

Hitachi Content Platform Anywhere Enterprise

v8.1

Drive Share-Protect for Mac Installation and User Guide

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

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Preface

About this document

This book describes HCP Anywhere Enterprise Drive Share/Protect running on a macOS platform. Hitachi Content Platform Anywhere Enterprise Drive Share/Protect is a software application you use to sync and backup local files to the cloud.

Document conventions

This document uses the following typographic convention:

Convention	Description
Bold	<ul style="list-style-type: none">Indicates text in a window, including window titles, menus, menu options, buttons, fields, and labels. Example: Click OK.Indicates emphasized words in list items.
<i>Italic</i>	Indicates a document title or emphasized words in text.
Monospace	Indicates text that is displayed on screen or entered by the user. Example: <code>pairdisplay -g oradb</code>

Intended audience

This document is intended for Hitachi Content Platform Anywhere Enterprise users on a macOS PC.

Accessing product downloads

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

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

Getting Help

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Chapter 1. About HCP Anywhere Enterprise Drive Share/Protect

What is HCP Anywhere Enterprise Drive Share/Protect

Hitachi Vantara provides a software application that is installed on local PCs and connected directly to your account on the Hitachi Content Platform Anywhere Enterprise Portal. The software runs on Windows and macOS platforms. Depending on the license, Hitachi Vantara provides either HCP Anywhere Enterprise Share or or both HCP Anywhere Enterprise Drive Share and HCP Anywhere Enterprise Drive Protect:

- HCP Anywhere Enterprise Drive Share enables you to sync files to the HCP Anywhere Enterprise Portal global file system in the cloud to provide enterprise file sync and share (EFSS), enabling you to sync to selected folders and their files on your portal Cloud Drive and share those files.
- HCP Anywhere Enterprise Drive Protect enables you to back up files to the HCP Anywhere Enterprise Portal global file system in the cloud, which provides cloud-based backup, restore, and disaster recovery.

HCP Anywhere Enterprise Drive Share/Protect incorporates multiple layered security features to ensure that your data is protected whether in transit or at rest:

- HCP Anywhere Enterprise Drive Share/Protect uses cryptographic libraries certified with FIPS 140-2.
- All data is encrypted before it is sent to the cloud using AES-256 encryption and remains encrypted as it is stored.
- All WAN transfers use Transport Level Security (TLS) protocol over the WAN, preventing unauthorized interception of data transfers.

Note: Hitachi Vantara also provides HCP Anywhere Enterprise Drive Connect which provides caching functionality for both Windows and macOS platforms.

Chapter 2. Setting Up HCP Anywhere Enterprise Drive Share/Protect

Requirements

Supported Operating Systems and Browsers

For supported operating systems, the latest two releases of macOS, including running on the Apple M1 CPU.

For browsers, the latest two releases are supported of:

- Apple Safari
- Google Chrome
- Microsoft Edge
- Mozilla Firefox

Opening Ports on Your Firewall

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

Downloading HCP Anywhere Enterprise Drive Share/Protect

When setup to enable downloading HCP Anywhere Enterprise Drive Share/Protect from the HCP Anywhere Enterprise Portal, you can download it by clicking **Download Agent** located at the bottom left of the HCP Anywhere Enterprise Portal web interface, in the sign-in page or after signing-in as an end user. Otherwise, contact Hitachi Vantara support.

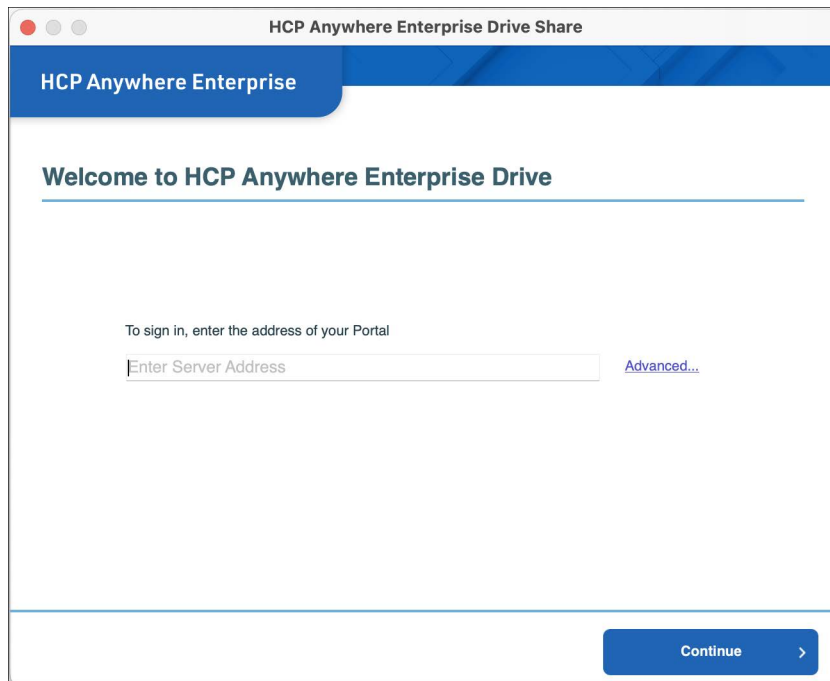
Installing HCP Anywhere Enterprise Drive Share/Protect

To install HCP Anywhere Enterprise Drive Share/Protect:

1. Double-click on the HCP Anywhere Enterprise Drive Share/Protect installer.
The **HCP Anywhere Enterprise Drive Share/Protect Setup** window is displayed.



2. Double-click **Install Agent**.
The **Installation HCP Anywhere Enterprise Drive Share/Protect** wizard opens displaying the **Welcome** window.
3. Click **Continue**. Read the End User License Agreement and then click **Continue** and then **Agree** to agree to the license agreement and continue with the installation.
After clicking **Install** a popup is displayed requiring your password before the installation can continue.
4. Enter the password for this machine and then click **Install Software**.
HCP Anywhere Enterprise Drive Share/Protect is installed. The **Installation** window tracks the progress.
5. Click **OK** to allow the HCP Anywhere Enterprise Drive Share/Protect to access **Finder**.
Once installation is complete, the **Summary** window appears.
6. Click **Close**.
7. At the prompt, either click **Keep**, to keep the installer or **Move to Trash** to free up the space used by the installer. The HCP Anywhere Enterprise Drive Share/Protect icon is added to the Menu Bar, , which you use to access and manage HCP Anywhere Enterprise Drive Share/Protect.
The **Welcome to HCP Anywhere Enterprise Drive** window is displayed.

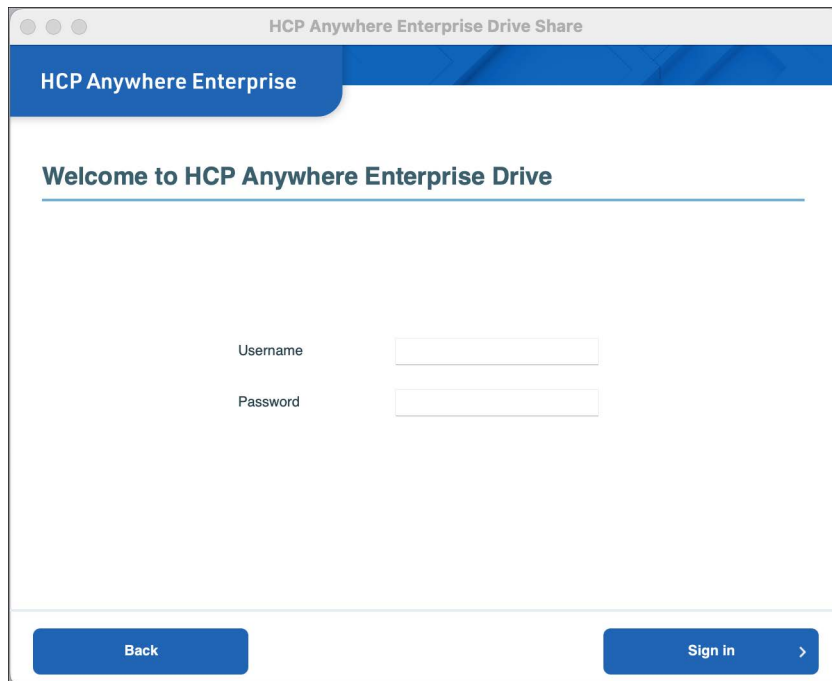


8. Enter the HCP Anywhere Enterprise Portal DNS name or IP address.
9. Click **Continue**.

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

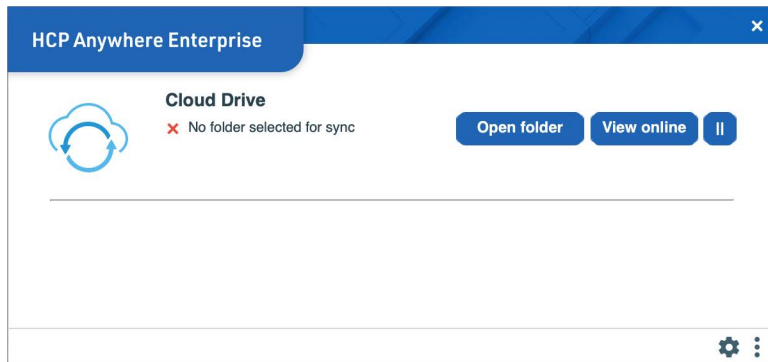
The HCP Anywhere Enterprise Drive Share/Protect connects to the HCP Anywhere Enterprise Portal.

When SSO is not implemented to access the HCP Anywhere Enterprise Portal, the window to specify the username and password is displayed.



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

If HCP Anywhere Enterprise Drive Share/Protect is not licensed for backup, the HCP Anywhere Enterprise Drive Share window is displayed.

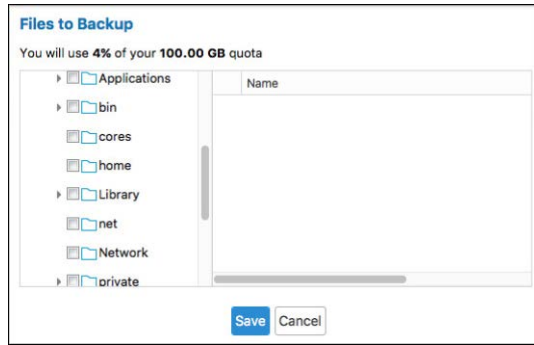


If HCP Anywhere Enterprise Drive Share/Protect is licensed for backup, the **Your Subscription Includes** window is displayed.

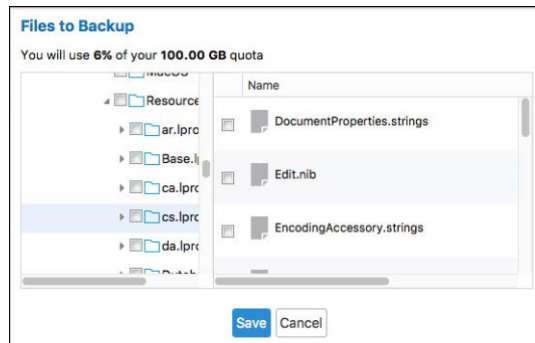
The **Your Subscription Includes** window shows the services you are subscribed to.

1. Click **Continue**.
The **Set Up Your Cloud Backup** window is displayed.
2. Optionally, in the **Files to Back Up** section click **Add Files and Folders** to add files to be backed up to the cloud.

Note: You can create or change the list of folders and files to backup later.
The **Files to Backup** window is displayed.



- a) Select the files you want to backup.
 To select specific folders, expand the folder tree in the left pane, then make sure only the folders you want are checked.
 To select individual files in a folder, select the folder in the left pane and then select the individual files in the right pane.



- b) Click **Save**.
3. Optionally, in the **Schedule** section, click **Change** to override HCP Anywhere Enterprise Portal settings and configure a schedule for automatic cloud backup.
Note: You can create or change the schedule later.
 The **Backup Schedule** window is displayed.

The screenshot shows a 'Backup Schedule' dialog box with the following configuration:

- Periodically** (selected): Start Every: 24 hours.
- Specific Time** (unselected): Start Time: [empty], Stop Time: On Completion.
- On Days**: Every Day.

Buttons: Save, Cancel.

Note: When HCP Anywhere Enterprise Share/Protect is installed on a Windows Server, an option is displayed, **Transaction Log Backup**, for backing up Microsoft SQL Server. This option is currently not supported.

a) Complete the **Backup Schedule** fields.

Periodically – Automatic backups are performed every specified number of hours or minutes.

- **Start Every** – The interval between backups.

Note: If a given backup extends past the scheduled time for the next automatic backup, the next automatic backup will commence immediately upon completion of the prior backup.

Specific Time – Automatic backups are performed at a specified time on one or more specified days.

- **Start Time** – The time at which a backup starts.
- **Stop Time** – Either on completion of the backup or at a specific time, after which the backup is stopped even if it hasn't completed.
- **On Days** – The days backups occur. Click **Every Day** to backup every day.

b) Click **Save**.

4. Optionally, secure the backup folder with your own secret passphrase. In the **Encryption** section click **Change**. By default, CHCP Anywhere Enterprise Share/Protect will use an automatically generated encryption key to protect the backup folder.

Note: You can only set the passphrase when setting up the cloud backup for the first time. The Initialization Required window is displayed.

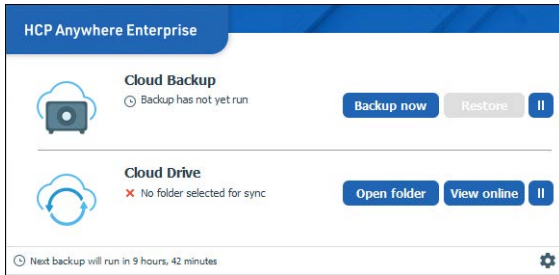
a) Select **Use my own secret passphrase**, enter the desired passphrase in the **Secret Passphrase** and **Retype Passphrase** fields. The passphrase must contain at least one, letter, one digit, and one special character.

b) Click **Save**.

If you later sign out and sign your agent into HCP Anywhere Enterprise Portal, you will need to enter this passphrase.

5. Click **All Done!**

The HCP Anywhere Enterprise Share/Protect window is displayed.



Enabling Full Disk Access (FDA) For the HCP Anywhere Enterprise Drive Share/Protect

macOS 10.14 (Mojave) introduced restrictions on third-party applications, including the HCP Anywhere Enterprise Drive Share/Protect. The restrictions prevent, by default, full disk access to the HCP Anywhere Enterprise Drive Share/Protect. This means that attempting to sync or back up system folders or sensitive folders such as *Documents*, fails.

To work with HCP Anywhere Enterprise Drive Share/Protect, you have to enable Full Disk Access (FDA) permissions in the **Privacy & Security** settings under **System Settings**.

Uninstalling HCP Anywhere Enterprise Drive Share/Protect

To uninstall HCP Anywhere Enterprise Drive Share/Protect:

1. Double-click on the HCP Anywhere Enterprise Drive Share/Protect installer. The **HCP Anywhere Enterprise Drive Share/Protect Setup** window is displayed.



2. Double-click **Uninstall Agent**.
The **Uninstall HCP Anywhere Enterprise Drive Share/Protect** wizard starts.
Note: Click **Open** if a message that this application was downloaded from the Internet.
3. If requested, enter your username and password for this machine, then click **OK**.
HCP Anywhere Enterprise Drive Share/Protect is uninstalled.
4. Click **Quit**.
5. Manually delete the `/var/.ctera` and `/etc/ctera` folders.
Note: To delete the first folder run `sudo rm -rf /var/.ctera` and enter your password at the prompt. Then run `sudo rm -rf /etc/ctera`

Re-installing HCP Anywhere Enterprise Drive Share/Protect Cleanly

If the HCP Anywhere Enterprise Drive Share/Protect does not work properly, a clean re-install of HCP Anywhere Enterprise Drive Share/Protect may be necessary to resolve the issue or troubleshoot further.

Note: A clean uninstall deletes the HCP Anywhere Enterprise Drive Share/Protect configuration settings and locally synced Cloud Drive data if syncing to the default location. This includes file and disk level backup settings. Before uninstalling, make a copy of these settings.

To re-install the HCP Anywhere Enterprise Drive Share/Protect cleanly:

1. Run the HCP Anywhere Enterprise Drive Share/Protect uninstaller.
Double-click on the HCP Anywhere Enterprise Drive Share/Protect installer and double-click **Uninstall Agent**.
2. Manually delete the HCP Anywhere Enterprise Drive Share/Protect application directory under `/var` and the configuration and Cloud Drive files under `/etc`, as described in [Uninstalling HCP Anywhere Enterprise Drive Share/Protect](#).
Confirm that the HCP Anywhere Enterprise Drive Share/Protect is not shown under **Applications**.
Confirm that `/etc/ctera` does not exist.
3. Run the HCP Anywhere Enterprise Drive Share/Protect installer and reconfigure the HCP Anywhere Enterprise Drive Share/Protect settings.

Chapter 3. Using HCP Anywhere Enterprise Drive Share/Protect with a HCP Anywhere Enterprise Portal

HCP Anywhere Enterprise Drive Share/Protect Licensing

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

The following options are available:

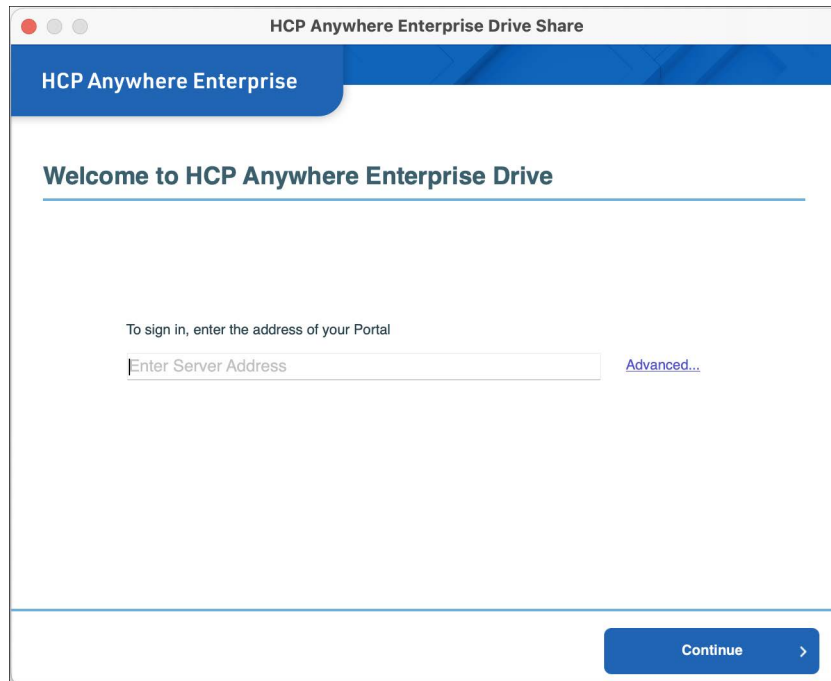
- HCP Anywhere Enterprise Drive Share enables you to sync files to the HCP Anywhere Enterprise Portal global file system in the cloud to provide enterprise file sync and share (EFSS), enabling you to sync to selected folders and their files on your portal Cloud Drive and share those files.
- HCP Anywhere Enterprise Drive Protect enables you to back up files to the HCP Anywhere Enterprise Portal global file system, which provides cloud-based backup and disaster recovery. If you are subscribed to HCP Anywhere Enterprise Drive Protect, only one account consumed. If you are only subscribed to HCP Anywhere Enterprise Drive Share, and not to HCP Anywhere Enterprise Drive Protect, the agent does not consume a HCP Anywhere Enterprise Drive Protect account.

Connecting to HCP Anywhere Enterprise Portal

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

To connect to a HCP Anywhere Enterprise Portal:

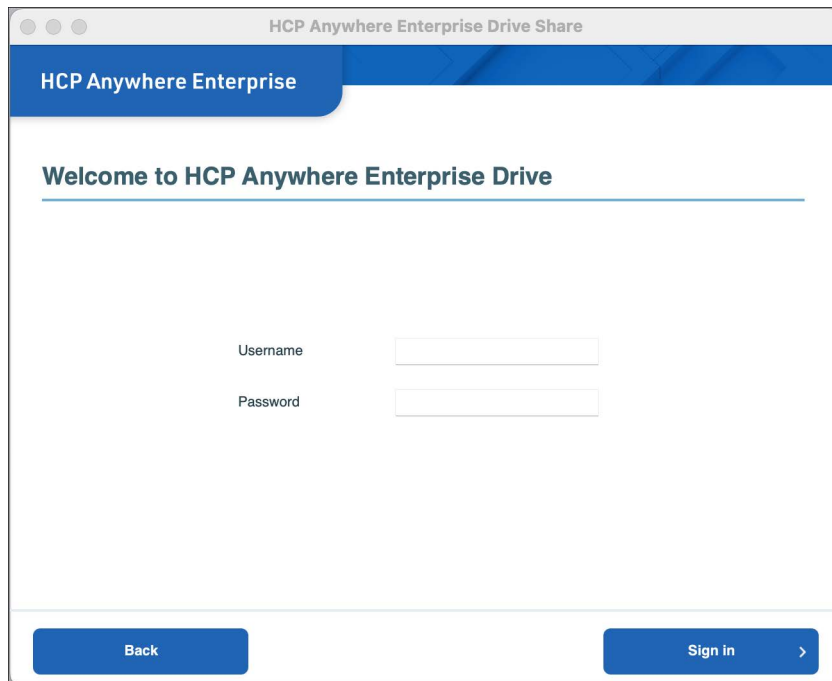
1. Click the HCP Anywhere Enterprise Drive Share/Protect tray icon, , in the menu bar. The **Welcome to HCP Anywhere Enterprise Drive** window is displayed.




2. Enter the HCP Anywhere Enterprise Portal's DNS name or IP address. Alternatively, if you want to configure HCP Anywhere Enterprise Drive Share/Protect to connect to the HCP Anywhere Enterprise Portal via a proxy, click **Advanced** for details: [Setting Up Connection Via a Web Proxy](#).
3. Click **Continue**.

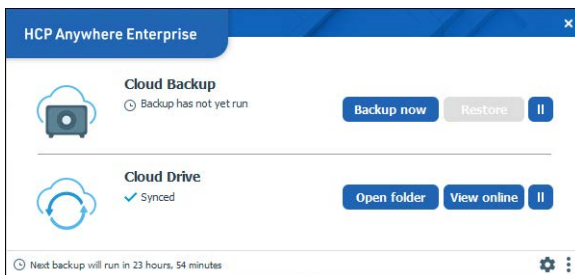
Note: If the HCP Anywhere Enterprise Portal does not have a valid certificate installed, a warning is displayed to the end user when logging the HCP Anywhere Enterprise Drive Share/Protect to the HCP Anywhere Enterprise Portal, offering the option to proceed anyway.

The sign-in window is displayed unless single sign-on (SSO) has been defined configured and you then use SSO to access HCP Anywhere Enterprise Drive Share/Protect.

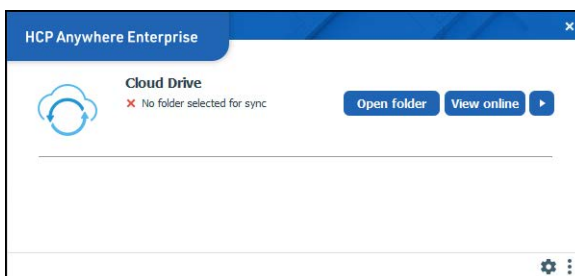


4. Enter your user name and password for accessing the HCP Anywhere Enterprise Portal, and click **Sign in**.

The HCP Anywhere Enterprise Drive Share/Protect tray icon changes to , and the HCP Anywhere Enterprise Drive Share/Protect window is displayed.



If the HCP Anywhere Enterprise Drive Share/Protect is not licensed for backup, and only HCP Anywhere Enterprise Drive Share is available, HCP Anywhere Enterprise Drive Share/Protect window is displayed.



Setting Up Connection Via a Web Proxy

HCP Anywhere Enterprise Drive Share/Protect supports HTTPS proxies that support the CONNECT method. If you want HCP Anywhere Enterprise Drive Share/Protect to connect to the HCP Anywhere Enterprise Portal via a proxy, you can configure the proxy before you sign in to HCP Anywhere Enterprise Drive Share/Protect.

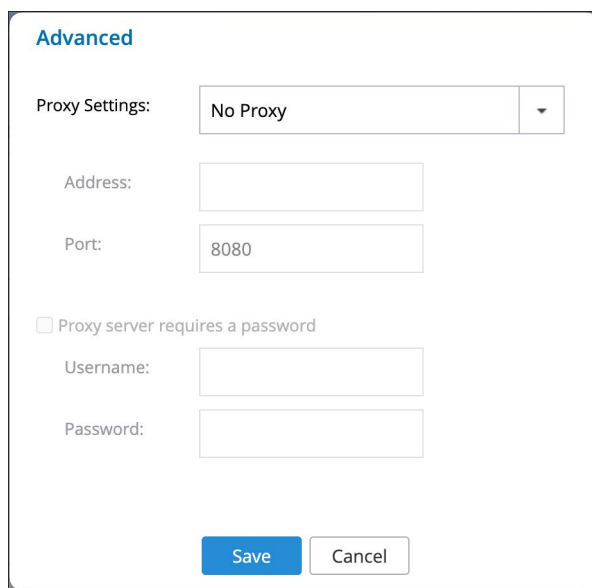
The following proxy authentication schemes are supported:

- Basic
- NTLM
- NTLMv2

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

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

1. In the **Welcome to HCP Anywhere Enterprise Drive** window, click **Advanced**.



The screenshot shows a dialog box titled "Advanced" with the following fields and controls:

- Proxy Settings:** A dropdown menu currently showing "No Proxy".
- Address:** An empty text input field.
- Port:** A text input field containing "8080".
- Proxy server requires a password**
- Username:** An empty text input field.
- Password:** An empty text input field.
- Save** (blue button) and **Cancel** (white button) at the bottom.

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

No Proxy – HCP Anywhere Enterprise Drive Share/Protect does not use a proxy server.

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

Address – The address of the proxy server.

Port – The proxy server port number.

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

Username – The username for authenticating to the proxy server.


Password – The password.

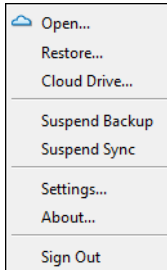
Auto – HCP Anywhere Enterprise Drive Share/Protect attempts to automatically determine your proxy settings according to your Windows settings. Automatic proxy detection is based on the system-wide proxy settings, which are not the same as the browser settings.

3. Click **Save**.

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

Managing HCP Anywhere Enterprise Drive Share

When HCP Anywhere Enterprise Drive Share/Protect is connected to a HCP Anywhere Enterprise Portal, right-click the HCP Anywhere Enterprise Drive Share/Protect tray icon, , for HCP Anywhere Enterprise Drive Share/Protect options.




Open – Opens the **HCP Anywhere Enterprise Drive Share/Protect window**.

Restore (only available when HCP Anywhere Enterprise Drive Protect is licensed) – Opens the **Select Files to Restore** window in the Cloud Backup option in the **HCP Anywhere Enterprise Drive Settings** window.

Cloud Drive – Opens a Windows Explorer window displaying the files on the cloud drive.

Suspend Backup/Unsuspend Backup (only available when HCP Anywhere Enterprise Drive Protect is licensed) – Suspends or unsuspends the backup option between HCP Anywhere Enterprise Share/Protect and the HCP Anywhere Enterprise Portal. These options are also

available from the **HCP Anywhere Enterprise Share/Protect** window: Suspend , unsuspend .

Suspend Sync/Unsuspend Sync – Suspends or unsuspends syncing between the HCP Anywhere Enterprise Drive Share/Protect and the HCP Anywhere Enterprise Portal. These options are also available from the **HCP Anywhere Enterprise Drive Share/Protect** window: These options are also available from the **HCP Anywhere Enterprise Share/Protect** window: Suspend

, unsuspend .

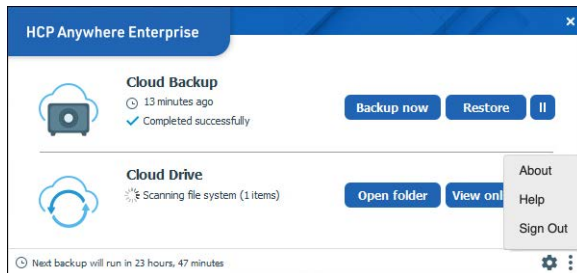
Settings – Opens the **HCP Anywhere Enterprise Drive Settings** window. This option is also available from the **HCP Anywhere Enterprise Drive Share/Protect** window, by clicking the settings icon, , in the bottom right corner.

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

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

Accessing Online Help

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



The HCP Anywhere Enterprise Drive Settings Window


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

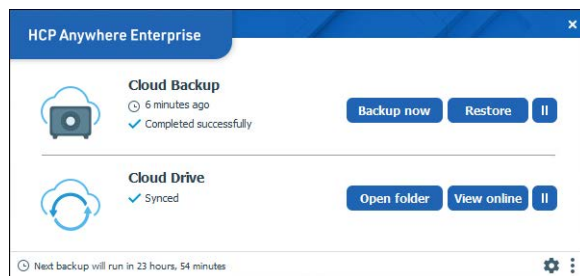
To access HCP Anywhere Enterprise Drive Settings:

1. Either:

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

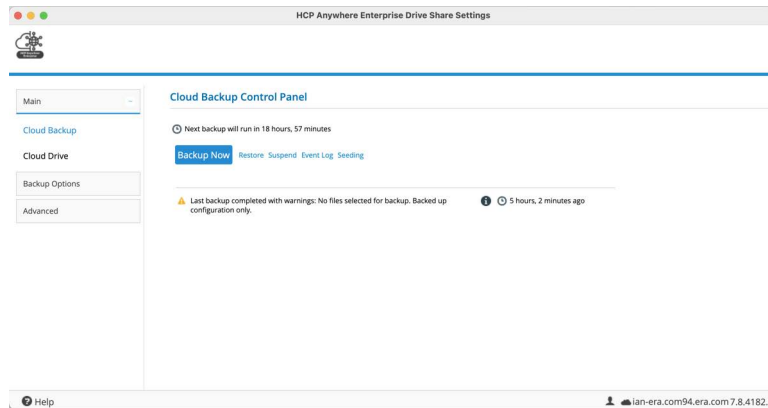
Or,

Click the gear icon, , in the bottom right corner of the HCP Anywhere Enterprise Drive Share/Protect window.




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

The **HCP Anywhere Enterprise Drive Settings** window is displayed.




Configuring the HCP Anywhere Enterprise Drive Share/Protect Language

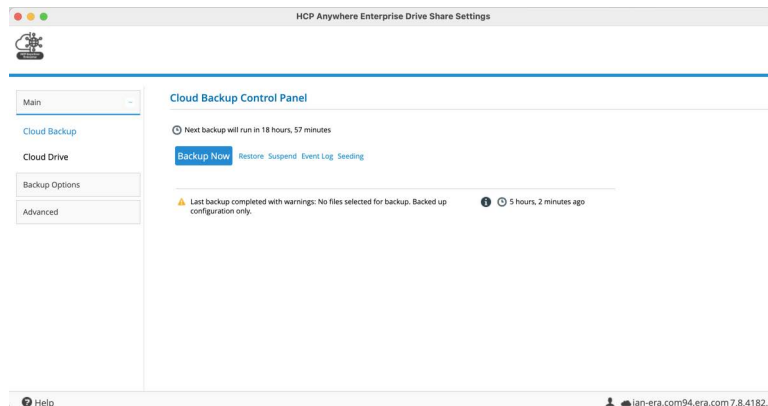
You can configure a supported language to be displayed in the HCP Anywhere Enterprise Drive Share/Protect interface.

1. Right-click the HCP Anywhere Enterprise Drive Share/Protect menu bar icon, , and select **Settings**.

Or,

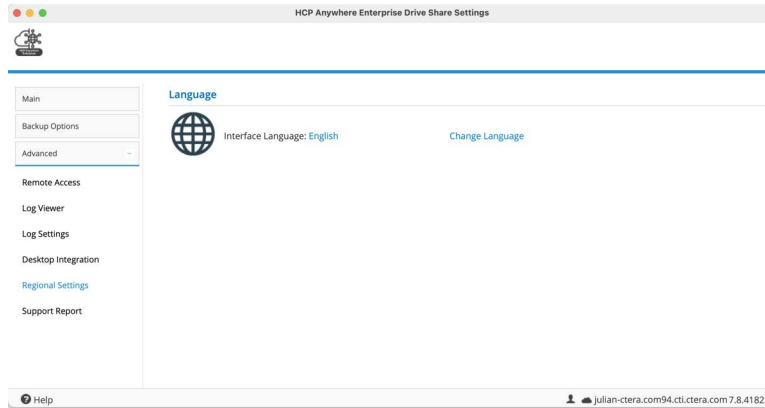
Click the settings icon, , in the bottom right corner of the HCP Anywhere Enterprise Drive Share/Protect window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.



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


The **Language** page is displayed.




3. Click **Change Language**.
4. Select the language from the **Interface Language** drop-down list.
5. Click **Save**.

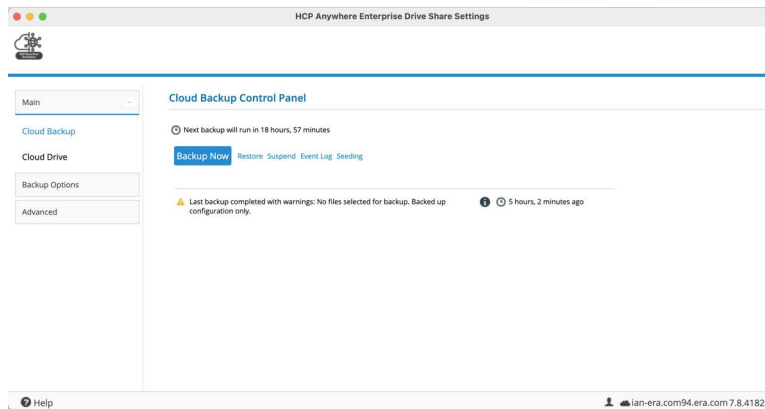
The user interface changes to the selected language.

Enabling and Disabling Remote Access

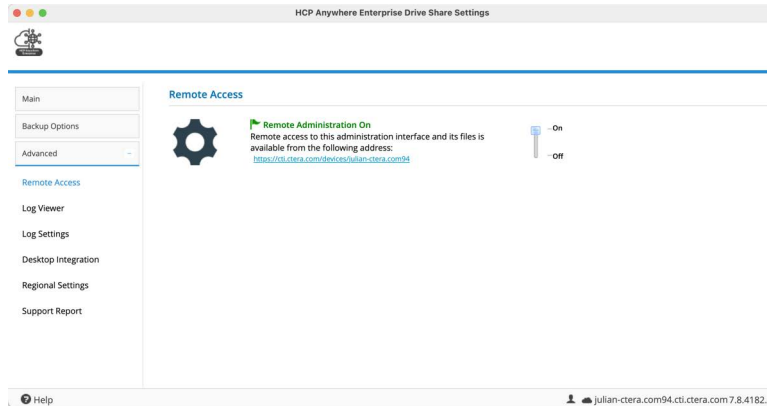
1. Right-click the HCP Anywhere Enterprise Drive Share/Protect menu bar icon, , and select **Settings**.
- Or,

Click the settings icon, , in the bottom right corner of the HCP Anywhere Enterprise Drive Share/Protect window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.



2. Click **Advanced > Remote Access** in the navigation pane.
- The **Remotes Access** page is displayed.



3. Slide the lever up to the **On** position turn remote access on.
4. Slide the lever down to the **Off** position turn remote access off.

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


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

By default, HCP Anywhere Enterprise Drive Share/Protect features are integrated into Mac OS for optimal convenience. These include notifications that pop up and icons marking files and folders in Finder.


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

You can disable and re-enable desktop integration features.

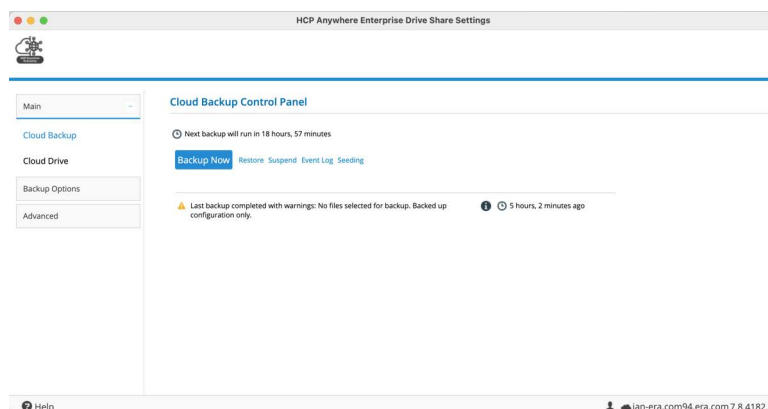
To specify desktop icons and notifications:

1. Right-click the HCP Anywhere Enterprise Drive Share/Protect menu bar icon, , and select **Settings**.

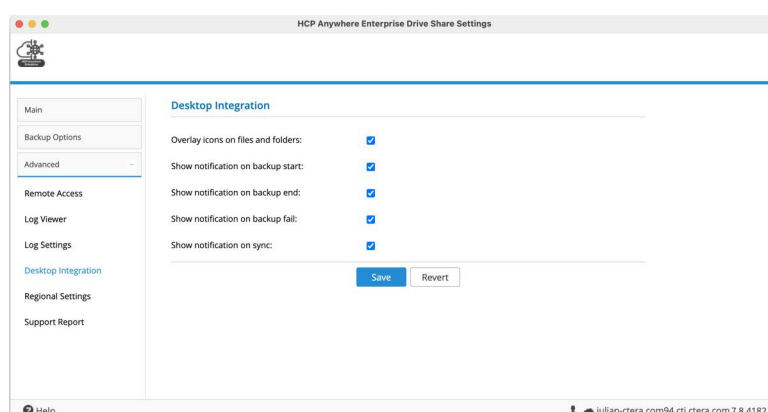
Or,

Click the settings icon, , in the bottom right corner of the HCP Anywhere Enterprise Drive Share/Protect window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.



2. Click **Advanced > Desktop Integration** in the navigation pane. The **Desktop Integration** page is displayed.



3. Specify the desktop settings.
 - Overlay icons on files and folders** – Mark files and folders in Finder. Files and folders that are selected for sync are marked.
 - Show notification on backup start** (only available when HCP Anywhere Enterprise Drive Protect is licensed) – Display a pop-up notification in the Mac Notification Center when backup starts.
 - Show notification on backup end** (only available when HCP Anywhere Enterprise Drive Protect is licensed) – Display a pop-up notification in the Mac Notification Center when backup ends.
 - Show notification on backup fail** (only available when HCP Anywhere Enterprise Drive Protect is licensed) – Display a pop-up notification in the Mac Notification Center if backup fails.
 - Show notification on sync** – Display a pop-up notification in the Mac Notification Center, if and when files are synced.
4. Click **Save**.

Chapter 4. Using HCP Anywhere Enterprise Drive Share

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

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


Adding Content to the HCP Anywhere Enterprise Portal Cloud Drive

To add to the HCP Anywhere Enterprise Portal cloud drive:


- In Finder, right-click any folder on your computer that you want to sync and select **Sync this folder**.

Alternatively:

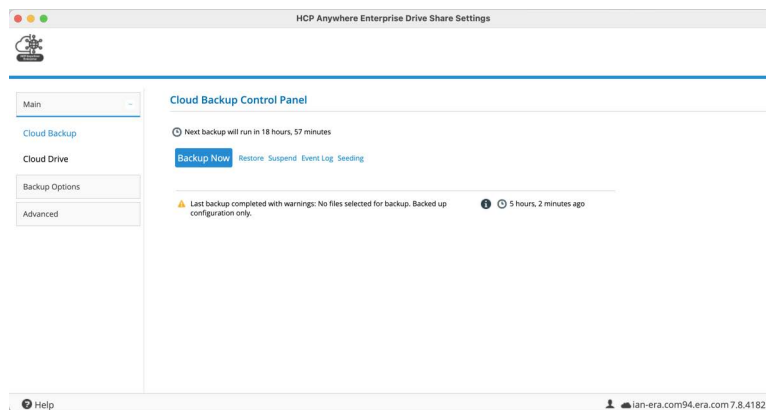
To add to the HCP Anywhere Enterprise Portal cloud drive:

1. Right-click the HCP Anywhere Enterprise Drive Share/Protect menu bar icon, , and select **Settings**.

Or,

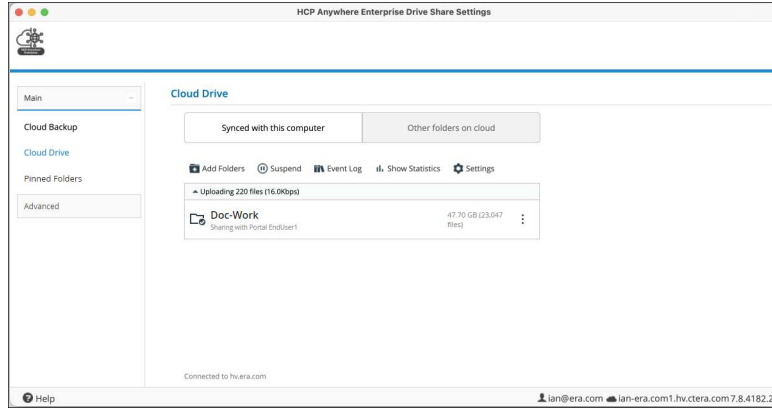
Click the settings icon, , in the bottom right corner of the HCP Anywhere Enterprise Drive Share/Protect window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.



2. Click **Main > Cloud Drive** in the navigation pane.

The **Cloud Drive** page is displayed.



The following information is included in the page:

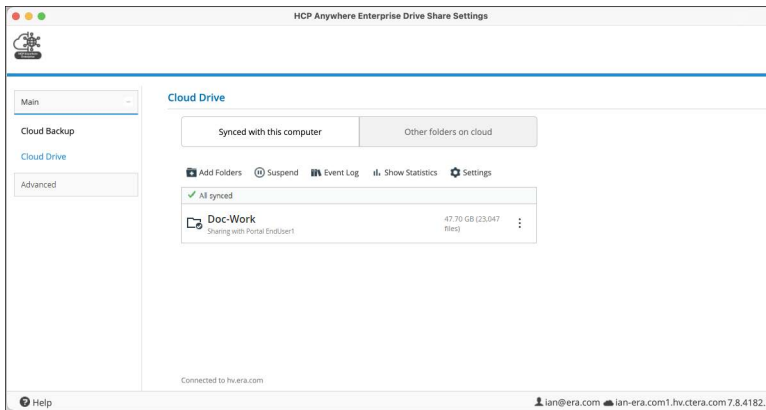
- All the Cloud Drive folders that are currently synced with folders on the HCP Anywhere Enterprise Drive Share computer.
- Any other folders on your Cloud Drive.

3. Click Add Folders.

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

4. Select the folder to be sync and click Open.

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



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

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

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

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

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

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

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

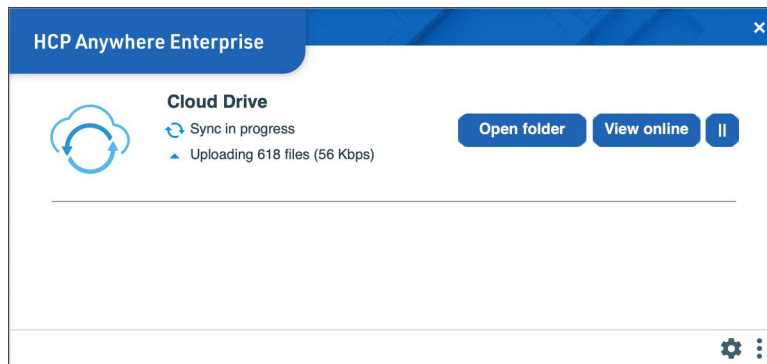
Viewing Your Cloud Drive

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

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

To access the Cloud Drive folder:

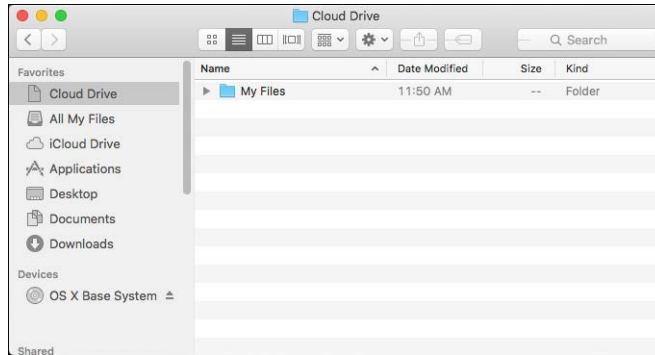
- Click the HCP Anywhere Enterprise Drive Share/Protect menu bar icon, , and click **Open Folder** in the **HCP Anywhere Enterprise Drive Share** window.





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

Or,

- Right-click the HCP Anywhere Enterprise Drive Share/Protect menu bar icon, , and click **Cloud Drive**.



The local cloud drive's contents are displayed. Folders and files are marked with icons indicating the current synchronization status. Folders and files that are in sync are marked with a tick icon, , and files that are currently synchronizing, or are waiting to be synchronized, are marked with a sync icon, .

Files That are Not Synced With the HCP Anywhere Enterprise Portal?

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

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

Managing the Cloud Drive Content

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

This section describes the following:

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

Understanding the Overlay Icons

Icons in any supported file sharing protocol, for example, in Finder, provide information about the status of the folder or file.


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

Syncing Other HCP Anywhere Enterprise Portal Folders


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

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

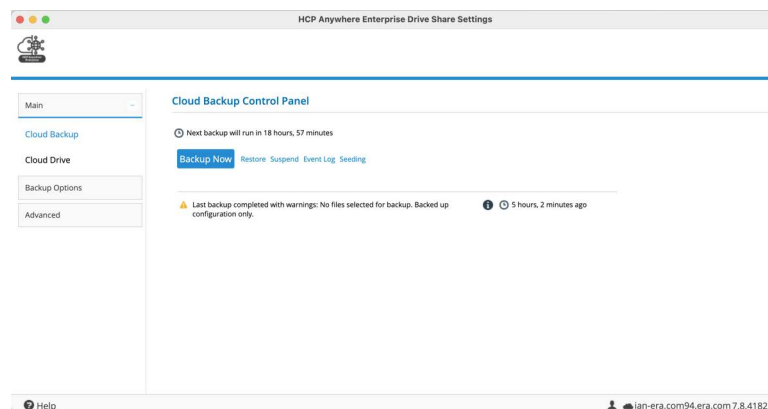
To sync HCP Anywhere Enterprise Portal cloud drive folders to your computer:

1. Right-click the HCP Anywhere Enterprise Drive Share/Protect menu bar icon, , and select **Settings**.

Or,

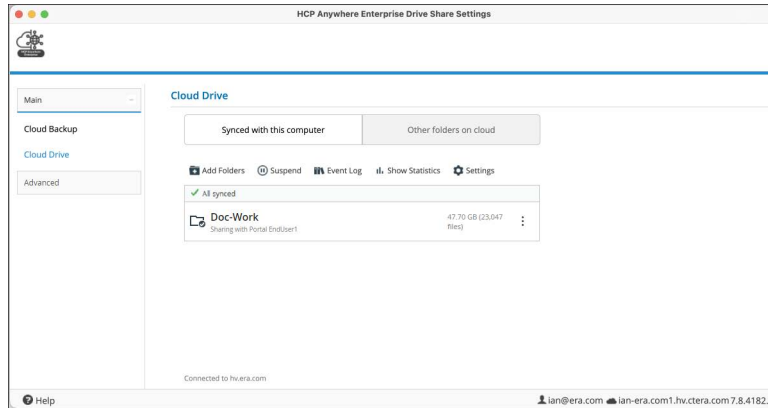
Click the settings icon, , in the bottom right corner of the HCP Anywhere Enterprise Drive Share/Protect window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.



2. Click **Main > Cloud Drive** in the navigation pane.

The **Cloud Drive** page is displayed.



3. Select **Other folders on cloud**.

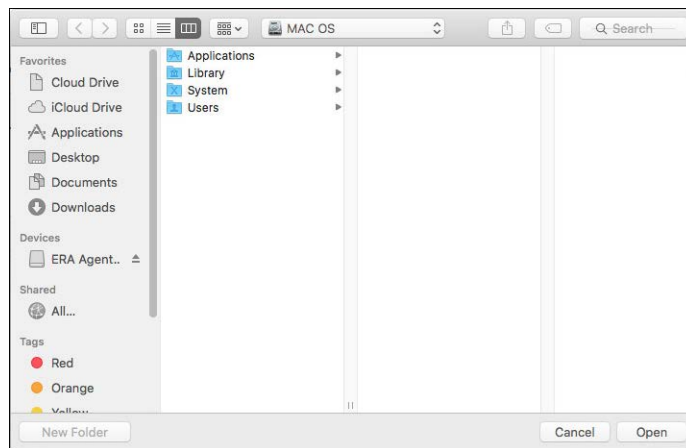
All the folders in the HCP Anywhere Enterprise Portal that are not synced with your computer are displayed.

4. Click **Sync** next to the folder you want to sync.

If you want to sync to a location other than your Cloud Drive folder:

a) Click **Sync to a different location**, to select or create a new location on your computer to which to sync the folder.

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



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


c) Click **Open**.

5. Click **Start Syncing**.


The folder is synced in your local cloud drive.

Controlling to Which Local Folder a Cloud Drive Folder Syncs

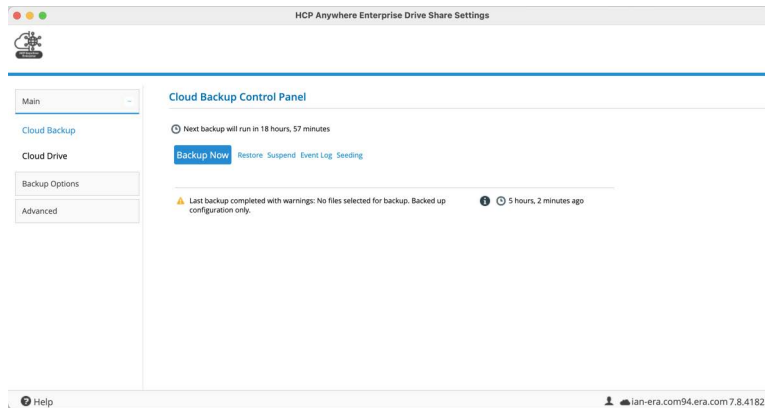
To specify the local folder for syncing:

1. Right-click the HCP Anywhere Enterprise Drive Share/Protect menu bar icon, , and select **Settings**.

Or,

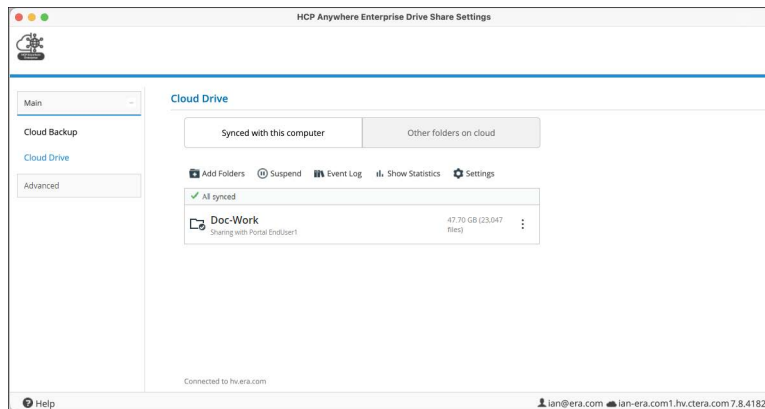
Click the settings icon, , in the bottom right corner of the HCP Anywhere Enterprise Drive Share/Protect window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.

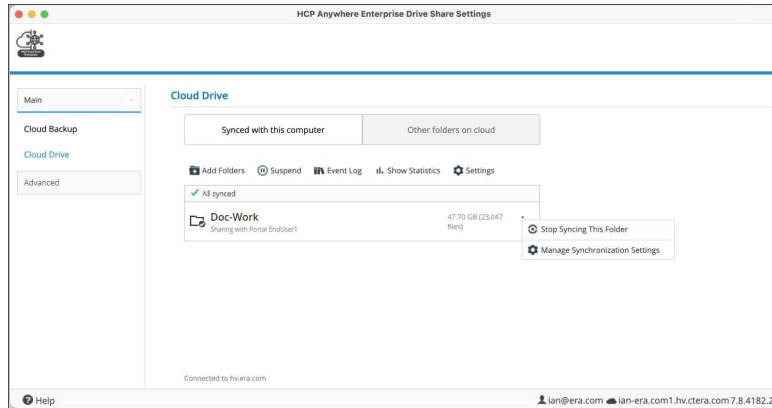


2. Click **Main > Cloud Drive** in the navigation pane.

The **Cloud Drive** page is displayed.

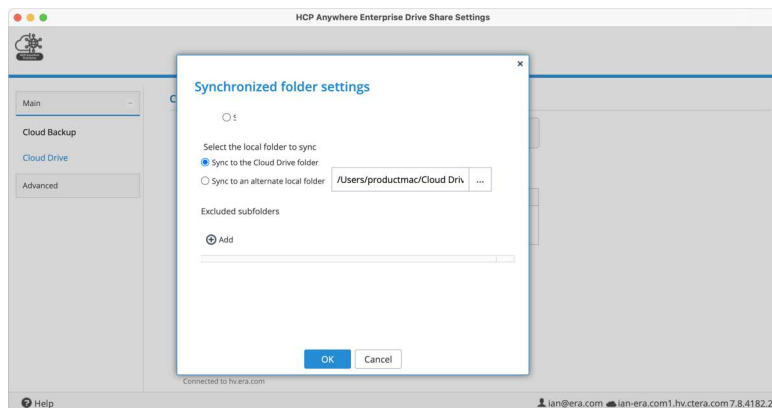


3. Click the vertical ellipsis button for the parent folder of the folder you want to exclude and click **Manage Synchronization Settings**.



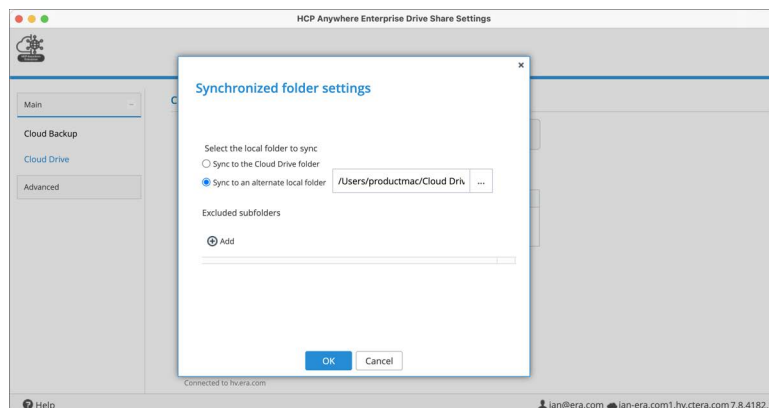
The **Synchronized folder settings** window is displayed.

4. To sync the folder to a subfolder of the Cloud Drive folder, select **Sync to the Cloud Drive folder**.

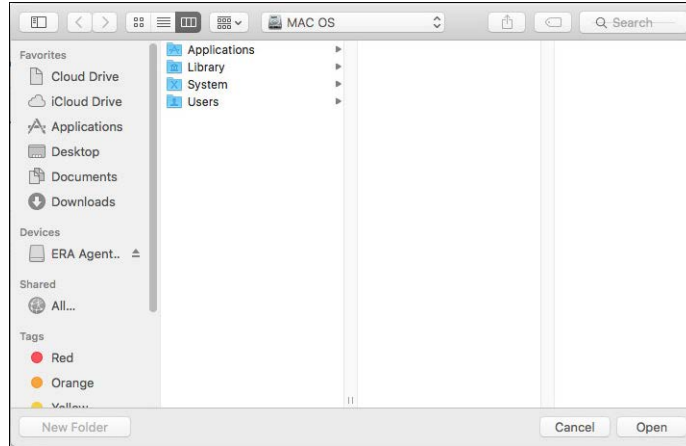


The local synced copy of the folder you selected is moved to the Cloud Drive folder.

5. To sync the folder to a folder other than the Cloud Drive folder:
 - a) Select **Sync to alternate local folder**.



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




- c) Select the folder or subfolder you want to sync to the cloud drive.
 - d) Click **Open**.
6. Click **OK**.

The changes are applied.


Excluding Folders

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

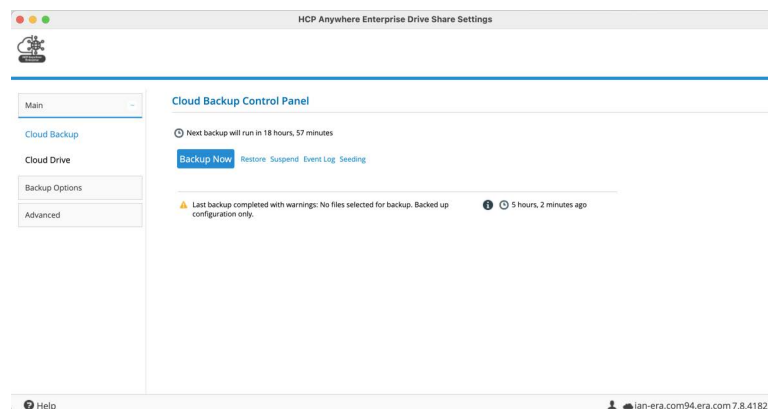
To configure folders to exclude from syncing:

1. Right-click the HCP Anywhere Enterprise Drive Share/Protect menu bar icon, , and select **Settings**.

Or,

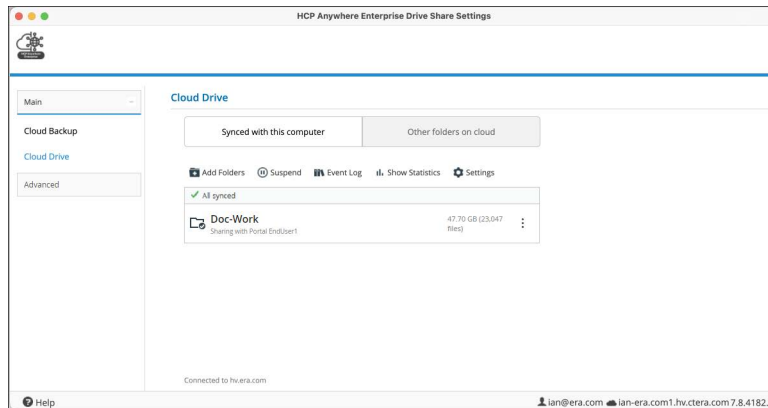
Click the settings icon, , in the bottom right corner of the HCP Anywhere Enterprise Drive Share/Protect window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.

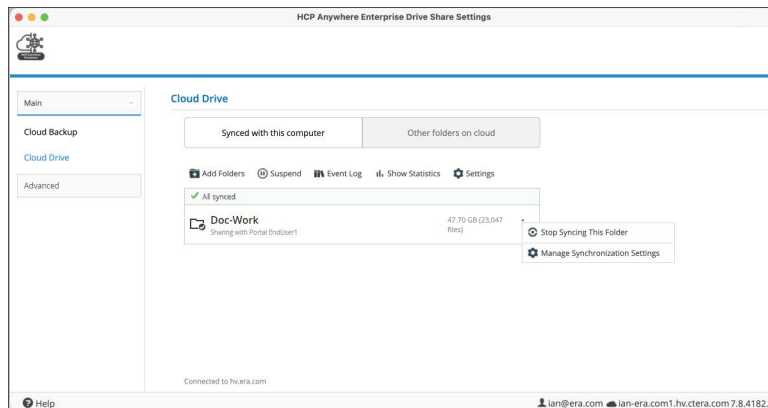


2. Click **Main > Cloud Drive** in the navigation pane.

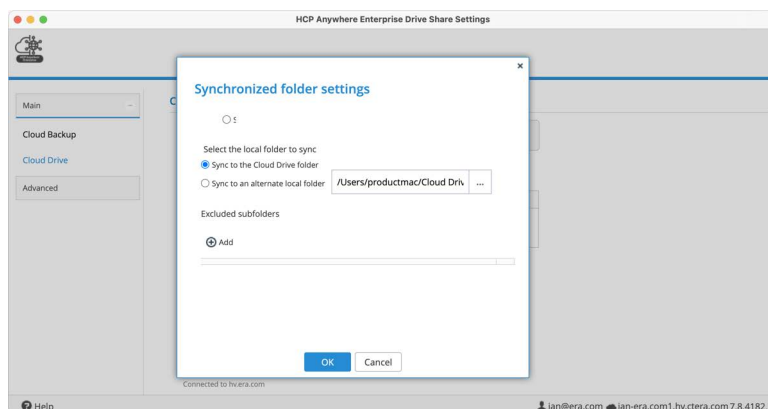
The **Cloud Drive** page is displayed.




3. Click the vertical ellipsis button for the parent folder of the folder you want to exclude and click **Manage Synchronization Settings**.



The **Synchronized folder settings** window is displayed.



4. Under **Excluded subfolders**, click **Add**.
A row is added to the **Excluded subfolders** list.
5. Click in the row and type the name of a subfolder under the parent folder you want to exclude from syncing. For example, to exclude *subfolder1* that is under *subfolder* that is under the parent folder, enter `\subfolder\subfolder1`.

- Note:** You cannot browse to the folder to exclude.
6. Repeat step 4 to add more subfolders as necessary.
 7. Click the trashcan icon, , to remove an added folder from the exclude list.
 8. Click **OK**.

The changes are applied.


Manually Managing Folder Syncing

You can manually stop, suspend and unsuspend syncing content.

To stop syncing a folder:

- Either:
 - In Finder, right-click the folder on your computer and select **Stop syncing this folder**. For a subfolder, select **Exclude folder from sync**.
 - Note:** To include a folder that you stopped syncing, select **Sync this folder**. To include a subfolder that you excluded, select **Include folder in sync**.
- Or,
 - a) Open **HCP Anywhere Enterprise Drive Settings** window.
 - b) Click **Main > Cloud Drive** in the navigation pane. The **Cloud Drive** page is displayed.
 - c) Click the vertical ellipsis button for the parent folder of the folder you want to exclude and click **Stop Syncing This Folder**.

To suspend syncing:

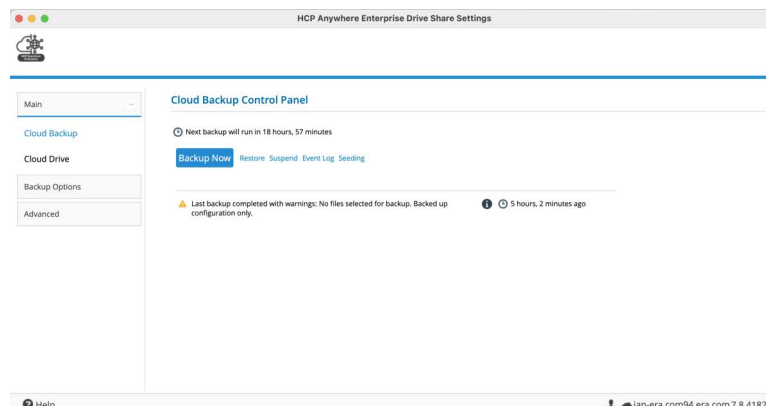
- Either:
 - Right-click the HCP Anywhere Enterprise Drive Share menu bar icon, , and select **Suspend Sync**.

Or,

In the **HCP Anywhere Enterprise Drive Share** window, click the pause icon, .

Or,


- a) Open **HCP Anywhere Enterprise Drive Settings** window.



- b) Click **Main > Cloud Drive** in the navigation pane. The **Cloud Drive** page is displayed.


c) Click **Suspend**.

Syncing is suspended.

The **HCP Anywhere Enterprise Drive Share** window also shows that syncing is suspended, as does the menu bar icon, .

To resume syncing:

- Either:

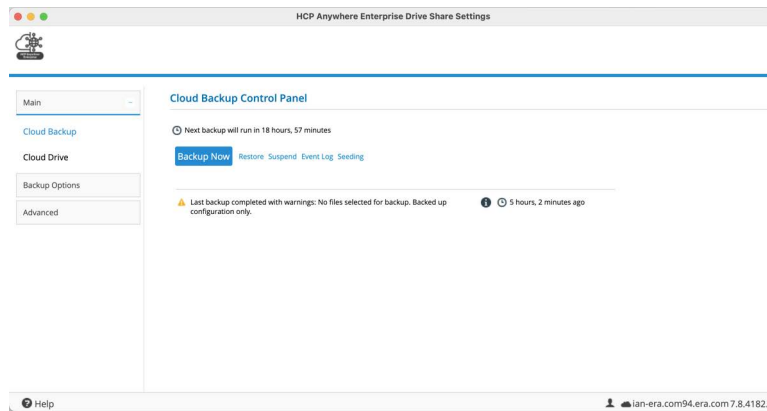
Right-click the HCP Anywhere Enterprise Drive Share/Protect menu bar icon, , and select **Suspend Sync**.

Or,

In the **HCP Anywhere Enterprise Drive Share** window, click the play icon, .

Or,

a) Open **HCP Anywhere Enterprise Drive Settings** window.



b) Click **Main > Cloud Drive** in the navigation pane.

The **Cloud Drive** page is displayed.

c) Click **Unsuspend**.

Syncing resumes.

Sharing Content

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

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

- To share files with team members, external users, or entire groups, use the **Collaborators** feature. See [Collaborating on Files](#).
- To quickly share with broad audiences, or over public mediums such as LinkedIn or Twitter, use

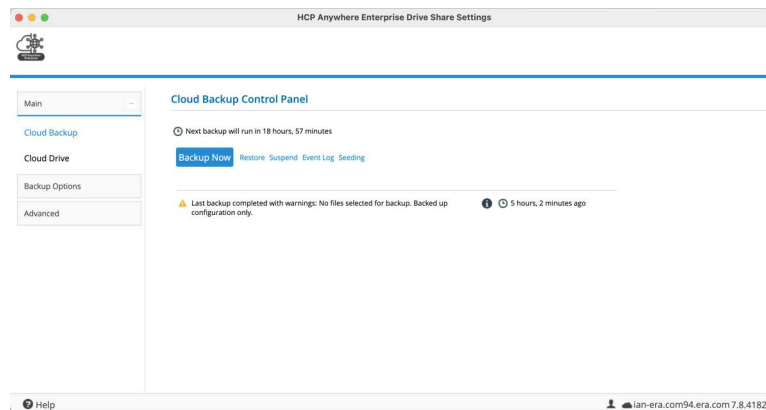
Public Links. You can define whether the link recipients are able to respond by uploading edited files back to the shared folder. See [Making Content Public](#).

Collaborating on Files

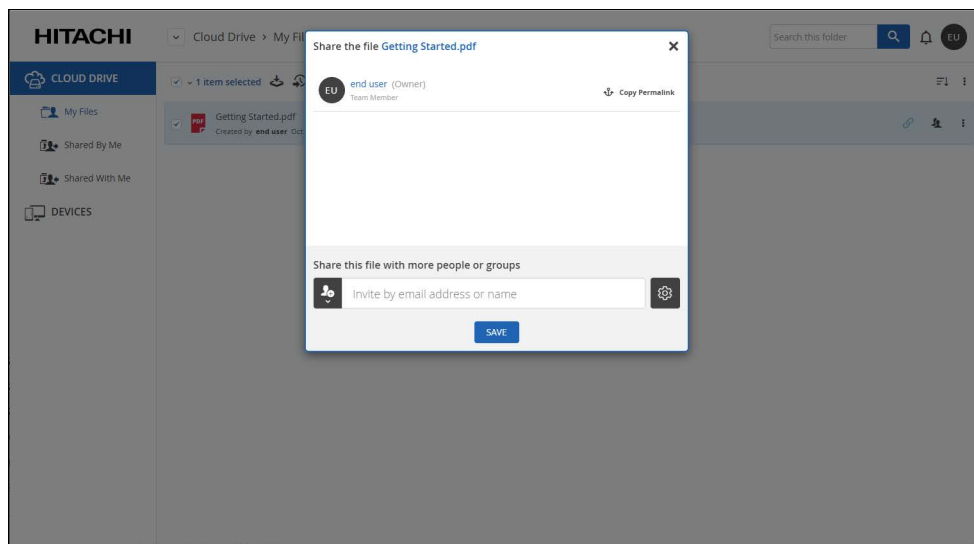
You can invite co-workers, external users, or groups of users to collaborate on a folder or file with you. Collaborators will receive an email notification inviting them to collaborate on the project. They can then view or edit files in the project and add files and folders to the project, depending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



To share a folder or file:

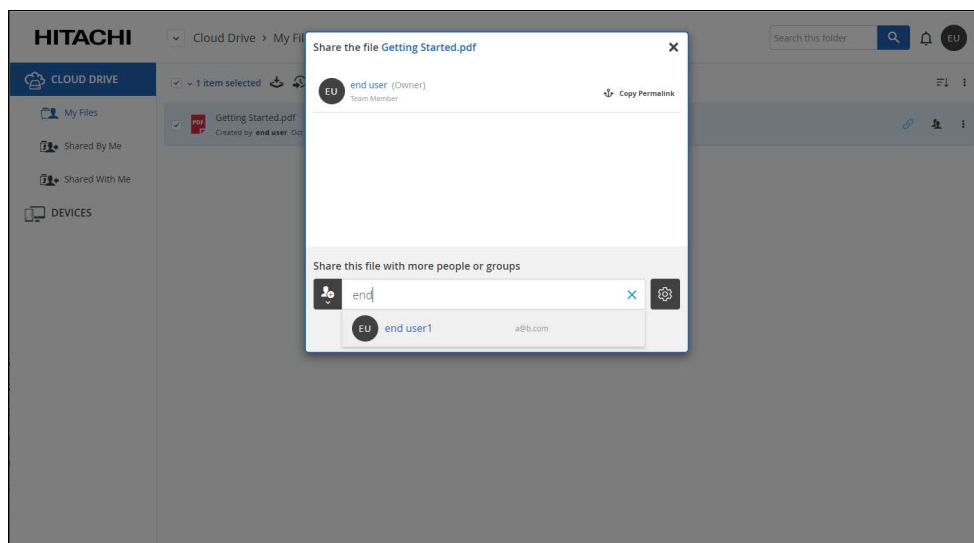
1. Make sure that the folder is synced with the HCP Anywhere Enterprise Portal:
 - In Finder, right-click the folder on your computer and select **Share this folder** or **Share this file**.
- Or, to share a parent folder in the cloud drive:
- a) Open **HCP Anywhere Enterprise Drive Settings** window.




- b) Click **Main > Cloud Drive** in the navigation pane. The **Cloud Drive** page is displayed.
 - c) Click the vertical ellipsis button for the parent folder of the folder you want to share and click **Share With Others**.
- The HCP Anywhere Enterprise Portal is displayed in your browser with a sharing window for the folder or file.



2. Select whether to invite a single user, , or group, .
3. Enter the user or group to invite: an email address, user name, or user group name. Users that you frequently share with will be auto-completed after you type only a few characters of the name or email.






4. You can manage the collaborator.
 - Click  and choose the relevant permission to configure the file permissions as *No Access*, *Preview Only*, *Read Only* or *Read/Write*.

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

When you share a folder, all the files in the folder inherit the folder permission. You can change the permission for individual files in the folder, to override the inherited permission, including to mark some files as *No Access* so that share users do not have access to these files. *Preview Only* share recipients are able to view the file using the HCP Anywhere

Enterprise Portal's integrated document preview server. Users with this permission are unable to download, copy, or print the file.

- Configure an expiration date for the collaborator, by clicking .
- Remove a collaborator, by clicking the vertical ellipsis button and then **Remove**.
- For external users defined by email, define authentication settings such as email verification for increased security, by clicking the padlock icon, . The user receives a verification code and must use this code within 30 minutes before it expires.

5. Configure project settings by clicking the settings icon, , and select the options you want:
 - **This is a team project** – The folder is a team project. The folder is displayed in the collaborator's **Shared with Me** folder without your name.
 - **Allow team members to reshare this folder/file** – The folder/file can be reshared by other team members. If you do not want this folder/file reshared with additional people, clear this check box.
 - **Allow team members to sync this folder** – The folder can be synced to the computer of other team members. This option is only available for top-level folders.
6. Click **SAVE**.

Note: After sharing a folder or file, the collaborator icon next to the folder or file in the HCP Anywhere Enterprise Portal changes.

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

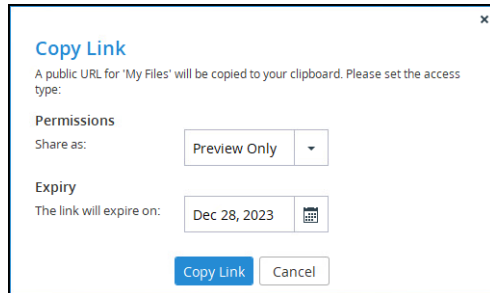
- If the email recipient has a HCP Anywhere Enterprise Portal account, a team member, clicking the link in the invite goes to the item in the HCP Anywhere Enterprise Portal. If the user is not logged in to the HCP Anywhere Enterprise Portal, a login window is displayed. Otherwise, the file or folder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

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

Making Content Public

You can create a public link to any synced folder and file and share the link with anyone. Clicking the link provides access to the folder or file in the HCP Anywhere Enterprise Portal Cloud Drive. To create a public link:

1. In Finder, right-click the folder or file and select **Copy link**.
The **Copy Link** window is displayed.



2. Configure the link.

- In the **Share as** drop-down box, configure the file permissions as *Preview Only*, *Read Only* or *Read/Write*.

Note: This icon can vary depending on default permissions level. For example, the preview icon is displayed for the Preview Only permission level. Preview Only share recipients are able to view the file using the HCP Anywhere Enterprise Portal's integrated document preview server. Users with this permission are unable to download, copy, or print the file.

- Configure an expiration date for the link, or accept the default expiration after 3 months.

3. Click **Copy Link**.

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

Handling Simultaneous File Changes to Shared Files

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

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

When Is a Conflict Generated

A conflict is generated in the following situations:

- when more than one HCP Anywhere Enterprise Drive Share is connected to the HCP Anywhere Enterprise Portal and syncing to a shared folder. Any file created locally by a user and saved in the shared folder is synced to the HCP Anywhere Enterprise Portal and then from the Portal to the every user sharing the folder.
 - When users simultaneously edit the same file.
For example, when the user who created the file continues to edit it while a second user opens the files and also edits it. After the second user saves the file locally, it is synced to the HCP Anywhere Enterprise Portal and saved as a conflict file.
 - When a user is offline when editing the file.
For example, when a user goes offline after syncing the file locally and then edits the file offline. If another user then edited the file while connected to the HCP Anywhere Enterprise Portal, when the offline user goes back online and syncs the edited file to the cloud, this file

has the last changes synced to the HCP Anywhere Enterprise Portal file and is the file that is saved. The edited file made by the other user, while the file was edited offline, is saved as a conflict file.

- Note:** If no other users edited the file while the file was edited offline, the HCP Anywhere Enterprise Portal detects that not only is the edited version newer than the one on the HCP Anywhere Enterprise Portal, but also no changes were performed by other users; therefore, the edited file is saved in the HCP Anywhere Enterprise Portal without a conflict file.
- When a user deletes a file being edited by another user.
For example, a user is editing a file and a second user deletes the local copy of the file, removing it from the local PC. When the edited file is saved, it is synced to the HCP Anywhere Enterprise Portal and then back the local PC from which it was deleted. A conflict file is not created.
 - When a user renames a file being edited by another user.
For example, a user is editing a file and a second user renames the local copy of the file. When the edited file is saved, it is synced to the HCP Anywhere Enterprise Portal and then back the local PC from which it was renamed. The renamed file is also synced to the HCP Anywhere Enterprise Portal and then from the HCP Anywhere Enterprise Portal to the every user sharing the folder. Each user and the HCP Anywhere Enterprise Portal now has two copies of the file: with the original name and the last updates and with the new name, without the last updates.
 - When a user deletes a subfolder containing a file being edited by another user.
For example, a user is editing a file and a second user deletes the local copy of the folder which includes this file, removing it and the file from the local PC. The action is synced to the HCP Anywhere Enterprise Portal deleting the folder and its files from the HCP Anywhere Enterprise Portal and then from the HCP Anywhere Enterprise Portal to the every user sharing the folder. When an attempt is made to save the edited file, there is no folder in which to save it and it must be saved to a new location. If the new location is a shared folder, it is then synced to the HCP Anywhere Enterprise Portal as is any new file. A conflict file is not created.
 - When a user deletes a root shared folder.
The root shared folder is synced back to the user's local PC. A conflict file is not created.

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

Understanding Conflicts When Sharing Files

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

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

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

File in HCP Anywhere Enterprise Portal: ExampleFile.txt
Conflict file in HCP Anywhere Enterprise Portal: ExampleFile - Conflict On
2024_04_09 17_09_58.txt


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

Throttling the Sync Throughput


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

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

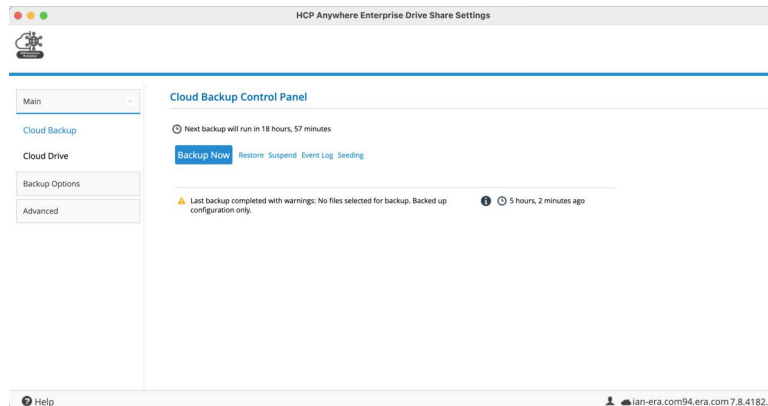
To throttle throughput:

1. Right-click the HCP Anywhere Enterprise Drive Share/Protect menu bar icon, , and select **Settings**.

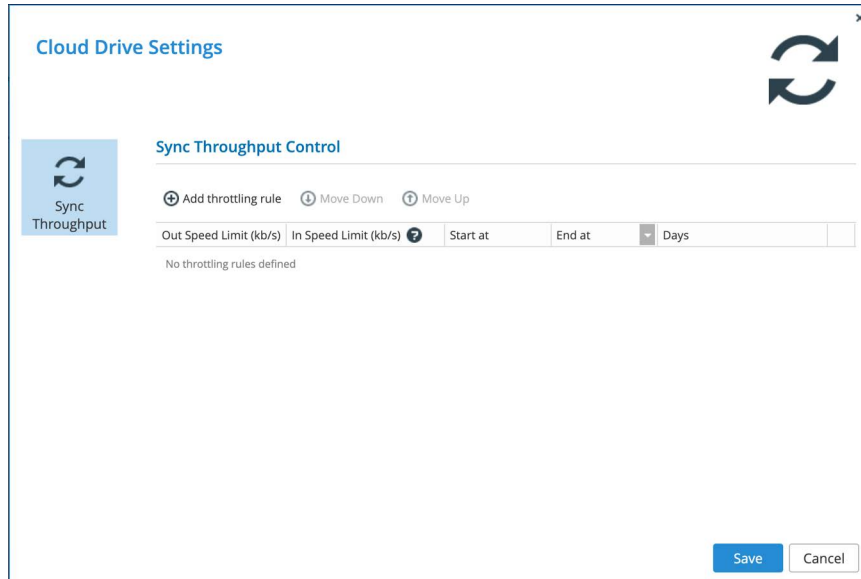
Or,

Click the settings icon, , in the bottom right corner of the HCP Anywhere Enterprise Drive Share/Protect window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.

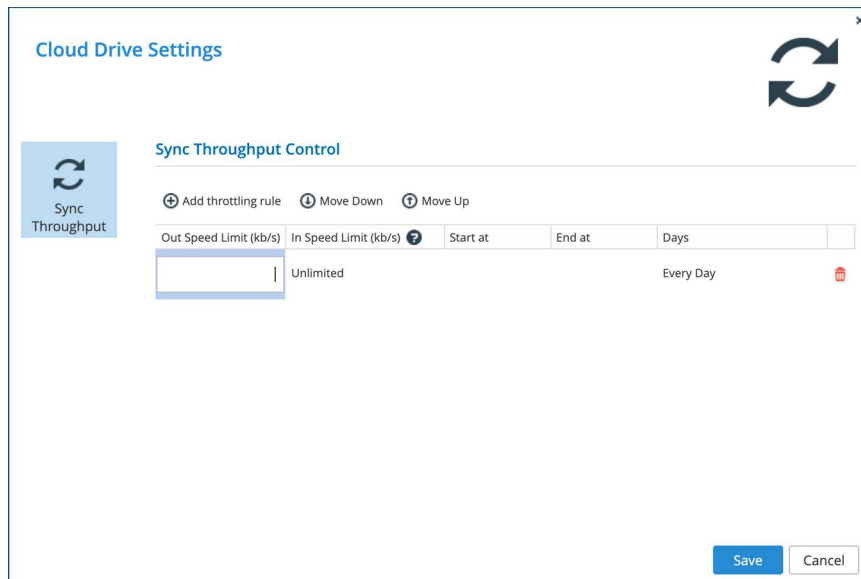


2. Click **Main > Cloud Drive** in the navigation pane.
The **Cloud Drive** page is displayed.
3. Click **Settings**.
The **Cloud Drive Settings** window is displayed.



Note: If a configuration template was defined in the HCP Anywhere Enterprise Portal with sync throttling, click **Override** to override the HCP Anywhere Enterprise Portal configuration.

4. Click **Add throttling rule**.



5. Define the following for the throttling rule:

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

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


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

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

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

Note: A maximum of 50 rules can be defined.


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

6. To remove a rule, select the rule row and click the trashcan icon, .
The rule is removed.
7. Click **Save**.


Monitoring HCP Anywhere Enterprise Drive Share

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

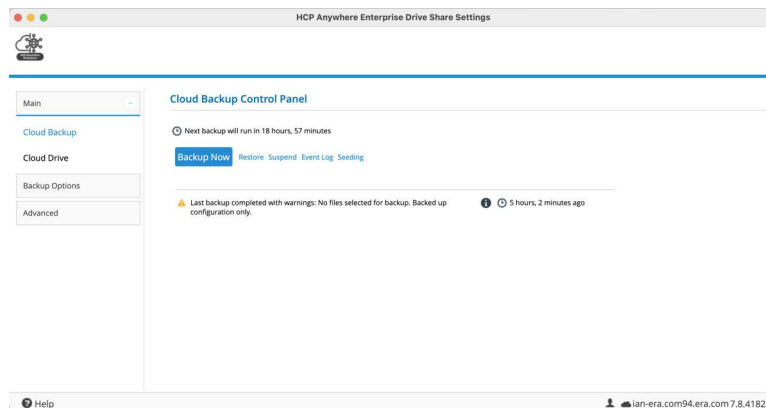
To display statistics:

1. Right-click the HCP Anywhere Enterprise Drive Share/Protect menu bar icon, , and select **Settings**.

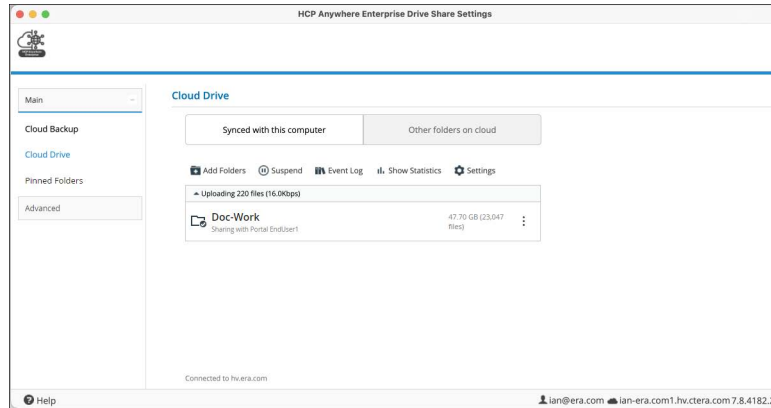
Or,

Click the settings icon, , in the bottom right corner of the HCP Anywhere Enterprise Drive Share/Protect window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.



2. Click **Main > Cloud Drive** in the navigation pane.
The **Cloud Drive** page is displayed.



3. Click **Show Statistics**.

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

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

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

Chapter 5. Using HCP Anywhere Enterprise Drive Protect

HCP Anywhere Enterprise Drive Protect enables you to back up files to the HCP Anywhere Enterprise Portal global file system in the cloud, which provides cloud-based backup, restore, and disaster recovery.

Cloud backup offers:

Security – In addition to using AES encrypted TLS (Transport Level Security) connections, the same security mechanism used by banks, all of your data is encrypted using 256-bit AES encryption to ensure that your data is protected against eavesdroppers. For even stronger security, you can use a secret passphrase. If you use a secret passphrase, your data will not be readable by anyone or any entity (including administrators) without knowledge of your secret passphrase.

Versioning – Cloud backup preserves multiple versions of your data, enabling you to restore the version of your choice.

Restore Options – When using traditional backup, you must have access to the backup medium, in order to restore your data. In contrast, cloud backup offers multiple restore options, including restoring your data from anywhere by downloading it from the cloud backup site.

Note: Files on removable media, such as a USB drive, cannot be backed up using HCP Anywhere Enterprise Drive Protect.

Backups

The first time cloud backup runs, HCP Anywhere Enterprise Drive Protect performs a full cloud backup for the selected folders. Depending on the size of your data set, this might take a long time. Subsequent backups are performed incrementally and normally take much less time than the initial backup. Only data that has actually changed is uploaded.

HCP Anywhere Enterprise Drive Protect uses data compression and data deduplication techniques to ensure that the backup happens as quickly and efficiently as possible.

In addition to backing up your files, when cloud backup runs, the configuration of your HCP Anywhere Enterprise Drive Protect is automatically backed up to the HCP Anywhere Enterprise Portal, from where it can be easily downloaded and used to restore your configuration settings, as needed.

Backed up files are kept according to the retention policy defined on the HCP Anywhere Enterprise Portal.

What Files Are Backed Up

The particular set of files that is backed up when the Cloud Backup service runs is controlled by a combination of selection mechanisms:

Backup Files – Files directly selected for backup. You can select entire folders or specific files. For details, see [Selecting Files to Back Up](#).

Backup Sets and Exclude Sets – Filters that you can define to determine which files to include or exclude in the backup, based on criteria of your choice, such as file type, location, modification date, and so on. For details, see [Backup and Exclude Sets](#).

These options can be used in combination. When all options are used, HCP Anywhere Enterprise Drive Protect determines the final set of files to include in a backup operation by performing the following checks for each file:

- If the file is contained in an *Exclude Set*, the file is skipped.
- If the file is contained in a *Backup Set*, the file is backed up.
- If the file is contained in a folder that was selected for backup in the folder selection page, the file is backed up.

When you have a lot of information to back up, the initial backup to the cloud can take a long time. If enabled, you can prepare a disk that contains the files you want to include in your backup. You deliver this disk to your service provider to use to set up your initial backup over a LAN. For details, see [Preparing a Backup Seeding Hard Drive](#).


Preparing a Backup Seeding Hard Drive

Note: The feature to prepare a seeding hard drive might not be available as it depends on whether this feature is offered by the service provider.


When you have a lot of information to back up, you can speed up the initial backup by preparing a drive that contains all of the files you want to include in your initial backup. You then deliver this seeding drive to the service provider, and the service provider uses the drive to create the initial backup.

The seeding drive can optionally be encrypted using AES-256 and RSA public key encryption for additional security.

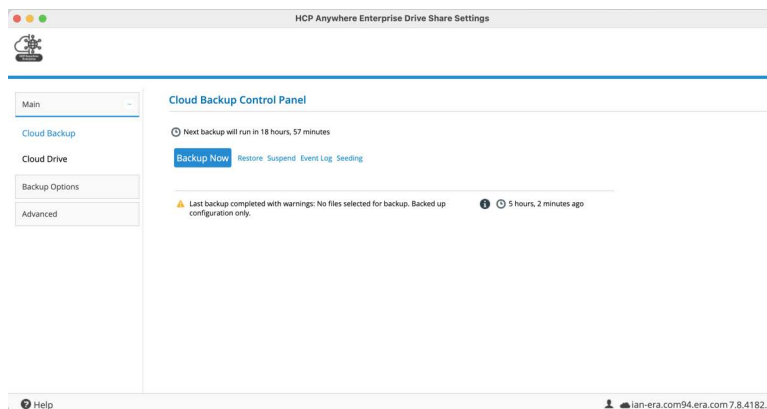
To prepare a backup seeding hard drive:

1. Select the files and folders you want to include in the initial backup. These files and folders will be written to the seeding drive.
2. Right-click the HCP Anywhere Enterprise Drive Share/Protect tray icon, , and select **Settings**.

Or,

Click the settings icon, , in the bottom right corner of the **HCP Anywhere Enterprise Drive Share/Protect** window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.



3. In the **Cloud Backup Control Panel** page click **Seeding**.
Note: This option is displayed only if the backup seeding service is supported by your service provider.
 The **Select Seeding Destination** window is displayed.
4. Choose the drive to use as the seeding drive.
Warning: The original content of this drive will be deleted.
5. Optionally, to encrypt the seeding drive, select the **Use encryption** check box.
6. Click **Finish**.
7. Click **Yes** in the confirmation message that is displayed.
 The selected files and folders are written to the seeding drive.

Deliver the seeding drive to your service provider.

Note: During the time your service provider is loading the backup seeding drive to your account, the backup service will be temporarily disabled for HCP Anywhere Enterprise Drive Protect.

Selecting Files to Back Up


Note: Files on removable media, such as a USB drive, cannot be backed up using HCP Anywhere Enterprise Drive Protect.

To select backup files from Windows File Explorer:


1. Browse to the files or folders to add to the backup.
2. Right-click each file or folder and select **HCP Anywhere Enterprise Drive > Add to backup** to add the file to the backup list.

Or,

HCP Anywhere Enterprise Drive > Remove from backup to remove the file from the backup list.

Note: The  icon on a folder indicates that all the files and nested folders in this folder are selected for backup. New files and folders added to this folder will also be backed up.

To select backup files in the HCP Anywhere Enterprise Drive Settings window:

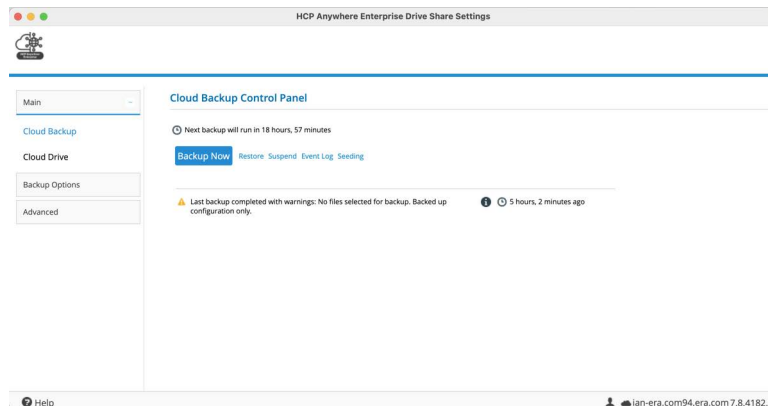
1. Right-click the HCP Anywhere Enterprise Drive Share/Protect tray icon, , and select **Settings**.

Or,

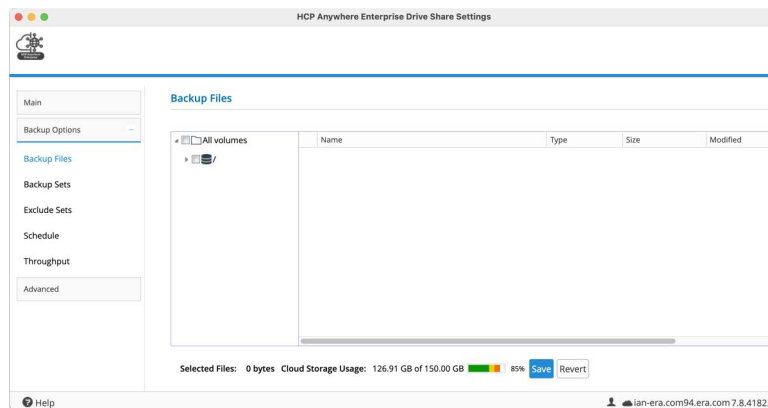
Click the settings icon, , in the bottom right corner of the **HCP Anywhere Enterprise Drive**

Share/Protect window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.



2. Click **Backup Options > Backup Files** in the navigation pane and expand the tree under **All Volumes**.



3. Check any folder to add to your backup.

Files in each folder are displayed in the right pane when you select the folder, all the files are selected for backup. If you do not check the folder, all the files are displayed without being selected for backup

The **Selected Files** field, at the bottom of the window, indicates the size of the files selected for backup.

The **Cloud Storage Usage** field, at the bottom of the window, indicates the amount of used space in your account after the next cloud backup operation, including backups from any other HCP Anywhere Enterprise devices included in your account.

For example, if your account includes two devices, and each device will back up 100MB worth of files in the next cloud backup operation, for a total of 200MB. Your account already has 350MB worth of files stored online. In this case, the **Cloud Storage Usage** field will display 550MB.

4. Click **Save**.

Backup and Exclude Sets

A *Backup Set* is a filter which includes files in a backup based on criteria of your choice. An *Exclude Set* is a filter which excludes files from a backup based on criteria of your choice. Each backup set or exclude set represents a group of files that will be included or excluded in a cloud backup, provided the backup set or exclude set is enabled. When you create a backup set or exclude set, you can specify files by extension type, name, location, size, and/or modification date. For example, you can create a backup set called *My Music* and include all files with the extensions *.wav and *.mp3 that are located in the folder *My Documents > Music*.


If a file is included in a backup set and the backup set is enabled, it is included in the backup even if it is not individually selected as a *Backup File*.

If a file is included in an enabled backup set but is also included in an exclude set, the file is excluded from the backup.


Backup sets and exclude sets can be enabled or disabled. When you create a new backup set or exclude set, it is enabled by default.

Managing Backup Sets

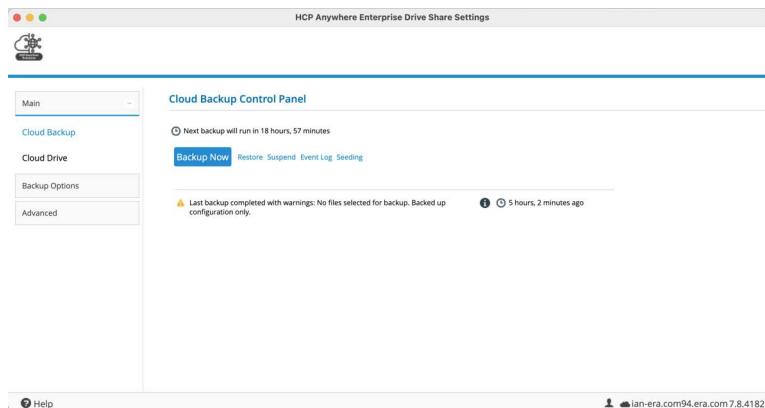
To create or edit backup sets:

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

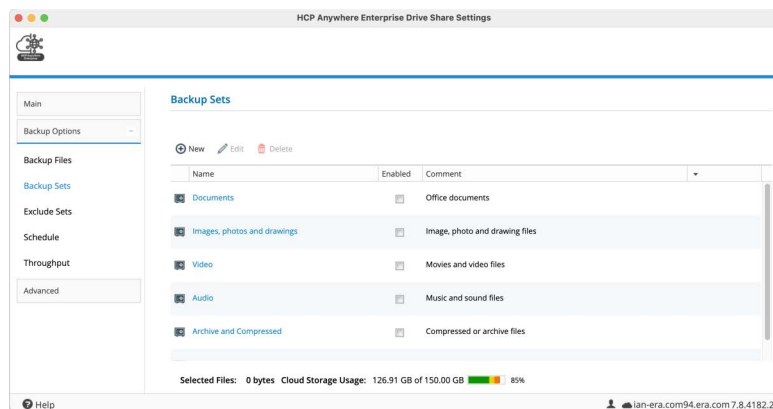
Or,

Click the settings icon, , in the bottom right corner of the **HCP Anywhere Enterprise Drive Share/Protect** window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.



2. Click **Backup Options > Backup Sets** in the navigation pane.
The **Backup Sets** page is displayed.



Where:

Name – The name of each backup set.

Enabled – If checked, the backup set is enabled.

Comment – A description of the backup set.

The **Selected Files** field indicates the size of the files currently selected.

The **Cloud Storage Usage** field indicates the amount of used space in your account after the next cloud backup operation, including backups from any other devices included in your account.

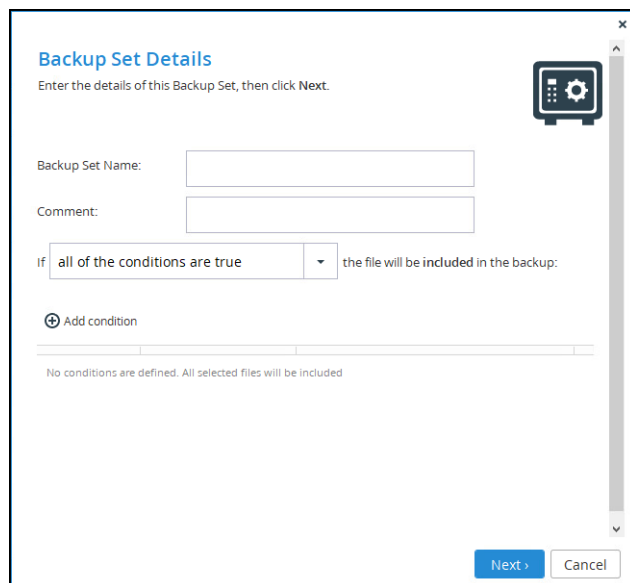
3. To create a backup set, click **New**.

Or,

To edit an existing set, select the set row and click **Edit**.

Note: If backup sets were defined as part of a configuration template in the portal and the template is assigned to this agent, these sets cannot be edited.

The **Backup Set Details** window is displayed.



If the set is being edited, the **Backup Set Details** window has values.

4. Set the details and conditions for the set.

Backup Set Name – A name for the backup set.

Comment – A description of the backup set.

If – How you want files to match your conditions:

all of the conditions are true – All of the conditions defined in steps 5 to 8 must be met in order for a file to be included in the set.

at least one of the conditions is true – One or more of the conditions defined in steps 5 to 8 must be met in order for a file to be included in the set.

5. Click the **Add** condition.
6. Click **Select** and select the condition parameter from the drop-down list.
 - File Name
 - File Path
 - File Type
 - File Size
 - File Modified
7. Click **Select** in the second column and select the condition operator from the drop-down list, which is dependent on the parameter selected in the first column.

Parameter	Option
File Name, File Path, File Type	equals, begins with, ends with, contains, is one of
File Size	less than, more than
File Modified	before, after

8. Click in the third column, and complete the condition, which is dependent on the parameter selected in the first column.

Parameter	Option
File Name, File Path, File Type	Free text.
File Size	Free text. Add a numerical value and the unit, such as KB, MB or GB.
File Modified	Choose a date from the pop-up calendar.

For example, if you select **File Name** as the condition parameter in the first column, select **begins with** as the condition operator in the second column, and enter `Work-123-` in the third column, then the set will include all files whose names begin with `Work-123-`.


Likewise, if you select **File Type** as the condition parameter in the first column, select **is one of** as the condition operator in the second column, and enter `avi, mov, mpg` in the third column, then the set will include all files matching `*.avi, *.mov, and *.mpg`.

9. Repeat steps **5** to **8** to define additional conditions for the set.


If no conditions are defined, then all selected files in that backup set are included in the backup.
10. Click **Next**.
11. Drill-down and select the folders to which you want to apply the conditions.
12. Click **Next** and then **Finish**.

The backup set is created and automatically enabled.

To delete backup sets:

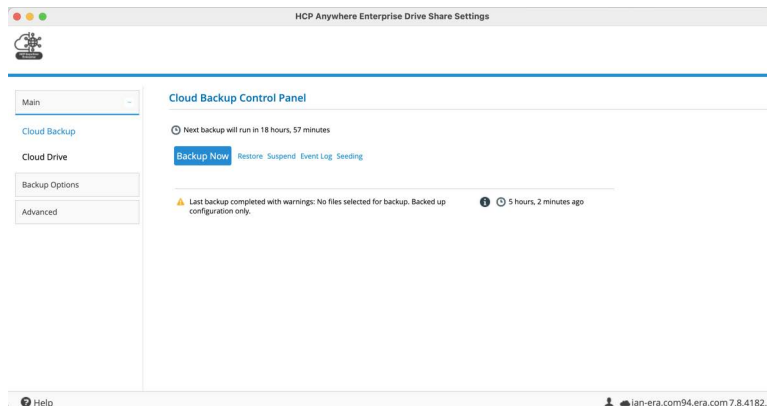
1. Right-click the HCP Anywhere Enterprise Drive Share/Protect tray icon, , and select **Settings**.

Or,

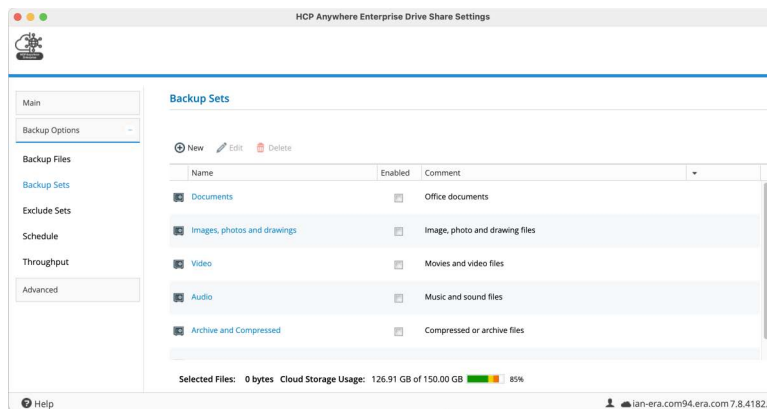
Click the settings icon, , in the bottom right corner of the **HCP Anywhere Enterprise Drive**


Share/Protect window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.



2. Click **Backup Options > Backup Sets** in the navigation pane.
The **Backup Sets** page is displayed.





3. Select the backup set row and click .
4. Click **Yes**.

The backup set is deleted.

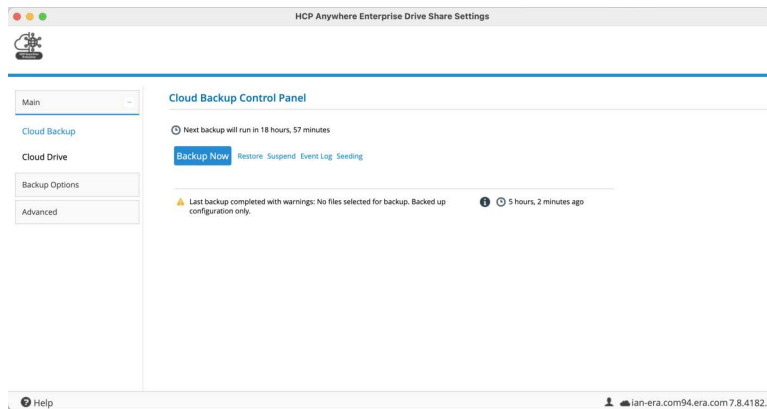
Managing Exclude Sets

To create or edit exclude sets:

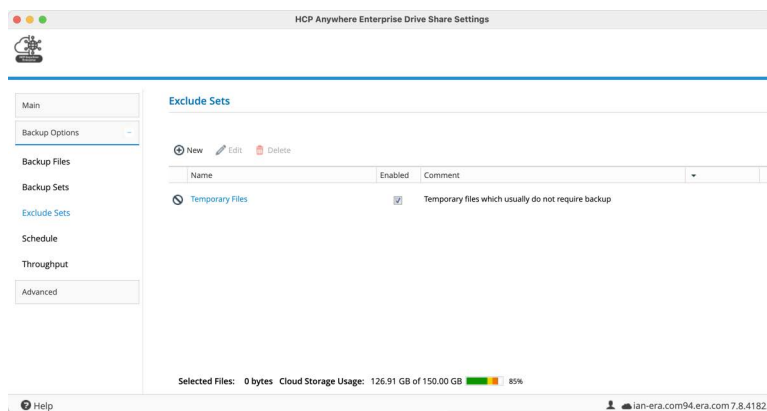
1. Right-click the HCP Anywhere Enterprise Drive Share/Protect tray icon, , and select **Settings**.
Or,

Click the settings icon, , in the bottom right corner of the **HCP Anywhere Enterprise Drive Share/Protect** window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.



2. Click **Backup Options > Exclude Sets** in the navigation pane. The **Exclude Sets** page is displayed.



Where:

Name – The name of each exclude set.

Enabled – If checked, the exclude set is enabled.

Comment – A description of the exclude set.

The **Selected Files** field indicates the size of the files currently selected.

The **Cloud Storage Usage** field indicates the amount of used space in your account after the next cloud backup operation, including backups from any other devices included in your account.

3. To create an exclude set, click **New**.

Or,

To edit an existing set, select the set row and click **Edit**.

Note: If exclude sets were defined as part of a configuration template in the portal and the template is assigned to this agent, these sets cannot be edited.

The **Exclude Set Details** window is displayed.

If the set is being edited, the **Exclude Set Details** window has values.

4. Set the details and conditions for the set.

Exclude Set Name – A name for the backup set.

Comment – A description of the exclude set.

If – How you want files to match your conditions:

all of the conditions are true – All of the conditions defined in steps 5 to 8 must be met in order for a file to be included in the set.

at least one of the conditions is true – One or more of the conditions defined in steps 5 to 8 must be met in order for a file to be included in the set.

5. Click **Add condition**.
6. Click **Select** and select the condition parameter from the drop-down list.
 - File Name
 - File Path
 - File Type
 - File Size
 - File Modified
7. Click **Select** in the second column and select the condition operator from the drop-down list, which is dependent on the parameter selected in the first column.

Parameter	Option
File Name, File Path, File Type	equals, begins with, ends with, contains, is one of
File Size	less than, more than
File Modified	before, after

8. Click in the third column, and complete the condition, which is dependent on the parameter selected in the first column.

Parameter	Option
File Name, File Path, File Type	Free text.
File Size	Free text. Add a numerical value and the unit, such as KB, MB or GB.
File Modified	Choose a date from the pop-up calendar.


For example, if you select **File Name** as the condition parameter in the first column, select **begins with** as the condition operator in the second column, and enter `Work-123-` in the third column, then the set will include all files whose names begin with `Work-123-`.

Likewise, if you select **File Type** as the condition parameter in the first column, select **is one of** as the condition operator in the second column, and enter `avi, mov, mpg` in the third column, then the set will include all files matching `*.avi, *.mov, and *.mpg`.


9. Repeat steps **5** to **8** to define additional conditions for the set.
If no conditions are defined, then all selected files in that exclude set are excluded from the backup.
10. Click **Next**.
11. Drill-down and select the folders to which you want to apply the conditions.
12. Click **Next** and then **Finish**.

The exclude set is created and automatically enabled.

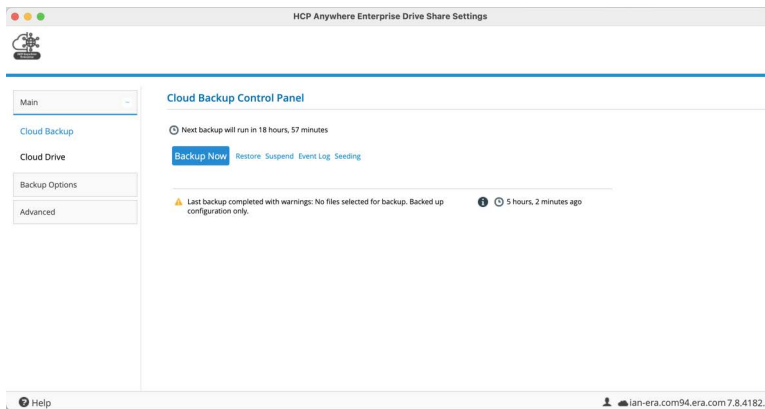
To delete exclude sets:

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

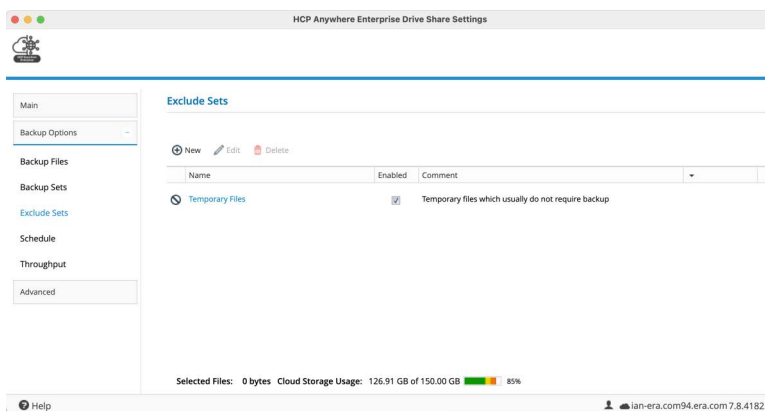
Or,


Click the settings icon, , in the bottom right corner of the **HCP Anywhere Enterprise Drive Share/Protect** window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.



2. Click **Backup Options > Exclude Sets** in the navigation pane. The **Exclude Sets** page is displayed.



3. Select the exclude set row and click .
4. A confirmation window is displayed.
5. Click **Yes**.


The exclude set is deleted.

Scheduling Backups

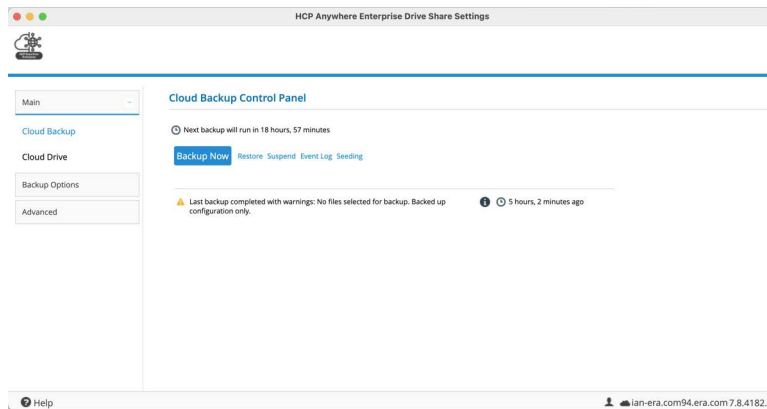
To schedule backups:

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

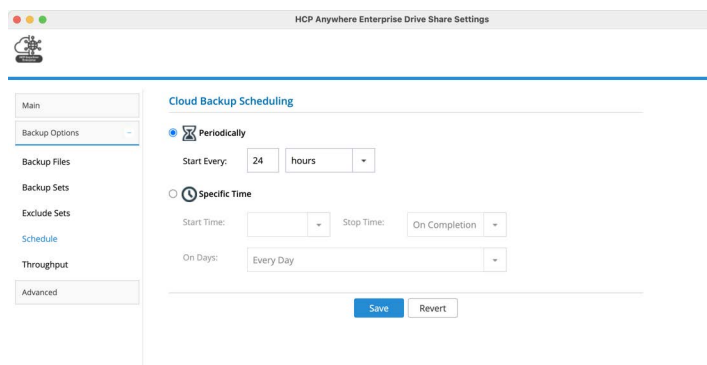
Or,

Click the settings icon, , in the bottom right corner of the **HCP Anywhere Enterprise Drive Share/Protect** window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.



2. Click **Backup Options > Schedule** in the navigation pane. The **Cloud Backup Scheduling** page is displayed.



Note: When running HCP Anywhere Enterprise Drive Share/Protect on a Windows Server, the **Cloud Backup Scheduling** page includes a **Transaction Log Backup** option for backing up Microsoft SQL Server on a Windows Server is currently not supported. If a configuration template was defined in the HCP Anywhere Enterprise Portal with throttling, click **Override** to override the HCP Anywhere Enterprise Portal configuration.

3. Schedule backups:

Periodically – Automatic backups are performed every specified number of hours or minutes.
Start Every – The interval between backups.

Note: If a given backup extends past the scheduled time for the next automatic backup, the next automatic backup will commence immediately upon completion of the prior backup.

Specific Time – Automatic backups are performed at a specified time on one or more specified days.

Start Time – The time at which a backup starts.

Stop Time – Either on completion of the backup or at a specific time, after which the backup is stopped even if it hasn't completed.


On Days – The days backups occur. Click Every Day to backup every day.

4. Click **Save**.


Restricting Throughput

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

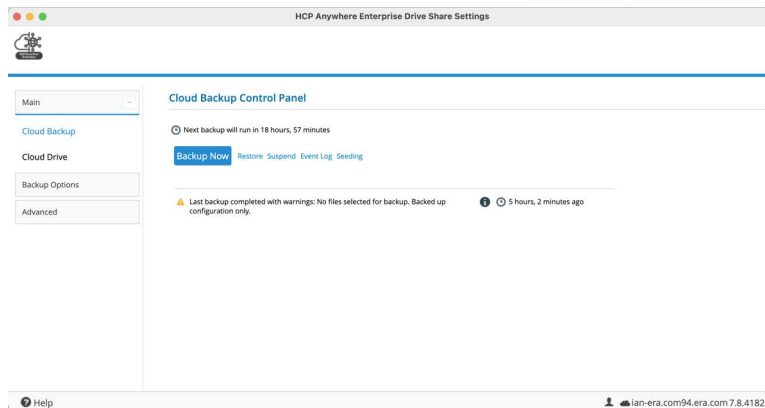
To throttle throughput:

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

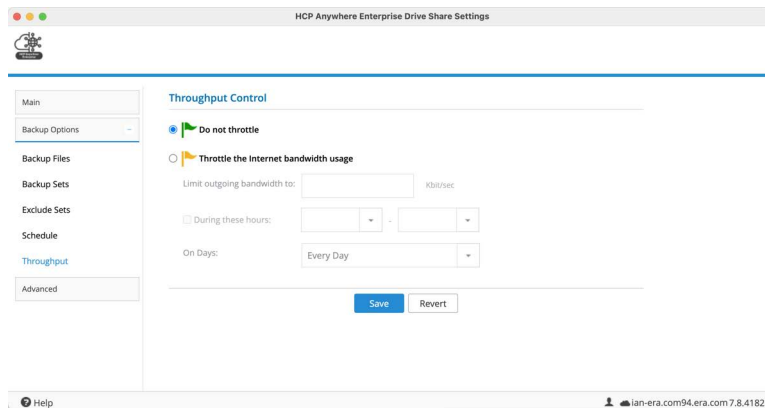
Or,

Click the settings icon, , in the bottom right corner of the **HCP Anywhere Enterprise Drive Share/Protect** window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.



2. Click **Backup Options > Throughput** in the navigation pane. The **Throughput Control** page is displayed.



Note: If a configuration template was defined in the HCP Anywhere Enterprise Portal with throttling, click **Override** to override the HCP Anywhere Enterprise Portal configuration.

3. Select either not to restrict the throughput, **Do not throttle**, or to restrict the bandwidth used, **Throttle the Internet bandwidth usage**.
4. If you selected **Throttle the Internet bandwidth usage**, complete the fields:
Limit outgoing bandwidth to – The maximum bandwidth to use for cloud backups in kilobits per second.
During these hours – The bandwidth used for cloud backups is restricted only at specific times

of the day and then use the drop-down lists to specify the time range during which the bandwidth should be restricted.

On Days – The days for which the bandwidth is restricted during the specified hours:

- One or more specific days
- **Every Day**. Bandwidth used for cloud backup will be restricted every day.

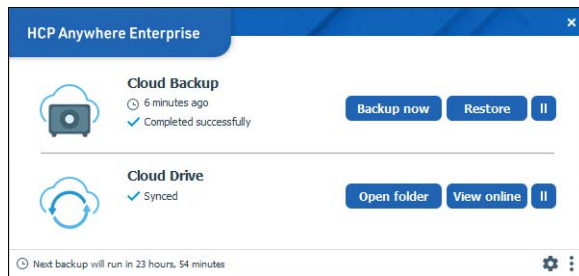
5. Click **Save**.

Manually Managing Backups

You can manually start, stop, suspend and unsuspend backups. Suspending backups suspends any currently running local backup and all scheduled automatic local backups.

To manually start a backup:

1. Click the HCP Anywhere Enterprise Drive Share/Protect tray icon, . The **HCP Anywhere Enterprise Drive Share/Protect** window is displayed.





2. Click **Backup now**.

To manually stop a backup:

1. Click the HCP Anywhere Enterprise Drive Share/Protect tray icon, . The **HCP Anywhere Enterprise Drive Share/Protect** window is displayed.
2. Click **Cancel**.



The current backup operation is stopped.

To suspend backups:

- Either:
 - Click the HCP Anywhere Enterprise Drive Share/Protect menu bar icon, , and select **Suspend Backup**. The **HCP Anywhere Enterprise Drive Share/Protect** window is displayed.
 - Or,
 - In the **HCP Anywhere Enterprise Drive Share/Protect** window, click  to the right of **Restore**.
 - Or,
 - a) Open The **HCP Anywhere Enterprise Drive Settings** window.
 - a) Click **Main > Cloud Backup** in the navigation pane. The **Cloud Backup Control Panel** page is displayed.
 - b) Click **Suspend**.

If a backup is currently running, it is paused. All future automatic backups for HCP Anywhere Enterprise Drive Protect are suspended.

To resume backups:

- Either:
Click the HCP Anywhere Enterprise Drive Share/Protect tray icon, , and select **Unsuspend Backup**.
The **HCP Anywhere Enterprise Drive Share/Protect** window is displayed.
Or,
In the **HCP Anywhere Enterprise Drive Share/Protect** window, click  to the right of **Restore**.
Or,
 - a) Open The **HCP Anywhere Enterprise Drive Settings** window.
 - a) Click **Main > Cloud Backup** in the navigation pane.
The **Cloud Backup Control Panel** page is displayed.
 - b) Click **Unsuspend**.

Backups resumes.

Restore

What Restore Options Are Available?

HCP Anywhere Enterprise Drive Protect enables you to restore files from backup in the following ways:




- By restoring some or all files and folders to a previous version via the HCP Anywhere Enterprise Drive Share/Protect Web interface.
- By restoring individual files or folders using Microsoft Windows Shadow Copy.
- By restoring individual files or folders using the Virtual Cloud Drive.
- By downloading files from your HCP Anywhere Enterprise Portal account.

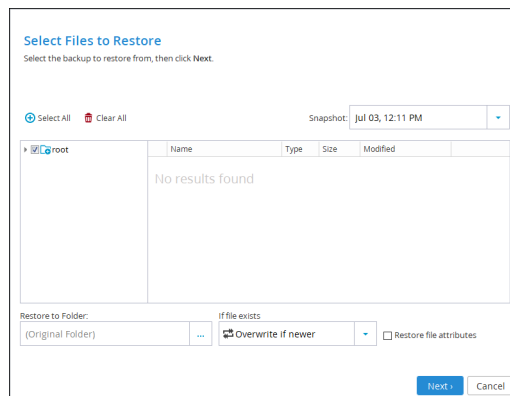
Restoring Files and Folders

You can restore individual files, folders, or applications that were backed up to cloud storage. Alternatively, you can simultaneously restore all backed up files and folders, or application, in order to roll back your disk contents to a previous point in time.

To restore content, HCP Anywhere Enterprise Drive Protect must be connected to HCP Anywhere Enterprise Portal.

To restore backed up content:

1. Right-click the HCP Anywhere Enterprise Drive Share/Protect tray icon, , and select **Restore**.
Or,
Right-click the HCP Anywhere Enterprise Drive Share/Protect tray icon, , and select **Settings** and in the **HCP Anywhere Enterprise Drive Settings** window, in the **Cloud Backup Control Panel** page, click **Restore**.
Or,
Click the settings icon, , in the bottom right corner of the **HCP Anywhere Enterprise Drive Share/Protect** window and in the **HCP Anywhere Enterprise Drive Settings** window, in the **Cloud Backup Control Panel** page, click **Restore**.
The HCP Anywhere Enterprise Drive Share/Protect window opens, displaying the **Restore** option.



2. In the Snapshot drop-down list, select the snapshot from which you want to restore files.
3. Specify which content you want to restore, by doing any of the following:
To select individual files and folders, or applications:
 - a) In the left pane, expand the nodes and click on the desired folders. The folder contents are displayed in the right pane.
 - b) Check the boxes next to the content to restore.
 - To select all files, click **Select All**.
 - To deselect all files, click **Clear All**.
4. To restore files to a location other than the original location, click in the **Restore to Folder** field, and then browse to the desired location.

5. Click the down arrow next to the **If file exists** option and select the action to take when restoring files that already exist on your drive.
 - Overwrite
 - Append modification date
 - Skip
 - Overwrite if newer.
6. To restore file attributes, check **Restore file attributes**.

Restoring applications, such as Microsoft Hyper-V VMs and Microsoft Exchange Server is currently not supported.
7. Click **Next** and then click **Finish**.

A progress bar is displayed, showing the progress of the restore operation.
8. Click the down arrow under the progress bar at the end of the progress bar and select a menu item to toggle between the following restore information.
 - The effective throughput.
 - Bandwidth usage.

Canceling the Current Restore Process

When restoring files from the **Cloud Backup Control Panel**, you can cancel a running file restore process by clicking **Cancel**.

Chapter 6. Managing HCP Anywhere Enterprise Drive Share/Protect

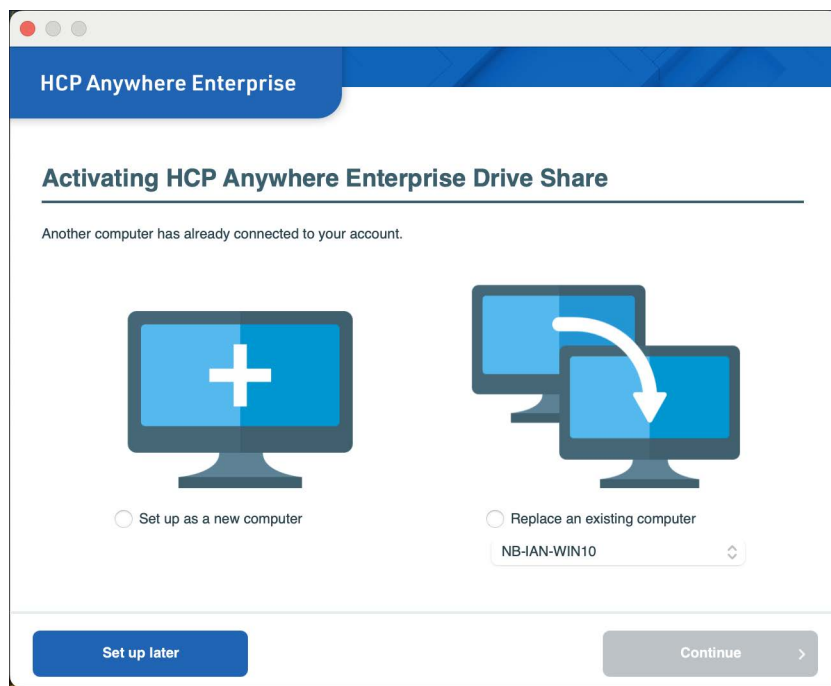
Replacing an Existing Computer

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

To replace an existing computer:

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

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



3. Select **Replace an existing computer**.
4. Select the computer you are replacing from the drop-down list.
5. Click **Continue**.

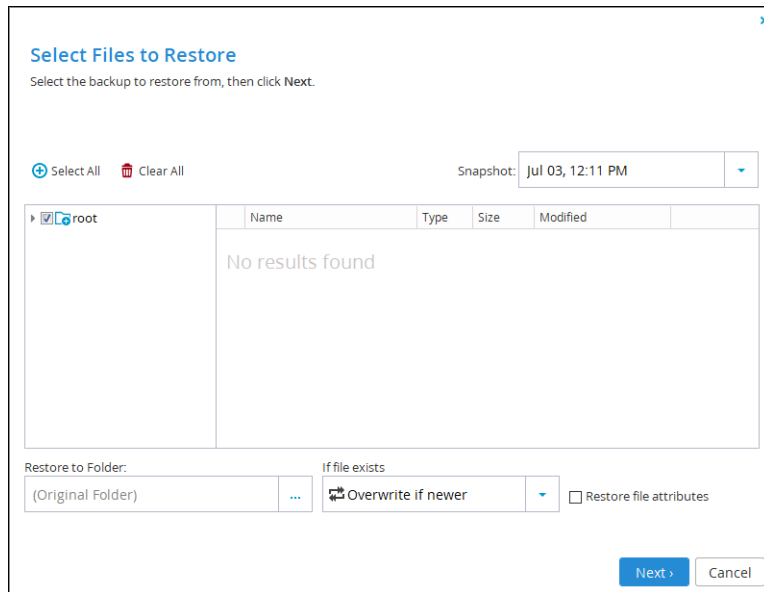
6. Click **OK** to the confirmation message that is displayed.

The computer you are replacing is disconnected from HCP Anywhere Enterprise Drive services and a window is displayed that gives you the option to restore its files from the backup to the new computer.

7. To restore the backed up files to the replacement computer, click Restore My Files.

Note: To restore the files to the replacement computer at a later time using HCP Anywhere Enterprise Drive's regular restore process, click **Skip restore** instead.

The **Select Files to Restore** window is displayed.



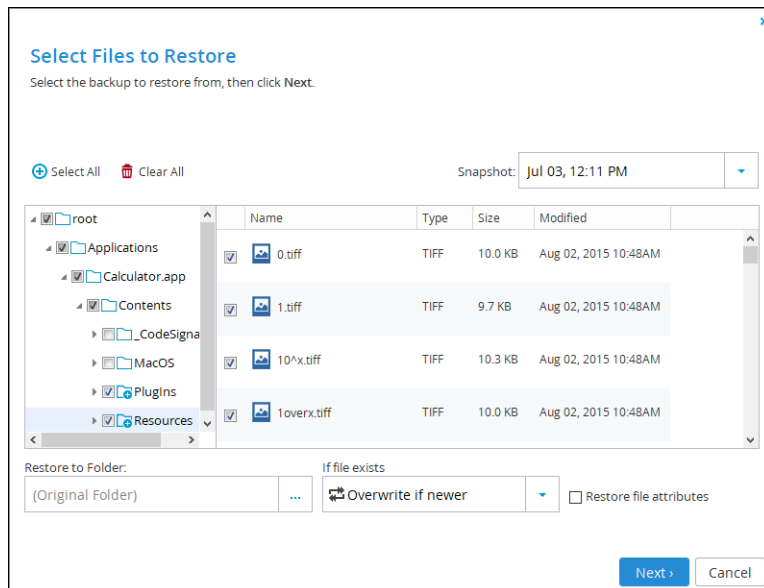
8. Select the files you want to restore:

- To select specific folders, expand the folder tree in the left pane, then make sure only the folders you want are checked.

Folders which include content to restore are indicated with the  icon.

- To select individual files in a folder, select the folder in the left pane, and then select the individual files in the right pane.

Note: You can create a new folder and restore files to the new folder. You can also restore backups that require a user password.



9. Select the settings for restoring the files:

- To select a different folder to which to restore the files, click and browse to the desired folder in the **Directory** window.
- To specify the action to take if the file already exists on the computer, select a new action from the **If file exists** drop-down list.
- To restore files attributes, check the **Restore file attributes** check box.

10. Click Next.

A progress bar is displayed that shows the status of the restoration process.

When the files are restored successfully, a success message is displayed. The folders that were just restored are added automatically to the list of files for the backup operation.

The **Set Up Your Cloud Backup** screen is displayed. For details, see [Setting Up Cloud Backup](#).

Activating an Additional Computer

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

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

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

To activate another computer:

1. Install HCP Anywhere Enterprise Drive Share/Protect on another computer.
2. Sign in using the same account credentials as the computer you want to replace.
HCP Anywhere Enterprise Drive Share/Protect detects automatically that you have another computer on the same account. The **Activating HCP Anywhere Enterprise Drive** window is displayed, prompting you to select an activation option.

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

The **Set Up Your Cloud Backup** window is displayed. For details, see [Setting Up Cloud Backup](#).

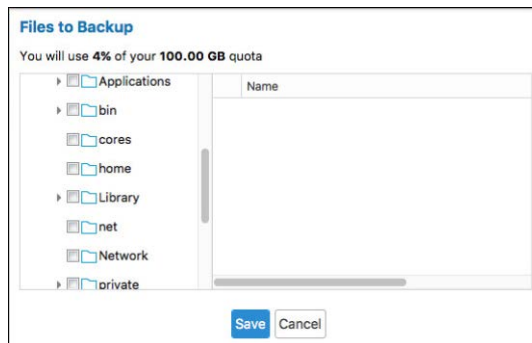
Setting Up Cloud Backup

The final steps after replacing an existing computer with HCP Anywhere Enterprise Drive Share/Protect or setting up another computer with HCP Anywhere Enterprise Drive Share/Protect is to set up the cloud backup.

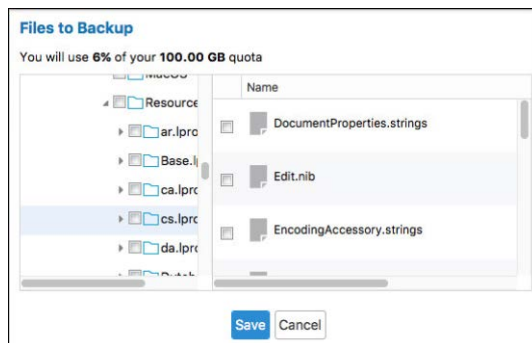
The **Set Up Your Cloud Backup** window is displayed.

Note: The setup options displayed in the **Set Up Your Cloud Backup** window are dependent on the services to which you are subscribed.

1. Optionally, click **Add Files and Folders** to add files to be backed up to the cloud:
The **Files to backup** window is displayed.



2. Select the files you want to restore:
 - To select specific folders, expand the folder tree in the left pane, then make sure only the folders you want are checked.
 - To select individual files in a folder, select the folder in the left pane, and then select the individual files in the right pane.



3. Click **Save**.
4. Optionally, in the **Schedule** area click **Change** to override portal settings and configure a schedule for automatic cloud backup.
The **Backup Schedule** window is displayed.

Complete the **Backup Schedule** fields.

Periodically – Specify that automatic backups are performed every specified number of hours. The maximum period between periodically scheduled backups is 24 hours.

Start Every – Specify the interval between backups, in hours.

Specific Time – Specify that automatic backups are performed at a specified hour on one or more specified days.

Start Time – The hour at which backups start.

Stop Time – Either on completion of the backup or at a specific time, after which the backup is stopped even if it hasn't completed.

On Days – The days backups occur. Click Every Day to specify every day.

5. Click **Save**.
6. When setup is complete, click **All Done!**



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


Chapter 7. HCP Anywhere Enterprise Drive Share/Protect Logs


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

Log	Content
System	General HCP Anywhere Enterprise Drive Share/Protect events, including connecting to the HCP Anywhere Enterprise Portal, disconnecting from the HCP Anywhere Enterprise Portal, etc.
Cloud Backup (only available when HCP Anywhere Enterprise Drive Protect is licensed)	Cloud backup and restore events.
Cloud Sync	Cloud Drive synchronization operation events.
Access	Currently not supported.
Audit	Changes to the HCP Anywhere Enterprise Drive Share/Protect configuration.

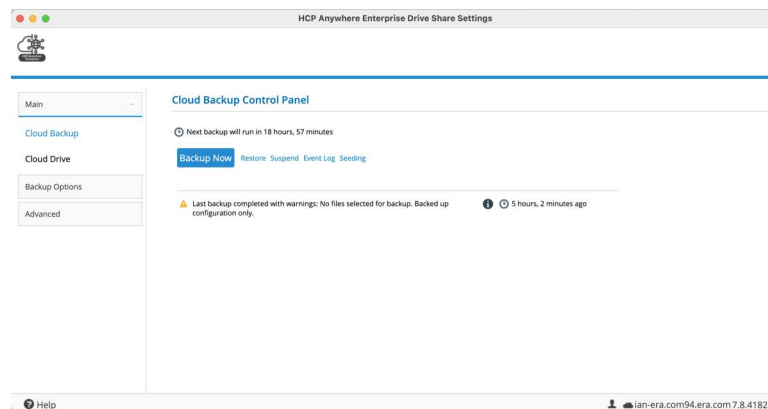
Viewing Logs

To access the HCP Anywhere Enterprise Drive Share/Protect event logs:

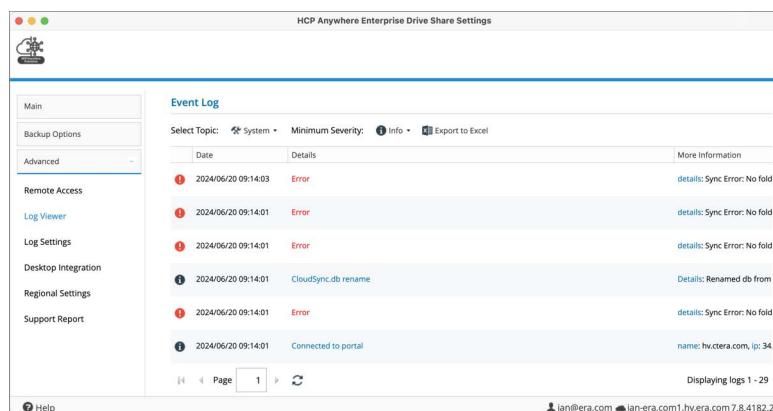
1. Right-click the HCP Anywhere Enterprise Drive Share/Protect menu bar icon, , and select **Settings**.
Or,

Click the settings icon, , in the bottom right corner of the HCP Anywhere Enterprise Drive Share/Protect window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.



2. Either click **Advanced > Log Viewer** in the navigation pane or in the **Cloud Drive** page, via **Main > Cloud Drive**, click **Event Log**.
The **Event Log** page is displayed.



3. Click the **Select Topic** value and select the type of log to display.
4. Optionally, filter the log for a specific minimum severity level at which to view events: Click the **Minimum Severity** value and select a different security level from the list.
For example, if you select **Warning**, then only warning and error events are displayed.
5. Optionally, change the order in which the events are listed in the **Log Viewer**.
 - a) Mouse-over a heading in the log entries table.
If the order can be changed, an arrow are displayed in the heading.
 - b) Click the arrow next to the heading and click **Sort Ascending** or **Sort Descending**.

System Log

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

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

Cloud Backup Log

Note: The backup overlay icons are only available when HCP Anywhere Enterprise Drive Protect is licensed.

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

- Start Time** – The date and time at which the backup or restore operation started.
- Mode** – The operation mode: **Backup** or **Restore**.
- Type** – The type of backup: **Manual** or **Scheduled**.
- Duration** – The amount of time the backup or restore operation took.
- Result** – The result of the backup or restore operation.
(blank) – A link to additional details. To view additional logging information for a backup or restore operation, click **Details** for the selected operation. A new window is displayed that shows the following information for all files for which an error occurred during backup.
- Files** – The number and total size of files backed up or restored.
- Transferred** – The number and total size of the files transferred to the cloud storage or restored from the cloud storage during the operation.

Changed – The number and total size of the files that changed since the last backup or restore operation.

More Information – Additional information about the event.

Cloud Sync Log

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

Operation – The synchronization operation performed.

Direction – The direction of the synchronization operation.

File Name – The name of the file transferred during the synchronization operation.

Folder Name – The name of the folder that contains the file.

Path – The path to the file transferred during the synchronization operation.

Start Time – The date and time at which the synchronization operation started.

Duration – The amount of time the synchronization operation took.

Size – The size of the synchronized file.

Transferred Size – The actual amount of data transferred.

Dedup – The deduplication ratio for the file transferred during the synchronization operation.

Result – The result of the synchronization operation.

More Information – Additional information about the event.

Audit Logs

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

Action – The action type:

Added – An object was added.

Deleted – An object was deleted.

Modified – An object was modified.

Disabled – A setting was disabled.

Enabled – A setting was enabled.

Date – The date and time at which the event occurred.

User – The user who performed the action.

Type – The type of setting that was affected by the action. For example, if user *JohnS* was deleted, this column displays `Users`.


Target – The object that was affected by the action. For example, if user *JohnS* was deleted, this column displays `JohnS`.

More Information – Additional information about the event.


Exporting Logs

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

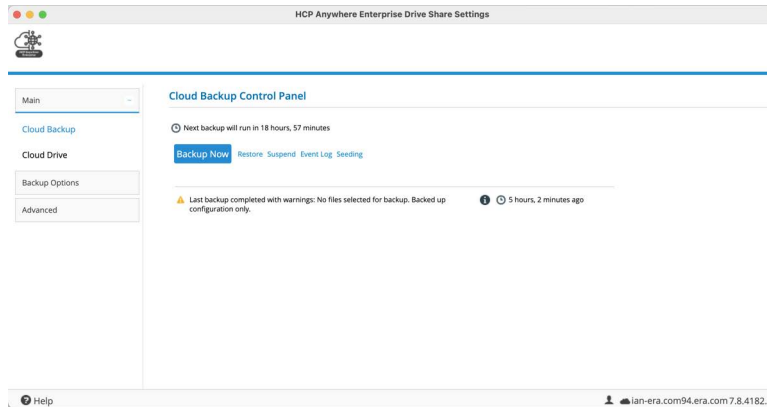
To export a log to Microsoft Excel:

1. Right-click the HCP Anywhere Enterprise Drive Share/Protect menu bar icon, , and select **Settings**.

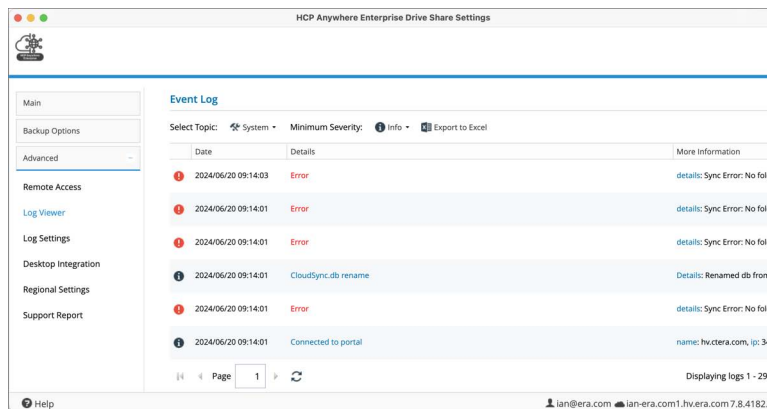
Or,

Click the settings icon, , in the bottom right corner of the HCP Anywhere Enterprise Drive

Share/Protect window.
The **HCP Anywhere Enterprise Drive Settings** window is displayed.




2. Click **Advanced > Log Viewer** in the navigation pane.
The **Event Log** page is displayed.




3. Select the log to export to Excel and click **Export to Excel**.

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

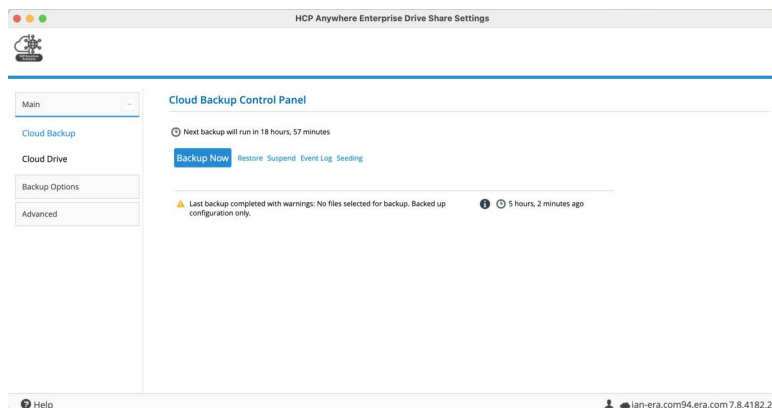
Configuring Log Settings

1. Right-click the HCP Anywhere Enterprise Drive Share/Protect menu bar icon, , and select **Settings**.

Or,

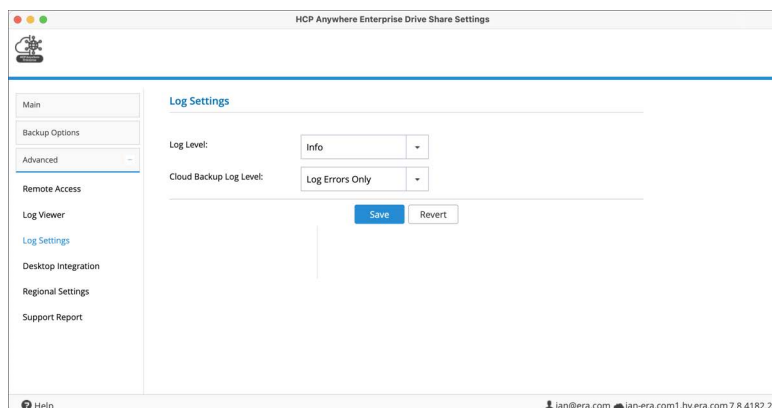
Click the settings icon, , in the bottom right corner of the HCP Anywhere Enterprise Drive Share/Protect window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.



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

The **Log Settings** page is displayed.



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


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

4. Click **Save**.


Troubleshooting Problems

Under **Settings** when HCP Anywhere Enterprise Drive Share/Protect is connected to a HCP Anywhere Enterprise Portal, you can generate a report that Hitachi Vantara support can use to troubleshoot problems.

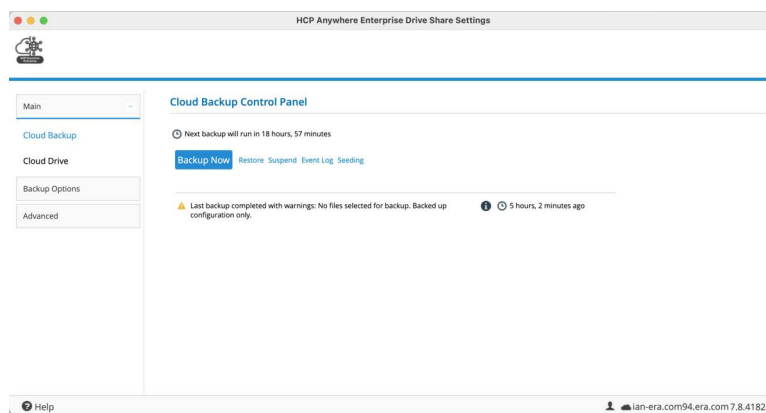
To generate a report for Hitachi Vantara support:

1. Right-click the HCP Anywhere Enterprise Drive Share/Protect menu bar icon, , and select **Settings**.

Or,

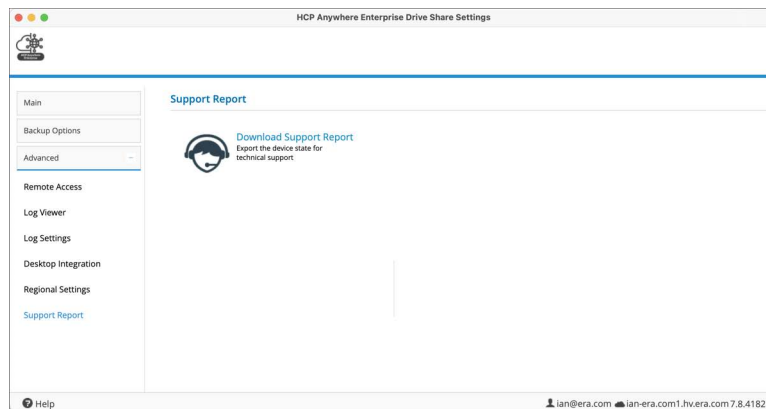
Click the settings icon, , in the bottom right corner of the HCP Anywhere Enterprise Drive Share/Protect window.

The **HCP Anywhere Enterprise Drive Settings** window is displayed.



2. Select **Advanced > Support Report**.

The **Support Report** page is displayed.



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

The report is saved. The report name is the current date followed by the device name on which HCP Anywhere Enterprise Drive Share/Protect is running.

The report is generated in ZIP file compression format.

4. Send the report to Hitachi Vantara support.

Chapter 8. The Right-click Menu

In a Finder, right-clicking a folder or file displays a menu. The menu changes depending on the possible options.

Folders that are not synced or backed up:

- **Sync this folder** – The folder and all the content under it is synced with the HCP Anywhere Enterprise Portal.
- **Add to backup** – The folder and all the content under it is backed up to the HCP Anywhere Enterprise Portal.

Folders that were added to backup:

- **Remove from backup** – The folder and all the content under it is removed from being backed up to the HCP Anywhere Enterprise Portal.

Folders that are synced:

- **Stop syncing this folder** – Syncing the folder and all the content under it is no longer synced with the HCP Anywhere Enterprise Portal.
- **Browse online** – The HCP Anywhere Enterprise Portal is opened, displaying the folder.
- **Share this folder** – The HCP Anywhere Enterprise Portal is opened, displaying the collaboration window. For details, see [Collaborating on Files](#).
- **Copy public link** – The window to create a public link is displayed. For details, see [Making Content Public](#).

Subfolders in a folder that is synced:

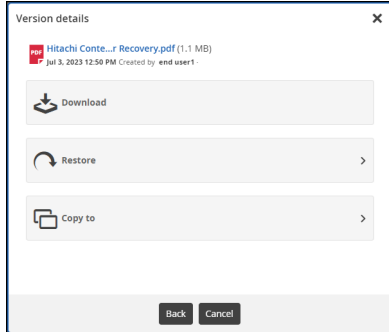
- **Exclude folder from sync** – A subfolder under a folder that is being synced with the CTEA Portal will not be synced.

Files that are synced:

- **View online** – The HCP Anywhere Enterprise Portal is opened and if the file can be viewed it is opened.
- **Share this file** – The HCP Anywhere Enterprise Portal is opened, displaying the collaboration window. For details, see [Collaborating on Files](#).
- **Copy public link** – The window to create a public link is displayed. For details, see [Making Content Public](#).
- **Version history** – The portal is opened with the **Versions of filename** window displayed, listing the different versions that exist for the file.

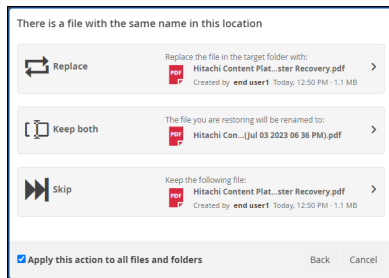


Click the version you want to restore and the **Version details** window is displayed.



You can do the following:










- Download the selected file version.
- Open the selected file version, to view it and decide if it is the file you want to restore. You can restore the file by:



- Replacing the current version with this older version.
- Keeping the current version and restoring the older version with a new name: the file name followed by the original date of the file.
- Skipping restoring the older file.
- Copy the selected version to another location.

Chapter 9. Overlay Icons Used By a HCP Anywhere Enterprise Drive Share/Protect

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

Overlay Icon	Description
Menu Bar Icon Overlay Icons	
	HCP Anywhere Enterprise Drive Share/Protect is not connected to a HCP Anywhere Enterprise Portal.
	HCP Anywhere Enterprise Drive Share is connected to a HCP Anywhere Enterprise Portal and syncing files between the HCP Anywhere Enterprise Portal and the local computer.
	HCP Anywhere Enterprise Drive Share/Protect is connected to a HCP Anywhere Enterprise Portal and syncing files between the HCP Anywhere Enterprise Portal and the local computer is suspended.
Backup Overlay Icons (only available when HCP Anywhere Enterprise Drive Protect is licensed)	
	The file is marked to be backed up. The folder and all subfolders are marked to be backed up.
	The folder and some of its subfolders are marked to be backed up.
Sync Overlay Icons	
	The local file is synced with the HCP Anywhere Enterprise Portal. The folder is synced with the HCP Anywhere Enterprise Portal.
	The local file is being synced with the HCP Anywhere Enterprise Portal. The local folder is being synced with the Portal.
	The folder is not synced with the HCP Anywhere EnterprisePortal.
	An error occurred when syncing the file.

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