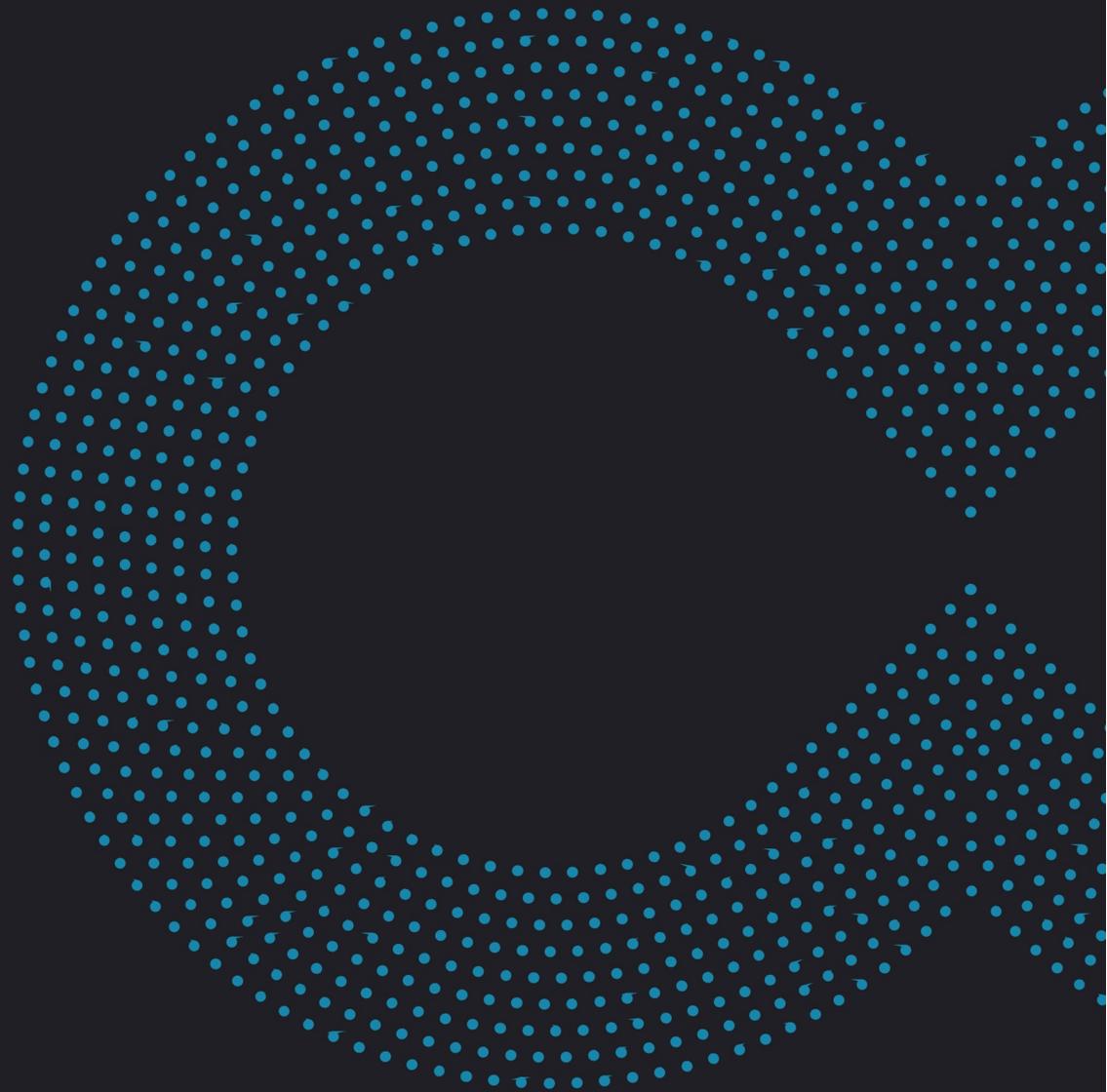


∞drive work

Administrator Guide

EasyTransfer



Terms of use

Without prejudice to any rights reserved and unless expressly authorized, no part of this document may be reproduced, recorded or introduced into a consultation system, or sent in any format or by any means whatsoever without the written permission of the OODRIVE GROUP.

Any requests for permission to reproduce or obtain further copies of this document should be sent to the OODRIVE GROUP.

Distribution list

Company	Role
Oodrive Group	Oodrive Group colleagues and customers

Contents

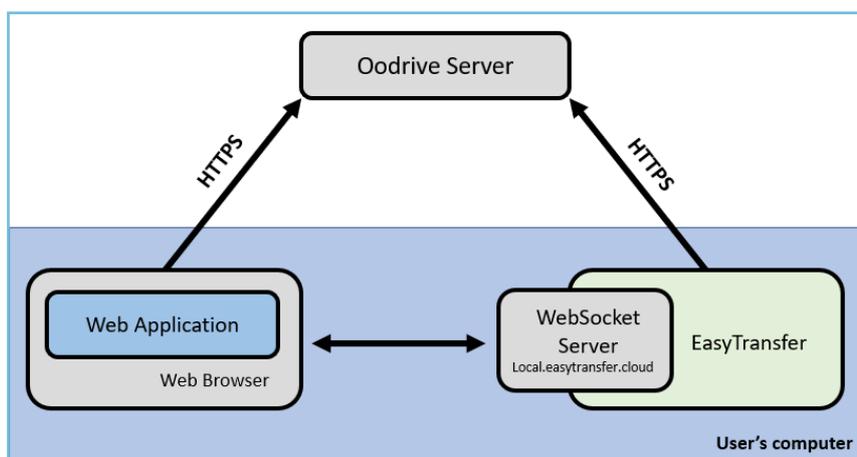
1. Introduction	4
1.1. The EasyTransfer desktop application	4
1.2. Required configurations and compatibility	5
Required components	5
Operating systems	6
Web browsers	6
Office suite	6
2. Installing and configuring EasyTransfer manually	7
2.1. Install EasyTransfer	7
Download and install EasyTransfer	7
Link EasyTransfer to your Oodrive Work_share workspace	7
2.2. Configuring EasyTransfer	7
General settings	8
Network settings	8
Configuring a proxy	8
3. Installing and configuring EasyTransfer via command line	11
3.1. List of general settings	11
3.2. Settings relating to proxy configuration	11
3.3. Configuration of a modifiable proxy in the application settings	12
3.4. Proxy system configuration	12
4. Troubleshooting	13
4.1. Error logs	13
Export activity log	13
Enable debug log	13
Notification system	13
4.2. Resolve a DNS issue	14
4.3. Troubleshoot the connection between the web browser and EasyTransfer	14
4.4. Connectivity diagnostic tool	14

1. Introduction

1.1. The EasyTransfer desktop application

EasyTransfer is a small plugin designed to manage transfers to and from the Oodrive Work_ share web application. EasyTransfer handles transfers on the browser and allows users to import or download sensitive data without size constraints.

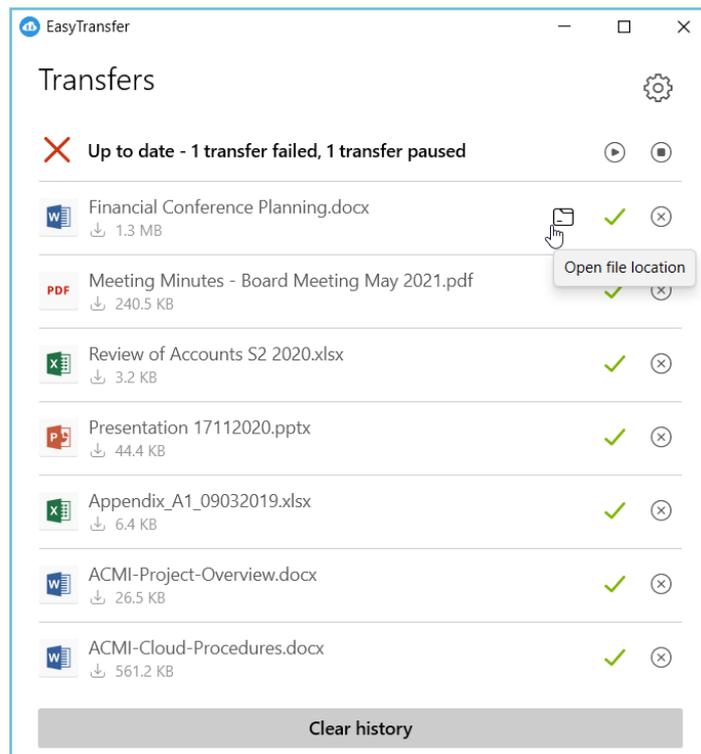
EasyTransfer runs locally on the user's terminal without administrator permissions. The web application connects via the WebSocket protocol, as shown in the diagram below.



When the web solution needs to carry out a file transfer, it delegates the operation to EasyTransfer, which then carries out the transfer using a single-use authentication token.

From the main interface of EasyTransfer, users can:

- View files transferred to/from their online sharing space
- View the progress of one or all transfers and pause or resume transfers
- Access the local target folder of a file (on the computer)
- Cancel or delete one or all transfers from the list
- Completely empty the list of already processed transfers using the **Clear history** button



1.2. Required configurations and compatibility

Required components

EasyTransfer requires the following components to run:

- Microsoft .NET: v4.7.2 or higher
- WebView 2: v90.0.818.66 or higher

If the installer is unable to detect these components on the user's computer, it will download and install them during the process. This action may require escalated "Administrator" permissions and a restart of the computer.

Please note that if the computer is not connected to the Internet when these components are downloaded, the installation will fail.

If you want to deploy EasyTransfer using a centralized deployment tool, please ensure that the required components listed above have already been deployed.

Operating systems

Windows

Oodrive desktop software is only supported by versions of Windows covered by Microsoft Standard Support.

macOS

Oodrive desktop software is only supported by the two most recent versions of the macOS operating system.

Web browsers

EasyTransfer is compatible with the following browsers:

- Microsoft Edge
- Google Chrome
- Mozilla Firefox
- Internet Explorer 11
- Safari

Using EasyTransfer with Chrome, Firefox or Edge requires no additional proxy configuration. The port used to communicate with these browsers is 19488.

For Internet Explorer and Safari, the WebSocket used is a secure server listening on port 19487. Because the Oodrive Work_share web application loads in HTTPS, Internet Explorer and Safari require that any connection made via the JavaScript code of the web page also uses a secure protocol. As a result, the WebSocket connection must also be secure, even though this is a local connection (since EasyTransfer runs on the same computer as the browser).

Office suite

EasyTransfer is compatible with:

- Microsoft Office 365
- Microsoft Office Professional: 2013 or higher

2. Installing and configuring EasyTransfer manually

2.1. Install EasyTransfer

The installation of the EasyTransfer desktop application does not require local administrator permissions on the user's computer.

Once the application is installed, transfers between the local computer and the Oodrive workspace are managed via EasyTransfer, in silent mode.

Download and install EasyTransfer

1. Go to your collaborative application.
2. Click your profile in the upper-right corner of the screen and select **Applications**.
3. Go to the **EasyTransfer** section, then download the application for Windows or Mac.
4. Go to your Downloads folder and double-click the **EasyTransfer-xxx.exe** installer.
5. Follow the steps in the installation wizard.

Link EasyTransfer to your Oodrive Work_share workspace

The EasyTransfer application must be linked to your browser and your workspace. After installation, a pairing procedure appears when you log in to your online space.

1. Go to your collaborative application.
2. Two windows are displayed, prompting you to link your browser with EasyTransfer:
 - the first, generated by your online workspace, contains an automatic pairing code
 - the second, generated by EasyTransfer, asks you to enter this code to finalize the pairing process
3. Copy and paste the pairing code into the EasyTransfer window, then click **OK**.

A confirmation message indicates that the application is linked to the platform, and the EasyTransfer application icon appears in your computer's task bar.

2.2. Configuring EasyTransfer

You can access the app settings using the icon in the upper-right corner of the main screen.



General settings

1. Double-click the EasyTransfer icon  in the task bar.
2. Click the **Settings** icon in the upper-right corner of the application.
3. In the **General** tab, make the configuration of your choice. You can:
 - Enable application launch when the computer starts
 - Choose the app language
 - Access the backup folder for locally edited files
 - Choose the action to perform after downloading (open files, open parent folder, do nothing)
4. When you have finished, click **OK** to save your configuration.

Network settings

1. Double-click the EasyTransfer icon  in the task bar.
2. Click the **Settings** icon in the upper-right corner of the application.
3. In the **Network** tab, make the configuration of your choice. You can:
 - Check and modify the communication ports
 - Define bandwidth limits for transfers (download and upload)
 - Define proxy settings
4. When you have finished, click **OK** to save your configuration.

Configuring a proxy

When using Chrome, Firefox or Edge

Using EasyTransfer with Chrome, Firefox or Edge requires no additional proxy configuration. The port used to communicate with these browsers is 19488.

When using Internet Explorer or Safari

For these browsers, the WebSocket used is a secure server listening on port 19487. Because the Oodrive Work_share web application loads in HTTPS, Internet Explorer and Safari require that any connection made via the JavaScript code of the web page also uses a secure protocol. As a

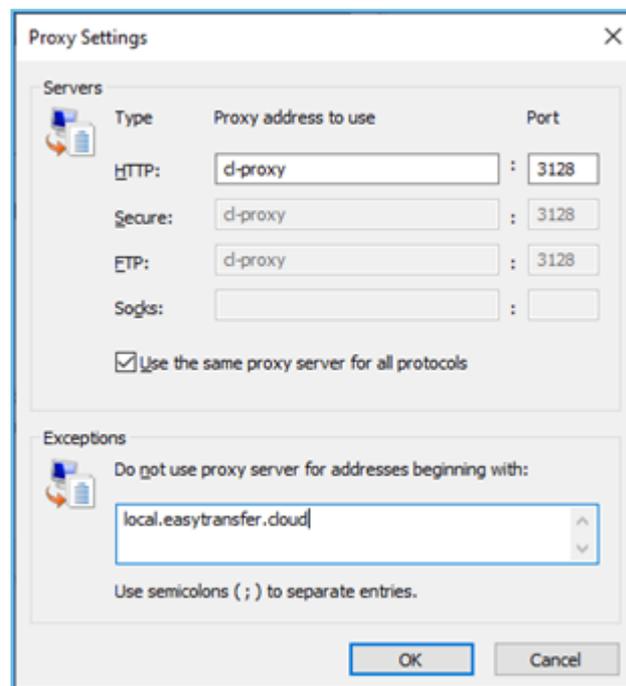
result, the WebSocket connection must also be secure, even though this is a local connection (since EasyTransfer runs on the same computer as the browser).

By default, web browsers do not accept self-signed certificates. As a result, a certificate provided by a certification authority is required. However, certification authorities cannot provide certificates for localhost, this is why we use the domain name **local.easytransfer.cloud**.

In most configurations, the browser does not go via the potential proxy to connect to a local address. In this case, it cannot know that the **local.easytransfer.cloud** domain corresponds to a local address.

Without telling the browser not to go through the proxy for this domain, the browser requests the proxy to connect to **local.easytransfer.cloud**. The proxy fixes this address in 127.0.0.1 and therefore tries to connect to itself on the EasyTransfer port (19487, by default), which of course doesn't work.

To set up the proxy, the **local.easytransfer.cloud** domain must be added to the proxy exceptions.

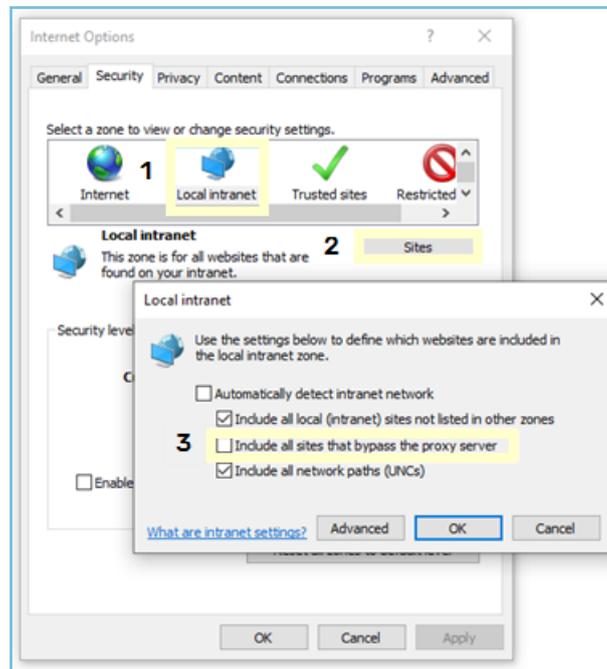


If you use an automatic configuration script for the proxy, this script must be edited to include an exception for the **local.easytransfer.cloud** domain.

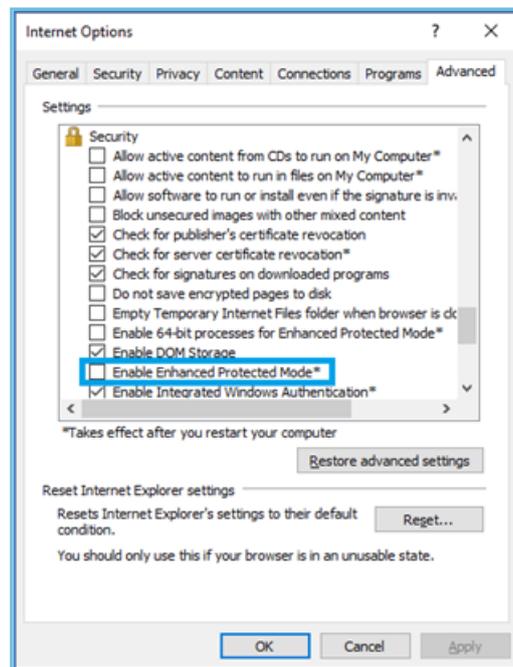
To do this, simply add the following line in the **FindProxyForURL** function:

```
if (host == "local.easytransfer.cloud") { return "DIRECT"; }
```

Specific case for Internet Explorer: Request the browser to exclude sites that bypass the proxy server as a local intranet site.



Enhanced Protected Mode must also be disabled:



Important: Adding the **local.easytransfer.cloud** domain to the proxy exceptions *does not pose any security problems*, since the connection is carried out entirely locally, without leaving the user's computer.

3. Installing and configuring EasyTransfer via command line

You can install EasyTransfer via a command line by providing it with configuration settings. You can then proceed with silent installations, prevent updates, or set up a proxy, as required.

3.1. List of general settings

Setting name	Description
Silent	For silent installation, with visible user interface (possibility of canceling the installation)
VerySilent	For silent installation, without user interface
NeverUpdate	If NeverUpdate=true, EasyTransfer will not update even if you have enabled the update on the supervision console By default: NeverUpdate=false
Log	File name for the installation logs

Example of a simple silent installation with updates disabled:

```
EasyTransferInstaller.exe /VerySilent /NeverUpdate=true
```

IMPORTANT: During initial installation, if the application doesn't automatically connect to the network (e.g.: connectivity diagnostics failed, transfers not possible), you might need to set up a specific proxy in accordance with your administration system.

3.2. Settings relating to proxy configuration

Setting name	Description
ProxyName	Proxy name
ProxyAddress	Proxy domain name (address without http://)
ProxyPort	Proxy port
ProxyAuthType	Type of proxy authentication Possible values: <ul style="list-style-type: none"> • None • Basic • Saml

Setting name	Description
	<ul style="list-style-type: none"> • Kerberos • Ntlm • Anonymous (by default)
ProxyUserName	Login to use to connect to the proxy
ProxyPassword	Password to use to connect to the proxy
ProxyDomain	Proxy domain (for NTLM authentication)
ProxyScript	If necessary, proxy auto-configuration script address (.pac)
SysProxyInfo	Proxy system authentication information, as http://user:password@host:port/

3.3. Configuration of a modifiable proxy in the application settings

This configuration is in the **Proxy** section of the application settings.

- Installation example that defines a proxy with Basic authentication:

```
EasyTransferInstaller.exe /VERYSILENT /ProxyName="basic proxy"
/ProxyAddress="proxy.monentreprise.com" /ProxyPort="3128"
/ProxyAuthType="Basic" /ProxyUserName="userProxy"
/ProxyPassword="passwordProxy"
```

- Installation example that defines a proxy using a .pac script:

```
EasyTransferInstaller.exe /VERYSILENT /ProxyName="pac proxy"
/ProxyScript="https://proxy.monentreprise.com/proxy.pac"
```

3.4. Proxy system configuration

This proxy configuration does not appear in the application settings. It can be used when a proxy system is already defined in the computer's internet options.

- Installation example with an NTLM proxy system:

```
EasyTransferInstaller.exe /VERYSILENT /SysProxyInfo
"http://OODRIVEGROUP%5Cuser1:password1@192.168.9.152:3128"
```

- Installation example with a Basic authentication proxy system:

```
EasyTransferInstaller.exe /VERYSILENT /SysProxyInfo
"http://user1:password1@192.168.9.152:3128"
```

4. Troubleshooting

4.1. Error logs

Export activity log

EasyTransfer generates activity logs, which you can export in .zip format to your computer. This is especially useful for communicating with Oodrive Support and makes it easier to diagnose any issues you may encounter.

1. Double-click the EasyTransfer icon  in the task bar.
2. Go to the **Help** tab and click **Error report**.
3. In the file explorer, select the folder where you want to save the logs.
4. A zipped folder containing the most recent logs and the application configuration is saved to the selected location.

Enable debug log

By default, EasyTransfer generates simple activity logs. It is also possible to enable advanced logs to make troubleshooting easier for our experts. Enabling the advanced logs feature results in the recording of very detailed logs of all operations.

To enable the debug log:

1. Right-click the EasyTransfer icon  in the task bar.
2. Hold down the **Shift** key to display the **Advanced options** line in the context menu.
3. Click **Advanced options** and select **Enable debug log**.

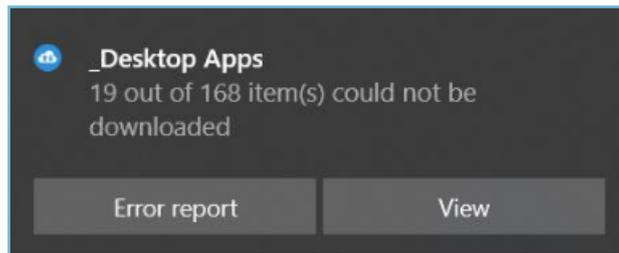
Log files are available in .txt format at this location:

UserName\AppData\Local\Oodrive\EasyTransfer

You can edit log files in your default Notepad application or in a more advanced editor such as Notepad++.

Notification system

When encountering an issue, EasyTransfer generates a system notification which allows you to immediately save an error report in .zip format. You can then send this report to Oodrive Support to facilitate troubleshooting.



4.2. Resolve a DNS issue

Check that the **local.easytransfer.cloud** domain is properly resolved to 127.0.0.1. If this isn't the case, you need to correct this in the DNS server.

If you use authorization lists and decline lists to block certain domains, please check that **local.easytransfer.cloud** is not blocked and, if required, add it to your authorization list in the DNS server. Otherwise, EasyTransfer cannot operate in Internet Explorer and Safari.

4.3. Troubleshoot the connection between the web browser and EasyTransfer

When EasyTransfer has communication problems with the Oodrive Work_share web page, it may be useful to troubleshoot the connection.

The <https://www.websocket.org/echo.html> page allows you to carry out a quick and simple connection test between the browser and EasyTransfer.

This test confirms the following in one pass:

- Handling of Secure WebSockets by the browser being used
- Proxy configuration in this same browser
- Connection to the EasyTransfer application

To launch the diagnostic function:

1. Go to <https://www.websocket.org/echo.html>.
2. In the **Location** field, enter the URL **wss://local.easytransfer.cloud:19487**.
3. Click **Connect**.

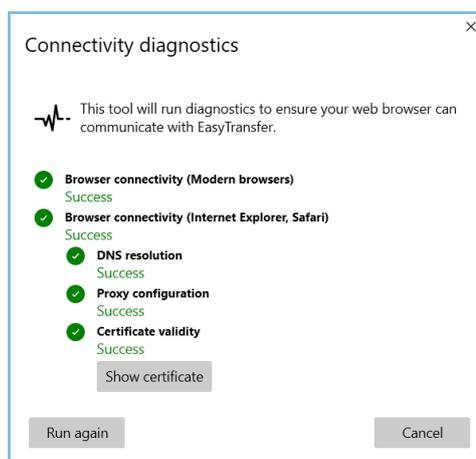
4.4. Connectivity diagnostic tool

The connectivity diagnostic tool helps you identify the source of potential problems that may be hindering communication between EasyTransfer and your browser.

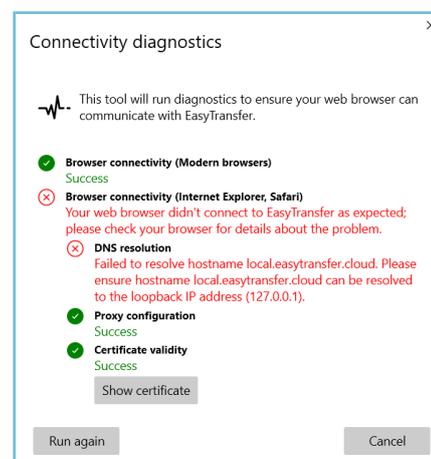
1. Right- click the EasyTransfer icon  in the task bar and select **Connectivity diagnostics**.
2. Click **Run diagnostics**.
3. Click **OK** to accept the opening of the web page and test the connectivity of the browser.

Once you have completed the test on the web page, you can close it and return to the EasyTransfer interface.

4. EasyTransfer displays the diagnostic results, which will help you determine the source of any connectivity error.



Diagnostic with no error



Diagnostic with errors

∞drive