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# Triofox Windows Client Guide

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Triofox Windows Client Version 12.8.4552.52715

**JUNE 14, 2022**

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# Getting Started

## Introduction

Welcome to the Triofox Windows Client User Guide. This guide describes the client functionality for users of Triofox.

## Client Agents

Triofox client agents are available for Windows, Mac, web browser, iOS, and Android. These clients are designed to work with your Triofox account, which can be powered by any supported storage service.

## Windows Client Agent

### System Requirement

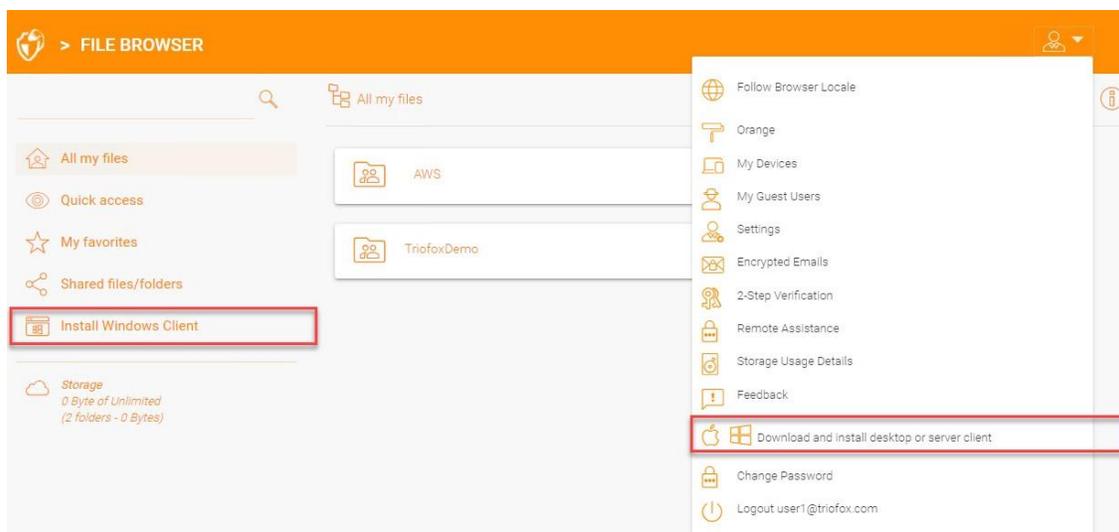
- OS - Windows XP, Vista, Windows 7/8/8.1/10
  - Normally, on Windows Server type machine such as 2016/2019/2022, the Server Agent is used instead of the Client Agent. However, the Client Agent can also run as a desktop application on Windows Server OS. For example, if you want to use the Desktop Agent in a Terminal Server environment, you must install the Desktop Client instead of the Server Agent.
- Hard Drive - 100MB
  - 50MB for the installed program
  - at least 50MB for the operation of cache folder
- CPU - No special requirements (Intel/AMD x86/x64)
- Internet Connection

This guide is written against Windows Client agent version 12.8.4552.52715.

## Installation

**NOTE:** You must log in to Triofox before you can download the Windows or Mac Clients. This allows you to access client installation packages that are already associated with your Triofox account, making it easier to install and access Triofox.

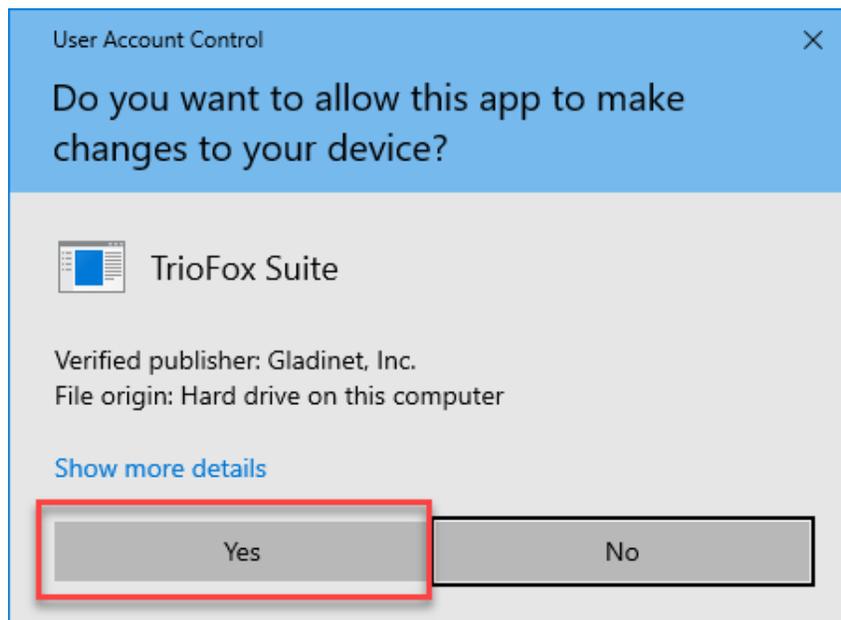
First, log into your Triofox web portal and click on the link to the client downloads, as shown below.



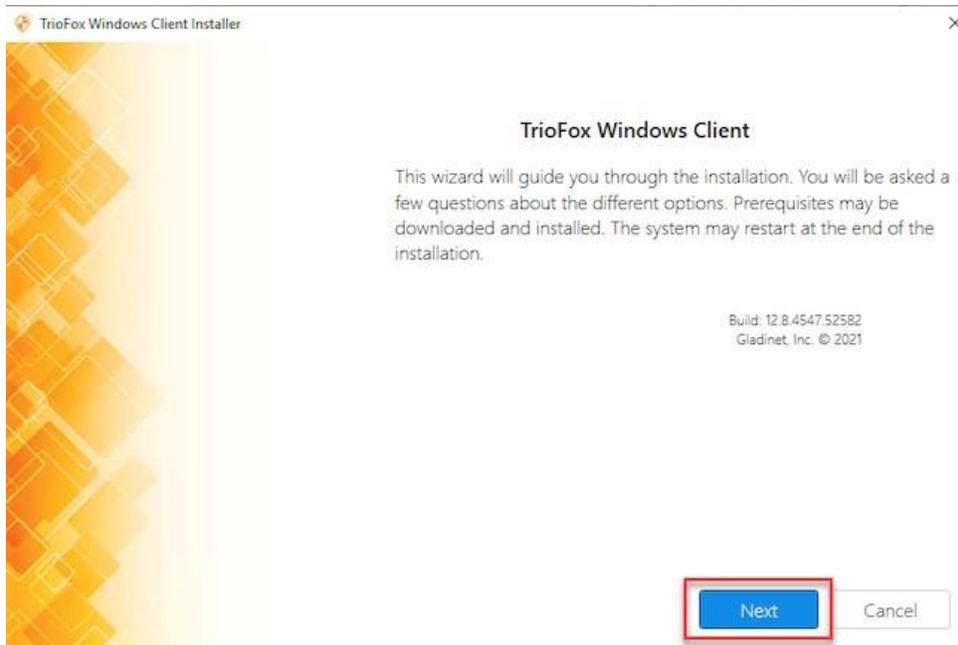
Once you click on the download button, you will see a page with options, including Windows Desktop Client. Click on the link to download the Windows Client Installer.

The screenshot shows the 'DOWNLOAD NATIVE CLIENTS' section of the Triofox website. It features three main sections: Windows Desktop Client, macOS Desktop Client, and Triofox Mobile. The Windows section includes icons for Legacy PCs (XP, Vista, 7), Windows 8, and Windows 10, with a red-bordered button for 'Window Client Installer 12.8.4552.52715'. The macOS section includes icons for Legacy Mac OS X (10.9->10.12) and Mac OS X 10.13+, with buttons for 'Installer Package (MacOS 10.9/10.10/10.11/10.12)' and 'Installer Package (MacOS 10.13 and above)'. The mobile section features 'Download on the App Store' and 'GET IT ON Google Play' buttons. A 'CLOSE WINDOW' link is visible in the bottom right corner.

Run the downloaded MSI package to start the installation.

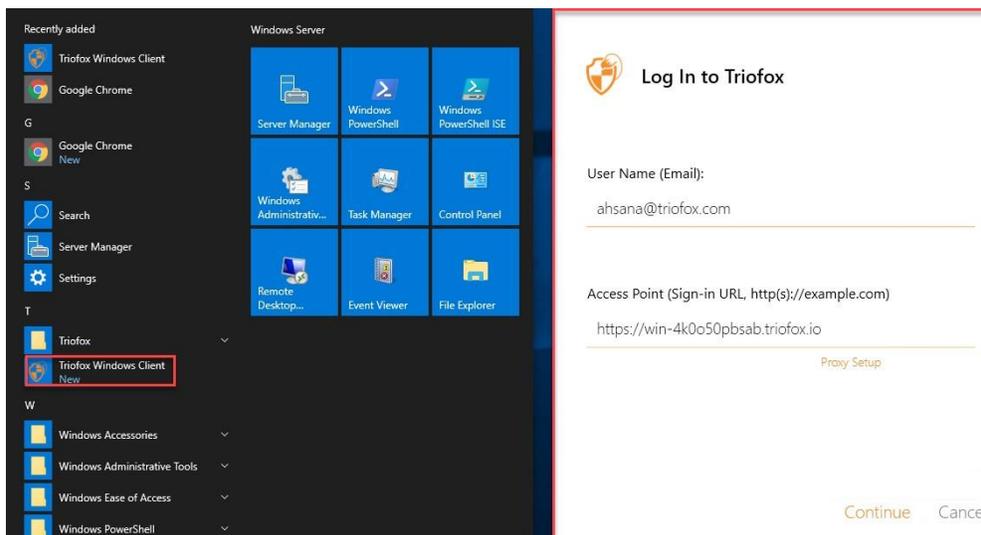


Then click "Next" and follow the instructions to complete the installation. On the Setup Windows Client screen, you can customize the installation if necessary.

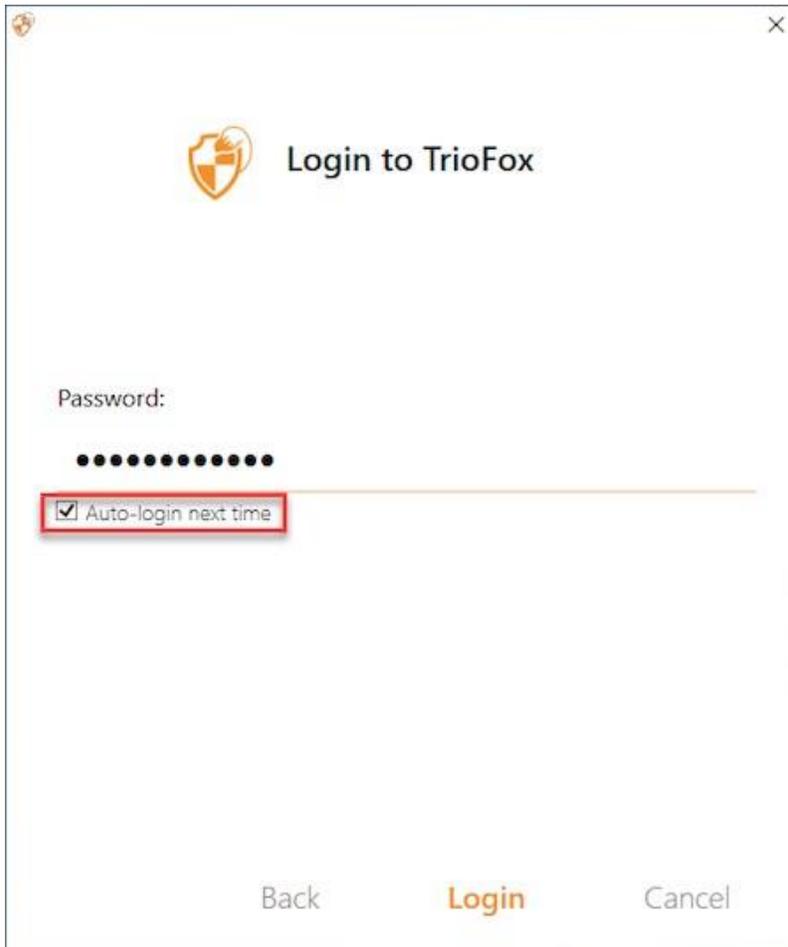


## Log In to Triofox

At the end of the installation, you will be prompted to enter the credentials for your Triofox user account. With these credentials, your Triofox Windows Client will be authorized and connected to your Triofox user account. Access to your Windows Client Agent is also possible via the Windows Start menu.



If the "Auto-login next time" option is selected (default), the Cloud Windows Client will be launched when Windows starts. You can see the client icon at the bottom right of your desktop or in the notification areas at the bottom right of your taskbar.



## Accessing Your Files and Folders

There are two main ways to use Triofox files and folders.

- First, there is a Triofox Cloud Drive.

With the Triofox Cloud Drive, you have direct on-demand access to your files.

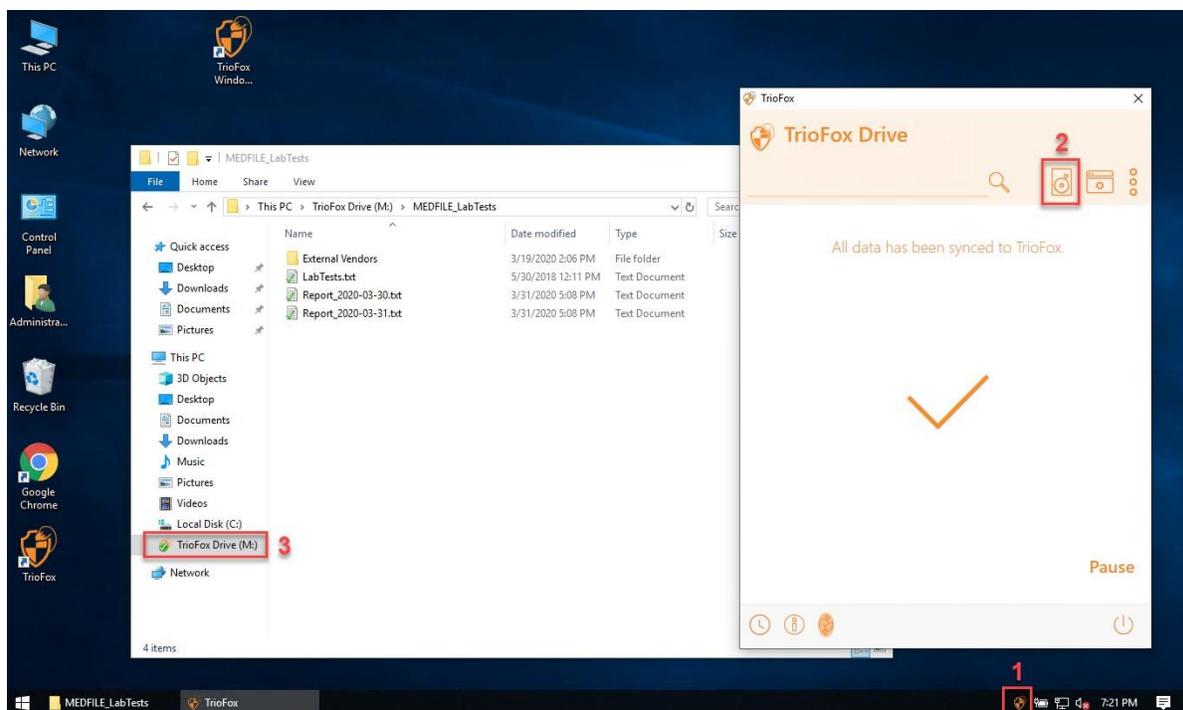
- Second, there are the synchronization folders.

Outside of Cloud Drive, if you do not want to change the location of your existing folders, you can attach local folders as an access mechanism. The attached folder will be synchronized with Cloud Drive in a bi-directional way.

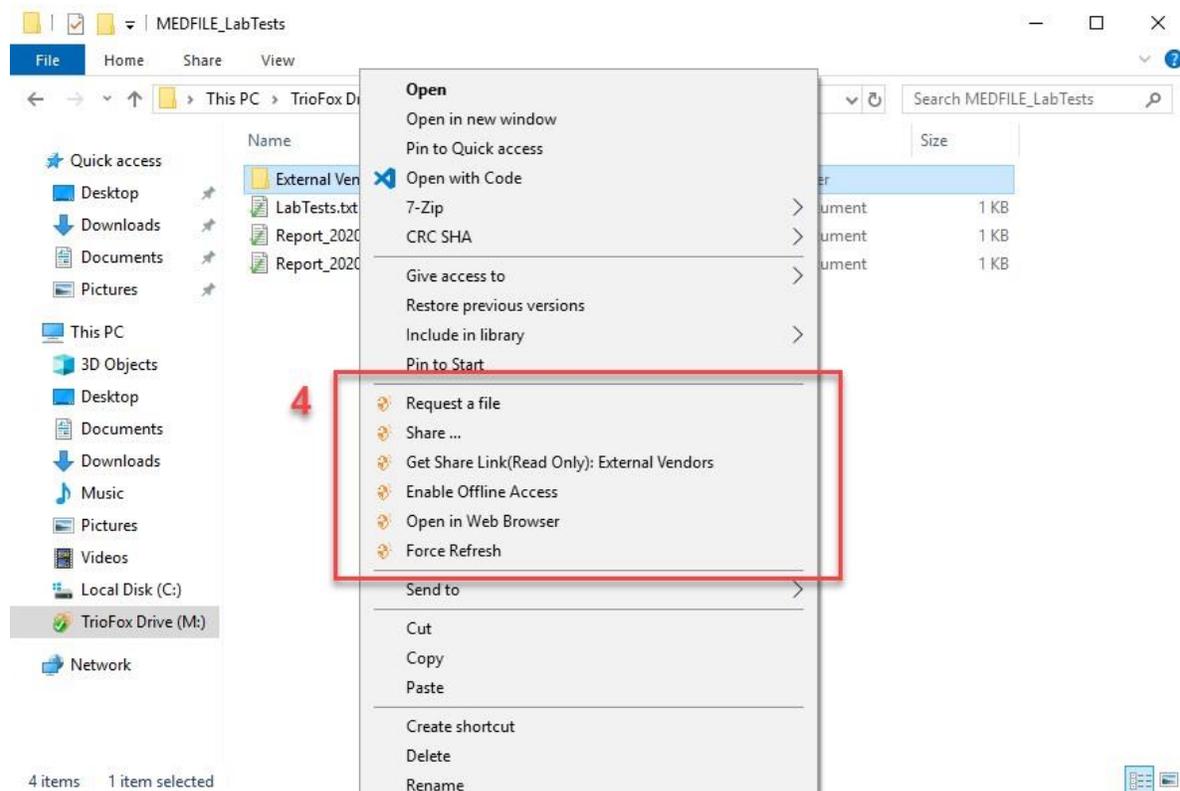
## Cloud Drive Access

After the installation is completed, a system tray icon will appear that allows you to open your Triofox Drive.

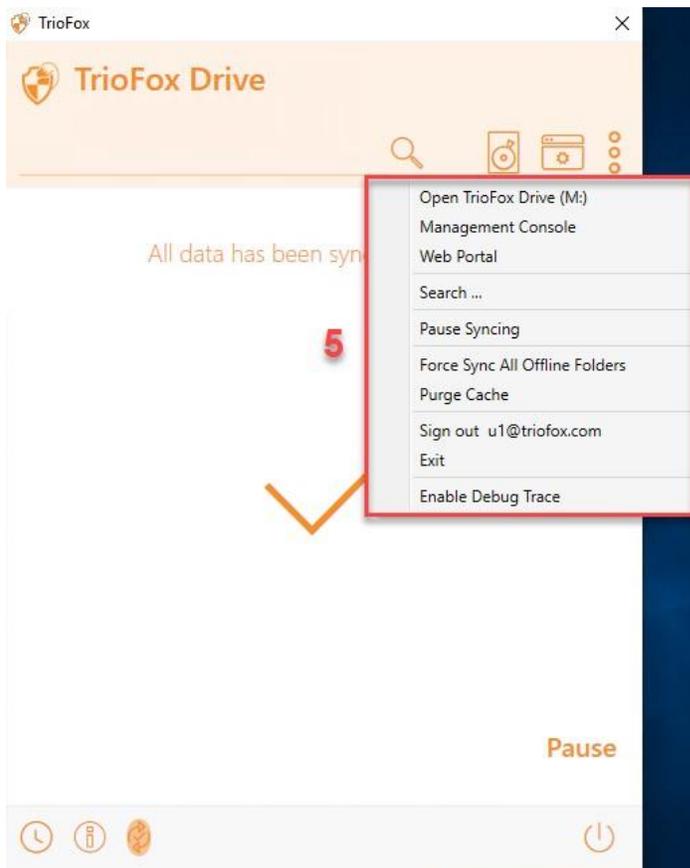
When you click on the system tray icon (1), the tray menu will open. You can access the Cloud Drive by clicking on the folder icon (2), which opens Windows Explorer in the Cloud Drive view (3).



In the Cloud Drive folder, you can perform typical Windows folder functions and right-click to access the Cloud Drive context menu (4).

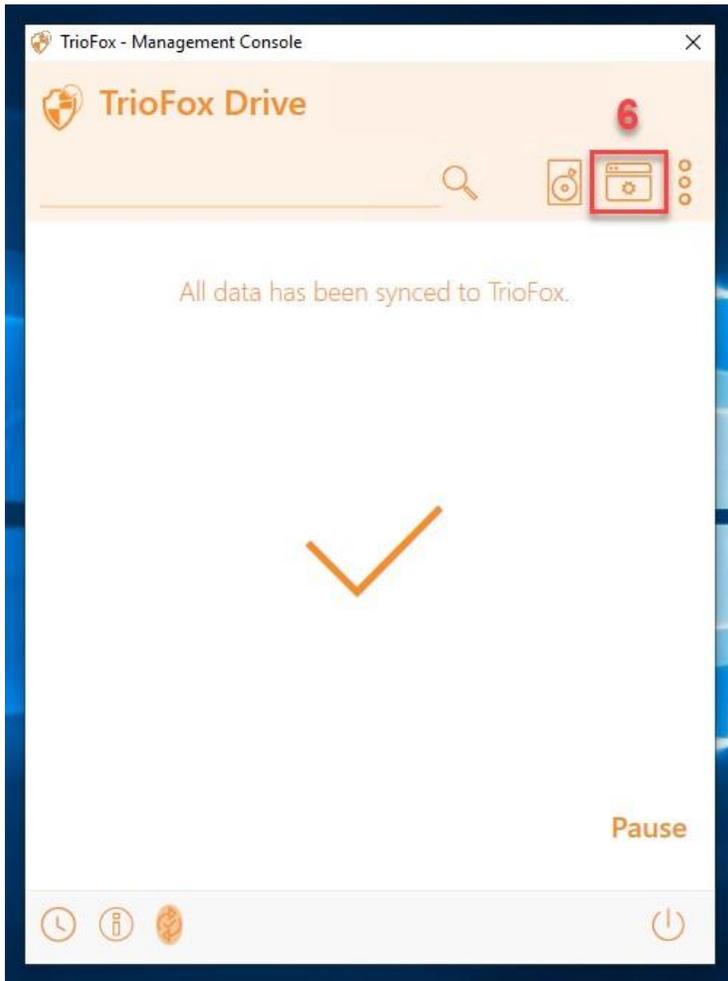


Back in the Tray Menu, there is an additional menu icon (5) that allows you to access other important functions (e.g., Web Portal, Force Sync All Offline Folders, Sign out, Exit, Enable Debug Trace).



## Management Console

Also in the Tray Menu, there is a Management Console icon **(6)**. Clicking on it opens a browser through which you can access the Management Console.



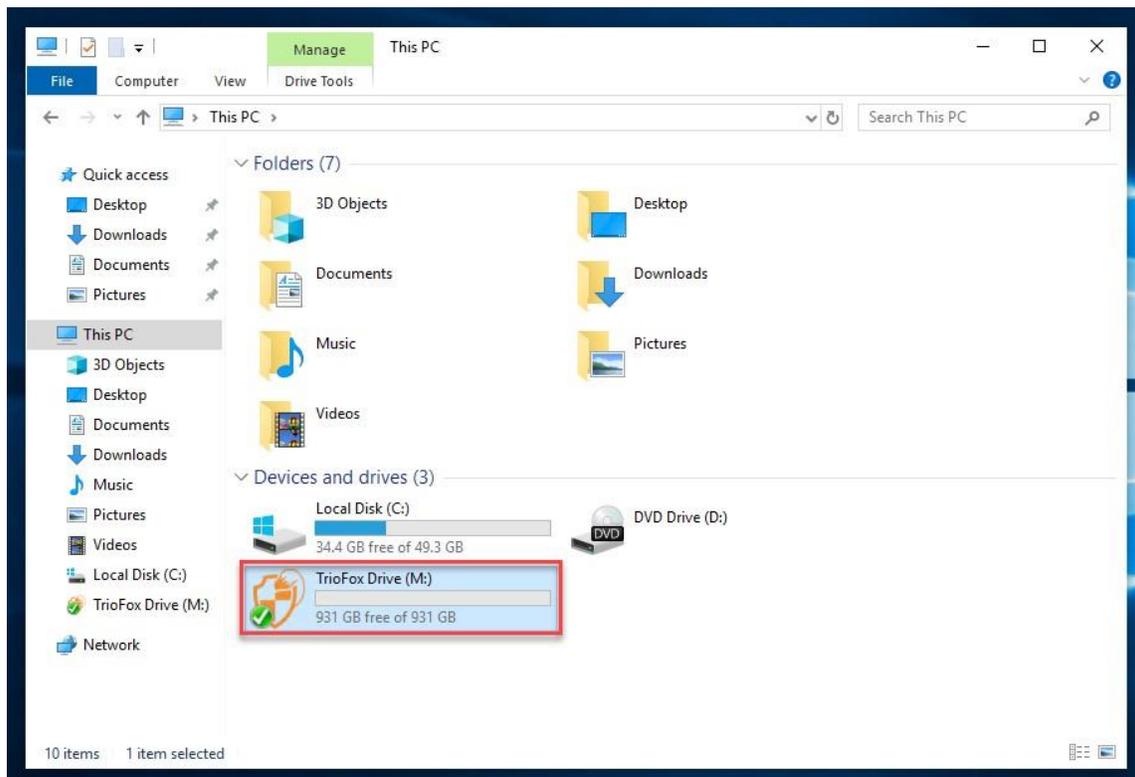
The screenshot shows the Triofox Windows Client dashboard. The top header features the Triofox logo and the word 'Dashboard'. A left sidebar contains navigation items: Dashboard, Attached Folders, Offline Folders, Locked Files, Pending Check-ins, Settings, and Sync Status. The main content area displays the Triofox logo, the text 'Triofox', and 'Windows Client - 12.8.4552.52715'. Below this, the user's email 'ahsana@triofox.com' and a URL are shown. A section for 'Storage Quota' includes a graph icon. 'Cache Size' is listed as '63 KB' with a trash icon. Upload and download speeds are both 'Total: 0 KB/Second'. A green checkmark indicates 'All data has been synced to Triofox.' with a 'Pause' button.

# Cloud Drive on the Desktop

## Transferring Files

Now you can use cloud storage like a virtual drive or folder. Simply drag and drop local documents to the cloud storage, or as you've always done.

You can access your cloud drive directly with a drive letter.



Triofox Windows Desktop Agent makes it very easy to move data to or extract data from cloud storage.

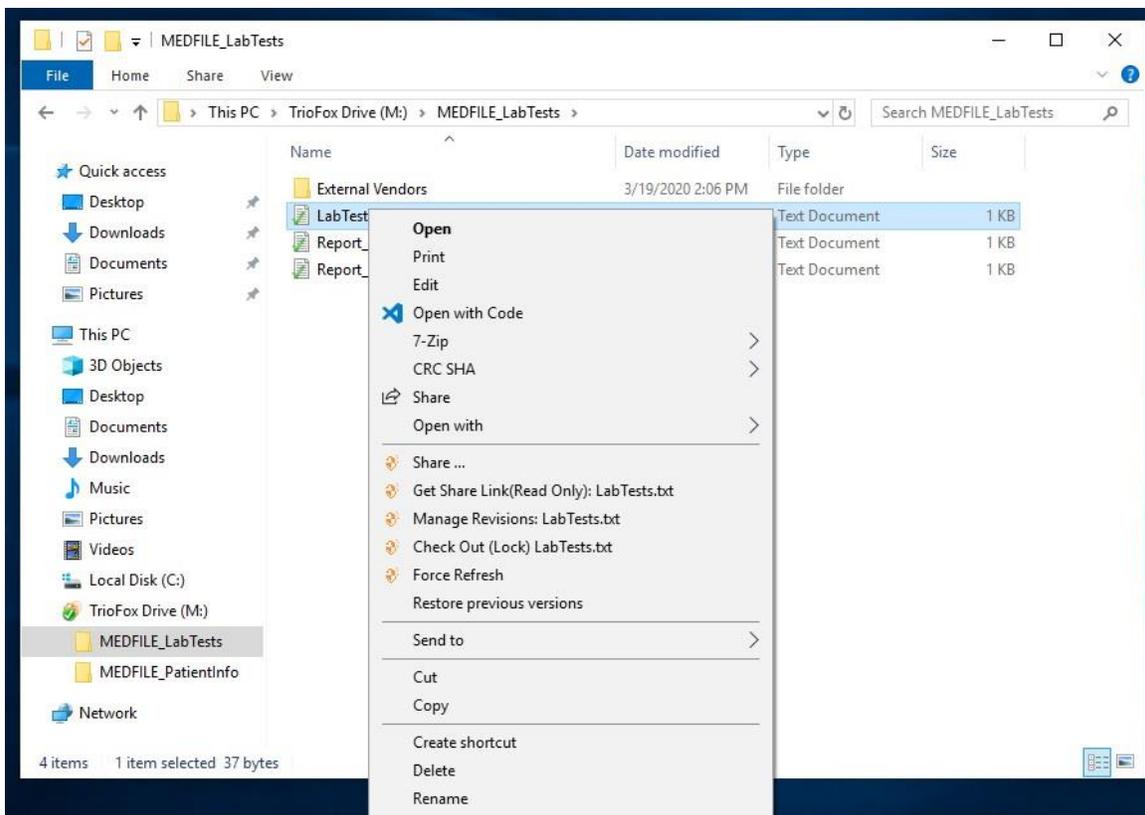
## Folder and File Features

When you right-click on a folder or file, the context menu is displayed. With this menu you can perform various actions for the file.

### Cloud Drive Context Menus

The context menu varies depending on what you right-click on. For example, in the image below you can see three variations of the context menu.

### Context Menu for Files



**Share...**

Allows you to share the file with other people via email. You can add several emails at once by separating them with a ";".

**Get Share Link (Read Only):**

Allows you to get a read-only web link to the file. This option allows you to share a file as a public (Read-Only) link. Anyone who has the link can access this file. Click this option to copy the public link to your clipboard. Once you click "Ok", you can paste the link anywhere (for example, in emails or social media).

**Manage Revisions**

This option opens a web browser that gives you access to the Web Portal version manager for the file.

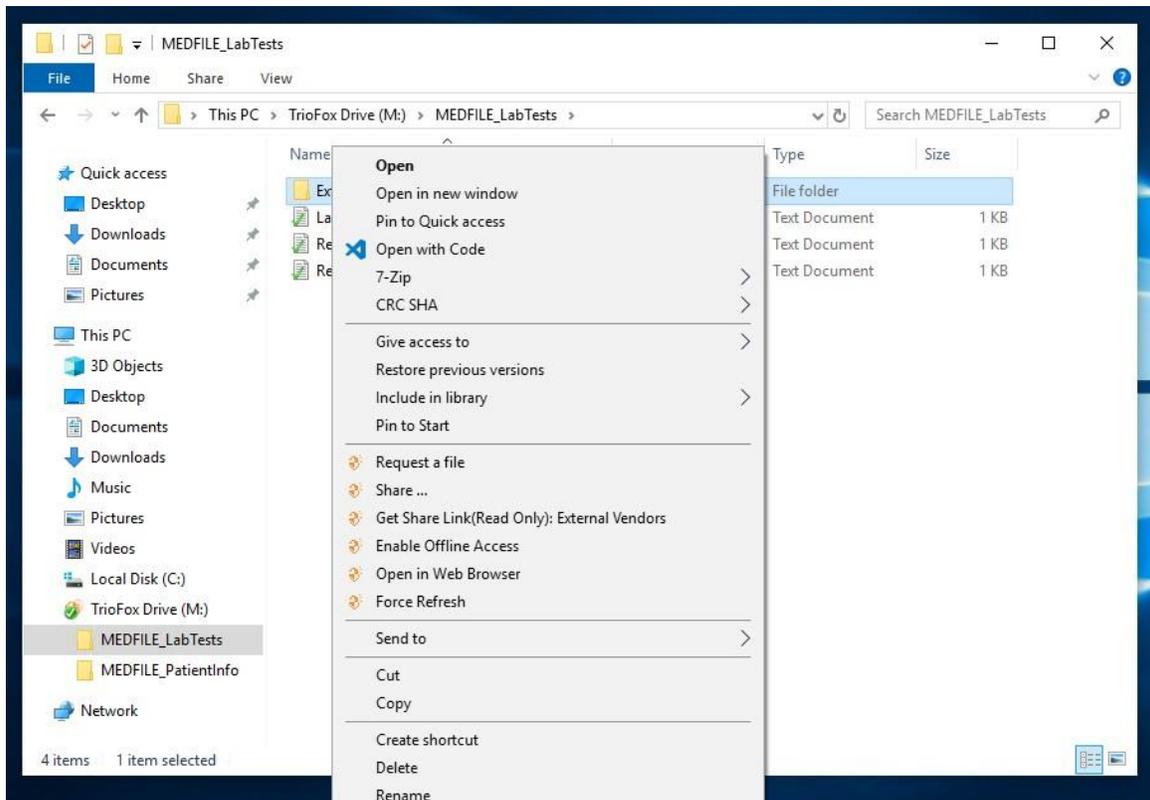
**Check Out (Lock) / Check In (Unlock)**

This option allows you to check out files manually. All changes to the files remain local until they are checked in.

**Force Refresh**

Click this option to synchronize the web portal with your local folder.

## Context Menu for Folders



### Request a file

Allows you to pass a folder link to a user and request the user to upload a file. You can request a file from multiple emails at once by separating them with a ";". This upload link can be set to expire in a certain amount of time or never.

### Share...

Allows you to share the folder with others via email. Multiple emails can be added at once by separating them with a ";".

**Get Share Link (Read Only):**

Allows you to get a read-only web link to the folder. This option allows you to share a folder as a public (Read Only) link. Anyone who has the link can access this folder. Click this option to copy the public link to your clipboard. Once you click "Ok", you can paste this link anywhere (for example, in emails or social media).

**Enable/Disable Offline Access**

Here you can enable offline access to the folder, so that the folder content can be pre-fetched.

**Open in Web Browser**

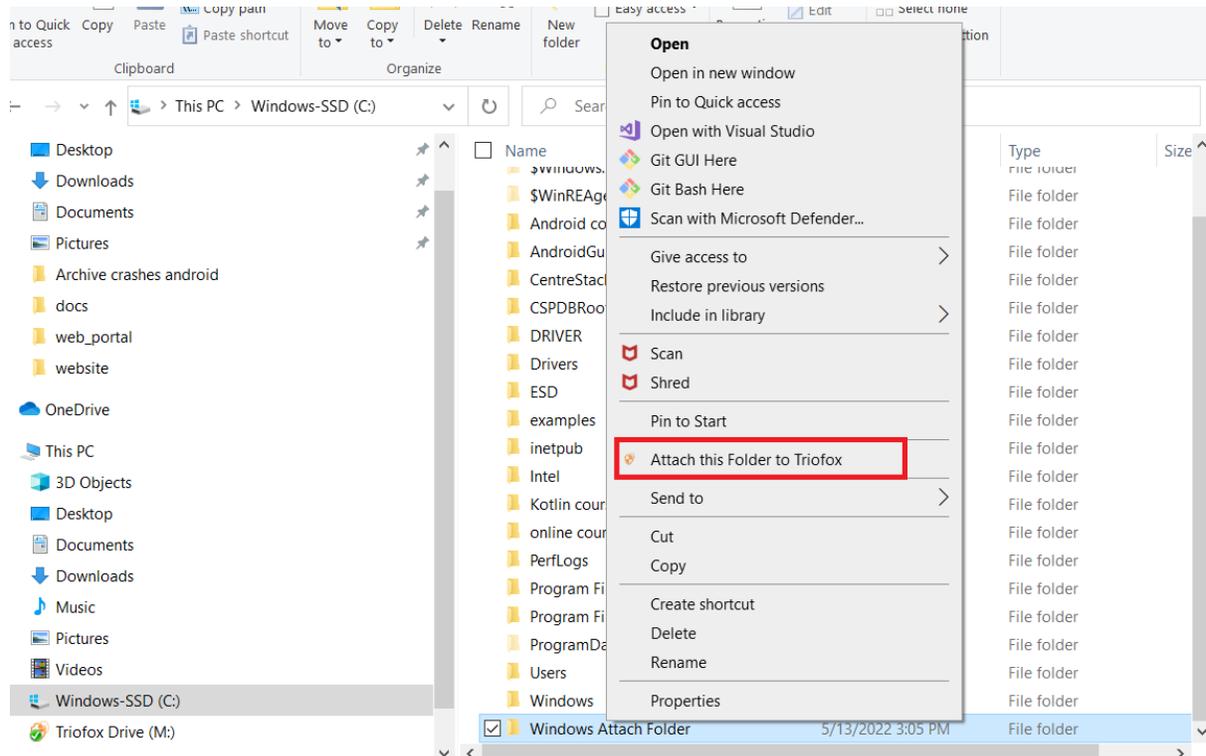
Opens a web browser and takes you to this folder in the Web Portal.

**Force Refresh**

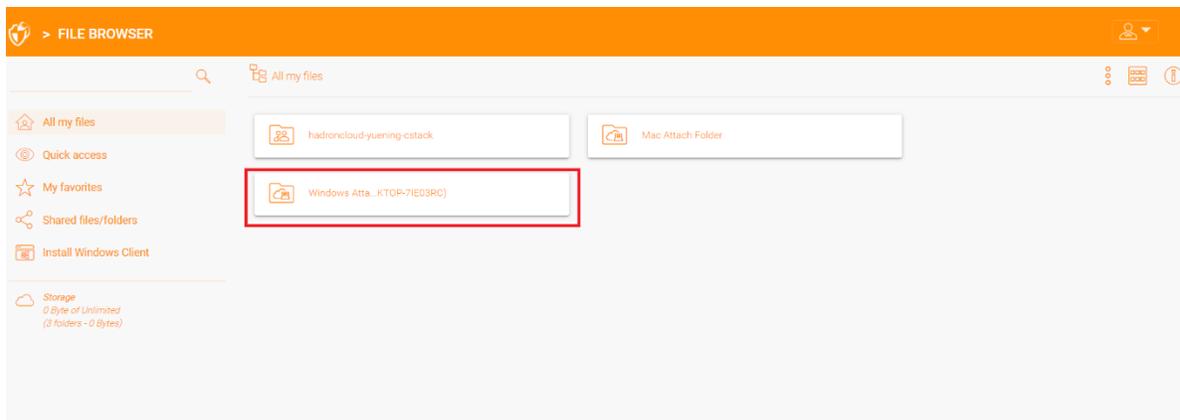
Click this to synchronize the web portal with your local folder.

## Attach Folder from Clients

You can also attach a local folder from this client.



These folders are the local folders from the local PC/Mac that Triofox users have attached to Triofox. Once a local folder is attached, a user can immediately access it in Triofox. The local folder is also synchronized with Triofox ("cloud side").



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# Lock and Offline Access

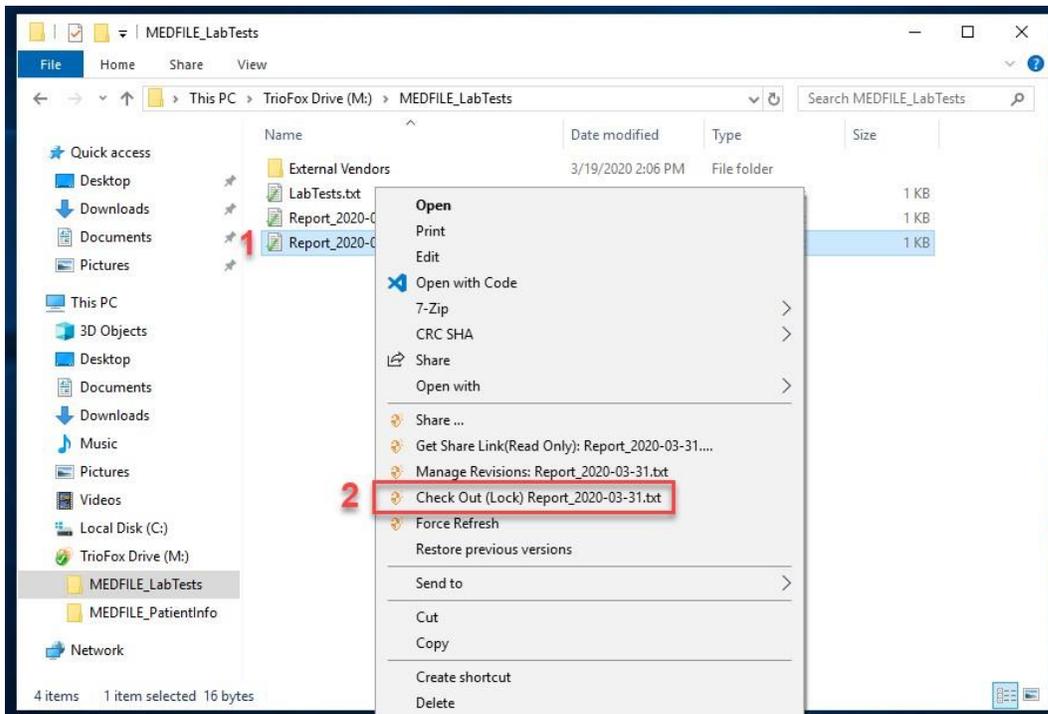
## Locking Files

The Triofox cloud administrator has the option to enable a setting that causes files to be automatically locked when they are in use "automatic distributed lock". This prevents multiple people from updating the file at the same time, which can lead to undesirable results.

When to use automatic locking and when to use manual locking?

When files are locked automatically, the same files must also be unlocked automatically. In this case, the agent locking the file must maintain a healthy heartbeat with the central Triofox server. If the heartbeat cannot be maintained, the file will be automatically unlocked. If you want the file to remain locked regardless of the situation the agent machine is in, a manual lock is recommended. A manually locked file must then be unlocked manually.

Files can be locked manually. Right-click on any file **(1)** in Triofox Cloud Drive, then select "Check Out (Lock) this file" **(2)** to toggle between the locked and unlocked states. Then click OK in the pop-up window.



## Check out

Confirm check out the file: M:\AWS\Triofox final.wmv

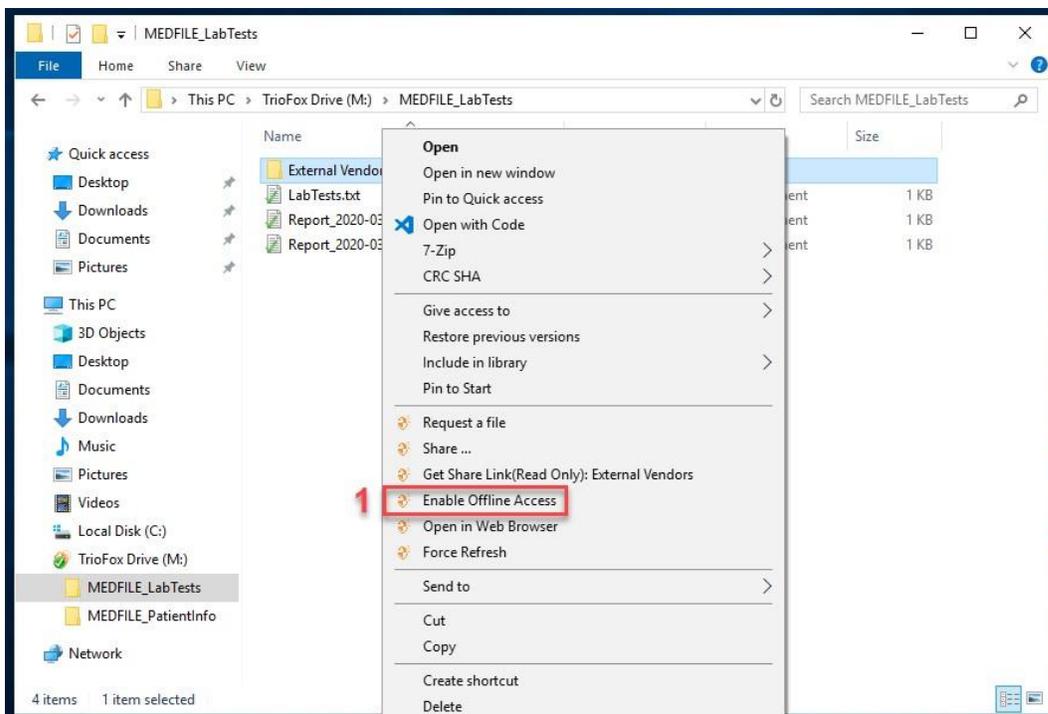
OK Cancel

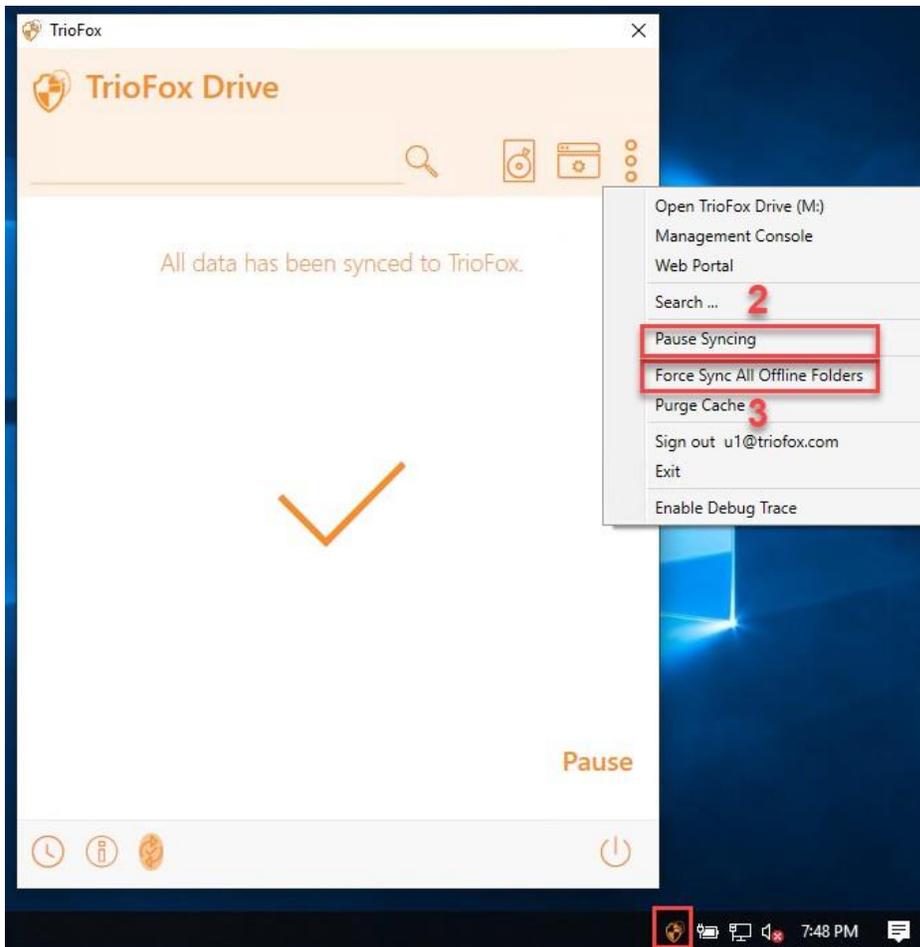
The context menu will give the option to lock the file. It will remain locked until you "Unlock" it. When you are done with the file, you can unlock it by right clicking the file and selecting "Check In" from the context menu.

## Offline Access

Cloud Drive files are not fully synced by default; only the files you use are synced. However, you can force your files to be synchronized. Right-click the folder you want to make "Offline" and select "Enable Offline Access" **(1)**. After that, you can click on the drive icon and then select "Force Sync All Offline Folders" **(3)** to synchronize all the folders you have enabled for offline access.

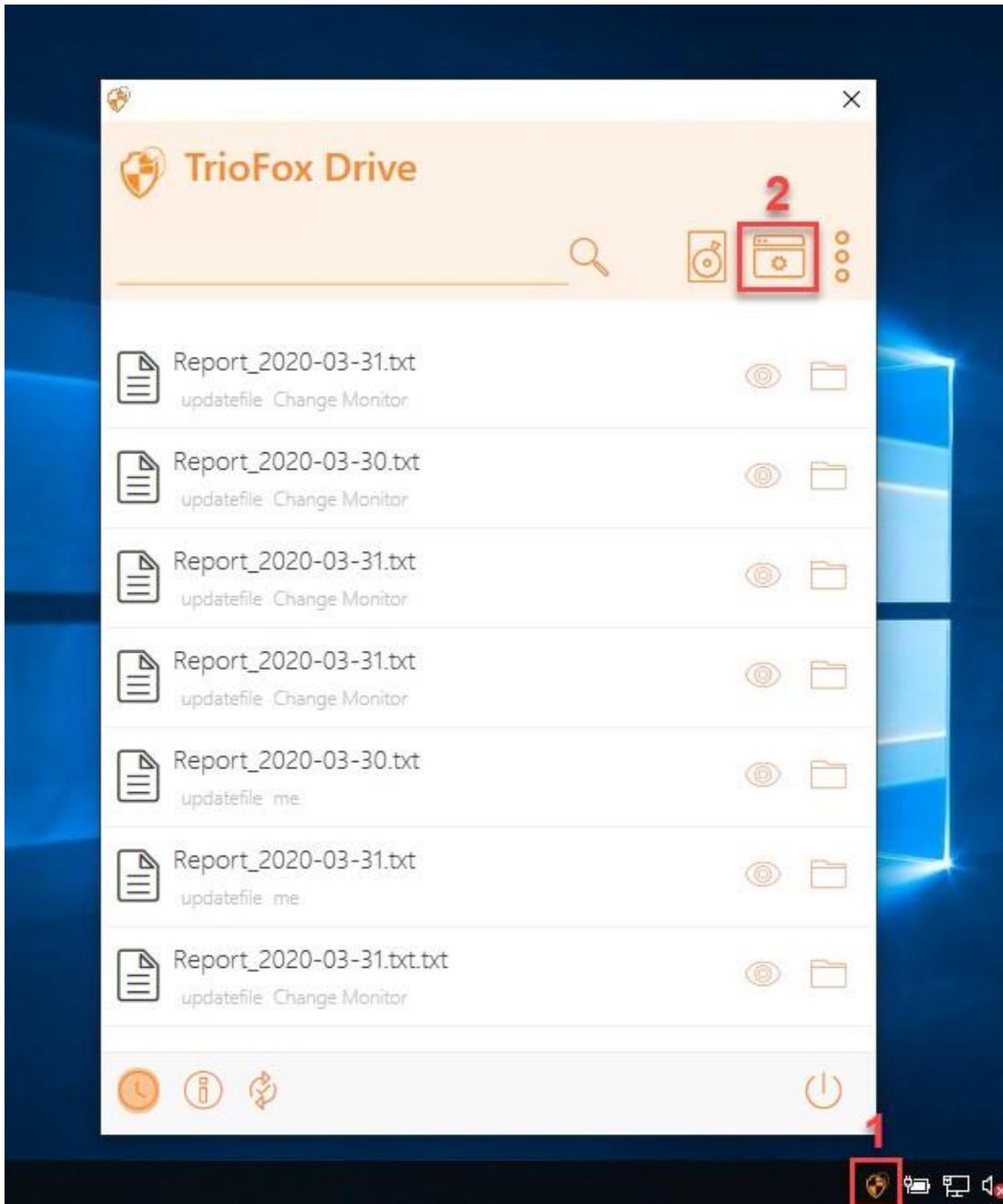
You may also pause the synchronization of files while you are working on them. This is also possible via the Cloud Drive icon. Select "Pause Syncing" **(2)** in the menu to temporarily pause the synchronization of files. This has the advantage that you can continue working on documents (drafts) locally until everything is finished. After that, you can uncheck "Pause" and connect to Triofox Cloud Drive to upload all changes.





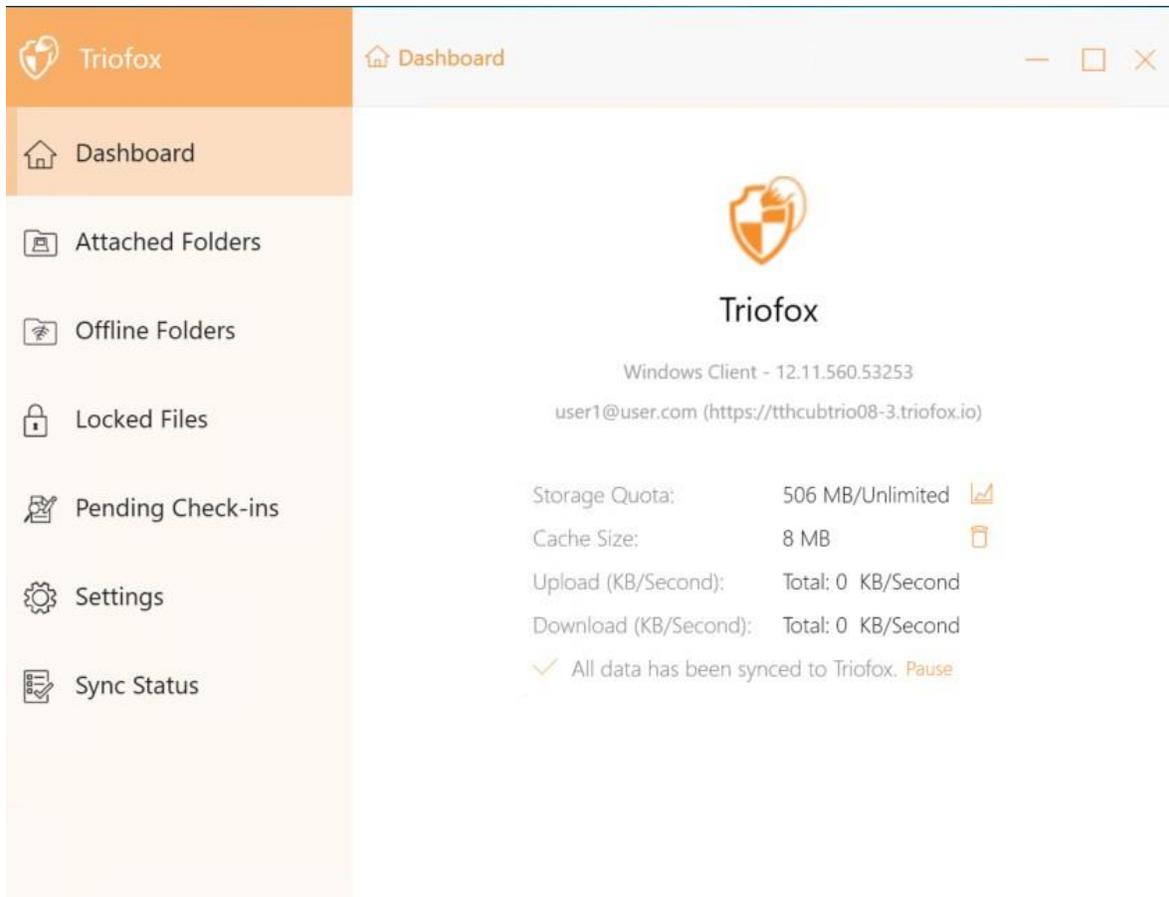
## Client Management Console

The desktop client has a management console that controls the client side of the behavior. The management console can be launched from the system tray icon (1). In the Client menu, click the gear icon of the management console (2).



## Device Information

The default page is the Device Information page. It provides an overview of the device and includes details such as Device Owner, Device Type, OS Type, Device Client Version (software build number), Last Login Time, Sync Status, Cache Size, Last Report Time, and more.



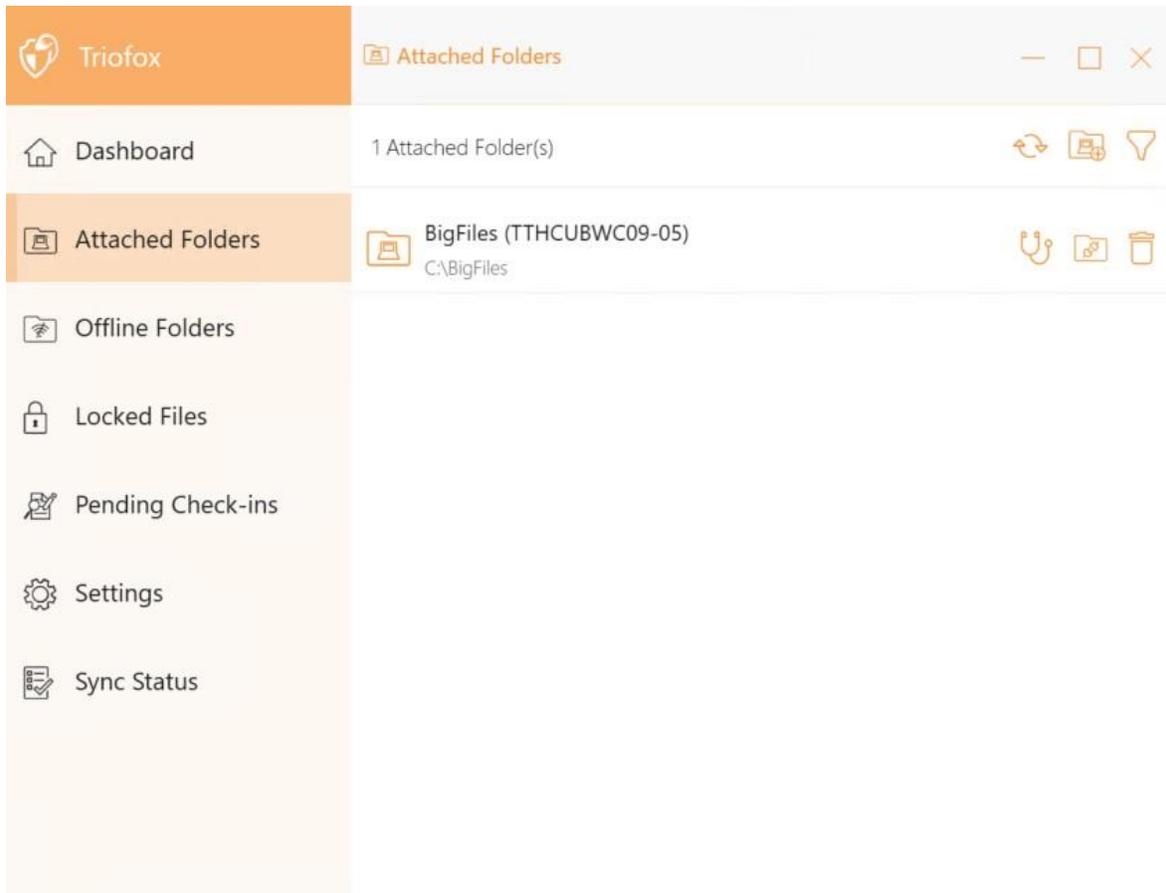
The screenshot displays the Triofox Client Management Console interface. On the left is a navigation sidebar with the following items: Dashboard (selected), Attached Folders, Offline Folders, Locked Files, Pending Check-ins, Settings, and Sync Status. The main content area shows the device information for a Windows Client. At the top, there is a header with the Triofox logo and the text 'Dashboard'. Below this, the device name 'Triofox' is displayed with its logo. The device details include: 'Windows Client - 12.11.560.53253' and 'user1@user.com (https://tthcubtrio08-3.triofox.io)'. A table of statistics is shown below:

Storage Quota:	506 MB/Unlimited	
Cache Size:	8 MB	
Upload (KB/Second):	Total: 0 KB/Second	
Download (KB/Second):	Total: 0 KB/Second	

At the bottom, a status message reads: 'All data has been synced to Triofox. [Pause](#)'.

## Attached Folders

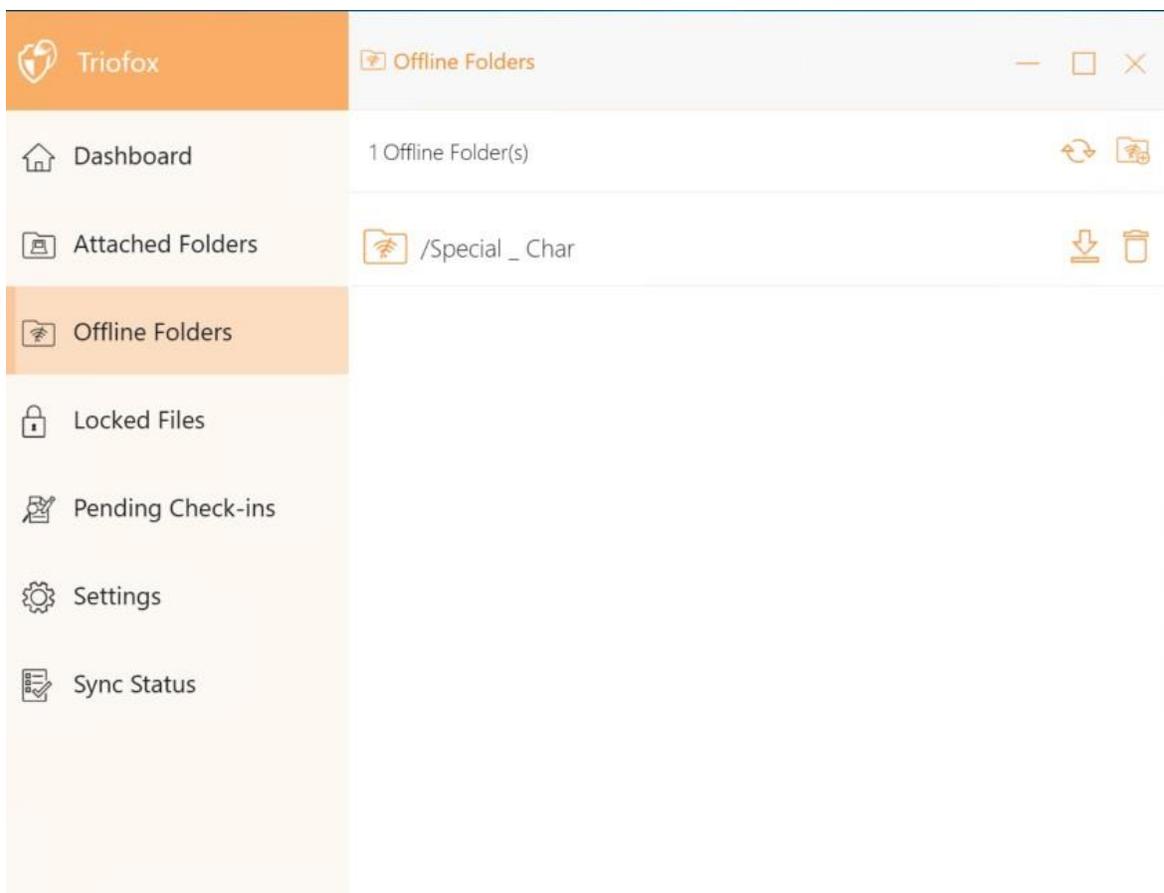
Attached local folders that are synchronized with the Cloud in a bi-directional way.



## Offline Folders

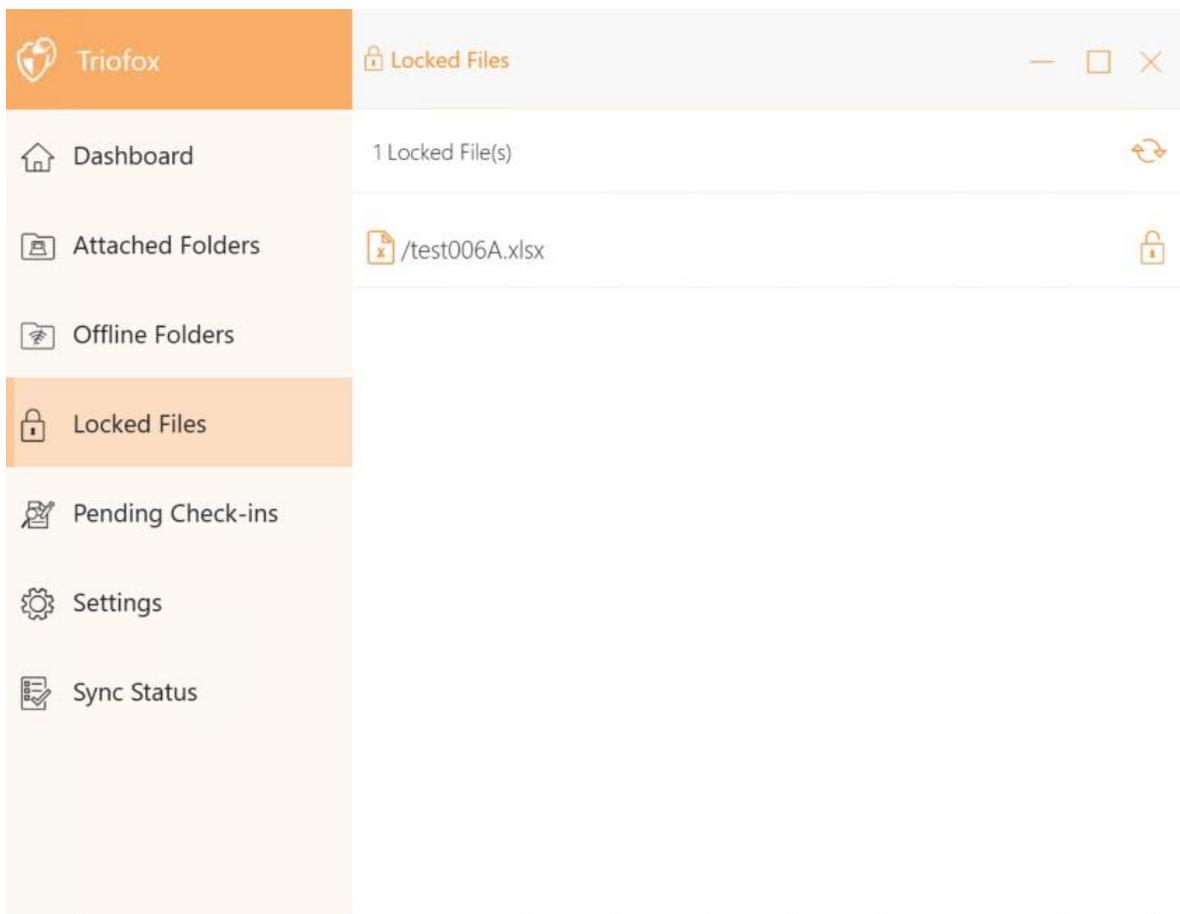
Most files on your local Cloud Drive are synced with placeholders or representations of the full file. This saves bandwidth and improves speed because files are not fully fetched until the user accesses them. When a folder is set to "offline", the entire contents are prefetched immediately. Depending on the size, this may take some time, but after the initial synchronization, changes to the folder are downloaded as needed to maintain the offline status.

To add an offline folder, select Offline Folders from the console menu and click the "+" icon. Then select a folder from the shared folders in the cloud, click Enable Offline Access, select Yes in the confirmation dialog, and the contents of the folder are prefetched for offline access.



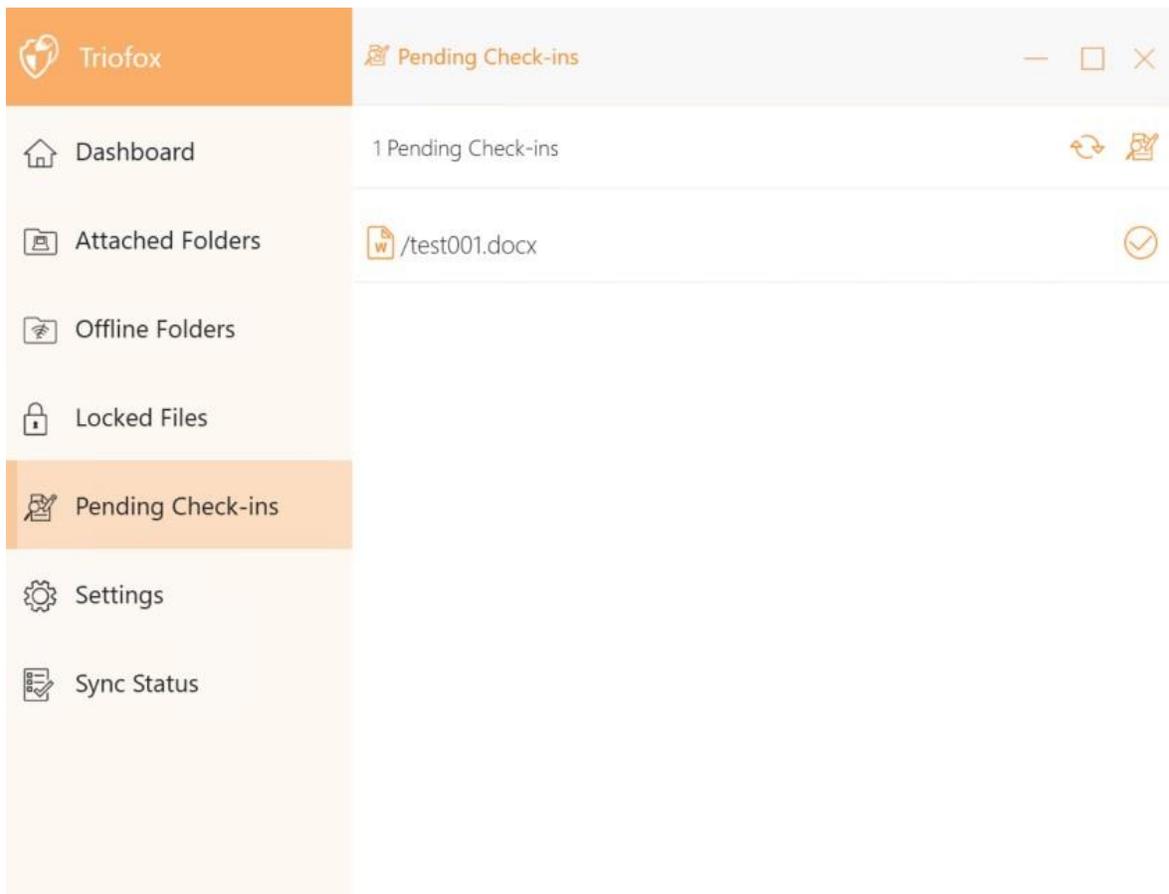
## Locked Files

A file that is currently in use is locked. In the image below, the user has the document open. When a user edits the document, the file remains locked while it is open. Sometimes you need to click the "Refresh" text to see locked files in the Locked Files view. These are locked files on the local device. Locked files include automatically locked files (for example, opened in Word) and manually locked files (for example, right clicked and locked in the context menu). If you want to force-unlock a file, you can do so using the lock icon.



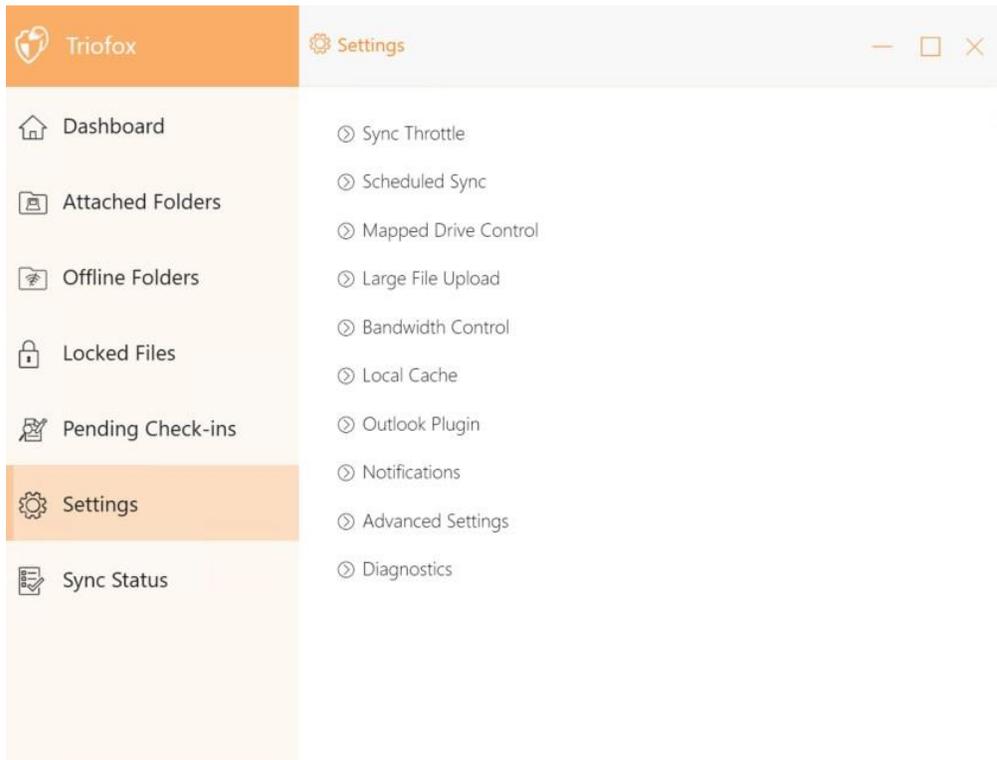
## Pending Check-Ins

Pending check-ins are files that have been manually checked out and must be manually checked in to upload the changes made and remove them from the Pending Check-Ins view. From here, you can also Check Out (Lock) files using the icon in the top right and you can also force unlock these files by clicking the check-in icon on each file in the list.



## Settings

The settings store the various client-side settings that can be applied to the current device.



### Sync Throttle

False (default) - If true, the synchronization and transferring of files will follow the throttle control defined in this section.

#### **Sync Throttled Upload Bandwidth (KB/s, 0-Unlimited)**

0 (default) - The default setting is unlimited KB/s, enter a number here to reduce the consumed bandwidth to the set limit.

#### **Sync Throttled Download Bandwidth (KB/s, 0-Unlimited)**

0 (default) - The default setting is unlimited KB/s, enter a number here to reduce the consumed bandwidth to the set limit.

**Full Speed Sync Start Hour (default 7:00)**

7 (default) - This setting represents the hour (24-hour clock) of the day when Full Speed Sync starts. Normally, Full Speed Sync is performed at night when Internet usage is low.

**Full Speed Sync Stop Hour (default 20:00)**

20 (default) - This setting represents the hour (24-hour clock) of the day when Full Speed Sync will stop - usually Full Speed Sync is desired overnight when Internet usage is low.

**Scan local files and sync up to cloud as necessary**

False (default) - The desktop client builds a state database describing which files are synchronized and which are not. In the case where the desktop client is re-imaged, the state information may be lost. This option allows local files to be scanned and uploaded to the cloud as needed. This is a quick way to re-build state information if the local files are more accurate than the information in the cloud.

**Scan cloud files and sync down to local as necessary**

False (default) - The desktop client builds a state database describing which files are synchronized and which are not. In the case where the desktop client is re-imaged, the state information may be lost. This option allows local files to be scanned and uploaded to the cloud as needed. This is a quick way to re-build state information if the cloud files are more accurate than the local files.

**Ignore file dummy change notification**

False (default) - If this option is set to True, no notifications are sent for 0-byte files or files that have received a change notification from the file system but have not actually been changed.

## Scheduled Sync

### **Enable Scheduled Sync**

False (default) - On the client side, in addition to a mapped drive (or mounted Mac volume), there is also functionality for synchronizing folders. This setting can be used to control when synchronization should occur. For example, if the company has limited Internet bandwidth, synchronization can be avoided during working hours to save bandwidth.

## Mapped Drive Control

### **Cloud drive label**

My Cloud Drive (default) - This is the drive label that you can see in Windows Explorer.

### **Drive Letter**

M (default) - This is the mapped drive letter assignment.

### **Disable drive mounting**

False (default) - If true, no Cloud Drive will be mounted under "My Computer" for the Windows Client.

### **Create cloud drive shortcut under My Documents**

True (default) - If true, there is a cloud drive shortcut under the My Documents folder.

## Bandwidth Control

### **Download bandwidth limit (KB/s, 0-Unlimited)**

0 (default) - This setting is set to unlimited by default. Change this setting to limit the download bandwidth to the number you specify in kilobytes.

### **Upload Bandwidth Limit (KB/s, 0-Unlimited)**

0 (default) - This setting is set to unlimited by default. Change this setting to limit the upload bandwidth to the number you specify in kilobytes.

### **maximum number of file transfer Threads**

5 (default) - Use this setting to restrict the number of threads used during synchronization.

## Local Cache

### **Cache directory**

C:\Users\username\AppData\Local\gteamclient\cache (default) - Use this setting to change the default location for the cache.

### **Cache Size Limit (MB)**

0 (default) - The default setting is zero, which is unlimited. Set this value to another number to limit the cache to this size in MB. You can disable the cache (not recommended) from the Web Portal settings in the Tenant Dashboard > Roles.

### **Minimum free disk space (GB)**

0 (default) - The default setting is zero, which means that the client does not check the disk space. Set this value to a different number to allow the client to check the free disk space on the drive where the cache is saved.

## Notifications

### **Disable offline-mode notification**

False (default) - A system that goes into offline mode sends a notification by default. Change this to True to hide this notification.

### **Disable file-change notifications**

False (default) - When files are modified by other people or by the same user but from a different machine, a file modification notification is sent. Change this setting to True to disable this notification.

### **Disable large file-download tracker window**

False (default) - By default, when Windows Explorer downloads a large file in the background, a large file download progress dialog box is displayed. This setting allows you to disable this notification.

### **Disable automatic task tracker for scheduled tasks**

False (default) - If scheduled synchronization is enabled for the Client, use this setting to disable notification when files are synchronized.

### **Disable shut-down confirmation**

False (default) - When the desktop client shuts down, a shutdown confirmation window is displayed. This setting controls whether this confirmation window is displayed. Set this setting to True to hide the confirmation dialog.

### **Disable folder move confirmation**

False (default) - A confirmation dialog is displayed when moving files/folders. Set this to True to hide the confirmation dialog.

## Advanced Settings

### **Enable in-place opening zip and exe Files**

False (default) - By default, Windows Client does not allow the user to open zip files on the mounted M drive directly. This is because when opening a zip file, means to download the entire zip file to cache first. If the zip file is large, the download generates a lot of network traffic and slows down Windows Explorer. Change this setting to True if you want users to be able to open zip files within the M drive. The next setting determines the size limit of this feature.

### **Max. size of zip files allow to open in-place (MB)**

This sets the maximum size of the zip file that the user is allowed to open. It is designed to prevent the user/Windows Explorer from downloading very large zip files. By default, it is 20M. If the administrator enables in-place zip file opening, only files with a size of 20M can be opened.

### **Always allow picture preview**

False (default) - If this option is enabled, preview thumbnails will be generated for your local files. This consumes a lot of bandwidth for unnecessary downloading of image files.

### **Enable slow network mode**

False (default) - No further information.

### **Keep Machine from Sleeping when Task is running**

True (default) - Night is usually a good time to transfer files at full speed. However, there may be times when the machine goes into a sleep mode that prevents files from being transferred. This setting can prevent sleep mode from being activated.

**Mount drive in global space**

False (default) - A drive mounted in the global space is not subject to User Account Control (UAC) restrictions, such as when legacy applications need to run with administrative privileges and cannot see the UAC-protected drive. On the other hand, drives mounted in the global scope are visible to all other users who log on to the same Windows machine at the same time.

**Upload hidden files**

False (default) - change this setting to True if you want to upload hidden files to the cloud.

**Upload system files**

False (default) - Change this setting to True if you want to upload system files to the cloud.

**Use Volume Shadow-Copy to upload files that are constantly accessed**

False (default) - By default, an actively open file is not uploaded until it is closed. This setting overrides this behavior so that all files are uploaded regardless of their open status.

**Diagnostics****Keep audit trace logs for (days, 0=never purge)**

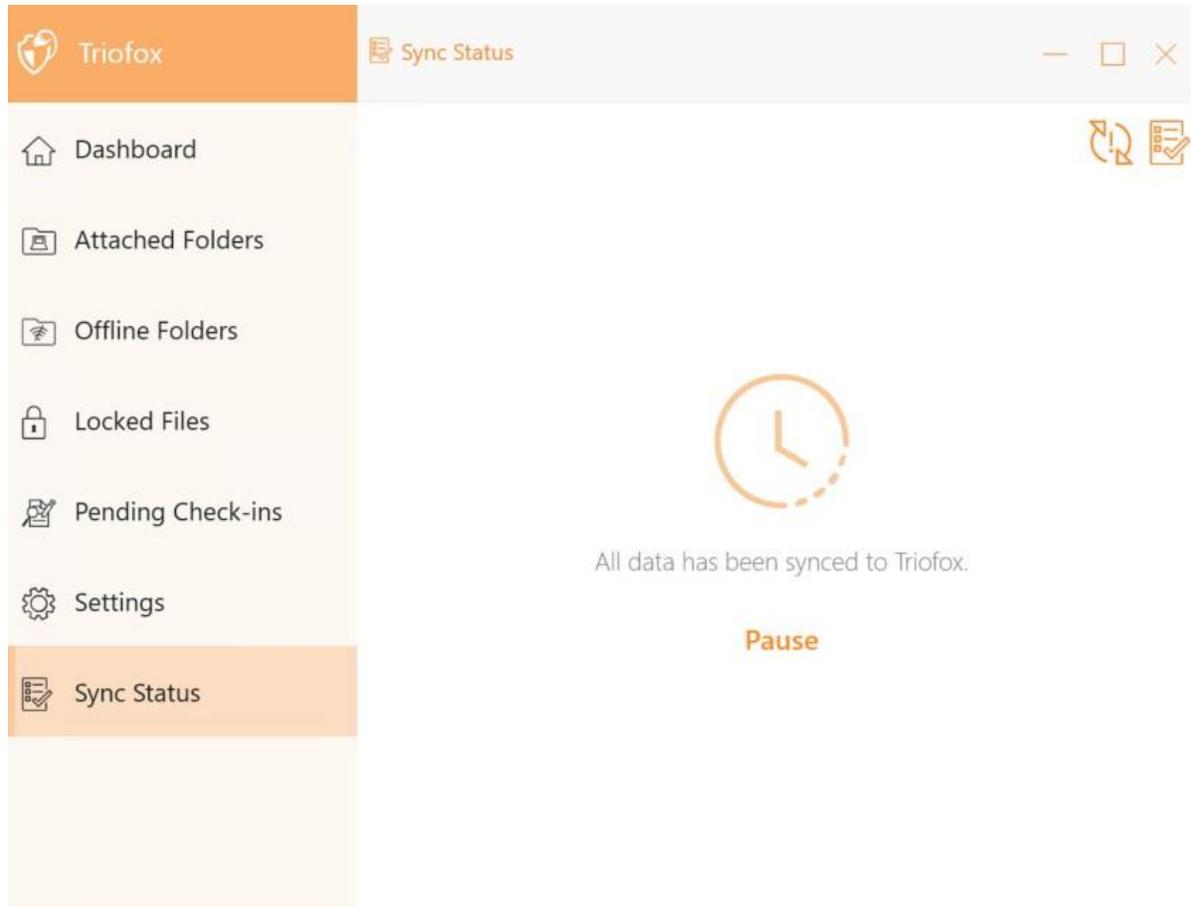
5 (default) - This setting determines how many days to keep audit traces.

**Trace Level (Disable, Log errors, Log warnings, Log info, Log all)**

Disabled (default) - by default, the trace level is disabled. It can be changed to the displayed levels.

## Sync Status

Sync Status can show the currently running tasks on the current local device.



## Task Manager

You can access the Task Manager by using the icon at the top right of Sync Status. Here you can monitor the transfer of tasks, e.g. system updates, explorer previews, system synchronization.

The screenshot displays the Task Manager interface. On the left is a sidebar with the following menu items: Dashboard, Attached Folders, Offline Folders, Locked Files, Pending Check-ins, Settings, and Sync Status (which is currently selected). The main content area shows a breadcrumb path: Sync Status > Task Manager. Below the breadcrumb, it indicates there are 2 Task(s). The first task is 'System Sync Task', which has a status of 0 Total Subtask(s), 0 Pending, 0 Failed, and 0 Running. Its last run time was 2021-11-24 18:27:15 and its next start time is 6 seconds. The second task is 'System Sync Down Task', with 0 Total Subtask(s), 0 Pending, 0 Failed, and 0 Running. Its last run time was 2021-11-24 16:57:57 and its next start time is 11 seconds. Both tasks have 'Start Now', 'Pause', and 'Details' buttons.