User Guide

FOREWORD

The Gladinet User Guide gives step-by-step instructions for End Users.

REVISION HISTORY

Date	Description	Version
8/20/2010	Draft Gladinet User Guide.	0.1
1/19/2011	Update with 3.0 features	3.0
6/14/2011	Update for 3.2	3.2
6/11/2012	Update for 4.0	4.0
5/27/2014	Update for 5.0	5.0
8/1/2014	Update for 5.7	5.7
12/15/2014	Update	
5/16/2015	Updates for 6.5	6.5

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AN INTRODUCTION TO THE GLADINET CLOUD

OVERVIEW

Gladinet Cloud is a cluster of web services and client applications that provide online collaboration, online file storage, offsite backup and team workspaces based on any Cloud Storage service. It can also seamlessly integrate existing local storage to create a hybrid cloud solution with centrally managed, unified access. The Gladinet Cloud can be accessed from a web browser, mobile client or by using the Gladinet Cloud Server Agent or Gladinet Cloud Desktop Client.

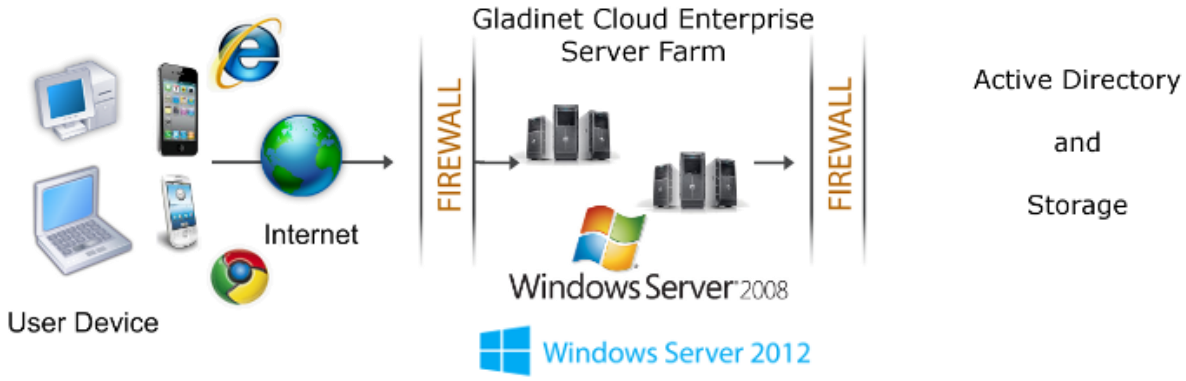
For example, a Gladinet Cloud user can:

- Share files and folders with anyone
- Access cloud storage from a mapped drive
- Setup automatic, 2-way synchronization between any local folder and any cloud folder
- Create team folders for centrally managed, secure collaboration
- Attach existing folders to the cloud for instant remote access
- Access a file server from a remote location without a VPN
- Publish local or cloud folders as team folders with access controls
- And much more…

BACKGROUND

But before we examine the capabilities of the solution, let's review its architectural background. As illustrated in Figure 1, the Gladinet Cloud has three primary components:

- The Gladinet Cloud Storage
- The Gladinet Cloud Cluster (Server Farm)
- The Gladinet Cloud Clients



THE GLADINET CLOUD STORAGE

Gladinet Cloud Storage can actually be powered by any cloud storage service, including:

- Amazon S3 (or any S3 compatible service)
- OpenStack Swift
- Windows Azure Blob Storage
- Local File Server Share

- EMC Atmos
- Google Cloud Storage
- HPCloud Storage
- Internap XipCloud
- Rackspace CloudFiles

When a new Gladinet Cloud account (Tenant Account) is created, any of these services can be selected to power your Gladinet Cloud. And regardless of which provider you select here, additional services can be mounted below the root of your Gladinet storage tree where they will appear as a subfolder in your cloud storage.

THE GLADINET CLOUD CLUSTER

The Gladinet Cloud Cluster (One or more Gladinet Cloud Enterprise servers) provides the access infrastructure and management services and acts as a liaison between the Gladinet Cloud Client and the backend storage services. It consists of a group of web services which include:

- Account Management
- Login and User Load Balancing
- Web Portal UI
- Generic Storage Services (powered by backend provider)
- Data Persistence
- Local Storage\Device Relay

These services can be deployed in flexible combinations to meet different needs. For example, storage intensive use case may require more storage nodes, while a use case that is more focused on collaboration may need more web portal nodes.

The Gladinet Cloud Enterprise is an all-in-one installer, so it can easily be self-hosted by any of Gladinet's OEM partners. Gladinet Cloud (gcloud.gladinet.com) is hosted by Gladinet itself to provide the same functionalities directly to Internet users.

THE GLADINET CLOUD CLIENTS

The Gladinet Cloud Clients enable the use of Gladinet Cloud services. Supported clients include:

- Gladinet Cloud Desktop for Windows
- Gladinet Cloud Desktop for Mac
- Gladinet Cloud Server for Windows
- Gladinet Cloud iOS client for iPhone and iPad
- Gladinet Cloud Android Client
- Gladinet Cloud Windows Phone Client
- Gladinet Cloud Windows Tablet Client
- Gladinet Cloud Web Client (Internet Explorer, Chrome, Safari, Firefox, and more…)

These clients allow native use of cloud storage on the corresponding device through a mapped drive, file share or whatever mechanism is commonly used to

access files. This makes it easy for a user to access all their files with any device or share them with users of any device.

Each client tries to keep things familiar for the end user. For example, the server client integrates cloud storage with file shares so that shared cloud folders can be easily published as file shares with access controls that can be based on existing Active Directory identities and the desktop client maintains a mapped drive view of the cloud storage which operates like any other drive on the desktop.

With this background, we are now equipped to discuss the detailed features of the Gladinet Cloud Access Platform. We will begin with the initial configuration of a Gladinet Cloud account, and the setup of the various access clients which will be followed by a detailed discussion of all the features.

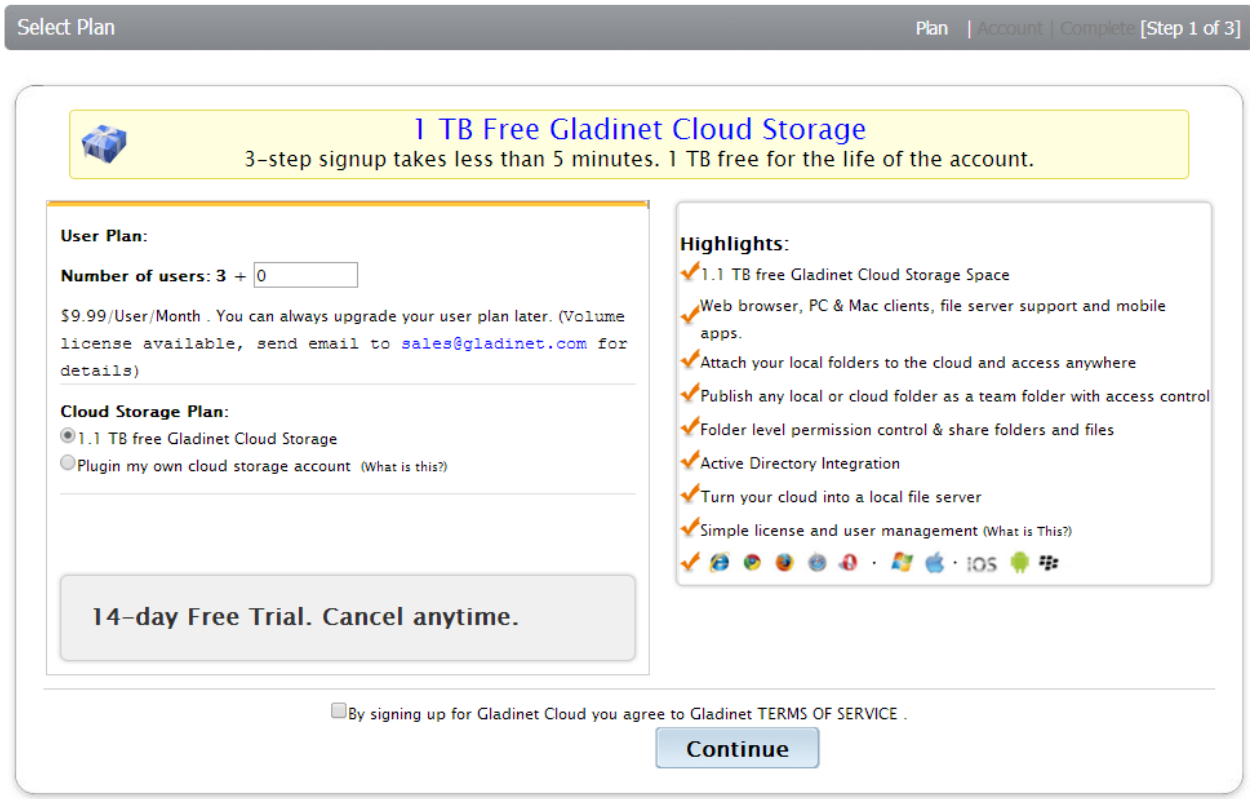
TEAM ACCOUNT

The Team Account is a management scope that typically map to a company or a group of users that collaborates on a set of documents. In Gladinet Cloud Enterprise, it is referred to as the Tenant Account as well.

(If you are using Gladinet Cloud Enterprise, you can skip the Team Edition account creation. The tenant account will be provisioned by the Gladinet Cloud Enterprise administrator from the cluster manager interface)

CREATING A TEAM ACCOUNT

After visiting the Gladinet home page and selecting the SIGNUP, the following page will be presented:

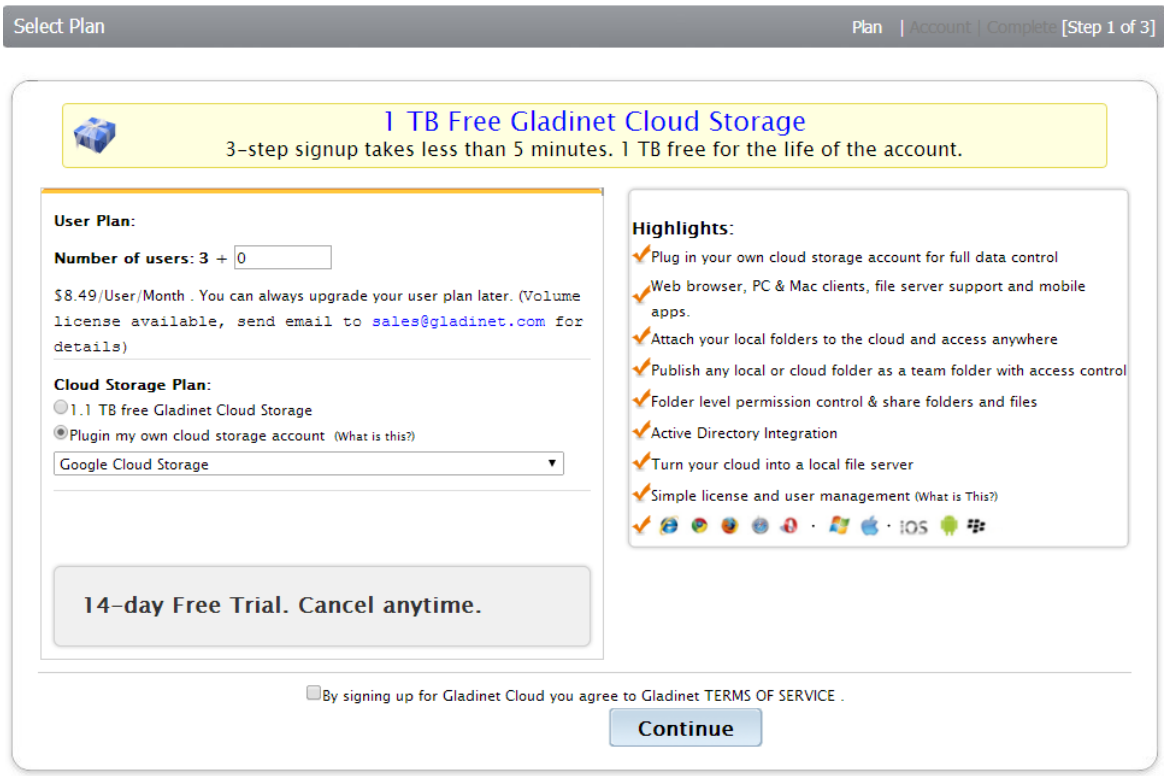


On this page, you can select the storage service that will be used to power the Gladinet Cloud by clicking the radio button labeled “Plugin my own cloud storage account” or you can select the free option ‘1.1 TB free Gladinet Cloud Storage’. You may also specify how many additional users are needed beyond the three that are required to create the account.

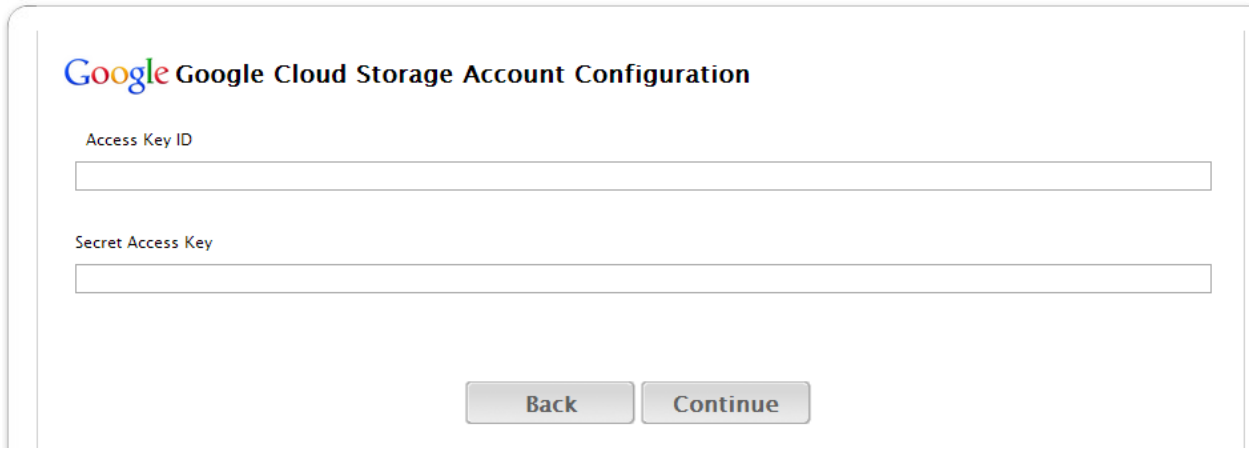
You may also specify the billing frequency; pay attention when selection billing options. The 10% discount looks attractive but there is no facility to provide pro-rated refunds, so the monthly plan may reduce your risk. A 14-day trial is automatically enabled for each signup.

Please note that 1.1 TB storage is included with the plan. If storage utilization exceeds that amount, the account will be charged $0.29 per month per excess GB. For example, if the total usage was 110GB, there would be an additional charge of $2.99 per month.

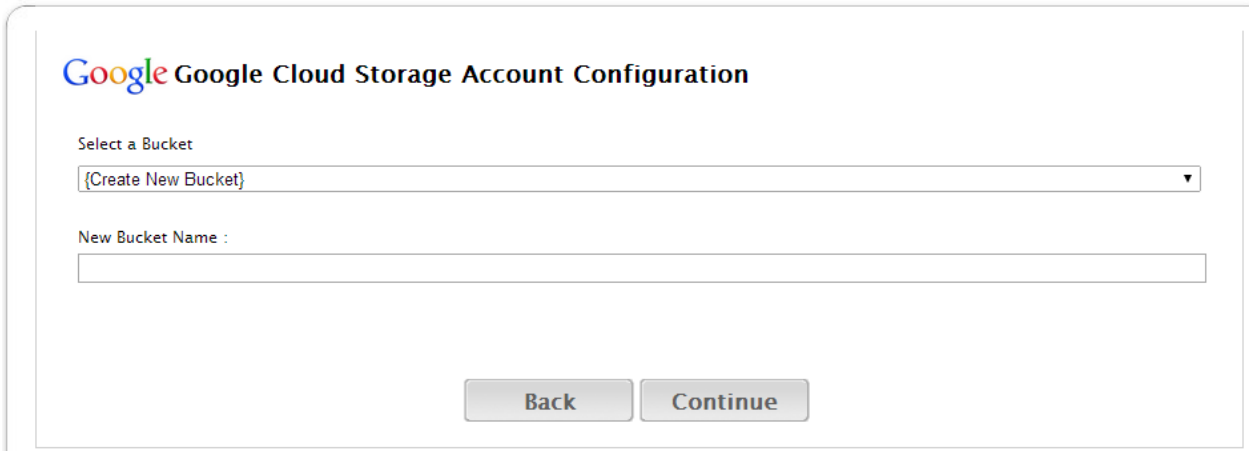
In this example, we have selected Google Cloud Storage so the next screen will allow us to enter our Google Cloud Storage credentials:



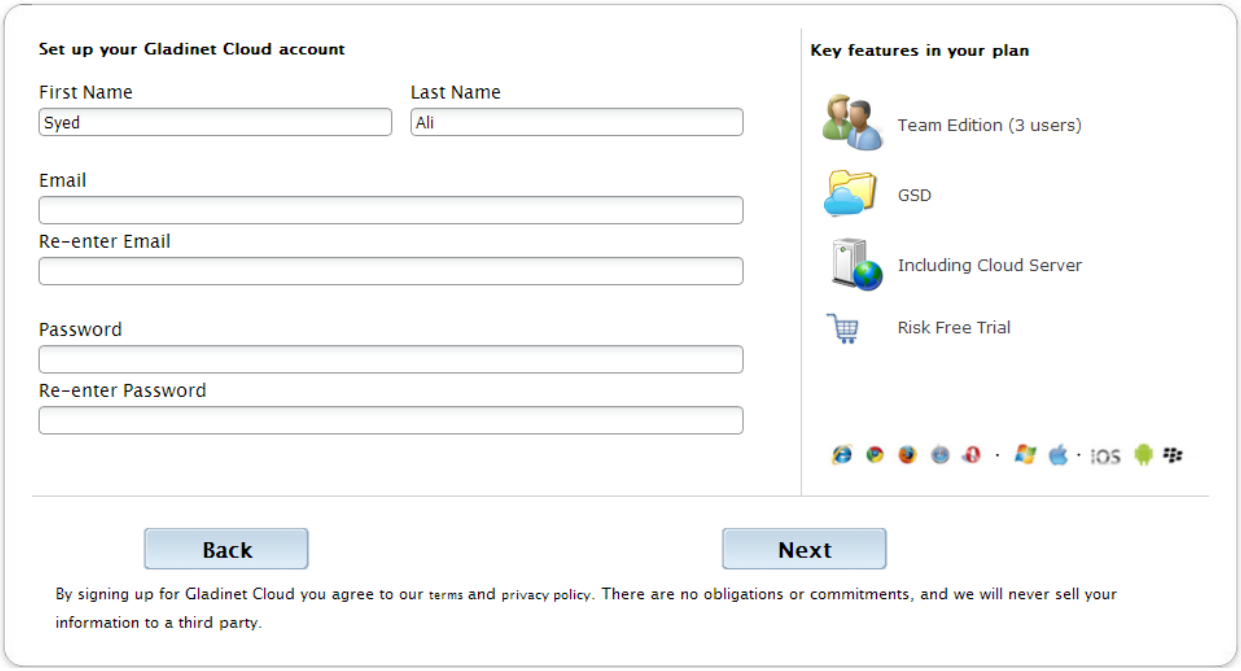
Enter Google Storage Access Key ID and Secure Access Key below



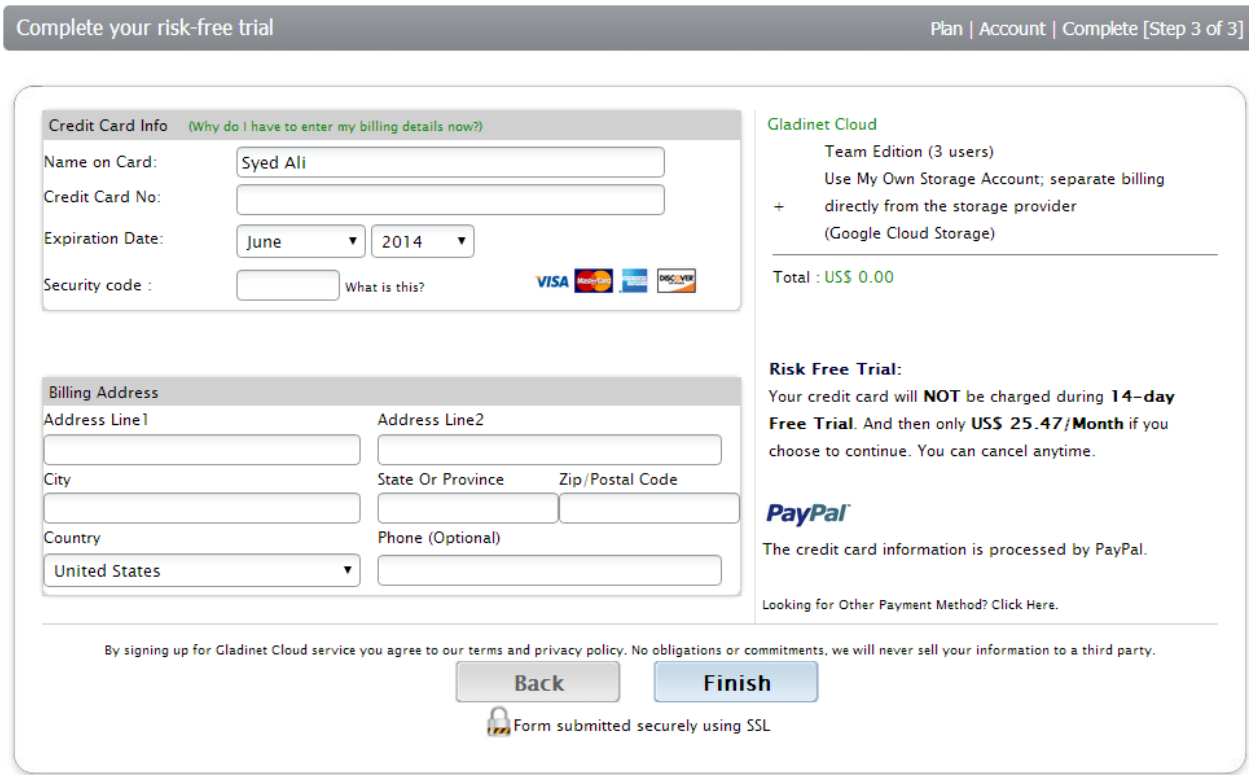
Next, you can select either an existing bucket you have already created on Google Cloud Storage or you can create a new bucket:



And then we will register with the Gladinet Cloud:



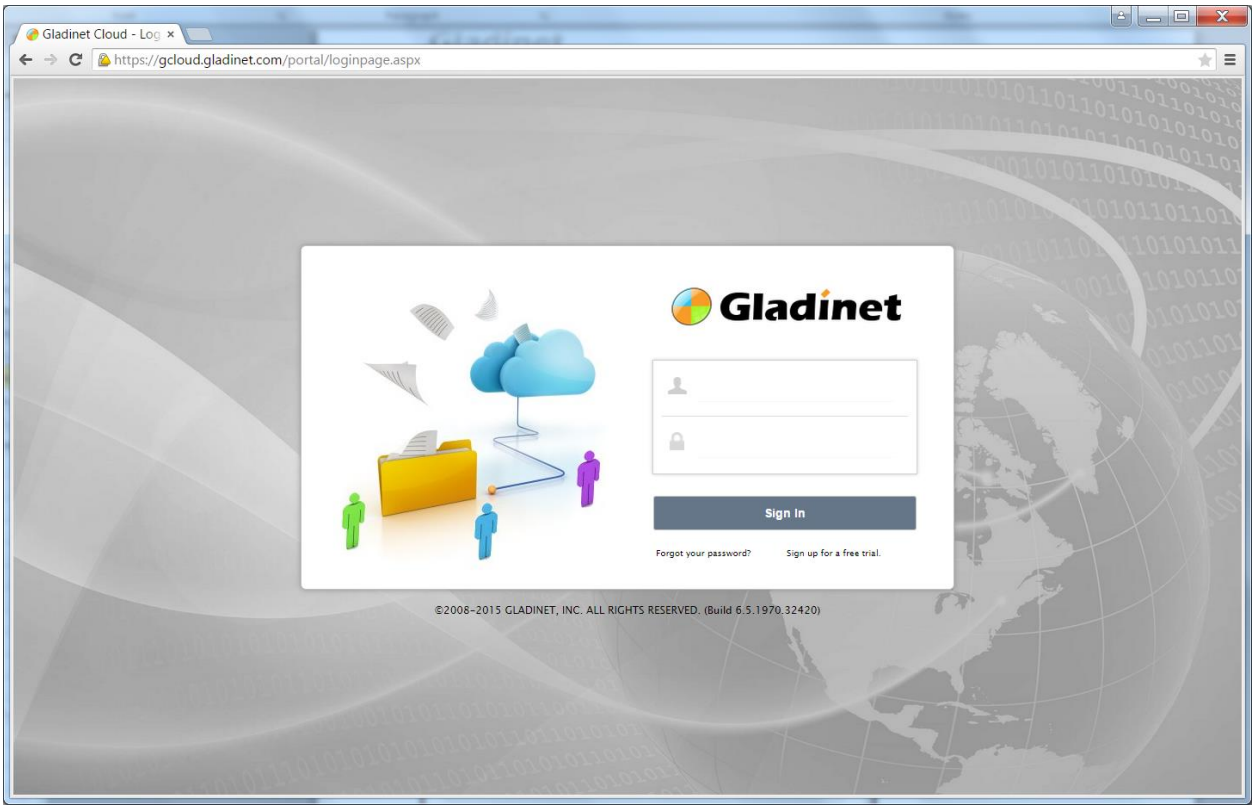
Credit card information is required in order to setup an account in Gladinet:



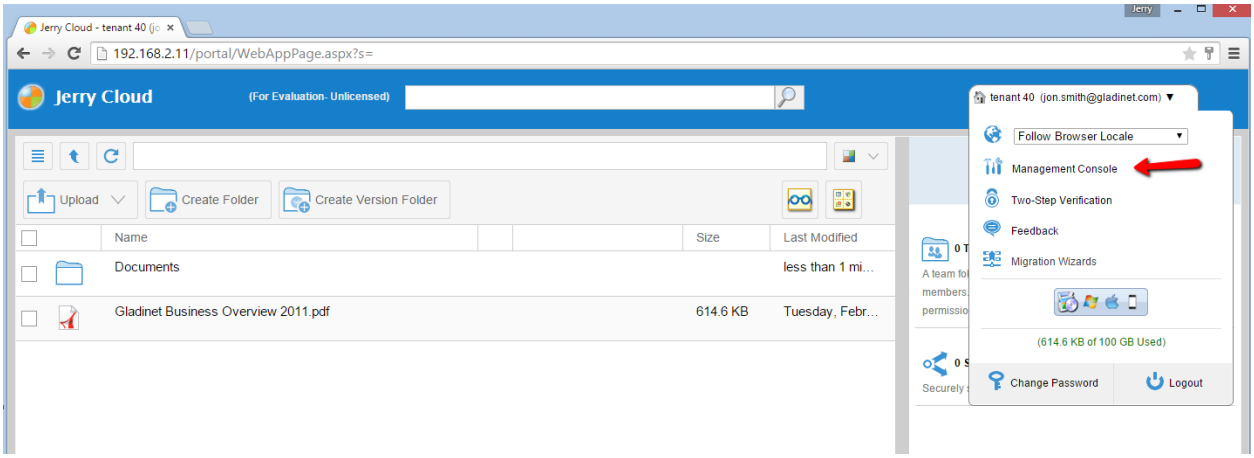
It is important to note that the credentials provided during registration will become the administrative credentials for the account so they will be used to login. When purchasing the Premium edition, these credentials will also be used to license the clients.

ADDING USERS TO A TEAM ACCOUNT

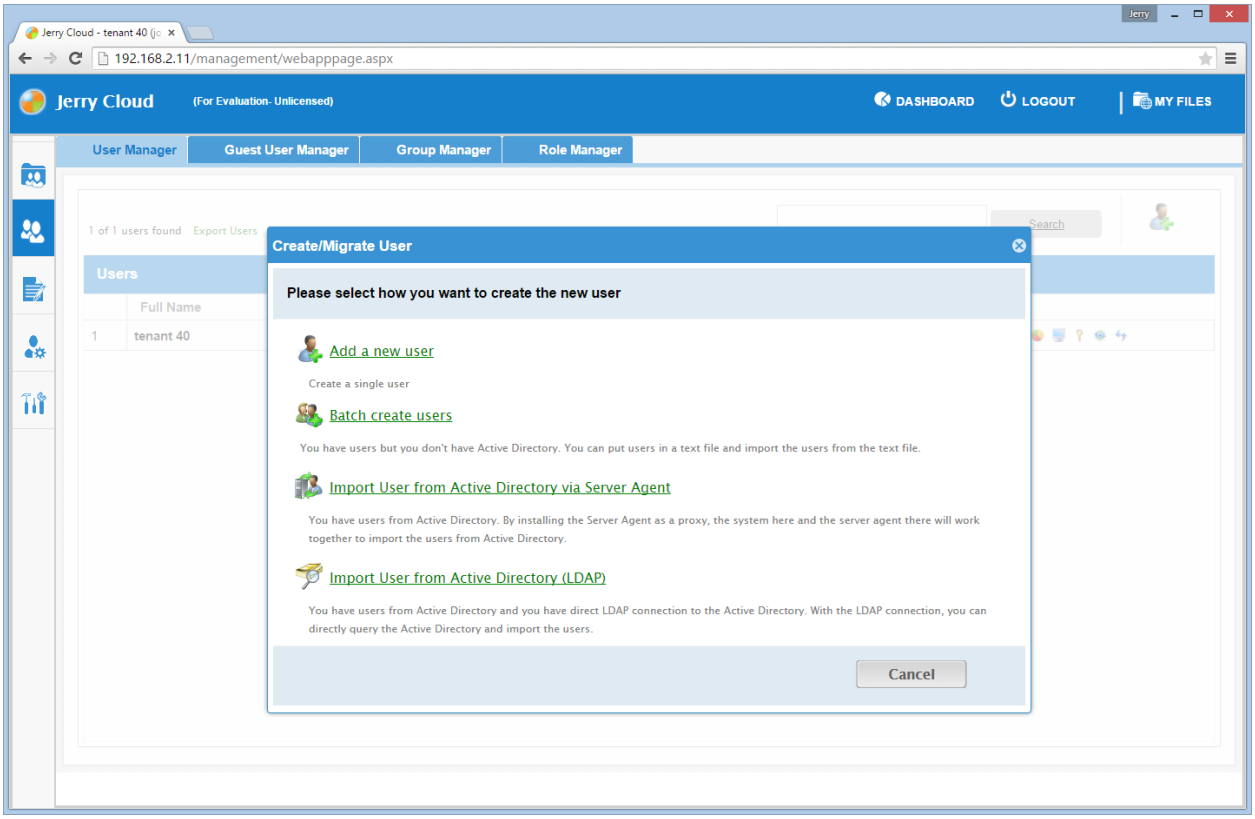
Go the Gladinet home page (or your own Gladinet Cloud Enterprise installation's home page), click the login link and then enter the credentials provided during registration.



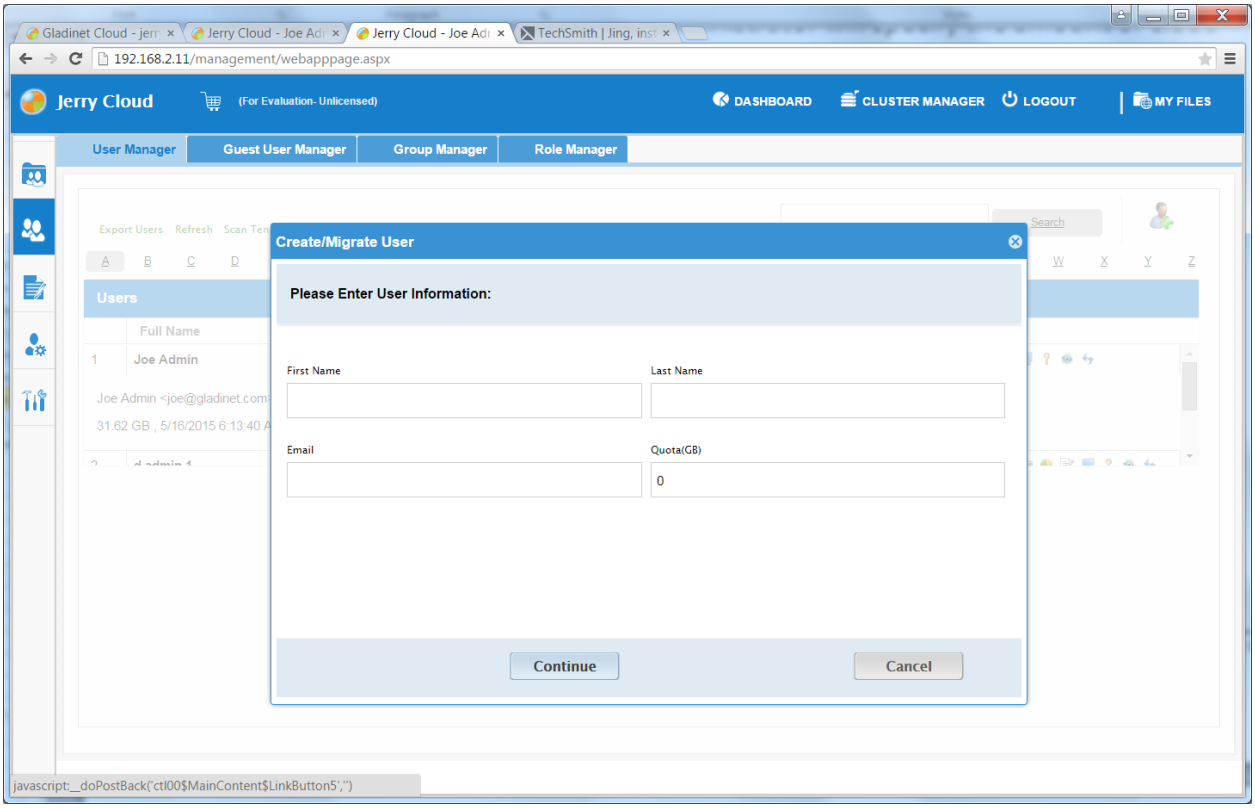
After logging into the portal, select ‘Management Console’ under username on the top right corner of the web portal:



Here you can import users from Active Directory, automatically create users from a CSV file or manually create individual users under User Manager. You can also create delegated administrators under Tenant Administrators. If you create more users than allowed by the plan you signed up for, your user count will be automatically upgraded and your bill will be adjusted in the following month.



When a new user is created, the administrator will specify the amount of cloud storage the new user is allowed to use. The email address will be used to send a welcome email to the new user and will serve as his/her username.



The welcome email invites the new user to download a client and start accessing the storage they have been assigned.

GLADINET CLOUD CLIENTS AND FEATURES

The Gladinet Cloud access platform supports several different clients which allow users to leverage cloud storage in ways that make sense for the client. Supported clients include:

- HTML 5 based Web Portal (Chrome, Firefox, Internet Explorer, Opera, Safari, etc) and older web browsers such as Internet Explorer 8
- Gladinet Cloud Desktop Client for Windows and Mac
- Gladinet Cloud Server Agent for Windows

- Mobile Clients for iOS (iPad and iPhone)
- Mobile Clients for Android phones

USING THE GLADINET CLOUD

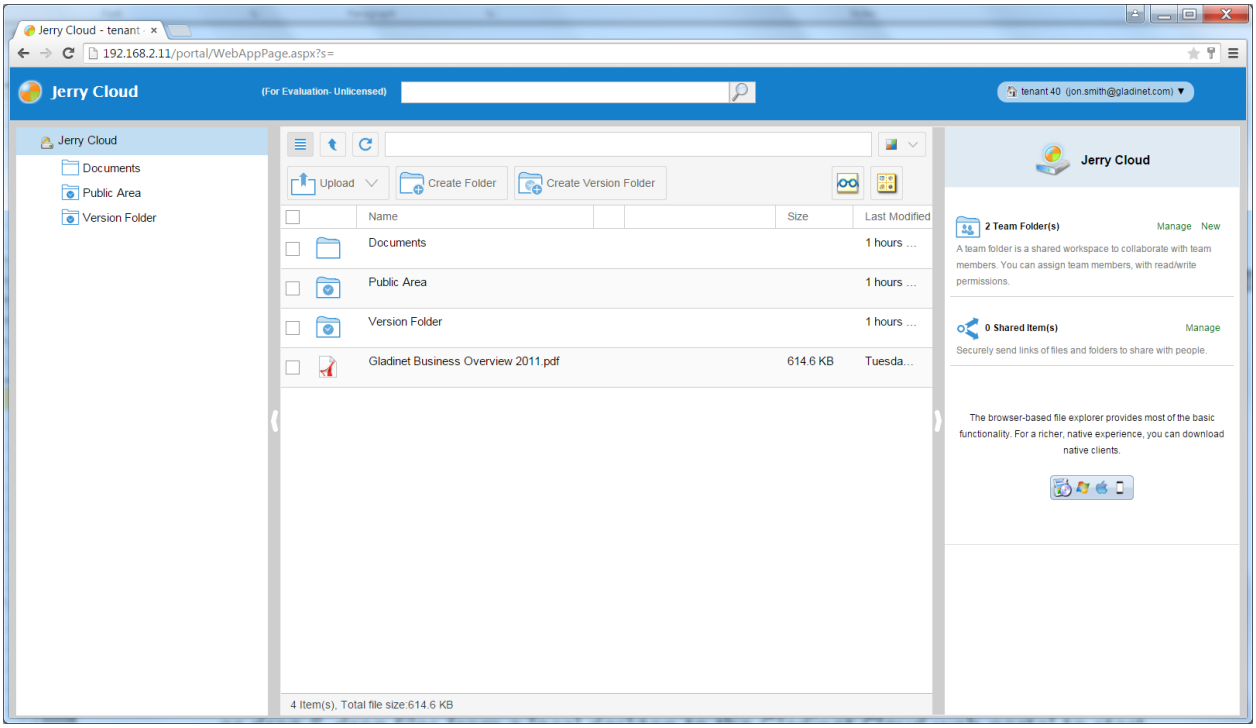
Gladinet Cloud provides unified, managed access to cloud and local storage. Use the Web Portal to centrally manage access to the unified storage. Users can access their storage as a drive with any Gladinet client. The following table introduces some of the terminology you will encounter while using the Gladinet Cloud.

Welcome Tour: A series of brief pages providing an overview of the Gladinet Cloud. Review the tour here.	
My Storage: A user-defined combination of on premise and cloud storage with global, permission-based access for your users.	
My Users: Users globally access unified storage in the Gladinet Cloud. Each user is also assigned some private space based on the quotas set by their administrator.	
My Team Folders: Shared workspaces in on premise or cloud folders that will appear in the Gladinet drive of authorized users.	

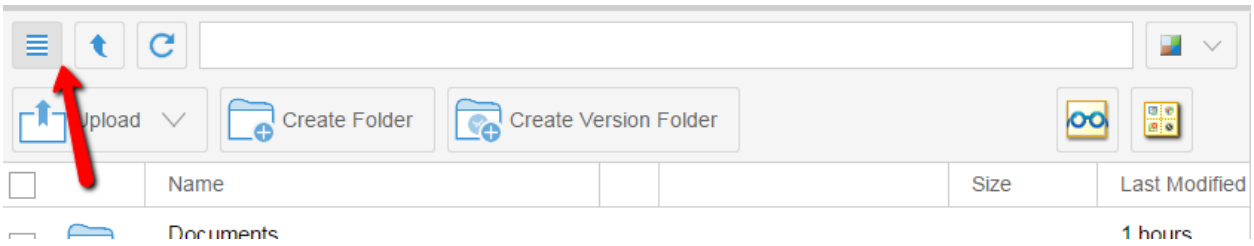
My PC Folders: You can attach local folders from your PCs to the Gladinet Cloud and access them anywhere from a web browser. You can also publish and share the folders with your team members.	
Files Shared with Me: This folder will contain files that have been shared with you.	
Version Team Folder: These kinds of folders will have change logs for the files inside the folder. It will keep version histories of the files.	
Attached Public Cloud Storage: If you have cloud storage accounts with other public cloud storage services such as Amazon S3, Rackspace, Google and more, you can attach them and use Gladinet cloud for centrally aggregated access to all of them.	
Global Access: Shared workspaces are accessible anywhere using Gladinet Cloud Desktop - Team Edition or the web portal. There is also expanding support for mobile device access through Gladinet agents for the iPad, iPhone, Android and more.	

THE WEB CLIENT

The web client has three panels from left to right, the left tree panel, the middle file and folder panel, and the right information panel. Many of the management functionality are done over the web portal. The web client also has the files and folder's view.



Switch between 3-panel view and 2-panel view. Most of the time, the left panel tree view is not necessary. The tree panel toggle button can be used to toggle the left panel.

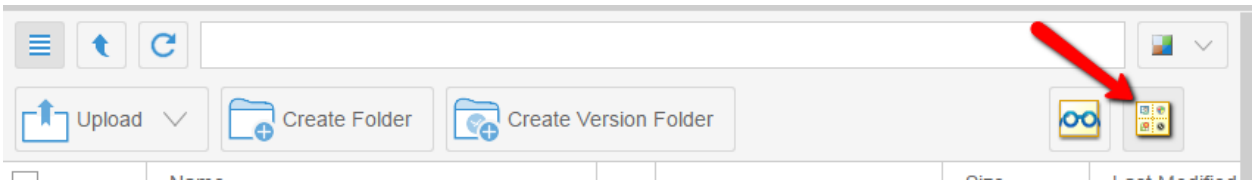


DIFFERENT FOLDER LEGENDS

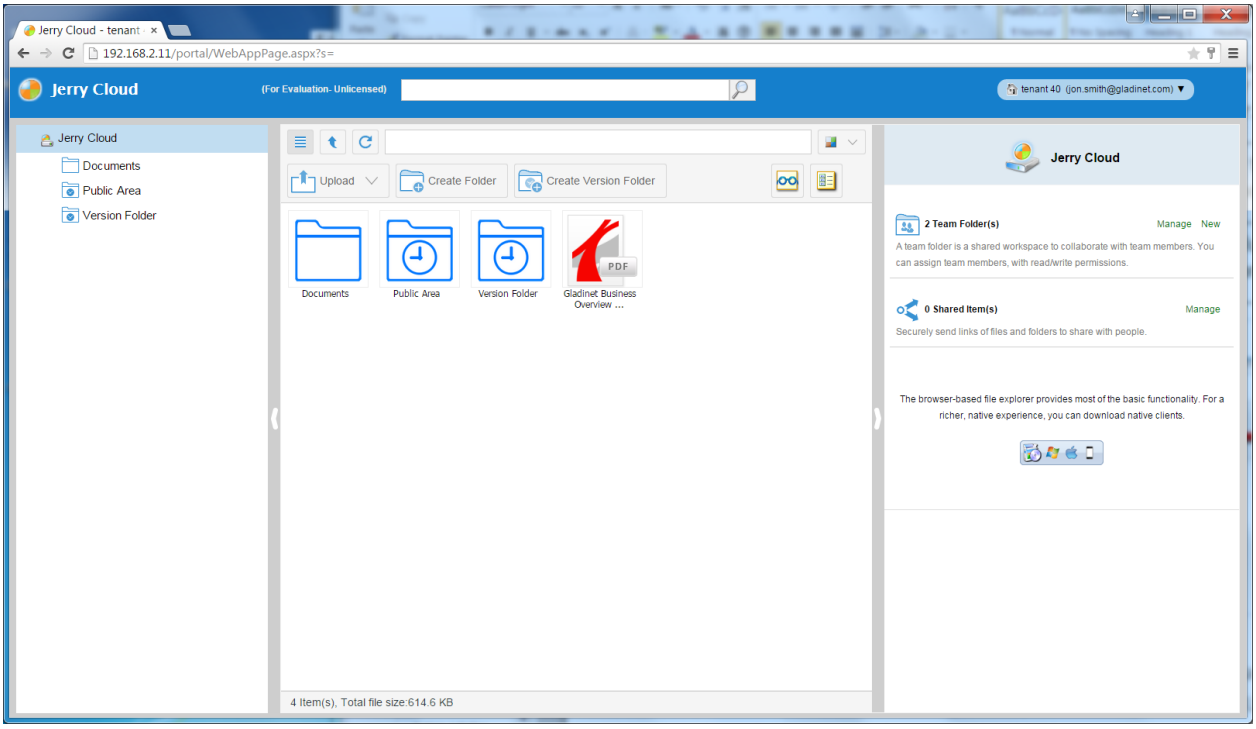
Icon	Folder Description
	This is a cloud folder. If you attach additional cloud storage from Amazon S3 or OpenStack in your top folder level, you will see this folder icon for the folders.

Icon	Folder Description
	This is a normal folder
	This is attached local folder. From local PC, a local folder can be attached to cloud storage. The folder and the cloud storage will maintain two-way synchronization.
	This is team folder. The administrator can publish a folder to be a team folder for the users in the same tenant scope.
	This is Shared Folder from other users. Typically this folder will show up under the “Files Shared With Me” folder.
	This is the “Files Shared With Me” Folder. Under this folder, it contains all the files and folders shared from other users.
	This is version folder. Files under this folder, including files under the sub-folders of this folder are all under version control.

SWITCH BETWEEN ICONVIEW AND LISTVIEW

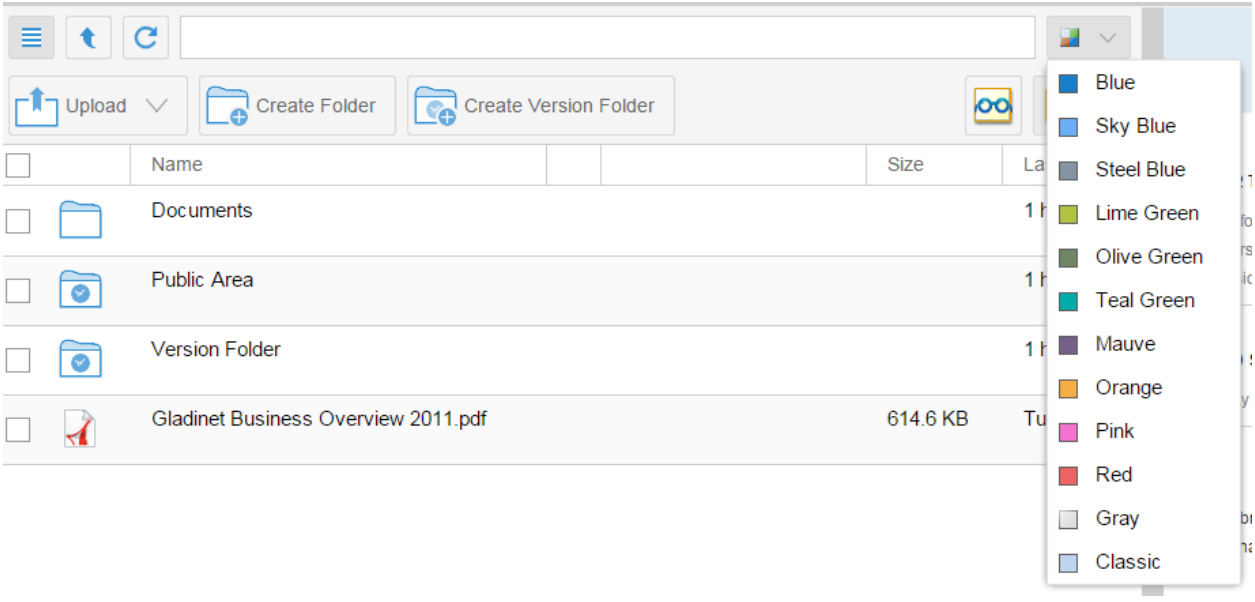


When switched into icon view. The middle panel looks like icon list.



COLOR THEMES

There are 12 pre-defined Color Themes.



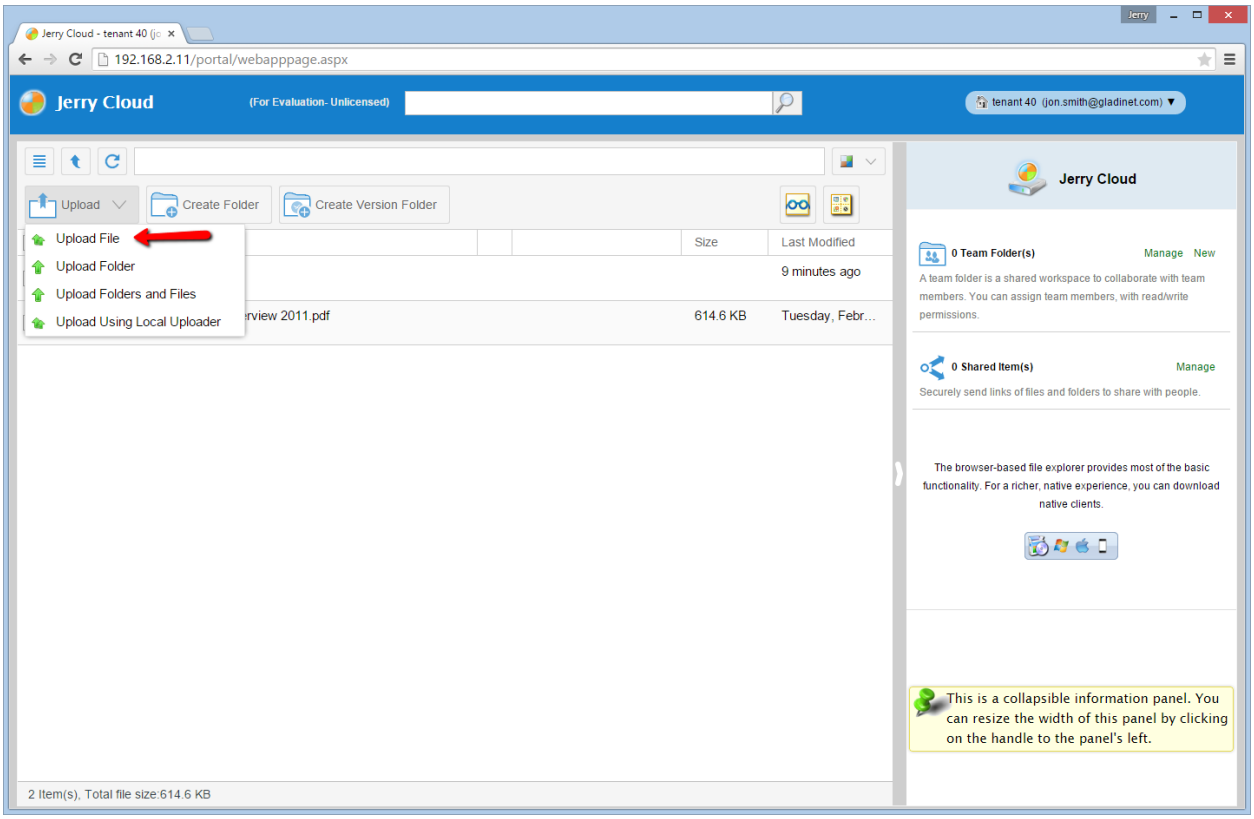
UPLOADING FILES

In Gladinet Cloud, you have different options to upload files and folders. You can upload one file at a time using the 'Upload File' option under Upload. You can also

upload folders using the 'Upload Folder' option under Upload. Last but not least you can also use 'Upload Folders and Files' to upload multiple files simultaneously, or drag & drop files from a local desktop to the Gladinet Cloud web portal to start the upload.

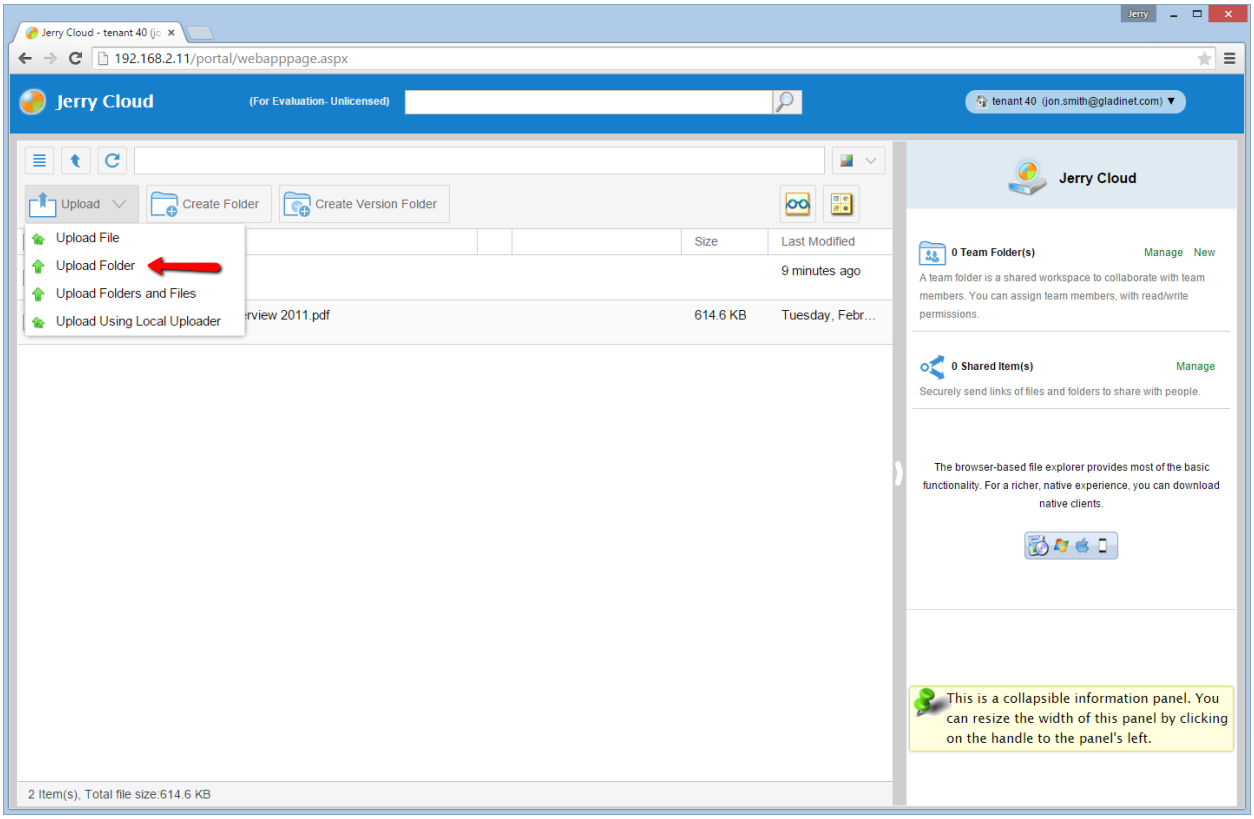
UPLOAD FILE

The Upload File can upload one file at a time. This is supported on all browsers.

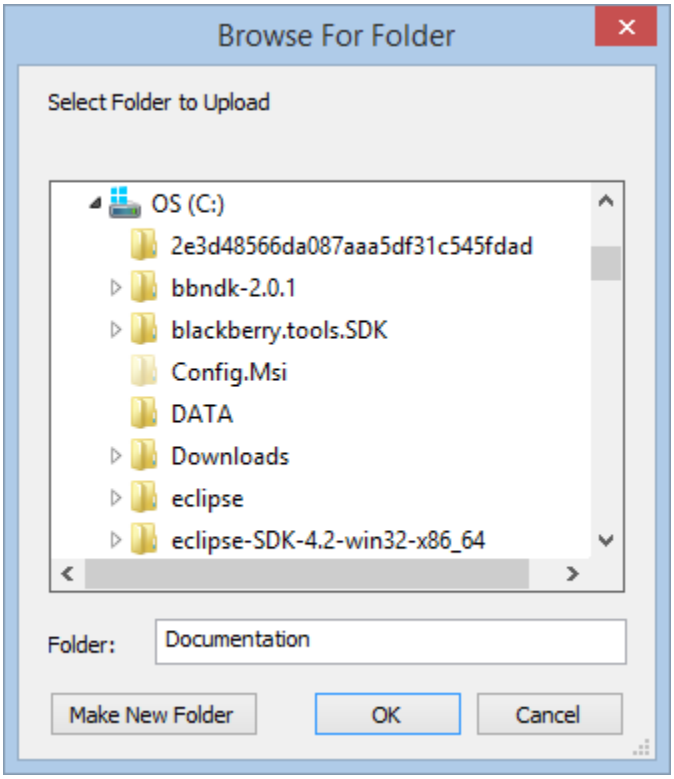


UPLOAD FOLDER

The 'Upload Folder' option allows you to upload folders into the Gladinet Cloud:

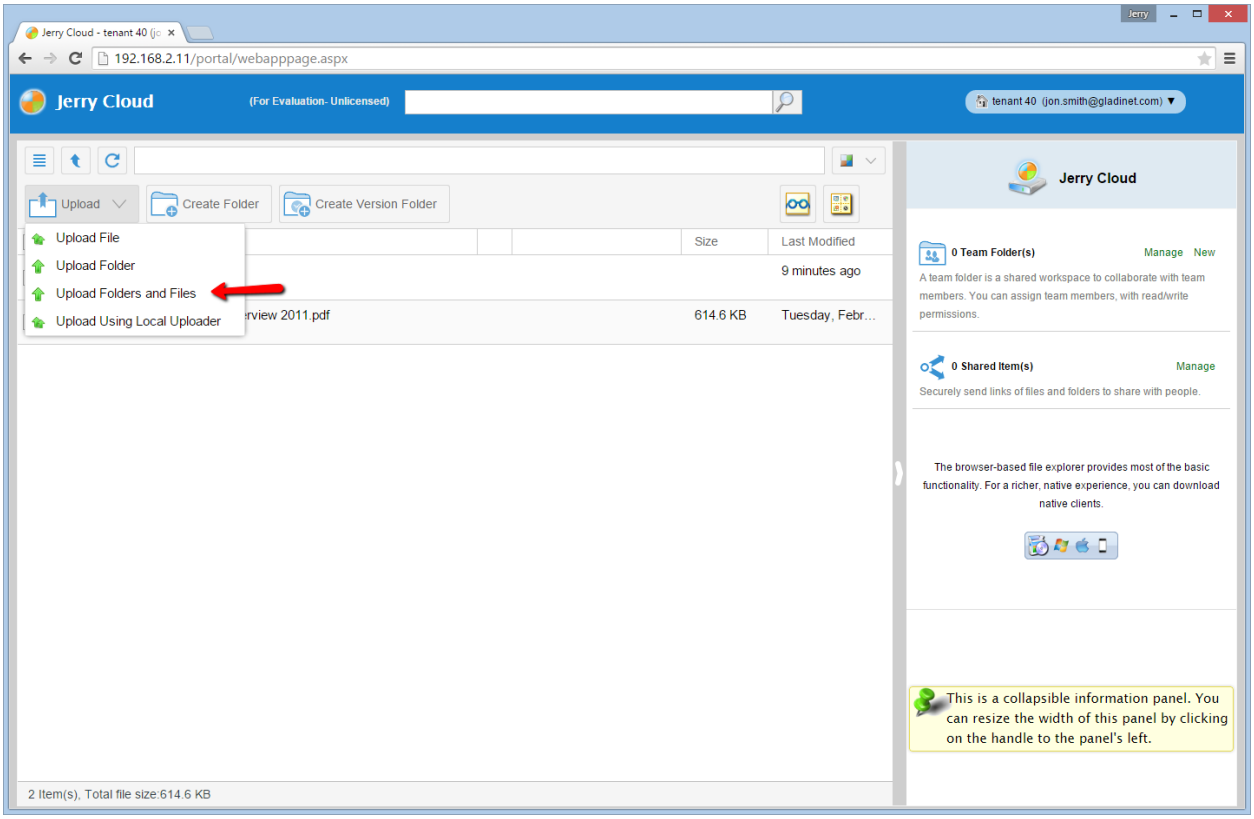


Browse to the folder you want to upload

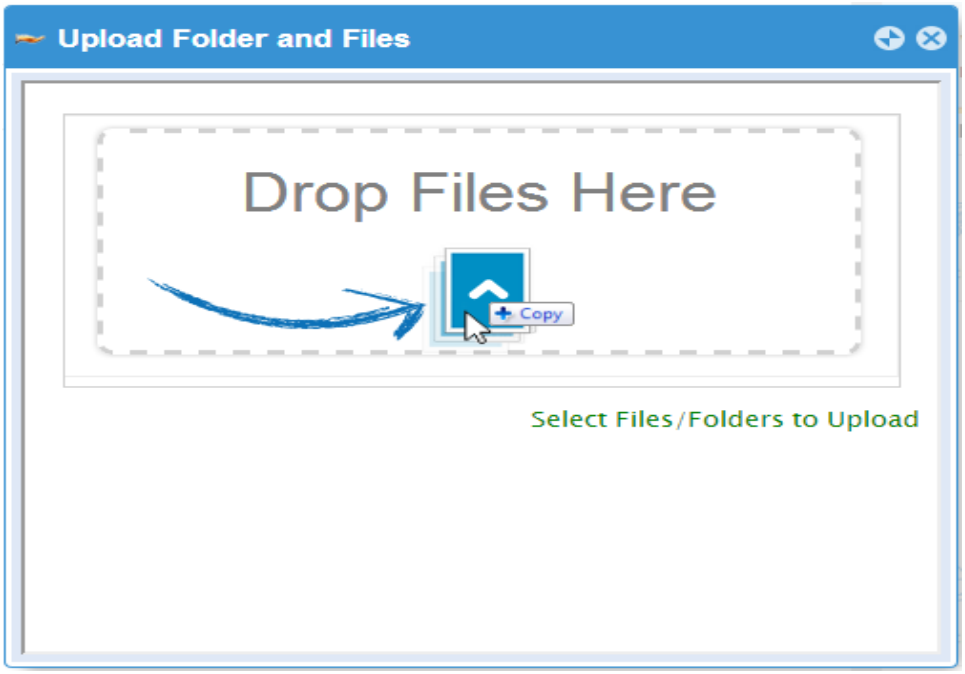


UPLOAD FOLDERS AND FILES

The 'Upload Folders and Files' supports the simultaneous upload of multiple files and folders. It requires that Java be installed on the local computer and the Java plugin for the web browser is enabled.



Select Files/Folders to upload below

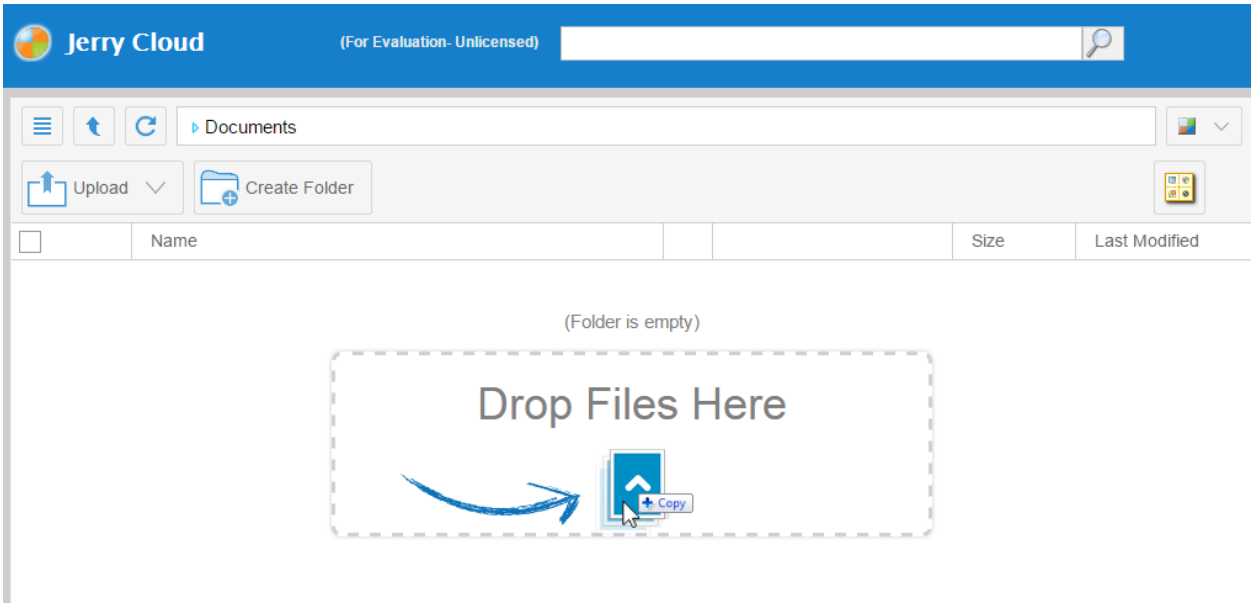


UPLOAD USING LOCAL UPLOADER

(This is Windows only feature) When uploading big files and big folders, the "upload using local uploader" may be the best option for web browser based upload. It will download a thin local uploader binary first and then the local uploader will do the upload. The local uploader has retry and other reliability measures so to make sure the upload is successful. Basically it use web browser to download an executable, and the executable does the rest of the uploading work.

DRAG AND DROP UPLOADS

Latest web browsers that support HTML5 drag and drop upload will see "Drop Files Here" in an empty folder. These web browsers allow you to drag & drop multiple files directly to the Gladinet Cloud. In latest Google Chrome, Drag and drop folder is also supported while the other HTML5 based web browser support drag and drop multiple files.



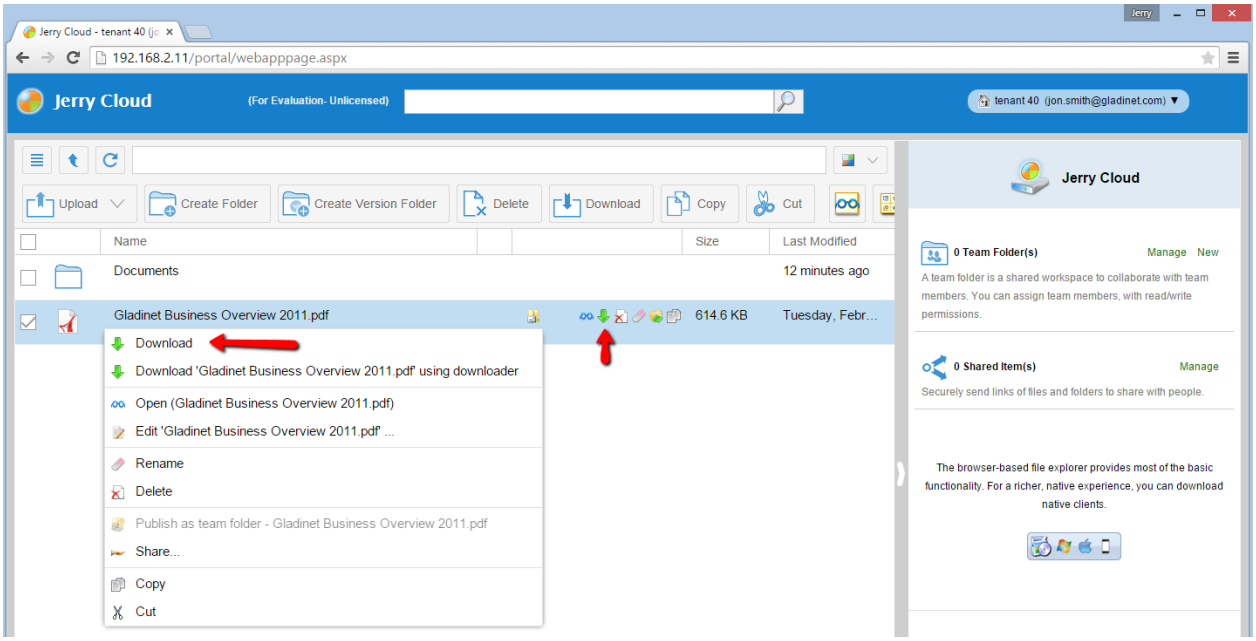
DOWNLOADING FILES

There are several ways to download files in Gladinet Cloud:

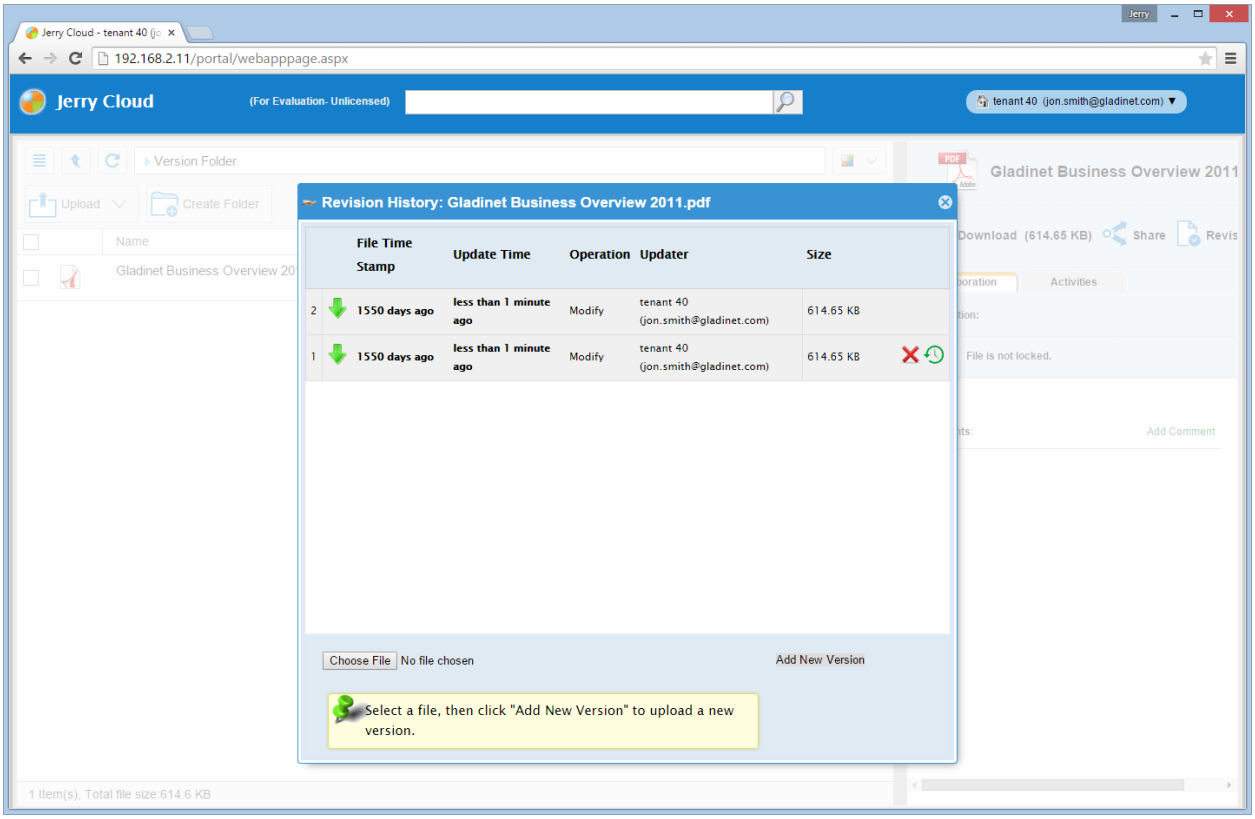
1. You can double click the file to download it.

2. You can also select the file and click the download icon in its row, right click the file and select the download icon from the context menu.

3. You can also client the “Download” link on the right panel, when the file is selected.

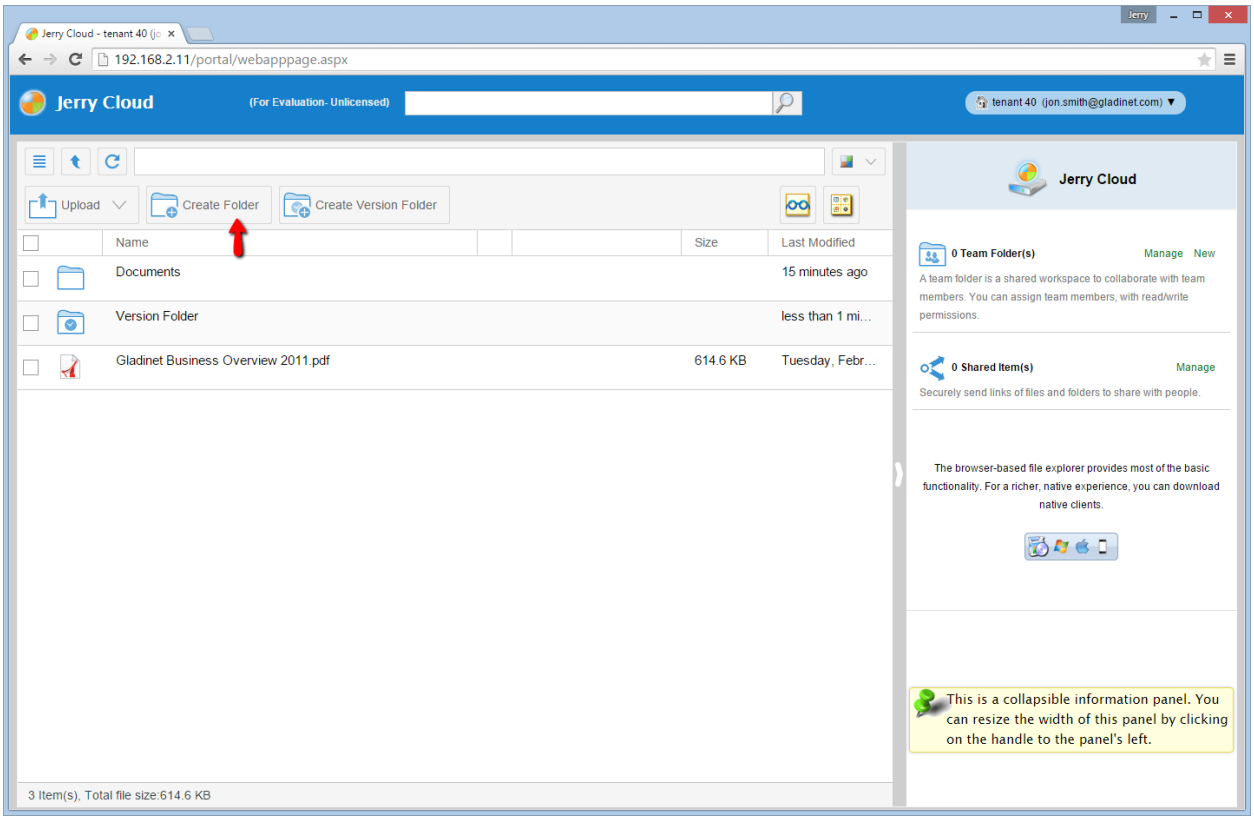


4. If the file is in a versioned folder, the revisions option is shown here. It enables you to view all revisions for the file or download any previous version of the file.



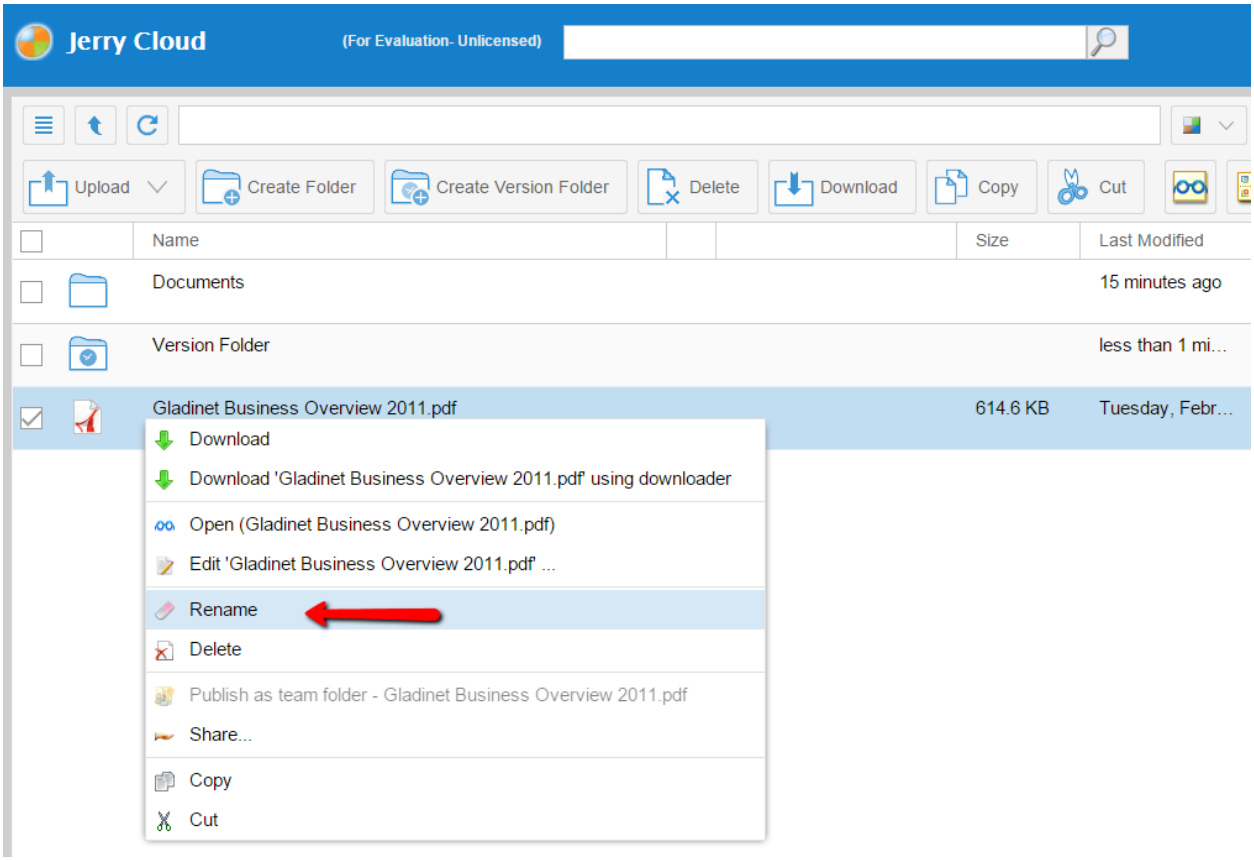
CREATING FOLDERS

To create a folder, go to the parent folder and click ‘Create Folder’ on the top menu



RENAMING/DELETING FOLDERS

Rename and deletion can be achieved via the icons on the row of the file/folder or via the right click context menu.

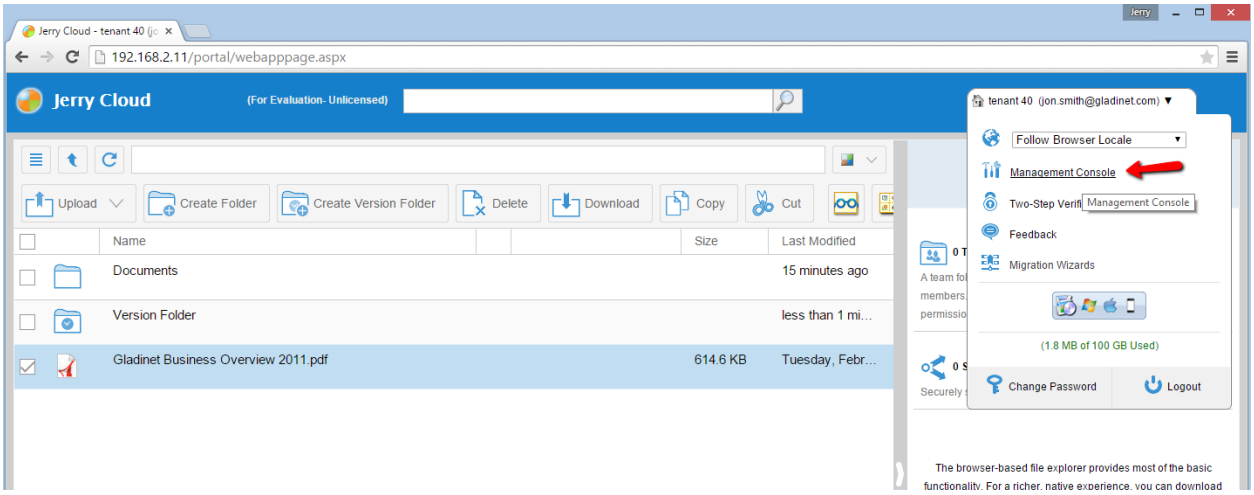


USER MANAGEMENT

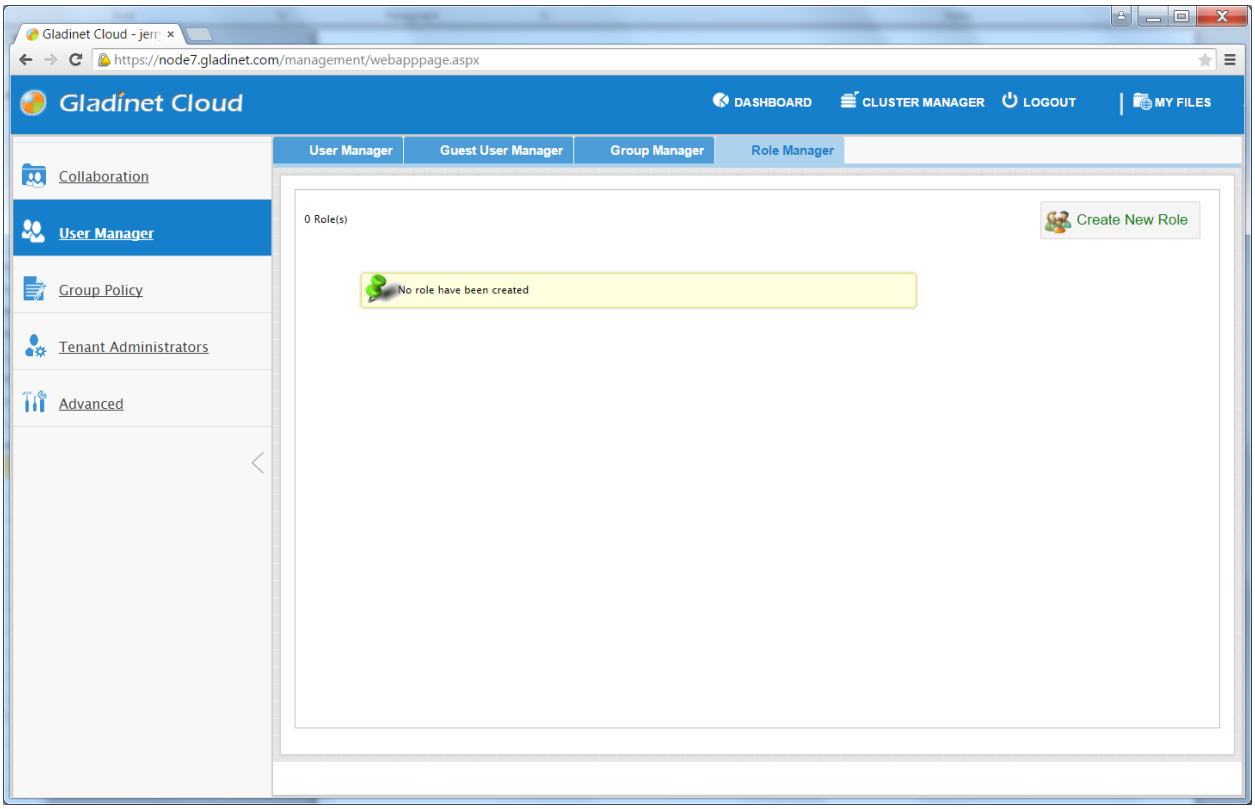
ADDING USERS

After signup, the administrator will get a login to the Gladinet Cloud. To setup a team environment, the administrator needs to add team users. Only the administrator or delegated administrators or users that has user manager role assigned can add users.

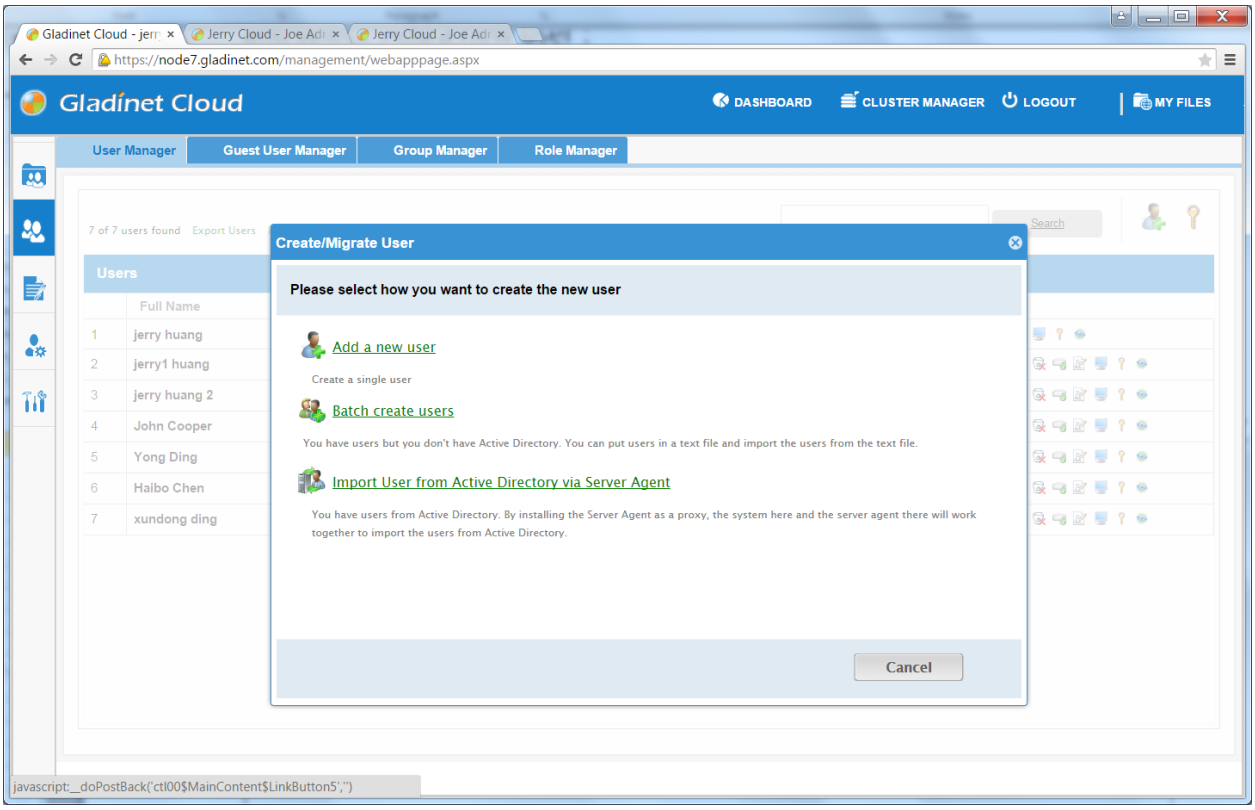
To manage users, go to 'Management Console' under user on the top right:



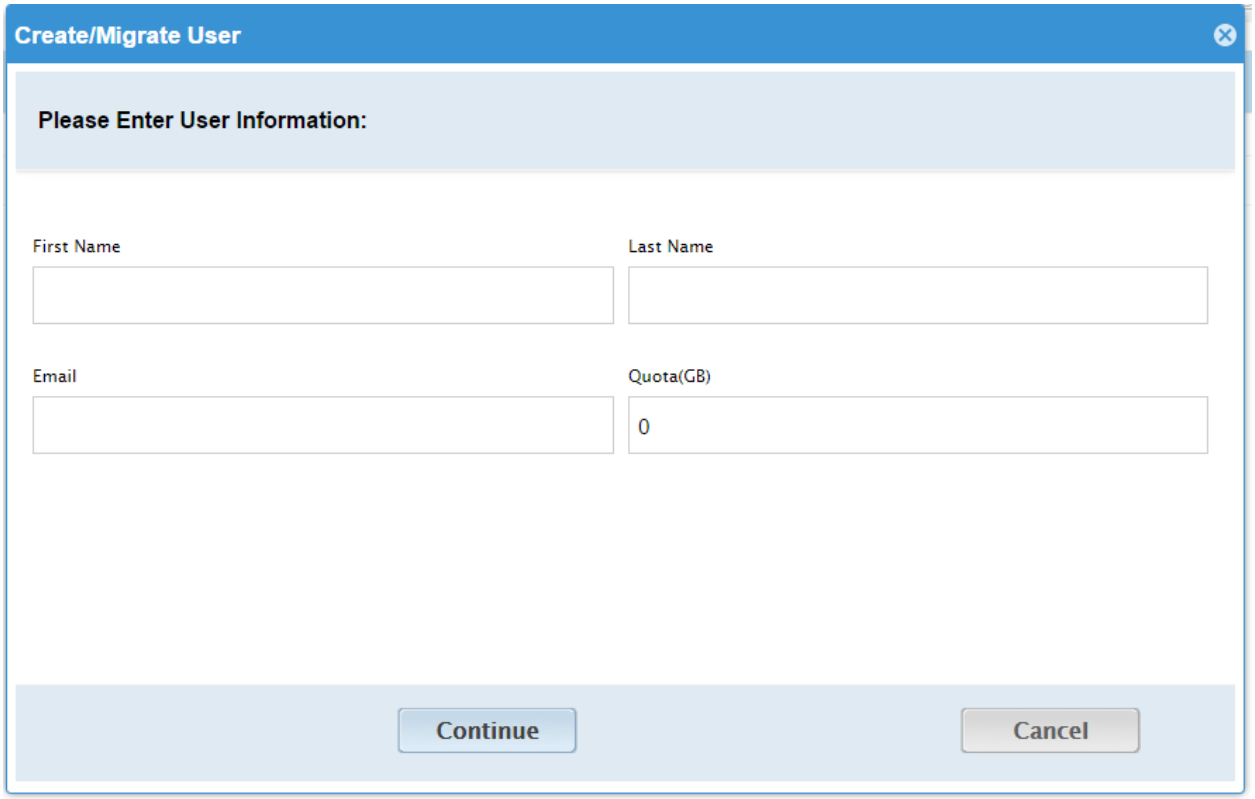
In the ‘Management Console’, click ‘User Manager’:



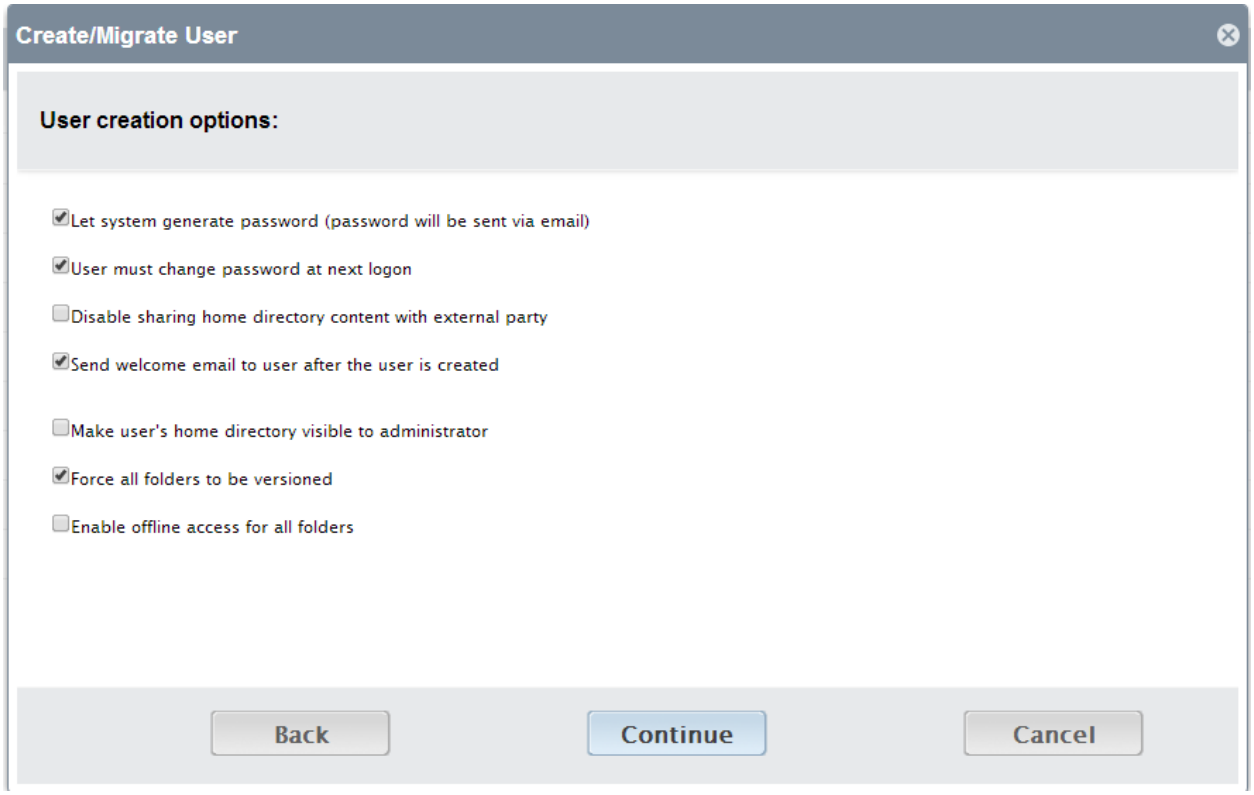
In ‘User Manager’ window, click the ‘Create or Migrate User’ icon on the top right and select ‘Add a new user’:



Type in the user’s first name, last name, email address and the quota for the user in Gladinet Cloud.

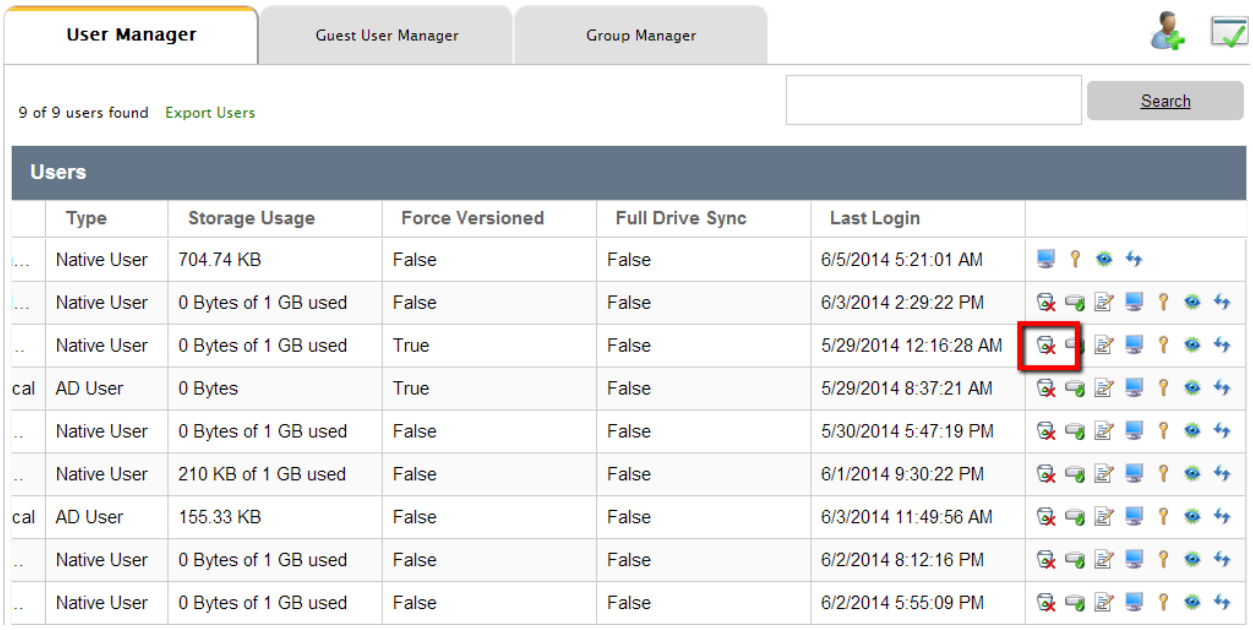


Here the administrator can choose whether to allow team-users to share their own folder with the public. Once the box is checked, the team-users created cannot share his/her own web folders anymore.


Create/Migrate User
User creation options:
Let system generate password (password will be sent via email)
User must change password at next logon
Disable sharing home directory content with external party
Send welcome email to user after the user is created
Make user's home directory visible to administrator
Force all folders to be versioned
Enable offline access for all folders
Back
Continue
Cancel

DELETING USERS

When a user leaves the team, administrators can delete the user's login. Just click the Delete icon in 'User Manager' window.

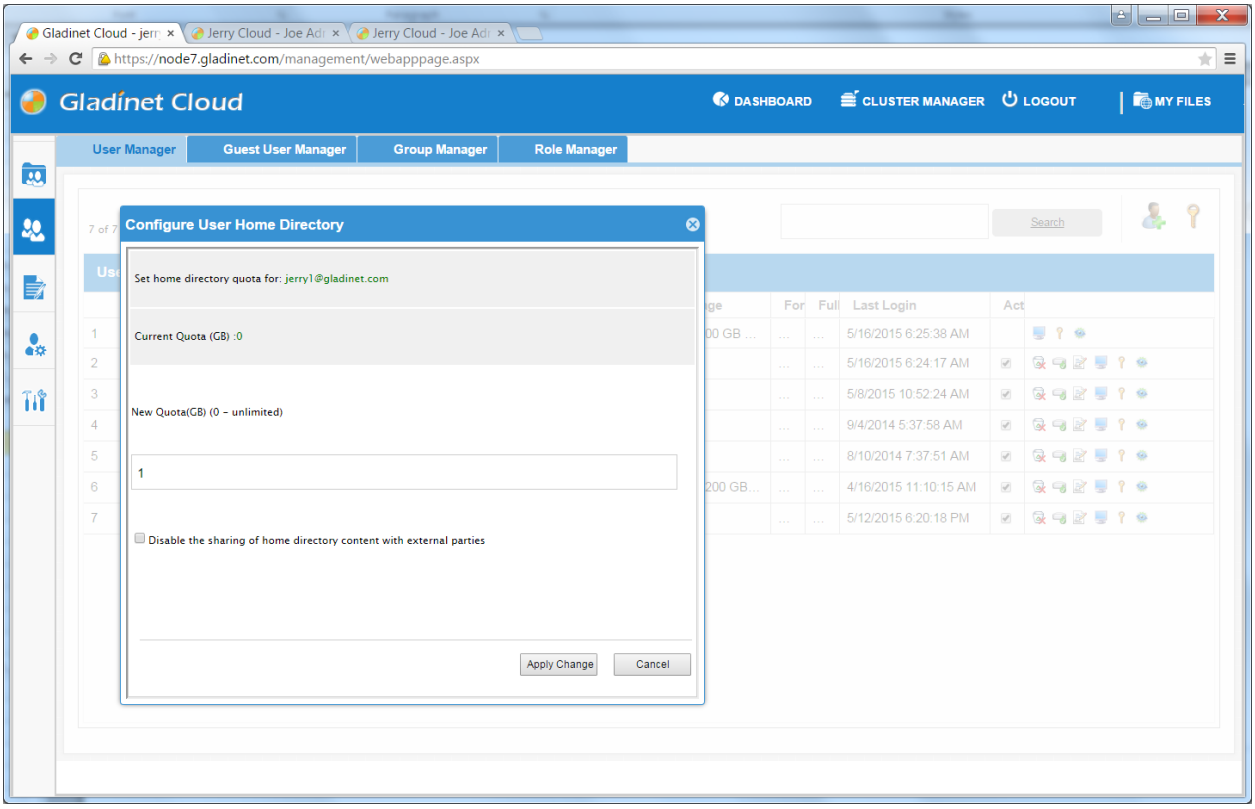


MANAGING USER QUOTAS

Administrators can assign a quota to each user. A user will not be allowed to upload files to Gladinet Cloud once their quota has been reached.

If the quota is 0 for the user, there is no limit on how much storage the user can use.

Click the 'Management Console' and select 'User Manager'. Click the 'Set Quota' icon on the row of the user you want to change. This will open the 'Configure User Home Directory' window where you can set user quota.

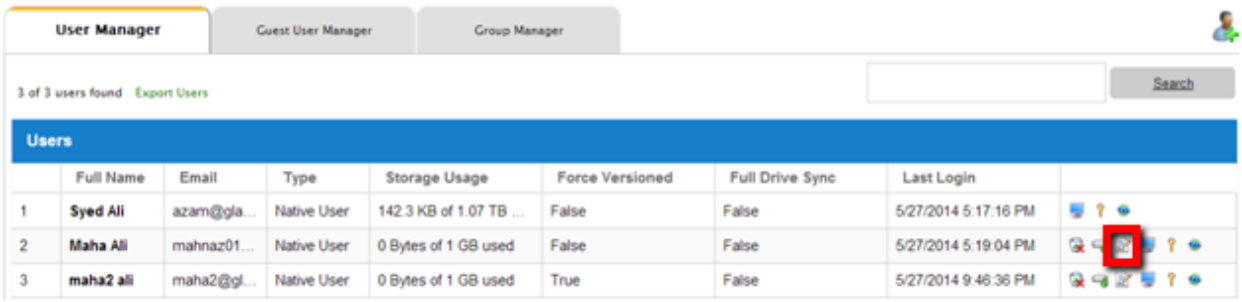


MANAGING USER CREDENTIALS

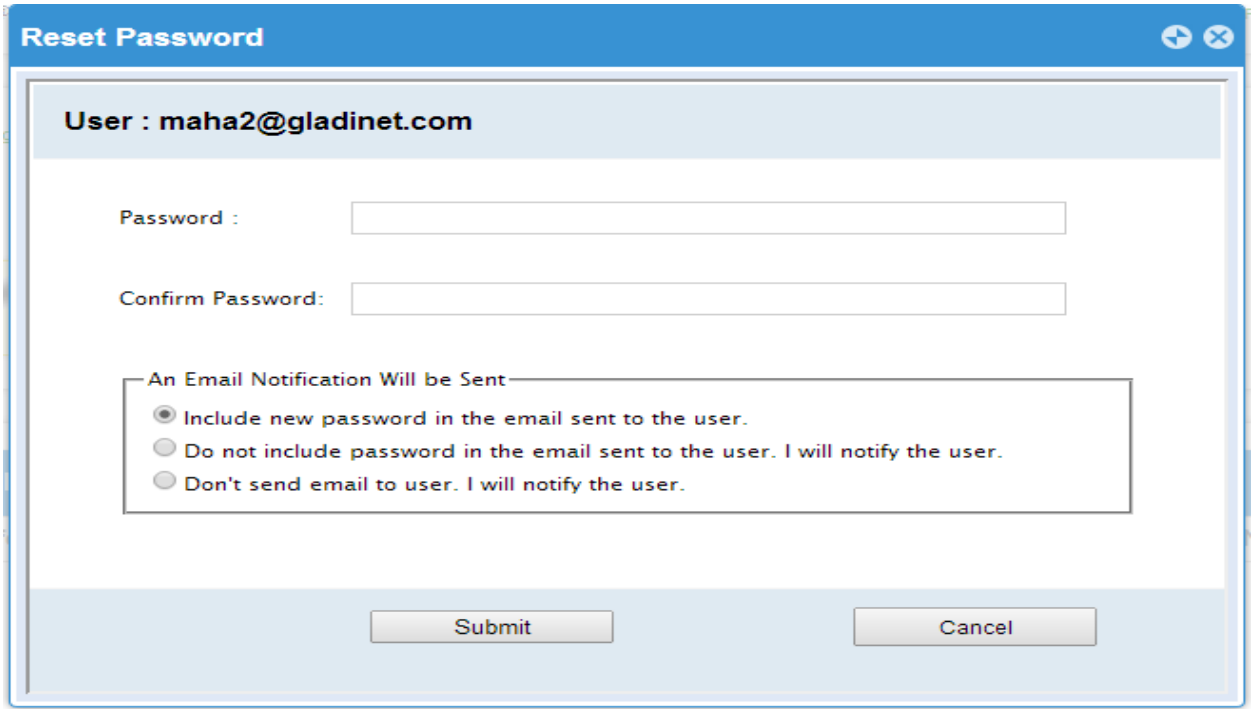
Admins can change user passwords and login emails, if needed.

Click ‘Management Console’ and select ‘User Manager’.

Click the Edit icon in the user row.



After changing the login password, an email will be sent to notify the user of the change. Admins can choose to include the new password in the email, or exclude the new password from the email. If the password is not included, the admin will need to convey the new password to the user in some other way.



When either the email or password is changed, please update the corresponding login credentials in Gladinet Cloud Desktop or Cloud Server.

CHANGING THE DEFAULT QUOTA FOR NEW USERS

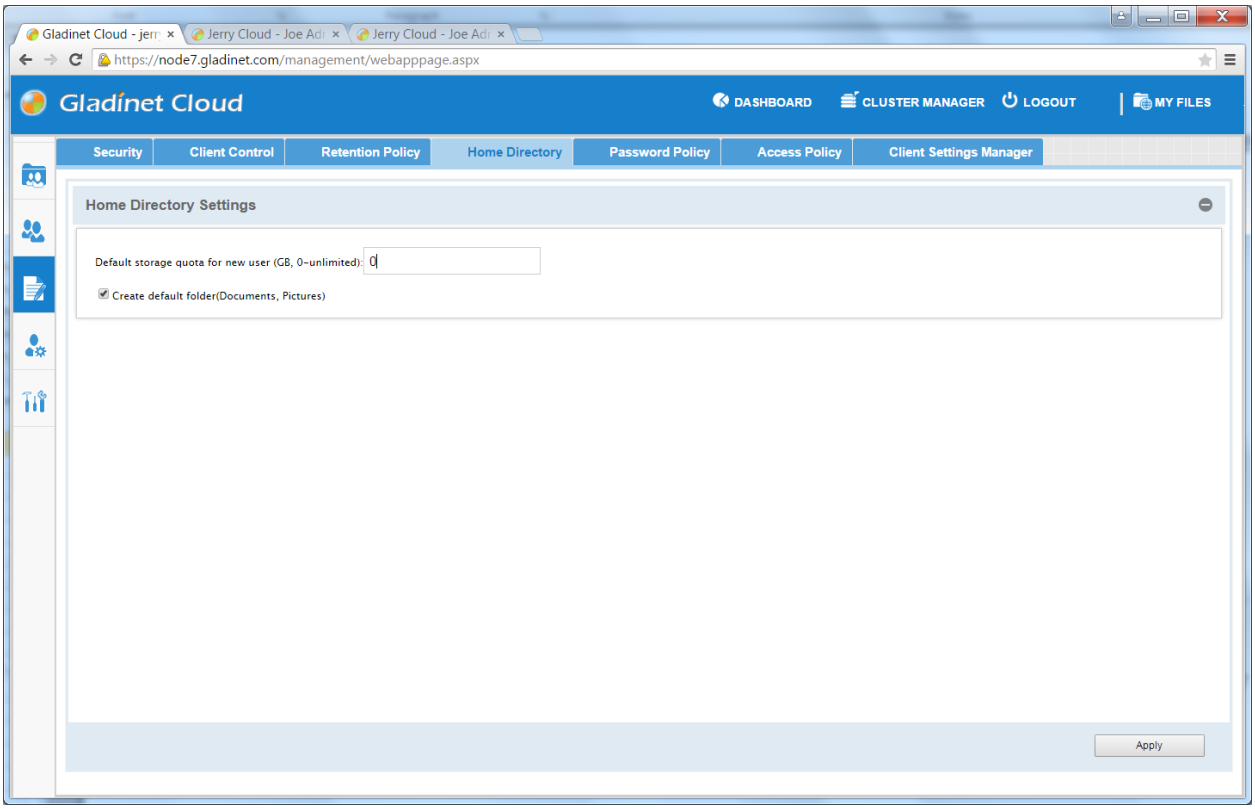
When creating a new user, admins can define how much storage the user is allowed to consume.

By default, this quota is 0, meaning the user can use as much space as possible. During the user creation process for each user, admins can change their assigned quota

The default value can also be changed, so that there is no need to change the quota for every user created.

In ‘Management Console’, select ‘Group Policy’ and select ‘Home Directory’ in the central pane.

In the ‘Home Directory’, change the default storage quota.



IMPORTING ACTIVE DIRECTORY USERS

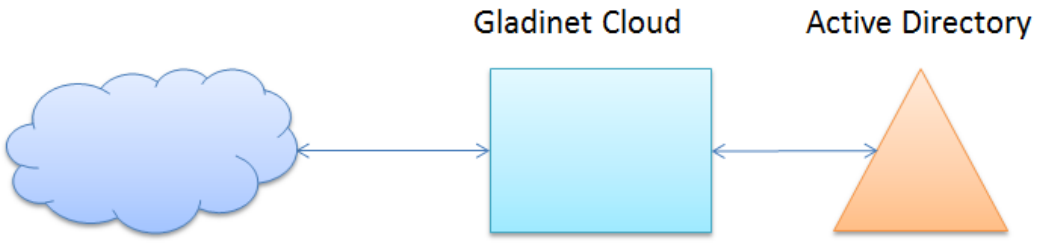
Gladinet Cloud supports Active Directory. Administrator can load Active Directory users into the Gladinet Cloud directly.

There are two ways to import Active Directory users. For Gladinet Cloud Enterprise, additionally, it allows direct LDAP connection and thus allows direct LDAP import of users.

When to use Server Agent

If the Active Directory is away from the Gladinet Cloud, such as in your own building, instead of in the same data center as the Gladinet Cloud Enterprise servers (or away from Gladinet Cloud), the Gladinet Cloud Server Agent is required to proxy over the Active Directory connections.

In the case that Gladinet Cloud Server Agent is required, Gladinet Cloud Server Agent must be installed on a machine in the Active Directory domain, which can access the domain information and Cloud Server must be configured with the Gladinet Cloud administrator's account.



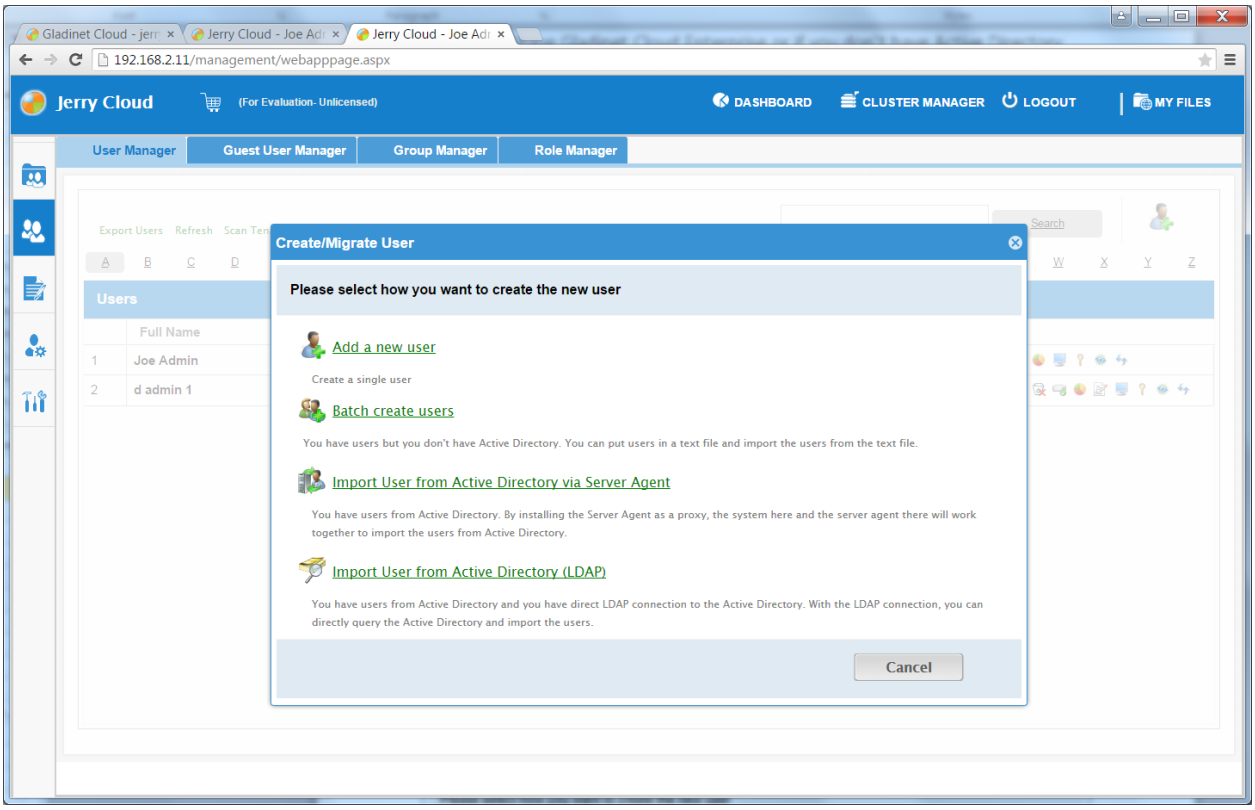
When to use LDAP

If the Active Directory is in the same Local Area Network as the Gladinet Cloud Enterprise instances, direct LDAP connection can be used.

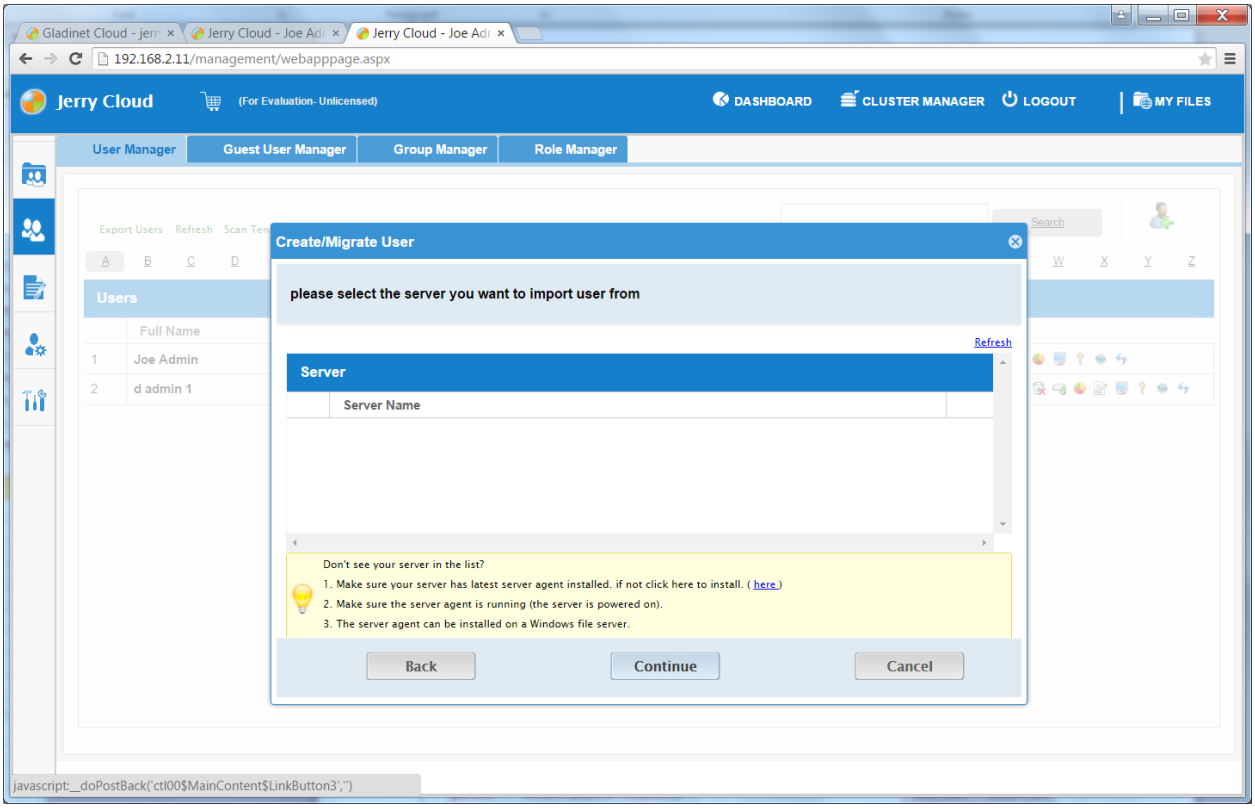
In 'Management Console', select 'User Manager', click 'Create or Migrate User', and then select the 'Import User from Active Directory via Server Agent' or 'Import User from Active Directory (LDAP)'

If you don't have Gladinet Cloud Enterprise or if you don't have Active Directory configuration set, you will not see the "Import User from Active Directory (LDAP)" entry.

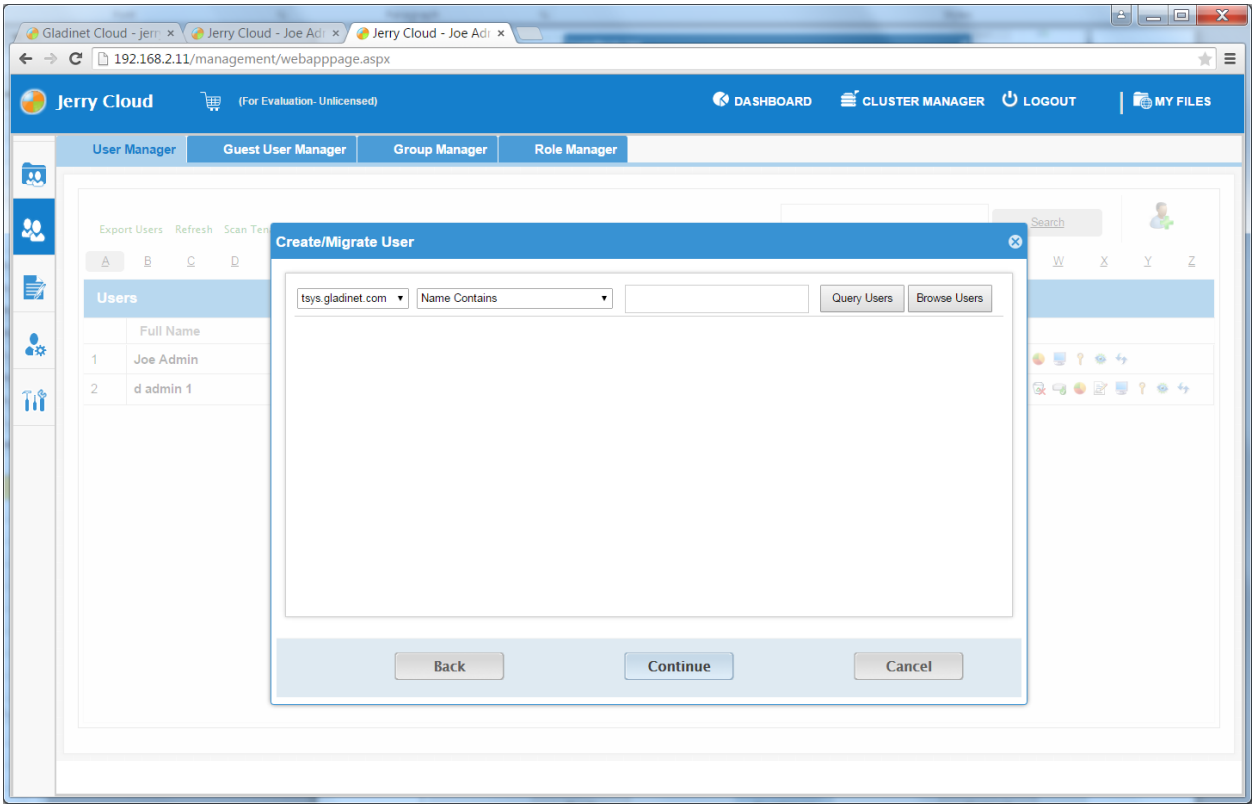
Most of the time, you will have one way or the other, meaning either you have Active Directory connection from LDAP (which is in the same local area network as the Gladinet Cloud Enterprise) or from remote Gladinet Cloud Server Agent proxy Active Directory connection.



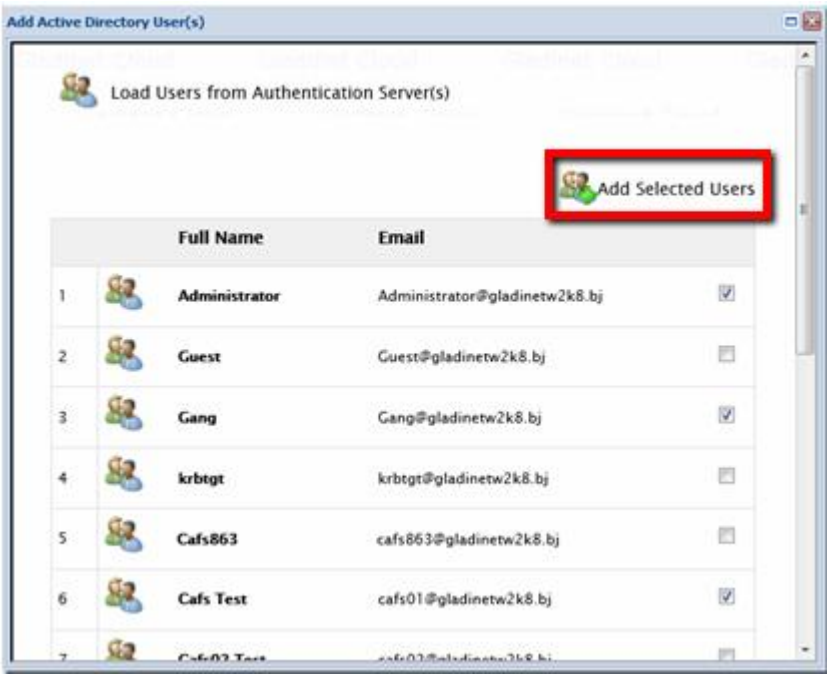
When you import users from server agent, Click ‘Load Users from Authentication Server(s)’ once you have selected your server(s)



Or select the users from Active Directory using LDAP below

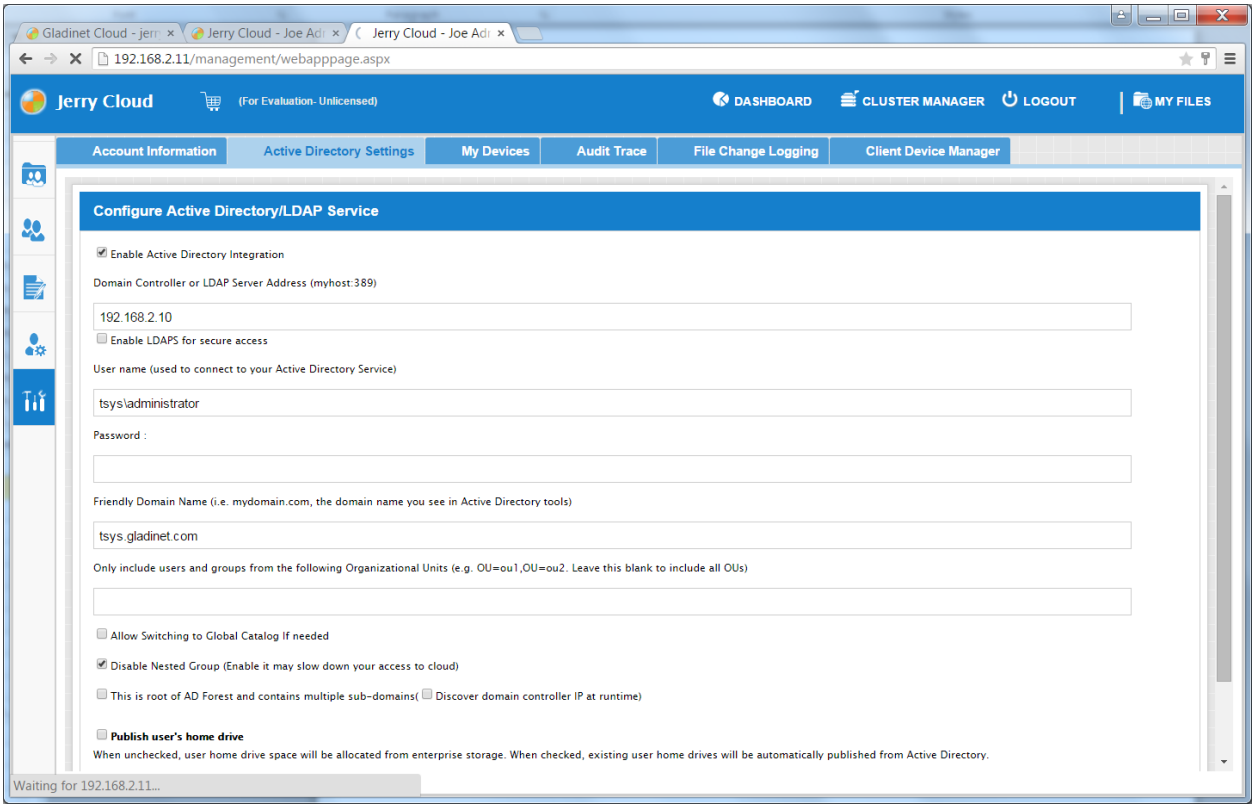


If a cloud server that has been configured with the administrative account is active, it will list all the domain users. Select the users and click ‘Add Selected users’.



The selected users will be imported to Gladinet Cloud. Their login will be the email setup in the domain and their password is the same as the domain password. The user can now seamlessly login to the Gladinet Cloud.

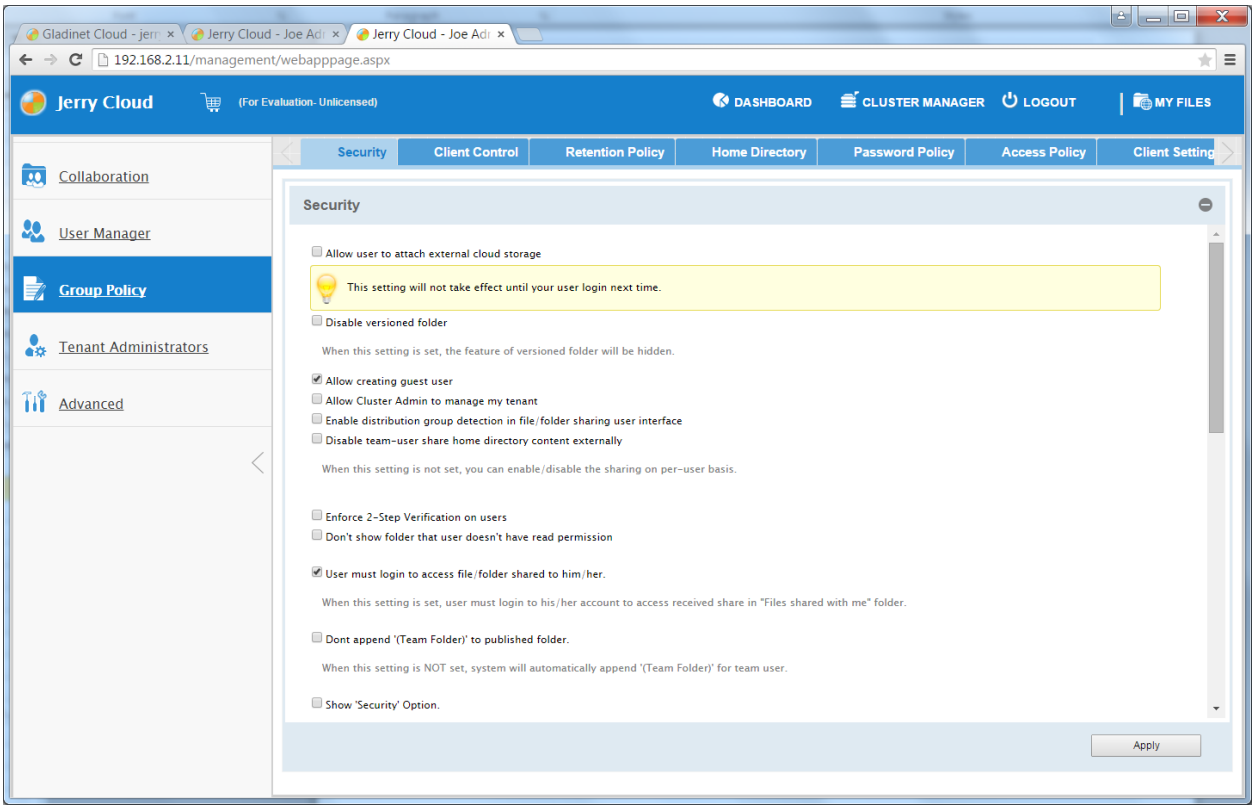
Another option is to import active directory users using LDAP directly. In order to have the import active directory users option, the Active Directory configuration needs to be set first. (Management Console->Advanced->Active Directory)



DEFINING GROUP POLICIES

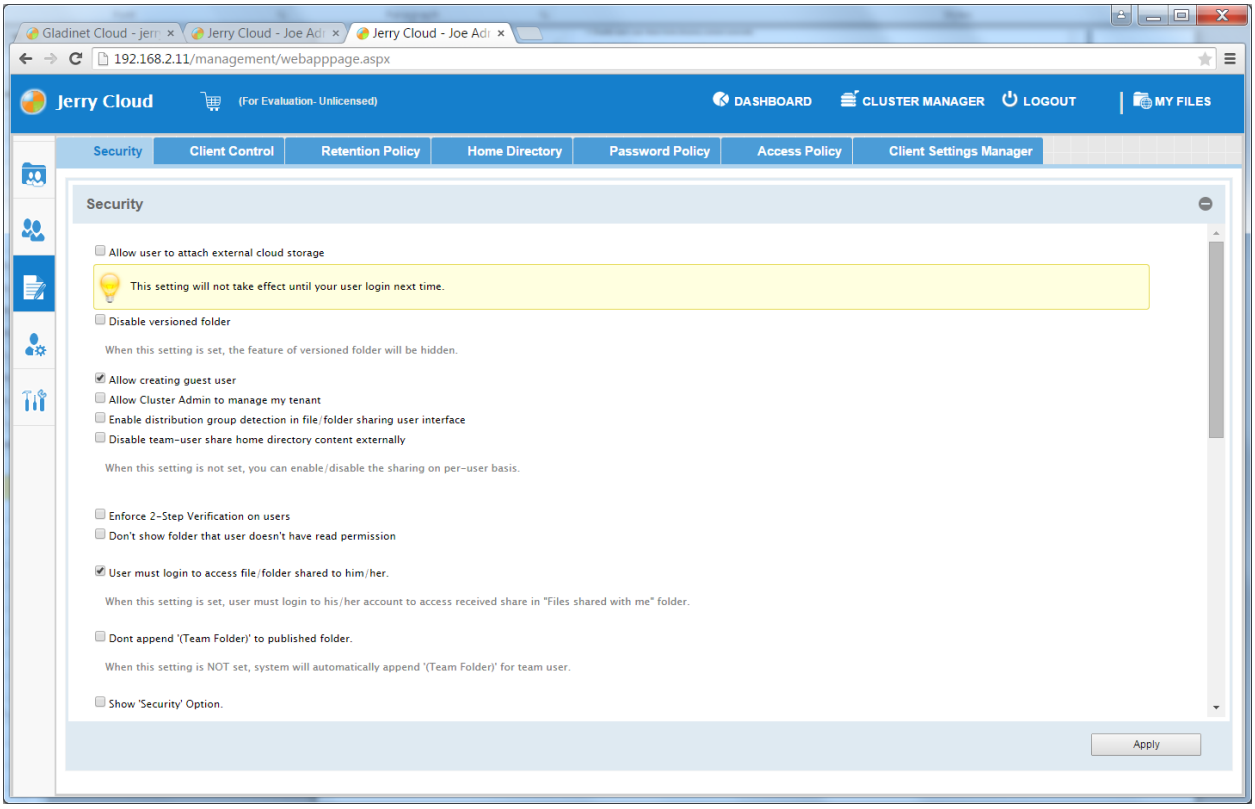
Group Policies define the behavior for all users in the Gladinet Cloud.

To open Gladinet's Group Policies, login as admin user in web portal and go to 'Management Console' and click on 'Group Policy'.



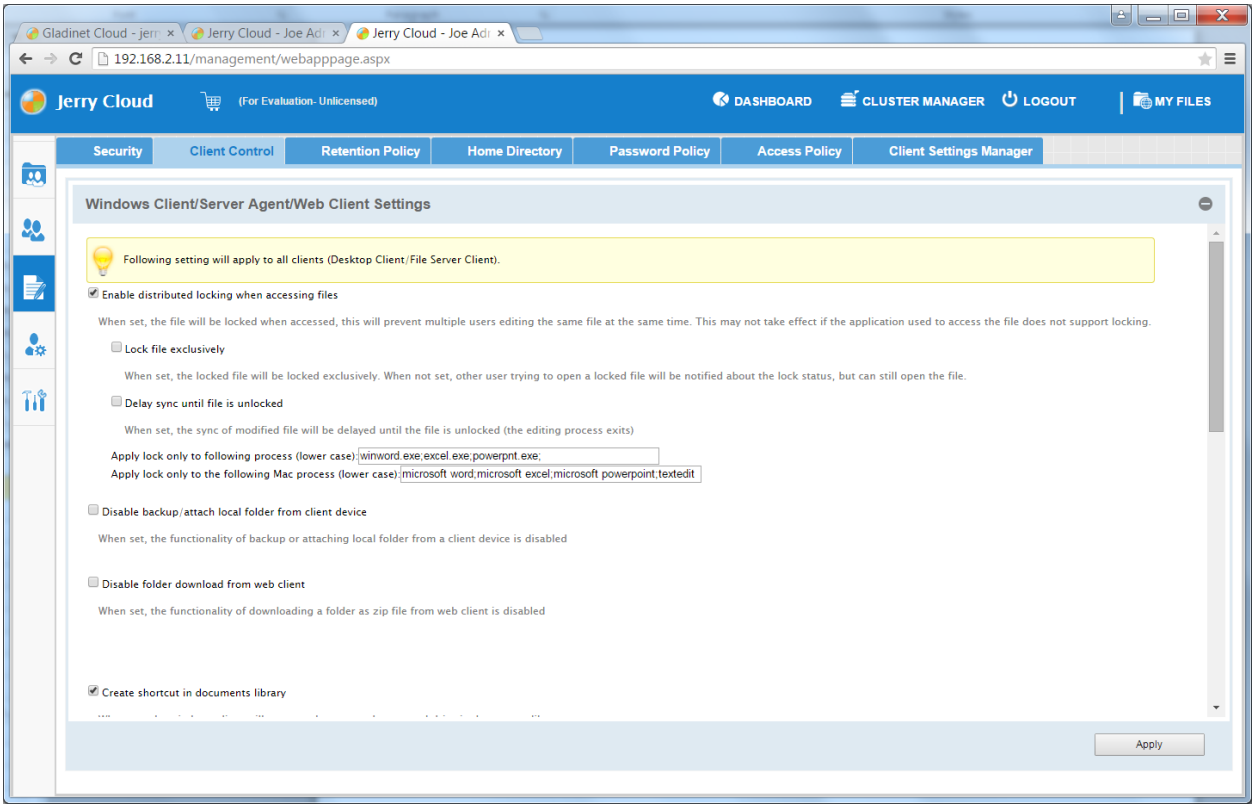
There are 7 groups under Group Policy. Please reference Administration Guide for detailed explanation of group policy items.

SECURITY:



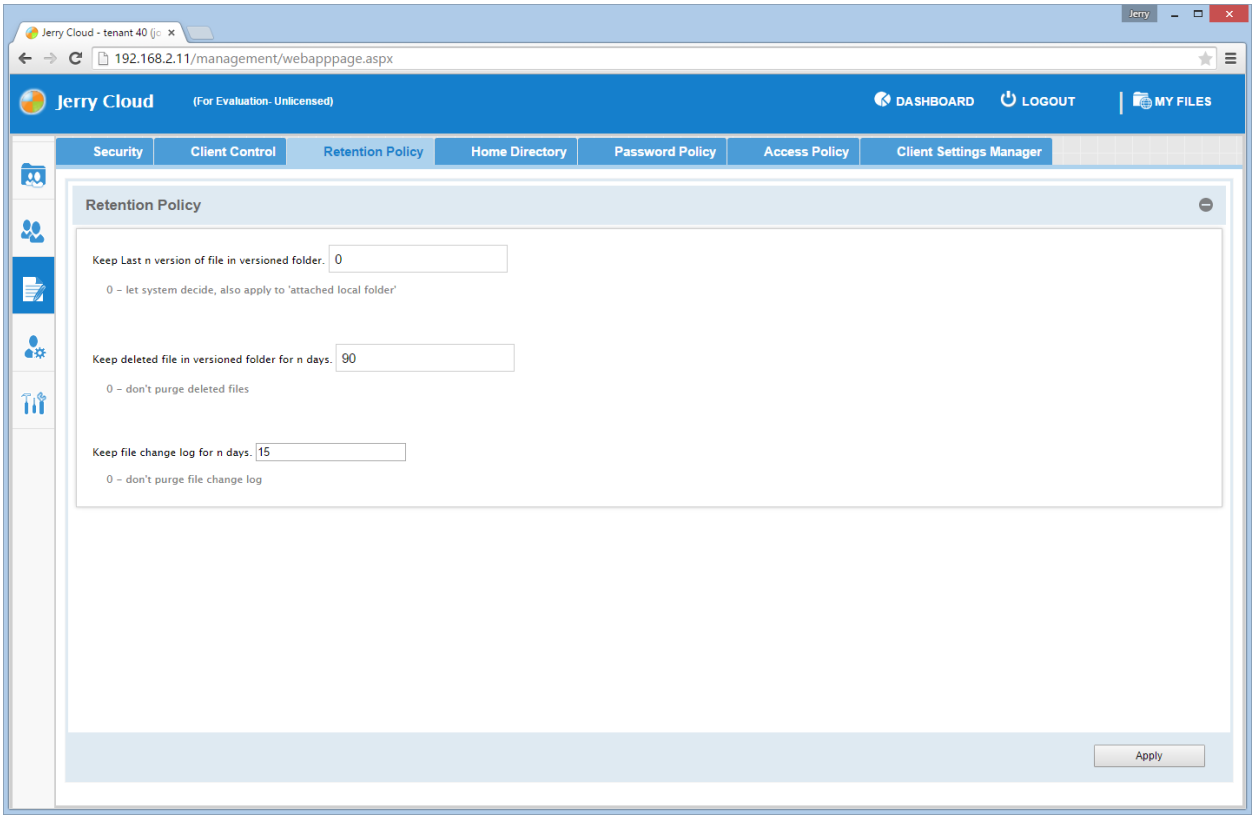
All different options along with their explanations are listed in the Security section.

CLIENT CONTROL



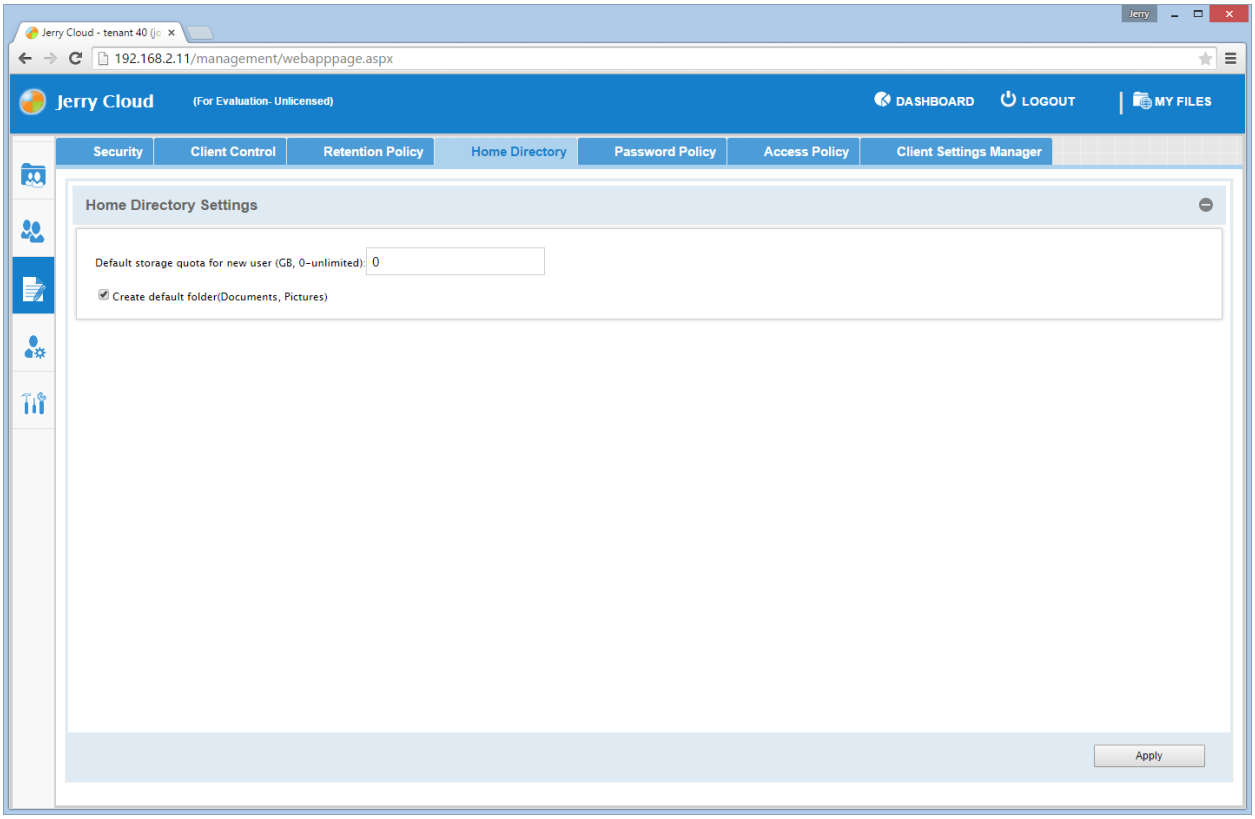
All different options along with their explanations are listed in the Client Control section.

RETENTION POLICY:



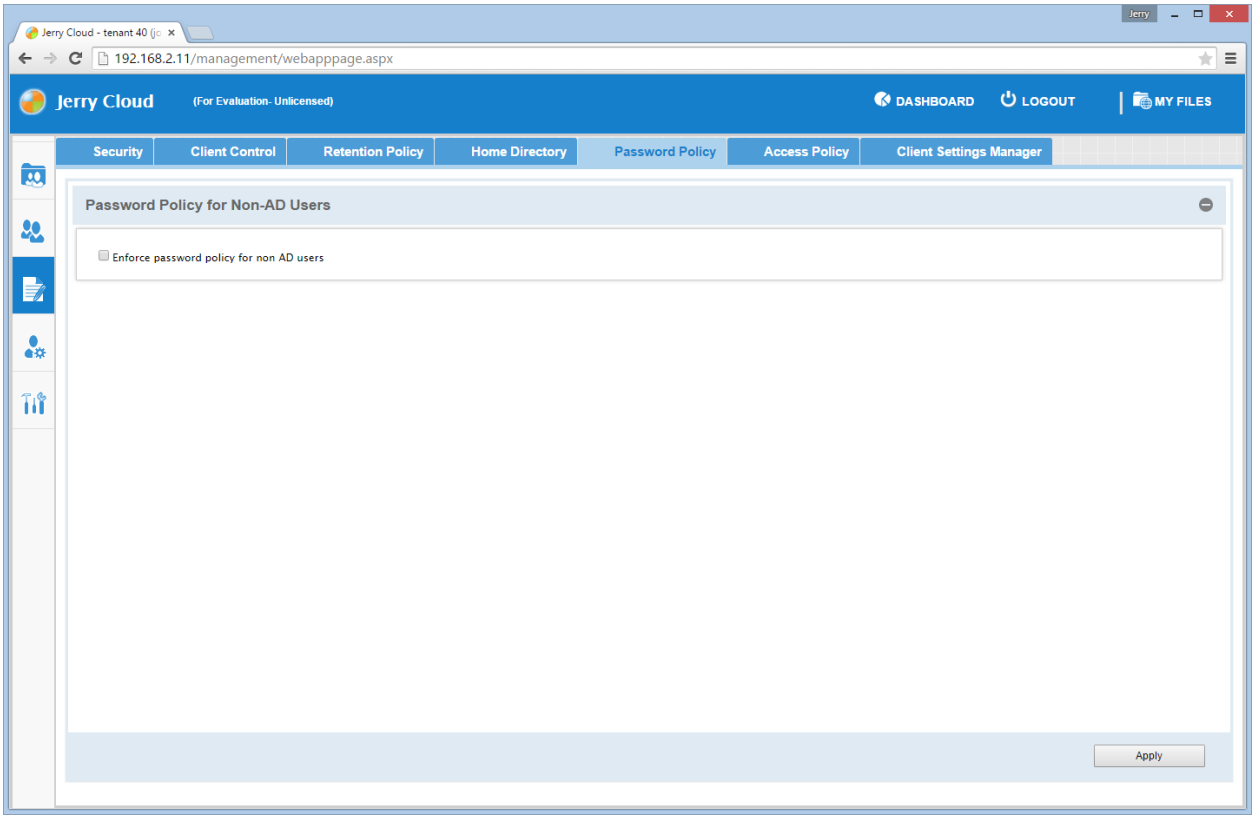
In Versioned folders, including versioned folder and attached local folder, Gladinet Cloud maintains version history for the files under. By default, it will keep all the versions. To save space, the administrators can define how many versions need to be kept in the Gladinet Cloud.

TEAM-USER HOME DIRECTORY SETTINGS:



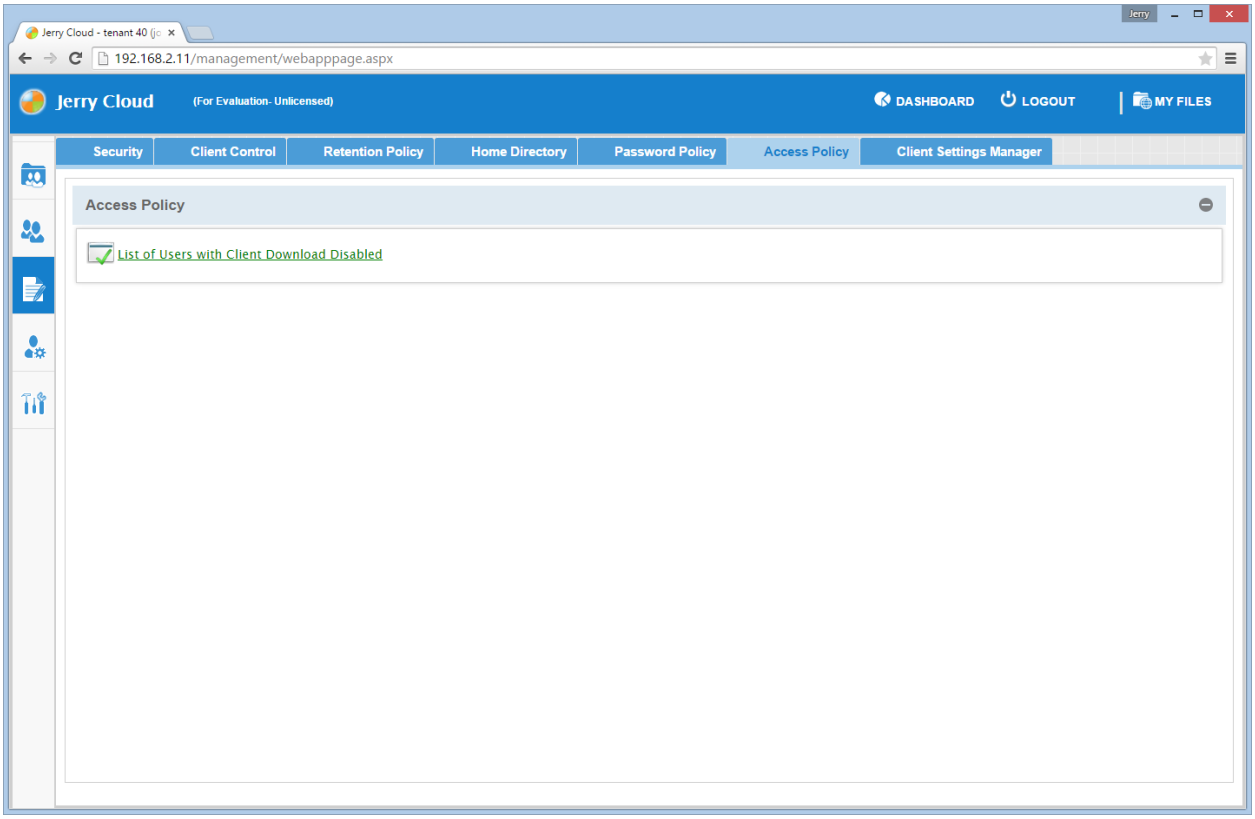
By default, when a new user is created, his storage quota is 0. This means the user's storage use is unlimited Admin can change the default quota which will only be applied when new users are created. After the change, administrators can still change the storage quota during user creation.

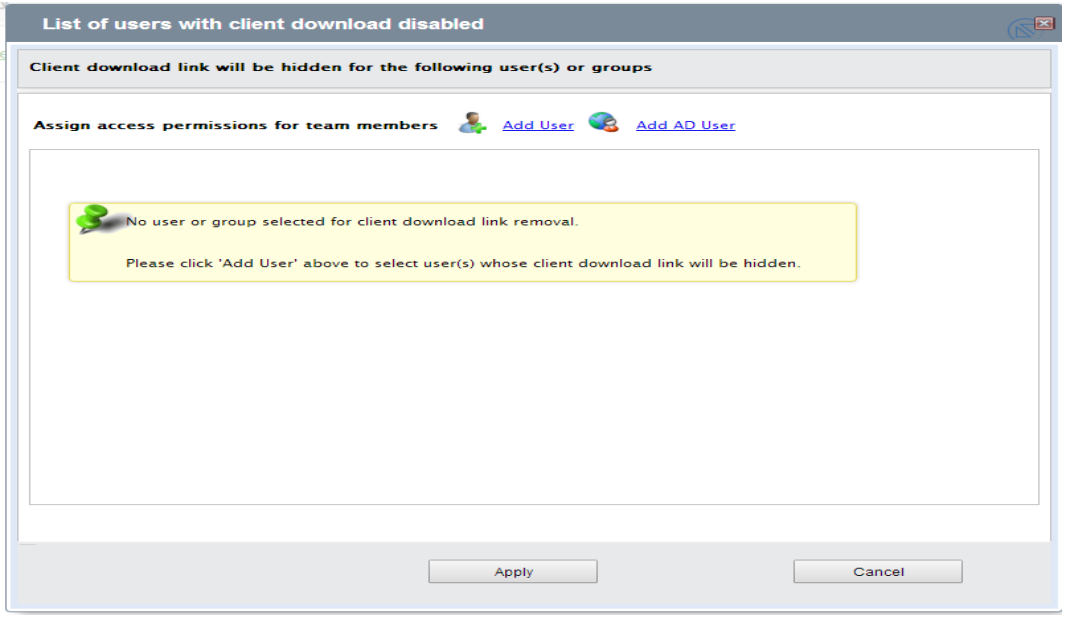
PASSWORD POLICY:



One can enforce password policy for non-AD users here.

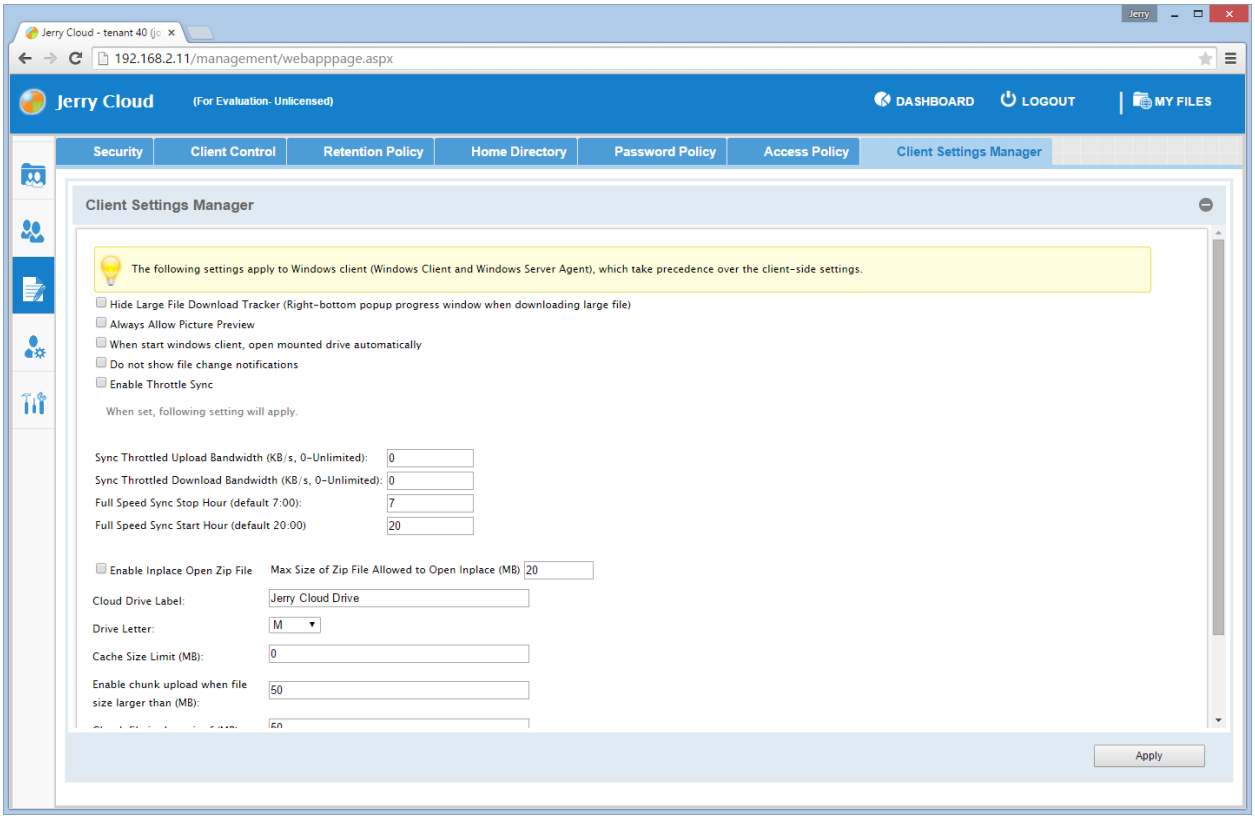
ACCESS POLICY:


Jerry Cloud - tenant 40
192.168.2.11/management/webapppage.aspx
Jerry Cloud
(For Evaluation- Unlicensed)
DASHBOARD
LOGOUT
MY FILES
Security
Client Control
Retention Policy
Home Directory
Password Policy
Access Policy
Client Settings Manager
Access Policy
List of Users with Client Download Disabled


List of users with client download disabled
Client download link will be hidden for the following user(s) or groups
Assign access permissions for team members
Add User
Add AD User
No user or group selected for client download link removal.
Please click 'Add User' above to select user(s) whose client download link will be hidden.
Apply
Cancel

You can assign access permissions for both AD and non-AD users in Access Policy.

CLIENT SETTINGS MANAGER:

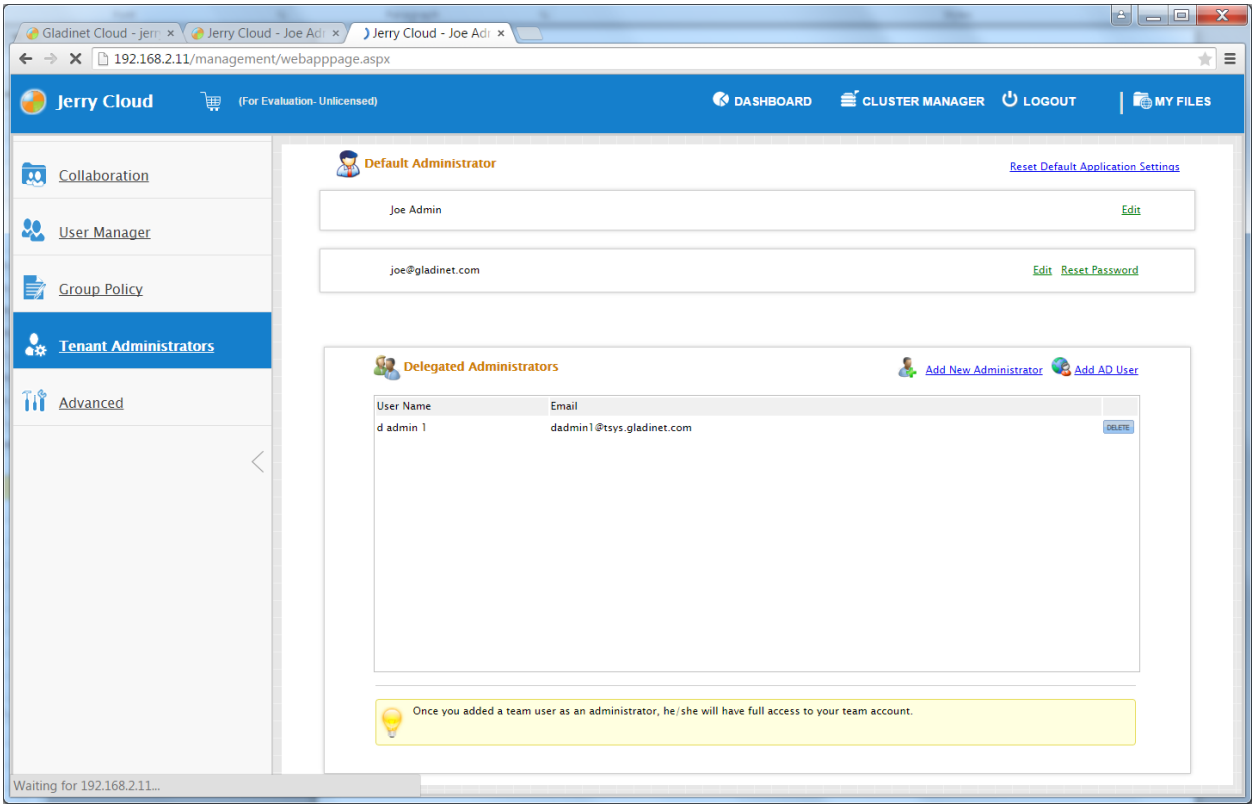


The settings in Client Settings Manager when set will take precedence over the client-side settings. Admin can configure Throttle Sync settings, Enable In-place settings, and Bandwidth Control settings.

DELEGATING ADMINISTRATION

The Gladinet Cloud admin can delegate administration with to any team-user. Once delegated, the sub user can switch himself/herself to the administrator role and manage Gladinet Cloud. Once done, he/she can switch back to himself/herself in Gladinet Cloud.

To delegate a user as an administrator, select 'Tenant Administrator' in Management Console. You can delegate administration to a non-AD user as well as AD user. First click 'Add New Administrators', to select the non-AD user.



Second to add an AD user, click the Add AD user option. The benefit of selecting AD user is that you can select a group from Active Directory.

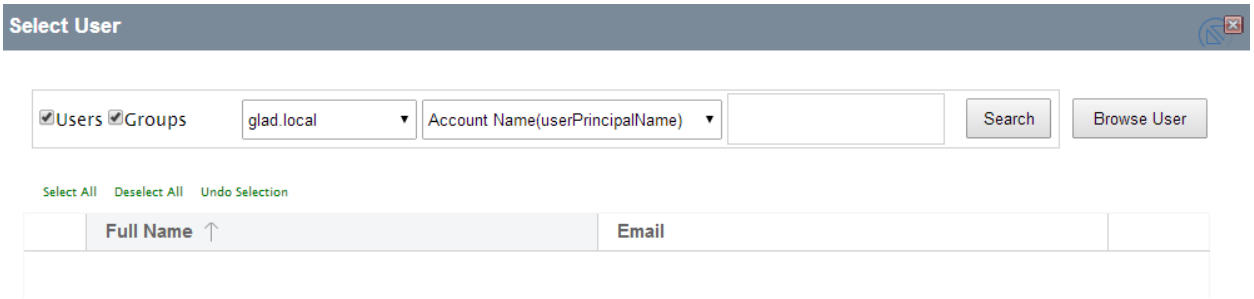


Figure 50

Once a user is granted admin privileges, after login to Gladinet Cloud, he/she will have a new link on top to 'Manage Team Cloud'. The icon will be in gray mode.

After clicking the link, the user will be switched/elevated to the admin account. After elevation, the icon will be in color mode.

When the user is switched to admin, the 'Return to My Cloud' link is displayed. Clicking it will switch the user back to his/her own account.

GROUP MANAGEMENT

HOW GROUPS WORK

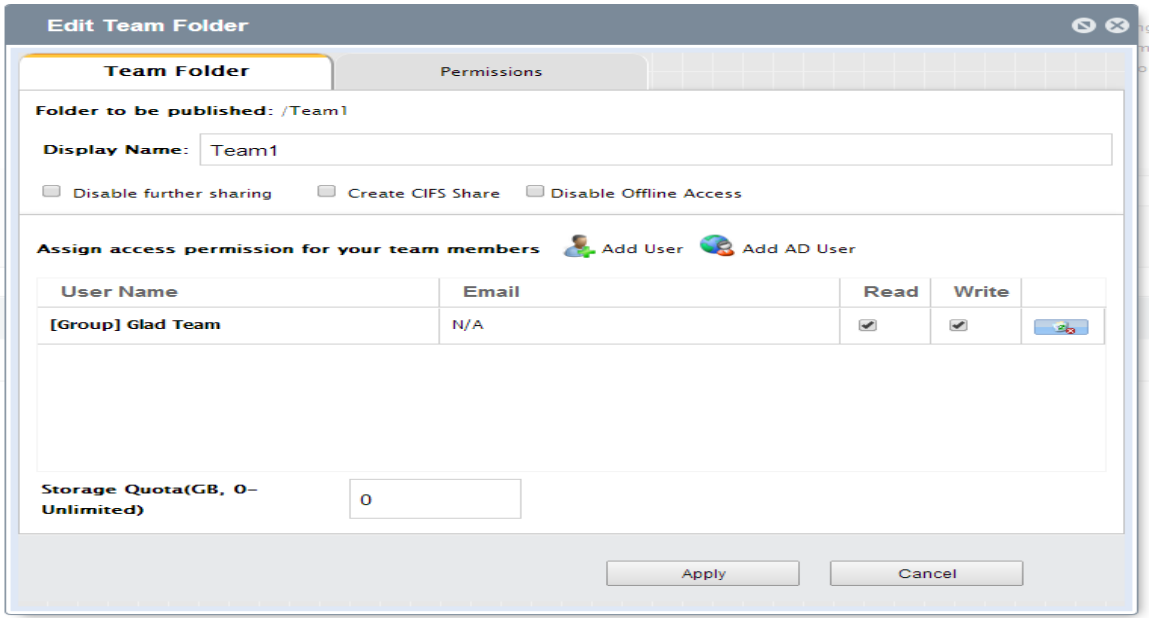
In Gladinet Cloud, admins can publish folders to team-users as team folders. Admin can also define access permissions for subfolders in each team folder, for sub users.

Most of the time, the Active Directory is used and Active Directory integration is used so the Active Directory group can be used.

In the case when Active Directory is not in place and when still need to assign groups, the group feature will come in handy.

When working with a large amount of users, it may be tedious to assign permissions to each user. To solve this problem, Gladinet Cloud uses Groups. Admins can create a group and assign users to the group. When publishing a folder or changing subfolder permissions, instead of selecting each individual user,

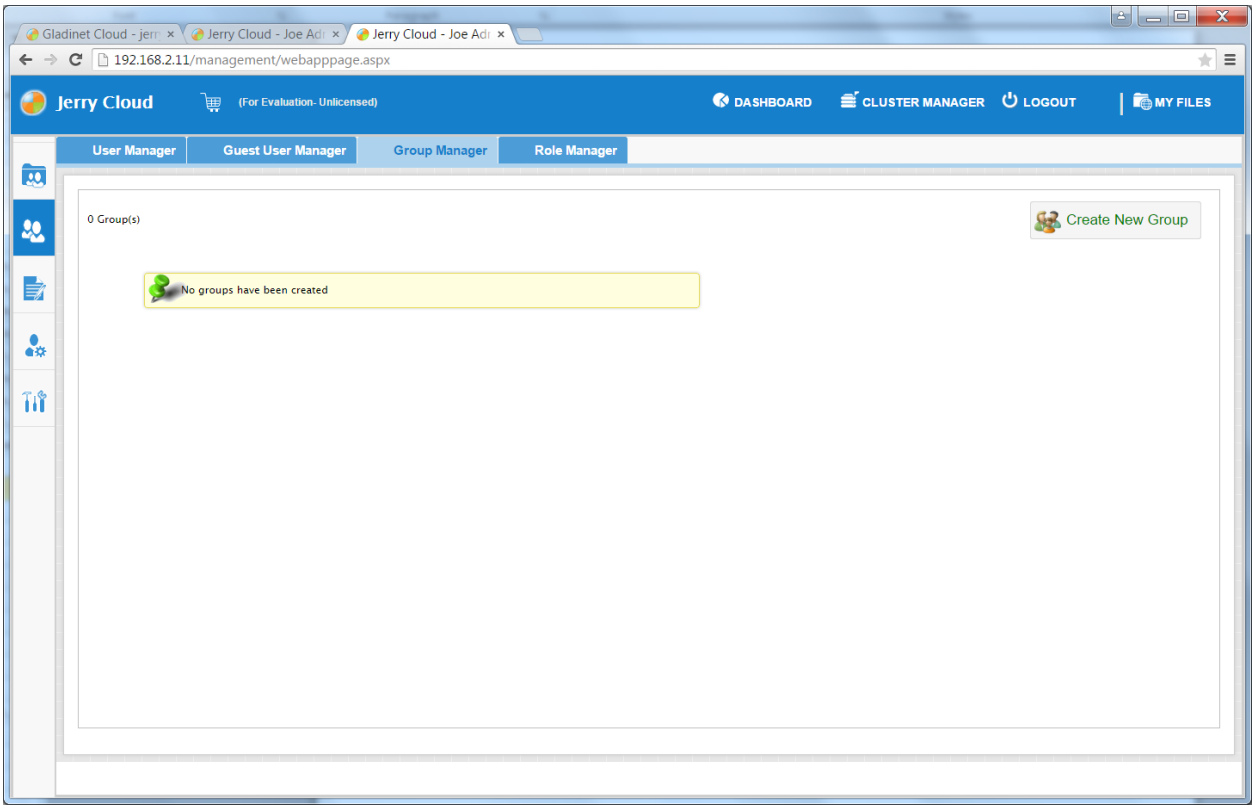
admins can assign the permissions to a group, then add users to the group. If there is a need to change the permission, just change it for the group and all the users there get the same access.



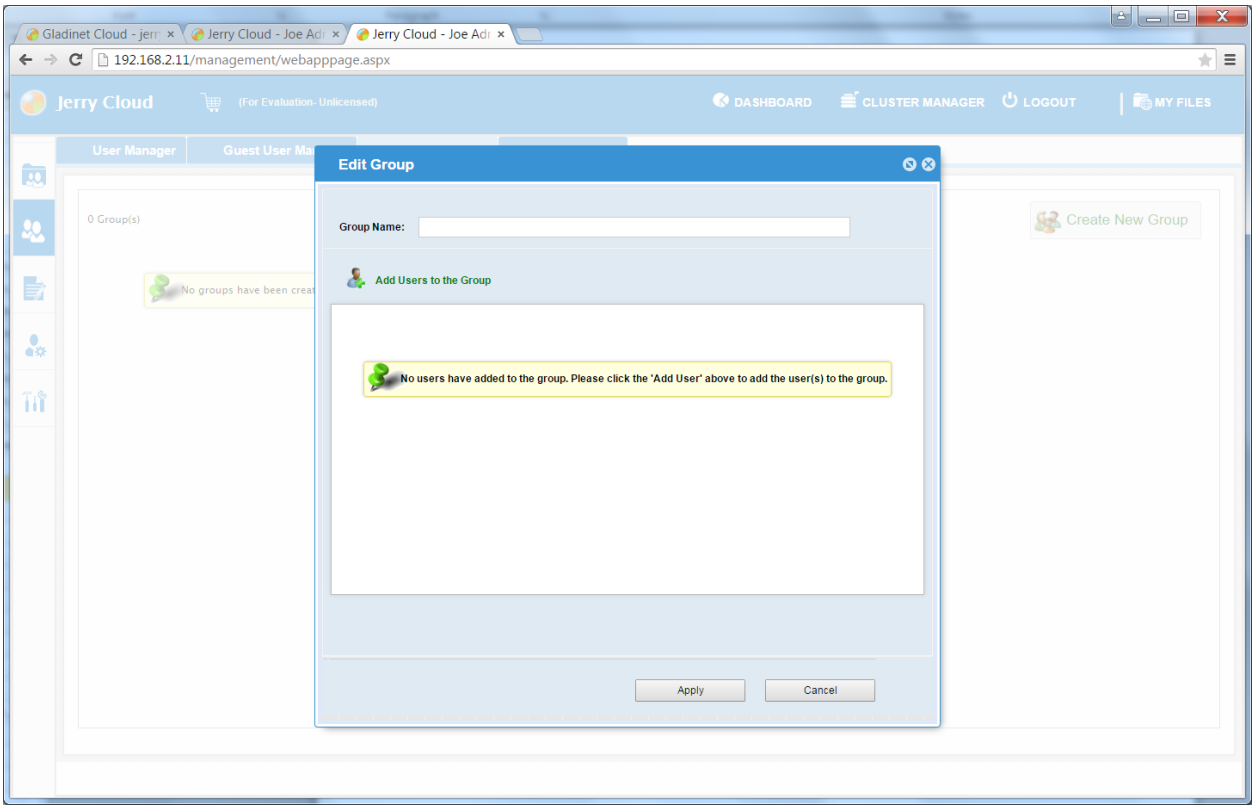
CREATING GROUPS

Only admins can manage groups.

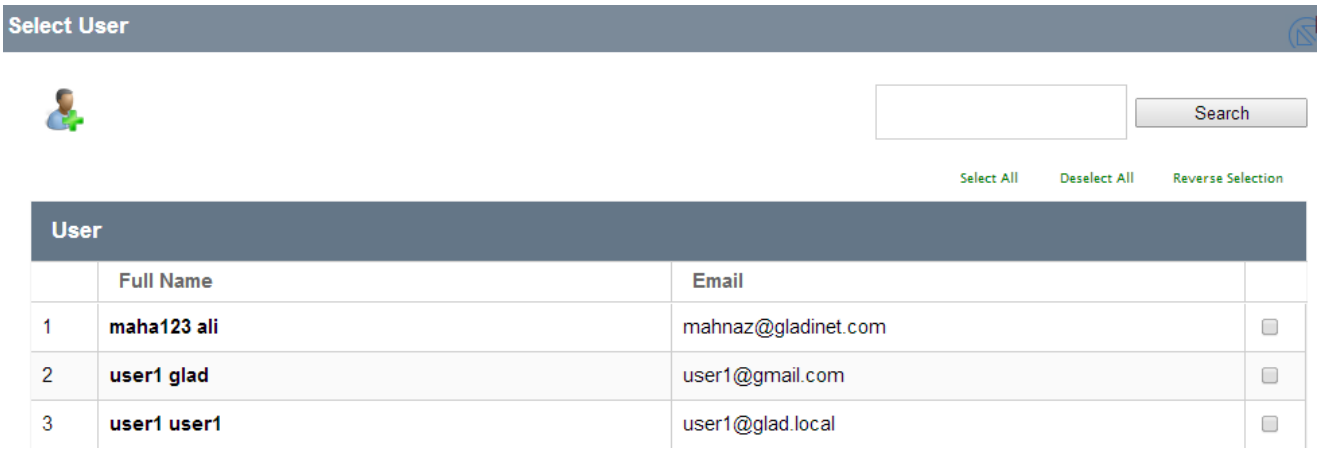
Login to the Gladinet Cloud web portal as the administrator and select 'User Manager' in 'Management Console and click on 'Group Manager' in the middle pane.


Jerry Cloud - Joe Ad
192.168.2.11/management/webapppage.aspx
Jerry Cloud
(For Evaluation- Unlicensed)
DASHBOARD
CLUSTER MANAGER
LOGOUT
MY FILES
User Manager
Guest User Manager
Group Manager
Role Manager
0 Group(s)
Create New Group
No groups have been created

In the 'Group Manager' window, click ‘Create New Group’.

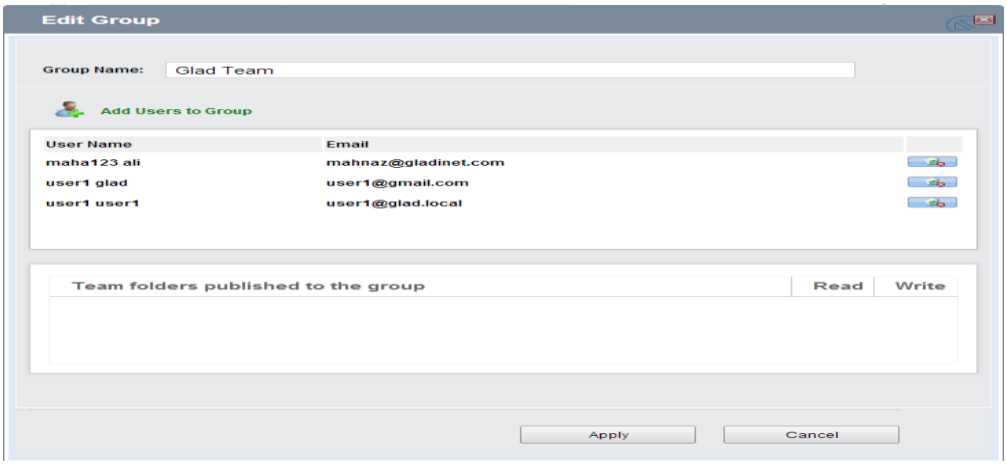


Type in the group name and click ‘Add User’ to assign a new user to the group. Click “Apply” to apply the changes.

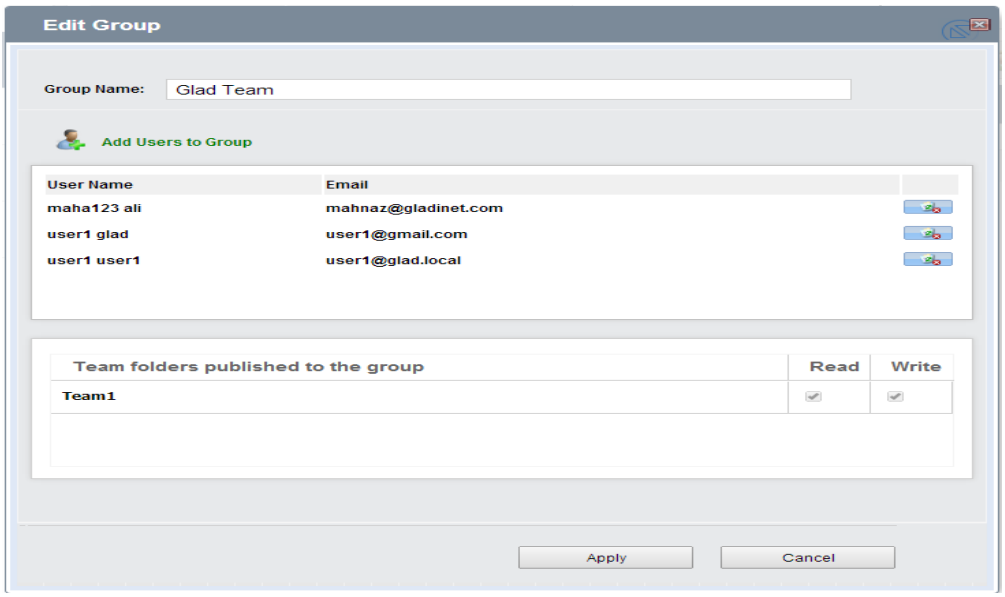


ADDING USERS TO A GROUP

From 'Group Manager', administrators can edit the group and add users to it.



From 'Group Manager', administrators can click the 'Edit Group' icon. It displays all the groups the user is assigned to.



TEAM FOLDERS

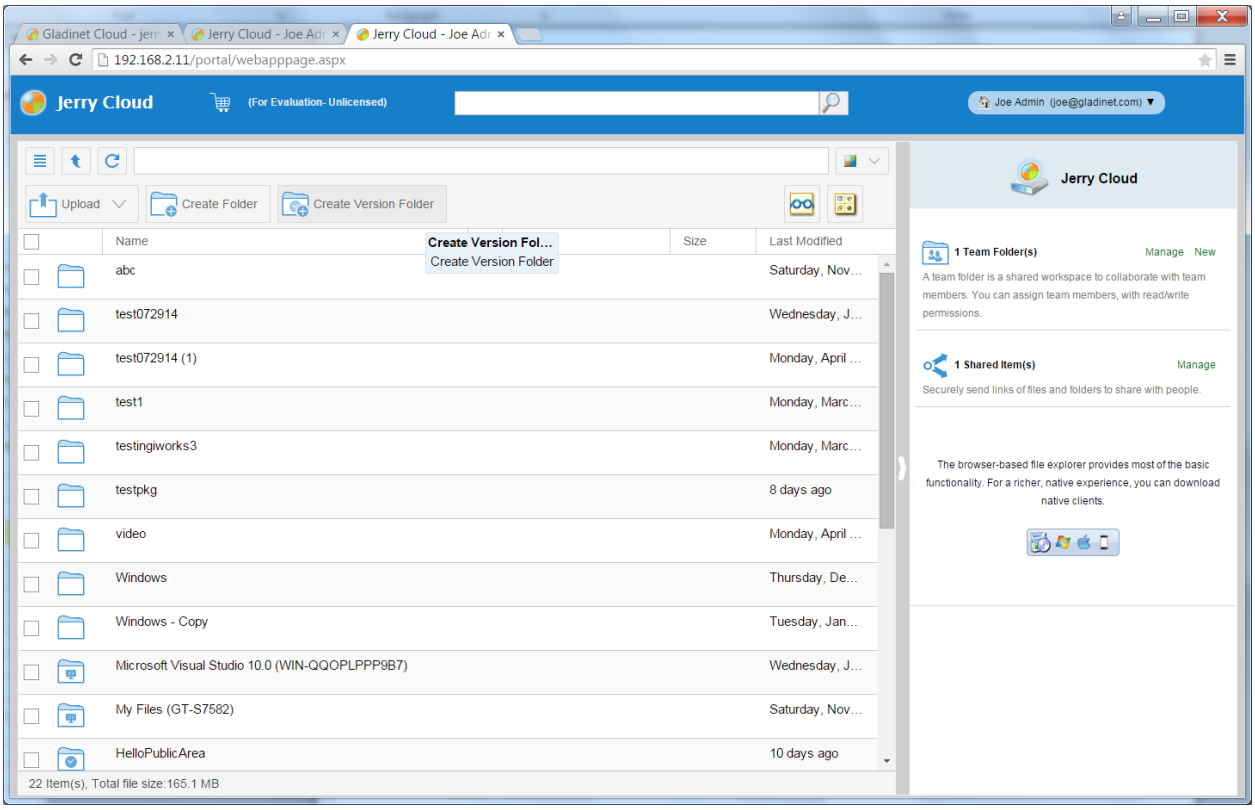
WHAT IS A TEAM FOLDER?

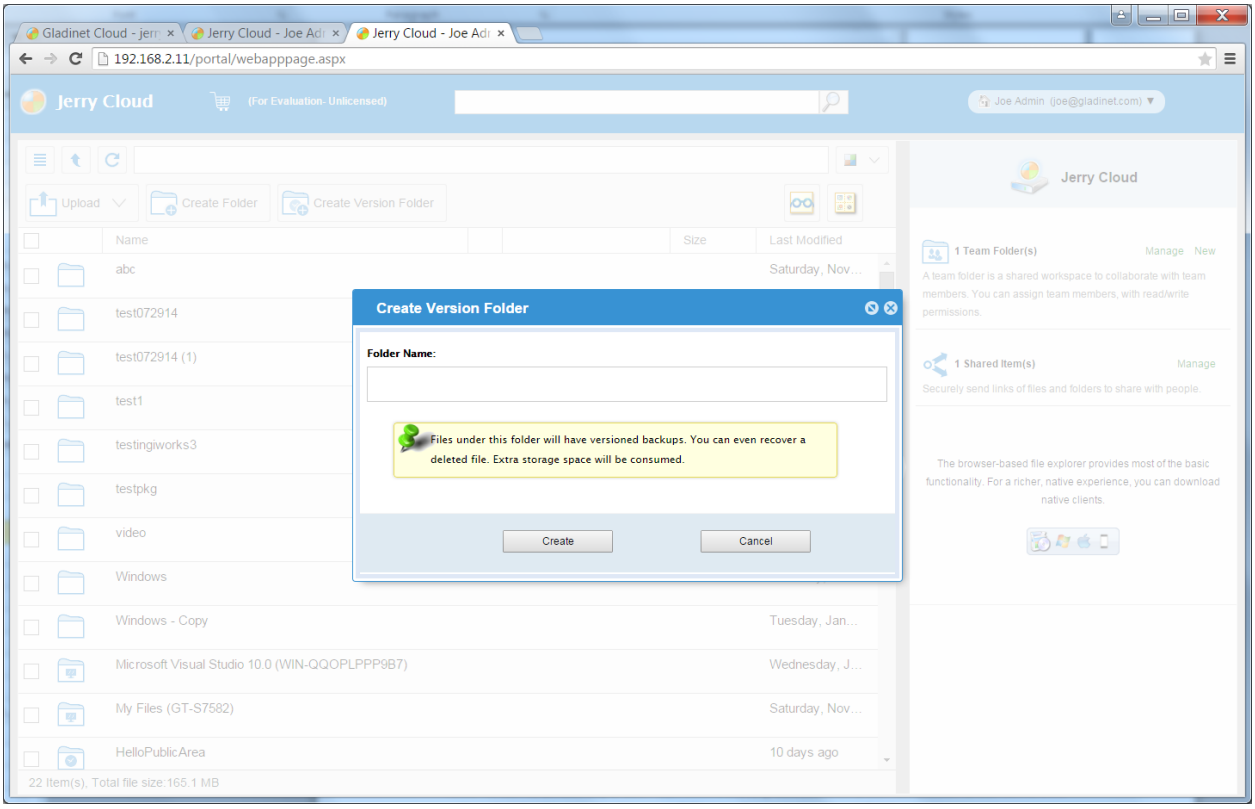
Gladinet Cloud enables the creation of team folders which are owned by the administrator and published to other Gladinet Cloud users.

There are 3 types of folders in Gladinet Cloud.

- Regular Folders
  These are the standard folders created by the account administrator in Gladinet Cloud.
- Versioned Folders
  Gladinet Cloud will maintain the version history of any files uploaded to versioned folders. From Gladinet Cloud, a user can download any previous versions of a file. From Gladinet Cloud Desktop/Cloud Server, a user can restore previous versions of files and recover deleted files.

To create a versioned folder, click ‘Create Versioned Folder’ in the Gladinet Cloud web portal.


Jerry Cloud - Joe Ad
192.168.2.11/portal/webapppage.aspx
Jerry Cloud
(For Evaluation- Unlicensed)
Joe Admin (joe@gladinet.com)
Upload
Create Folder
Create Version Folder
Name
Size
Last Modified
abc
Saturday, Nov...
test072914
Wednesday, J...
test072914 (1)
Monday, April ...
test1
Monday, Marc...
testingiworks3
Monday, Marc...
testpkg
8 days ago
video
Monday, April ...
Windows
Thursday, De...
Windows - Copy
Tuesday, Jan...
Microsoft Visual Studio 10.0 (WIN-QQOPLPPP9B7)
Wednesday, J...
My Files (GT-S7582)
Saturday, Nov...
HelloPublicArea
10 days ago
22 Item(s), Total file size:165.1 MB
Jerry Cloud
1 Team Folder(s)
Manage
New
A team folder is a shared workspace to collaborate with team members. You can assign team members, with read/write permissions.
1 Shared Item(s)
Manage
Securely send links of files and folders to share with people.
The browser-based file explorer provides most of the basic functionality. For a richer, native experience, you can download native clients.

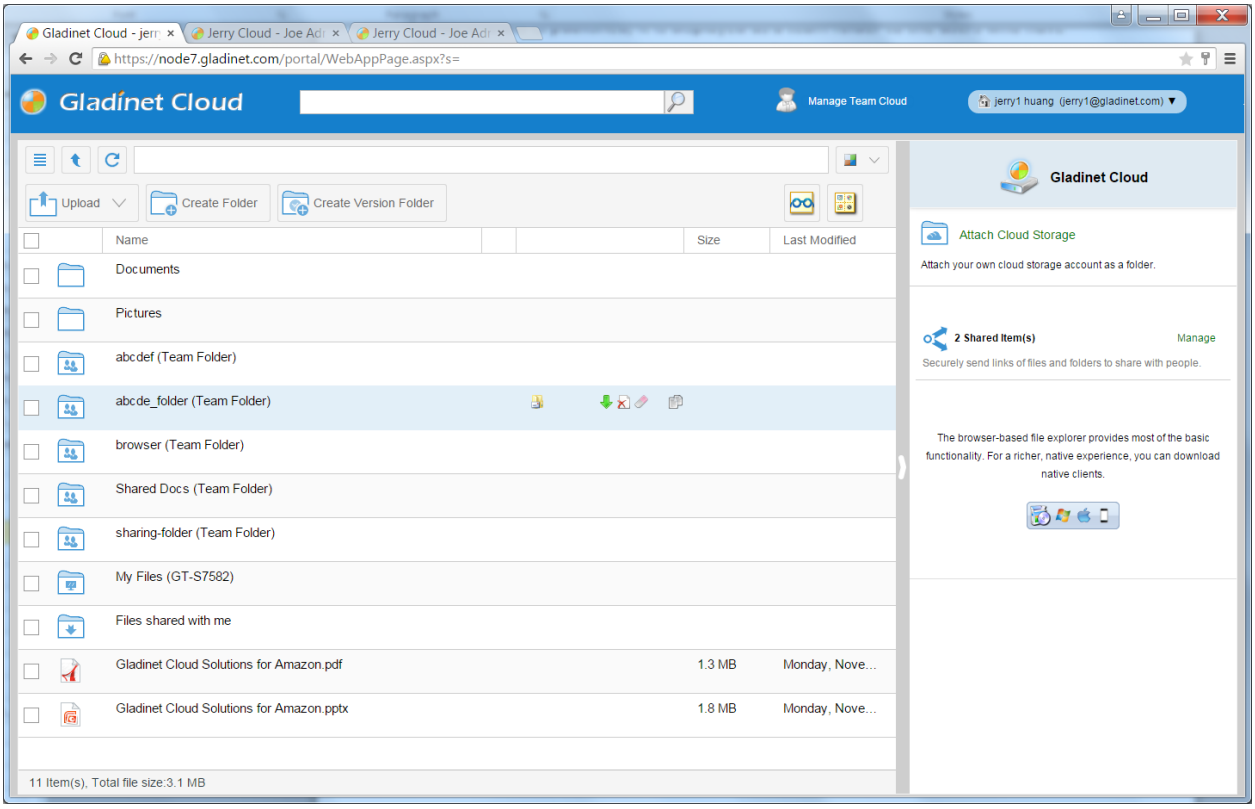


- Attached Local Folders

  these folders are the local folders from the local PC/Mac that Gladinet Cloud users have attached to Gladinet Cloud. Once a local folder is attached, a user can immediately access it in Gladinet Cloud. Gladinet Cloud will maintain the version history of files in the attached local folder.

Both administrators and team users can create versioned folders and attach local folders. However, only administrator can publish his/her folders to users of the Gladinet Cloud account.

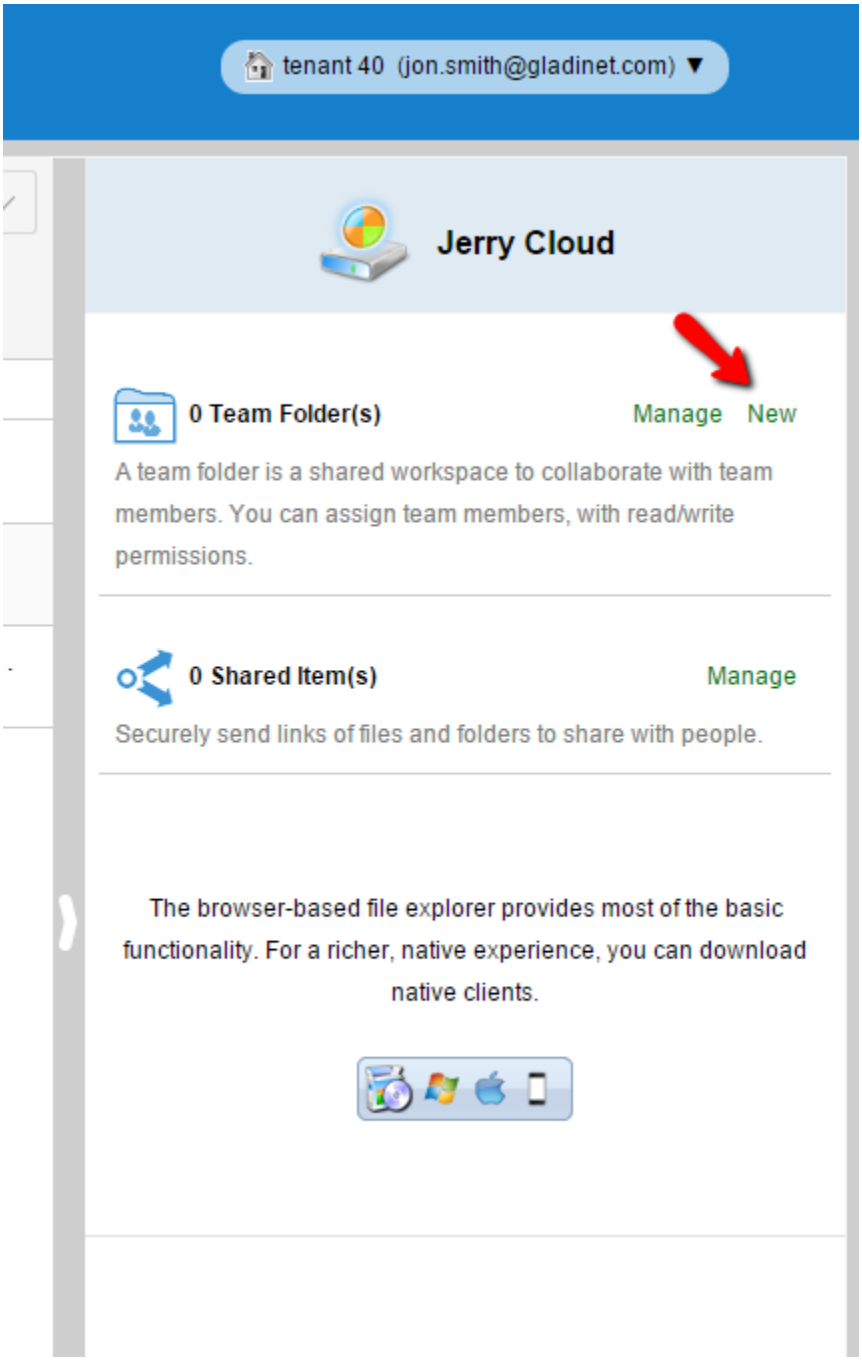
Once a folder is published, it is displayed as a team folder to the users who have access permissions. Users can access these folders from Gladinet Cloud Web or Gladinet Cloud clients. The published folder will appear under the user's root folder, and its name will be appended with '(Team Folder)'.



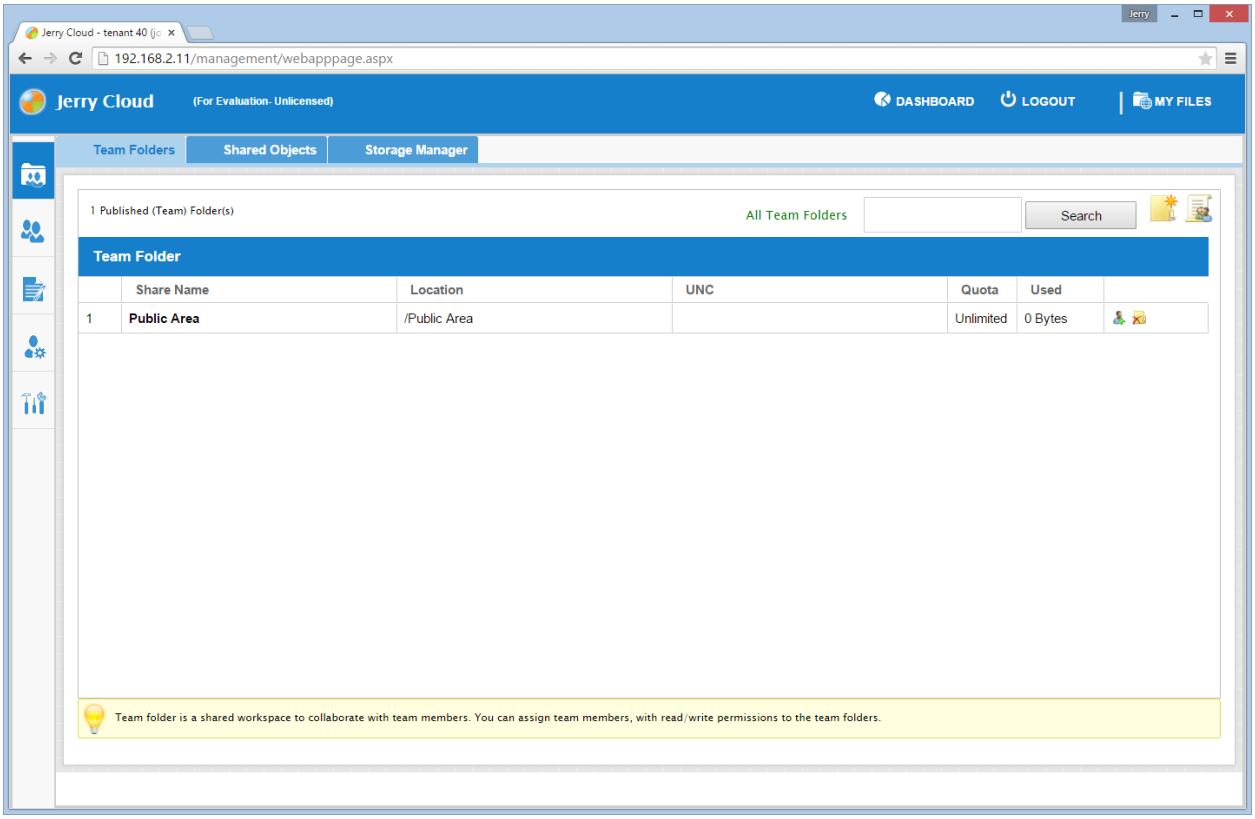
CREATING A TEAM FOLDER

In a team environment, where team members need to collaborate, the Gladinet Cloud administrator can setup shared Team Folders for users and manage access controls.

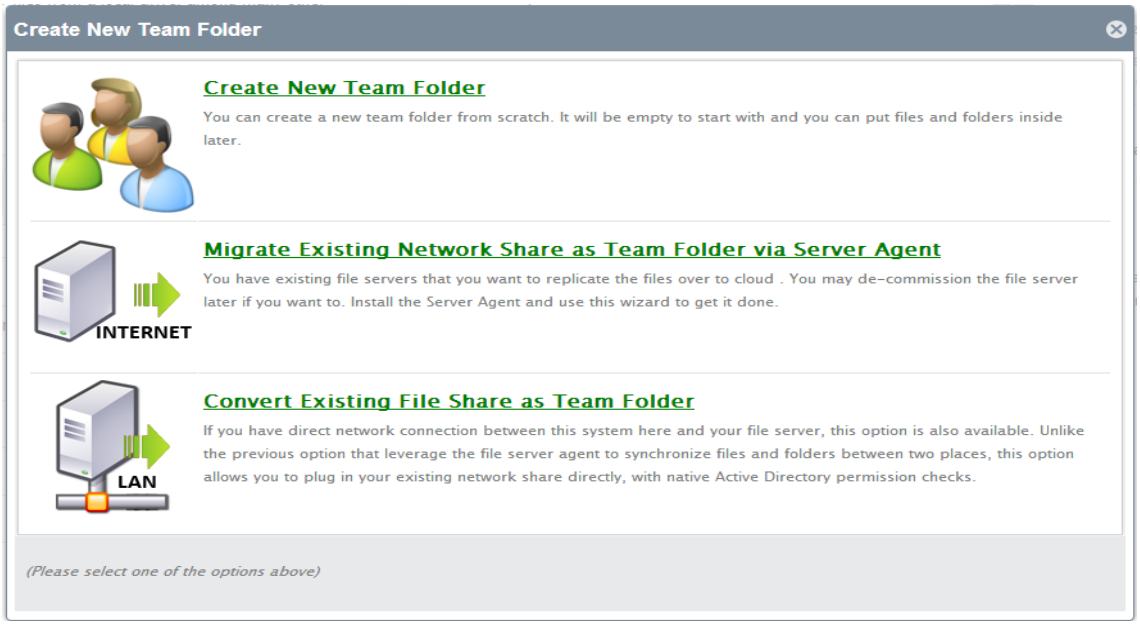
To create a new team folder, open the Gladinet Cloud panel on the right of the Gladinet Cloud web portal and click ‘New’, in ‘Team Folder(s)’.



You can also create new team folder from management console->Collaboration->Team Folder



Click ‘Create New Team Folder’



Create New Team Folder

This is the easiest way of create a team folder from scratch. The created folder will be empty to start with.

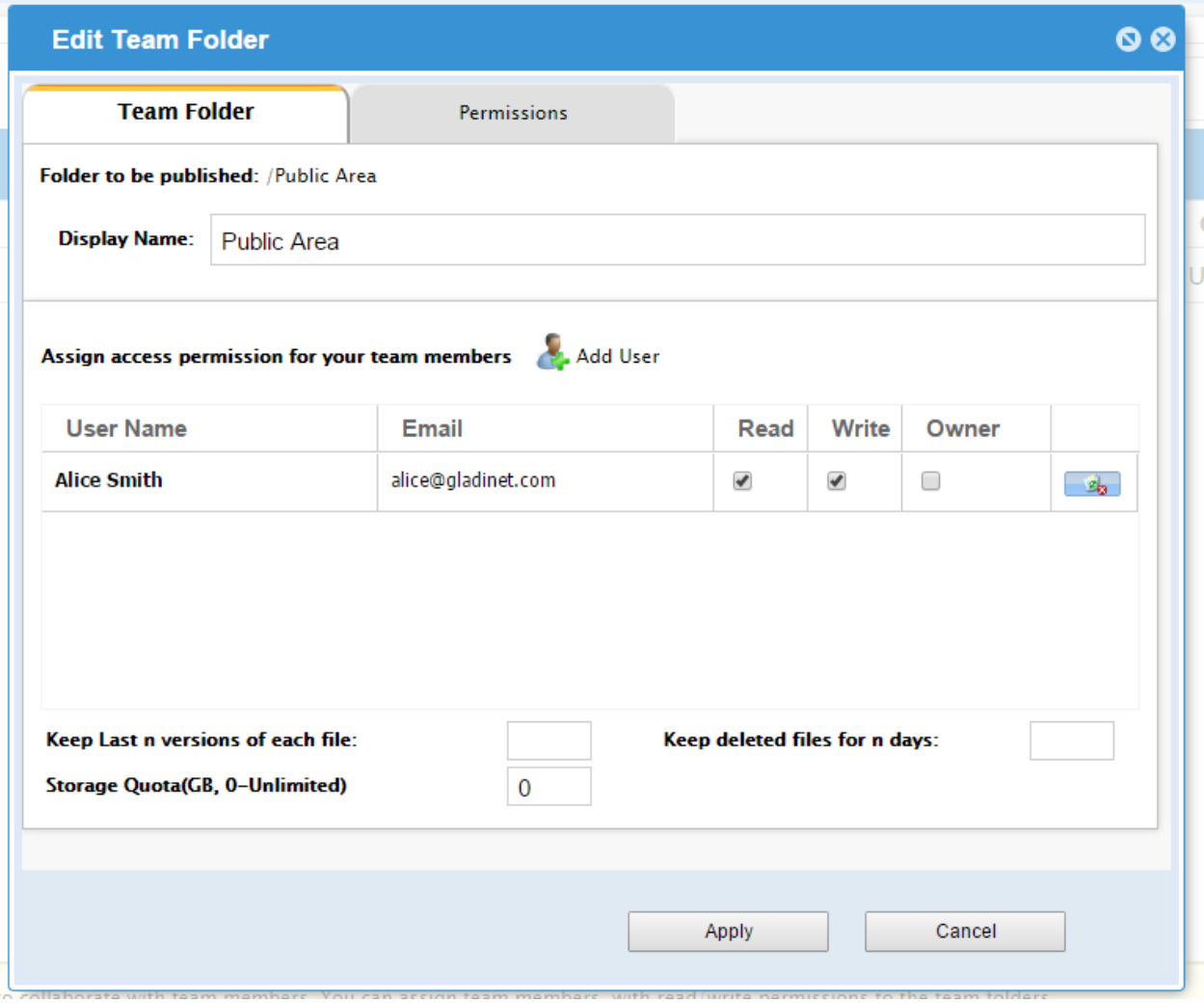
Migrate Existing Network Share as Team Folder

If you have file server agent installed, the file server agent can replicate a local file server's network share to the cloud, and at the same time turn it into a team folder, with the existing user's permission migrated too. Typically the file server agent is installed on the local file server, while the *cloud storage* is at a different place, so you are seeing an *INTERNET* icon for this option.

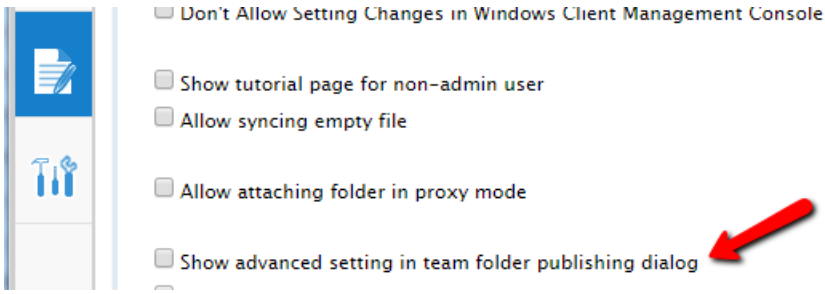
Convert Existing File Share as Team Folder

When you have Gladinet Cloud Enterprise installed, you may have file servers that are local to the Gladinet Cloud Enterprise. In this case, the Gladinet Cloud Enterprise can access the file server network share directly over SMB protocol. The team folder can be the network share directly

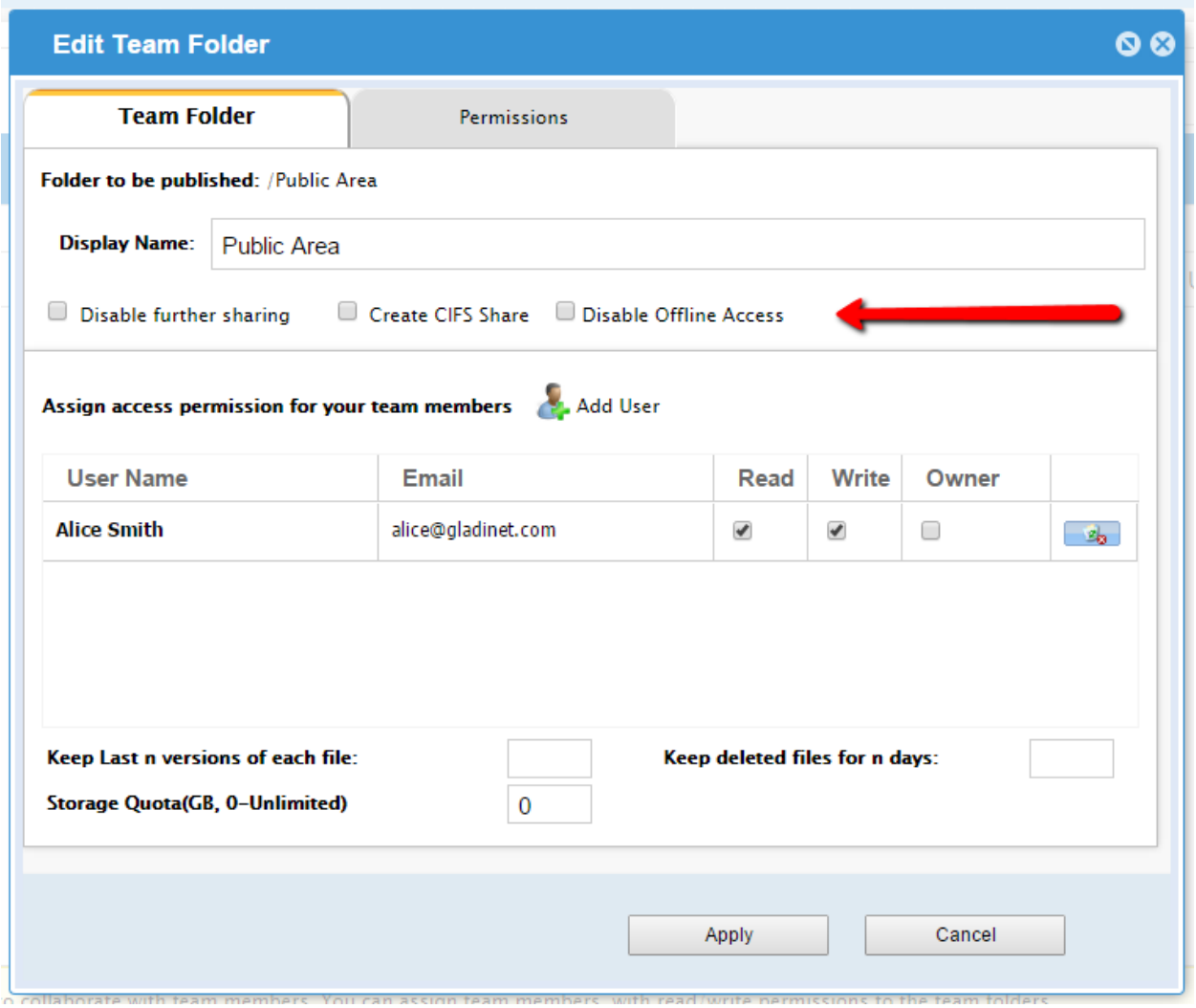
This will open the team folder creation window. There are several options for the team folder.



For the following advanced options to show, the group policy will need to enable it.



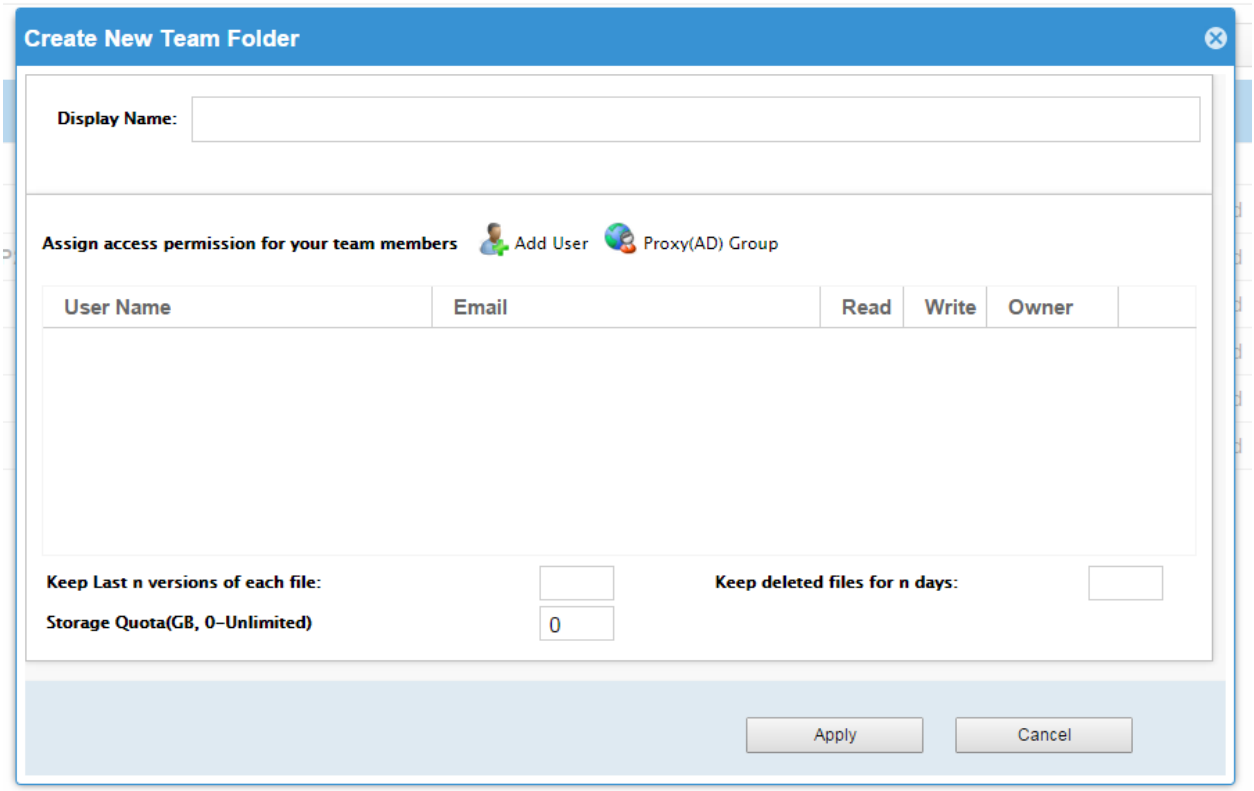
After the above group policy setting is set, the Team Folder property dialog looks like this:



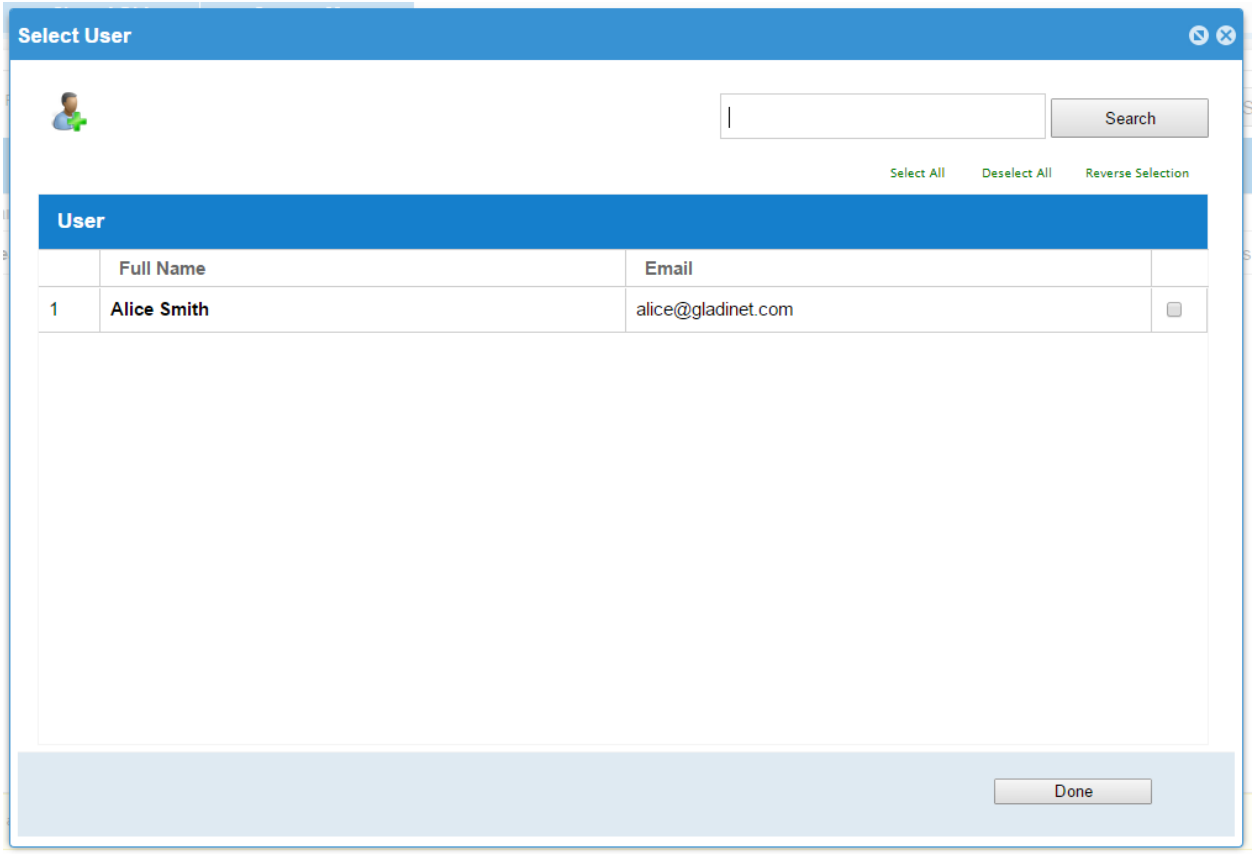
- Disable further sharing
  Administrators can prevent sub users from sharing the team folder to the public, maintaining security.
- Enable versioning
  Once enabled, Gladinet Cloud maintains a version history of files in the folder. Both the admin and sub users can access different versions of the file in the Gladinet Cloud web portal. With clients like Gladinet Cloud Desktop and Cloud Server, the administrator can restore previous versions or recover deleted files.
- Create CIFS Share for local access
  This option is used to integrate with Gladinet Cloud Server. When enabled, the team folder will be automatically published as a CIFS share on each Gladinet Cloud Server. From the web UI, if the local users are loaded, the administrator can use them to define access permissions for the team folder. The CIFS share created in Cloud Server will have the same user permissions as those given to the team folder in the cloud.

To assign user permissions, click 'Add User' to open the 'Select User' window.

In Select User, the administrator can get a full user list, query specific users or add new users.



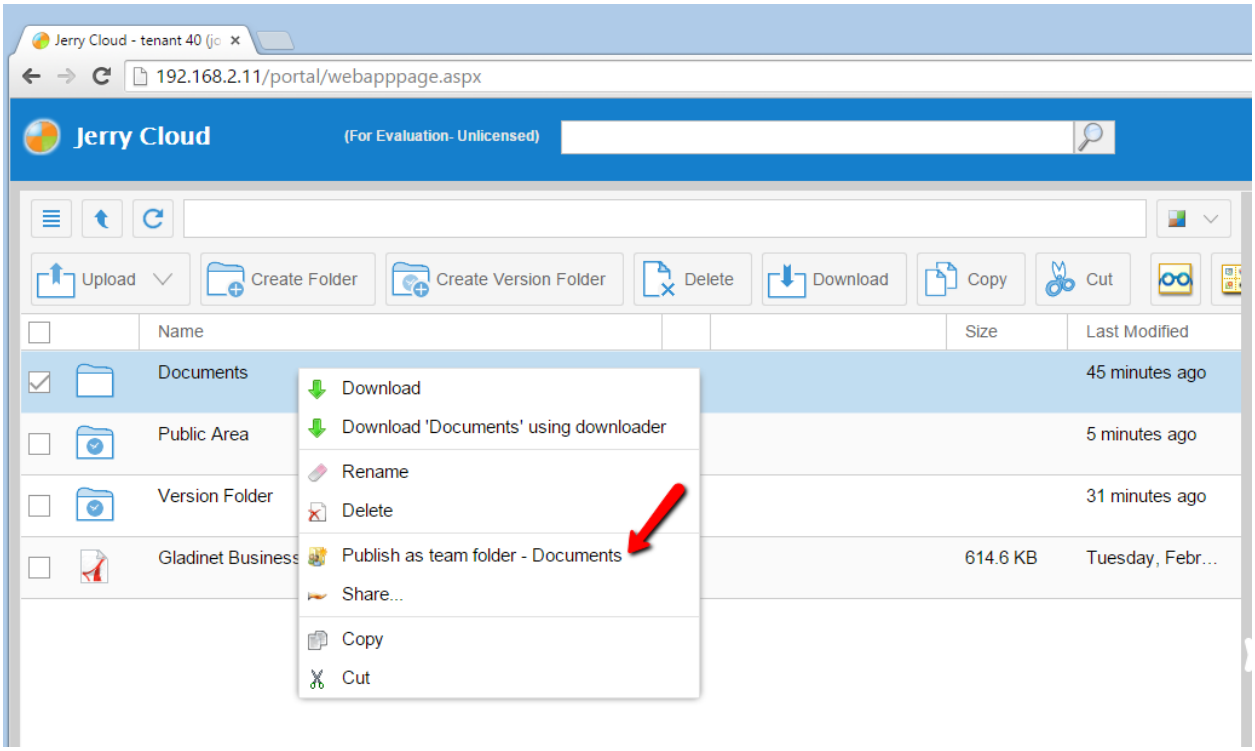
In the user list, select users and click 'OK'.



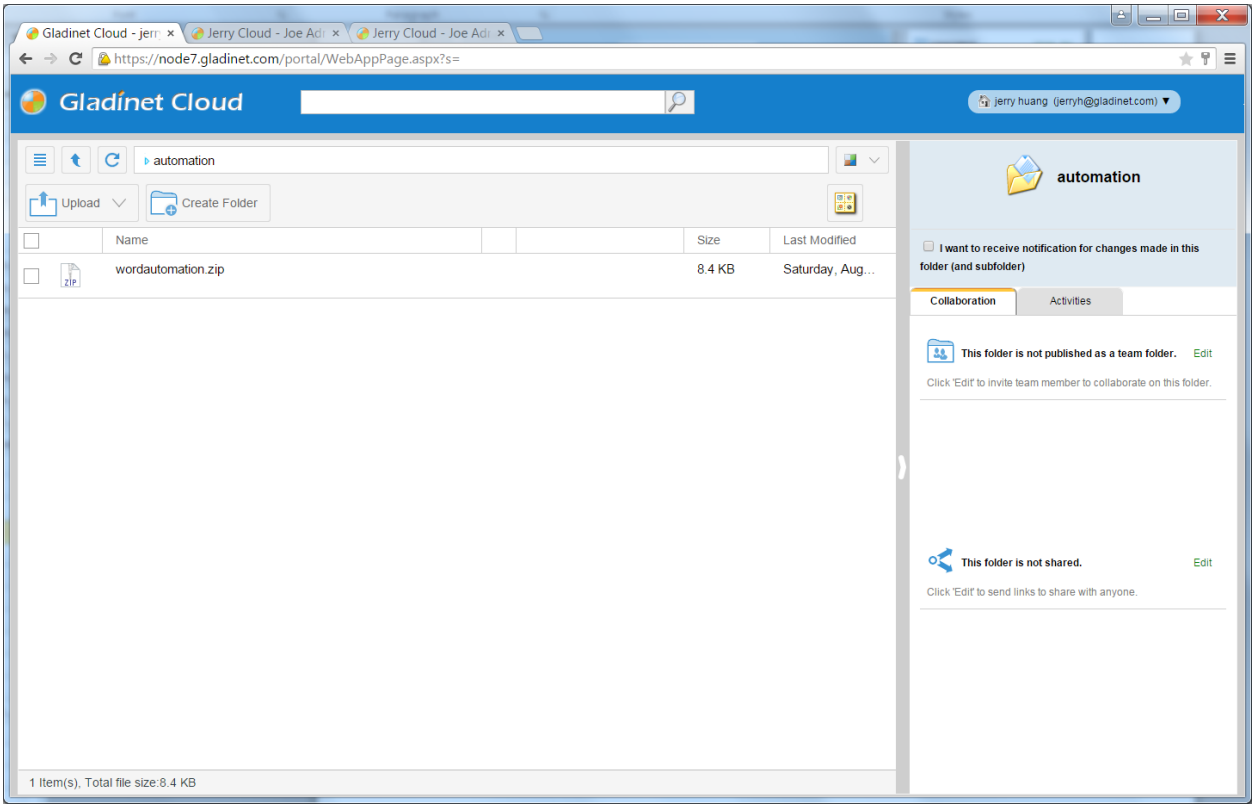
PUBLISHING AN EXISTING FOLDER

Administrators can create new team folders for users. They can also share an existing folder to sub users as a team folder.

To share an existing folder, move the mouse over the folder and select the 'Publish Team Folder' icon, or right click the folder and select 'Publish Team Folder' from the context menu.



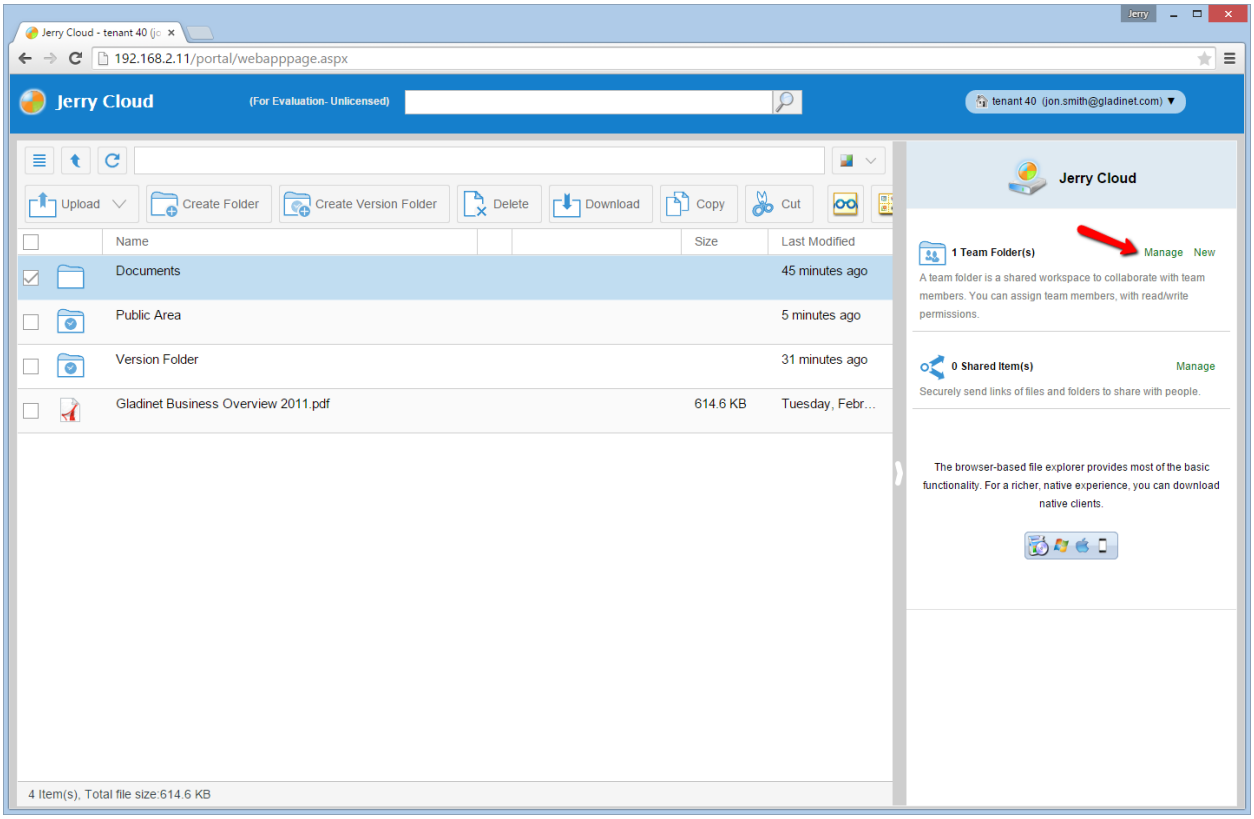
If you are already in the folder, The sharing option is in the right pane..



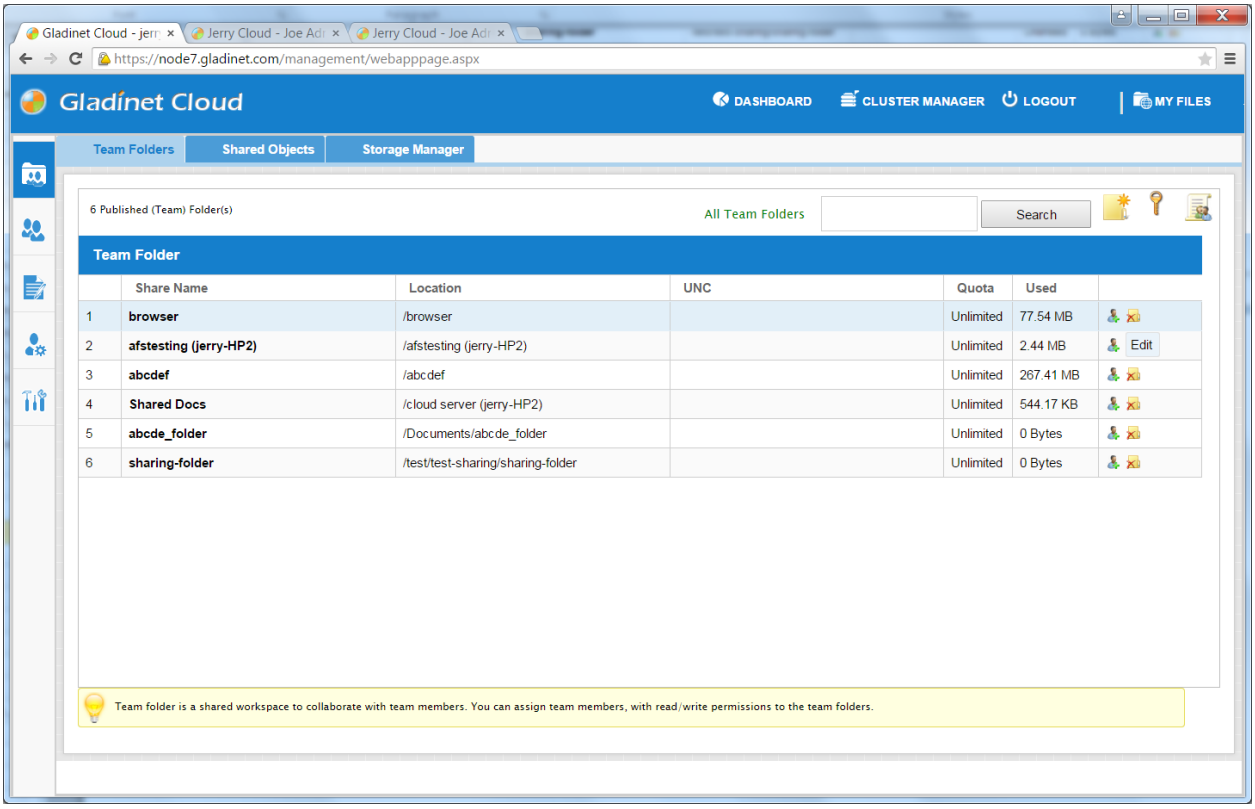
MANAGING USER PERMISSIONS

When administrators publish team folders, they assign read-write permissions to the users. Once the folder is created, administrators can change these access permissions.

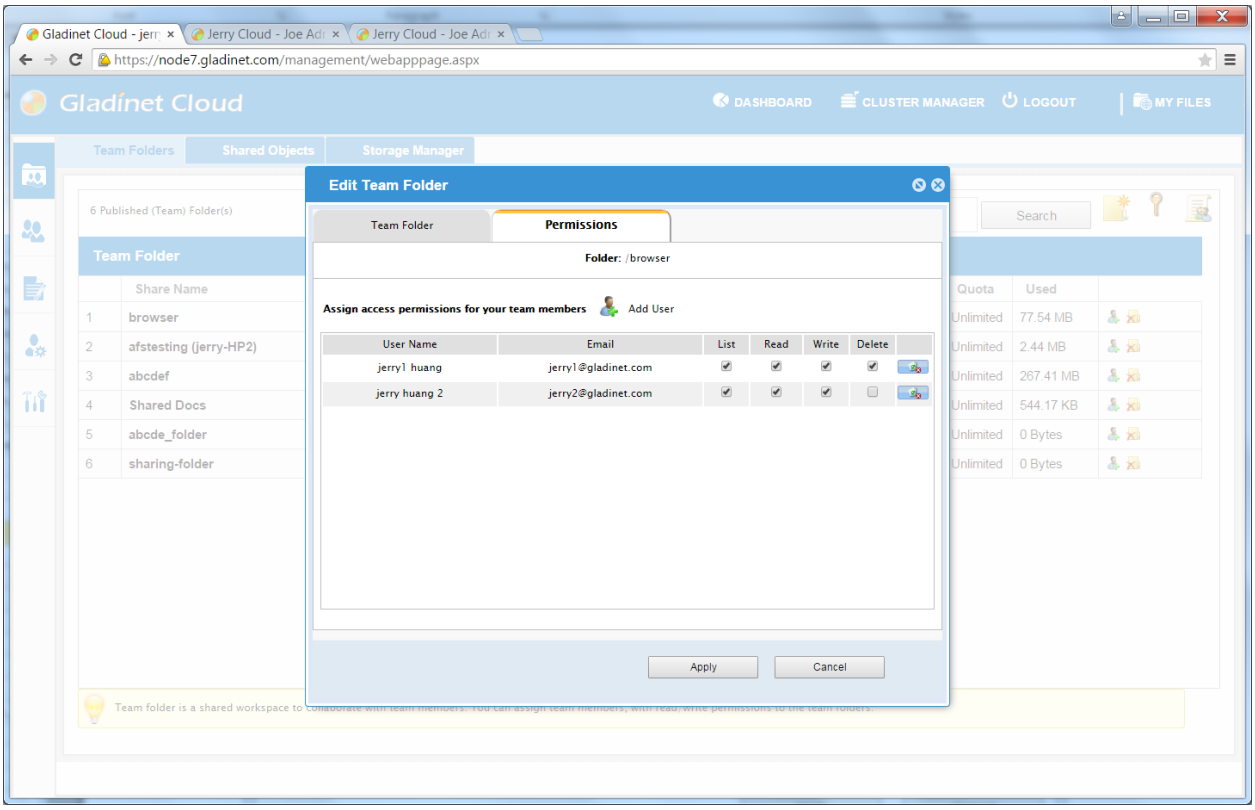
When the Gladinet Cloud root folder is selected, the Gladinet Cloud panel on the right shows a list of published team folders. Click the 'Manage' icon to edit the team folder permissions.



If you have selected the folder to be published, there is an Edit link on the right panel, to publish the folder or edit its existing permissions

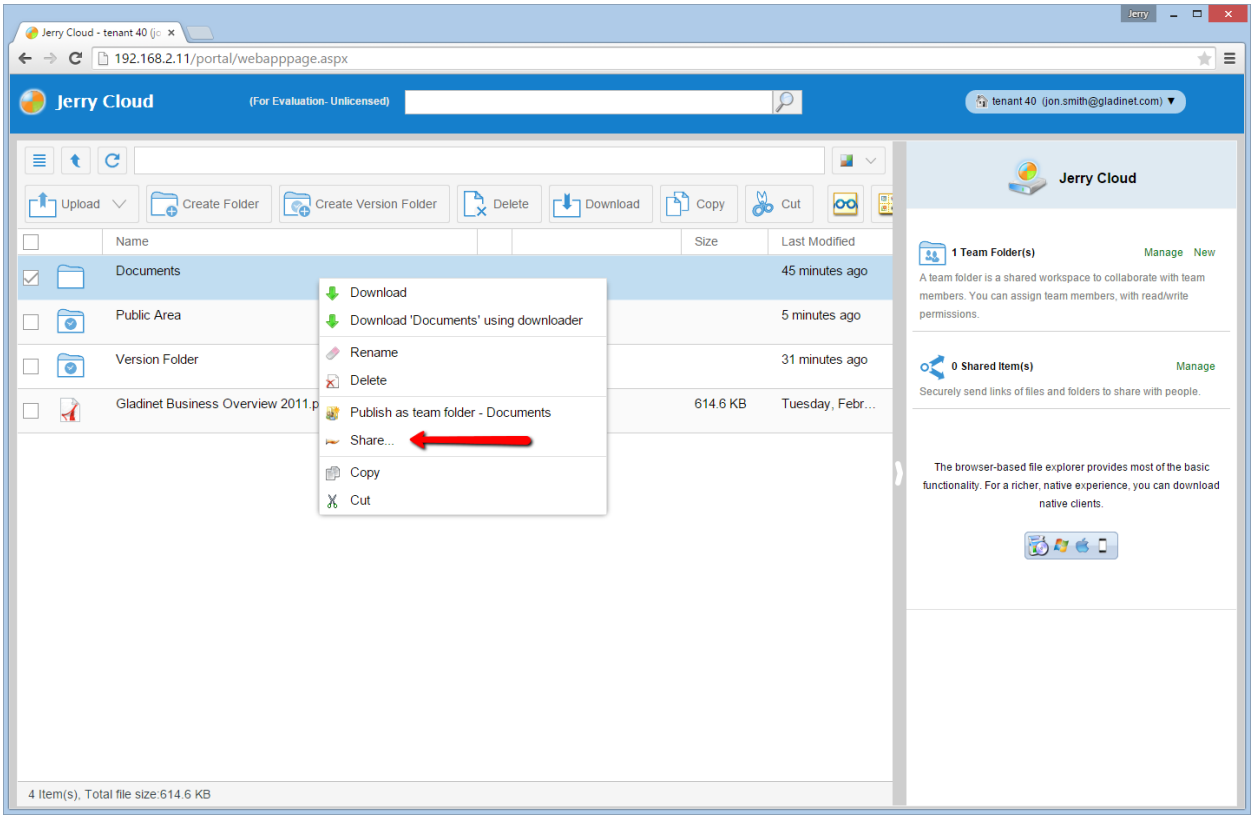


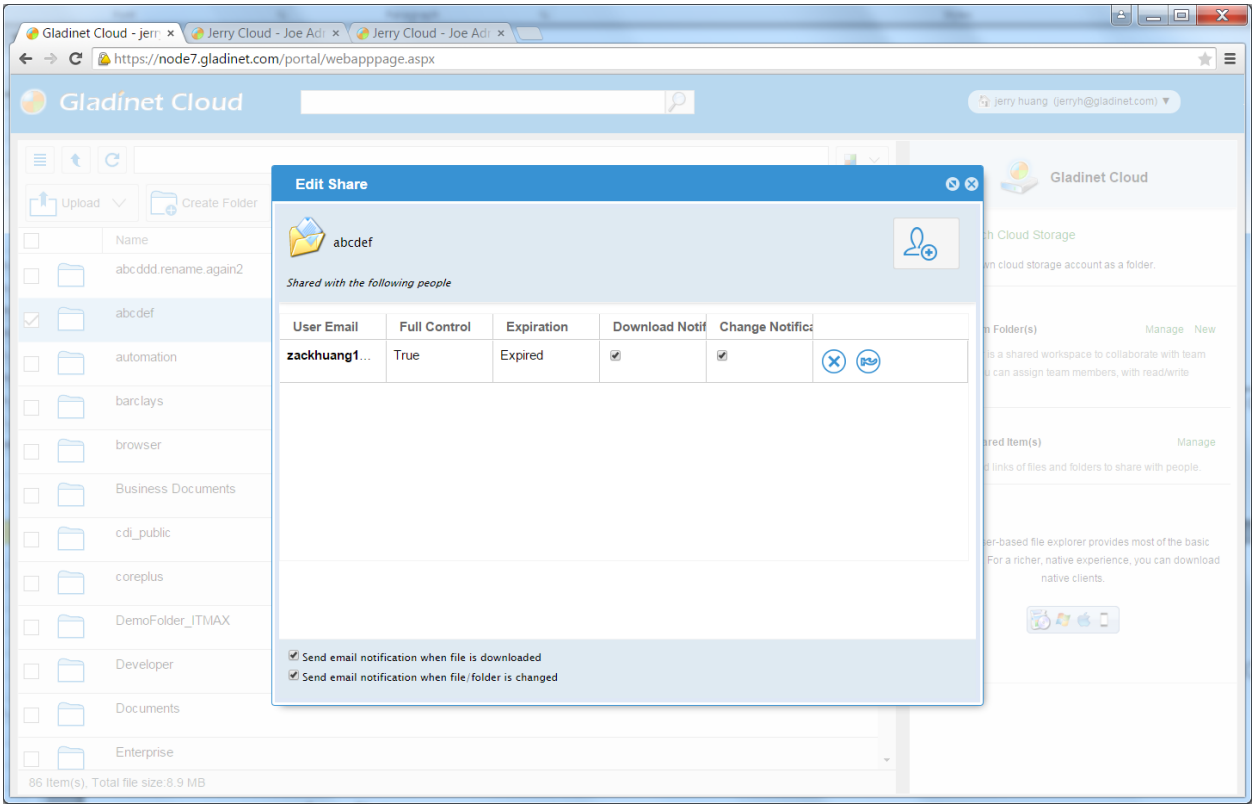
Select 'Permission'. Most of the time, you don't need to touch the permission at the entry level of the team folder. However, the permission will be more used inside the team folder. For example, if inside the team folder, you have two sub folders, sub-folderA and sub-folderB. Permissions will come in handy when you want to assign userA to sub-folderA and userB to sub-folderB.



Besides Team Folder, there is also Share Folder, which is another way of sharing. Team Folder can be created only by the Administrator and share to users inside the same tenant scope.

For Share Folder, the user can share it with people outside of the tenant scope. The sharing can also be initiated by any team user.


Jerry Cloud - tenant 40
192.168.2.11/portal/webapppage.aspx
Jerry Cloud
(For Evaluation- Unlicensed)
tenant 40 (jon.smith@gladinet.com)
Upload
Create Folder
Create Version Folder
Delete
Download
Copy
Cut
Name
Size
Last Modified
Documents
45 minutes ago
Public Area
5 minutes ago
Version Folder
31 minutes ago
Gladinet Business Overview 2011.p
614.6 KB
Tuesday, Febr...
Download
Download 'Documents' using downloader
Rename
Delete
Publish as team folder - Documents
Share...
Copy
Cut
4 Item(s), Total file size:614.6 KB
Jerry Cloud
1 Team Folder(s)
Manage
New
A team folder is a shared workspace to collaborate with team members. You can assign team members, with read/write permissions.
0 Shared Item(s)
Manage
Securely send links of files and folders to share with people.
The browser-based file explorer provides most of the basic functionality. For a richer, native experience, you can download native clients.

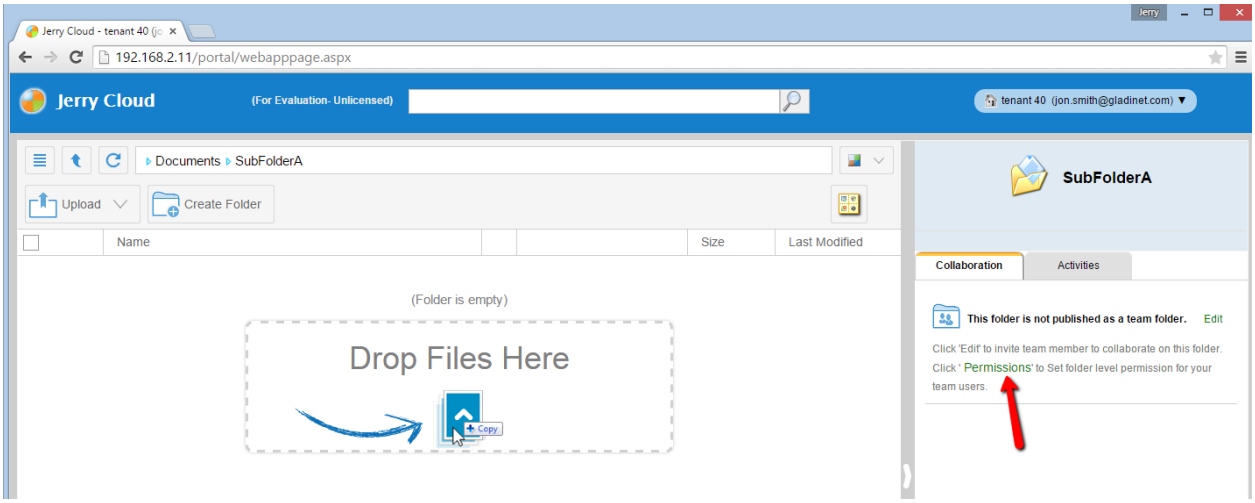


CHANGING FOLDER PERMISSIONS

When publishing a team folder, admins can assign read/write permissions to team-users. These permissions apply to all subfolders.

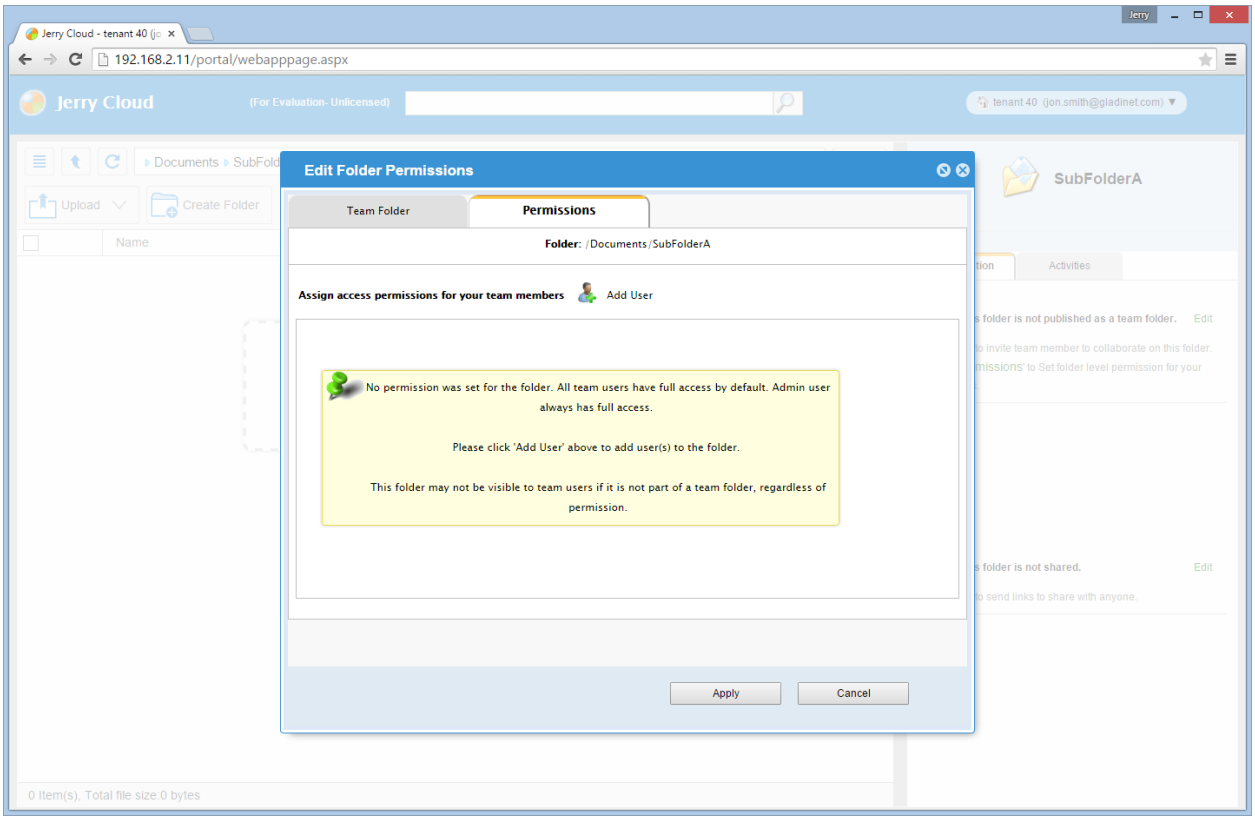
Admins can further fine tune the permissions for each sub-folders in the team folder, to have better access controls.

To change the access permissions, visit the subfolder in the team folder. Click ‘Permissions’ on the right panel.

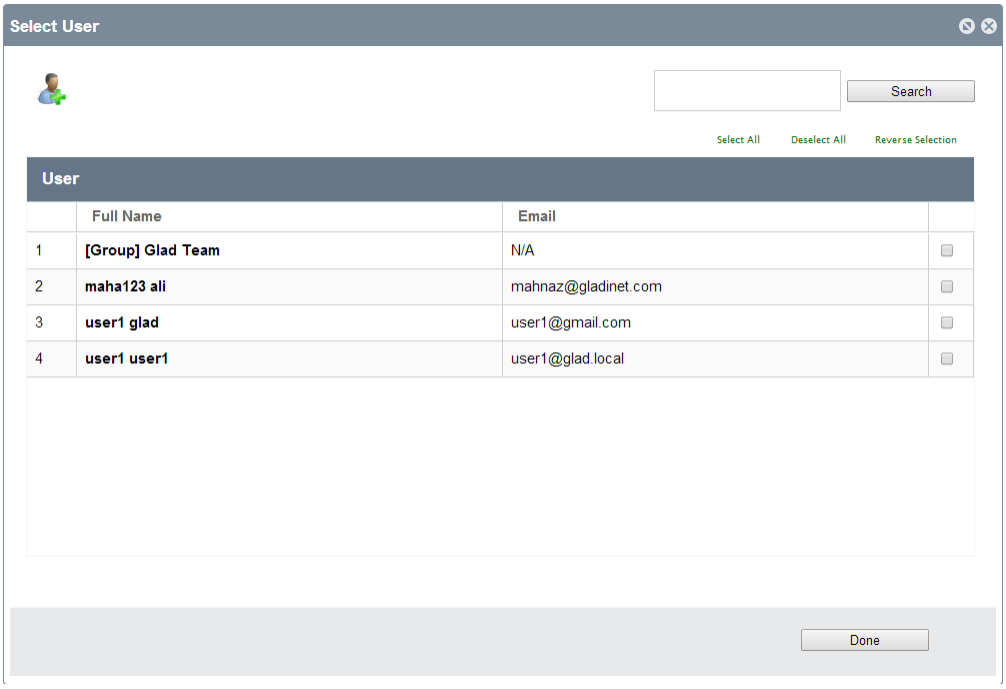


If no permissions have been set before, no permission is displayed. Click 'Add User' to add new users to the permission list.

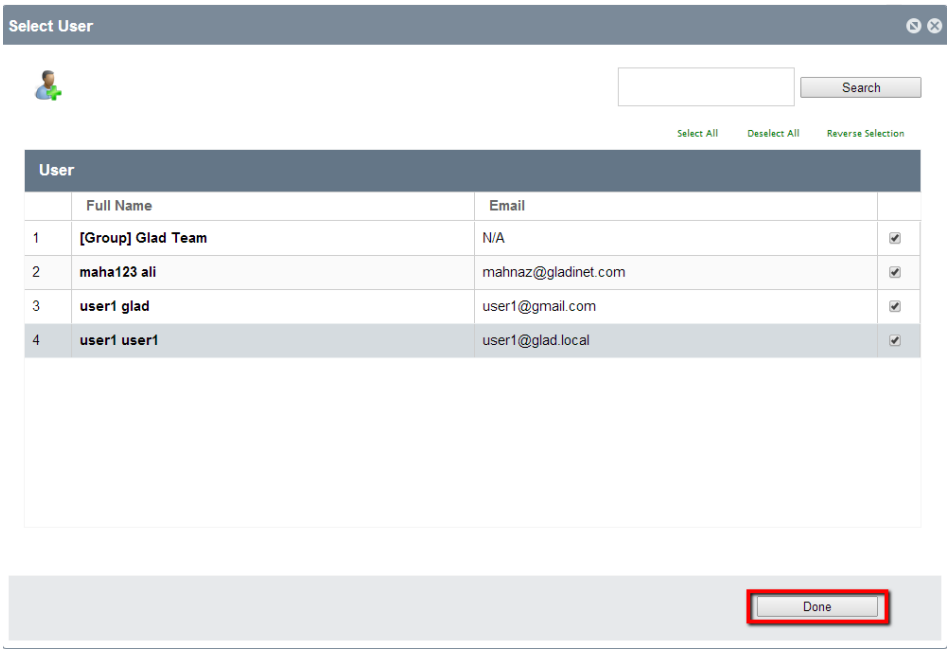
When the permission is empty, it inherits from the team folder's settings. If the permission list is not empty, it overrides the team folder's settings.



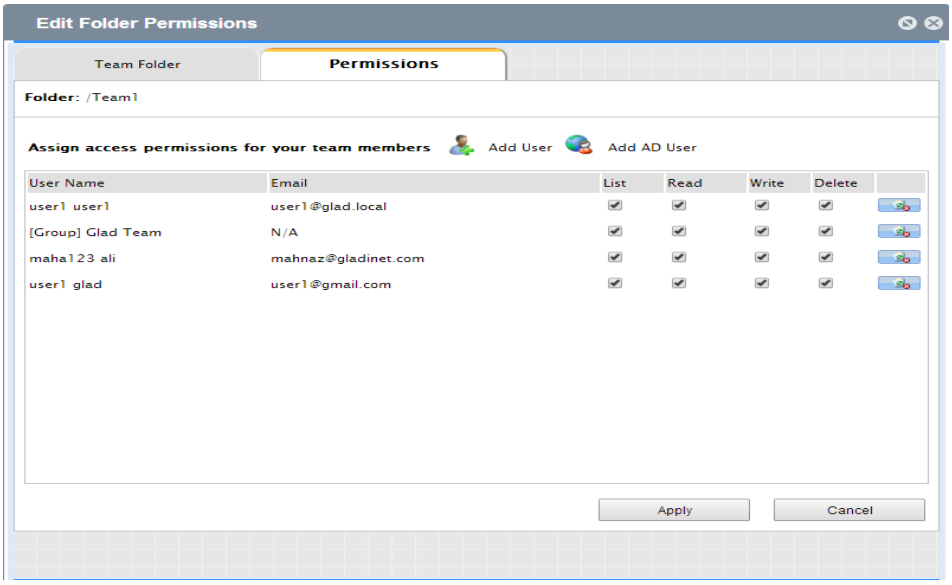
In Select User, administrators can get a full user list, or query for a specific user.



In the user list, select the users from the query results and click 'Done'.



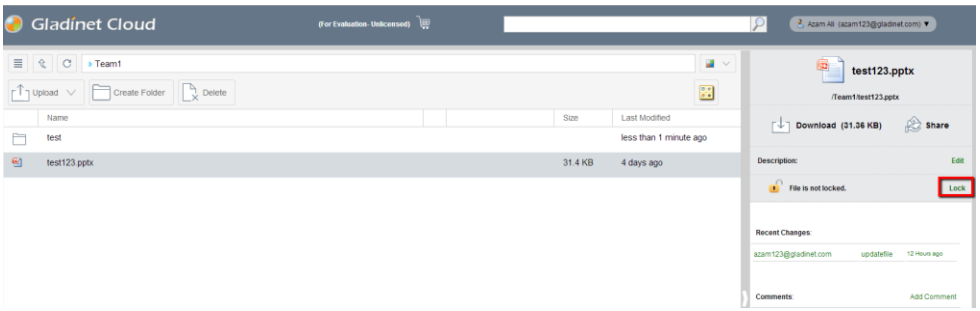
Back in the permission window, assign the right access permissions for the sub users selected. Click 'Apply'.



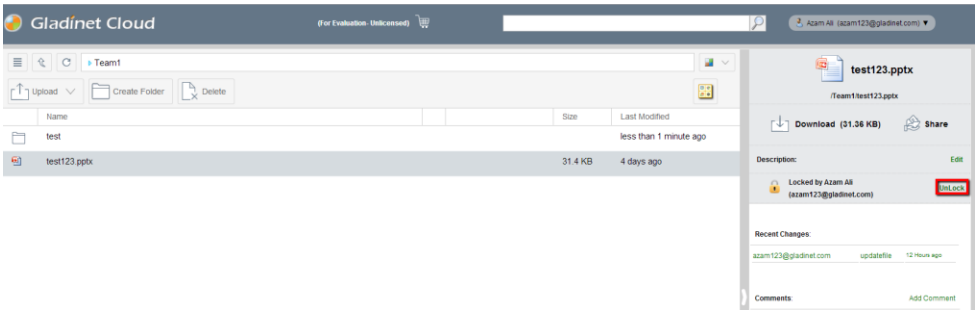
FILE LOCKING IN TEAM FOLDERS

Team folders are shared by administrators with team-users. When working with files in Team Folder, each user can choose to lock the file for exclusive access.

To lock a file in Gladinet Cloud, select the file in Team Folder and click 'Lock' on the right panel.



Once the work is finished, click 'Unlock' to release the lock.



Note that administrator accounts can ignore the lock and can access any files, whether they are locked or unlocked.

SHARING

SHARING VERSUS PUBLISHING

There are two ways to share files and folders in Gladinet Cloud – publishing and sharing.

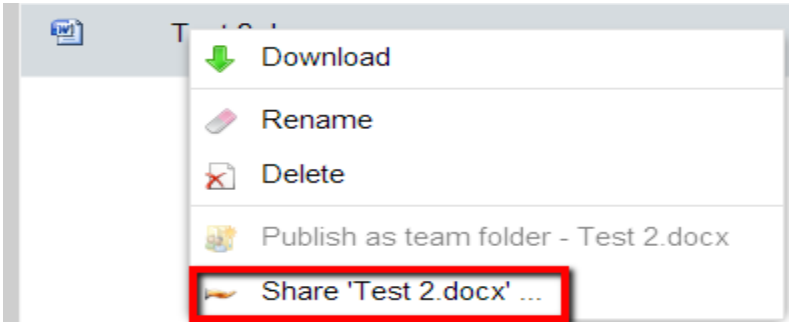
- Publishing: Only available for the administrator who can share any admin folder. It will only work with team-users in a specific Gladinet Cloud account (tenant account). Publishing a team folder can't go outside of the tenant scope.
- Sharing: Both the administrator and team-users can share files with anyone that has an email address. The recipient of the share will get an email with a link to open the folder or download the file. If the email recipient is also a Gladinet Cloud user, he/she can access the shared file or folder directly from the Gladinet Cloud.

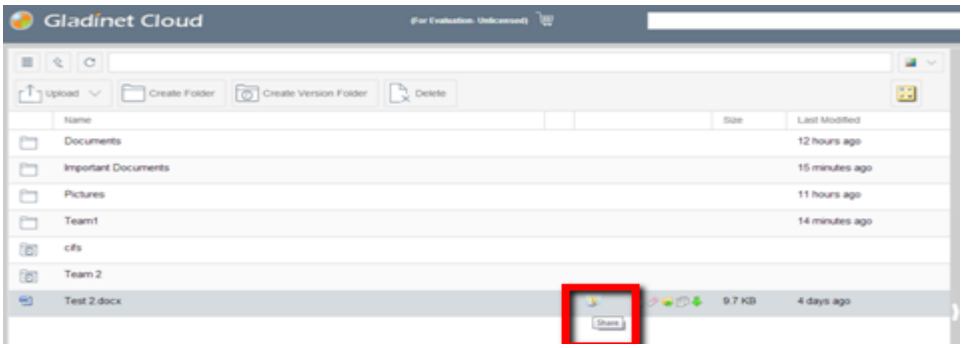
Administrators can prevent team-users from sharing if needed.

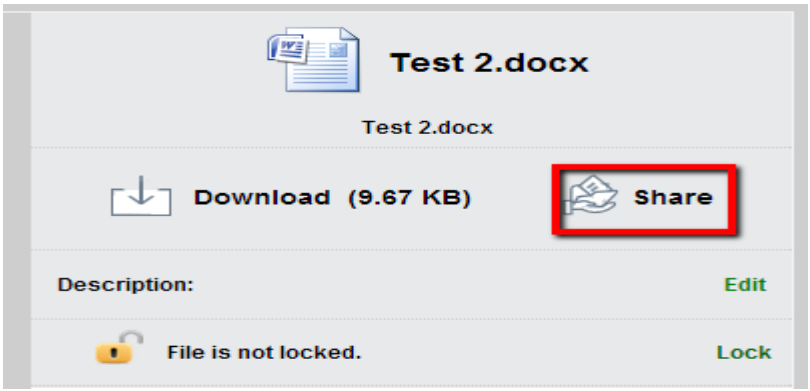
SHARING FILES AND FOLDERS

FILE SHARING

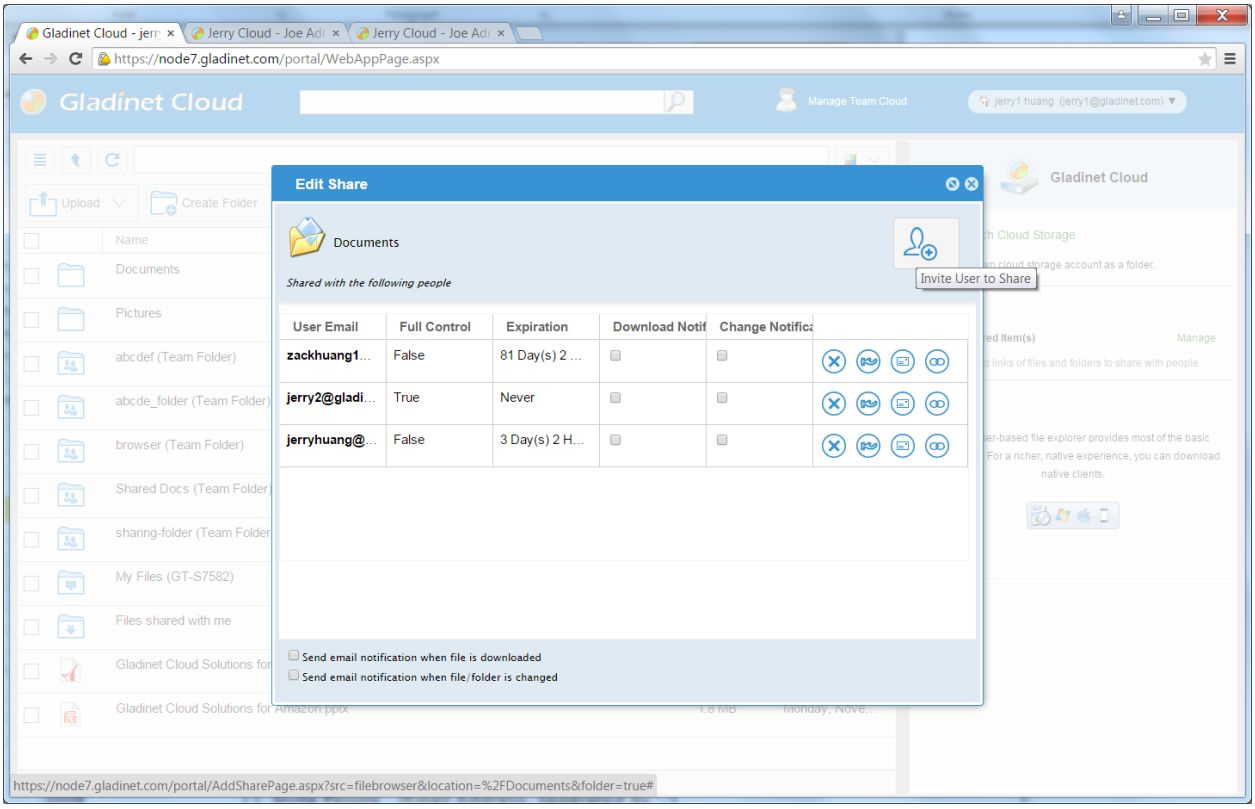
To share a file, click it and select the Share icon in the row of the file. You can also right click the file and select Share in the context menu. Once the file is selected, if the right panel is open, there is a Share link there too.



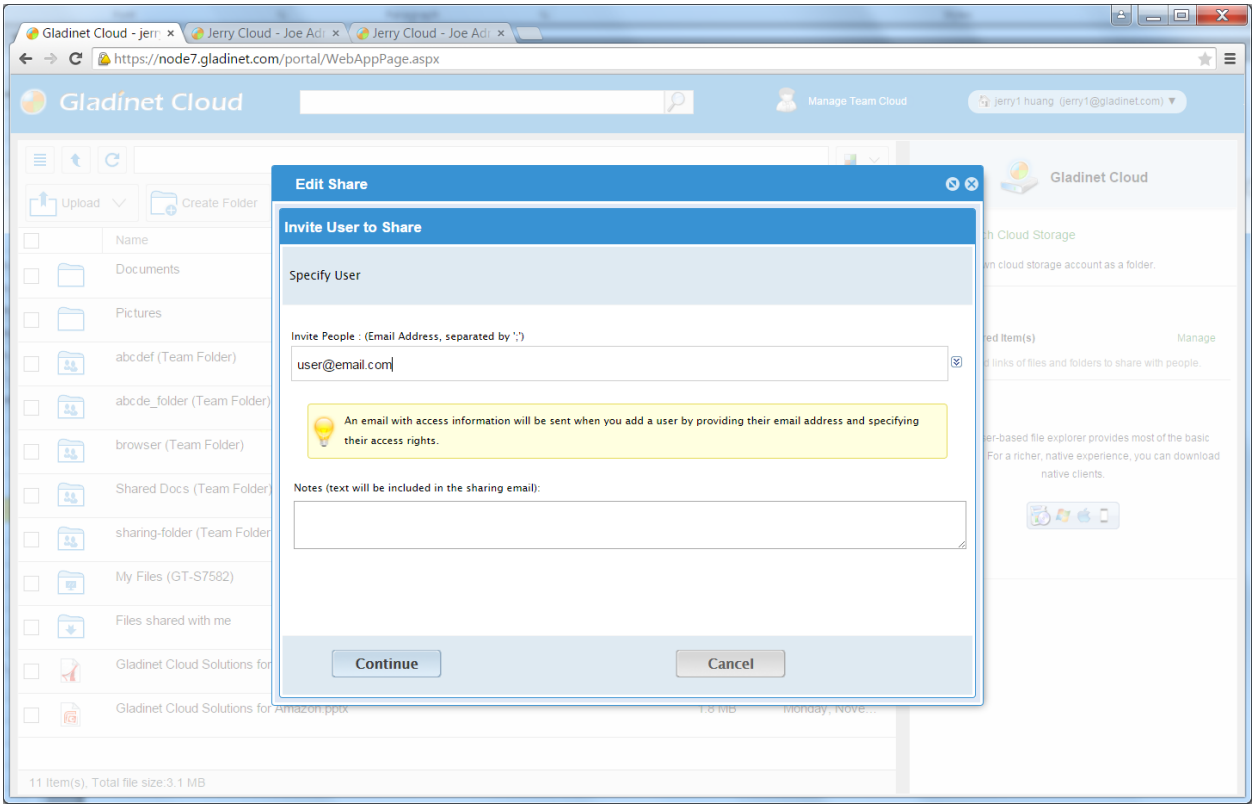




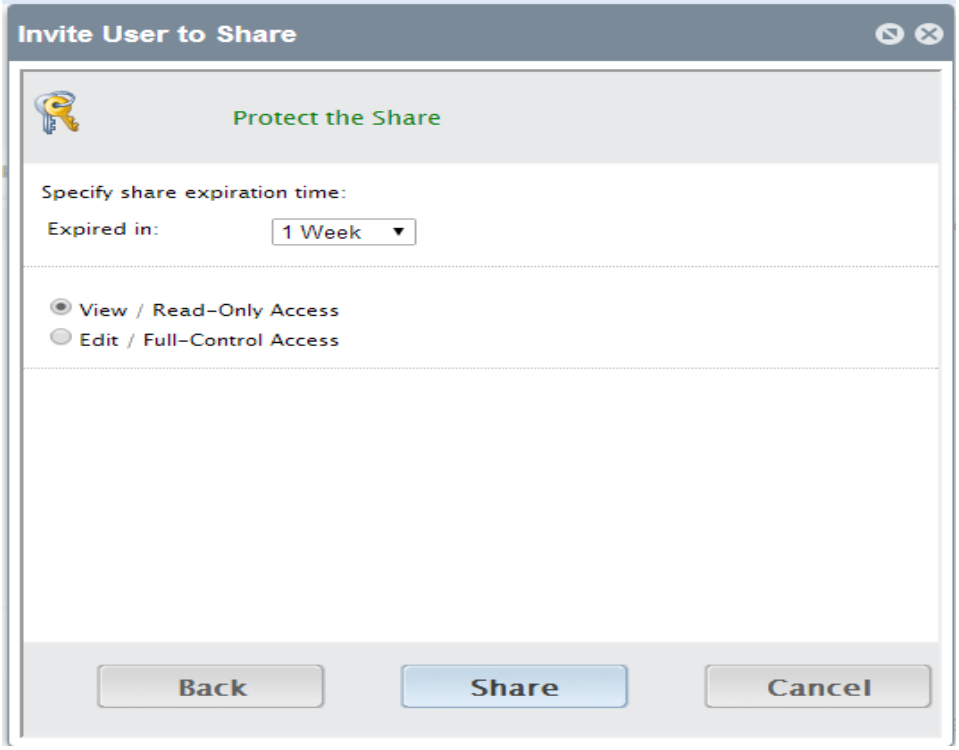
After clicking ‘Share’ above, in ‘Edit Share’ window, click ‘Invite User to Share’



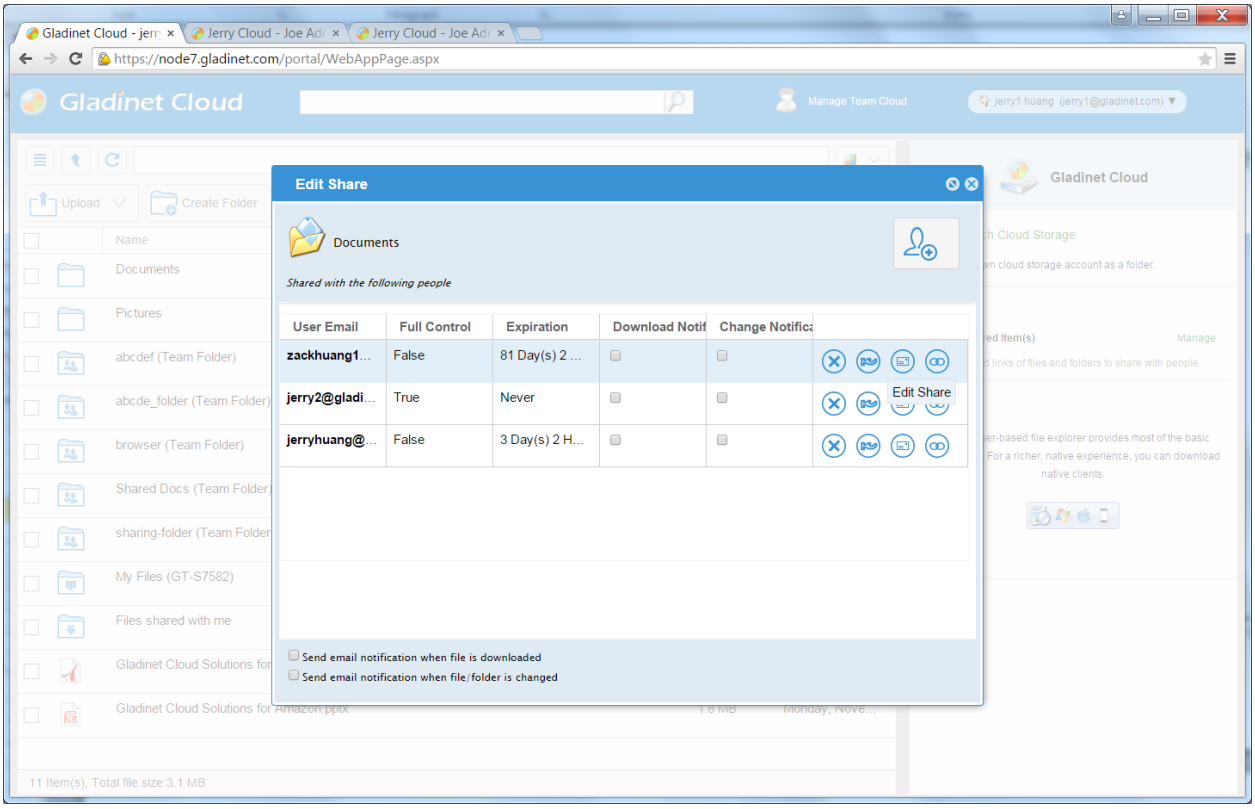
Type the user(s) email where the file will be sent and then click ‘Continue’



In the 'Invite User to Share' window, you can specify the expiration time and also grant access permissions.

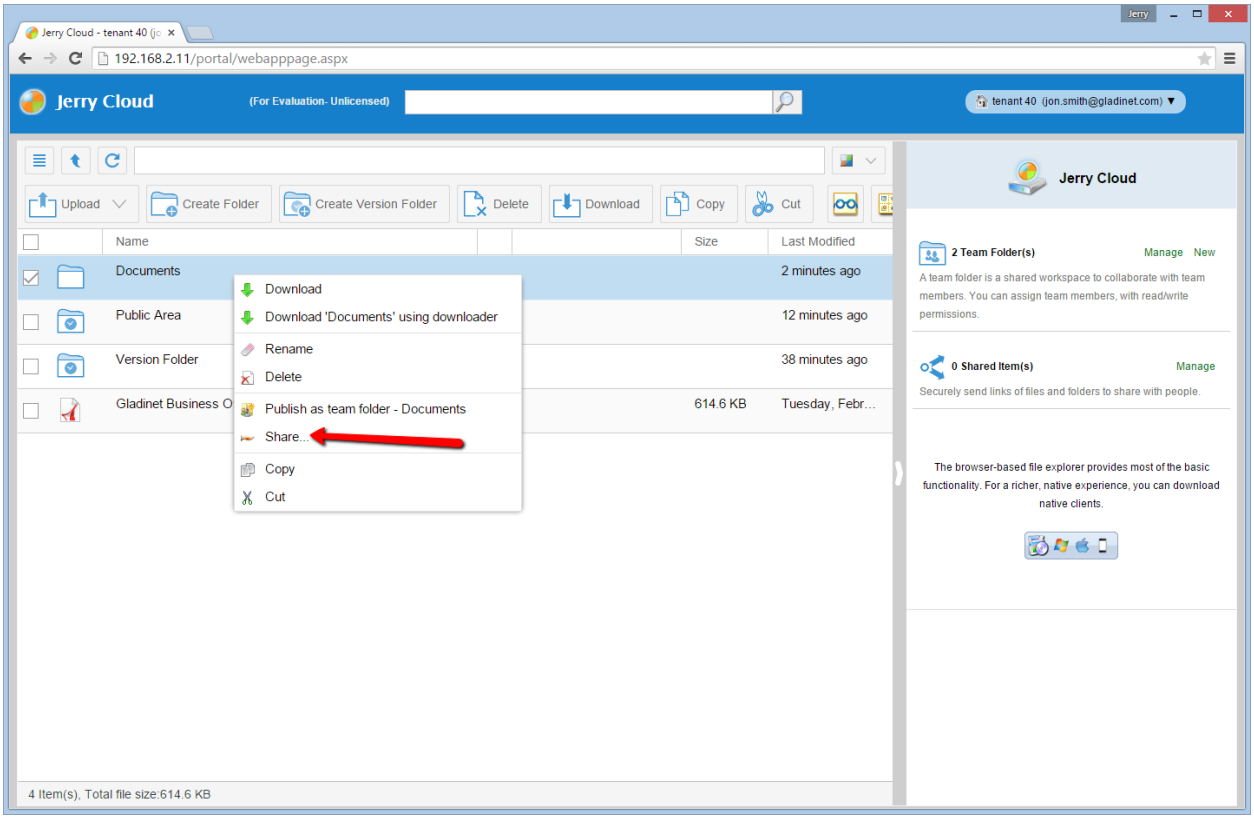


If the file is already shared, you can delete the share, edit the share, or resend the notification email.



FOLDER SHARING

To share a folder, click it and select the Share icon in its row. You can also right click the file and select ‘Share’ in the context menu.

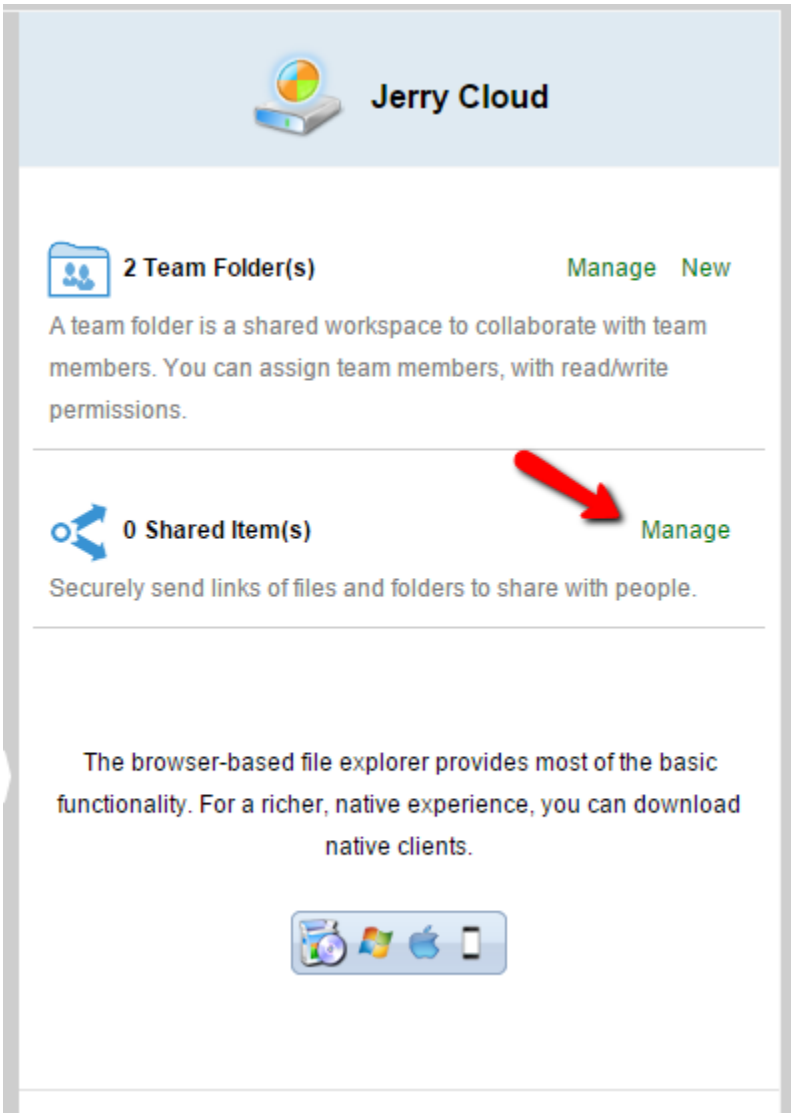


REMOVING SHARES

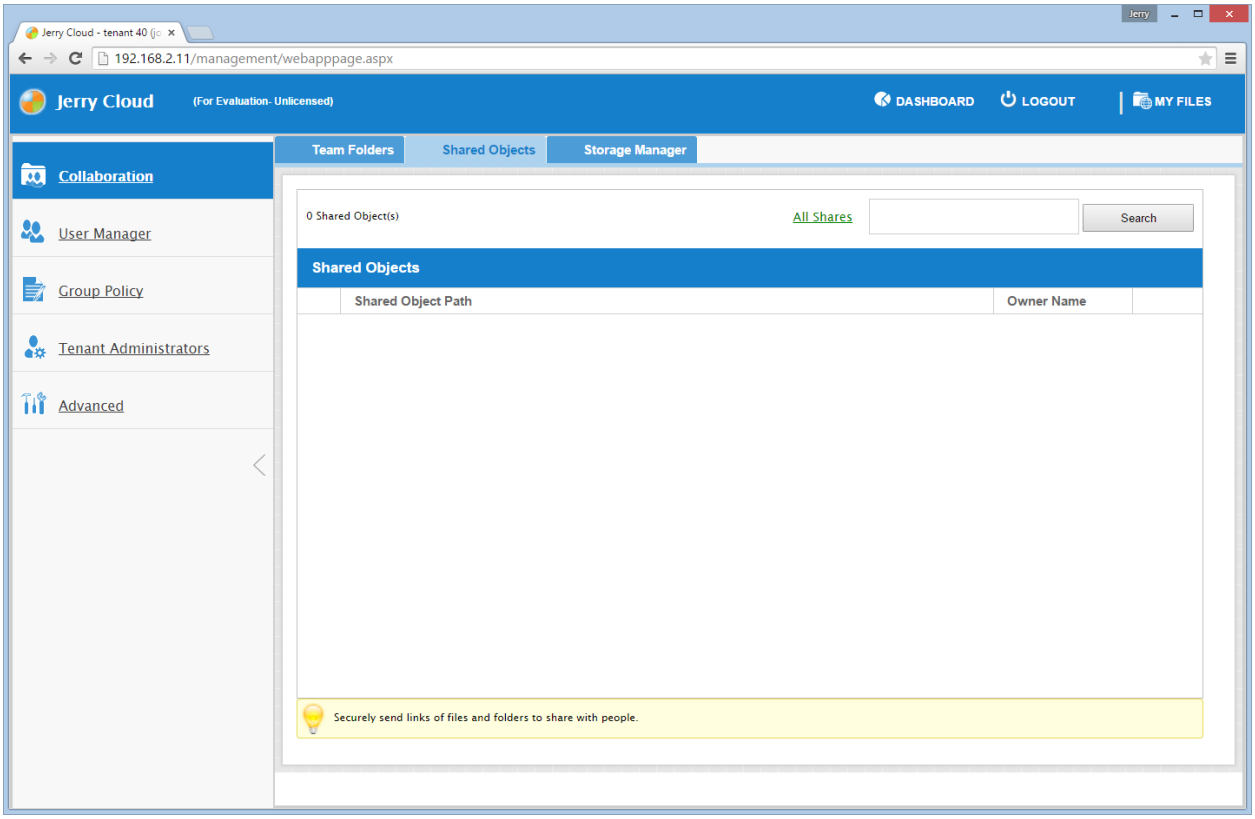
During share setup, a user can define its expiration date. Once the share expires, other users will no longer be able to access the shares.

Users can also delete the share manually.

In the Gladinet Cloud root folder, the panel on the right shows shared items to others. Users can click ‘Manage’ to see the list of shared files and folders.



In 'Management Console' -> 'Collaboration', click 'Shared Objects' to open a summary window for all shared objects. Here, you can edit the share to change permissions. You can also delete the share.

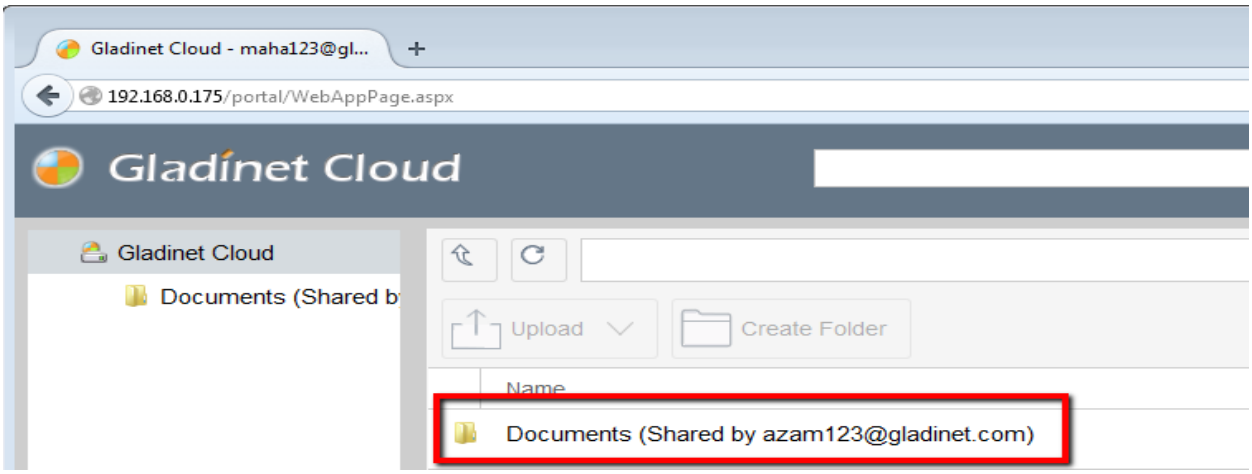


ACCESSING 'FILES/FOLDERS SHARED WITH ME'

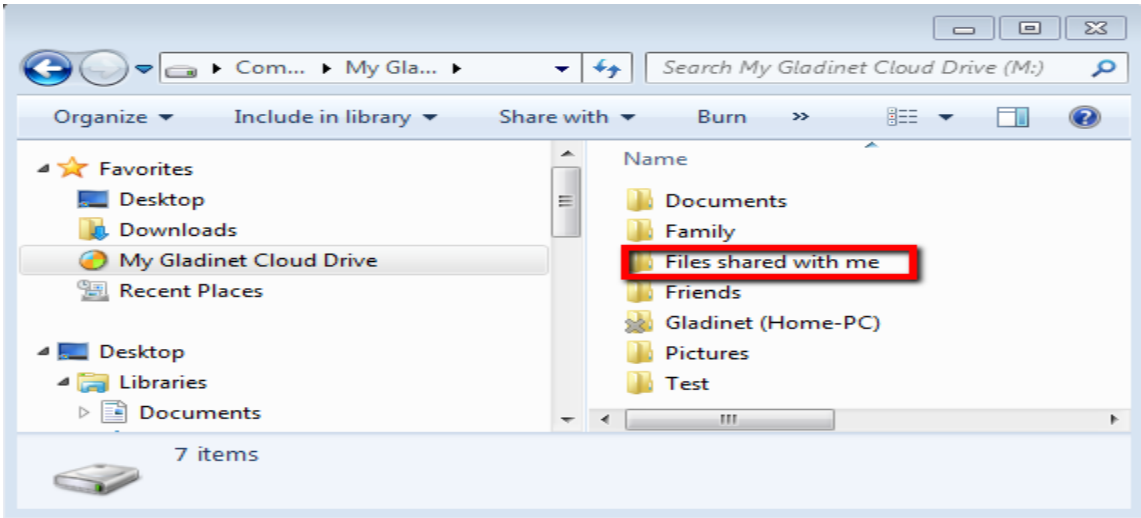
When a file or folder is shared with the user, he/she will get an email. The link in the email can be used to open the file or folder.

If the user has a Gladinet Cloud account with the given email address, the shared files and folders will appear under the ‘Files shared with me’ folder, in both the Gladinet Cloud web portal and Gladinet Cloud Desktop.

Gladinet Cloud Web Portal



Gladinet Cloud Desktop



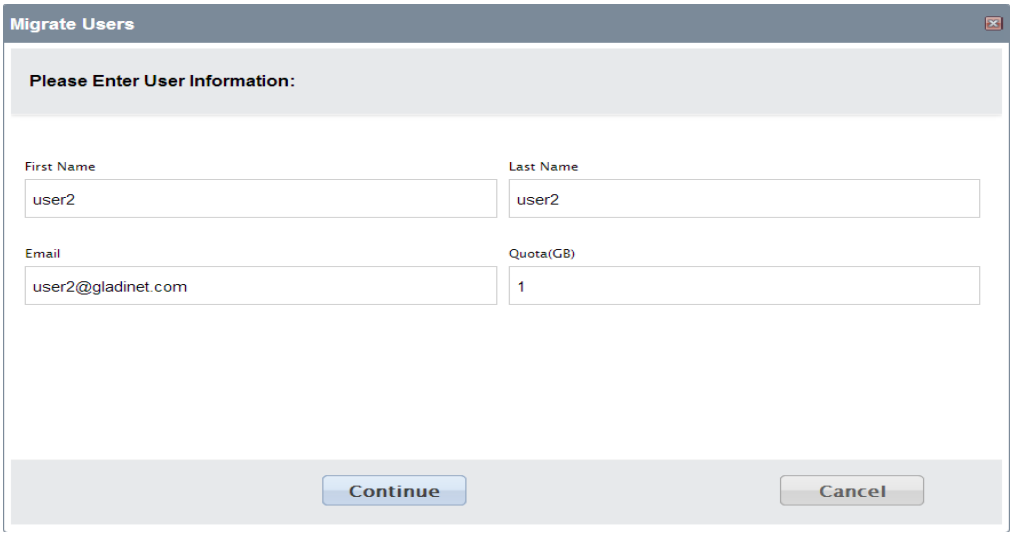
If the user has write permission to the folder shared, he can modify the files in the folder.

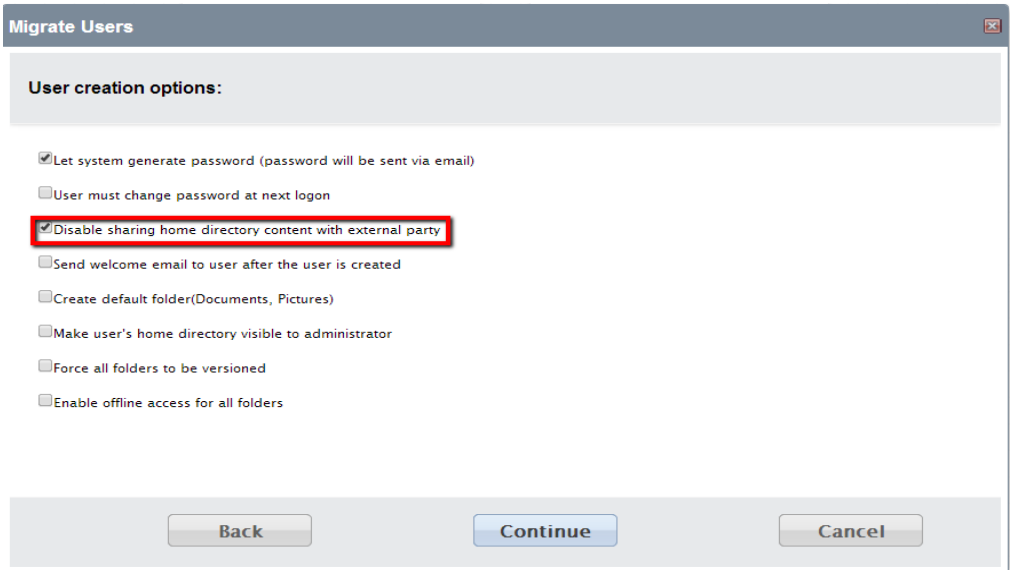
PREVENTING USERS FROM SHARING

Sometimes for security reasons, users should not be allowed to share files/folders.

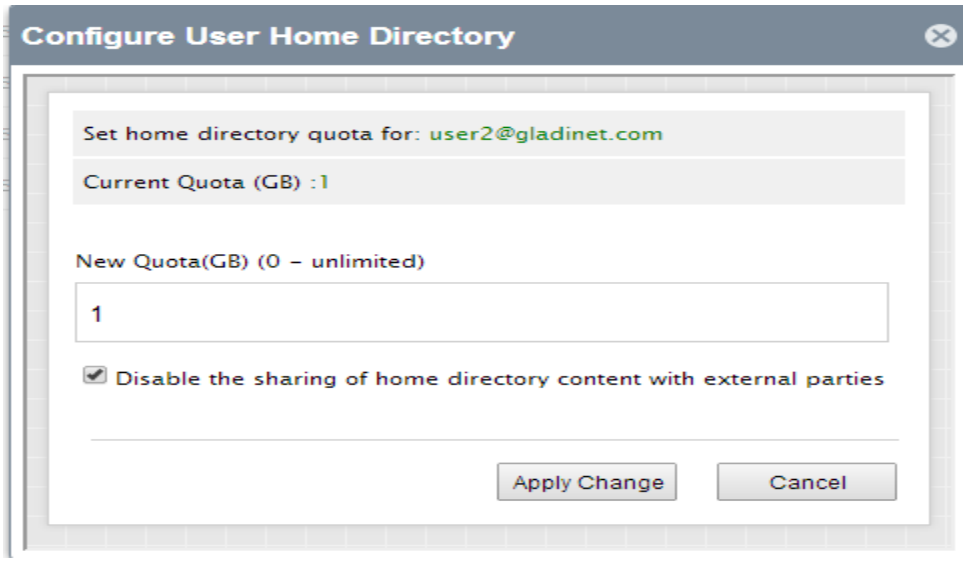
There are two types of files and folders a user can access.

- User's own folders, including versioned folders and attached local folders from the user's desktop.
  When an administrator creates new users, he/she can check 'Disable sharing home directory content with external party, to prevent the newly created user from sharing his/her own files and folders.



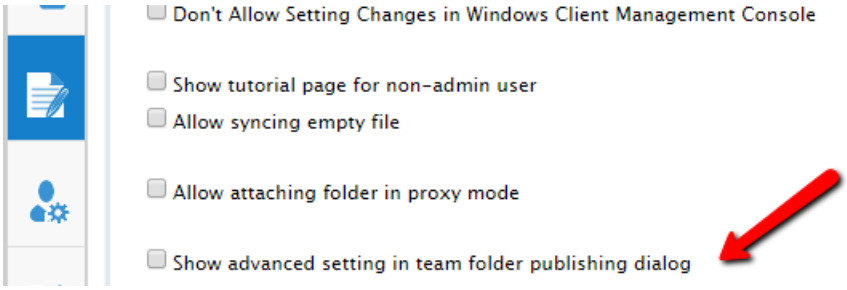


If the user is already created, administrator can edit the quota for the user. It also has the checkbox to disable sharing.

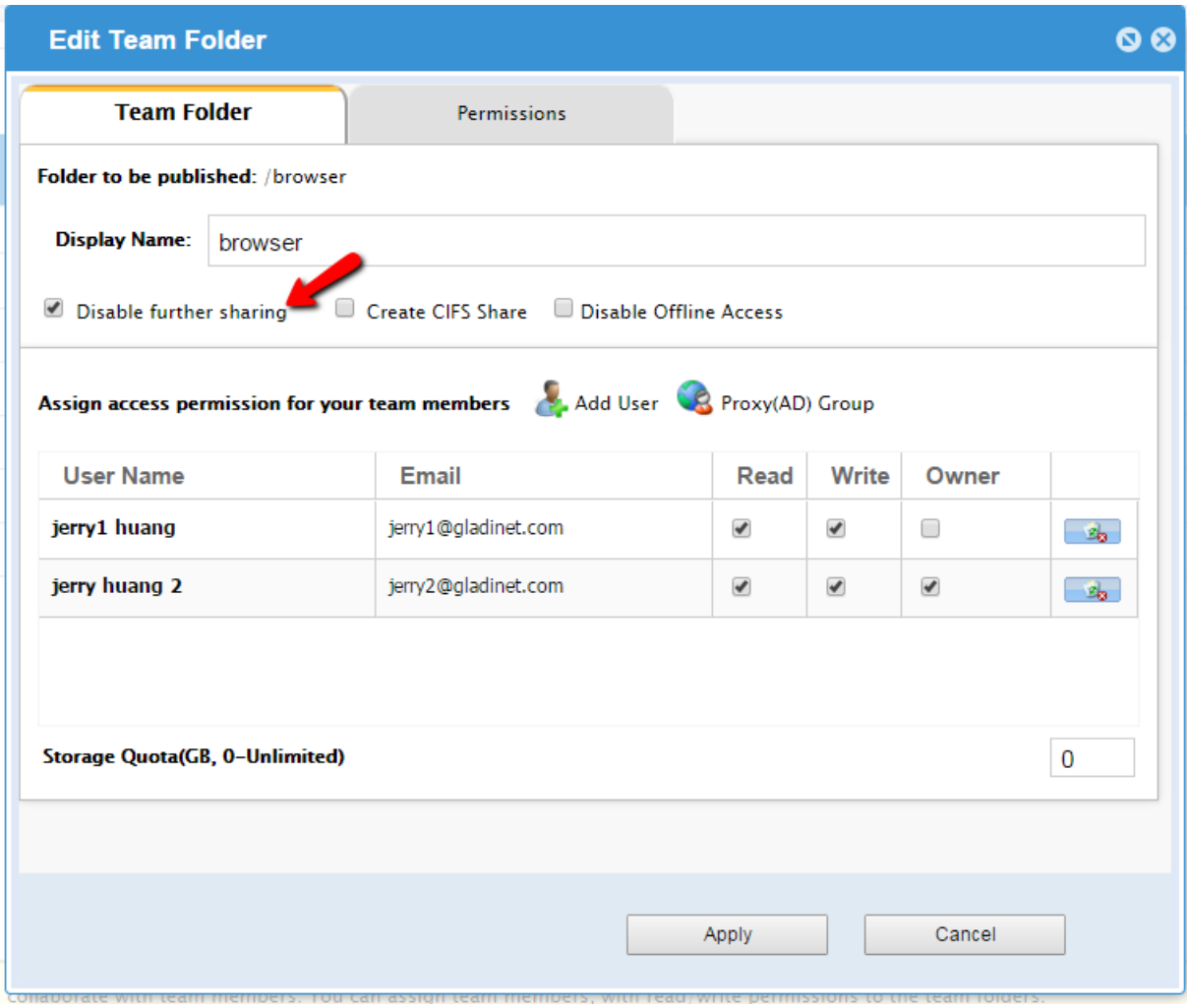


- Team Folders shared to the user
  When publishing a team folder, administrator can check 'Disable further sharing', to prevent users from sharing anything in the team folder.

(To have the option of "Disable further sharing", need to enable it in group policy first)



Now in the team folder editing dialog:



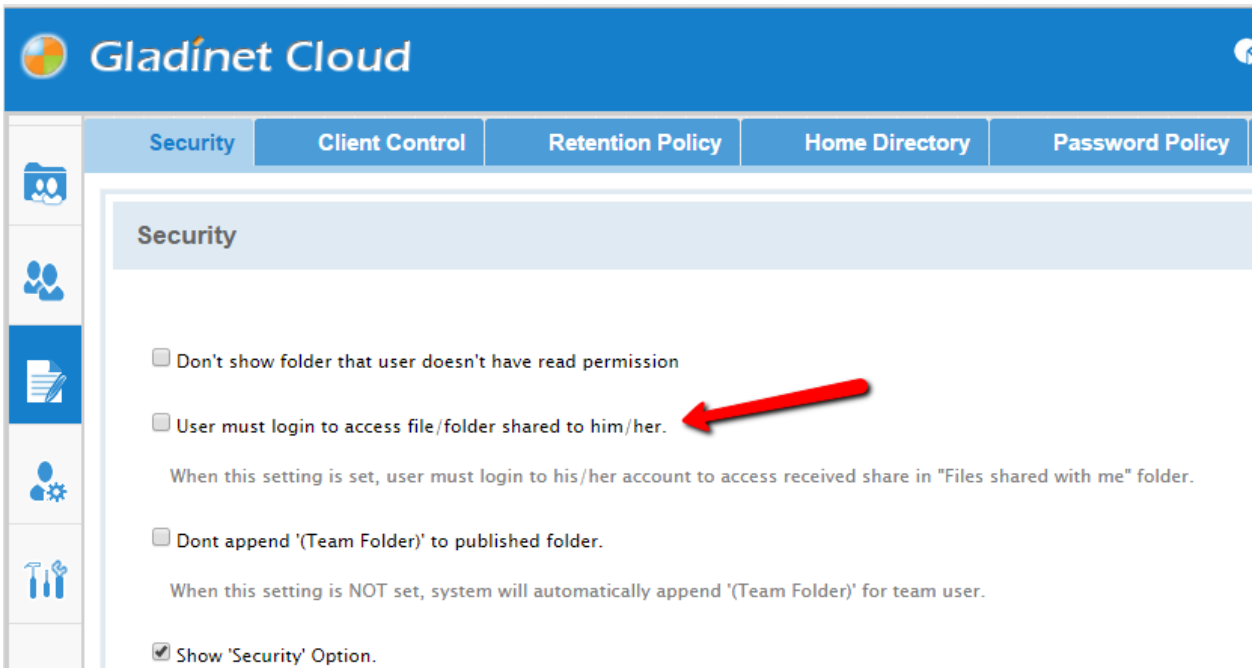
For existing team folders, administrator can edit it and check the 'Disable further sharing' there too.

When both flags are selected, team-users cannot share any files or folders to public anymore.

PROTECTING SHARES BY REQUIRING LOGIN

When a user shares a file or folder, Gladinet will generate a URL. By default, anyone can use the URL to access the share.

Administrators can protect shares by requiring login credentials. Once enabled, when a user accesses the share URL, he /she will be prompted to login to the Gladinet Cloud. After login, the user can view the file/folder shared with him/her under 'Files shared with me'.

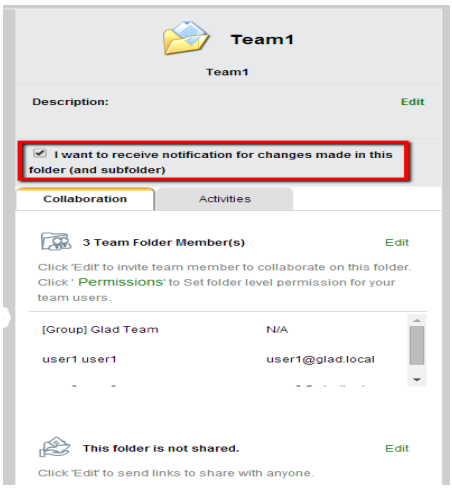


NOTIFICATIONS

SUBSCRIBING TO CHANGE NOTIFICATIONS FOR TEAM FOLDERS

Users can subscribe change notifications for Team Folders. Once subscribed, whenever a file or folder is changed in the team folder, the user will get an email with a list of changes. This notification only applies when the change is done by other users. It will not send out the notification email when the changes are done by the user himself/herself.

Visit the root of the team folder. On the right panel, select 'I want to receive notification for changes made in this folder (and subfolder)', to subscribe the change notification.

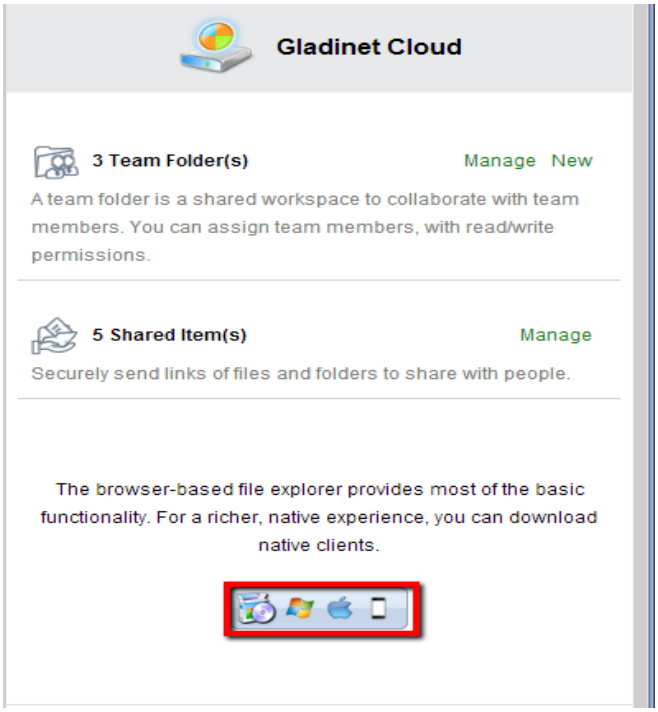


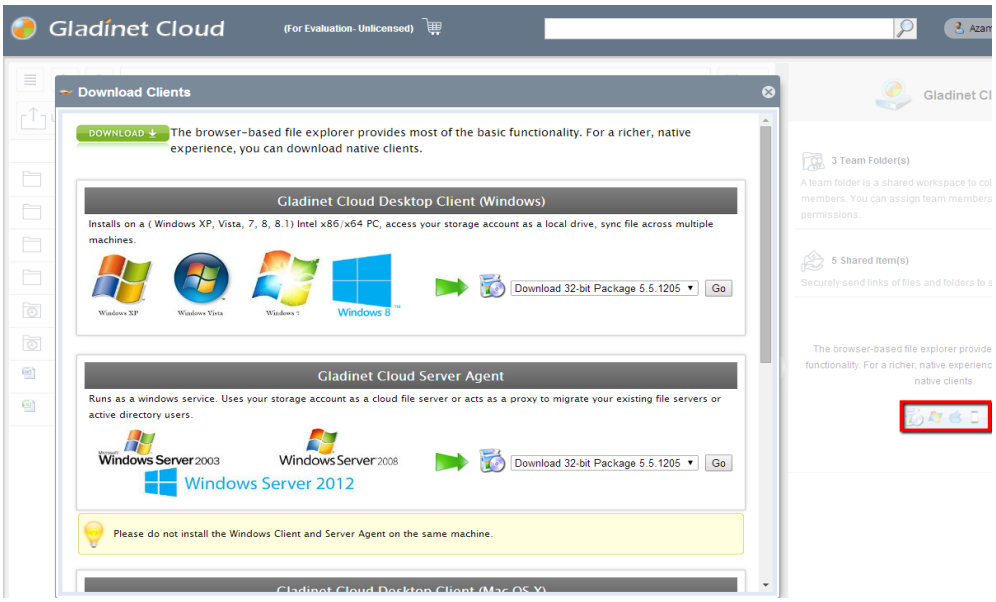
THE DESKTOP CLIENTS

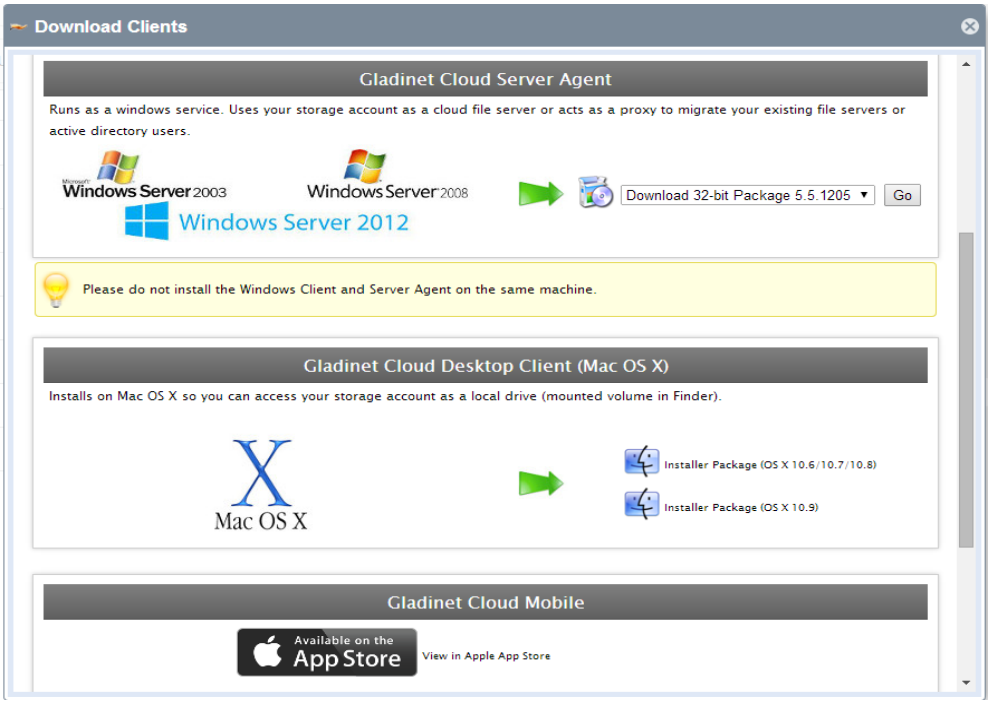
Gladinet Cloud access clients are available for Windows, Mac, iOS, Android, and Windows phones. These clients are designed to work with your Gladinet Cloud account which can be powered by any supported storage service.

INSTALLING GLADINET CLOUD WINDOWS CLIENT

First login to your Gladinet Cloud portal, click the "Desktop Client" button and download the respective GCD MSI package.


Gladinet Cloud
3 Team Folder(s)
Manage New
A team folder is a shared workspace to collaborate with team members. You can assign team members, with read/write permissions.
5 Shared Item(s)
Manage
Securely send links of files and folders to share with people.
The browser-based file explorer provides most of the basic functionality. For a richer, native experience, you can download native clients.


Gladinet Cloud
(For Evaluation- Unlicensed)
Download Clients
DOWNLOAD
The browser-based file explorer provides most of the basic functionality. For a richer, native experience, you can download native clients.
Gladinet Cloud Desktop Client (Windows)
Installs on a (Windows XP, Vista, 7, 8, 8.1) Intel x86/x64 PC, access your storage account as a local drive, sync file across multiple machines.
Windows XP
Windows Vista
Windows 8
Download 32-bit Package 5.5.1205
Go
Gladinet Cloud Server Agent
Runs as a windows service. Uses your storage account as a cloud file server or acts as a proxy to migrate your existing file servers or active directory users.
Windows Server 2003
Windows Server 2008
Windows Server 2012
Download 32-bit Package 5.5.1205
Go
Please do not install the Windows Client and Server Agent on the same machine.


Download Clients
Gladinet Cloud Server Agent
Runs as a windows service. Uses your storage account as a cloud file server or acts as a proxy to migrate your existing file servers or active directory users.
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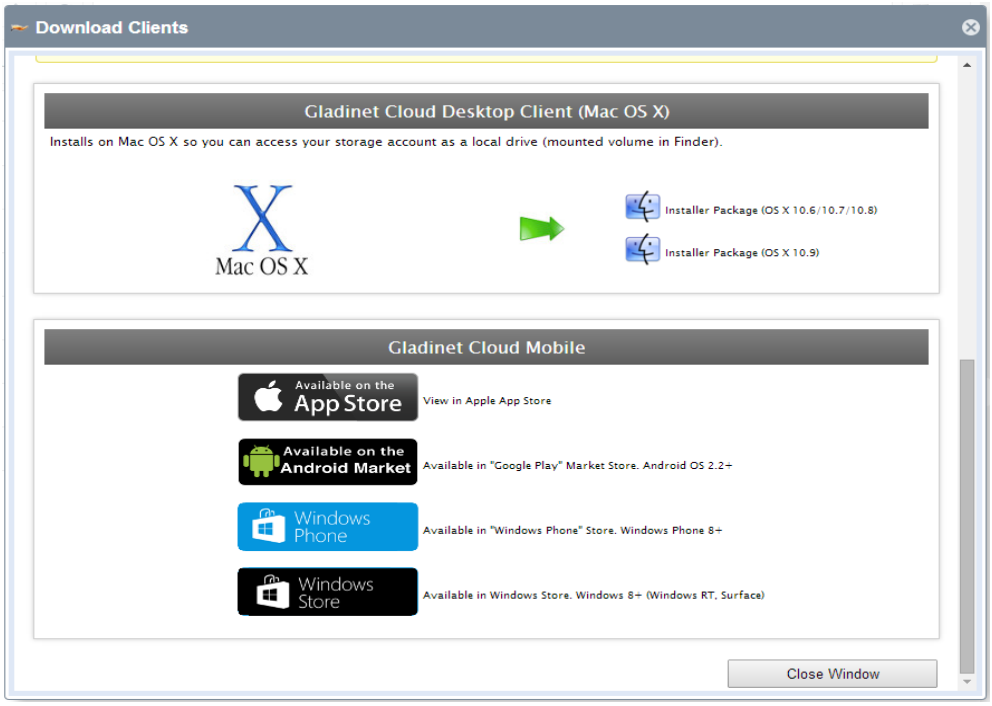
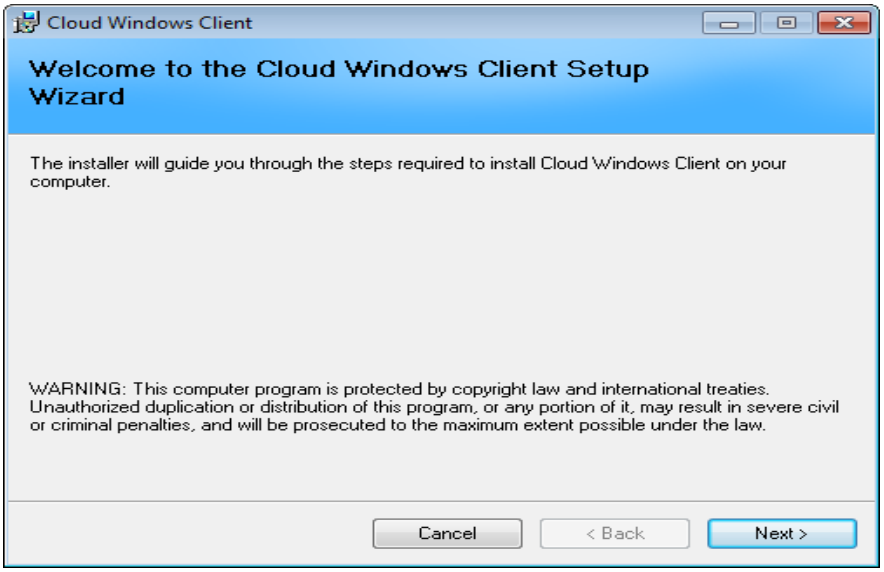
Please do not install the Windows Client and Server Agent on the same machine.
Gladinet Cloud Desktop Client (Mac OS X)
Installs on Mac OS X so you can access your storage account as a local drive (mounted volume in Finder).
Mac OS X
Installer Package (OS X 10.6/10.7/10.8)
Installer Package (OS X 10.9)
Gladinet Cloud Mobile
Available on the App Store
View in Apple App Store


Download Clients
Gladinet Cloud Desktop Client (Mac OS X)
Installs on Mac OS X so you can access your storage account as a local drive (mounted volume in Finder).
Mac OS X
Installer Package (OS X 10.6/10.7/10.8)
Installer Package (OS X 10.9)
Gladinet Cloud Mobile
Available on the App Store
View in Apple App Store
Available on the Android Market
Available in "Google Play" Market Store. Android OS 2.2+
Windows Phone
Available in "Windows Phone" Store. Windows Phone 8+
Windows Store
Available in Windows Store. Windows 8+ (Windows RT, Surface)
Close Window

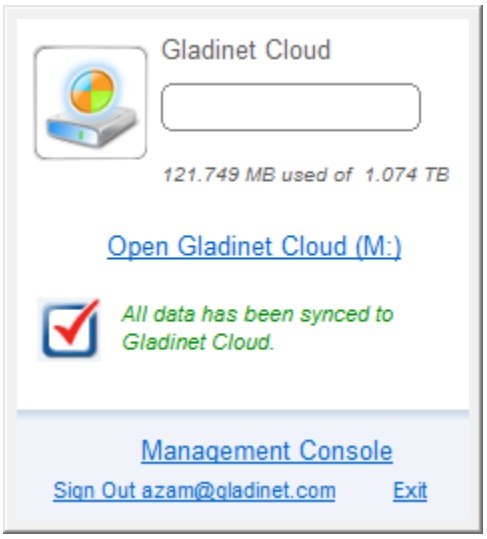
If your Windows OS is 32-bit, you need to download the 32-bit MSI package. If your Windows OS is 64-bit, you need to download 64-bit MSI package. Double click the MSI package to start the installation. In the Setup Gladinet Cloud Desktop screen, you can customize the installation if necessary.



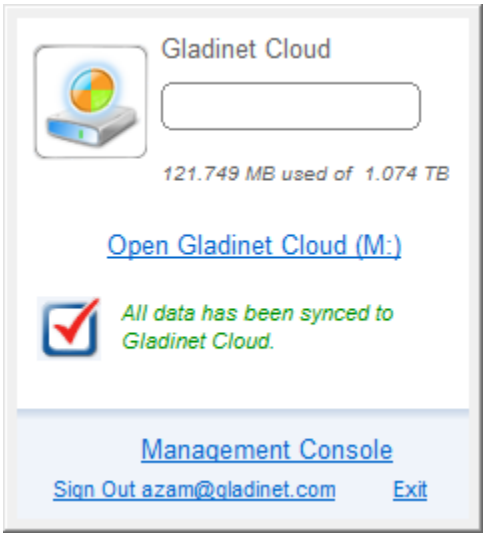
At the end of the installation, you will be prompted to enter your Gladinet Cloud account credentials which you created during registration. These credentials will authorize your Gladinet Cloud Desktop and connect it to your Gladinet Cloud account.

The Gladinet Cloud Drive provides direct access to your cloud storage without 2-way synchronization. If synchronization is desired, then attached folders can be used as an access mechanism. This gives users more control over what gets synchronized. For example, when a user is on the go and need rapid access for a quick update, you may not want to deal with synchronization delays.

After the installation is completed, a system tray icon will appear that allows you to open your Gladinet Drive, or attach new local folders to the Gladinet Cloud.



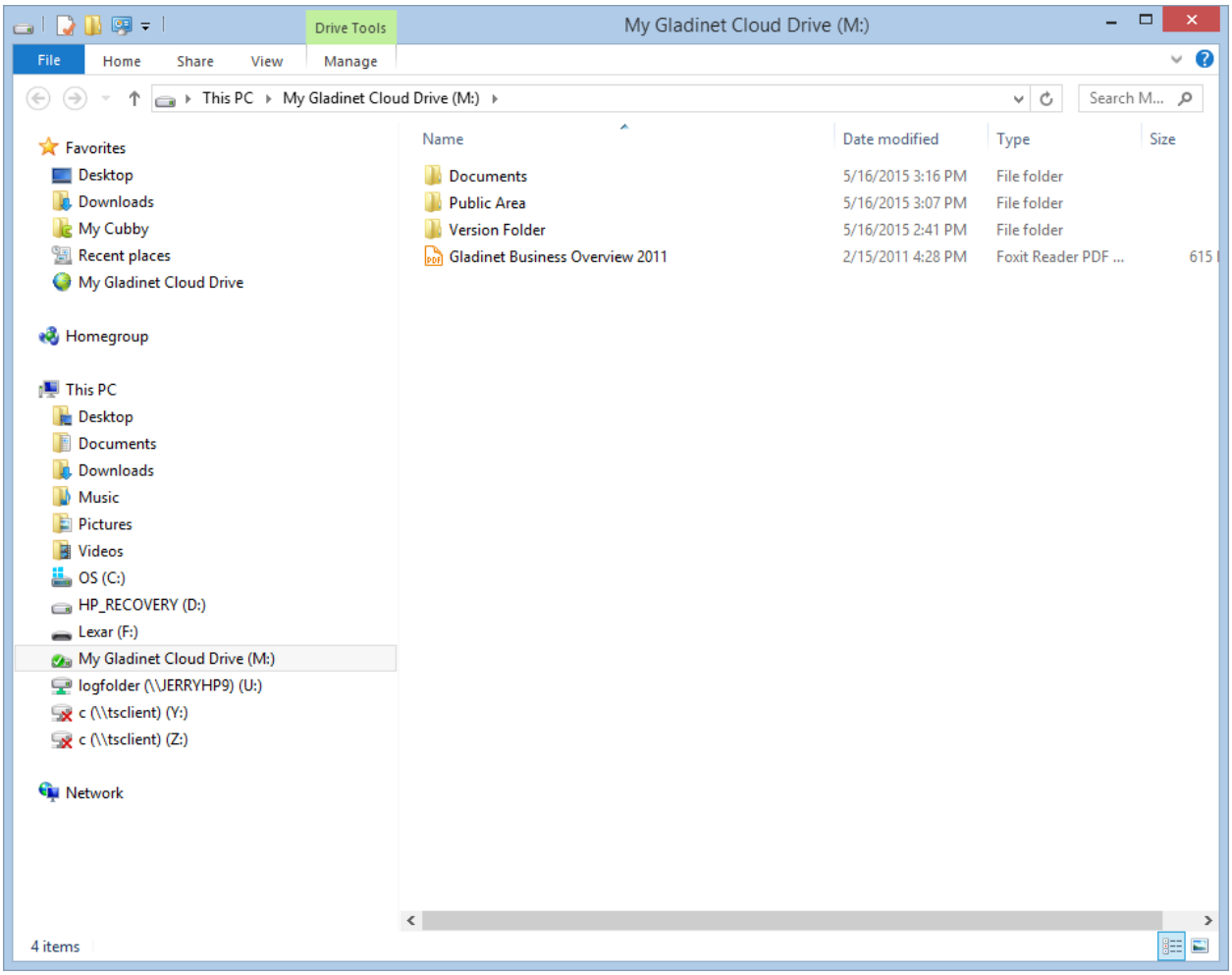
You can also perform a quick check of your system status.



CONNECTING TO THE CLOUD

TRANSFERRING FILES

Now you can use the Cloud Storage as if it were a Virtual Drive or Folder. Simply drag and drop to copy local documents to the Cloud Storage.



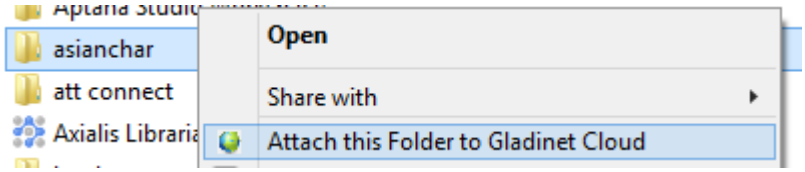
Gladinet Cloud Desktop makes it very easy to move data into cloud storage or extract data from cloud storage.

ATTACHING LOCAL FOLDERS

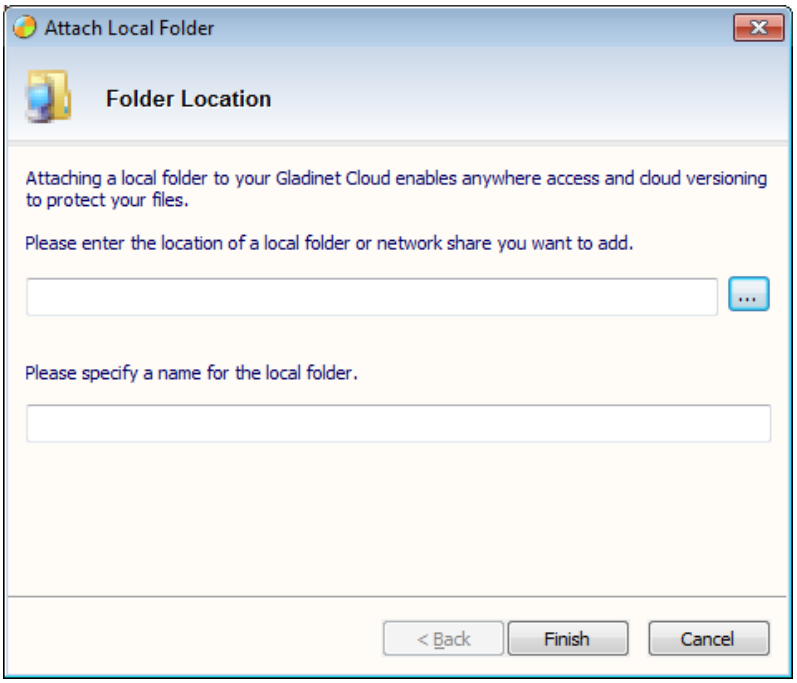
The virtual drive provides on-demand access to files and folders from the Gladinet Cloud storage account.

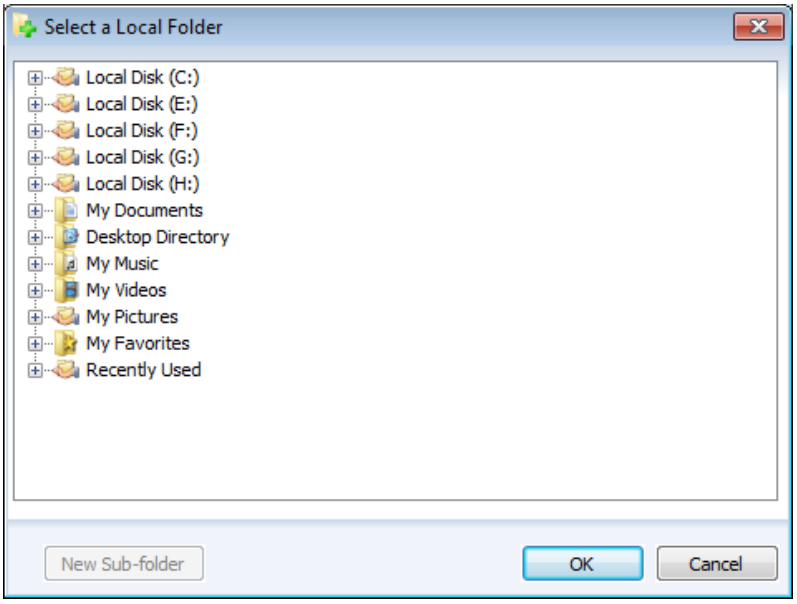
Sometimes it is also desirable to work inside a local folder, and have the local folder synchronize with the Gladinet Cloud storage account.

You can right click on a local folder and select “Attach to Gladinet Cloud”.



The following wizard will allow you to browse for a local folder that will be attached to your Gladinet Cloud account.



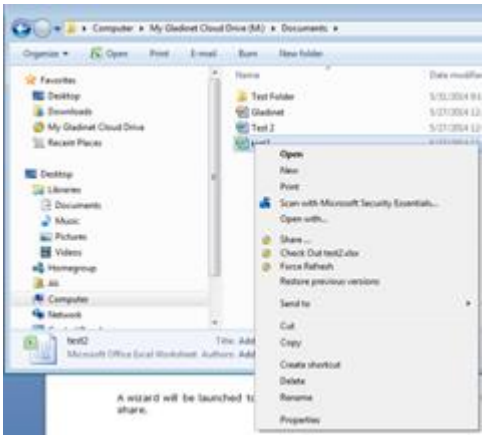


Attached folders have several benefits:

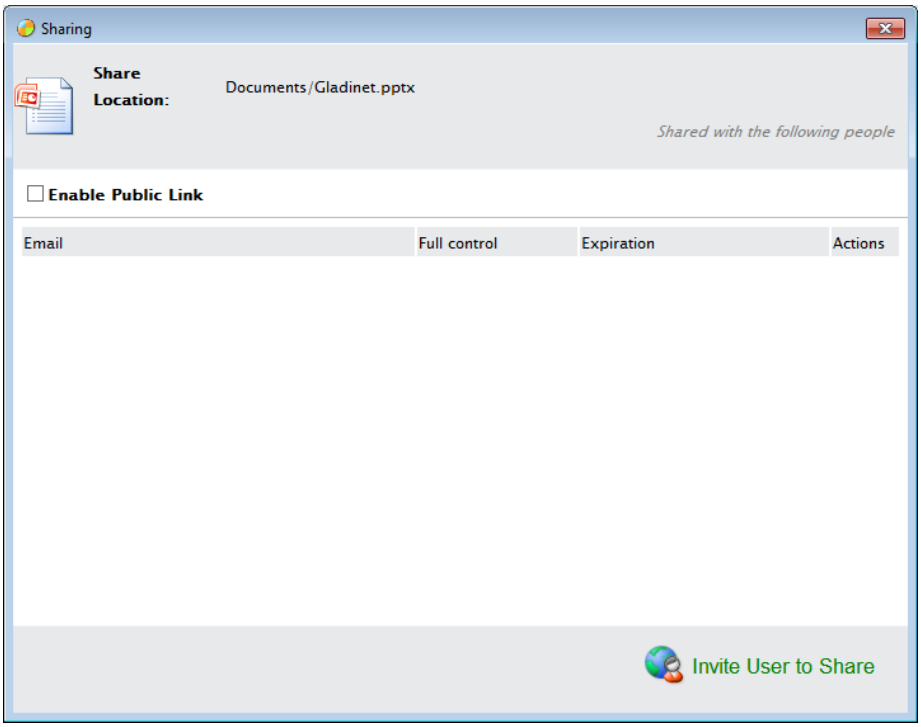
- They will be synchronized with the cloud
- Their contents immediately become accessible even before the sync is completed.
- They can maintain a versioned backup of their contents
- Their content is available locally when offline
- They can be used in the same ways as any local folder

SHARING FILES AND FOLDERS

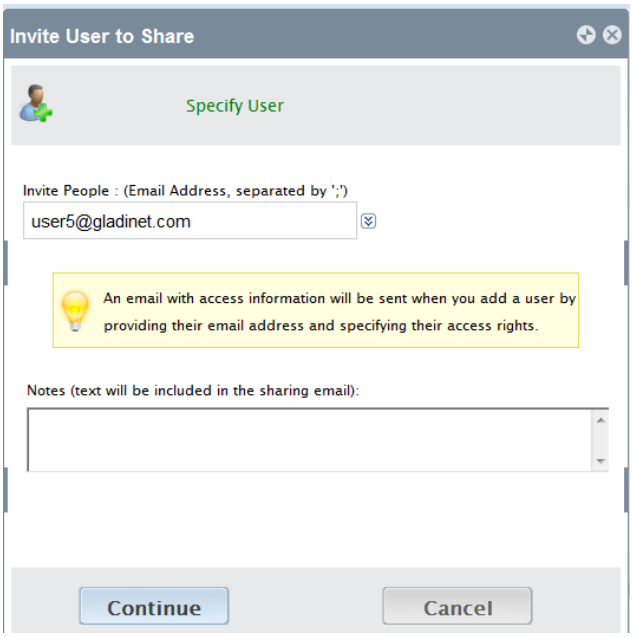
To share a file or folder, simply right click on it and select ‘Share’ from the menu item:



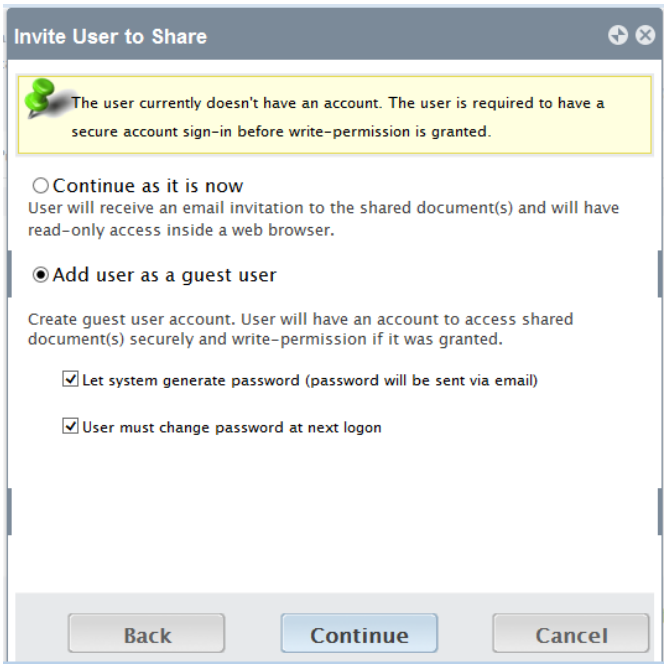
A wizard will be launched to allow you to 'Invite Users to Share'.



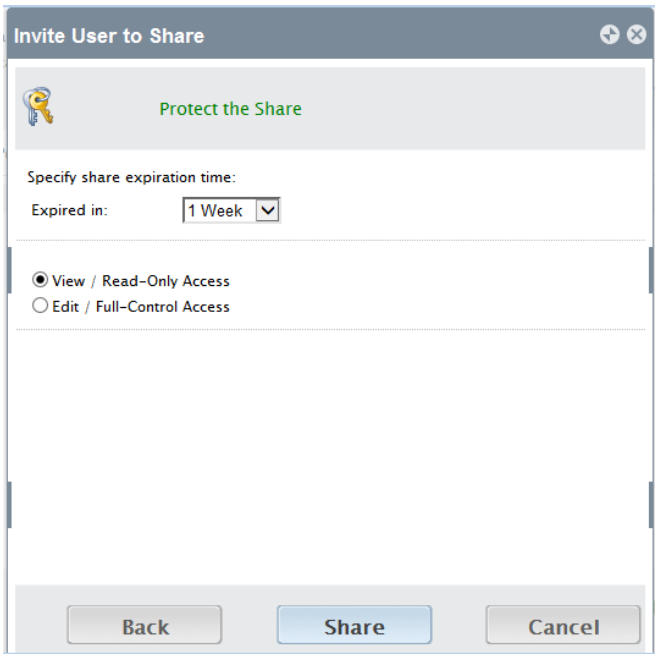
After clicking the 'Invite User to Share' button, you can enter the email address of the user who is being added in the following window:



After entering the user email and clicking 'Continue', you can configure more user settings in the below windows:

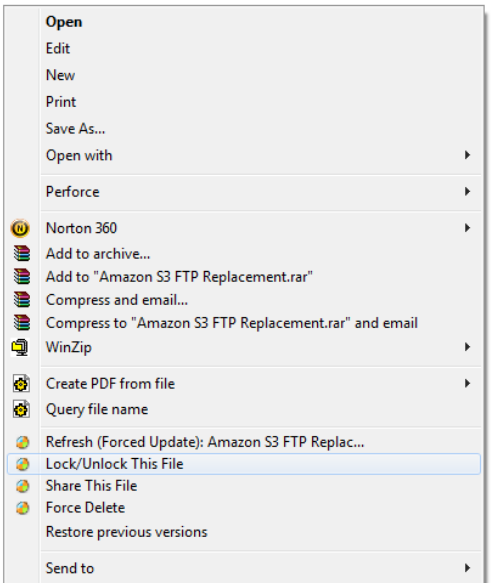


In the window below, you can specify expiration time and access rights to the shared folders or files.



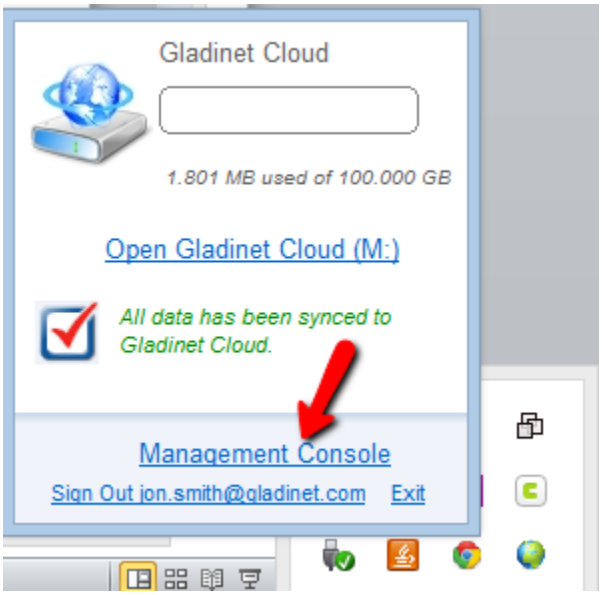
LOCKING FILES

The Gladinet Cloud administrator has the option of enabling a setting that causes all files to automatically become locked when they are in use. This prevents more than one person from updating the file at the same time which can cause undesirable results. If this setting has not been enabled, files can be manually locked. Right click on any file in the Gladinet drive and then select “Lock/Unlock This File” to toggle between its locked and unlocked state.



CLIENT SIDE MANAGEMENT CONSOLE

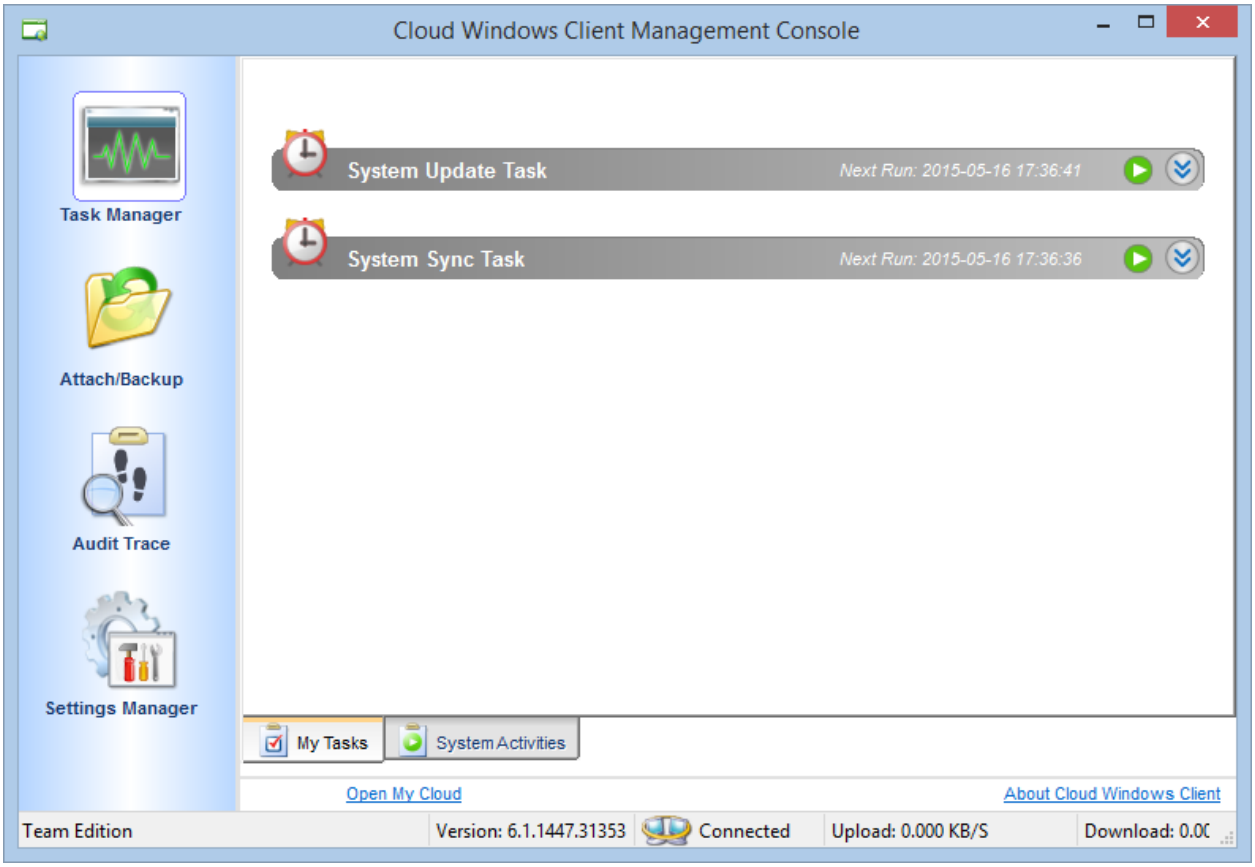
The desktop client has a management console that controls the client side of the behavior. The management console can be started from the system tray icon.



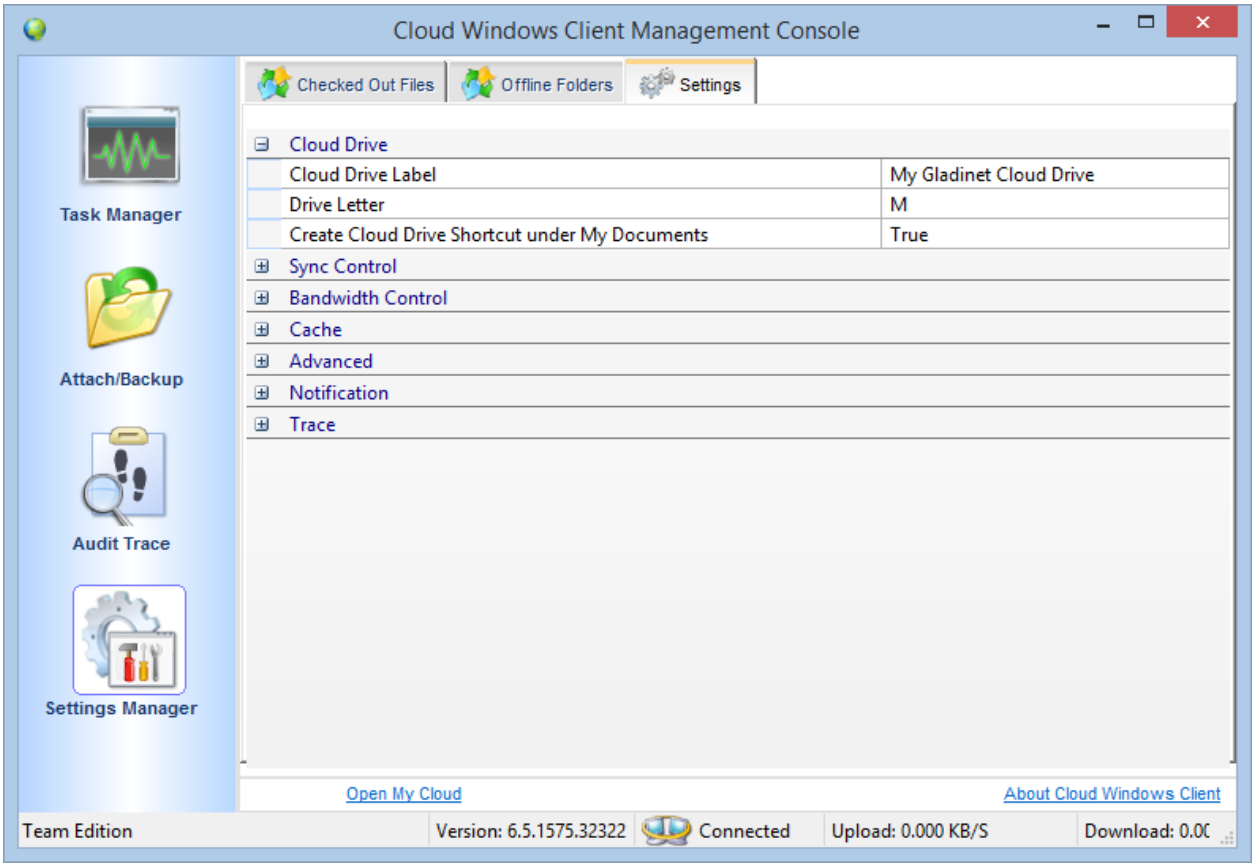
The management console has 4 sections:

Section Name	Description
Task Manager	You can check the different transfering tasks such as upload, download, synchronization in this section

Section Name	Description
Attch/Backup	You will see the two-way synchronization folders in this section
Audit Trace	Audit Trace most of the time is for troubleshooting purpose
Settings Manager	Settings Manager stores the different settings on the client side.



SETTINGS EXPLAINED



There are many settings in the desktop client. Here is a table explaining every settings.

Setting Name	Description
Cloud Drive/Cloud Drive Label	This is the drive label you can see from the Windows Explorer
Cloud Drive/Drive Letter	This is the drive letter assignment
Cloud Drive/Create Cloud Drive Shortcut under My Documents	If true, there is a short cut under the 'My Documents' folder
Sync Control/Throttle Sync	If true, the synchronization and transferring of files will follow the throttle control defined in this section
Sync Throttled Upload Bandwidth	Upload Bandwidth

Setting Name	Description
Sync Throttled Download Bandwidth	Download Bandwidth
Full Speed Sync Stop Hour	Usually it is desired to have full speed synchronization over night time when the Internet utilization is low. This value defines when to stop full speed.
Full Speed Sync Start Hour	Usually it is desired to have full speed synchronization over night time when the Internet utilization is low. This value defines when to start full speed.
Scan local files and sync up to cloud as necessary	The desktop client builds up a state database about which file is in sync and which file is not. In the case of desktop client re-image so the state information may be lost, this option can be used to scan local files and upload files into cloud as necessary as a quick way to re-build state information when the local files are more accurate than the information in the cloud.
Scan cloud files and sync down to local as necessary	The desktop client builds up a state database about which file is in sync and which file is not. In the case of desktop client re-image so the state information may be lost, this option can be used to scan local files and upload files into cloud as necessary as a quick way to re-build state information when the files in the cloud are more accurate.

Setting Name	Description
Bandwidth Control/Download Bandwidth Limit	Limit the download speed
Bandwidth Control/Upload Bandwidth Limit	Limit the upload speed
Number of upload/download threads	This controls how many upload/download can happen simultaneously.
Cache/Cache Directory	This can move the cache directory location to another file system path.
Cache/Cache Size Limit	This setting defines the size of the cache.
Advanced/Enable Inplace Open Zip File	In the Cloud Drive, it is recommended to turn off zip file open in place. Windows Explorer has feature that opens up a zip file in the same folder for easy inspection of the zip file. However, in the cloud drive, this means the files created will be re-upload into cloud.
Advanced/Max Size of Zip File Allowed to Open Inplace	When the Zip file is allowed to be opened in the same folder by Windows Explorer, if the zip file is very big, this will consume a lot of bandwidth to upload unzipped files to the cloud. This sets an upper limit of how big the zip file can be opened.
Advanced/Always Allow Picture	Windows Explorer likes to read each and every image file it can find and

Setting Name	Description
Preview	try to generate thumbnail for the file. While this works great for local files on the hard drive, it consumes a lot of bandwidth for unnecessary downloading of image files.
Advanced/Enable Slow Network Mode	
Advanced/Ignore Settings in Group Policy	By default, the settings in the Group Policy overrides the local settings. This setting will revert the override.
Advanced/Keep Machine from Sleeping when Task is Running	When at night, typically it is the time to transfer files at full speed. However, the machine may go into a sleeping state preventing the transferring of files. This setting can prevent the sleeping.
Advanced/Purge File Sys DB Upon Start	When the client starts, this setting if true, the client will purge the cached state of cloud storage file so it will start as if it is the first time the client starts.
Advanced/Upload Hidden Files	By default, the hidden files are not uploaded.
Advanced/Upload System Files	By default, the system files are not uploaded.
Advanced/Use Volume Shadow Copy to Upload Files being Opened	By default, a file is actively opened will not be uploaded until the file has been closed. This setting can leverage Volume Shadow Copy service to upload whatever it has on

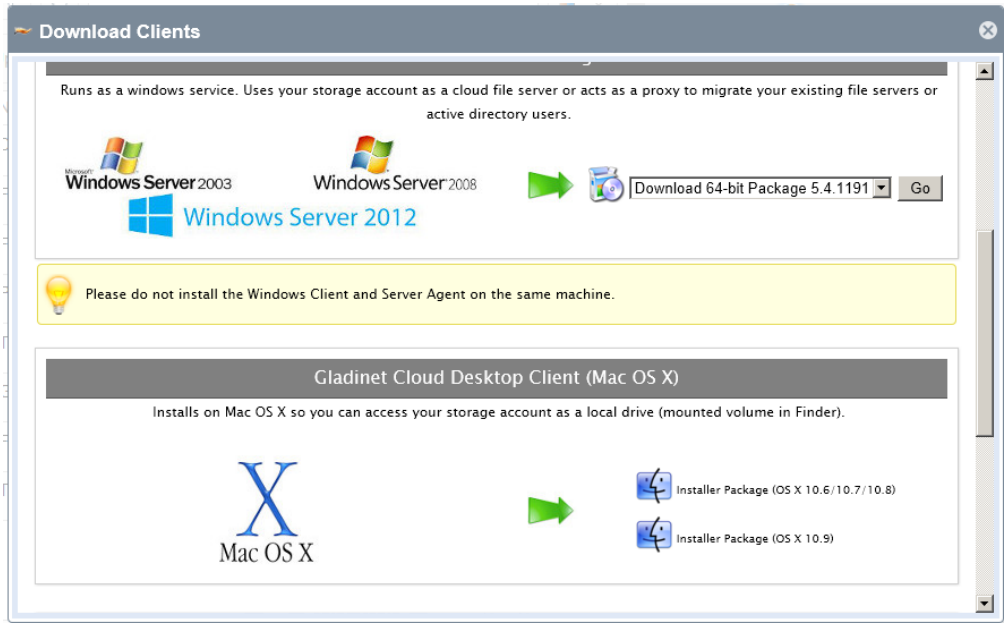
Setting Name	Description
	the file system.
Notification/Hide Offline Notification	When system goes into offline mode, there is a notification. This setting controls whether to turn off that notification.
Notification/Hide File Change Notification	When files are modified by other people or by the same user but from another machine, there is file change notification. This setting controls whether to turn off that notification.
Notification/Hide Large File Download Tracker	When Windows Explorer is downloading a large file in the background, by default there is a large file download progress dialog showing. This setting controls whether to turn off that notification
Notification/Disable Automatic Task Tracker for Scheduled Task	
Disable Shutdown Confirmation	When shutdown the desktop client, there is a shutdown confirmation window. This setting controls whether that confirmation dialog will be shown.
Trace/Days of Audit Trace to Keep	This setting defines how many days to keep the audit trace.
Trace/Trace Level	By default, the debug trace level is 0. It can be changed to 101 for maximum amount of debug trace.

THE SERVER CLIENT

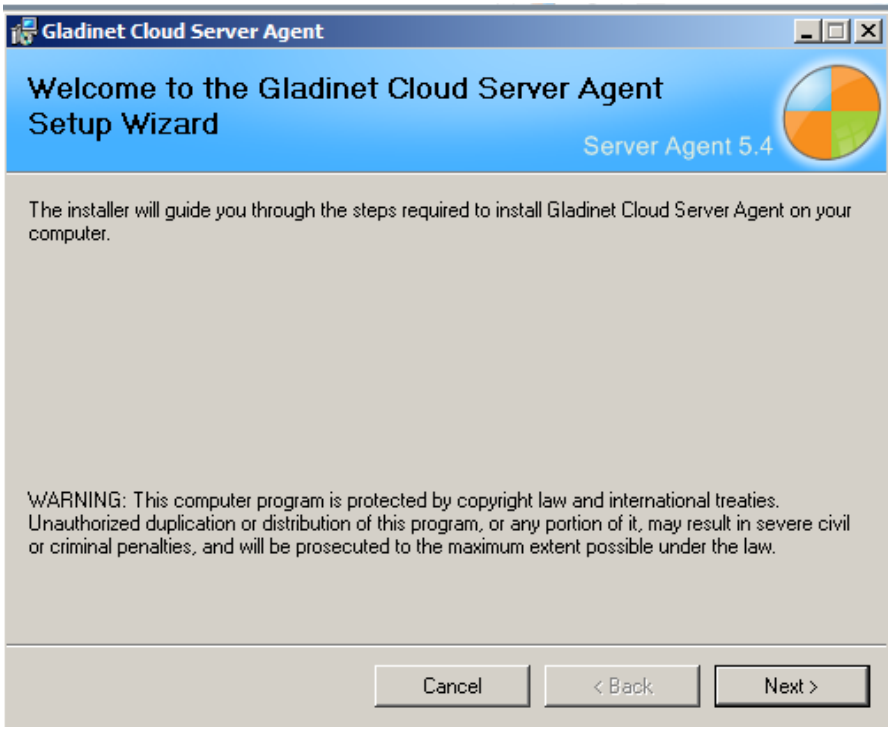
Gladinet Cloud Server Agent is available for Windows servers. It is designed to seamlessly integrate a file server with the Gladinet Cloud, regardless of which storage service id being used. These clients are designed to work with your Gladinet Cloud account which can be powered by any supported storage service.

INSTALLING GLADINET CLOUD SERVER AGENT

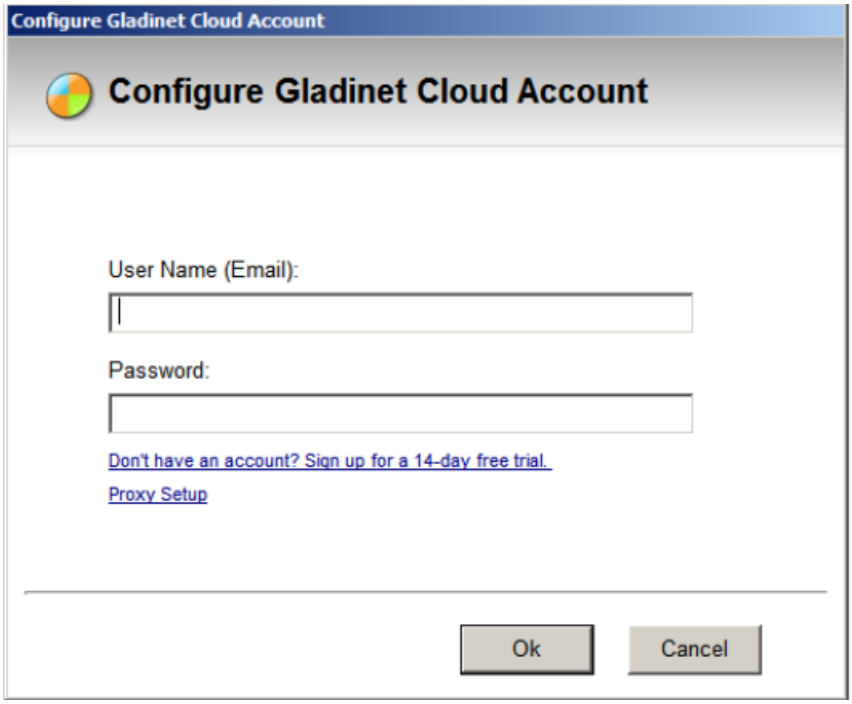
First login to the Gladinet Cloud portal, click the "Download Client" button and download the server agent package.



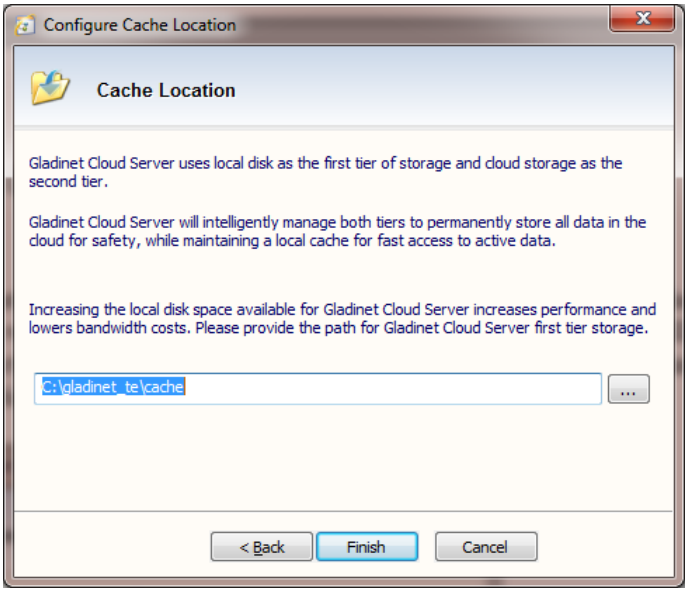
If your Windows OS is 32-bit, you need to download the 32-bit MSI package. If your Windows OS is 64-bit, you need to download 64-bit MSI package. Click the 'Go' to start the installation. In the Setup Gladinet Cloud Server Agent screen, you can customize the installation if necessary.



At the end of the installation, you will be prompted to reboot the system and then enter your Gladinet Cloud account credentials which you created during registration. These credentials will authorize your Gladinet Cloud Server Agent and connect it to your Gladinet Cloud account. If you have not gone through the registration process, you do not have credentials for a Gladinet Cloud account.



Gladinet Cloud's access clients use a local cache to enhance performance and provide robust, reliable uploads. The final step of the installation allows the configuration of this cache.



At the end of the account setup wizard, the Cloud Server Management Console will be launched. From here, you will perform most of the administrative functions.

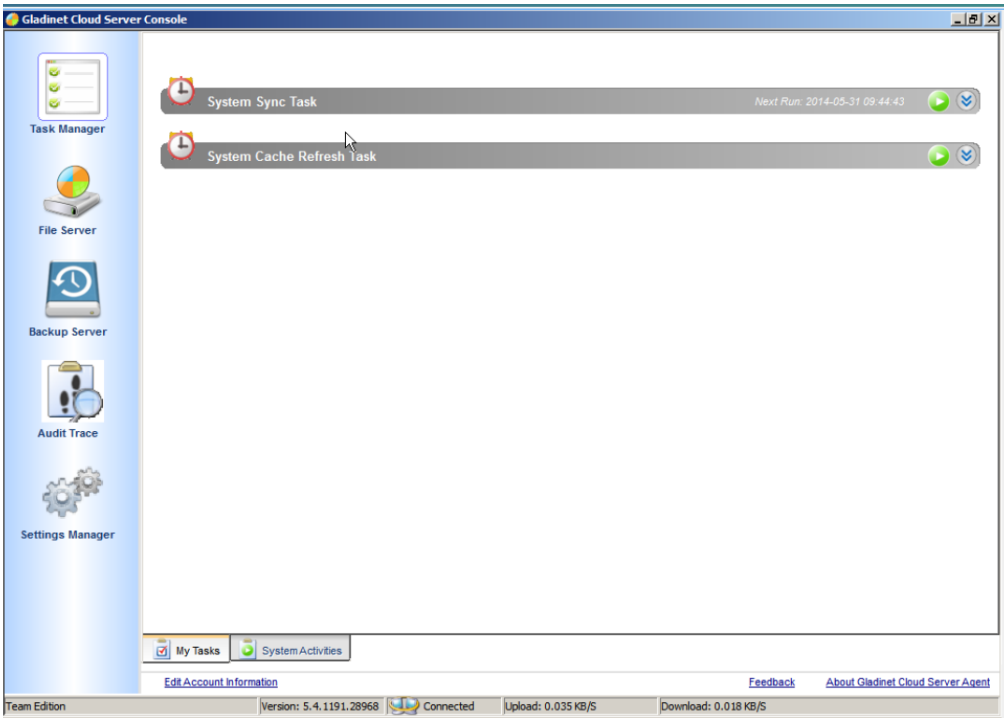


Figure 133

CLOUD SERVER VERSUS CLOUD DESKTOP

Before we proceed, we should point out some of the important differences between Cloud Desktop and Cloud Server. Gladinet provides two windows applications, Gladinet Cloud Desktop and Gladinet Cloud Server.

In the desktop client, the virtual drive is mounted in the user's logon session. When the user logs in, the virtual drive appears. When the user logs off, the virtual drive disappeared.

Gladinet Cloud Server runs as a windows service. It starts when the machine is up. There is no need for any user to login. Admins can publish the folders in Gladinet Cloud, or any mounted cloud storage service, as a standard CIFS share. Users can access the share as if it was any other standard CIFS share, without the need to install a Gladinet client. It combines the old CloudAFS and Cloud Backup functionality, if you are familiar with those older Gladinet products

CONNECTING TO THE CLOUD

Gladinet Cloud Server allows three different kinds of connections to the cloud.

- Attaching a local folder to the default Gladinet Cloud storage
- Publishing a cloud folder as a network file share so that individuals with access rights can upload through the share
- Attach additional cloud storage services as folders under the Gladinet Cloud

For more details about the Gladinet Cloud Server Agent, please reference the "Gladinet Cloud Server Guide".