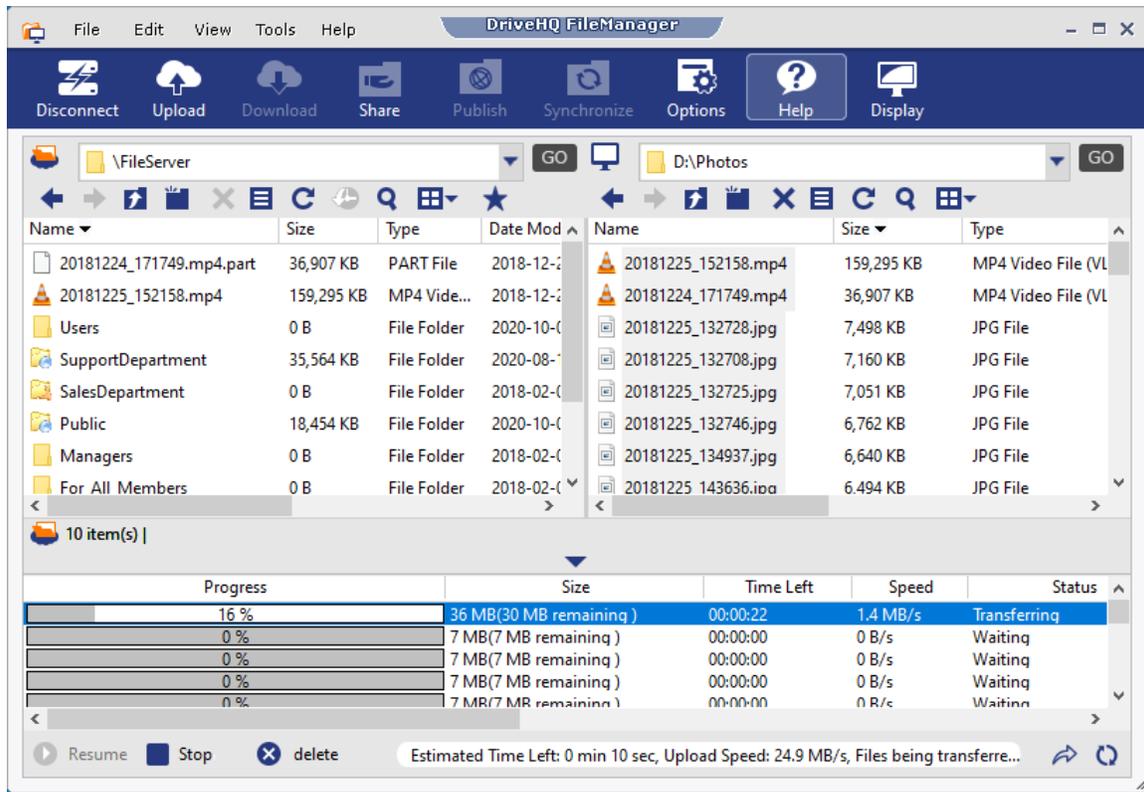


# DriveHQ FileManager Manual

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

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# About DriveHQ FileManager

DriveHQ FileManager is a flagship application for DriveHQ's Cloud IT service (incl. Cloud File Server, Online Storage, Sharing, Publishing, Collaboration and Folder Synchronization features).

DriveHQ FileManager has a very simple user interface. It is like Windows Explorer or FTP client, moreover, it can manage both cloud and local files. It is seamlessly integrated with DriveHQ's cloud IT service, users can easily access the following features:

- Drag and drop folders/files between local and cloud storage.
- Synchronize local folders with cloud folders.
- Directly edit cloud files & save back to the cloud with automatic file locking.
- Share or publish cloud folders, set share permissions, get static file URLs.

DriveHQ FileManager is also available for Mac with similar GUI and features. A mobile version of FileManager is available for Android, iOS and Windows Store.

## 1. Advantages of DriveHQ FileManager

DriveHQ FileManager works like Windows File Explorer. It displays local files on one side and cloud files on the other side. You can easily drag and drop files / folders between local folders and cloud folders. It has the following main benefits:

- Directly edit cloud files & save back to the cloud without folder synchronization.
- Securely share files with people in remote locations, incl. colleagues and clients.
- Group sharing and collaboration with folder access control.
- Powerful folder synchronization features.

There are a lot more advantages, which will be described in the features section.

## 2. DriveHQ FileManager Features

DriveHQ FileManager has a lot of great features, incl.:

- **Easy, Reliable and Efficient File Uploading & Downloading with Drag-n-Drop**
  - Supports Windows Explorer-like and FTP-like interface. You can easily drag and drop files / folders between your local storage and cloud storage. It can upload/download any number of files reliably and efficiently.
- **Folder / File Sharing with Access Control**
  - You can select a folder / file and share it with other people, incl. non-DriveHQ members.
  - You can share different folders with different users and set different access rights.

- **Folder / File Publishing – Create Static File URLs**
  - You can easily select a folder / file and publish it, creating a static URL(s) to the folder / file (and files in the published folder). The static file URL(s) can be used in any web pages to link to the published file(s) or folder(s). User logon is not needed.
  
- **Powerful Folder Synchronization:**
  - You can synchronize a local folder with a cloud folder.
  - You can synchronize multiple PCs by syncing to the same cloud folder.
  - By using shared folders, you can synchronize folders belong to multiple user accounts.
  - You can set one-way or two-way folder synchronization tasks.
  - You can set synchronization schedules. (e.g. real-time, daily or weekly)
  - You can create multiple sync tasks to sync multiple local folders with multiple cloud folders.
  - You can exclude certain files/subfolders from being sync-ed using wildcard.
  
- **Group Sharing and Collaborations:**
  - You can share folders / files to a group, a sub-group or a contact group.
  - You can share different folders to different sub-group(s) or contact-groups with different levels of access rights.
  
- **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.
  
- **Encrypted Folder**
  - You can turn on the Encrypted Folder feature, setup an encryption key, and then upload files / folders to the encrypted folder. Files uploaded to the encrypted folder are transparently encrypted by DriveHQ FileManager client software. Files remain encrypted on DriveHQ server. The encryption key is never sent to DriveHQ server. So it is extremely secure.
  
- **Data Compression for faster upload / download**
  - DriveHQ FileManager can automatically compress data for faster upload / download.
  
- **Supports automatic / manual resuming, can reliably transfer files of any size**
  - When uploading / downloading very large files, if the network gets disconnected, DriveHQ FileManager (and Online Backup) can automatically retry and resume from where it was interrupted. You never need to start over again.
  
- **Magic upload**
  - If a file has been uploaded before, DriveHQ FileManager can automatic detect it and skip the uploading. This can dramatically increase the upload speed.

- **Speed limit:**
  - When you upload/download a lot of large files, DriveHQ FileManager may use a big percentage of network bandwidth. To avoid DriveHQ FileManager from using too much bandwidth, you can set the speed limit for DriveHQ FileManager.

## 3 Get Started with DriveHQ FileManager

### 3.1 Download DriveHQ FileManager

You can download the latest version DriveHQ FileManager from:

<https://www.drivehq.com/downloads/downloadfilemanager.aspx>

There are two versions of DriveHQ FileManager: the 32-bit version and 64-bit version. Most (new) PCs are 64-bit now.

You should install the 32-bit version on 32-bit operating system and 64-bit version on 64-bit version operating system. In fact, the 64-bit version cannot be installed on 32-bit version operating system; the 32-bit version can be installed on 64-bit version operating system, however, some minor features may not work. The download page usually can automatically detect your OS type and let you download the correct version. You can also manually select a version to download.

### 3.2. Install DriveHQ FileManager 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 FileManager on your computer. Most features will work immediately. Certain Windows Explorer integration feature will work after you reboot your computer.

#### **Trouble shoot installer problems:**

(1) Make sure you have the right to install software on your computer. You need to log on as a system admin 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.

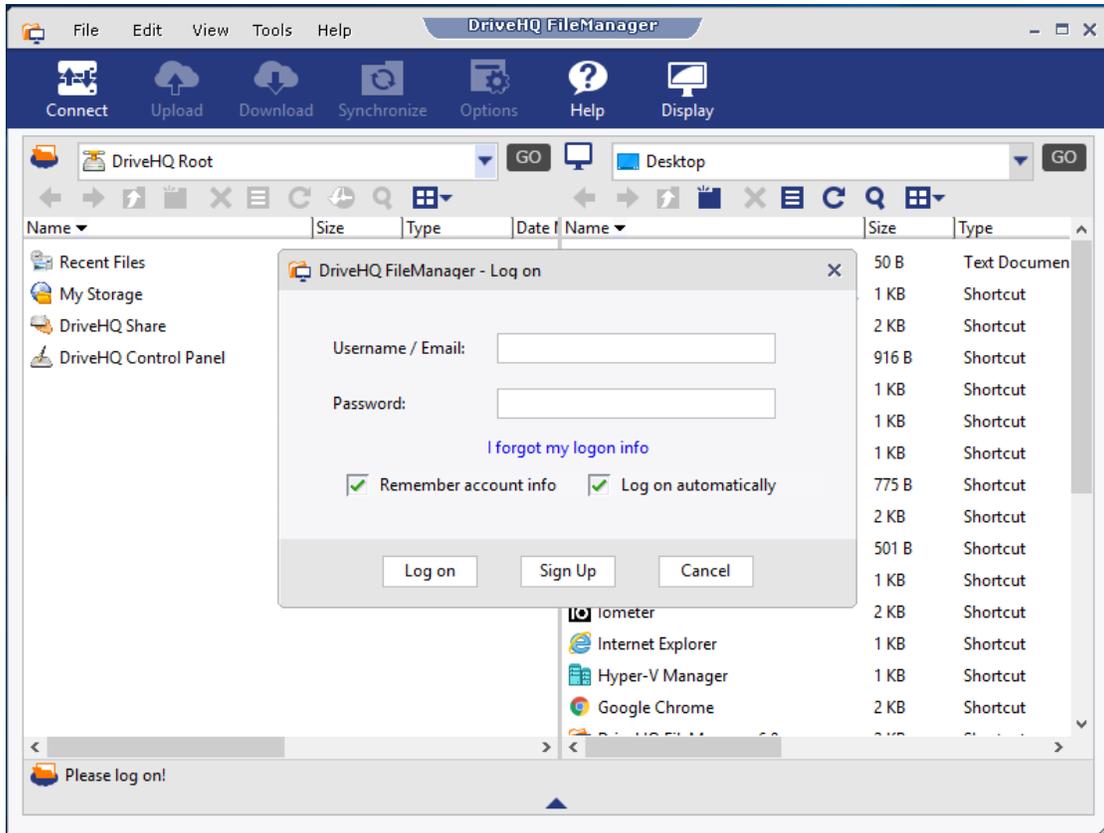
(2) Make sure you don't have any anti-virus or security software that blocks DriveHQ FileManager installer.

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

### 3.3. Start DriveHQ FileManager

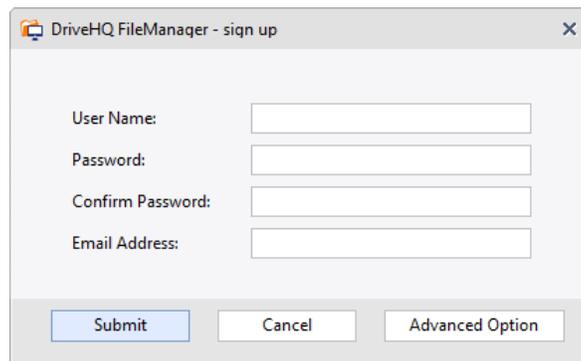
It is recommended to visit the DriveHQ FileManager download page and click on “View FileManager Live Demo” link to see how FileManager works.

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



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

If you don't 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. You can optionally click “Advanced Option” to sign up a new account on DriveHQ.com website and provide more optional information.

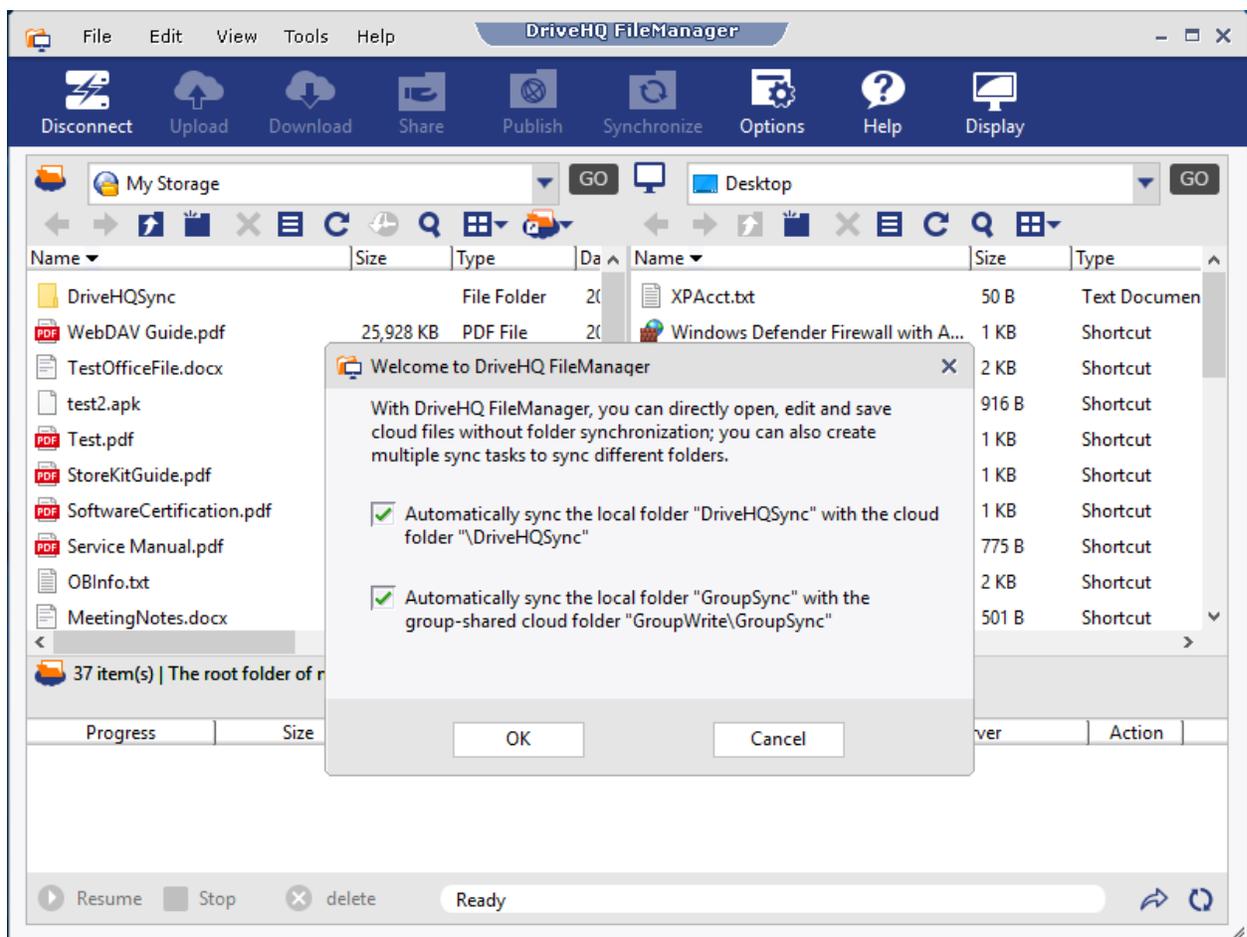


## Sign up a new account dialog

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 the email, please check your junk/bulk mail folder. Your email server might incorrectly filter the email. If so, you can change your email address by logging on to [www.DriveHQ.com](http://www.DriveHQ.com) website with your username and password. You cannot really log in, but you can change the email address and request the activation email to be sent again.

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

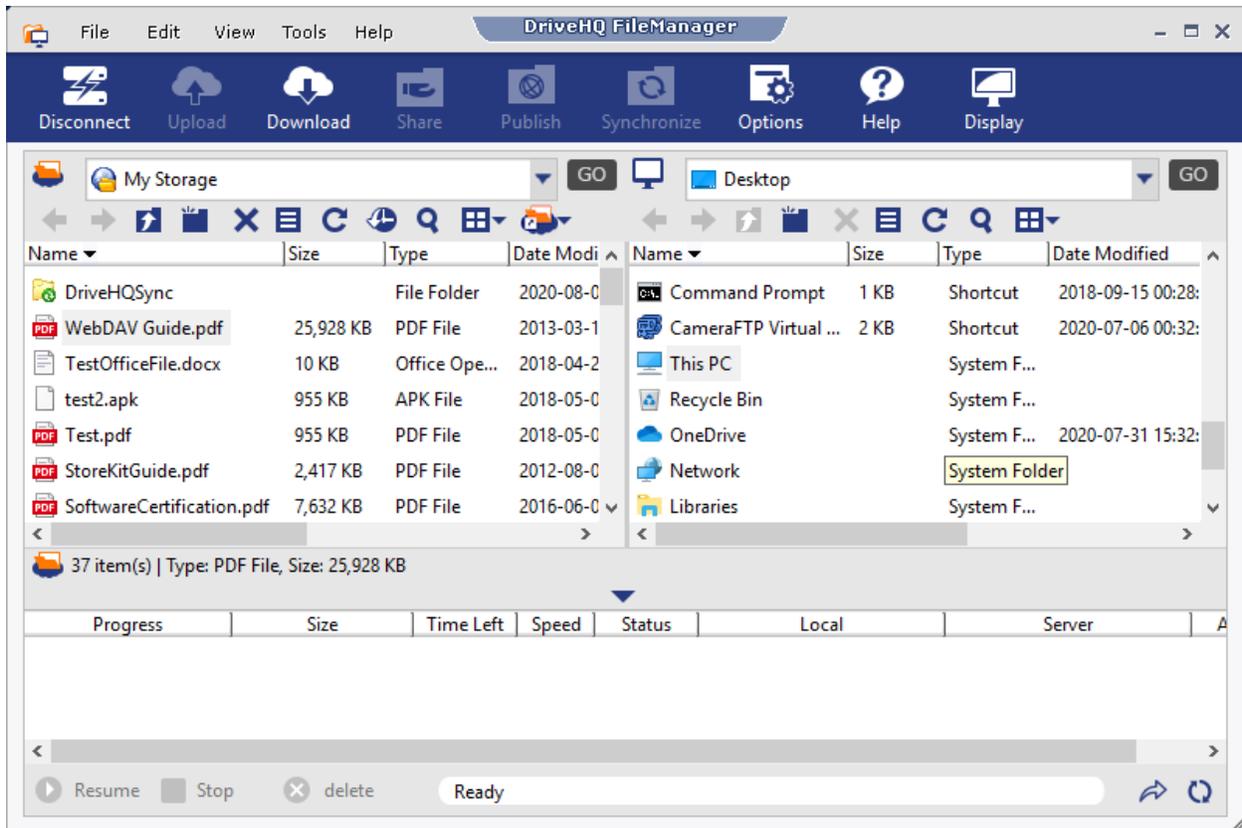


DriveHQ FileManager initial screen (after logon)

You need to decide whether you want to use DriveHQ FileManager for folder synchronization. With DriveHQ FileManager, you can directly open, edit and save cloud files without folder synchronization.

If you're already familiar with other folder sync services, you probably want to create the default folder sync task(s). Otherwise, you can click Cancel. If you change your mind later, it is ok. You can change it later.

After you click Ok or Cancel, it will display the FileManager main window:



On top of the screen, you can see the main menu and toolbar; on the left-hand side, it displays cloud files / folders in your DriveHQ account; on the right-hand side, it displays your local files / folders. At the bottom of the screen, it displays the transfer tasks with progress info.

## 4. Using DriveHQ FileManager for Cloud Storage

Launch DriveHQ FileManager and log on, it will display the Main Screen as shown above.

By default, it displays the cloud files on the left-hand side and local files on the right-hand side; this is like many FTP client programs. You can click on the display button to change the layout.

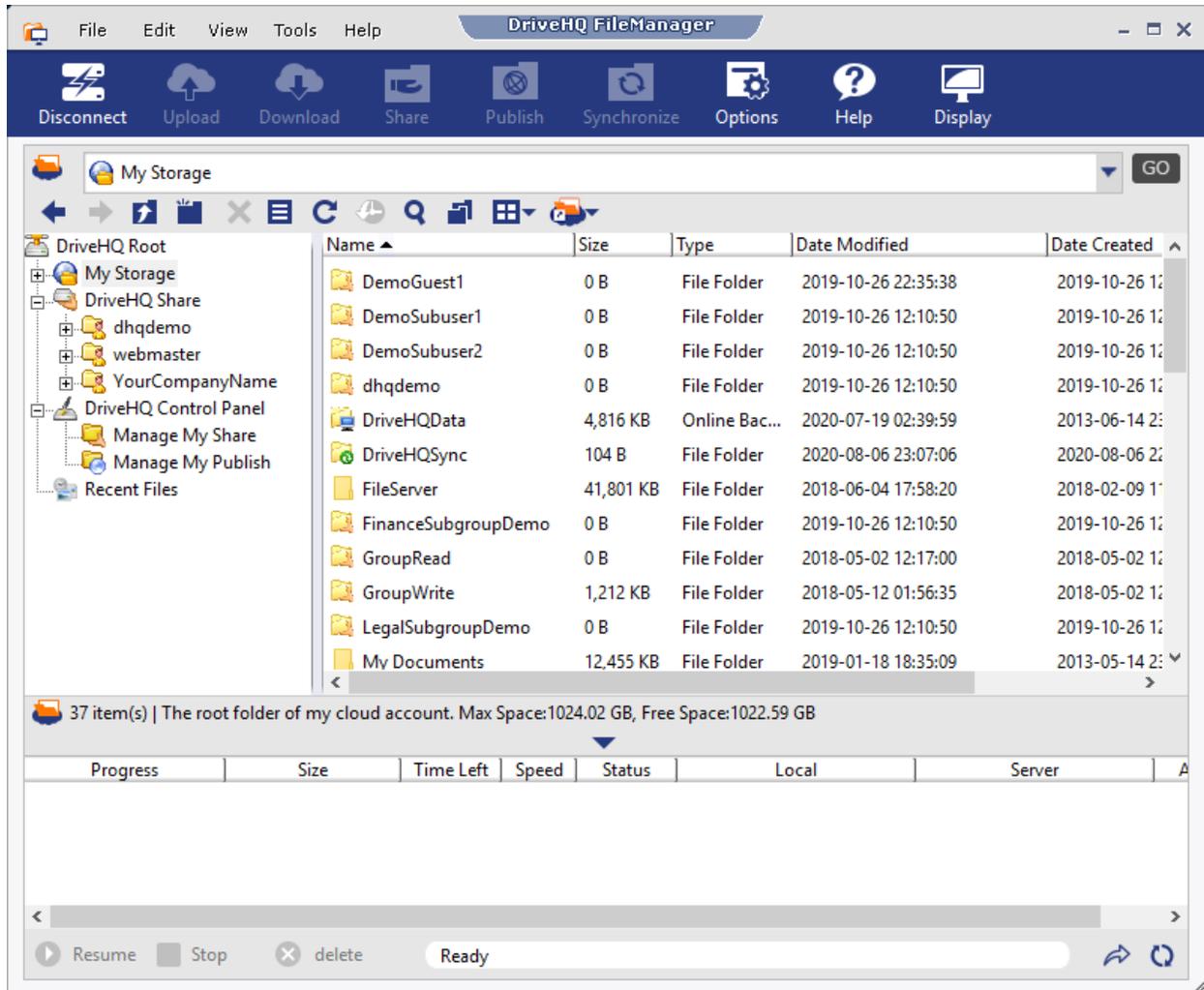


Click on the display button to change the layout

After you click on the display button, you it will display a pull-down menu:

- Show cloud files only;
- Show local and cloud files (the default);
- Show local files only

If you select “Show Cloud Files Only”, it will display the following dialog:



Show Cloud files only

When showing cloud files only, it displays the cloud folder tree on the left-hand side; on the right-hand side, it displays the selected cloud folder contents.

## 4.1 “DriveHQ Root”, “My Storage”, “DriveHQ Share” and Sample Folders/Files/Shares

In the left-hand side of DriveHQ FileManager window, the root folder is “DriveHQ Root”. It is not a real folder. It is a virtual folder containing a few virtual folders, mainly:

- **My Storage:** It is a virtual root folder that contains all folders and files in this account. It is not a real folder. You can create files/folders in it, but you cannot delete the virtual folder itself. “My Storage” is usually referred with the folder path of “\”.

**Folders / files inside of “My Storage” are real folders / files.** These folders / files are owned by this account. 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:** It is a virtual folder that contains all folders / files shared to this user by other DriveHQ members. In the above screenshot, you can find 3 folders in the “DriveHQ Share” virtual folder. They are not real folders. They are the usernames who shared folders with this user. “DriveHQ Share” is often referred with the folder path of “\\”.

As you expand the folder “DriveHQ Share”, you can see the following folder paths:

```
[DriveHQ Share]\USER_NAME\SHARE_NAME\FOLDER_NAME\...
```

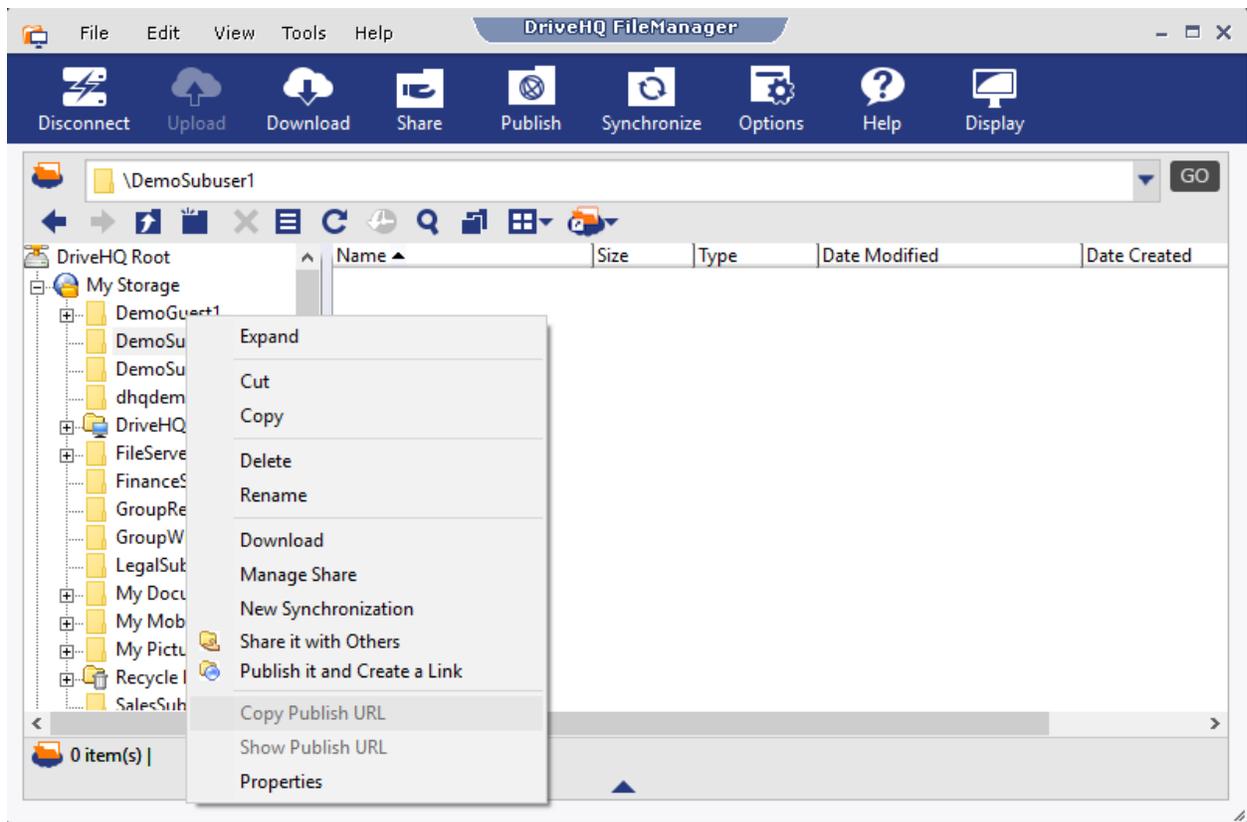
Or

```
\\USER_NAME\SHARE_NAME\FOLDER_NAME\...
```

Where “DriveHQ Share”, “USER\_NAME” and “SHARE\_NAME” are all virtual folders. Virtual folders cannot be deleted or renamed. So when you right click on a virtual folder, most of the popup menu items are disabled. If you want to remove a USER\_NAME or SHARE\_NAME from the “DriveHQ Share” virtual folder, you can ask the USER\_NAME to stop sharing folders with you (or you can block the user from sharing folders with you).

Usually you cannot upload files to a “virtual folder”, except the “My Storage” virtual folder and shared folder like [\\USER\\_NAME\SHARE\\_NAME\](#).

Folders inside of a virtual folder like [\\USER\\_NAME\SHARE\\_NAME\](#) are real folders. They are accessible at: [\\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 in his “My Storage”.



Right click on a real folder

As shown in the screenshot above, the “DemoGuest1” folder is a real folder. When you right click on it, it pops up a menu, where you can select an option to “Cut”, “Copy”, “Delete”, “Rename”, “Download”, “Share” or “Publish” the folder. You can also select the Properties to find more detailed info about the folder.

Please note Folders in “DriveHQ Share” (incl. its subfolders) cannot be shared or published by this user. Only a folder’s (or file’s) owner can share the folder / file.

### 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 even if you don’t use them.

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 “delete” it, you can click Options -> Folder Options. Then click “Set cloud folder options” to set the option on DriveHQ.com.

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 Upload / Download / Manage Files and Folders

DriveHQ FileManager can reliably upload/download files of any size. It is very easy to upload / download / manage files using DriveHQ FileManager. You can drag and drop files / folders from Windows Explorer to any real cloud folder. A real cloud folder is:

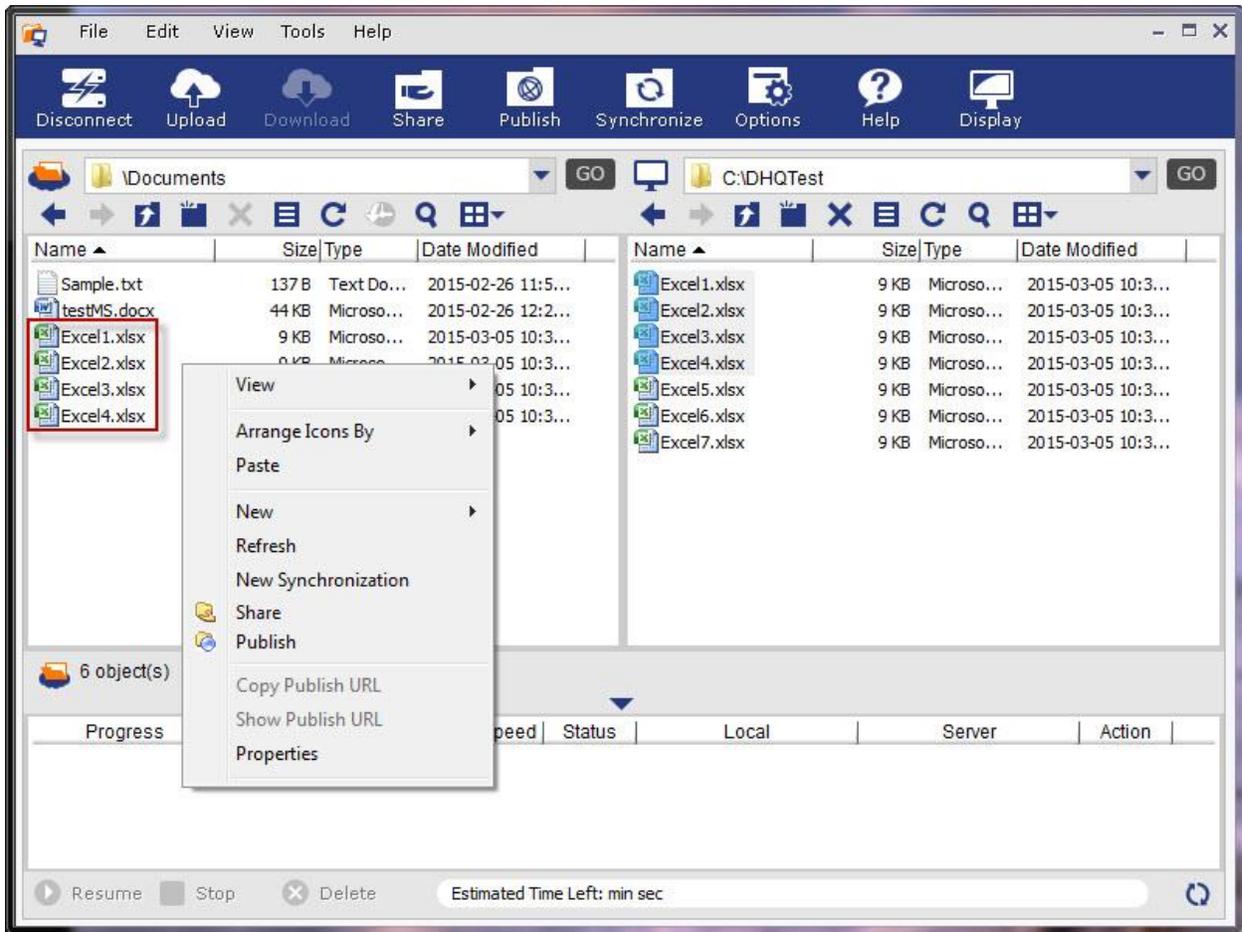
- Any folder in “My Storage” (i.e. your own folders).
- A folder shared with you by another user, such as:  
    \DriveHQ Share\USER\_NAME\SHARE\_NAME (and its subfolders)  
and it is shared with a correct permission level.

Please note: “DriveHQ Share”, “DriveHQ Share\USER\_NAME” and “DriveHQ Share\USER\_NAME\SHARE\_NAME” are virtual folders. You cannot drag and drop files into these virtual folders.

You can also drag and drop files / folders between the left and right side of DriveHQ FileManager.

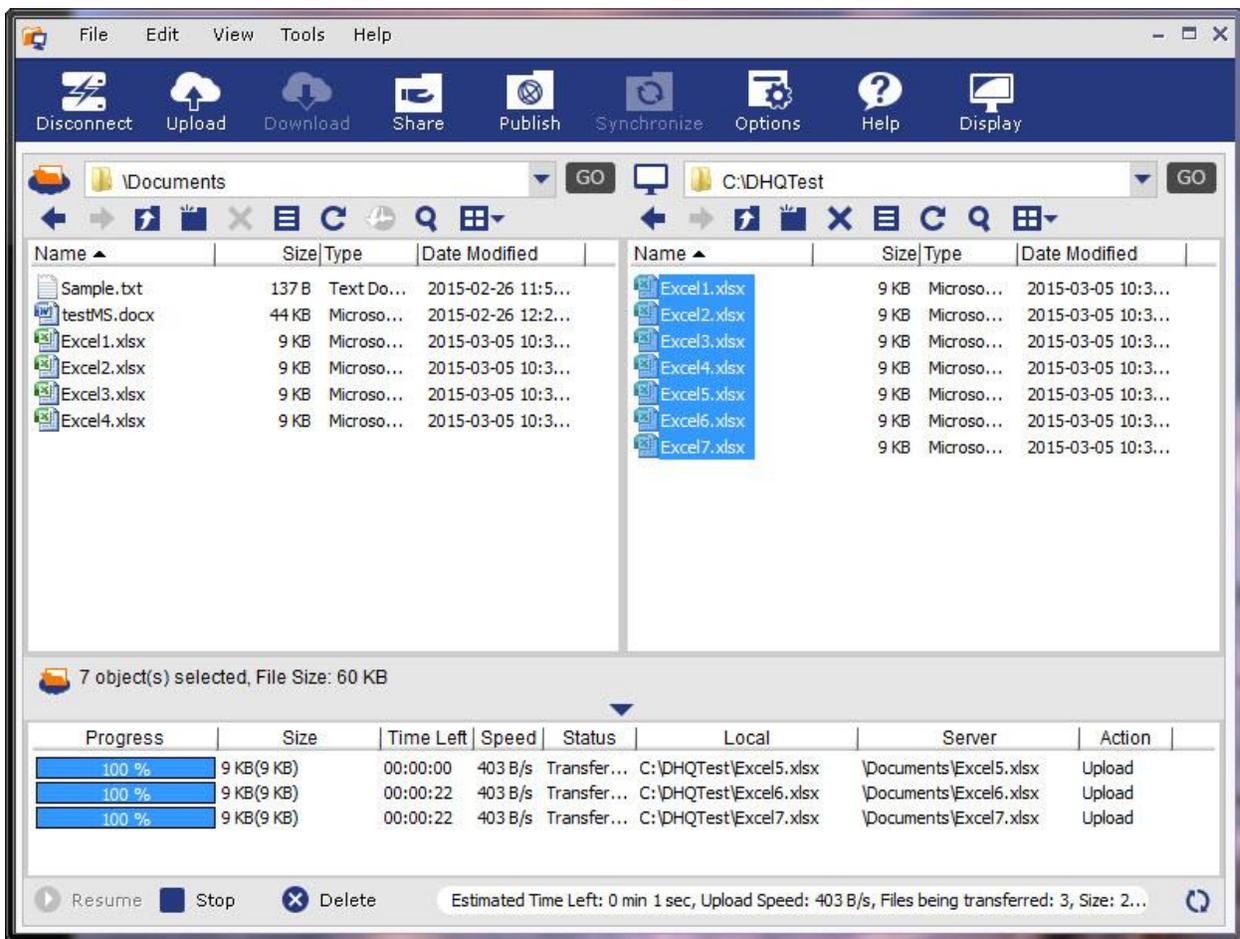
There are 3 more ways to upload / download / copy / move files / folders:

- You can use the standard Windows short-cut key combinations, such as: “Ctrl + C” for copy; “Ctrl + V” for paste; “Ctrl + X” for Cut.
- You can select a folder(s) / file(s), then click on the Edit menu, and select “Cut”, “Copy” and “Paste”.
- You can right click on the selected File(s) / Folder(s) and select from the popup menu “Cut”, “Copy”, “Paste”, “Delete” and “Rename”, etc.



Access DriveHQ actions menu by right clicking on the select files & folders.

After you drag and drop or copy / paste multiple files / folders, it will start uploading / downloading immediately. The files are added to the upload / download task list at the bottom of the screen. See the screenshot below:



### FileManager uploading multiple files / folders

As you can see from the above screenshot, when dragging multiple files / folders from the local storage to the cloud storage, files are added to the transfer task list. You can see the progress of each file as well as the overall progress of all files. You can also find the local (source) file paths and cloud (destination) file paths, the transfer speed and remaining time.

Please note the uploading / downloading speed changes from time to time; it is dependent on many factors, such as file size, file type, whether the file has been uploaded by any other users, etc. It is also dependent on the network routing, so the actual speed varies from time to time and location to location. The estimated time is not accurate. DriveHQ has virtually unlimited network bandwidth. However, the actual upload speed is limited by the specific route from your location to our servers. The connection from your ISP to DriveHQ servers will need to go through many Internet hops (links). The slowest link will determine your actual speed. DriveHQ FileManager has developed many technologies to improve the upload / download speed.

If during uploading / downloading, the network connection is dropped briefly, it can automatically retry and resume (or manual resume) when the connection is re-established. You can also manually click on the Stop button to stop (pause) uploading / downloading. You can resume the transfer later, or delete the un-finished transfer tasks by clicking on the "Delete" button. (Deleting a file's transfer task/progress info will not delete the source file.)

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

With FileManager, 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.

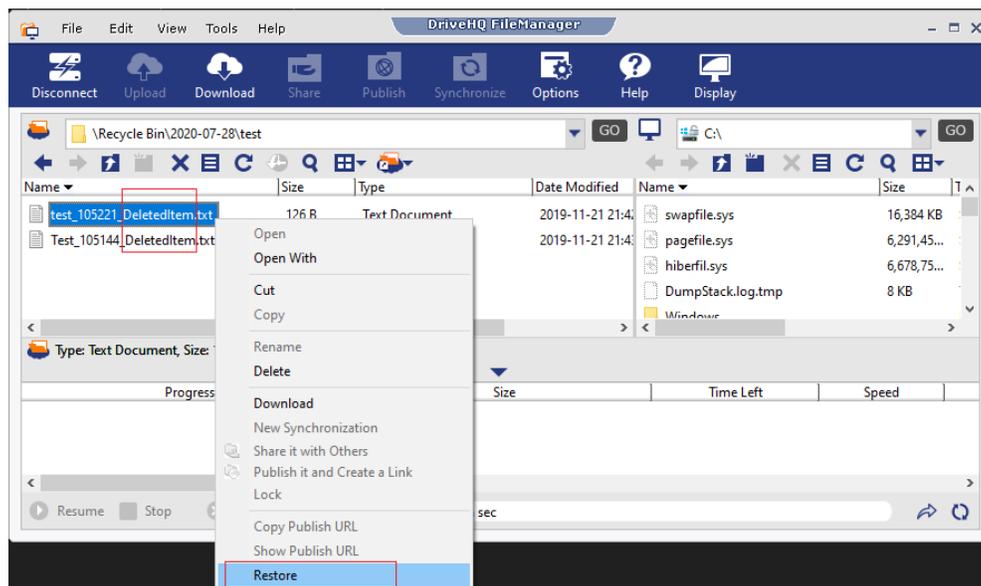
Just double click on a cloud file to open it in the default program. E.g. you can edit a .docx file in Microsoft Word. After you finish editing, just click Save in MS Word. It will be saved to a local cache folder first and then automatically synced back to the cloud instantly.

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. Just save the new file in the same local cache folder and it will be automatically saved back to the cloud.

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.

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

If you delete a cloud file/folder in your account, it is moved to your “\Recycle Bin” folder in your “My Storage” root folder. **Files/folders are kept there for 2 weeks, then they are purged.** You can use “Shift-Delete” to delete and purge a file/folder. You can restore a deleted file/folder before they are purged. Please see the screenshot below.



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

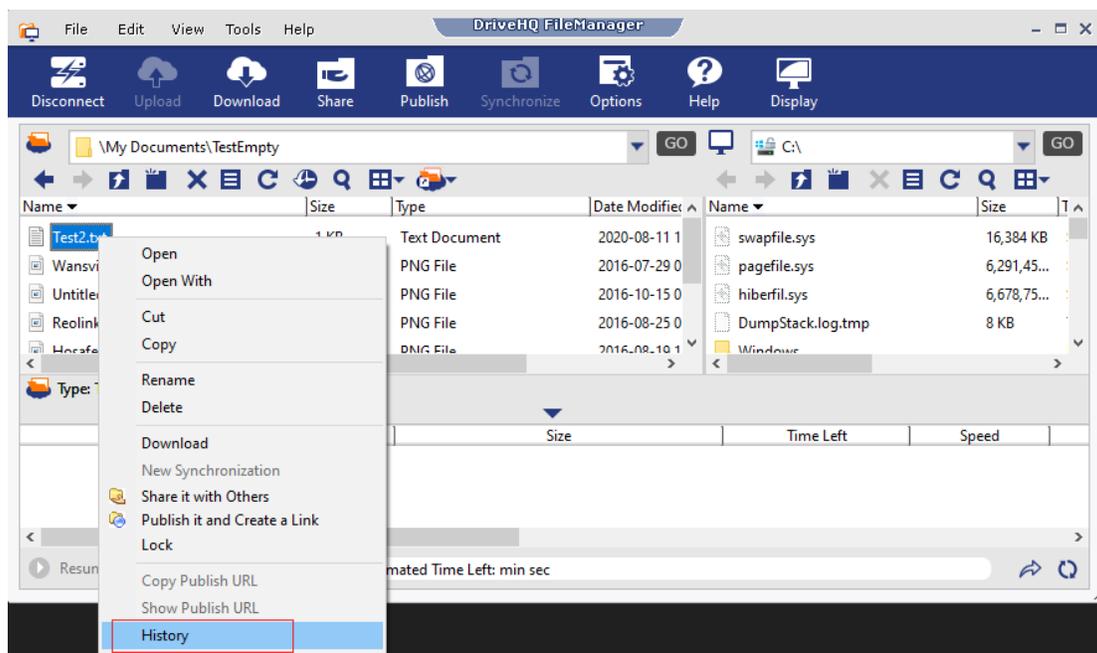
If you delete a file/folder in a folder shared with you by another user, then it is moved to the “Recycle Bin” folder of that user (the file owner). The file owner can log on to his FileManager and restore the file/folder.

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

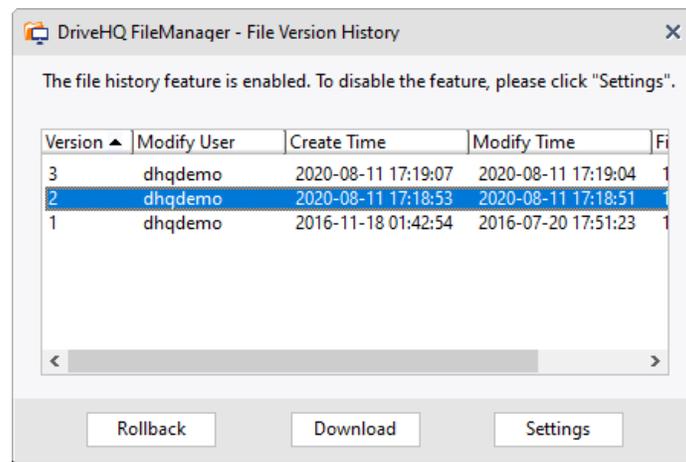
## 4.5 File History and Versioning

After you edit a cloud file and save it, 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 maximum number of versions to 2 - 100.

If you accidentally overwrote / corrupted a file, you can use the file versioning feature to restore an older version. To do so, just right click on the cloud file and select History, see the screenshot below:



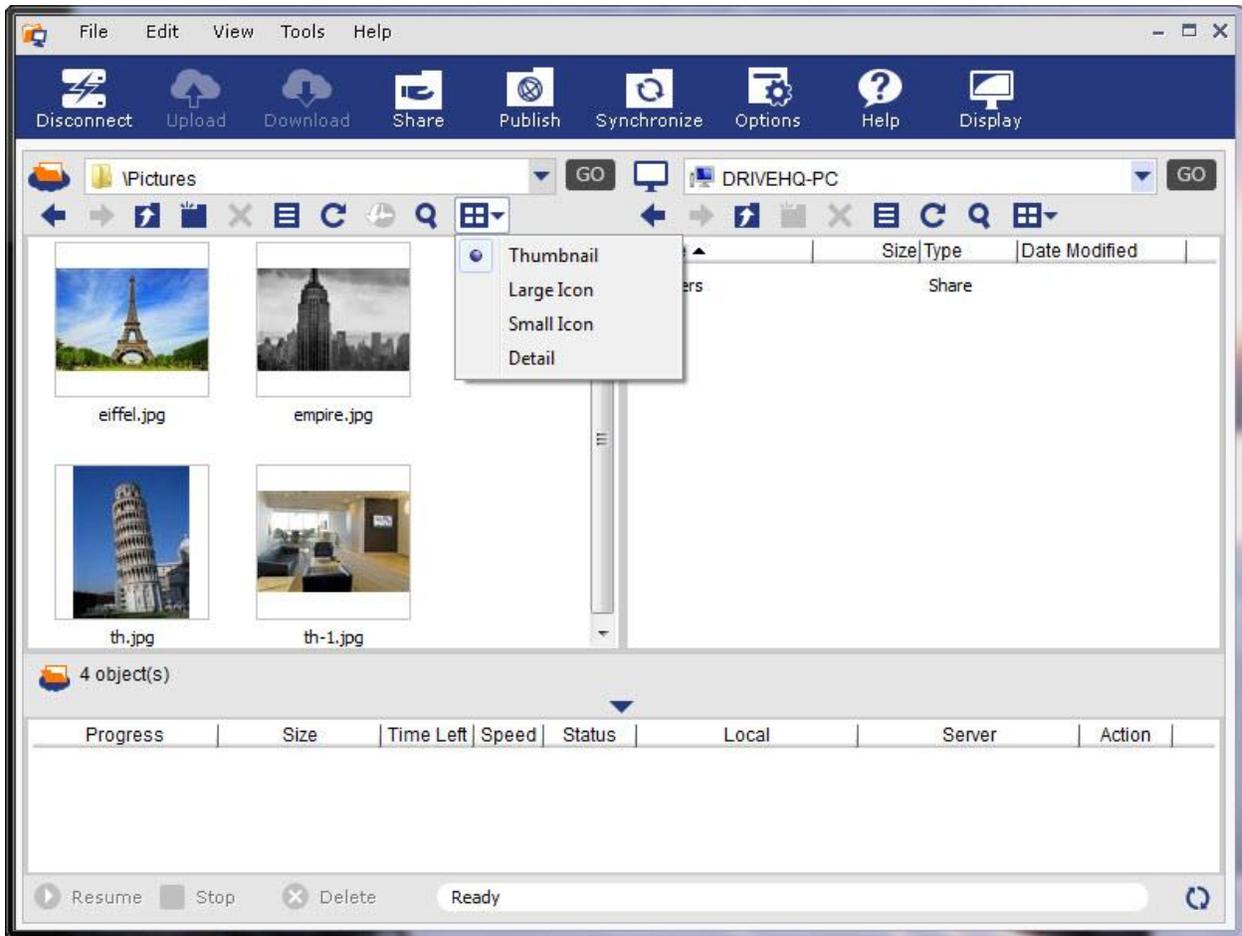
It will display a list of file versions as follows:



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

## 4.6 Detail View and Thumbnail / Icon View

DriveHQ FileManager can display folders using Thumbnail / Icon / Detail Views. By default, it displays folders in detail view. You can change it to other view by clicking in the toolbar, as shown below:



Change folder view to thumbnail, icon or detail view

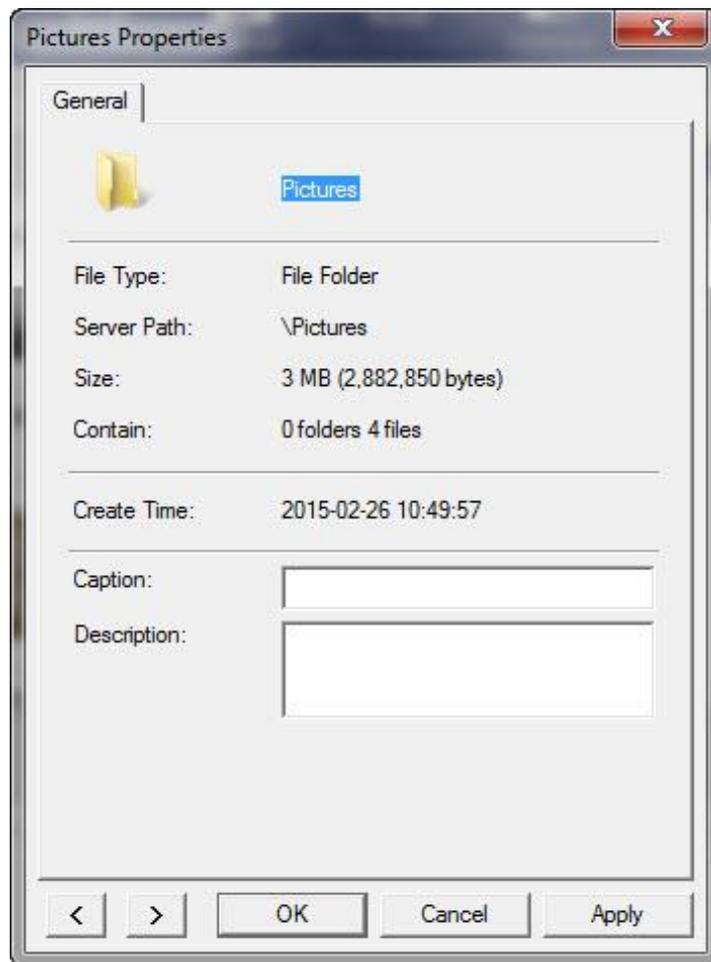
## 4.7 View File Properties, Edit File / Folder Caption & Description

From DriveHQ FileManager, select a cloud file, and then click on the Properties button in the small toolbar, as shown below:



File / Folder properties button

It will pop up a Properties dialog, as shown below:

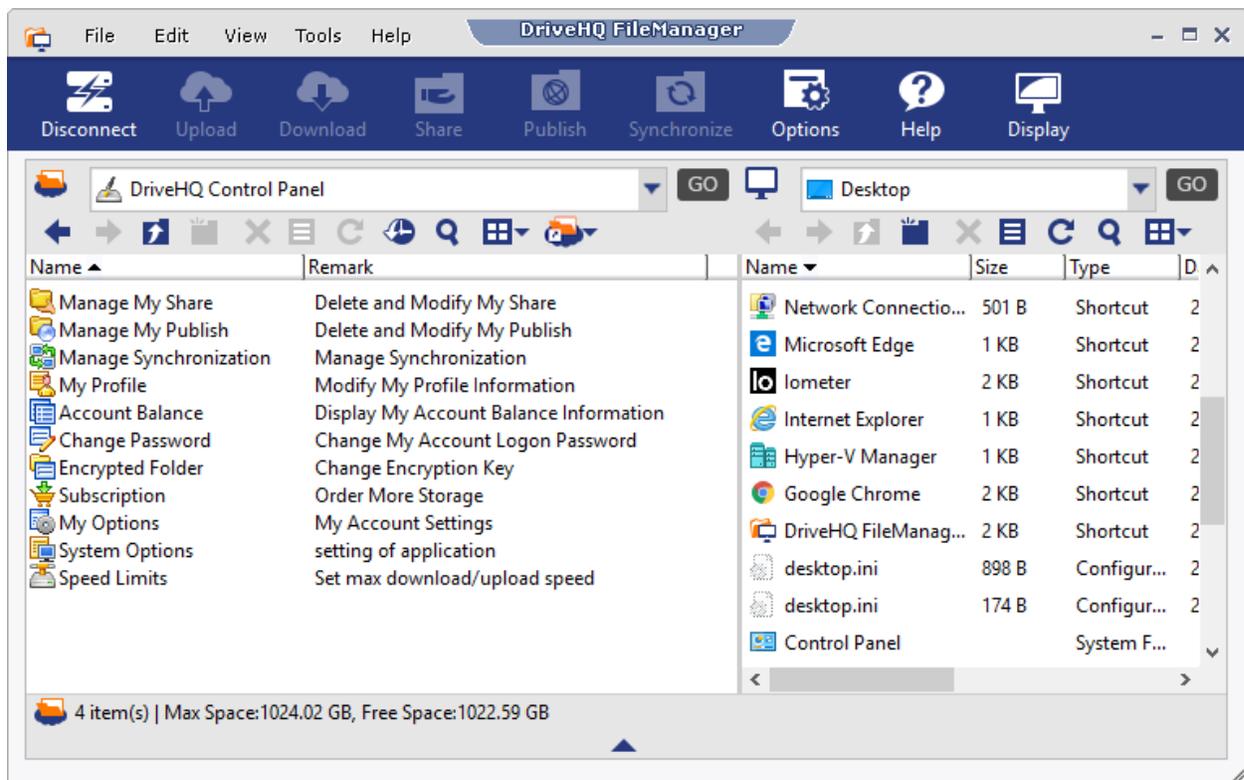


File / Folder Properties and Edit Caption / Descriptions dialog

You can see the file/folder size, cloud path, create time, modify time, caption and description. You can also edit the caption and description field and click on Apply to save the change. This feature is very useful if you need to caption a lot of files / pictures.

## 4.8 DriveHQ Control Panel

From the DriveHQ Root folder, click DriveHQ control panel, you can see the following screen:



DriveHQ FileManager Control Panel screen

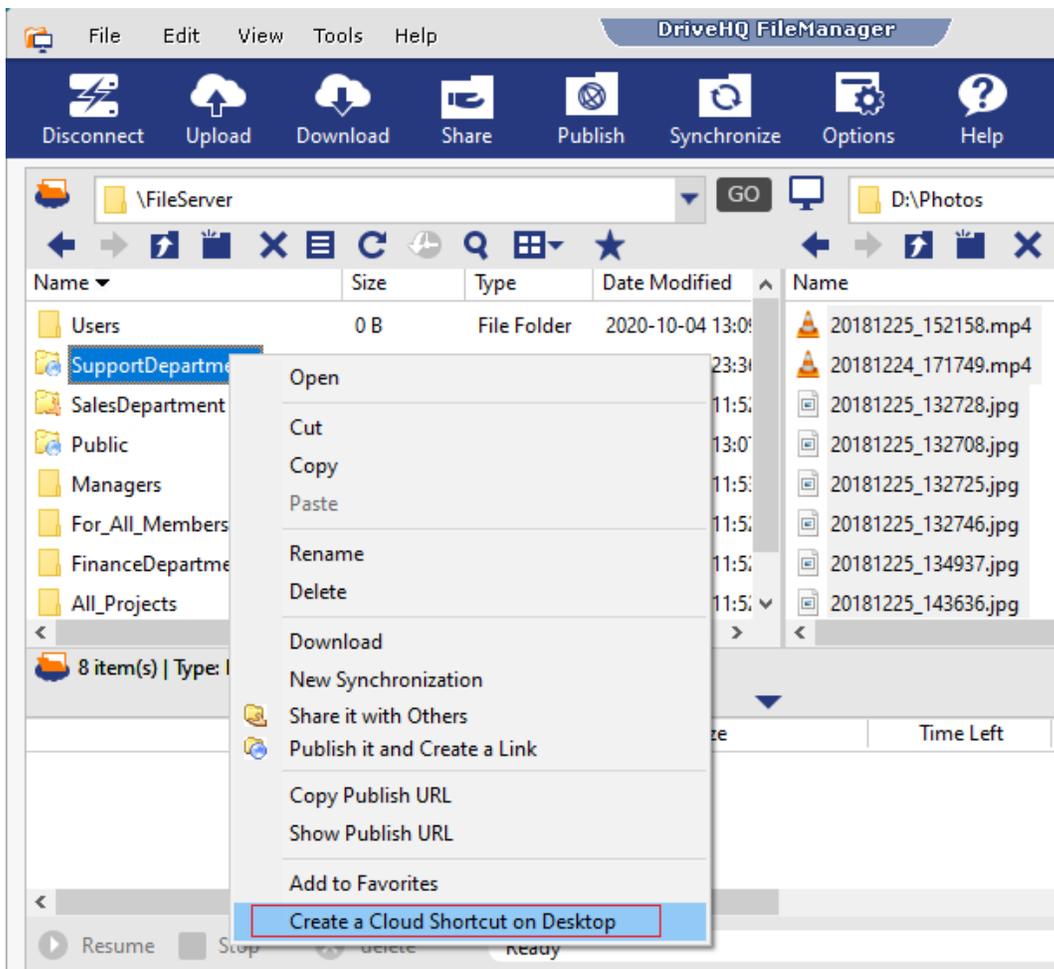
DriveHQ Control Panel is a virtual folder linking to many functions for setting up your account options and managing your “shares” and “publishes”. The same functions can also be accessed from the Tools menu.

## 4.9 Cloud Shortcuts and Favorite Folders (Bookmarks)

If you need to access a few cloud folders frequently, you don’t have to navigate to those folders again and again. There are two solutions: Cloud Shortcuts, and Favorite Folders (Bookmarks).

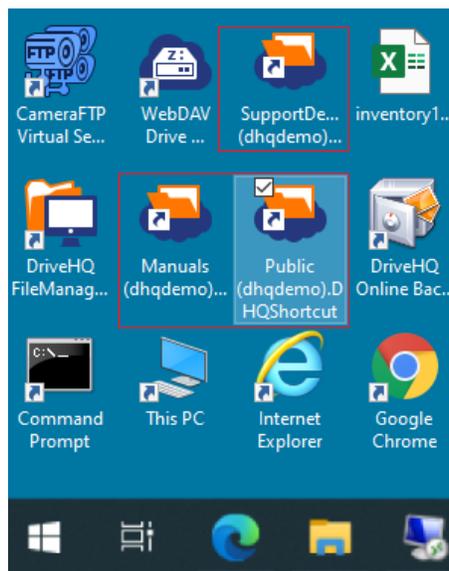
### 4.9.1 Cloud Shortcuts

A cloud shortcut file is like a local shortcut file, except it links to a cloud folder. You can create a cloud shortcut file and place it on your Windows desktop or in any cloud or local folder. To create a cloud shortcut file, right click on a cloud folder, then select “Create a Cloud Shortcut on Desktop”. See the screenshot below:

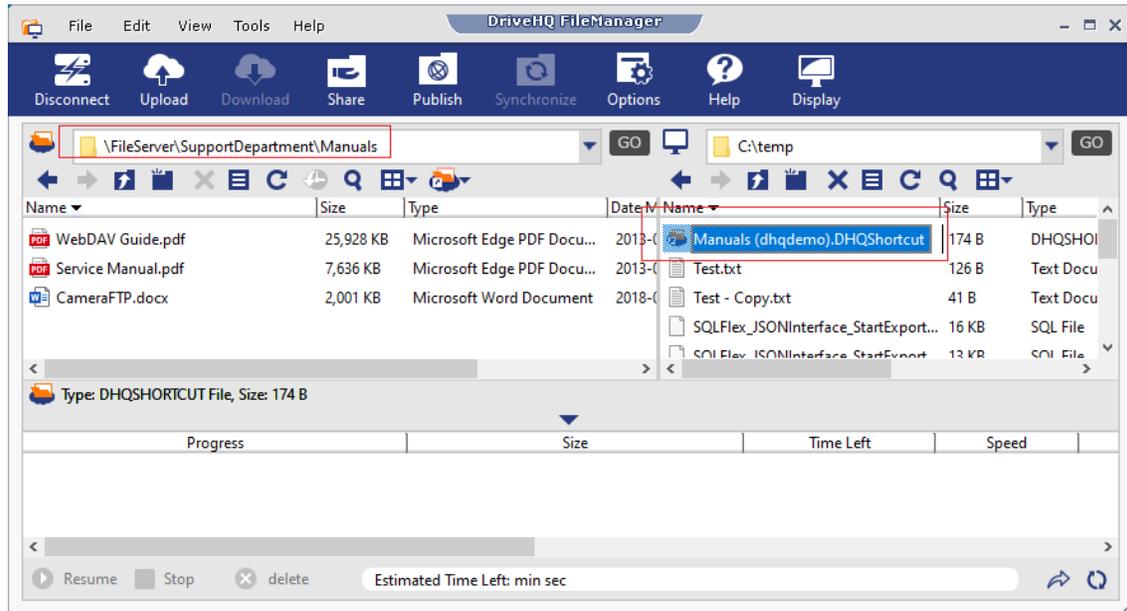


Create a cloud shortcut file on your Windows desktop

It will create a cloud shortcut file and save it on the desktop, see the icons as follows:



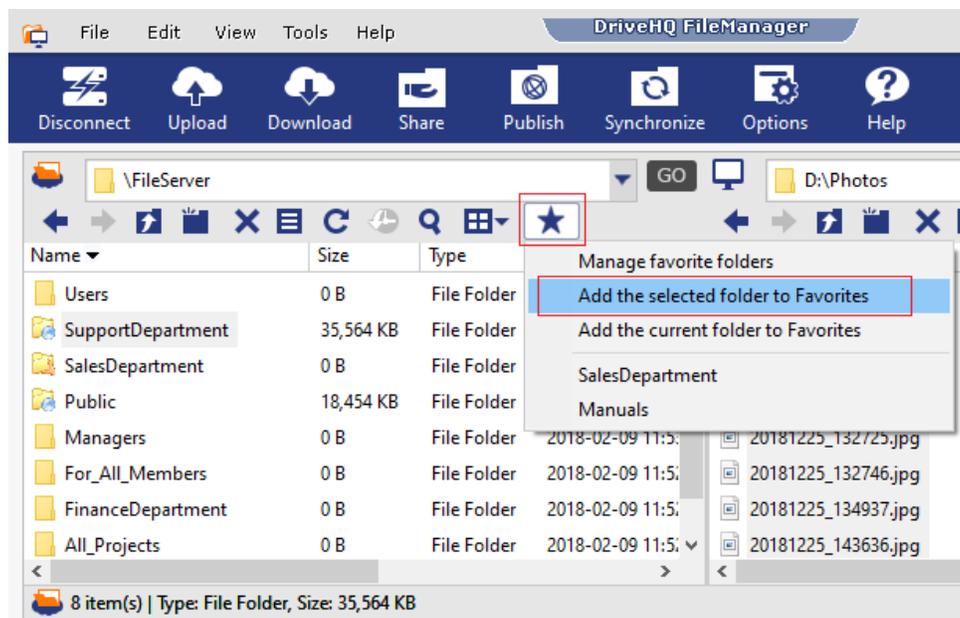
The shortcut file can be copied or moved to any local or cloud folder. If you double click on it, it will open DriveHQ FileManager and automatically navigate to the destination cloud folder. In the example below, it links to: \FileServer\SupportDepartment\Manuals. See the screenshot below.



Double click the cloud shortcut, FileManager opens the destination folder

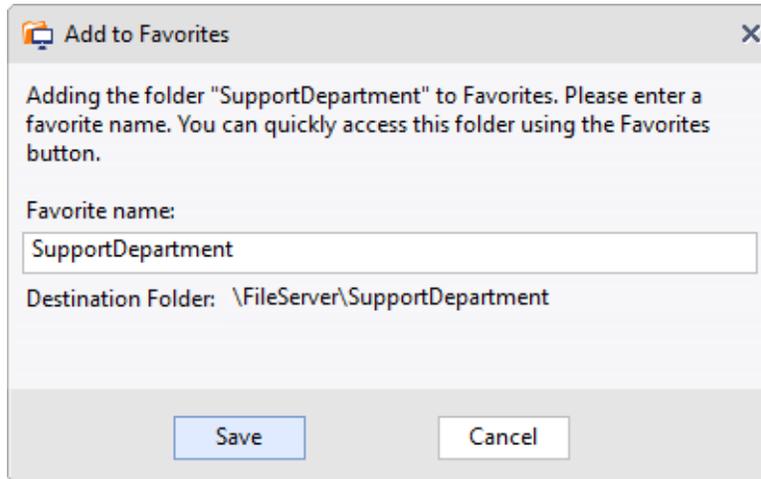
## 4.9.2 Favorite Folders (Bookmarks)

If you need to access certain folders frequently, you can add them to your Favorite Folders (Bookmarks). Please see the screenshot below:

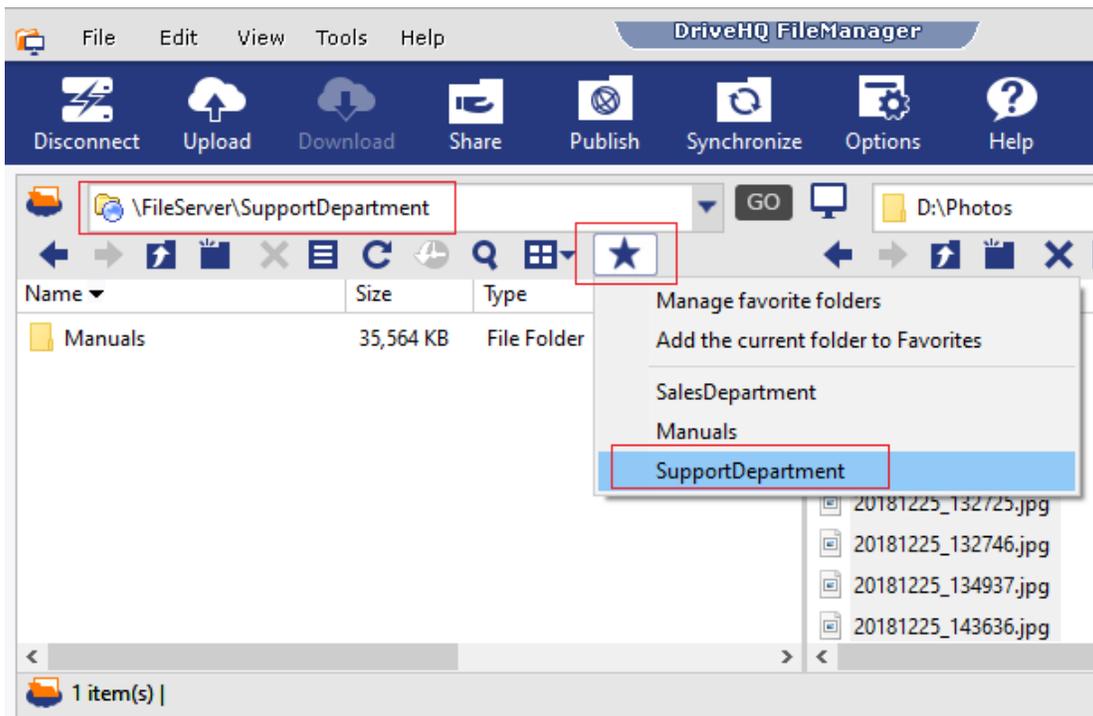


Select a folder and add it to Favorites

Click "Add the selected folder to Favorites", it will display:



Click Save to finish adding it to Favorites. Now you can click the Favorites icon and quickly navigate to the destination folder. See the screenshot below:



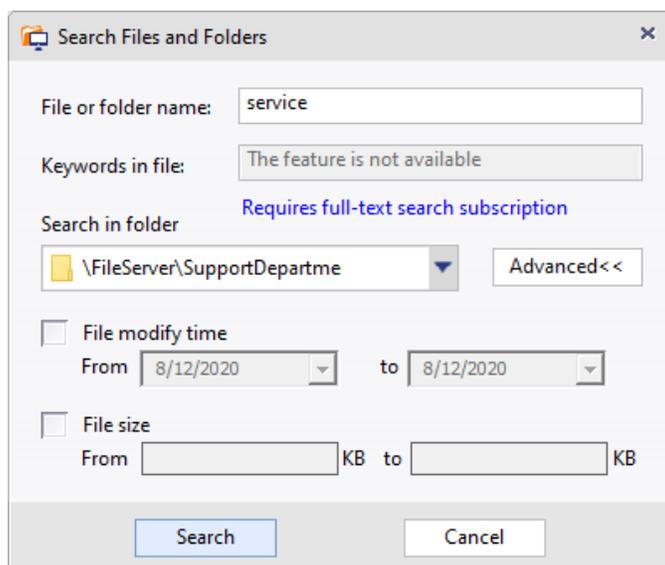
## 4.10 Search Files/Folders (Regular and Full-text Search)

You can click the search icon to search files/folders in the current folder:



Click the Search icon to search files/folders in a folder

If you search in the cloud folder, then it displays the search files/folders dialog:



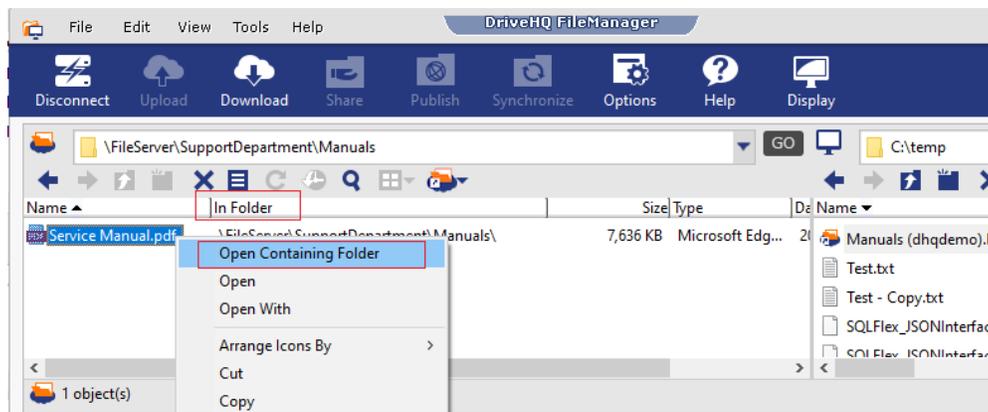
By default, you can search files/folders by:

- File/folder name (supports partial match)
- File modify time (range)
- File size (range)

**If you ordered DriveHQ's Full-Text search service, then you can also search files based on keywords in file contents.** Please note that Full-text Search is an enterprise feature. It requires a lot of extra database storage and CPU power. It is available to enterprise customers as an add-on service. Please contact DriveHQ sales if you are interested in it.

With full-text search service, the system will index keywords in MS Office, PDF, Text, HTML, XML and other indexable files. If you have a lot of such files, full-text search is very efficient and useful.

Click Search, it will display a list of matching files/folders.

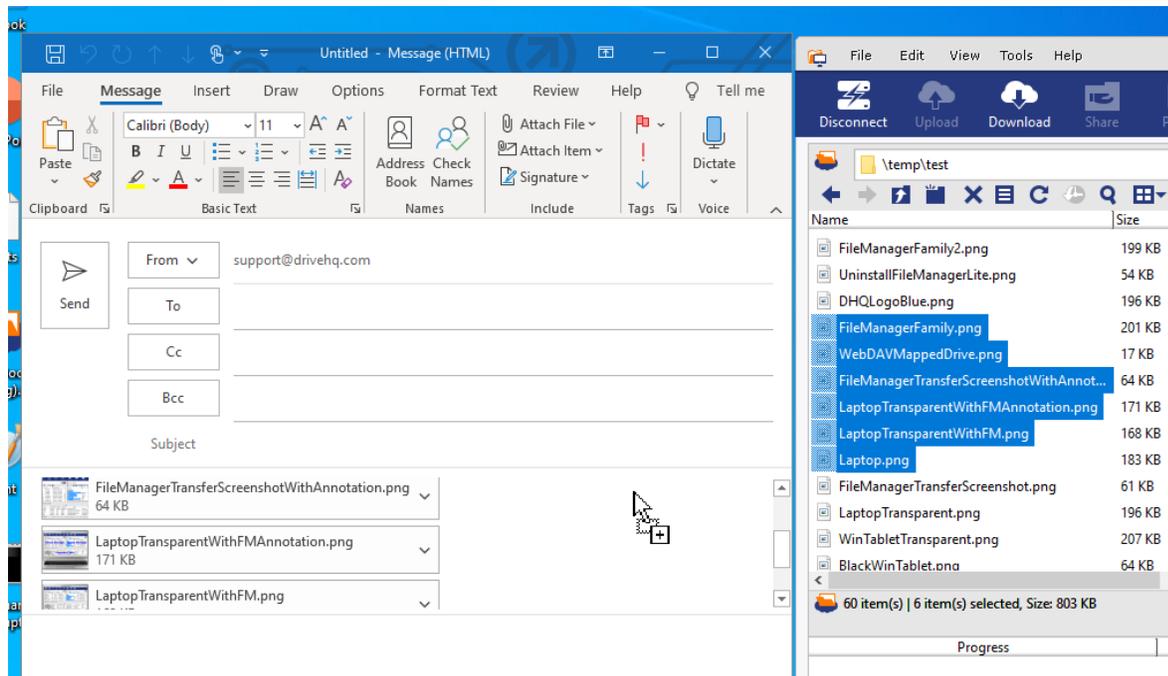


The search result screen

The result files/folders are displayed like a regular folder but with different column headers. You can right click on a file/folder name in the search result and open the folder that contains the file/folder.

## 4.11 Attach Cloud Files to a New (Outlook) Email

If you are composing a new Outlook email and you want to attach some files from your cloud storage, you can drag and drop the cloud files in FileManager to your Outlook new email. Please see the screenshot below:



## 5. Share Files and Folders

Using DriveHQ FileManager, it is very easy to share folders online. Just log on to DriveHQ FileManager, select a folder (in My Storage) and click on the Share button.

You can share a folder with DriveHQ members or non-members, and set a permission level; you can share folders with different users, subgroups and/or contact groups and set different permissions; you can share the same folder multiple times (using different share names). Each user can only see the folder(s) shared with him/her.

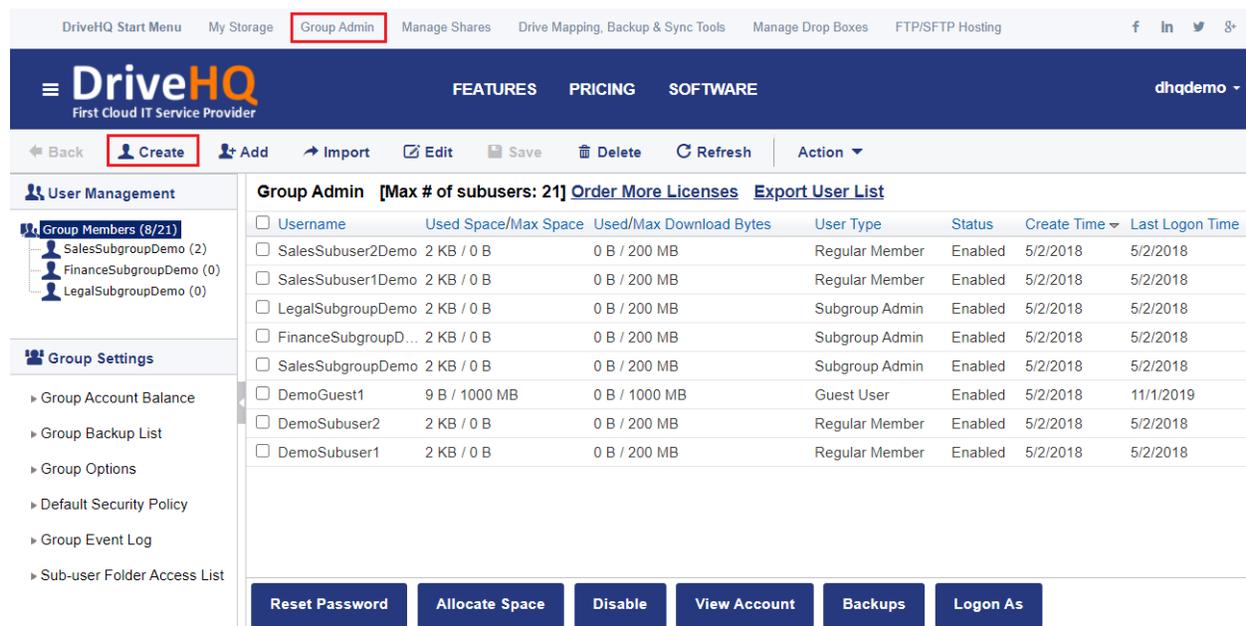
## 5.1 Group Account Management (for Business)

This section is for group administrators or business account owners. **Other users can skip it.**

Like a local file 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.



The screenshot shows the DriveHQ Group Admin interface. The top navigation bar includes 'DriveHQ Start Menu', 'My Storage', 'Group Admin' (highlighted with a red box), 'Manage Shares', 'Drive Mapping, Backup & Sync Tools', 'Manage Drop Boxes', and 'FTP/SFTP Hosting'. The main header features the DriveHQ logo, navigation links for 'FEATURES', 'PRICING', and 'SOFTWARE', and a 'dhqdemo' dropdown. Below the header is a toolbar with 'Back', 'Create' (highlighted with a red box), 'Add', 'Import', 'Edit', 'Save', 'Delete', 'Refresh', and 'Action' buttons. The main content area is titled 'Group Admin [Max # of subusers: 21] Order More Licenses Export User List'. It contains a table with columns for 'Username', 'Used Space/Max Space', 'Used/Max Download Bytes', 'User Type', 'Status', 'Create Time', and 'Last Logon Time'. The table lists several sub-users and subgroups, including 'SalesSubuser2Demo', 'SalesSubuser1Demo', 'LegalSubgroupDemo', 'FinanceSubgroupD...', 'SalesSubgroupDemo', 'DemoGuest1', 'DemoSubuser2', and 'DemoSubuser1'. At the bottom of the table are buttons for 'Reset Password', 'Allocate Space', 'Disable', 'View Account', 'Backups', and 'Logon As'.

| Username                                     | Used Space/Max Space | Used/Max Download Bytes | User Type      | Status  | Create Time | Last Logon Time |
|--|----------------------|-------------------------|----------------|---------|-------------|-----------------|
| <input type="checkbox"/> SalesSubuser2Demo   | 2 KB / 0 B           | 0 B / 200 MB            | Regular Member | Enabled | 5/2/2018    | 5/2/2018        |
| <input type="checkbox"/> SalesSubuser1Demo   | 2 KB / 0 B           | 0 B / 200 MB            | Regular Member | Enabled | 5/2/2018    | 5/2/2018        |
| <input type="checkbox"/> LegalSubgroupDemo   | 2 KB / 0 B           | 0 B / 200 MB            | Subgroup Admin | Enabled | 5/2/2018    | 5/2/2018        |
| <input type="checkbox"/> FinanceSubgroupD... | 2 KB / 0 B           | 0 B / 200 MB            | Subgroup Admin | Enabled | 5/2/2018    | 5/2/2018        |
| <input type="checkbox"/> SalesSubgroupDemo   | 2 KB / 0 B           | 0 B / 200 MB            | Subgroup Admin | Enabled | 5/2/2018    | 5/2/2018        |
| <input type="checkbox"/> DemoGuest1          | 9 B / 1000 MB        | 0 B / 1000 MB           | Guest User     | Enabled | 5/2/2018    | 11/1/2019       |
| <input type="checkbox"/> DemoSubuser2        | 2 KB / 0 B           | 0 B / 200 MB            | Regular Member | Enabled | 5/2/2018    | 5/2/2018        |
| <input type="checkbox"/> DemoSubuser1        | 2 KB / 0 B           | 0 B / 200 MB            | Regular Member | Enabled | 5/2/2018    | 5/2/2018        |

The Group Admin feature

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

### Create a Subuser

#### Subuser Basic Information

Username:

Password:

Confirm Password:

Email:   or Use DriveHQ email address

User Type:

Assign to Subgroup:

Max Storage Space:  MB  (Enter 0 to force sub-user to only use shared folders)  
Allocate up to 1047096 MB. (Note it will reduce your own account's max storage space)

Max Download Bytes:  MB  (Enter 0 to force sub-user to only use shared folders)  
Allocate up to 1536842 MB. (Note it will reduce your own account's max downloads)

#### Optional Information

First Name:  Last Name:

Company Name:  Business Phone:

Address Line 1:

You will need to enter the sub-username, password, confirm password; you do not 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.
- **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 explicitly.
- **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 do not have to assign a sub-user to 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.**

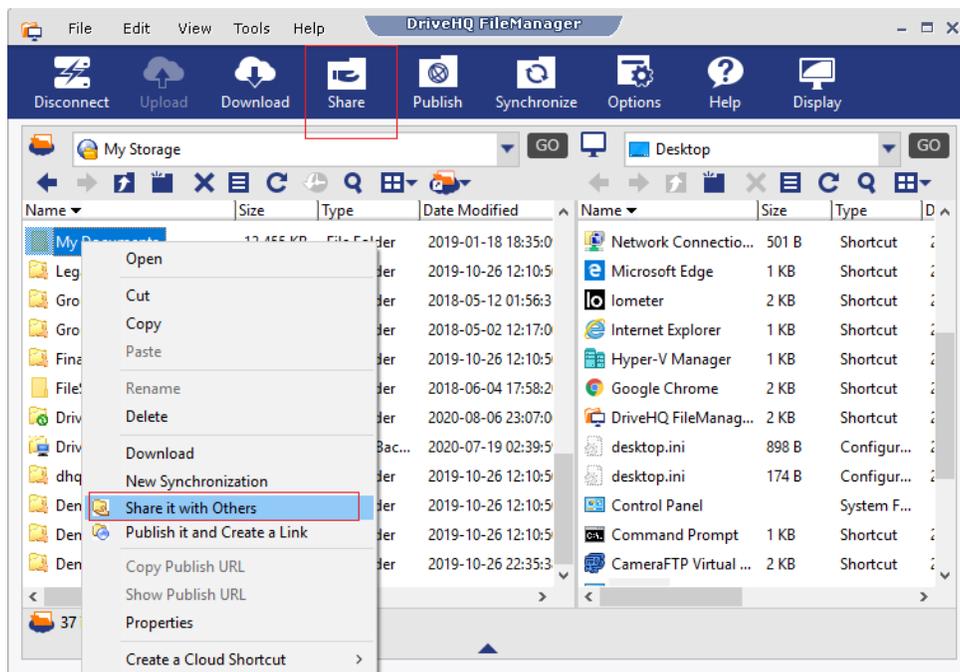
### **Option 2: Use Active Directory Integration and SSO service.**

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.

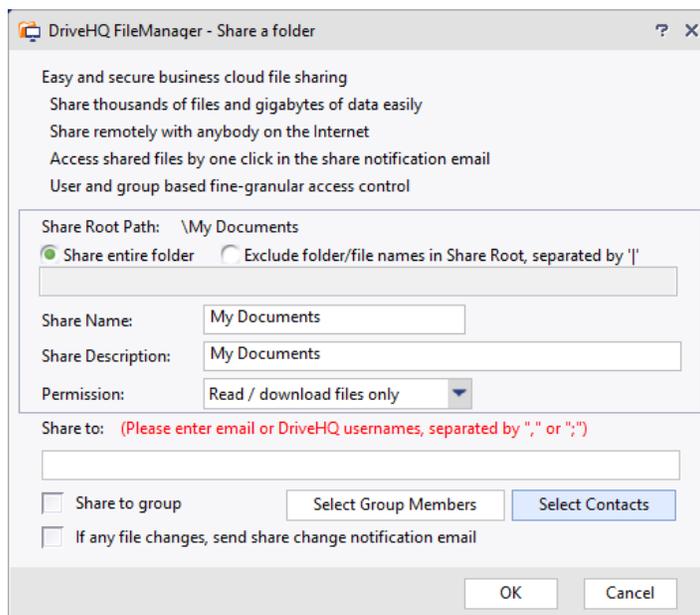
## **5.2 Share a cloud folder**

You can select a cloud folder in your account and click on the Share button, or right click on the folder to share it.



Right click on a folder or click the Share button

It will pop up a new dialog:



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 been shared/published before, you must use a different share name to share it again, or use the Manage My Shares feature to edit the existing 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 checking the radio button of "Exclude folder/file names in Share Root". You can enter multiple file or folder names and separate them with "|". Only files and subfolders immediately in this folder can be excluded.

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

- View file / subfolder list only
- Read / download files only
- Add / upload files
- Add & Edit files
- 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 ";;".

### **Group Folder Sharing and Collaboration**

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:

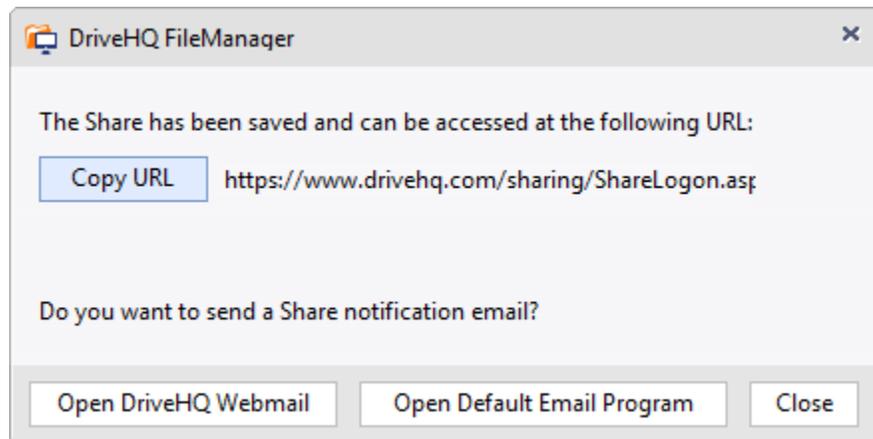
- Click the "Select Group Members" button to add group members into the Share-to list. **You can also share a folder with a subgroup(s). All sub-users in the subgroup are automatically shared with. If a sub-user is removed from the subgroup, then he/she will not be able to access the shared folder again.**
- Click "Select Contacts" button 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 "If any file changes, send share change notification email" 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 on Ok, the Share is created and a confirmation dialog pops up:



Share created confirmation dialog

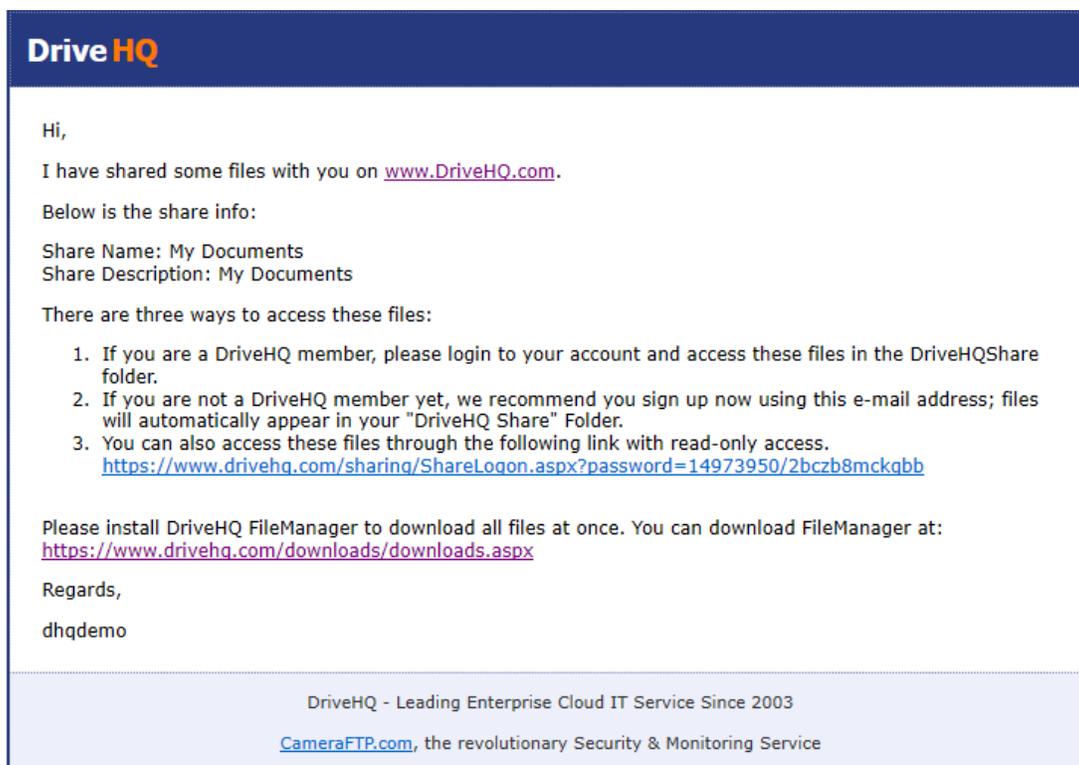
The cloud folder “\My Documents” has been shared. If all Share-to users are DriveHQ members, then it is not necessary to send the share notification email. The “share-to” users can log on to [www.drivehq.com](http://www.drivehq.com) (or other DriveHQ programs such as DriveHQ FileManager, WebDAV Drive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

```
\DriveHQ Share\YOUR_USERNAME\SHARE_NAME
```

In the case of this example, it is:

```
\DriveHQ Share\DHQDemo\My Documents
```

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:



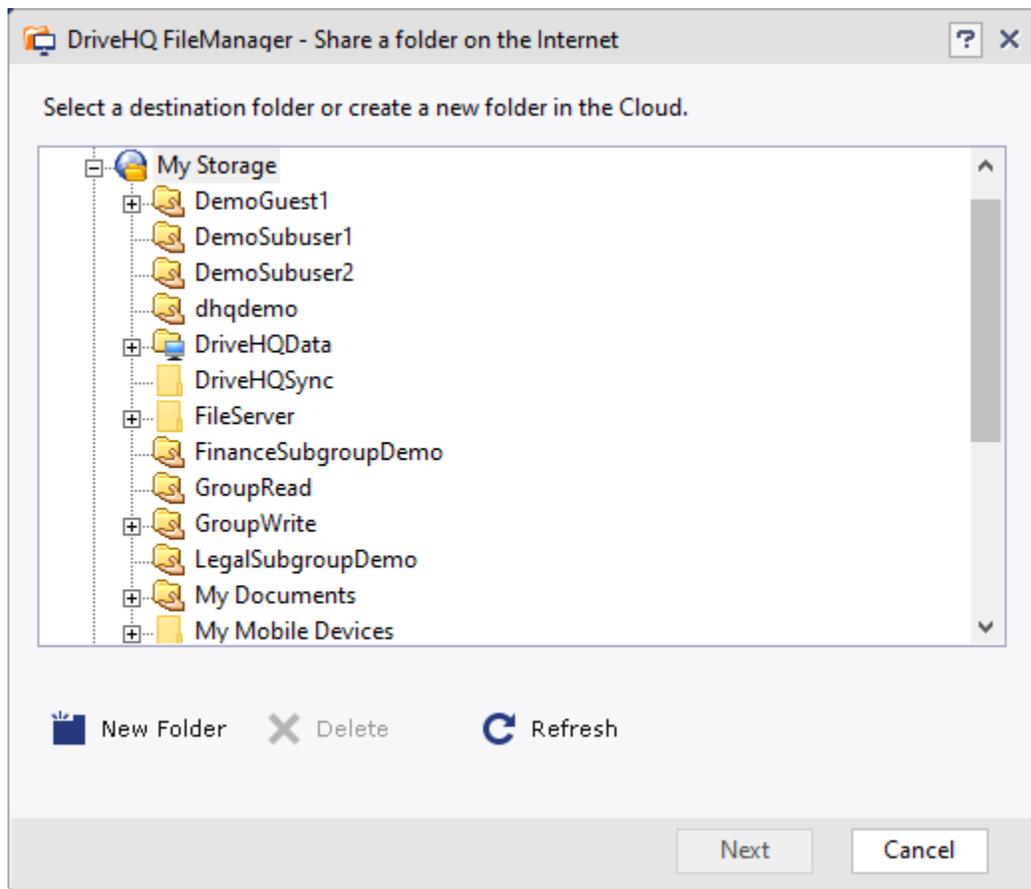
The default share notification email

You can send the share notification email using your own email account/service and your own email client software. 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 “\DriveHQ Share\YOUR\_USERNAME\SHARE\_NAME” with a higher level access permission.

## 5.3 Share a local folder online

From DriveHQ FileManager main screen, you can select a local folder and then click on the “Share” button (or right click on a local folder and select “Share it with others”), it will pop up the following dialog:



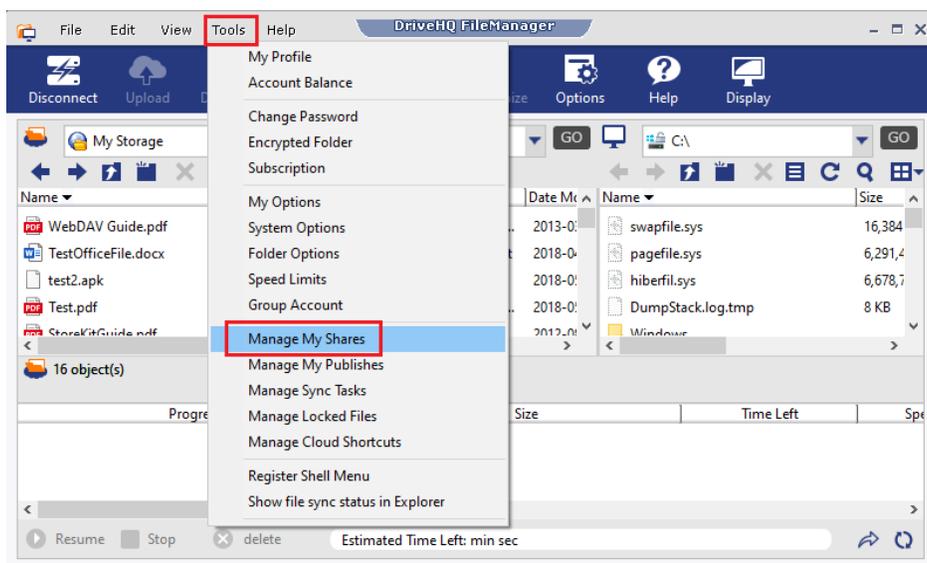
Select a local folder online

Basically, it will upload the folder to the cloud first. Then it will share the uploaded folder online. This cloud sharing method is better than local folder sharing methods:

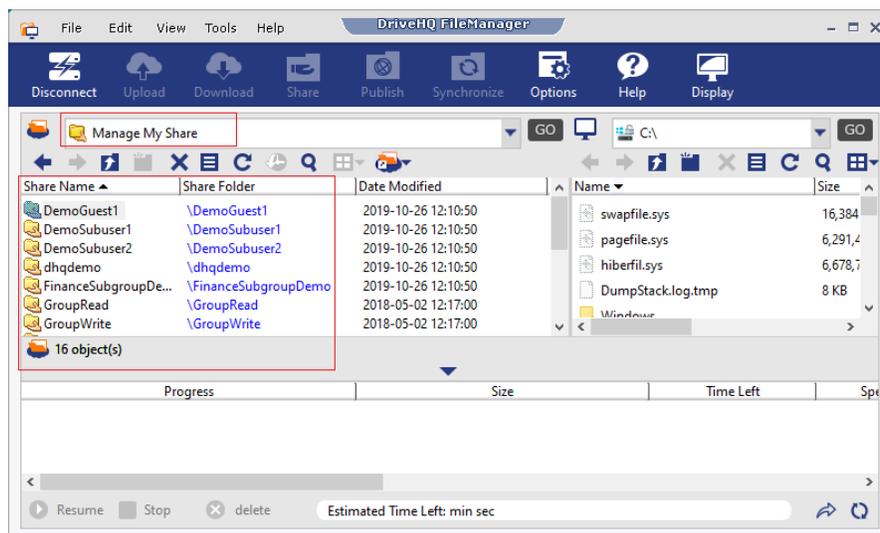
- You can share folders / files with **remote** users, incl. co-workers, friends, customers or guests.
- The folder is shared in the cloud. You can turn off your computer without affecting the shared folder.

## 5.4 Manage My Shares

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



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



You can double 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.

## 5.5 Access shared cloud folders

After a cloud folder is shared, it can be accessed by the “Share-to” users online. Whether you shared a folder using DriveHQ FileManager or DriveHQ.com website, the result is the same: Users can access the shared folder using DriveHQ FileManager, DriveHQ.com website, WebDAV Drive Mapping or FTP.

If a DriveHQ user shared a folder with you, he can send a “Share notification email”, which has the detailed instructions about how to access the shared folder, e.g. a typical share notification email includes the following info

-----  
There are three ways to access these files:

1. If you are a DriveHQ member, please log on to your account and access these files in the DriveHQShare folder.
2. If you are not a DriveHQ member yet, I recommend you to sign up now using this e-mail address. My files will automatically appear in your "DriveHQ Share" Folder.
3. You can also access these files by clicking on the Share link in the notification email; you will have read-only access. In the "Share Verify" page, enter your email address to access the Share.

Please install DriveHQ FileManager to download all files. It works like Windows Explorer or FTP, supports drag-n-drop.

It can download / upload any size files reliably. Please download it at:

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

-----  
If you use DriveHQ FileManager to access the shared folder, you must have a DriveHQ account. If you are not a DriveHQ member, you can sign up a free DriveHQ account using the email address that received the share notification email.

If your DriveHQ username or your registered email address is in the "Share-to" list when the other user shared the folder, then you can log on to DriveHQ FileManager. The folder(s) shared to you is automatically displayed in the special virtual folder:

```
\DriveHQ Share\FOLDEROWNER_USERNAME\SHARE_NAME
```

Dependent on the permission level of the share, (which is set by the user who shared the folder with you), you might be able to access the folder with "View File/subfolder list", "Read-only", "Add / Upload", "Add & Edit" or "Full Access" right, etc.

As an example, USER1 shared a folder "My Documents" to USER2 with full-access right. USER1 also shared "\GroupRead" to the whole group with Read-only access and "\GroupWrite" with full-access right. USER2 can see 3 shared folders in the virtual folder:

```
\DriveHQ Share\USER1\
```

Since the folder My Documents was shared with full-access right, USER2 can right click on a blank area to create files / folders in it. He can also drag and drop files / folders into this shared folder.

## 5.6 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 previous users' changes. To avoid it, DriveHQ FileManager (and WebDAV Drive Mapping) supports cloud file locking.

Cloud File Locking **cannot** be supported if you use Folder Sync, Web Browser or FTP based cloud storage services. Thus, **most cloud storage services do not support cloud file locking.**

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

- **Automatic File Locking/Unlocking**

When you double click on a cloud file in FileManager, 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.

- **Manual File Locking/Unlocking**

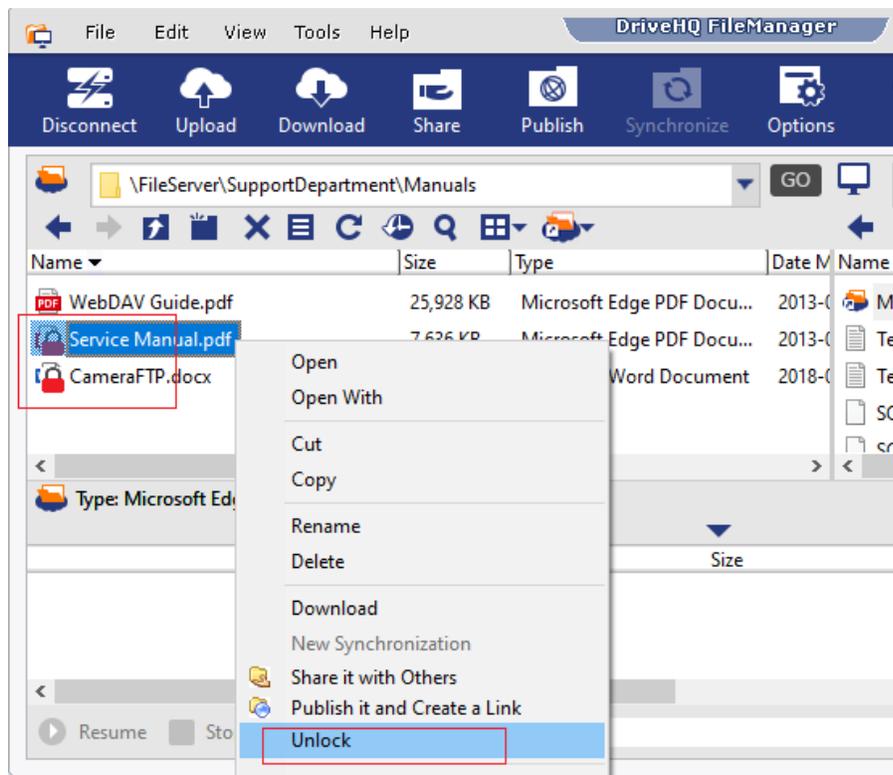
You can manually lock/unlock a file using FileManager. To access it, just right click on a cloud file and select Lock/Unlock. This is needed in the following cases:

- (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.

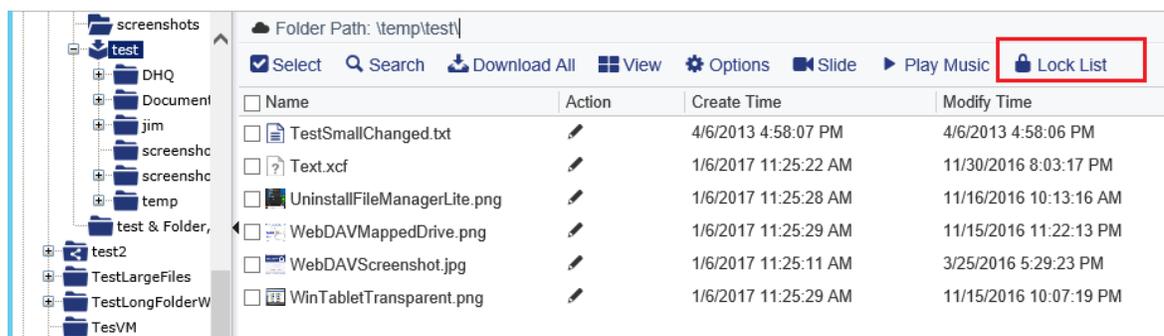
- **Manage / View File Lock List**

If you are not sure which files are locked, usually you can find out by looking at the file icons. 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 in DriveHQ FileManager, click the Tools menu, then select Manage Locked Files; to access 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  | Search                | Delete                |           |        |
| 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    | -      |
| WebDAVScreenshot.jpg     | \\temp\test\WebDAVScreenshot.jpg     | WebDAV     | 7/10/2018 12:05:32 PM | 7/11/2018 12:05:32 AM | WebDAV    | -      |
| WebDAVMappedDrive.png    | \\temp\test\WebDAVMappedDrive.png    | WebDAV     | 7/10/2018 12:05:17 PM | 7/11/2018 12:05:17 AM | WebDAV    | -      |

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

The "Manage File Locks / Lock List" page

## 6 Publish Files / Folders

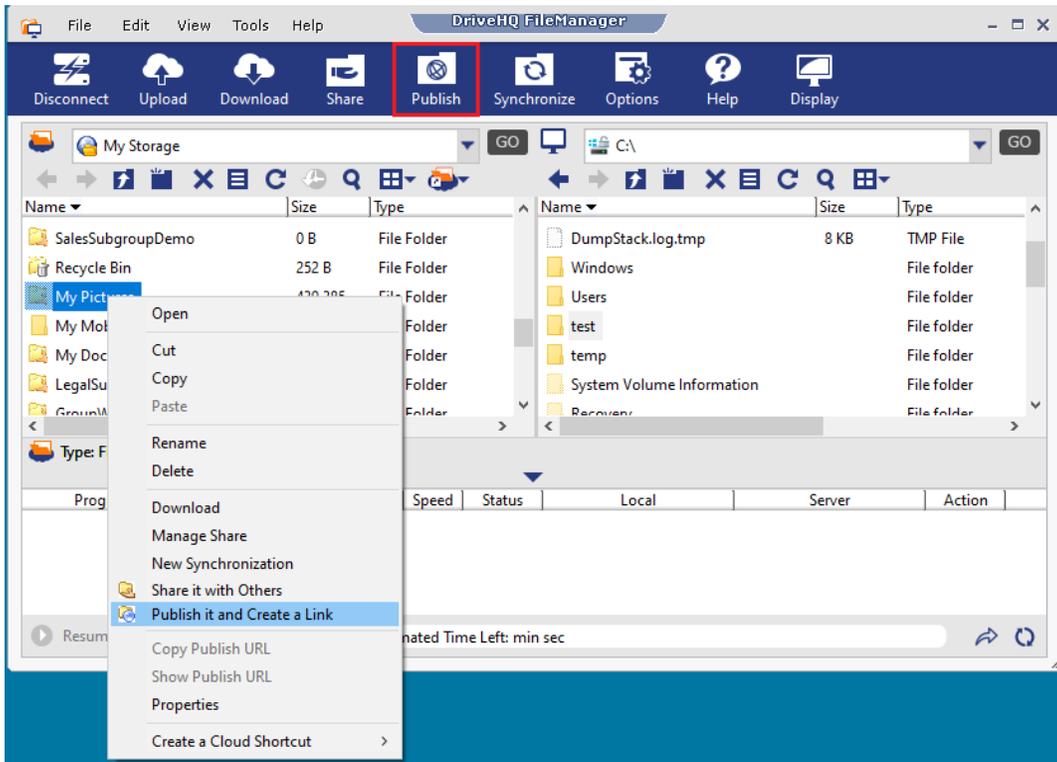
By default, files in your DriveHQ account are secure and private. You cannot link files from other websites / web pages.

To create links to your files / folders, you must use the Publish feature. You can publish a file or folder. Publishing a folder is more efficient as all files and subfolders in it are also published. Publishing a file is not efficient; and if you change a file after it is published, you need to publish it again.

Whether you publish a folder using DriveHQ.com website or using DriveHQ FileManager, the result is the same.

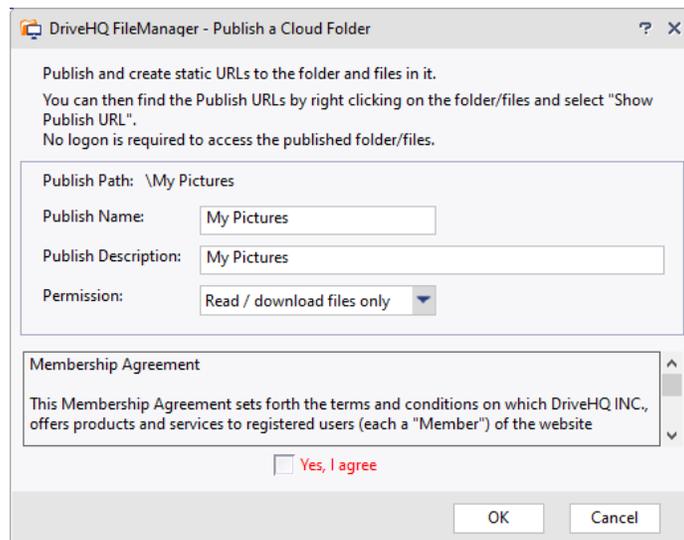
### 6.1 Publish a Folder with DriveHQ FileManager

Publishing a folder using DriveHQ FileManager is extremely easy. You just select a cloud folder in your account and click the Publish button, or right click a folder and select "Publish it and create a link".



Right click a cloud folder, or select it and click Publish

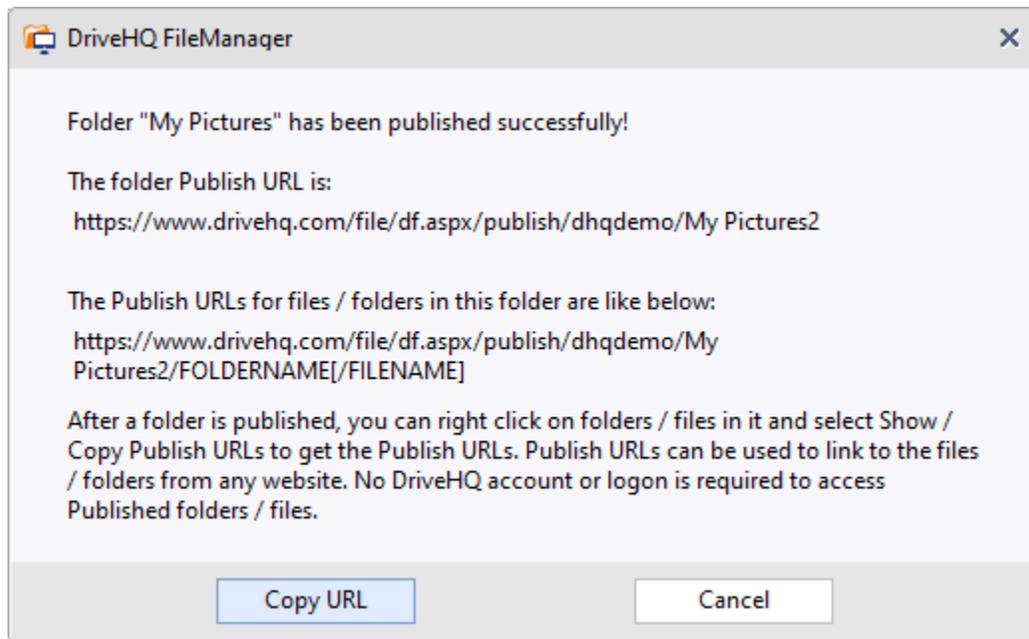
It will pop up a “Publish a cloud folder” dialog, as shown below.



Publish a cloud folder dialog

From the above dialog, enter your Publish name, description and permission, check the “Yes, I agree” checkbox, then click Ok. The publish name must be unique in your account. If you shared/published a folder with the same publish name, you must change the Publish Name in this dialog.

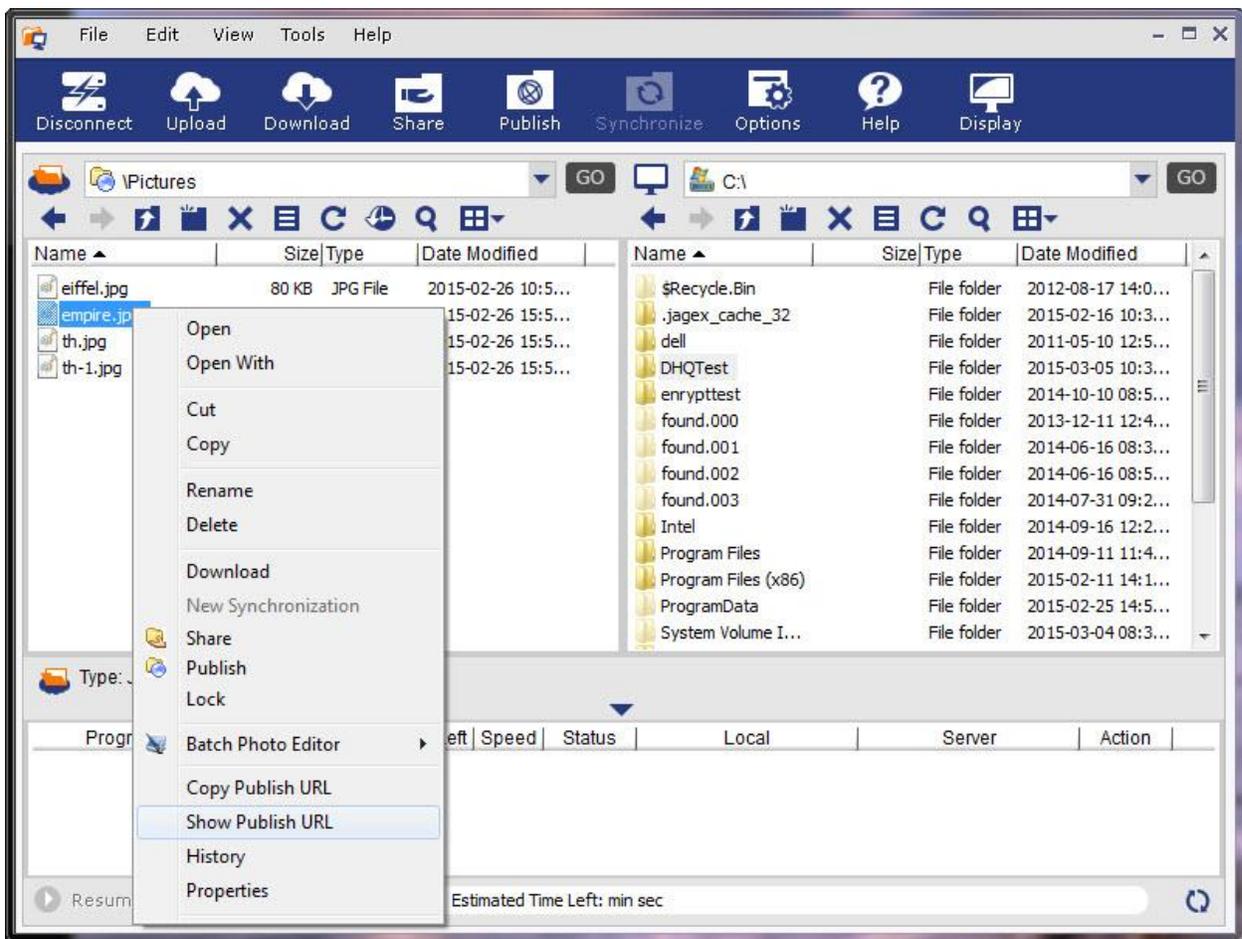
If the folder is published successfully, you can see the confirmation dialog with Publish URL info:



Publish confirmation dialog with Publish URL

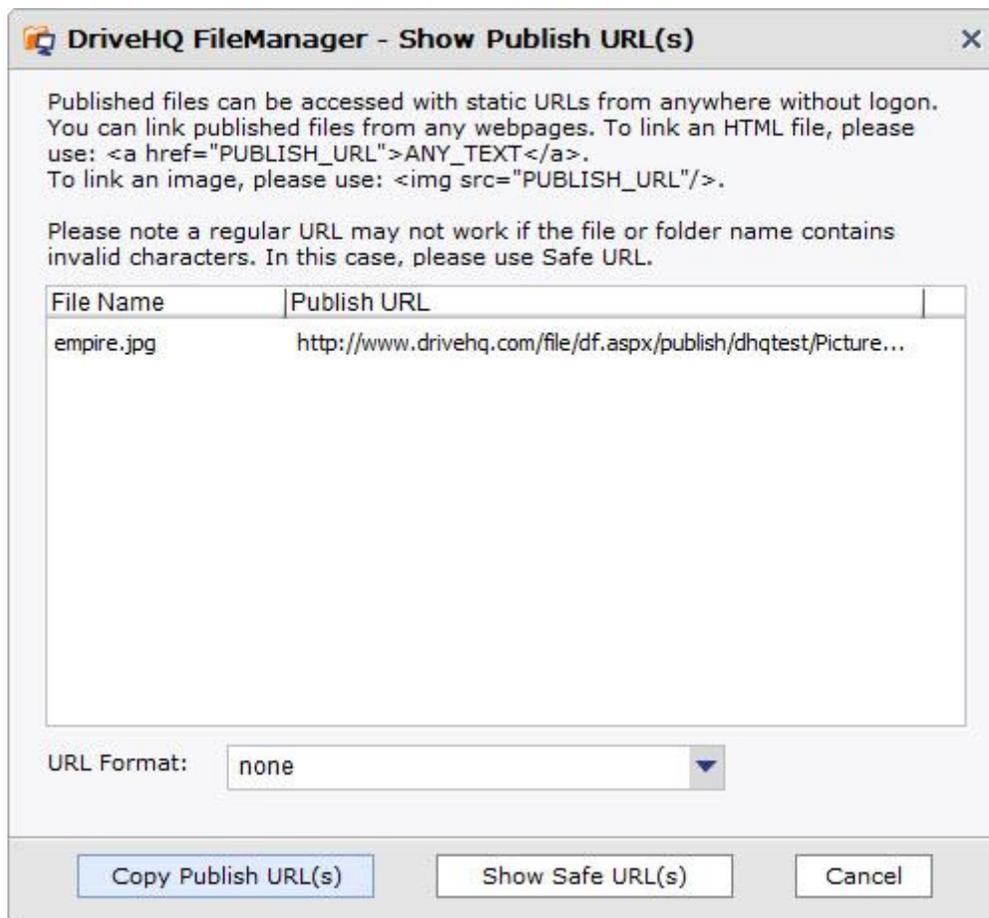
You can click on "Copy URL" to copy the folder's publish URL to the clipboard, which you can paste it into other applications, e.g. Notepad, Word, or any HTML editor. Click Cancel to close the dialog.

You can more efficiently get multiple file / folder publish URLs. Just visit any published folder, select files / folders in it, then right click on the files / folders, select Show Publish URLs. It will open a new dialog as follows:



Get files / folders' publish URLs (static links)

To get the publish URLs, please right click on the selected folders / files, then click on Show Publish URL. It pops up a dialog as shown below:



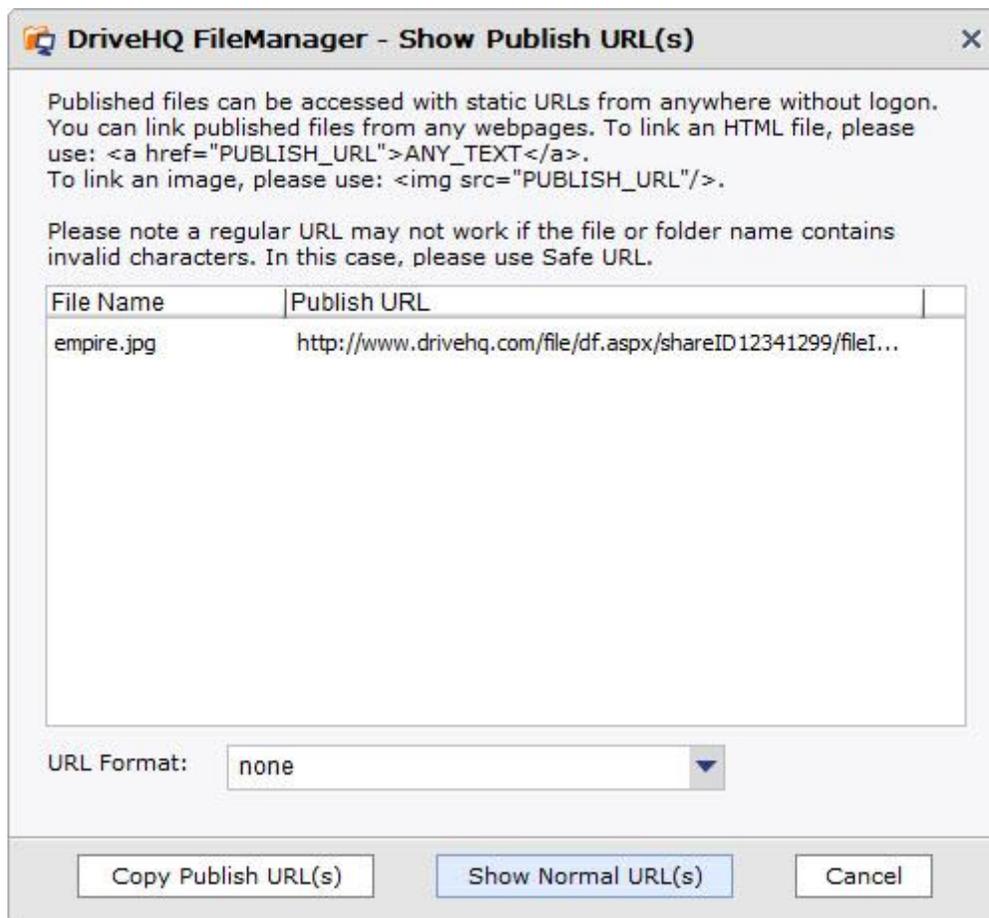
Show Publish URLs dialog

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

The above publish URLs have a pattern of:

```
https://www.drivehq.com/file/df.aspx/publish/OWNER_USERNAME/PUBLISH_NAME/FILENAME
```

If you want to hide your username and folder name, you can click on the “Show Safe URL(s)” button, which will change the Publish URLs into a new format as shown below:



### Show Safe Publish URL

The Safe Publish URLs hide the username, publish name, folder name and filename info. So the URL is more secure; moreover, Safe URLs are guaranteed not to have any special characters that may affect the validity of a URL.

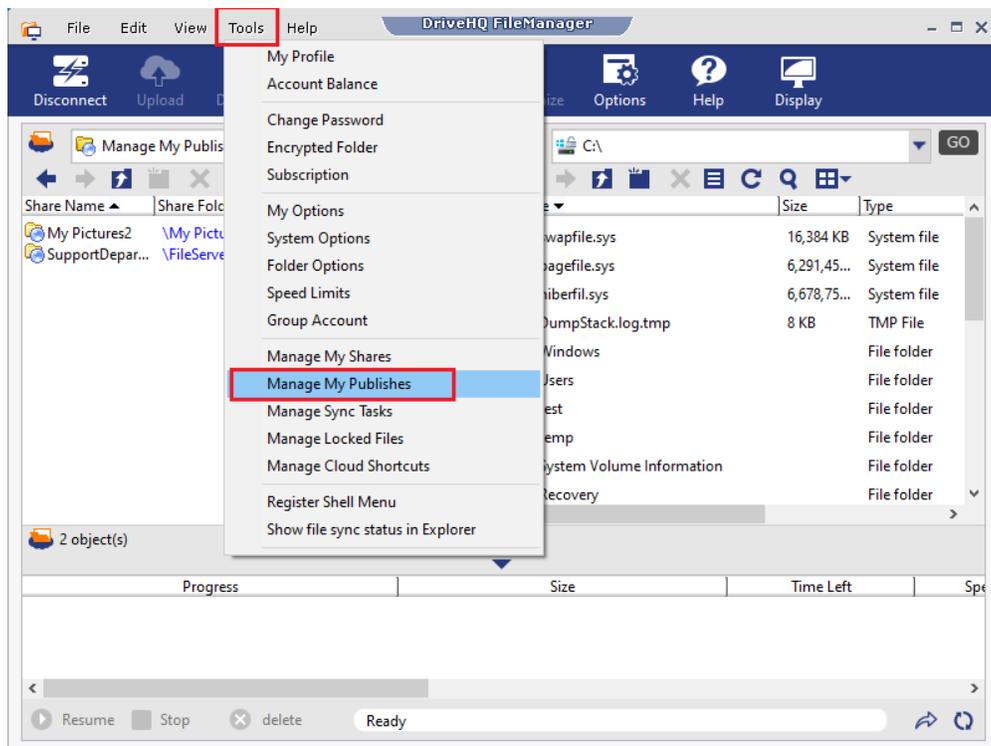
A regular Publish URL may not work if it has special characters in the folder name / file name, etc.

**Note: A Safe Publish URL will become invalid if the linked file is modified; a regular Publish URL will not be affected if the linked file is modified.**

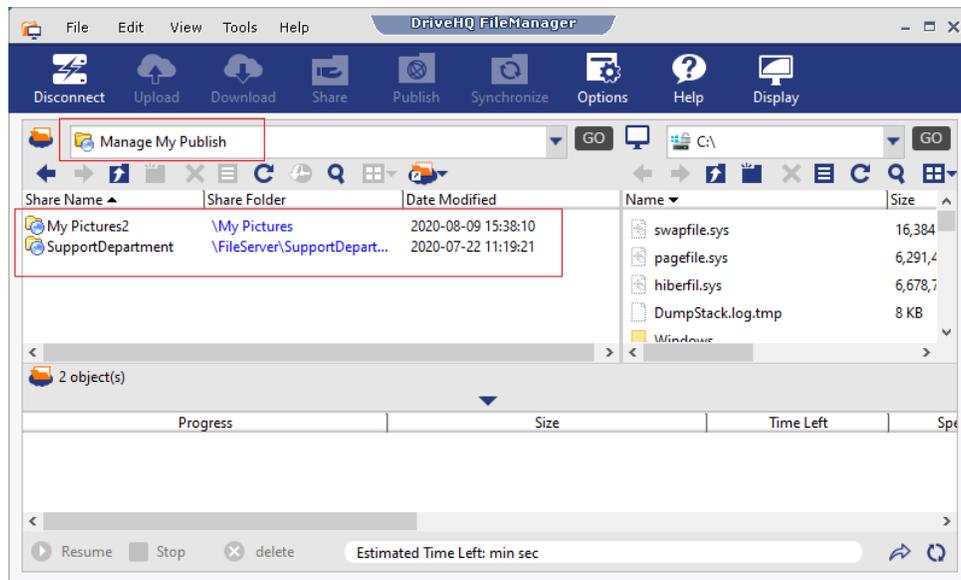
Also, when other users visit your published (or shared) folder(s), they use your account download bytes. If many users visit your published folder, please make sure you have enough download bytes.

## 6.2 Manage Publishes

You can stop publishing a folder, or edit the publishing info. To do so, click Tools, then click "Manage My Publishes". See the screenshot below:



It will display a list of your publishes (published folders). You can double click on a Publish (Share) Name to edit the Publish info or view the Publish URLs.



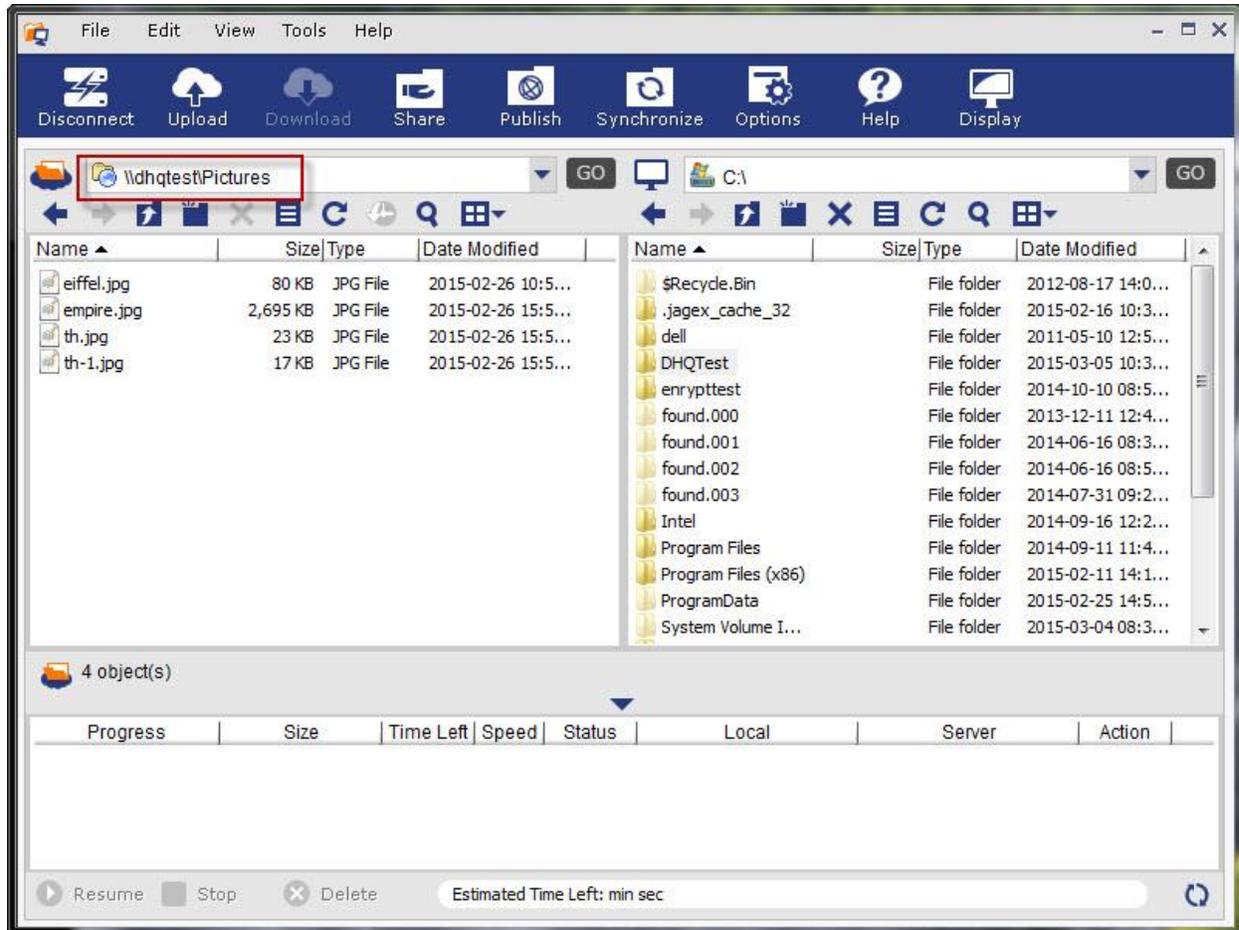
To stop publishing a folder(s), just select it and click Delete. It will delete the Publish only. Your folder and files will not be deleted.

### 6.3 Access Published Cloud Folders

You can use Publish URLs to access published folders and files. Just open a web browser and enter the Publish URL(s).

If you need to download published files, using web browser, you can download files one by one. A more efficient method is using DriveHQ FileManager. To download multiple published files / folders using DriveHQ FileManager, you just need to log on to DriveHQ FileManager (DriveHQ account is required), then enter the following address:

\\USERNAME\PUBLISHNAME



Enter a publish path in the server address bar to access a published folder

After you enter the Publish Address in the cloud address bar, click on "Go" to open the folder. The published folder works just like a regular folder. You can drag and drop (or copy and paste) to download the files / folders to your local storage or to your own DriveHQ cloud folder.

## 7 Folder Synchronization

DriveHQ FileManager offers the most powerful folder synchronization features. It can:

- Synchronize a local folder with a cloud folder.
- Synchronize multiple local folders with multiple cloud folders.
- Create multiple sync tasks with different schedules, incl. real-time, daily and weekly.
- Synchronize multiple computers to the same cloud folder, indirectly synchronize multiple computers.
- Create one-way or two-way sync tasks.
- Exclude certain files from being sync-ed using wildcard.
- Synchronize folders in multiple user accounts by using a group shared folder.

## 7.1 The Default Sync Task(s)

The first time you log on to DriveHQ FileManager, it asks whether you want to create a default synchronization task(s).

If you are a standalone user, it will create one sync task to synchronize:

- Local: "C:\users\WINDOWS\_USERNAME\DriveHQSync" and
- Cloud: "\DriveHQSync"

If you are a group member user, it will create another sync task to synchronize with a group shared folder (i.e. multi-user folder sync):

- Local: "C:\users\WINDOWS\_USERNAME\GroupSync" and
- Cloud: "\GROUP\_OWNER\_USERNAME\GroupWrite\GroupSync"

If you choose to create the default sync task(s), it will start synchronizing your folders immediately, similar to other cloud folder sync services.

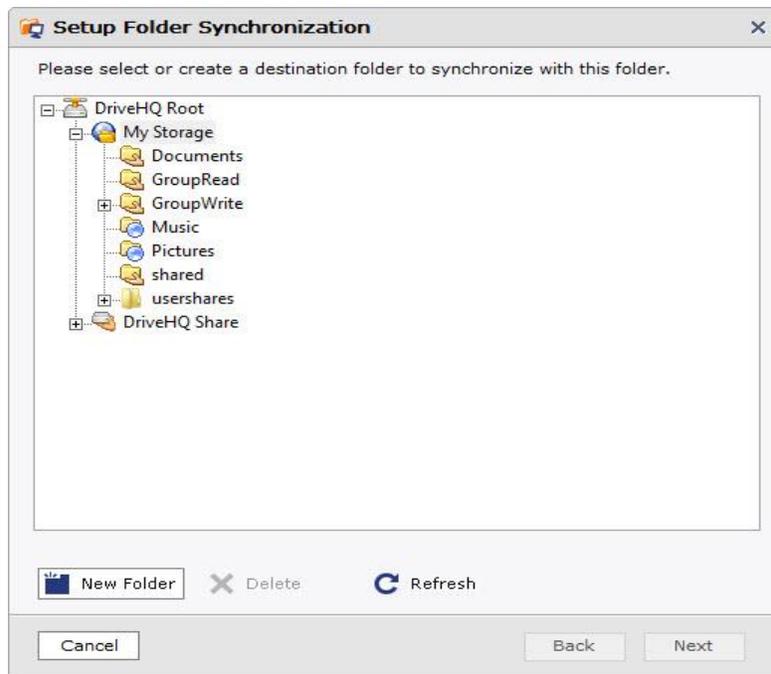
**The main difference is:** It does not sync your entire cloud storage. It only syncs the specific cloud folder. Of course, you can store all your data in this folder if you like. DriveHQ advantages are: you can create multiple sync tasks to sync multiple folders; you don't need to sync all your cloud files – you can directly edit cloud files and save changes back to the cloud without folder synchronization.

## 7.2 Create a Synchronization task

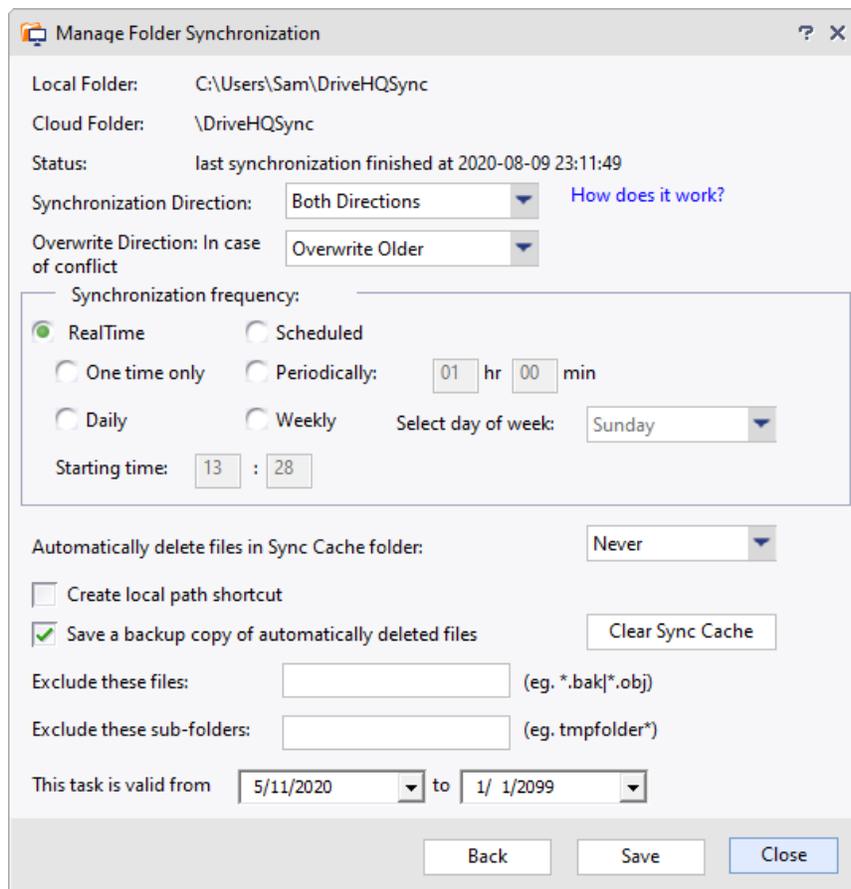
From DriveHQ FileManager, select a local or cloud folder and then click on Synchronize. It will pop up the following dialog:



Click on OK to continue, it will let you select the folder to sync with this folder:



If you want to synchronize it with a new folder, you can click on "New Folder" button, which creates a new folder to be sync-ed with the selected folder. Once you have selected the Sync target folder, click on Next, it will pop up the following dialog:



Setup folder synchronization dialog

There are a lot of options / features in this page. Please read the explanations below:

### **Synchronization Direction:**

There are three options: Both Directions, Cloud to local only and Local to cloud only.

### **Overwrite Direction:**

There are four options: Show Message Box, Overwrite Local, Overwrite Remote and Overwrite Older.

### **Synchronization Frequency:**

There are two modes: Real-time and Scheduled.

In scheduled mode, there are four options:

- One time only: you can set the starting time to sync it once only.
- Periodically: you can set the interval for periodically synchronization task;
- Daily: you can set the starting time for daily synchronization task;
- Weekly: you can select one day of week.

## Time Delay in Real-time Folder Synchronization

Once you have created a real-time synchronization task, it will automatically sync the local files with the cloud files in real-time as any change occurs. Synchronizing files from the cloud folder to the local folder may take a little longer. When a file is changed (or added) in the cloud folder, DriveHQ FileManager cannot immediately detect such changes. It may take a few seconds to a few minutes, dependent on your number of files. If the synced folder has over a million files, it may take a few minutes.

## About One-Way Synchronization

DriveHQ FileManager supports local-to-cloud and cloud-to-local one-way synchronization tasks. Please make sure you understand how it works, otherwise it could cause unexpected file deletion.

**The important thing to know is: regardless of one-way or two-way synchronization, when the two folders are synchronized, the folder contents are exactly the same.**

For example a cloud folder S is configured to sync to a local folder C in a one-way synchronization, assume S and C are already sync-ed, and now think about these cases:

(1) If you add a file to S, the file will be sync-ed to C, which is as expected; if you add a file in C, the new file is deleted from folder C when next synchronization happens.

(2) If you change a file in S, it will be sync-ed to C; but if you change a file in C, it will be overwritten;

(3) If you delete a file in S, it will be deleted in C; but if you delete a file in C, it will be added back.

In short, if you have a one-way synchronization from A to B, then no matter what happens, after it finishes synchronizing, B will become the same as A.

**One-way synchronization can be used for data backup in many cases.** Due to the nature of synchronization, it will delete files in the destination folder if they are deleted from the source folder, which makes it less safe than data backup. If you need real online backup, please use DriveHQ Online Backup software.

Many companies store all their business data on DriveHQ cloud storage/cloud file server. If so, they can use a cloud-to-local sync task to back up their cloud files for additional redundancy.

**Exclude these files:** Define the files to be excluded from the synchronization task. Multiple file extensions, file names or file wildcards can be entered, separated by "|". (e.g.: \*.bak|Project\*.docx)

Note: After the Synchronization Task has been created, if you delete or modify a file in a sync-ed folder, the change will be automatically applied to the other synchronized folder. To avoid unexpected file deletion, FileManager automatically saves a copy of the deleted files in the “**\_Sync\_Cache\_**” folder (which is automatically created in the root of the sync-ed folder). To turn off this feature, you can uncheck “**Save a backup copy of automatically deleted files**”. You can also set “**Automatically delete files in sync cache folder**” to 7 days or 14 days. The default value is “Never”. If too many deleted files are saved in the **\_Sync\_Cache\_** folder, you can also manually click “Clear Sync Cache” to delete them.

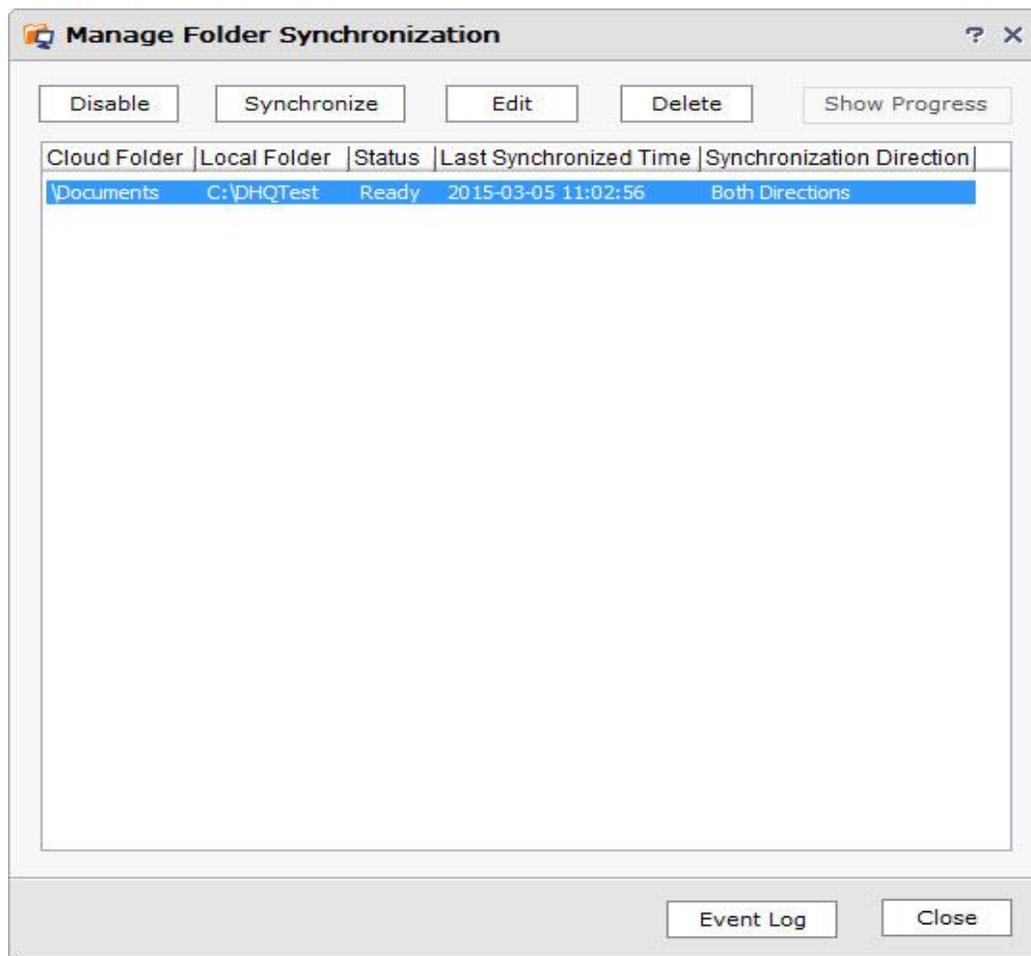
Lastly, you can set the task valid time. By default, the task will be valid until 2099.

Click "**Save**" to save the task.

## 7.3 Manage a Synchronization Task

Click on "**Tools**"-->"**Manage Synchronization**", the "**Manage Folder Synchronization**" window shows up. It displays all sync tasks that were created on this computer. If you created any default sync tasks, they will also be displayed in the list.

You can disable / enable, start synchronizing, edit or delete a sync task, as shown below. If a sync task is running, you can click "Show Progress" to view the detailed sync progress info / status.



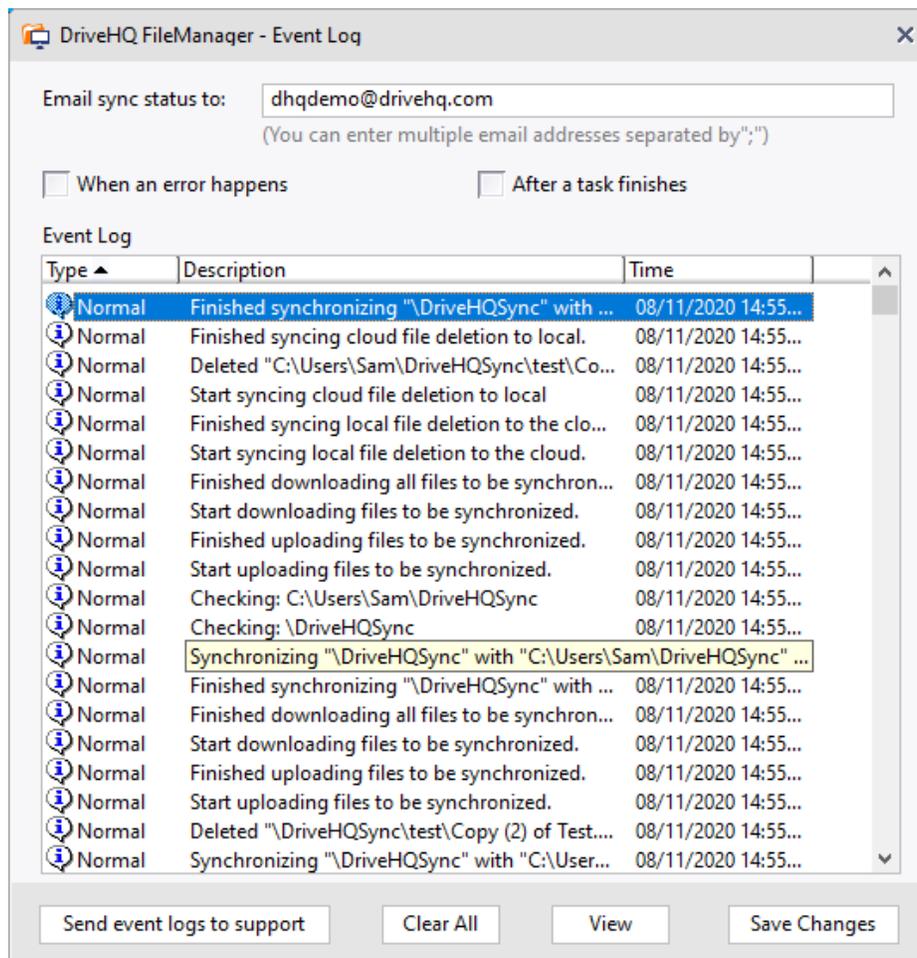
### Folder Synchronization among multiple PCs and Multiple DriveHQ users

You can install DriveHQ FileManager on multiple PCs; on each PC, you can synchronize a local folder with the same cloud folder. This will synchronize the folders on all PCs.

To synchronize folders among multiple DriveHQ users, e.g., if UserA wants to synchronize two folders: FolderA of UserA and FolderB of UserB, then UserB must share FolderB to UserA (usually with Full-Access right). When UserA logs on DriveHQ FileManager, he can see FolderB in "\DriveHQ Share\UserB\FolderB". He can synchronize the shared folder with his local folder.

## 7.4 Sync Status Notification Email and Event Log

In the above Manage Sync Tasks window, you can click Event Log to display the following dialog:



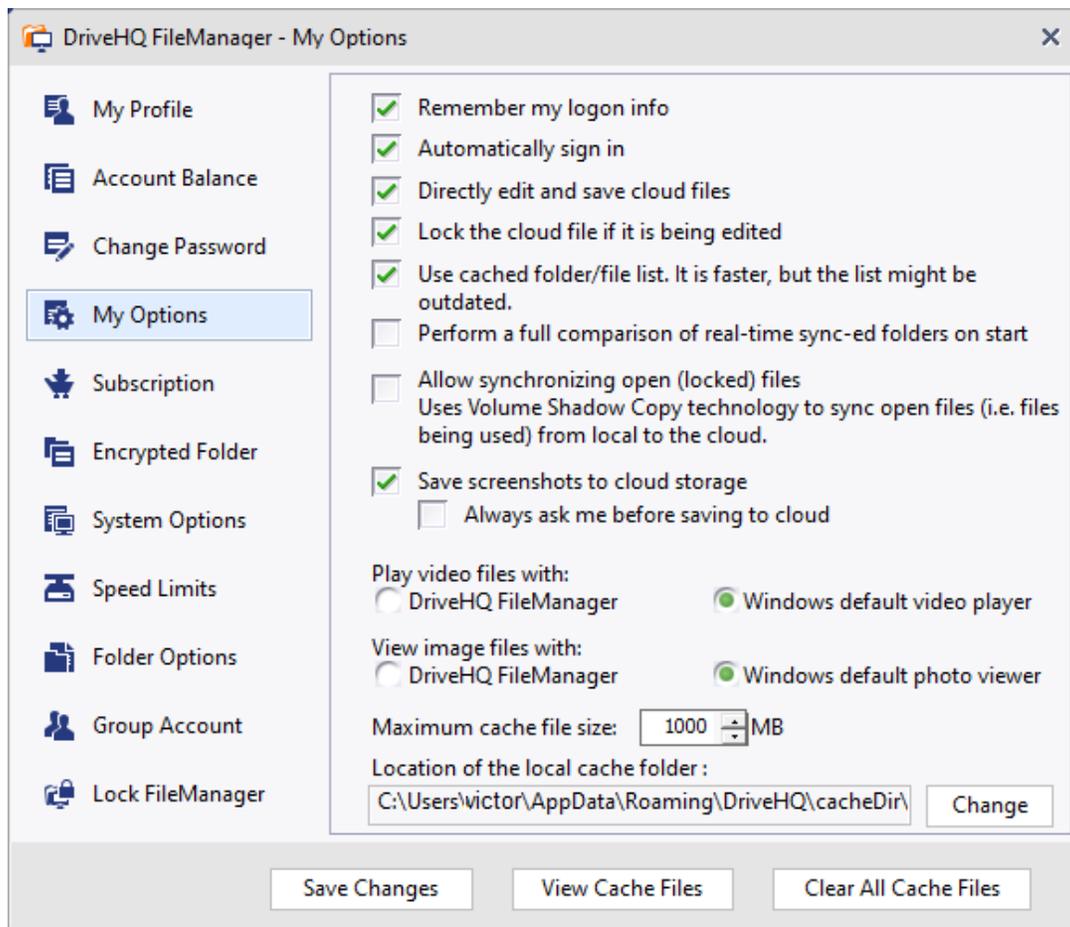
If you want to receive sync status emails, enter your email address on top. Multiple email addresses can be entered, separated by “,”.

You can check one or both checkboxes on top “When an error happens” and “When a task finishes”. It defines when FileManager should send a sync status email.

In the above dialog, you can click “Clear All” to delete all sync events. If FileManager has a problem, click “Send event logs to support”. You shall provide the detailed info about how to duplicate the problem. Try to send another email to DriveHQ support with the detailed info and screenshots showing the problem.

## 8 DriveHQ FileManager Options

You can configure DriveHQ FileManager based on your preferences. From DriveHQ FileManager main screen, click the Options button, it will open the Options dialog:



DriveHQ Options screen – My Options tab

As you can see from the Options dialog, it has the following features / options:

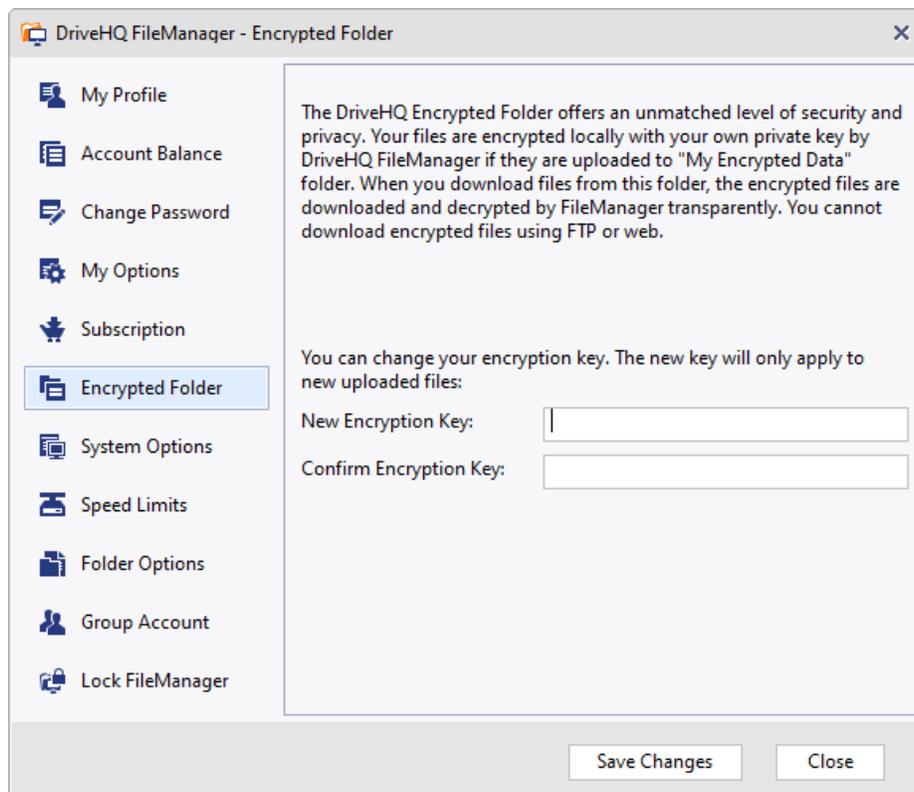
- **My Profile:** Click on it and it will display your account info; you can change it.
- **Account Balance:** You can find your account balance, incl. cash balance, service coupon balance, max storage, used storage space, max monthly download bytes and used download bytes, etc. Please make sure to check if your account balance is correct. If it does not match with what you ordered and if you are a group owner, you might have allocated storage space / download bytes to your sub-user(s).
- **Change Password:** You can change your password. You need to verify your current password before you can change your password.
- **My Options:** As shown above, you can set the following options in this dialog:
  - **Remember my logo info:** If you checked this checkbox, you don't need to enter username / password each time.
  - **Automatically sign in:** When you start FileManager, it can automatically sign in FileManager.
  - **Directly edit and save cloud files:** You can directly edit and save cloud files without folder synchronization.

- **Lock the cloud file if it is being edited:** FileManager supports automatic file locking. If a user is editing a cloud file in a shared folder, the file can be automatically locked. If a second user opens the file, it will be read-only.
- **Use cached folder/file list. It is faster, but the list might be outdated:** After FileManager accesses a folder, it caches the file/subfolder list info. It is faster to navigate folders. You can manually refresh a folder to get the updated file/subfolder list.
- **Perform a full comparison of real-time sync-ed folders on start:** For real-time sync tasks, FileManager monitors the folders for file changes. It does not do a full comparison of folder contents. It is very efficient but is not always reliable. If you notice any problem, you can check this checkbox, or manually start the sync task.
- **Allow synchronizing open (locked) files:** Open (locked) files are files that are being written to. DriveHQ FileManager supports "Volume Shadow Copy". It can synchronize an open file if you check this checkbox. Please note an open file cannot be overwritten; for that, you must quit the program that opened the file.
- **Save screenshots to cloud storage:** If you take a screenshot, FileManager can automatically save it to the cloud folder "\My Documents\Screenshots". If you need to share your screenshot, it will be very convenient to share it from the cloud.
- **Play video files with / view image files with:** FileManager can directly play cloud video files / view cloud image files. You can also use Windows default apps to play or view video/image files.
- **Maximum cache file size:** DriveHQ FileManager caches the most recently accessed files in a local cache folder. The first time you access (open/view/read/modify) a file, it is downloaded to a local cache folder. Thus, the subsequent accessing to the same file(s) will be many times faster. The default maximum cache file size is 1GB.
- **Location of the local cache folder:** the folder location where you saves the cached files. By default, the location is like:

`C:\Users\WINDOWS_USERNAME\AppData\Roaming\DriveHQ\cacheDir\CUSTOMER_ID`

You can change the local cache folder location if your OS drive does not have enough free space.

- **View Cache Files:** click on this button to see the cached file(s).
- **Clear All Cache Files:** click on this button will delete all files in the cache folder.
- **Subscription:** you can order a subscription plan or manage your subscriptions online.
- **Encrypted Folder:** click on Encrypted Folder, you will see this screen. Please make sure to read the information carefully.



### Encrypted Folder Option

The encrypted folder feature is a client-side encryption solution. It is extremely secure. It offers encryption for cloud files at rest. Combined with SSL which encrypts data for uploading and downloading. It offers end-to-end security and privacy.

If you need extra level of security and privacy, you can use the encrypted folder feature. You can enter an encryption key in the above screen. Please make sure you enter a long key so that other people cannot guess. After you save the key, it will create a folder in your "My Documents" folder:

```
\My Documents\My Encrypted Data\
```

When you upload files to this folder using DriveHQ FileManager (or DriveHQ Online Backup), your files will be encrypted locally by DriveHQ FileManager using your encryption key. The encrypted files are uploaded to DriveHQ server. The files will remain encrypted on server. DriveHQ uses industry strength encryption algorithm with proprietary customization; without the encryption key, it is extremely hard to decrypt the files.

When you download the encrypted files on the same computer, DriveHQ FileManager can automatically decrypt the files. So encryption and decryption are transparent; no user action is required.

**Please note:**

After you have uploaded some encrypted files, if you change the encryption key in FileManager, it cannot update the encryption key of those files that have already been uploaded. The new encryption key will be used when you upload new files. This is because your files are encrypted locally; your encryption keys are never sent to the server, so the server cannot decrypt your cloud files, nor can it encrypt them again using your new encryption key. It means: **you must remember all your encryption keys; or you have to download (and delete) all previously uploaded files and re-upload them.**

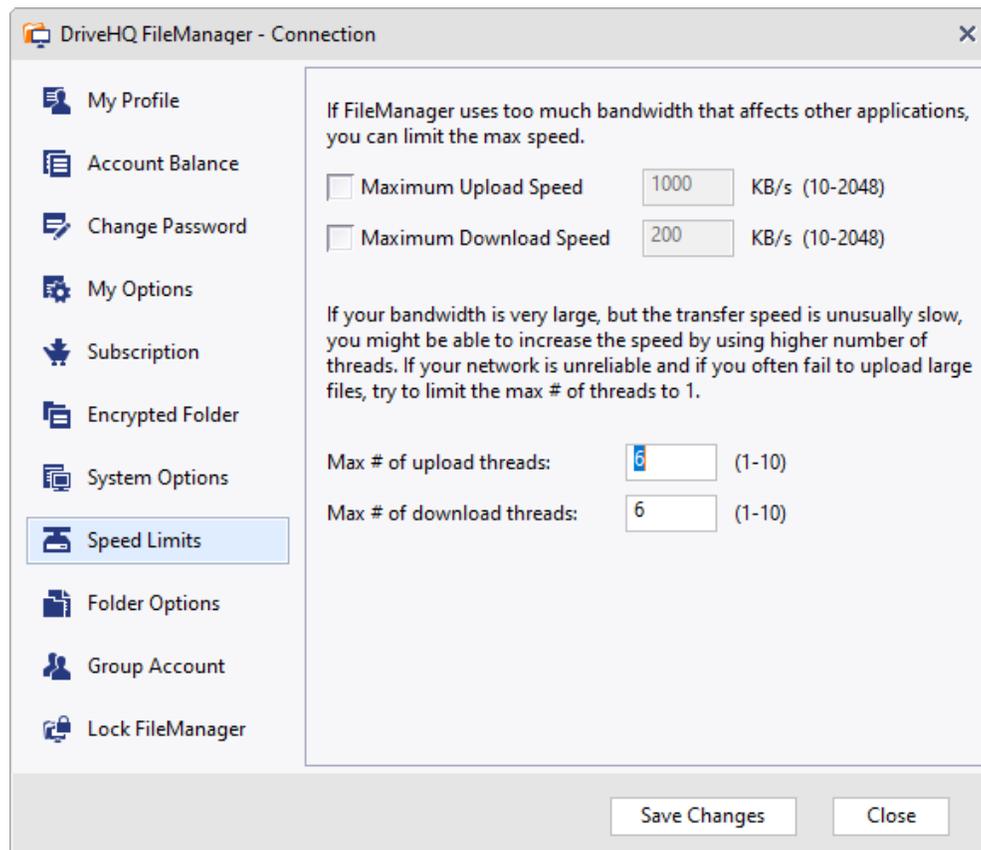
- **System Options:** Please see the screenshot below:



You can set the following options:

- Whether to automatically start DriveHQ FileManager after you logon Windows; uncheck it to stop it from automatically run;
- Show Hidden files and folders: by default FileManager does not display local hidden files and folders (usually system files/folders). These files/folders are also hidden in Windows Explorer. If you need to display such folders, just check the checkbox and click “Save Changes”.
- Automatically start minimized: When you turn on your PC and log on to Windows, DriveHQ FileManager will automatically start (which you can disable it); to avoid it from opening the application Window, you can set this option. The benefits are:
  - You can avoid opening too many windows right after log on;
  - When you need to use FileManager, you can open it right away as it has already logged on.

- Use SSL: check this checkbox to transfer data in HTTPS/SSL. It is checked by default. This is highly recommended.
- Display remote storage on left / Display local storage on left: by default, FileManager displays the remote storage on left-hand side; you can change it to the right-hand side.
- **Speed Limits (and Max Concurrent Upload/Download Threads)**
  - **Set the maximum upload / download speed:**  
When you use DriveHQ FileManager to upload / download many large files, it could use your maximum bandwidth, making other applications/devices very slow accessing the Internet. To prevent DriveHQ FileManager from using too much bandwidth, you can limit the maximum upload / download speed.



### Configure Bandwidth Throttling and Multi-threaded Upload/download

DriveHQ servers do not limit your upload speed. The download speed (bandwidth) is slightly limited for free service members. For paid members, the download speed limit is very high. Most users won't notice it. If you share/publish files for many users to download, then ordering a higher level plan will offer you higher max download bandwidth.

While DriveHQ has virtually unlimited network bandwidth, your actual connection speed is dependent on many factors:

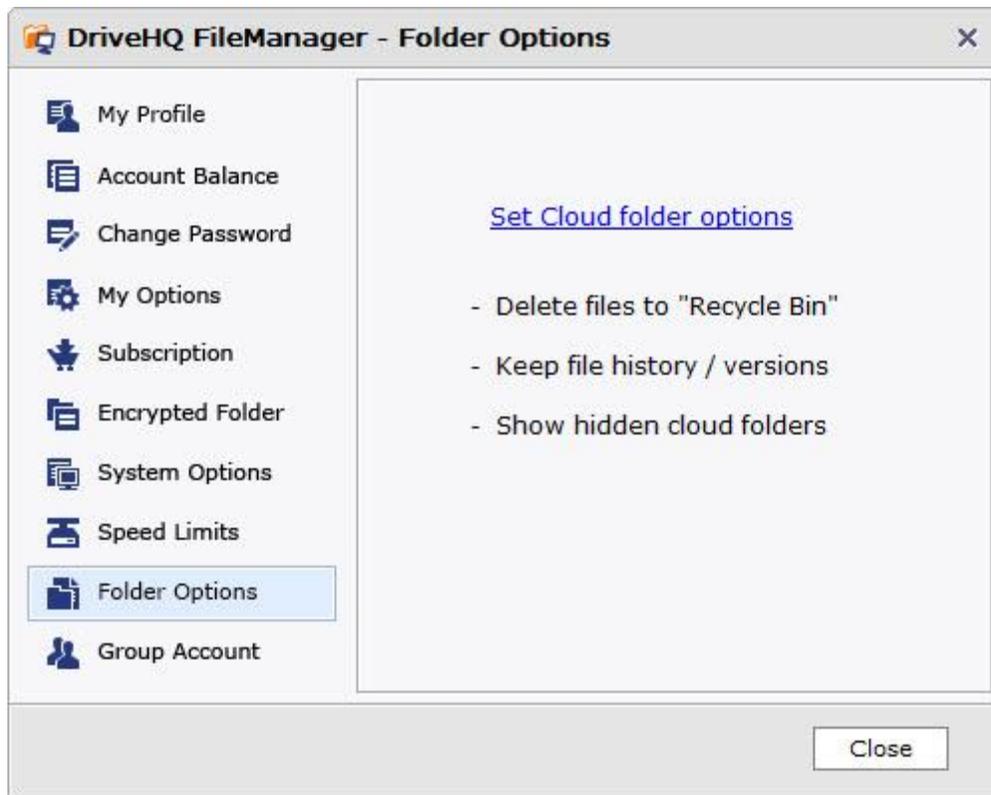
- File size: smaller files have more overhead. If most of your files are small, it will be slow to upload/download.
- File type: compressible file types such as text files, document files, HTML/XML files, database files can be transparently compressed and thus is much faster to upload.
- Your local Internet connection speed: Many Internet connections are asymmetric, e.g.: ADSL and Cable Modem connections. The download speed tends to be much faster than upload speed.
- The specific route from your ISP's data center to DriveHQ servers. The connection may go through many hops. The slowest hop determines the final speed.
- If you connect to DriveHQ servers from another country, then the speed is usually dependent on the connection speed between your country and USA. The connection usually has higher latency. FileManager usually can increase the upload/download speed by multiple concurrent connections.

○ **Set the max number of upload/download threads (connections)**

If your network bandwidth is very large, but the transfer speed is unusually slow, it might be caused by the network latency being too high. If so, you might be able to significantly increase the speed by using higher number of connections (threads).

On the other hand, if your network connection is unreliable and if you often fail to upload large files, then try to limit the max number of threads to 1.

• **(Cloud) Folder Options:**



You can set your cloud folder options by clicking on the link “Set cloud folder options”. It will open a web browser window for you to set the cloud folder options. After you finish setting your options, click Refresh to refresh it in FileManager.

- **Group Account:**

If you are a standalone user, you can upgrade your account to a group account by clicking the “**Free Upgrade to Group Account**” button. The free service offers 1 free sub-user license.

If your account is a Group Admin account, then you can click “Launch Group Admin Tool” to launch the web browser based group admin tool.

- **Lock DriveHQ FileManager App:**

After you log on to DriveHQ FileManager, it will not log off automatically. The logon session does not expire. It is designed this way because:

- You might have automatic folder synchronization tasks. It will fail if it is logged off.
- A user might be editing a cloud file in MS Word. If it is logged off, the file cannot be saved back to the cloud.

If you are concerned about this design, you can set FileManager to automatically lock after it is minimized for a few minutes, or you can manually lock the program without logging off.

## 9 The “Portable or No-install Version” DriveHQ FileManager

When you use a public computer (e.g. in a library), you may not be able to install any software, incl. DriveHQ FileManager; in addition, some big organizations may not allow employees to install any software on company computers. In this case, users can use DriveHQ.com web-based service, or DriveHQ FTP service (if FTP is allowed).

DriveHQ has a special version DriveHQ FileManager “Portable or No-install” Edition, which does not require installation. You can simply download it and unzip the files into a folder; you can also copy the files to a USB drive, or burn a CD/DVD. You can then double click on the executable file “DriveHQFileManager.exe” to launch DriveHQ FileManager.

The “portable or no-install” edition works just like the regular edition, except:

- It requires no installation; you can copy and remove the application folder to “install / uninstall” the software;
- It does not require a cache folder;

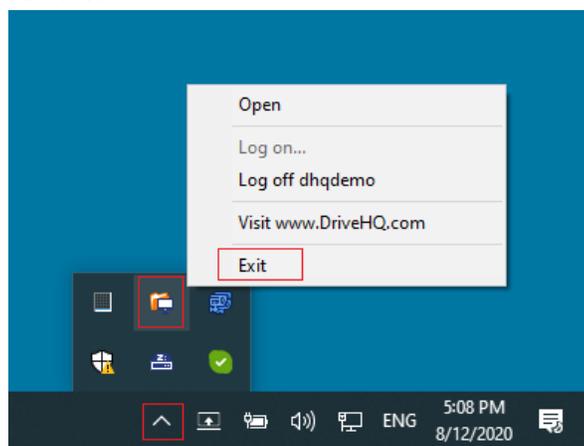
- It doesn't integrate with Windows Explorer. It doesn't add the "right click" menus to Windows Explorer; moreover, you cannot drag and drop files / folders from Windows Explorer to DriveHQ FileManager.
- You do not save your account info;
- When you log off, it will prompt you to delete any cached files / folders.
- It does not add a small icon in the system notification area.

**As of 8/12/2020, the portable version is no longer available to public. Please contact us if you need it.**

# 10 FileManager Trouble Shooting Guide

## 10.1 General Guidelines

- Please upgrade to the latest version of DriveHQ client software from the DriveHQ.com website. You can find the detailed version information in the About Dialog. You can open the About Dialog by clicking on Help menu, then select "About DriveHQ FileManager".
- Please make sure your computer is connected to the Internet and that the connection is reliable.
- Occasionally, you can reboot your computer or restart DriveHQ FileManager to resolve a strange problem. To Exit FileManager, please click the File menu, then select Exit, or right click the FileManager icon in the System notification area:



If you only close the FileManager main window, it will keep running in the background.

- DriveHQ FileManager 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.
- If FileManager worked before, then your last resort might be to "Reset All Settings to Original Defaults, or Reset Sync Tasks" (it will not delete your sync task or files)

- 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 duplicate your problem. A screenshot(s) showing the detailed problem is very helpful.

## 10.2 Trouble Shooting FAQ

**(1) I just installed DriveHQ FileManager. 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 FileManager on this computer before, then the problem is likely caused by anti-virus / security software. Please add DriveHQ FileManager 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.
- **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 FileManager on my PC worked fine before. But it cannot connect to [www.DriveHQ.com](http://www.DriveHQ.com) now. Why?**

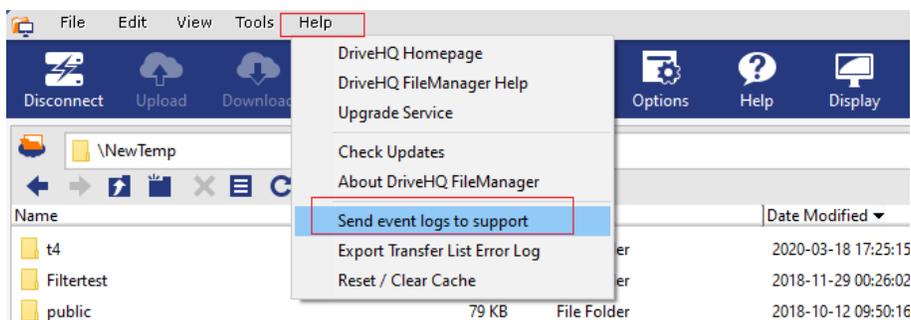
Anti-virus or security software may cause such problems. Please stop / disable your anti-virus software, or add DriveHQ FileManager to your anti-virus software's Allow List or White List.

If you have a very old version DriveHQ FileManager, please download the latest version from DriveHQ.com website. You can download DriveHQ FileManager at:

<https://www.drivehq.com/downloads/downloadfilemanager.aspx>

**(3) DriveHQ FileManager failed to synchronize a folder. The app crashed or is very slow. How to solve it?**

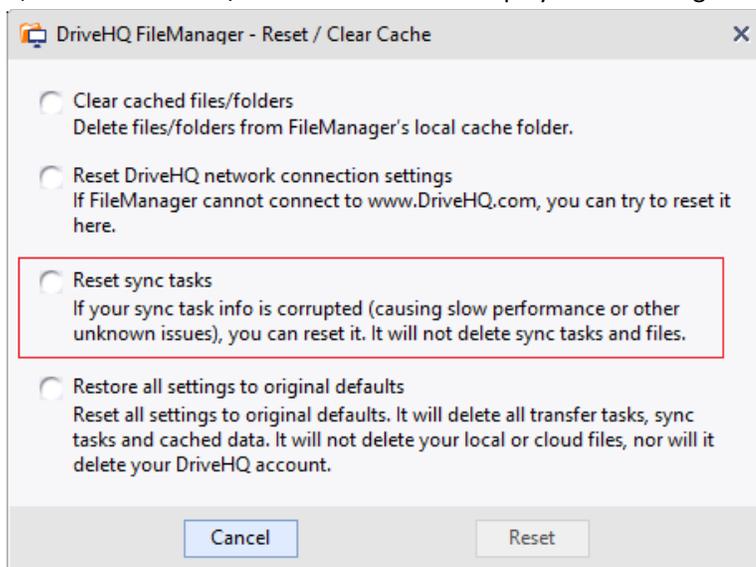
Application crash is rare. If it rarely happens, you can restart FileManager and try to synchronize the folder again. If the problem happens repeatedly, you can disable the sync task before it starts running. To do so, please click on Tools -> Manage Sync Tasks to disable the sync task. You can then click Help -> Send Event Logs to Support.



It will send the event log info to DriveHQ technical support. If you want a reply, please make sure to provide the detailed description about your problem.

**(4) You can trouble shoot the folder synchronization problem yourself:**

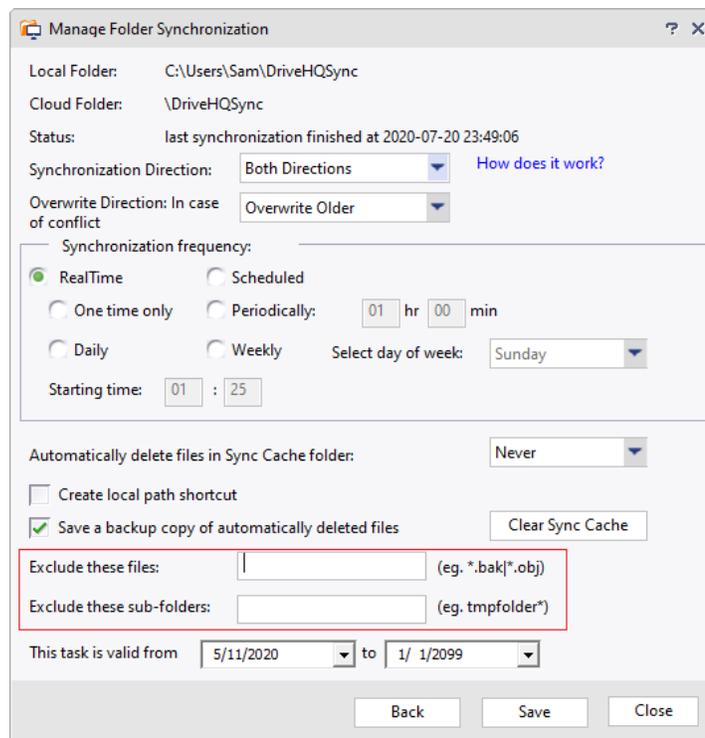
- Click Help menu, then click “Reset / Clear Cache”. It will display the following dialog:



You can reset your sync tasks. It will not delete your sync task data. It just deletes the folder sync status info. After reset, it will need to re-sync your files. But it will not upload/download the same files. If you like, you can also “Reset all settings to original defaults”.

If reset does not solve the problem, you can manually drag and drop the folders and files between the two sync-ed folders. The problem is likely to be caused by certain file(s)/folder(s), e.g. a file/folder name contains unsupported characters, or the path being too long, or a file is corrupted or locked, etc. You can **pinpoint which file / folder caused the problem** as follows:

Manually drag and drop half of files/folders in the synced folder. If the problem happens, then you need to upload a half of the “half folder”; otherwise, you need to upload the other half of the folder. Repeat the process until you can locate the specific folder / file that causes the problem. You can exclude the file/folder from being synchronized, or email the detailed information to DriveHQ support. To exclude files/folders from being sync-ed, you can click Tools -> Manage Sync Tasks, then edit a sync task and enter the file/folder path(s):



#### (5) DriveHQ FileManager is slow in synchronizing a folder. Why?

The synchronization speed is dependent on your number of files, your Internet connection speed, your disk speed and the amount of data that needs to be sync-ed.

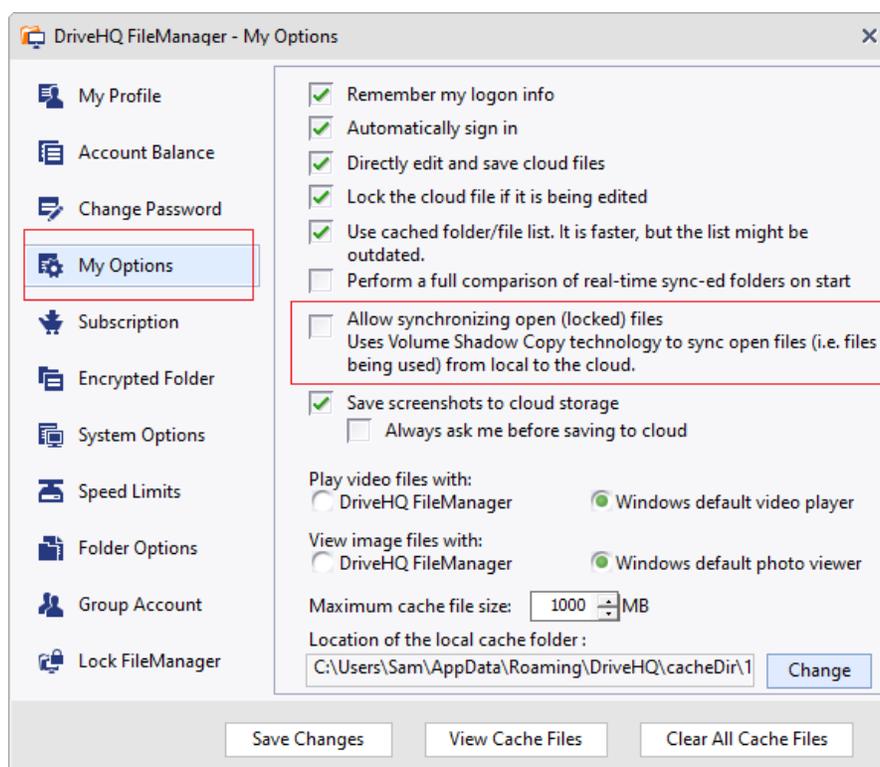
If you have huge number of files, e.g. 1 million files, then it is normal that sync is slow. We recommend using DriveHQ WebDAV Drive Mapping Tool. You can directly access files in the cloud without synchronizing them.

If your number of files are not that large (e.g. 100,000 files), and if the speed was fine before, then it is probably caused by app data corruption. In this case, you can reset the sync task (it does not delete files or the sync task). You can reset sync tasks from DriveHQ FileManager, click Help menu, then select Reset / Clear Cache, then select "Reset Sync Tasks".

The slow speed problem could be caused by your failing hard drives. If the drive is old, it could become very slow due to wear-outs and bad blocks. You can run chkdsk utility on the local drive.

#### (6) Can FileManager synchronize locked files?

FileManager does not sync locked files by default, so you need to **close the program that locked the file**. However, you can enable FileManager to synchronize locked files **to the cloud**. Click the Options button, it will display the following window:



Check the checkbox “Allow synchronizing open (locked) files”. It will use Volume Shadow Copy technology to sync an open/locked file to the cloud. Note FileManager cannot overwrite a locked/open file on your local storage. So it can only sync a locked file to the cloud, but not the other direction.

### **(7) DriveHQ FileManager cannot be installed / uninstalled. Why?**

DriveHQ FileManager uses the standard InstallShield installer. Usually you should not have any problem installing or uninstalling. If you cannot install the software, then please make sure you logged on as a System Administrator on the computer. Also, please make sure you don't have any anti-virus software / security software blocking the installer.

If you cannot uninstall the software, please make sure you logged on as a system administrator and no security software blocks the installer / uninstaller.

If you still cannot uninstall it, the chance is the uninstaller file has been deleted or corrupted. This could be caused by disk corruption, anti-virus software or manual deletion.

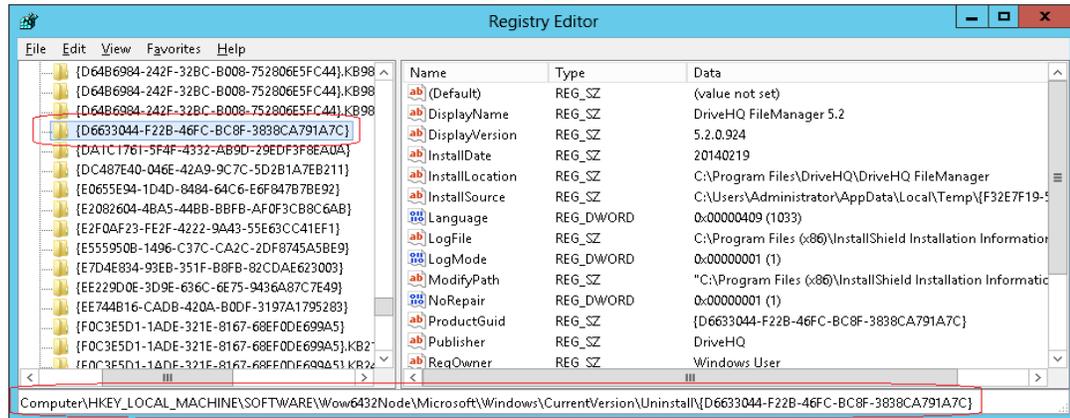
To fix the problem, you need to download a newer version DriveHQ FileManager. However, the newer version Installer needs to uninstall the older version from your computer first, but you cannot uninstall the older version... To work around the problem, you just need to:

- If DriveHQ FileManager is running, then please quit FileManager first (Click on the “File” menu, then select Exit).

- Launch Regedit.exe, then delete the registry key: (see the screenshot below)

For 64-bit OS:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\{D6633044-F22B-46FC-BC8F-3838CA791A7C}



For 32-bit OS:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{D6633044-F22B-46FC-BC8F-3838CA791A7C}

Run the installer again. It will directly install the newer version overwriting the old version. If it is installed correctly, the uninstaller problem is automatically fixed.

## 10.3 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 FileManager's event log to support, see the screenshot below.

