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Introduction

IBackup Drive is a network drive that allows users to map IBackup online storage account as a local drive. IBackup Drive application enables users to copy, paste, open, edit, delete and save files/folders in the online account. IBackup Drive is exclusively designed for Microsoft Windows Operating Systems and works just like another drive on your computer.

IBackup Drive is exclusively designed for Microsoft Windows Operating Systems and works like another drive on your computer. IBackup Drive technology allows you to map your IBackup online storage account as a local drive.

You can easily drag-and-drop files. You can open, edit and save these files in your online backup account, as if they are on your local computer. You can also share files and folders with your friends and colleagues for collaborative access. It is easy to install and has 128-bit SSL support.

It also supports character sets of international languages like Japanese, Chinese, Italian, German, Hebrew, Arabic and so on.

Features

General Features

- Maps IBackup account as a Network Drive
- 128-bit SSL encryption during transfer of data
- The application works behind most of the commonly available HTTP-based proxy servers and also supports proxy authentication (if required by the proxy server)
- User-friendly interface
- The IBackup Drive application does not cause any Windows application hang during file/folder transfer

Key Features

- Directory and file caching for faster retrieval of data
- File transfer resumption upon temporary disconnections
- File/folder sharing for collaborative access
- Intelligent caching - this updates your local cache with the latest version of the data in IBackup if used in a collaborative environment

Downloading and Installing IBackup Drive

You can download IBackup Drive from <http://www.ibackup.com/online-storage-drive/index.html>. Upon successful completion of the download, double-click the IBackup Drive setup icon. You will be guided through a step-by-step approach that helps to install the application.

Note

Restart the computer once the application has been installed.

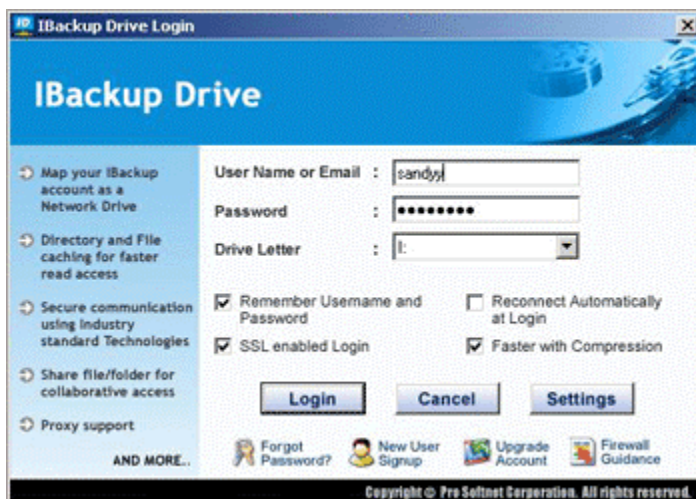
IBackup Drive Login

Start > Programs > IBackup Drive

Or

Double-click the "IBackup Drive" icon

Enter the appropriate username and password and click the 'Login' button to map your IBackup account as a Network Drive. Select a drive letter from the drop-down box that will be used to map your IBackup account using IBackup Drive.



The 'SSL Enabled Login' option provides secure transmission with the highest level of 128-bit SSL encryption.

The 'Reconnect automatically at login' option allows for the application to automatically connect to your online storage account during subsequent logins/restarts. With this option enabled, the login screen and IBackup Drive explorer would not appear when there are subsequent logons/restarts. User details and settings are automatically retrieved from the previous successful connection.

Users can enable the 'Remember Username and Password' option to avoid entering the username and password every time for subsequent logins

The 'Faster with Compression' option enables you to transfer data in a compressed mode that in turn speeds up data transfers.

Settings

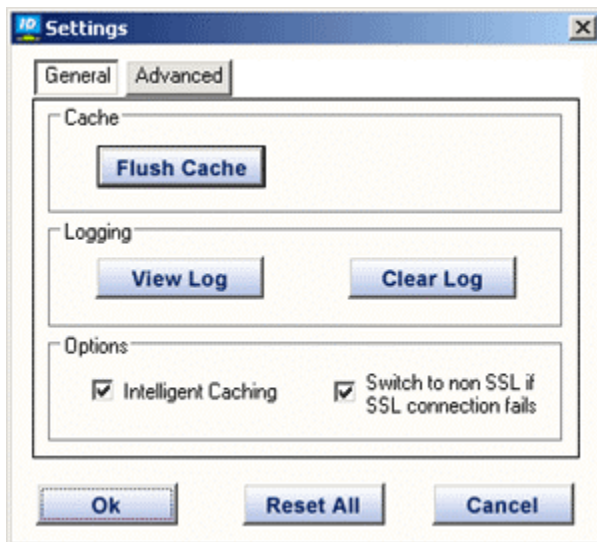
Once you click on the 'Settings' button on the login screen (or from the IBackup Drive tray menu), you should be able to view the 'Settings' screen options namely:

1. General
2. Advanced

General Settings

The General Settings has the following options:

- o Cache
- o Logging
- o Options



Cache

Cache is a temporary local storage for the user's data. It is designed to speed up subsequent access to the same data. The Cache folder will be available in the folder where your IBackup Drive application has been installed.

Flush Cache

You may click the "Flush Cache" button to remove the cache completely from IBackup Drive. IBackup Drive automatically flushes the cache each time the user logs into the application – this is applicable only when the Intelligent Caching option is disabled.

Logging

Logging option allows the user to view and clear the Log details.

- View Log
- Clear Log

View Log

Click “View Log” button to view the entire log records.

Clear Log

Click “Clear Log” button to clear the user log information completely. It is recommended to clear the “User Log” on regular basis to avoid excessive disk usage.

Note

The user has to clear the log files manually. The log files are stored in a folder called 'Log', which will be available in the path where the IBackup Drive application has been installed.

Options

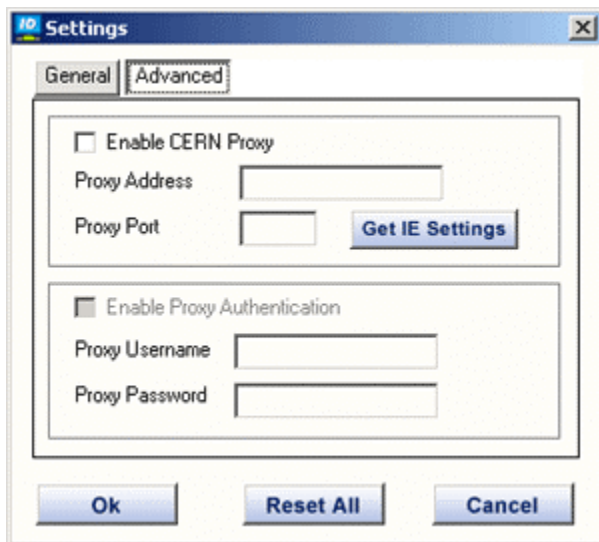
Intelligent Caching

Intelligent Caching will enable the user to access the latest version of the file and the folder that have been stored in IBackup account. This option will be useful, when multiple users access the same account from more than one location. The user can view the latest folder contents by refreshing the IBackup Drive explorer. (Press <F5>)

Users will have the privilege of both local caching for faster access of files and also, for automatic update of the modified contents by extracting the latest version from IBackup to the local cache during any file/ folder open or restore operations.

Advanced Settings

Select **Advanced** tab from the Settings window



Check “Enable CERN Proxy” option to enter Proxy Address and Proxy Port details.

Proxy Address

Only HTTP-based CERN type proxies are supported by IBackup Drive and this restriction is imposed by the underlying protocol involved behind IBackup Drive application. Enter the URL or IP address of the proxy server.

Note

The default port is 8080.

Get IE Settings

If the Internet Explorer of the user’s machine has proxy settings and works behind proxy then ‘Get IE settings’ option automatically obtains the Proxy Settings and fills it in the IBackup Drive Proxy details.

Enable Proxy Authentication

Select ‘Enable Proxy Authentication’ checkbox to enable proxy server authentication. Enter the proxy authentication username and password in the fields provided and click “OK” button to store the settings for subsequent logins.

Reset All

Click this button to clear the user-defined settings to the default values.

Cancel

Click the “Cancel” button to cancel any changes made during the Settings operation and revert back to the settings stored as previous login connection.

Note

Any changes in Settings attempted after login will be reflected on next login.

Toolbar Options

Share



This option allows the user to share a particular file/ folder.

Exit



This option allows the user to disconnect and exit from the application with a proper confirmation.

Cut and Paste



The 'Cut' option let you move files or folders. To move a file or folder, select the item and click the 'Cut' icon. Select the destination folder and click the 'Paste' icon.

Copy and Paste



The 'Copy' option helps you copy files/folders to another destination. To copy a file or folder, select the item and click the 'Copy' icon available on the toolbar. Select the destination folder and click the 'Paste' icon.

Sharing feature

Sharing is an integrated feature of IBackup Drive. IBackup users can share the files or folders (stored in their IBackup account) with others for collaborative access.

All you need to do is to simply create a sharable link for the file/folder and send that link by e-mail using IBackup Drive.

Sharing of files/folders through IBackup Drive is possible in the following ways:

Method 1: Sharing of files/folders through IBackup Drive

Select the file/folder that the user wants to share and click the 'Share' icon available on the toolbar.

Following are the various options available for the share link generation:



The screenshot shows a dialog box titled "Share Parameters" for the file "I:\test file\New Text Document.txt". It is divided into two sections: "Share Options" and "Mail Details".

Share Options:

- Password: A text box containing "xxxxxx" with "(Optional) ?" to its right.
- Write Enabled: A checked checkbox with a "?" icon.
- Upload New File: A checked checkbox with a "?" icon.
- Lock Enabled: An unchecked checkbox with a "?" icon.
- Image Gallery View: An unchecked checkbox with a "?" icon.
- Number of Downloads: A dropdown menu set to "5" with a "?" icon.
- Number of Days: A dropdown menu set to "7" with a "?" icon.

Mail Details:

Enter recipients(s), use comma to separate multiple mail IDs

To: recipient1@mail.com

Cc: recipient2@mail.com

Buttons: OK, Cancel

Password Protection

Here, the file owner can set a password to protect a sharable link. The user has to enter a password while accessing the resource.

Write Enabled

Allows the user to edit and upload the latest version of the resources through the link.

Upload new file

Allows the user to upload new files into shared folder. Note that Upload new file is applicable when the folder is shared.

Image gallery view

Allows the users to view images as thumbnails.

Number of downloads

Set the number of downloads for the required file/folder before the link expires.

Number of Days

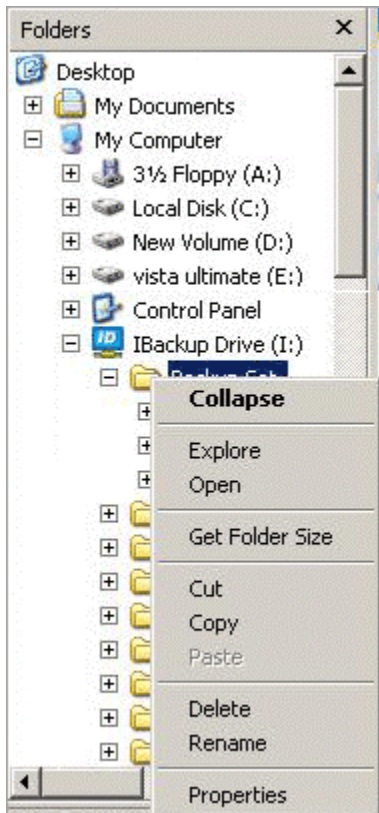
The number of days allowed after which the shared link expires.

Mail Details

Enter the email ID of the recipient(s) and click "OK" button to generate share link.

Method 2: Sharing of files/folders through IBackup Drive

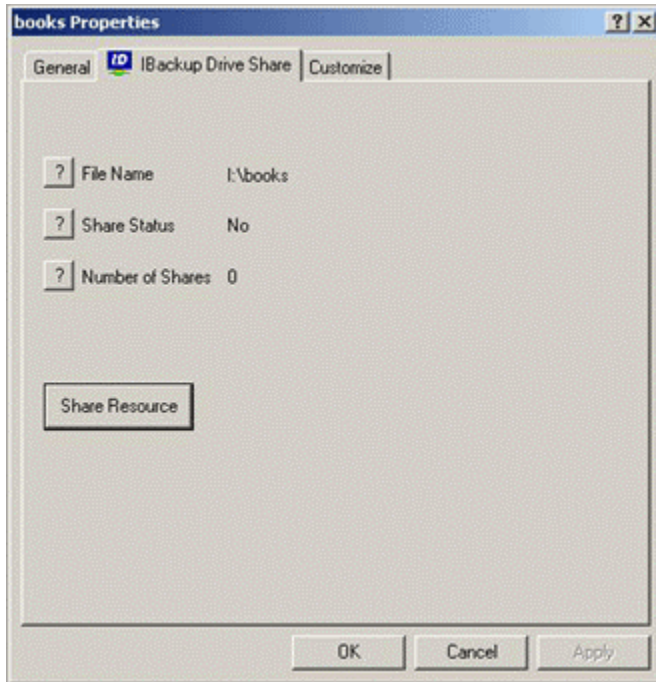
- Right-click the file/folder to access the shortcut menu.
- Select "Properties" from the shortcut menu



Click the "IBackup Drive Share" tab as displayed in the screen as below.

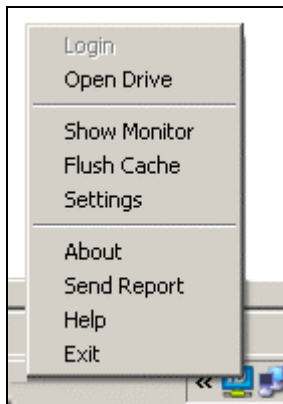
The user can view the details of the shared/unshared resources details like File Name, Share Status and Number of shares.

Here, user can create a sharable link by clicking the 'Share Resource' button.



IBackup Drive Tray Menu

Right-click the IBackup Drive tray icon to access the IBackup Drive application options.



Open Drive

This option allows the users to open IBackup Drive explorer.

Show Monitor

The IBackup Drive Monitor shows the status of the current upload/download operations. The monitor runs on the system tray and can be opened by clicking the appropriate icon. This option

is enabled only when IBackup Drive is connected. Click the 'Show Monitor' option to access IBackup Drive Monitor.

Flush Cache

User can click the 'Flush Cache' button to remove the local cache completely, which have been created by the application. IBackup Drive automatically flushes the cache (contents) each time the user logs into the application and when the intelligent caching has been disabled.

Settings

Clicking the Settings option allows the user to access IBackup Drive settings.

Note

Any changes attempted in Settings after login, will be reflected in the subsequent login.

About

This displays the IBackup Drive product related details such as the versions of all the files used by the IBackup Drive application along with the product version number and the release date. Use the 'Copy' button and then paste this on to any other application to view the details.

Send Report

IBackup Drive (Version 6.1 onwards) supports a new feature to avail technical assistance from our IBackup support personnel. This feature allows users to send the IBackup Drive Error Report (or feedback on the IBackup Drive application to our IBackup product support team). The option is especially useful when users come across any technical/functional problem while working with the application. The user is required to enter the following:

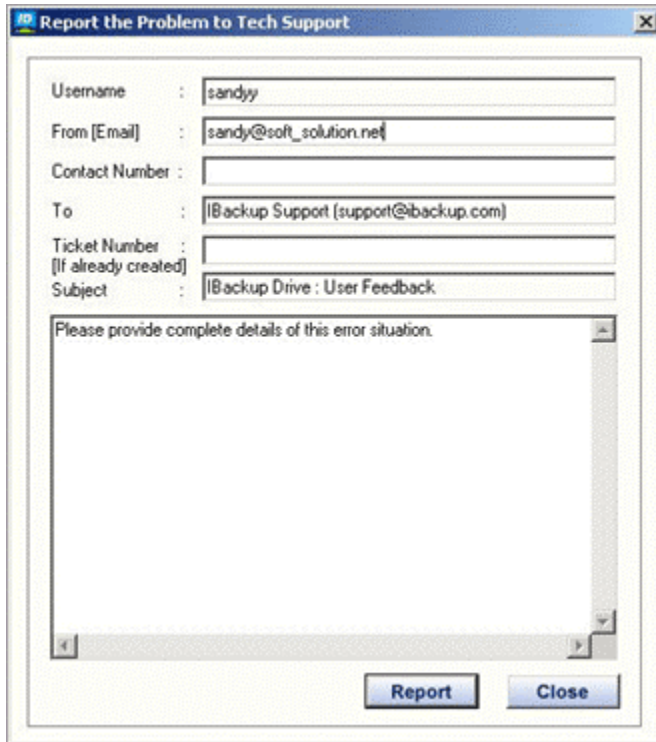
- From (e-mail):
- Mention about Error Condition

From (e-mail):

The user has to enter the e-mail address for further communication.

Mention about Error Condition:

The user has to mention about the Error in detail to assist IBackup support team to provide right solution. An error report file will be generated in the Log folder present in the user profile path.



Report the Problem to Tech Support

Username : sandy

From [Email] : sandy@soft_solution.net

Contact Number :

To : IBackup Support (support@ibackup.com)

Ticket Number :
[If already created]

Subject : IBackup Drive : User Feedback

Please provide complete details of this error situation.

Report Close

Note

An error report file (**TraceFile.txt**) would be generated in the Log folder present in the user profile path. If the error-reporting feature fails to send e-mail, you may attach this **TraceFile.txt** file and send it to us at support@ibackup.com.

Exit

Allows the user to disconnect and exit from the application (with a proper confirmation before exit).

Troubleshooting

The following are a few useful troubleshooting tips, which could possibly help resolve some of your minor issues you could encounter while working with the IBackup Drive application. While emailing us with any query, it is highly recommended that you mention the IBackup Drive application version info (this can be found from the 'About' option). The 'About' option can in turn be accessed from the IBackup Drive tray icon.

When the application hangs for a long time and no transfer occurs, logout of the application and re-login into the application. When transfer operation is in progress, the IBackup Drive tray icon status changes to a revolving icon.

When the error "Access Denied" occurs during the opening or the saving operation of a document, flush the cache and retry the operation.

During login, if errors such as 'Server could not be connected' or 'Operation timed out' appears, check your firewall settings and your proxy settings. It is mandatory that the IBackup Drive application has the necessary privileges set in the firewall settings for it to connect to IBackup.

System Requirements

There are two versions of the IBackup Drive, one for users having 32-bit Windows Operating Systems and another for users having x64-bit Windows Operating Systems.

For 32-bit Windows Operating Systems

- Windows Vista, Windows XP (Service Pack 2), Windows Server 2003, Windows 2000 (Service Pack 3 & above)
- Internet Explorer 6.0 and higher
- 64 MB RAM or higher (Recommended)
- 10 MB free hard disk space for the installed program, 20 MB or more recommended for local caching
- Administrator privileges to install and use the application

For x64-bit Windows Operating Systems

- Windows Vista, Windows XP, Windows Server 2003
- Internet Explorer 6.0 and higher
- 256 MB RAM or higher (Recommended)
- 10 MB free hard disk space for the installed program, 20 MB or more recommended for local caching
- Administrator privileges to install and use the application