Hitachi Content Platform Anywhere Enterprise

v7.6

Drive Share for Windows Installation and User Guide

TThis book describes HCP Anywhere Enterprise Drive Share running on a Windows platform. Hitachi Content Platform Anywhere Enterprise Drive Share is a software application you use to sync files to the cloud.

Contents

Contents

Preface

About this document

This book describes HCP Anywhere Enterprise Drive Share. Hitachi Content Platform Anywhere Enterprise Drive Share is a software application you use to sync files to the cloud.

Document conventions

This document uses the following typographic convention:

Convention	Description
Bold	• Indicates text in a window, including window titles, menus, menu options, buttons, fields, and labels. Example: Click **OK**. • Indicates emphasized words in list items.
Italic	Indicates a document title or emphasized words in text.
`Monospace`	Indicates text that is displayed on screen or entered by the user. **Example:** `pairdisplay -g oradb`

Intended audience

This document is intended for HCP Anywhere Enterprise users from a Windows PC.

Accessing product downloads

Product software, drivers, and firmware downloads are available on Hitachi Vantara Support Connect: https://support.hitachivantara.com/.

Log in and select Product Downloads to access the most current downloads, including updates that may have been made after the release of the product.

Getting Help

Hitachi Vantara Support Connect is the destination for technical support of products and solutions sold by Hitachi Vantara. To contact technical support, log on to Hitachi Vantara Support Connect for contact information: https://support.hitachivantara.com/en_us/contact-us.html.

Hitachi Vantara Community is a global online community for customers, partners, independent software vendors, employees, and prospects. It is the destination to get answers, discover insights, and make connections. **Join the conversation today!** Go to community.hitachivantara.com, register, and complete your profile.

Chapter 1. About HCP Anywhere Enterprise Drive Share

You use HCP Anywhere Enterprise Drive Share:
- To sync files to the HCP Anywhere Enterprise Portal.
- To share files on your HCP Anywhere Enterprise Portal Cloud Drive.

In this chapter
- [What is HCP Anywhere Enterprise Drive Share](#)
- [How to Manage and Monitor HCP Anywhere Enterprise Drive Share](#)

WHAT IS HCP ANYWHERE ENTERPRISE DRIVE SHARE

HCP Anywhere Enterprise Drive Share is a software application you use to sync files to the cloud. You connect HCP Anywhere Enterprise Drive Share directly to the HCP Anywhere Enterprise Portal, which provides cloud-based disaster recovery and enterprise file sync and share (EFSS).

HCP Anywhere Enterprise Drive Share incorporates multiple layered security features to ensure that your data is protected whether in transit or at rest:
- HCP Anywhere Enterprise Drive Share uses cryptographic libraries certified with FIPS 140-2.
- All data is encrypted before it is sent to the cloud using AES-256 encryption and remains encrypted as it is stored.
- All WAN transfers use Transport Level Security (TLS) protocol over the WAN, preventing unauthorized interception of data transfers.

Your HCP Anywhere Enterprise Drive Share is signed into your account on the HCP Anywhere Enterprise Portal. You use HCP Anywhere Enterprise Drive Share:
- To sync to selected folders and their files on your HCP Anywhere Enterprise Portal Cloud Drive and share those files.
- To configure the HCP Anywhere Enterprise Drive Share. All your cloud drive content in the HCP Anywhere Enterprise Portal, cloud folders you own and the files and folders shared with you under **Shared With Me**, are presented as stubs on your workstation's local disk.
  You do not need to explicitly sync a certain folder, as the cloud drive folder structure and files are automatically visible on the local disk. However, the actual content of the files might not be there, and is downloaded from the HCP Anywhere Enterprise Portal on demand. This allows full visibility of your entire data, while utilizing a very small amount of local disk space: The main storage remains in the cloud with stubs saved locally. A stub is a file with a tiny footprint that contains the metadata about the file, such as the file name, size, and modification date. Only the folder and file metadata and not the actual file content is saved locally.
  When a user accesses a file stub, the file is opened without delay, by streaming the file content from the cloud. After the download has completed, the file is *unstubbed*. Any changes to the file are synced back to the HCP Anywhere Enterprise Portal. Files that are always required locally can be pinned, in which case they, and not the stubs, are stored locally.

HOW TO MANAGE AND MONITOR HCP ANYWHERE ENTERPRISE DRIVE SHARE

The following management options are available:

- End users can manage their local HCP Anywhere Enterprise Drive Share from the workstation or server running the HCP Anywhere Enterprise Drive Share.
- HCP Anywhere Enterprise Portal administrators can manage each user's HCP Anywhere Enterprise Drive Share from the HCP Anywhere Enterprise Portal Web interface.

Chapter 2. Setting Up HCP Anywhere Enterprise Drive Share

In this chapter

Before You Begin

Requirements

Warning: **You cannot install a HCP Anywhere Enterprise Drive Share on a PC running Kaspersky Antivirus software.**

Supported Operating Systems and Browsers

Windows 10 and 11 running on x86-64 processors and Windows Server 2012 and higher.

For browsers, the latest two releases of Google Chrome, Apple Safari, Mozilla Firefox, and Microsoft Edge are supported.

Opening Ports on Your Firewall

The HCP Anywhere Enterprise Drive Share establishes a connection to the HCP Anywhere Enterprise Portal using TCP port 995. You do not need to open any incoming ports.

Download HCP Anywhere Enterprise Drive Share

You can download HCP Anywhere Enterprise Drive Share by contacting Hitachi Vantara support.

Installing HCP Anywhere Enterprise Drive Share

You can install a HCP Anywhere Enterprise Drive Share using the **HCP Anywhere Enterprise Drive Share Setup Wizard** or the `msiexec` command, described in <u>To install HCP Anywhere Enterprise Drive Share using msiexec:</u>.

To install HCP Anywhere Enterprise Drive Share using the HCP Anywhere Enterprise Drive Share Setup Wizard:

1. Double-click the HCP Anywhere Enterprise Drive Share installation file.
   The **HCP Anywhere Enterprise Drive Share Setup** wizard is displayed.

2. Select one of the following:

   Agent per User – The HCP Anywhere Enterprise Drive Share is installed separately for each user the first time the user logs in to the computer.
   * Each user has an independent HCP Anywhere Enterprise Drive Share configuration and can connect to a different HCP Anywhere Enterprise Portal than the other users.
   * Each user has permission to manage their own HCP Anywhere Enterprise Drive Share.
   * Each user will have their own cache, not shared with other users, when the HCP Anywhere Enterprise Drive Share is configured with Caching Mode enabled.

   Note: Since each user has an independent HCP Anywhere Enterprise Drive Share, the HCP Anywhere Enterprise Drive Shares are displayed as separate HCP Anywhere Enterprise Drive Share objects when connected to a HCP Anywhere Enterprise Portal. Each user is licensed separately.

   Shared Agent for all Users – A single HCP Anywhere Enterprise Drive Share configuration can be shared by all users of the computer.

3. Click **Next**.

4. Read and agree to the End User License Agreement and then continue to click **Next** and enter relevant information until the installation starts.

5. When the installation is complete, click **Close**.

   An icon, , is installed in the Windows taskbar. The **Welcome to HCP Anywhere Enterprise Drive Share** window is displayed.

6. Enter the HCP Anywhere Enterprise Portal DNS name or IP address.

7. Enter the HCP Anywhere Enterprise Portal's DNS name or IP address.

    Alternatively, if you want to configure HCP Anywhere Enterprise Drive Share to connect to the HCP Anywhere Enterprise Portal via a proxy:
    - Click **Advanced**.
    - In the **Advanced** window, configure the proxy settings. For details, see Connecting to HCP Anywhere Enterprise Portal.

    Note: If the HCP Anywhere Enterprise Portal does not have a valid certificate installed, a warning is displayed to the end user when logging the Drive Share into the portal, offering the option to proceed anyway.
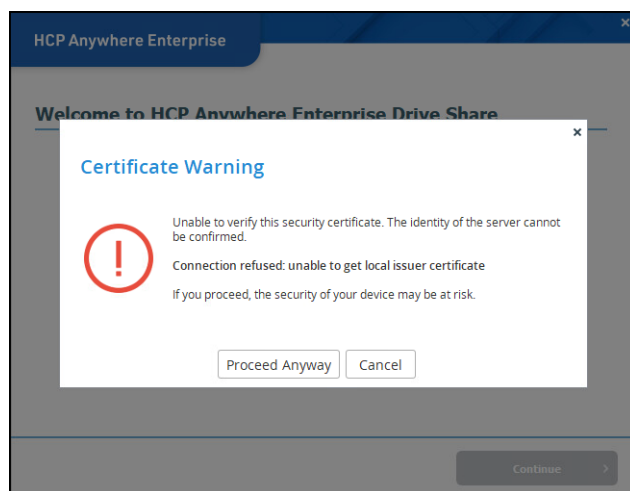
8. Click **Continue**.

    The HCP Anywhere Enterprise Drive Share connects to the HCP Anywhere Enterprise Portal. The window to specify the username and password is displayed.
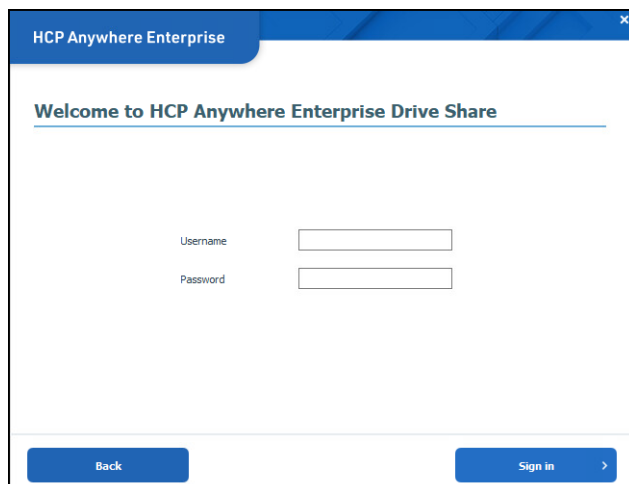
Note: If single sign-on has been implemented, it is used to sign you in.

9. In the **Username** and **Password** fields enter your user name and password for accessing the HCP Anywhere Enterprise Portal and click **Sign in**.

A message that the login was successful is displayed, the HCP Anywhere Enterprise Drive Share tray icon changes to ☁ and the HCP Anywhere Enterprise Drive Share window is displayed.
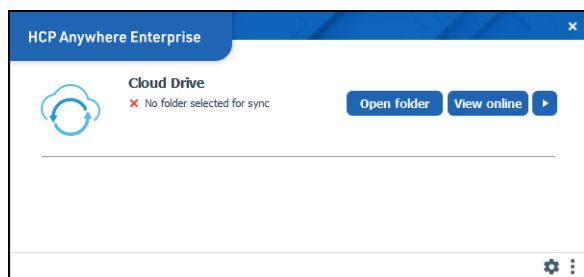
Centrally Installing HCP Anywhere Enterprise Drive Share Via Active Directory

Note: *The following procedure describes installation using a Windows 2012 Active Directory domain. It is similar for other Windows Server versions.*

To centrally install HCP Anywhere Enterprise Drive Share:

1. Perform the following steps to prepare the HCP Anywhere Enterprise Drive Share installation file for central use:

   a) On the Active Directory machine, create a shared folder called `Agent` under `C:\`.

   b) Copy the HCP Anywhere Enterprise Drive Share installation file to a local disk, for example, `C:\Agent`.

   c) Right-click the folder and then click **Properties**.
   The **Agent Properties** window is displayed.

   d) Select the **Sharing** tab.

   e) Click **Share**.

The **File Sharing** window is displayed.

 f) Perform the following steps for each user or user group for which you would like to install HCP Anywhere Enterprise Drive Share.
Specify the user/group, either by typing the user/group's name in the field, or by clicking the drop-down list arrow and then clicking **Find people**.
To enable installing HCP Anywhere Enterprise Drive Share for all users/groups, select **Everyone**.
  Click **Add**.
  The user/group is displayed in the file sharing list.
In the user/group's row, click on the arrow in the **Permission Level** column, then click **Read**.
Click **Share**.
The **File Sharing** window displays a success message.

 g) Click **Done**.

 h) Click **Close** to close the **Agent Properties** dialog.

2. Create a policy that controls the installation of HCP Anywhere Enterprise Drive Share:

 a) In the **Start** menu, select **Administrative Tools > Group Policy Management**.
The **Group Policy Management** console is displayed:
This console enables you to create domain-wide policies or policies for specific organizational units.

 b) In the navigation pane, drill-down to the domain or organizational unit for which you want to create the policy, right-click it and select **Create a new GPO in this domain and Link it here**.
The **New GPO** window is displayed.

 c) Enter a name for the policy and click **OK**.

 d) In the navigation pane, select the domain and in the right pane, select the **Linked Group Policy Objects** tab.

 e) Double-click the policy to display the policy.
If a **Group Policy Management Console** message is displayed, click **OK**.
The policy details are displayed:

 f) In the **Security Filtering** area, perform the following steps for each user or user group for which you would like to install HCP Anywhere Enterprise Drive Share:
Click **Add**.
  The **Select User, Computer, or Group** window is displayed.
In the **Enter the object name to select** area, type the name of the user/group.
  To enable installing HCP Anywhere Enterprise Drive Share for all users/groups, type **Everyone**.
Click **OK**.

 g) Right-click the policy you created and select **Edit**.
The **Group Policy Management Editor** is displayed.

 h) In the navigation pane, expand **User Configuration > Policies > Software Settings**, right-click **Software Installation** and select **New > Package**.
The **Open** window is displayed.

 i) Specify the network location of the shared folder containing the HCP Anywhere Enterprise Drive Share installation file that you created in step 1.
The network location of the shared folder is displayed in the folder's **Properties** window, in the **Sharing** tab.

 j) Click **Open**.

The **Deploy Software** window is displayed.

   k) Select **Assigned.**
       This option ensures that when a user or group specified in the policy's **Security Filtering** area logs in to the domain, HCP Anywhere Enterprise Drive Share is automatically installed on the user or group's computer.

   l) Click **OK**.

3. Add an administrative template to **Domain Group Policy** using the following steps.

   a) Right-click the policy you created and select **Edit**.
       The **Group Policy Management Editor** is displayed.

   b) In the navigation pane, expand **Computer Configuration > Policies > Administrative Templates**, right-click **Administrative Templates** and select **Add/Remove Templates**. The **Add/Remove Templates** window is displayed.

   c) Click **Add** and select the administrative template file and then click **Open**.

   d) Click **Close**.

   e) In the navigation pane, expand **Computer Configuration > Policies > Administrative Templates > Classic Administrative Templates** and click the **HCP Anywhere Enterprise Drive Share Settings** node.

   f) Right-click **Enable HCP Anywhere Enterprise Drive Share automatic deployment** and select **Edit**.
       The **Enable HCP Anywhere Enterprise Drive Share automatic deployment** window is displayed.

   g) Specify the following:
       Enabled – Set the **Enabled** option.
       Sign into server – Type the fully qualified DNS name of the HCP Anywhere Enterprise Portal to which the HCP Anywhere Enterprise Drive Share should connect.

   h) Click **OK**.

Installing and Using HCP Anywhere Enterprise Drive Share in VDI mode

This section describes how to install and run HCP Anywhere Enterprise Drive Share in Virtual Desktop Interface (VDI) mode. The HCP Anywhere Enterprise Drive Share VDI enables you to utilize existing VDI infrastructures, both persistent and non-persistent, by mapping a network drive to the user's data located on the HCP Anywhere Enterprise Portal. HCP Anywhere Enterprise Drive Share VDI mode enables the user to access all of their data located on the HCP Anywhere Enterprise Portal over the network, without any need to store the data locally, therefore allowing the virtual dynamic desktops to remain lightweight.

Using HCP Anywhere Enterprise Drive Share in VDI mode involves the following:

• Enabling VDI Mode.

• Installing the HCP Anywhere Enterprise Drive Share.

• Using the HCP Anywhere Enterprise Drive Share in VDI Mode.

Enabling VDI Mode

In order to enable VDI on the machine that will run the HCP Anywhere Enterprise Drive Share, it is necessary to load an administrative template (ADM) in the Windows Group Policy Management Editor running on Windows Active Directory.

Note: *The following procedure describes installation using a Windows 2012 Active Directory domain. It is similar for other Windows Server versions.*

To enable VDI mode:

1. Obtain the `hcp-vdi.adm` file from Hitachi Vantara Support.
2. Open the Windows **Group Policy Management** console.
3. Create a new GPO or edit an existing GPO for which you would like to enable VDI mode.
4. Right-click the policy and select **Edit**.

   The **Group Policy Management Editor** is displayed.
5. In the navigation pane, expand **Computer Configuration > Policies > Administrative Templates**, right-click **Administrative Templates** and select **Add/Remove Templates**.

   The **Add/Remove Templates** window is displayed.
6. Click **Add**, browse to the `hcp-vdi.adm` file, select it and click **Open**.

   The `hcp-vdi.adm` file is displayed in the **Add/Remove Templates** window.
7. Click **Close**.
8. In the navigation pane, expand **Computer Configuration > Policies > Administrative Templates > Classic Administrative Templates** and click the **HCP Anywhere Enterprise Drive Share Settings** node.
9. Double-click **Enable HCP Anywhere Enterprise Drive Share VDI mode**.

   The **Enable HCP Anywhere Enterprise Drive Share VDI mode** window is displayed.
10. Choose the **Enabled** option.
11. Click **OK**.

VDI mode is enabled.

Installing the HCP Anywhere Enterprise Drive Share

The HCP Anywhere Enterprise Drive Share can be installed manually or deployed remotely from a centralized location. The following procedure explains how to install the HCP Anywhere Enterprise Drive Share manually.

To install HCP Anywhere Enterprise Drive Share:

1. Double-click the HCP Anywhere Enterprise Drive Share installation file. The **HCP Anywhere Enterprise Drive Share Setup** wizard is displayed.
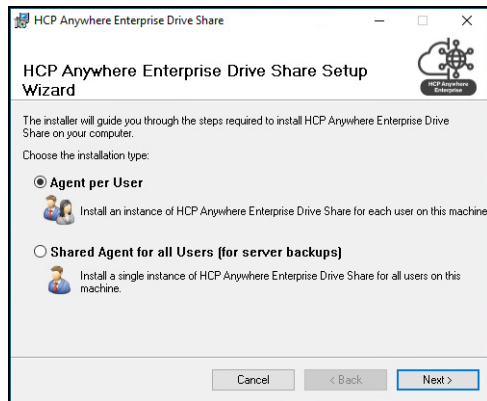
2. Select one of the following:

   Agent per User – The HCP Anywhere Enterprise Drive Share is installed separately for each user the first time the user logs in to the computer.
   - Each user has an independent HCP Anywhere Enterprise Drive Share configuration and can connect to a different HCP Anywhere Enterprise Portal.
   - Each user has permission to manage their own HCP Anywhere Enterprise Drive Share.
   - Each user's HCP Anywhere Enterprise Drive Share remains connected to the cloud and continues to perform its scheduled synchronizations in the background, even when the user is not logged in.
   - Each user will have their own cache, not shared with other users.

   Note: Since each user has an independent HCP Anywhere Enterprise Drive Share, the HCP Anywhere Enterprise Drive Shares are displayed as separate HCP Anywhere Enterprise Drive Share objects when connected to a HCP Anywhere Enterprise Portal. Each user is licensed separately.

   Shared Agent for all Users – A single HCP Anywhere Enterprise Drive Share configuration can be shared by all users of the computer.

3. Click **Next**.

4. Read and agree to the End User License Agreement and then continue to click **Next** and enter relevant information until the installation starts.

5. When the installation is complete, click **Close**.

   An icon is installed in the Windows taskbar. The **Welcome to HCP Anywhere Enterprise Drive Share** window is displayed.

Setting Up HCP Anywhere Enterprise Drive Share

6. Enter the portal IP address.

7. Click **Continue**.

   The HCP Anywhere Enterprise Drive Share connects to the HCP Anywhere Enterprise Portal. The window to specify the username and password is displayed.
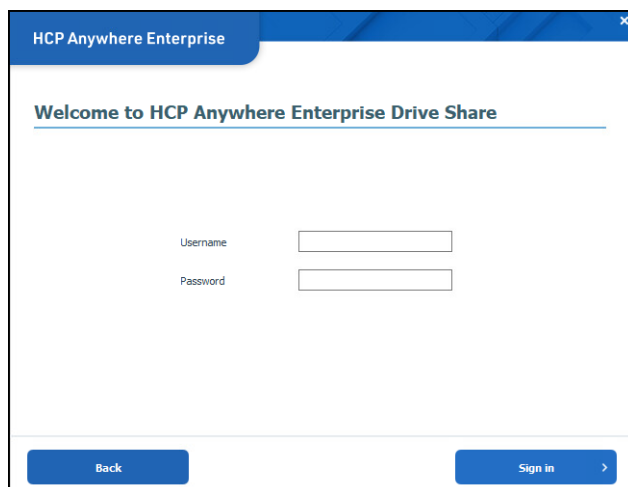
8. In the **Username** and **Password** fields type your user name and password for accessing the portal web interface and click **Sign in**.

   The HCP Anywhere Enterprise Drive Share connects to the HCP Anywhere Enterprise Portal. The HCP Anywhere Enterprise Drive Share icon changes to ☁. The HCP Anywhere Enterprise Drive Share maps a local drive on the desktop to the portal.
   Once connection and mapping are completed successfully, the **HCP Anywhere Enterprise Drive Share** window displays the Cloud Drive's status as *Connected*.

Setting Up HCP Anywhere Enterprise Drive Share
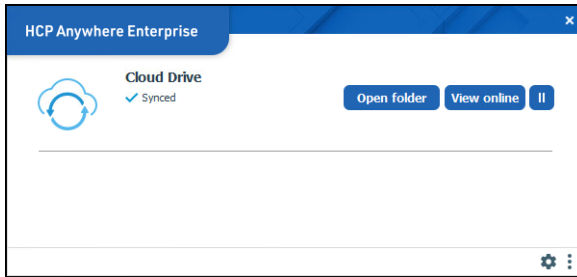
Note: The HCP Anywhere Enterprise Drive Share uses HTTPS, port 443, to map the local drive to the portal. TCP port 443, outbound, must to be accessible on the portal. If it is not accessible, the Cloud Drive's status is *Not connected to Portal*. Also, the security certificate installed on the portal must be trusted by the PC. If it is not trusted, the Cloud Drive's status will be *Not connected to Portal*.

995 TCP, outbound, is also required. This is a management connection the HCP Anywhere Enterprise Drive Share maintains with the portal.

Refer to Mapping Cloud Drive Folders for details about mapping different drive letters to different folders.

Using the HCP Anywhere Enterprise Drive Share in VDI Mode

Managing the HCP Anywhere Enterprise Drive Share from the user interface uses WebDAV, which is supported only when two user processes are **not** running concurrently. That is, only one user is allowed to be logged in to the Windows server concurrently.

To use HCP Anywhere Enterprise Drive Share to access data on the HCP Anywhere Enterprise Portal:

- In the HCP Anywhere Enterprise Drive Share window, click on **Open Drive.**
  The mapped drive opens in Windows File Explorer and you can work directly with your data on the portal.

Installing or Uninstalling HCP Anywhere Enterprise Drive Share from the command Line

To install HCP Anywhere Enterprise Drive Share using msiexec:

- Run the following command: `msiexec /i agent-install.msi AGENTMODEBUTTON=x /qn`
  where:
  agent-install.msi is the HCP Anywhere Enterprise Drive Share installation msi file.
  AGENTMODEBUTTON determines whether to install in a single instance for all users (x=0) or a HCP Anywhere Enterprise Drive Share per user (x=1).
  /qn means that the UI level is set to no UI.

To uninstall HCP Anywhere Enterprise Drive Share using msiexec:

- `msiexec /uninstall agent-install.msi CLEANME=1`
  where:
  agent-install.msi is the HCP Anywhere Enterprise Drive Share installation msi file.

Setting Up HCP Anywhere Enterprise Drive Share

Chapter 3. Managing HCP Anywhere Enterprise Drive Share

There are several management options:

- End users can manage their local HCP Anywhere Enterprise Drive Share from the Windows machine using the user interface, described in <u>Managing the HCP Anywhere Enterprise Drive Share From the User Interface</u>.
- End users can manage their local HCP Anywhere Enterprise Drive Share from the Windows machine from the command line, described in <u>Managing the HCP Anywhere Enterprise Drive Share From the Command Line</u>.
- HCP Anywhere Enterprise Portal administrators can manage each user's HCP Anywhere Enterprise Drive Share from the HCP Anywhere Enterprise Portal user interface as described in the *Hitachi Content Platform Anywhere Enterprise Portal Team Administration Guide*.

In this chapter

- <u>HCP Anywhere Enterprise Drive Share Licensing</u>
- <u>Connecting to HCP Anywhere Enterprise Portal</u>
- <u>Setting Up Connection Via a Web Proxy</u>
- <u>Mapping Cloud Drive Folders</u>
- <u>Managing the HCP Anywhere Enterprise Drive Share From the User Interface</u>
- <u>Managing the HCP Anywhere Enterprise Drive Share From the Command Line</u>
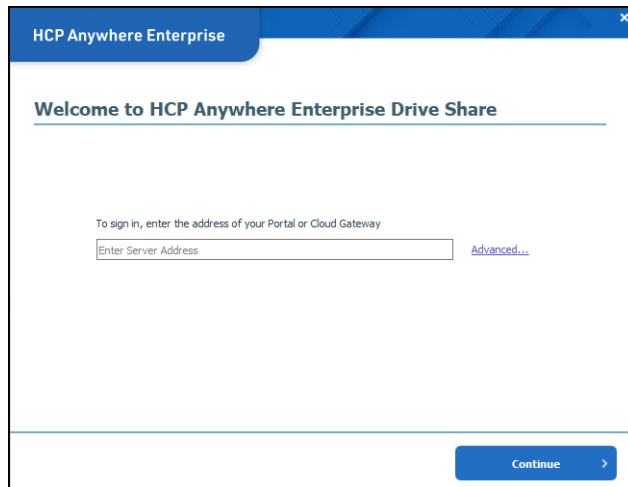
HCP Anywhere Enterprise Drive Share Licensing

A license is consumed for as long as the HCP Anywhere Enterprise Drive Share device is defined in your HCP Anywhere Enterprise Portal account, even when signed out. If you are no longer using an HCP Anywhere Enterprise Drive Share, you can delete the HCP Anywhere Enterprise Drive Share device entry from your HCP Anywhere Enterprise Portal account to regain its license as described in the *HCP Anywhere Enterprise Portal End User Guide*, in the section *Managing Your Devices*.

Connecting to HCP Anywhere Enterprise Portal

Users logging on to a PC running a HCP Anywhere Enterprise Drive Share, with CAC, Common Access Card, are automatically and transparently authenticated to the HCP Anywhere Enterprise Portal. Single sign-on (SSO) to the HCP Anywhere Enterprise Portal must be defined in Microsoft Active Directory, using the Kerberos protocol. When validating the HCP Anywhere Enterprise Portal certificate, certificate revocation checking is performed using CAPI/OSB revocation checks.
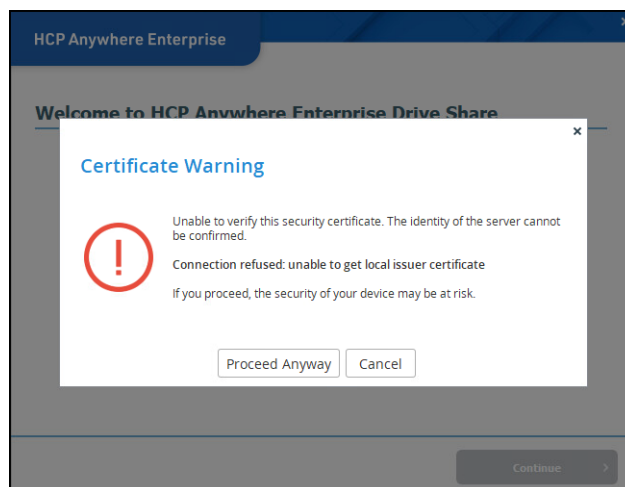
To connect to a HCP Anywhere Enterprise Portal:

1. Click the HCP Anywhere Enterprise Drive Share tray icon, , in the taskbar.
   The **Welcome to HCP Anywhere Enterprise Drive Share** window is displayed.


> **Note:** If the HCP Anywhere Enterprise Drive Share tray icon is hidden, click the up-arrow in the notification area of the taskbar to display hidden icons.

2. Enter the HCP Anywhere Enterprise Portal DNS name or IP address.

   Alternatively, if you want to configure HCP Anywhere Enterprise Drive Share to connect to the HCP Anywhere Enterprise Portal via a proxy:
   • Click **Advanced**.
   • In the **Advanced** window, configure the proxy settings. For details, see Setting Up Connection Via a Web Proxy.

   > **Note:** If the HCP Anywhere Enterprise Portal does not have a valid certificate installed, a warning is displayed to the end user when logging the HCP Anywhere Enterprise Drive Share into the portal, offering the option to proceed anyway.


3. Click **Continue**.

   The HCP Anywhere Enterprise Drive Share connects to the HCP Anywhere Enterprise Portal. The window to specify the username and password is displayed.
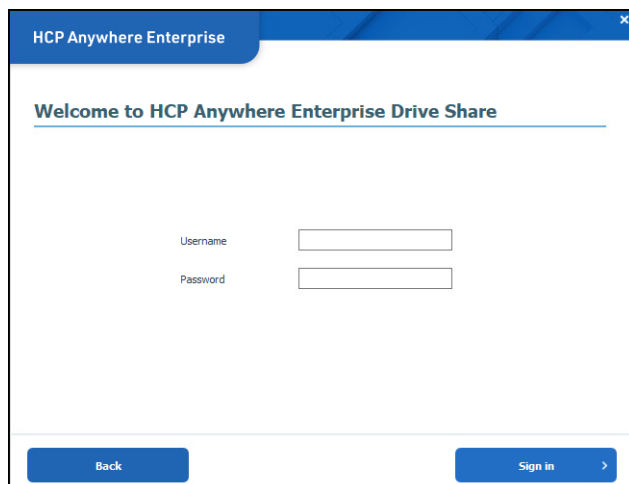
4. Enter your username and password for accessing the HCP Anywhere Enterprise Portal and click **Sign in**.

5. In the **Username** and **Password** fields enter your user name and password for accessing the HCP Anywhere Enterprise Portal and click **Sign in**.

    A message that the login was successful is displayed, the HCP Anywhere Enterprise Drive Share tray icon changes to ☁ and the HCP Anywhere Enterprise Drive Share window is displayed.
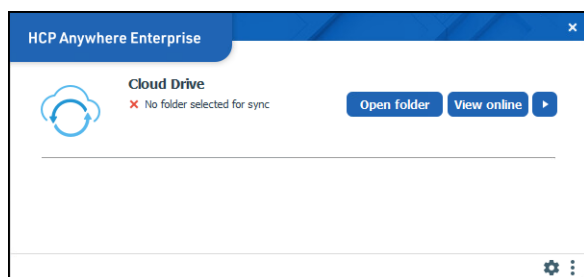
    A shortcut to the Cloud Drive folder is also created on your desktop. For details, see Viewing Your Cloud Drive.

Setting Up Connection Via a Web Proxy

HCP Anywhere Enterprise Drive Share supports HTTPS proxies that support the CONNECT method. If you want HCP Anywhere Enterprise Drive Share to connect to the HCP Anywhere Enterprise Portal via a proxy, you can configure the proxy before you sign into HCP Anywhere Enterprise Drive Share.
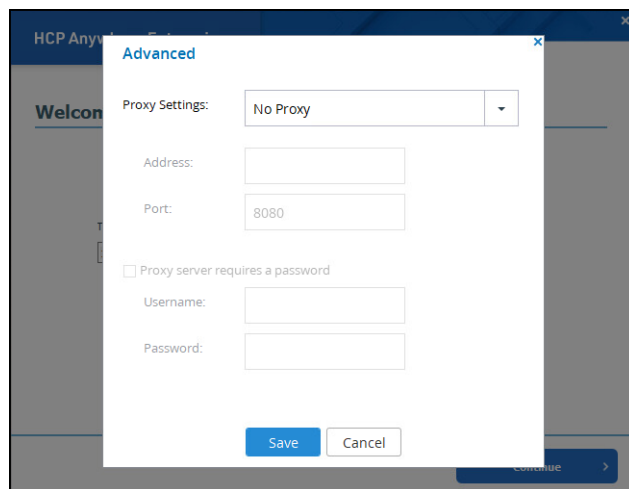
The following proxy authentication schemes are supported:

•   Basic

•   NTLM

•   NTLMv2

Note: Using a proxy auto-config (PAC) file is not supported.

To set up a connection to the HCP Anywhere Enterprise Portal via a web proxy:

1. In the **Welcome to HCP Anywhere Enterprise Drive Share** window, click **Advanced**. The **Advanced** window is displayed.

2. Select an option from the **Proxy Settings** dropdown list.

    Use HTTP Proxy – HCP Anywhere Enterprise Drive Share uses the proxy you configure to connect to the HCP Anywhere Enterprise Portal server:

    Address – The address of the proxy server.

    Port – The proxy server port number.

    Proxy server requires a password – The proxy server requires authentication via a username and password.

    Username – The username for authenticating to the proxy server.

    Password – The password.

    Auto – HCP Anywhere Enterprise Drive Share attempts to automatically determine your proxy settings according to your Windows settings.

    Automatic proxy detection is based on the system-wide proxy settings, which are not the same as the browser settings.

    *   In 64-bit Windows versions prior to Windows 8, configure the system proxy settings using this command: `%WINDIR%\SysWOW64\netsh winhttp set proxy <settings>`
    *   In all other Windows versions, configure the system proxy settings using the following command: `netsh winhttp set proxy <settings>`

3. Click **Save**.

Note: The proxy settings set in the **Advanced** window are saved as the default proxy settings. If you connect not using these proxy settings and then use the proxy settings again, these default settings are displayed.

Mapping Cloud Drive Folders

You can define more than one cloud drive for an HCP Anywhere Enterprise Drive Share to map to. By default, there is only one mounted drive, /, which is mapped to Z: or the first free letter less than Z:.

As well as being able to define multiple drives for specific folders in the cloud drive, you can specify a specific letter you want to assign to a specific folder in the cloud drive.

For example, you can specify **/My Files** has the drive letter **R:** and **/My Files/Templates** has the drive letter **T:**

Managing the HCP Anywhere Enterprise Drive Share From the User Interface

When the HCP Anywhere Enterprise Drive Share is connected to a HCP Anywhere Enterprise Portal, right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, for HCP Anywhere Enterprise Drive Share options.
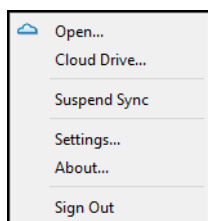
Open – Opens the **HCP Anywhere Enterprise Drive Share window**.
    Clicking **View online** displays the cloud drive of the HCP Anywhere Enterprise Portal that the HCP Anywhere Enterprise Drive Share is connected to in a browser.
    Clicking **Open folder** displays the files on the cloud drive in Windows Explorer. For details, see Viewing Your Cloud Drive.

    Clicking ⏸ to the right of **View online**, suspends or unsuspends syncing between the HCP Anywhere Enterprise Drive Share machine and the HCP Anywhere Enterprise Portal. For details, see Manually Managing Folder Syncing.

Cloud Drive – Displays the files on the cloud drive. For details, see Viewing Your Cloud Drive.

Suspend Sync/Unsuspend Sync – Suspends or unsuspends syncing between the HCP Anywhere Enterprise Drive Share machine and the HCP Anywhere Enterprise Portal. For details, see Files That are Not Synced With the HCP Anywhere Enterprise Portal.

Settings – Opens the **HCP Anywhere Enterprise Drive Share Settings** window. For details, see The HCP Anywhere Enterprise Drive Share Settings Window.

About – Displays information about the HCP Anywhere Enterprise Drive Share. This option is also available from the HCP Anywhere Enterprise Drive Share window, by clicking the vertical dots in the bottom right corner.

Sign Out – Disconnects the HCP Anywhere Enterprise Drive Share from the HCP Anywhere Enterprise Portal after clicking **Yes** to confirm. This option is also available from the HCP Anywhere Enterprise Drive Share window, by clicking the vertical dots in the bottom right corner.

Accessing Online Help

Access online help for the HCP Anywhere Enterprise Drive Share by clicking the vertical dots in the bottom right corner of the HCP Anywhere Enterprise Drive Share window and selecting **Help** from the popup menu.

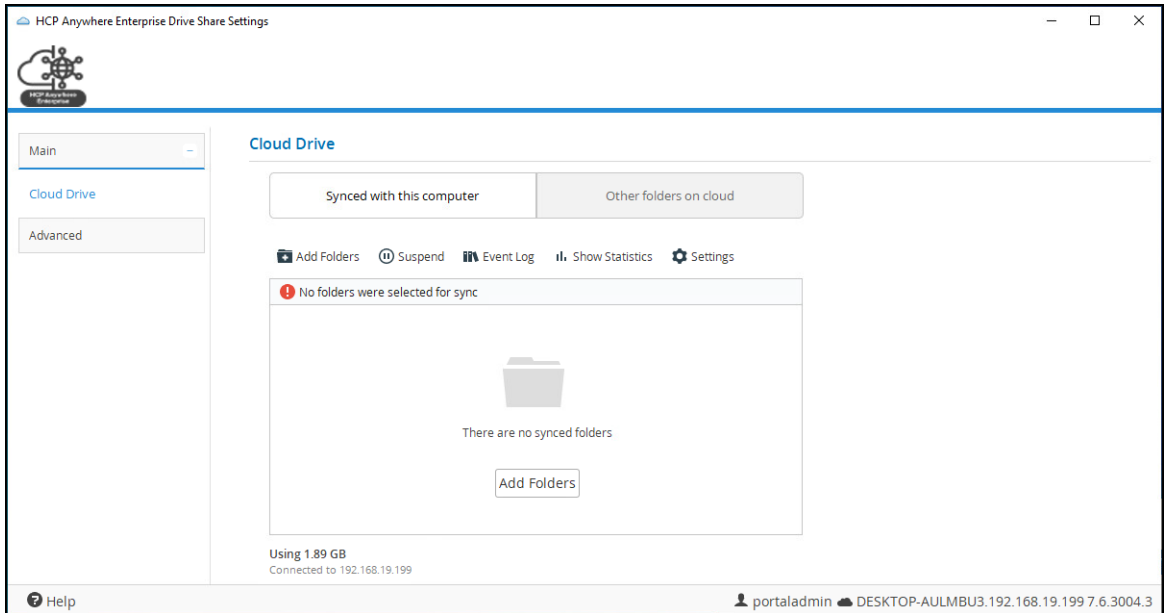## The HCP Anywhere Enterprise Drive Share Settings Window

The HCP Anywhere Enterprise Drive Share it is managed using the **HCP Anywhere Enterprise Drive Share Settings** window.

To access the HCP Anywhere Enterprise Drive Share Settings window:

• Either:

Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Settings**.
Or,

Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
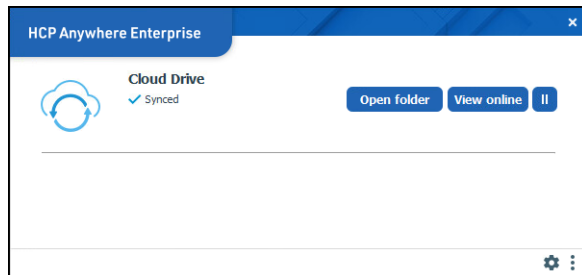
Note: If the currently logged in user account does not have sufficient credentials to manage the HCP Anywhere Enterprise Drive Share, a **Login** page is displayed. To log in, enter the user name and password of an administrator on this machine.

Adding Folders for Syncing

You can configure a supported language to be displayed in the HCP Anywhere Enterprise Drive Share interface.

Note: HCP Anywhere Enterprise Drive Share automatically uses the language defined on the PC when you install HCP Anywhere Enterprise Drive Share for Windows. If the language is not supported, then English is used by default.

1. Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁,, and select **Settings**.
   Or,

   Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
   The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.

2. Click **Add Folders**.
3. In the **Find Directory** window that is displayed, select the folder to be synced and click **Choose**.

Managing HCP Anywhere Enterprise Drive Share

The folder is added to the list.

4. Click **Add Folders** for every folder you want added.

Configuring the HCP Anywhere Enterprise Drive Share Language

You can configure a supported language to be displayed in the HCP Anywhere Enterprise Drive Share interface.
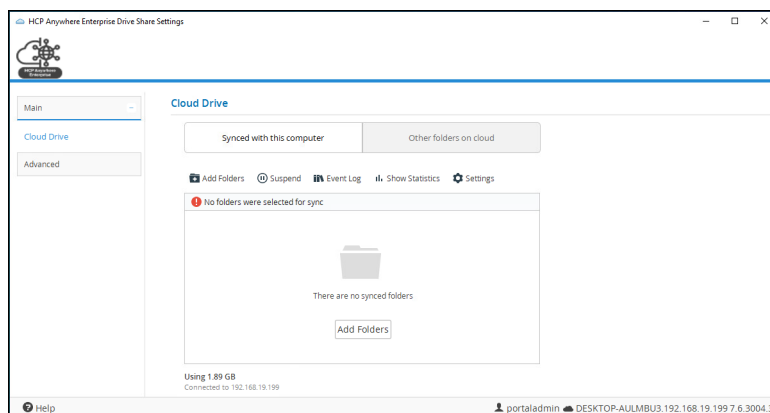
Note: HCP Anywhere Enterprise Drive Share automatically uses the language defined on the PC when you install HCP Anywhere Enterprise Drive Share for Windows. If the language is not supported, then English is used by default.

1. Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁,, and select **Settings**.
   Or,

   Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
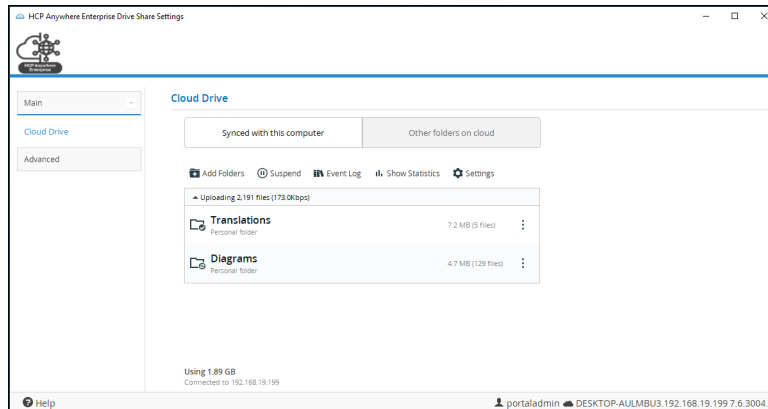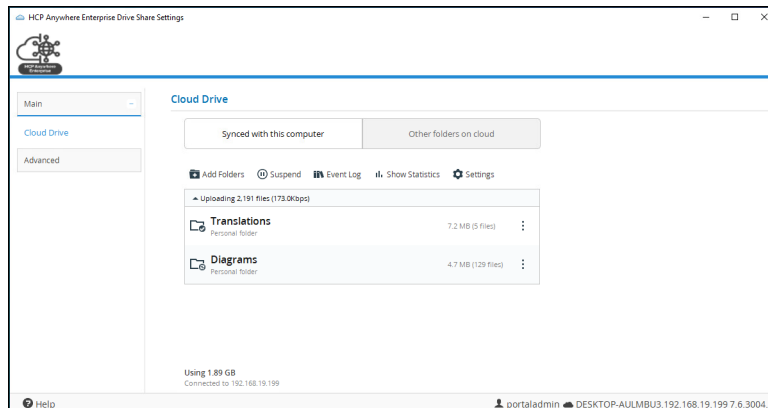   The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.

2. Click **Advanced > Regional Settings** in the navigation pane.

   The **Language** page is displayed.

3. Click **Change Language**.

4. Select the language from the **Interface Language** drop-down list.

5. Click **Save**.

The user interface changes to the selected language.
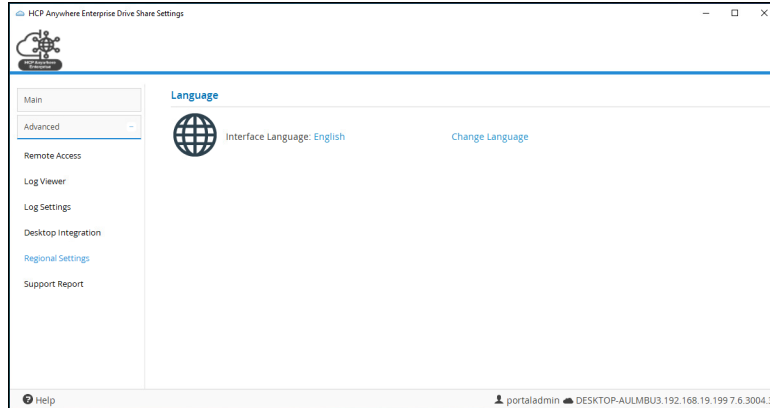
Enabling and Disabling Remote Access

1. Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Settings**.
   Or,
   Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
   The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.

2. Click **Advanced > Remote Access** in the navigation pane.

Managing HCP Anywhere Enterprise Drive Share
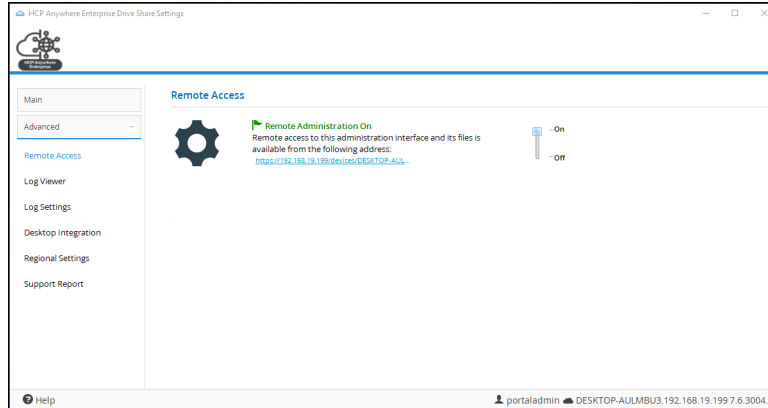
3. Slide the lever up to the **On** position turn remote access on.

   When remote access is enabled, clicking the URL, or using the URL in any web browser accesses the **HCP Anywhere Enterprise Drive Share Settings** window remotely.

Specifying Icons and Notifications For Files Handled By the HCP Anywhere Enterprise Drive Share

By default, HCP Anywhere Enterprise Drive Share features are integrated into Windows for optimal convenience. These include notifications that pop up and icons marking files and folders in Windows File Explorer.

The notifications also include a **device connection is not stable** alert, in the event a device connects or disconnects from the HCP Anywhere Enterprise Drive Share every few minutes.

You can disable and re-enable desktop integration features.

To specify desktop icons and notifications:
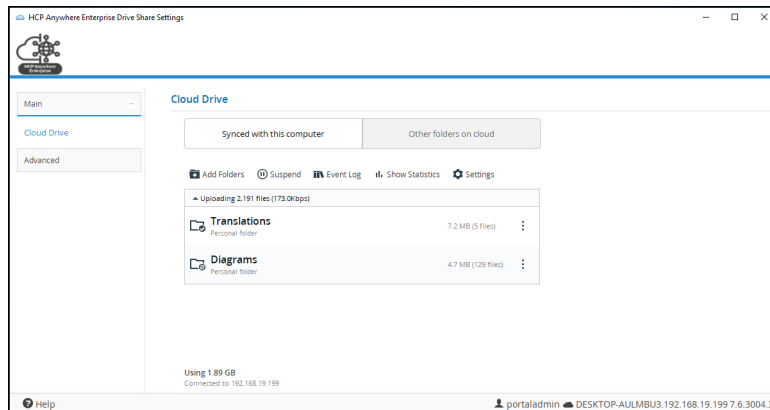
1. Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Settings**.
   Or,

   Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
   The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.

Managing HCP Anywhere Enterprise Drive Share
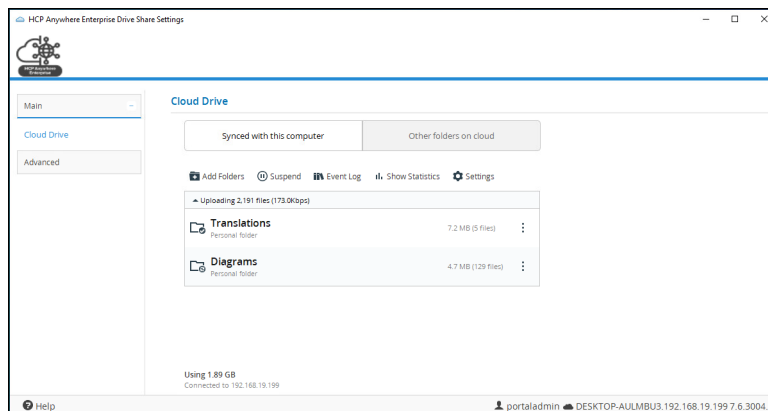
2. Click **Advanced > Desktop Integration** in the navigation pane.
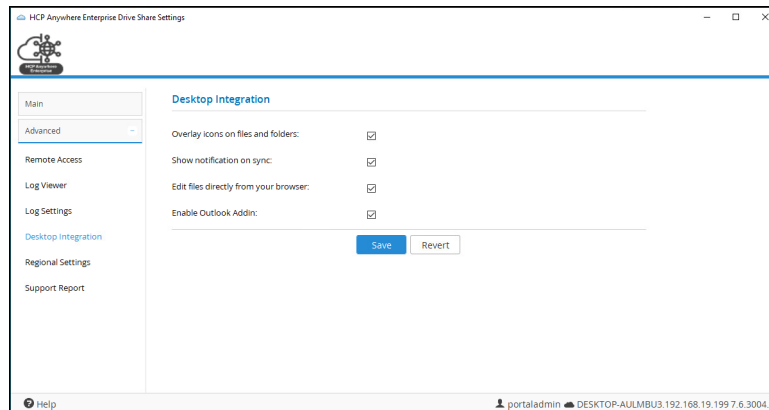
3. Specify the desktop settings.

   Overlay icons on files and folders – Mark files and folders in Windows File Explorer. Files and folders that are selected for sync are marked with the ☑ icon.

   Show notification on sync – Display a pop-up notification above the HCP Anywhere Enterprise Drive Share tray icon, if and when files are synced.

   Edit files directly from your browser – Edit files on the HCP Anywhere Enterprise Portal from your browser. When this feature is enabled, you can select a file on the HCP Anywhere Enterprise Portal, click to edit the file, and the file is downloaded to your HCP Anywhere Enterprise Drive Share workstation for editing. When you are done editing, you save your changes, and the updated file is automatically uploaded to the HCP Anywhere Enterprise Portal.

   Enable Outlook Addin – This feature is currently not supported.

4. Click **Save**.

Managing the HCP Anywhere Enterprise Drive Share From the Command Line

You manage HCP Anywhere Enterprise Drive Share either from the user interface, or directly from the command line, from the folder where HCP Anywhere Enterprise Drive Share was installed. The default folder is `C:\Program Files (x86)\HCP-Anywhere-Enterprise-Agent\HCP Anywhere Enterprise Drive Share`.

To display the CLI syntax, in the folder where HCP Anywhere Enterprise Drive Share was installed, use: `cteractl --help`.

The command has the following syntax: `cteractl [--version] [--help] command`

Where `command` can be:

   signin [-u *string*] [-p *string*] [-c *ActivationCode*] [--allow-untrusted] [-r *ReplacementDeviceID*] [-replacelist] *ServerAddress* [--run-as=*windowsUserAccount*]
   signout [--run-as=*windowsUserAccount*]
   dbg [*level*] [*level*] ...
   gui-access --all | --localhost

pin [-f PATH] [--run-as=*windowsUserAccount*]
status [--run-as=*windowsUserAccount*]
settings re-auth [--signout=*n seconds or never*] [--network-loss=*n seconds or never*]
[--timer=*n seconds or never*] [--run-as=*windowsUserAccount*]
sync-add -f PATH [--rename=*string*] [--merge] [--caching] [--run-as=*windowsUserAccount*]
sync-remove -f PATH
sync-start [--name=*string*] [--merge] [--override] [--pinned] [--local-folder=*path*]
[--run-as=*windowsUserAccount*]
pin [-f *PATH*] [--run-as=Windows user account]
sync-stop [--name=*string*] [--run-as=*windowsUserAccount*]
sync-suspend
sync-unsuspend
pin [-f *PATH*] [--run-as=*windowsUserAccount*]

Examples

```
cteractl signin -u User1 -p 12345678Aa portal.ctera.com
cteractl signin -run-as paul -user User1 -p 12345678Aa! portal.ctera.me
-allow-untrusted
cteractl sync-start --name "ReleaseNotes" --override
cteractl sync-suspend
cteractl sync-unsuspend
cteractl dbg debug backup
```

Description of <command>

The following keyword is available for all the cteractl commands:
`run-as=`*windowsUserAccountName* and means that when HCP Anywhere Enterprise Drive
Share is installed per user, an administrator can run cteractl commands as another user.

Keyword	Meaning
signin	Sign in to the server specified in *Server Address*.
u	The username for signing in.
p	The password for the username.
c *Activationcode*	An activation code instead of the username and password.
allow-untrusted	Ignore untrusted certificates when logging in to the server.
ReplacementDeviceID	Use this device ID to replace the existing device.
replacelist	A list of replacement device IDs to use.
ServerAddress	The server address to sign in to – either a portal or gateway.
signout	Sign out of the server.

dbg	Set the log level or, when no additional arguments are specified, the current level. `Level` is hexadecimal. You can combine different values for `Level`. For example:
	    `dbg 0x00000002` sets the current level to warning.
	    `dbg 0x00000042` sets the level to warning for storage.
	You can also use the name. For example:
	    `dbg warning` sets the current level to warning.
	    `dbg warning storage` sets the level to warning for storage.

Keyword	Meaning
Level	Debugging based on the level: aapi = 0x00000020 alert = 0x00020000 apps = 0x04000000 auth = 0x00200000 av = 0x00080000 caching = 0x20000000 cloud_extender = 0x02000000 collaboration = 0x00800000 cttp = 0x00004000 cttp_data = 0x00008000 db = 0x00001000 debug = 0x00000004 dns = 0x00000200 error = 0x00000001 error_abort = 0x01000000 evictor = 0x08000000 evictor_verbose = 0x10000000 files = 0x00002000 http = 0x00000100 index = 0x00100000 info = 0x00000003 license = 0x00400000 none = 0x00000000 ntp = 0x00000400 process = 0x00000008 rsync = 0x00010000 samba = 0x00000010 storage = 0x00000040 upload = 0x00000080 warning = 0x00000002
gui-access	Set the GUI access.
all	All users have access to the GUI.
localhost	Only localhost users have access to the GUI.
pin	Pin or unpin folders to be always available locally.
PATH	The full path of folder to pin.
settings re-auth	Settings that determine when re-authentication is required.
network-loss	Set the number of seconds after a disconnection that can elapse before authentication is required, even if the user is still signed in to the portal, when the connection returns, or `never` to never require re-authentication.
signout	Re-authentication is required, every *n* seconds when there is no activity or never required.
timer	Set the number of seconds during a session with the portal after which re-authentication is required, even if the user is still signed in to the portal, or `never` to never require re-authentication during a session.

Managing HCP Anywhere Enterprise Drive Share

Keyword	Meaning
status	Get HCP Anywhere Enterprise Drive Share status. The following information is returned: • What HCP Anywhere Enterprise Drive Share is connected to, including the IP address. • The username. • The status of the last backup. • The status of the license.
sync-add/	Add a local folder to be synced to the portal cloud drive.
PATH	The full path of folder to add to being synced.
rename	Rename a folder in the portal cloud drive. The default is the last folder in the path.
merge	Merge the folder with a folder in the portal cloud drive.
caching	Cache the folder in the portal cloud drive without pinning it locally.
sync-remove	Remove a local folder from being synced to the portal cloud drive.
PATH	The full path of folder to remove from being synced.
sync-start	Start or stop syncing a portal cloud drive folder.
name	The name of the folder to start syncing.
merge	Merge the portal cloud drive folder with a local folder.
override	Override the content of the local folder with the content from the portal cloud drive.
pinned	Pin the content of the folder so it is always available locally.
local-folder	Choose a different location.
sync-stop	Start or stop syncing a portal cloud drive folder.
name	The name of the folder to start or stop syncing.
merge	Merge the portal cloud drive folder with a local folder.
override	Override the content of the local folder with the content from the portal cloud drive.
pinned	Pin the content of the folder so it is always available locally.
local-folder	Choose a different location.
sync-suspend	Suspend syncing to the cloud.
sync-unsuspend	Unsuspend syncing to the cloud.
unpin	Pin or unpin folders to be always available locally.
PATH	The full path of folder to unpin.

Chapter 4. Using HCP Anywhere Enterprise Drive Share

HCP Anywhere Enterprise Drive Share enables you to sync files to the HCP Anywhere Enterprise Portal global file system to provide enterprise file sync and share (EFSS), enabling you to sync to selected folders and their files on your HCP Anywhere Enterprise Portal Cloud Drive and share those files. You use HCP Anywhere Enterprise Drive Share:

- To sync files to the HCP Anywhere Enterprise Portal.
- To share files on your HCP Anywhere Enterprise Portal Cloud Drive.

In this chapter

Syncing the HCP Anywhere Enterprise Drive Share With the HCP Anywhere Enterprise Portal Cloud Drive

The content on the HCP Anywhere Enterprise Portal can be synced to your PC, giving you local access to the HCP Anywhere Enterprise Portal content. In addition, local content on a PC running a HCP Anywhere Enterprise Drive Share can be synchronized with the HCP Anywhere Enterprise Portal Cloud Drive.

Users can sync files across multiple devices, such as a desktop computers, laptops, tablets, and smartphones via the HCP Anywhere Enterprise Portal. Whenever any change of any kind is made to any synced file, the same change is made immediately in the other synced locations.

For example, if a file is deleted from one of the folders, the same file is deleted from the other synced folders. It makes no difference in which of the synced folders the change was made.

Note: Only files shared at the cloud drive root level are synced to the Cloud Drive folder.

Users can collaborate easily with others. Users can sync any number of shared folders with folders on other peoples' devices. Everyone who syncs the shared folder can view, update, and delete the files in the shared folder and the change is applied everywhere the file is shared. For details about collaboration, see Sharing Content.

Syncing content between the HCP Anywhere Enterprise Portal cloud drive and the HCP Anywhere Enterprise Drive Share can be configured in one of the following ways:

• Syncing selected cloud drive folders from the HCP Anywhere Enterprise Portal top level cloud drive with the HCP Anywhere Enterprise Drive Share.

• Enabling Caching Mode. **All** your cloud drive content in the HCP Anywhere Enterprise Portal, cloud folders you own and the files and folders shared with you under **Shared With Me**, are presented as stubs on your workstation's local disk.
You do not need to explicitly sync a certain folder, as the cloud drive folder structure and files are automatically visible on the local disk. However, the actual content of the files might not be there, and is downloaded from the HCP Anywhere Enterprise Portal on demand. This allows full visibility of your entire data, while utilizing a very small amount of local disk space: The main storage remains in the cloud with stubs saved locally. A stub is a file with a tiny footprint that contains the metadata about the file, such as the file name, size, and modification date. Only the folder and file metadata and not the actual file content is saved locally. When a user accesses a file stub, the file is downloaded from the cloud. After the download has completed, the file is *unstubbed*. Any changes to the file are synced back to the HCP Anywhere Enterprise Portal.
Files that are always required locally can be marked as *available offline*, in which case they, and not the stubs, are stored locally.

Note: To use the HCP Anywhere Enterprise Drive Share with Caching Mode enabled, it must be installed on a PC running the 64 bit version of Windows 10 or Windows 11.

When to Configure a HCP Anywhere Enterprise Drive Share for Caching

With the default sync configuration, when HCP Anywhere Enterprise Drive Share is not configured with *Caching Mode* enabled, you select the content you want to sync from the HCP Anywhere Enterprise Portal to your local computer. The more you sync the more storage you need on your computer. When HCP Anywhere Enterprise Drive Share is configured with Caching Mode enabled, you have access to **everything** locally that you have permission to access on the HCP Anywhere Enterprise Portal: all your cloud drive content in the HCP Anywhere Enterprise Portal, cloud folders you own and the files and folders shared with you under **Shared With Me**. However, you only store what you are working on at the moment or what you want to be permanently available locally.

When you access the same small set of files repeatedly, from a larger pool of files, using HCP Anywhere Enterprise Drive Share configured with Caching Mode enabled is recommended. The commonly used files are available locally while the other files are stored in the HCP Anywhere Enterprise Portal. The files stored in the HCP Anywhere Enterprise Portal are still accessible locally when required, by clicking a file stub to download and open the file locally.

Note: HCP Anywhere Enterprise syncs multiple files in parallel, rather than as single-file sync transactions. This reduces the overall throughput of the synchronization process, especially in high-latency environments.

For details about setting up and using HCP Anywhere Enterprise Drive Share with *Caching Mode* enabled, see Enabling Caching Mode.

Viewing Your Cloud Drive

HCP Anywhere Enterprise Drive Share creates a *Cloud Drive folder* on your computer. This folder is the default destination for synced folders from the HCP Anywhere Enterprise Portal cloud drive.

You can drag items into subfolders of the Cloud Drive folder to add them to be synced to the Cloud Drive.

To access the Cloud Drive folder:

*   Click the HCP Anywhere Enterprise Drive Share tray icon and click **Open Folder** in the HCP Anywhere Enterprise Drive Share window.

    Note: If you click **View online**, the HCP Anywhere Enterprise Portal opens displaying the Cloud Drive in the HCP Anywhere Enterprise Portal.
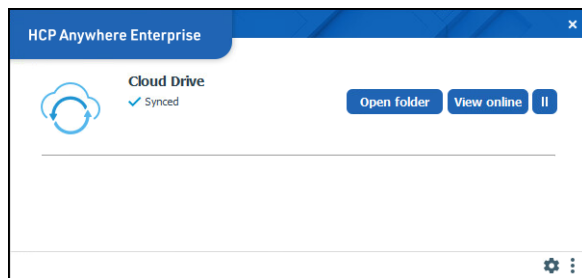
Or,

*   Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Cloud Drive**.

Or,

*   Double-click the **Cloud Drive** shortcut on your desktop .
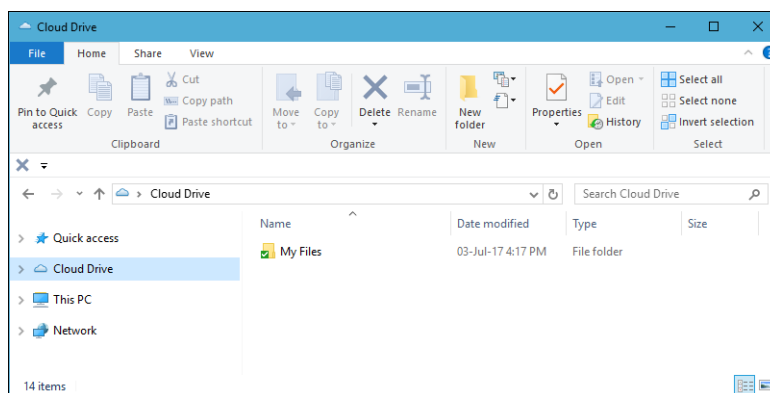
The local cloud drive's contents are displayed. Folders and files are marked with icons indicating the current synchronization status. Folders and files that are in sync are marked with the ✅ icon, and files that are currently synchronizing, or are waiting to be synchronized, are marked with the 🔄 icon.

Files That are Not Synced With the HCP Anywhere Enterprise Portal

Temporary files on the HCP Anywhere Enterprise Portal are not synced to the HCP Anywhere Enterprise Drive Share. The following are not synced:

- Files which begin with `~$`
- Files of type `tmp` or `temp`
- Files with type `swp`, `dwl`, or `dwl2`
- Files that begin with `._`
- Files named `desktop.ini`, `Thumbs.db`, `.DS_Store`, `._.DS_Store`, `CredDB.cef`, `.AppleDouble`, `.AppleSingle` or `.Parent`
- Files that end with `Zone.Identifier`

Sharing Content

You can share folders and files in your Cloud Drive folder with other people, both inside and outside your network, by sending them invitations to access the folders or files. The invitation is sent by email and includes a URL, which when clicked allows the invitee to view or edit the folder or file from anywhere over the internet. Upon clicking the URL or path, invitation recipients are granted read-only or read-write access to the shared folders and files.

There are two ways to share files in your cloud drive with other people:

- To share files with team members, external users, or entire groups, use the **Collaborators** feature. See Collaborating on Files.
- To quickly share with broad audiences, or over public mediums such as LinkedIn or Twitter, use **Public Links**. You can define whether the link recipients are able to respond by uploading edited files back to the shared folder. See Making Content Public.

Collaborating on Files

You can invite co-workers, external users, or groups of users to collaborate on a folder or file with you. Collaborators will receive an email notification inviting them to collaborate on the project. They can then view or edit files in the project and add files and folders to the project, depending on their permissions.

Note: You cannot share a stub when Caching Mode is enabled for HCP Anywhere Enterprise Drive Share. If the file to share is a stub, open it first. For details about Caching Mode, see Enabling Caching Mode.

To share a folder or file:

1. Make sure that the folder is synced wit the HCP Anywhere Enterprise Portal:
   - In Windows File Explorer, right-click the folder on your computer to share or that contains files to share and select **HCP Anywhere Enterprise Drive Share > Sync this folder**.
   Or, to share a parent folder in the cloud drive:
   a) Open **HCP Anywhere Enterprise Drive Share Settings** window.
   The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.
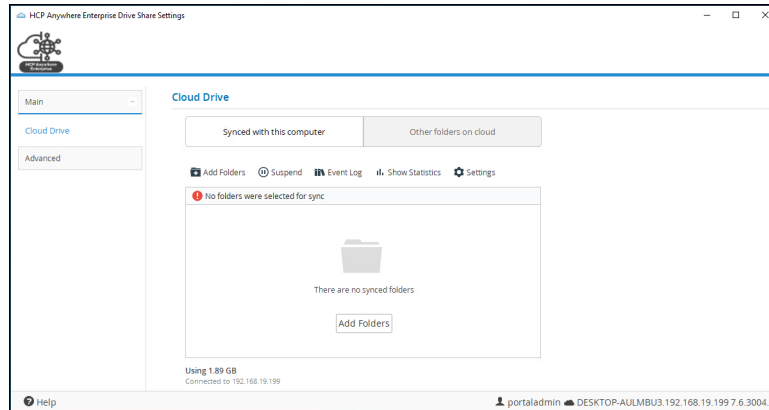
b) Click the ⋮ button for the parent folder of the folder you want to share and click **Share With Others**.

The HCP Anywhere Enterprise Portal is displayed in your browser with a sharing window for the folder or file.
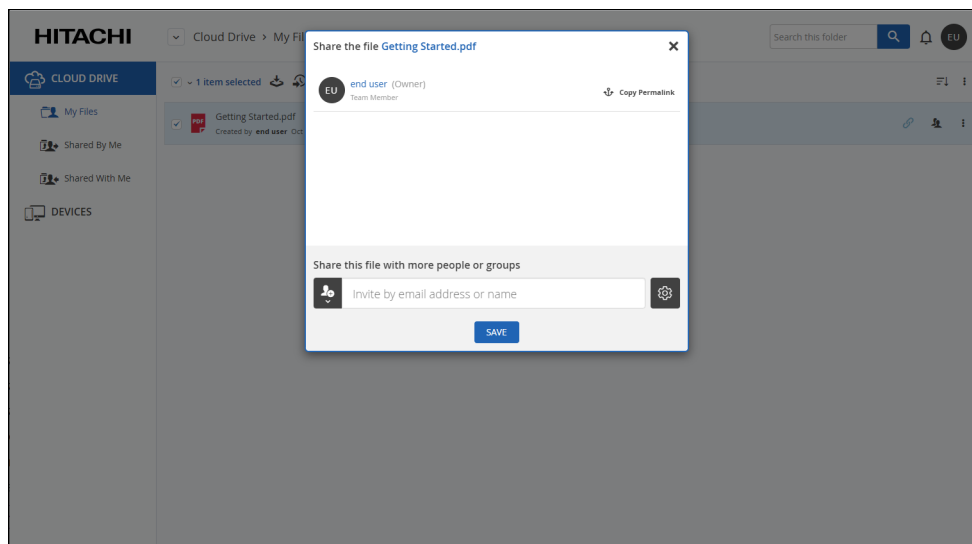
2. Select whether to invite a single user or group .

3. Enter the user or group to invite: an email address, user name, or user group name. Users that you frequently share with will be auto-completed after you type only a few characters of the name or email.
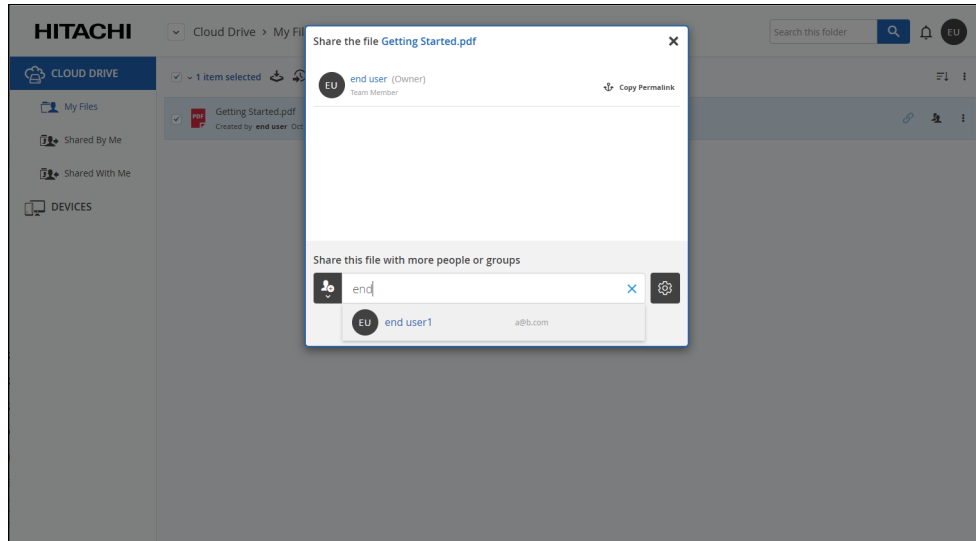
4. You can manage the collaborator permissions.

   • Click [icon] and choose the relevant permission as *No Access*, *Preview Only*, *Read Only* or *Read/write*.

     Note: This icon changes depending on default permissions level. For example, the preview icon is displayed for the *Preview Only* permission level.

     When you share a folder, all the files in the folder inherit the folder permission. If you share individual files in the folder, and change the permission to override the inherited permission, including to mark some files as *No Access*, the files are still accessible via the parent folder. The override permissions only apply when attempting to access the file as a separate share. *Preview Only* share recipients are able to view the file using the HCP Anywhere Enterprise Portal's integrated document preview server. Users with this permission are unable to download, copy, or print the file.

   • Configure an expiration date for the collaborator, by clicking [icon].

   • Remove a collaborator, by clicking [icon] and then **Remove**.

   • For external users defined by email, define authentication settings such as email or SMS verification for increased security, by clicking [icon]. The user receives a verification code and must use this code within 30 minutes before it expires.

5. Configure project settings by clicking [icon] and select the options you want:

   • **This is a team project** – The folder is a team project. The folder is displayed in co-workers **Shared with Me** folder without your name. The storage used for this folder is taken from your storage allocation, unless the folder is requested from an administrator to use team storage, as described in the *Hitachi Content Platform Anywhere Enterprise Portal Team Administration Guide*.

   • **Allow team members to reshare this folder/file** – The folder or file can be reshared by other team members. If you do not want this folder or file reshared with additional people, clear this check box.

   • **Allow team members to sync this folder** – The folder can be synced to the computer of other team members. This option is only available for top-level folders.

Note: If the file or folder is under **Shared With Me,** you can leave the shared file or folder by clicking ⬤ and selecting **Leave shared folder** and then confirming that you want to leave the share. If you leave a shared folder, and then the folder is reshared with you, you do not see the share via the workstation HCP Anywhere Enterprise Drive Share unless you first log off HCP Anywhere Enterprise Drive Share and then log back in.

6. Click **SAVE**.

After sharing a file, the collaborator icon changes: 👥.

After sharing folder file, the folder icon changes: 📁.

An email is sent to the collaborators inviting them to access the file. Emails are also sent to Active Directory group members that are included in a collaboration.

- If the email recipient has a HCP Anywhere Enterprise Portal account, a team member, clicking the link in the invite goes to the item in the HCP Anywhere Enterprise Portal. If the user is not logged in to the HCP Anywhere Enterprise Portal, a login window is displayed. Otherwise, the file or folder is displayed.
- If the email recipient does not have an HCP Anywhere Enterprise Portal account, an external user, clicking the link in the invite opens displays the file of the folder in a browser.

Selecting the shared folder or file and then clicking the share icon opens the **Share** window, where you can change the settings. An additional option is available to resend an invitation, by clicking ⋮ and then **Resend**.

Making Content Public

You can create a public link to any synced folder and file and share the link with anyone. Clicking the link provides access to the folder or file in the HCP Anywhere Enterprise Portal Cloud Drive. You can also send email The file cannot be a stub file. If the file to share is a stub file, open it first.

To create a public link:

1. Make sure that the folder is synced wit the HCP Anywhere Enterprise Portal:
   - In Windows File Explorer, right-click the folder on your computer to share or that contains files to share and select **HCP Anywhere Enterprise Drive Share > Sync this folder**.
2. In Windows File Explorer, right-click the folder on your computer and select **HCP Anywhere Enterprise Drive Share > Copy public link**.

   The **Copy Link** window is displayed.
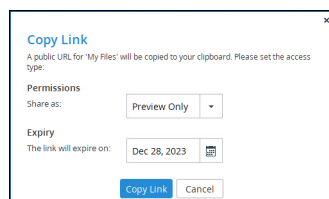
3. Configure the link.

   - In the **Share as** drop-down box, configure the file permissions as *Preview Only*, *Read Only* or *Read/Write*.
     Preview Only share recipients are able to view the file using the HCP Anywhere Enterprise

Portal's integrated document preview server. Users with this permission are unable to download, copy, or print the file.
  - Configure an expiration date for the link, or accept the default expiration after 3 months.
4. Click **Copy Link**.

The link is copied to the clipboard and you can paste it in a message. The link has the format:
`https://`*`portal_address`*`/invitations?share=7b424ee4a3c49bfa00b3`

Handling Simultaneous File Changes to Shared Files

With Cloud Drive sync, different people can work on the same files at the same time, which means that conflicts can occur. HCP Anywhere Enterprise Drive Share keeps track of who is making updates and when, detects file conflicts when updates occur simultaneously, and resolves those conflicts.

HCP Anywhere Enterprise Drive Share records the history of file events. The changes made in the most recent update are always saved to the original file. Changes that are lost due to conflict are retained in a renamed version of the file.

When Is a Conflict Generated

A conflict is generated in the following situations:
- When more than one HCP Anywhere Enterprise Drive Share is connected to the HCP Anywhere Enterprise Portal and syncing to a shared folder. Any file created locally by a user and saved in the shared folder is synced to the HCP Anywhere Enterprise Portal and then from the HCP Anywhere Enterprise Portal to the every user sharing the folder.
  - When users simultaneously edit the same file.
    For example, when the user who created the file continues to edit it while a second user opens the files and also edits it. After the second user saves the file locally, it is synced to the HCP Anywhere Enterprise Portal and saved as a conflict file.
  - When a user is offline when editing the file.
    For example, when a user goes offline after syncing the file locally and then edits the file offline. If another user then edited the file while connected to the HCP Anywhere Enterprise Portal, when the offline user goes back online and syncs the edited file to the cloud, this file has the last changes synced to the HCP Anywhere Enterprise Portal file and is the file that is saved. The edited file made by the other user, while the file was edited offline, is saved as a conflict file.
    Note: If no other users edited the file while the file was edited offline, the HCP Anywhere Enterprise Portal detects that not only is the edited version newer than the one on the HCP Anywhere Enterprise Portal, but also no changes were performed by other users; therefore, the edited file is saved in the HCP Anywhere Enterprise Portal without a conflict file.
  - When a user deletes a file being edited by another user.
    For example, a user is editing a file and a second user deletes the local copy of the file, removing it from the local PC. When the edited file is saved, it is synced to the HCP Anywhere Enterprise Portal and then back the local PC from which it was deleted. A conflict file is not created.
  - When a user renames a file being edited by another user.

For example, a user is editing a file and a second user renames the local copy of the file. When the edited file is saved, it is synced to the HCP Anywhere Enterprise Portal and then back the local PC from which it was renamed. The renamed file is also synced to the HCP Anywhere Enterprise Portal and then from the HCP Anywhere Enterprise Portal to the every user sharing the folder. Each user and the HCP Anywhere Enterprise Portal now has two copies of the file: with the original name and the last updates and with the new name, without the last updates.

- When a user deletes a subfolder containing a file being edited by another user.
  For example, a user is editing a file and a second user deletes the local copy of the folder which includes this file, removing it and the file from the local PC. The action is synced to the HCP Anywhere Enterprise Portal deleting the folder and its files from the HCP Anywhere Enterprise Portal and then from the HCP Anywhere Enterprise Portal to the every user sharing the folder. When an attempt is made to save the edited file, there is no folder in which to save it and it must be saved to a new location. If the new location is a shared folder, it is then synced to the HCP Anywhere Enterprise Portal as is any new file. A conflict file is not created.
- When a user deletes a root shared folder.
  The root shared folder is synced back to the user's local PC. A conflict file is not created.

Note: In order to detect a file conflict, search for the string `conflict`. This displays all the conflict files along with their timestamps, and you can then decide which version to keep: Conflict or original.

Understanding Conflicts When Sharing Files

The HCP Anywhere Enterprise Portal keeps track of who has made updates to the files and when, detects file conflicts when updates occur simultaneously, and resolves those conflicts. The changes made in the most recent update are always saved to the original file. Other changes are not lost, but are saved as versions of the original file, with a filename to reflect the date and time of the changes.

Note: In order for conflict resolution to be performed correctly, each local computer clock must be synchronized with the HCP Anywhere Enterprise Portal clock. If there is more than one hour difference between the two clocks after taking into account timezone differences, the HCP Anywhere Enterprise Drive Share will not synchronize the Cloud Drive folder.

The name of the conflict file is the same name as the original file with the date the conflict file was created. For example:

File in HCP Anywhere Enterprise Portal: `ExampleFile.txt`
Conflict file in HCP Anywhere Enterprise Portal: `ExampleFile - Conflict On 2017_04_09 17_09_58.txt`

Note: When a file is edited using Microsoft O365, simultaneously by more than one user, Microsoft O365 handles all conflicts.

Managing the Cloud Drive Content

You can manage the folders in your cloud drive and then share them with other users. You can also specify specific subfolders to exclude. For details about collaboration, see Sharing Content.

This section describes the following:

- Adding Content to the HCP Anywhere Enterprise Portal Cloud Drive
- Understanding the Overlay Icons
- Syncing Other HCP Anywhere Enterprise Portal Folders
- Controlling to Which Local Folder a Cloud Drive Folder Syncs
- Excluding Folders
- Manually Managing Folder Syncing

Adding Content to the HCP Anywhere Enterprise Portal Cloud Drive

To add to the HCP Anywhere Enterprise Portal cloud drive:

1. In Windows File Explorer, right-click any folder on your computer that you want to sync and select **HCP Anywhere Enterprise Drive Share > Sync this folder**.

Alternatively:

1. Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Settings**. The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.
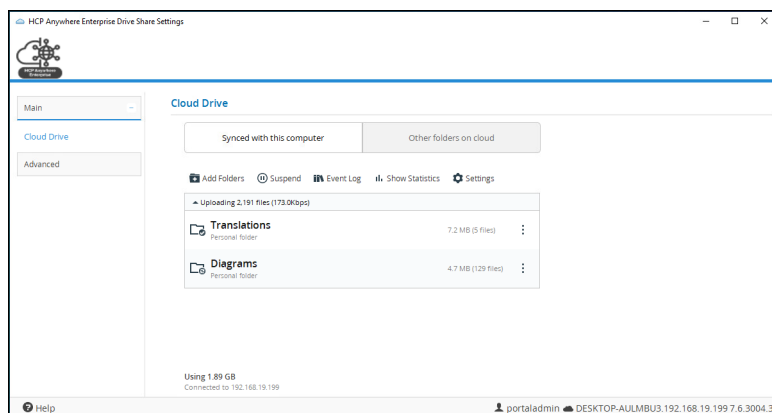
The following information is included in the page:
- All the Cloud Drive folders that are currently synced with folders on the HCP Anywhere Enterprise Drive Share computer such as the **My Files** folder.
- Any other folders on your Cloud Drive.

2. Click **Add Folders**.

   The **Find Directory** window is displayed enabling searching for the folder to add.

3. Select the folder or subfolder you want to sync to the cloud drive.

   Note: You can add a new folder under an existing folder.

4. Click **Choose**.

A folder is created in the Cloud Drive and synced with the local folder you selected. The newly synced folder is displayed in the **Cloud Drive** page under **Synced with this Computer**.
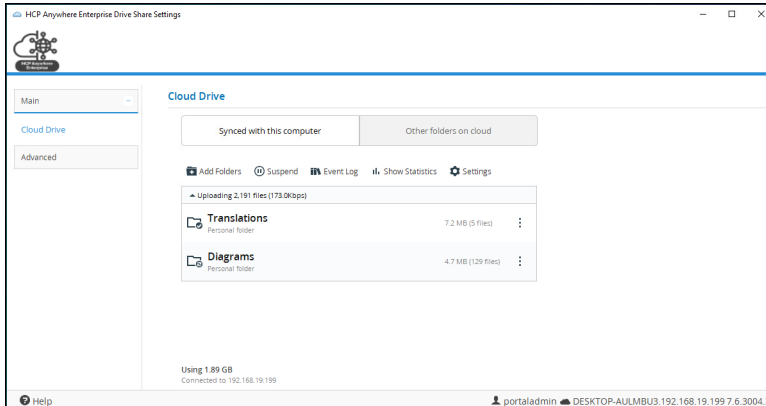
Understanding the Overlay Icons

Icons in Windows File Explorer provide information about the status of the folder or file.

Note: If overlay icons are not displayed, you can enable them in the **HCP Anywhere Enterprise Drive Share Settings** window: click **Advanced > Desktop Integration** and then check **Overlay icons on files and folders**.

For details about the overlay icons, see Overlay Icons Used By a HCP Anywhere Enterprise Drive Share.

Syncing Other HCP Anywhere Enterprise Portal Folders

You can only sync folders at the top level in your HCP Anywhere Enterprise Portal cloud drive.

Folders at the top level in your HCP Anywhere Enterprise Portal cloud drive that are not synced with your computer are listed under **Other folders on cloud**. You can sync these folders, adding them to the local cloud drive.

To sync HCP Anywhere Enterprise Portal cloud drive folders to your computer:

1. Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Settings**. Or,

   Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
   The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.
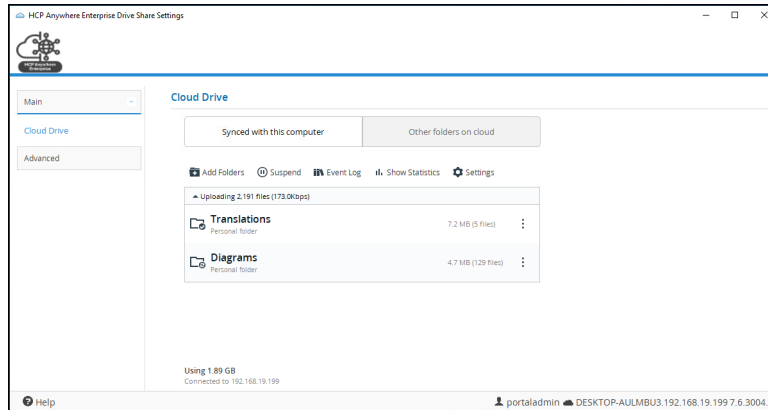
2. Select **Other folders on cloud**.

   All the folders in the HCP Anywhere Enterprise Portal that are not synced with your computer are displayed.
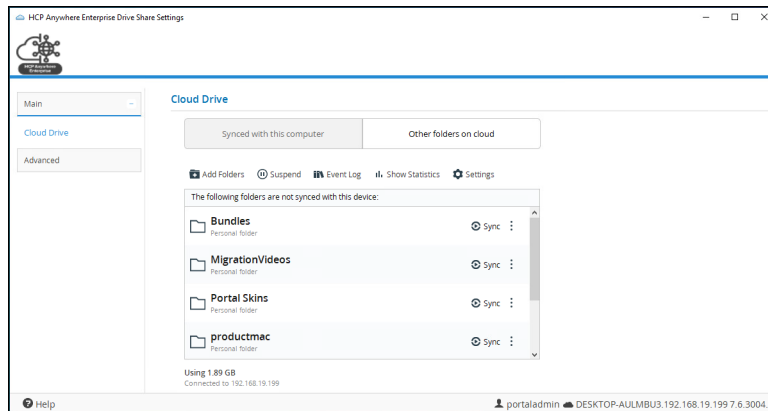
3. Click ⊙ Sync next to the folder you want to sync.
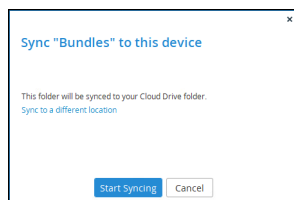
   If you want to sync to a location other than your Cloud Drive folder:

   a) Click **Sync to a different location**, to select or create a new location on your computer to which to sync the folder.
      The **Find Directory** window is displayed enabling searching for the folder to add.

   b) Select the folder or subfolder you want to sync to the cloud drive.

   c) Click **Choose**.

4. Click **Start Syncing**.

The folder is synced in your local cloud drive.

Controlling to Which Local Folder a Cloud Drive Folder Syncs

To specify the local folder for syncing:

1. Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Settings**. Or,

   Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
   The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.
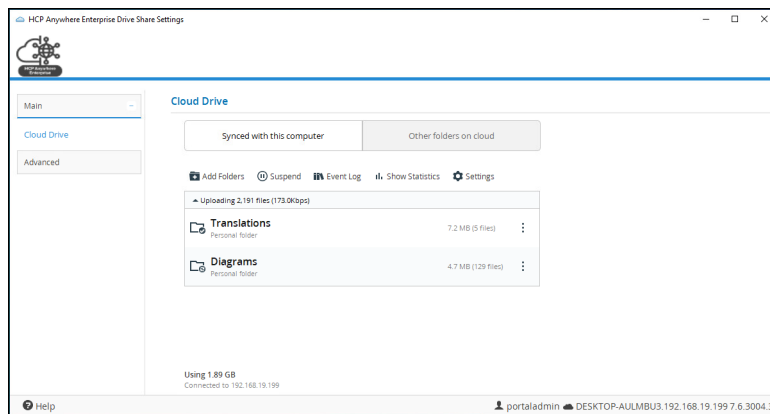
2. Click the ⋮ button for the parent folder of the folder you want to exclude and click **Manage Synchronization Settings**.
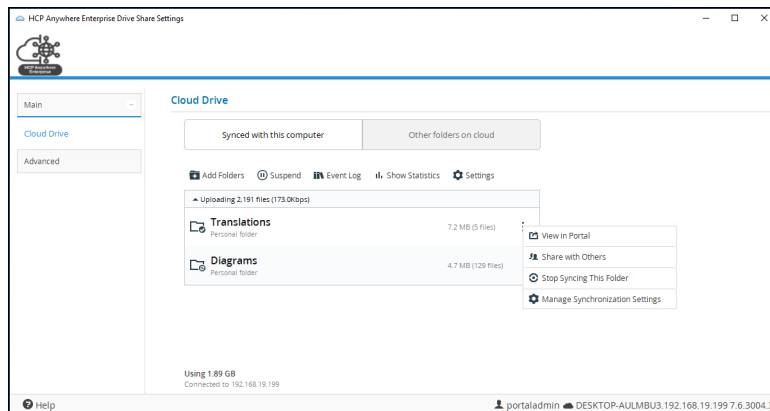
   The **Synchronized folder settings** window is displayed.
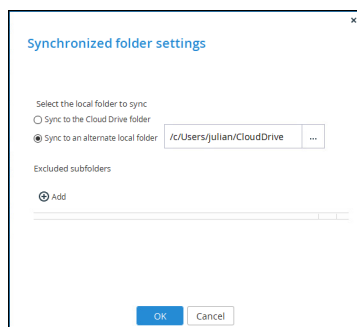
3. To sync the folder to a subfolder of the Cloud Drive folder, select **Sync to the Cloud Drive folder**.

The local synced copy of the folder you selected is moved to the Cloud Drive folder.

4. To sync the folder to a folder other than the Cloud Drive folder:

   a) Select **Sync to alternate local folder**.

   b) Click in the text box.
   The **Find Directory** window is displayed enabling searching for the folder to add.

   c) Select the folder or subfolder you want to sync to the cloud drive.

   d) Click **Choose**.

5. Click **OK**.

The changes are applied.

Excluding Folders

You can exclude subfolders, so that the content on the HCP Anywhere Enterprise Portal is no longer synced with the local content. You can do this as part of the HCP Anywhere Enterprise Drive Share configuration or by manually stopping or starting the sync of a folder, as described in Manually Managing Folder Syncing.

Note: You can only exclude files when the HCP Anywhere Enterprise Drive Share is not configured with Caching Mode enabled. With Caching Mode enabled, the complete HCP Anywhere Enterprise Portal cloud drive is available, but represented on the local computer by the metadata and displayed as stubs. This results is less storage required locally. When Caching Mode is not enabled, you only include files that you want locally and exclude files that you do not want locally to conserve space.

To configure folders to exclude from syncing:

1. Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Settings**. Or,

Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.

**2.** Click the ⋮ button for the parent folder of the folder you want to exclude and click **Manage Synchronization Settings**.

Using HCP Anywhere Enterprise Drive Share
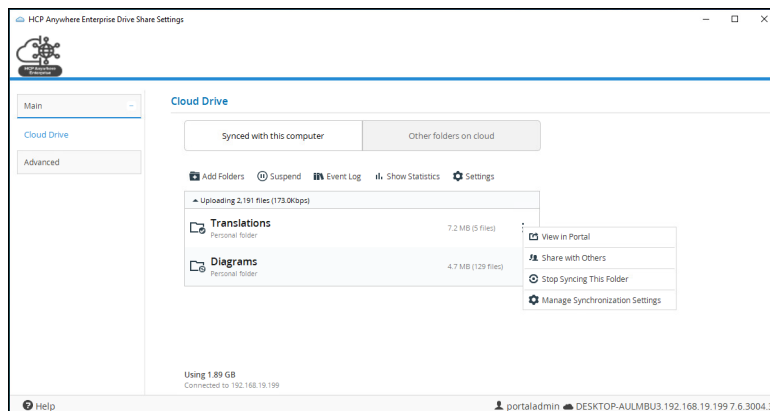
The **Synchronized folder settings** window is displayed.
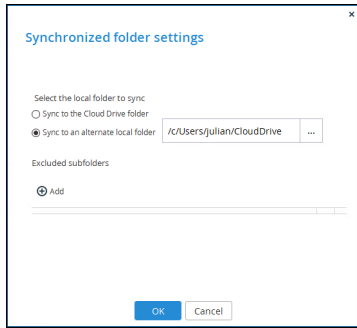
3. Under **Excluded subfolders**, click **Add**.

   A row is added to the **Excluded subfolders** list.

4. Click in the row and type the name of a subfolder under the parent folder you want to exclude from syncing. For example, to exclude `subfolder1` that is under *subfolder* that is under the parent folder, enter `\subfolder\subfolder1`.

   Note: You cannot browse to the folder to exclude.

5. Repeat step <u>3</u> to add more subfolders as necessary.

6. Click 🗑 to remove an added folder from the exclude list.

7. Click **OK**.

The changes are applied.

Manually Managing Folder Syncing

You can manually stop, suspend and unsuspend syncing content.

To stop syncing a folder:

• Either:
  In Windows File Explorer, when Caching Mode for HCP Anywhere Enterprise Drive Share is not configured, right-click the folder on your computer and select **HCP Anywhere Enterprise Drive Share > Stop syncing this folder**. For a subfolder, select **HCP Anywhere Enterprise Drive Share > Exclude folder from sync**.
  Note: To include a folder that you stopped syncing, select **HCP Anywhere Enterprise Drive Share > Sync this folder**. To include a subfolder that you excluded, select **HCP Anywhere Enterprise Drive Share > Include folder in sync**.
  Or,
  a) Open **HCP Anywhere Enterprise Drive Share Settings** window.
     The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.
  b) Click the button for the parent folder of the folder you want to exclude and click **Stop Syncing This Folder**.

To suspend syncing:

1. In the HCP Anywhere Enterprise Drive Share window click ⏸.
   Or,
• Either:

Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Suspend Sync**. Or,

In the HCP Anywhere Enterprise Drive Share window click ⏸ to the right of **View Online**. Or,

a) Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.
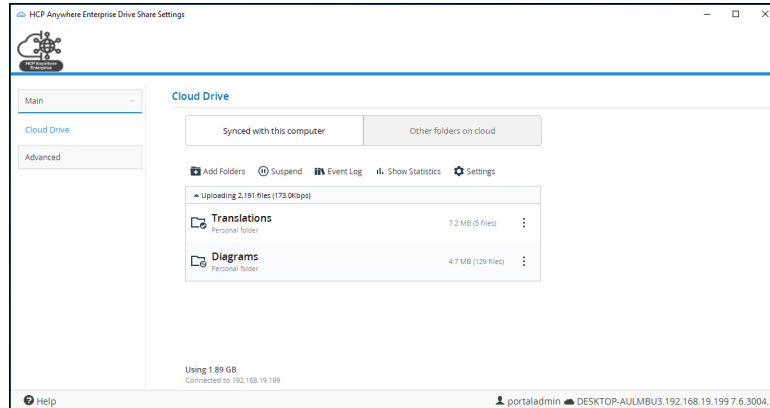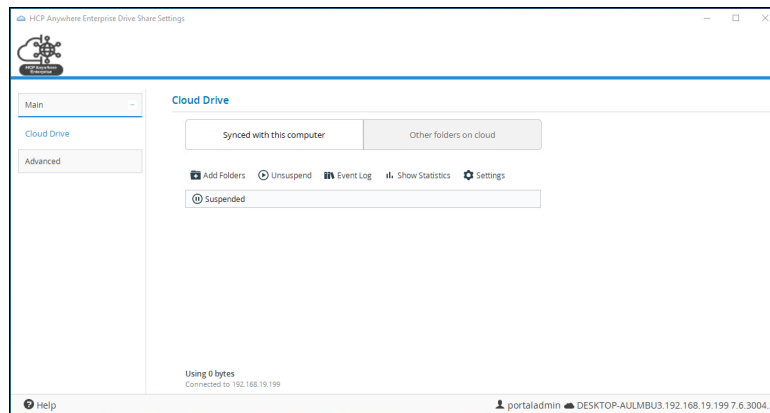

b) Click **Suspend**.
Syncing is suspended.
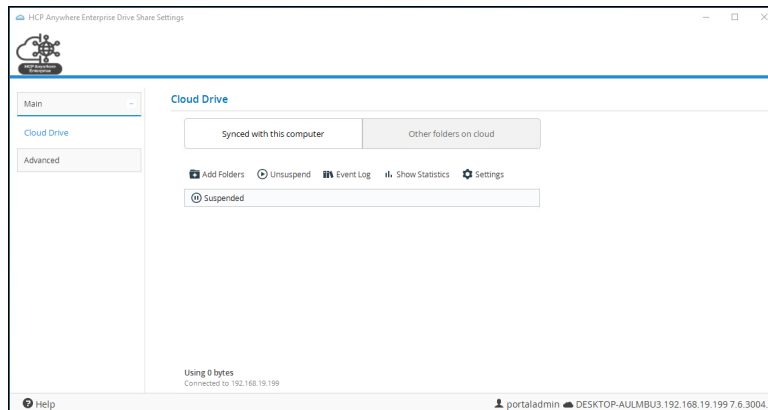
The HCP Anywhere Enterprise Drive Share window also shows that syncing is suspended, as does the tray icon.

HCP Anywhere Enterprise Drive Share window	Tray icon
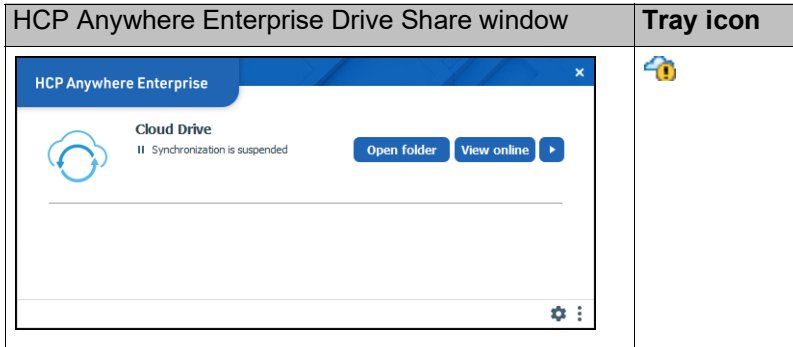
To resume syncing:

- Either:
  Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Unuspend Sync**.
  Or,

  In the HCP Anywhere Enterprise Drive Share window click ▶ to the right of **View Online**.
  Or,

  a) Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
  The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.

  b) Click **Unsuspend**.
  Syncing resumes.

Enabling Caching Mode

If the HCP Anywhere Enterprise Portal plan includes the *Full Cloud Drive* service, the HCP Anywhere Enterprise Drive Share is automatically enabled for syncing. You can configure the HCP Anywhere Enterprise Drive Share with Caching Mode enabled in the HCP Anywhere Enterprise Drive Share settings.

Note: To use the HCP Anywhere Enterprise Drive Share configured with Caching Mode enabled, it must be installed on a PC running the 64 bit version of Windows 10 or higher.

To set up the HCP Anywhere Enterprise Drive Share with Caching Mode enabled:

1. Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Settings**. Or,

   Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
   The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.
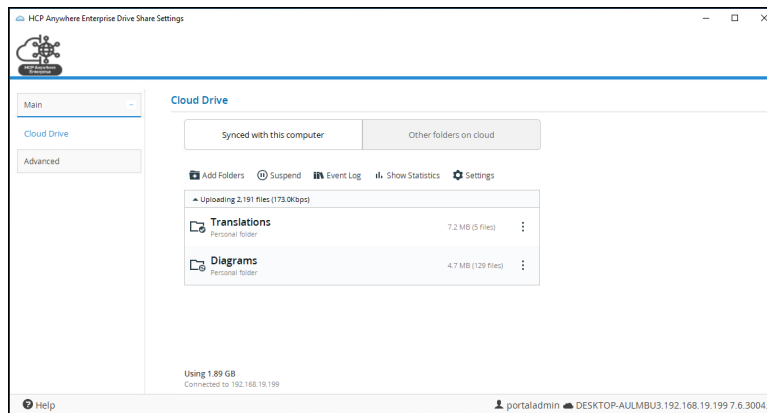
2. Click **Settings**.

   The **Cloud Drive Settings** window is displayed.
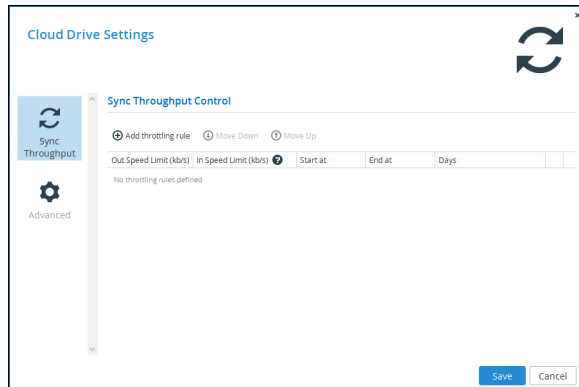
3. Click **Advanced** in the navigation pane.
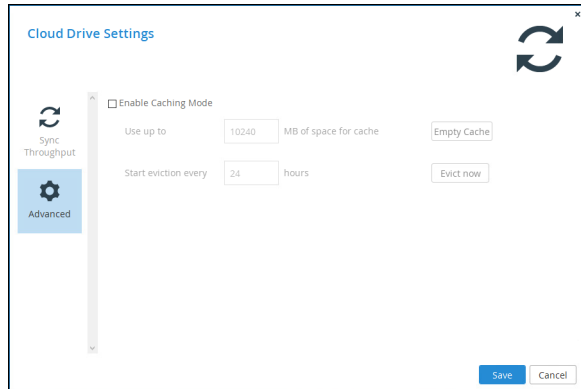
4. Check **Enable Caching Mode**.

5. Optionally, set the maximum size for your cache.

   The cloud drive uses this cache and all the stubs are stored in the cache. When you click a stub, the file itself is downloaded from the HCP Anywhere Enterprise Portal. You can mark a file as *available offline*, so that it is permanently stored in the cache. If a file is not marked as available offline, it is removed from the cache, leaving the stub, if the cache becomes too full.

   Thus, the size you assign to the cache will depend on the size of the files that you want to keep permanently in the cache as well as additional size for files to be downloaded for temporary use before being removed, leaving the stubs.

   Note: If you download too many files, the cache grows to accommodate the extra storage until files are removed from the cache, on schedule, based on the **Start eviction every** value or when you click **Evict Now**, but performance suffers.

6. Optionally, set when you want to automatically evict files from the cache that are not available offline. These files are removed from the cache based on either the schedule set or at any point by clicking **Evict Now**. For details about the eviction process, see Removing Cached Files (File Eviction).

7. Click **Save**.

The HCP Anywhere Enterprise Drive Share is now enabled for caching and all the HCP Anywhere Enterprise Portal cloud drive folders are added to the PC cloud drive as stubs.

Clicking **Sync this folder**, downloads the folder and the metadata about the folder contents. The folder is synced, represented by .

The files in the folder are stubs until opened, represented by the icon overlaying the icon for the file type, for example, .

Opening a file downloads it from the HCP Anywhere Enterprise Portal and the file is represented by the icon overlaying the icon for the file type.

Note: For large files that take longer than a couple of seconds to download from the HCP Anywhere Enterprise Portal, a popup displays a progress bar with the percentage downloaded.

Downloading Stub Files

When you click a stub to open it, the file is downloaded from the HCP Anywhere Enterprise Portal. A stub is also downloaded from the HCP Anywhere Enterprise Portal in the following scenarios:

- Searching for specific text in the files in a folder.
- Renaming, copying and moving a stub file.
- Deleting Stubs – When you delete a stub from your cloud drive, the file is first downloaded and then deleted from both the cloud drive and the HCP Anywhere Enterprise Portal. The deleted file is moved to the Recycle Bin as with any file deleted locally.

Stub Size

The size of a stub in the local file system takes up almost no space. Right-clicking a stub and opening its properties shows the actual file size in the **Size** value and 0 bytes for the **Size on disk** value.

Removing Cached Files (File Eviction)

When Caching Mode is configured, files that are **not** marked as available offline, but have been downloaded to the cache, get evicted from the cache based on the following:

The eviction policy checks if the amount of storage exceeds the allocated cache size and if it is larger than the allocation, files that can be evicted and that have not been accessed for at least 4 day are evicted from the cache, file by file until the amount of the storage that is used is less than the allocated cache size. A file is only evicted if:

- All modifications to the file have been synced to the HCP Anywhere Enterprise Portal.
- The file is not open in an application.
- The file is not marked as available offline.

The files are grouped according to the time since they were last accessed. The files are evicted within these groups, the files in the oldest group first, followed by the files in the next oldest group.

Note: Eviction is based on days and not file size. Also, there is no differentiation within a group of the length of time since a file was accessed.

In Windows File Explorer, the evicted files are represented by their stubs. The folders remain synced.

To manage file eviction:

1. Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Settings**.
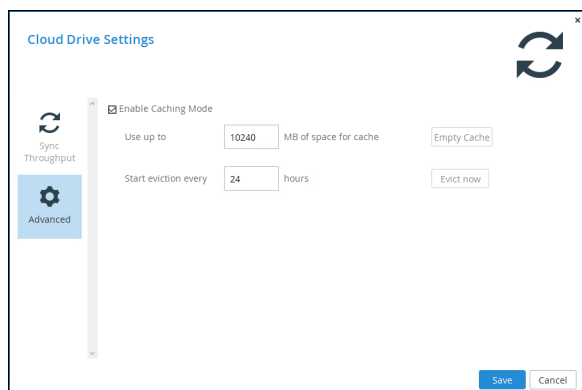   Or,

    Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
    The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.
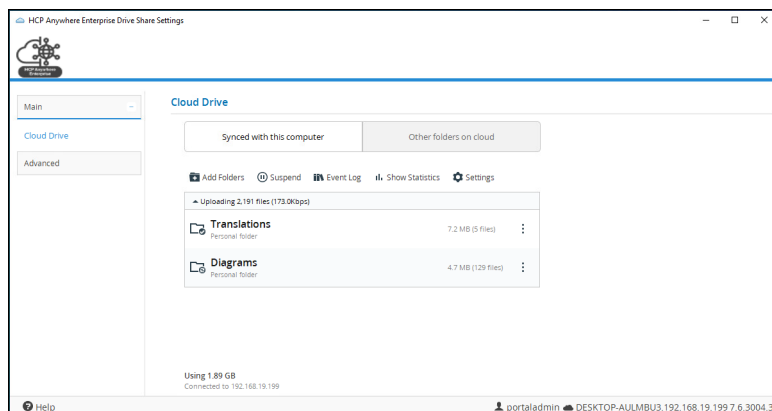
2. Click **Settings** and in the **Cloud Drive Settings** window that is displayed, click **Advanced** in the navigation pane.

   The **Cloud Drive Settings** page is displayed.

3. Click **Empty Cache** to empty the cache of all the files that can be evicted or **Evict Now** to immediately start evicting files based on the eviction policy.

   Note: The eviction policy can be configured. For details, contact Hitachi Vantara Support.

   Files that are evicted, leave only the stubs in the cache.

   An entry is written to the log when eviction starts and when eviction completes. The entry when eviction completes includes the amount of data that was evicted.

Making Files Always Available on HCP Anywhere Enterprise Drive Share: Pinning

Files in folders marked as pinned stay on HCP Anywhere Enterprise Drive Share and are never evicted. This is useful for files that you always want to be available, with immediate access. This ensures that the folder is always accessible even when the device is offline, if there is downtime of the cloud provider or HCP Anywhere Enterprise Portal, or the file is large and would take a long time to download.

Note: Pinning folders is not available when HCP Anywhere Enterprise Drive Share is installed on a Windows Server.

To pin folders:

1. Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Settings**. Or,

    Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
    The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.
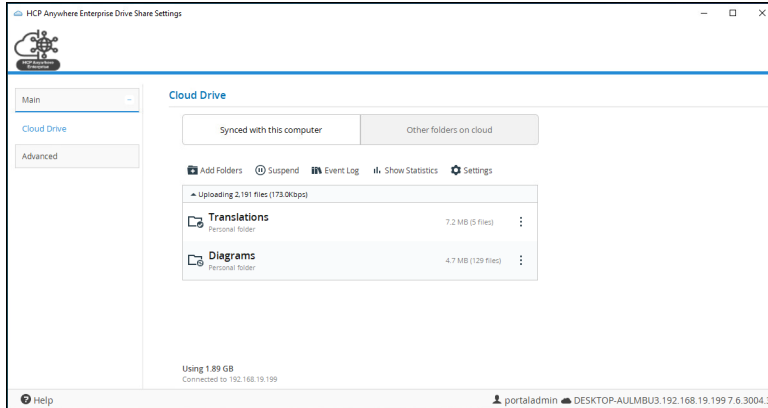
2. Click **Main > Pinned Folders** in the navigation pane.

    The **Pinned Folders** page is displayed.
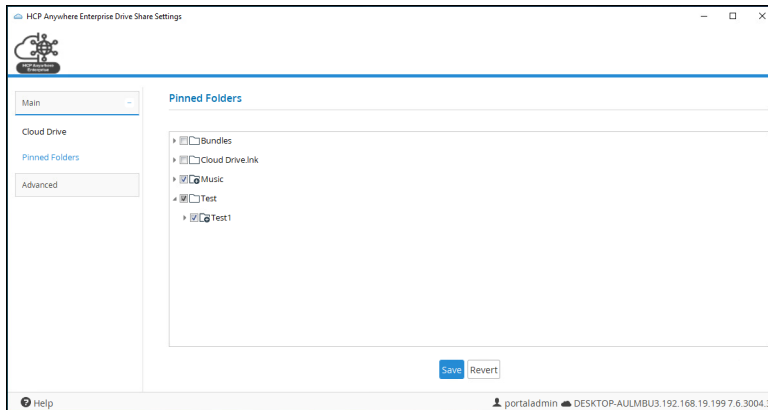
3. Select the folders that you want to pin.

    Note: To select the majority of folders under a specific folder, you can select the specific folder and then uncheck specific subfolders to unpin them.
    If you check a cloud folder, all the subfolders under the cloud folder are pinned and any folders added later under the cloud folder will be pinned automatically.

4. Click **Save**.

The checked folders are pinned.

What Happens to Files That Are Not Pinned

Files that are not pinned are stored in as stub files. When a user accesses a file stub, the file is downloaded to the cache and then opened.

Throttling the Sync Throughput

You can restrict the amount of bandwidth used for syncing files by restricting the available bandwidth used for syncing always or at specified times.

When no throttling rules are defined, there is no speed restriction for uploading or downloading files to the Cloud Drive.

To throttle throughput:

1. Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Settings**. Or,

   Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
   The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.
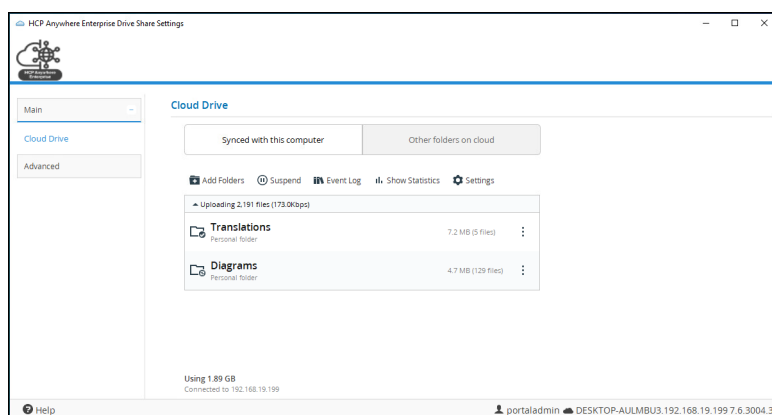
2. In the **Cloud Drive** page click **Settings**.

   The **Cloud Drive Settings** window is displayed.
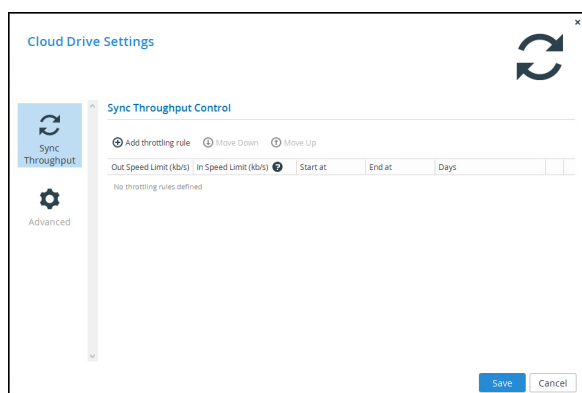
> **Note:** If a configuration template was defined in the HCP Anywhere Enterprise Portal with sync throttling, click **Override** to override the HCP Anywhere Enterprise Portal configuration.

3. Click **Add throttling rule**.

4. Define the following for the throttling rule:

   Out Speed Limit (kb/s) – The maximum speed to use for cloud drive sync upload in Kbits per

second. The minimum value for the speed is 8kb/s. If there is no value, then there are no speed limits.

In Speed Limit (kb/s) – The maximum speed to use for cloud drive sync download in Kbits per second. The minimum value for the speed is 8kb/s. If there is no value, then there are no speed limits.

Start at – Specify the time when the bandwidth limit used for cloud drive sync throttling starts.

End at – Specify the time when the bandwidth limit used for cloud drive sync throttling ends. When the end time is before the start time, the end time is the next day.

Days – Specify that the bandwidth used for cloud drive sync throttling should be restricted every day (the default) or only on specified days.

Note: A maximum of 50 rules can be defined.

When the start and end times for more than one rule overlap, the order of the rules in the list determines how they are implemented with the rule at the top of the list implemented first. Use **Move Down** and **Move Up** to change the order the rules are listed.

5. To remove a rule, select the rule row and click the delete icon, 🗑.

The rule is removed.

6. Click **Save**.

Monitoring a HCP Anywhere Enterprise Drive Share

You can monitor the rate of transfer of data over time between the HCP Anywhere Enterprise Drive Share and the HCP Anywhere Enterprise Portal and the number of files and amount of storage.

To display statistics:

1. Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Settings**. Or,

Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
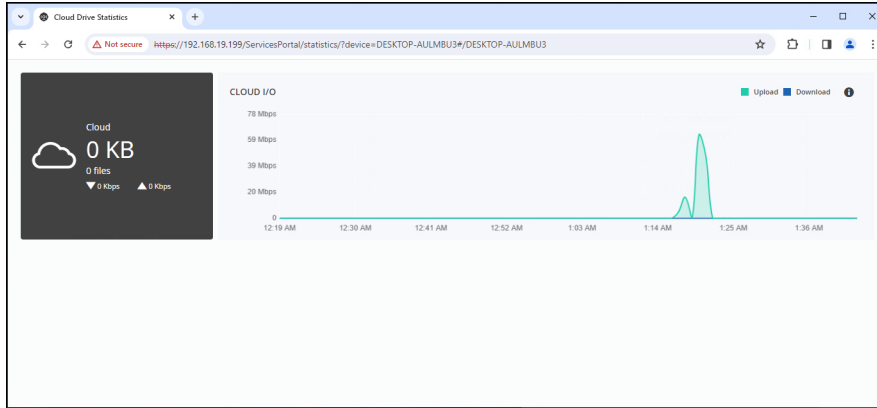
The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.
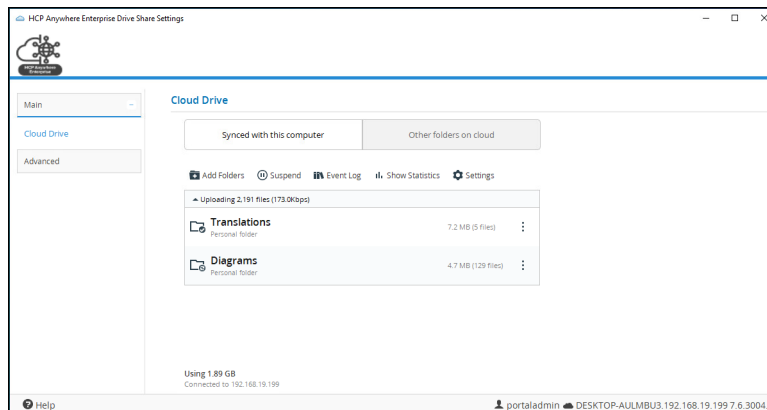
2. Click **Show Statistics**.

A new browser window is displayed with the HCP Anywhere Enterprise Portal login.

3. Login to the HCP Anywhere Enterprise Portal and the statistics are displayed.

The graph shows the **Cloud I/O** – The rate of transfer of data over time from the HCP Anywhere Enterprise Drive Share to the HCP Anywhere Enterprise Portal (Upload) and the HCP Anywhere Enterprise Portal to the HCP Anywhere Enterprise Drive Share (Download).

# Chapter 5. HCP Anywhere Enterprise Drive Share Logs and Troubleshooting

HCP Anywhere Enterprise Drive Share provides logs for the different activities related to the HCP Anywhere Enterprise Drive Share.

Log	Content
System	General HCP Anywhere Enterprise Drive Share events, including connecting to the HCP Anywhere Enterprise Portal, disconnecting from the HCP Anywhere Enterprise Portal, etc.
Cloud Sync	Cloud Drive synchronization operation events.
Access	Currently not supported.
Audit	Changes to the HCP Anywhere Enterprise Drive Share configuration.

Note: In addition to the above logs, there is an **Access** log, which is no longer of use.

Viewing Logs

To access the HCP Anywhere Enterprise Drive Share event logs:

1. Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Settings**. Or,

   Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
   The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.
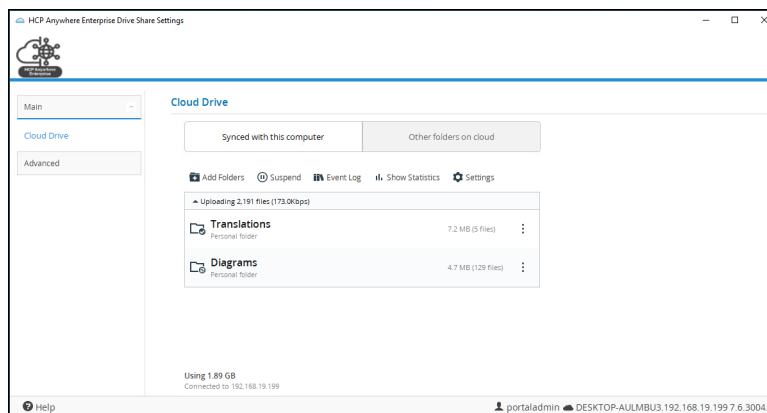
2. Either click **Advanced** > **Log Viewer** in the navigation pane or in the **Cloud Drive** page, via **Main > Cloud Drive**, click **Event Log**.

   The **Event Log** page is displayed.
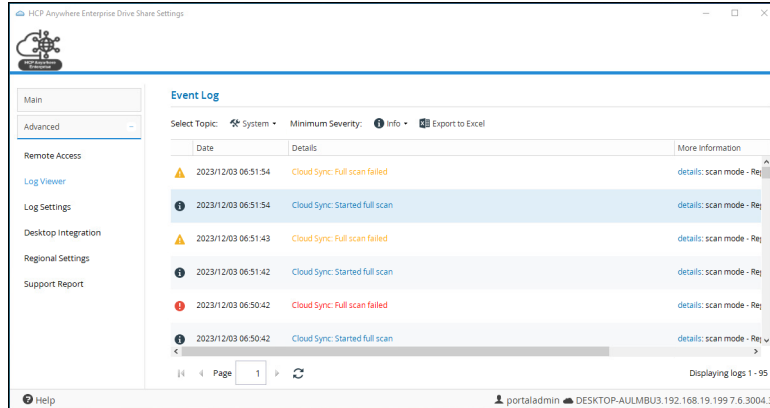
3. Click the **Select Topic** value and select the type of log to display.

4. Optionally, filter the log for a specific minimum severity level at which to view events: Click the **Minimum Severity** value and select a different security level from the list.

   🛑 – Error

   ⚠️ – Warning

   ℹ️ – Info

   For example, if you select **Warning**, then only *Warning* and *Error* events are displayed.

5. Optionally, change the order in which the events are listed in the Log Viewer.

   a) Mouse-over a heading in the log entries table.
      If the order can be changed, an arrow are displayed in the heading.

   b) Click the arrow next to the heading and click **Sort Ascending** or **Sort Descending**.

System Log

The **System** log displays the following details:

Date – The date and time at which the event occurred.
Details – A description of the event
More Information – Additional information about the event.

Cloud Sync Log

The **Cloud Sync** log displays the following details:

Operation – The synchronization operation performed.
Direction – The direction of the synchronization operation.
File Name – The name of the file transferred during the synchronization operation.
**Folder Name** – The name of the folder that contains the file.
Path – The path to the file transferred during the synchronization operation.
Start Time – The date and time at which the synchronization operation started.
Duration – The amount of time the synchronization operation took.
Size – The size of the synchronized file.

Transferred Size – The actual amount of data transferred.
Dedup – The deduplication ratio for the file transferred during the synchronization operation.
Result – The result of the synchronization operation.
More Information – Additional information about the event.

Audit Logs

The **Audit** log displays the following details:

Action – The action type:
> **Added** – An object was added.
> **Deleted** – An object was deleted.
> **Modified** – An object was modified.
> **Disabled** – A setting was disabled.
> **Enabled** – A setting was enabled.

Date – The date and time at which the event occurred.
User – The user who performed the action.
Type – The type of setting that was affected by the action. For example, if user *JohnS* was deleted, this column displays `Users`.
Target – The object that was affected by the action. For example, if user *JohnS* was deleted, this column displays `JohnS`.
More Information – Additional information about the event.

Exporting Logs

You can export a log to a comma separated values (*.csv) Microsoft Excel file on your computer.

To export a log to Microsoft Excel:

1. Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Settings**.
   Or,

   Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
   The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.

HCP Anywhere Enterprise Drive Share Logs and Troubleshooting
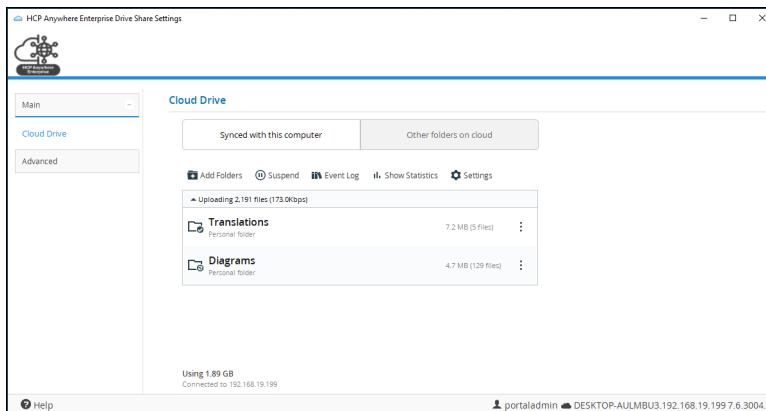
2. Either click **Advanced** > **Log Viewer** in the navigation pane or in the **Cloud Drive** page, via **Main > Cloud Drive**, click **Event Log**.

The **Event Log** page is displayed.
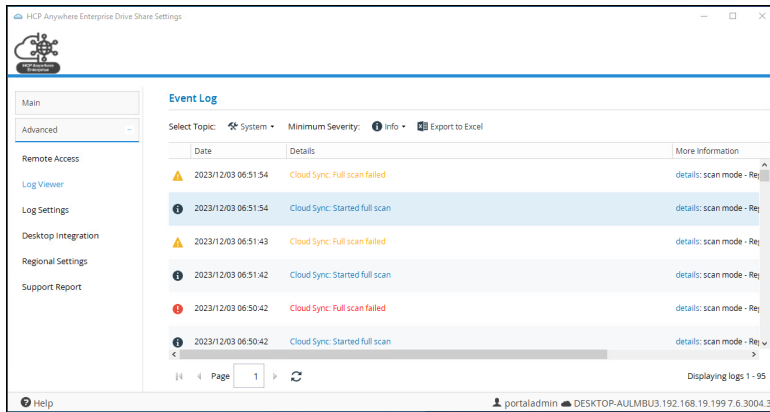
3. Select the log to export to Excel and click E**xport to Excel**.

The log is exported to an Excel file and downloaded to your computer.
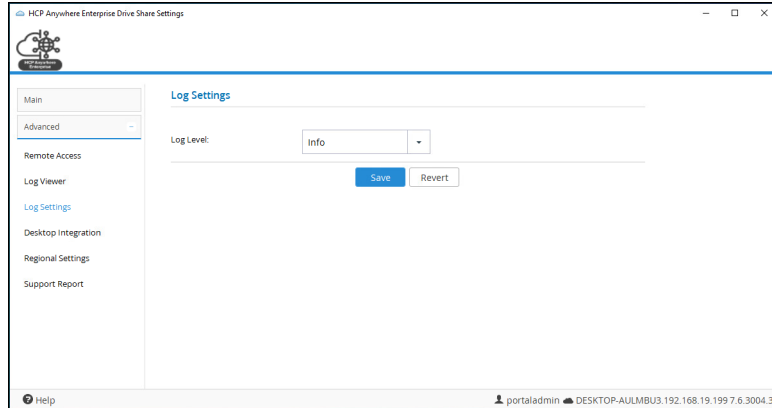
Configuring Log Settings

1. Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Settings**.
Or,

Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.
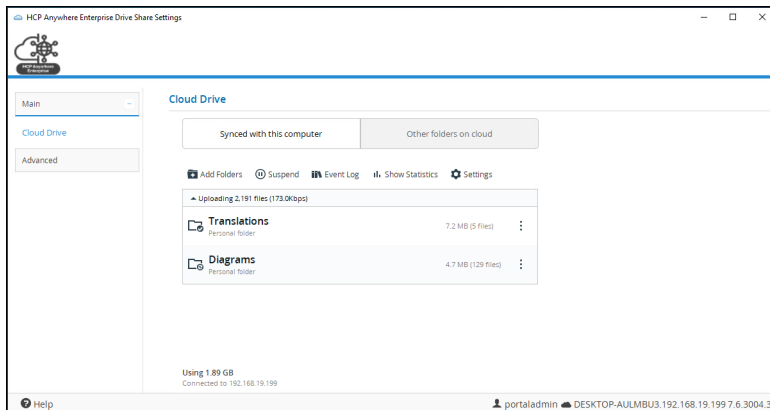
2. Click **Advanced** > **Log Settings** in the navigation pane.

The **Log Settings** page is displayed.

3. To change the minimum log level to display, click **Log Level** and select a different level from the list. The default is **Info**.

   For example, if you select **Critical**, then only **Alert**, **Critical**, and **Emergency** logs are displayed.

4. Click **Save**.

Troubleshooting

Under **Settings** when HCP Anywhere Enterprise Drive Share is connected to a HCP Anywhere Enterprise Portal, you can generate a report that HCP Anywhere Enterprise support can use to troubleshoot problems.
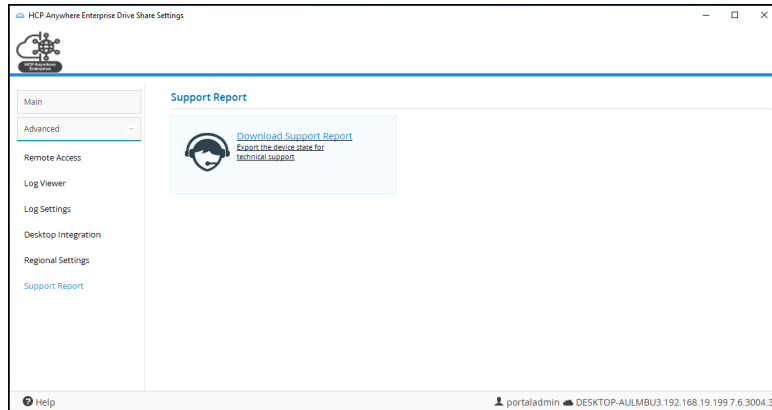
To generate a report for HCP Anywhere Enterprise support:

1. Right-click the HCP Anywhere Enterprise Drive Share tray icon, ☁, and select **Settings**. Or,

   Click the gear icon, ⚙, in the bottom right corner of the HCP Anywhere Enterprise Drive Share window.
   The **HCP Anywhere Enterprise Drive Share Settings** window is displayed.
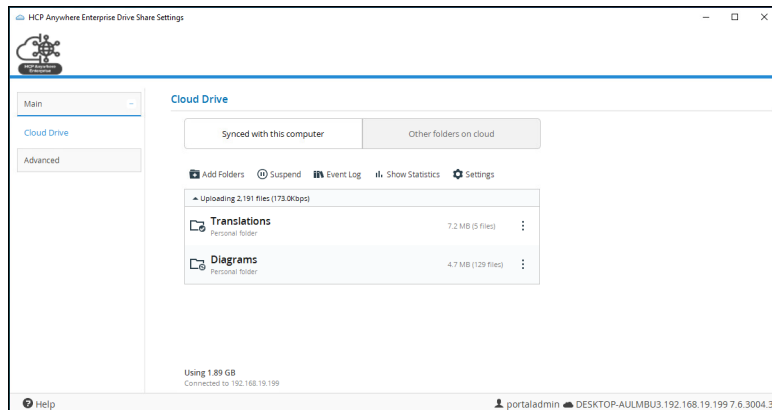
2. Select **Advanced > Support Report**.

3. Click **Download Support Report** and specify where to save the report.

   The report is saved. The report name is the current date followed by the device name on which

HCP Anywhere Enterprise Drive Share is running.

The report is generated in ZIP file compression format.

4. Send the report to Hitachi Vantara support.

Chapter 6. Managing HCP Anywhere Enterprise Drive Share

In this chapter

Replacing an Existing PC

HCP Anywhere Enterprise Drive Share allows you to replace an existing computer connected to an HCP Anywhere Enterprise Drive Share.

Note: You cannot replace a server with a workstation, or a workstation with a server.

To replace an existing computer:

1. Install HCP Anywhere Enterprise Drive Share on the replacement computer.
2. Sign in using the same account credentials as the computer you want to replace.

   HCP Anywhere Enterprise Drive Share detects automatically that you have another computer on the same account. The Activating HCP Anywhere Enterprise Drive Share window is displayed, prompting you to select an activation option.
3. Select **Replace an existing computer**.
4. Select the computer you are replacing from the drop-down list.
5. Click **Continue**.

image.png
6. Click **OK** to the confirmation message that is displayed.

The computer you are replacing is disconnected from the HCP Anywhere Enterprise Drive Share services.

Activating an Additional Computer

You can install HCP Anywhere Enterprise Drive Share on additional computers in order to back up, restore, and sync your digital content. You are required to have a license available for each additional computer.

Once the HCP Anywhere Enterprise Drive Share is installed, sign using the same account credentials as your primary computer's.

Note: Make sure that a license is available for this computer before installing HCP Anywhere Enterprise Drive Share.

To activate another computer:

1. Install HCP Anywhere Enterprise Drive Share on another computer.
2. Sign in using the same account credentials as the computer you want to replace.

HCP Anywhere Enterprise Drive Share detects automatically that you have another computer on the same account. The **Activating HCP Anywhere Enterprise Drive Share** window is displayed, prompting you to select an activation option.

3. Select **Set up as a new computer**.

Removing Devices From the End User HCP Anywhere Enterprise Portal

Even when you sign-out of a HCP Anywhere Enterprise Portal, the device with the HCP Anywhere Enterprise Drive Share is still registered with the HCP Anywhere Enterprise Portal. You can remove the device from the HCP Anywhere Enterprise Portal as described in the *HCP Anywhere Enterprise Portal End User Guide*.

Chapter 7. Overlay Icons Used By a HCP Anywhere Enterprise Drive Share

HCP Anywhere Enterprise Drive Share uses overlay icons to represent specific scenarios, such as a file or folder marked to be backed up. The overlay icons are sized according to the view:

Overlay Icon	Description
Tray Icon Overlay Icons	
	The HCP Anywhere Enterprise Drive Share is not connected to a HCP Anywhere Enterprise Portal.
	The HCP Anywhere Enterprise Drive Share is connected to a HCP Anywhere Enterprise Portal but syncing files between the HCP Anywhere Enterprise Portal and the local computer is suspended.
	The HCP Anywhere Enterprise Drive Share is connected to a HCP Anywhere Enterprise Portal and is: • Syncing files between the HCP Anywhere Enterprise Portal and the local computer.
Sync Overlay Icons	
	The local file is synced with the HCP Anywhere Enterprise Portal. The folder is synced with the HCP Anywhere Enterprise Portal.
	The local file is being synced with the HCP Anywhere Enterprise Portal. The local folder is being synced with the HCP Anywhere Enterprise Portal.
	The folder is not synced with the HCP Anywhere Enterprise Portal.
	An error occurred when syncing the file.
Stub Overlay Icons[a]	
	The file is a stub file. The actual file content is not saved locally. Clicking a file to open it, downloads the file.
or:	The folder is a stub folder. The folder with the overlay icon when the view is **Medium icons** or larger is .

a. The stub overlay icons can be different depending on the version of Windows. The icons listed are for Windows 10.

Hitachi Vantara