

2019

WebDrive Installation Guide

Instructions for installing, activating, and updating the WebDrive client.

QuickStart Guide



Setting Up and Updating WebDrive



Welcome to WebDrive!

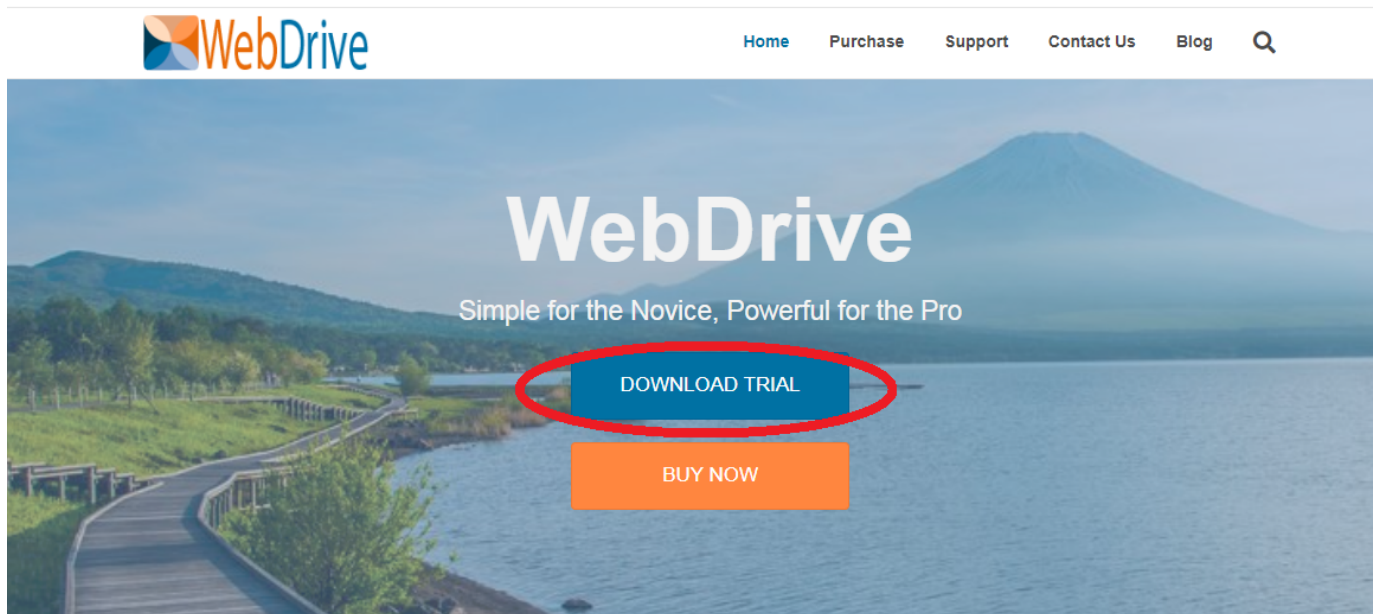
WebDrive is a file transfer client which connects with your offsite data storage servers, including SFTP, WebDAV, and SharePoint, to allow you to access and edit content on an as-needed basis.

WebDrive also works with [Cornerstone MFT Server](#) to reduce the risk of network intrusion. WebDrive is an innovative way to access files stored in Cornerstone and other remote locations from the convenience and familiarity of a drive letter.

Installation

WebDrive runs on all versions of Windows, Mac, Android, and IOs platforms (with the exception of Windows RT 32bit, which is no longer supported by Microsoft). If you have recently upgraded to a Windows 8 or 10 operating system, you will need to reinstall WebDrive to maintain all of the software's functionality.

When you are ready to install WebDrive, access the most recent version from our website at at <http://www.webdrive.com/>.



After the software downloads, run it and follow the installation wizard.

Note: If you change the save location from the default, your log and cache files will also save to the new location. This information will be important if you ever need to troubleshoot or submit a ticket to our helpdesk, which sometimes requires logging data.

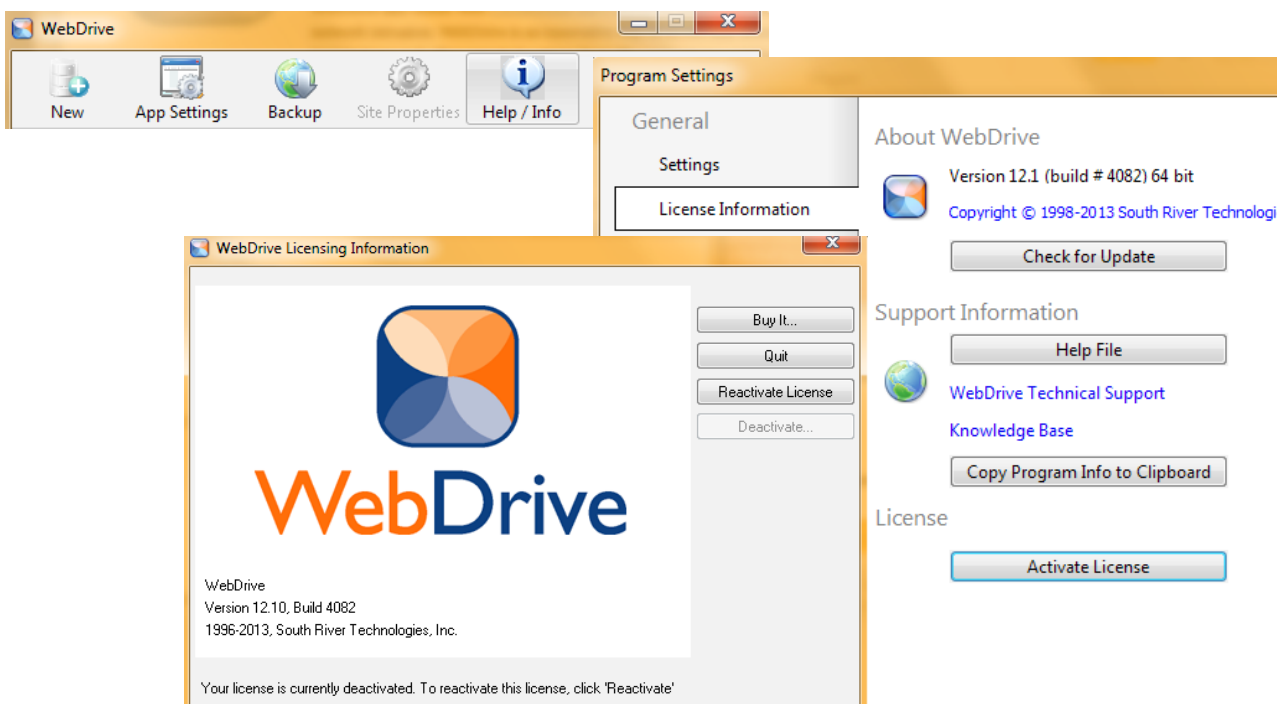
Error: Cannot Identify File Type

Your browser may show an error stating that it cannot recognize the file type. Try again using an alternate browser.

Activate Your License

Once you've purchased a WebDrive license, you can activate your software using these steps:

1. Launch WebDrive.
2. Click the Help/Info icon in the top toolbar (or click App Settings and selecting the License Information tab).
3. Click the Activate License button.
4. Click the Activate License button in the window (or Buy It... first, if you still need to purchase a license) and enter your licence code, which you should have received in a confirmation email, and click Activate.

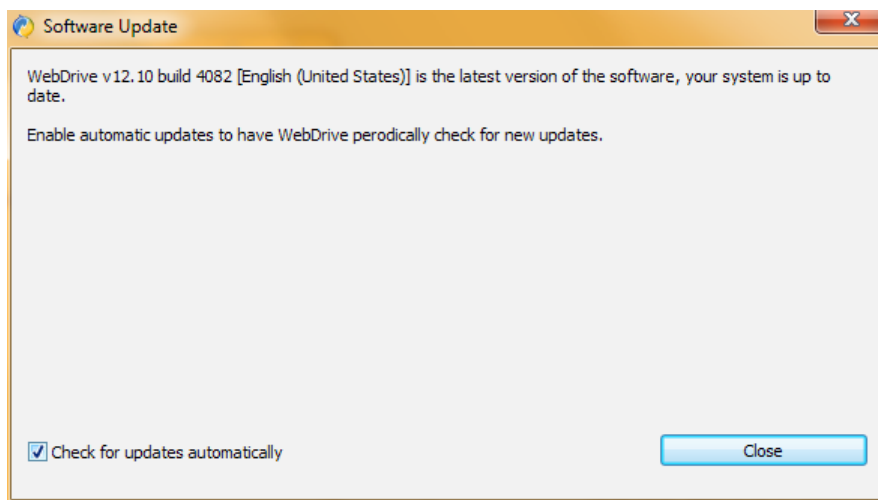


Update WebDrive

SRT updates its software periodically to keep up with fast-changing security standards. You should update your software regularly. You can either check for updates manually, or configure WebDrive to check for updates each time it launches.

To reach the update settings in WebDrive, follow the previous instructions for activating your license by accessing the License Information page. From there:

1. Click the Check for Update button.
2. If a new update is available, update your software.
3. Enable the Check for updates automatically option in the lower left corner if you would like WebDrive to do this automatically. WebDrive will ask for permission before initiating an update.
4. Restart your computer to complete the installation. You will be prompted to complete this step.



Troubleshooting

Visit our Knowledgebase to read helpdesk articles and answers to frequently asked questions.

To report a problem, visit our support site at <http://www.SRThehelpdesk.com/>. Please furnish our

Support Engineers with the following information:

- The Windows platform you are running.
- Software used and version number.
- 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.

About South River Technologies

South River Technologies (SRT) is an innovator in secure file management software. SRT software allows users to securely access, manage, and collaborate on files over the Internet, streamlining business processes to improve productivity. SRT's products enhance customers' existing applications by instantly enabling secure access and collaboration within those applications. More than 90,000 customers in 140 countries use SRT's software to make remote file access and collaboration more efficient for their customers, partners, and distributed workforce.

For more information, please visit www.southrivertech.com. South River Technologies, Cornerstone MFT, Titan FTP Server, WebDrive, and DMZedge Server are registered trademarks of South River Technologies, Inc. in the U.S. and other countries. Any information in this document about compatible products or services should not be construed in any way to suggest SRT endorsement of that product or service.

Contact Information

South River Technologies, Inc.
1910 Towne Centre Blvd
Suite 250
Annapolis, Maryland 21401
USA

Toll Free: 1-866-861-9483
Main: 443-603-0290
Fax: 410-266-1191
Website: www.WebDrive.com
Online Support: www.srthelpdesk.com