TOC

Welcome to WebDrive for Mac OS X!

2017

WebDrive is more than just an FTP Client.

WebDrive supports an ever-widening array of additional protocols, such as **WebDAV**, **SFTP**, **Amazon S3**, and **Google Drive**, **OneDrive**, **Amazon Cloud**, **Box**, and **DropBox**, as well as connectors to our proprietary **Cornerstone MFT Server**. By connecting through a virtual drive, there is no need to learn a separate FTP client interface. You can mount unique volumes to multiple servers. You access and edit files on the server the same way that you interact with files on your local computer. Unlike a typical FTP client, WebDrive allows you to open and edit server-based files without the additional step of downloading the file.

WebDrive mounts these connector as a volume. The connector's settings and login information is collectively referred to as a Site Profile.

See our tutorial on [Creating a Site Profile](#) to get started, or take a tour with our [Getting Started with WebDrive](#) topic.

Supported Services and Protocols
• FTP - The industry standard File Transfer Protocol used for transferring files between two computers.
• FTP/S - FTP running over a secured connection. WebDrive supports the industry standard [SSL](#) and the newer TLS protocols for secure connections.
• SFTP - SSH's File Transfer Protocol. A relatively newer File Transfer Protocol which runs over a

secured SSH connection.

- WebDAV - Web-Based Distributed Authoring and Versioning Protocol, WebDrive allows you to connect to WebDAV servers such as SharePoint, **Cornerstone MFT**, MyDocsOnline and many others.

- WebDAV/S - WebDAV over a secure connection. WebDrive supports the industry standard SSL and the newer TLS protocols for secure connections.

- Amazon S3 - Amazon's Simple Storage Service (S3) online storage service.

- Google Drive - Google's online storage service. Sometimes called GDrive.

Note: Before installing WebDrive, we highly recommended running **Mac Software Updates** to ensure your Macintosh computer is up to date.

Getting Started with WebDrive

WebDrive is not your typical FTP client. It does so much more than FTP. It can connect to secure FTP (FTP/S) servers, SFTP servers, WebDAV servers, and even online storage services such as **Amazon S3** and **Google Drive**, with other connectors under development all the time. Each of these connections is a **Site Profile**.

WebDrive's main application window is called the **Site Manager**. From there, you can jump right in and **Create a Site Profile** by clicking on the '+' symbol in the lower left corner.

From the Site Manager, you can then manage your various **Site Profiles**, which contain the connector, login information, and unique settings for each offsite data repository. From the Site Manager, you can also mount or unmount those drives.
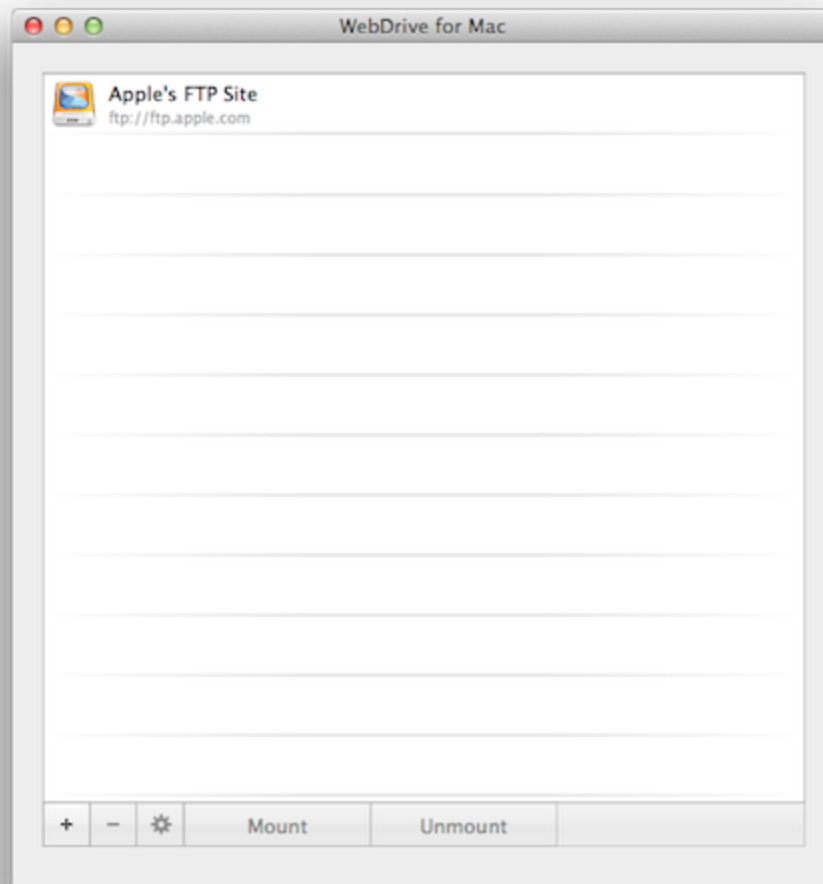
Suggestions to get started using WebDrive

- **Site Profile Manager** - Walks through the basics of using the Site Profile Manager.
- **Creating a Site Profile** - Step by step instructions for creating a basic site profile.
- **Mounting a Site Profile** - Once you have your site profile, here's how to start using it!
- **Changing Site Profile Settings** - WebDrive has many advanced options for tweaking the site profile settings; Here's how.

System Requirements

Unlike a typical FTP client, WebDrive works closely with the OS X operating system and allows users to mount a remote server as a network volume. Mounting a remote server as a network volume will allow other Mac applications to open, edit, save and access files on that remote server. Because of this tight integration with the OS, WebDrive has a few system requirements to help it function at it's best.

The following outlines the minimum system requirements for WebDrive:

System Requirements

- **Operating System:** OS X **v10.7 (Lion)** or **v10.8 (Mountain Lion)** or later. OS X 10.6 (Snow Leopard) and older versions of OS X are no longer supported as a platform for WebDrive. Both 32-bit and 64-bit platforms are supported.
- **Processor:** **Intel x86** 32 or 64-bit processor based Macintosh.
- **Disk Space:** Minimum 100MB free disk space (for product and caching space).
- **Internet Connection:** A direct or wireless Internet connection.
- **Other:** WebDrive utilizes third party software as part of the product. WebDrive includes **OSXFUSE v2.5.4** and will attempt to install OSXFUSE if it's not already on your computer.

> **Note:** Before installing WebDrive, we highly recommended running **Mac Software Updates** to ensure your Macintosh computer is up to date.

Installing WebDrive for Mac OS X

To install WebDrive for Mac:

1. On your Macintosh computer, run the **Mac Software Updates** utility to ensure your Macintosh computer is up to date with the latest OS patches.

2. Check our **System Requirements** to ensure that WebDrive will run on your hardware and OS revision.

3. Download the latest version of WebDrive from our **Website.**

4. Once downloaded, you will have a file named WebDrive.dmg, probably in your Downloads folder. You can use Spotlight to locate the file.

5. Double-click on WebDrive.dmg to open the file to reveal the WebDrive.pkg installer.
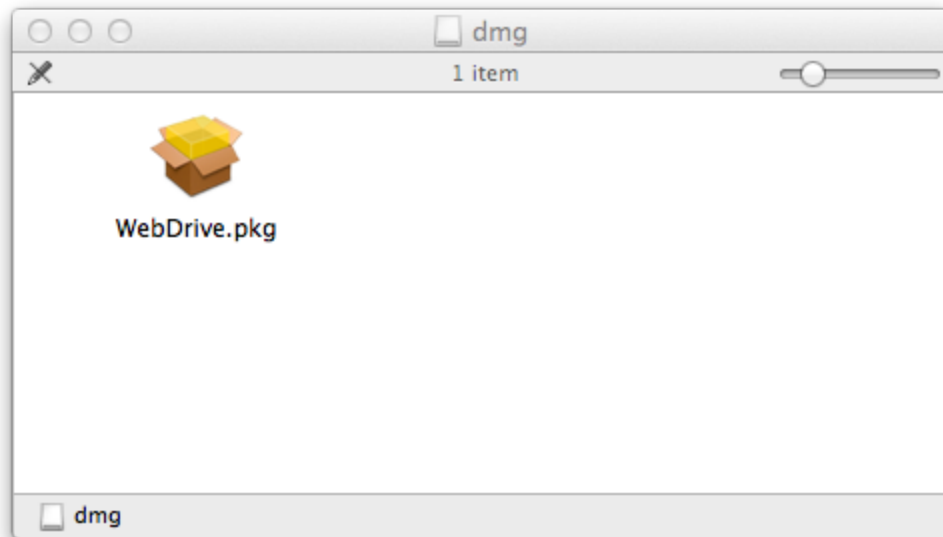
6. Double-click on the WebDrive.pkg to launch the installer.
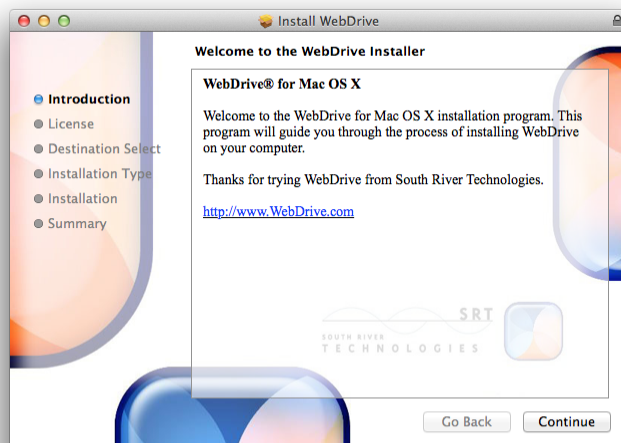
7. Follow the instructions to install WebDrive on your computer.

    NOTE: The WebDrive installer has the option to install WebDrive for ALL users on the computer, or only the current user. To install WebDrive for ALL users on the computer, you will need to have Administrative rights to the computer, or you will need to have access to someone who will be able to enter the Administrator's credentials during the installation.
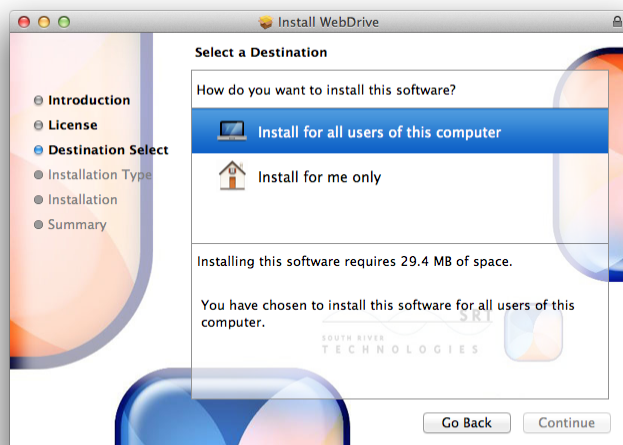
8. Once WebDrive is installed, you will have the WebDrive icon appear in your Applications folder.

9. Double-click on WebDrive to launch the application!

    Note: To uninstall and remove WebDrive from your computer, open your Applications folder and drag-drop the WebDrive application icon into the trashcan.

Downloading & Activating

The evaluation version of WebDrive is fully functional and will allow you to test all aspects of WebDrive for a period of 30 days beginning with the first day of installation. Once the evaluation period has expired, you are required to purchase a valid license for WebDrive, or remove the software from your

computer. For more information on uninstalling WebDrive, review the **Installation** section of this documentation.

We try to make your purchasing experience easy and hassle free. Once you've decided to purchase WebDrive, you can access our online store to check pricing and purchase online for immediate download.

To access our online store:

1. Open WebDrive.
2. From the main WebDrive menu, select the "Purchase WebDrive..." option
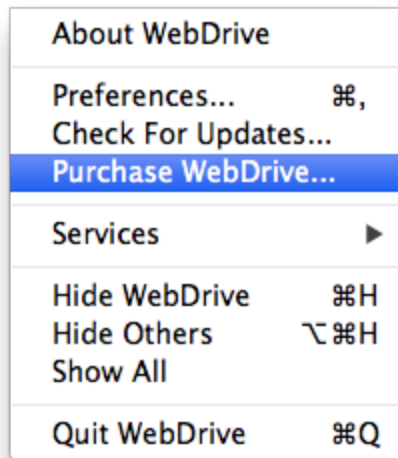
3. WebDrive will launch your browser and take you to our online store. If something goes wrong, Access our online store at **http://www.webdrive.com/purchase/wdmacpricing.html.**

Activating WebDrive

Once you purchase WebDrive, you will receive an e-mail from our team thanking you for your purchase. This e-mail also includes your WebDrive Product Registration Code. You will need to enter this registration code into WebDrive to activate and unlock the program.

1. Open WebDrive.

2. From the main WebDrive menu, select "Preferences...".
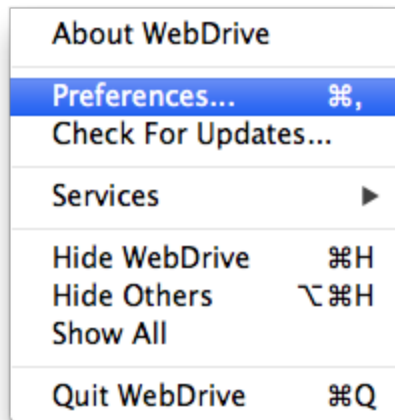
3. Select the "License" pane on the WebDrive Preferences panel

4. Click on the button to enter your registration code.
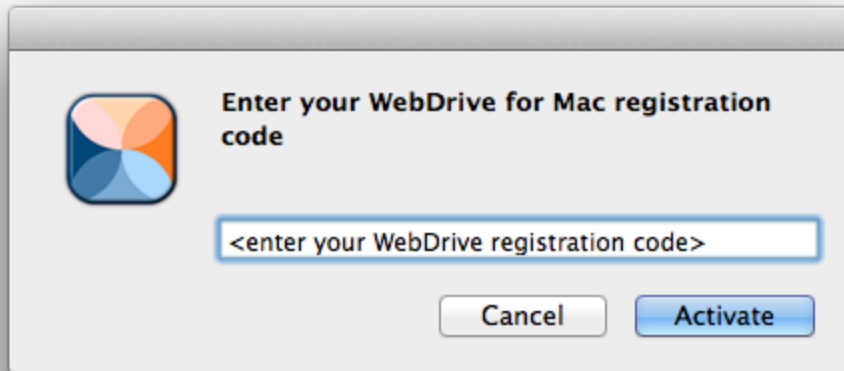
5. Click "Activate" to accept your registration code.

6. If you receive an error during activation, make sure you have entered your registration code correctly.
    WebDrive registration codes do not contain the letter 'O'. Anything that looks like the letter 'O' is the
    numeric Zero '0'.

> **Note:** If you experience problems with your product registration code, please **contact our sales team** and they will be happy to assist you.

Terminology

The following terms are used in WebDrive and this documentation:

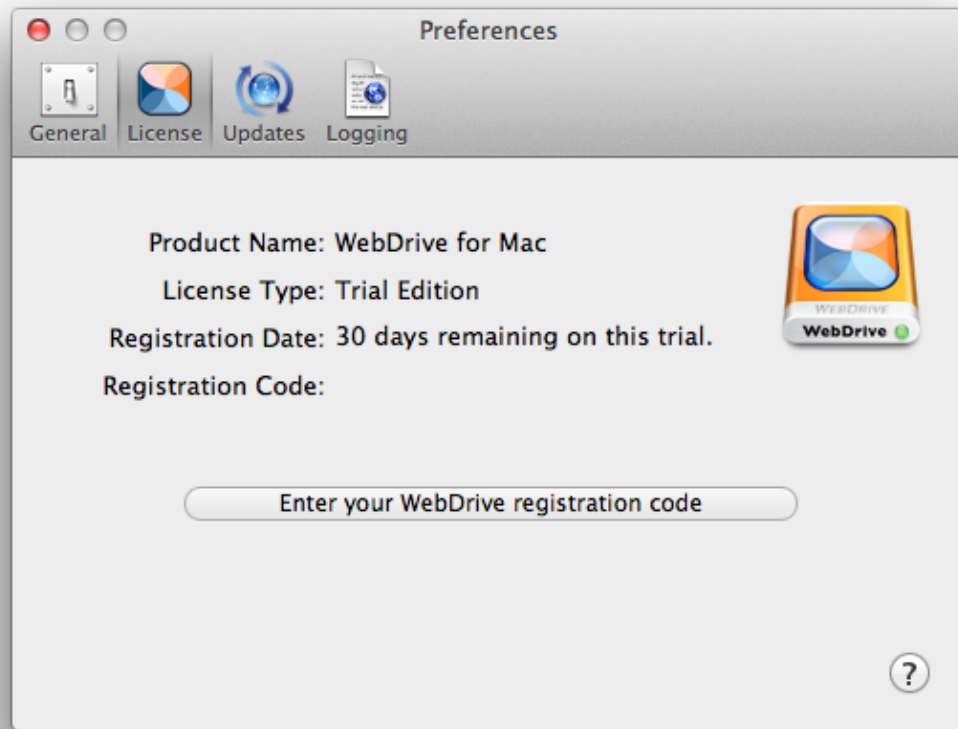| Terminology |
| --- |
| **Active Mode:** In Active, or PORT, mode, WebDrive will send the IP address and port number to the FTP server to initiate a data transfer and an outbound connection from the FTP Server to the WebDrive client will be established. Also see PASV mode. |
| **Amazon S3:** Amazon's Simple Storage Service. An online storage service offering low cost storage on Amazon's data servers. For more information, visit Amazon S3. |
| **AUTH SSL:** When using Secure FTP, WebDrive will initiate the secure connection by issuing an AUTH SSL or AUTH TLS command while running in non-secure mode. This is also known as Explicit mode mean- |

ing that WebDrive explicitly enters into a secure connection mode with the server using the AUTH command. Also see Implicit SSL.

Cache: A temporary storage area on your computer where frequently access directory information and other data is stored by WebDrive for rapid access.

FTP ([RFC 959](#)): File Transfer Protocol. The protocol used on the Internet for exchanging files. FTP uses the Internet's TCP/IP suite to enable data transfer. FTP is most commonly used to upload and download files to a server. FTP typically uses two separate channels, the Command Channel and the Data Channel. The Command Channel establishes the initial connection and is used for sending commands and receiving command responses from the server. The Data Channel is used to transfer the data, such as a file or directory listing. The Data Channel can be established by using either Active (PORT) mode or Passive (PASV) mode.

FTP/S ([RFC 4217](#))- FTP running over a secure SSL or TLS connection.

Google Drive - An online storage service offered by [Google](#). For more information, visit [Google Drive](#).

HTTP ([RFC 2616](#)): HyperText Transfer Protocol. The underlying protocol used by the World Wide Web.

HTTP/S: HTTP running over a secure SSL or TLS connection.

Implicit SSL/TLS: When running a secure connection over FTP, Implicit SSL refers to the process of how a secure connection will be established with the remote FTP Server. Implicit SSL connections typically occur over port 990 and once established, both parties, client and server, agree to immediately enter into a secure handshake to secure the connection prior to sending any data. This is different than Explicit SSL/TLS where a non-secure connection is made, typically on port 21, and then the client will explicitly signal a secure handshake request by sending the AUTH SSL or AUTH TLS command to the server.

Passive (PASV): One of the methods defined for WebDrive to establish a data connection with an FTP or FTP/S server. With Passive mode file transfers, WebDrive sends the PASV command to the FTP Server and the FTP server will respond with an IP address and Port number on which WebDrive is instructed to connect with to transfer data. Once WebDrive has received the IP address and Port number from the server, WebDrive will initiate the opening of the data connection and then data transfer will begin.

PLIST (Property List) File: PLIST files are XML formatted data files used by WebDrive to store program and site profile information.

SFTP ([SSH File Transfer Protocol](#)): Although often confused with FTP/S, File Transfer Protocol over SSL, SFTP is a completely different file transfer protocol which runs over an SSH (Secure Shell) secured connection.

Site Profile: All the information and settings that WebDrive needs to use when connecting to a remote

server is called a Site Profile. A typical site profile for an FTP site or server would contain an IP address or domain name/URL of the server, the port number, your username, and possibly the password WebDrive would use to connect to the server. This information is saved in a PLIST File and is called a Site Profile. You can have an unlimited number of Site Profiles in WebDrive.

SSL ([RFC 6101](#)): Secure Sockets Layer, a secure protocol developed by Netscape for transmitting data over the Internet.

TLS ([RFC 5246](#)): Transport Layer Security, a successor to SSL. TLS v1.0 is sometimes referred to as SSL v3.1.

URL ([RFC 1738](#)): Uniform Resource Locator. The global address of documents and other resources on the World Wide Web. The first part of the address indicates what protocol to use, and the second part specifies the IP (Internet Protocol) address or the domain name where the resource is located.

WebDAV ([RFC 2518](#)): Web-Based Distributed Authoring and Versioning Protocol. WebDAV is an extension to the HTTP protocol that many servers now support on the Internet. WebDAV is distinctive as it is often used in collaborative environments where file locking is required.

WebDAV/S: WebDAV running over a secure SSL or TLS connection.

Note: Many of the RFCs listed above are 'works in progress'. For more information about updates to the various protocols, visit the **[Internet Engineering Task Force (IETF)](#)** website.

Mounting Drives

WebDrive gives you the ability to mount a Site Profile thanks to **[FUSE](#)**, which will make it appear as a virtual hard drive, or network drive, on your local computer. Once you have mounted a site, you will be able to access the files on that server as if they were on your local computer.

To mount a site profile in WebDrive:

1. Launch WebDrive.

2. From the main site profile manager window, select the target site profile from the list.
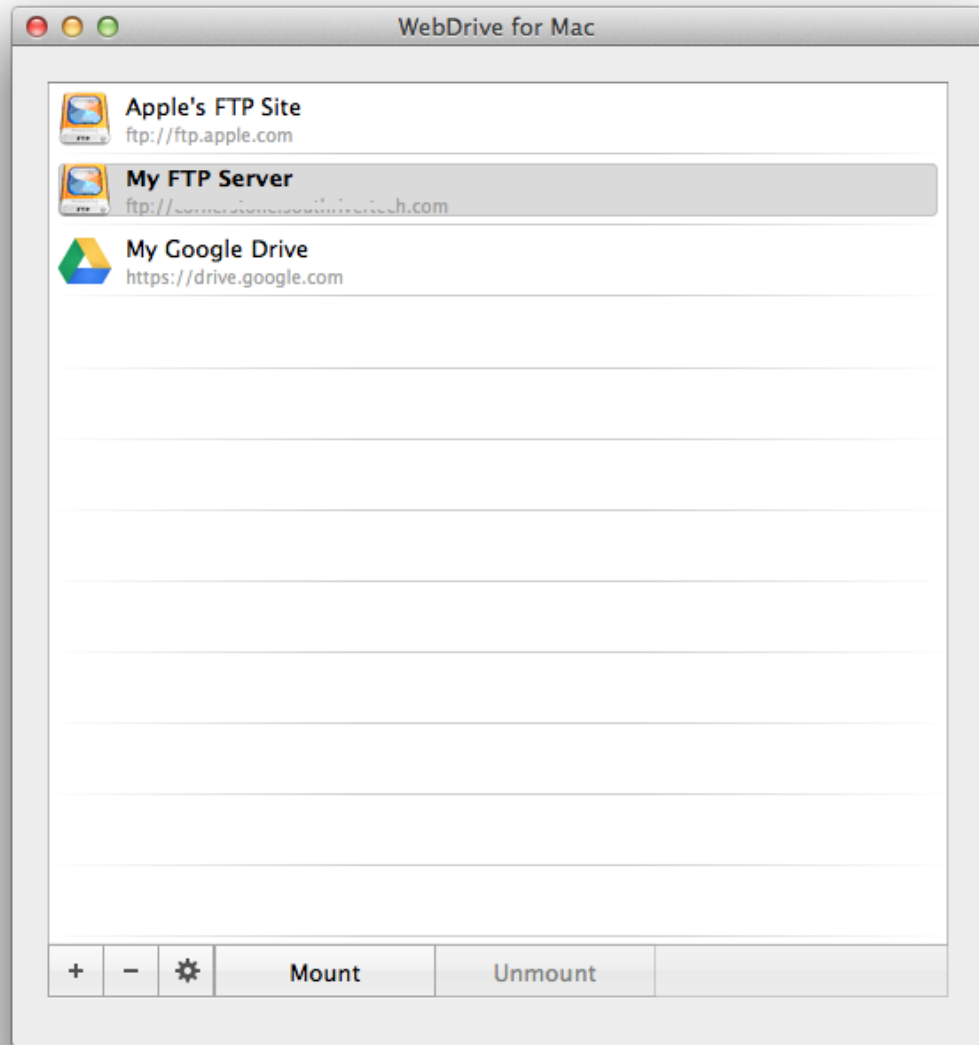
3. Once you have selected one or more site profiles, the Mount button will become available. If the Mount button is not enabled and the Unmount button is enabled instead, the site profile is already mounted.

4. Click the Mount button. This will tell WebDrive to begin the process of mounting the site profile. WebDrive will test the connection to ensure that the remote server is reachable.
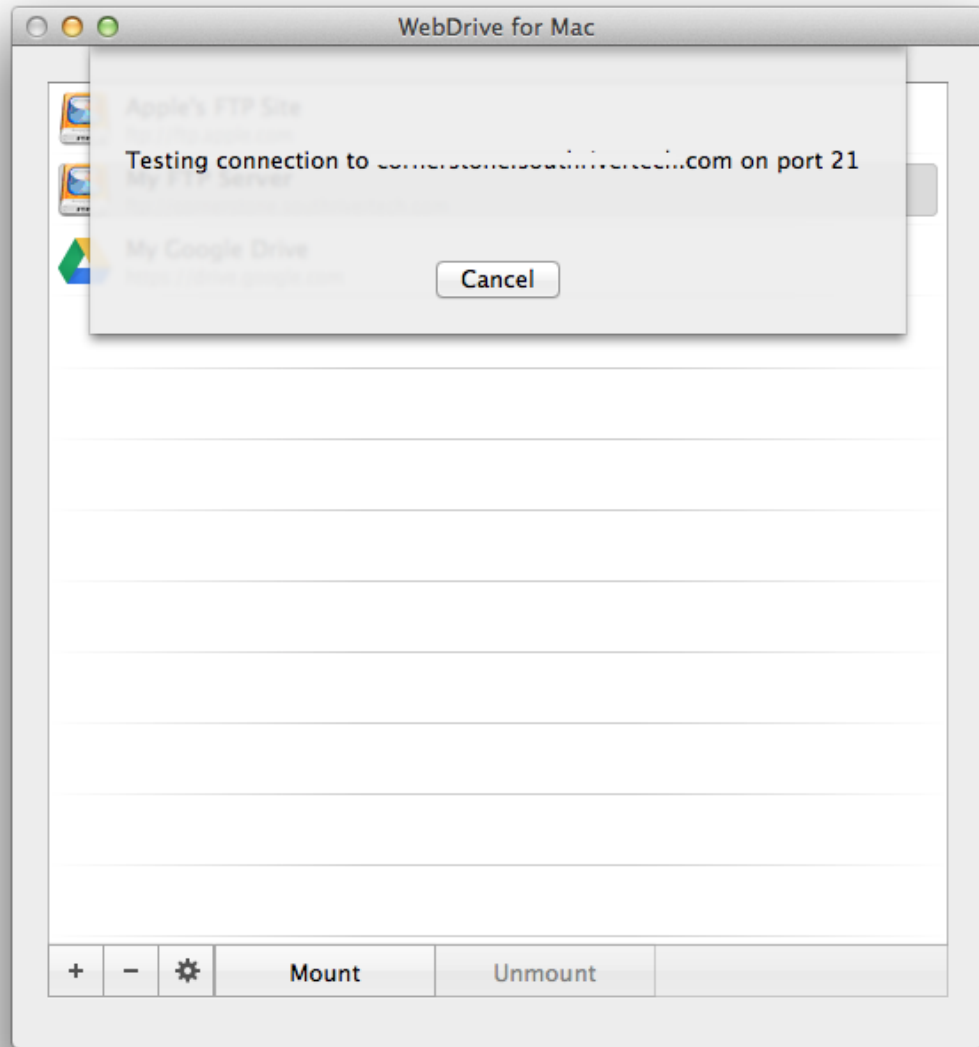
5. If WebDrive is able to make a connection to the remote server, WebDrive will mount the volume and launch Finder.

6. You may now close the main WebDrive site profile manager application and begin using your drive!
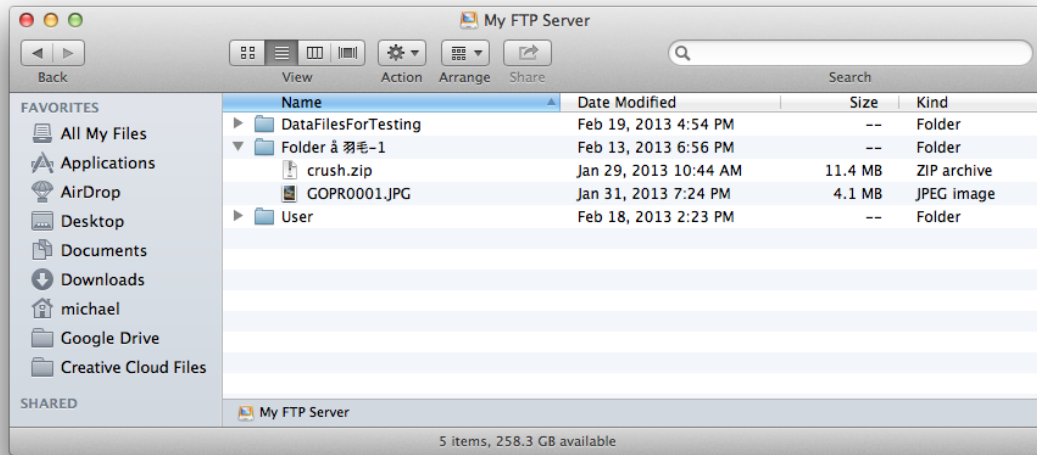
Updating WebDrive

WebDrive has a built-in utility which allows you to check for new releases of WebDrive as they become available. By default, this utility will check with our website once a day (provided there is an active internet connection). If you would like to manually check to see if there is a new release of WebDrive available, please follow these instructions.

1. Open WebDrive.

2. From the main WebDrive menu, select the "Check For Updates..." option.

About WebDrive	
Preferences...	⌘,
Check For Updates...	
Services	▶
Hide WebDrive	⌘H
Hide Others	⌥⌘H
Show All	
Quit WebDrive	⌘Q
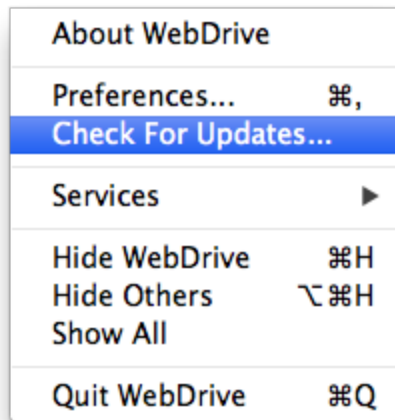
3. A window will be displayed to indicate if the software is up to date. If there is a new build of WebDrive available, the window will display the release notes for the product and provide information for downloading the new release.
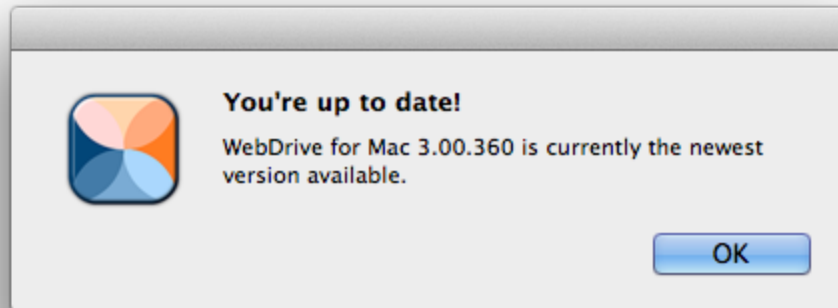
You're up to date!
WebDrive for Mac 3.00.360 is currently the newest version available.

OK

4. You can also configure the Check for Updates feature, this information can be found in the Updates Preferences topic.
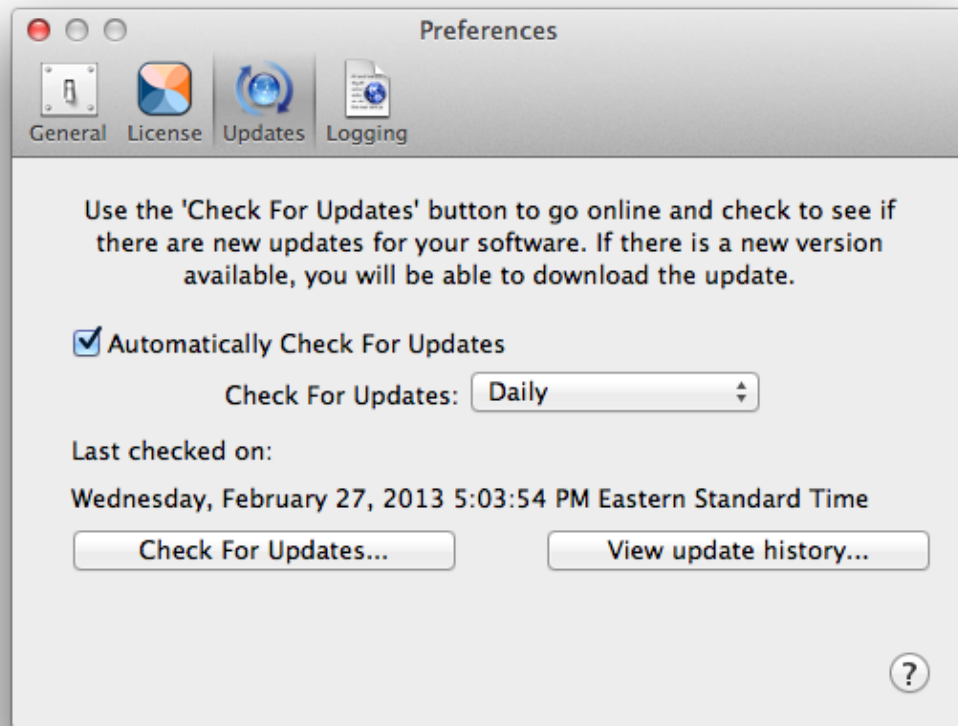
Technical Support Options

While we make every attempt to ensure that your WebDrive experience is flawless, sometimes you may have a question. Yep, we get it, so we try to provide as much information as possible on our website. If you are not able to locate the information on our website, please feel free to contact our technical team or sales team depending on your issue.

| Contact Information	
Office Hours:	Monday thru Friday 8:30 A.M to 5:30 P.M. Eastern Time, GMT-5:00
Sales Telephone:	1-410-266-0667 (8:30AM-5:30PM)

Sales Fax:	1-410-266-1191
Sales E-Mail:	sales@webdrive.com
Online Support:	http://southrivertech.com/product-support/webdrive/
Technical Support:	All technical support is handled online through our help desk, the URL is support.southrivertech.com Please submit a ticket on our help desk if you require technical support. If you are evaluating the product, please enter EVALUATION as the registration code so that your ticket will reach the proper people. Please make sure you provide as much detail as possible so that our team can respond as quickly as possible.

Contact Us

Need to talk with someone? Yes, we are a real company with offices and people and phones, seriously! If you have a need to contact us, here are a few options:

Contact Information	
Headquarters:	South River Technologies, Inc. 1910 Towne Centre Blvd. Suite 250 Annapolis, Maryland 21401 USA
Main:	1-443-603-0290
Toll Free:	1-866-861-9483
Fax:	1-410-266-1191
Office Hours:	Monday through Friday 8:30 A.M to 5:30 P.M. Eastern Time, GMT-5:00
Sales E-Mail:	sales@southrivertech.com
Technical Support:	All technical support is handled online through our help desk. The URL is: support.southrivertech.com Please submit a ticket on our help desk if you require technical support.
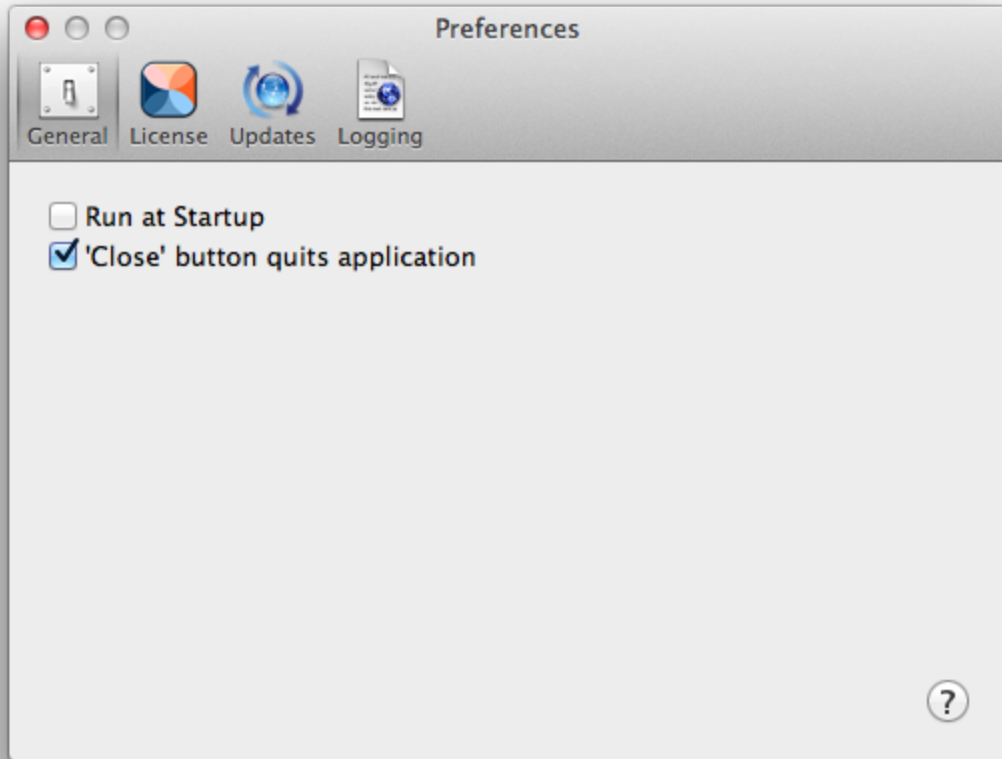
- **Run at Startup** - When enabled, WebDrive will launch when the operating system is started.
- **'Close' button quits application** - When enabled, choosing to close WebDrive will terminate your session and connections to your sites until you reopen WebDrive. When disabled, closing WebDrive will only close the desktop window while the application runs in the background.

License Preferences
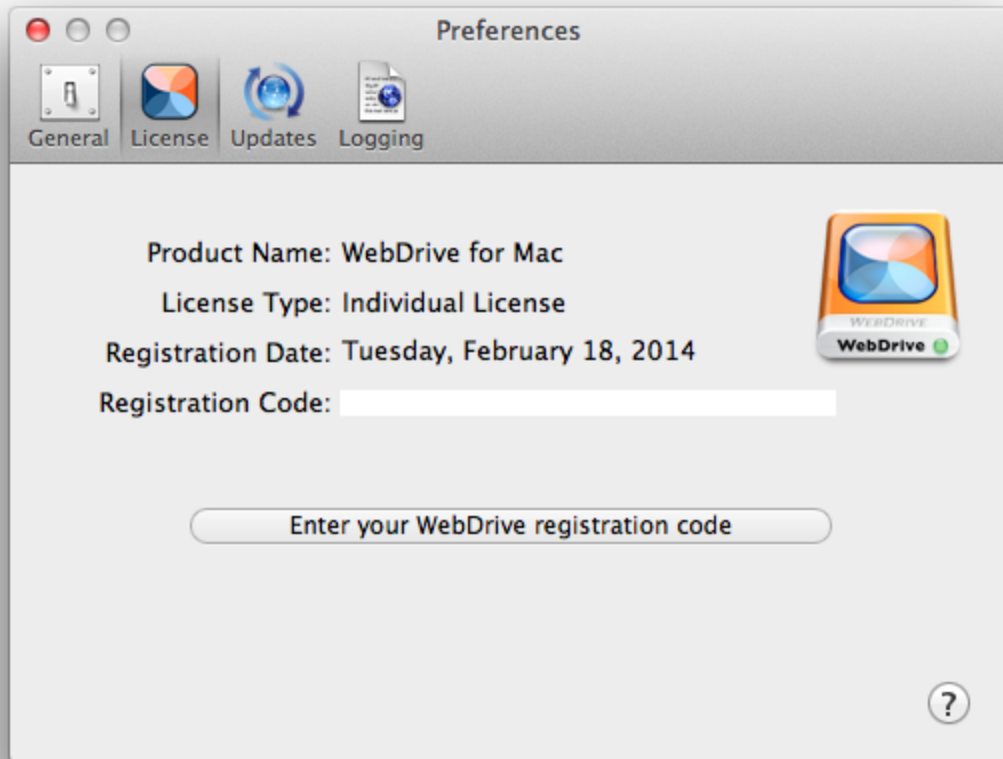
- **Enter your WebDrive registration code** - In order to use your WebDrive, you must apply a valid registration code. From this screen, you can also deactivate your registration code and update to a new one if necessary.

Logging Preferences
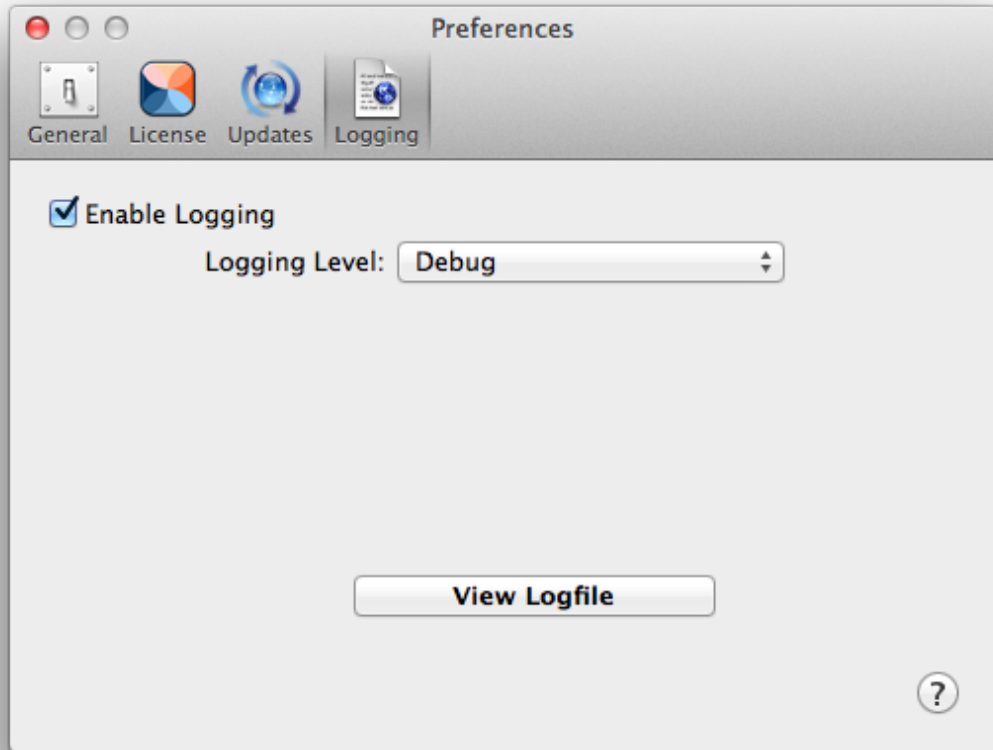
- **Enable Logging** - If enabled, a logfile will be generated recording information according to the logging level you specify. This logfile is useful for recording software activity and locating errors when troubleshooting.

- **Logging Level** - Set the amount of information you would like recorded in the logfile. The lowest level, standard, records only basic information like non-error events, and generates the smallest file. Verbose includes more detailed information including the type and text of the event message, which is better for for troubleshooting technical problems. Debug includes all event information gatherable by the software and generates the largest file. This setting should only be used at the request of IT personnel.

- **View Logfile** - Opens the logfile generated if you have logging enabled.

Updates Preferences
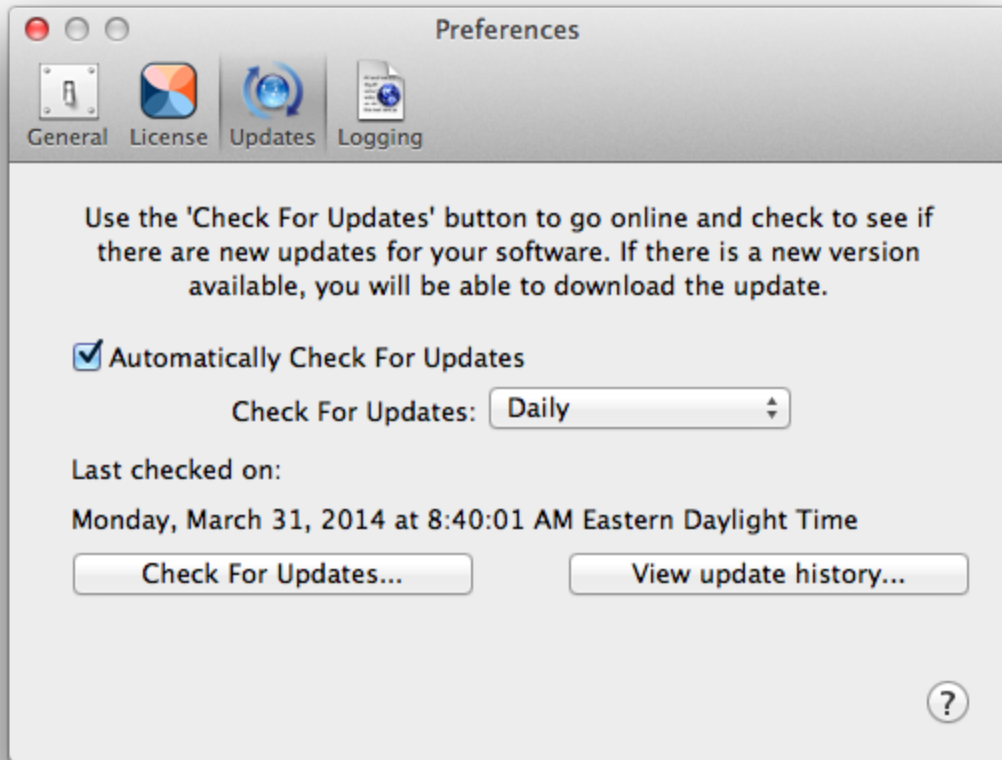
- **Automatically Check for Updates** - When enabled, WebDrive will periodically look for software updates online to keep your product up-to-date. You can specify the interval by choosing from the drop-down menu beside "Check For Updates."

- **Check For Updates** - WebDrive will immediately connect and compare itself to the latest available build. If WebDrive doesn't match the latest build, it should be updated.

- **View update history...** - This will provide more information on when you purchased WebDrive and when it has updated in the past.

Site Profile Manager

The Site Profile Manager is the main application window for WebDrive. From here you can create new site profiles, modify the settings for existing site profiles, delete site profiles, and mount/unmount sites.
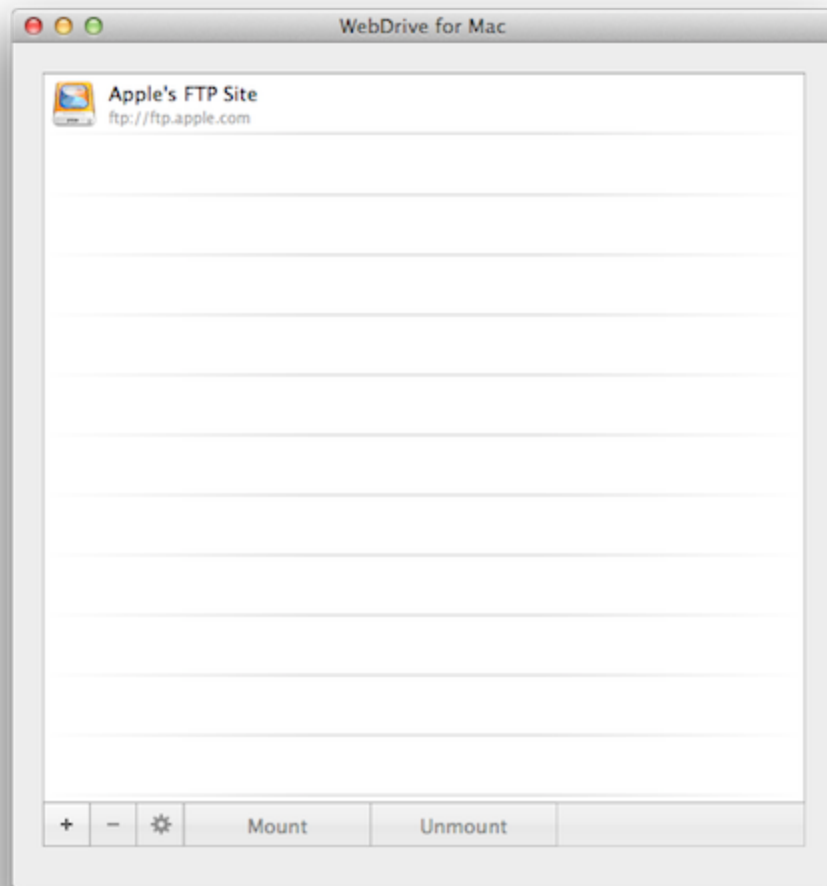
The majority of the main application window is used to display the list of currently defined site profiles. At the bottom of the window is a tool bar containing the various options available in WebDrive.

- **"+"**- Allows you to add a new site profile to WebDrive. Click on this button to launch the **Site Profile Wizard** which will walk you through the process of creating a new site profile.
- **"-"** - Allows you to delete the currently selected site profile(s) from the list.

- **"gear" -** The Gear button will allow you to modify the the properties and settings for the currently selected site profile. This button will be enabled only when a single site profile is selected from the list.

- **Mount -** Instructs WebDrive to mount the currently selected site profile(s) as volumes in Finder. Once the site has been mounted, Finder will open and display the contents of the WebDrive.

- **Unmount -** Instructs WebDrive to unmount the currently selected site profile(s) that are currently mounted.

Creating a Site Profile

WebDrive has an easy to use Site Profile Wizard to guide you through the process of creating a new site profile.

To create a new site profile, follow these instructions:

1. Open WebDrive.
2. On the main [Site Profile Manager](), click the "+" button to launch the site profile wizard.

3. The first page of the site profile wizard will display a list of server types and online storage services currently supported by WebDrive.
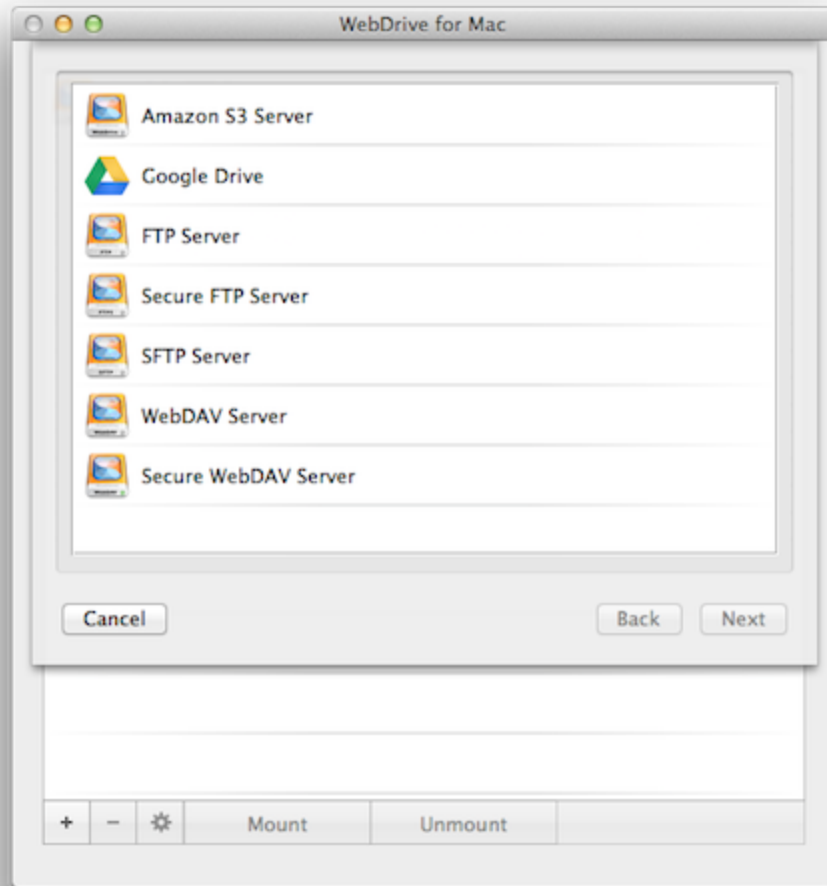
4. Select a server type or online storage service from the list. Click Next to continue.

5. The contents of this next page will vary depending on which server or service type was selected on the previous page.
    *   Amazon S3
    *   Google Drive
    *   FTP Server or Secure FTP Server
    *   SFTP Server

- [WebDAV Server or Secure WebDAV Server](#)

- [Dropbox](#)

- [Box](#)

- [OneDrive](#)

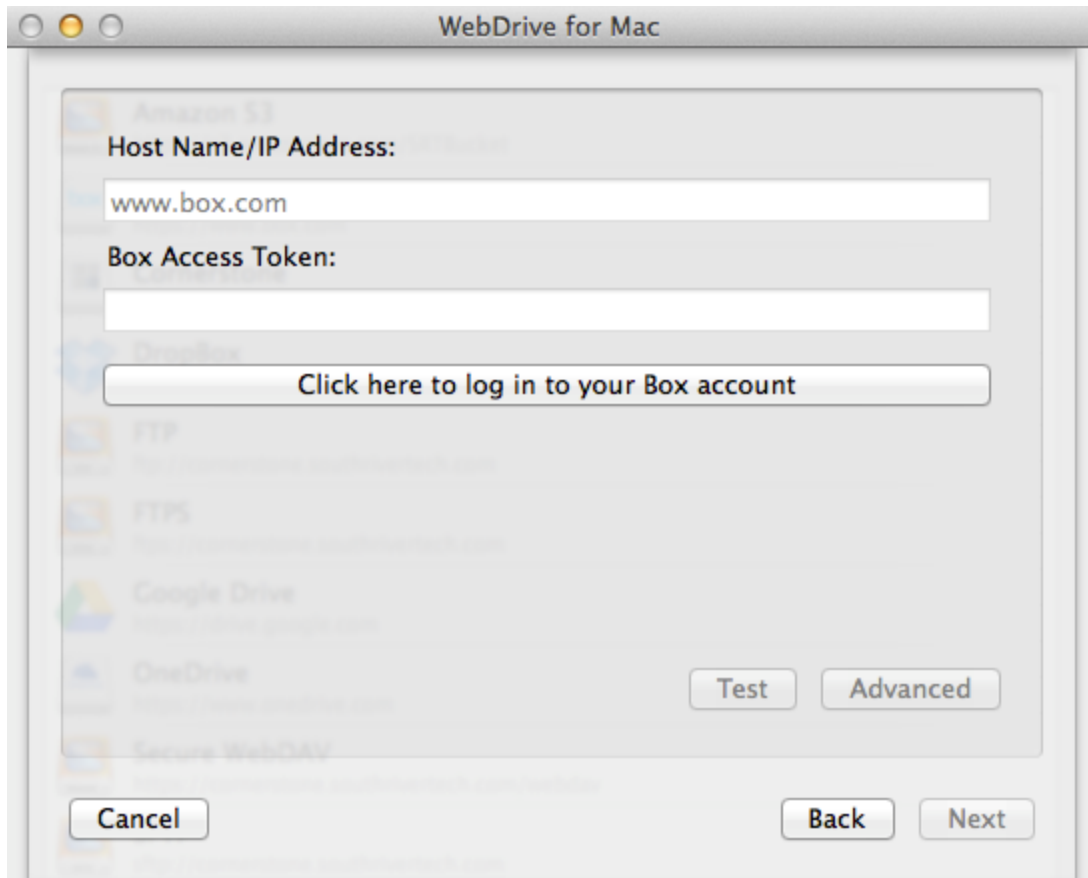- [Cornerstone](#)

6. After all server-specific details have been entered, click Next to move to the final page to save the site profile.
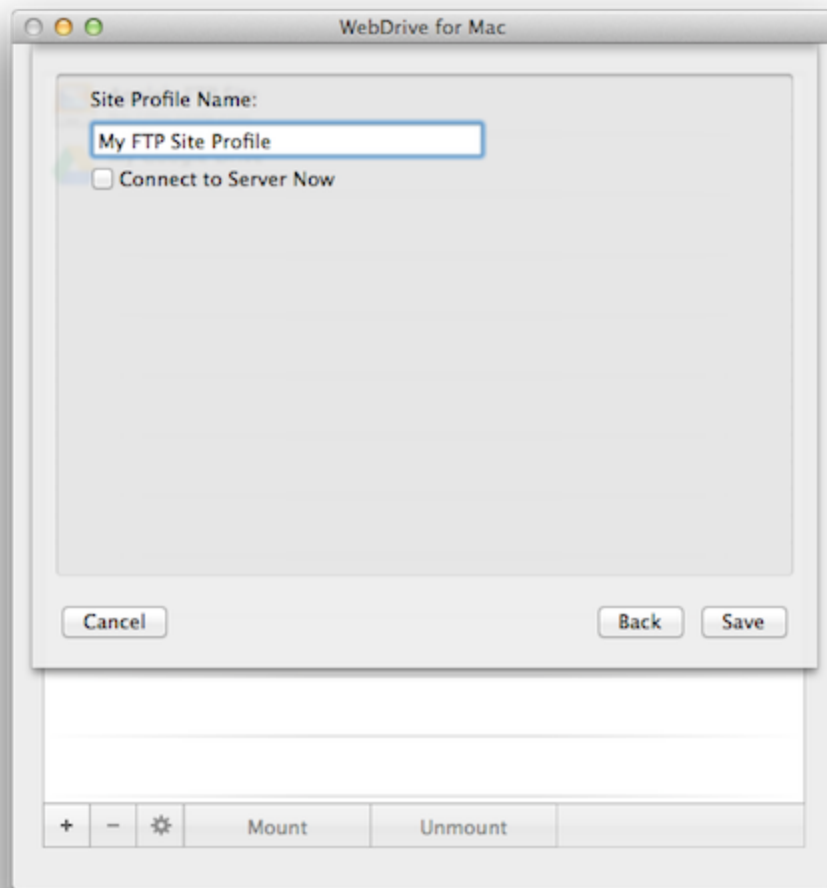
7. Enter a unique name for your site profile and then click Save. If you would like to have WebDrive mount the new site profile immediately, enable the Connect to Server Now option before clicking Save.

Box Site Profile Settings

When using the **Site Profile Wizard** to create a new **Site Profile** for accessing your Box service, the following information is required on step 2 of the wizard process:
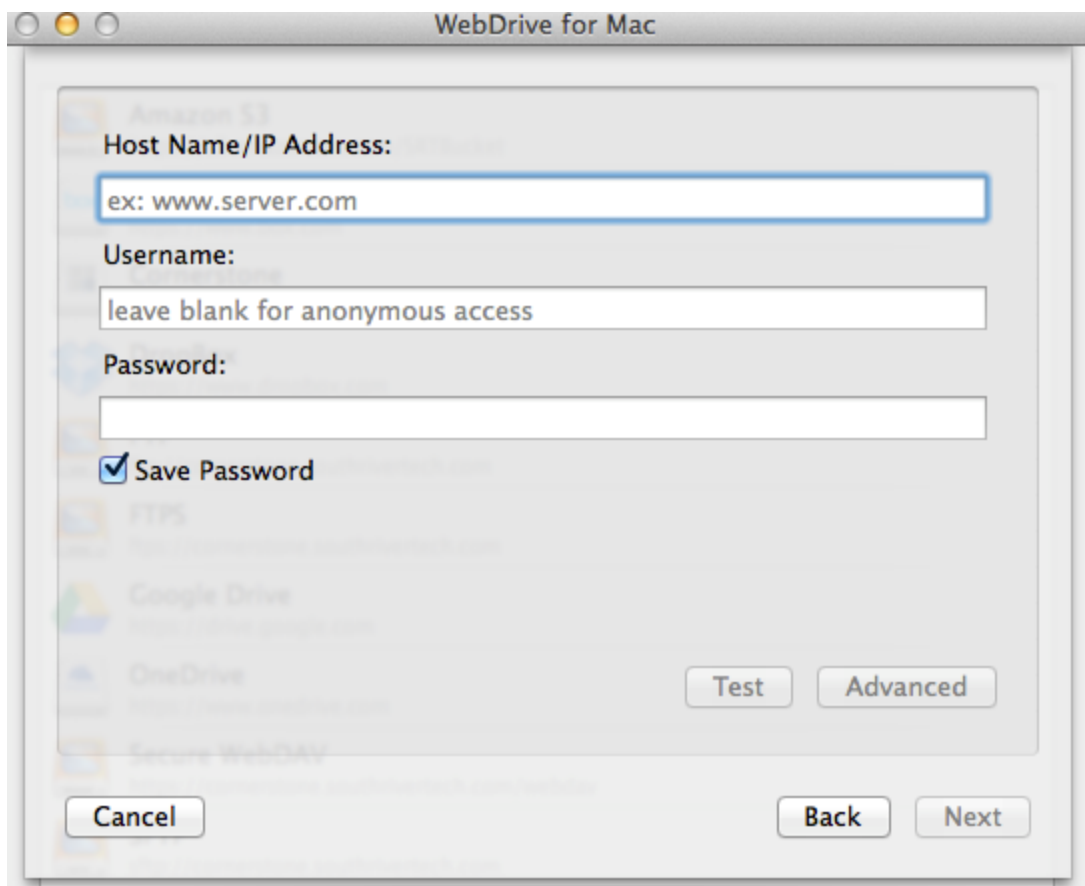
- **Host Name/IP Address** - This field contains the host name of the Box service.
- **Box Access Token** - After you click the button below and log into your Box account to give WebDrive permission to access your data, enter the generated code here.
- **Click here to log in to your Box** - Click to enter your login credentials for your Box account. After confirming your permission for WebDrive to access data stored on your Box account, copy the generated code to the box above.
- **Test** - Click to ensure your connection to Box is enabled. If this fails, you most likely entered incorrect credentials.

- **Advanced** - WebDrive pre-selects certain settings when the site profile is created. Sometimes you may need to alter these advanced settings for the site profile. To access the Advanced Settings, use the Advanced button.

> For more information on Box settings in WebDrive, see our topic on **Box Properties**.

Cornerstone Site Profile Settings

When using the **Site Profile Wizard** to create a new **Site Profile** for accessing your Cornerstone MFT service, the following information is required on step 2 of the wizard process:

- **Host Name/IP Address** - This field contains the Host Name, Domain Name, or IP address of the server. Do not add a subdirectory in this field. For this server type, you can specify a subdirectory, or Initial Remote Directory, on the Advanced Settings panel.
- **Username** - This field contains the username for accessing the server resources.

- **Password** - This field contains the password for accessing the server resources.

- **Save Password** - Enable this option to have your password encrypted and stored in the secure Key Chain on your computer. Saving the password prevents you from having to enter the password each time you mount the site profile.

- **Test** - Click to ensure your connection to Cornerstone is enabled. If this fails, you most likely entered incorrect credentials.

- **Advanced** - WebDrive pre-selects certain settings when the site profile is created. Sometimes you may need to alter these advanced settings for the site profile. To access the Advanced Settings, use the Advanced button.

> For more information on Box settings in WebDrive, see our topic on **Cornerstone Properties**.

Dropbox Site Profile Settings

When using the **Site Profile Wizard** to create a new Site Profile for accessing your Dropbox account, the following information is required on step 2 of the wizard process:
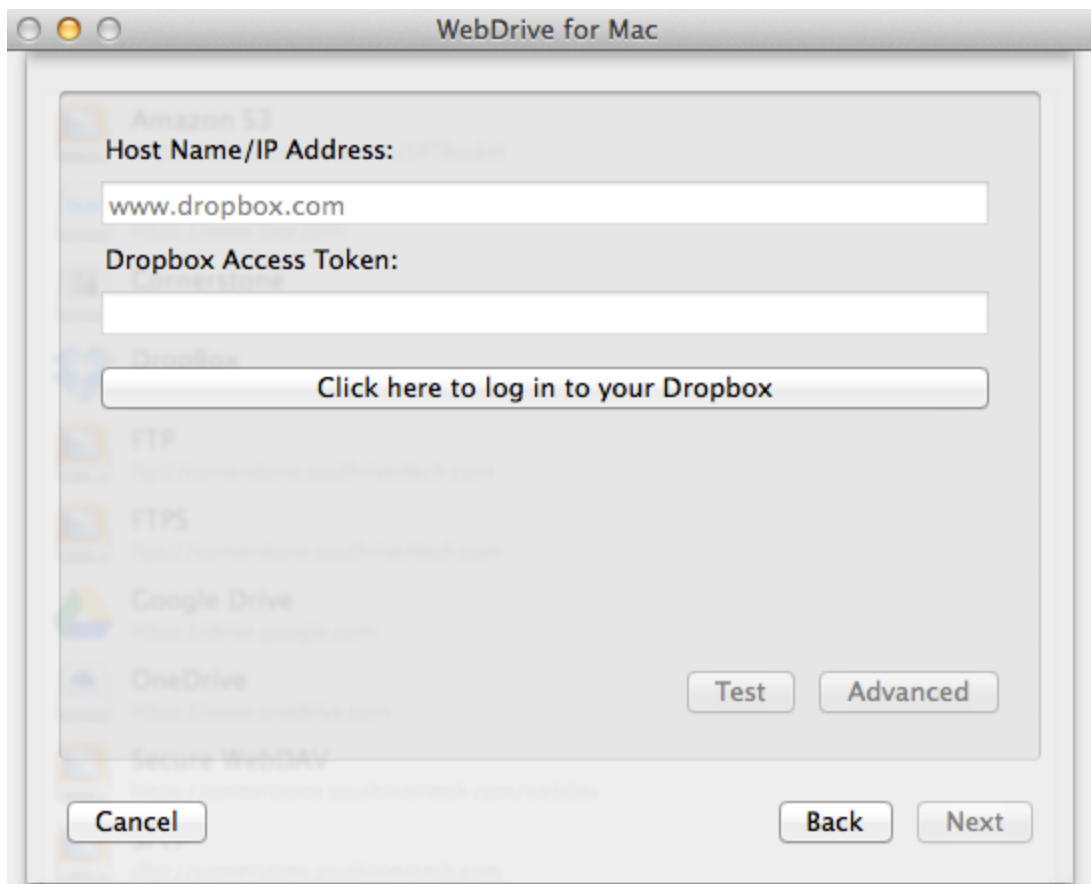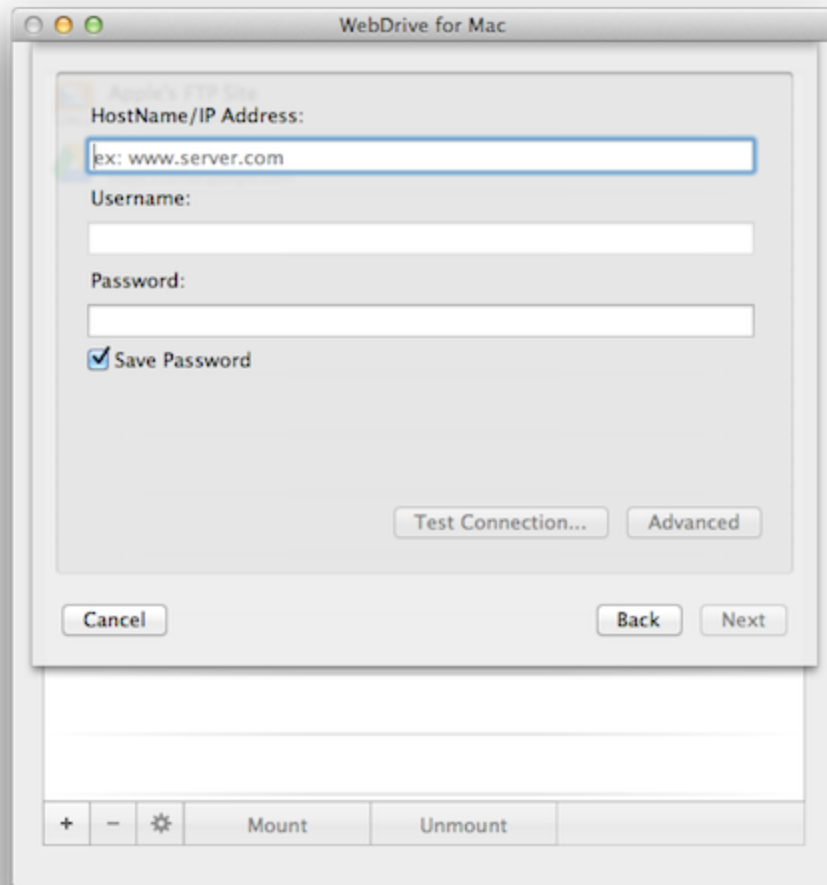
- **Host Name/IP Address** - This field contains the host name of the Dropbox service.

- **Dropbox Access Token** - After you click the button below and log into your Dropbox account to give WebDrive permission to access your data, enter the generated code here.

- **Click here to log in to your Dropbox** - Click to enter your login credentials for your Dropbox account. After confirming your permission for WebDrive to access data stored on your Dropbox account, copy the generated code to the box above.

- **Test** - Click to ensure your connection to Dropbox is enabled. If this fails, you most likely entered incorrect credentials.

- **Advanced** - WebDrive pre-selects certain settings when the site profile is created. Sometimes you may need to alter these advanced settings for the site profile. To access the Advanced Settings, use the Advanced button.

For more information on Box settings in WebDrive, see our topic on **Dropbox Properties**.

FTP and FTP/S Site Profile Settings

When using the **Site Profile Wizard** to create a new Site Profile for accessing your **FTP** or **Secure FTP (FTP/S)** server, the following information is required on step 2 of the wizard process:

FTP Settings

Secure FTP (FTP/S) Settings

- **Host Name/IP Address** - This field contains the Host Name, Domain Name, or IP address of the server. Do not add a subdirectory in this field. For this server type, you can specify a subdirectory, or Initial Remote Directory, on the Advanced Settings panel.
- **Username** - This field contains the username for accessing the server resources.
- **Password** - This field contains the password for accessing the server resources.
- **Save Password** - Enable this option to have your password encrypted and stored in the secure Key Chain on your computer. Saving the password prevents you from having to enter the password each time you mount the site profile.

- **Security Type** - Select the type of security required for your FTP/S server. The major difference is that **AUTH** based security will use port 21 by default and **IMPLICIT** base security will use port 990 by default. If you are unsure of this setting, please contact your server administrator for more information.

- **Test Connection...** - Use this option to test the connection to the server. This is very important as it ensures that your login credentials are accurate prior to trying to mount the site profile.

- **Advanced** - WebDrive pre-selects certain settings when the site profile is created. Sometimes you may need to alter these advanced settings for the site profile. To access the Advanced Settings, use the Advanced button.

> **Note:** For most site profiles, the default values found under the Advanced section will offer the best performance.

Google Drive Site Profile Settings

When using the **Site Profile Wizard** to create a new **Site Profile** for accessing your **Google Drive Service**, the following information is required on step 2 of the wizard process:

- **Host Name or IP Address** - This field contains the host name of the Google Drive Service.

- **Google Drive Access Token** - In order for WebDrive to access your Google Drive account, WebDrive must authenticate itself as a valid entity. Using the "Click here to authenticate..." button, you will be able to log in to your Google Drive and approve WebDrive as a valid entity.

- **Click here to authenticate...** - Click this button to open your browser, log in to your Google Drive, and authenticate WebDrive as a valid program that will be interacting with your Google Drive. Once you have been authenticated, you will be able to close your browser and your Google Drive Access Token will be entered into WebDrive for future use.

- **Test Connection...** - Use this option to test the connection to the server. This is very important as it ensures that your login credentials are accurate prior to trying to mount the site profile.

- **Advanced** - WebDrive pre-selects certain settings when the site profile is created. Sometimes you may need to alter these advanced settings for the site profile. To access the Advanced Settings, use the Advanced button.

> **Note:** For most site profiles, the default values found under the Advanced section will offer the best performance.

OneDrive Site Profile Settings

When using the **Site Profile Wizard** to create a new **Site Profile** for accessing your OneDrive service, the following information is required on step 2 of the wizard process:
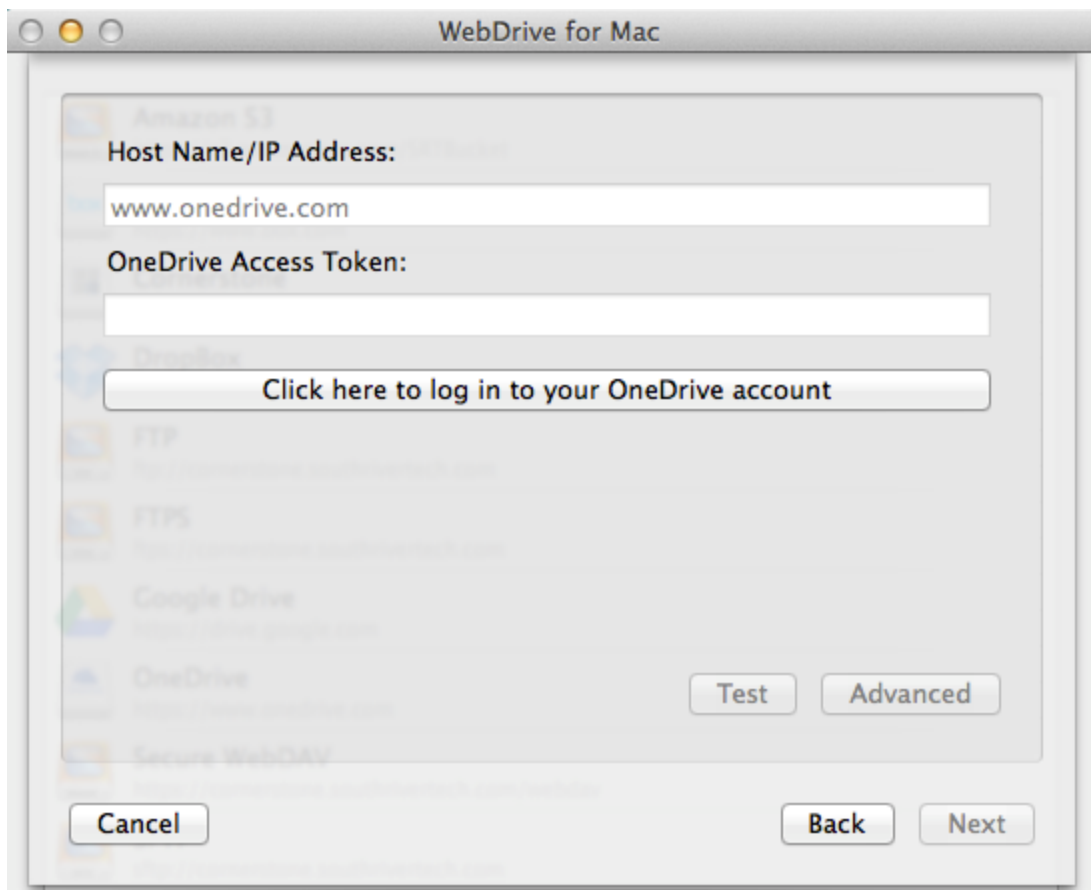

- **Host Name/IP Address** - This field contains the host name of the OneDrive service.
- **OneDrive Access Token** - After you click the button below and log into your OneDrive account to give WebDrive permission to access your data, enter the generated code here.

- **Click here to log in to your OneDrive** - Click to enter your login credentials for your OneDrive account. After confirming your permission for WebDrive to access data stored on your OneDrive account, copy the generated code to the box above.

- **Test** - Click to ensure your connection to OneDrive is enabled. If this fails, you most likely entered incorrect credentials.

- **Advanced** - WebDrive pre-selects certain settings when the site profile is created. Sometimes you may need to alter these advanced settings for the site profile. To access the Advanced Settings, use the Advanced button.

> For more information on Box settings in WebDrive, see our topic on **OneDrive Properties**.

Amazon S3 Site Profile Settings

When using the **Site Profile Wizard** to create a new **Site Profile** for accessing your **Amazon S3 Storage Service**, the following information is required on step 2 of the wizard process:
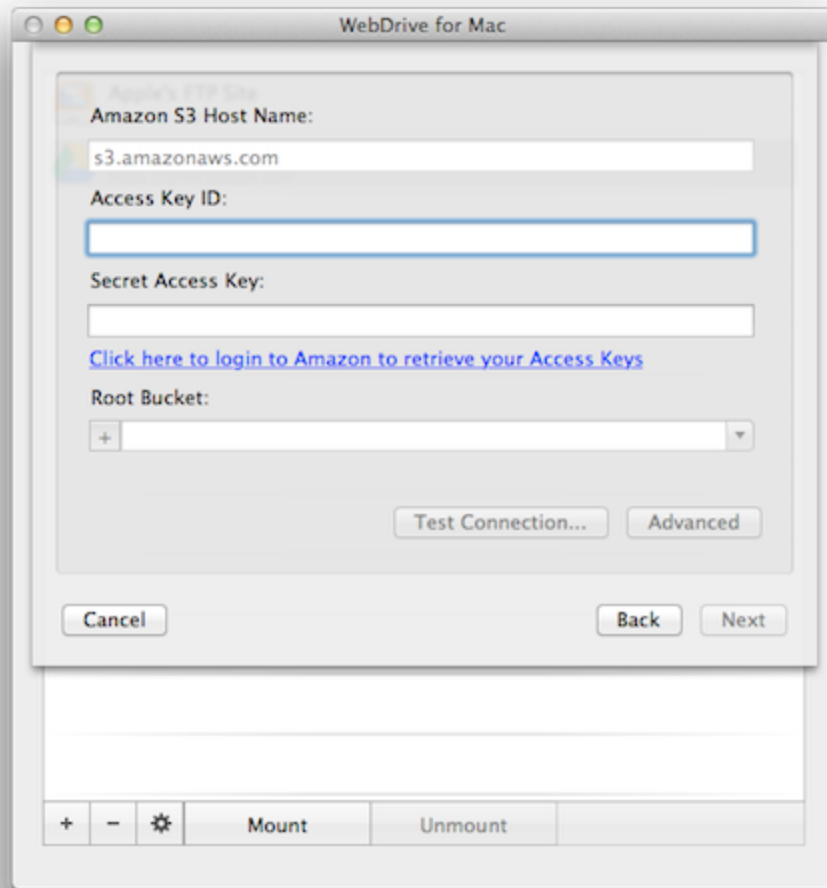
- **Amazon S3 Host Name** - This field contains the domain name for the Amazon S3 Storage Service. It cannot be changed.

- **Access Key ID** - This field contains your Access Key ID (or Username) for accessing your Amazon S3 account.

- Note: that this is NOT the email address used when logging into Amazon.com.

- **Secret Access Key** - This field is equivalent to a password. Amazon calls it your Secret Access Key.

- **Click here to Login....** - This hyperlink field will launch your browser and allow you to log in to Amazon.-com and retrieve the Access Key ID and Secret Access Key. Once you have logged in to your Amazon S3 account and retrieved your keys, you can copy-paste that information out of your browser and paste those values into the wizard.

- **Root Bucket** - Amazon S3 has a concept of Buckets, which are basically folders that reside at the root of your S3 account storage when you log in. WebDrive for Mac requires that you choose a single bucket for your S3 Site Profile. If you require access to multiple buckets, you can run the Site Profile Wizard once for each bucket. Once you have multiple S3 Site Profiles created, you can mount them all at the same time to access those buckets. The "+" key will allow you to create a new bucket.

- **Test Connection...** - Use this option to test the connection to the server. This is very important as it ensures that your login credentials are accurate prior to trying to mount the site profile.

- **Advanced** - WebDrive pre-selects certain settings when the site profile is created. Sometimes you may need to alter these advanced settings for the site profile. To access the Advanced Settings, use the Advanced button.

> **Note:** For most site profiles, the default values found under the Advanced section will offer the best performance.

SFTP Site Profile Settings

When using the **Site Profile Wizard** to create a new Site Profile for accessing your **SFTP** server, the following information is required on step 2 of the wizard process:

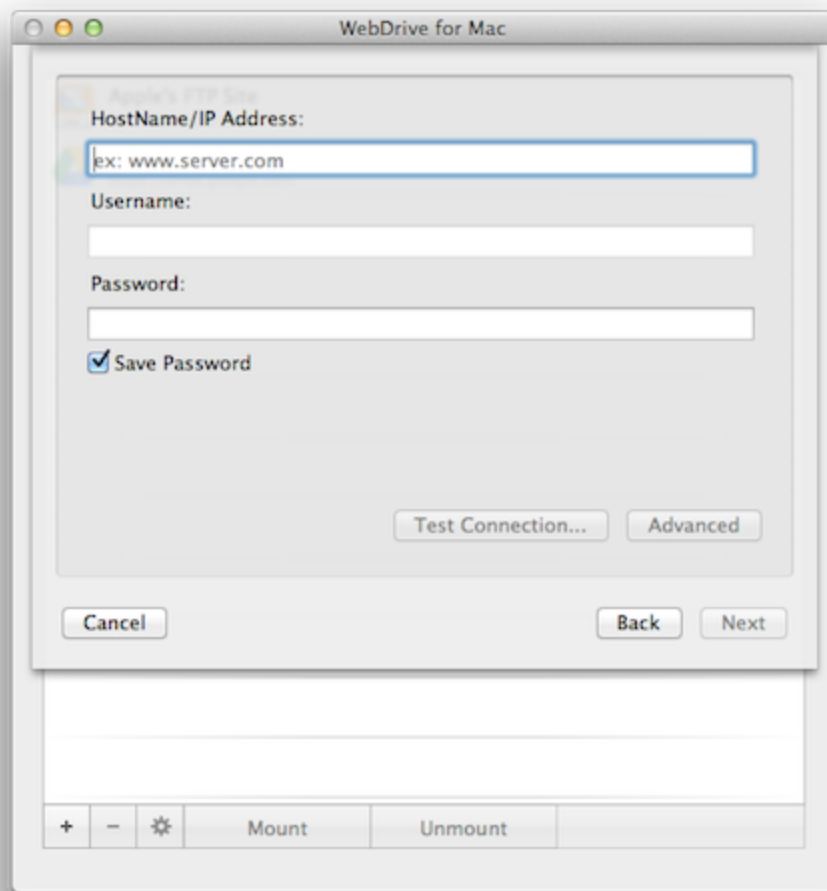- **Host Name or IP Address** - This field contains the Host Name, Domain Name, or IP address of the SFTP server. Do not add a subdirectory in this field. For this server type, you can specify a sub-directory, or Initial Remote Directory, on the Advanced Settings panel.

- **Username** - This field contains the username for accessing the server resources.

- **Password** - This field contains the password for accessing the server resources.

- **Save Password** - Enable this option to have your password encrypted and stored in the secure Key Chain on your computer. Saving the password prevents you from having to enter the password each time you mount the site profile.

- **Test Connection...** - Use this option to test the connection to the server. This is very important as it ensures that your login credentials are accurate prior to trying to mount the site profile.

- **Advanced** - WebDrive pre-selects certain settings when the site profile is created. Sometimes you may need to alter these advanced settings for the site profile. To access the Advanced Settings, use the Advanced button.

> **Note:** For most site profiles, the default values found under the Advanced section will offer the best performance.

WebDAV Site Profile Settings

When using the **Site Profile Wizard** to create a new Site Profile for accessing your **WebDAV** or **Secure WebDAV (WebDAV/S)** server, the following information is required on step 2 of the wizard process:

- **Host Name or IP Address** - This field contains the fully qualified URI for the WebDAV server. While you may skip the protocol prefix, http:// or https://, you must enter the fully qualified URI for the WebDAV resource/folder on the server. This means that if you are connecting to a WebDAV server located at **www.mywebdavserver.com** and the data you are trying to reach is in the **/User/myUserData/** folder, the fully qualified URI would be **http://www.mywebdavserver.com/User/myUserData/**

- **Username** - This field contains the username for accessing the server resources.

- **Password** - This field contains the password for accessing the server resources.

- **Save Password** - Enable this option to have your password encrypted and stored in the secure Key Chain on your computer. Saving the password prevents you from having to enter the password each time you mount the site profile.

- **Test Connection...** - Use this option to test the connection to the server. This is very important as it ensures that your login credentials are accurate prior to trying to mount the site profile.

- **Advanced** - WebDrive pre-selects certain settings when the site profile is created. Sometimes you may need to alter these advanced settings for the site profile. To access the Advanced Settings, use the Advanced button.

> **Note:** For most site profiles, the default values found under the Advanced section will offer the best performance.

Changing Site Profile Settings

Once you have created a site profile, you are able to make changes to the settings at any time using the site profile manager application.

To make changes to a site profile in WebDrive, follow these steps:

1. Launch WebDrive

2. From the main site profile manager window, select the target site profile from the list.
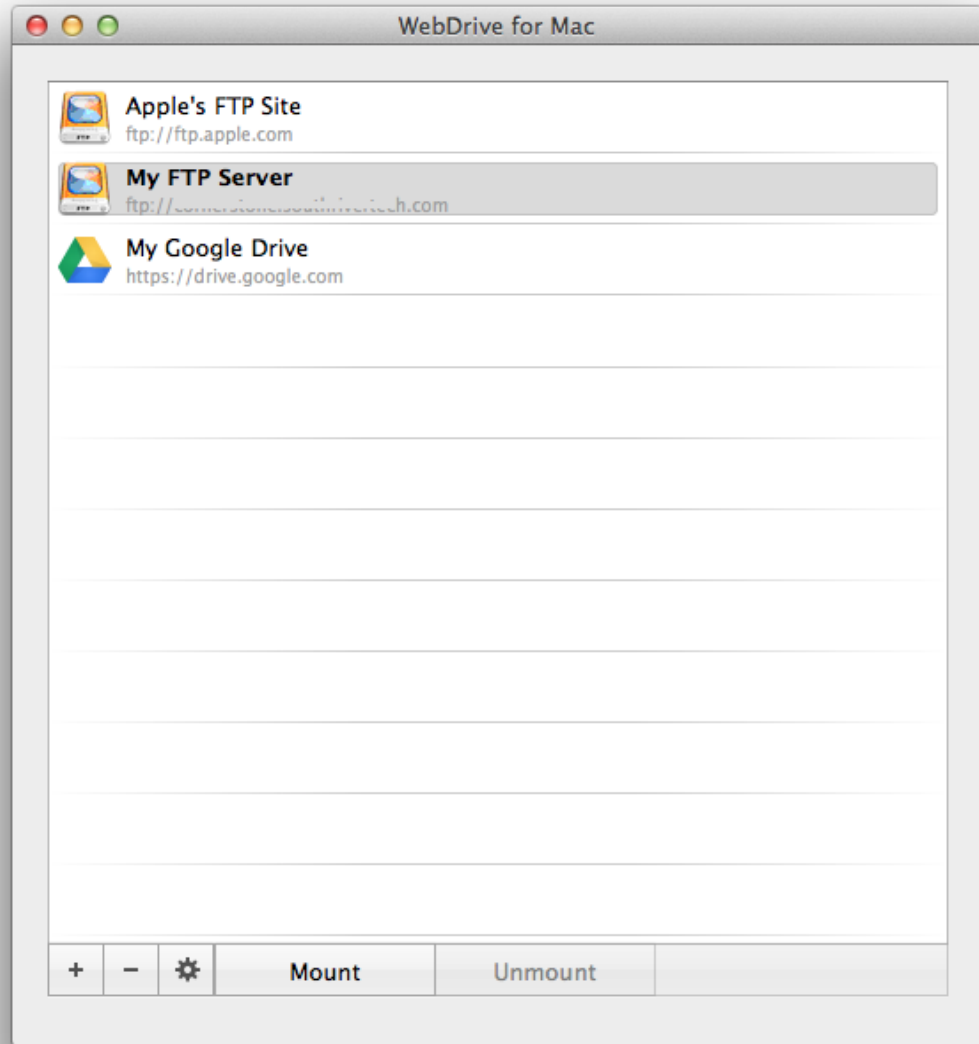
Once you have selected the site profile, click on the "GEAR" button located on the toolbar at the bottom of the window. Clicking this button will open the Advanced Properties window and allow you to gain access to all configuration settings for your site profile. Note that the contents of this window will vary based on the type of server or service for this site profile

Refer to the following links for more information on specific site profile settings.

- [Cornerstone](#)
- [Amazon S3](#)
- [Google Drive](#)
- [FTP](#)
- [SFTP](#)
- [WebDAV](#)
- [Connections](#)
- [HTTP & HTTP/S](#)
- [Cache](#)
- [FUSE](#)
- [Box](#)
- [Dropbox](#)
- [OneDrive](#)

Cache Settings

WebDrive allows you to control the details of how it caches information while in use.
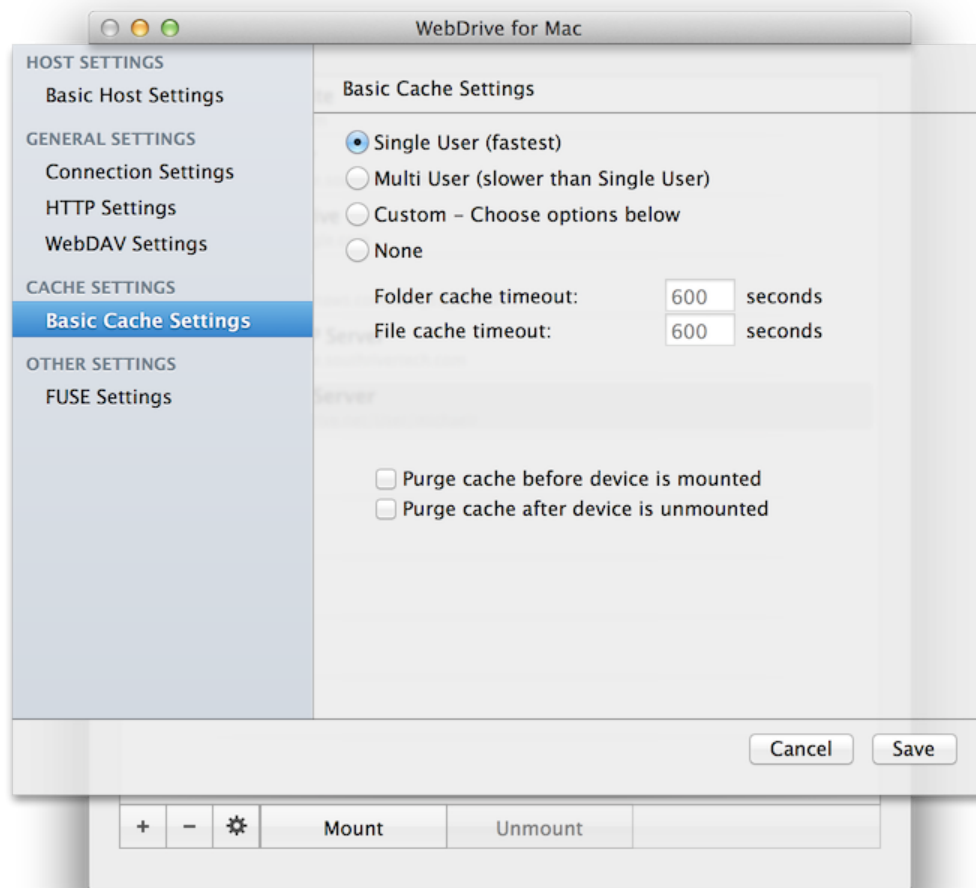
- **Single User Mode** - This mode uses cache settings geared toward providing the best performance. WebDrive assumes cached files and directory listings will not be modified by another user, so it won't check the files' last-modified-at timestamp.

- **Multi User Mode** - This mode will validate cached files with the server to verify if they are up-to-date. If a cached file has been modified by another user, it will be purged from the cache; you will receive the latest copy of the file. DAV and SFTP servers allow WebDrive to easily get the modified time for a file or directory listing. However, most FTP servers do not support this. If your server does not support the MLST command, you may want to use the Custom cache mode to configure files to expire after a specified amount of time.

- **Custom Caching Mode** - This mode allows you to choose custom cache options.

- **Folder Cache Timeout** - Specifies a length of time before a particular folder expires. The folder is then removed from cache and a new version of the folder replaces it.

- **File Cache Timeout** - Specifies a length of time before a particular file expires. The file is then removed from cache and a new version replaces it.

- **Purge cache before device is mounted** - Clears the cached data from previous connections anytime the device/drive is mounted.

- **Purge cache after device is unmounted** - Clears the cached data from the current and previous connections anytime the device is unmounted.

Connection Settings

WebDrive offers the following connection configuration options for all site profile types. Once any changes are made to these settings, you will need to unmount, then **remount**, the drive for this site profile for the changes to become effective.
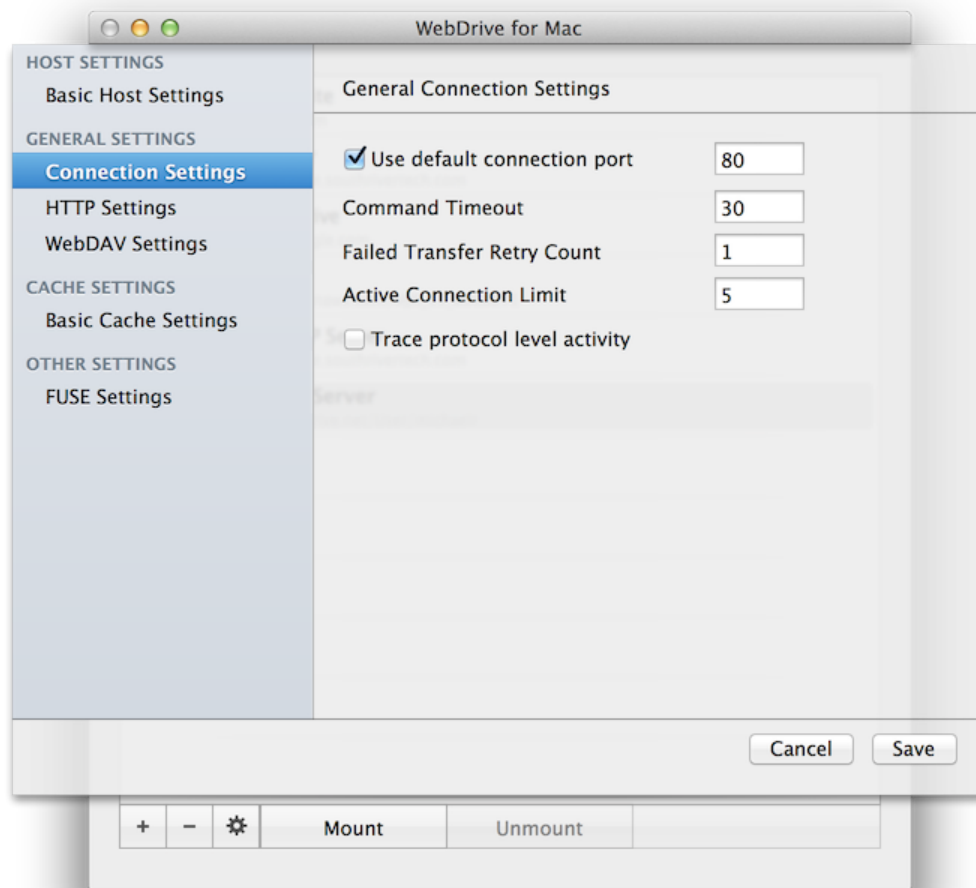
- **Use default connection port** - This value controls the default port used by WebDrive when connecting to the remote server. If your server is on a special, non default, port, disable this option and manually set the correct port for your server.

- **Command Timeout** - This value controls the amount of time, in seconds, that WebDrive will wait for the server to respond to a command. In some environments where servers are busy, or slow, you may need to increase this value.

- **Failed Transfer Retry Count** - This value controls the number of times WebDrive will retry certain operations, such as uploading a file, in the event that the operation fails to complete successfully.

- **Active Connection Limit** - This value controls the maximum number of active connections WebDrive will use when accessing the server.

- **Trace protocol level activity** - Enable this option to have low level protocol information written to the WebDrive log file. This option requires that **WebDrive Logging** be enabled. This option is mainly used for debugging and should not be enabled for every day use is it will cause a slight performance decrease.

FUSE Settings

WebDrive utilizes third party software called OSXFUSE in order to provide the ability to **mount** your server as a volume on the Macintosh. **Under the Advanced Properties** for your **Site Profile**, you are able to fine tune various FUSE Settings.
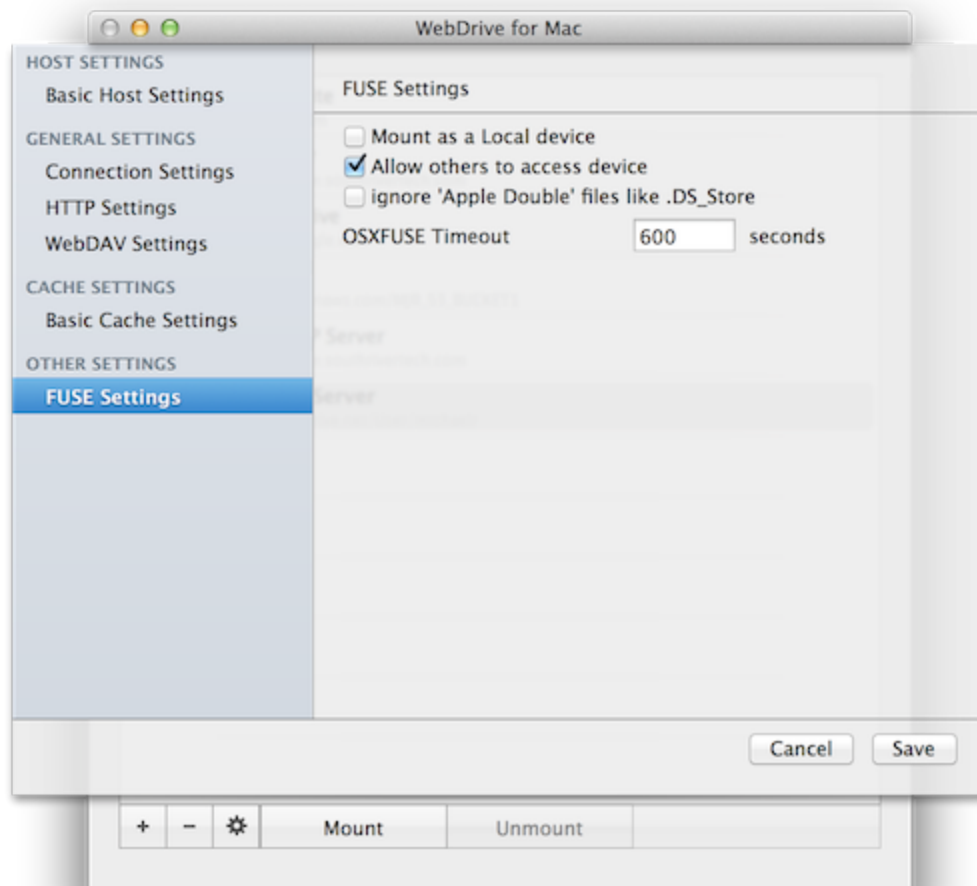
- **Mount at a Local device** - This option tells WebDrive to mount the volume as a local volume instead of a network volume. In general you do not want to enable this feature because Finder, and various applications such a SpotLight, treat local volumes differently than they do network volumes. For instance, for local volumes, Spotlight will attempt to search and index the volume. This will cause an extremely great amount of activity on your WebDrive while data is transferred unnecessarily from your server.

- **Ignore 'Apple Double' files like .DS_Store** - Under the hood, the Macintosh stores extra information about your files and folders. This information is called Meta data and is stored in hidden files called 'dot files' or 'apple double files'. These files usually begin with a 'dot', such as .DS_Store or .TemporaryItems. These meta data files can usually safely be ignored, which is good because transferring them to and from the remote server is very time consuming and slows WebDrive down greatly. However, there are applications, such as Microsoft Office, which require these files and if they do not exist, you will see errors in the application.

- **OSXFUSE Time out** - When a Macintosh application, or Finder, accesses a file on your WebDrive, it will ask OSXFUSE to tell WebDrive that it needs the file. OSXFUSE will request the file from WebDrive and WebDrive may go out to the remote server to download the file. This setting controls how long OSXFUSE will wait for WebDrive to transfer the file. If this setting is too short, Finder will give up waiting for the file to download and you could see errors. If this setting is too long, Finder will appear to 'hang' while it waits for WebDrive to download a file.

Amazon S3 Properties

Selecting any site profile in WebDrive and selecting the gear icon will bring up a **Site Properties** window. Two tabs in this window will include varying options, depending on the type of site connection.

Basic Host Settings Tab

WebDrive offers the following configuration options for Amazon S3 site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.

- **Amazon S3 Host Name** - This field contains the domain name for the Amazon S3 Storage Service. It cannot be changed.

- **Access Key ID** - This field contains your Access Key ID (or Username) for accessing your Amazon S3 account. Note that this is NOT the e-mail address used when logging in to Amazon.com.

- **Secret Access Key** - This field is equivalent to a password. Amazon calls it your Secret Access Key.

- **Test Connection...** - Use this option to test the connection to the server. This is very important as it ensures that your login credentials are accurate prior to trying to mount the site profile.

- **Site Profile Name** - Enter a unique name used to identify this Site Profile in WebDrive. This name will also be used as the name of the mounted volume.

Amazon S3 Settings Tab

WebDrive offers the following configuration options for Amazon S3 site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.

- **Root Bucket** - Amazon S3 has a concept of Buckets, which are basically folders that reside at the root of your S3 account storage when you log in. WebDrive for Mac requires that you choose a single bucket for your S3 Site Profile. If you require access to multiple buckets, you can run the Site Profile Wizard once for each bucket. Once you have multiple S3 Site Profiles created, you can mount them all at the same time to access those buckets.
- **Create a new bucket** - This option will allow you to create a new bucket.

Box Properties

Selecting any site profile in WebDrive and selecting the gear icon will bring up a **Site Properties** window. Two tabs in this window will include varying options, depending on the type of site connection.

Basic Host Settings Tab
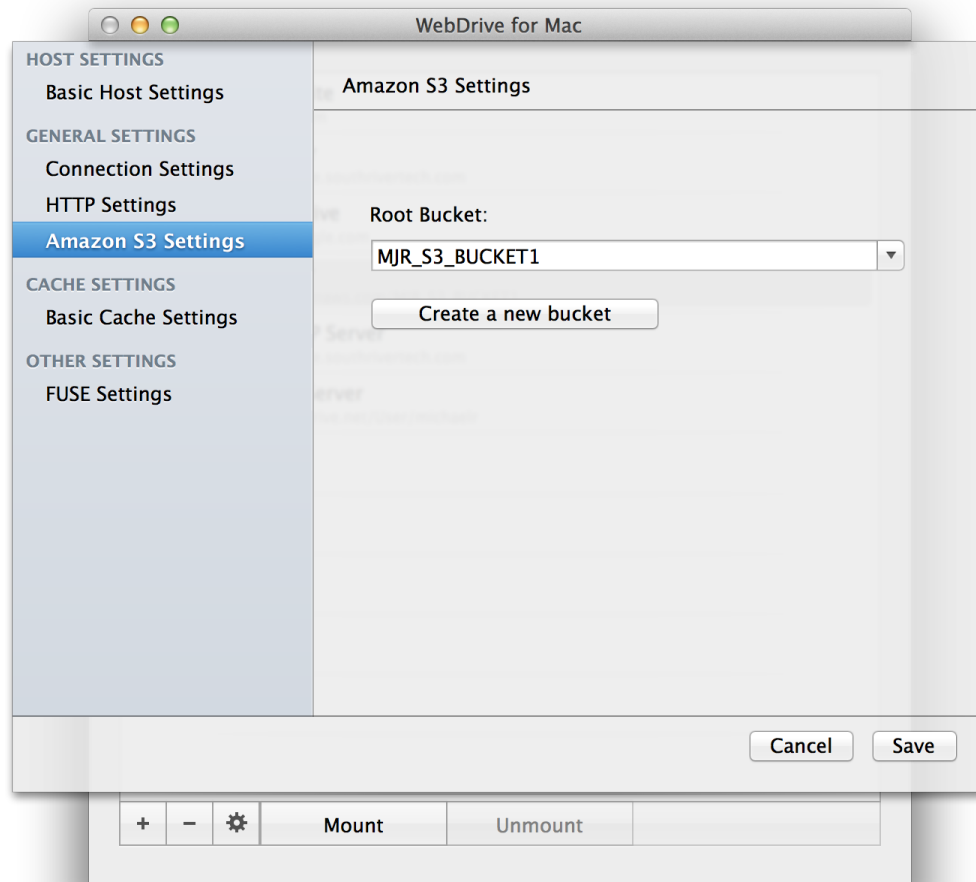
WebDrive offers the following configuration options for Box site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.

Host Name/IP Address: This field contains the fully qualified URL for the Box.com address. You may skip the protocol prefix, http:// or https://.

Box Access Token:

Click here to log in to your Box account: Clicking this will launch a separate window for you to enter your Box credentials. Confirm that you would like to allow WebDrive to access data stored in your Box account.

Test: Use this option to test the connection to the server. This is very important as it ensures that your login credentials are accurate prior to trying to mount the site profile.

Site Profile Name: Enter a name for your site profile. This will display in the main list of connections. If you will utilize multiple Box connections, you may want to make this name unique to help identify them.

Box Settings Tab

WebDrive offers the following configuration options for Box site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.
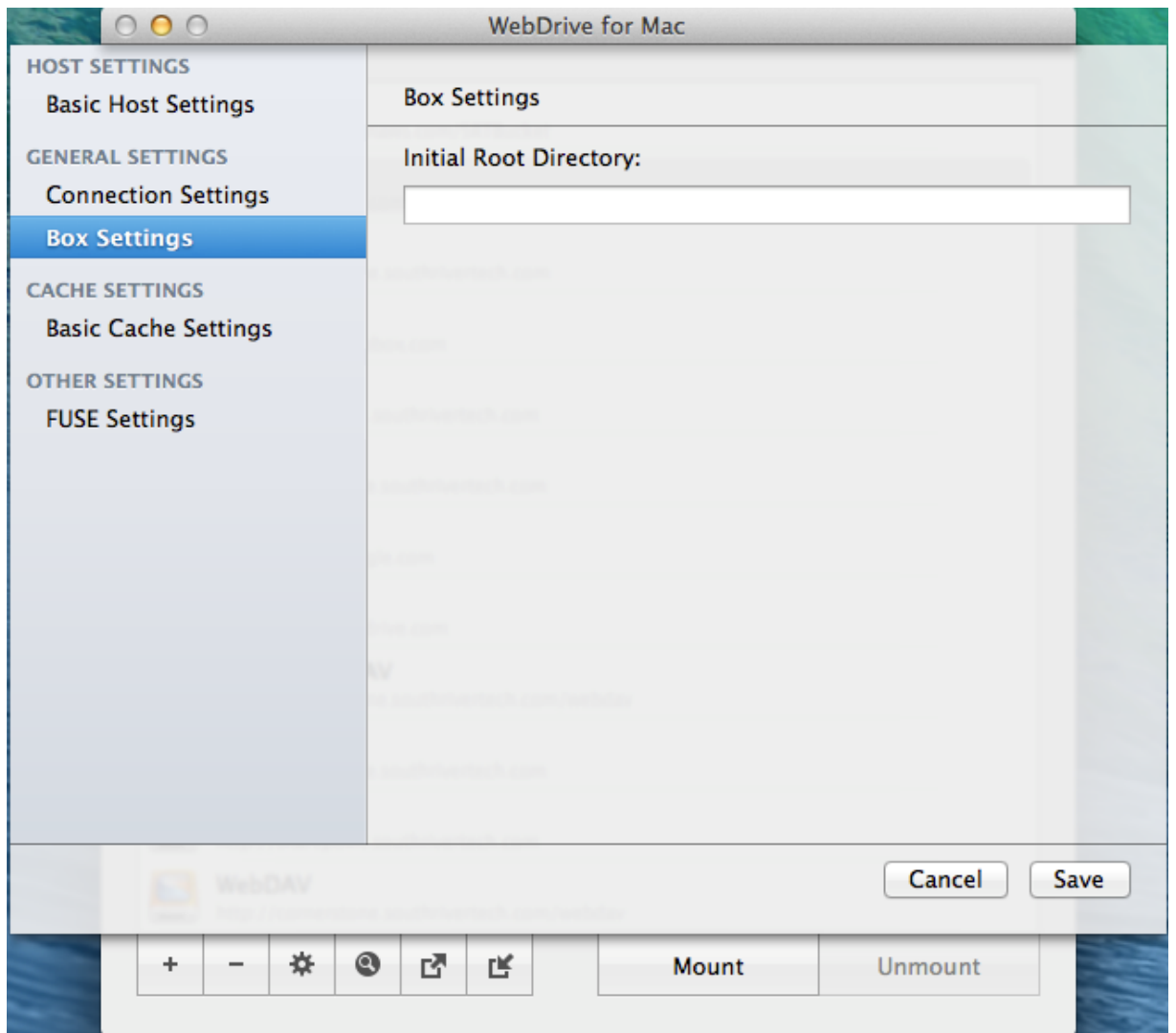
Initial Root Directory: Enter the path to the specific directory you would like WebDrive to open to upon connecting to a site. This can be left blank to open the top-level directory by default.

Cornerstone Properties

Selecting any site profile in WebDrive and selecting the gear icon will bring up a **Site Properties** window. Two tabs in this window will include varying options, depending on the type of site connection.

Basic Host Settings Tab

WebDrive offers the following configuration options for Cornerstone site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.

- **URI** - This field contains the fully qualified URI for the WebDAV server. While you may skip the protocol prefix, http:// or https://, you must enter the fully qualified URI for the WebDAV resource/folder on the server. This means that if you are connecting to a WebDAV server located at **www.mywebdavserver.com** and the data you are trying to reach is in the **/User/myUserData/** folder, the fully qualified URI would be **http://www.mywebdavserver.com/User/myUserData/**

- **Username** - This field contains the username for accessing the server resources.

- **Password** - This field contains the password for accessing the server resources.

- **Save Password** - Enable this option to have your password encrypted and stored in the secure Key Chain on your computer. Saving the password prevents you from having to enter the password each time you mount the site profile.

- **Test Connection...** - Use this option to test the connection to the server. This is very important as it ensures that your login credentials are accurate prior to trying to mount the site profile.

- **Site Profile Name** - Enter a unique name used to identify this Site Profile in WebDrive. This name will also be used as the name of the mounted volume.

Cornerstone Settings Tab

WebDrive offers the following configuration options for Cornerstone site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.
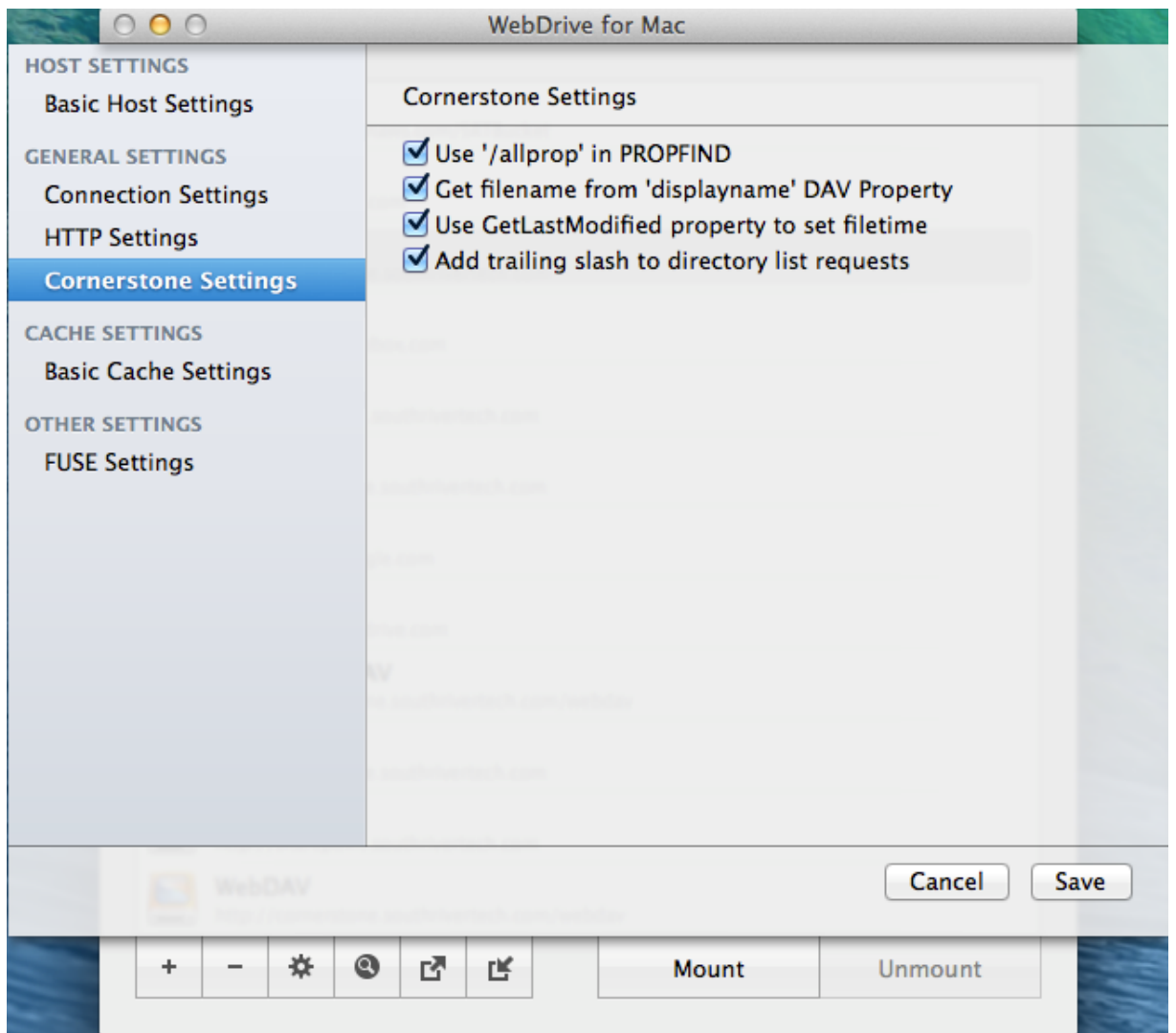
Use '/allprop' in PROPFIND: This will return all information about a resource however this can severely degrade performance please don't enable unless necessary.

Get filename from 'displayname' DAV property: When you enable this feature, WebDrive will use the **displayname** property instead of the **href** in the PROPFIND response for a directory listing. Usually the href is used.

Use GetLastModified property to set filetime: When enabled, WebDrive will attempt a PROPPATCH on the **getlastmodified** property to set a file's modified time so that it will match the local time of a file. This enables file synchronization. Few DAV servers support this; if the server returns an error, WebDrive will simply ignore it and continue.

Add trailing slash to directory list requests: This is required for certain Apache servers. When enabled, this option automatically adds a trailing slash "/" to directory list requests. Therefore, when you access a directory without a trailing slash "/" Apache sends a redirect to the client to tell it to add the trailing slash. Without this slash, relative URLs will not work properly in some Apache servers. The WebDAV RFC requires all PROPFIND requests issued to the WebDAV server to contain a trailing slash if the target of the request is a directory object.This option is enabled by default, but if your WebDAV server does not support the trailing slash, disable this option.

Dropbox Properties

Selecting any site profile in WebDrive and selecting the gear icon will bring up a **Site Properties** window. Two tabs in this window will include varying options, depending on the type of site connection.

Basic Host Settings Tab

WebDrive offers the following configuration options for DropBox site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.
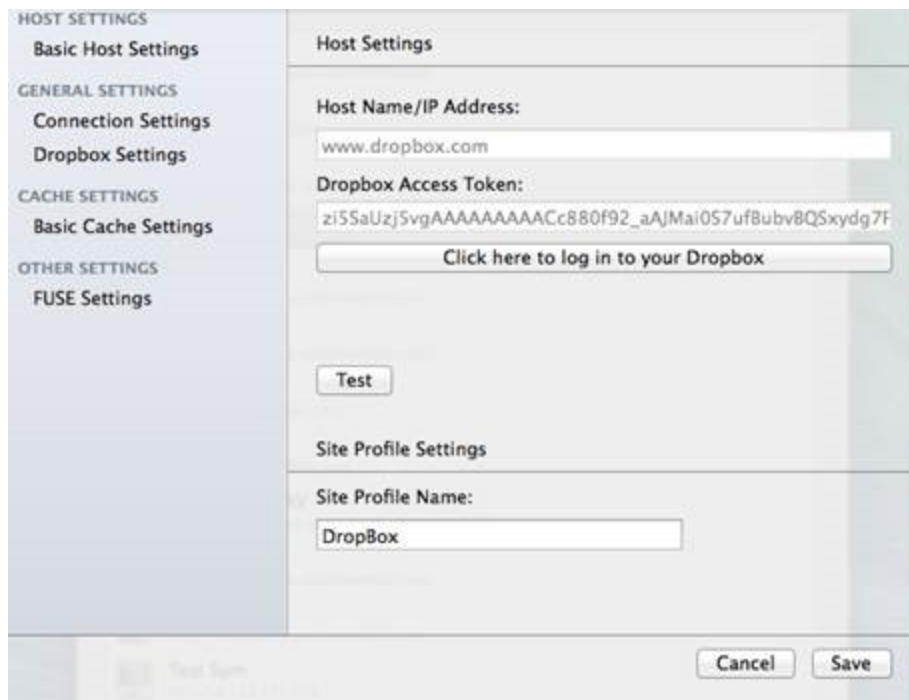
Host Name/IP Address: This field contains the fully qualified URL for the Dropbox.com address. You may skip the protocol prefix, http:// or https://.

Dropbox Access Token: This is a cookie that will be generated when you click the button below to log into your Box account. Place the generated code here to keep a connection between WebDrive and your Dropbox account.

Click here to log in to your Dropbox account: Clicking this will launch a separate window for you to enter your Dropbox credentials. Confirm that you would like to allow WebDrive to access data stored in your Dropbox account.

Test: Use this option to test the connection to the server. This is very important as it ensures that your login credentials are accurate prior to trying to mount the site profile.

Site Profile Name: Enter a name for your site profile. This will display in the main list of connections. If you will utilize multiple Dropbox connections, you may want to make this name unique to help identify them.

Dropbox Settings Tab

WebDrive offers the following configuration options for Dropbox site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.
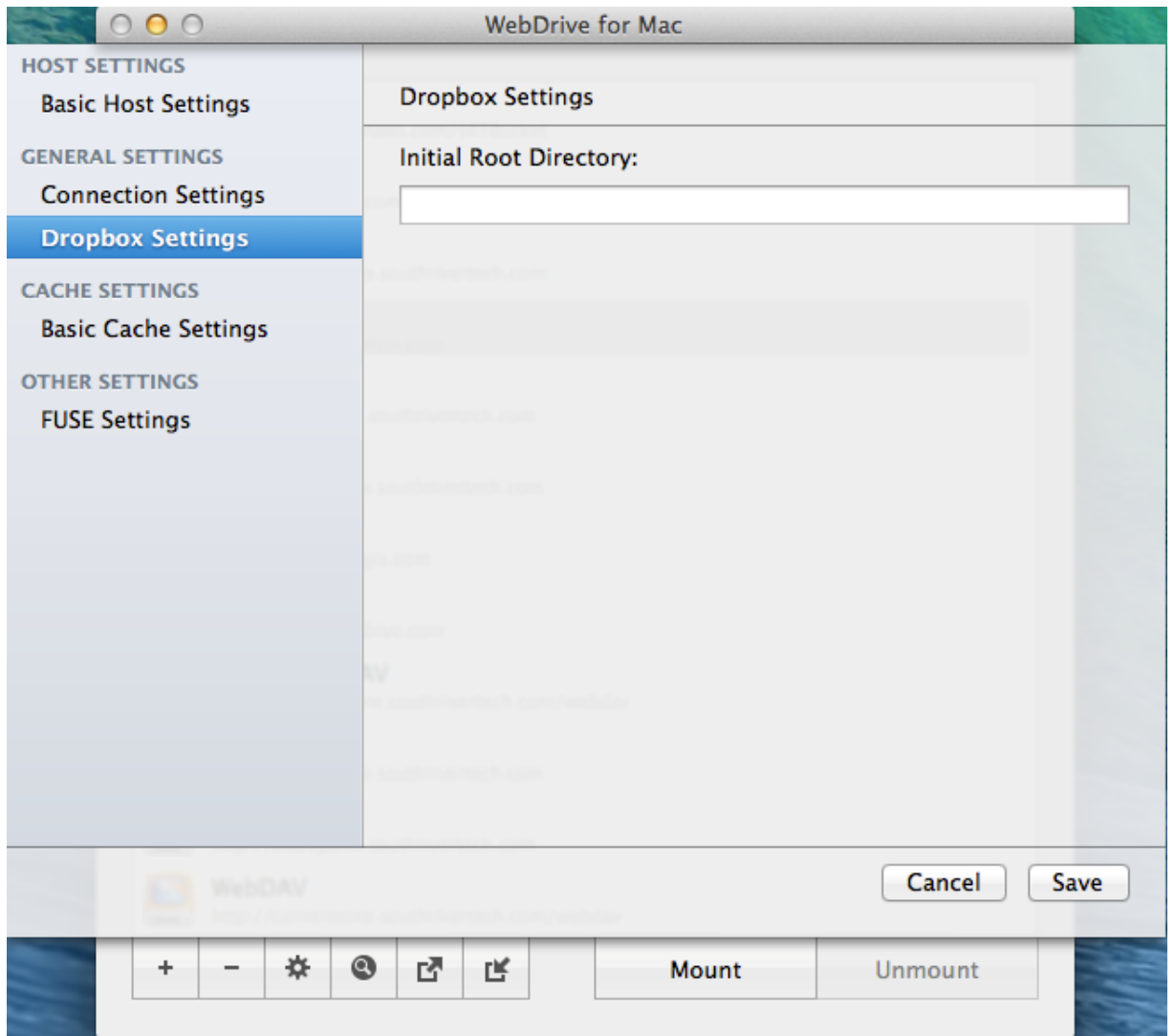
Initial Root Directory: Enter the path to the specific directory you would like WebDrive to open to upon connecting to a site. This can be left blank to open the top-level directory by default.

FTP Properties

Selecting any site profile in WebDrive and selecting the gear icon will bring up a **Site Properties** window. Two tabs in this window will include varying options, depending on the type of site connection.

Basic Host Settings Tab

WebDrive offers the following configuration options for FTP and FTP/S site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.

- **Host Name or IP Address** - This field contains the Host Name, Domain Name, or IP address of the server. Do not add a subdirectory in this field. For this server type, you can specify a subdirectory, or Initial Remote Directory, on the Advanced Settings panel.

- **Username** - This field contains the username for accessing the server resources.

- **Password** - This field contains the password for accessing the server resources.

- **Save Password** - Enable this option to have your password encrypted and stored in the secure Key Chain on your computer. Saving the password prevents you from having to enter the password each time you mount the site profile.

- **Test Connection...** - Use this option to test the connection to the server. This is very important as it ensures that your login credentials are accurate prior to trying to mount the site profile.

- **Site Profile Name** - Enter a unique name used to identify this Site Profile in WebDrive. This name will also be used as the name of the mounted volume.

FTP Settings Tab

WebDrive offers the following configuration options for FTP and FTP/S site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.
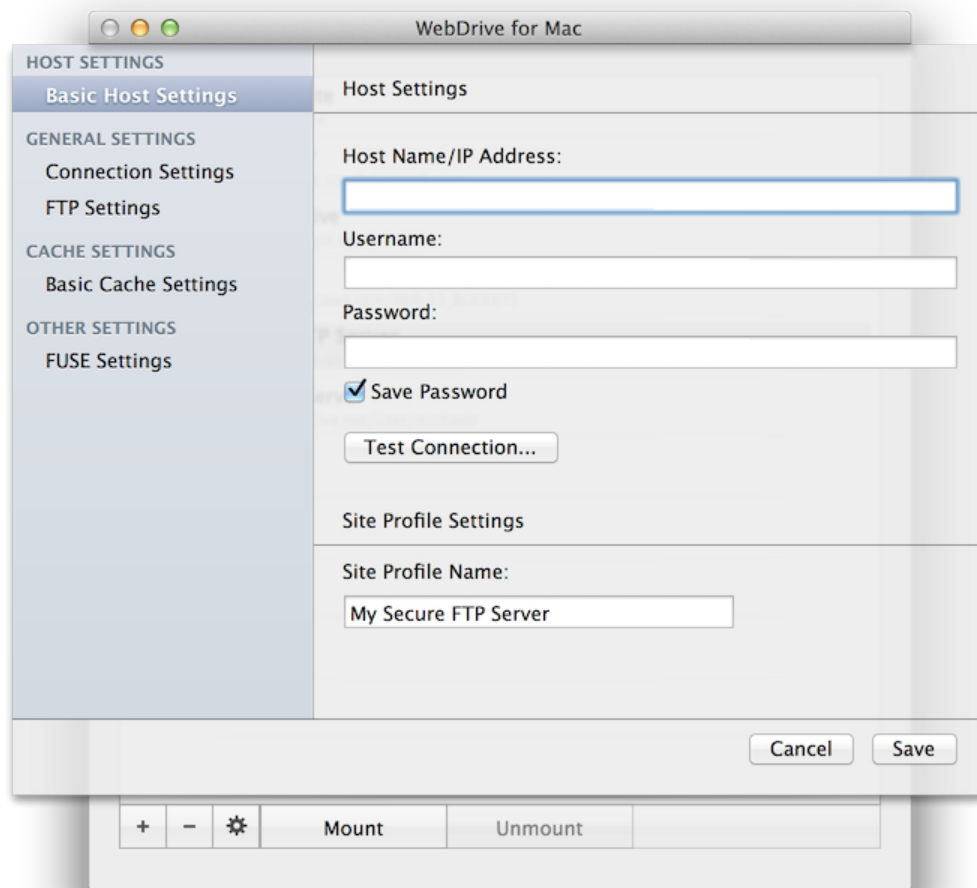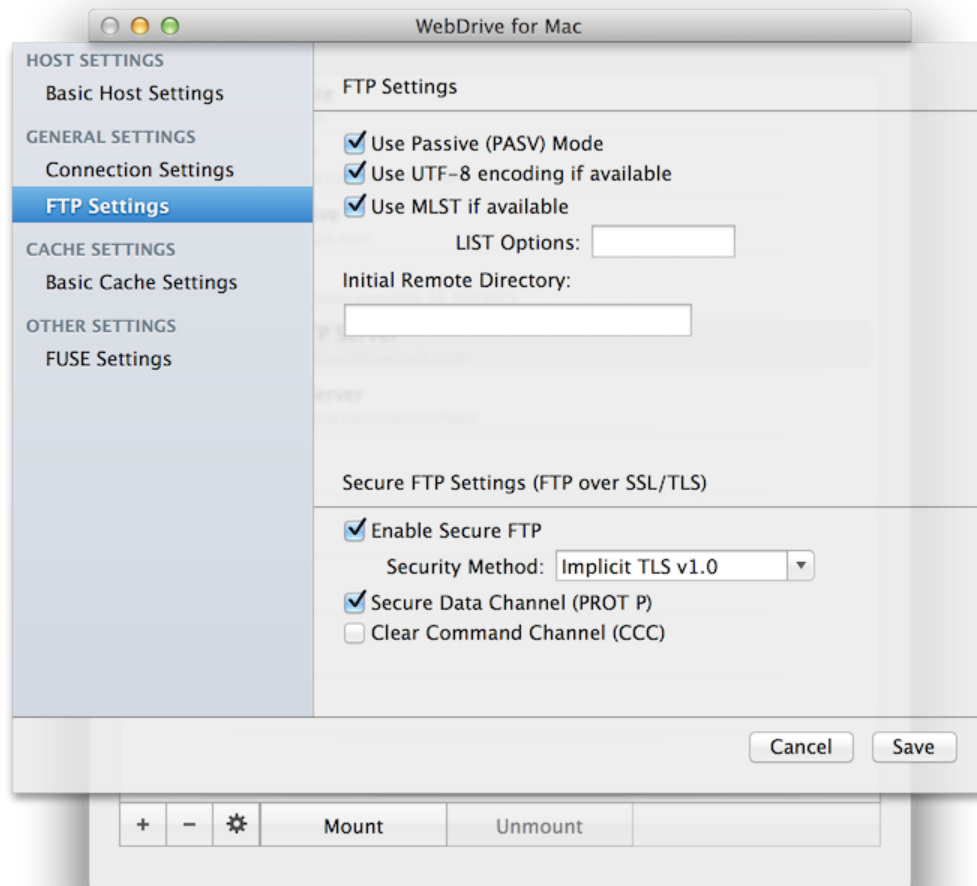

- **Use Passive (PASV) Mode** - This value controls the method by which WebDrive and the FTP server negotiate a data connection. By default this option should be enabled in order to work better with most firewalls.

- **Use UTF-8 encoding if available** - This value controls the UTF-8 setting for WebDrive. WebDrive will ask the server if it supports UTF-8 encoding, necessary for transferring filenames with non-US English characters in them. If the server does support UTF-8 encoding, WebDrive will use UTF-8 only if this option is enabled. If the server does not support UTF-8 encoding, this option is ignored.

- **Use MLST if available** - This value controls the use of the MLST command. Some servers support MLST as an efficient method for an FTP client to retrieve information about a file or folder on the server. If the server supports MLST and this option is enabled, WebDrive will use MLST instead of the standard LIST command.

- **LIST Options** - This value contains an optional list of arguments used when issuing a LIST command to the server. These options are the same as the standard LS options in a Unix system. For example, to show hidden files, you can supply -h as an option. These options are server specific so check with your server administrator to ensure that they are supported.

- **Enable Secure FTP** - This value controls the settings for secure FTP (FTP/S). Enable this option to turn on FTP/S support.

- **Security Method** - Select the type of security required for your FTP/S server. The major difference is that **AUTH** based security will use port 21 by default and **IMPLICIT** base security will use port 990 by default. If you are unsure of this setting, please contact your server administrator for more information.

- **Secure Data Channel (PROT P)** - This value controls the use of PROT P or PROT C when running in secure FTP/S mode. PROT P tells the server to protect, or encrypt, the data connection. PROT C tells the server to use the data connection without encryption. There is a trade off, PROT P is more secure, PROT C is faster.

- **Clear Command Channel** - This value is used to instruct the server to return to a non-secure method of communication. FTP/S is a method of ensuring that your FTP connection is secure. For some situations, the user may only need the FTP connection to be secure while the username and password are sent from the client to the server. Once the user has been authenticated, the need for secure FTP may not be necessary. For these situations, WebDrive can send the CCC, Clear Command Channel, command to the FTP server telling the server to drop out of encrypted mode and back in to non-encrypted mode. Non-encrypted mode is less secure, but faster.

Google Drive Properties

Selecting any site profile in WebDrive and selecting the gear icon will bring up a **Site Properties** window. Two tabs in this window will include varying options, depending on the type of site connection.

Basic Host Settings Tab

WebDrive offers the following configuration options for Google Drive site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the

changes to become effective.

- **Host Name or IP Address** - This field contains the host name of the Google Drive Service.
- **Google Drive Access Token** - In order for WebDrive to access your Google Drive account, WebDrive must authenticate itself as a valid entity. Using the "Click here to authenticate..." button, you will be able to log in to your Google Drive and approve WebDrive as a valid entity.
- **Click here to authenticate...** - Click this button to open your browser, log in to your Google Drive, and authenticate WebDrive as a valid program that will be interacting with your Google Drive. Once you have been authenticated, you will be able to close your browser and your Google Drive Access Token will be entered into WebDrive for future use.

- **Test Connection...** - Use this option to test the connection to the server. This is very important as it ensures that your login credentials are accurate prior to trying to mount the site profile.
- **Site Profile Name** - Enter a unique name used to identify this Site Profile in WebDrive. This name will also be used as the name of the mounted volume.

Google Drive Settings Tab

WebDrive offers the following configuration options for Google Drive site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.

- **Initial Root Directory** - This value controls the default root directory used when connecting to the server.

HTTP & HTTP/S Properties

WebDrive offers the following HTTP configuration options for Amazon S3, Google Drive, WebDAV and WebDAV/S site profiles as they are all based on the HTTP protocol. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.
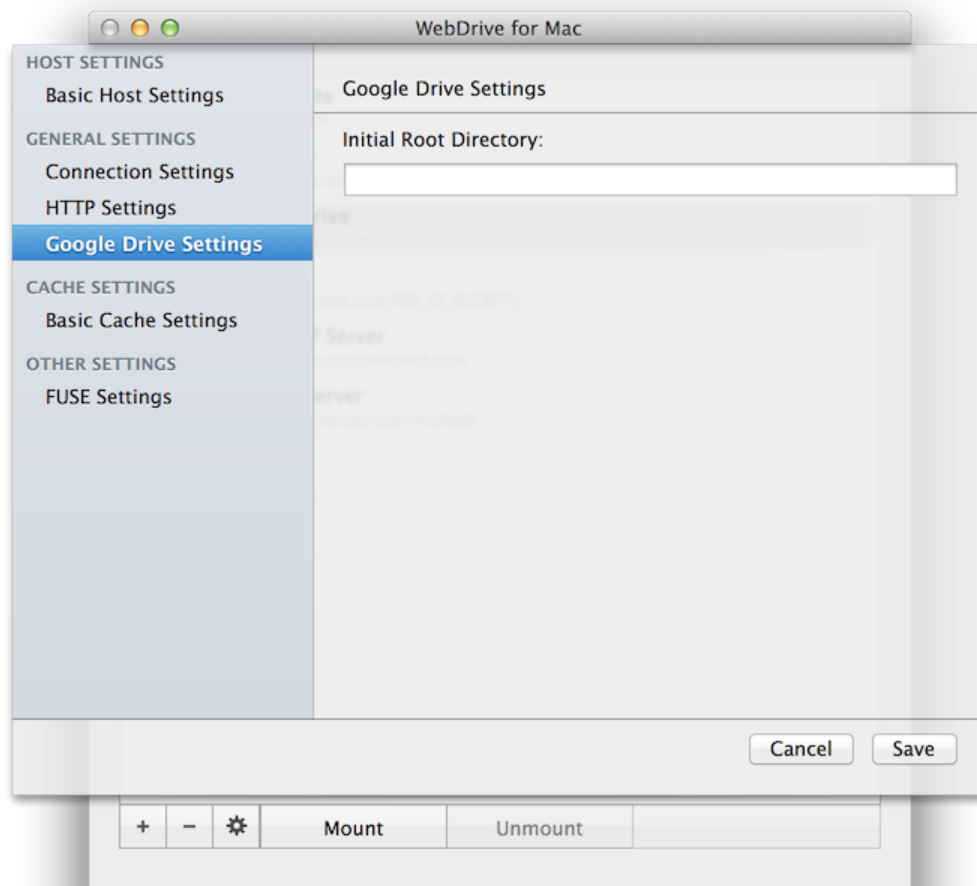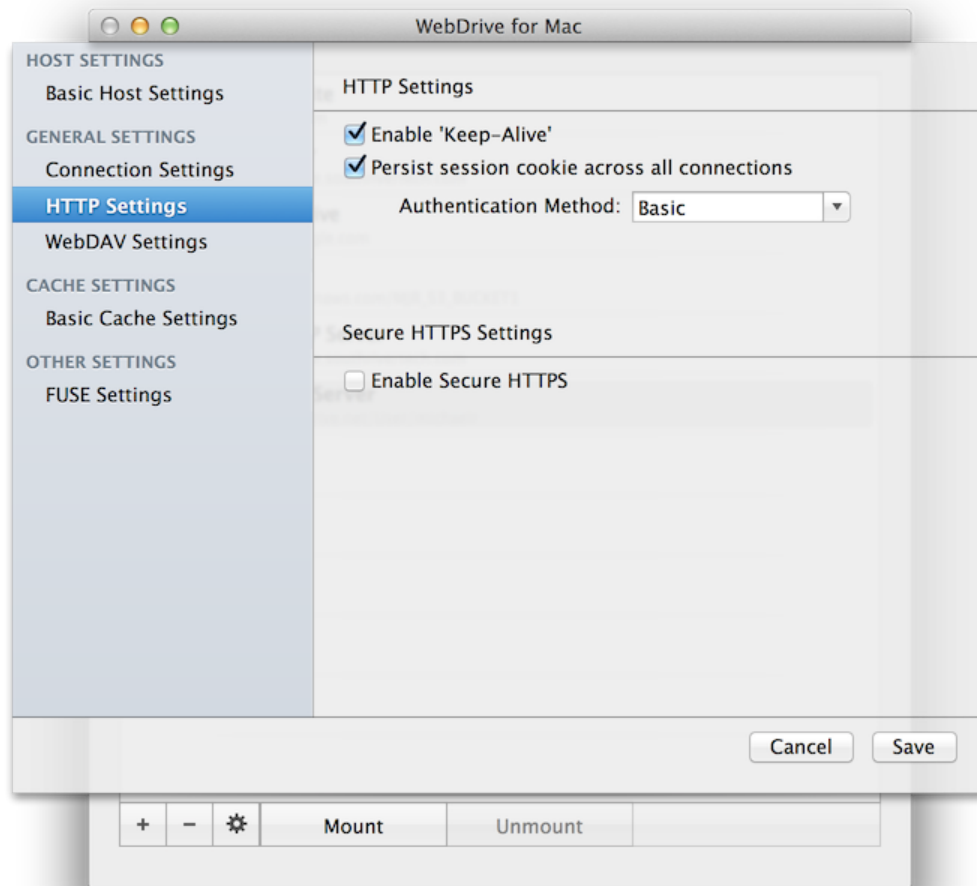

- **Enable 'Keep-Alive'** - This value controls the use of the Keep-Alive setting for HTTP connections. This setting instructs the server to keep the connection open after each request/response. Some

servers will ignore this and will close the connection anyway. The use of this value is especially good during HTTP/S sessions when the creation and breakdown of a secure connection is very time consuming.

- **Persist session cookie across all connections** - This value controls the use of the session cookie across all connections. If WebDrive opens multiple connections to the server, and this option is enabled, WebDrive will attempt to use the same Session Cookie across all connections to increase performance.

- **Authentication Method** - Select the authentication method to be used for this site profile.

- **Enable Secure HTTPS** - The value controls the use of HTTP or HTTP/S for this site profile. If the connection must be secure, enable this setting.

OneDrive Properties

Selecting any site profile in WebDrive and selecting the gear icon will bring up a **Site Properties** window. Two tabs in this window will include varying options, depending on the type of site connection.

Basic Host Settings Tab

WebDrive offers the following configuration options for OneDrive site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.

Host Name/IP Address: This field contains the fully qualified URL for the OneDrive.com address. You may skip the protocol prefix, http:// or https://.

OneDrive Access Token: This is a cookie that will be generated when you click the button below to log into your OneDrive account. Place the generated code here to keep a connection between WebDrive and your OneDrive account.

Click here to log in to your Box account: Clicking this will launch a separate window for you to enter your OneDrive credentials. Confirm that you would like to allow WebDrive to access data stored in your OneDrive account.

Test: Use this option to test the connection to the server. This is very important as it ensures that your login credentials are accurate prior to trying to mount the site profile.

Site Profile Name: Enter a name for your site profile. This will display in the main list of connections. If you will utilize multiple OneDrive connections, you may want to make this name unique to help identify them.

OneDrive Settings Tab

WebDrive offers the following configuration options for OneDrive site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.
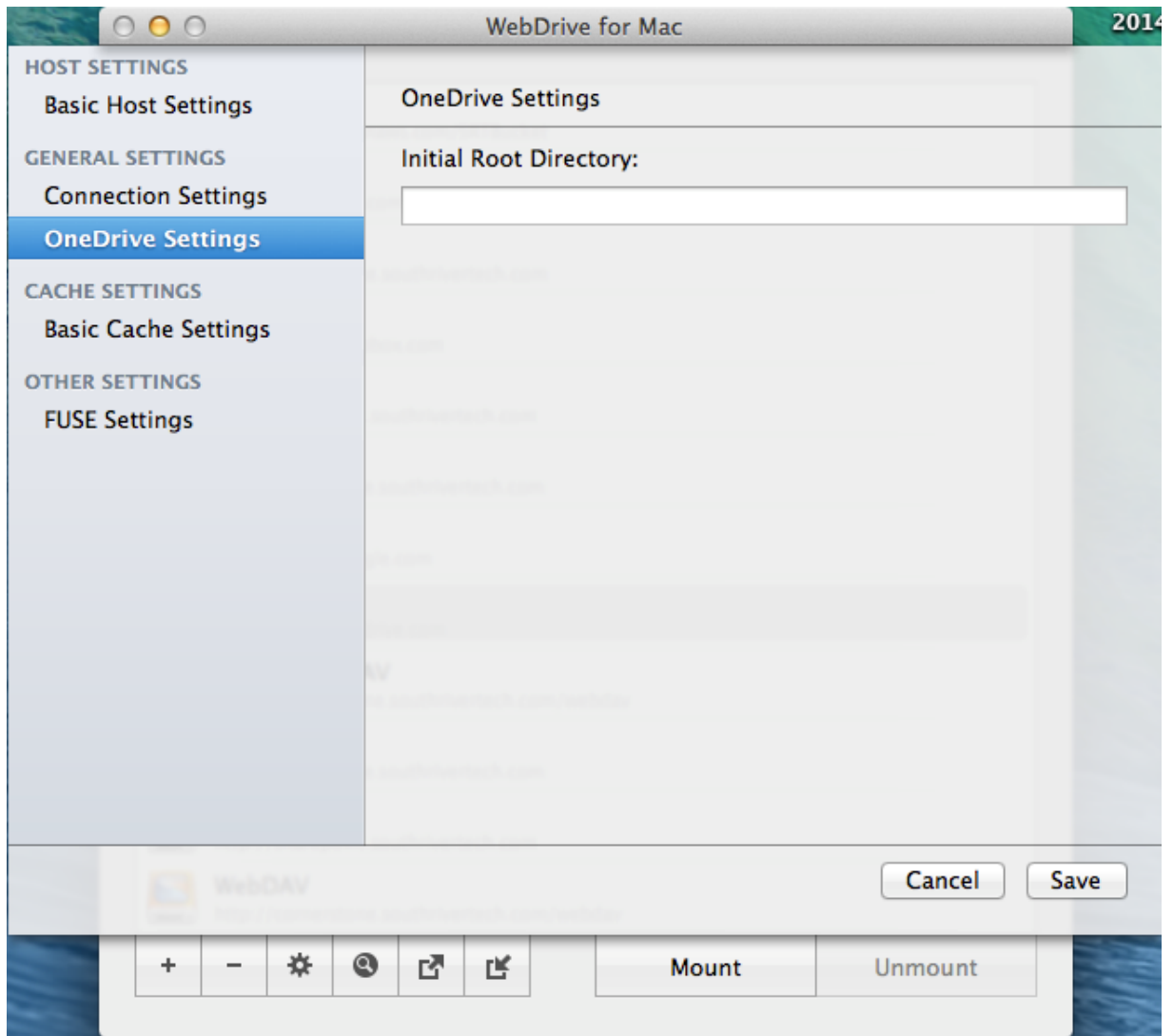
Initial Root Directory: Enter the path to the specific directory you would like WebDrive to open to upon connecting to a site. This can be left blank to open the top-level directory by default.

SFTP Properties

Selecting any site profile in WebDrive and selecting the gear icon will bring up a **Site Properties** window. Two tabs in this window will include varying options, depending on the type of site connection.

Basic Host Settings Tab

WebDrive offers the following configuration options for SFTP site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.

- **Host Name or IP Address** - This field contains the Host Name, Domain Name, or IP address of the SFTP server. Do not add a subdirectory in this field. For this server type, you can specify a sub-directory, or Initial Remote Directory, on the Advanced Settings panel.
- **Username** - This field contains the username for accessing the server resources.
- **Password** - This field contains the password for accessing the server resources.
- **Save Password** - Enable this option to have your password encrypted and stored in the secure Key Chain on your computer. Saving the password prevents you from having to enter the password each time you mount the site profile.
- **Test Connection...** - Use this option to test the connection to the server. This is very important as it ensures that your login credentials are accurate prior to trying to mount the site profile.

- **Site Profile Name** - Enter a unique name used to identify this Site Profile in WebDrive. This name will also be used as the name of the mounted volume.

SFTP Settings Tab

WebDrive offers the following configuration options for SFTP site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.
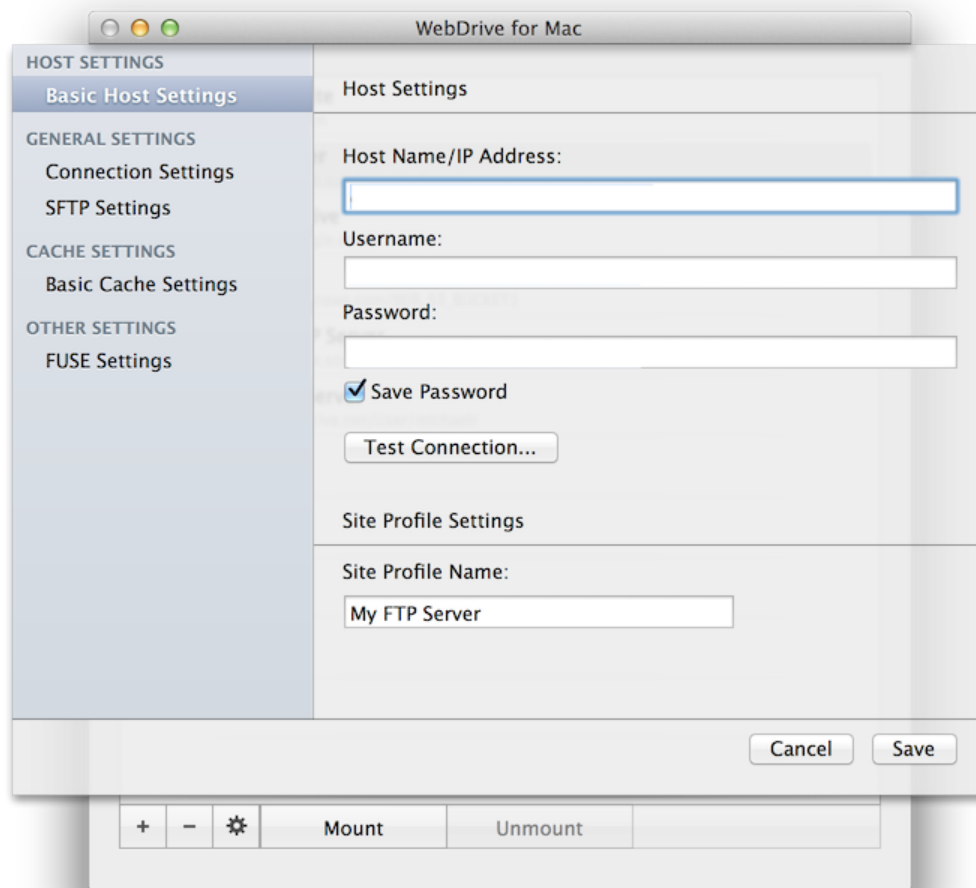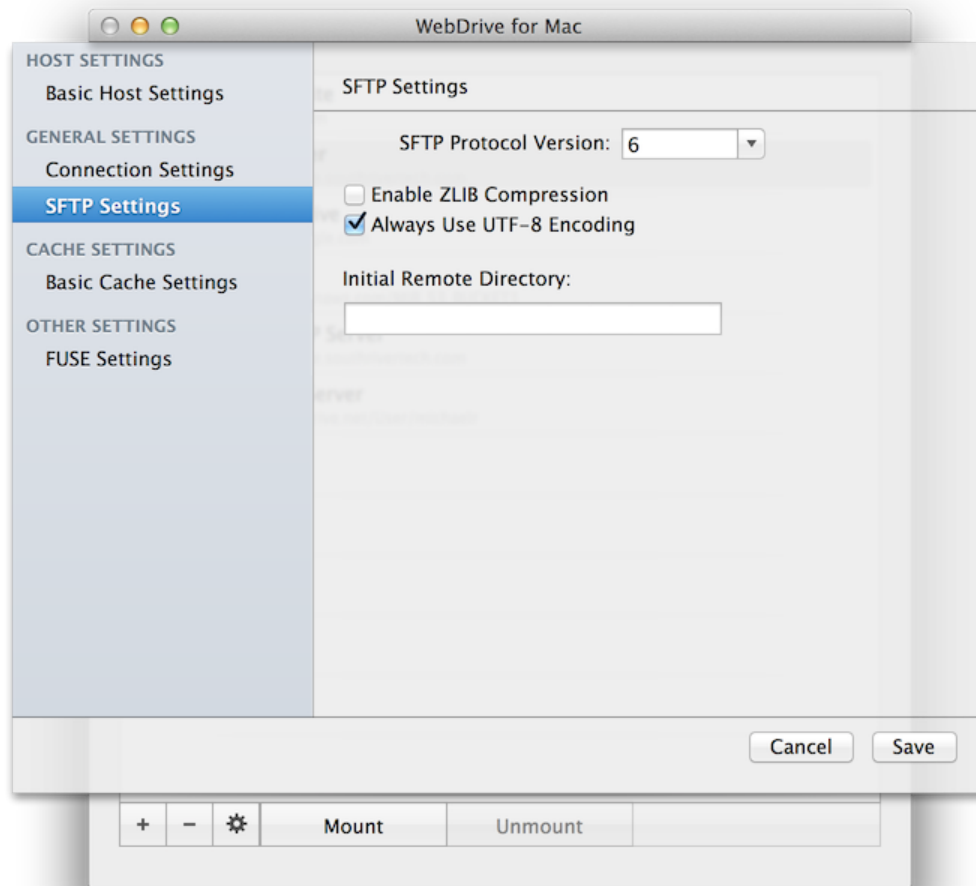

- **SFTP Protocol Version** - Choose the default version of the SFTP protocol to use when connecting to the server. Valid choices are SFTP Protocol Version 3 through Version 6. It is recommended that this value be set at version 4 or higher as SFTP protocol version 3 **does not support UTF-8 encoding** and

could cause problems if you have filenames with International characters in them. It's also good to set this value high because during the SFTP handshake, the client and server will negotiate the least-common supported protocol. This means that if WebDrive advertises version 5 and the server advertises version 3, then version 3 will be used.

- **Enable ZLIB Compression** - This value controls the use of ZLIB compression during the connection. If both the client and server support ZLIB compression, enabling this option could possibly increase performance depending on the type of data being transferred. Text data seems to benefit more from ZLIB compression than does binary data.

- **Always Use UTF-8 Encoding** - This value controls the use of UTF-8 encoding when connecting to a server that **only supports SFTP protocol version 3**. Since SFTP protocol version 3 does not support UTF-8 encoding, the default is to bypass UTF-8 encoding when talking to these types of servers. However, some servers can identify UTF-8 encoded data when running with protocol version 3. For these servers, you can enable this feature to force the use of UTF-8.

- **Initial Root Directory** - This value controls the default root directory used when connecting to the server.

WebDAV Properties

Selecting any site profile in WebDrive and selecting the gear icon will bring up a **Site Properties** window. Two tabs in this window will include varying options, depending on the type of site connection.

Basic Host Settings Tab

WebDrive offers the following configuration options for WebDAV and WebDAV/S site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.

- **URI** - This field contains the fully qualified URI for the WebDAV server. While you may skip the protocol prefix, http:// or https://, you must enter the fully qualified URI for the WebDAV resource/folder on the server. This means that if you are connecting to a WebDAV server located at **www.my-webdavserver.com** and the data you are trying to reach is in the **/User/myUserData/** folder, the fully qualified URI would be **http://www.mywebdavserver.com/User/myUserData/**

- **Username** - This field contains the username for accessing the server resources.

- **Password** - This field contains the password for accessing the server resources.

- **Save Password** - Enable this option to have your password encrypted and stored in the secure Key Chain on your computer. Saving the password prevents you from having to enter the password each time you mount the site profile.

- **Test Connection...** - Use this option to test the connection to the server. This is very important as it ensures that your login credentials are accurate prior to trying to mount the site profile.
- **Site Profile Name** - Enter a unique name used to identify this Site Profile in WebDrive. This name will also be used as the name of the mounted volume.

WebDAV Settings Tab

WebDrive offers the following configuration options for WebDAV and WebDAV/S site profiles. Once any changes are made to these settings, you will need to unmount, then remount, the drive for this site profile for the changes to become effective.
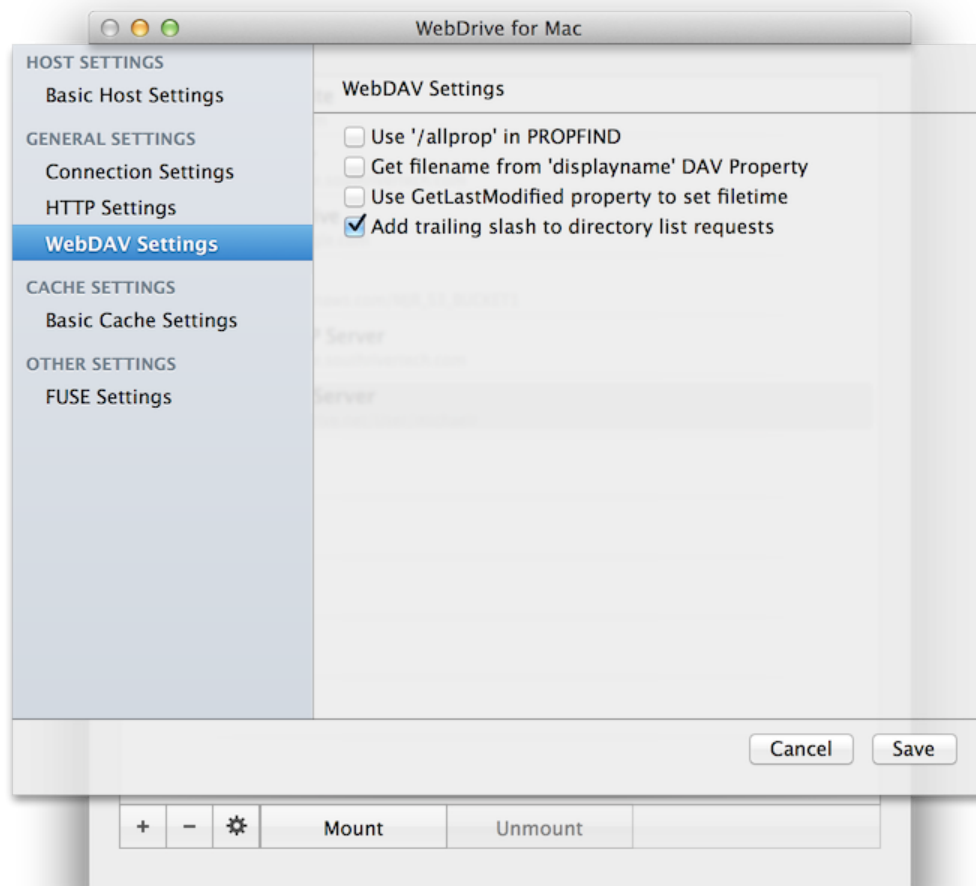
- **Use /allprop in PROPFIND** - This value controls the use of the /allprop during PROPFINDs. By default, WebDrive will use a very specific set of properties for the PROPFIND. WebDrive does this to minimize the amount of traffic between the client and the server. Enabling the /allprop option will tell WebDrive to use /allprop instead of individual properties. This will return more data from the server, but may cause performance issues due to the volume of data being transferred between the server and client.

- **Get filename from 'displayname' DAV Property** - When you enable this feature, WebDrive will use the **displayname** property instead of the **href** in the PROPFIND response for a directory listing. Usually the href is used.

- **Use GetLastModified property to set filetime** - When enabled, WebDrive will attempt a PROPPATCH on the **getlastmodified** property to set a file's modified time so that it will match the local time of a file. This enables file synchronization. Few DAV servers support this; if the server returns an error, WebDrive will simply ignore it and continue.

- **Add trailing slash to directory list requests** - This is required for certain Apache servers. When enabled, this option automatically adds a trailing slash "/" to directory list requests. Therefore, when you access a directory without a trailing slash "/" Apache sends a redirect to the client to tell it to add the trailing slash. Without this slash, relative URLs will not work properly in some Apache servers. The WebDAV RFC requires all PROPFIND requests issued to the WebDAV server to contain a trailing slash if the target of the request is a directory object.This option is enabled by default, but if your WebDAV server does not support the trailing slash, disable this option.

Having a problem with WebDrive? We have answers.

Explore the help topics included with your software or provided online to learn more about WebDrive. If you can't find the information here, you may find answers in our **Knowledge Base**. Clients with active maintenance can also submit tickets here for assistance with specific issues.

FAQ

Common Questions

Is there a way to view a list of the computers that are activated on my registration code? Can I deactivate computers online?

Yes. We have a Customer Activation Portal that will enable you to review your current activations on a given registration code.

You can log into the Activation Portal using your software registration code and the email address that was used to register the software. Please contact our Support Team if you do not know the registered email address for your license.

The address of the customer portal is **http://activate.southrivertech.com/CIS/Default.aspx**

Upon successful entry into the portal, the basic information about your software license is displayed. This includes the order number, the purchase date and the description of the product purchased.

Using the Portal you have the ability to view your current activations, download the list of activations in XML format, deactivate one (or all) computer activations, edit the customer registration information for the registration code, and manage any SRT email mailing list subscriptions.

How do I create log files for debugging?

Instructions for generating and sending over a debug log file (WebDrive for Windows):

1. Disconnect the mapped drive in WebDrive (if it is currently connected).
2. Go to App Settings --> Cache Settings and choose to "Clear Cache."
3. Go to App Settings --> Logging and enable all logging options (check all boxes).
4. Connect the mapped drive in WebDrive.
5. Reproduce the issue.

6. Disconnect the mapped drive in WebDrive.

7. Go to App Settings --> Logging --> View Logs and attach the resulting log file to this email.

Why can't I see new files created by other users?

Try flushing the cache from the tray icon. To see updates from other users you can select the Multi-user cache mode, or set directory listings to expire after a specified amount of time.

Why can't I connect to my server?

Check your username and password, they are case sensitive. Check if your Internet connection is still alive. Check the URL to make sure it is entered correctly.

Why is the directory listing empty for the FTP site?

Try flushing the directory cache. WebDrive might not understand the directory listing format of the FTP server or it can't Auto Detect the listing type. Try changing the server type from Auto Detect to the actual type. Currently UNIX, NT/DOS, VMS, Macintosh, AS/400, and Novell servers are supported. Try enabling Passive Mode (PASV). If you have a problem with a particular FTP server, please send the URL to us so we can add support for it.

How do I increase WebDrive's Storage Limit?

Open the registry editor and go to HKEY_CURRENT_USER\Software\South River Tech-nologies\WebDrive\Connections\(Your Site Profile Name). Find QuotaMB and change the value to something greater, depending on how large you would like the limit to be.

Location Not Available

The likely cause for this issue is that Webdrive.exe is running as Administrator (elevated). The Session ID will not matchup with the Drive Letter being selected. It is important to ensure Webdrive.exe is not running as Admin when it is launched.

I can only open one PDF document at a time; how do I change this?

This is caused by an update that Adobe added recently. To work around this, please open Adobe Reader, go to Edit/Preferences/Security (Enhanced) and turn off "Enable protected mode at startup."

How can I configure Multiple Cloud Accounts (OneDrive, Google Drive, etc.)

You can set up multiple cloud accounts with the same service (i.e. two OneDrive accounts) or any number and combination of other cloud storage connectors. To do this, create your first account site profile as normal (for instance, if you need a OneDrive connection, set up a OneDrive account via their website). Then, open an Internet browser, log into the same account, and log back out. Then, create a OneDrive site profile in WebDrive using the same credentials. Create another OneDrive (or other cloud

service) account, log in and out, and enter those credentials as a site profile in WebDrive. By entering the credentials for each different account, you can connect to any number of them. You can continue this for any additional site profiles to be created; be sure to log in through a browser and then log out for each one.

Caching Questions

Why can't I see a file that was added by another user?

You are probably using single-user cache mode. You can either switch to multi-user mode or manually flush the cache. You can use the WebDrive tray icon to manually flush the cache or you can use Explorer. To manually flush the cache in Explorer, right-click on a drive and select Flush Cache from the WebDrive context menu.

Why does WebDrive download the entire file?

FTP/HTTP protocols do not provide for random file access, so WebDrive must cache the file. When Block I/O mode is enabled, SFTP provides random access.

> **Note:** Some anti-virus software may have issues with WebDrive when the anti-virus software attempts to perform real-time scanning on files in the WebDrive Cache Folder. Most anti-virus software has an option to exclude specific folders from their scan, if you experience hanging issues please add the WebDrive cache folder to the exclusion list in your anti-virus or anti-malware software.

Report Issues

Reporting Problems

To report a problem, visit the **WebDrive support page**. If the answers aren't in the product help, explore the Knowledge Base and submit a ticket if necessary.

Please furnish our Support Engineers with the following information:

- The Windows platform that you are running
- The WebDrive version you are using
- The URL of the server that you were using when the problem occurred
- A detailed description of the problem

Include file name and complete sub-directory name if applicable. Attach a copy of the log file to your e-mail.

To find pertinent information specific to your version of this product, go to the License Information tab under App Settings, General Settings and click Copy Program Info to Clipboard.

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