Hitachi Content Platform Anywhere Enterprise

v8.0

Portal User Guide

This document describes how to use HCP Anywhere Enterprise Portal to manage files securely and provide other users with access to these files.

Contents

Preface

About this document

This book describes Hitachi Content Platform Anywhere Enterprise Portal for an end user. HCP Anywhere Enterprise Portal is a scalable cloud service delivery platform used to create, deliver and manage cloud storage applications, including a Global File System and file access via stubbing/caching.

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 Portal end users.

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. Introduction to the HCP Anywhere Enterprise Portal

Use the HCP Anywhere Enterprise Portal to manage your files securely in the cloud, providing other users with access to these files with permissions that you decide.

You can upload and download folders and files to the HCP Anywhere Enterprise Portal and securely share these folders and files with your team members or external users. In addition, you can copy or move files in the cloud and edit them, either directly in the cloud or locally. The HCP Anywhere Enterprise Portal ensures data consistency, maintains version history and facilitates file sharing among users.

By installing and connecting a HCP Anywhere Enterprise Agents for desktops or laptops to the HCP Anywhere Enterprise Portal you can also sync the most current versions of your files to your computer.

You access the HCP Anywhere Enterprise Portal from your computer using the file manager or using the Web interface.

In this chapter
- Signing In To a HCP Anywhere Enterprise Portal
- Signing In To the HCP Anywhere Enterprise Portal Using a PC File Manager
- Running the First Time Tutorial (When a Home Folder was Defined)
- Reviewing License Details
- The HCP Anywhere Enterprise Portal User Interface
- Using HCP Anywhere Enterprise Agent

Signing In To a HCP Anywhere Enterprise Portal

You sign in to your HCP Anywhere Enterprise Portal in a browser. You can use any of the latest two releases of Google Chrome, Apple Safari and Microsoft Edge.

Use an address similar to the following: `http://portal_address/ServicesPortal` where *portal_address* is the HCP Anywhere Enterprise Portal address.

The following screen is displayed.
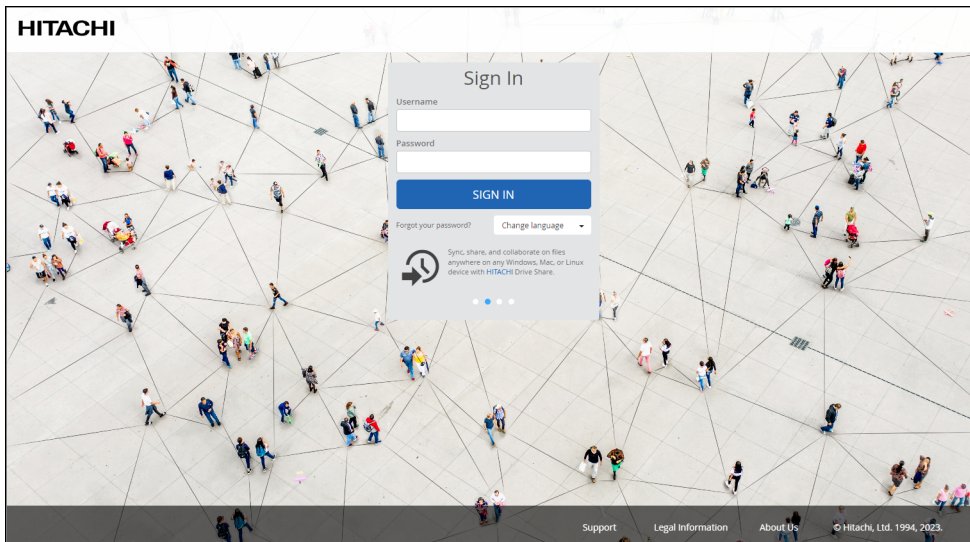
Note: Whether the option to download an agent is displayed is site dependent.

Enter your user name and password to access the HCP Anywhere Enterprise Portal.

If SAML Single Sign On (SSO) is enabled by the HCP Anywhere Enterprise Portal administrator, you are redirected to the SAML identity provider's login page. On subsequent logins, the login page is skipped and you access the HCP Anywhere Enterprise Portal directly.

If CAC, Common Access Card, is implemented at the site, the login page is skipped if the card access is authorized.

The following window is displayed:
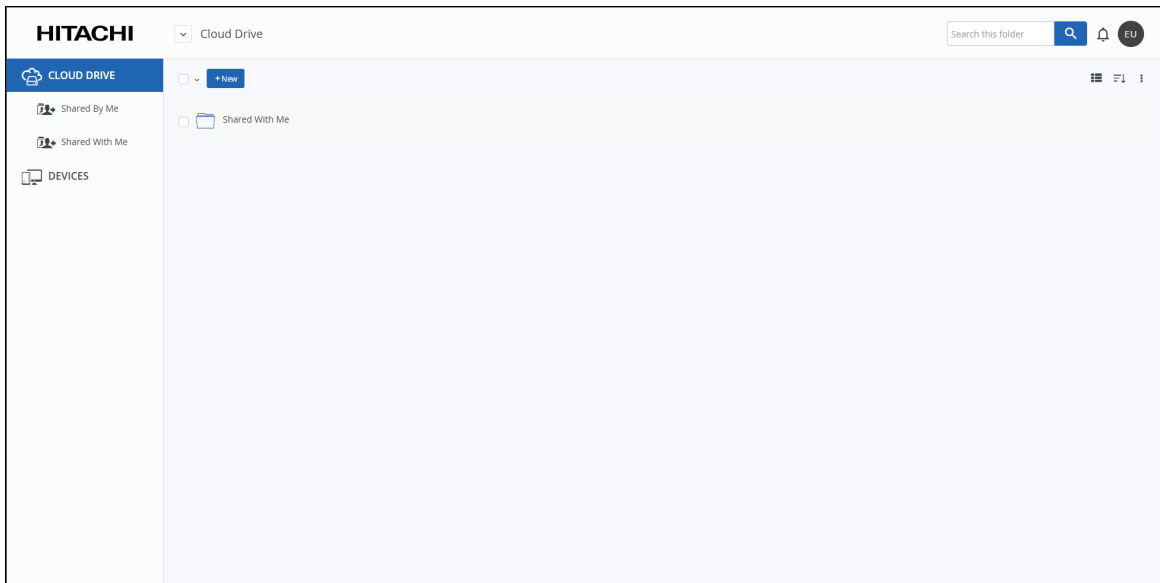
Note: When the trial license is used, and additional navigation entry, **BACKUPS**, is included. If the administrator set you up with a home folder, the default being **My Files**, the following window is displayed:
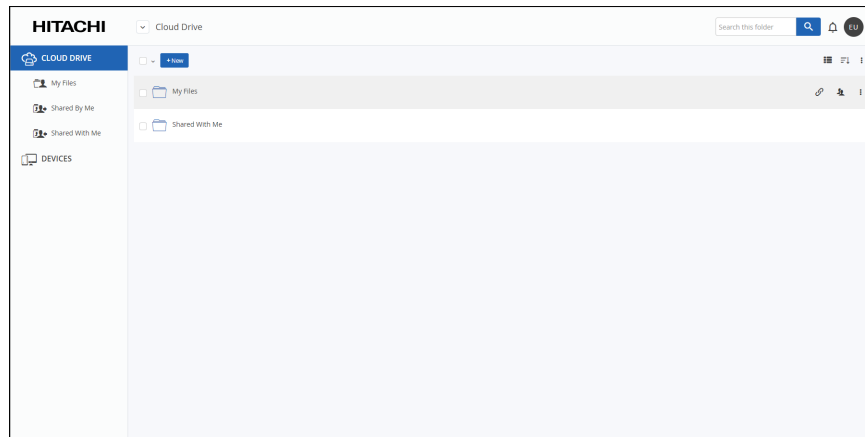
The first time you log on, a short tutorial starts, to guide you through using your HCP Anywhere Enterprise Portal. For details, see Running the First Time Tutorial (When a Home Folder was Defined).

Inactivity for 15 minutes automatically signs you out of the HCP Anywhere Enterprise Portal.

Signing In To the HCP Anywhere Enterprise Portal Using a PC File Manager

You can manage your HCP Anywhere Enterprise Portal files in a file manager using WebDAV.

Mapping to the HCP Anywhere Enterprise Portal Using WebDAV

Mapping the PC to the HCP Anywhere Enterprise Portal enables access to your HCP Anywhere Enterprise Portal files using a file manager. You can edit the files directly from the file manager. Changes to the files, new files or deletions are synced to the HCP Anywhere Enterprise Portal automatically.

In Windows File Explorer

Note: For Windows 7 PCs you must install an update, as described in https://support.microsoft.com/en-us/help/3140245/update-to-enable-tls-1-1-and-tls-1-2-as-a-default-secure-protocols-in.

To map to the HCP Anywhere Enterprise Portal from a Windows PC:

1. In File Explorer, right-click **This PC** and select **Map network drive**.
   The **Map Network Drive** window is displayed.
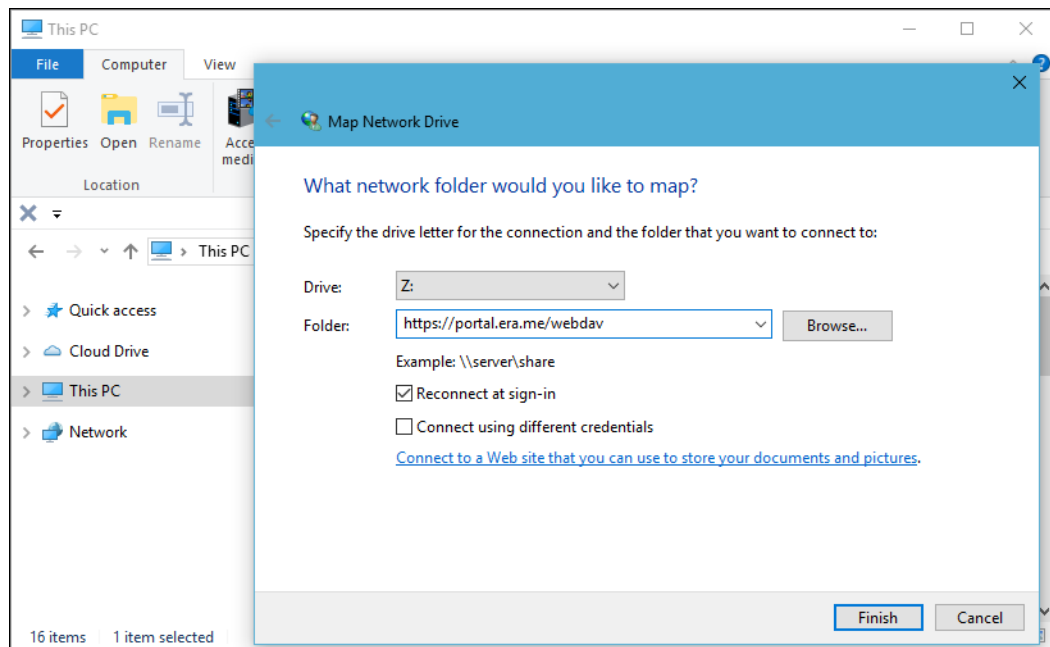
2. Enter the following to map to the HCP Anywhere Enterprise Portal:
   `https://portal_name/webdav` where *portal_name* is the HCP Anywhere Enterprise Portal name with the DNS suffix.

   Note: You can also use the following to create the map: `\\portal_name@SSL\webdav`

3. Click **Finish**.

   You are prompted for your user name and password to access the HCP Anywhere Enterprise Portal.
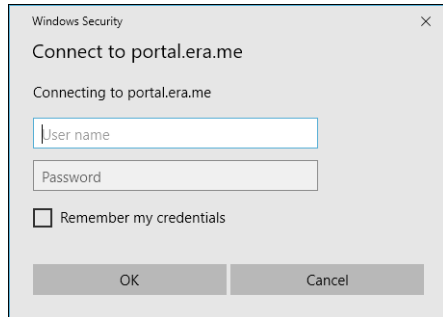
4. Enter your user name and password and click **OK**.

   File Explorer is refreshed with the HCP Anywhere Enterprise Portal cloud drive.
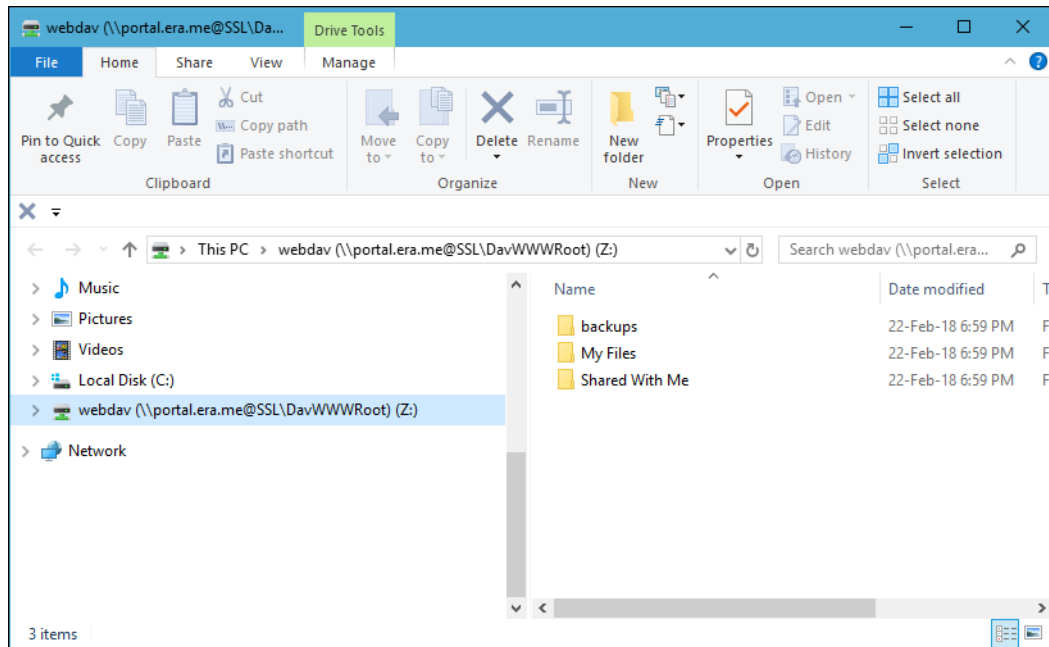
Note: Dependent on the operating system, the mapping might be converted to WebDAV (`\\`*`portal_name`*`@SSL\DavWWWRoot`).

In MAC Finder

To map to the HCP Anywhere Enterprise Portal from a MAC:

1. In Finder, click **GO** and select **Connect to Server**.
    The **Connect to Server** window is displayed.
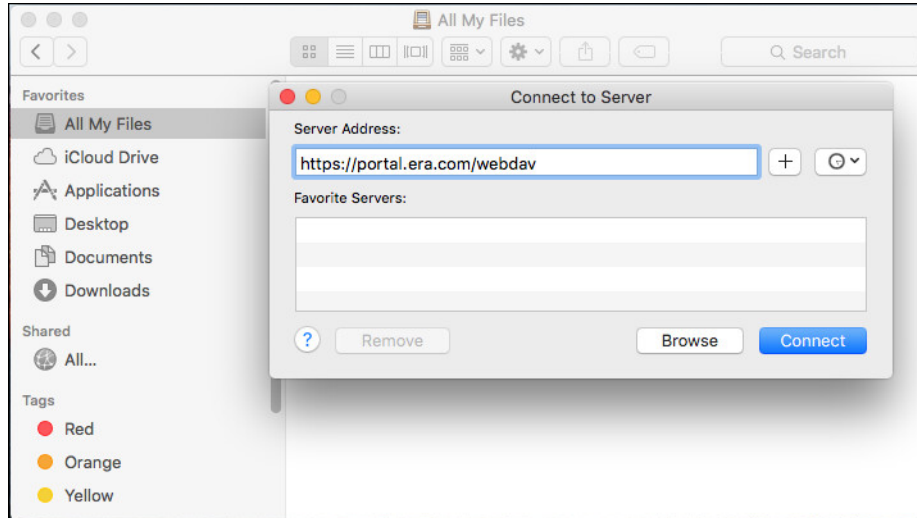
2. Enter the following to map to the HCP Anywhere Enterprise Portal:
    `https://portal_name/webdav` where *portal_name* is the HCP Anywhere Enterprise Portal name with the DNS suffix.

3. Click **Connect**.

    You are prompted for your user name and password to access the HCP Anywhere Enterprise Portal.
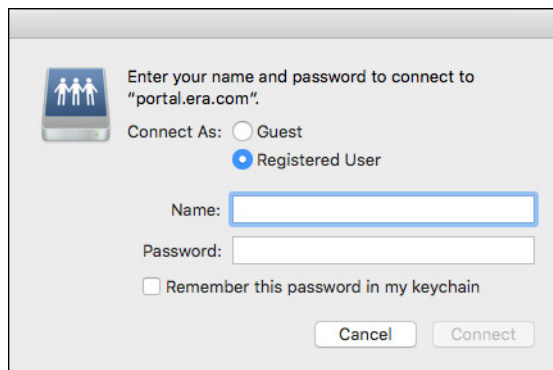
4. Enter your user name and password and click **Connect**.

    Finder is refreshed with the HCP Anywhere Enterprise Portal cloud drive.

Introduction to the HCP Anywhere Enterprise Portal
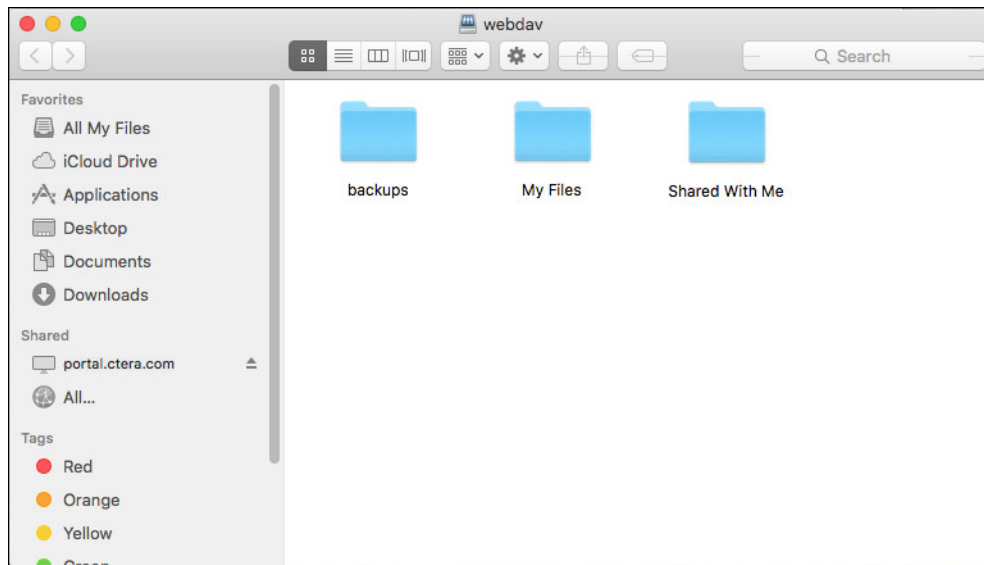
Reviewing License Details

You are set you up with a plan that includes the amount of storage you can use and the number of devices you can connect to the HCP Anywhere Enterprise Portal.

To view license details:

1. Click your identifier, either your initials or avatar, in the upper-right corner.
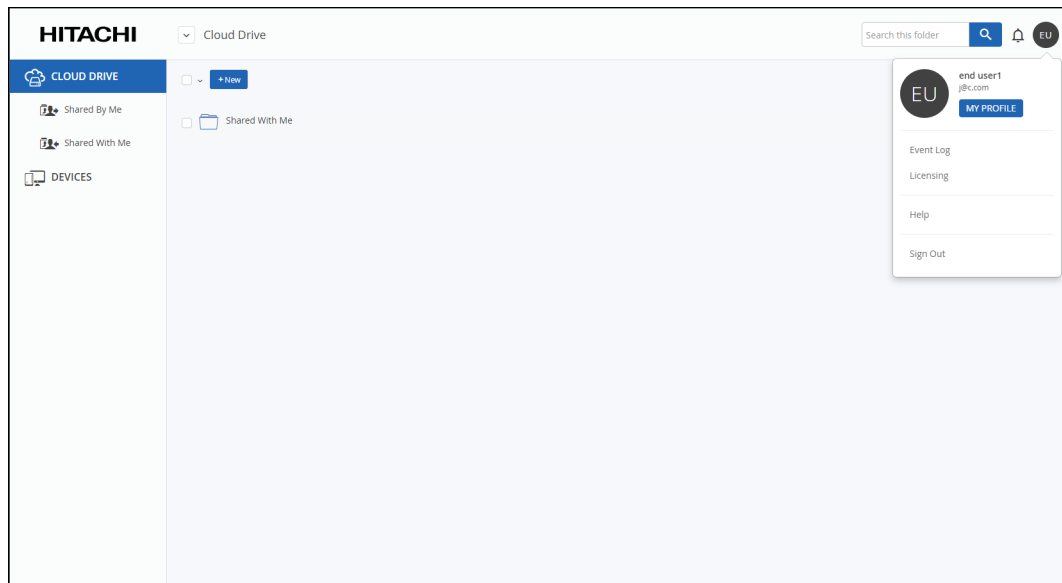
2. Select **Licensing**.

Your license details are displayed.

The HCP Anywhere Enterprise Portal User Interface

After you have logged in to your account, take a look at the HCP Anywhere Enterprise Portal Web interface. The navigation pane contains the following options:

The navigation pane contains the following options:
- CLOUD DRIVE
- DEVICES

The display includes the amount of storage you have used out of the maximum you have been allocated. If your storage is unlimited, the storage information is not displayed.

Note: Depending on the site configuration, the display includes the option to download the HCP Anywhere Enterprise Agent to the machine.

CLOUD DRIVE

The **CLOUD DRIVE** option in the navigation pane contains your files. You can add as many folders or files as you like to the cloud drive, but the following folders are there by default:
- My Files
- Shared By Me
- Shared With Me

My Files

If the administrator set you up with a home folder, the default being **My Files**, the folder contains your most frequently used content and is automatically synced to the cloud when HCP Anywhere Enterprise Agent is installed on your computer. By default this folder is empty unless you completed the first-time tutorial, in which case it includes the *GettingStarted.pdf* file.

Running the First Time Tutorial (When a Home Folder was Defined)

If the administrator set you up with a home folder, the default being **My Files**, when you log into the HCP Anywhere Enterprise Portal for the first time, you have the option of viewing the first-time tutorial.
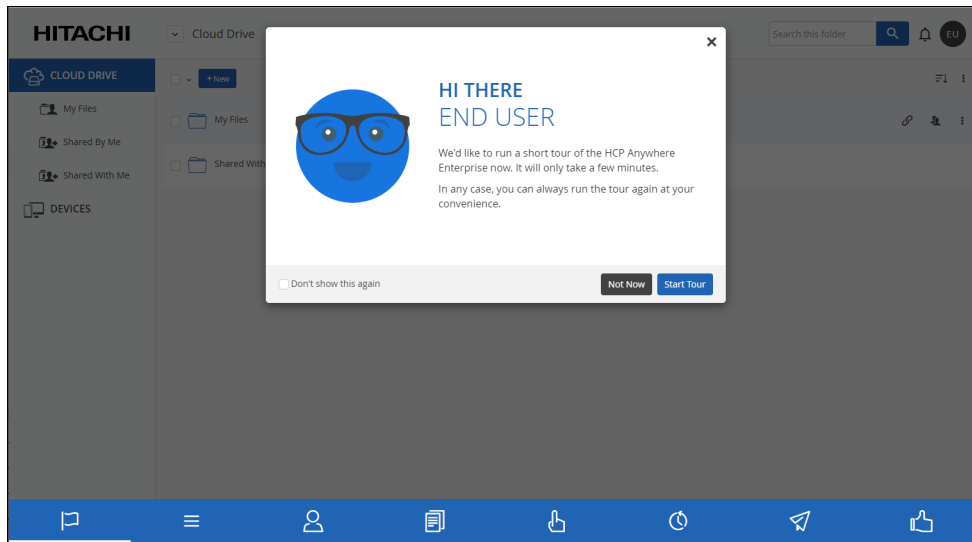
The tutorial familiarizes you with the HCP Anywhere Enterprise Portal functionality and main features, such as:

• Page layout
• Basic file functionality, such as upload and version history
• Collaboration and sharing

Click **Start Tour** to begin the tutorial or **Not Now** to skip the tutorial.

If you choose **Not Now** to not run the tutorial, you can restart it by clicking your identifier in the upper-right corner.
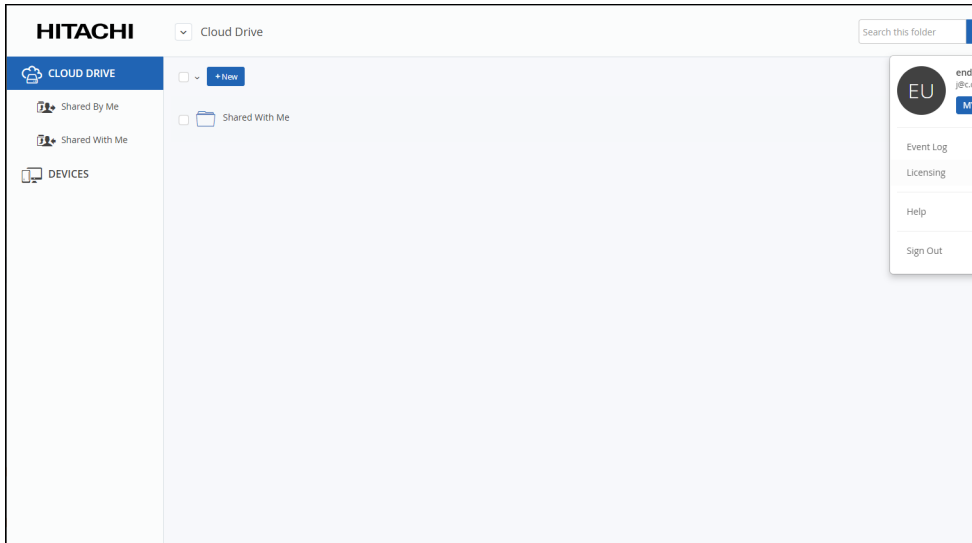
Initially the identifier is your initials. You can change this to an avatar. For details, see Changing Your Personal Details. Click **HELP > Start Portal Tour** to start the tutorial.
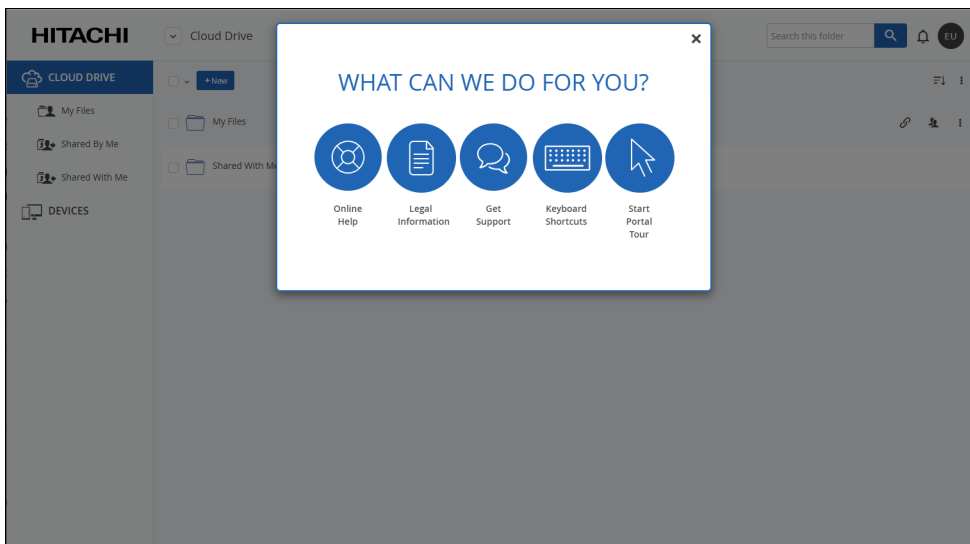
Shared By Me

The **Shared By Me** folder contains all of the content that you have shared with others. Initially this folder is empty and is only populated after you share content, as described in Collaborating on Files.

Shared With Me

The **Shared With Me** folder contains all of the content that other users shared with you.

Note: If folders or files are not shared with you, this folder is empty.
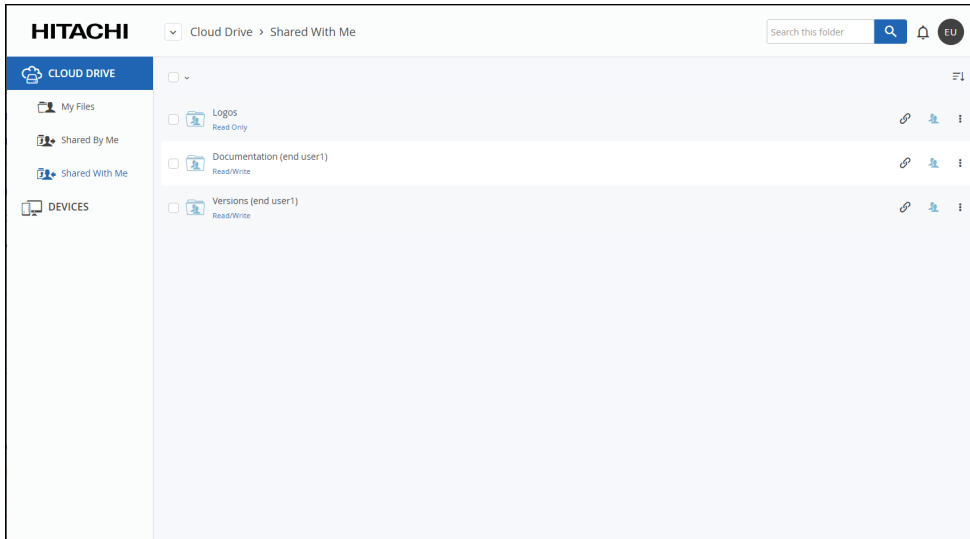
In this example, there are a number of shared files and folders including a folder called *Versions*, that the user called *End User1* shared.

Note: If you share the file with another user, you cannot share with more permissions than you have. For example, you can share your own content or content shared with you, with *Read/Write* permission, also with *Read/Write* permission, or a lesser permission such as *Read Only*. However, you cannot share content shared with you with a permission less than *Read/Write*, such as *Read Only*, Logos for example, with *Read/Write* permission.

DEVICES

The **DEVICES** option lists all of your devices that are connected to the HCP Anywhere Enterprise Portal account.

Using HCP Anywhere Enterprise Agent

If the HCP Anywhere Enterprise Portal administrator has uploaded HCP Anywhere Enterprise Agent software to the HCP Anywhere Enterprise Portal, a **Download Agent** button is displayed in the sign in page and in the user interface. The HCP Anywhere Enterprise Agent can be installed remotely by the administrator to your computer, or click **Download Agent** and then run the installation.

Note: The HCP Anywhere Enterprise Agent software depends on the operating system of the device on which it is installed. The agent installation for the operating system where the web browser is running is downloaded to your computer.

Install the HCP Anywhere Enterprise Agent for desktops or laptops, so that you can:

• Sync the most current versions of your folders or files from your computer with the HCP Anywhere Enterprise Portal and have the folders and files accessible from any other device.

Note: This functionality is also available using HCP Anywhere Enterprise Drive Connect, for both Windows and macOS systems, described in *HCP Anywhere Enterprise Drive Connect Installation and User Guide*.

- Edit HCP Anywhere Enterprise Portal files locally, with any changes being automatically re-uploaded to the HCP Anywhere Enterprise Portal.

  Note: This functionality is also available using HCP Anywhere Enterprise Drive Connect, for both Windows and macOS systems, described in *HCP Anywhere Enterprise Drive Connect Installation and User Guide*.

You can view the HCP Anywhere Enterprise Portal Cloud Drive in a file manager. In the file manager a Cloud Drive folder is defined.

You can edit the files directly from the file manager. Changes to the files, new files or deletions are synced to the HCP Anywhere Enterprise Portal automatically.

Chapter 2. Configure Your User Profile

You can change your personal details and password, as well as the interface language.

In this chapter
- [Changing Your Personal Details](#)
- [Changing the Interface Language](#)
- [Changing Your Password](#)

Changing Your Personal Details

You can configure the following personal details:

- Add or change the avatar used to identify you. If an avatar is not used, your initials are used.
- Your email address.
- Your first and last name. If you do not have an avatar, the initials of the first and last name displayed here are used.
- Your company.
- Your language for the user interface, described in [Changing the Interface Language](#).
- Your password, described in [Changing Your Password](#).

To configure your user profile:

1. Click your avatar or initials in the upper-right corner and in the menu, click **MY PROFILE**.
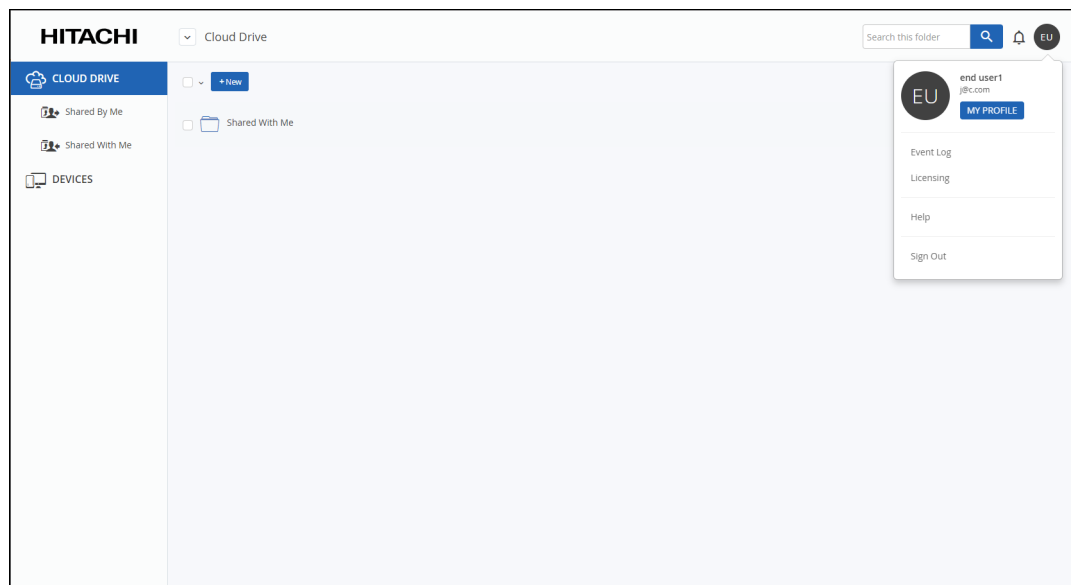
The **My Profile** page is displayed.
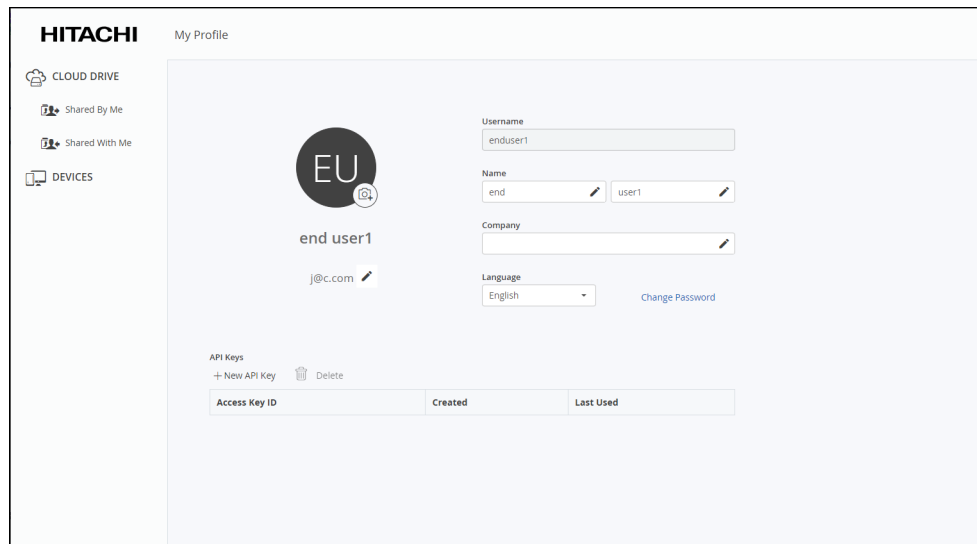
2. You can upload an avatar by clicking and selecting your picture. The picture must be a JPEG or PNG file.

   The avatar is displayed instead of your initials.

3. To change information, click by the item to change, enter the change and click ✓ to confirm the change.

   Note: To change your email address you have to enter the and user password to the HCP Anywhere Enterprise Portal and then confirm the email change after receiving a verification email to the new email address.

To exit your profile, click on one of the options in the navigation bar.

Changing the Interface Language

You can change the user interface language from the **My Profile** page.

- You can also change the language in the sign in page.

To change the user interface language:

1. Click your avatar or initials in the upper-right corner and then in the menu click **MY PROFILE**.
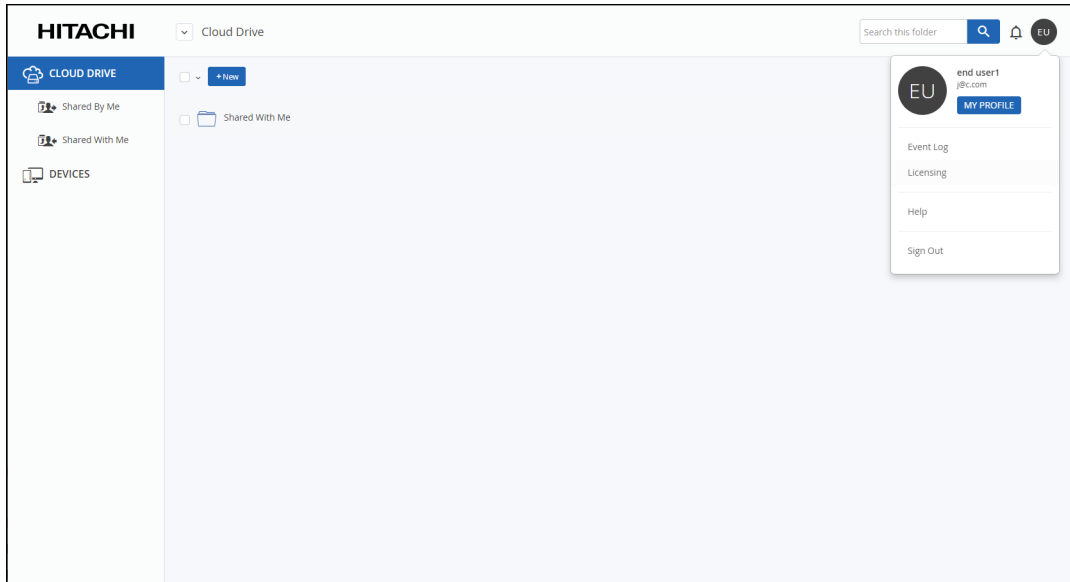
The **My Profile** page is displayed.
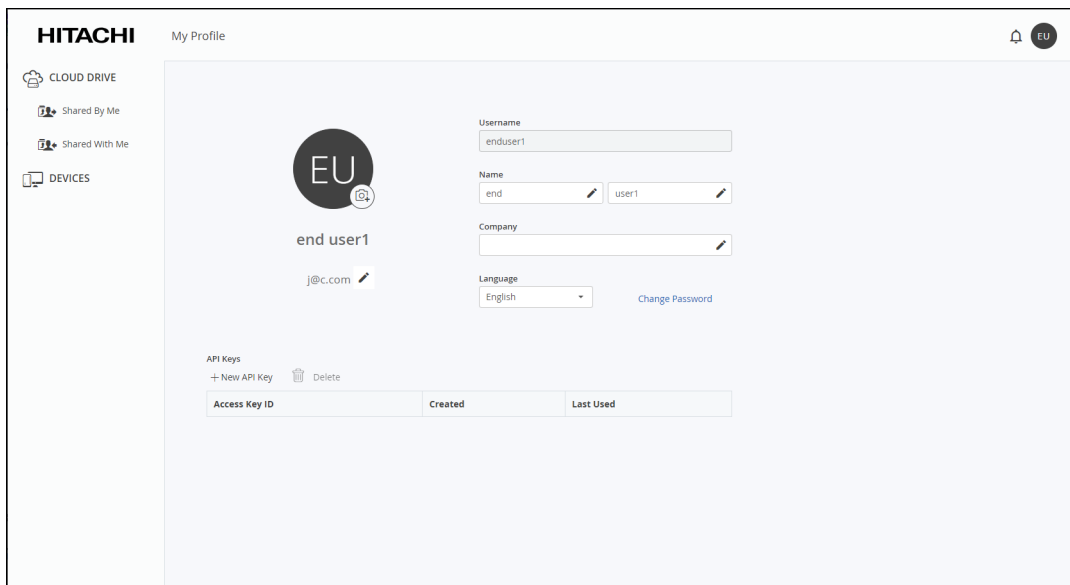
2. Select the desired language in the **Language** drop-down list.

After a few seconds, the interface is refreshed with the chosen language.

Configure Your User Profile

Changing Your Password

If access to the HCP Anywhere Enterprise Portal is by a local user, you can change your password from the **My Profile** page.

A user accessing the HCP Anywhere Enterprise Portal using Active Directory, cannot change the password form this page, but must contact the system administrator.

To change the password used to access the HCP Anywhere Enterprise Portal:

1. Click the avatar in the upper-right corner, and then in the menu click **MY PROFILE**.
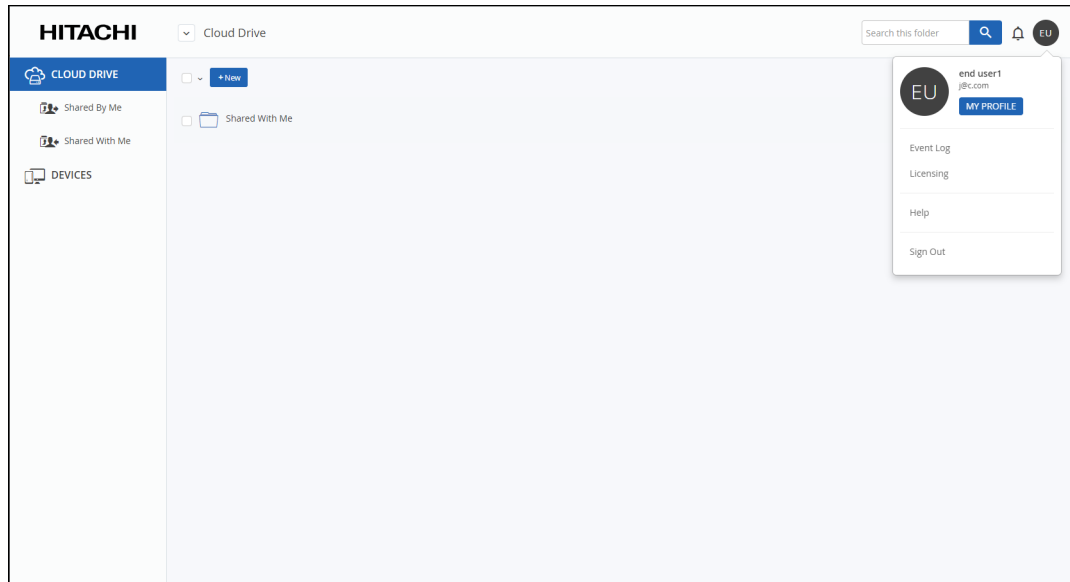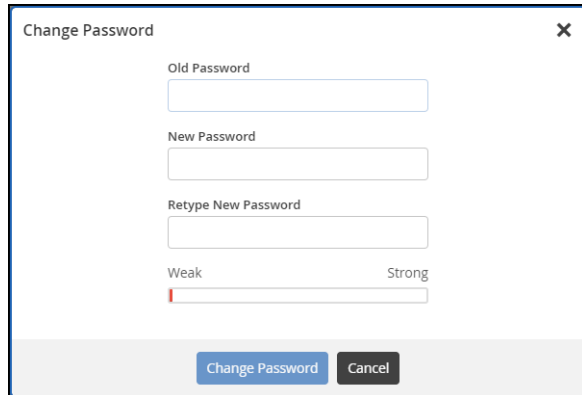
The **My Profile** page is displayed.
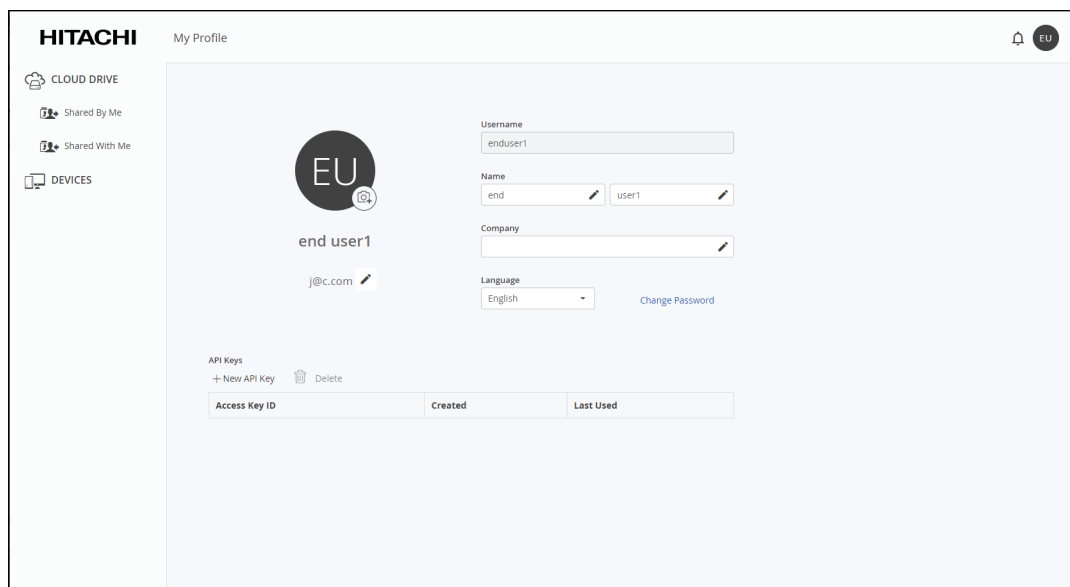
2. Click the **Change Password** link.

    The **Change Password** window is displayed.

3. Complete the fields, then click **Change Password**.

Chapter 3. Sharing Files

The following ways can be used to share files or folders in your cloud drive with other people:

- To quickly share with broad audiences, or over public mediums such as LinkedIn, 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.
- To share files or folders with team members, external users, or entire groups, use the **Collaborators** feature. See Collaborating on Files.
- To enable collaborators to access a file or folder directly, use a *permalink* to the file or folder so that the collaborators have a direct link to what they need. See Setting Up Collaboration Directly to the Content (Permalinks).

Any shared files and folders are accessible by the other users based on the ACLs defined. Therefore, if a folder is shared with an internal user but the folder does not have any ACL access permissions, when the user attempts to access the folder a message similar to the following is displayed: `You have no permission to view this folder`.

Both public links and collaboration are not available on folders with ACL permissions for external users.

Note: If you want to share a file or folder with a user who does not have ACL access permissions, copy the folder or file to somewhere private, such as your local PC or to a cloud folder that only you have access to, and which has the necessary ACL access permissions.

In this chapter
- Making Content Public
- Collaborating on Files
- Setting Up Collaboration Directly to the Content (Permalinks)
- Collaborating on Content Without Using Your Storage Quota (Team Projects)
- Understanding Conflict Files

Making Content Public

You can share a public link to any file or folder in the cloud drive.

To create a public link:

1. Select a file or folder in your cloud drive and click the **Link** icon 🔗.
   The **Public Link to** window is displayed.
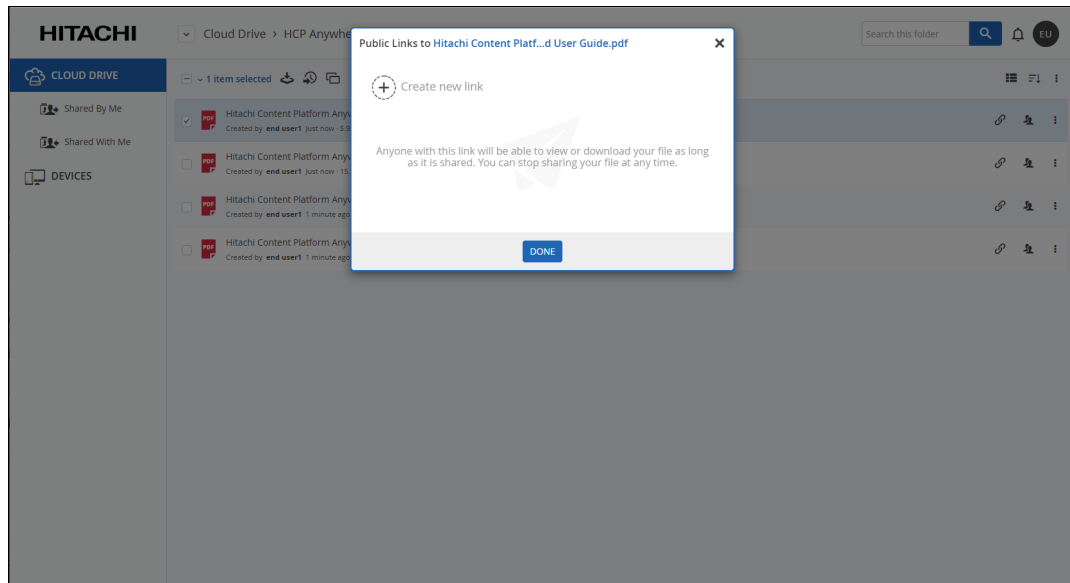
2. Click **Create new link**.
   The **Public Links** window is displayed with the link to the folder or file.
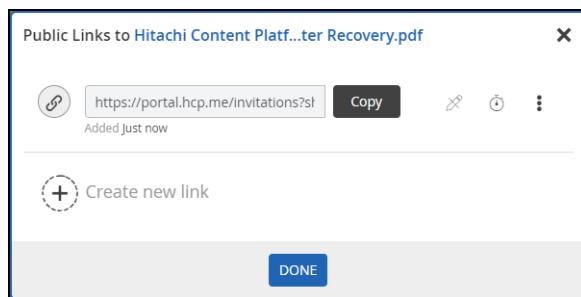
3. You can manage the link.

   • Configure the file permissions as *Preview Only*, *Read Only* or *Read/write*, by clicking 🖉.
   Note: This icon can vary depending on default permissions level. For example, the preview icon is displayed for the *Preview Only* permission level.
   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, by clicking ⏱.

   • Remove an existing link, by clicking ⋮ and then **Remove**.

- Create additional links to the file, by clicking **Create new link**.
- Copy the link to your clipboard by clicking **Copy**. Then send it via email to people with whom you want to share the file.

4. Click **DONE**.

After creating a public link for a file, the icon color changes: .

After creating a public link for a folder, the folder icon color changes: . All the files in the folder are accessible using the public link.

Clicking the icon opens the **Public Links** window, where you can change the settings.

An external user that receives an email invitation with a file link can click on the link to open a browser window to open the file or download it.

Note: An external user that receives an email invitation with a folder link can click on the link to open a browser window which lists all the files and folders in the shared folder.

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 the permissions assigned to them.

Shared folders are presented to collaborators with the name of the folder owner as part of the name. The storage consumed when sharing a folder with other users is taken from your storage quota. Team projects are shared equally by the collaborators and therefore your name is not displayed as the owner as part of the folder name. So that you can create a team project that does not use personal storage, you can request from a HCP Anywhere Enterprise Portal administrator that a folder in the cloud drive be a team project with the storage allocation taken from the storage provisioned for that team HCP Anywhere Enterprise Portal and not from your storage quota. For details, see Collaborating on Content Without Using Your Storage Quota (Team Projects).

To share a file or folder:

1. Select a file or folder in your cloud drive and click the **Share this folder/file** icon [icon].
   If the file or folder is owned by you, the following **Share** window is displayed.
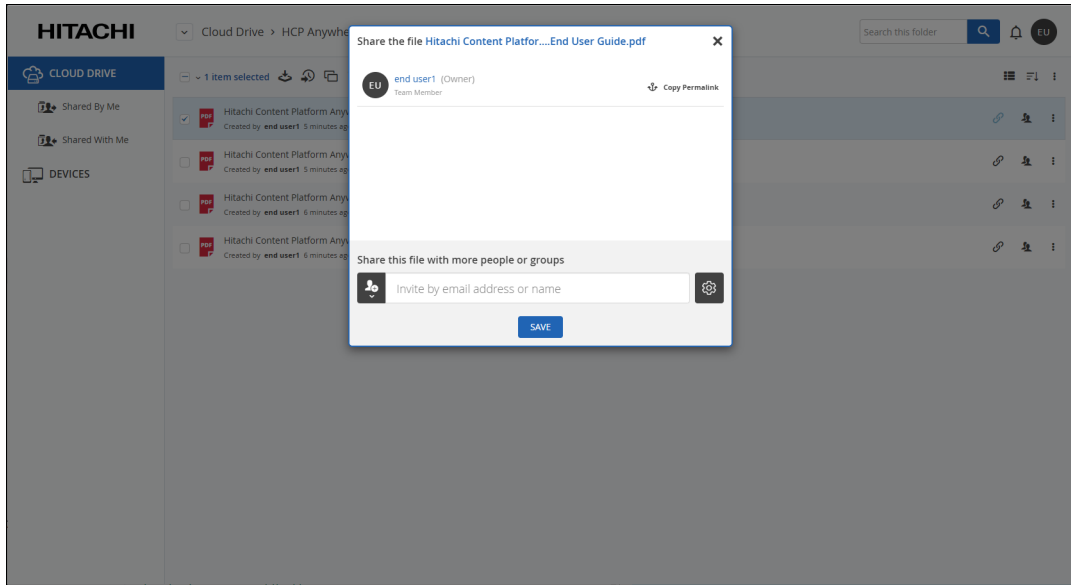
2. Click [icon] to select to invite either a single user [icon] or group [icon].

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.
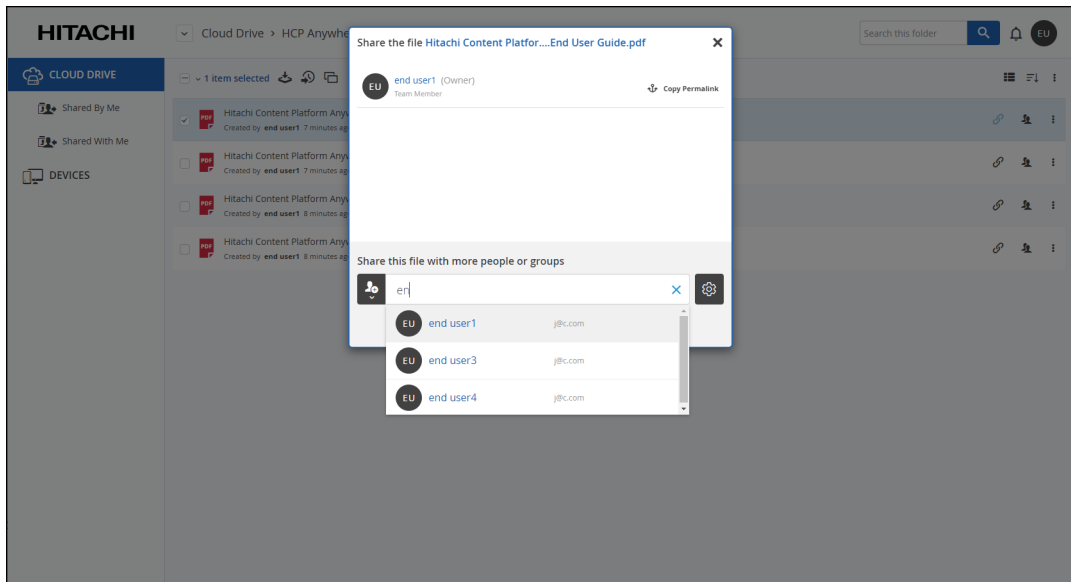
4. You can manage the collaborator permissions.

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

Sharing Files

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 ⏱.

- Remove a collaborator, by clicking 🗑 and then **Remove**.

- For external users defined by email, define authentication settings such as email or SMS

  verification for increased security, by clicking 🔓. The user receives a verification code and must use this code within 30 minutes before it expires.

5. If the file or folder is not under **Shared With Me,** configure project settings by clicking ⚙ 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 Collaborating on Content Without Using Your Storage Quota (Team Projects).

   - **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 Agent unless you first log off the HCP Anywhere Enterprise Agent 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, as described above starting with step **4**. An additional option is available to resend an invitation, by clicking ⬚ and then **Resend**.

Note: Only files shared at the cloud drive root level are synced to the Cloud Drive folder on a PC running a HCP Anywhere Enterprise Agent connected to the HCP Anywhere Enterprise Portal.

Setting Up Collaboration Directly to the Content (Permalinks)

To access the shared file or folder, collaborators must drill-down all the way from the root folder to the specific file or folder, which can be mean going down many folder levels and searching for a file in a folder with many files.

To enable collaborators to access the file or folder directly, the owner can supply a *permalink* to the file or folder so that the collaborators have a direct link to what they need.

Every file and folder under the root folders in the cloud drive in the HCP Anywhere Enterprise Portal is assigned a permanent link that can be used to directly access the file or folder.

Note: When using a public link, the user also has direct access to the file or folder. However, when public links are disabled, this ability is no longer available.

When using a permalink:
- The collaborator has direct access to the file or folder without having to drill-down from the top level of a share.
- The file or folder can renamed and even moved to another location under the same cloud drive root folder and it will still be accessible using the *permalink*.
- The access permission set for each collaborator is applied to the collaborator when using the permalink.
- The expiration date set for each collaborator is applied to the collaborator when using the permalink.

After a user is defined as a collaborator for a file or folder, as defined in Collaborating on Files, the file or folder owner can send a permalink for that collaborator to use to access the file or folder.

Users who are defined as collaborators for the file or folder can then use the permalink to access the file or folder.

To create and use a permalink:
1. Make sure that the collaborators for the permalink are defined as collaborators, as described in Collaborating on Files.
2. Select a file or folder under any root folder in the cloud drive and click the **Copy Permalink** icon ⚓ .

   The permalink is copied to the clipboard and it can then be sent to collaborators to access the file or folder.

If the user is signed in to the HCP Anywhere Enterprise Portal, the share is displayed. If the user is not signed in, a sign in screen is displayed.
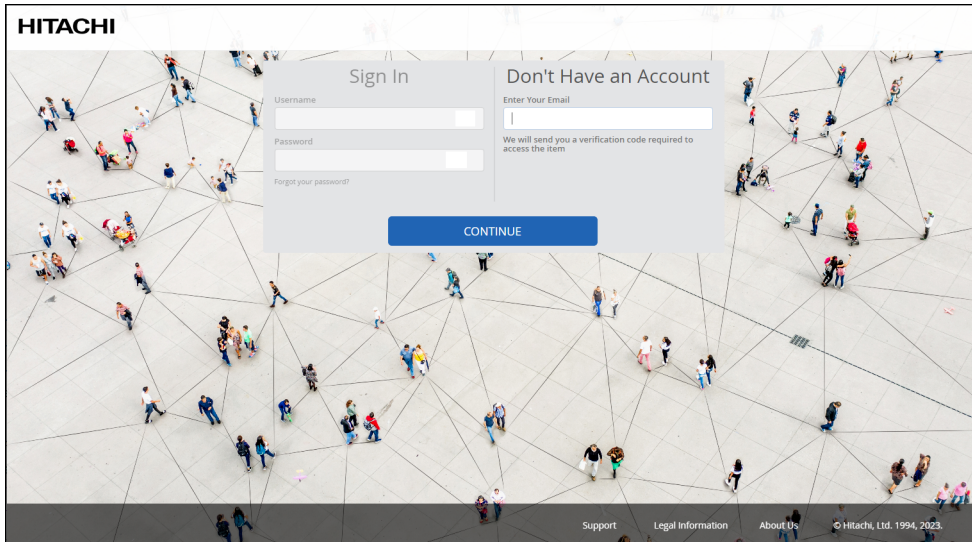
The user either signs in, or if the user does not have an account, enters an email address that was defined as a collaborator. A user with an account is logged in and the file or folder is displayed. An external user is sent a verification code which is entered in the displayed window to enable access to the share. The verification code must be used within 30 minutes, before it expires.

Note: If access to the HCP Anywhere Enterprise Portal is via SAML single sign-on, the sign in screen is different and a user with an account just clicks the **Sign In** button. If access to the HCP Anywhere Enterprise Portal is with a Common Access Card (CAC) external users cannot use the permalink.
Check **Remember me** to save the email address so future accesses do not need verification.

Access to the shared file is displayed in a browser window with the option to view it, if preview is available, or to download the file. If the file is a Microsoft file and Office 365 has been set up in the portal, an Office 365 Online button is displayed to enable editing the file.

An external user that receives an email invitation with a folder link can click on the link to open a browser window which lists all the files and folders in the shared folder.

Dependent on the file type, and the permission assigned to the collaborator, files can be edited and both shared files and folders can be renamed and moved within the same cloud folder and still be accessed by the permalink.

Note: The permission and expiration date set for each collaborator are applied to that collaborator using the permalink.

Sharing Files

Collaborating on Content Without Using Your Storage Quota (Team Projects)

To use storage from the team HCP Anywhere Enterprise Portal quota, you must request a team project from the HCP Anywhere Enterprise Portal administrator, specifying how much storage will be required for the project.

Note: The user can only request a team project if the HCP Anywhere Enterprise Portal administrator has enabled the option.
The team project is defined at the Cloud Drive level and cannot be defined in a folder under the Cloud Drive.

To request a team project:

1. In the HCP Anywhere Enterprise Portal, in the Cloud Drive root, click **New** and choose **Request a Team Project**.
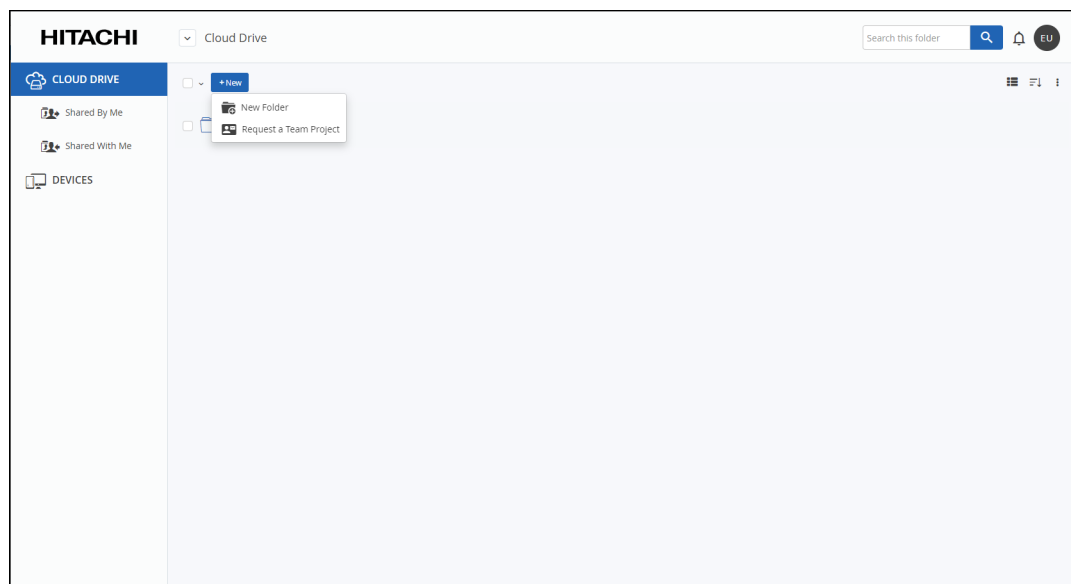
The **Request a Team Project** window is displayed.
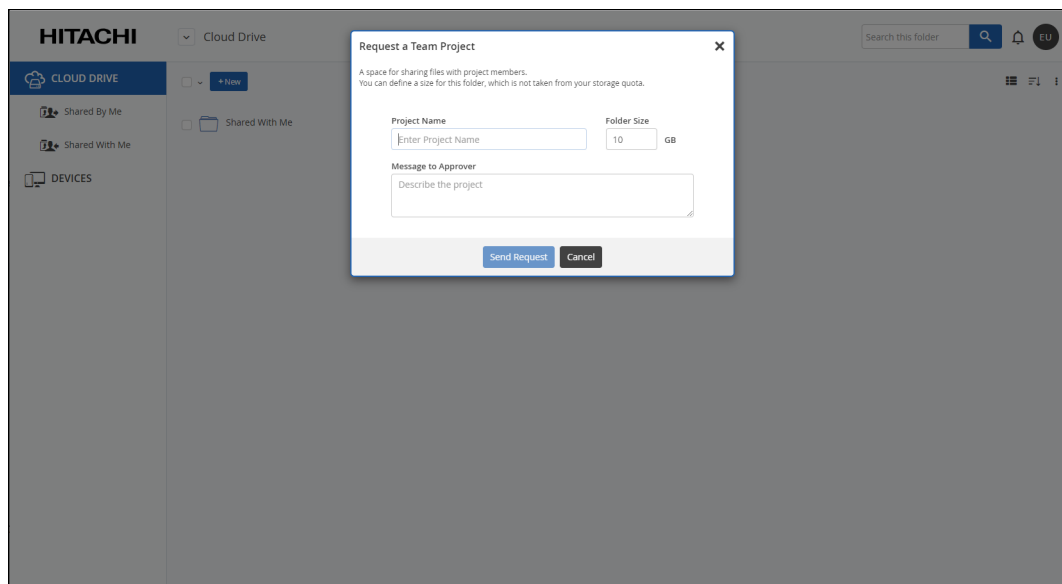
2. Specify details for the team project.

   Project Name – A name for the team project. This name cannot include special characters, such as @ # $.
   Note: The approving administrator can change this project name.
   Folder Size – How much storage you estimate will be needed for this project. The size must be an integer value.
   Note: The approving administrator can change the folder size.
   Message to Approver – Text specifying why a team folder is required. You must enter text in this field.
   For example, *Please set up a team project for project documentation. I estimate a minimum of 3GB will be needed, but want 5GB to be on the safe side*.

3. Click **Send Request.**

The request is sent to the HCP Anywhere Enterprise Portal team administrators, who can either accept or reject the request. The request can be accepted using the requested folder size or the administrator can change this size.

Email Confirmation of an Approved Request

If the request is accepted, you receive an acceptance email.

The team project is created at the Cloud Drive level

Email Confirmation of a Rejected Request

If the request is rejected, you receive a rejection email.

Understanding Conflict 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 Cloud Drive folder will not be synchronized.

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 2023_05_06 17_09_58.txt`

Note: When a file is edited using Microsoft O365, simultaneously by more than one user, Microsoft O365 handles all conflicts.
When using HCP Anywhere Enterprise Drive Connect to access the HCP Anywhere Enterprise Portal and a file is edited by more than one user, HCP Anywhere Enterprise Drive Connect creates a conflict file.

When Is a Conflict Generated

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.

A conflict is generated in the following situations:

• When more than one HCP Anywhere Enterprise Agent 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 global file system and then from the HCP Anywhere Enterprise Portal global file system 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 global file system 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 this 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 global file system 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.

- When more than one user is connected to a HCP Anywhere Enterprise Edge Filer and users simultaneously edit the same file.
  For example, users open and edit the same file. The first user to open the file, will save it with the original name. All the other users will save their changes as conflict files.

Chapter 4. Using an S3 Browser

HCP Anywhere Enterprise Portal content can be accessed using the S3 API. The content is the same content that is available using the WebDAV protocol, for example using HCP Anywhere Enterprise Drive Connect. This enables you to browse and modify your data using S3 browser applications like FileZilla, WinSCP, Cyberduck, CloudBerry, and S3 Browser.

To access your content your administrator must set up your cloud drive folders as buckets, one bucket for each cloud drive folder you want to access using a S3 browser.

You need the following information to access your content:
- The endpoint for the bucket
- The Access Key ID
- The Secret Access Key

An Access Key ID and Secret Access Key can be used to access all the buckets assigned to you. You can have more than one pair of Access Key IDs and Secret Access Keys, up to a maximum of 100.

Note: You can consider the Access Key ID and Secret Access Key as a user name and password required to access your buckets.

Your administrator provides you with the endpoint. You can also get the Access Key ID and Secret Access Key from your administrator or you can create them yourself, as described in Creating Access Key IDs and Secret Access Keys.

You enter this information in the S3 browser to access the content, for example using S3 Browser:
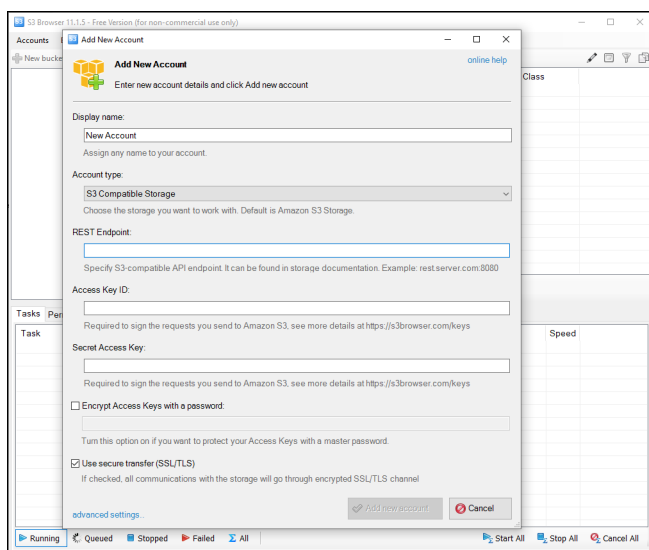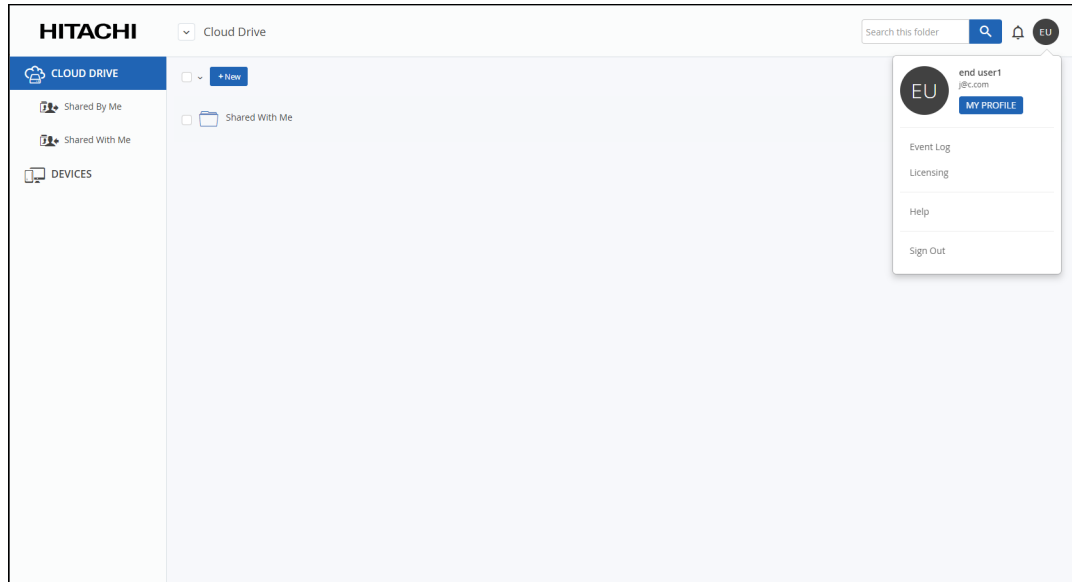
Creating Access Key IDs and Secret Access Keys

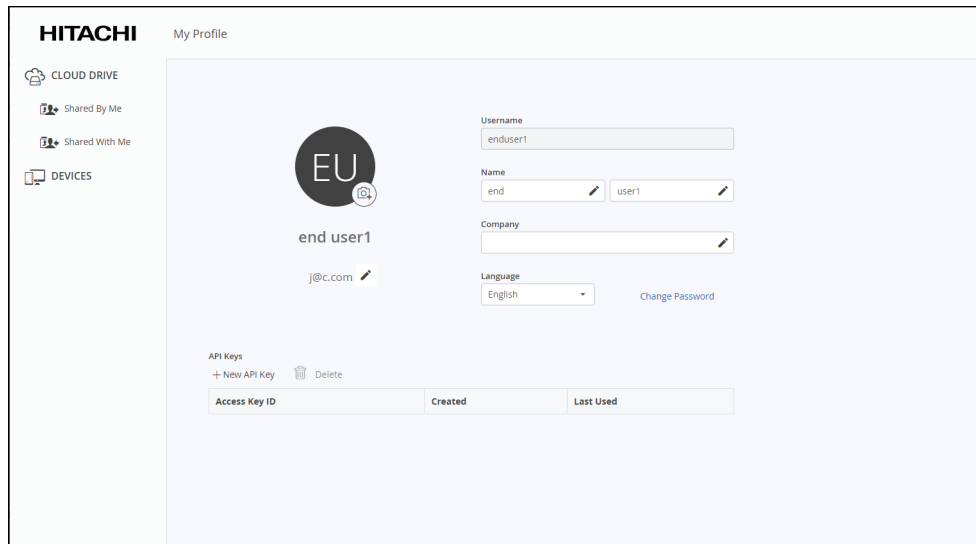You can create your Access Key ID and Secret Access Key in the portal.

To create an Access Key ID and Secret Access Key pair:

1. Click your avatar or initials in the upper-right corner and in the menu, click **MY PROFILE**.
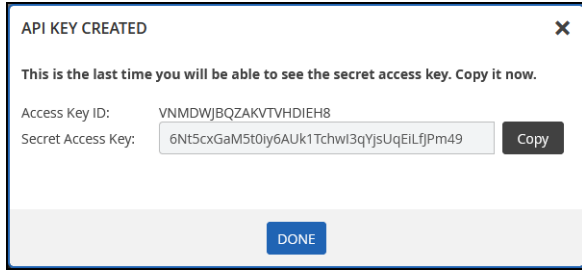

The **My Profile** page is displayed.

2. Click **New API Key**.

   The **API KEY CREATED** window is displayed with the **Access Key ID** and the **Secret Access Key**.

API KEY CREATED   ✕

This is the last time you will be able to see the secret access key. Copy it now.

Access Key ID: VNMDWJBQZAKVTVHDIEH8
Secret Access Key: 6Nt5cxGaM5t0iy6AUk1Tchwl3qYjsUqEiLfJPm49   Copy

DONE

3. Click **Copy** to copy the Secret Access Key to the clipboard and then save it somewhere safe.

The HCP Anywhere Enterprise Portal does not save the Secret Access Key, so if you do not save it you will not be able to access your buckets.

4. Click **Done**.
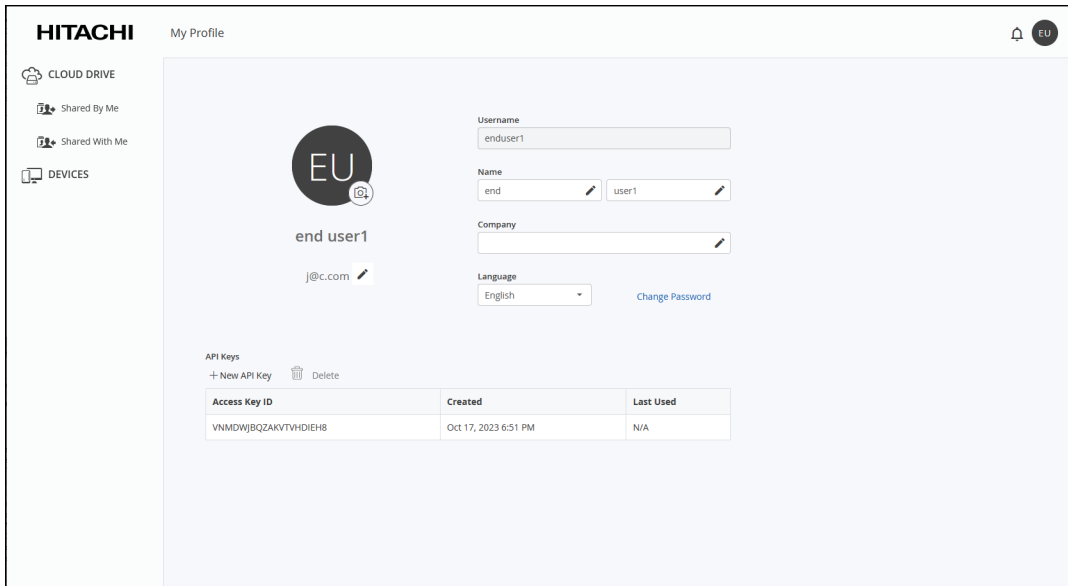
You can create up to 100 key pairs.

If you lose the Secret Access Key you can select the row for that key and click **Delete** to remove it.

Chapter 5. Displaying Item Details

When displaying content, you can also display file or folder details for selected items by selecting the item and either clicking the ▤ in the top menu or clicking the ⋮ icon on the right of the selected item.

File Details

Folder Details

Details of the item are then displayed.

Single File Details
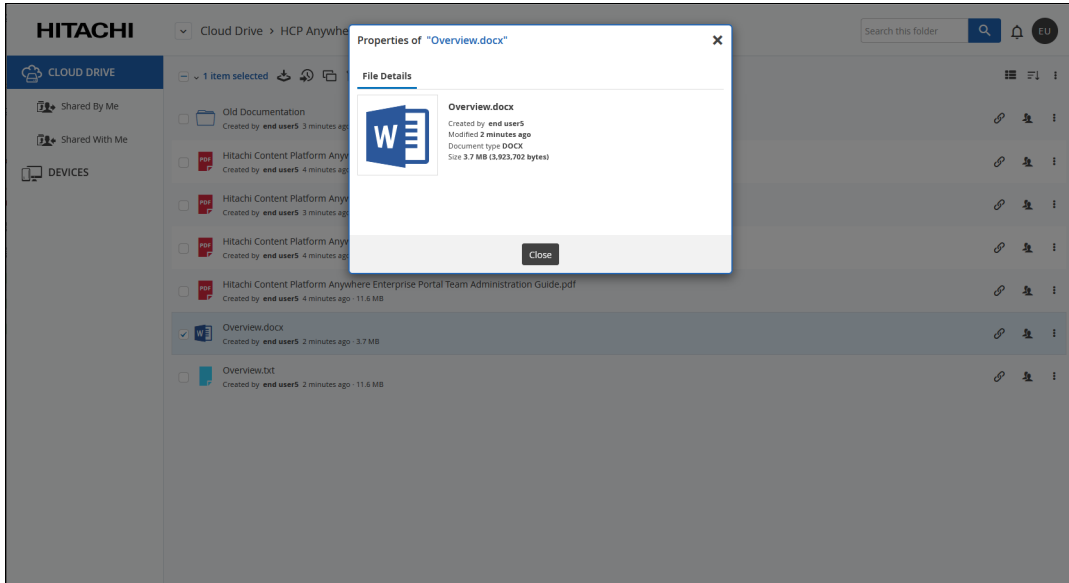
Single Folder Details
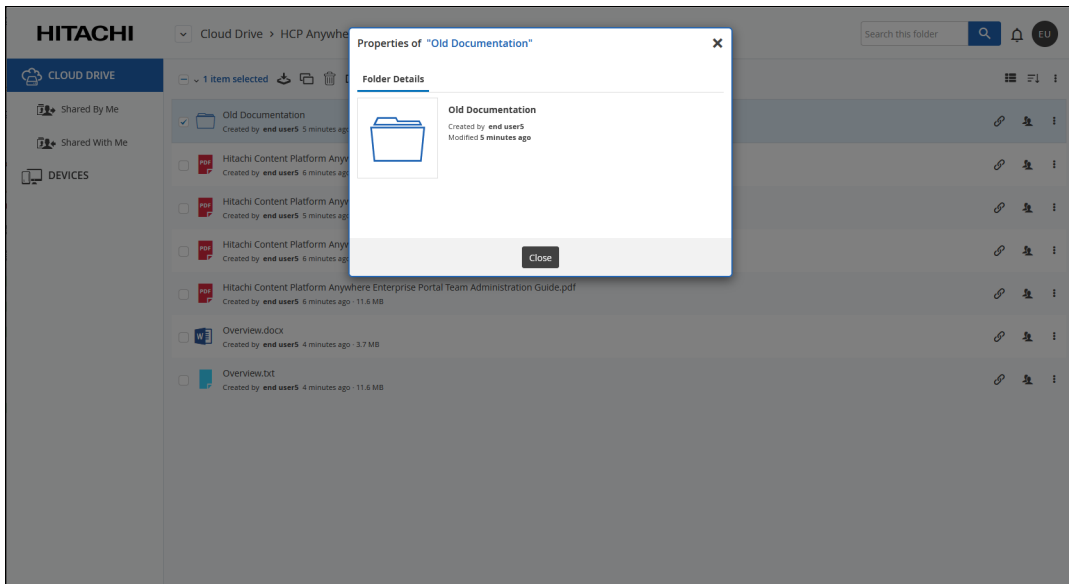
Multiple Item Details

Note: A team administrator with the **Manage Compliance Settings** permission has an additional tab, **Compliance**, when selecting one or more folders or files in the end user portal.

Chapter 6. Managing Your Devices

You can see the list of devices that have connected to the HCP Anywhere Enterprise Portal with details of each device.

In this chapter
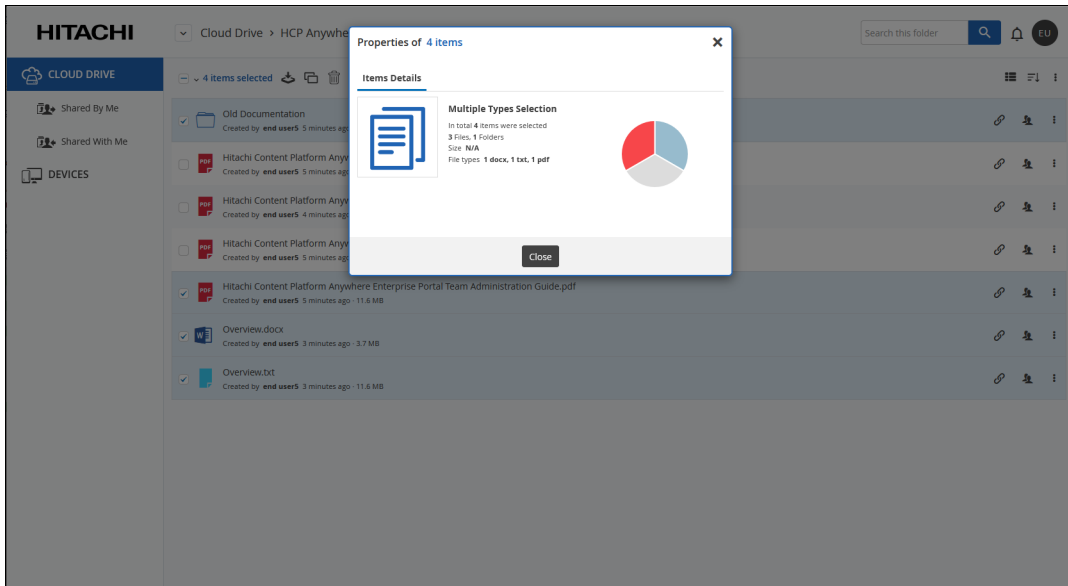
Managing The Devices Connected To The HCP Anywhere Enterprise Portal

To manage devices:

1. Click the **DEVICES** option in the navigation pane.
   This page displays all the devices that have been connected to your account.
   For each device, the following information is displayed:
   - The device type, as a graphic. For example:
         PC
         HCP Anywhere Enterprise Edge Filer
     Clicking the graphic displays more information about the device.
   - The device name, along with a the type of device and a circle indicating whether the device is currently online, green, or not, red. Clicking the device name displays more information about the device.
   - The version of the device.
   - The operating system of the device, if applicable.
2. To display more details about a device, click the graphic of the device or the name.

   The device details are displayed.
   The details are different for each type of device and whether the device is currently connected to the HCP Anywhere Enterprise Portal or not.
   From the device window:
   - Click **Remote Access** to access the device over the Internet for administration or to access files. The HCP Anywhere Enterprise Portal administrator must enable **Remote Access**.
   - **Note:** The device must be connected to the HCP Anywhere Enterprise Portal. Access to the device configuration with the HCP Anywhere Enterprise Portal is then available.

   - Click the ⚙ icon to rename or delete the device. This is equivalent to clicking ⋮ next to the device in the list of devices.

- Click the ⓘ icon to view information about the device: The IP address, software version, serial number, MAC address, firmware version and physical location. The license is also displayed and if required and enabled, can be changed. You can also download a support report for the device.
- page.

The HCP Anywhere Enterprise Edge Filer details include the following tabs:
- **Overview** – Details of the HCP Anywhere Enterprise Edge Filer, including the cloud drive status, and local storage.
- **Cloud Drive** – File sync details. You can also sync a folder, as described in Managing a Device Synced to the HCP Anywhere Enterprise Portal.
- **Local Storage** – Details about the HCP Anywhere Enterprise Edge Filer storage utilization.
- **Shares** – Details about the shares, as described in Devices with notifications are also marked with the number of notifications in the DEVICES Managing Shares.
- **Notifications** – A list of notifications for this device.
  The color of the exclamation mark to the left of each notification indicates the severity.
     Blue – Information
     Orange – Warning

When the list of all the devices is displayed, devices with notifications are also marked with the number of notification. For example:

The HCP Anywhere Enterprise Agent details include the following tabs:
- **Overview** – An overview of cloud sync between the agent and the HCP Anywhere Enterprise Portal.
- **Cloud Drive** – File sync details. You can also sync a folder, as described in Managing a Device Synced to the HCP Anywhere Enterprise Portal.
- **Notifications** – A list of notifications for this device.
  The color of the exclamation mark to the left of each notification indicates the severity.
     Blue – Information
     Orange – Warning
- Devices with notifications are also marked with the number of notifications in the **DEVICES** Managing Shares

The ability to manage the HCP Anywhere Enterprise Edge Filer from the HCP Anywhere Enterprise Portal matches the HCP Anywhere Enterprise Edge Filer procedure.
1. Click the **DEVICES** option in the navigation pane.
   This page displays all the devices that have been connected to your account.
2. Select the HCP Anywhere Enterprise Edge Filer with shares you want to manage.
3. Click the **Shares** tab.
4. Click **New Share**.

   The **Select a Folder to Share** wizard opens, displaying the volumes and folders on the HCP Anywhere Enterprise Edge Filer.
5. Select the volume, folder, or subfolder on which you want to define the share.

   - To create a new subfolder to select as a nested share, select the parent folder, click **New Folder**, and then assign the subfolder a name.
   - You can define nested shares based on subfolders within your own cloud drive, which are available to users based on the permissions defined when creating the share. If the share

has NT ACL settings, these settings are applied to the nested share and to every share below this share. For example, if the administrator has a personal cloud drive named *MyGateway*, to which he migrated a full old Windows File Server with the following structure:

```
/Cloud
    /WIN-File-Server
      /Share1
      /Share2
    /My Files
    /Shared with me
```

If, before the Windows File Server migration, `\\Win-File-Server\Share1` and `\\Win-File-Server\Share2` shares were exposed in the old file server, users logged in to MyGateway can access the content of the shares: `\\MyGateway\Share1` and `\\MyGateway\Share2` after they are defined:

```
Share1 = \\MyGateway\Cloud\WIN-File-Server\Share1
Share2 = \\MyGateway\Cloud\WIN-File-Server\Share2
```

6. Click **Next** and then assign the network share a name.

7. Click **Next** to choose through which sharing protocols to expose this share.

   The **Sharing Protocols** window is displayed.

Windows File Sharing is checked by default and cannot be deselected. From the drop-down, select one of these access levels for the share:

- **Only Authenticated Users**. Users will be required to authenticate using their HCP Anywhere Enterprise Edge Filer user name and password, in order to access the network share.
- **Windows ACL Emulation Mode**. The share will be a Windows ACL emulation mode share.

  Users access the shared files and folders through standard Windows client computers; for example, using Windows Explorer through the SMB/CIFS access provided by the HCP Anywhere Enterprise Edge Filer.

  Windows ACL Emulation Mode also allows you to block users from writing specific file types into the HCP Anywhere Enterprise Edge Filer share or gaining control of the content

Managing Your Devices

located on it.

Block the following file extensions – The listed file extensions are blocked. Separate file extensions with a comma (,).

Client Side Caching. Server files are designated for off-line work so that a copy of the files is cached on the client computer and can be accessed when the client is off line in exactly the same way as if they were stored on the Windows file server.

Manual caching for documents – Users must cache files manually.

Automatic caching for documents – A copy of the files is cached automatically.

Disabled – The client computer cannot cache files locally and the updated copy must be retrieved from the file server.

8. Specify how you want to share the files.

FTP – Users will be able to access and download files on this share from the FTP site. The shares must not be ACL shares, or if they are ACL shares, the user must be an administrator. To configure the FTP server, go to **Shares > FTP Server**.
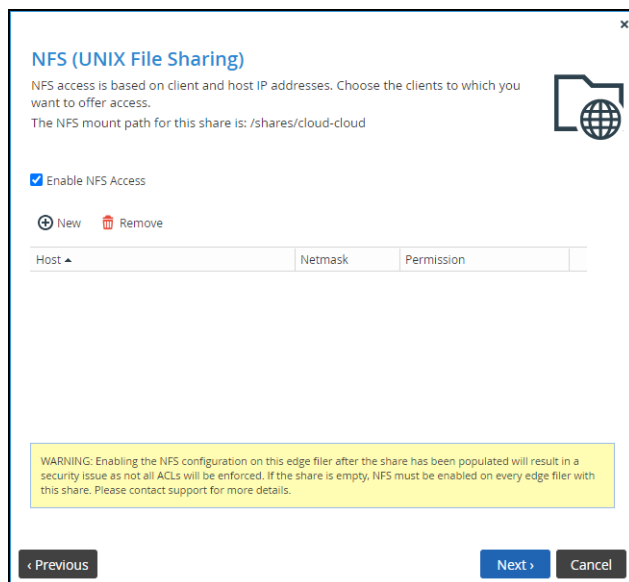
Search – Users will be able to search for files in this share.

9. Click **Next**.

The **NFS (UNIX File Sharing)** window is displayed.
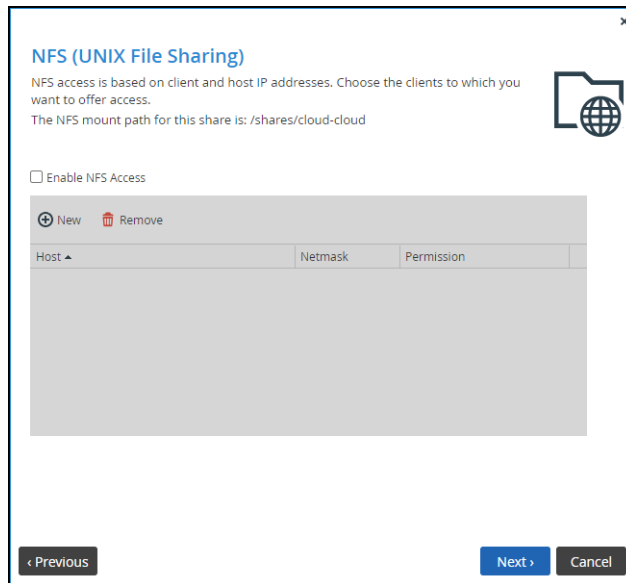
10. Check the **Enable NFS Access** option to enable NFS clients to access the share.

Note: For a windows ACL emulated share, permissions are written differently when NFS access is enabled and when it is not enabled. If you have a standard windows ACL share with permissions and then turn on NFS, the NTACL permission are no longer readable and need to be reapplied. This applies for any device the data is shared on. Because the permissions synced, if a share doesn't match NFS enablement across devices, the permissions will be unreadable across devices as data is synced.: Either have **every** device referencing the share be NFS access enabled or not.

Either, click **New** to configure each client to which you want to grant access. A row is displayed in the table:

a) Enter the client's IP address and netmask in the appropriate fields.

b) Select the permitted level of access to the network share via NFS. Options are **None**, **PreviewOnly**, **Read Only**, or **Read/Write**.

Note: Preview Only permission prevents downloading, copying, or printing the file and content cannot be synchronized for offline access.

Or,

Click **Remove** and then select the client's IP address to remove the client from the list.

Note: The NFS mount path for the network share is specified at the top of the window.

11. Click **Next** and set which users can access this network share.

a) In the **Local Users** drop-down list, select one of the following:
Local Users – Search the users defined locally on the HCP Anywhere Enterprise Edge Filer.
Domain *domain* **Users** – Search the users belonging to the domain called *domain*.
Local Groups – Search the user groups defined locally on the HCP Anywhere Enterprise Edge Filer.
Domain *domain* **Groups** – Search the user groups belonging to the domain called *domain*.

b) In the **Quick Search** field, type a string that is displayed anywhere within the name of the user or user group you want to add, or click . . . to list the users.
A table of users or user groups matching the search string is displayed.

c) Select the user or user group in the table.
The user or user group is added to the list of users and user groups who should have access to the network share.

Managing Your Devices

d) For each user and user group, click in the **Permission** field, and then select the access level from the drop-down list.

12. Click **Next** and then **Finish** to complete the wizard.

Click ⋮ next to the share to edit it or remove it.

Managing a Device Synced to the HCP Anywhere Enterprise Portal

When a HCP Anywhere Enterprise Agent or a HCP Anywhere Enterprise Edge Filer is connected to the HCP Anywhere Enterprise Portal, files are synced between the device and the HCP Anywhere Enterprise Portal global file system. You sync content with the HCP Anywhere Enterprise Portal global file system from the device and configure what content should be synced. You can also throttle the sync data from the device, for example, to free up bandwidth from other tasks at certain times of the day.

You can also sync content from the HCP Anywhere Enterprise Portal global file system.

To sync content from the HCP Anywhere Enterprise Portal global file system:

1. Click the **DEVICES** option in the navigation pane.
   Note: This page displays all of your devices that have been connected to your account, for example, laptops and HCP Anywhere Enterprise Edge Filers.
2. Click the graphic or the name of the device that is connected to the HCP Anywhere Enterprise Portal and you want to sync.

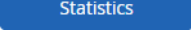   The device details are displayed.
   Note: In this example you can see that the cloud drive is fully synced with the device.
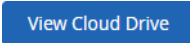3. Click the **Cloud Drive** tab.

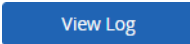   The cloud drive details for the device are displayed.

4. To suspend syncing, click ⏸ .

   To resume syncing after it was suspended, click ⏯ .

5. Click `Manage` to manage the sync settings.

   When available, you can view device statistics by clicking `Statistics` .
   A statistics window is displayed in a new browser window.

   You can view the cloud drive in the end user view by clicking `View Cloud Drive` .

   You can view a log of all file activity on the cloud drive by clicking `View Log` .

Adding a Device to Your Account

1. Click the **DEVICES** option in the navigation pane.
    If you have devices registered to your account, click **Add New Device**, to display the device options that can be registered with the user. If you do not have devices registered to your account, the device options that can be registered with the user are displayed.
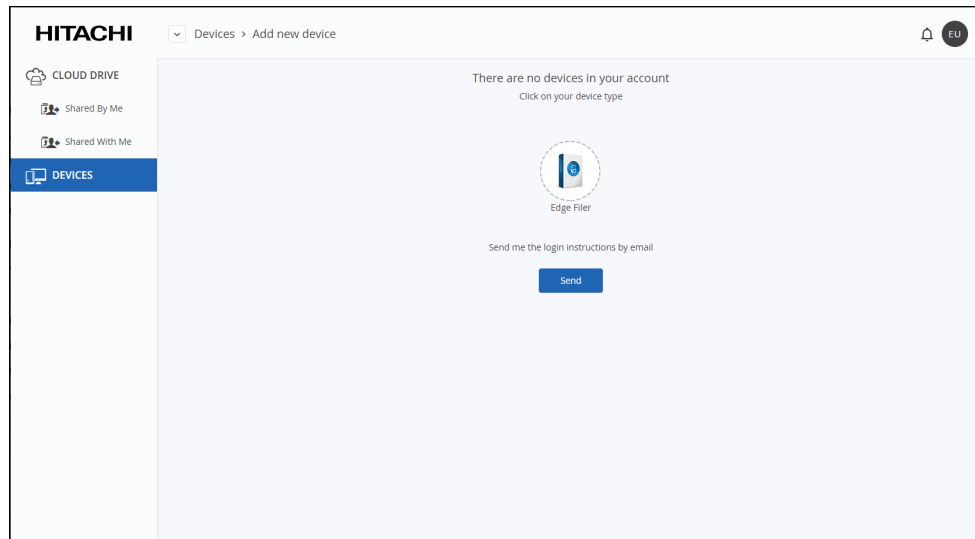
2. Click on your type of device you want to add.

The connection details vary dependent on the device type.

Removing a Device from Your Account

1. Click the **DEVICES** option in the navigation pane.
    The page displays all of your devices that are registered to your account.
2. Click the ⋮ icon to the right of the device you want to remove and select **Delete Device**.
    The page changes to the page with the device details and a confirmation message is displayed.
3. Click **Delete** to delete the device.

The device is removed, freeing up the license for another user.

Renaming a Device

1. Click the **DEVICES** option in the navigation pane.
    The page displays all of your devices that are registered to your account.
2. Click the ⋮ icon to the right of the device you want to rename and select **Rename Device**.
    The page changes to the page with the device details and the **Rename** window is displayed.

3. Enter the new name for the device.
4. Click **Rename** to rename the device.

Restarting a Device from Your Account

You can restart your HCP Anywhere Enterprise Edge Filers directly from your HCP Anywhere Enterprise Portal account.

Note: You cannot restart HCP Anywhere Enterprise Agent devices.

To remove a device from your account:

1. Click the **DEVICES** option in the navigation pane.
   The page displays all of your devices that are registered to your account.
2. Click the ⋮ icon to the right of the device you want to rename and select **Restart Device**.
   The page changes to the page with the device details and a confirmation message is displayed.
3. Click **Restart** to restart the device.

The device restarts.

Downloading a Support Report For a Device

A support report can be downloaded for a HCP Anywhere Enterprise Agent or a HCP Anywhere Enterprise Edge Filer displayed in a HCP Anywhere Enterprise Portal.

To download a support report for a device:

1. Click the **DEVICES** option in the navigation pane.
   The page displays all of your devices that are registered to your account.
2. Click the graphic or the name of the device registered to the HCP Anywhere Enterprise Portal for which you want a support report.
   The device details are displayed.
3. Click the ❶ icon and select **Download Support Report**.

The support report is downloaded as a zip file.

Wiping Data from a Mobile Device

This feature is currently not supported.

Chapter 7. Keyboard Shortcuts

HCP Anywhere Enterprise Portal supports keyboard shortcuts in order to simplify usage and improve the user experience. The following table displays the available shortcuts:

Command	Keyboard Shortcut
Help Menu	Shift+?
Download	D
Copy/Move	M
Delete	Del
Rename	R or F2
Select All	Ctrl+A
Unselect All	Shift+N
Manually select items	Shift+↑, Shift+↓
Up/Down	↑, ↓
Cancel	Esc
Open file	Enter
Create new folder	N
Show deleted	Shift+D
Upload	U
Search	S
Public Link	P
Collaborate	c