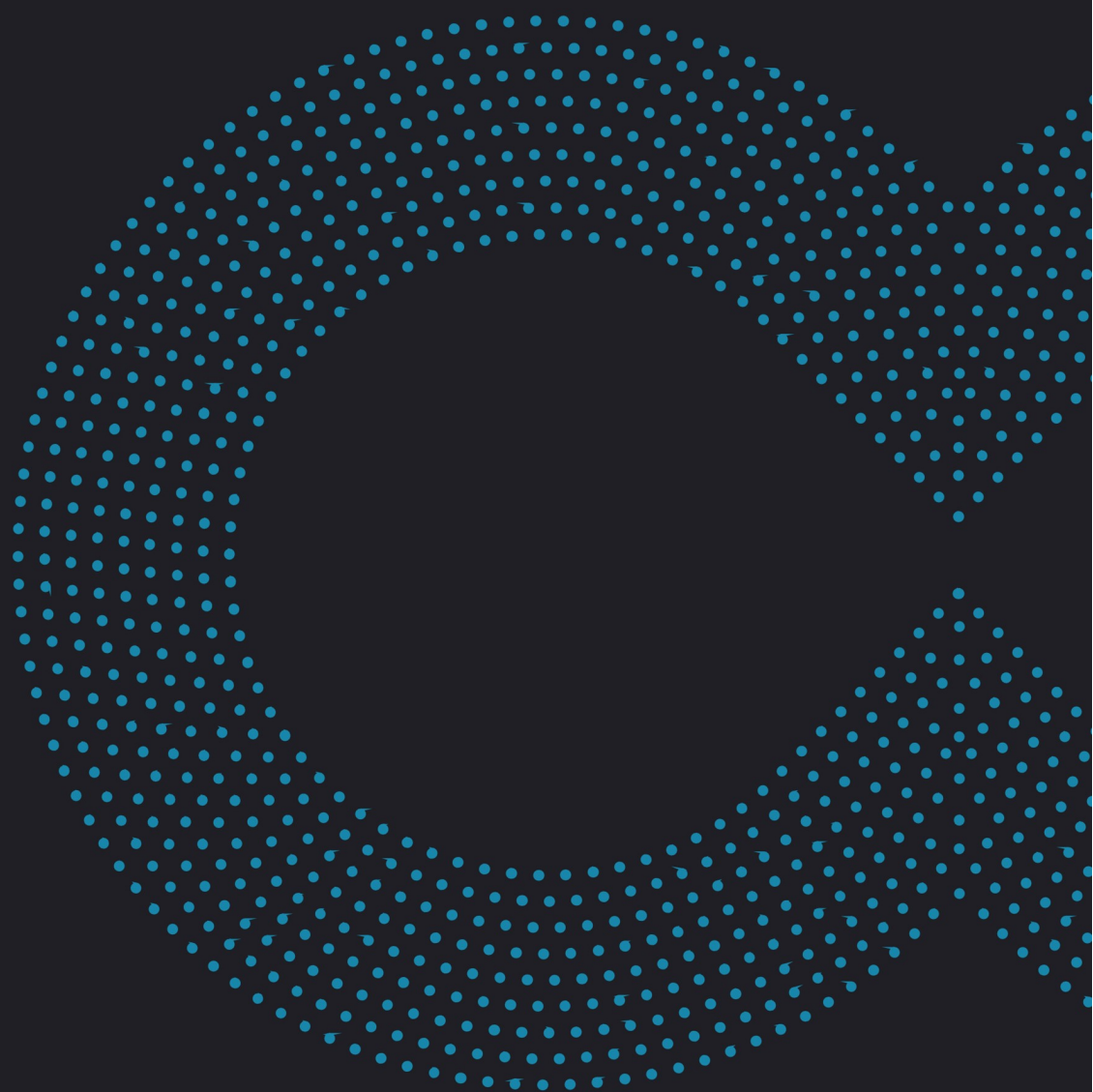


∞drive work

Administrator Guide

WebSynchro



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1. Introduction

1.1. The WebSynchro desktop application

This document is for administrators who want to install the WebSynchro plugin manually or via the command line on the computer of their Oodrive Work_share or Oodrive Work users.

WebSynchro is a desktop application that allows users to synchronize sensitive data between their computer and their online workspace. It also allows them to share sensitive files and folders directly from their computer's file explorer.

From the main interface of WebSynchro, users can:

- Set a default synchronization folder
- Manage their synchronizations
- Access their synchronizations at any time, locally or remotely
- Track synchronizations
- Manage application options
- Share data on their computer with all their Oodrive contacts

The WebSynchro application can be used by any individual with a User or Contact account on the Oodrive Work_share or Oodrive Work application.

1.2. Required configurations and compatibility

Required components

WebSynchro 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 WebSynchro 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

WebSynchro is compatible with the following browsers:

- Microsoft Edge
- Google Chrome
- Mozilla Firefox
- Safari

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

For Safari, the WebSocket used is a secure server listening on port 19487. Because the Oodrive Work_share web application loads in HTTPS, Safari requires 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 WebSynchro runs on the same computer as the browser).

Office suite

WebSynchro is compatible with:

- Microsoft Office 365
- Microsoft Office Professional: 2019 or higher

2. Installing and configuring WebSynchro manually

2.1. Install WebSynchro

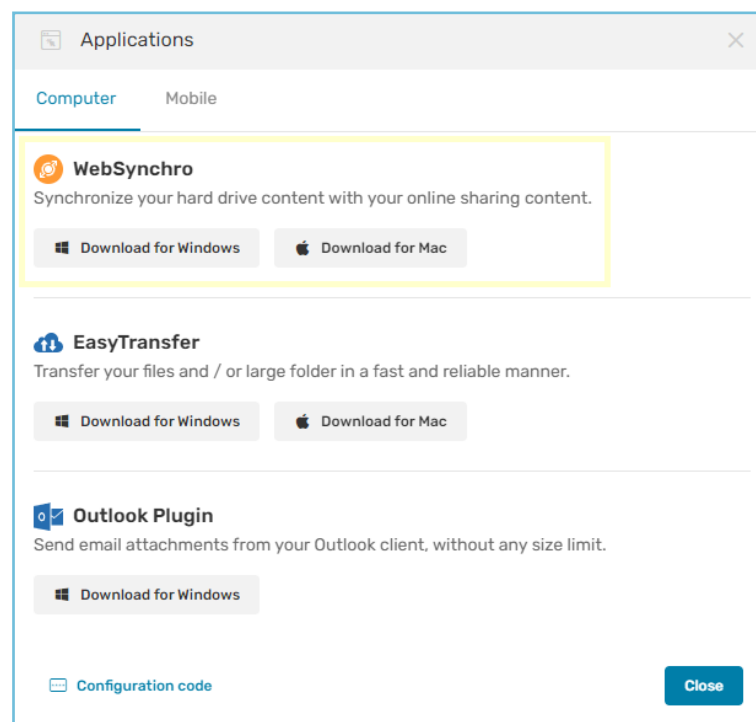
To install the WebSynchro plugin, download its executable file from the Oodrive Work_share or Oodrive Work web application.

Escalated "Administrator" permissions are required during installation to enable the plugin to interact with the file explorer context menu.

Please note that you can run a silent installation to avoid manual intervention on each user's computer (see [3 Installing WebSynchro via command line](#)).

Download and install WebSynchro

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 **WebSynchro** section, then download the application for Windows or Mac.
4. In the window that appears, copy the **Configuration code** to fill in during installation.
5. Go to your Downloads folder and double-click the **WebSynchro-xxx.exe** installer.



6. Follow the steps in the installation wizard.

7. Once the application has been installed, ask the user to log in using their login and password.

You can then help them set a default synchronization folder and configure the application.

2.2. Configure WebSynchro

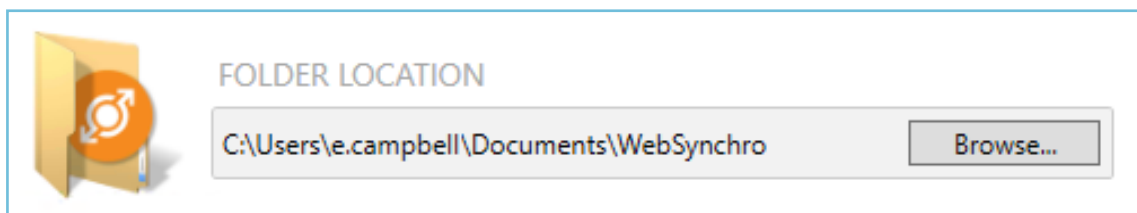
Users can configure and manage WebSynchro manually on their computer.

Set a default synchronization folder

When users first log in to WebSynchro, they can set a default synchronization folder on their computer.

This step makes it easier to set up the first synchronization, but is not mandatory.

1. When you first log in, click **Browse** to choose a default synchronization folder, and rename it if necessary.



2. Click **Yes** to confirm your selection. A folder with the same name is created at the root of your online workspace.

General settings

In the **Options** tab, users can manage the application's general options. They can choose to:

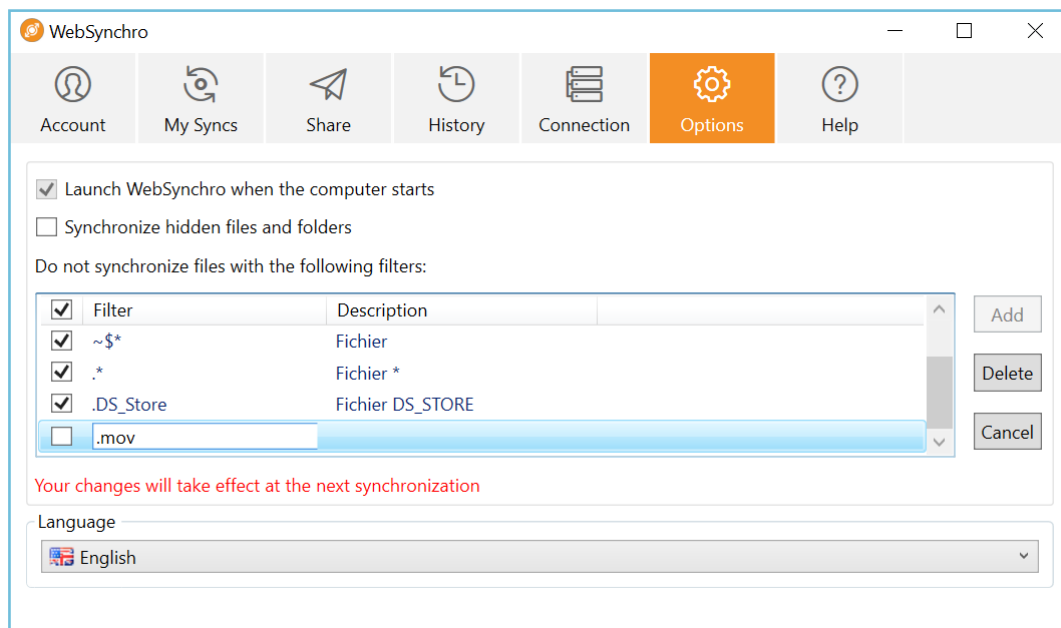
- Always launch WebSynchro when the computer starts up
- Synchronize hidden local folders and files
- Set filters for file extensions not for synchronization
- Change the language of the application (French, English, Spanish, Dutch, German)

Extension filters

Extension filters allow users to exclude specific files with a particular extension from their synchronizations.

Define a new extension filter

1. Access your WebSynchro application.
2. In the **Options** tab, Click **Add**, then enter a new extension. Example: ".mov":



3. Press the **Enter** key on the keyboard to confirm the entry.
4. Click **OK** at the bottom of the window to apply the changes and take this new filter into account in future synchronizations.

Remove an extension filter

1. Access your WebSynchro application.
2. In the **Options** tab, select the filter you want to remove, then click **Delete**.
3. Click **OK** to confirm your choice.
4. Click **OK** again to apply the changes.

Network settings

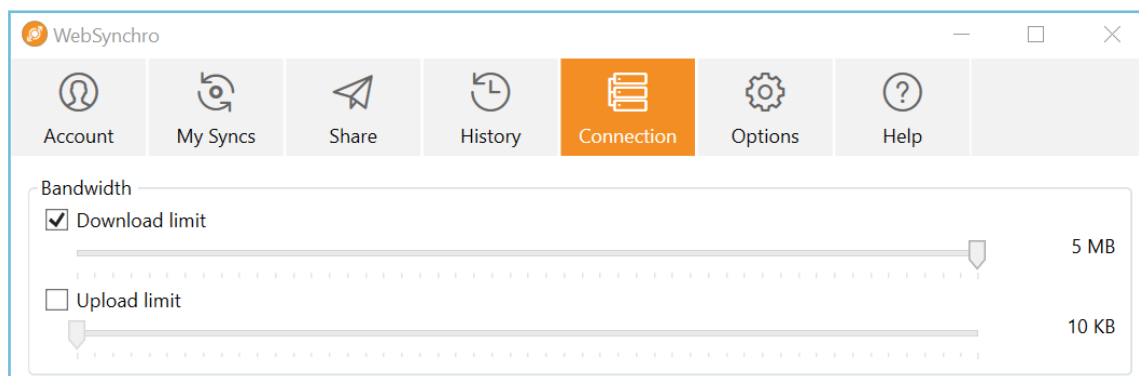
In the **Connection** tab, users can manage other options related to the Internet connection of his computer, namely:

- Set bandwidth limits for upload and download.,
- Define the settings for using a proxy.

Bandwidth limits

Users can limit the bandwidth on their WebSynchro application in order to optimize its distribution when their connection is limited.

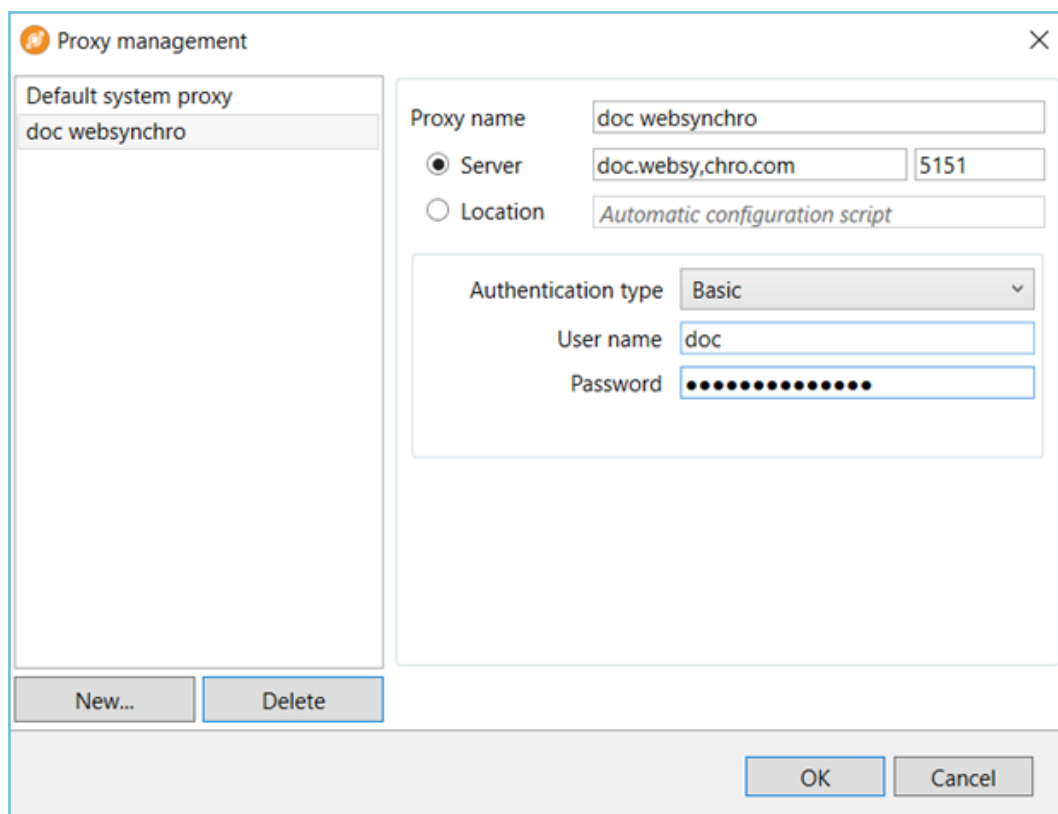
1. Access your WebSynchro application.
2. In the **Connection** tab, check the **Download limit** or **Upload limit** box, then move the cursor to choose its value, ranging from 10 kb/s to 5Mb/s.
3. Click **OK** to apply the changes.



Use of a proxy

If a specific proxy server is set up for the company, users must configure it in the application.

1. Access your WebSynchro application.
2. In the **Connection** tab, select **Use the following proxy to connect to the internet** to bring up the proxy management window.
3. Click **New...** and enter the proxy information for the company.



The image shows a 'Proxy management' dialog box. On the left, there is a list titled 'Default system proxy' containing the entry 'doc websynchro'. Below this list are 'New...' and 'Delete' buttons. On the right, the 'Proxy name' is 'doc websynchro'. The 'Server' radio button is selected, with the address 'doc.websy,chrom.com' and port '5151'. The 'Location' radio button is unselected, with the text 'Automatic configuration script'. Below these, the 'Authentication type' is set to 'Basic'. The 'User name' is 'doc' and the 'Password' is masked with dots. At the bottom right are 'OK' and 'Cancel' buttons.

4. Once you have entered the information, click **OK** to save the settings.

3. Installing WebSynchro via command line

As an administrator, you can install and configure WebSynchro directly via the command line. You'll be able to perform silent installations, prevent updates, and set a proxy or default synchronization if needed.

3.1. List of general settings

Setting name	Description
ServerHostName	Server domain name Default for SaaS solutions: sharing.oodrive.com
Workspace	Workspace name
Silent	For a silent installation, with a visible user interface (ability to cancel the installation)
VerySilent	For a silent installation, without a user interface
NeverUpdate	if NeverUpdate=true, WebSynchro will not update even if an update is available on the server. Default: NeverUpdate=false
Log	File name of the Installation log

Below is an example of a simple silent installation, with updates disabled:

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

Please note: It is possible to use a configuration file to pre-configure specific folder synchronizations for all users during mass deployment of the application (see [3.2Default synchronization configuration settings](#))

3.2. Settings for configuring a default synchronization

You can define a list of folders to be synchronized by default.

Requirements: The following requirements must be met to set up this feature:

- The file must be in **UTF-8** format, to avoid errors with special characters.
- **JSON** syntax must be respected, otherwise the file cannot be read. Each object between **{** and **}** must be separated from the previous one by a comma.
- In path names, folders must be separated by backslashes (not slashes), and these must be doubled, otherwise **JSON** syntax errors will occur.
- The local access path (LocalPath) must be an absolute path (from the root of the drive, C: for example).
- The server path (RemotePath) is relative to the **Files** folder at the root of the account, so do not include **Files** at the start of the server path.

Setting name	Description
SyncRoots	Path to a PresetSyncRoots.json configuration file

Below is an example of an installation with a list of predefined folders to be synchronized:

```
WebSynchroInstaller_2.7.0.exe /VERYSILENT
SyncRoots="chemin\du\fichier\PresetSyncRoots.json"
```

Configure a default synchronization

You can configure the folders to be synchronized by creating a file named PresetSyncRoots.json, with content like this:

```
[
  {
    "LocalPath": "C:\\Users\\johndoe\\Document\\Contrats",
    "RemotePath": "Documents\\Contrats"
  },
  {
    "LocalPath": "C:\\Users\\johndoe\\Document\\Factures",
    "RemotePath": " Documents\\Factures"
  }
]
```

This file can be deployed in one of two ways:

- **First method:** When installing the application from the command line ("silent installation"), specify the file path as SyncRoots="file\path\PresetSyncRoots.json". This will enable the installer to copy the file and add it to the WebSynchro application data.
- **Second method:** Manually place the PresetSyncRoots.json file in the folder %PROGRAMDATA%\Oodrive\WebSynchro (usually C:\ProgramData\Oodrive\WebSynchro).

Important : It is necessary to set the permissions of the file so that the user can read it but not modify it.

Synchronizations created through this mechanism will not be modifiable in the WebSynchro interface (they will be marked with a small padlock icon).

Attention : Si l'utilisateur a déjà configuré une synchronisation qui entre en conflit avec une synchronisation prédéfinie, elle sera supprimée et remplacée par la synchronisation prédéfinie. Cependant, les fichiers seront conservés.

Warning: If a user had already set up a synchronization that conflicts with the new predefined synchronization, the user's synchronization will be deleted and replaced by the predefined synchronization. However, the files will be kept.

Modify the deployed file

You can modify the **PresetSyncRoots.json** file after deploying it.

- Changes will take effect the next time the user logs on to WebSynchro.
- Synchronizations deleted from the **PresetSyncRoots.json** file will not be deleted from the user's account, but will be unlocked to allow the user to delete them manually if they wish.

3.3. Proxy configuration settings

Setting name	Description
ProxyName	Proxy name
ProxyAddress	Proxy domain name (address without the http://)
ProxyPort	Proxy port
ProxyAuthType	Proxy authentication type Possible values: None, Basic, SAML, Kerberos, NTLM, Anonymous (default)
ProxyUserName	Login to use for connecting to the proxy

ProxyPassword	Password to use for connecting to the proxy
ProxyDomain	Proxy domain (for NTLM authentication)
ProxyScript	Where applicable, address of the automatic proxy configuration script (.pac)
SysProxyInfo	System proxy credentials, in the form http://user:password@host:port/

Configuring a modifiable proxy in the application settings

This setting can be found in the **Proxy** section of the **Connection** tab.

Example of an installation that defines a proxy with Basic authentication:

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

Example of an installation that defines a proxy using a .pac script:

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

Configuring the proxy system

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

Example of installation with an NTLM system proxy:

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

Example of installation with a Basic authentication system proxy:

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

4. Advanced options and troubleshooting

4.1. Notification area

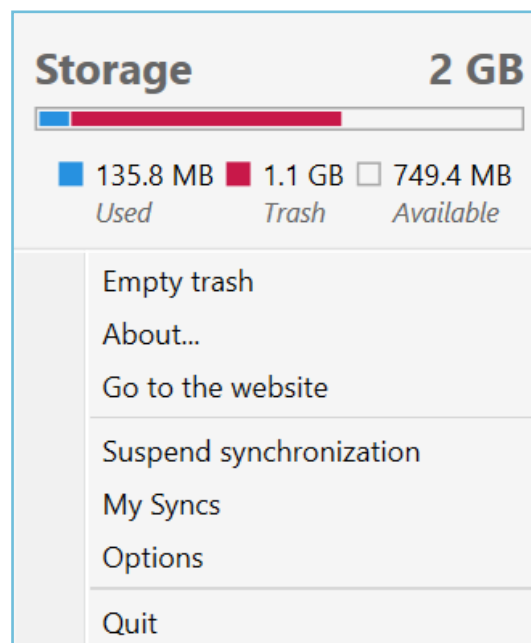
From the WebSynchro icon displayed in the notification area, users can access various menus and options related to the online workspace, allowing them to :

- View used and available storage space
- Empty the trash for the online workspace
- Access the online workspace.

Users can also access application shortcuts to:

- Suspend/Resume all synchronizations
- Display the synchronizations window
- Display the application options window
- Access advanced options
- Quit the application

To access these options and shortcuts, right-click the WebSynchro icon  displayed in the notification area.



4.2. Advanced options - Debugging

Advanced options are useful for debugging or in-depth analysis of an issue. They are hidden by default in the context menu.

To make them appear :

1. Right-click the **WebSynchro** icon in the notification area.
2. Hold down the **Shift** key on the keyboard to bring up the **Advanced options** area.
3. Move the mouse to expand the menu.

The following options are available:

- **Force full synchronization:** lets you force synchronization to solve certain issues.
- **Enable debug log:** lets you save more detailed information to help diagnose an issue.
- **Open application data folder:** lets you retrieve configuration files and logs manually.

4.3. Accessing help

In the **Help** tab, users can access application documentation, including WebSynchro user guides and release notes.

4.4. Export logs

WebSynchro 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 WebSynchro icon  in the task bar.
2. Go to the **Help** tab and click **Export Logs**.
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.

4.5. Application update

In the **Help** tab, you or the user can check whether an application update is available. By default, WebSynchro notifies the user of updates as soon as they are available. However, manual installations of a new version of WebSynchro require escalated “Administrator” permissions.

As an administrator performing a silent installation, you can use the command line to block automatic updates (see [3 Installing WebSynchro via command line](#)).

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