

# DriveHQ WebDAV Drive Mapping Tool Manual

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Map cloud storage as a local drive

Completely replace your file servers

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[www.DriveHQ.com](http://www.DriveHQ.com)

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# 1. About DriveHQ WebDAV Drive Mapping Tool (DMT)

DriveHQ WebDAV Drive Mapping Tool (DMT) is a flagship application for DriveHQ's Cloud IT service. DMT can map DriveHQ cloud storage as a local drive. It works just like a "cloud-based file server". Many businesses use our cloud file server to replace their on-premise file servers.

DMT has a very easy and minimal user interface. The main function is to map cloud storage as a local drive. Once a drive is mapped, you can close the DMT GUI (but don't exit it). You can then use Windows File Explorer to access the cloud drive.

Cloud Drive Mapping is the easiest cloud storage solution. Users don't need training to use a "local" drive. If you order Active Directory Integration service, employees can log on to DriveHQ with their Active Directory email address and password. Switching to our cloud file server will be very smooth.

DriveHQ DMT has the following advantages:

- Works like a local drive.
- Group sharing, collaboration and access control like a local file server.
- Directly edit cloud files & save back to the cloud with automatic file locking.
- Consolidate multiple file servers in multiple locations into one central cloud file server.
- DMT has a built-in caching service. It is much more efficient and reliable than other WebDAV services.

DriveHQ DMT is also available for Mac with similar GUI and features. For Android and iOS, please use the mobile DriveHQ FileManager app.

## 2. DriveHQ DMT Features

DriveHQ DMT has a few great features, incl.:

- **Map your cloud storage as a local drive.**
  - It is extremely easy to map a cloud drive.
  - Once a cloud drive is mapped, it works like a local drive.
- **Map a shared folder (shared to you by other user) as a cloud drive.**
  - Access a shared folder in Windows Explorer.
  - It is like a local file server with shared folders.
- **Map multiple cloud folders as multiple drives.**
  - Group Administrators can configure sub-users to map multiple cloud drives.
  - Migrate multiple (local) network drives to cloud drives.
- **Map a cloud folder as a local drive or WebDAV drive:**

- A “WebDAV” cloud drive is more efficient for some applications; but you can map it as a “local” drive. It can improve compatibility with 3<sup>rd</sup> party applications.
- **Built-in cache server and data compression for uploading/downloading**
  - It can cache file lists and file contents.
  - You can adjust the cache size and cache folder location.
  - It can transparently compress / decompress data for faster transferring.
  - It is much more efficient and reliable than any other WebDAV services.
- **Directly Access and Edit Cloud Files with Automatic File Locking & Unlocking:**
  - You can directly access and edit cloud files without folder synchronization. You don't need to keep a local copy of all your files.
  - When double clicking on a cloud file to open/edit it, the cloud file is automatically locked. After you finish editing the file, you can click Save to save it back to the cloud. You can also click Save As to save it as a new file. The file is saved to a local cache folder first, then automatically saved back to the cloud.
  - A locked file is automatically unlocked after you close the file.
  - You can manually lock/unlock a cloud file by right clicking on the file in FileManager or DriveHQ.com website.
  - Microsoft Office programs can display a notification message when a locked file is unlocked and it was opened in read-only mode.
- **Transfer List**
  - While a cloud drive has a similar interface as a local drive, DMT can display more detailed uploading/downloading info in the Transfer List.

## 3. Get Started with DriveHQ DMT

### 3.1 Download DriveHQ DMT Software

You can download the latest version DriveHQ DMT from:

[https://www.drivehq.com/downloads/WebDAV\\_CloudDriveMappingTool.aspx](https://www.drivehq.com/downloads/WebDAV_CloudDriveMappingTool.aspx)

### 3.2 Install DriveHQ DMT on Your Computer

After you have downloaded the software, please double click on the installer file to launch the setup. Follow the wizard step by step and it will install DriveHQ DMT on your computer.

#### **Trouble shoot installation problems:**

(1) Make sure you have the right to install software on your computer. You need to log on as an administrator on the PC. Some organizations may not allow employees to install software on their

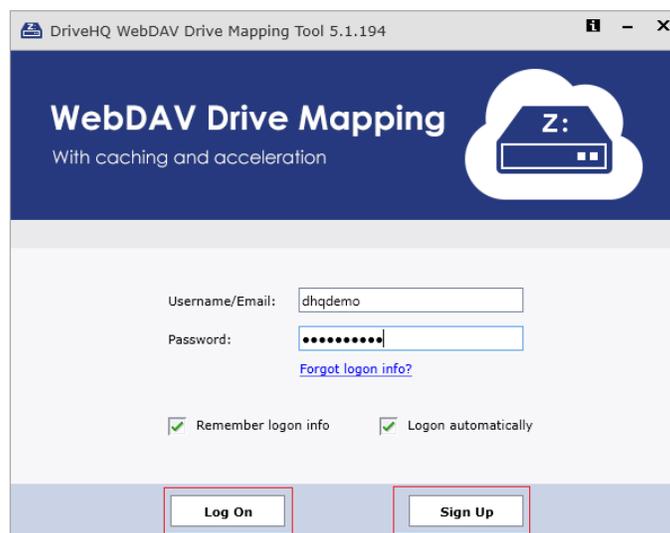
computers. Public computers, such as those in a library, usually do not allow any users to install any software.

(2) Make sure you do not have any anti-virus or security software that blocks DriveHQ DMT installer.

(3) Some anti-virus / security software may change the downloaded setup file extension to a different extension. In this case, you need to change the file extension back to .msi before you double click on the DMT setup MSI file.

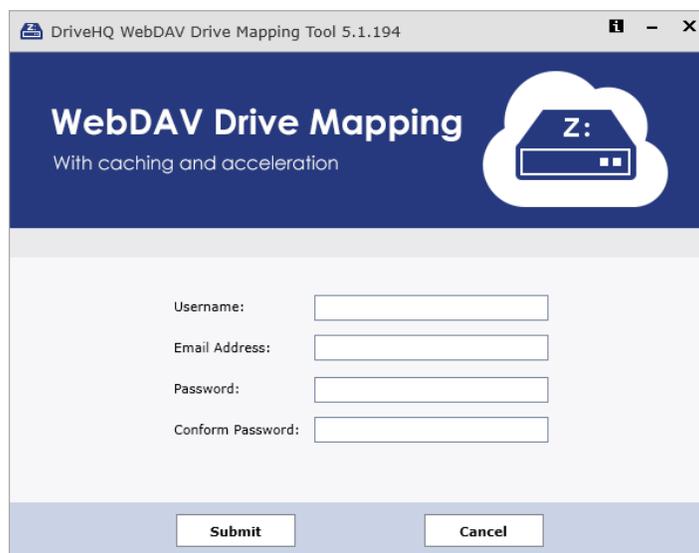
### 3.3 Map the Root Folder as a Cloud Drive

The first time you start DriveHQ DMT on a computer, it will display the following dialog:



Run DriveHQ DMT for the 1<sup>st</sup> time

If you do not have an account on DriveHQ.com, please click “Sign Up” to create a new account. You need to enter your username, password, confirm password and email address. Note DriveHQ has millions of users, popular usernames are often taken. Please use a unique username.



Sign up a new account window

After you click Submit, it will create your account and send an Activation Email to your email address. Please check your email and click the activation link in the email to activate your account.

Usually the activation email is delivered in a few minutes. If you don't receive it, please check your junk/bulk mail folder. Your email server might incorrectly filter the email. If so, you can try a different email address by logging on to [www.DriveHQ.com](http://www.DriveHQ.com) website with your un-activated username and password. You cannot really log in, but you can change the email address and request the activation email to be sent again to the new email address.

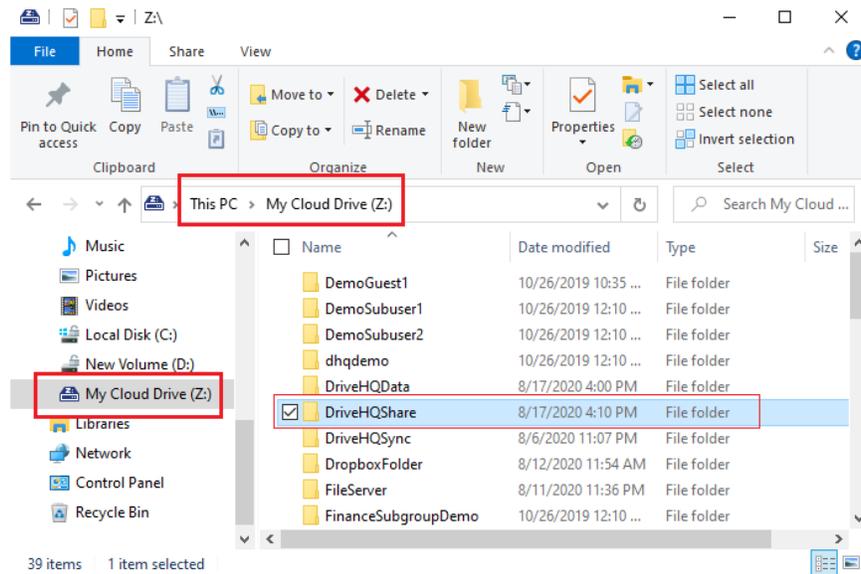
If you have a DriveHQ account, please log on to DMT with your username and password. It will display the initial screen as shown below:



## DriveHQ DMT initial screen (after logon)

**You can simply click Map to map a cloud drive.** The default path to map is the root folder. The root folder contains all your files & folders, and folders shared with you by other users. (More advanced mapping options are described in Chapter 6).

After you click Map, it will map the cloud drive Z: and open a Windows File Explorer window as follows:



Mapped cloud drive Z: in Windows File Explorer

The cloud drive has the same folders/files as in your DriveHQ.com cloud storage, but the folder structure is slightly different:

- When you log on to DriveHQ.com website or DriveHQ FileManager client software, there are two root folders, one is “My Storage” virtual root folder: “\”, the other is “DriveHQ Share” virtual root folder: “\”.
- In the mapped drive, the root folder is Z:\, which is “My Storage” virtual root folder; “DriveHQ Share” virtual root folder is displayed as “Z:\DriveHQShare”. (If you use FTP/SFTP to access DriveHQ cloud storage, the folder structure is the same as in the mapped drive).

Once a cloud drive is mapped, you only need to use Windows File Explorer to access your cloud files/folders. You can close or minimize the DMT GUI. It will not affect the mapped drive. DMT adds a notification icon in the system’s tray notification area. You will see some notification messages on the bottom-right corner of your screen as you use the mapped drive.

**If your account is a standalone account (not a sub-user of a group account), then you are all set. As you can see, it is the easiest cloud storage solution for average users.**

## 4. Using DriveHQ DMT As Cloud File Server

Many organizations use DriveHQ DMT / DriveHQ Cloud Service to replace their on-premise file servers. The advantages include:

- Replace multiple file servers in different locations with one “cloud file server”; save cost on both hardware and maintenance.
- Users do not need training as it works just like a regular file server.
- Central data storage and access control, more secure than folder synchronization services offered by other cloud storage providers.
- Remote file sharing and group collaboration with cloud file locking.
- Active Directory Integration and SSO. Employees can log on with their Active Directory email addresses and passwords.

### 4.1 About “My Storage”, “DriveHQShare” and Sample Folders/Files/Shares (e.g. GroupRead and GroupWrite)

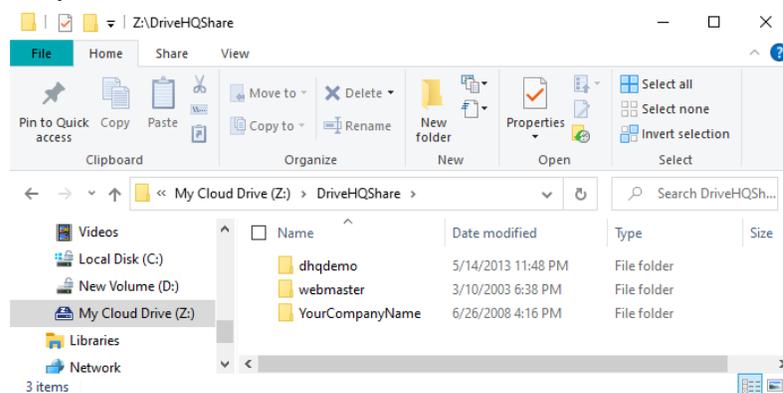
As shown in the previous screenshot, the cloud drive’s root folder “Z:” is the same folder as “My Storage” virtual root folder (“\”) on DriveHQ.com website.

- **My Storage (Z:):** It is the root folder that contains all folders and files in this account.

**Folders / files inside of “Z:”** are owned by this account. (Except the special “DriveHQShare” folder)

By default, folders and files are secure and private if they are not shared with others or published for anybody to access. Users always have full access to files / folders in their own “My Storage”, incl. create folders, upload files, edit / delete / download files / folders, share / publish folders or files, etc.

- **DriveHQ Share (Z:\DriveHQShare):** It is a special virtual folder that contains all folders / files shared to this user by other DriveHQ members.



In the above screenshot, you can see 3 subfolders in “Z:\DriveHQShare”. They are not real folders. They are the usernames who shared folders with this user.

As you expand the folder “Z:\DriveHQShare”, you can see the following folder paths:

```
Z:\DriveHQShare\USER_NAME\SHARE_NAME\FOLDER_NAME\...
```

Here “DriveHQShare”, “USER\_NAME” and “SHARE\_NAME” are all virtual folders. Virtual folders cannot be deleted or renamed. If you want to remove a USER\_NAME or SHARE\_NAME from the “DriveHQShare” virtual folder, you can ask the USER\_NAME to stop sharing folder(s) with you (or you can block the user from sharing folders with you).

You cannot upload files to a “virtual folder”, except the root folder “Z:\” and shared folders like [Z:\DriveHQShare\USER\\_NAME\SHARE\\_NAME\](#). You can upload files to a real folder (if you have the access right).

Folders inside of a virtual folder like [Z:\DriveHQShare\USER\\_NAME\SHARE\\_NAME\](#) are real folders. They are accessible at: [Z:\DriveHQShare\USER\\_NAME\SHARE\\_NAME\FOLDER\\_NAME\](#). They are not your folders. They belong to USER\_NAME. If USER\_NAME logs on to DriveHQ, the folder will be accessible from his “My Storage”.

### Storage space and monthly download bytes

If you upload a file into your “My Storage” (excluding “DriveHQShare”), then it will use your account’s storage space.

If you upload a file into a shared folder like:

```
Z:\DriveHQShare\USER_NAME\SHARE_NAME\FOLDER_NAME
```

It will use the folder owner’s (i.e. USER\_NAME’s) storage space.

Similarly, if you download a file from your own “My Storage”, it uses your account’s download bytes, otherwise, if you download a file from a shared folder, it uses the file owner’s download bytes.

### Sample Folders, Files, Shares and Publishes

When you sign up a new account on DriveHQ.com, the system automatically creates a few sample folders, files, shares and publishes. It is similar to a new PC. You can use the sample folders. They are the same as other regular folders. You can delete them if you want to. Otherwise, you can keep them, whether you want to use them or not.

There is a shared sample folder from DriveHQ Webmaster:

```
\\webmaster\ShareSample
```

This share is used as an example. It includes instructions about folder sharing. If you want to hide (“delete”) it, you can click Options -> Folder Options. Then click “Set cloud folder options” to set the option on DriveHQ.com website.

If you are a group member, you might see two default Shared Folders:

[\\GroupOwnerUsername\GroupRead](#)

and

[\\GroupOwnerUsername\GroupWrite](#)

The group owner can delete these two sample folders from his My Storage, or Delete the shares from his Manage My Shares page, or set the group option not to create the two default group-shared folders.

## 4.2 Group Account Management

## 4.3 Group Folder Sharing and Access Control

As mentioned before, each user has his own “My Storage”. Therefore, sub-users cannot access files in the group owner’s “My Storage”. The group owner can select a folder and share with a sub-user using DriveHQ.com website or DriveHQ FileManager client.

The Group Owner can also select a folder and share it with a subgroup. All sub-users in the subgroup are automatically shared with. This way, you don’t need to enter all sub-username in the Share-to field. It is more efficient and more manage-able: If a new sub-user is added to the subgroup, the folder is automatically shared with the new sub-user; if an existing sub-user is removed from the subgroup, then he will no longer be able to access the shared folder.

**For more detailed info about folder sharing and access control, please read Chapter 5.**

## 4.4 Directly Edit Cloud Files and Save Back to Cloud

With a mapped cloud drive, you can directly edit a cloud file and save changes back to the cloud. You don’t need to manually download/upload the file; nor do you need to sync the folder.

Just double click on a cloud file to open it in the default program. E.g. you can edit a .docx file in Microsoft Word. After you finish editing, just click Save in MS Word. It will be saved back to the cloud.

You can also save the file as a different name. e.g. you can save a .docx file as a .pdf file using MS Word.

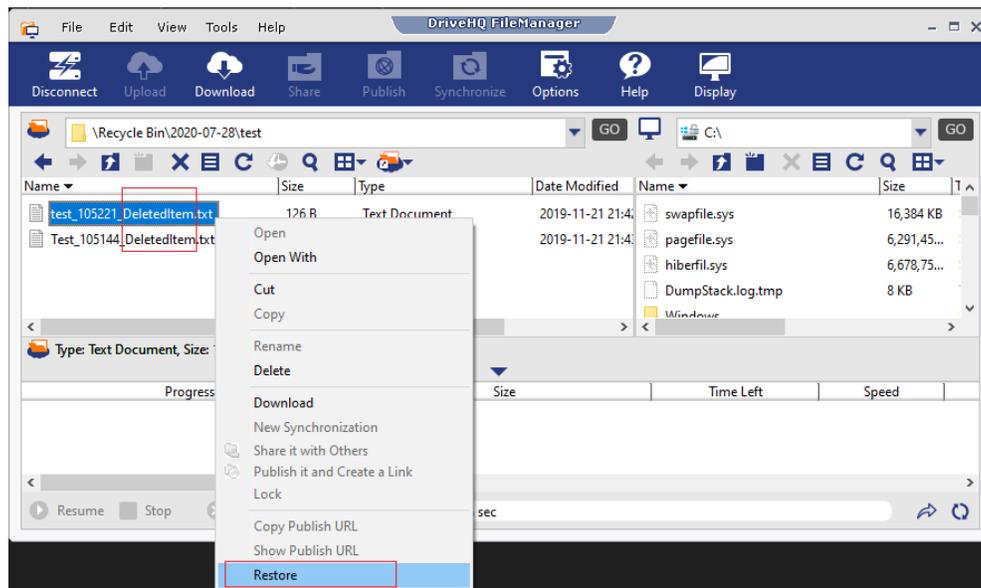
This method is better than folder synchronization. You don’t need to sync your cloud storage. It saves time, bandwidth and a lot of local storage space.

## 4.5 The “Recycle Bin” Folder and Restore Deleted Files

If you delete a file/folder in a cloud mapped drive, it is moved to the “Recycle Bin” folder of the file/folder’s owner account.

If the file/folder was in your “My Storage”, then it is moved to your own “Recycle Bin” folder. If it is in “DriveHQShare”, e.g.: it is in Z:\DriveHQShare\USER1\SHARE1, then it is moved to USER1’s “Recycle Bin” folder. Please note a file/folder can be deleted, re-created and then deleted again. In order to keep all deleted files/folders, DriveHQ system automatically renames a deleted file/folder to make its name unique.

**Deleted files/folders are kept in the Recycle Bin for 2 weeks, then they are automatically purged.** You can restore a deleted file/folder before it is purged using DriveHQ.com website or DriveHQ FileManager. Please see the screenshot below.



Restore a file with DriveHQ FileManager

You can use the Restore option on files/folders with “DeletedItem” in the name; or you can manually copy and paste the file/folder and then manually change the name.

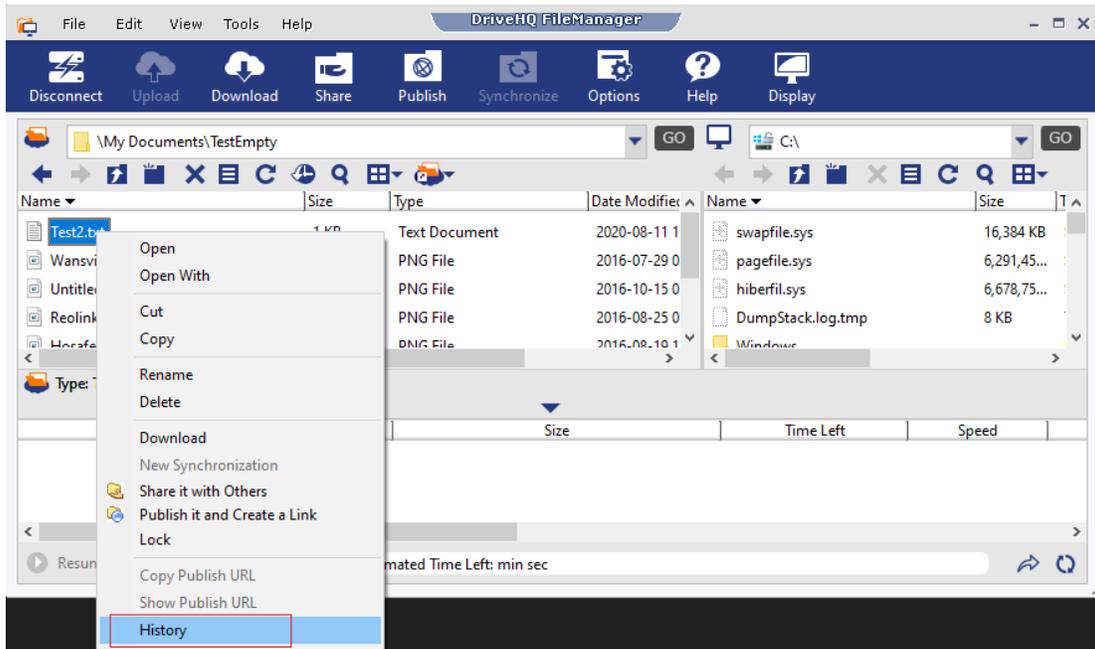
If you delete a file/folder in a folder shared with you by another user, then it is moved to the “Recycle Bin” folder of that user (the file owner). The file owner can log on to his FileManager and restore the file/folder.

The Recycle Bin option can be turned off from your DriveHQ.com account options page.

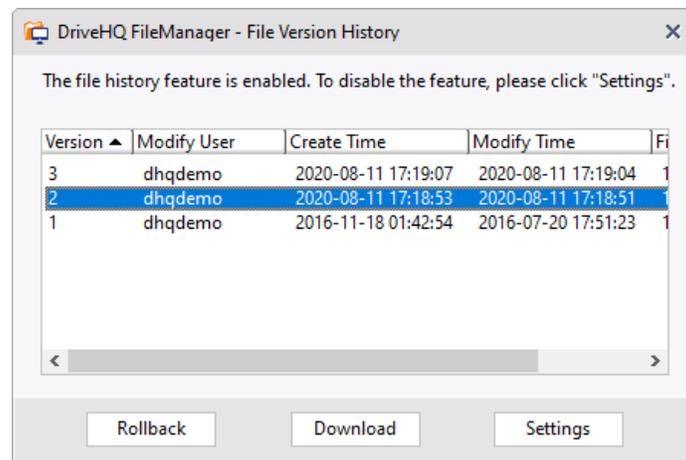
## 4.6 File History and Versioning

After you edit a cloud file and save it, DriveHQ system can keep the old version and save the new version. By default, it can keep up to 10 versions. It will use additional storage to save the old versions. You can turn off this option from your DriveHQ.com account options page, or you can change the max number of versions to 2 - 100.

If you accidentally overwrite / corrupted a file, the **File Owner** can use the file versioning feature to restore an older version using DriveHQ.com website or DriveHQ FileManager. With FileManager, just right click on the cloud file and select History, see the screenshot below:



It will display a list of file versions as follows:



You can select a version and click Download to download it to your local PC, or click Rollback to roll back the cloud version.

## 4.7 Search Files/Folders (Full-text Search)

You can search cloud files/folders using Windows File Explorer. However, a more efficient method is to use DriveHQ FileManager or DriveHQ.com website.

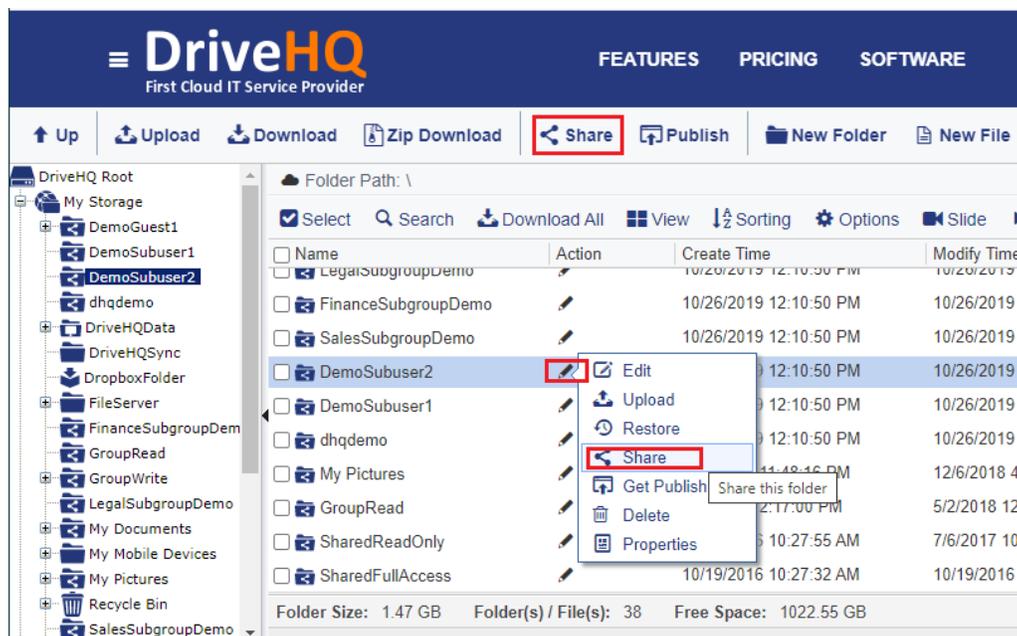
For full-text search, you must use DriveHQ.com website or DriveHQ FileManager.

# 5. Share Files and Folders

Using DriveHQ.com website or DriveHQ FileManager, it is very easy to share folders / files online. Just select a folder (in My Storage) and click on the Share button. Please note you can only share your own folders. You cannot share a folder that is shared with you by another user.

## 5.1 Share a Cloud Folder

Log on to DriveHQ.com website, you can select a cloud folder in your account and click the Action (pencil) icon, then click Share in the popup menu (or right click on the folder name and select share; or select a folder and then click the Share button in the toolbar) to share a folder. Please see the screenshot below:



Share a folder on DriveHQ.com

It will pop up a new dialog:

Path: \DemoSubuser2

**Publish** **Share**

**This part is displayed only if the folder has already been shared.**

NO	Share Name	Create Time	Permission Level
1	DemoSubuser2	10/26/2019 12:10:50	Full access

If you want to create a new share, please click [new share](#) You can edit the share or create a **new share**

**Share to:**  Share to Your Group

Emails or DriveHQ usernames, separated by ":",

Enter DriveHQ usernames or email addresses, or  
 » Select from Your Group  
 » Select from Your Contacts  
 » Manage Your Contacts

Max 2000 characters. You can enter up to 2000 characters

**Exclude Folders/Files:** Enter folders and files in share root folder, separated by "|".

**Share Name:** DemoSubuser2  
 must be unique; use only alphabet, '-', '\_' and space

**Description:** Share to DemoSubuser2

**Permission Level:** Download & comment

**Expiration Date:**  Never expires  
 Send share change notification  Save access log  
 Disable Comment

**Share** **Close**

### Share a folder and set permission dialog

The default share name is the same as the folder name, you can change the share name and description. If the folder has already been shared, you can edit the existing share, or click “New Share” to share this folder again. If you just want to add/remove a user from the Share-to list, you can edit the existing share. If you want to share the folder to another user with a different permission level, then you need to click “new share” and use a different share name for the new share.

By default, all files and subfolders in this folder are shared. **If you don't want to share some files / subfolders, you can move them out of this folder, or you can exclude them by entering the file or folder names (separate by "|") in the text box of “Exclude folder/file names”. Only files and subfolders immediately in this folder can be excluded.**

The permission level can be set to one of the following levels (in the incremental order):

- Preview only (For image files only. Only share image previews, but not the original images)

- Read / download files only
- Download and view comments  
(Allow other users to download files in the shared folder and view comments to the shared files).
- Download and comment  
(Allow other users to download the files and comment the share and view the comments)
- Add / upload files  
(Allows all previous permissions and allow uploading files into the folder. But other users cannot delete or edit the files)
- Add & Edit files  
(Allow all previous permissions and all editing files in the shared folder)
- Full access

**Please note a higher level permission includes all previous permissions.**

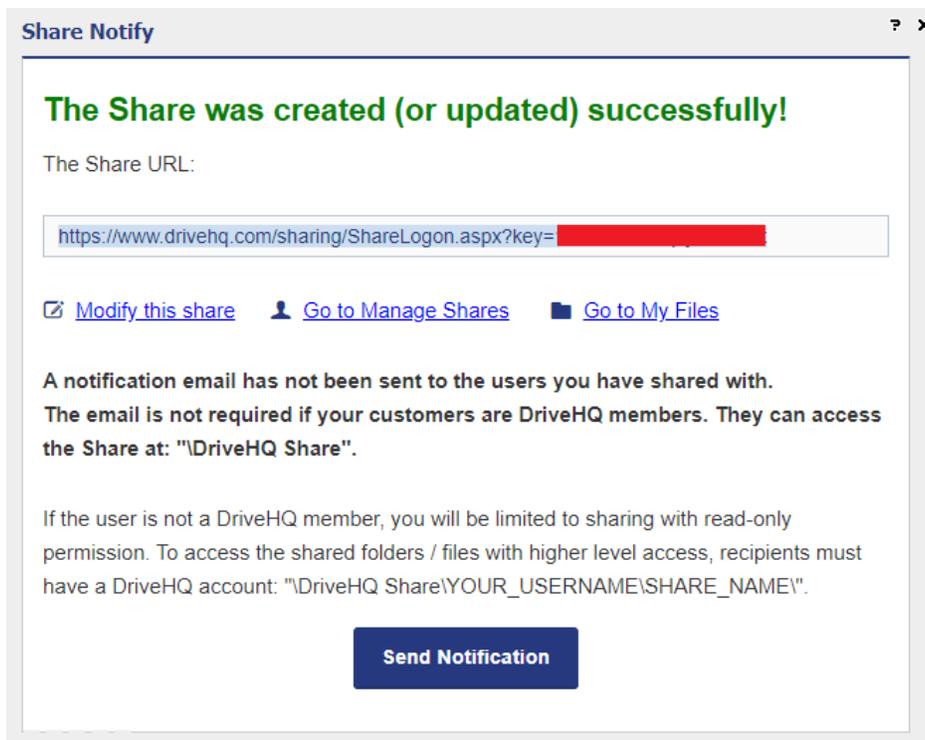
In the Share-to field, please enter the email addresses or DriveHQ usernames of the persons who you want to share the folder with. If a person does not have a DriveHQ account, or if you don't know the person's DriveHQ username, you can enter the person's email address. You can enter multiple usernames / email addresses separated by "," or ";;".

If you have a group account, then you can check the checkbox "Share to group", which shares the folder to all members in the same group except guest users. You can also:

- Click the "Select from your group" link to add group members into the Share-to list.
- Click "Select from your contacts" link to select users from your contact lists. You can create contact groups on DriveHQ's Webmail.

The "Send share change notification" and "Save access log" checkboxes are optional.

After you click Share, the Share is created and a confirmation dialog pops up:



Share created confirmation dialog

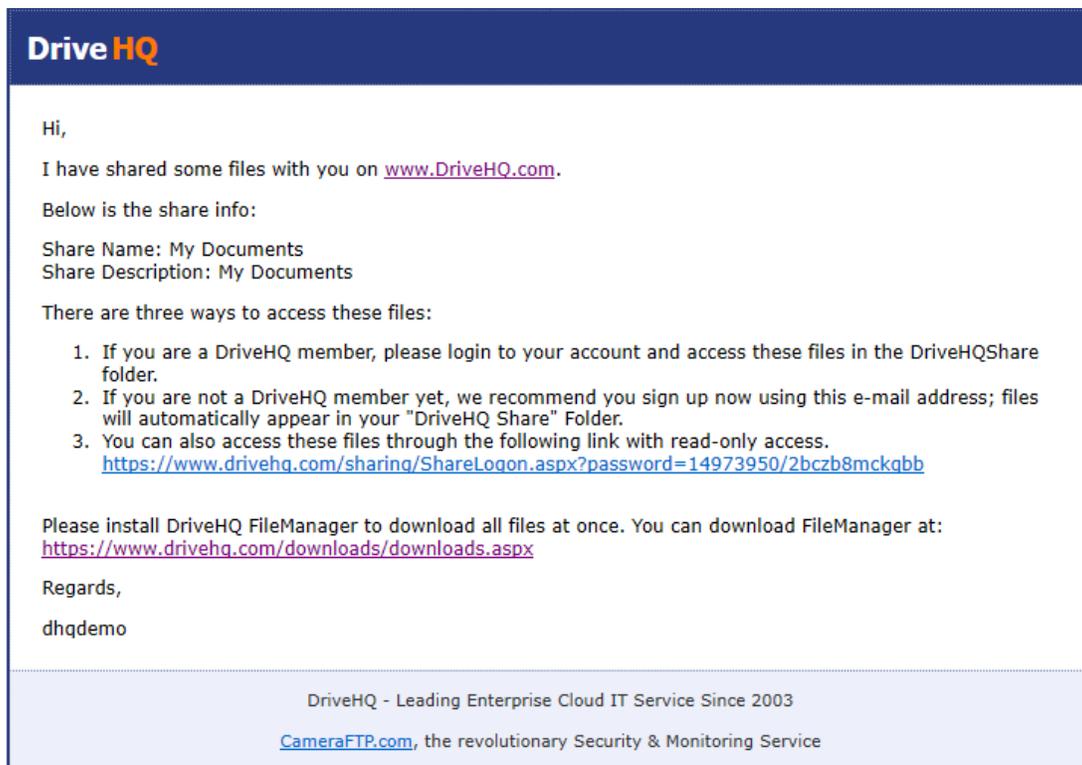
The cloud folder has been shared. If all Share-to users are DriveHQ members, then it is not necessary to send the share notification email. The “share-to” users can log on to [www.drivehq.com](http://www.drivehq.com) (or other DriveHQ programs such as DriveHQ FileManager, WebDAV Drive Mapping Tool, DriveHQ FTP server and DriveHQ FileManager mobile apps) and access the shared folder at:

```
\\DriveHQShare\YOUR_USERNAME\SHARE_NAME
```

In the case of this example, it is:

```
\\DriveHQShare\DHQDemo\DemoSubuser2
```

If you shared the folder with a non-DriveHQ member using his / her email address, then you need to send a share notification email. You can send it with DriveHQ’s webmail **or use your own email software / service.** If you click “Open DriveHQ Webmail”, it will launch a web browser and display the default email template:



The default share notification email

You can send the share notification email using your own email account with your own email server & client. You can edit the email body to include your own messages. DriveHQ emails are more likely to be filtered / ignored by the recipient. **Sending from your own email account might be more reliable.**

When a recipient receives the notification email, he can simply click the Share URL and then enter his email address to access the shared folder. The permission level will be read-only. If the folder is shared with a higher level permission, the user must log in, or sign up a new account on DriveHQ.com first. He can then access the shared folder from his "\\DriveHQShare\YOUR\_USERNAME\SHARE\_NAME" with a higher level access permission.

## 5.3 Manage My Shares

If you need to stop sharing a folder, or want to make changes to an existing share, you can click Manage Shares:

DriveHQ Start Menu My Storage Group Admin **Manage Shares** Drive Mapping, Backup & Sync Tools Manage Drop Boxes FTP/SFTP Hosting

DriveHQ First Cloud IT Service Provider FEATURES PRICING SOFTWARE dhqdemo

- o Manage Shares
  - o Share My Folder
  - o Visit Shares
  - o Share Help
- o Manage Publishes

### My Shared Folders

Share name/Share to:  Search [View Received Comments](#)

Share Name	Share Key	Times Visited	Create Date	Hide Link
<input type="checkbox"/> DemoGuest1	14598967/86827924	8	10/26/2019 12:10:50	Hide Link
<b>Description:</b>				
<b>Share Link:</b> <a href="https://www.drivehq.com/sharing/ShareLogon.aspx?key=14598967/86827924">https://www.drivehq.com/sharing/ShareLogon.aspx?key=14598967/86827924</a>				
<input type="checkbox"/> DemoSubuser1	14598953/86827924	0	10/26/2019 12:10:50	Hide Link
<b>Description:</b>				
<b>Share Link:</b> <a href="https://www.drivehq.com/sharing/ShareLogon.aspx?key=14598953/86827924">https://www.drivehq.com/sharing/ShareLogon.aspx?key=14598953/86827924</a>				
<input type="checkbox"/> DemoSubuser2	14598960/86827924	0	10/26/2019 12:10:50	Hide Link
<b>Description:</b>				
<b>Share Link:</b> <a href="https://www.drivehq.com/sharing/ShareLogon.aspx?key=14598960/86827924">https://www.drivehq.com/sharing/ShareLogon.aspx?key=14598960/86827924</a>				
<input type="checkbox"/> My Pictures	13884365/80lymf581v8r	0	03/14/2018 08:58:45	Hide Link
<b>Description:</b> My Pictures				
<b>Share Link:</b> <a href="https://www.drivehq.com/sharing/ShareLogon.aspx?key=13884365/80lymf581v8r">https://www.drivehq.com/sharing/ShareLogon.aspx?key=13884365/80lymf581v8r</a>				

Add Delete 1 of 2 1/2

Click “Manage Shares” to display the share list

It will display a list of your Shares (shared folders).

You can click on a share name to edit an existing share. If you want to stop sharing a folder(s), just select it and then click Delete. It will delete the share only. Your files/folders will not be affected.

## 5.4 Access Shared Folders from a Mapped Cloud Drive

As explained in 4.1, the “DriveHQShare” folder is a special virtual folder. It contains usernames who shared a folder(s) with you.

To access a folder shared with you by another user, you just need to open the cloud drive in Windows File Explorer, navigate to “DriveHQShare”, then double click the username who shared the folder with you. You will see a list of folders shared by the user. For more detailed info, please read section 4.1.

## 5.5 Cloud File Locking (for Group Sharing & Collaboration)

If a folder is shared with multiple users, and if multiple users edit the same shared file at the same time, then the last user may overwrite all other users’ changes. Fortunately, DriveHQ WebDAV Drive Mapping supports cloud file locking.

Please note Folder Sync, Web Browser or FTP based cloud storage services **cannot** support file Locking. Thus, most other cloud storage services do not support cloud file locking.

## DriveHQ supports both Automatic and Manual File Locking/Unlocking

### ○ Automatic File Locking/Unlocking

When you double click on a cloud file in a mapped cloud drive, the file will be transparently downloaded and opened in the default program for the file type. The cloud file will be automatically locked. After you finish editing and saving the file, it will be automatically saved back to the cloud. The cloud file will remain locked until you close the file. Other users can open the file for read-only access when it is locked.

If you use Microsoft Office, e.g. MS Word / Excel, the second user will receive a notification message after the first user has closed (unlocked) the file.

### ○ Manual File Locking/Unlocking

You cannot manually lock/unlock a file with DMT, but you can do so with DriveHQ.com website or DriveHQ FileManager. With a web browser, you can click the action (pencil) icon and then click "Lock" to lock a file. If the file is already locked, you can click "Unlock" to unlock it.

Manual locking / unlocking is needed in the following cases:

- (a) You plan to edit a cloud file while your computer is offline. You can lock the file before your computer goes offline.
- (b) A user forgot to close a file after he opened (locked) it. If the user is not available to close the file, it can be very inconvenient for other users who need to edit the file. Both the file owner and the lock owner can unlock the file.

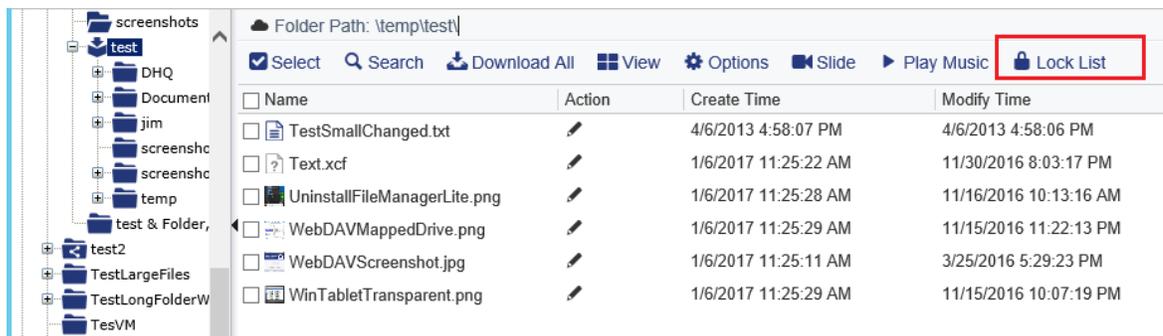
**In some cases, a cloud file cannot be automatically unlocked due to application crashes, OS crashes, power outages or network outages.** In these cases, locks are usually set to automatically expire in 1 day. If you need to unlock a file sooner, you can do so using FileManager or web browser.

### ○ Manage / View File Lock List

If you are not sure which files are locked, usually you can find out by looking at the file icons on DriveHQ.com website or DriveHQ FileManager. If there is a lock in the file icon, it means the file is currently locked. You can right click on the file and select Unlock.

If you cannot locate the locked files, or if you want to find who locked your files, You can visit the Manage Locks / Lock List page to find all files locked by you and all your files locked by other users.

To access the "Manage Locks / Lock List" page from a browser, go to the DriveHQ Start Menu and click "My Storage", then click "Lock List". Please see the screenshot below:



Access the "Manage File Locks/Lock List" page from My Storage

It will display a list of file locks including "locks created by you to files of other users" and "locks created by other users to your files". If many files are locked, you can search locks based on the file name, file path, file owner or lock owner. Please see the screenshot below:

Lock Management Tool

Filter:  File Name

File Name	File Path	File Owner	Lock Time	Expiration Time	Locked By	Action
WinTabletTransparent.png	\\temp\test\WinTabletTransparent.png	WebDAV	7/10/2018 12:05:42 PM	7/11/2018 12:05:42 AM	WebDAV	<input type="button" value=""/>
WebDAVScreenshot.jpg	\\temp\test\WebDAVScreenshot.jpg	WebDAV	7/10/2018 12:05:32 PM	7/11/2018 12:05:32 AM	WebDAV	<input type="button" value=""/>
WebDAVMappedDrive.png	\\temp\test\WebDAVMappedDrive.png	WebDAV	7/10/2018 12:05:17 PM	7/11/2018 12:05:17 AM	WebDAV	<input type="button" value=""/>

Page 1 of 1 Records per page: 20 Displaying 1 to 3 of 3 items.

The "Manage File Locks / Lock List" page

## 6. Advanced Cloud Drive Mapping

### 6.1 Map a Non-root Cloud Folder as a Drive

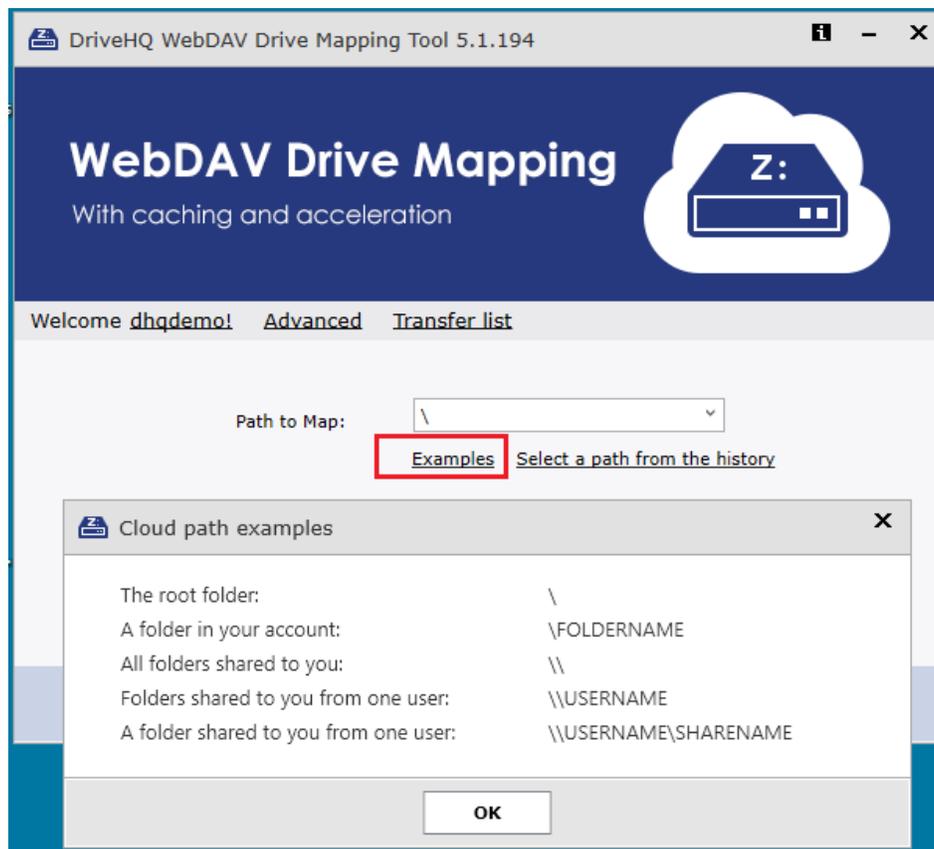
Mapping the root folder as a drive is very convenient. The mapped drive will include all files in your account and all files shared with you by other users.

Sometimes, a user might want to map a shared folder as a cloud drive, esp. if the user is a sub-account of a group account, and if the sub-user has no storage space. If the user maps the root folder as Z: drive, then to access a shared folder, he will need to navigate to:

Z:\DriveHQShare\GroupOwnerUsername\ShareName

If the user maps "\\GroupOwnerUsername\ShareName" as Y: drive, then "Y:\\" will be equivalent to "Z:\DriveHQShare\GroupOwnerUsername\ShareName".

If you are not sure what cloud path to enter, you can click "Examples" as shown below:



Examples of cloud paths

As you can see, you can map any cloud folder as a drive. If the folder is in your own “My Storage”, you just need to enter the folder path, e.g. “My Documents”, or “My Documents\Projects”.

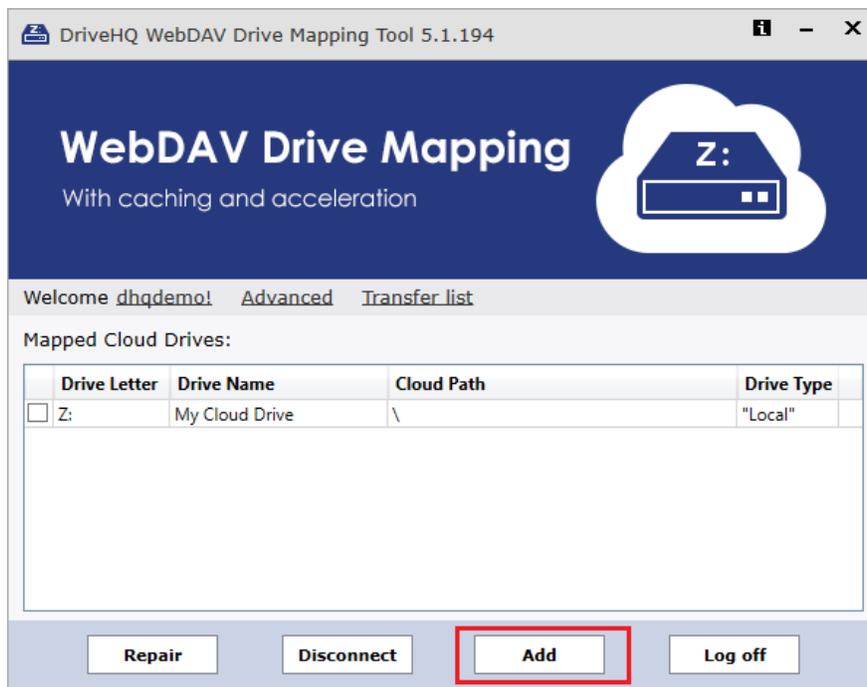
You can map the virtual folder “DriveHQShare” as a drive, just enter “\”. The mapped drive will contain all usernames who shared a folder(s) with you.

You can map the virtual folder “\DriveHQShare\USERNAME” as a drive, just enter [\\USERNAME](#). The mapped drive will contain all Shares that USERNAME shared with you.

To map a shared folder “\DriveHQShare\USERNAME\SHARENAME” as a drive, just enter [\\USERNAME\SHARENAME](#)

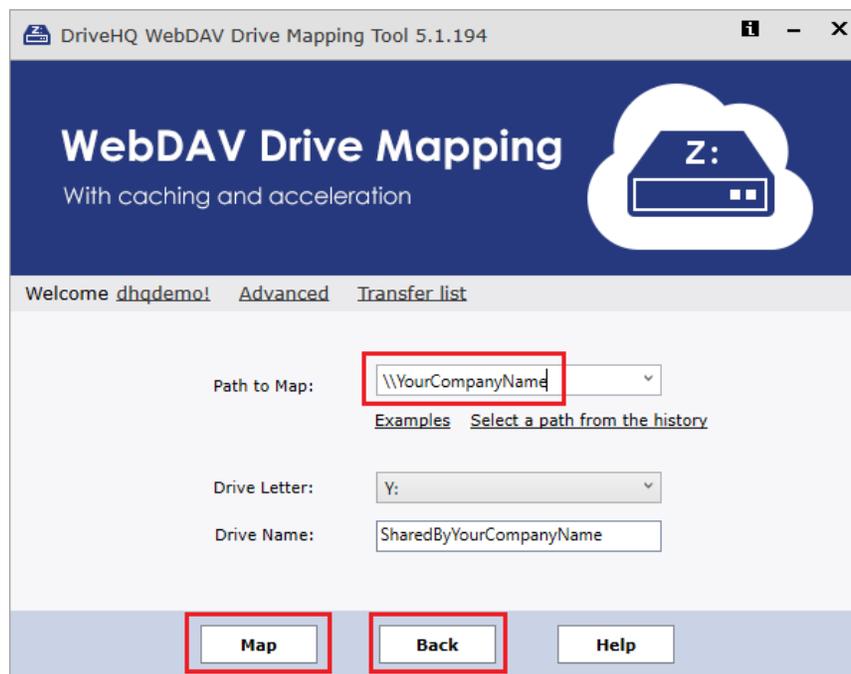
## 6.2 Map Multiple Cloud Folders as Multiple Drives

After you mapped a drive, you can map additional drives. From the DMT’s main window, click “Add” as shown below:



Map more drives

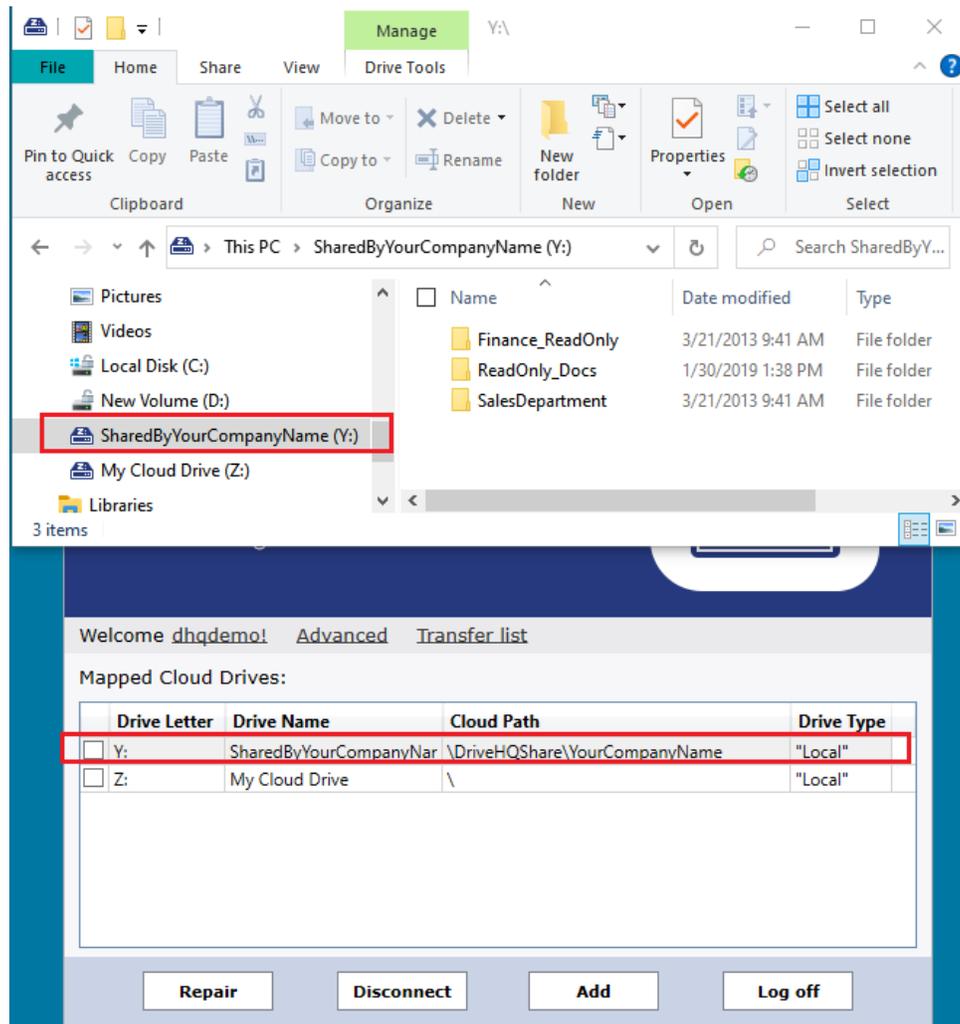
It will display the “map a drive” screen as follows:



It is like the initial screen. You can enter a cloud path to map. For example, if you want to map all folders shared by the user “YourCompanyName”, then you can type in:

[\\YourCompanyName](#) (or \DriveHQShareYourCompanyName)

You will need to use a different drive letter, and optionally enter a new drive name. Click the Map button to finish adding the drive (or click Back to cancel and return to the cloud drive list). Please see the screenshot below:



Mapped Two Drives

In your Windows File Explorer, there are two cloud drives now. The DMT window also displays two drives in the mapped cloud drive list.

In the above example, the folder contents of "Y:\:" and "Z:\DriveHQShare\YourCompanyName" are identical because they represent the same cloud folder "\\YourCompanyName".

**Many companies use multiple network drives when they use a local file server. They can map the same drive letters when migrating to our cloud file server. It will be seamless to their employees.**

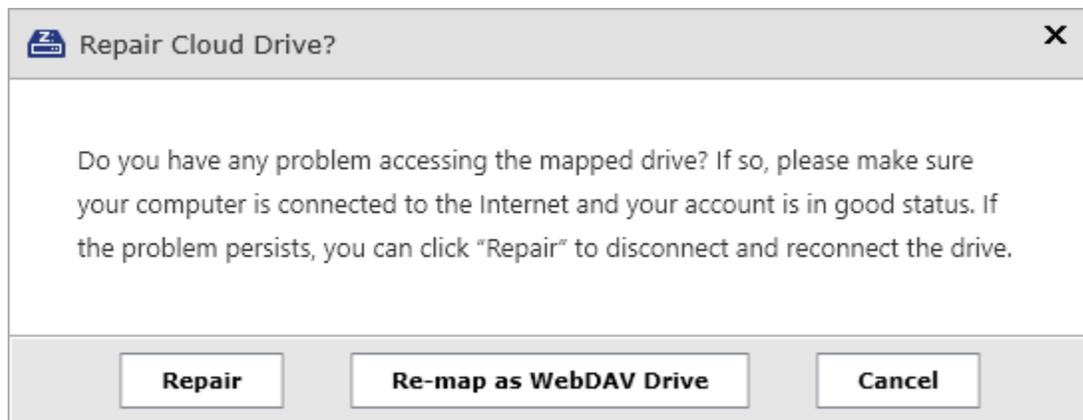
## 6.3 Disconnect or Repair a Drive; WebDAV or “local” drive

### Disconnect a Drive

If you have mapped a cloud drive(s), the DMT GUI displays the cloud drive list. You can select a drive (by checking the checkbox) and click Disconnect to unmount the drive.

### Repair a Drive

In some rare cases, if a cloud drive is not working properly and your computer is connected to the Internet, and your DriveHQ account is not past due, then you can try to repair it by selecting the drive letter and click Repair. DMT will try to trouble shoot the problem and automatically remap the drive. Before the repair, it will ask whether to remap as a WebDAV drive or “local” drive. See the screenshot below:



Remap as WebDAV or “local” drive

### WebDAV drive and “local” drive

In DMT’s cloud drive list, there is a “Drive Type” column. There are two types: (1) WebDAV Drive; (2) “local” drive. Usually the default drive type is fine and you don’t need to change it.

**A “local” drive is actually a WebDAV drive** and a cloud drive, hence the quotation marks.

**The difference is:** If it is mapped as a “local” drive, then Windows will treat the drive as a local drive. It means certain WebDAV enabled applications will not access the drive using the WebDAV protocol. For example, Microsoft Office (Word and Excel, etc.) and some Adobe software have built-in WebDAV client. If the drive is mapped as a WebDAV drive, they will access the drive using their own WebDAV clients. Usually it is fine, and it could be more efficient. In some rare cases, a 3<sup>rd</sup> party WebDAV client might have compatibility issue with our software. If that happens, you can remap the drive as a “local” drive, which will prevent such software from using its own WebDAV client.

A “local” drive usually offers better compatibility. However, if you experience any problem with a “local” drive, you can try to remap it as a WebDAV drive.

## 6.4 Preconfigured Drives (Like Windows Logon Script)

For a large organization, it could be hard to ask all employees to map cloud drives by themselves. With a regular file server and active directory domain, you can **use a logon script to automatically map certain network drives** for all users. DriveHQ offers a similar feature.

For an individual user, you can create a text file named WebDAVSettings.ini and save it in the user's cloud folder "\DriveHQData\WebDAV"; for a group member, you can save it in the group owner's cloud folder "\DriveHQData\GroupWebDAV". You can manually create the folder(s) if it doesn't exist.

The WebDAVSettings.ini has the following format. Lines started with “#” are comments that explain the meaning of each line.

```
# Put it in the folder: \DriveHQData\WebDAV (for an individual user);
# or put it in the group owner's folder: \DriveHQData\GroupWebDAV (for subusers)

# This default section applies to a standalone user, or a subuser of a group account.
# This is the default drive (or drives, separated by "|").
# Map the cloud root folder as P: drive, set the drive name (label) as PersonalDrive.
# The format is: CloudFolderPath:DriveLetter:DriveName | ...
DefaultPathsToMap          = \:P:PersonalDrive
# Map the default drives automatically when the user logs on to DMT
MapDefaultDrivesAutomatically = true

# This user section only applies to the two users: youruser1 and youruser2;
# Multiple user sections can be defined.
Username = youruser1,youruser2
# Map drives for the specified two users.
UserPathsToMap              = \:M:User12AtDHQ | \DriveHQShare:S:AllShares
# Map the two drives automatically when they log on to DMT
MapUserDrivesAutomatically = true
# If false, do not map the default drive(s) defined at the top.
ContinueMapDefaultDrives   = false

# This subgroup section only applies to subusers in the two subgroups;
# Multiple subgroup sections can be defined.
SubGroupName = salesSubGroup,FinanceSubGroup
UserPathsToMap          = \DriveHQShare\YourCompanyname:Q:CompanyDrive
MapUserDrivesAutomatically = true
# If true, map the default drive(s) defined at the top.
ContinueMapDefaultDrives = true
```

If you have a group account, you can also use the Group Admin feature to create the WebDAVSettings.ini file. Log on as the Group Owner, then click the Group Admin link on top, then click Group Options, See the screenshot below:

DriveHQ Start Menu My Storage **Group Admin** Manage Shares Drive Mapping, Backup & Sync Tools Manage Drop Boxes FTP/SFTP Hosting

**DriveHQ**  
First Cloud IT Service Provider

FEATURES PRICING SOFTWARE

Back Create Add Import Edit Save Delete Refresh

**User Management**

Group Members (6/21)

- SalesSubgroupDemo (2)
- FinanceSubgroupDemo (0)
- LegalSubgroupDemo (0)

**Group Settings**

- Group Account Balance
- Group Backup List
- Group Options**
- Default Security Policy
- Group Event Log
- Sub-user Folder Access List

**Group Options**

- Sub-users cannot order subscription services.
- Sub-users cannot see group member list.
- Sub-users cannot create group-shared folders
- Don't create the default group-shared folders (GroupRead and GroupWrite)
- Sub-users cannot see DriveHQ Share.
- Sub-users inherit Group Owner's folder options.
- Update all sub-users' account option with your current account option.
- Enable default Group Sync on FileManager (Sync with shared folder \\GroupOwner\GroupWrite\GroupSync).

Group members default to  after logon

After (subuser) logon, go to a special folder shared to this user from the group admin.  
\\DriveHQShare\GroupOwnerUsername\SubUserName.

[Pre-configure Group Cloud Drives](#)

A group owner can pre-configure the drives to map when a sub-user logs on to the Drive Mapping Tool. This way, sub-users can have the same cloud drives automatically mapped for them.

Save

## The group options page

Click "Pre-configure Group Cloud Drives", it will display the following screen.

**DriveHQ**  
First Cloud IT Service Provider

FEATURES PRICING SOFTWARE

[Download Drive Mapping Tool](#) | [Group Admin Tool](#) | [Pre-configure Group Cloud Drives](#)

A group owner can pre-configure the drives to map when a sub-user logs on to the Drive Mapping Tool. This way, sub-users can have the same cloud drives automatically mapped for them.

**Pre-configure Cloud Drives for All Group Members**  
Please make sure the Cloud Folder Path is shared to the entire group.

No Pre-configured Group Cloud Drives

**Pre-configure Cloud Drives for Subgroups**  
Please make sure you have shared a folder(s) to the subgroup or the entire group.

No Pre-configured Subgroup Cloud Drives

**Pre-configure Cloud Drives for Regular Group Members**

No Preconfigured Cloud Drives for Group Members

[Configure Cloud Drives to Map for Subusers/Subgroups](#)

You have not configured any drives to map, so click “Configure cloud drives to map for subusers/subgroups”, it will display the following screen:

Configure Drives for:  Entire Group  Subgroup(s)  Subuser(s)  Myself

**DemoSubuser1** **DemoSubuser2**

Select contacts from group!

SalesSubgroupDemo

FinanceSubgroupDemo

LegalSubgroupDemo

DemoGuest1 "DemoGuest1@drivehq.com"

DemoSubuser1 "DemoSubuser1@drivehq.com"

DemoSubuser2 "DemoSubuser2@drivehq.com"

John Smith "dhqdemo@drivehq.com"

Close Chooser

Drive Details:

Drive Letter	Drive Name	Cloud Path to Map	
Z	SharedToMe	<input type="text" value="\\YourCompanyName"/>	Delete

[Add a Cloud Drive to Map for the Selected User\(s\)/Group\(s\)](#)

Mapping Options:

Automatically map the configured drives when the user logs on to the Drive Mapping Tool.

Continue to map the Group Drives (if there are drives configured for the entire group)  
If yes (checked), it will continue to map Group Drives configured for all group members.

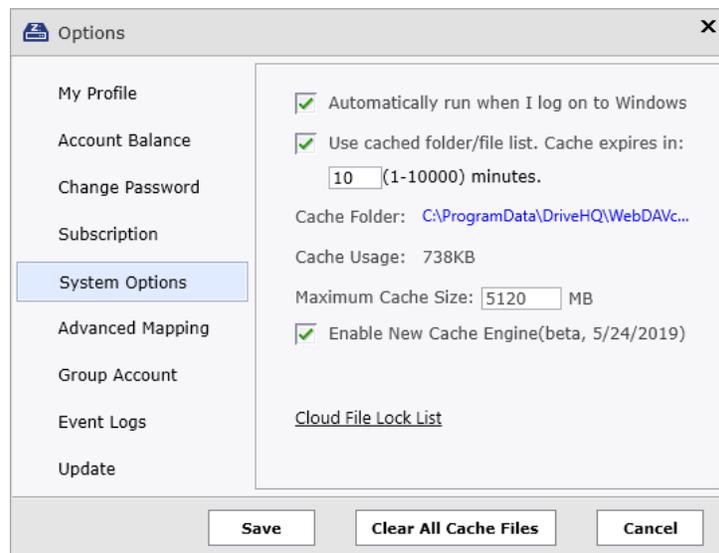
Submit Cancel

As you can see from the screenshot, you can preconfigure cloud drives for the entire group, subgroups, subusers and/or yourself. After you filled the form, click Submit, it will add a section to the WebDAVSettings.ini file. (If the file does not exist, it will be created automatically).

You can repeatedly create multiple sections for different sub-users or subgroups.

## 7. DriveHQ DMT Options, Account Settings

You can set DriveHQ DMT options, manage DriveHQ account profile and trouble shoot DMT by clicking the Advanced link on DMT's main window. Click Advanced, it will pop up a dialog as follows:



DMT system options dialog

## System Options

The above dialog is DMT's System Options page. By default, DMT automatically starts when you log on to Windows. You can change the cache settings and cache folder locations. Usually you don't need to change any value here unless you notice any problem, e.g. if a folder content does not refresh correctly, you can try to "Clear All Cache Files".

There is also a link to "Cloud File Lock List". If you click it, it will open a browser window, and automatically logs on to DriveHQ.com website. It will display the cloud file lock list. You can check who locked a file, or manually lock/unlock cloud files.

## My Profile and Account Balance

Click My Profile, it will display your account info. You can update it on DriveHQ.com website.

Click Account Balance, it will display your account Maximum Storage Space, Used Storage Space, Maximum Monthly Download Bytes, Used Download Bytes, and Cash Balance. If you are a sub-user, usually you don't need storage space or download bytes if you only access folders shared by the group owner.

If you store data in your own My Storage, then you do need to have enough storage space and download bytes.

If your account has a negative cash balance, it means your service fee is past due. Please make a payment online by clicking the Deposit button. Note a subscription always automatically renews. You just need to make a payment/deposit. Do not order a new subscription unless you want to upgrade or change your plan.

## Change Password

You can change your DriveHQ account password here. Just enter your current password, then enter the new password and confirm the new password, then click Save.

## **Subscription**

You can click Upgrade to order a new subscription or manage your existing subscription(s). It will launch a web browser and automatically logs on [www.DriveHQ.com](http://www.DriveHQ.com) website. You can order a subscription from there.

If you are a sub-user, please don't order a subscription. Usually your group owner can order a subscription. He can then allocate more storage space / download bytes to you, or just share a folder with you.

If you are a free member, you can order a personal plan or enterprise plan. A personal plan should only be used for personal usage. It has some restrictions that make it not suitable for business use. If you ordered a personal plan and want to upgrade to an enterprise plan, you need to cancel the personal plan first, then order a new enterprise plan.

Your files are not associated with a subscription plan. You can change your service plan without affecting your data (just make sure you have enough storage space and download bytes, etc.)

## **Advanced Mapping**

You can set the default drive type when you map a new drive. As described in Section 6.3, there are two drive types: WebDAV Drive and "Local" Drive, both are cloud drives.

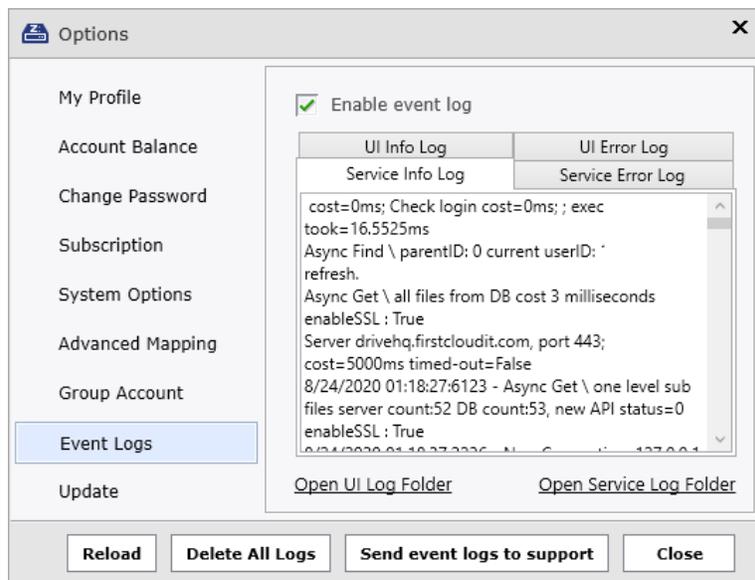
A "local" drive is actually a WebDAV cloud drive, but Windows will treat it as a local drive. WebDAV-enabled applications like Microsoft Office (Word, Excel, etc.) and Adobe apps will not use their own WebDAV client to access the drive. Usually it is more compatible. But if a 3<sup>rd</sup> party program has a compatibility issue with a "local" drive, you can convert or repair it to a WebDAV drive.

## **Group Account**

From this tab, you can launch the Group Admin Tool, which is a web browser based feature. You can create or manage sub-accounts on [www.DriveHQ.com](http://www.DriveHQ.com).

## **Event Logs**

DriveHQ DMT has a very powerful trouble-shooting and error reporting feature. If event log is not enabled, please make sure to enable it as shown below:



DMT will log activities, errors and exceptions. If you run into a problem, you can check some common causes first, esp. if there is an error message. If you could not find a solution, you can click “Send event logs to support”. It will send the event logs to DriveHQ support. **Please make sure to provide additional info about the steps to replicate the problem. Screenshots showing the detailed file/folder path and error message will be very helpful.**

If you want to check the logs yourself, you can see there are 4 tabs: UI Info Log, UI Error Log, Service Info Log and Service Error Log. You can open the UI or service log folder to access the log files directly.

DriveHQ DMT has two executable files:

- The DMT GUI. The DMT GUI runs as a regular program (MapDrive.exe).
- The caching server. the caching server runs as a background service (WebDAVProxyCoreSvc.exe).

## Update

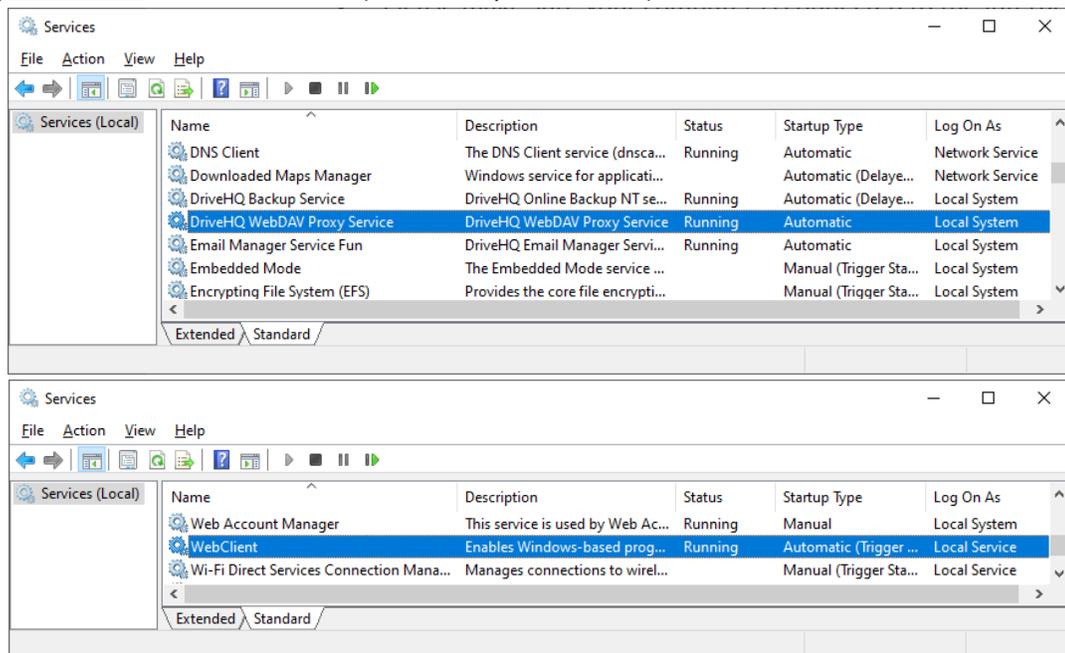
You can find your DMT’s version and build number. You can check for newer versions by clicking “Check update”.

# 8. DriveHQ DMT Trouble Shooting Guide

## 8.1 General Guidelines

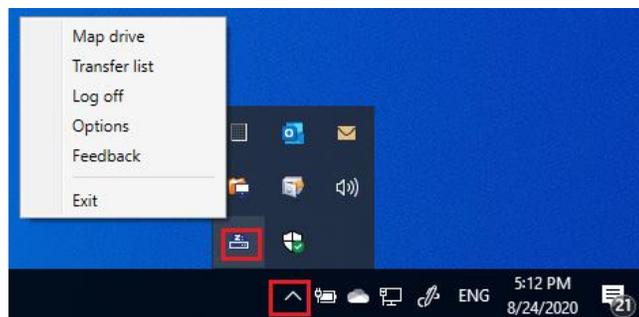
- Please upgrade to the latest version of DriveHQ DMT from the DriveHQ.com website.
- Please make sure your computer is connected to the Internet and that the connection is reliable.

- You can reboot your computer, repair your mapped drives with DMT, or restart the DriveHQ WebDAV Proxy Service and WebClient service (Windows system service):



Restart DriveHQ WebDAV Proxy and WebClient

- To Exit the DMT GUI, please right click the DMT icon in the System notification area as shown below, then click Exit.



If you only close the DMT GUI's main window, the process will continue running in the background.

- DriveHQ DMT has a built-in feature for "sending event logs to support". The event logs contain useful debug information. It will help us locate your problem.
- Please read the FAQ below before you contact DriveHQ support. Email is the preferred support method. Enterprise customers can call/email DriveHQ support. When emailing/calling, please tell us your username and the detailed steps to replicate your problem. A screenshot(s) showing the detailed problem is very helpful.

## 8.2 Trouble Shooting FAQ

- (1) I just installed DriveHQ DMT. It cannot connect to [www.DriveHQ.com](http://www.DriveHQ.com) (or cannot log in). What could be the problem?

Please check if you can connect to [www.DriveHQ.com](http://www.DriveHQ.com) website and if you can log on via a web browser.

- **If yes**, and if you never installed DriveHQ DMT on this computer before, then the problem is likely caused by anti-virus / security software. Please add two DriveHQ DMT EXE files (the default location is: "C:\Program Files (x86)\DriveHQ\WebDAV Drive Mapping") to your anti-virus software's "Allow List" or "White List".

Windows 10 includes Windows Defender and Windows Firewall, you don't really need any 3<sup>rd</sup> party anti-virus software. You can try to uninstall or disable your anti-virus software.

- **If no**, then you need to check your Internet connection. You can also try to connect from a different network. (e.g. using a mobile browser from your smartphone with Wi-Fi turned off).

### **(2) DriveHQ DMT on my PC worked fine before. But it cannot connect to [www.DriveHQ.com](http://www.DriveHQ.com) now. Why?**

Anti-virus or security software may cause such problems. Please stop / disable your anti-virus software, or add DriveHQ DMT's two .exe files to your anti-virus software's Allow List or White List.

### **(3) DriveHQ DMT cannot refresh a cloud folder content.**

Please click Advanced, then click "Clear All Cache Files" and then try to refresh the folder again.

### **(4) Upload / download very large files / folders**

DMT (or a mapped cloud drive) is not designed for uploading/downloading very large files. If you need to upload very large files/folders (over 250 MB), we recommend using DriveHQ FileManager or FTP.

When using a mapped drive, you use Windows File Explorer as the client software, which is not controlled by DriveHQ. Therefore, it is hard to make it extremely reliable or efficient. DriveHQ's cache server makes it far more reliable and efficient than other WebDAV drives. If you use DMT to upload/download large files, you can monitor the progress in the Transfer List. (but you cannot cancel a transfer task).

DriveHQ WebDAV Drive Mapping Tool 5.1.194					
CameraFTP.docx	(1.95 MB)		821 KB/s	2020/08/24 17:31:59	✓
Service Manual.pdf	(7.46 MB)		4.01 MB/s	2020/08/24 17:31:59	✓
WebDAV Guide.pdf	(25 MB)		7.86 MB/s	2020/08/24 17:32:02	✓

Max Items to display:    Don't show progress info again

DMT transfer list with progress info

#### (5) Trouble accessing certain files and folders

WebDAV uses URLs as file paths. Microsoft Windows limits max path length to 248 characters. For Microsoft Office files, the maximum path length is even shorter (around 210 characters, dependent on your Office version).

With WebDAV, a file/folder's path length can become significantly longer, esp. if the file/folder names include spaces or other special characters such as: %, &, #, etc. Each special character (and space) are encoded to 3 or 4 characters.

Please avoid long names, and special characters in file/folder names.

(6) If you can open and save a text file on the cloud drive (with Notepad), but not with an MS Office file (Word/Excel), or there are some other strange issues, you can try to change the drive type. In general, mapping as a "local" drive offers better compatibility; but you can try to re-map as a WebDAV drive.

## 8.3 Contact DriveHQ Customer Support

If you still cannot solve the problem, you can contact DriveHQ support. (If you are a sub-user of a group account, you can also contact your group administrator / IT department).

Email is the preferred support method. **Enterprise customers** can call/email DriveHQ support.

When emailing/calling, please tell us your username and the detailed steps to duplicate your problem. A screenshot(s) showing the detailed problem is very helpful. Please also send DMT's event log to support.