



Everyware Server-Side User's Guide

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Everyware Server-Side User's Guide
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Introduction

What is Everyware?

You must have secure, remote access to current company data. You also need to share essential files with clients or colleagues without using insecure email or floppy disks. And these files must be backed-up securely. Your solution is *Everyware*.

Away from the office, *Everyware* allows you secure data access and controlled collaboration from almost any Internet-enabled device. All files are encrypted and compressed using state-of-the-art technology. Plus you have the 'Exit Without A Trace' option to erase all record of your transactions when using a remote workstation.

With *Everyware* you get automatic backup to your server of all files that you create or change on any remote computer. Only newly created or changed files get backed up, and complex algorithms in the *Everyware* software ensure that only the changes to changed files are compressed and securely transferred, making *Everyware* the most efficient way to protect and access your valuable data.

System Requirements

The *Everyware Server* application can be run on the following minimum computer configuration:

- Windows NT Workstation or Server 4.0 with Service Pack 4 or later (Server recommended).
- Windows 2000 Pro or Server (Server recommended).
- Pentium II 300 or better (PIII 500 recommended).
- 128 MB RAM (256Mb recommended).
- 50 Mb free disk space (for program files only).
- Internet Explorer 4.0 SP1 or higher.

The *Everyware Client* application can be run on the following minimum computer configuration:

- Windows NT 4.0 with Service Pack 4 or later.
- Windows 98, Windows 2000, or Windows XP.
- Pentium 233 or higher (PIII 500 recommended).
- 64Mb RAM (128 recommended).
- 20Mb Disk space (for program files only).
- Internet Explorer 4.0 SP1 or higher.

If you are installing the software on a Windows NT machine, you must install Internet Explorer 4.01, Service Pack 1 or later. Do NOT select *Active Desktop* when installing Internet Explorer 4.

Running the Everyware Server Administrator Application

You can execute the *Everyware Server Administrator* application from the Windows Start menu by choosing *Programs/Everyware*. The application's **Main** window appears:

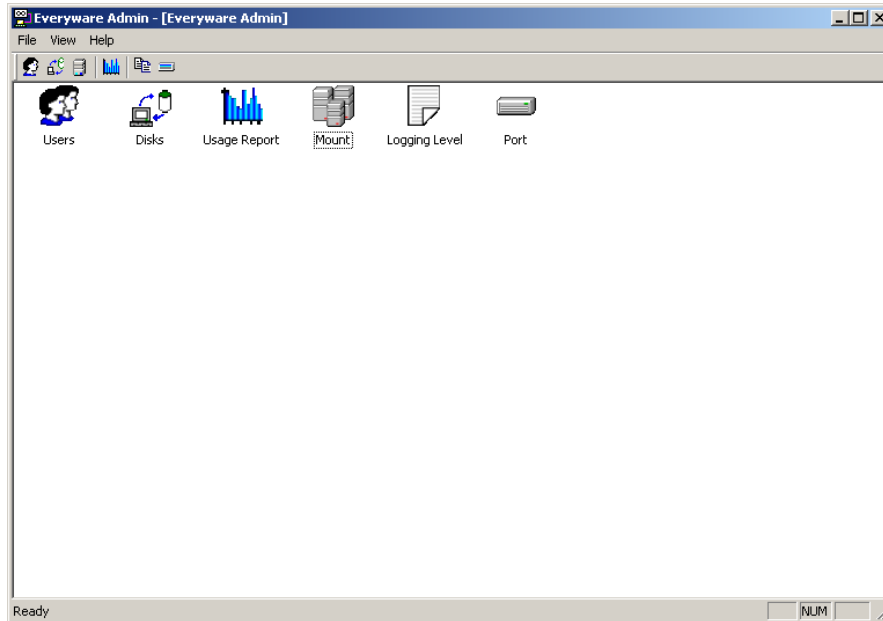


Figure 1: Everyware Server Administrator's Main Window

Understanding the Everyware Server Administrator's Main Window

When the *Everyware Server Administrator* application's window appears, you can choose to view user or account information. The **Main** window shows a menu bar and a working area filled with user, disk, or account data, depending on your current view mode.

The menu bar on the **Main** window displays three menus: *File*, *View* and *Help*. Clicking one of these menus displays a list of menu commands, as follows:

The File Menu

Click the *File* menu item to see the **File** menu, shown here:

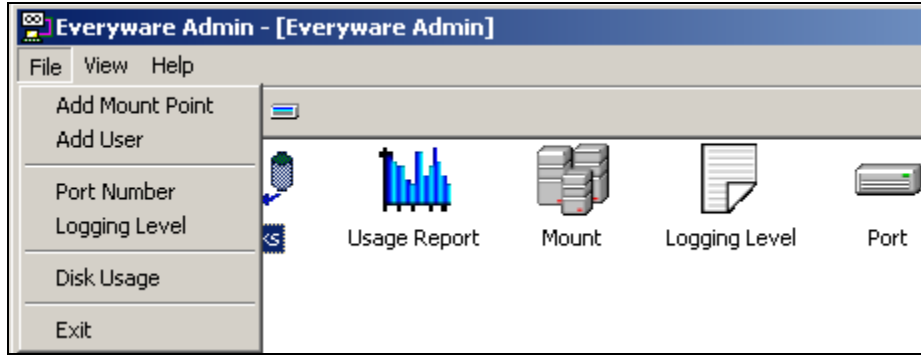


Figure 2: The File Menu

The **File** menu contains four menu commands, as follows:

- | | |
|-----------------|--|
| Add Mount Point | Lets you add an Everyware Server storage point. |
| Add User | Lets you create an Everyware user account. |
| Port Number | Lets you change the TCP/IP port on which the server service runs. The default port is 80. The Everyware server software uses port 80 to connect with clients. If the Everyware Server software is installed on a computer that has additional third-party software using port 80 (for example, Internet Information Server), the Everyware server will NOT be able to connect with its clients. You can, however, configure the Everyware Server to use a different port. To do so, use the Everyware Administrator application by selecting Server Access from the File menu. If a port other than 80 is to be used, you must perform this configuration before starting the Everyware Server |
| Logging Level | Adjust the logging detail of the <i>Everyware Server Administrator</i> application |
| Disk Usage | View the disk usage of the user/disk. Also generate a report of the disk usage. |
| Exit | Terminates (or exits) the <i>Everyware Server Administrator</i> application. |

The View Menu

Click the *View* menu item to see the **View** menu, shown here:

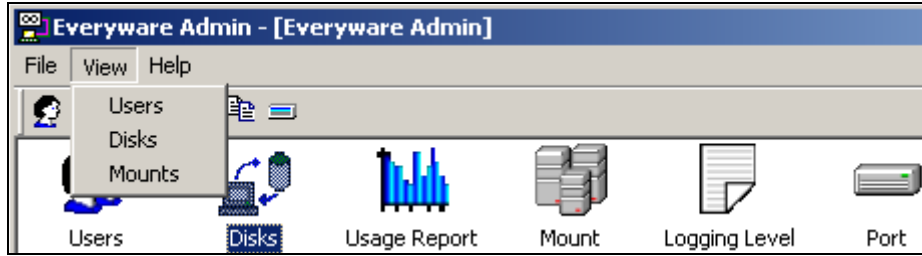


Figure 3: The View Menu

The **View** menu contains four commands: *Users*, *Disks*, and *Mounts*.

Users Displays the **Users** window that lets you manage user accounts.

Disks Displays the **Disks** window that lets you manage user disks.

Mounts Displays the **Mounts** window that lets you view the Everyware server disks.

The Help Menu

Click the *Help* menu item to see the **Help** menu, shown here:

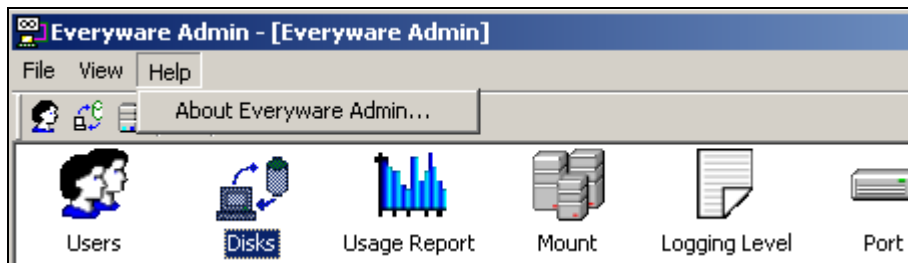


Figure 4: The Help Menu

The **Help** menu contains a single menu item – *About Everyware*. An **About** dialog box appears showing information about the application itself.

Managing User Accounts

Working with User Accounts

You can add, delete, and modify user accounts in the *Everyware Server Administrator* application. To open the **Users** window, choose *Users* from the **Administrator Main** window. The **User** window appears:

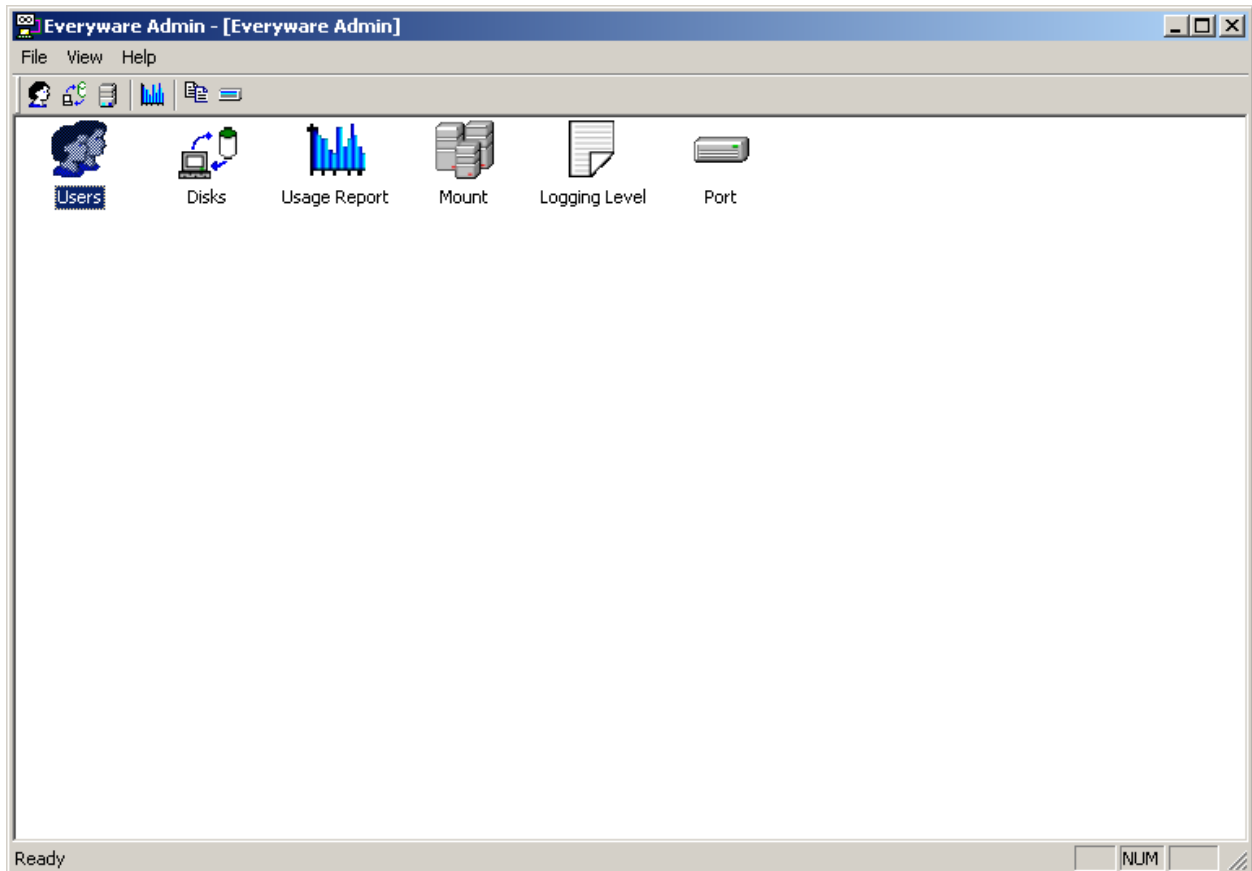



Figure 5: Users Window

The Administrator can advance through the database of users by pressing the forward/previous buttons or selecting the browse button and selecting a user from a list. For each user, the window shows the user's alias ID, name, email address, real name, status, and disks shared.

When you create an account, you can assign an alias as well as the user's real name. You might, for example, create a user whose alias name is Tester and whose real name is Jack Smith.

A user account may have a status of either *Active* or *Inactive*. The *Disks Count* column shows how many virtual hard disks (VHDs) are assigned to this user account.

Adding a User Account

You can add a user account to the *Everyware Server Administrator* application by clicking the **File** menu and choosing **Add User**, or selecting **New** of the user window, or selecting  of the toolbar. The **Add User** window appears:

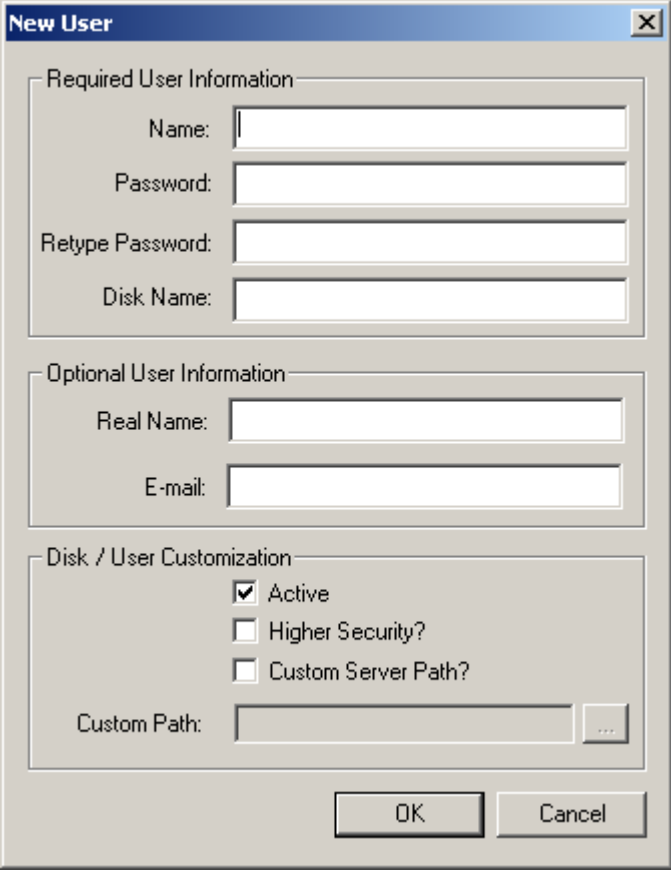


Figure 6: Add User Window


In the *Name* field, type the name you want to assign to this user account. Type the password for the user account. The *Disk Name* is the name you will see in the *Everyware Client* application's window. Next, type a valid email address and the user's real name.

If this account is to be synchronized with the server, select the *Active* check box. Inactive accounts are not synchronized with the server.

Select the *Higher Security* check box if a higher encryption level is to be used for data transfers associated with this disk.

To select a Custom Server path, select this check box. A custom server path must be a valid name for an existing directory, such as *D:\Shares\Users\Tester*. Click the **Browse** button to search for an appropriate directory.

► **To add a user account:**

1. Double click on the **User** icon, of the Administrator Main window, and choose **New** or click on  toolbar item of the Main Window.
2. Type an alias name for this user in the *Name* field.
3. In the *Password* field, type a password for this user. Type the password a second time in the *Password (Confirm)* field to verify it.
4. In the *Disk Name* field, type the name you will see in the *Everyware Client* application.
5. Type the user's email address in the *Email* field (Optional).
6. In the *Real Name* field, type the user's real name (Optional).
7. If this user's file should be synchronized, select the *Active* box.
8. If high encryption for file transfers should be used, select the *Higher Security?* box.
9. If you want to select a specific path, select the *Custom Server Path?* box and type (or Browse for) the path in the *Custom Path* field.
10. Click **OK**.

Assigning a Secondary Disk to an Account

You can assign a secondary disk drive to a user account by clicking on the **New Disk** button of the **User** window. A secondary disk can also be added by double-clicking on the **Disk** icon, of the Administrator main window, and clicking on the **New Disk**.

The **Add Secondary Drive** window appears:

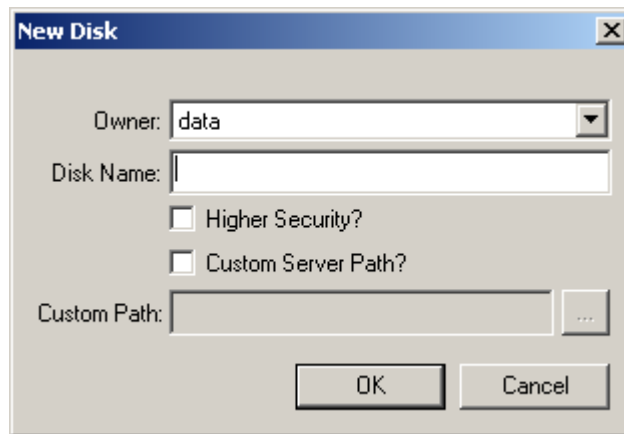


Figure 7: Add Secondary Drive Dialog Box

The *Owner* field contains the name of the owner (user). In the *Disk Name* field, type the name for this disk drive. This disk drive name appears in the *Everyware Client* application's window.

If you want to use a higher encryption level for data transfers associated with this disk, select the *Higher Security?* check box.

To specify a custom server path to the disk, select the *Custom Server Path?* check box. You can specify any valid path to an already created directory (for example, *d:\shares\users\tester*). To

find an appropriate directory, you can click the **Browse** button to select an appropriate path for this field.

- ▶ **To assign a secondary disk to this user account:**
 1. Select the user account in the **Users** window and choose **New disk**.
 2. Owner is defaulted (grayed out) to the current user.
 3. In the *Disk Name* field, type a name for this drive.
 4. If high encryption for file transfers should be used, select the *Higher Security?* box.
 5. If you want to select a specific path, select the *Custom Server Path?* box and type (or Browse for) the path.
 6. Click **OK**.

- ▶ **To assign a secondary disk to any user:**
 1. Select the **New Disk** from the **Disks** window.
 2. Select the *Owner* for this drive.
 3. In the *Disk Name* field, type a name for this drive.
 4. If high encryption for file transfers should be used, select the *Higher Security?* box.
 5. If you want to select a specific path, select the *Custom Server Path?* box and type (or Browse for) the path.
 6. Click **OK**.

Updating a User Account

To make changes to an existing user account, select the user account of the **User** window and choose **Update**. The **Update User** window appears:

The screenshot shows a dialog box titled "Update User". It contains three main sections:

- Required User Information:** Includes fields for "Name" (containing "data"), "Password" (masked with "****"), and "Retype Password" (masked with "****").
- Optional User Information:** Includes fields for "Real Name" (containing "Tester") and "E-mail".
- User Customization:** Includes a checked checkbox labeled "Active".

At the bottom of the dialog are "OK" and "Cancel" buttons.

Figure 8: Update User Window

The **Update User** window shows the user's alias name, password, email address, and real name. To change information, click the field and type the new information. The account's password will not be visible (you'll see asterisk characters instead) but you can type a new password for the user account.

To set the account's status as active, select the *Active* check box. An active account means the account can be synchronized with the server.

► **To modify/update a user account:**

1. Select the user account in the **Users** window and choose **Update** (top right button).
2. Edit the information shown in the window.
3. Click **OK**.

Managing Virtual Disk Drives

Working with Disk Accounts

You can add, delete, and modify disk accounts in the *Everyware Server Administrator* application. To open the **Disks** window, choose *Disks* from the **Views** menu or double click on the **Disks** icon for the main window. The **Disks** window appears:

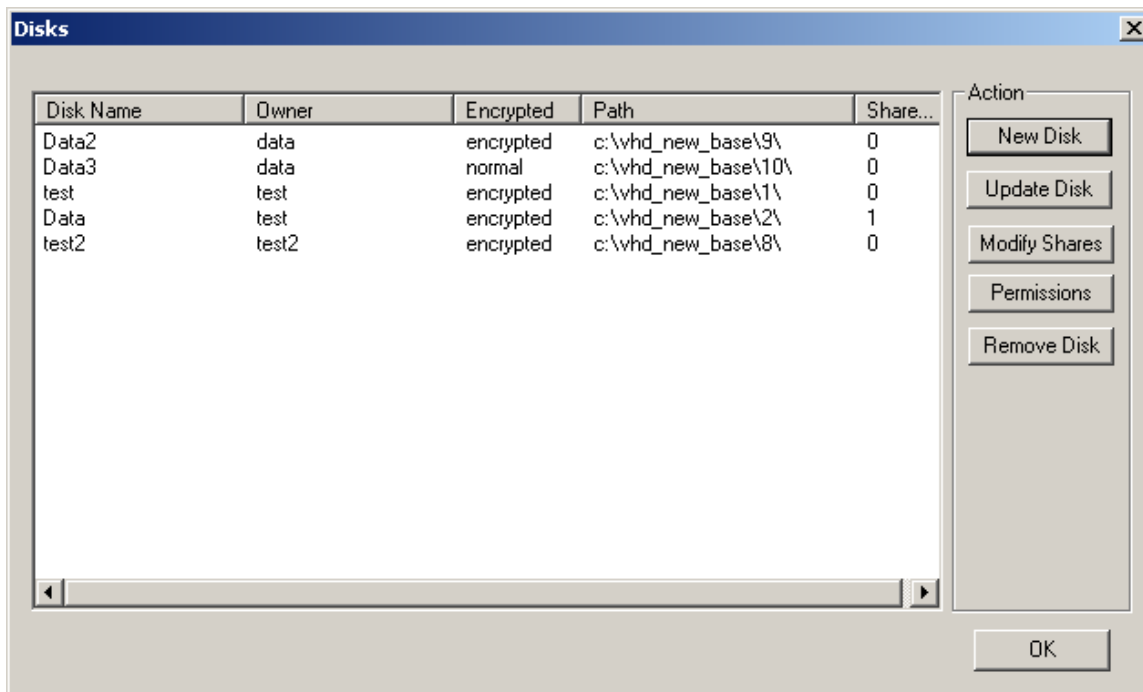


Figure 6: Disks Window

The **Disks** window lists the user disk accounts you have created. For each disk, the window shows the disk's name, the owning account's name, the disk's security level, path, and the number of users sharing the disk.

The name shown in the *Disk Name* column is the name of the disk. This is the default directory's name the user disk root is created in on the client computer when it was first used.

The *Path* column shows the physical location of the disk on the server.

The *Shared #* column displays the number of user accounts this disk is shared with. This count does not include the owner.

You can perform commands on a disk account by selecting a disk account in the **Disks** window and choosing **New Disk**, **Update Disk**, **Modify Shares**, **Permissions**, and **Remove Disk**.

Adding New Disk

The **New Disk** window lets you add a new disk. To add a new disk, choose **New Disk** from the disk window. The **New Disk** window appears:

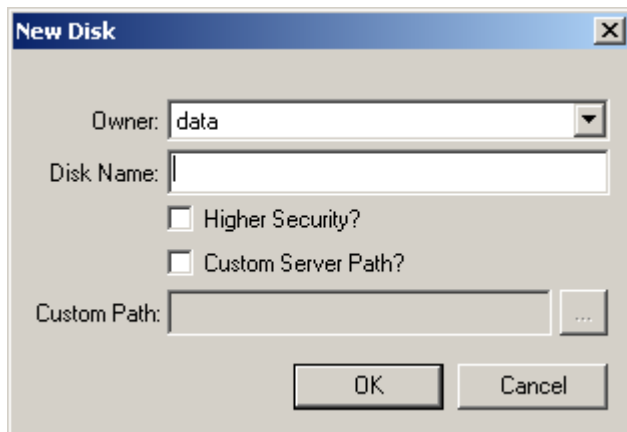


Figure 7: New Disk Window

The **New Disk** window shows a list of valid users as owners. Custom Path is available if the drive needs to be in a custom location.

► **New disk for any user:**

1. Select the **New Disk** from the **Disks** window.
2. Select the *Owner* for this drive.
3. In the *Disk Name* field, type a name for this drive.
4. If high encryption for file transfers should be used, select the *Higher Security?* box.
5. If you want to select a specific path, select the *Custom Server Path?* box and type (or Browse for) the path.
6. Click **OK**.

Updating The Disk

The **Update Disk** window lets you change the owner, name, security, and custom path of the selected disk. To update/change the disk, left-click the disk account in the **Disks** window and choose **Update Disk**. The **Update Disk** window appears:

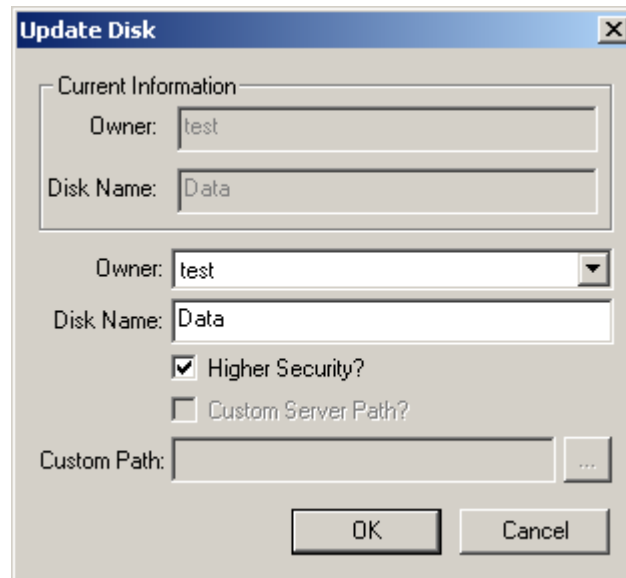


Figure 8: Update Disk Window

The **Update Disk** window shows a list of valid users as owners. Custom Path is grayed out if the disk didn't set a custom path previously.

► **To update disk:**

1. Select the disk account in the **Disks** window and choose **Update Disk**.
2. Update the disk information. Specify a new owner, disk name or level of security for the disk.
3. Click **OK**.

Sharing Disks Amongst Users

You can share a disk amongst many users. To modify sharing left-click the disk account in the **Disks** window and choose **Modify Share**. The **Change Sharers** window appears:

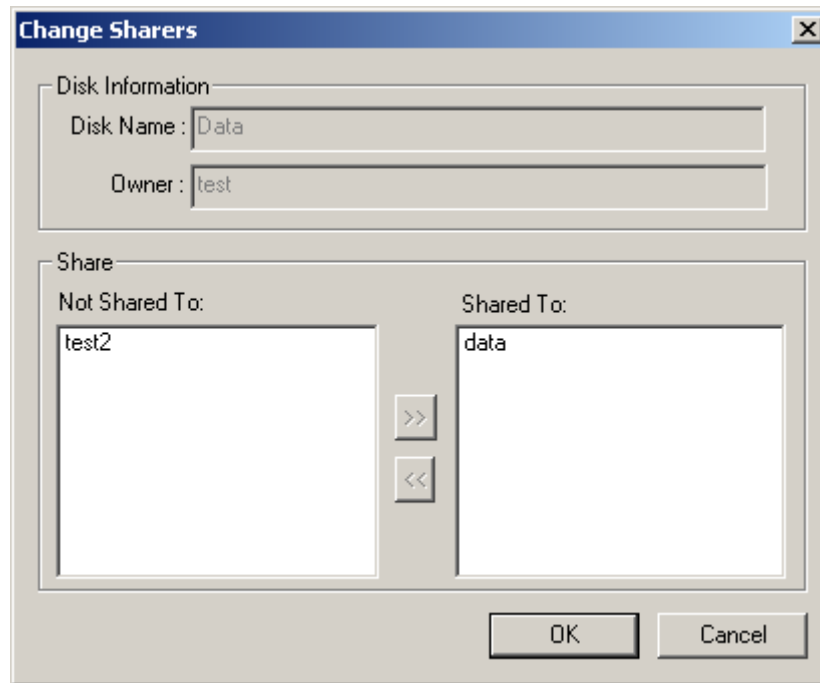


Figure 9: Change Sharers Window

The **Change Sharers** window shows a list of non-sharers and sharers. Select a user's name and then click the >> or << button to modify the sharing privileges.

► **To change a disk's sharing privileges:**

1. Select the disk account in the **Disks** window and choose **Modify Shares**.
2. Select a user in the *Non Sharers* or *Sharers* box and click the > or < button.
3. Click **OK**.

Viewing and Modifying Disk Sharers

You may view the type of access users have for shared disks. To do so, left-click the disk account in the **Disks** window and press the **Permissions** button. The **Disk Sharers** window appears:



Figure 10: Disk Sharers Window

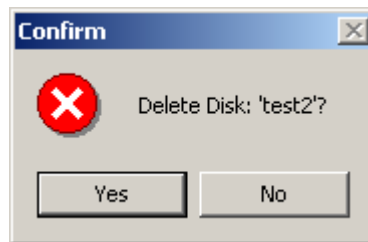
The **Disk Sharers** window shows the user's name and whether the user has *Put* and *Delete* privileges. You can double-click the item to change the privilege between *Yes* and *No*.

► **To view/modify disk sharers:**

1. Select the disk account in the **Disks** window and choose **Permissions**.
2. Choose **Sharers** from the pop-up menu. The **Disk Sharers** window appears.
3. To modify the account, double-click the column to toggle.
4. Click **OK**.

Deleting a Disk Account

A disk account may be removed at any time. To delete a disk account, select the account and press the *Remove Disk*. A confirmation window appears. Click **OK** to delete the account.



► **To delete a disk account:**

1. Select the disk account in the **Disks** window and chose **Remove Disk**.
2. Click **OK** to confirm the delete request.

Setting Security Levels for Disk Accounts

A disk account may have normal or high security level.

► **To set a disk's security level:**

1. Double click the disk account in the **Disk** window or select the disk account and choose **Update Disk**.
2. Check *Higher Security?* For encryption or uncheck to apply normal security.
3. Click **OK**.

Usage Report

Usage Report is an administrative tool that easily shows the combined disk usage of a particular user. Reports can be generated for 1) the current user 2) all active users 3) all users. The report can either be saved to a specified file or sent via email. It can be opened by double-clicking the **Usage Report** icon in the main window or clicking on the **Usage Report** of the **File** menu. The **Usage Report** window is shown here:

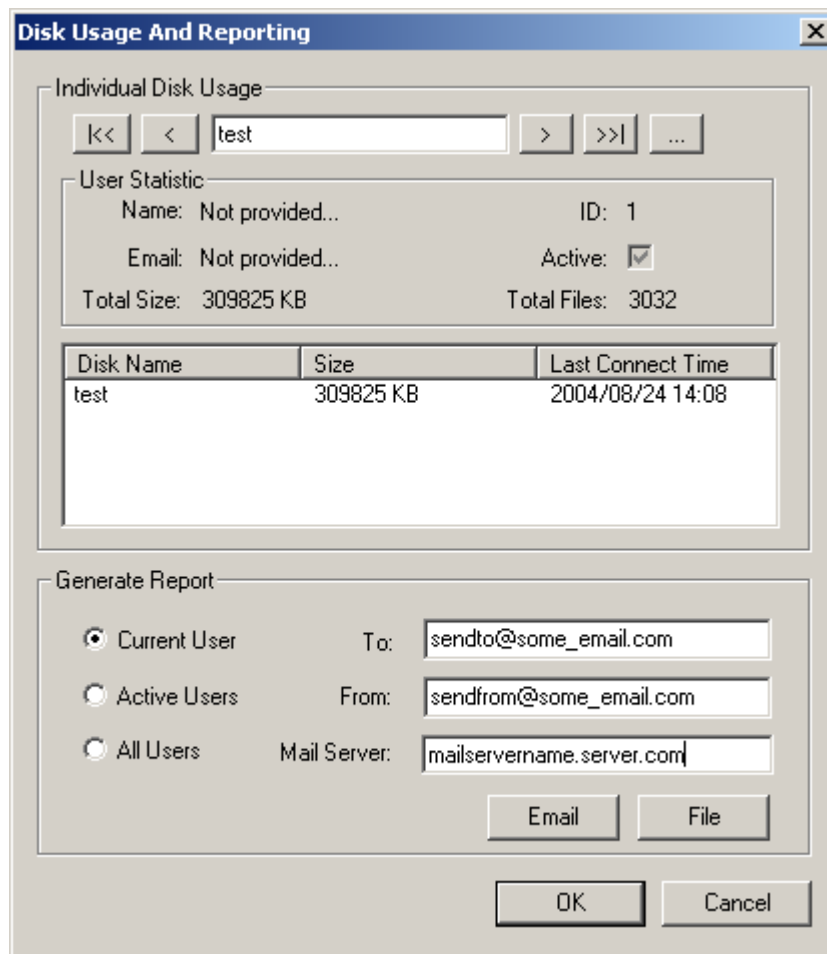


Figure 11: Usage Window

The Administrator can advance through the database of users to view the usage for a particular user. The Administrator can also click on the **browse** button and quickly select the user to view usage.

Usage reports can be generated and saved onto a file or sent via email.

Generate Usage Report File

The report generated is a text file with comma-delimited fields. The report can be imported into Excel or any other spreadsheet (comma delimited field enabled) to better view the disk usage.

► **To generate a usage report and save to file:**

1. From the **Usage Report** window select the type of report to be generated whether the report should only be the current user, only the active users, or all users.
2. Press the **File** button and specify the name and location to save the file.
3. Click **OK**.

Generate Usage Report Send Via Email

The report is sent via email and is attached as a text file with comma-delimited fields. The report can be imported into Excel or any other spreadsheet (comma delimited field enabled) to better view the disk usage.

► **To generate a usage report and send via email:**

1. From the **Usage Report** window select the type of report to be generated whether the report should only be the current user, only the active users, or all the users.
2. Enter the values for the **To**, **From**, and **Mail Server**.
3. Press the **Email** button to send.
4. Click **OK**.

Managing Mount Accounts

A mount is a directory the *Everyware* server uses as a data store. In most cases, mounts are on separate hard disks. You can use the **Mounts** window to manage your mounts. The **Mounts** window is shown here:

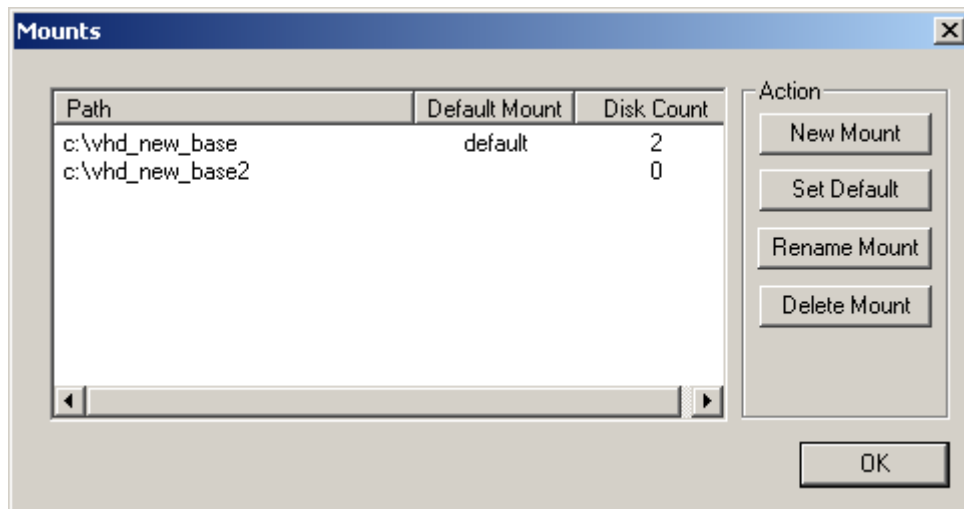


Figure 12: Mounts Window

For each mount, the **Mounts** window shows the path, identifier, default location, and disk count. The mount's path is the directory that stores the data store. This path can be in a standard DOS or Windows *driveletter:path* format or a Universal Naming Convention (UNC) *\\servername\sharename* format for network resources.

Each mount is assigned a unique identifier. The identifier is a number the *Everyware* server software generates automatically.

The *Default* column specifies whether the path is the location where new data stores are created. You can change this status field by double-clicking directly on the field.

The *Disk Count* column shows how many disks are on this mount.

Changing the Default Mount

You can change the default mount. To do so, right-click the selected mount in the **Mounts** window and select *Default Mount*. When you select this command, the selected mount is set as the default.

- ▶ **To set a mount as the default mount:**
 1. Select the mount in the **Mounts** window list.
 2. Press **Set Mount** button.

Adding A Mount

To add a mount, choose **New Mount** from the **Mount** window. The **New Mount Point** window appears:

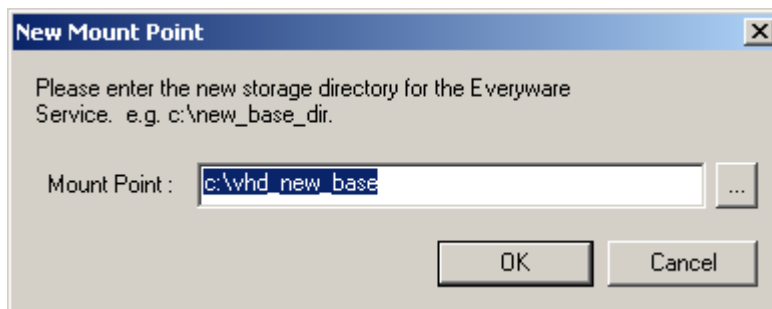


Figure 13: Add Mount Point Window

Specify a path in the *Mount Point* field and click **OK** to create the mount.

- ▶ **To add a mount:**
 1. From the **Mount window**, choose **New Mount**. The **New Mount Point** window appears.
 2. In the *Mount Point* field, type a path or click **Browse** to find a path.
 3. Click **OK**.

Deleting a Mount

At any time you may delete a mount. To delete a mount, the selected count mount in the **Mounts** window and select *Delete Mount*. A confirmation window appears. Click **OK** to confirm that you want to delete this mount.

► **To delete a mount:**

1. Select the mount account in the Mount window
2. Press **Delete Mount** button.
3. Click **OK** to confirm the delete request.

Renaming a Mount

You can rename a mount.

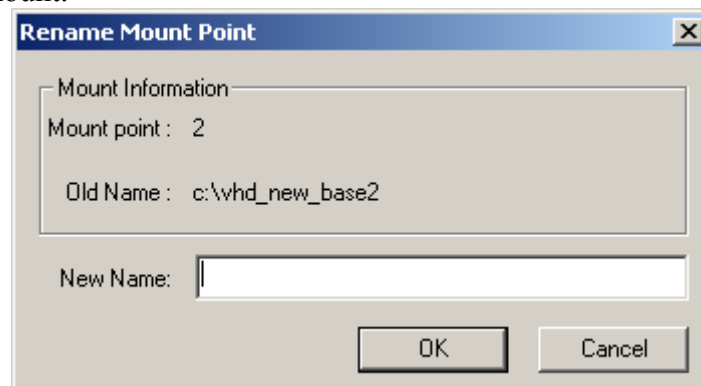


Figure 22: Rename Mount Point Window

► **To rename a mount:**

1. Select the mount in the Mount window list
2. Press **Rename Mount** button. The **Rename Mount** window appears.
3. Click **OK** to confirm the rename request.

Getting Help and Product Support

The Help Menu

While using the *Everyware Server Administrator* application, you can view information about the application itself. To view the **About** information, select the **Help** menu item and then choose **About Everyware Admin**.

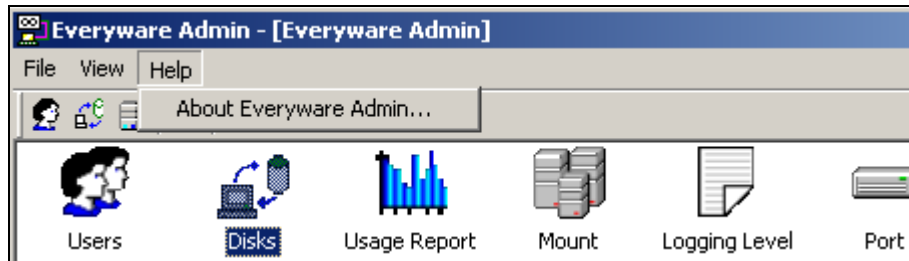


Figure 14: Help Menu

Troubleshooting Guide

The following is a list of frequently asked questions. Should you need more information, please contact customer support.

When I start the Everyware Administrator application and open the user, disk, or mount view (window), I receive a “can not connect to MDPS database” error message.

When I use the Everyware Client to synchronize with the Everyware server, I receive an “unable to get a list of boxes” error.

These two situations may occur when the database has not shut down or started correctly. To verify if this is causing your error condition to occur, type the following in a DOS command prompt window:

“ps -ef”

A list of active processes like those shown here appears:

```

Microsoft Windows [Version 5.00.4779.01]
(C) Copyright 1985-1996 Microsoft Corp.

D:\>ps -ef
  UID          PID    PPID  TTY          STIME   COMMAND
Administ    135         1    ?           Nov 22 /usr/local/bin/inc-daemon
Administ     99         1    ?           Nov 22 /usr/local/bin/pgsql-daemon
Administ    151        99    ?           Nov 22 /usr/bin/postgres
Administ    190         1  con  14:15:14 /usr/bin/ps
  
```

If you do not see an entry in the form */usr/bin/postgress*, the database is not running and will need to be started. To start the database, open the services control panel applet and stop the *postgres* service. When the service has stopped, open Windows Explorer and navigate to the directory: *C:\Program Files \ ATP \ Everyware \ Server \ cygwin \ Everyware* and delete the *postmaster.pid* file. Start the *postgres* service in the services control panel applet.

I get a “failed to connect to server” error message in the Everyware client when trying to synchronize with the Everyware server.

This message most likely is caused by the Everyware server service being stopped. To correct this problem, open the Services control panel applet and start the Everyware service.

Product Support

If you require further assistance with any *Everyware* product, visit our website at <http://www.everywaresolutions.com/>. Use the Product Support Key provided by your System Administrator to access the support information you require. For toll-free, registered support, please call our customer support team at 1-866-273-8376.