# **DriveHQ FTP/SFTP Hosting Service Manual**

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### Your complete FTP, FTPS and SFTP Solution

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www.DriveHQ.com

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# **1. About DriveHQ FTP/SFTP Server Hosting Service**

DriveHQ is a leading FTP/SFTP/FTPS Server Hosting service provider. DriveHQ's FTP Server supports all standard FTP/SFTP features (you can use any FTP client on any OS platform incl. Mac and Linux). Moreover, it is integrated with DriveHQ's very broad cloud IT service. It offers the following advanced features:

- Create/manage FTP accounts with a web browser or import from Active Directory domain.
- Access files with FTP, web browser, DriveHQ FileManager or WebDAV Drive Mapping.
- Share folders with other users and set granular access permissions.
- Folder synchronization between local and cloud folders; among multiple Users and PCs;
- Custom domain FTP server and custom website logo.

The FTP Server Hosting service is mainly designed for businesses. Personal (Paid) Members can use our FTP service, but it has restrictions and is not optimized for business purposes.

# 1.1 DriveHQ FTP Server Name, IP and Logon Info

DriveHQ's main FTP server (site) is: <u>ftp.drivehq.com</u>, the IP address is 66.220.9.50.

Paid members (incl. SFTP users) and use another FTP/SFTP server: **proFTP.drivehq.com**, the IP address is 66.220.9.51.

Proftp is reserved for paid users only. The regular ftp server can be used by all users.

DriveHQ FTP service is seamlessly integrated with DriveHQ's very broad cloud IT service. If you have a DriveHQ account, you can log on to DriveHQ FTP server with the same username / password. If not, you can sign up a new DriveHQ account on <u>www.DriveHQ.com</u> website.

You can create multiple FTP accounts using DriveHQ's group account feature. You can share folders to different users (or sub-users) with different permissions.

Some FTP client software may require you to specify an FTP directory. For individual users and group owners, usually you can leave it empty or enter the root folder path "/". For sub-users, you might need to specify a shared folder path, such as "/DriveHQShare/GROUP\_OWNER/SHARENAME".

# **1.2 FTP Service Restrictions**

It is forbidden using our service for:

- Transferring pirated, inappropriate or illegal contents.
- Using automatic devices / software that keep logging on DriveHQ FTP server. For example:
  - Using KeyLogger software is forbidden. If there is a legitimate reason to use KeyLogger, you must contact DriveHQ support for approval. We recommend <u>CameraFTP.com's screen</u> recording solution. It works much better than any keylogging software.
  - Using IP cameras, DVRs or similar software/devices that automatically upload photos / videos to our FTP server. You must use <u>CameraFTP Cloud Surveillance & Recording Service</u> instead.

• Free FTP service is limited with the following limitations:

- Small amount of storage space and monthly download bytes.
- Limited to 200MB max file size, 2 concurrent connections; throttled upload/download speed; limited max daily logon times.
- Designed for personal use and cannot be used for business use.

# 2. DriveHQ FTP/SFTP Service Features Summary

DriveHQ offers a complete FTP solution. Our cloud-based FTP server can replace your on-premise FTP/SFTP servers. It is extremely easy, reliable and secure. It has the following features:

#### • Supports FTP, FTPS, FTPES and SFTP

- It works with all popular FTP client software such as FileZilla, WsFTP, CuteFTP, WinSCP, Fetch, Transmit and command-line FTP clients.
- o It works with most software that supports FTP, such as DreamWeaver,
- Supports Active Mode FTP and Passive Mode FTP; supports anonymous FTP
  - Passive Mode FTP is recommended as Active Mode FTP is often blocked by network routers.
  - Anonymous FTP can be used for hosting files for public downloads.

#### Web-based Group Account Management

 Create and manage FTP sub-accounts for employees and external clients and set different user roles.

#### • Group File Sharing

- o Share folders to different users with different permissions.
- Set Group Default Folder and User Default Folders
  - Set the default FTP folder for the entire group or a specific sub-user.
- Supports secure SFTP and FTPS for EDI
  - Supports SFTP
- Powerful Command-line FTP Utility and FTP Scripting
  - DriveHQ offers Command FTP, a command-line FTP client that supports FTP scripting, and Passive Mode FTP, FTPS and SFTP.

# **3. Get Started with DriveHQ FTP Service**

If you don't have a DriveHQ account, you can sign up a free account on DriveHQ.com. DriveHQ offers 5GB of storage space for free. However, FTP is mainly a business feature. Our free/personal FTP service has some feature limitations that make it not suitable for business use. You can try the free service first before ordering a subscription.

If you already have a DriveHQ account, then you can start using our FTP service.

# **3.1 Configure FTP client software to connect to DriveHQ FTP server**

You can access your DriveHQ FTP storage with any popular FTP clients, including Smart FTP, CuteFTP, WsFTP, FileZilla, WinSCP, etc. To configure your FTP client, please use the following info as needed:

- FTP/SFTP server: ftp.drivehq.com or proFTP.drivehq.com (for paid users only)
- Port number: 21 (plain FTP, or FTP over TLS Explicit); 990 (FTP over TLS Implicit).
- 22 (SFTP only available on proFTP.drivehq.com for paid members)
- Username and password: your DriveHQ username and password.
- **Remote (FTP) directory (optional):** Leave it blank or enter "/" as the root folder. You can also create your own folder on DriveHQ.com and use that folder as the default remote directory.

(**Note:** Some other FTP services only offer a user directory, DriveHQ offers a virtual FTP server. You can access your root folder.)

When connecting to our FTP server behind a firewall/router, please set the FTP mode to PASSIVE (PASV). Microsoft's command-line FTP client does not support passive mode, please use other GUIbased FTP clients or DriveHQ's CommandFTP.

DriveHQ offers proFTP.drivehq.com site dedicated to paid members. If you have a paid account, you can use both ftp and proftp.drivehq.com sites.

If you need to use SFTP, then you must use proftp.drivehq.com. DriveHQ SFTP supports login with a key pair.

# **3.2 Configure FileZilla to Connect to DriveHQ FTP Server**

FileZilla is one of the most popular open source free FTP client programs. If you are familiar with FTP, configuring FileZilla is very easy. You have two ways to connect to DriveHQ FTP, one is Quickconnect and the other is Site Manager. **The latest and complete setup guide for FileZilla is available at:** 

https://www.drivehq.com/DriveHQ-KB/ftp/configure-FileZilla.aspx

Method 1: Launch FileZilla, just enter the FTP host name, username, password and remote directory, click Quickconnect. By default, FileZilla uses FTP over TLS/SSL Explicit, which is secure. If you need to use the plain FTP (insecure, not recommended), you must use the second method.

🔁 FileZilla	- 🗆 ×
<u>F</u> ile <u>E</u> dit <u>V</u> iew <u>T</u> ransfer <u>S</u> erver <u>B</u> ookmarks <u>H</u> elp	
₩ - <b>NTT</b> # 0 <b>N</b> 0 <b>1 1 </b>	Ab
Host: [ttp.drivehq.com] Username: dhqdemo Passwor	d: ••••••••••••••••••••••••••••••••••••
	^
	~
Local site: \	Remote site: 🗸 🗸
Desktop	
	1
This PC	
🛓 📇 C: (Local Disk)	
Filename Filesize Filetype Last modifie	Filename Filesize Filetype Last modifi
🖆 C: (Local Disk) File folder	
D: (New Volume) File folder	
File folder	Not connected to any server
< >	< > >
4 directories	Not connected.
Server/Local file Direction Remote file	Size Priority Status
Queued files Failed transfers Successful transfers	
	Queue: empty

After you click Quickconnect, FileZilla may display an SSL certificate dialog as shown below. The dialog title is "Unknown certificate". This is normal as explained at: <u>https://forum.filezilla-project.org/viewtopic.php?t=45670</u>

Basically, FileZilla doesn't use the OS's certificate store; instead, it follows the TOFU model (TOFU = Trust On First Use). So you will see the dialog at the first connection.

Unknown certificate X
The server's certificate is unknown. Please carefully examine the certificate to make sure the server can be trusted.
Compare the displayed fingerprint with the certificate fingerprint you have received from your server administrator or server hosting provider.
Certificate in chain: D (Server certificate)
Certificate
Overview
Fingerprint (SHA-256): cc:c2:66:75:c3:58:45:71:44:1f:41:57:53:a7:98:9e: 19:db:6c:1c:15:a2:49:b0:61:87:c0:b5:4d:96:8d:41
Fingerprint (SHA-1): 52:5c:94:aa:01:8a:a3:8c:77:76:3e:3d:fb:0b:18:90:e9:63:94:9d
Validity period: From 7/17/2019 12:12:01 AM to 9/12/2021 9:56:00 AM
Subject
Common name: *.drivehq.com
Unit: Domain Control Validated
Alternative names: *.drivehq.com drivehq.com
Issuer
Common name: AlphaSSL CA - SHA256 - G2
Organization: GlobalSign nv-sa
Country: BE
Details
Serial: 01:39:ab:7a:ca:2a:f8:b3:cd:65:17:ca
Public key algorithm: RSA with 2048 bits
Signature algorithm: RSA-SHA256
Session details
Host: ftp.drivehq.com:21
Protocol: TLS1.2 Cipher: AES-256-GCM
Key exchange: ECDHE-X25519-RSA-SHA256 Mac: AEAD
Trust the server certificate and carry on connecting?
Always trust this certificate in future sessions.
$\square$ Trust this certificate on the listed alternative hostnames.
OK Cancel

Click OK, FileZilla will connect to DriveHQ FTP server and display the root folder ("/") info as follows:

🛃 dhqdemo@ftp.drivehq.com - F	FileZilla					_		×
File Edit View Transfer Serve	er Bookmarks H	lelp						
	🎼 🛛 📜 🗄	/ I 🕮 🖉 🤞	*					
Host: ftp.drivehq.com Userna	ame: dhqdemo	Pass <u>w</u> ord:	•••••	Port:	Quick	connect 💌		
Status: Initializing TLS Status: Verifying certificate Status: TLS connection established. Status: Logged in Status: Retrieving directory listing		,						^
Status: Directory listing of "/" succe	essful							$\checkmark$
Local site: \		~ Re	emote site: /					~
Desktop		^		ata				^
in this PC		~	····· <mark>?</mark> drivehqsha ····· <b>?</b> DriveHQSy	are /nc				~
Filename File Fi	iletype Last m	nodified Fi	ilename ^	Filesize	Filetype	Last modified	Permi	issic ^
🏪 C: (Local Disk) Fi	ile folder	· · · · · · · · · · · · · · · · · · ·	dhqdemo		File folder	10/26/2019 12:10:50	el	
🚔 D: (New Volume) Fi	ile folder		DriveHQData		File folder	9/17/2020 5:02:52 PM	el	
🚔 Y: Fi	ile folder		drivehqshare		File folder	9/18/2020 2:06:27 PM	el	
🚔 Z: Fi	ile folder		DriveHQSync		File folder	8/6/2020 11:07:06 PM	el	~
		<						>
4 directories		16	files and 23 director	ries. Total size	53,805,852 byt	es		
Server/Local file E	Direction Remote	file	Size	Priority S	tatus			
Queued files Failed transfers	Successful transfe	ers						
					<u> (</u>	Queue: empty	9	•

Method 2: Launch FileZilla, click the File menu, then select Site Manager. It will open Site Manager window.

Site Manager		×
Select Entry:	General Adv	vanced Transfer Settings Charset
My Sites	<u>H</u> ost:	<u>P</u> ort:
drivehq DriveHQPlain	Pro <u>t</u> ocol:	FTP - File Transfer Protocol V
ProftpPlain	Encryption:	Use explicit FTP over TLS if available $\qquad \lor$
ProFTPSSL name is not used by the FTP connection. It is only used for	<u>L</u> ogon Type:	Anonymous ~
your own references. You can	<u>U</u> ser:	anonymous
other name.	Pass <u>w</u> ord:	•••••
	Background Co <u>m</u> ments:	color: None V
New <u>F</u> older		
New Book <u>m</u> ark <u>R</u> ename		
Delete Dupl <u>i</u> cate		
		Connect OK Cancel

Click New to create a New Site. The Site Name is only used for your own references. You can use any name, e.g. DriveHQ.

Site Manager	×
Select Entry:	General     Advanced     Transfer Settings     Charset       Host:     ftp.drivehq.com     Port:       Protocol:     FTP - File Transfer Protocol     V
ProftpPlain     ProftpPlain     ProfTPSSL     vosibiz  Please select "FTP - File Transfer Protocol" as the Protocol.	Encryption: Require implicit FTP over TLS Use explicit FTP over TLS if available Require explicit FTP over TLS Require implicit FTP over TLS Only use plain FTP (insecure)
To use FTP over SSL secure connection, please select either "Require explicit FTP over TLS" or "Require implicit FTP over TLS". To use plain FTP, please select "Only use plain FTP (insecure)"; Enter your DriveHQ username and password, and	User: yourcompanyname Password: Background color: None
then click Ok to save the FTP Site info so that you can re-use it later. Click Connect to save the site info and connect to the FTP server.         New Site       New Folder         New Bookmark       Rename         Delete       Duplicate	Comments:
	Connect OK Cancel

You will then need to enter the connection info. Please see the screenshot below.

You need to enter the FTP host name, and select a Protocol.

For FTP and FTP over TLS (FTPS/FTPES), the protocol should be "FTP - File Transfer Protocol"

For SFTP, please select "SFTP – SSH File Transfer Protocol". Many people assume that SFTP means secure FTP, in fact, SFTP means SSH FTP, a different file transfer protocol. If you use SFTP, the FTP server name must be proftp.drivehq.com, and you must be a paid member.

Both SFTP and FTPS use data encryption and are secure.

For FTPS/FTPES, you need to select an Encryption method. There are two slightly different versions:

- FTPES: FTP over SSL Explicit. It uses the default FTP port of 21, and uses the "StartTLS" command to start TLS/SSL communication.
- FTPS: FTP over SSL Implicit. It uses the default port of 990, which uses SSL/TLS for communication by default.

DriveHQ's FTP server supports both FTPES and FTPS. There is little difference between them. (FTPES is more popular.)

Lastly, click Ok to save the FTP site info; or click Connect to save the site info and connect to the FTP server.

Usually that's all you need. FileZilla has a few more advanced settings, such as:

- Set a default folder
- Set Active or Passive FTP
- SFTP login with a "key file". (You can generate a key pair on DriveHQ.com website; or use your own key pair and upload your public key to DriveHQ.)

You can explore these options by clicking the Advanced tab and Transfer Settings tab.

# **3.3 Access DriveHQ FTP Server with Windows Explorer**

You can use any FTP client programs to connect to DriveHQ's FTP server. Windows Explorer can be used as a simple FTP Client. It supports Passive Mode FTP, but it does not support encryption. In general, we recommend using a real FTP client.

If you need to use FTP heavily, please install a real FTP client, or DriveHQ FileManager.

To connect to DriveHQ FTP server using Windows Explorer, just launch Windows Explorer (or My Computer), enter the following FTP URL:

(1) Enter an FTP URL that includes username and password, e.g.

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

Note: with this URL format, the password cannot contain any special characters such as "/", "&", ":", etc.

It will display the following FTP folder:

Image: Image	roftp.drivehq.com/ are View	- □ X	?
$\leftarrow \rightarrow \cdot \wedge \mathbf{P}$	The Internet > proftp.drivehq.com	✓ O Search proftp.drivehq.com	
📌 Quick access	GroupWrite	My Documents	^
OneDrive This PC	My Mobile Devices	My Pictures	
💣 Network	Recycle Bin	SharedFullAccess	
	SharedReadOnly	test	
	Attachment.docx	Attact.docx	
	CameraFTP.docx	MeetingNotes.docx	
	Service Manual.pdf	SoftwareCertification.pdf	
25 items	Test.pdf	test.bxt	>

DriveHQ FTP Folder

(2) Enter an FTP URL that includes the username:

ftp://USERNAME@ftp.drivehq.com

Since you have only provided the username, it will display the following login dialog:

Log On	As		×
?	Could not login	to the FTP server with the user name and password specified.	
	FTP server:	ftp.drivehq.com	
	User name:	dhqdemo 🗸	
	Password:	•••••	
	After you log or	n, you can add this server to your Favorites and return to it easily.	
	FTP does not er server. To prot	ncrypt or encode passwords or data before sending them to the ect the security of your passwords and data, use WebDAV instead	i.
	Log on anon	ymously Save password	
		Log On Cancel	

Enter your DriveHQ username and password to log on, it will display the same FTP folder as above.

In this case, the password can contain some special characters.

(3) Enter an FTP URL without username and password:

ftp://ftp.drivehq.com/

It will display an ftp\_help.htm, as shown below. The ftp\_help.htm contains some help info about DriveHQ's FTP service.

👰   🔄 📃 🖛   ftp://ftp.drive	hq.com/			_	
File Home Share	View				~ <b>?</b>
Pin to Quick Copy Paste	Move to - X Delete -	New folder	Properties	Select all Select none	
Clipboard	Organize	New	Open	Select	
← → × ↑ 🎐 > The Int	ernet > ftp.drivehq.com		~	ට 🔎 Search	h ftp.drivehq
💻 This PC	^	ftp help.htm			
🧊 3D Objects					
E Desktop					
Documents	View	>			
🖶 Downloads	Sort by	>			
b Music	Group by	>			
Pictures	Refresh				
📑 Videos	Paste				
🏭 Local Disk (C:)	Paste shortcut				
🚔 New Volume (D:)	Undo Rename (	Ctrl+Z			
1 item	Login As				
	New	>			
	Properties				

At this time, you have not logged on, but you can download or view the Help file. To log in, please right click on a blank area and select Login As. It will display the login dialog. You can then enter your DriveHQ username and password to log on.

After you log on, it will display the same DriveHQ FTP Folder.

You can drag and drop files between the FTP folder and any other local folders. You can create a subfolder in the FTP folder; you can also double click on a file in the FTP folder and open the remote file.

For Mac users, please download a free FTP client program (e.g. FileZilla). Mac Finder also supports FTP.

# **3.4 Access DriveHQ FTP Server with Command-line FTP** Client / FTP Scripting

Windows, Linux, Unix and Mac all include a built-in command-line FTP client. The command-line FTP client is not user-friendly, but it is very useful to IT staff, esp. for automated data transfers such as EDI.

Unix-based command-line FTP client is more powerful than the default Windows-based commandline FTP client. If you use the default command-line FTP client on Windows, please note it does not support FTPS/SFTP (i.e. no data encryption, so it is not secure!), and it only supports Active Mode FTP (which is often blocked by your router/firewall/security software).

To connect via the command line, you will need to open a command (console) window, then type in the FTP commands. You will need to type in:

"ftp <u>ftp.drivehq.com</u>" to connect to the FTP server (or "ftp proftp.drivehq.com" if you have a paid account). Then you need to type in your username and password to log in to the FTP server. This step usually always works fine.

After you log in to the FTP server, you will type in other FTP commands to accomplish your task. In the screenshot below, you type in "pwd" to find the current (default) remote FTP server directory path; then change the current FTP directory to "/test". Type "dir" command to list the directory content of the current directory. Please note the "dir" command requires a Data Connection. Since the Windows command-line client only supports active-mode FTP, it means the FTP server will connect to the FTP client for Data Connection. If your router / firewall / security software blocks active FTP, then you will receive the following message:

200 Port command successful.

421 Failed to create ActiveFTP Data Connection. If you use Windows command-line FTP, please visit: www.DriveHQ.com/ftp/DownloadCMDftp/

Dependent on your network structure, you may or may not be able to make it work.

If your network supports Active FTP, then it will display the directory content as shown in the screenshot below. In the example below, you can use the "put" command to upload a file to the FTP server.

🚓 Administrator: Command Prompt - ftp_ftp.drivehq.com	
C:>>ftp_ftp.drivehg.com	<b>_</b>
Connected to ftp.drivehg.com.	
220 Welcome to the most popular FTP hosting service! Save on hardware, software, 1	nosting
with read-write permission. Visit http://www.drivehg.com/ftp/;	
User (ftp.drivehg.com:(none)): dhqdemo	
331 User name ok, need password.	
Password:	
230 User dhqdemo logged on.	
ttp> pwd	
257 Y is current directory.	
rtp/ ca test 950 (UD semeral sussessful, "//test" is support directory	
250 GWD command successful. "Ytest" is current directory. Iftal Aim	
167 uir 200 Post command successful	
150 Ovening ASCII mode data connection for directory list.	
rwx 1 user group 422445413 Jul 12 2019 CameraFIPUSS-new.DMP	
-rwx 1 user group 99 May 29 2019 ftpscript.txt	
-rwx 1 user group 537611252 Sep 25 03:48 large.zip	
-rwx 1 user group 121 Jun 10 2019 orders.xml.bak	
-rwx 1 user_group 41 Jun 08 2019 orders.xm1.bak3	
226 Transfer complete	
ftp: 337 bytes received in 0.00Seconds 337000.00Kbytes/sec.	
ftp> put c:\test\cameraftp.docx	
200 Port command successful.	
150 Opening BINNAY Mode data connection for file transfer.	
1220 Iransier complete Itas 756016 butes sent in 1 17Seconds 646 17Kbutes/sec	
ftp: (JODIO Dytes sent in 1.1/seconds 040.1/Adytes/set.	
200 Povt command successful.	
150 Opening ASCII mode data connection for directory list.	
rwx 1 user group 756016 Oct 04 08:42 CameraFIP.docx	
-rwx 1 user group 422445413 Jul 12 2019 CameraFTPUSS-new.DMP	
-rwx 1 user group 99 May 29 2019 ftpscript.txt	
-rwx 1 user group 537611252 Sep 25 03:48 large.zip	
-rwx 1 user group 121 Jun 10 2019 orders.xml.bak_	
rwx 1 user group 41 Jun 08 2019 orders.xml.bak3	
226 Iransfer complete	
ftp: 405 bytes received in 0.005econds 405000.00Kbytes/sec.	
	<b>_</b>

DriveHQ has a much better command-line FTP client: DriveHQ CommandFTP. It is like the default FTP client, but it also supports:

- Passive Mode FTP
- SFTP and FTPS (FTP over SSL/TLS both implicit and explicit)
- FTP scripting

You can download DriveHQ CommandFTP on DriveHQ.com website (click the Software tab):

https://www.drivehq.com/DriveHQ-KB/ftp/Command-line FTP Scripting.aspx

For more info about the command-line FTP and FTP Scripting, please read the DriveHQ CommandFTP documentation.

# 4. Use DriveHQ As Cloud FTP Server

DriveHQ offers a complete FTP solution. Many companies use DriveHQ as a cloud FTP server, replacing on-premise FTP server. There are a few advantages:

- It is cloud-based virtual FTP server; you don't need to manage the FTP server hardware, software or operating system.
- Replace multiple FTP servers in different locations with one "cloud FTP server"; save cost on both hardware and maintenance.
- Users don't need training as it is the same FTP/FTPS/SFTP solution.
- More secure, more reliable and faster.
- Web-based account management and folder access control system, easier than managing a regular FTP server.
- Active Directory Integration and SSO. Employees can log on with their Active Directory email addresses and passwords.
- Set default FTP directory for the group and/or for individual sub-users.
- Command-line FTP client that is far more powerful than the default Windows FTP client.

## 4.1 "My Storage", "DriveHQShare" and Sample Folders/Files/Shares (Such as GroupWrite)

When you log on to <u>www.DriveHQ.com</u>, there are two root folders: "My Storage" (or "\") and "DriveHQShare" (or "\"). If you log on to DriveHQ FTP, there is only one root folder "\" (or "/"). "DriveHQShare" is placed in the root folder as a special virtual folder "/DriveHQShare".

• My Storage ("/"): It is the root folder that contains all folders and files in this account.

Folders / files inside of "/" 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 public 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 ( "/DriveHQShare"):** It is a special virtual folder that contains all folders / files shared to this account by other DriveHQ members. Please see the folder structure in FileZilla:

DriveHQdemo - ftpes://dhqder	no@ftp.drivehq.com	ı - FileZilla				_		×
<u>File Edit View Transfer Serve</u>	r <u>B</u> ookmarks <u>H</u> e	lp						
	🏙 🐺 🏋 표	T 🔍 🧧	<u>#</u>					
Host: Userna	me:	Pass <u>w</u> or	d:	Port	:	Quickconn	ect 💌	
Status: TLS connection established. Status: Logged in								^
Status: Retrieving directory listing o	f "/drivehqshare"							
Status: Directory listing of "/driveho	share" successful							$\sim$
Local site: \		~	Remote site:	/drivehqshare	!			~
								~
🔮 Documents			? De	moGuest1				
🛓 💻 This PC			? De	moSubuser1				
🖶 🏥 C: (Local Disk)			<mark>?</mark> De	moSubuser2				
🕀 🚔 D: (New Volume)			<mark>?</mark> dh	qdemo				
⊕ 🤮 Y:				iveHQData				
			📄 🕂 📑 🖬 dri	ivehqshare				
			<b>?</b> Dri	iveHQSync				
			- ? Dr	opboxFolder				~
Filename Filesize	Filetype	Last modified	Filename	^	Filesize	Filetype	La	st modif
🎬 C: (Local Disk)	Local Disk							
🚔 D: (New Volume)	Local Disk		dhqdemo			File folde	er 5/	14/2013
📇 Y:	Local Disk		webmaste	r		File folde	er 3/	10/2003
📇 Z:	Local Disk		YourCom	panyName		File folde	er 6/.	26/2008
<		>	<					>

In the above screenshot, you can see 3 subfolders in "/DriveHQShare": dhqdemo, webmaster, YourCompanyName. They are not real folders. They are the usernames who shared folders with this user.

As you expand folders in "/DriveHQShare", you can see the following folder paths:

/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 "/" and shared folders like <u>/DriveHQShare/USER NAME/SHARE NAME</u>. You can upload files to a real folder (if you have the access right).

Subfolders inside of a virtual folder like <u>/DriveHQShare/USER NAME/SHARE NAME</u> are real folders. They are accessible at: <u>/DriveHQShare/USER NAME/SHARE NAME/FOLDER NAME</u>. 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:

/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 really like 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 log on to DriveHQ.com website, go to Account Details page, click Account Options -> Folder Options. Then uncheck "Display webmaster's share in folder tree" and click "Update".

= DriveHQ First Cloud IT Service Provider	FEATURES PRICING SOFTWARE
<ul> <li>Account Details</li> <li>Account Balance</li> <li>Security</li> </ul>	Account & Folder Options
<ul> <li>Account Options</li> </ul>	Folder Tree & Layout
<ul> <li>Customization</li> </ul>	Folder Tree
<ul> <li>Group Account</li> </ul>	© Yes ○ No
<ul> <li>Coupons</li> </ul>	Display webmaster's share in folder tree
Subscribe	Thumbnail View & Detail View
<ul> <li>Manage Subscriptions -</li> </ul>	O Thumbnail View
<ul> <li>Deposit / Pay</li> </ul>	Detail View
Transaction History	Recycle Bin & History
	□ Show hidden folders and old version folders
<ul> <li>Event Log History</li> </ul>	Enable the "Recycle Bin" folder; files in it are automatically purged in 2 weeks.
Your account tuno is:	Enable file versioning. Max file versions to keep 10 (1-100)

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

Like a local FTP server with multiple user accounts, you can use DriveHQ's group account feature to create multiple sub-users and subgroups. The free service only offers 1 free sub-user license. If you need more than 1 sub-user, you can order an enterprise subscription.

To create sub-accounts, there are two options:

**Option 1: Use the Group Admin feature.** Log on to DriveHQ.com website, then click the Group Admin link. Please see the screenshot below.

DriveHQ Start Menu My Sto	orage Group Admin Ma	anage Shares Drive Mappi	ng, Backup & Sync Tools Manage I	Drop Boxes FTP/SF1	'P Hosting	f in ¥ 8⁺
= DriveHC	<b>)</b> er	FEATURES PF	RICING SOFTWARE			dhqdemo +
🖛 Back 👤 Create 上 A	Add 🖈 Import 🗹	i Edit 🔛 Save 🗂	ī Delete C Refresh A	Action 🔻		
よ User Management	Group Admin [Max	# of subusers: 21] O	rder More Licenses Export	t User List		
Group Members (8/21)	Username	Used Space/Max Space	Used/Max Download Bytes	User Type	Status Crea	ate Time 👻 Last Logon Time
SalesSubgroupDemo (2)	SalesSubuser2Demo	2 KB / 0 B	0 B / 200 MB	Regular Member	Enabled 5/2/2	2018 5/2/2018
FinanceSubgroupDemo (0)	SalesSubuser1Demo	2 KB / 0 B	0 B / 200 MB	Regular Member	Enabled 5/2/2	2018 5/2/2018
	LegalSubgroupDemo	2 KB / 0 B	0 B / 200 MB	Subgroup Admin	Enabled 5/2/2	2018 5/2/2018
	FinanceSubgroupD	2 KB / 0 B	0 B / 200 MB	Subgroup Admin	Enabled 5/2/2	2018 5/2/2018
Sroup Settings	SalesSubgroupDemo	2 KB / 0 B	0 B / 200 MB	Subgroup Admin	Enabled 5/2/2	2018 5/2/2018
Group Account Balance     Group Acc	DemoGuest1	9 B / 1000 MB	0 B / 1000 MB	Guest User	Enabled 5/2/2	2018 11/1/2019
Broup Backup List	DemoSubuser2	2 KB / 0 B	0 B / 200 MB	Regular Member	Enabled 5/2/2	2018 5/2/2018
	DemoSubuser1	2 KB / 0 B	0 B / 200 MB	Regular Member	Enabled 5/2/2	2018 5/2/2018
Group Options						
Default Security Policy						
Group Event Log						
Sub-user Folder Access List						
	Reset Password	Allocate Space	Disable View Account	Backups	Logon As	

The Group Admin feature

Click "Create" as shown above, it will display the following screen:

buser Basic Information			
Username:			
Password:			
Confirm Password:			
Email:		□or Use DriveHQ er	nail address
Jser Type:	Regular Member	~	
ssign to Subgroup:	Select Subgroup	~	
lax Storage Space:	0	MB Enter 0 to force sub-user to only use s	hared folders)
/lax Download Bytes;	Allocate up to 1047096 MB. (Note if O Allocate up to 1536842 MB (Note it	MII reduce your own account's max storage space) ME (Enter 0 to force sub-user to only use s will reduce your own account's max downloads)	hared folders)
tional Information			
rst Name:		Last Name:	
ompany Name:		Business Phone:	
Ideas Line du			

You will need to enter the sub-username, password, confirm password; you don't have to enter an email address, just check the "Use DriveHQ email" checkbox.

For the User Type dropdown box, you can select:

#### • Regular Member

It is designed for regular employees.

#### o Guest User

It is usually for external clients. Guest users cannot access folders shared with the entire group, incl. the default GroupRead and GroupWrite folders. They can access folders shared with them directly.

#### • Subgroup Administrator

It is designed for department managers or branch office managers. When you create a subgroup administrator, it implicitly creates a subgroup with the same subgroup name being the subgroup administrator's username. A subgroup administrator can manage a subset of the group members. If you have a lot of sub-users, you can create nested subgroup administrators.

#### • Group Administrator

Designed for the IT Manager(s). A group administrator can create, manage and log on as other group members, except the Group Owner.

**Assign to Subgroup**: if you have already created a subgroup administrator(s), you can assign a new sub-user to a subgroup (A subgroup administrator implicitly represents a subgroup). You don't have to select a subgroup.

**Max Storage Space:** The default value is 0 MB. It means the sub-account does not have any storage space. The sub-user cannot upload any files into his own "My Storage". He cannot create a new file/folder in his "My Storage". This forces the sub-user to only use a shared folder(s). The group owner can share a folder with the sub-user and set a specific access permission.

If you set the value to a positive number, then the sub-user will be able to store files/folders in his own My Storage. Please note each user has his own "My Storage". The group owner cannot directly see files/folders in a sub-user's My Storage. However, the Group Owner can log on as a sub-user and see the files/folders. Allocating storage space to a sub-user(s) will reduce the Max Storage Space allocated to the Group Owner.

**Max Monthly Download Bytes:** The default value is 0 MB. It means the sub-account does not have any download bytes. The sub-user cannot download any files from his own "My Storage", but the sub-user can download files from a folder shared with him. In this case, he uses the file owner's download bytes.

If you set the value to a positive number, then the sub-user will be able to download files/folders from his own My Storage. It will also reduce the Max Monthly Download Bytes allocated to the Group Owner.

#### **Option 2: Use Active Directory Integration and SSO service.**

For large enterprises with many users, DriveHQ offers an add-on service: Active Directory Integration and SSO service. You can use our Active Directory Integration Agent software to batch import accounts from your Active Directory domain to your DriveHQ Group Account. You can enable/disable SSO for individual users. With SSO, your users can log on to DriveHQ account with their Active Directory domain email addresses and passwords.

After sub-accounts are created, the group admin can make changes to sub-accounts, incl. change username/password, disable/enable/delete an account, re-allocate storage space and monthly download bytes, etc.

### 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-usernames in the Share-to field. It is more efficient and more manageable: 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 The "Recycle Bin" Folder and Restore a Deleted File

If you delete a file/folder with FTP, 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 "/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. Please see the screenshot below:

🛃 DriveHQdemo - fi	tpes://dhqdem	o@ftp.drive	hq.com - File	Zilla		—	×
<u>F</u> ile <u>E</u> dit <u>V</u> iew <u>T</u> r	ansfer <u>S</u> erver	<u>B</u> ookmar	ks <u>H</u> elp				
出 - 1 1 1	C # 1	8 🛛 🗄	x 🎝 🗐	<u>a</u> 🕫	8		
Host:	<u>U</u> sernar	ne:		Pass <u>w</u> ord	l:	Port: Quickconnect 💌	
Status: Retrieving dire	ctory listing of	"/Recycle B	n/2020-10-0	4/test"			^
Status: Directory listin Status: Retrieving dire	g of "/Recycle ctory listing of	Bin/2020-10 "/Recycle B	-04/test" suc in/2020-10-0	cessful 4''			
Status: Directory listin	g of "/Recycle	Bin/2020-10	-04" success	ful			¥
Local site: \					~	Remote site: /Recycle Bin/2020-10-04/test	~
⊡						My Pictures	~
🔮 Document	5					Recycle Bin	
🗄 🖳 This PC						? 2020-09-24	
						2020-09-25	
						SalesSubgroupDemo	U
							*
Filename	Filesize	Filetype	Last	modified	<u></u>	Filename Filesize Filetype	Las
C: (Local Disk)		Local Disk					
D: (New Volume)		Local Disk			~	orders.xml_020518_DeletedItem.bak3 41 BAK3 File	6/8
<		Local Lisk			>	<	>
4 directories						1 file. Total size: 41 bytes	
Server/Local file	Di	rection Re	mote file			Size Priority Status	
Queued files Faile	d transfers	Successful t	ransfers				
						🔒 🐼 🕐 Queue: empty 🛛 🔍	

As you can see, the deleted files/folders are organized by the deleting date. A deleted file/folder is renamed to make sure the name is unique in the folder.

**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.

📬 File Edit View Tools	Help	DriveHQ FileManager		- = ×
Z C C C C C C C C C C C C C C C C C C C	nd Share Publish	Synchronize Options	P Help Display	
\Recycle Bin\2020-07-28\t      \Recycle Bin\2020-07-28\t	est C Q H ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~	Date Mod	GO ↓ ⊕ C:\ ← → ☑ ≌ × ified Name ▼	
Test_105144_Deleteditembt	Open With Cut Copy	2019-11-2	21 21:4: Swapilicays 21 21:4: Pagefile.sys hiberfil.sys DumpStack.log.tmp	6,291,45 6,678,75 8 KB
Type: Text Document, Size: "	Rename Delete	•	1	
Progress	Download New Synchronization Share it with Others Publish it and Create a Link	Size	Time Left	Speed
C Resume Stop	Lock Copy Publish URL Show Publish URL	sec		0 4 0
	Restore			

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.

# 4.5 File History and Versioning

After you edit a cloud file and save it, or if you overwrite a cloud file via FTP, 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 overwrote / 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:

DriveH	Q FileManager - Fi	le Version History		>
The file h	istory feature is en	abled. To disable the feat	ure, please click "Setti	ngs"
Version 4	Modify User	Create Time	Modify Time	Fi
3	dhademo	2020-08-11 17:19:07	2020-08-11 17:19:04	1
2	dhqdemo	2020-08-11 17:18:53	2020-08-11 17:18:51	
1	dhqdemo	2016-11-18 01:42:54	2016-07-20 17:51:23	1
<				>

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

# 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

To share a cloud folder, you can:

- Select it 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

Please see the screenshot below:

= Driv	ervice Provider	FE	EATURES F	PRICING SOFT	WARE
🕈 Up 🕹 Upload 🕹 🛙	Download	< Share	🕞 Publish	🖿 New Folder	🖹 New File
DriveHQ Root	● Folder Path: \				
My Storage     DemoGuest1	Select 🔍 Search 📩	Download All	View J <sup>A</sup> ZS	orting 🔅 Options	Slide 🕨
DemoSubuser1	Name	Action	Create T	ime 19 12.10.30 FIM	Modify Time
	🗌 🛃 FinanceSubgroupDemo		10/26/20	19 12:10:50 PM	10/26/2019 1
DriveHQData	🗌 🛃 SalesSubgroupDemo		10/26/20	19 12:10:50 PM	10/26/2019 1
	🗌 🛃 DemoSubuser2		Edit	) 12:10:50 PM	10/26/2019 1
FileServer	🗆 🔄 DemoSubuser1	/ 🕹	Upload	) 12:10:50 PM	10/26/2019 1
FinanceSubgroupDem	🗌 🛃 dhqdemo	<u>_</u>	Restore	) 12:10:50 PM	10/26/2019 1
GroupRead	🗌 🛃 My Pictures		Share Cot Publich	11-10-16 DM	12/6/2018 4:4
LegalSubgroupDemo	🗌 🛃 GroupRead	/ m	Delete		5/2/2018 12:1
My Documents	🗌 🛃 SharedReadOnly	× 😐	Properties	3 10:27:55 AM	7/6/2017 10:4
My Pictures	🗌 🛃 SharedFullAccess		10/19/20	16 10:27:32 AM	10/19/2016 1
B m Recycle Bin 	Folder Size: 1.47 GB Fold	ler(s) / File(s):	38 Free Spa	ce: 1022.55 GB	

Share a folder on DriveHQ.com

It will pop up a new dialog:

#### Path: \DemoSubuser2

NO	Share Name	Create Time	Permission Level
1	DemoSubuser2	10/26/2019 12:1	0:50 Full access
you wa	ant to create a new sha	re, please click <u>new share</u> . Yo	ou can edit the share or create a <b>new share</b>
Shai Emails userna	re to: s or DriveHQ ames, separated by ","	□ Share to Your Group	* Enter DriveHQ usernames or email addresses, or » Select from Your Group » Select from Your Contact » Manage Your Contacts
_		Max 2000 characters. You can ent	ter up to 2000 characters
Exc	lude		
Fold	lers/Files:	Enter folders and files in share roo	ot folder, separated by ' '.
Sha	re Name:	DemoSubuser2	
		must be unique; use only alphabet	t, '-', '_' and space
Des	cription:	Share to DemoSubuser2	
Peri	mission Level:	Download & comment	~
Exp	iration Date:	Never expires Send share change notif Disable Commont	fication Save access log

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 <u>use a different share name</u> 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)

? X

- 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 <u>except guest users</u>. You can also:

- Click the "Select from your group" link to add group members into the Share-to list. You can also share a folder with a subgroup(s). All sub-users in the subgroup are automatically shared with. If a sub-user is removed from the subgroup, then he/she will not be able to access the shared folder again.
- Click "Select from your contacts" link to select users from your contact lists. You can create contact groups on DriveHQ's Webmail. A contact group is like an address book. It contains a list of contacts. For folder sharing, we only use the email address field of contacts. When a folder is shared with a contact, it means the folder is shared with the email address of the contact. If you share a folder with a contact group, then all email addresses in the contract group are shared with.

If you need to share a folder with 100s of users, you must use the group sharing feature.

The "Send share change notification" checkbox is available to paid users. If it is checked, and if anybody uploads a file into the shared folder later, the software will (request the user to) send a "Share change notification" email.

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 <u>www.drivehq.com</u> (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:

Drive HQ
Hi,
I have shared some files with you on <u>www.DriveHQ.com</u> .
Below is the share info:
Share Name: My Documents Share Description: My Documents
There are three ways to access these files:
<ol> <li>If you are a DriveHQ member, please login to your account and access these files in the DriveHQShare folder.</li> <li>If you are not a DriveHQ member yet, we recommend you sign up now using this e-mail address; files will automatically appear in your "DriveHQ Share" Folder.</li> <li>You can also access these files through the following link with read-only access. https://www.drivehq.com/sharing/ShareLogon.aspx?password=14973950/2bczb8mckqbb</li> </ol>
Please install DriveHQ FileManager to download all files at once. You can download FileManager at: https://www.drivehq.com/downloads/downloads.aspx
Regards,
dhqdemo
DriveHQ - Leading Enterprise Cloud IT Service Since 2003
CameraFTP.com, the revolutionary Security & Monitoring Service

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.

# 5.2 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:

EDUCIDED       FEATURES       PRCING       SOFTWARE       df         • Manage Shares       Share My Folder        My Shared Folders           • Visit Shares       Share Help       Share Name/Share to:       Search       View Received O         • Manage Publishes       Share Name       Share Key       Times Visited       Create Date       Hit         • DemoGuest1       14598967/86827924       8       10/26/2019 12:10:50       Hit         • DemoSubuser1       14598953/86827924       0       10/26/2019 12:10:50       Hit         • DemoSubuser1       14598963/86827924       0       10/26/2019 12:10:50       Hit         • DemoSubuser1       14598963/86827924       0       10/26/2019 12:10:50       Hit         • DemoSubuser2       14598963/86827924       0       10/26/2019 12:10:50       Hit         • DemoSubuser2       14598960/86827924       0       10/26/2019 12:10:50       Hit         • DemoSubuser2       14598960/86827924       0       10/26/2019 12:10:50       Hit         • DemoSubuser2       14598960/86827924       0       10/26/2019 12:10:50       Hit         • Description:       Share Link: https://www.drivehg.com/sharing/ShareLogon.aspx?key=14598960/86827924       •       • </th <th>in 🎔 8+</th> <th>f</th> <th>J</th> <th>FTP/SFTP Hosting</th> <th>Manage Drop Boxes</th> <th>Mapping, Backup &amp; Sync Tools</th> <th>Manage Shares D</th> <th>Group Admin</th> <th>My Storage</th> <th>DriveHQ Start Menu</th>	in 🎔 8+	f	J	FTP/SFTP Hosting	Manage Drop Boxes	Mapping, Backup & Sync Tools	Manage Shares D	Group Admin	My Storage	DriveHQ Start Menu
<ul> <li>Manage Shares</li> <li>Share My Folder</li> <li>Visit Shares</li> <li>Share Help</li> <li>Manage Publishes</li> <li>Share Name Ciscing Share to: Search</li> <li>Manage Publishes</li> <li>Share Name Share to: Search</li> <li>Share Name Share Key Times Visited Create Date Hill</li> <li>DemoGuest1</li> <li>14598967/86827924</li> <li>10/26/2019 12:10:50</li> <li>Bare Link: https://www.drivehq.com/sharing/ShareLogon.aspx?key=14598967/86827924</li> <li>DemoSubuser1</li> <li>DemoSubuser1</li> <li>Description:</li> <li>Share Link: https://www.drivehq.com/sharing/ShareLogon.aspx?key=14598963/86827924</li> <li>DemoSubuser2</li> <li>DemoSubuser2</li> <li>My Pistures</li> <li>13884365/80/wmf581v8r</li> <li>0003/14/2018 08:58455</li> <li>My Pictures</li> </ul>	lhqdemo 🔸				RE	PRICING SOFTWA	FEATURE		H Q e Provider	= Drive
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Share         Link:         https://www.drivehq.com/sharing/ShareLogon.aspx?key=14598953/86827924         Image: Comparison of the comparison							escription:	De		
DemoSubuser2         14598960/86827924         0         10/26/2019 12:10:50         Hi           Description:         Share Link:         https://www.drivehq.com/sharing/ShareLogon.aspx?key=14598960/86827924         @           Mv Pictures         13884365/80/lvmf581v8r         0         03/14/2018 08:58:45         Hi			24 👜	4598953/86827924	Logon.aspx?key=1	.drivehq.com/sharing/Share	nare Link: https://w	Sh		
Share         Link:         https://www.drivehq.com/sharing/ShareLogon.aspx?key=14598960/86827924           W         Pictures         13884365/801vmf581v8r         0         03/14/2018 08:58:45         Hit	ide Link	H	/26/2019 12:10:50	0 10/26	327924	14598960/86	emoSubuser2	De De		
Share Link:         https://www.drivehq.com/sharing/ShareLogon.aspx?key=14598960/86827924           Mv Pictures         13884365/80/vmf581v8r         0         03/14/2018 08:58:45         Hit							escription:	De		
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	ide Link	H	/14/2018 08:58:45	0 03/14	ymf581v8r	13884365/80	Pictures	□ My		
Description:My Pictures							escription:My Picture	De		
Share Link: https://www.drivehq.com/sharing/ShareLogon.aspx?key=13884365/80lymf581v8r @			81v8r 📵	3884365/80lymf581	Logon.aspx?key=1	.drivehq.com/sharing/Share	nare Link: https://w	Sh		

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.

### **5.3 Access Shared Folders with FTP**

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, you just need to log in to the FTP server, 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.

# 6 Set the Default (Initial) FTP Folder

### 6.1 Set the default folder for group members

By default, when a USER logs on to DriveHQ FTP server, the initial FTP folder path is the user's root folder (i.e. My Storage, or "/"). It works fine for individual users or group owners. For sub-users, it is inconvenient since sub-users usually don't have their own storage space. They need to navigate to the "/DriveHQShare/GroupOwnerUsername/ShareName" to access a shared folder.

You can change the default folder to:

- /DriveHQShare
   The virtual folder that contains usernames who shared folders with the USER.
- /DriveHQShare/GroupOwnerName/GroupWrite A sample folder shared with all group members (except guest users) by the group owner with full-access right.
- /DriveHQShare/GroupOwnerName/SubuserName
   A folder shared with the USER with full-access permission by the group owner.

The above 3 options are Group Options and can be set in Group Admin tool. You can do so from DriveHQ.com website, log on to your Group Owner account, then go to the Group Admin page, click Group Options, you will see the screenshot as follows:



#### Note:

If you select "Subuser folder in DriveHQShare", the system will create a subuser folder for each subuser in your group owner's root folder (My Storage). The subuser folder's name is the subuser's username. The folder is automatically shared to the subuser with full access permission. A "Subuser folder in DriveHQShare" is similar to a "home folder for a user on a local File Server". You can move the subuser folders into a different location if you don't want them to be in the root level. For example, you can create a folder named "/Users", and then move these sub-user folders there.

### 6.2 Set the default folder for individual users

In the previous section, you set the default folder for all group members. You can also set it for subusers, standalone users and subgroups. This option is very flexible as you can set it to any folder path in the user's My Storage or DriveHQShare. To do so, you need to log on to the user account. If you are a standalone user or a sub-user, you can simply log on to your own account; if you are a group administrator, you can log on to your account, then go to the Group Admin page, right click on a sub-username, select Logon As to log on as the sub-user.

After you log on as the user, go to My Account page, then click Account Options on the left-hand side, it will display "Account & Folder Options". Click the Account Options tab, you can then enter a default folder path as shown in the screenshot below:

Account Details	Account & Folder Options
<ul> <li>Account Balance</li> </ul>	
<ul> <li>Security</li> </ul>	Folder Options Account Options
• Account Options	Default folder path for FTP and web access: [Optional]
• Customization	DriveHQShare\GROUPOWNER\SHARE1 (Right after login from an FTP client, it will go to this default folder)
Group Account	NOTE:
• Coupons	- If undefined, the default folder is My Storage root folder (i.e. "\").
• Subscribe	- A Group Owner can set a default folder in Group Options for all sub-users. The account option here supersedes group option.
<ul> <li>Manage Subscriptions -</li> </ul>	- Must be a real folder path, e.g.: \temp\fd1, or \\username1\sharename1\sharename1\folder1
<ul> <li>Deposit / Pay</li> </ul>	- Cannot be a virtual path like. Nusername i or Nusername i Sharename i. - The default folder path must only contain alpha-numeric characters.

With this method, you can set the default folder to any folder in My Storage or DriveHQShare (i.e. folders shared with you by other users). To set the default folder to a folder in My Storage, you can enter the path:

\Folder1\Folder2\...

To set the default folder to a folder in DriveHQShare (i.e. a folder shared with you by another user), you can enter:

\DriveHQShare\FolderOwnerUsername\ShareName\...

### 6.3 The Default Folder for SFTP

As mentioned, SFTP is a different file transfer protocol. It does not really support the Default Folder. If you set a default folder for SFTP, then the folder is treated as the root folder for SFTP, i.e. the user will be limited in the default folder.

With FTP/FTPS, the default folder is just the initial folder. If it is not the root folder, then the user can navigate to its parent folder or the root folder.

**Note:** The individual default folder option overwrites the group default folder option. If your FTP client program also sets the default/initial FTP folder path, then the default folder option defined on DriveHQ.com is ignored.

# 7 Anonymous FTP and Folder Publishing

DriveHQ FTP Server supports anonymous FTP. Anonymous FTP is designed for public to download files without requiring an FTP account. To access a folder with anonymous FTP, the folder must have been published.

If you want to publish files for anybody to download without a DriveHQ account, then you must be a paid member (or a true member, which is a free service member but registered with a business email address). A free member cannot publish folders and cannot allow other users to access his files via anonymous FTP. A free user (or any user incl. non-DriveHQ member) can access files published by a DriveHQ users via anonymous FTP.

# 7.1 Publish a Folder and Access Files via Anonymous FTP

If you are a paid member, you can publish a folder using a browser, or more easily using DriveHQ FileManager client software. To publish a folder with a browser, just log on to your account, then go to My Storage. You can publish any folder in your account (i.e. in My Storage), but not folders shared with you by other users (i.e. folders in DriveHQShare). Please see the screenshot below:

=	First Cloud IT Serv	HQ ice Provider		FE4	TURES	PRICING	SOFTW	ARE
🕇 Up	🕹 Upload 🛛 📥 🛙	Download	Zip Downloa	ad < Share	🕞 Pub	lish 🚞 N	lew Folder	🖹 Ne
E DriveHQ F	Root	Folder	Path: \FileServe	r\				
🖨 🍋 My Sto 🕀 💼 Dri	orage veHQData	Select	🔍 Search 💊	Lownload All	View	$\downarrow^{A}_{Z}$ Sorting	Options	<b>EX</b> SI
💼 Dr	iveHQSync	🗌 Name		Acti	on	Create Time		
Dro	opboxFolder	🗌 📷 Supp	ortDepartment			2/9/2018 11:	52:59 AM	1
	All Projects	🔽 🚞 Publi	(	_ /		2/9/2018 11:	51:32 AM	
	FinanceDepartment	Eor /	🖸 Edit	1		2/9/2018 11:	51:50 AM	:
	For_All_Members		hew Folder			2/0/2018 11:	52:07 AM	
	Managers		🕹 Upload			2/3/2010 11.	52.07 AW	
<b>P</b> - <b>2</b>	Public	🗌 🚞 Users	New File			2/9/2018 11:	52:18 AM	
	SalesDepartment	🗌 🛃 Sales	AT Conv	- /		2/9/2018 11:	52:34 AM	
	SupportDepartment	🗌 🚞 Finar		1		2/9/2018 11:	52:49 AM	:
÷	Users	🗌 🚞 Mana		1		2/9/2018 11:	53:19 AM	:
Gr	oupRead		🔟 Delete					
🗉 🔁 Gr	oupWrite		Paste					
🖽 🔁 My	/ Documents		< Share					
😐 💼 My	/ Mobile Devices	I Г	Publish					
H My	/ Pictures	L		_				
H W Re	ecycle Bin ParedEullAccess		C Refresh	_				
ti di sh	aredReadOnly		Properties					
tes	st		L	_				

As you can see, you can right click on a folder to publish it, or select a folder and then click the Publish button to publish it.

After you click Publish, it will ask you to agree to the publishing agreement. Then it will display:

#### Path: \FileServer\Public

Publish Link: F 🕒 in	https://www.drivehq.com/folder/p15029383.aspx	
Embed Code: A Preview	<iframe <br="" scrolling="no" src="https://www.drivehq.com/file/embeddedFolder.aspx?&lt;br&gt;shareID=15029383&amp;parentID=236881612&amp;isFrame=true&amp;g=1&amp;page=">marginheight='0' marginwidth='0' frameborder='0' width='100%' height='800px'&gt; </iframe>	•
Advanced >		
Advanced The folder Save Files in the pul	publish link has been created successfully.  Delete Close blished folder can be linked with the following static URLs:  veba com/file/df aspy/publisb/dbademo/Public/Ell ENAME	
Advanced The folder Save Files in the pu https://www.dri	publish link has been created successfully.  Delete Close blished folder can be linked with the following static URLs: vehq.com/file/df.aspx/publish/dhqdemo/Public/FILENAME	
Advanced The folder Save Files in the pu https://www.dri or ftp://ftp.driveho	publish link has been created successfully.           Delete         Close           blished folder can be linked with the following static URLs:         vehq.com/file/df.aspx/publish/dhqdemo/Public/FILENAME           .com/dhqdemo/Public/FILENAME         .com/dhqdemo/Public/FILENAME	

Published folders are accessible using "static publish URLs", which are HTTP or FTP URLs that can be accessed via a web browser. The URL formats are shown in the above screenshot. The FTP publish URL format is as follows:

ftp://ftp.drivehq.com/USERNAME/PUBLISHNAME/FILENAME

e.g.: ftp://ftp.drivehq.com/DriveHQ/DriveHQSoftware/DriveHQFileManager.exe

If you want to access a published folder using FTP client software (such as FileZilla) and if you know the publisher's username, you can log on anonymously as follows:

Log on to <u>ftp.drivehq.com</u> as the username "anonymous", enter your e-mail address as the password. Once connected, change the folder to "/USERNAME", (USERNAME is the username who published the folder). You will then see all folders published by the user. Please see the screenshot below:

? X

anonymous@ftp.drivehq.com - FileZilla		— C	) X				
<u>F</u> ile <u>E</u> dit <u>V</u> iew <u>T</u> ransfer <u>S</u> erver <u>B</u> ookmarks <u>H</u> elp							
₩ - ■ = = # 2 排 3 1, 1, = 2 • 8							
Host: ftp.drivehq.com Username: anonymous Password: ••••••• Port: Quickconnect 💌							
Status: TLS connection established.			^				
Status: Logged in							
Status: Retrieving directory listing Status: Directory listing of "/" successful							
status: Directory listing of 7 successful			•				
Local site: \			~				
E Desktop							
🔮 Documents							
🖻 💻 This PC							
🖶 🔛 C: (Local Disk) 🗸 🗸							
Filename Filesize Filetype Last modif Filename	Filesize	Filetype	Last modif				
🖆 C: (Local Disk) Local Disk							
🚔 D: (New Volume) Local Disk 🗸 🔍 💽 ftp_help.htm	21,615	Microsoft	10/4/2020				
< >> <			>				
4 directories 1 file. Total size: 21,615 H	bytes						
Server/Local file Direction Remote file Size P	riority Status						
Queued files Failed transfers Successful transfers							
🔒 🕸 🕜 Queue: empty 🛛 🗢 🔐							

In the above screenshot, you logged on anonymously. To see folders published by a user, you need to manually enter the folder: /USERNAME/PUBLISHNAME. See the screenshot below:

🔁 anonymous@ftp.	.drivehq.com - F	FileZilla								_		Х
<u>F</u> ile <u>E</u> dit <u>V</u> iew <u>T</u> r	ansfer <u>S</u> erver	<u>B</u> ookmarks <u>H</u>	elp									
₩· <b>1</b>	<b>1</b> # 21	🕸 🕄 🗒	T 🔍 🧖 🕷									
Host: ftp.drivehq.com	m <u>U</u> sernam	ne: anonymous	Pass <u>w</u> ord:	••••	•••••	<u>P</u> ort:		<u>Q</u> uickcon	nect 💌			
Status: Retrieving dire Status: Directory listin Status: Retrieving dire Status: Directory listin	ectory listing ig of "/" success ectory listing of ig of "/dhqdem	sful "/dhqdemo/publi o/public" success	c" ful		Туре	in: /L	JSERN	IAME	/PUBI	ISH	NAM	IE _
Local site: \				~	Remote sit	e: /dhqde	emo/public					~
⊡				^	<b></b> /							
🔮 Document	s				÷	dhqdemo						
🖶 💻 This PC						public						
🗎 👘 🏪 C: (Loc	al Disk)			$\checkmark$								
Filename	Filesize	Filetype	Last modified		Filename	^		Filesize	Filetype	La	st modifie	d ^
🎬 C: (Local Disk)		Local Disk			<b>.</b> .							
🚔 D: (New Volume)		Local Disk			2015112	8_095719.j	pg	4,174,230	JPG File	7/1	19/2016 10	):4
📇 Ү:		Local Disk			2015113	0_064153.j	pg	2,924,550	JPG File	7/1	19/2016 10	):4
🖀 Z:		Local Disk			2015113	0_074011.j	pg	3,312,027	JPG File	7/1	19/2016 10	):4 🗸
					<							>
4 directories					5 files. Total	size: 18,89	6,963 bytes					
Server/Local file	Dir	rection Remote f	ile		Size	Priority	Status					
Queued files Faile	ed transfers	Successful transfe	s									
								<u>_</u> 🔅 🤇	🕘 Queue: e	mpty		

# 7.2 Manage Publishes

If you want to stop publishing a folder, or make changes to an existing Publish, you can do so with a browser or DriveHQ FileManager.

With a web browser, you can log on to DriveHQ.com website, then click DriveHQ Start Menu, then click Publishes as shown below.

DriveHQ Start Menu My Storage	Group Admin	Manage Shares	Drive Ma	apping, Backup	& Sync Tools	Mar
= DriveHQ First Cloud IT Service Provider		FEATU	RES	PRICING	SOFTWAI	RE
DriveHQ Start Menu						
ONLINE FILE SERVER		-				
My Storage   Manage Shares	Publishes	Drop Boxes	s   Gro	oup Admin		
WEBDAV DRIVE MAPPING	d link from	- Internet				
Cloud Drive Home   WebDAV	Guide   Dri	ve Mapping Too	I   Dri	ve Mapping	URL	
COMPLETE DATA BACKUP						

It will display the following page:

= DriveHQ First Cloud IT Service Provider	FEATURES PRICING SOFTWARE	dhqdemo 🗸
Publish a Folder	Publish a File	Publish My Website
Publish folders/files, create static URLs; host image/video files on DriveHQ and link from other websites	Publish one file without publishing the entire folder. If you edit the file, the publish URL will stop working.	Host your business or personal website on DriveHQ. It is extremely easy. Static websites only.
Manage My Publishes	My Published Files	Publish My Website
Publish a Folder		Visit My Website
4		•

Click Manage My Publishes, it will display a list of your publishes (published folders).

<b>E DriveHQ</b> First Cloud IT Service Provider	FEATURES PRICING SOFTWARE			dhqdemo
<ul> <li>Publish Folder</li> <li>Manage My Published Folders</li> <li>Received comments</li> </ul>	My Published Folders			
Help	Publish name: Search			
<ul> <li>Publish File</li> </ul>	Publish Name	Times Visited	Create Date	Hide Link
<ul> <li>Publish WebSite</li> </ul>	My Pictures2  Persentition: My Pictures2	0	08/09/2020 15:38:10	Hide Link
<ul> <li>Manage My Shares</li> </ul>	Publish Link: https://www.drivehq.com/folder/p14974419.aspx (			
	Public     Description: Public	0	10/04/2020 13:17:43	Hide Link
	Publish Link: https://www.drivehq.com/folder/p15029383.aspx (	3		
	SupportDepartment	0	07/22/2020 01:29:30	Hide Link
	Description: SupportDepartment Publish Link: https://www.drivehq.com/folder/p14955862.aspx (	3		
	Add Delete		<b>4</b> 1 of 1	1/1 ~
			- 1011	

You can see the Publish URLs in the list. If you click a share name, you can find more detailed info about the publish and the HTTP/FTP based publish URLs.

You can select a publish and click Delete to delete it. It will only delete the Publish, but not the folder or files in it.

# 8 DriveHQ FTP Service usage scenarios

DriveHQ FTP service can be used for:

- Creating a business FTP Server (with multiple FTP accounts); or replacing your existing FTP Server.
- Transferring large files / a lot of files to a remote location, incl. to your client(s).
- Creating FTP scripts to run at scheduled times. (Recommend using DriveHQ CommandFTP)
- Backup files to a remote FTP server.
- EDI, Voice Logging/Recording, File Hosting (Download Hosting).

Please note free service users are limited to a maximum of 10-50 FTP logins / day. Using DriveHQ FTP service for spreading bad contents, hacking, keylogging or spying is strictly prohibited.

For recording camera footage, please use <u>www.CameraFTP.com</u> service.

For monitoring computer usage by kids/employees, please install CameraFTP VSS software.