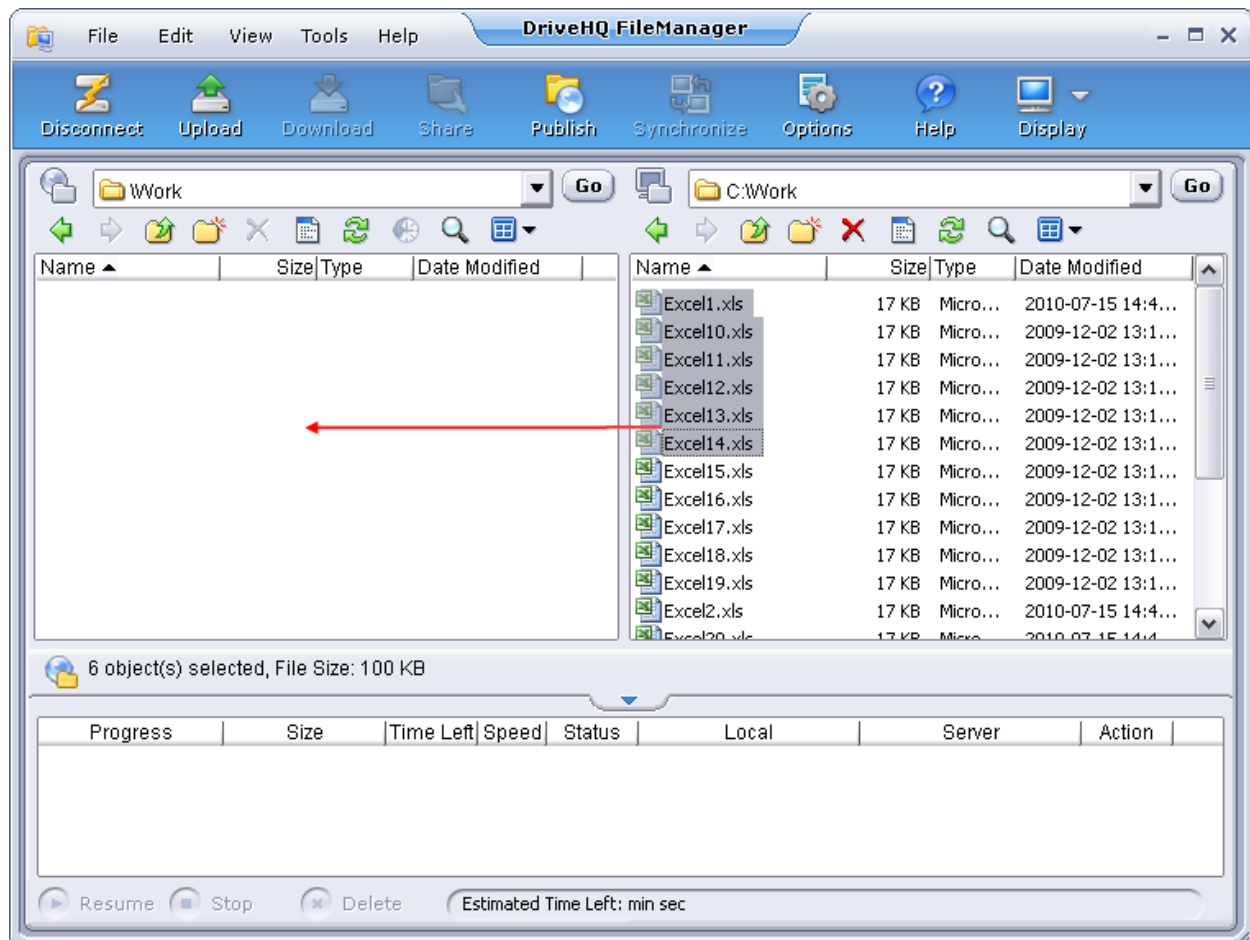
The Control Panel contains tools for managing your DriveHQ account and settings.



Control Panel

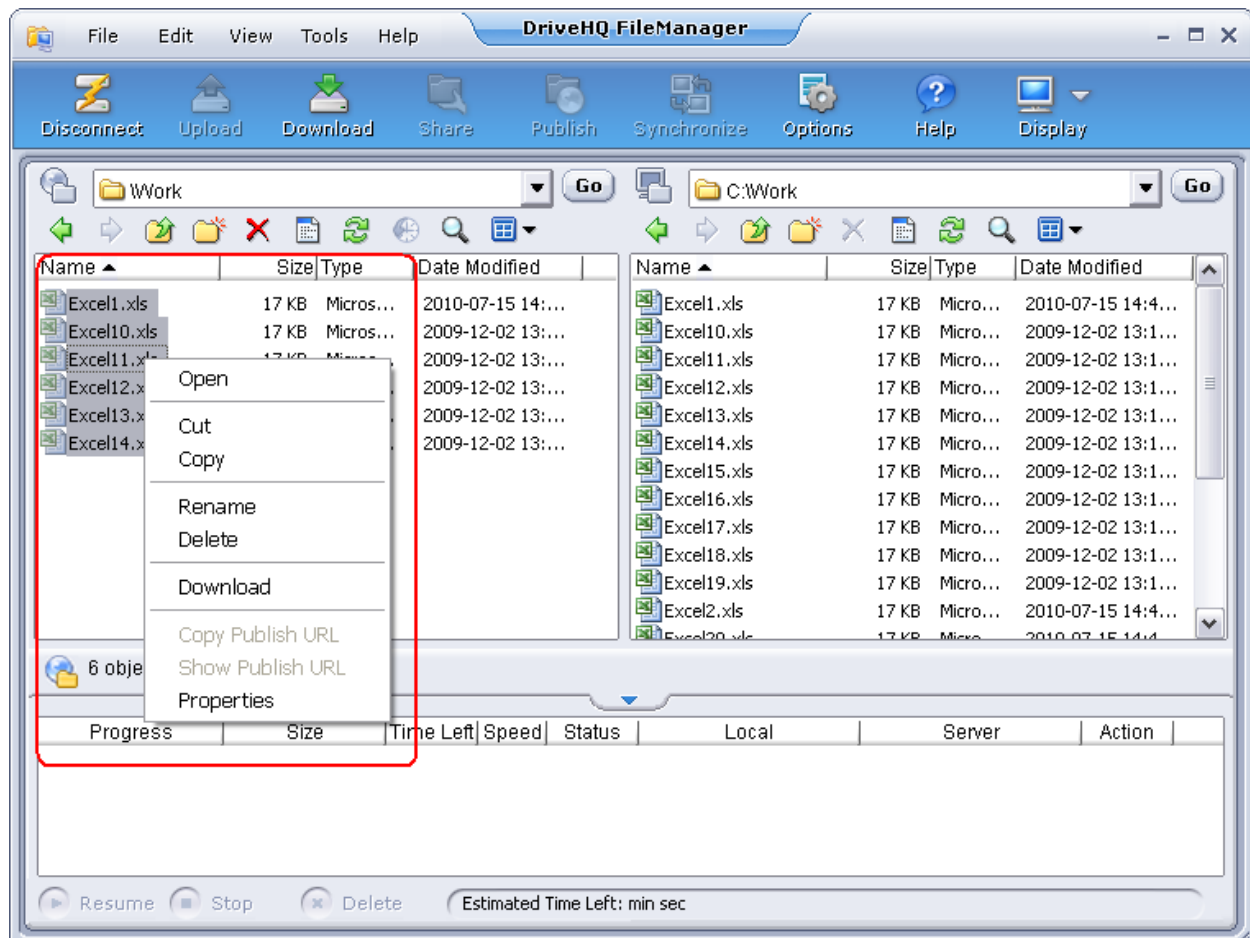
Managing files

Easily drag and drop files between local and remote folders. You can drag and drop directly with Windows Explorer.



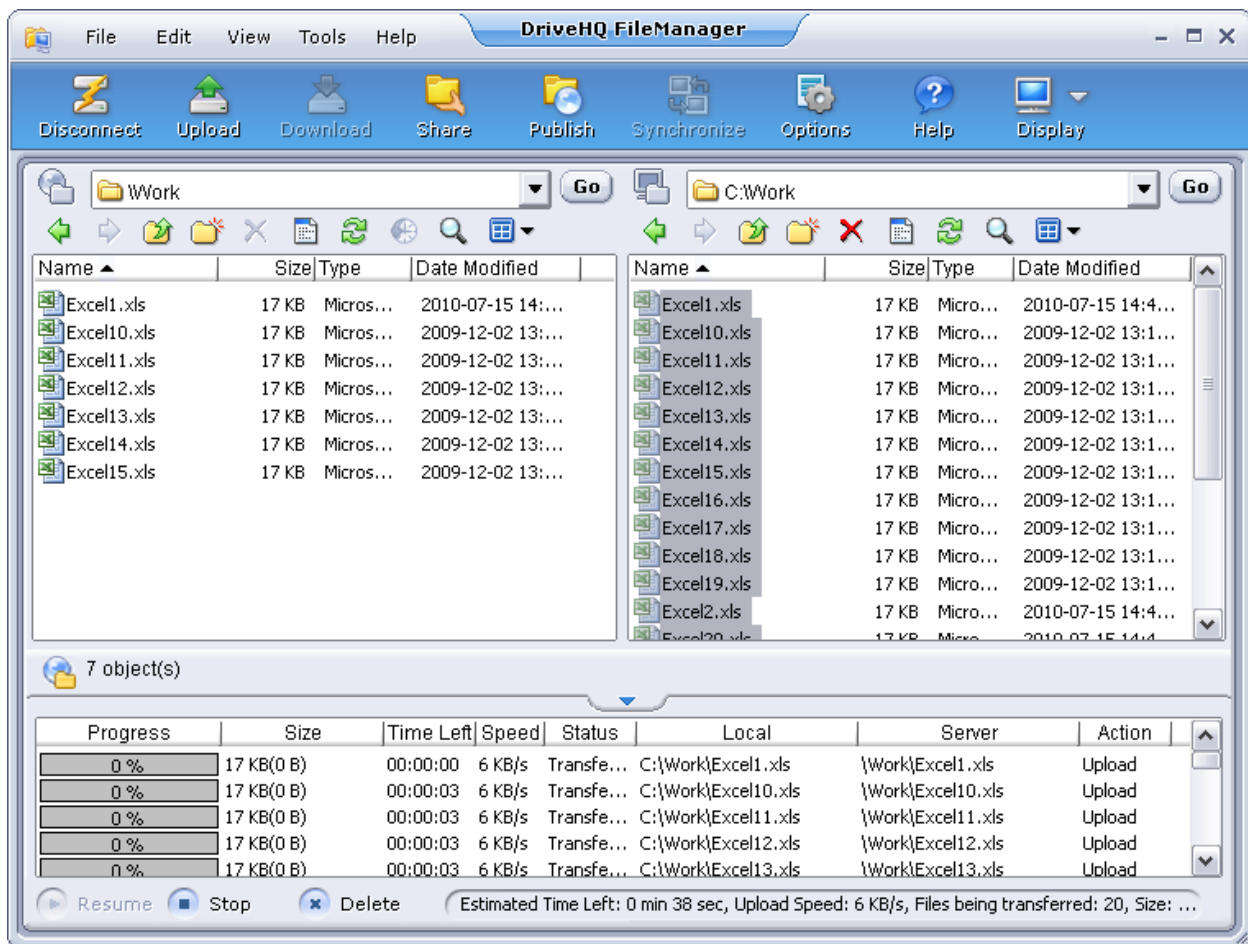
Drag and drop files with File Manager

Standard copy, cut, and paste shortcuts work too ("Ctrl + C", "Ctrl + V", "Ctrl + X")



Right-click files to see menu options

File transfer progress can be seen in the Task Management Pane:



Sharing Files

How it works

You can share files and folders to other DriveHQ users, as well as non-DriveHQ users. The highest permission level a non-DriveHQ user can have is read only.

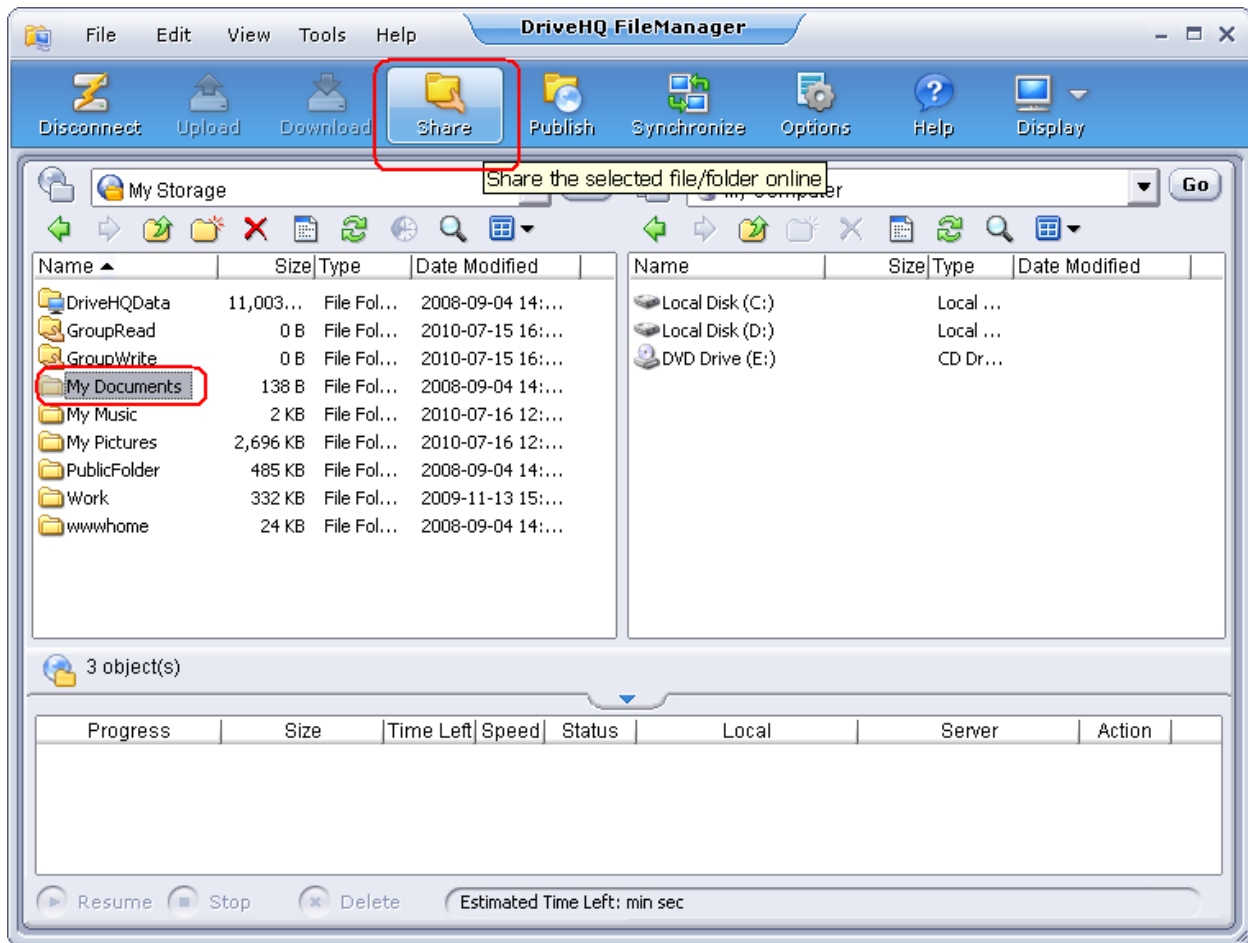
The process is simple- select a folder, click the share button, type in or select a recipient, set permissions, and click OK.

Technically speaking, only a folder can be shared. If you share a single file, a folder will be created to contain the file. The folder will be located in *My Storage\My Share*. When you share a folder, it becomes what we call a **share**. Each share must have a unique name. If you decide you no longer want to share a folder, you can delete the share or remove a particular

person from the share-to list. Shares can be viewed under *Tools* → *Manage My Share*.

How to share files

From *My Storage*, select a file or folder and click the “Share” button.



After clicking on the “Share” button, the **Set Permission** page appears:

The screenshot shows a window titled "DriveHQ FileManager - Share a folder". Inside, there's a section with the text: "Easy, secure and robust file sharing on the Internet", "Share thousands of files and gigabytes of data easily", "Share remotely with anybody on the Internet", "Access shared files by one click in the share notification email", and "Advanced sharing that supports user-based multi-level permissions". Below this, there are input fields for "Share Path: \My Documents", "Share Name: My Documents", "Share Description: My Documents", and "Permission: Full Access" (with a dropdown arrow). A "Share to:" field contains the text "(Please enter email or DriveHQ usernames, separated by ',' or ';')". Below this is a text input field with "SubFreeDrivehq". There are two checkboxes: "Share to group" (unchecked) and "If any file changes, send share change notification email" (checked). To the right of the "Share to group" checkbox are two buttons: "Select Group Members" and "Select Contacts". At the bottom right are "OK" and "Cancel" buttons.

Share a folder screen

Enter email addresses or DriveHQ usernames (separated by “;”) in the “Share to” field. You can also click the “Select Contacts” button to select users from your contact lists. You can change the Share Name, Description, and Permission Level.

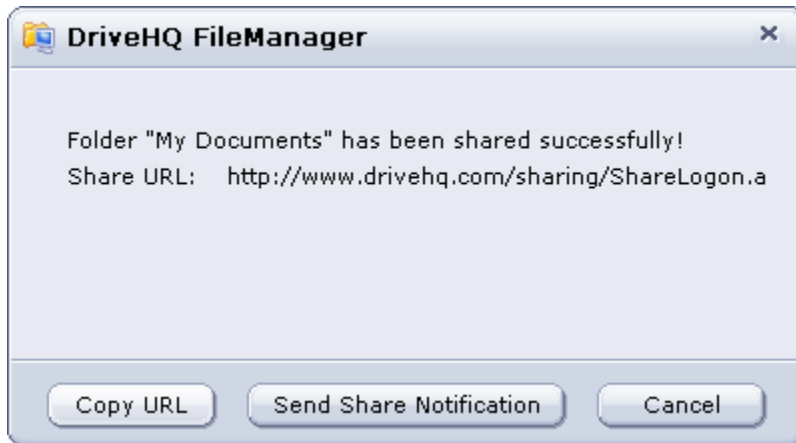
Permissions

A folder can be shared with the following access rights:

- Thumbnail/list view only
- Read/download only
- Upload/Add
- Full access

Access rights are incremental. For example, “Upload/Add” has all the rights of “Read/download only” and of “Thumbnail/list view only”.

After you click “Ok”, the share is created and a confirmation dialog pops up:



Send Share Notification

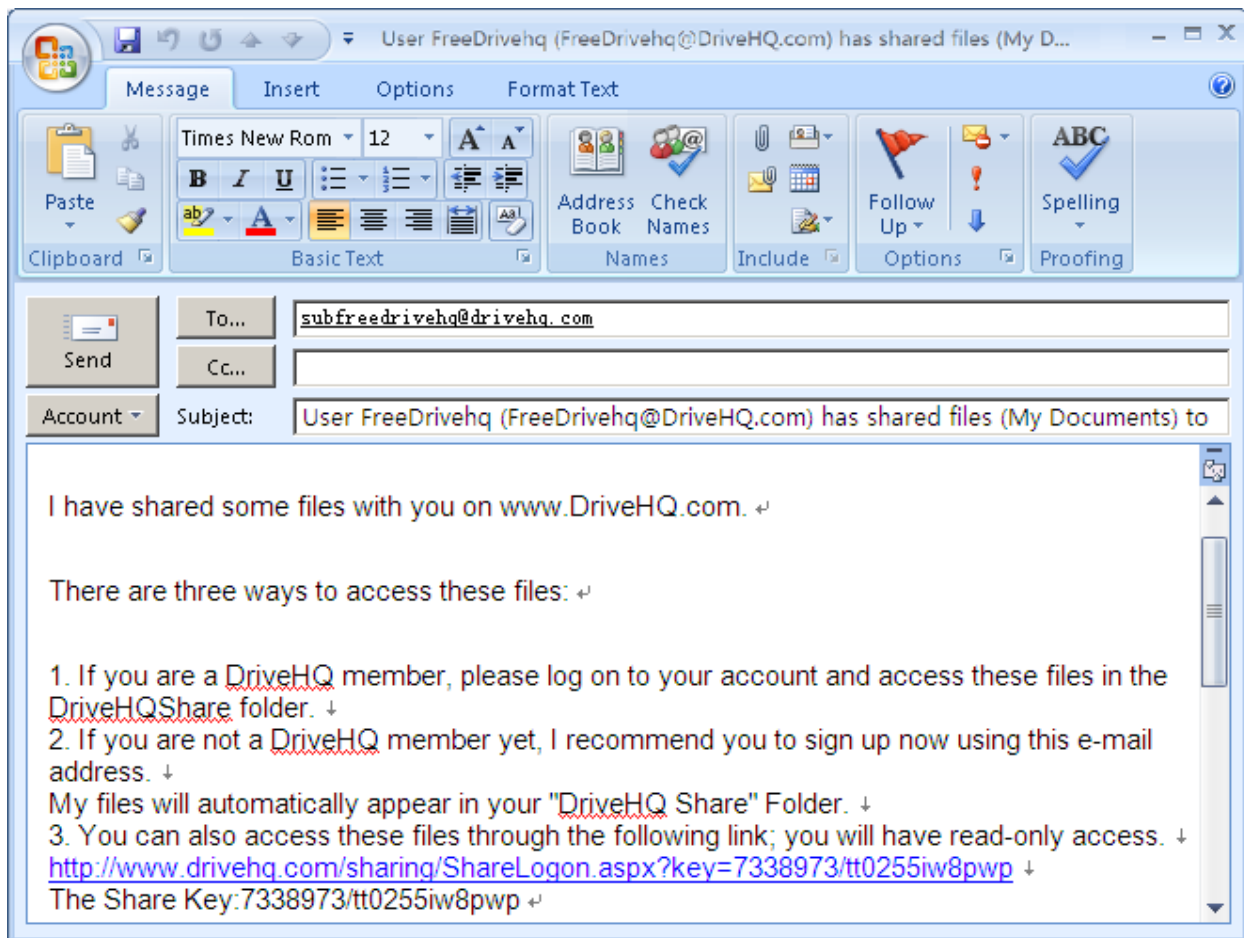
When this option is checked, if a user with full access to a shared folder uploads or modifies a file, the system will prompt the user to send a "Share change notification email" to all users in the "Share-to" list.

After entering the share information, click on the "Share" button to go to the **Share Notify** page. At this point, the share has been created and your users can access it. However, you can continue to send a share notification email. You need to click on the button "Launch Outlook / Email Client" to open your email client software and send the notification email.

About Share Notification Email

DriveHQ does not automatically send share notification emails. Emails sent from DriveHQ are more likely to be filtered by spam filters or ignored by recipients. Therefore, sending the **share notification** email using your own email server is more likely to be received and read.

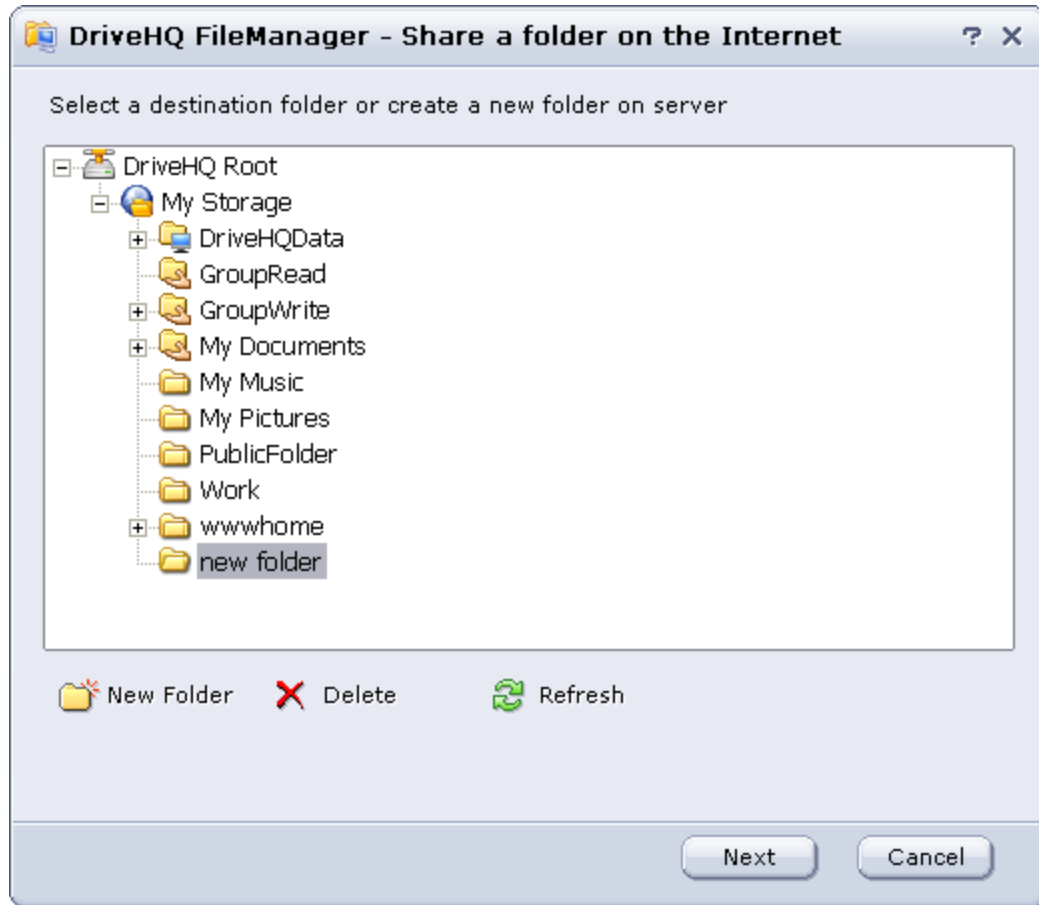
If all persons in the "Share-to" list are DriveHQ members, then the share notification email might not be required. Those users can simply log-on to www.drivehq.com using their own username and password. The folders shared to them can be found in the virtual folder called *DriveHQ Share* (located under *DriveHQ Root*).



Launch Outlook to send "Share notification" email

Sharing a local folder

You can also select a local folder and click the "Share" button. File Manager will upload the files to DriveHQ first before sharing.



Accessing a shared folder

Scenario: Tom shared a folder to Jane by typing Jane's email address in the "Share-to" list. If Jane is not a DriveHQ member, she will receive a **Share Notification email**, sent by Tom. In the Share Notification email, there are instructions about how to access the Shared folder:

1. If you are a DriveHQ member, please log on to your account and access these files in the "DriveHQ Share" folder.
2. If you are not a DriveHQ member yet, I recommend you to sign up now using this email address. My files will automatically appear in your "DriveHQ Share" Folder.
3. You can also access these files through the following link (you will have read-only access).
4. http://www.drivehq.com/sharing/ShareLogon.aspx?password=*****/*****

If Jane is a DriveHQ member, she can sign into her account and access shared folders in *DriveHQ Share*. You can share a folder more than once with different permissions. For example, you might want your boss to access a folder with full access, but let an intern be able to read and download files inside it. Share Names must always be unique since they are treated as folders. So when you share the same folder again, you must use a different share name. (See the screenshot about "Share and Set Permission page").

Publishing files

When you publish a file or folder, you are making it accessible to anybody on the Internet, including non-DriveHQ members.

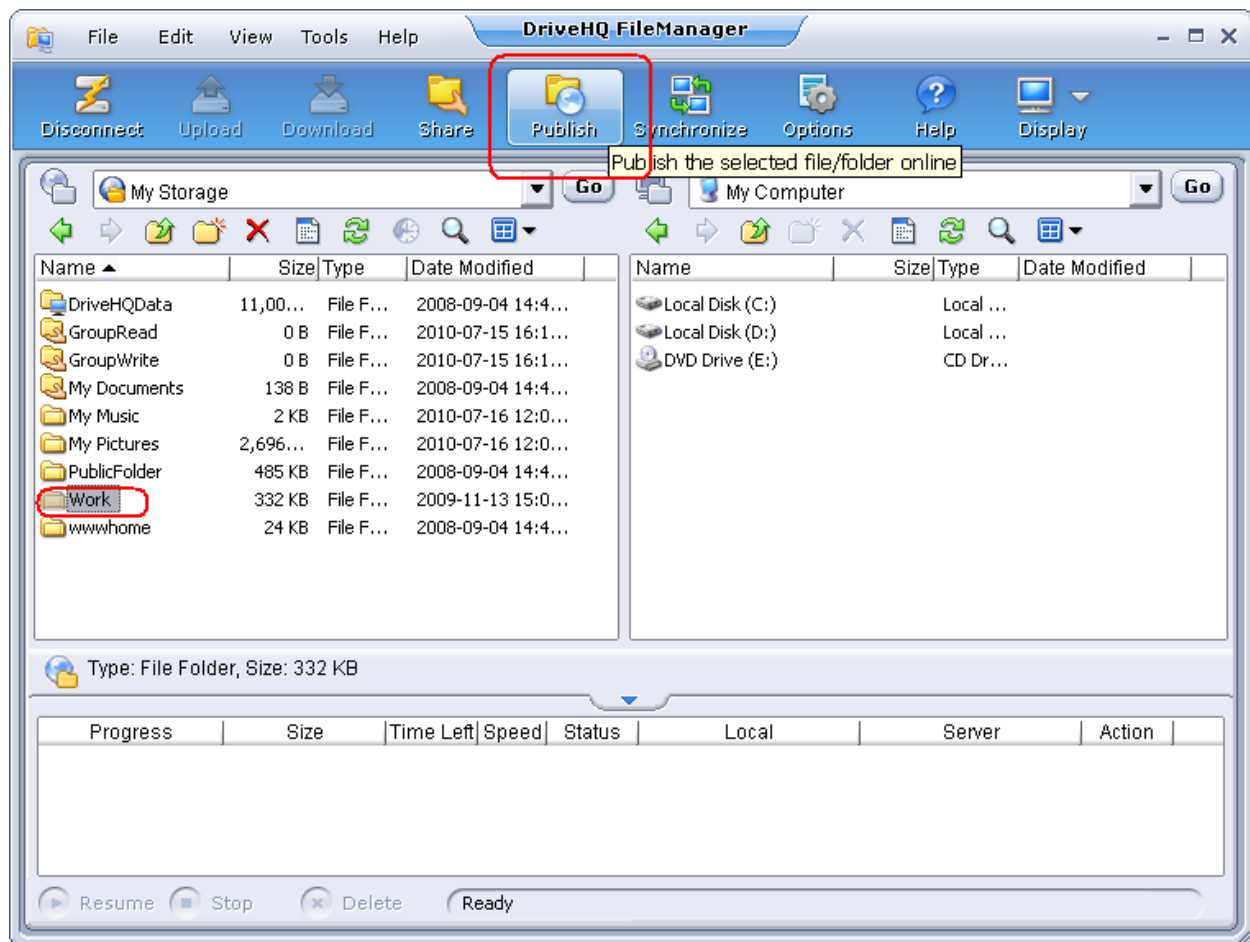
If you publish a file, a URL link will be created. This URL is accessible by anyone and can be linked on any web page.

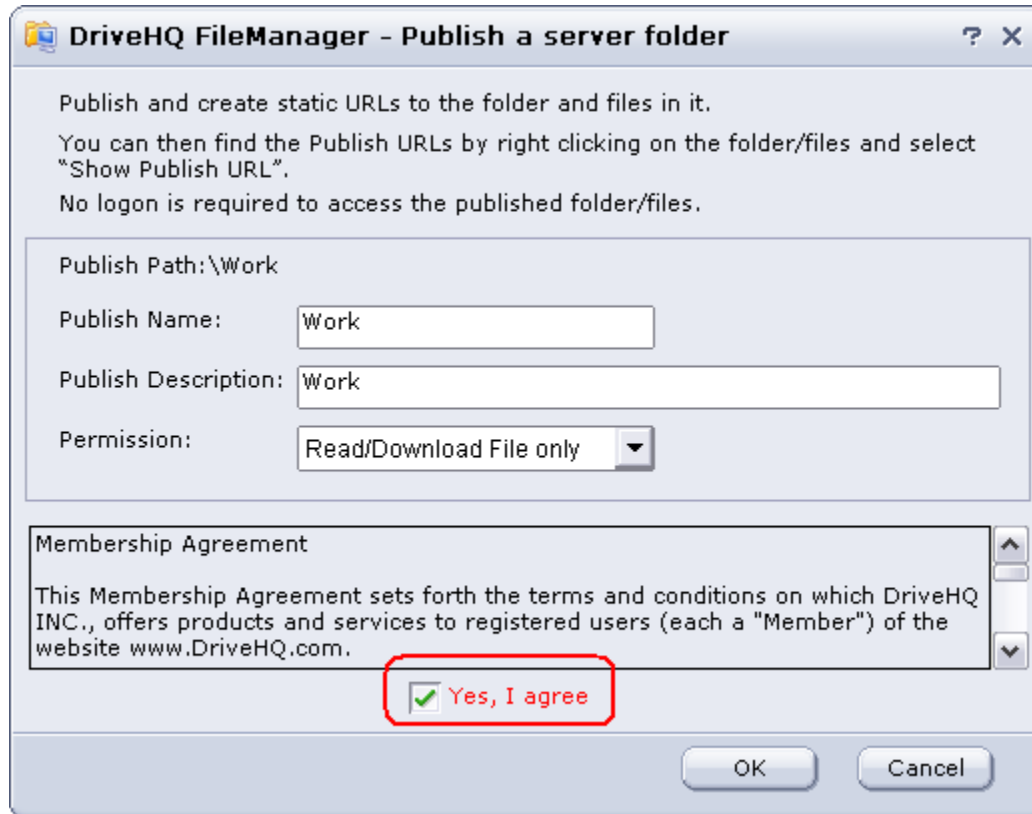
Similar to the way shares are created, when you publish a file as opposed to a folder, a new folder is created containing it. We call this folder a publish. Just like when you delete a share, deleting a publish will not delete the original files.

(Important: For free users, published items will only be live for 20 mins.)

How to publish files

To publish, go to *My Storage* and select a file to publish. Click on the "Publish" button in the toolbar.





The screenshot shows a dialog box titled "DriveHQ FileManager - Publish a server folder". It contains instructions on publishing folders and files, a form for publishing details, a membership agreement, and a checkbox to agree to the terms.

Publish and create static URLs to the folder and files in it.
You can then find the Publish URLs by right clicking on the folder/files and select "Show Publish URL".
No login is required to access the published folder/files.

Publish Path: \Work

Publish Name:

Publish Description:

Permission:

Membership Agreement

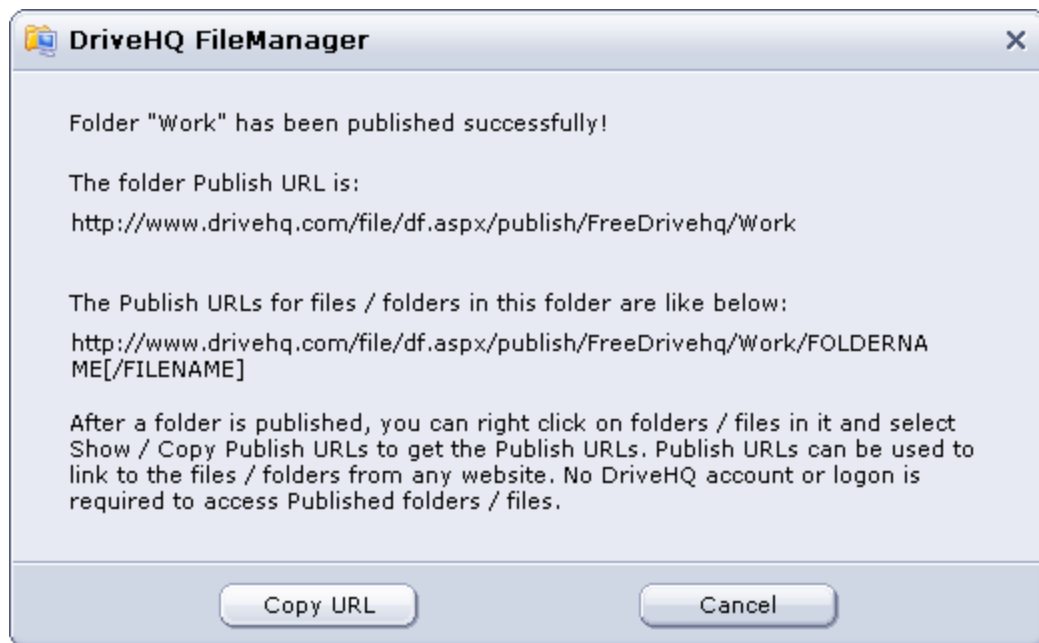
This Membership Agreement sets forth the terms and conditions on which DriveHQ INC., offers products and services to registered users (each a "Member") of the website www.DriveHQ.com.

☒ Yes, I agree

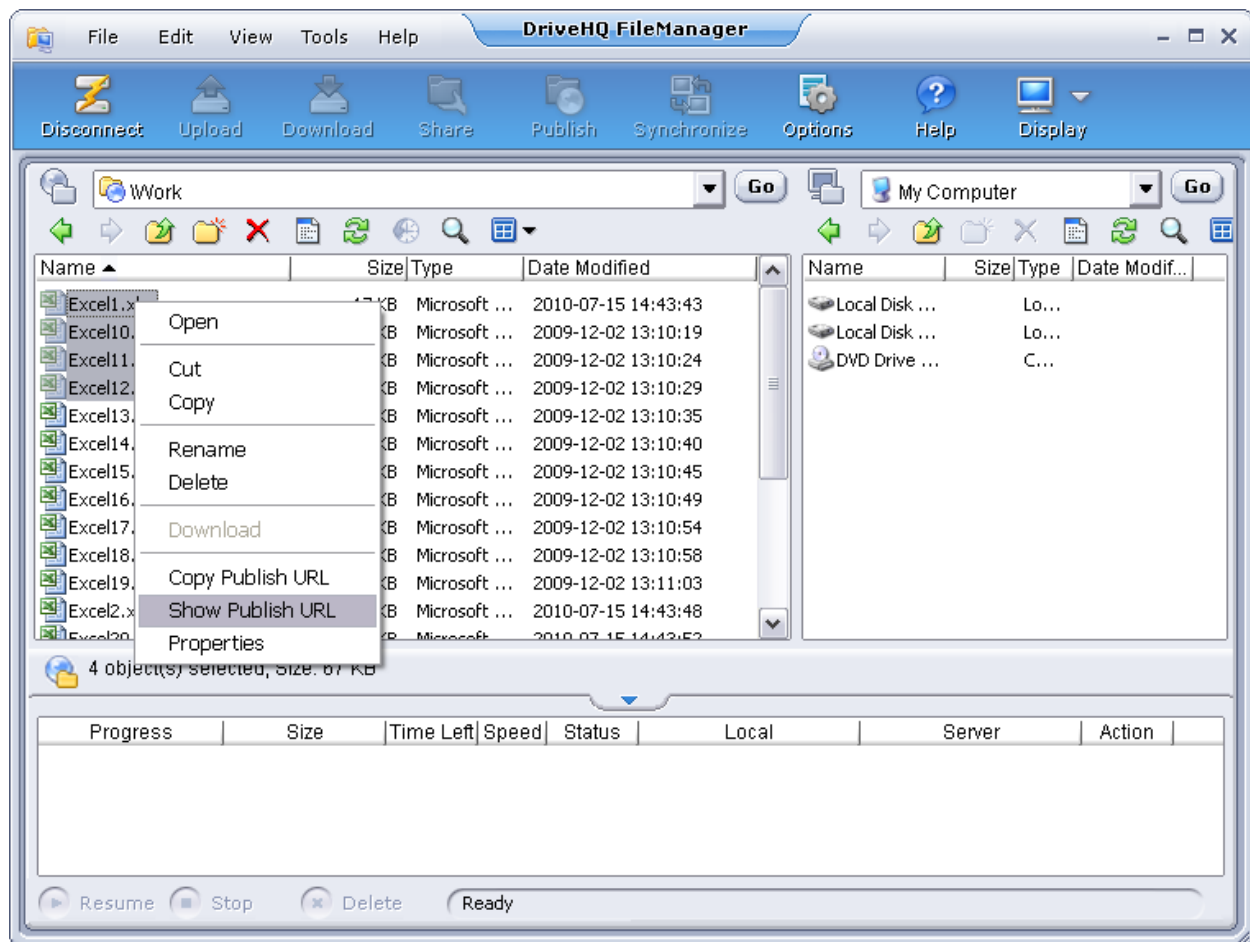
OK Cancel

It's recommended that only alpha-numeric characters be used for the publish, file and folder names. When you publish a file, a URL is created. If you have special characters in the file, folder, and share name, then the publish URL may contain those characters, corrupting the URL.

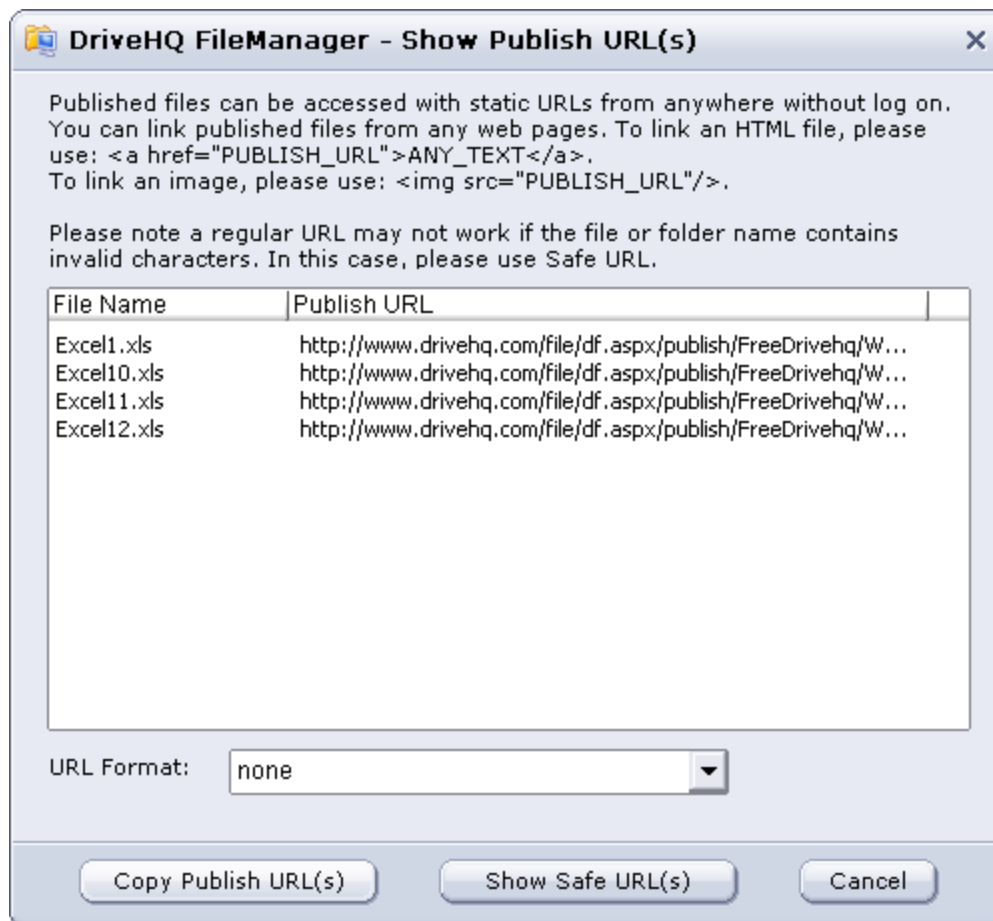
In the "Publish & Set Permission" page, you can enter the publish name, description, and choose from one of 4 permissions. Check "Yes, I agree" and click "Publish". A confirmation screen will appear where you can find the Publish URL.



Publish confirmation dialog with Publish URL



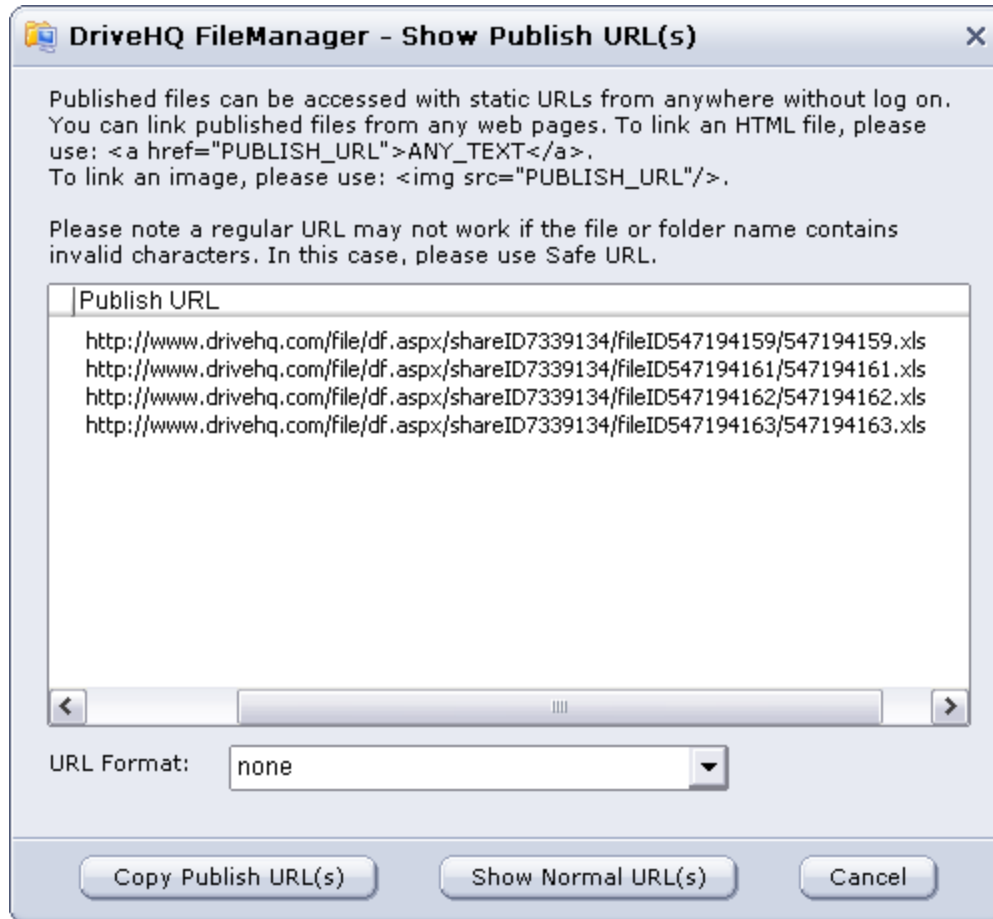
To find the publish URLs, right-click on a published file and select "Show Publish URL".



Show Publish URLs dialog

You can copy the publish URLs into your Windows clipboard and paste them into other applications, such as Notepad, Word or any HTML editors.

If you want to hide your username and folder name, you can click on the "Show safe URL(s)" button, which will change the Publish URLs into a new format.



Show Safe Publish URL

The safe Publish URLs hide the username, publish name, folder name and filename info. So the URL is more secure; moreover, Safe URLs are guaranteed not to have any special characters that might affect the validity of a URL. On the other hand, a regular Publish URL may not work if it has special characters in the folder name / file name, etc.

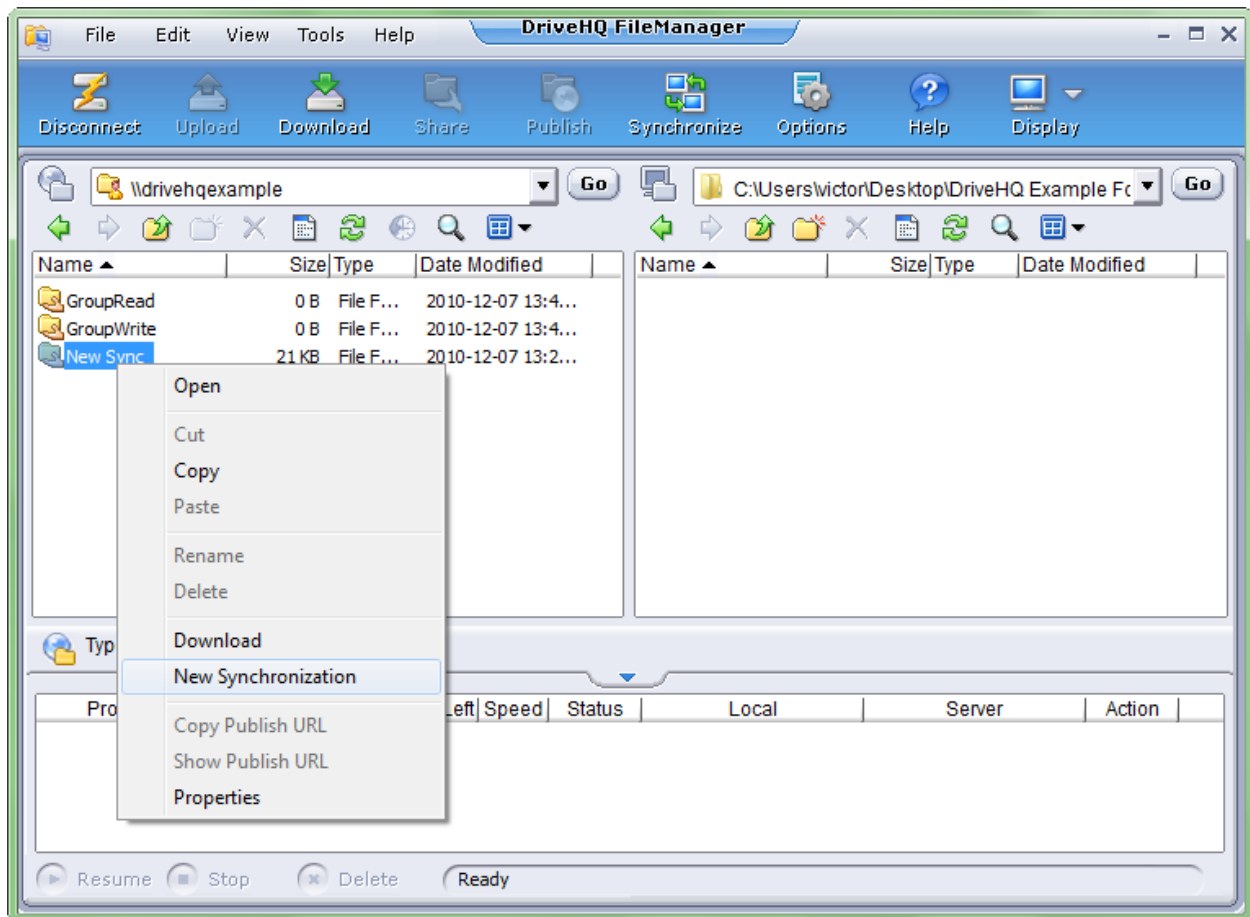
Please note when other users visit your published (or shared) folder(s), they will be using your account download bytes. So if you expect a lot of users will access your published folder, please make sure your account has enough download bytes.

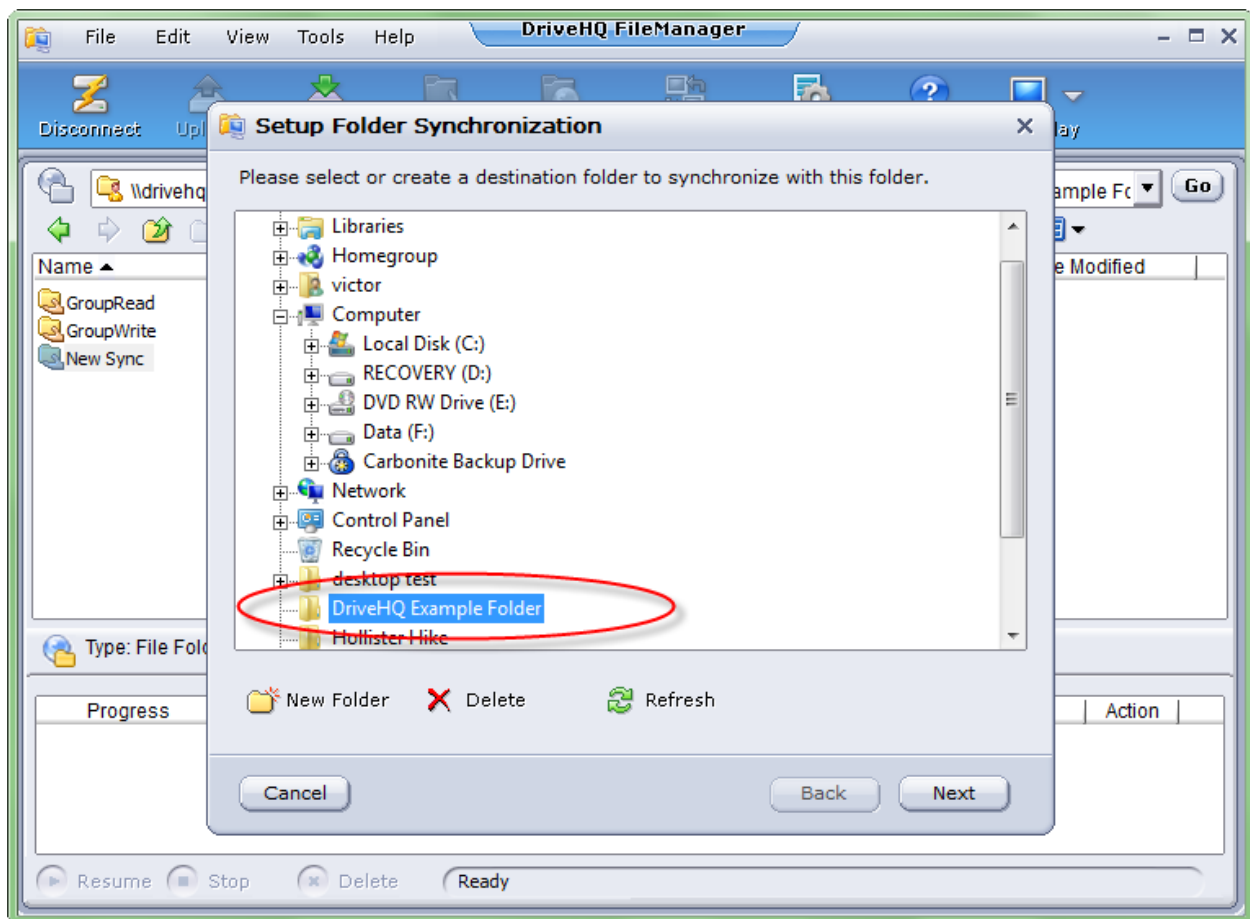
Folder Synchronization

With File Manager, you can set up synchronization tasks between local and remote folders. For small folders, you can set up automatic real-time synchronization tasks. For larger folders, set scheduled synchronization tasks. You can even synchronize to folders that have been shared to you by others!

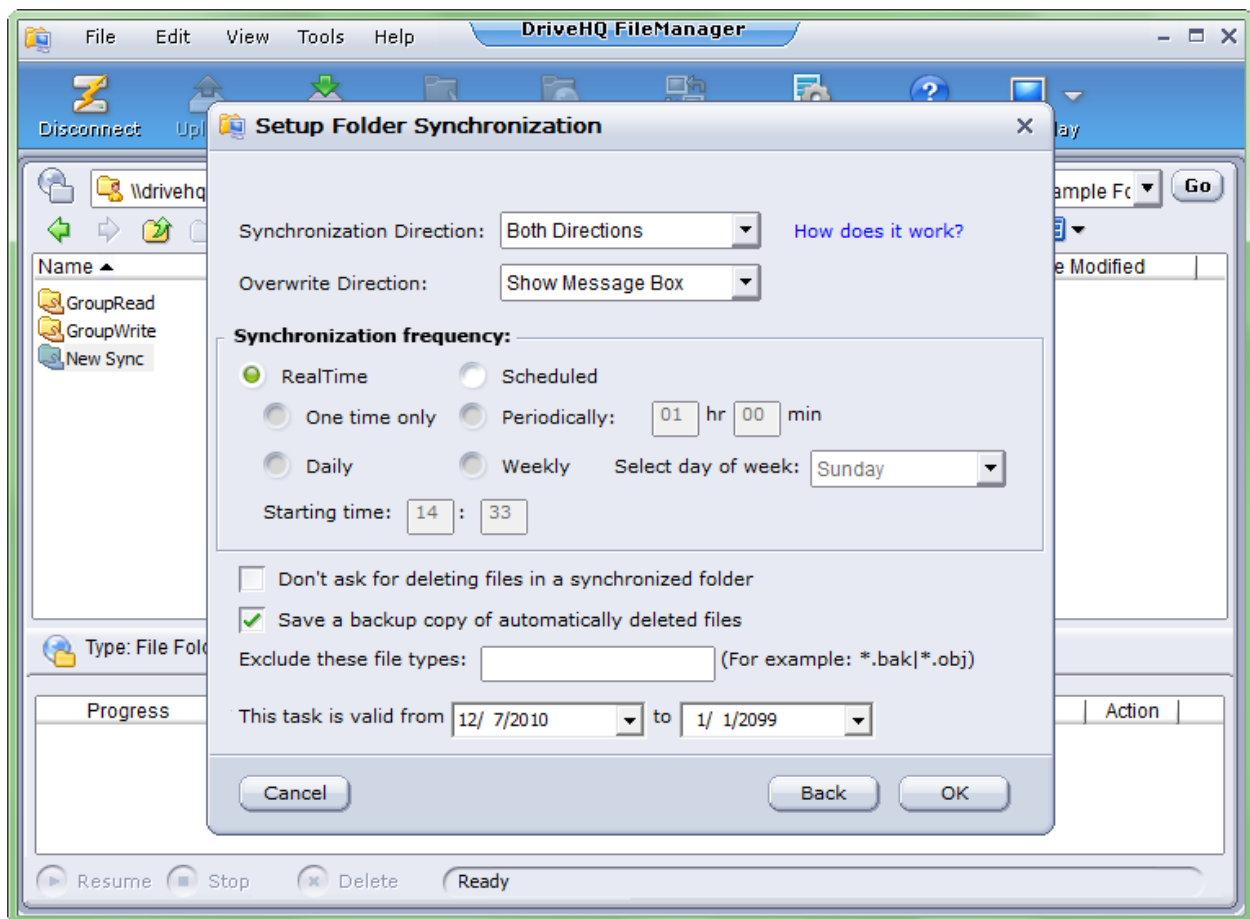
Creating a synchronization task

Right-click and select "New Synchronization"





Select the local folder you want to synchronize to. You can also create a new folder.



Set the following parameters:

Synchronization Direction: Both Directions

Overwrite Direction: Show Message Box

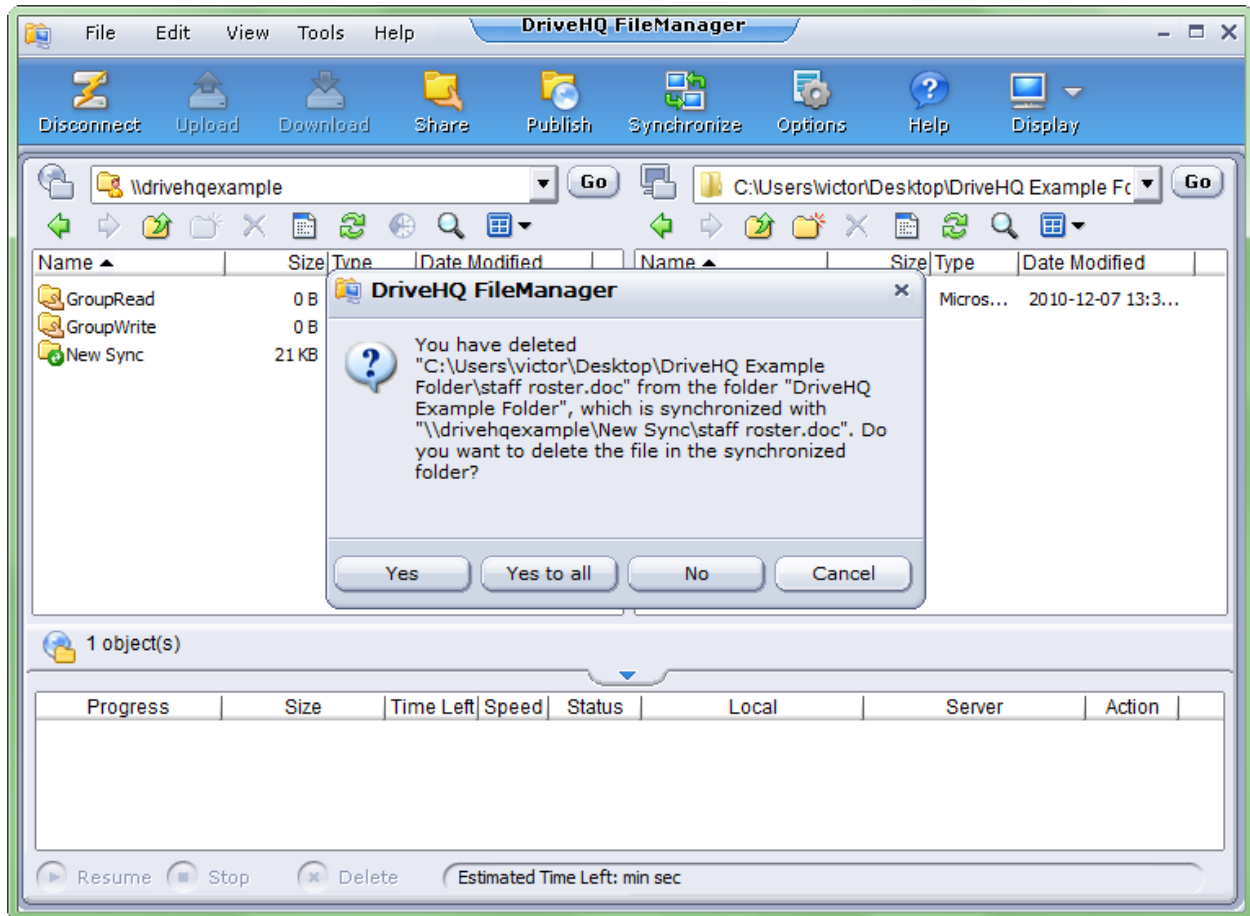
Synchronization frequency: Whether you choose RealTime or Scheduled depends on a couple things.

RealTime: If the folder is small and contains few files, you can choose RealTime. Files will be automatically synchronized as they are changed. Please note: if a file is modified directly on the remote side (i.e. the shared folder), synchronization may take up to 5 minutes. However, clicking the "Synchronize" button after a folder is modified will ensure that the latest files are present in synchronized folders.

Scheduled: Selecting Scheduled is ideal for a larger folder or one that contains many files.

Note: If you delete a file from a synchronized folder on your local computer, a pop-up message will appear, asking if you want to delete the copy on the remote side. If a file from a shared folder is deleted by a user, a similar

message will pop up for all users who have synced to that folder. File Manager must be running at all times for the pop-up messages to appear.



Time Delay in Real-time Folder Synchronization

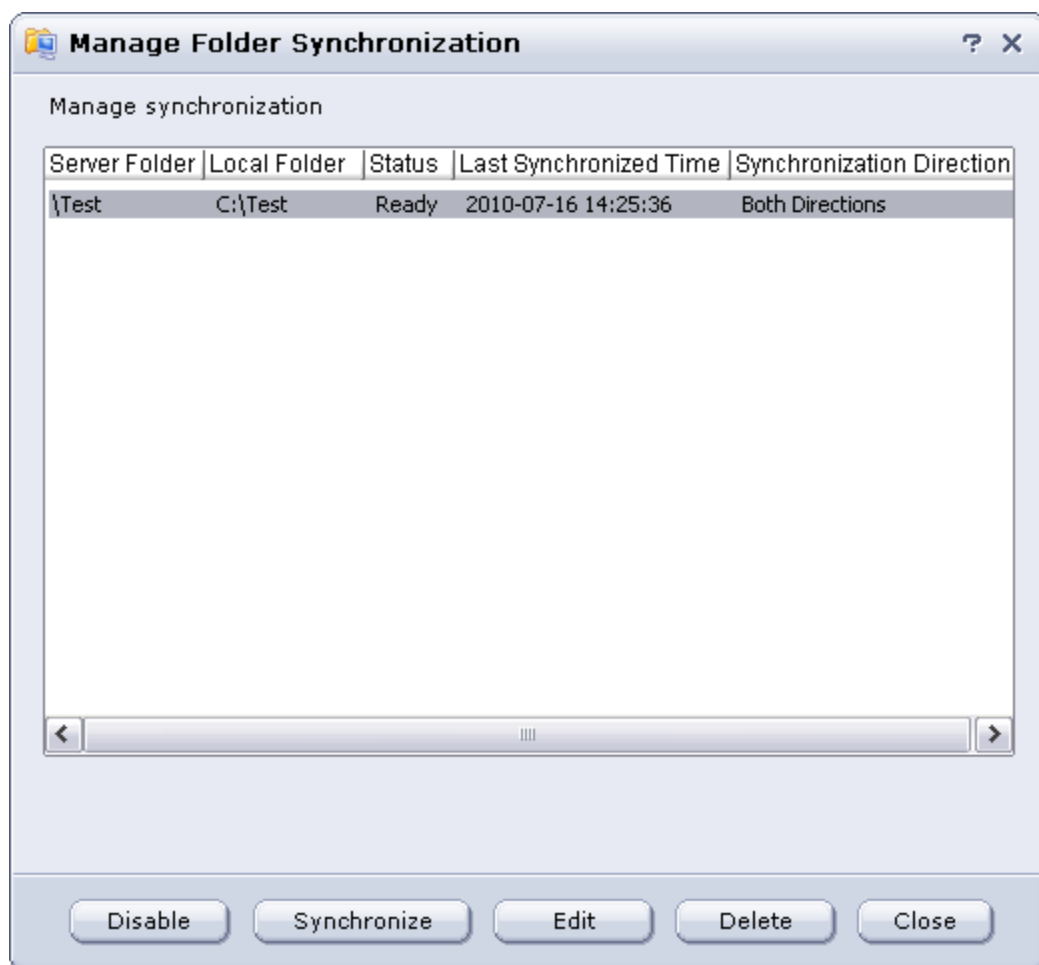
Once you've created a real-time synchronization task, it will automatically sync local files to the remote folder in real-time as changes occur. Synchronizing files from the remote folder to the local folder may take a little longer. When a file is modified in the remote folder, File Manager cannot immediately detect the changes. It monitors for file changes periodically, usually every 5 to 30 minutes.

Exclude these file types: Define the files or file types to be excluded from the synchronization task. Multiple file extensions, file names or file wildcards can be entered (separated by ",").

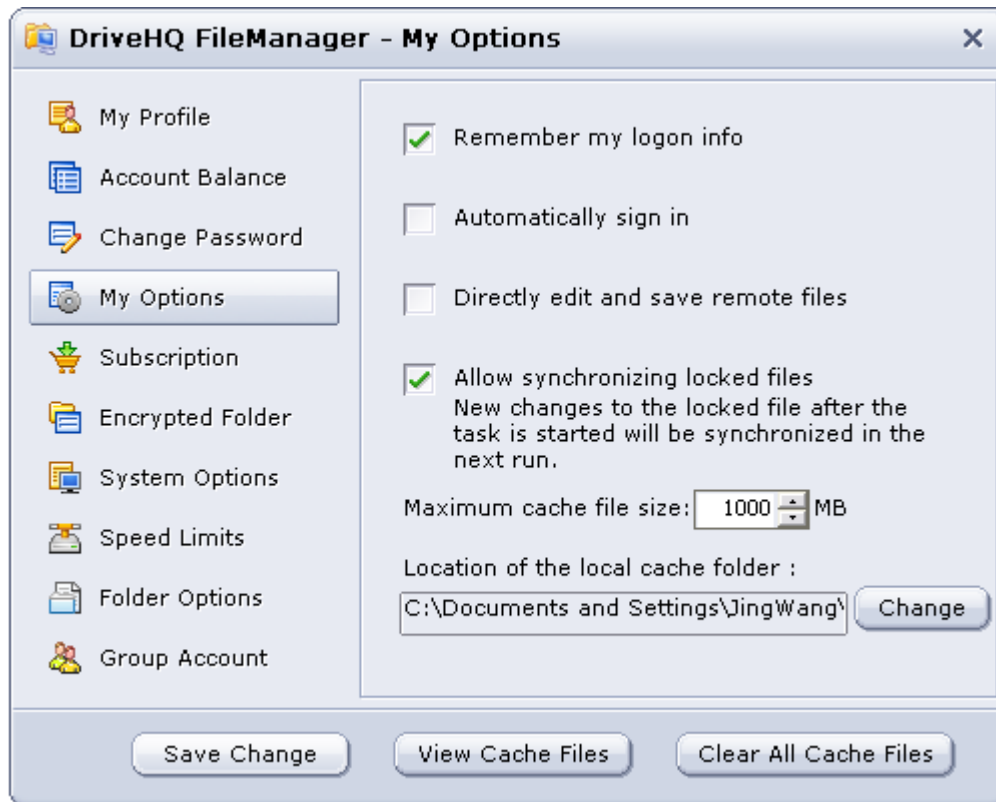
Note: After the Synchronization Task has been set, if you delete or modify a file in one folder, the change will be automatically applied to the other synchronized folder. Uncheck **"Don't ask for deleting files in a synchronized folder"** to avoid unexpected file deletion. Moreover, you can check **"Save a backup copy of automatically deleted files"** so that you can recover data in case of automatic file deletion.

Editing a synchronization task

Click Tools->Manage Synchronization ->"Manage Folder Synchronization" to manage your synchronization tasks.



Options



Clicking the “Options” tab will bring you to a page with several options:

- My Profile: view account information
- Account Balance: check your DriveHQ account balance and deposit money
- Change password: change your DriveHQ account password. If you are a sub-user, contact your group administrator.
- My Options:
 - Remember logon information: select this option so the system remembers your account username and password
 - Automatically sign in: automatically log in when File Manager starts.
 - Directly edit and save remote files: you can edit and save files from the server side directly.
 - Allow synchronizing locked files: Synchronize locked (or open) files such as Outlook PST files and other database files
 - Caching: set the maximum cache folder size (default is 1GB) and local cache folder location.
 - View cache folders and clear all cache folders

- Subscription: order a paid subscription service and become a premium member
- Encrypted Folder: encrypt a folder to ensure it has the highest level of security
- System Options: set various File Manager system options:
 - Automatically run when I log on to: run File Manager at startup
 - Show Hidden files and folders: display hidden folders, such as some system files
 - Automatically start minimized: Starts File Manager in minimized form
 - Use SSL: transfer data in HTTPS/SSL. Recommended for files that require a high level of security
 - Display remote storage on left/right: Change the layout of the local and remote storage panes
- Speed Limits: cap upload or download speeds
- Folder Options: set various options for your online folders
- Group Account: Upgrade to a free group account that includes one free sub-user license. Or if you've already upgraded, launch the group admin tool from here.

File Manager "No-install version"

DriveHQ has a version of File Manager that does not require installation. Download it and unzip the files into a folder. Open DriveHQFile manager.exe, to launch File Manager.

This "No-install" version works like the regular version with the following exceptions:

- A cache folder is not required. When you log out, you will be prompted to delete any cached files
- It is not integrated with Windows Explorer. You cannot drag and drop files between Windows Explorer and File Manager
- Your account login information will not be remembered

Email hosting

Our email hosting service is unlike any other email service provider. It's designed with the business user in mind and supports SMTP/POP3/IMAP, with any email client software like Microsoft Outlook. Some features include:

- Access your emails using any web browser
- Configure your email account with any email client like Microsoft Outlook and be able to view and edit emails offline
- Create multiple email accounts for your business and share contact groups with other people

When you register for a DriveHQ account, you get an email account such as: username@drivehq.com. Sub-users of a group account also get their own email account. Mailbox storage is only limited by how much storage your account has. Private domain email addresses, such as your company's domain name are also supported.

Email hosting FAQ

1. How much email storage do I get and is there a restriction on email size?

With a free account, you get 1GB of free storage space. The maximum email size is 10MB for free members and 20MB for premium members.

2. Can I email a large file that's 200MB?

Generally, it's not feasible to email large files of that size. A better option would be to upload your files to DriveHQ and share them.

3. I have a small business with 10 employees. Can I get 10 email addresses?

Yes, you can upgrade to a group account and purchase sub-user licenses. When you create a new sub-user, they will be provided their own DriveHQ email account.

4. Can I use your email service to send spam or bulk emails.

No, this is strictly prohibited. Your account will be disabled immediately if such activities are detected. To prevent such service

abuse, users are limited to sending out a certain number of emails per day.

5. Can I access my email from multiple computers using Outlook?

For more information about using Outlook on multiple computers, please see [here](#).

6. How can I create a private domain email address?

Yes! To do so, you must be a premium user. You must own a domain name. If you do not, you can register for one with any domain registrar company such as godaddy.com or register.com. When you have the domain, add a DNS MX record that points to our DriveHQ email server: 66.220.9.56. If you have any questions, please contact the registrar.

7. Can I set up email rules or filters?

Yes, you can use Microsoft Outlook or Outlook Express to set up rules and filters. Our webmail also has a tool that lets you set up rules.


8. What's the difference between a free account and a premium one?

Free users can send up to 5 emails per day and true users can send 25 emails per day. The maximum attachment size for both is 2MB.

Premium users' max emails that can be sent per day depend on their subscription plan. If you reach the limit, please contact support@drivehq.com. Max attachment size for premium users is 20MB.

How to configure email with Outlook Express

1. Launch Outlook Express and in the Tools menu, click "Accounts".
2. In the Internet Accounts dialog box, click "Add" and select "Mail" to open the Internet Connection Wizard. Enter your Display name.



The screenshot shows a Windows-style dialog box titled "Internet Connection Wizard" with a blue header bar and a red close button in the top right corner. The main area has a light beige background. At the top, the text "Your Name" is displayed in bold. Below this, a message reads: "When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear." A text input field is labeled "Display name:" and contains the text "john". Below the input field, an example is given: "For example: John Smith". At the bottom of the dialog, there are three buttons: "< Back", "Next >" (which is highlighted with a blue border), and "Cancel". A mouse cursor icon is visible in the top right corner of the dialog area.

Internet Connection Wizard

Your Name

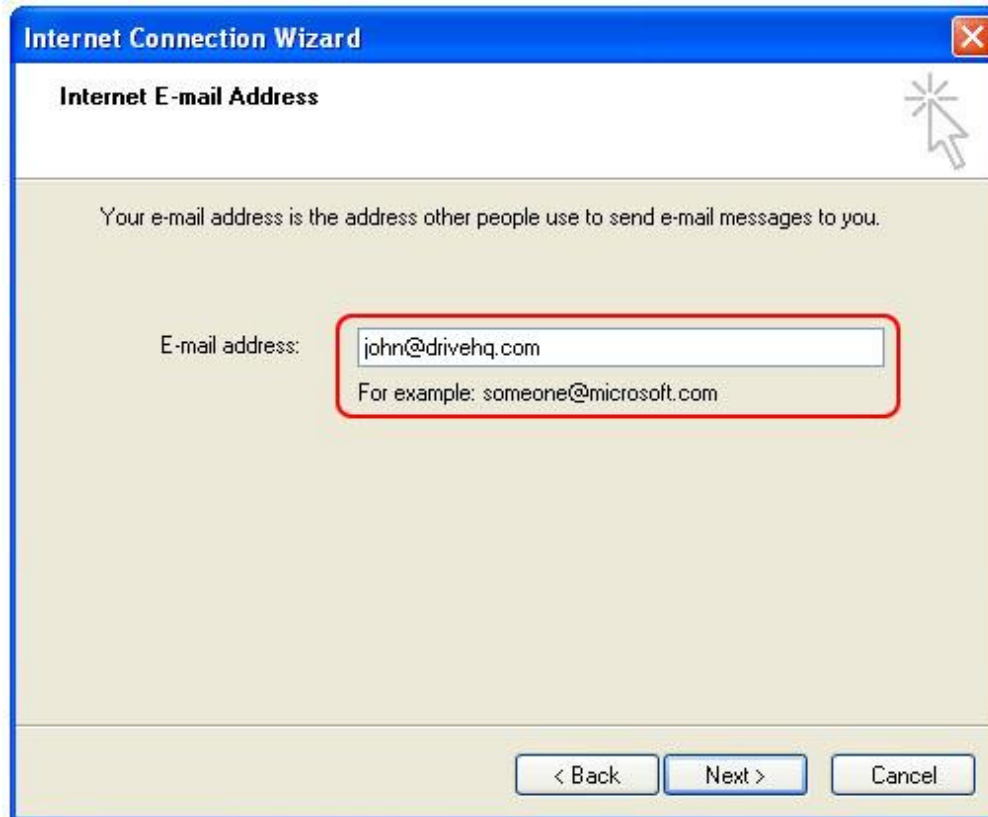
When you send e-mail, your name will appear in the From field of the outgoing message.
Type your name as you would like it to appear.

Display name:

For example: John Smith

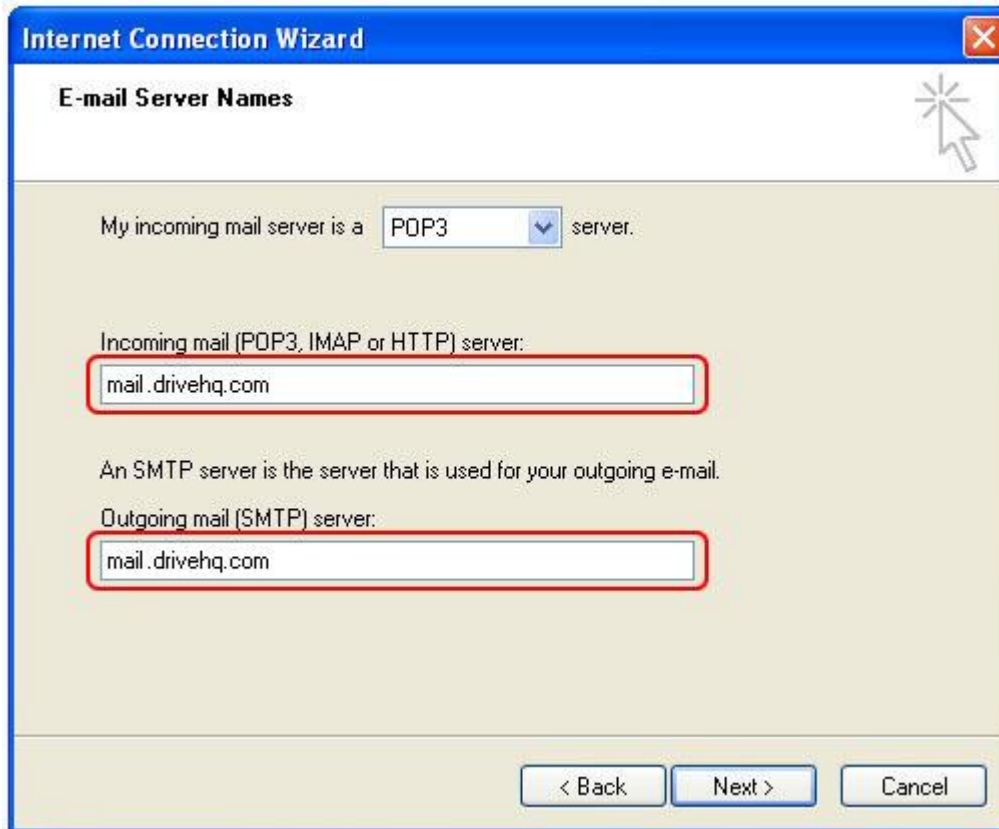
< Back Next > Cancel

3. Enter your DriveHQ email address.



The screenshot shows a Windows-style dialog box titled "Internet Connection Wizard" with a close button (X) in the top right corner. The subtitle is "Internet E-mail Address". Below the subtitle, there is a text area with the instruction: "Your e-mail address is the address other people use to send e-mail messages to you." Below this, there is a label "E-mail address:" followed by a text input field containing "john@drivehq.com". A red rectangular box highlights the input field and the example text below it. The example text reads: "For example: someone@microsoft.com". At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

4. Click "Next" and enter the email servers. Incoming and outgoing are both **mail.drivehq.com**. IMAP is supported.



The screenshot shows a Windows-style dialog box titled "Internet Connection Wizard" with a close button (X) in the top right corner. Below the title bar is a tab labeled "E-mail Server Names". The main area of the dialog contains the following text and controls:

- "My incoming mail server is a server." (The dropdown menu is currently set to "POP3".)
- "Incoming mail (POP3, IMAP or HTTP) server:" followed by a text input field containing "mail.drivehq.com". This field is highlighted with a red rectangular border.
- "An SMTP server is the server that is used for your outgoing e-mail."
- "Outgoing mail (SMTP) server:" followed by a text input field containing "mail.drivehq.com". This field is also highlighted with a red rectangular border.
- At the bottom, there are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a blue border.

5. Click "Next". Enter your DriveHQ username and password. Select the "Remember password" option so you don't need to enter it again the next time Outlook Express is launched.



The image shows a Windows-style dialog box titled "Internet Connection Wizard" with a sub-header "Internet Mail Logon". The main text says "Type the account name and password your Internet service provider has given you." Below this are two input fields: "Account name:" with the text "john" and "Password:" with masked characters. A checked checkbox labeled "Remember password" is below the password field. Further down, a paragraph explains Secure Password Authentication (SPA) and a checkbox "Log on using Secure Password Authentication (SPA)" is present and unchecked. At the bottom are three buttons: "< Back", "Next >" (highlighted with a yellow border), and "Cancel". A mouse cursor is pointing at the top right corner of the dialog box.

Internet Connection Wizard

Internet Mail Logon

Type the account name and password your Internet service provider has given you.

Account name: john

Password:

☒ Remember password

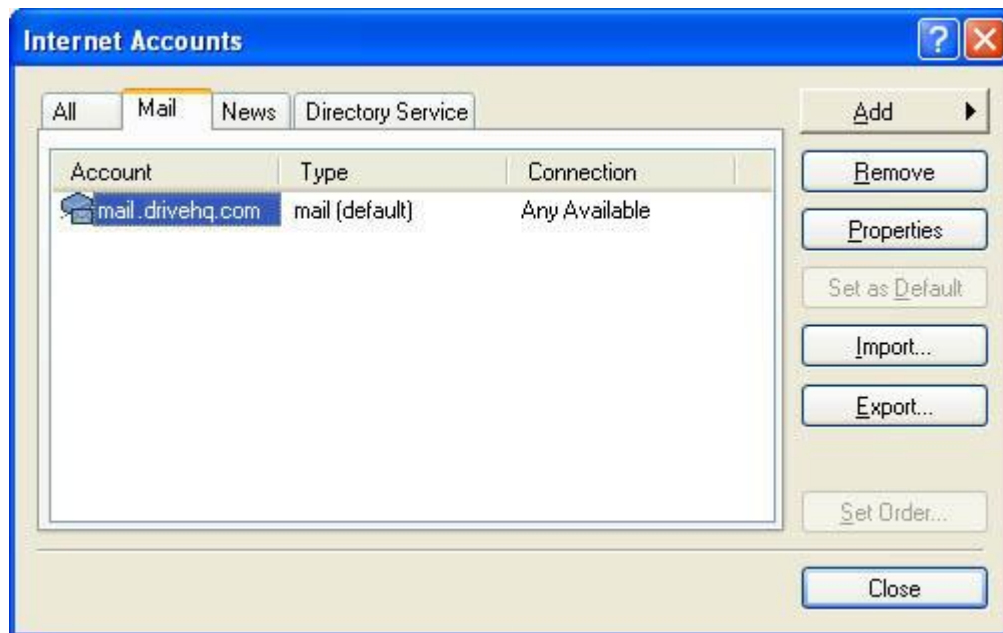
If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box.

☐ Log on using Secure Password Authentication (SPA)

< Back Next > Cancel

6. Click "Next" to finish the wizard.

7. In order to control spamming, the outgoing SMTP server requires authentication. Go back to the Internet Accounts page, click the "Mail" tab, and select "Properties".



Click the "Servers tab" and select "My Server requires authentication". Click "OK" and "use same setting as my incoming mail server" if displayed. You are now ready to use DriveHQ email in Outlook Express.

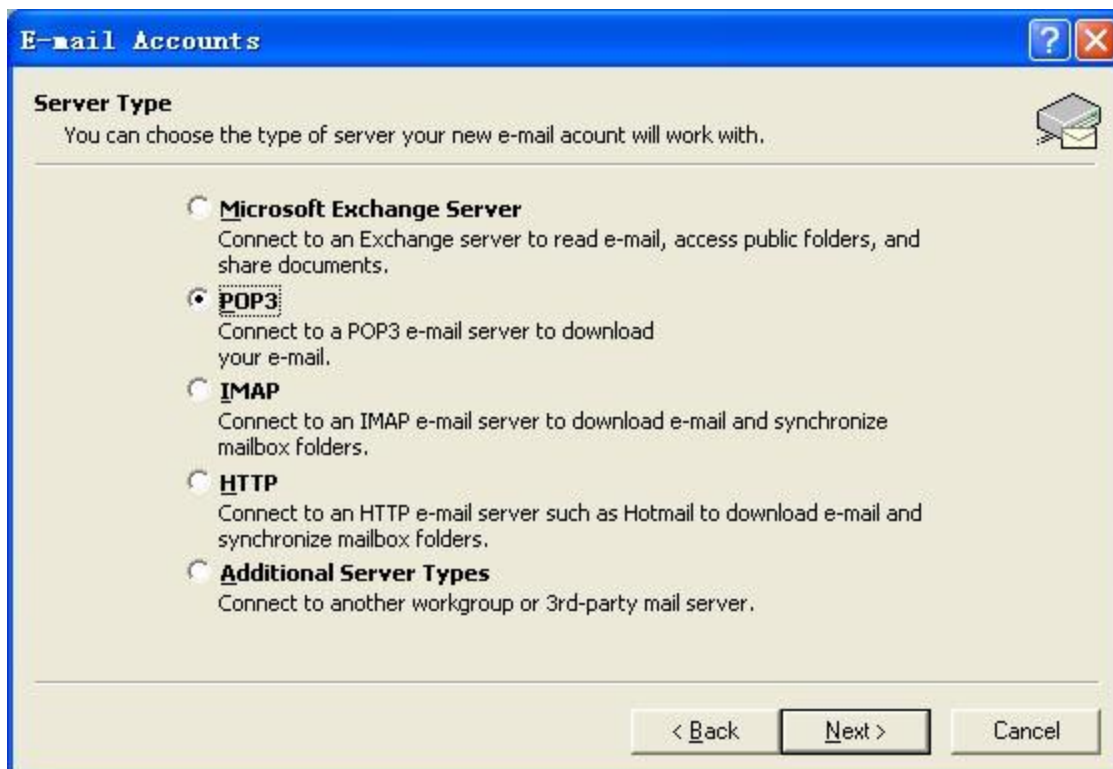


Configure email in Microsoft Outlook

1. Launch Outlook. In the Tools menu, click Email Accounts.
2. In the Email Accounts dialog box, select Add a new email account, then click Next.



3. In the Server Type page, select POP3 or IMAP, then click Next.



Enter your DriveHQ email address, logon information, and server information. Incoming and Outgoing servers are both **mail.drivehq.com**.

E-mail Accounts

Internet E-mail Settings (POP3)
Each of these settings are required to get your e-mail account working.

User Information

Your Name: John
E-mail Address: John@drivehq.com

Server Information

Incoming mail server (POP3): mail.drivehq.com
Outgoing mail server (SMTP): mail.drivehq.com

Logon Information

User Name: John
Password: *****
☒ Remember password

☐ Log on using Secure Password Authentication (SPA)

Test Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

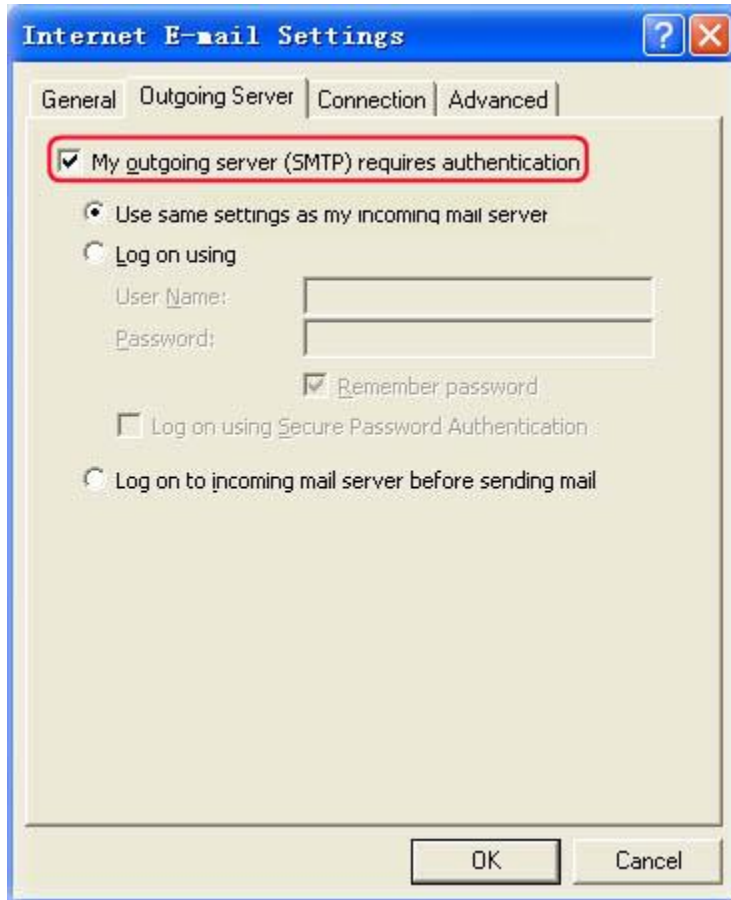
Test Account Settings ...

More Settings ...

< Back Next > Cancel

5. Click Next.

6. The outgoing server requires authentication. In the Tools menu, select Email Accounts, then click Next. Click the More Setting button and select Outgoing Server tab. Select "My outgoing server (SMTP) requires authentication" and select "Use same settings as my incoming server". You are now ready to use DriveHQ email in Outlook.



Configuring a Private Domain Email Address

To configure a private domain email address on DriveHQ, you must have a domain name; if you don't have a domain name yet, you can register for one through any domain registrar company such as GoDaddy.com, Network Solutions or Register.com, etc.

Add a "DNS A Record", i.e. add a server name: mail.YOURDOMAIN (e.g. mail.drivehq.com) to 69.220.9.56.

If you represent a big company with its own DNS servers, then you can add the "DNS A Record" from your own domain name server.

If you are a small business, you probably don't have your own DNS server. In this case, you can use your domain registrar's DNS server directly. Log on to your domain registrar's website, and add a DNS A-Record.

Configure a Private Domain Email Address with Register.com

If your domain name is currently registered with Register.com and if you use Register.com's Domain Name System Servers (DNS Servers), then you can modify this information online by signing into **Account Manager**, and selecting the domain name you wish to make the changes.

Click on the link "**Edit IP Address (A Record)**" from the **ADVANCED TECHNICAL SETTINGS** menu. This will open a page on which there will be an editable list of all IP Addresses (A Records) associated with the domain name, as shown below:


MY ACCOUNT: LOGOUT VIEW CART CUSTOMER SUPPORT FAQs WHOIS

ADD IP ADDRESSES (A RECORD)

[? How long before my IP Address changes take effect?](#)

Add more IP addresses by filling in the fields below. Please click **Continue** when finished.

*	.photosharehq.com	points to	66.220.9.55	<input type="checkbox"/> Delete
	.photosharehq.com	points to		<input type="checkbox"/> Delete
	.photosharehq.com	points to		<input type="checkbox"/> Delete
mail	.photosharehq.com	points to	66.220.9.56	<input type="checkbox"/> Delete
www	.photosharehq.com	points to	66.220.9.55	<input type="checkbox"/> Delete
	.photosharehq.com	points to		
	.photosharehq.com	points to		

[Add more IP addresses](#) 

Cancel
Continue

To host your private domain email address, you need to add an A-Record of 'mail' that resolves to DriveHQ email server: **66.220.9.56**. After you have made the necessary changes, click **Continue** to apply the changes.

You also need to add an "MX Record" to your DNS server. Below is an example of adding an MX record using register.com website.

MY ACCOUNT: LOGOUT VIEW CART CUSTOMER SUPPORT FAQs WHOIS

ADD MX RECORDS

[? How long before my MX Record changes take effect?](#)

Add more MX records by filling in the fields below. Please click **Continue** when finished.

Host Name	Priority	Mail Server
<input type="text"/> .videosharehq.com	Low <input type="button" value="v"/>	mail.videosharehq.com
<input type="text"/> .videosharehq.com	Low <input type="button" value="v"/>	<input type="text"/>

[Add more MX records](#)

Click **Continue** again to confirm the changes. Please note it takes about 24hours for a DNS name to be updated on the Internet.

MY ACCOUNT: LOGOUT VIEW CART CUSTOMER SUPPORT FAQs WHOIS

CONFIRM CHANGES TO MX RECORD

Please click **Continue** to confirm your changes, or correct any errors by clicking **Edit**.

Host Name	Priority	Mail Server
videosharehq.com	Low	mail.videosharehq.com

[Edit](#)

Once you have finished the process above, go back to DriveHQ.com, and go to your Email Options page.

Email Options [\[Go to Account Options\]](#)

Reply email:

☒ Send reply emails to DriveHQ email account

☐ Send reply emails to my external email account

The following 5 features are only available to business service users:

- (1) Custom domain email
- (2) Email forwarding
- (3) Email auto reply
- (4) Email aliases: Available to group-admin users or non-group-member users
- (5) Email mailing list: Available to group-admin users or non-group-member users

Custom Email Domain: [Check DNS MX Record for the Domain](#)

(e.g.: YourDomain.com. Leave empty if you don't use DriveHQ email service) [Hide Help](#)

Auto reply ☐ (Must edit a default auto-reply email template in the draft mail box)

[Edit auto reply email template.](#)

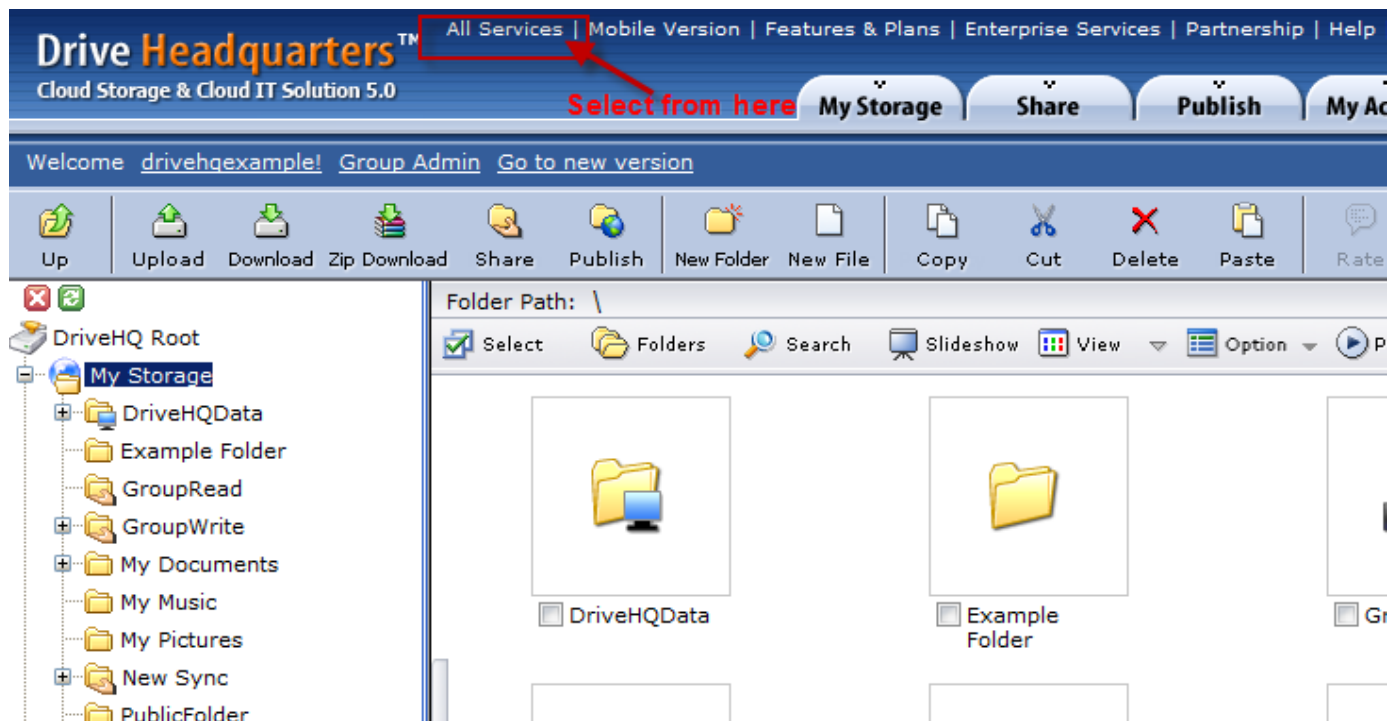
Submit

Type in your email domain name in the **Custom Email Domain** Field. Click on **Check DNS MX Record for the Domain** to check the result. Then click **Submit**.

Webmail

Webmail lets you access your emails through any web browser. It offers convenient access to your email and contacts. Moreover, it offers comprehensive email management, group management, and other advanced options and features.

To access webmail, log on to www.drivehq.com and click "Email hosting", found under "All Services".



Webmail works like other email service providers. You can compose new emails, reply, forward, delete and search emails; you can also move emails between different folders.

Advanced Email Options

Click "Email Options".

The screenshot shows the Drive Headquarters webmail interface. The top navigation bar includes links for 'Email Plans', 'FAQ', 'Support', 'Webmail', and 'My Account'. The 'Email Options' button, represented by an envelope and gear icon, is highlighted with a red rectangle. Below the navigation bar, the left sidebar shows a tree view of mailboxes: MailBoxes (Inbox, Sent, Draft, Trash, Bulk, EMBackupData), Mail (selected), Folder, Contact, and BBS. The main content area displays the 'Sent' folder with a table of email records. The table has columns for 'From', 'Subject', 'Time', and 'Size'. The records are all from 'FreeDrivehq@drivehq.com' with subjects like 'project5', 'project4', 'project3', 'project2', and 'You account has...'. The bottom status bar shows 'Folder Size: 2 KB Total:5 Unread:5' and a pagination control for 'The number of records per page: 20 50 100'.

	From	Subject	Time	Size
<input type="checkbox"/>	FreeDrivehq@drivehq.com	project5	21:24	66 B
<input type="checkbox"/>	FreeDrivehq@drivehq.com	project4	21:24	66 B
<input type="checkbox"/>	FreeDrivehq@drivehq.com	project3	21:24	66 B
<input type="checkbox"/>	FreeDrivehq@drivehq.com	project2	21:23	66 B
<input type="checkbox"/>	FreeDrivehq@drivehq.com	You account has... 07/15/2010		1 KB

Drive Headquarters™
The Best Email Hosting Service

All Services | Enterprise Service | Partners

Email Plans | FAQ | Support | Webmail | M

Welcome FreeDrivehq! | Group Admin

New ▾

Email Options

- ▶ Primary Email Address
- ▶ Custom Email Domain
- ▶ Email Aliases
- ▶ Group Email Addresses
- ▶ Email Auto Forward
- ▶ Email Auto Reply
- ▶ Email Signature
- ▶ Safe and blocked senders
- ▶ Bulk Controls
- ▶ Email Rule

Mail | Folder | Contact | BBS

Email Options | [\[Account Options\]](#)

Primary email address:

☒ Send reply emails to DriveHQ email account (FreeDrivehq@drivehq.com)

☐ Send reply emails to my external email account ()

Save

Primary Email Address: If you registered your DriveHQ account using an external email address, then your account is associated with two different email accounts- your DriveHQ one and your external one. With this option, you can set whether to use your DriveHQ email address or your external email address as the primary email address. When recipients reply to your emails, they will be sent to the selected email address.

Custom Domain Email: You can use your private email domain for your email address. You need to add a DNS MX Record such that your email server for the domain is: mail.YOURDOMAINNAME. You also need to add a DNS A-Record such that mail.YOURDOMAINNAME resolves to 66.220.9.56.

Email Aliases: If you have a custom domain name, your email address is: USERNAME@YOURDOMAIN ([USERNAME@drivehq.com](#) will also work). If you weren't able to register your preferred username, you can create an alias email address such as ALIASNAME@YOURDOMAINNAME.COM.

Group Email Addresses: manage custom email addresses, email aliases, manage mailing lists, and create new email accounts (new sub-user accounts)

Email Auto Forward: automatically forward emails sent to your DriveHQ email account to a different email address. You can keep the email in your DriveHQ account or delete it after forwarding.

Email Auto Reply: send an automatic reply email when you receive a new email. You can customize the automatic reply email template.

Email Signature: append an automatic email signature at the end of each email.

Safe and blocked senders: customize DriveHQ's email filter feature by adding safe and blocked email lists. See the screenshot below.

Email Options

- ▶ Primary Email Address
- ▶ Custom Email Domain
- ▶ Email Aliases
- ▶ Group Email Addresses
- ▶ Email Auto Forward
- ▶ Email Auto Reply
- ▶ Email Signature
- ▶ Safe and blocked senders**
- ▶ Bulk Controls
- ▶ Email Rule

Mail
Folder
Contact
BBS

Safe Sender | Safe Recipients | **Blocked Sender**

E-mail from addresses or domain names on your Blocked Senders List will always be blocked!

1. Enter an e-mail address or internet domain to be added to the list

2. Example: example@example.com, @example.com

Save

Bulk Controls: controls how to treat bulk emails.

The screenshot shows the 'Bulk Controls' configuration window. On the left is a sidebar with 'Email Options' and a navigation menu. The 'Email Options' list includes: Primary Email Address, Custom Email Domain, Email Aliases, Group Email Addresses, Email Auto Forward, Email Auto Reply, Email Signature, Safe and blocked senders, Bulk Controls (selected), and Email Rule. The navigation menu includes Mail, Folder, Contact, and BBS. The main content area is titled 'Bulk Controls' and contains two sections. The 'Bulk Levels' section asks to 'Select the bulk level you want to apply to incoming messages.' and offers four radio button options: 'Off' (Advanced Bulk Filters are off), 'Low' (Only obvious Bulk messages will be identified), 'Medium' (Almost all Bulk will be identified - this is selected), and 'High' (Virtually all Bulk will be identified). The 'Delete bulk e-mail:' section asks to 'Choose when bulk e-mail is deleted.' and offers two radio button options: 'Later' (Bulk e-mail is automatically moved into the Bulk e-mail folder) - this is selected, and 'Immediately' (Bulk e-mail is deleted immediately). At the bottom are 'Save' and 'Cancel' buttons.

Email Options

- Primary Email Address
- Custom Email Domain
- Email Aliases
- Group Email Addresses
- Email Auto Forward
- Email Auto Reply
- Email Signature
- Safe and blocked senders
- Bulk Controls**
- Email Rule

Mail
Folder
Contact
BBS

Bulk Controls

Bulk Levels:

Select the bulk level you want to apply to incoming messages.

- ☐ **Off** Advanced Bulk Filters are off. Messages suspected as Bulk will still be delivered to your Inbox.
- ☐ **Low** Only obvious Bulk messages will be identified and delivered to the Bulk folder. Some Bulk messages may be delivered to your Inbox.
- ☒ **Medium** Almost all Bulk will be identified and delivered to your Bulk folder.
- ☐ **High** Virtually all Bulk will be identified and delivered to your Bulk Folder.

Delete bulk e-mail:

Choose when bulk e-mail is deleted.

- ☒ **Later** - Bulk e-mail is automatically moved into the Bulk e-mail folder, where it is deleted manually.
- ☐ **Immediately** - Bulk e-mail is deleted immediately (if the e-mail sent by your blocked sender).

Save Cancel

You can configure the bulk email filter level. You can also configure when to delete filtered bulk email.

Email Rules: If you use other email client software such as Outlook, you can configure rules on them. If you mostly use DriveHQ webmail, you can configure certain rules here, such as putting certain emails into specific folders as they're received.

The screenshot shows the 'Edit Rule' configuration window. On the left is the same sidebar as the previous window, with 'Email Options' and a navigation menu. The 'Email Options' list is identical. The navigation menu includes Mail, Folder, Contact, and BBS. The main content area is titled 'Edit Rule' and contains a light blue box for rule criteria. Inside this box are fields for 'Rule Name:', 'Account:' (with a dropdown menu showing 'FreeDrivehq@drivehq.com'), 'From:', 'To:', 'Subject:', and 'Body:'. Below the criteria box is an 'Action:' section with a dropdown menu showing 'Move to special message box' and a link '[Destination message box] Select'. At the bottom are 'Save' and 'Cancel' buttons.

Email Options

- Primary Email Address
- Custom Email Domain
- Email Aliases
- Group Email Addresses
- Email Auto Forward
- Email Auto Reply
- Email Signature
- Safe and blocked senders
- Bulk Controls
- Email Rule

Mail
Folder
Contact
BBS

Edit Rule

Rule Name:

Account: FreeDrivehq@drivehq.com

From:

To:

Subject:

Body:

Action: Move to special message box [Destination message box] [Select](#)

Save Cancel

About email protocols

DriveHQ email service supports SMTP, POP3, and IMAP. Read this section to learn more about email protocols.

POP3 Email Service

Post Office Protocol version 3 (POP3) is a standard mail protocol used to receive emails from a remote server to a local email client. POP3 allows you to download email messages on your local computer and read them even when you are offline. A lot of Email Clients, such as Outlook and Outlook Express can keep emails on DriveHQ Email Server. Thus, you can access DriveHQ Email account from different computers using Outlook. Both computers can receive the same incoming emails. All outgoing emails are saved in your local email box, which is not synchronized with DriveHQ webmail and is also not synchronized among multiple computers.

SMTP Service

Simple Mail Transfer Protocol (SMTP) is the standard protocol for sending emails across the Internet. SMTP uses TCP port 25. Sometimes you can have problems sending emails if your ISP has blocked port 25 for controlling spamming emails. To determine the SMTP server for a given domain name, the MX (Mail eXchange) DNS record is used.

IMAP Service (Remote email folders)

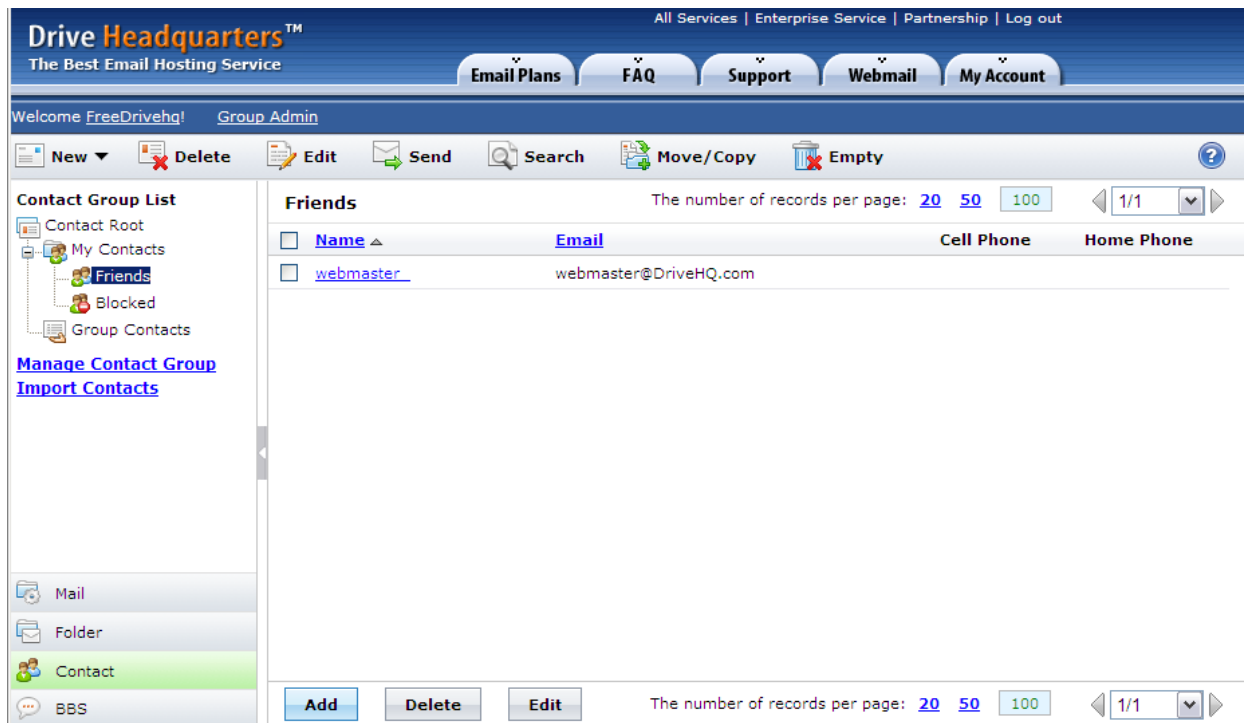
The **Internet Message Access Protocol (IMAP)** is one of the two most prevalent email protocols for email retrieval. The current version of IMAP is 4.0

There are some advantages and disadvantages of IMAP4 over POP3. A detailed comparison is beyond the scope of this document.

The main advantages of IMAP over POP3 are: IMAP can keep multiple mail boxes on server; e.g. you can keep your "inbox" and "sent" boxes on DriveHQ email server. This way, you can configure IMAP email accounts on multiple computers and all computers can access the same mail boxes; in particular, if you sent an email on Computer A, you can find the same email on Computer B in the same "sent" mail box.

Address book and contacts

From the left side of the webmail homepage, click the “Contact” tab.



DriveHQ Contact main page

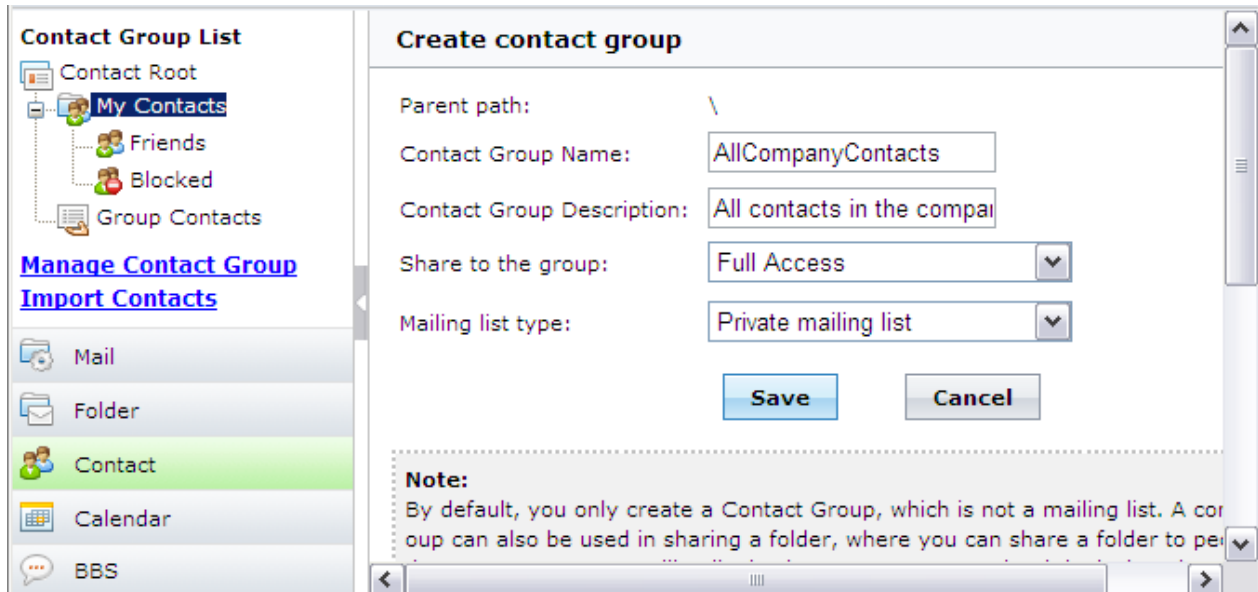
On the left side is the “contact folder tree”. Contacts are divided into 2 parts:

1. My Contacts: these are private contacts created by you.
2. Group Contacts: contacts shared to you by your group members.

You can click the “Manage Contact Group” or “Import Contacts” links to create, add, or edit contacts.

Create Contact Groups

Before you create a contact, you must create a contact group. The “Friends” contact group is created by default. To create a contact group, click Contact Root, then the Add button.



Create a contact group screen

Enter a contact group name and description.

For “Share to the group” property, you can select:

- Not shared: this is a private contact group and no other user can see it.
- Read-only: this contact group is shared to all group members with read-only access.
- Update access: this contact group is shared to all group members with update access
- Full access: this contact group is shared to all group members with full access.

For the “mailing list type” property, you can select:

- Not a mailing list: It is only a contact group (i.e. a contact folder) and cannot be used as a mailing list
- Private mailing list: This contact group can be used only by me as a mailing list.
- Domain mailing list: This contact group can be used by anyone in my group as a mailing list.
- Public mailing list: anybody on the internet can send emails to this mailing list

To control spamming, a mailing list cannot have more than 100 email addresses. Spamming is automatically monitored and strictly prohibited. If spamming is discovered, your account will be immediately disabled.

When you share a folder, you can share to people in your contacts. When you share a folder, just select the option "Select Contacts".

Create Contacts

Click on a contact group name, and select "New", then "Contact".

Contact Group List

- Contact Root
- My Contacts
- Friends
- Blocked
- AllCompanyContacts**
- Group Contacts

[Manage Contact Group](#)
[Import Contacts](#)

Create contact in AllCompanyContacts

First name: Last name:

Email: Home Phone:

Cell Phone: Work phone:


Address line 1: Address line 2:

City: Company name:

Country: State:

Zip:

Note:


NO PHOTO
[Select](#)

Mail
Folder
Contact
Calendar
BBS

Create a contact page

Enter all relevant information and the contact's email address.

Create or import contacts in batch

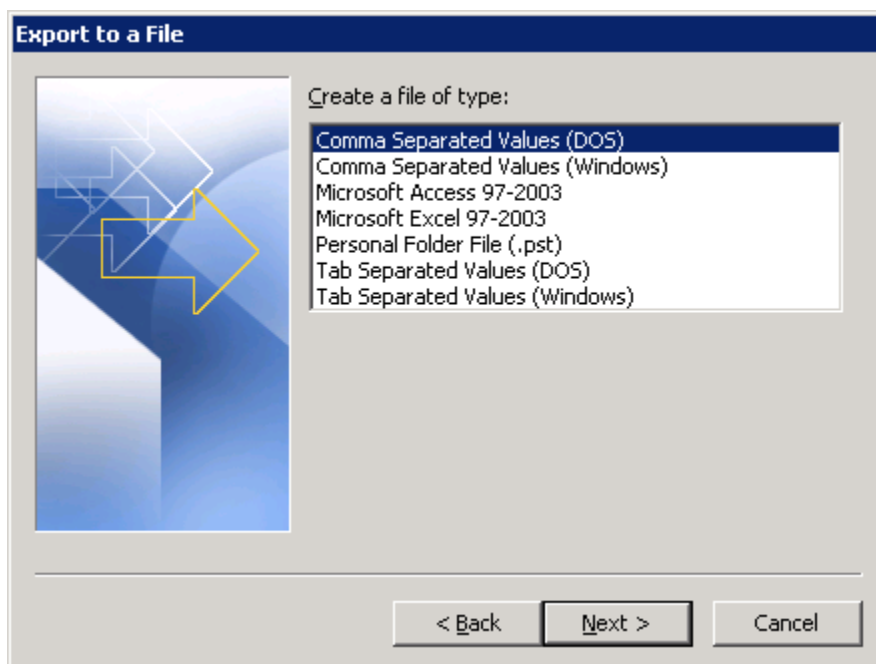
If you have a lot of contacts, you can import contacts in batch. Click the "Import Contacts" link.

Import contacts from Gmail or a CSV file.

You can import contacts from your gmail account, or from a .CSV file. A CSV file, or comma separated value file, looks something like this:

Name,	Phone,	Fax,	email
John Doe,	123-456-7890,	123-456-7891,	johndoe@drivehq.com

In Microsoft Excel, you can save a spreadsheet as a CSV file. Microsoft Office Outlook can also export contacts as a CSV file. From Outlook, click on Contacts, then select from the menu "Import and Export", then choose "Export to a file".



Export Outlook contacts as a CSV file

Email Manager

Email Manager is the first email backup program that lets you manage individual emails and contacts. You can drag and drop emails to folders stored with DriveHQ or even back up entire email folders

Email Manager's interface is similar to File Manager. The default dual-pane interface allows you to easily drag and drop emails, contacts and mailboxes from your local PC to your online storage account.

Advantages

- Email Manager lets you backup and restore emails one by one. No other backup software allows you to do that. Because Outlook's PST database files are typically very large, it can take a long time to back up your emails this way. With Email Manager, you can easily back them up one by one.
- Set up either a real-time or scheduled backup
- Back up even when Outlook is running!
- Automatically resume transfers if internet connection is lost
- Access backed-up emails and contacts from anywhere using DriveHQ Webmail.
- Easily migrate your emails from one computer to another using drag and drop.

Pricing

Email Manager is sold separately from the rest of DriveHQ's products. Basic service is free, but you can back up only 1000 emails and 50 contacts. For more information about pricing, please visit here:

<http://www.drivehq.com/email/BackupPricing.aspx>

Getting started with Email Manager

Installing DriveHQ EmailManager client software

Download Email Manager here:

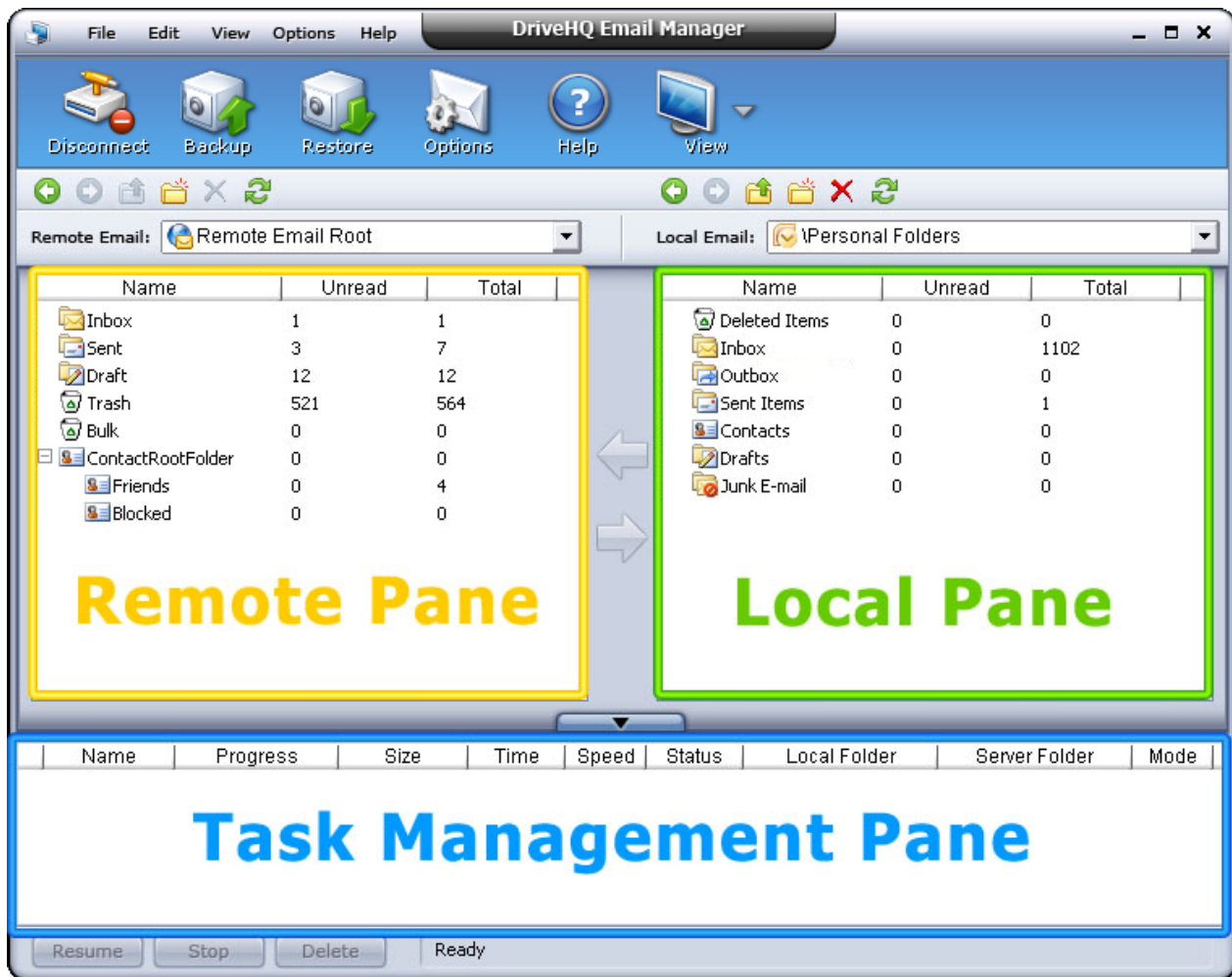
<http://www.drivehq.com/downloads/DownloadEmailManager.aspx>

Currently, only a 32-bit version is available which also works on 64-bit operating systems. Before you install this, please make sure you either have Microsoft Office installed, or that you're using Outlook Express.

Log on to Email Manager


Launch Email Manager and type in your username and password. It may take several minutes to load all your emails. You will then see the main screen which consists of three panes:

- The remote email pane
- The local email pane
- The task management pane



Email Manager main screen

Hide Email Panes:

Click the "View" button to see options for hiding panes. You can also hide the Task Management Pane by clicking 

Manage local folders

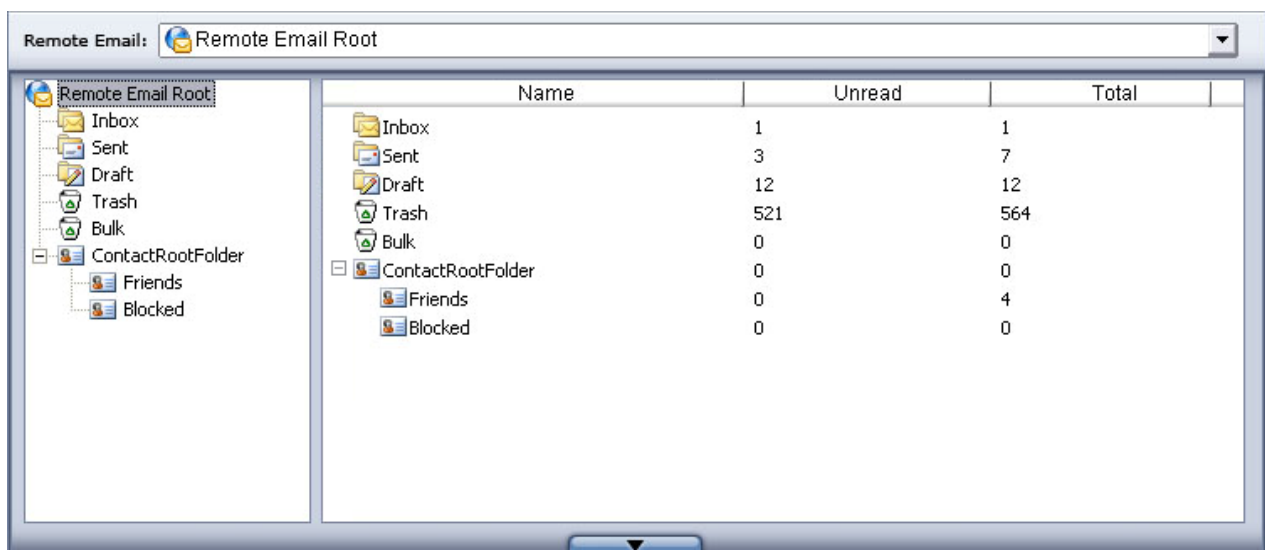
In the local emails pane, you can manage local emails and folders (mailboxes) as you would in Windows Explorer. You can:

1. [Navigate local emails and folders](#)
2. [Create new local email folders](#)
3. [Rename local email folders](#)

4. [Copy and paste local emails and folders](#)
5. [Delete local emails and folders](#)

Manage online folders

When you register for a DriveHQ account, an email account is created automatically for you. Your email address is YourUserName@drivehq.com. By default, your email account has five folders: Inbox, Sent, Draft, Trash and Bulk; it also has two default contact groups: Friends and Blocked.



Remote Email: Remote Email Root

Name	Unread	Total
Inbox	1	1
Sent	3	7
Draft	12	12
Trash	521	564
Bulk	0	0
ContactRootFolder	0	0
Friends	0	4
Blocked	0	0

You can manage your online folders in the remote pane just like you would your local folders. See the “Manage local emails and folders” section above for more information. In addition, you can double click a remote email to view it in your web browser.


Transfer Emails and Contacts

Email Manager enables convenient and powerful email transfers between your local email client (Outlook, Outlook Express, or Windows Mail) and DriveHQ.

- You can transfer emails, folders, and contacts by dragging and dropping.
- Monitor and manage transfer tasks in the task management pane
- If a transfer is interrupted, it will automatically resume when internet connection is back.
- Email Manager uses data compression, so transfer speeds are fast.

- Email Manager supports incremental uploading and downloading. If an email already exists in the destination folder, the transfer will be skipped.

Uploading and Downloading Emails and Contacts

To upload emails, select emails and folders you want to upload (select multiple emails by holding down the shift or control key). You can drag & drop the selection to the remote pane. Or, in the remote pane, select the destination folder, then click . The selected emails will begin transferring.

The procedure for downloading is the same. Just drag and drop from the remote pane to local instead.

Manage Transfer Tasks

The Task pane shows information like file name, source and destination, current transfer progress and transfer speed, and estimated time left.

Name	Progress	Size	Time	Speed	Status	Local Folder	Server Folder	Mode
Fw: PhotoE...	100 %	36 KB(0 B)	00:00:00	58 KB/s	Transferring	\Personal Folders\Inbox	\Personal Folders\Inbox	Upload
RE: PhotoS...	100 %	10 KB(0 B)	00:00:01	58 KB/s	Transferring	\Personal Folders\Inbox	\Personal Folders\Inbox	Upload
Re: PhotoS...	100 %	15 KB(0 B)	00:00:01	58 KB/s	Transferring	\Personal Folders\Inbox	\Personal Folders\Inbox	Upload
Re: PhotoS...	100 %	11 KB(0 B)	00:00:01	58 KB/s	Transferring	\Personal Folders\Inbox	\Personal Folders\Inbox	Upload
Affiliate ba...	100 %	36 KB(0 B)	00:00:01	58 KB/s	Transferring	\Personal Folders\Inbox	\Personal Folders\Inbox	Upload
Re: PhotoS...	100 %	7 KB(0 B)	00:00:01	58 KB/s	Transferring	\Personal Folders\Inbox	\Personal Folders\Inbox	Upload

Estimated Time Left: 3 min 53 sec, Upload Speed: 65 KB/s, Emails being transferred: 166, Size: 14 MB; Tot...

- Click the "Delete" button to delete a single or all the email transfers from the task list
- Click the "Stop" button to stop a single or all the email transfers in the task list.
- Click the "Resume" button to resume a single or all stopped email transfer tasks.

Note: Email Manager only supports transferring regular emails and contacts. Other types of content like meeting request emails and system undeliverable emails cannot be transferred.

Automatic Email Backup

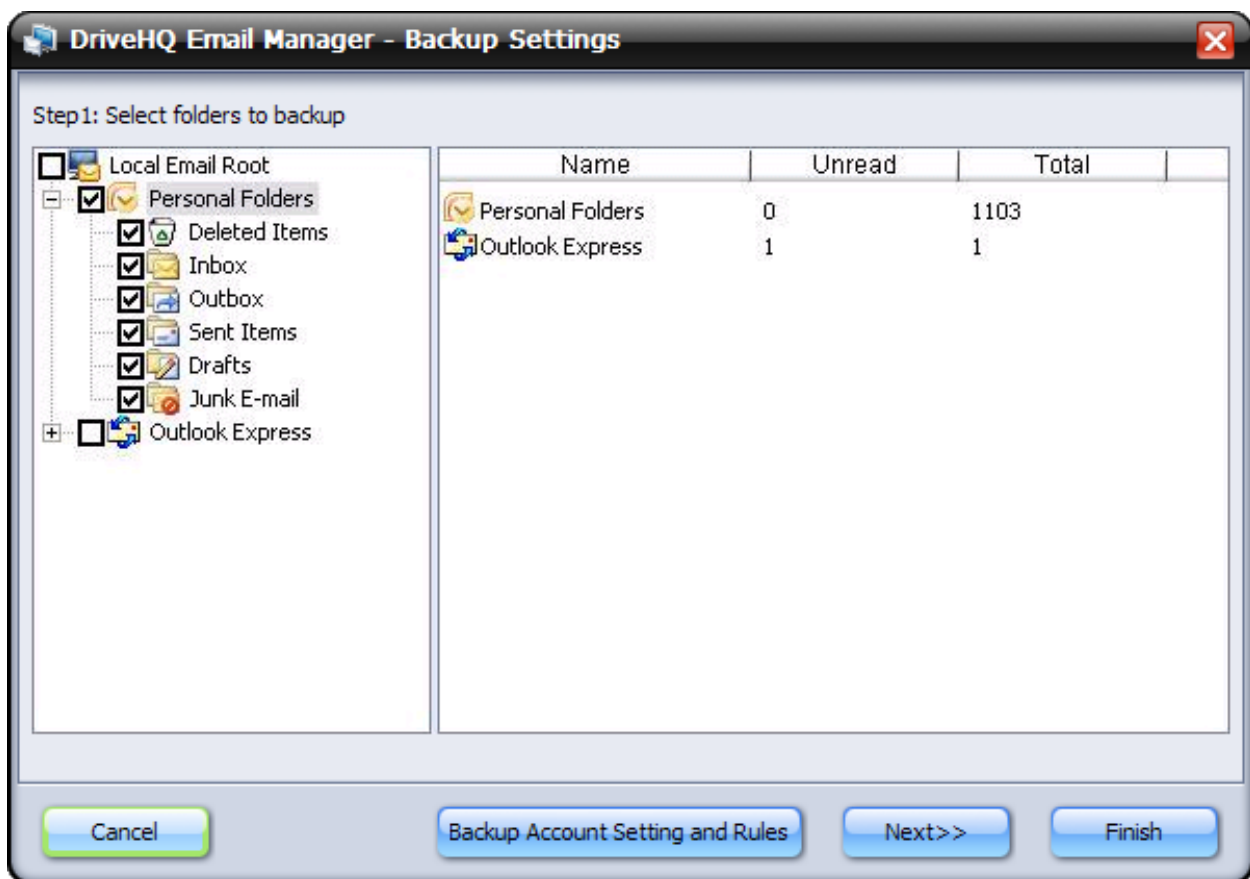
Email Manager supports scheduling an automatic email backup. However, it doesn't support automatically backing up contacts or contact groups as they

are not usually changed frequently. For those, you can drag and drop instead.

Creating your email backup task is easy. Email Manager only allows one backup task. It supports real-time or scheduled backup. If you want your emails backed up as changes occur, then choose Real-time. This may slightly affect your system's performance if the amount of data is very large or if you have a lot of emails. If that's the case, choose Scheduled Backup. Your email folders will be backed up at the scheduled time.

Create your backup task

Launch Email Manager and click the "Backup" button.



Select the email folders to back up. Be sure to uncheck junk, spam, trash, and bulk folders. Then, click "Next".

DriveHQ Email Manager - Backup Settings

Step2: Setup backup

Backup Type-----

☐ Real-time: Continuously backing up emails and email ...

☒ Scheduled Backup: Schedule a backup task to be run later

Start the backup task at: 10 : 23

☐ One time only

☒ Daily

☐ Weekly Select day of week: Sunday

☐ Monthly Select day of Month: 1

Valid Date-----

This task is valid from 2010- 7-19 to 2099- 1- 1

Cancel Backup Account Setting and Rules <<Previous Finish

Select real-time backup or scheduled backup:

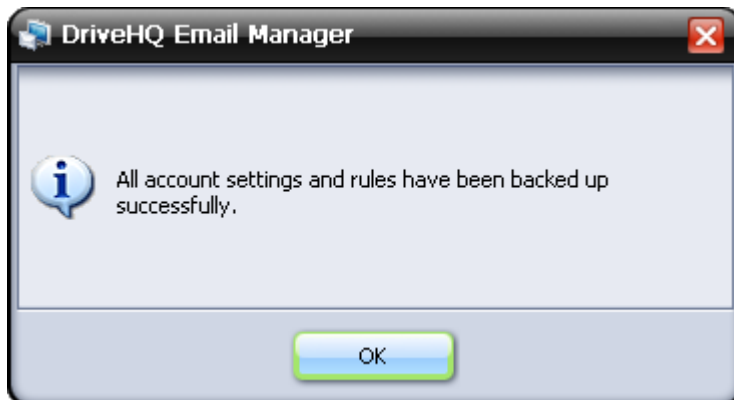
Real-time: the task will back up local email folders to remote email folders as changes occur.

Scheduled Backup: Schedule a recurring backup task. The task can run one-time, daily, weekly or monthly.

If you want to back up email account settings and email routing rules, click the **Backup Account Setting and Rules** button:



Click **OK** to start the account settings and email rules backup.



Click on **OK** to confirm. Finally, click **Finish**.

The email folders you back up can be accessed through Webmail at www.DriveHQ.com/Email/.

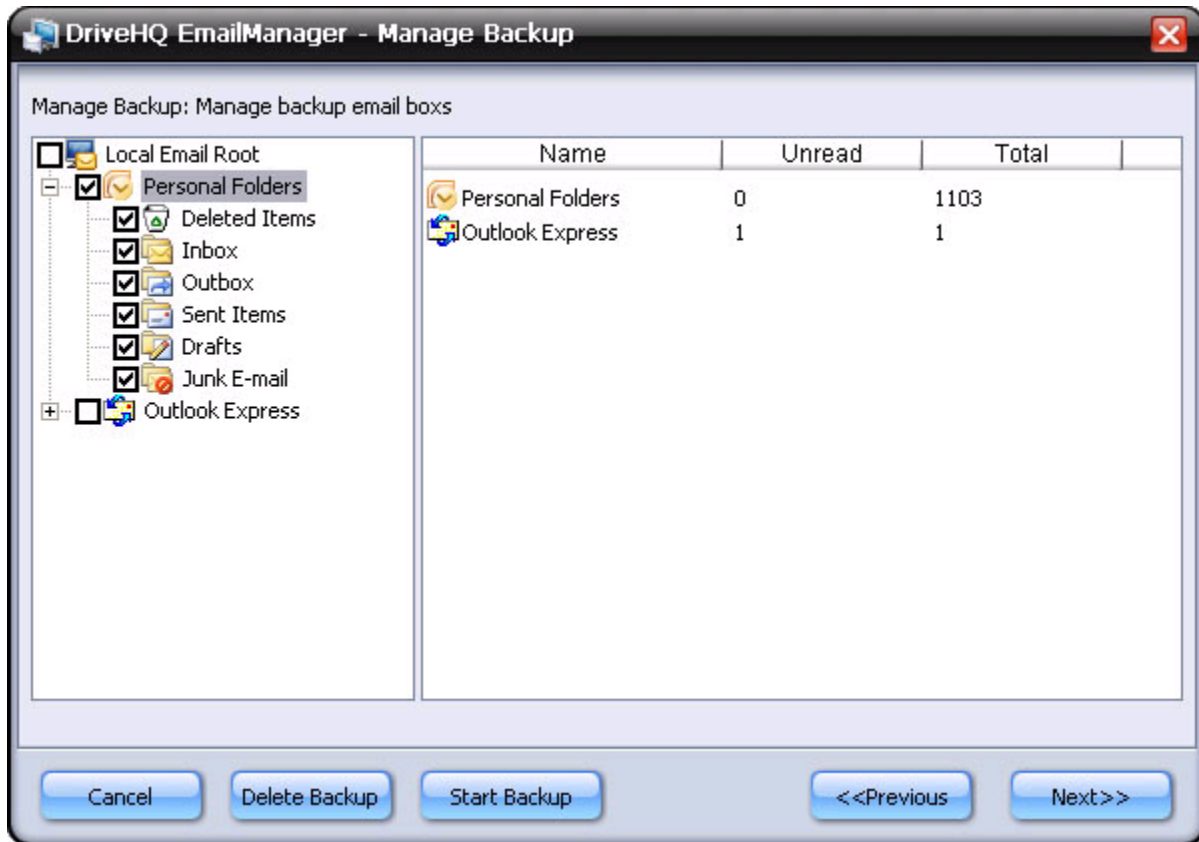
Manage or Backup Multiple Email Accounts

With Email Manager, you can manage or backup multiple email accounts configured in Outlook, Outlook Express or Windows Mail. You can also manage and back up emails on multiple computers. This feature is often used to move emails from one email account to another.

Emails and folders are grouped by email accounts and PCs so that they won't overwrite each other. So even if you have the same email folders with the same name on different PCs or different email accounts, you can back them all up without confusion.

Manage email backup task

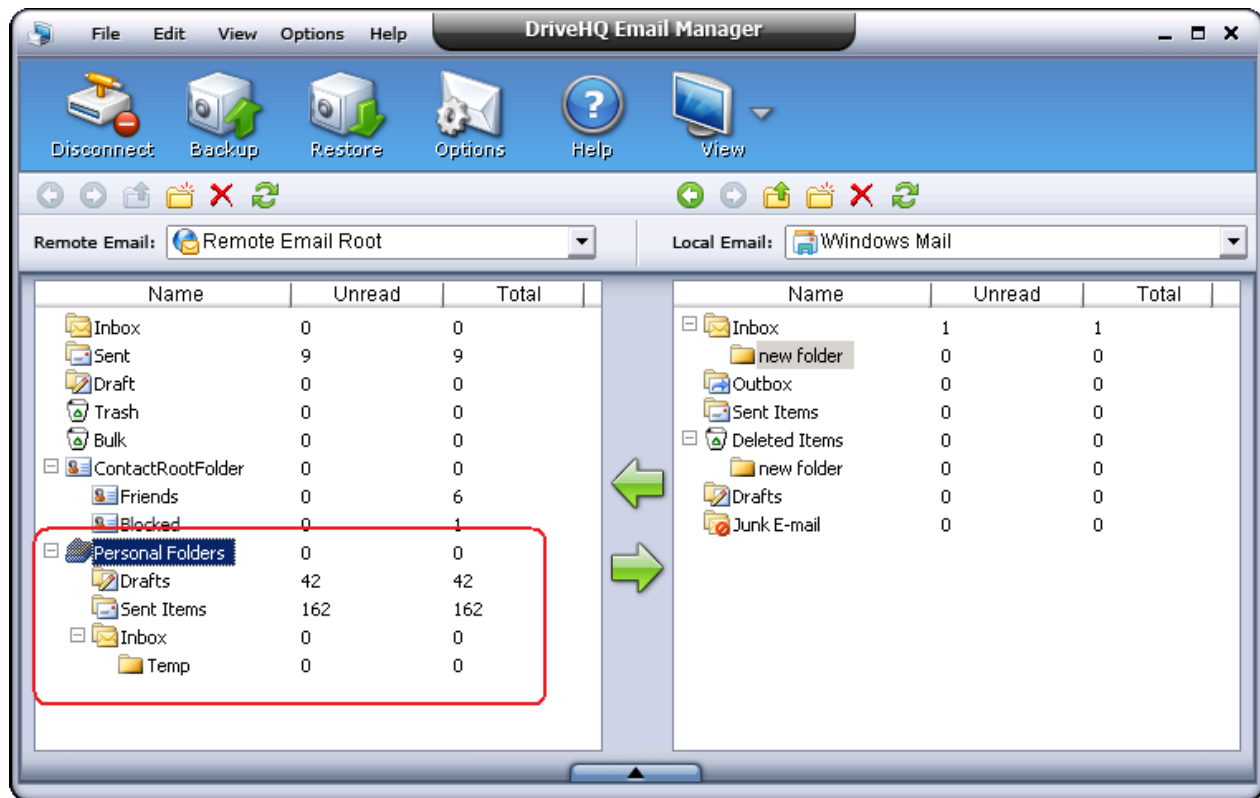
After you've successfully created your email backup task, you can click on the "Backup" button to edit, delete, or manually start the task.



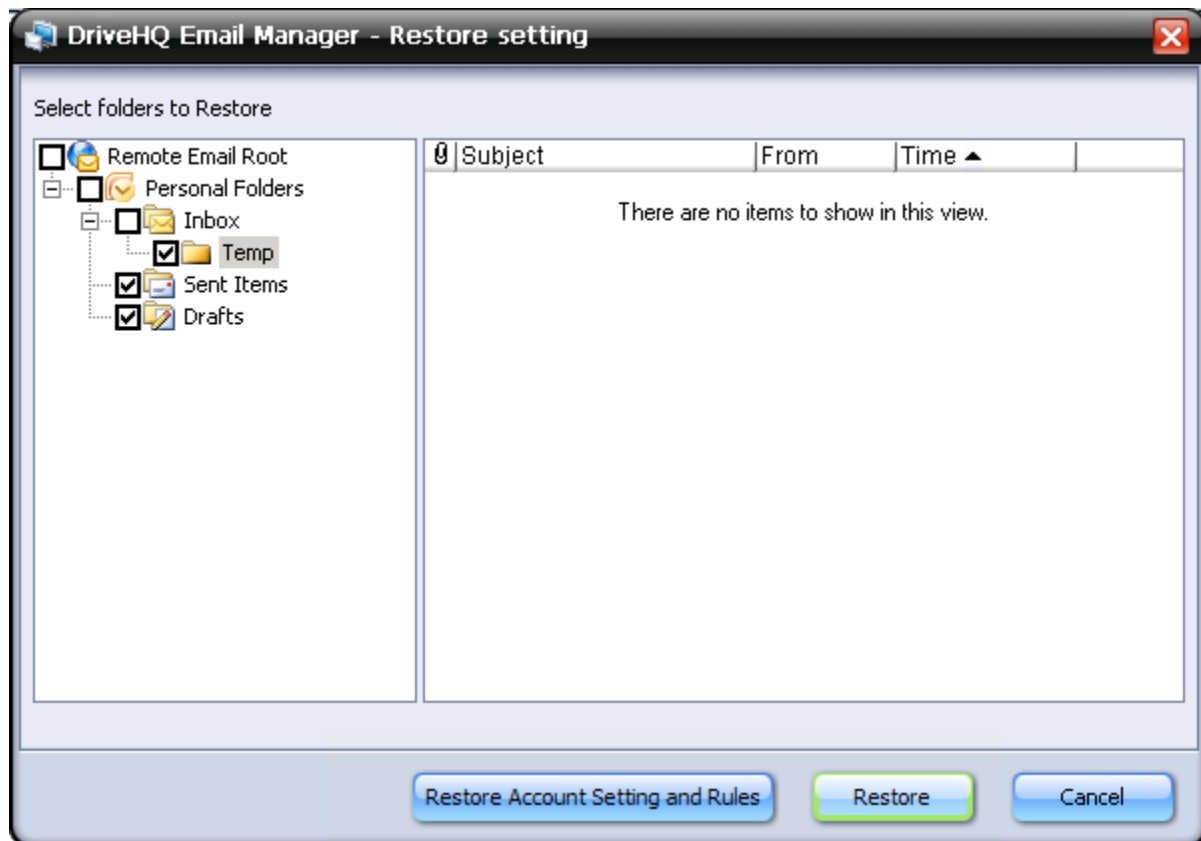
Manage backup window

You can add or delete backup source folders, and change the backup type and schedule. After you finish, click the "Save Changes" button.

Restore Emails



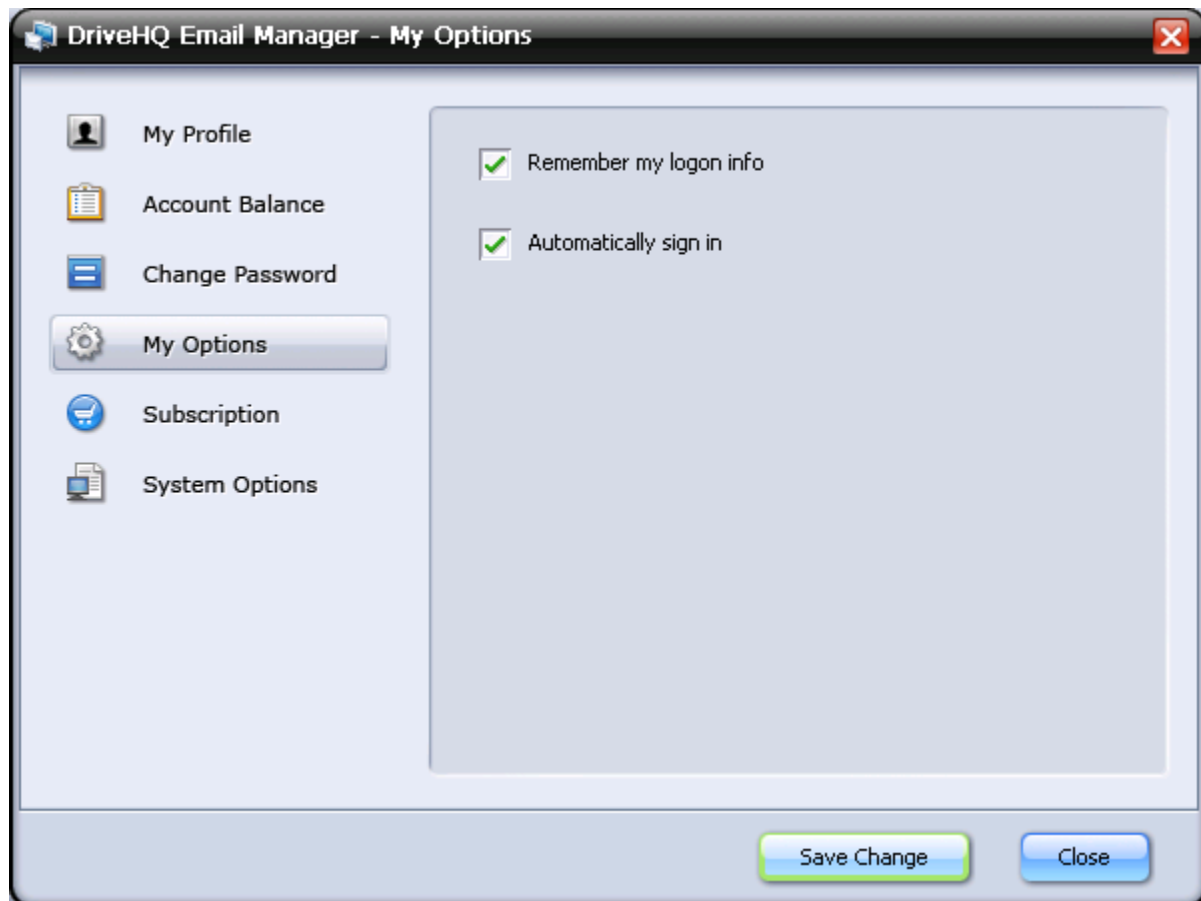
To restore your emails and folders on the same computer, click the "Restore" button to restore the entire backup task to the original location. You can also restore certain email folders. Just uncheck those email folders that you don't want to restore. See the screenshot below for more details.



You also can manually restore your backup task using drag and drop. If you need to restore emails to a different computer, or if you need to restore emails after you have reinstalled your operating system, then you cannot use the "Restore" button to restore your emails. In this case, you can only drag and drop them.

Options

In the toolbar, click the “Option” button.



- **My Profile:** View or edit your profile
- **Account Balance:** View account balance and details (cash balance, number of emails, max number of emails allowed).
- **Change Password:** change your account password
- **Subscription:** subscribe to subscription plans
- **System Options:** You can disable the application from automatically starting when you log on to Windows, enable SSL for data transfer, and configure Email Manager to minimize after starting.

Mac Support: MacBook, iPad and iPhones

Most of the services DriveHQ offers is also available for Mac:

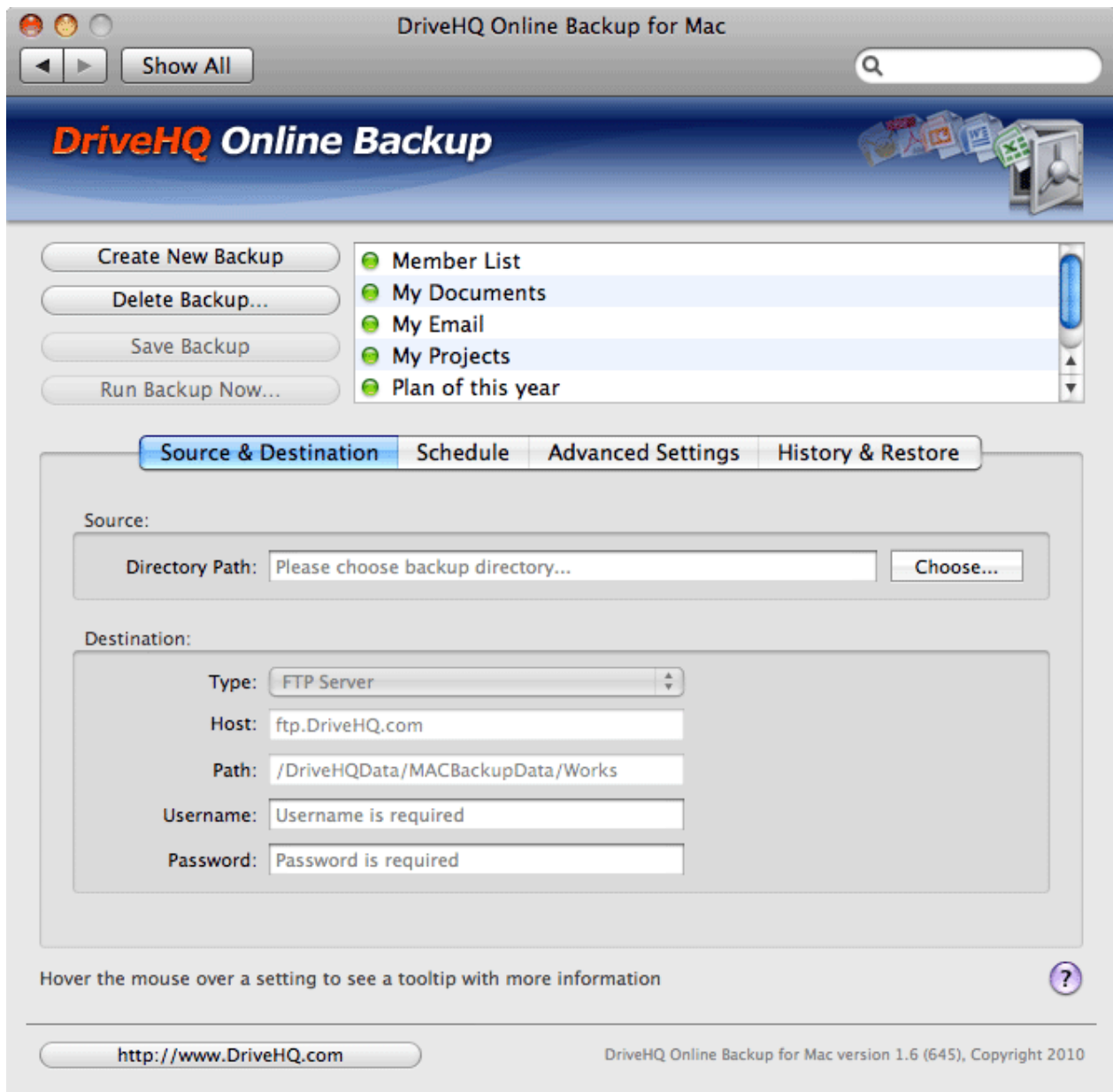
- Web-based online file storage, online sharing, remote collaboration, group account admin, etc.
- FTP service
- Email server hosting
- online backup software

All web browser based features, FTP server hosting, email server hosting service, and file hosting services work the same as they do on PC.

Online Backup for Mac

There is a separate version of Online Backup for Mac. The main features include:

- Scheduled backup tasks
- Incremental backup - minimize storage usage and improve backup speed
- File versioning
- Back up multiple computers with one account
- Restore backed up data reliably, through Online Backup, the website, FTP, or File manager.



Online Backup for Mac

File manager alternatives

Currently, there is no Mac version of File Manager; however, we plan to release one in the first quarter of 2011. Until then, users can use other free FTP client software, such as FileZilla. Certain advanced features are not available, however, like sharing, publishing, and folder synchronization. Sharing and publishing can be accomplished on the website.

You can download the FTP clients from our download page:

<http://www.drivehq.com/downloads/downloads.aspx>

Support for other OS and devices

DriveHQ's website, FTP service, web and file hosting service, and email hosting service are all compatible with Linux, iPhone, iPad, Windows Mobile, Palm, etc. There are certain limitations based on the OS and device capabilities.

File manager and Online Backup is not available on these platforms. However, you can use a third party FTP client and FTP Backup software.

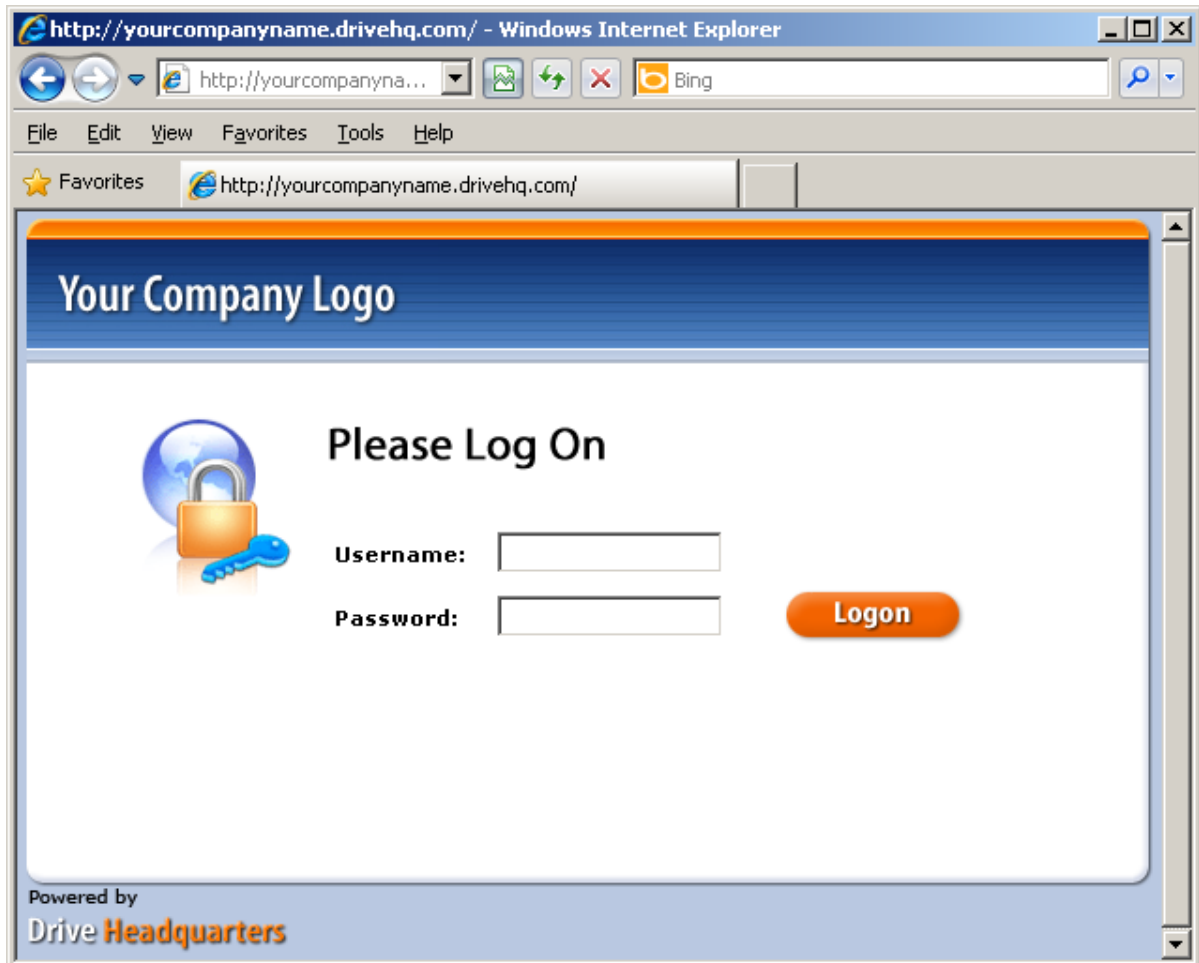
Enterprise Service and Private Label Service

About DriveHQ Enterprise Service

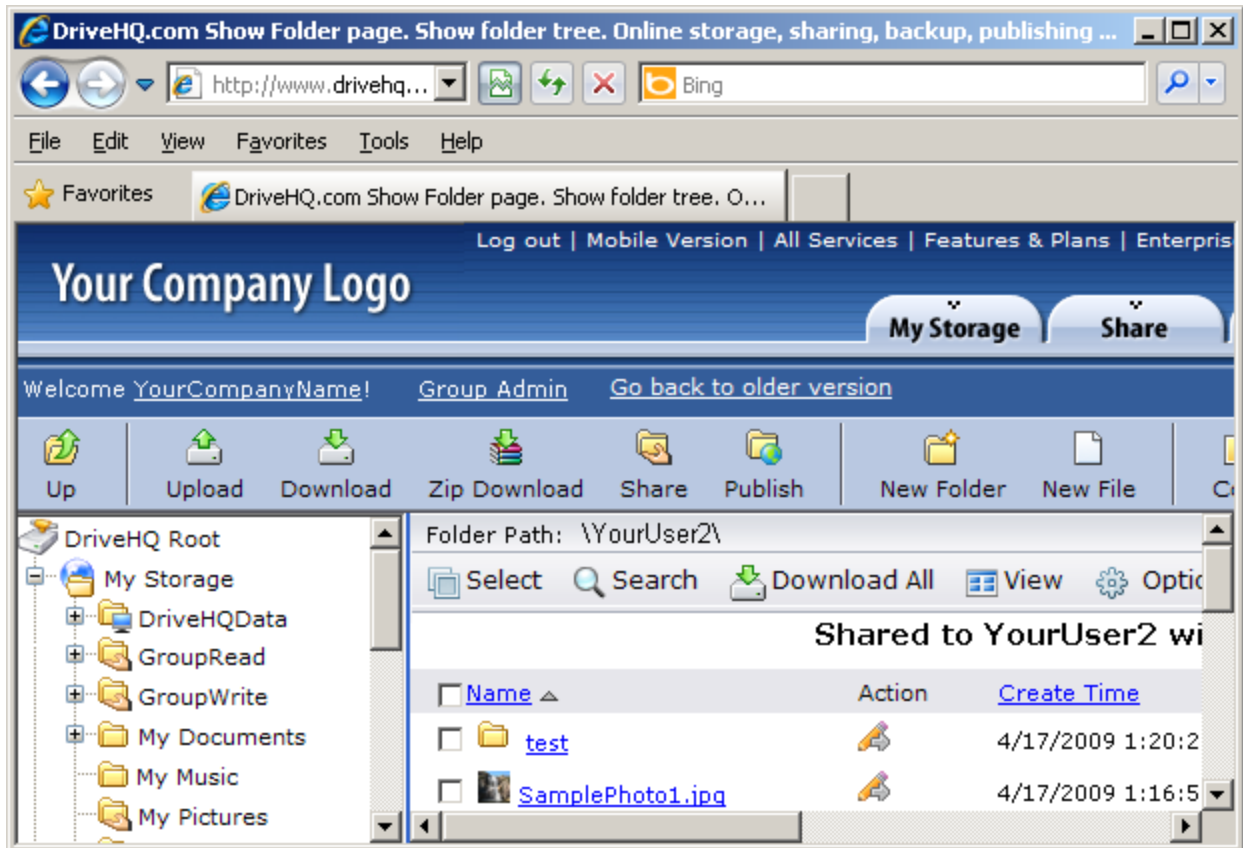
DriveHQ's premium service is optimized for small businesses, professionals and high-end users. In addition, we have enterprise level service available to large businesses.

DriveHQ's Enterprise service offers the following advantages:

- More storage space- up to 10TB max storage space in a single service plan
- Low unit price
- Bundled with group account service and sub-user licenses; easily support enterprises of over 10,000 users.
- Includes all of DriveHQ's products, including Email Manager.
- A custom logon page is provided to you and your sub-users for a more customized logon screen. Your company logo will be placed on it, as well as on every page of the website.
- Host a custom domain email server, static web server and FTP server. For enterprise users with a lot of data, uploading it all can take a long time. You can ship up to 4 USB disks/year for free to DriveHQ and we will upload it directly at our data center, which is much faster.
- High priority customer support is available to you by phone.



A sample Custom Logon page



Custom logo service – bundled with DriveHQ enterprise service for free.

Enterprise Service Pricing and Ordering

DriveHQ Enterprise Service pricing info is available online at:
<http://www.drivehq.com/premium/enterprisePricing.aspx>

By ordering Enterprise Service, not only do you get more features, more storage space, and better customer support, but you also save more money. To order Enterprise Service, download and fill in the order form, sign it, and send it to us. Or call us at (925) 242-2188 and we will process the order for you.

Troubleshooting

Slow Transfer Speeds

Why's it take so long to back up a task?

Upload speed is dependent on several factors:

- Total amount of data: the more data, the longer it takes.
- Total number of files: if you upload many small files, the overhead will be larger and thus slower to transfer
- File types
- Image files will create thumbnail and preview images, thus slowing upload
- Online Backup supports data compression to speed up file transfers. Uncompressed files can be uploaded faster than compressed ones. Compressed file types include jpg, mp3, zip, rar, ppt, and mpeg. Uncompressed file types include text, HTML, MS Word, Excel, DLL, PDF, and others.
- The upload speed between you and DriveHQ's data center. Even if you your internet connection is fast, transfer speeds to a particular website are not guaranteed. Your internet connection speed can only be guaranteed from your computer to your ISP's data center. From your ISP's data center to DriveHQ.com data center, it will go through many hops on the Internet backbones. Most hops are shared by thousands of internet users. So it is very much like a high-way system. The slowest hop determines your actual speed. Your ISP might be able to optimize the connection speed for you by changing the routing.