FORTRA

GoAnywhere Desktop Client User Guide

Product Version: 3.2.1

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Welcome

The GoAnywhere Desktop Client is a desktop application for accessing the GoAnywhere GoDrive and Files features.

GoDrive is an Enterprise File Synchronization and Sharing (EFSS) services for authorized users. All of your images, documents, videos, and files are stored on the GoAnywhere MFT server which your organization controls. Items you copy to GoDrive folders will automatically sync with the server and appear on each of your registered devices, as well as the Web Client, allowing you to access your files from any internet connected computer. Files that are stored on your device through GoDrive are automatically protected with AES-256bit encryption. These files can only be accessed on your device with valid user credentials.

The Files feature provides access to authorized files and folders on a GoAnywhere server. The GoAnywhere Desktop Client Files interface features options to quickly access and exchange files between your computer and the Files feature on the server over HTTPS protocol. You can upload files by dragging and dropping them from your local desktop directly on to the Files page.

When the GoAnywhere Desktop Client is installed, a GoAnywhere Desktop Client application icon appears in the task bar Notification Area. This allows you to modify your GoAnywhere Desktop Client settings and view your GoAnywhere Desktop Client activity.

Some GoDrive, File, and Folder features are available exclusively from the GoAnywhere Web Client:

- Once a file is added to your device, the GoDrive feature on the Web Client will keep track of file revisions, allowing you to restore previous versions of a file.
- Files and Folders can also be restored from the Web Client trash bin if they were accidentally deleted.
- Files and folders shared with others can be locked to prevent users from making changes or deleting files.

- Comments can be added to files and folders to communicate with other Web User's who have access to the shared item.

*See the *GoAnywhere Web Client User Guide* for more information about the GoDrive feature on the Web Client.

Installation Requirements

- GoAnywhere Web User account
- Any Microsoft Windows® operating system that supports .Net® Framework 4.5 or later
- The following applications are prerequisites and will be installed automatically if not present:
  - Microsoft .Net® Framework 4.5 or later
  - Microsoft Visual C++ 2012 Redistributable (x86)
  - Eldos driver

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Administration

The Administration section outlines the installation and maintenance of the GoAnywhere Desktop Client.

Installing the GoAnywhere Desktop Client

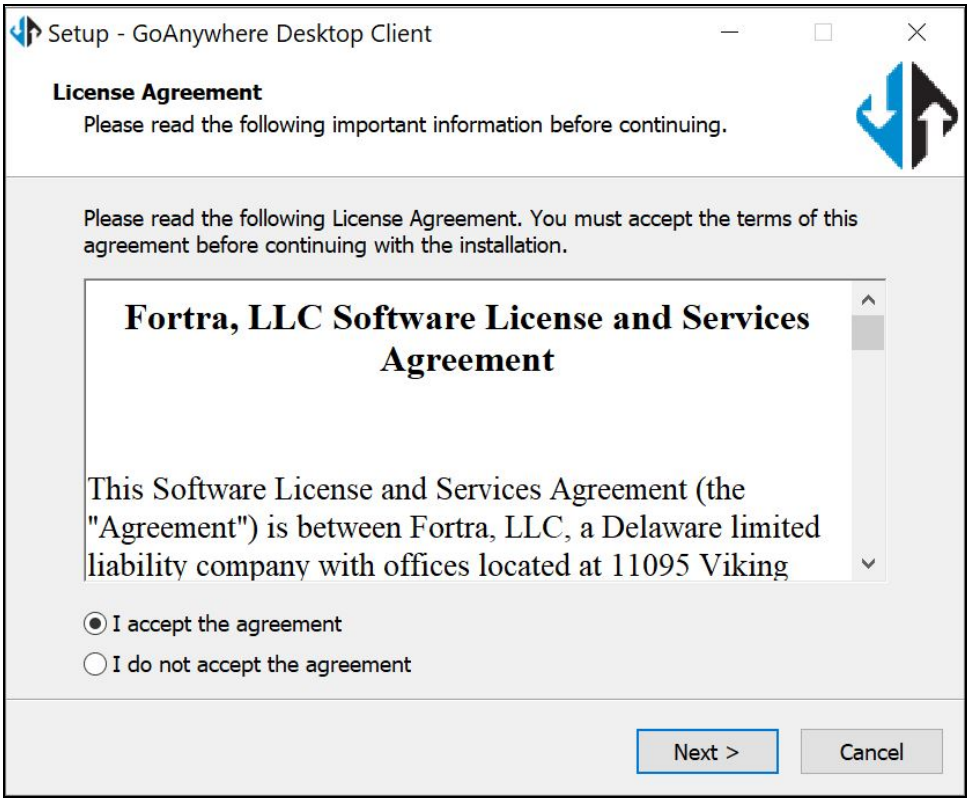
The GoAnywhere Desktop Client can be installed on most Windows versions. Follow the instructions below to install the GoAnywhere Desktop Client on a computer. The installer verifies your computer's configuration and only downloads and installs the files you need. You may need to restart your computer during the installation.

Step 1 - Launch the Installation Package

Locate and double-click the installation file on your computer (the default file name is "gadesktop3_1_4windows.exe"). If a Security Warning appears, click the **Run** button to confirm you wish to install the GoAnywhere Desktop Client.

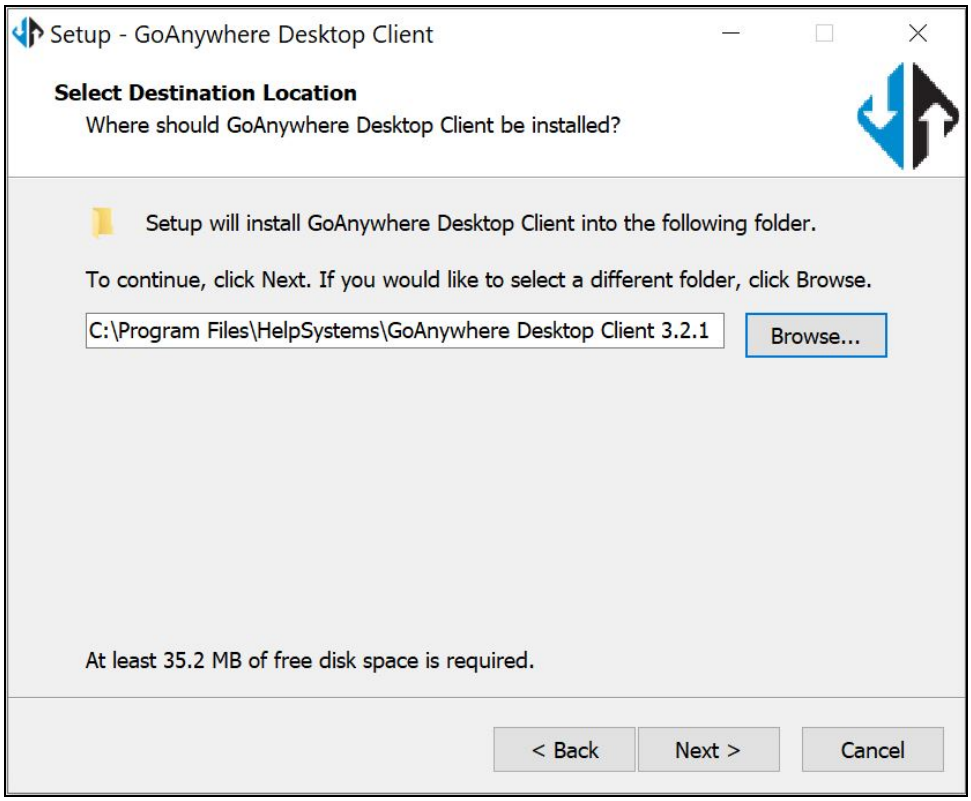
Step 2 - License Agreement

After reviewing the license agreement, select **I accept the agreement**, and then click the **Next** button to continue.



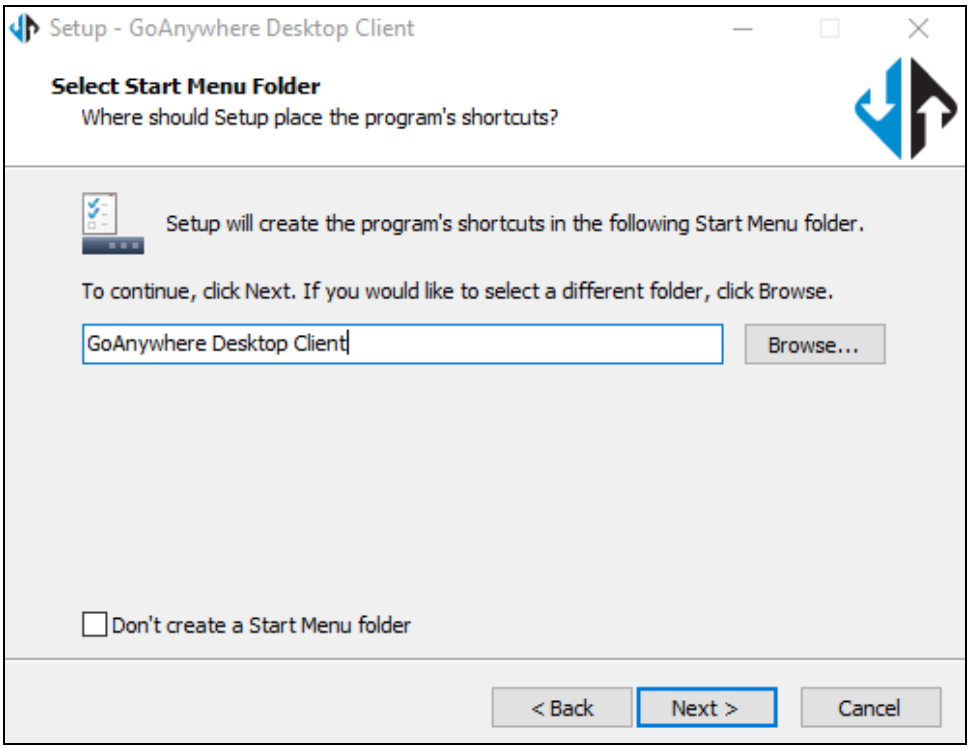
Step 3 - Select Destination Location

The GoAnywhere Desktop Client setup will install the software in the indicated location. To continue, click the **Next** button. If you would like to select a different folder, click the **Browse** button.



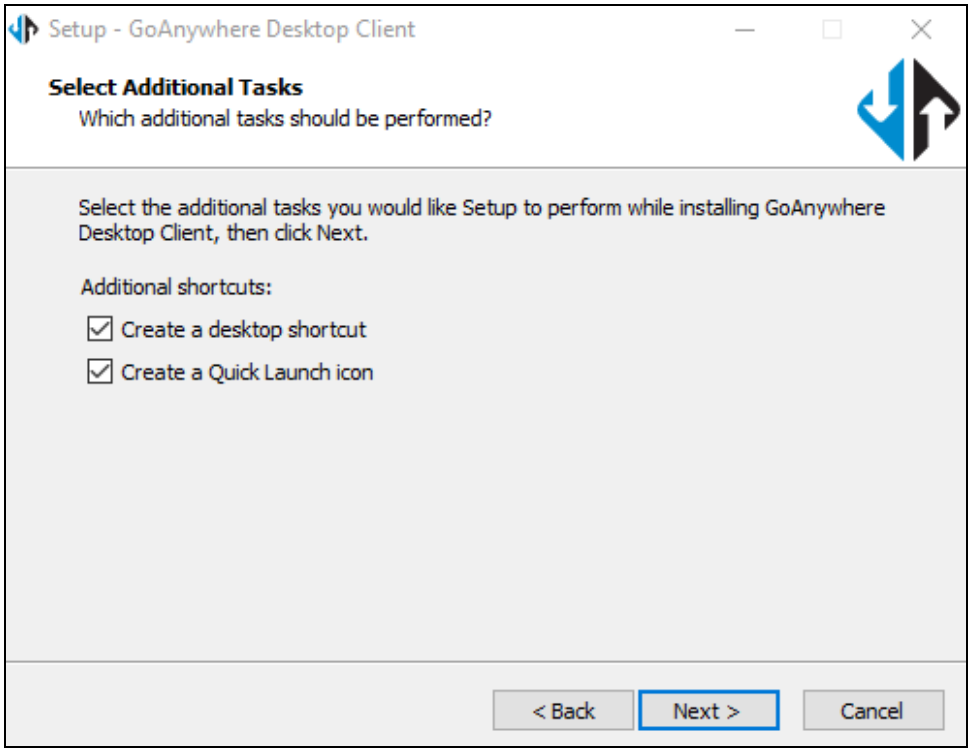
Step 4 - Select Start Menu Folder

Setup will create the program's shortcuts in the indicated Start Menu folder. To continue, click the **Next** button. If you would like to select a different folder, click the **Browse** button.


Setup - GoAnywhere Desktop Client
Select Start Menu Folder
Where should Setup place the program's shortcuts?
Setup will create the program's shortcuts in the following Start Menu folder.
To continue, click Next. If you would like to select a different folder, click Browse.
GoAnywhere Desktop Client
Browse...
Don't create a Start Menu folder
< Back
Next >
Cancel

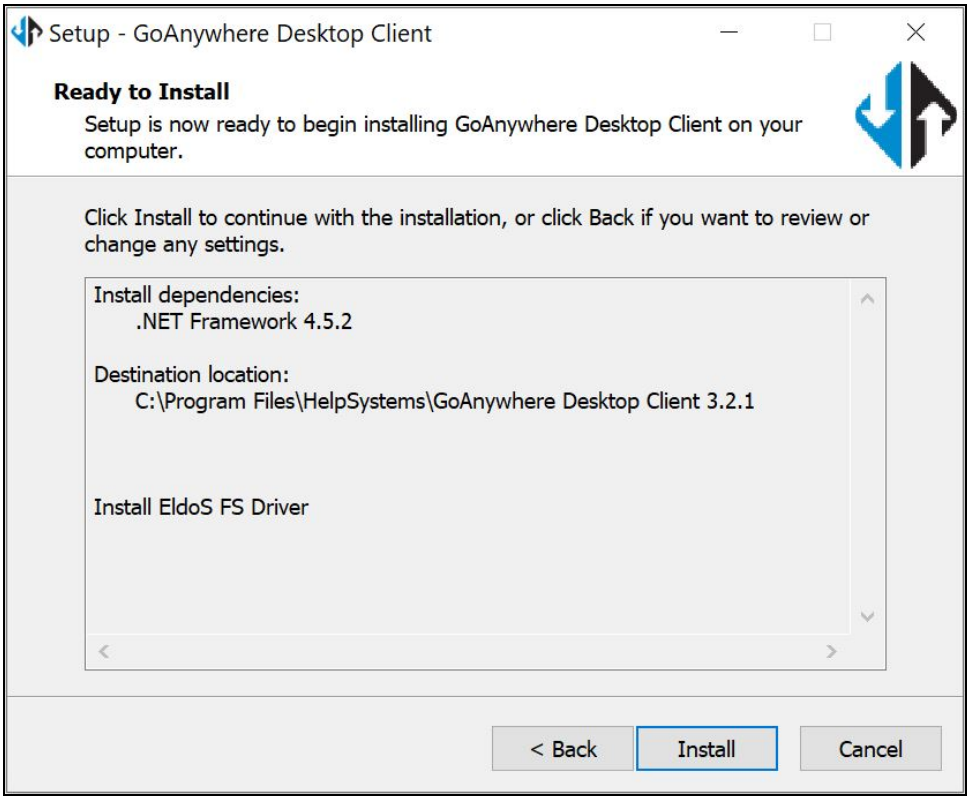
Step 4 - Select Additional Tasks

Select the additional tasks you would like Setup to perform during the install. To continue, click the **Next** button.



Step 5 - Installation Confirmation

The GoAnywhere Desktop Client installer confirms you wish to continue. Click the **Next** button to install the GoAnywhere Desktop Client or click the **Back** button to make any changes to the installation settings. The GoAnywhere Desktop Client will be installed in the directory you selected in Step - 3.



Once installation is complete, you will be prompted to add a new account.

GoAnywhere Desktop Client Silent Install

The GoAnywhere Desktop Client installation can be automated by using a silent install option. Silent install uses the Windows command line with optional parameters to execute the installation.

Certificate Prerequisite

During installation of the GoAnywhere Desktop Client, the user will be prompted to trust the EldoS Corporation certificate. To suppress the EldoS driver prompt in the silent installer, the certificate can be imported on the user's machine prior to installation.

Export the EldoS Corporation Certificate

1. Install the GoAnywhere Desktop Client on a Windows PC.
2. Open the Windows Certificate Manager, and then expand the Trusted Publishers folder.
3. Right-click on the EldoS Corporation certificate and choose **All Tasks** > **Export**.
4. Follow the instructions on the Certificate Export Wizard.

Once the certificate has been exported, it can be applied to the Trusted Publishers folder on your target user's computers though Active Directory procedures or other means. After the certificate is applied, the silent installer will not prompt the user for any settings during installation.

Commands and Parameters

To perform a silent install, open a command prompt and execute the installer using your specific parameters. The following command is used to silently install the GoAnywhere Desktop Client:

```
[path+executable] /VERYSILENT /GA_URL=[webclient url]
/GA_WINDOWS_AUTH=[true or false] /GA_USERNAME=[username]
/GA_DRIVE_LETTER=[drive letter]
```

The following table contains the required and optional parameters for a silent install:

Parameter Name	Description	Required?
path+executable	The directory path to the GoAnywhere Desktop Client installation file.	Yes

Parameter Name	Description	Required?
/VERYSILENT	Hides the user interface during installation.	Yes
/GA_URL	The web address to access the GoAnwhere Web Client. If this field is not used, the user will need to configure GoDrive after it is installed.	No
/GA_WINDOWS_AUTH	This determines if the Web User will be authenticated using the user's network login credentials (Windows Authentication) or their Web User username and password. Valid values are 'true' or 'false'.	No
/GA_USERNAME	The user name of the Web User. This parameter is not required for servers versions 6.1.0 and newer.	No
/GA_DRIVE_LETTER	The drive letter that will be used by the GoAnywhere Desktop Client, if it is available. If this parameter is not specified, the desktop client will attempt to use the default drive letter G. If the default drive letter is taken, the desktop client will use the next available drive letter.	No
/DIR	The directory where the GoAnywhere Desktop Client will be installed to. For example: /DIR="[Install Directory]"	No

Performing a New Silent Install Using Windows Authentication

The following command is used to silently install the GoAnywhere Desktop Client when Windows Authentication is desired:

```
[path+executable] /VERYSILENT
/GA_URL=[webclient url] /GA_WINDOWS_AUTH=true
```

EXAMPLE:
gadesktop3_1_4windows.exe /VERYSILENT /GA_URL=https://10.1.1.104:443 /GA_WINDOWS_AUTH=true

Performing a New Silent Install Using User Name Authentication

The following command is used to silently install the GoAnywhere Desktop Client when User Name and Password authentication is desired. The Web User will be prompted to complete registration when the desktop client is launched:

```
[path+executable] /VERYSILENT
/GA_URL=[webclient url] /GA_WINDOWS_AUTH=false /GA_USERNAME=[user
name]
/GA_DRIVE_LETTER=[drive letter]
```

EXAMPLE:
gadesktop3_1_4windows.exe /VERYSILENT /GA_URL=https://10.1.1.104:443 /GA_WINDOWS_AUTH=false /GA_USERNAME=kharris /GA_DRIVE_LETTER=G

Upgrading to a New Version of the GoAnywhere Desktop Client

The following command is used to upgrade an existing installation to a new version of the GoAnywhere Desktop Client. The silent installer does not update existing user account configurations.

```
[path+executable] /VERYSILENT
```

> **EXAMPLE:**
> gadesktop3_1_4windows.exe /VERYSILENT

Uninstall

The GoAnywhere Desktop Client uninstalls using the Programs and Features option in the Windows Control Panel. Your GoAnywhere Desktop Client user settings and local files are permanently deleted during the uninstallation process. Follow the instructions below to uninstall the GoAnywhere Desktop Client:

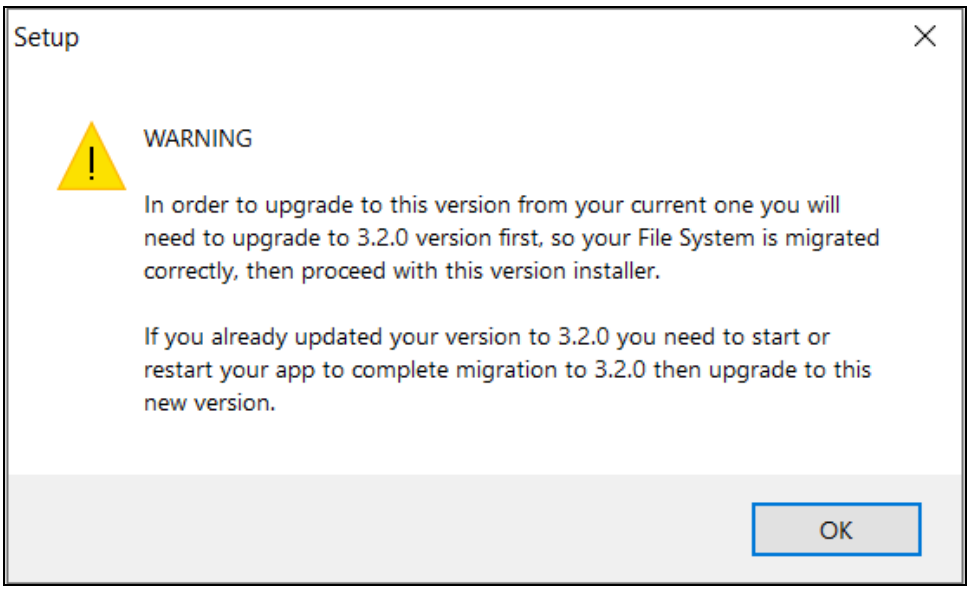
1. From the task bar Notification Area, right-click on the GoAnywhere Desktop Client icon and choose **Exit**.
2. From the **Start** menu, open the **Control Panel**.
3. In the **Control Panel**, either click the **Uninstall a program** link in the Programs section or click the **Programs and Features** icon.
4. From the list of available programs, click to select *GoAnywhere Desktop Client* and then from the sub-menu bar click **Uninstall**.
5. The *GoAnywhere Desktop Client* is removed.

Upgrade

When upgrades are available, simply install the new version over the existing version. None of your settings or files are removed during the upgrade.

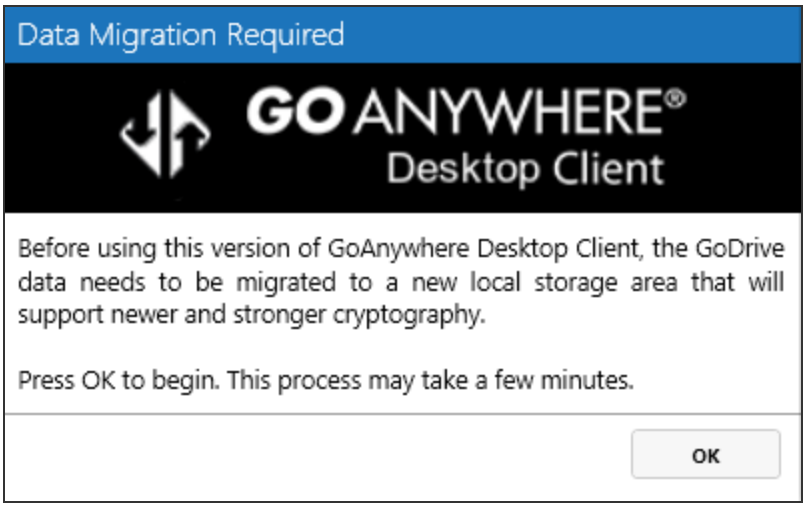
NOTE:
Do not uninstall the GoAnywhere Desktop Client prior to upgrading the software. Your settings and local files will be deleted, and you will be required to re-register your device.

NOTE:
When upgrading the GoAnywhere Desktop Client from version 3.1.4 or earlier, the installer will prompt you with the below warning message to upgrade to the 3.2.0 version first.



Data Migration

If upgrading the GoAnywhere Desktop Client from version 3.0.1 or earlier, the installer will prompt you to migrate your GoDrive data to a new local storage area that supports newer and stronger cryptography. Click **OK**.



If there is insufficient disk space for the GoDrive migration, you can choose to delete the local data and re-sync all files with the server, or you can retry the migration when there is more available disk space on the system. Click **OK** to delete the local data and re-sync all files with the server.

Logging

The GoAnywhere Desktop Client maintains logs that record the client's activity. The log files record a timestamp and description of each action performed. A new log file is created each time the current log file reaches the maximum size defined in the log configuration.

View Logs

1. Navigate to C:\Users\[user name]\AppData\Local\HelpSystems\GoAnywhere Desktop Client\logs.
2. Double-click the **goanywhere.log** file to open the *GoAnywhere Desktop Client* log file. By default, this file opens in Notepad.

Change Log Level

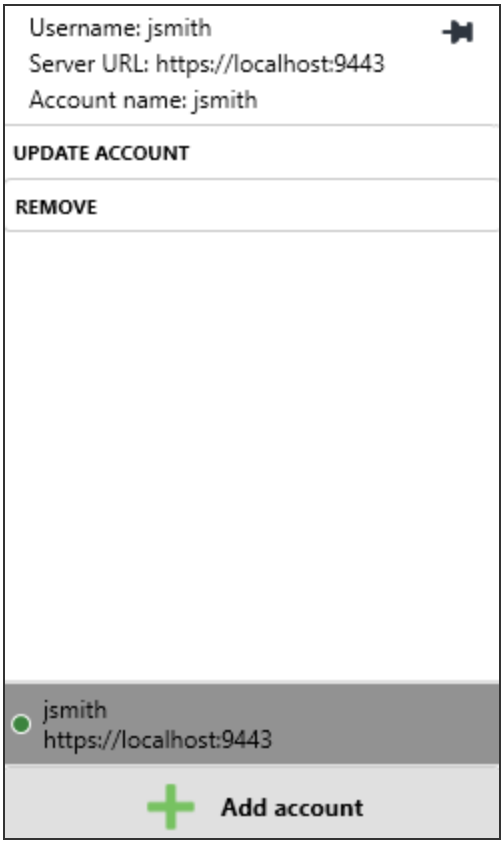
If you encounter a problem with the GoAnywhere Desktop Client, a Fortra Support Specialist may ask you to provide them a Debug Log to troubleshoot the issue.

1. Navigate to C:\[InstallFolder]\config folder (where [InstallFolder] is the installation location for the GoAnywhere Desktop Client).
2. Open the **log4netconfig.xml** file using an XML editor or Notepad.
3. Toward the bottom of the file, change the value for `<level value="INFO">` to `<level value="DEBUG">`.
4. Save the changes to the log configuration and close the editor.
5. Restart the GoAnywhere Desktop Client for the new changes to take effect.

Account Menu

The options on the Account menu allow you to add an account and make changes to your account name and URL.

To access the Account menu, click on the account name in the upper right-hand corner of the desktop client window.



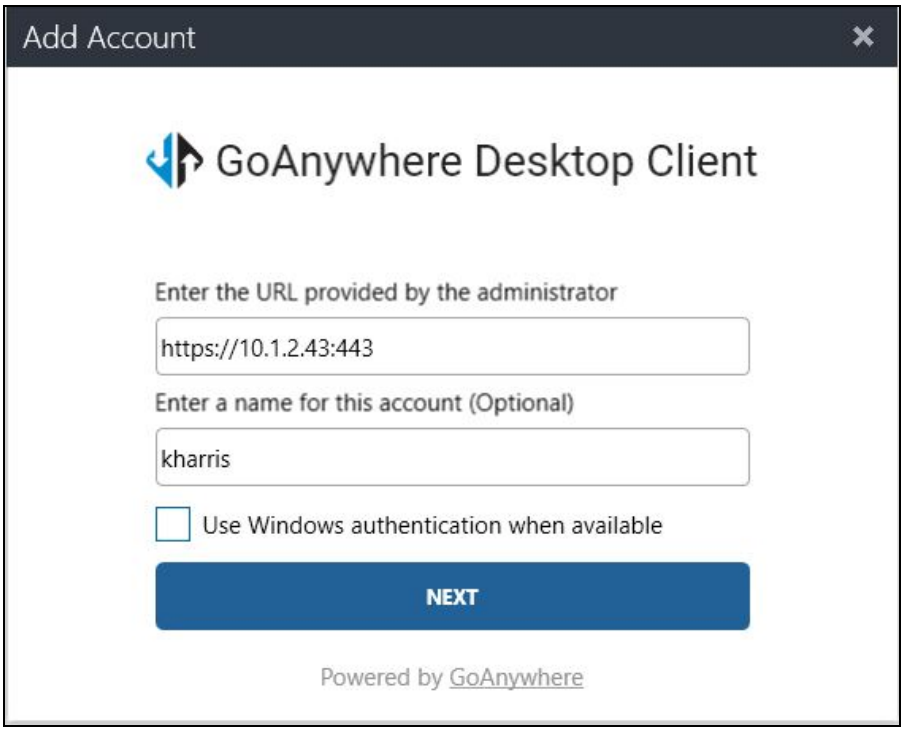
Add Account

The Add Account window appears when the GoAnywhere Desktop Client is installed for the first time and when adding any subsequent accounts. Log in with the server URL and specify your Web User credentials, If Windows Authentication is available, your credentials will be automatically supplied. If you are not sure of your credentials, contact your GoAnywhere Desktop Client administrator.

Step 1 - Enter the URL for GoAnywhere

Enter the URL for the GoAnywhere Web Client. The URL is in the format: **https://[server]:[port]** (where [server] is the IP address or domain name of the GoAnywhere server and [port] is the HTTPS port used by the server).

Step 2 - Enter an Account Name



Enter a name for this Account(Optional)

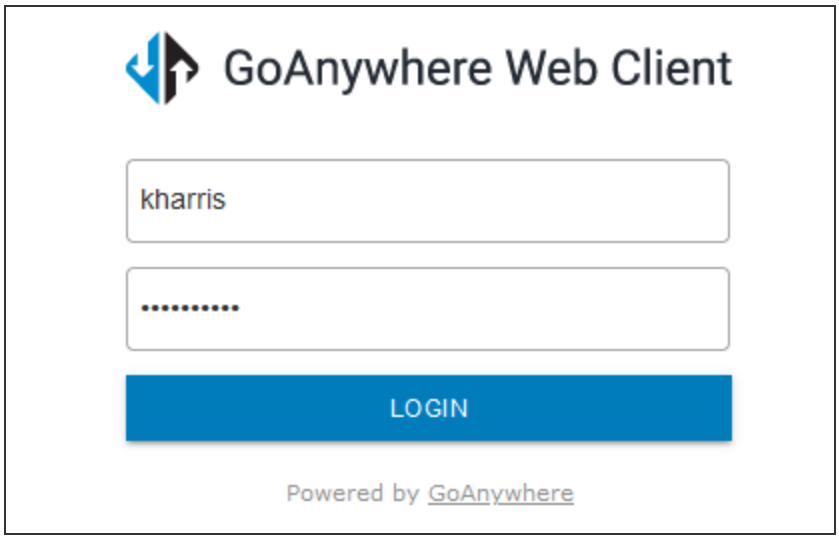
Enter an optional name for this account. This account name is used to label the drive in Windows Explorer. When this field is left blank, the URL entered in Step 1 is used as the GoAnywhere Desktop Client label.

Use Windows authentication when available

If enabled by the administrator, this setting will automatically authenticate the GoAnywhere Desktop Client using your network credentials. If the Windows Authentication server is not available, you will need to supply your Web Client password.

Step 3 - Log in to the GoAnywhere Web Client

You will be redirected to the Web Client URL specified in step 1. Enter a User Name and Password



User Name

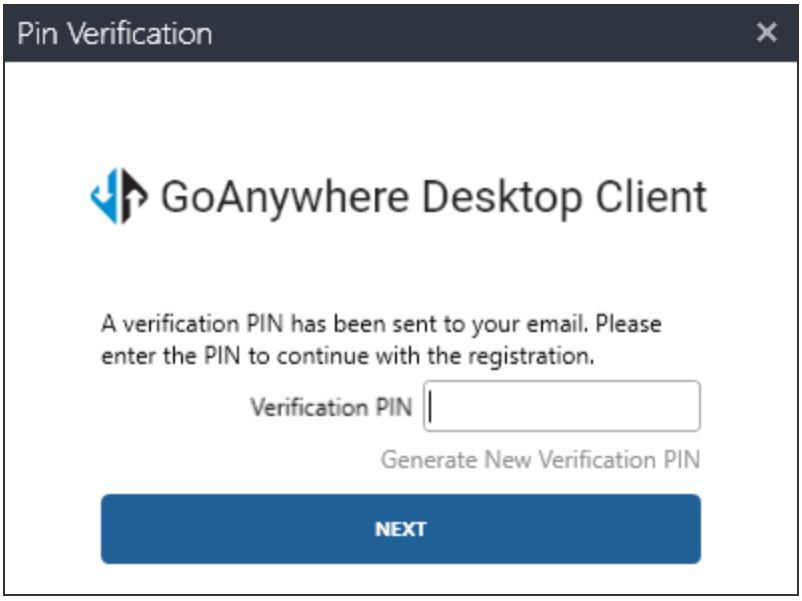
Your Web User name you use to log in to the GoAnywhere Web Client.

Password

The password you use to log in to the GoAnywhere Web Client.

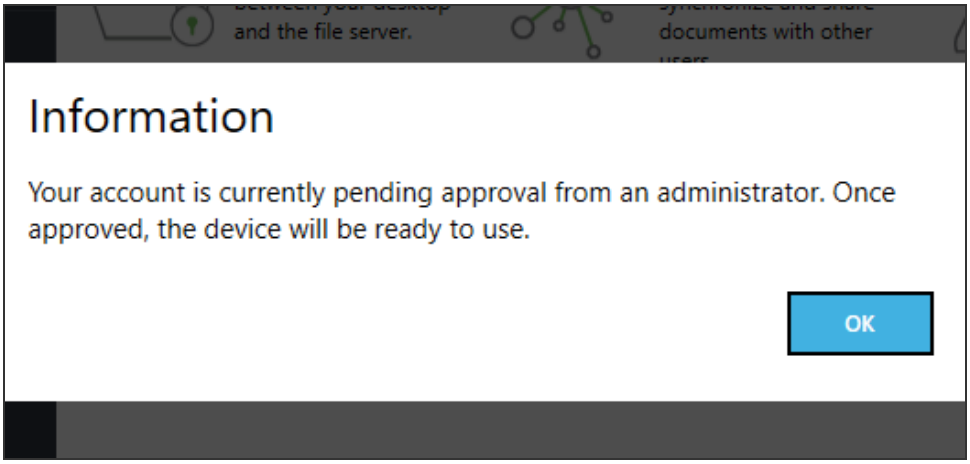
Step 4 - Verification PIN

If enabled on the GoAnywhere server, a PIN is emailed to you to verify your email account. Enter the Verification PIN from the email.



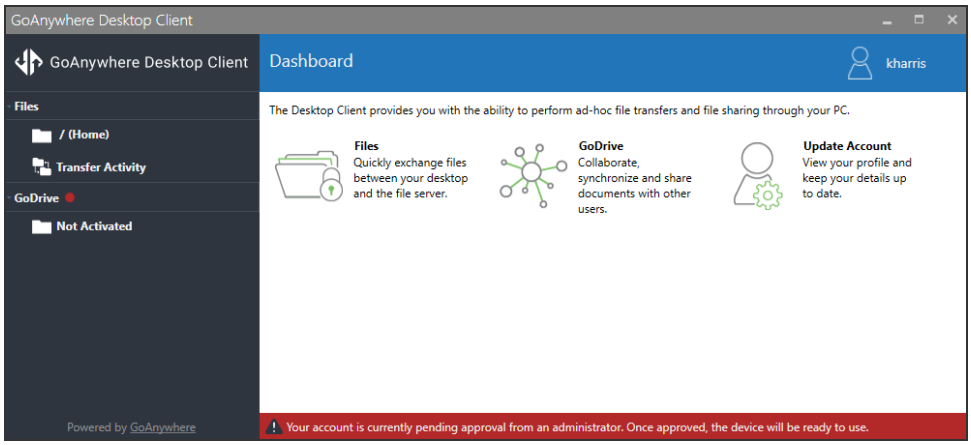
Step 5 - Account Approval

If enabled on the GoAnywhere server, administrator approval is required before the GoAnywhere Desktop Client can be used. If administrator approval is required, the following message will appear:



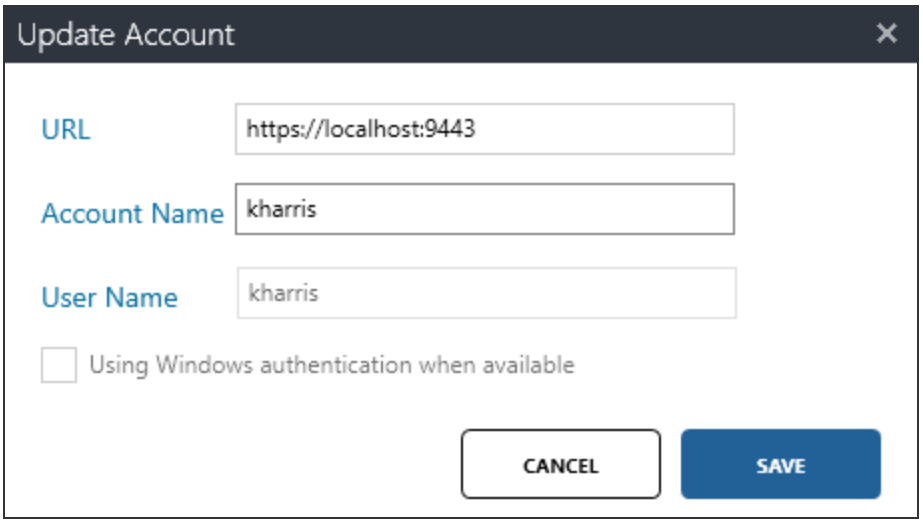
Click **OK**.

A "pending approval" notification will appear at the bottom of the GoAnywhere Desktop Client. Once the account is approved, the notification will no longer appear.



Update Account

The Update Account page allows you to change an account name and URL. After logging in, open the Update Account page by clicking the account name located in the upper right-hand corner of the desktop client screen. The account menu will appear. Click **Update Account**. Change the information as needed and then click the **Save** button.

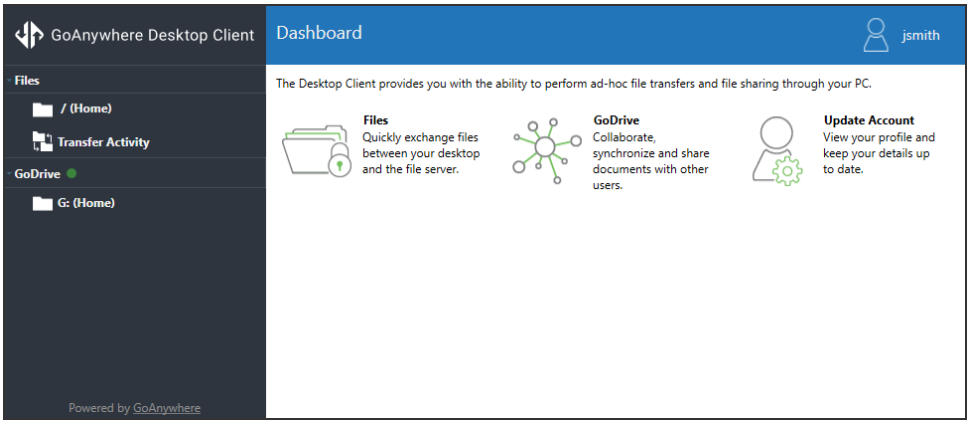


Remove Account

The Remove option allows you to remove an account from a device. After logging in, access the Remove action by clicking the account name located in the upper right-hand corner of the desktop client screen. The account menu will appear. Click **Remove**. Click **OK** to deactivate the account.

Dashboard

The dashboard provides menus and links to quickly access components within the GoAnywhere Desktop Client.



Side Menu

To access a component, select it from the side menu.

Quick Links

Launch popular components by clicking a corresponding Quick Links icon.

Icon	Component Description
Files	Files provides access to authorized files and folders on the server. Files can be transferred quickly between the desktop and server over HTTPS protocol.
GoDrive	GoDrive is a secure file system that provides Enterprise File Synchronization and Sharing (EFSS) services. With GoDrive, files and folders can be easily shared between users.
Update Account	View your account and keep your details up to date.

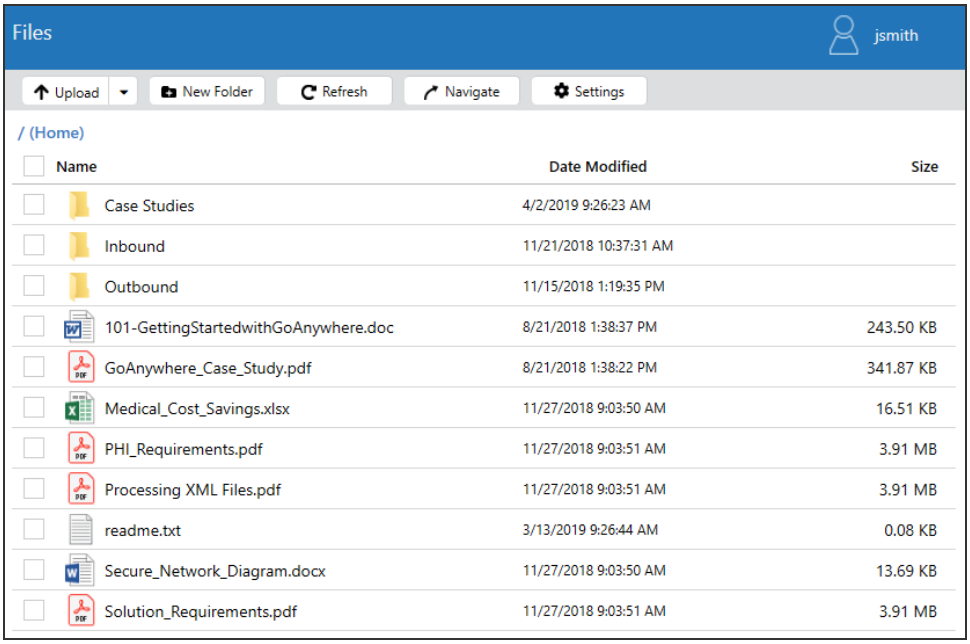
> **NOTE:**
> If one or more of these components do not appear on your dashboard, then you may not have permissions to those components. Contact your administrator for assistance.

Files

The Files feature provides access to authorized files and folders on the server. Files can be transferred quickly between the desktop and server over HTTPS protocol.

Files Interface

The Files interface provides options to quickly access and exchange files between your computer and the Files feature on the server. You can upload files by dragging and dropping them from your local desktop directly on to the Files page. You can also drag-and-drop one or more files to move files within the Files interface.



Toolbar

The following actions are available from the toolbar:

- **Upload** files and folders by clicking the Upload button. Click the **Down Arrow** button to specify the action to take if a file or folder with the same name already exists. The default action to take when a file or folder already exists is Rename.

View the upload results by selecting the Show Details link that appears at the bottom of the page.

- **Move up** a folder by clicking the name of the folder in the directory path.
- **Return** to your home directory by clicking **Home** in the directory path.
- **Create** a new folder (under the current folder) by clicking **New Folder** in the toolbar. Type the name for the new folder in the dialog box and click the **Create** button.
- **Refresh** the current folder by clicking **Refresh** in the toolbar.
- Go to a specific directory path by selecting **Navigate** in the toolbar.
- Click **Settings** in the toolbar to specify a local directory destination for downloaded files.

File and Folders Actions

The following actions are available by right-clicking on a file:

- **Rename** a file. Type the new name in the dialog box and click the **Rename** button.
- **Delete** a file. You can optionally delete one or more files by selecting the file checkboxes and clicking the **Delete** button.
- **Download** a file.

The following actions are available by right-clicking on a folder:

- **Delete** a folder.
- **Download** all files contained in a folder to the download directory. The directory structure will be maintained.

> NOTE:
> Files downloaded to your computer via the Files interface are not encrypted and are only protected by the measures you've put in place on your local system.

Footer Actions

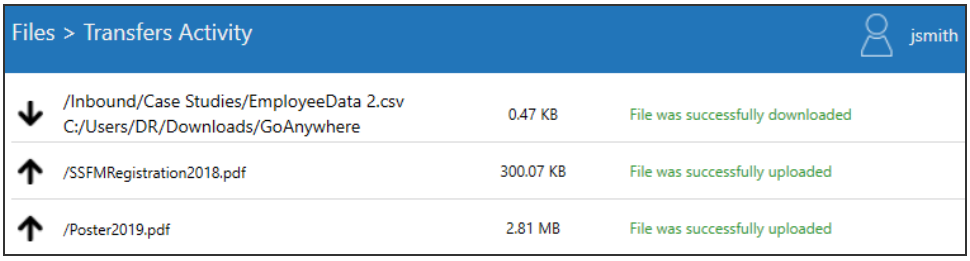
The following actions are available when one or more items are selected from the table:

- **Delete** the selected items.
- **Download** the selected items.

> **NOTE:**
> Deleting a folder also deletes all files and sub-folders within the folder.

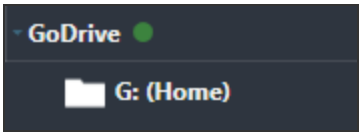
Transfers Activity

The Transfers Activity page shows all GoAnywhere Desktop Client Files upload and download activity for an account.



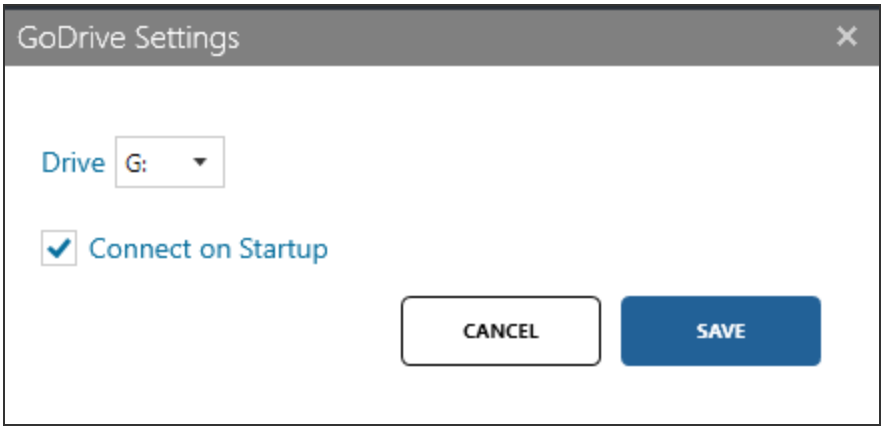
GoDrive

If the user account is authorized, the GoAnywhere Desktop Client can connect and sync with the GoDrive service. GoDrive's Sync status is indicated by a green (connected), yellow (paused), or red (disconnected) status icon. Click **GoDrive** to view recent GoDrive activity.



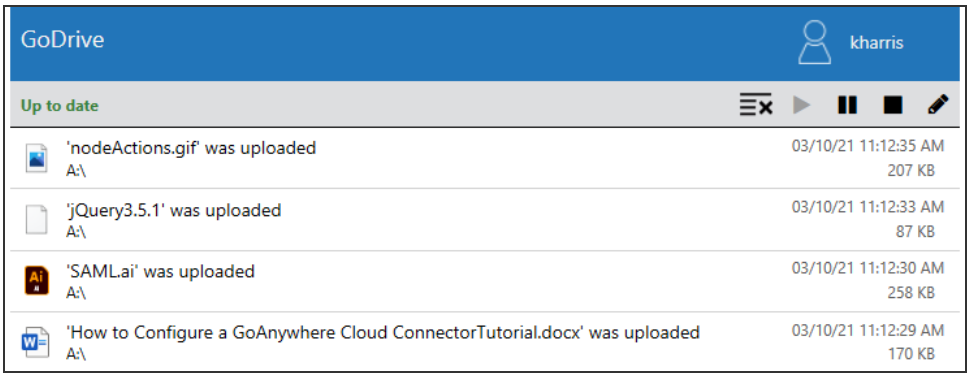
Activating GoDrive

To activate the GoDrive feature on a new GoAnywhere Desktop Client installation, click on **GoDrive** in the side menu. A warning will appear at the bottom of the GoDrive window. Click the link in the warning to activate GoDrive. In the GoDrive settings window, assign GoDrive to a local drive and specify whether or not to connect to the GoDrive service on startup. Click **Activate**.



GoDrive Activity

Selecting GoDrive in the side menu opens the GoDrive activity page. The GoDrive activity page displays all account activity including uploads, downloads, and account connections.



Toolbar

The following actions are available from the toolbar:

- Clear recent activity by clicking on the icon.
- Connect to GoDrive by clicking the icon.
- Pause the connection to GoDrive by clicking the icon.
- Disconnect from GoDrive by clicking the icon.
- Change the GoDrive local drive assignment by clicking the icon.

Troubleshooting

Use the following procedures to troubleshoot problems that may occur with the Sync Client.

Report a Lost or Stolen Device

If your GoAnywhere Desktop Client device was lost or stolen, contact your GoAnywhere administrator immediately. The administrator will disable the device, which will remotely wipe the contents of the GoAnywhere Desktop Client and prevent unauthorized access to your files the next time the device connects to GoAnywhere.

Reserved Characters and Extensions

GoDrive will not synchronize files that begin with a tilde "~", end with a .TMP extension, or do not have an extension.

Read Only Mode

Read Only Mode allows you to continue to access your GoDrive files if an error occurs between the sync client and server. Files can only be viewed, and cannot be modified or deleted. The sync client will not make attempts to restore connections to the server while in Read Only Mode.

Restoring a Connection to GoDrive

Use the following procedures to restore a connection to GoDrive.

- Lock and then unlock Windows. A connection attempt will be made when you unlock your PC.
- Manually start the synchronization from the GoDrive activity screen.
- Exit the GoAnywhere Desktop Client and reopen it.
- Back-up the contents of your GoDrive folder, uninstall the desktop client, and then re-install the desktop client.

> **NOTE:**
> The contents of your local GoDrive folder will be deleted when the sync client is uninstalled.

- Contact your administrator if the problem persists.

Conflicts

Synchronization conflicts can occur when the GoAnywhere server rejects a file you have attempted to sync with GoDrive. Some example actions that can cause a conflict are:

- The file size exceeds the maximum file size limit
- The file size exceeds your GoDrive disk quota
- The file type is not allowed on the server

When the server rejects a file, the sync client will display a message indicating the reason for the conflict, and a "**~Conflicts**" folder will be automatically created in your GoDrive directory. The rejected file will be moved to the ~Conflicts folder.

> **NOTE:**
> A 0 KB file (with the same name of the rejected file) may remain in your GoDrive Directory and will sync with the server. You can delete this file at any time.

Resolving Conflicts

To resolve a conflict, remove the conflicted file from the **~Conflicts** folder and place it back in the GoDrive directory after you have handled the error that caused the initial conflict.

GoDrive Account is Active, but the GoDrive Folder is not Accessible

This will occur when GoDrive is run as an administrator, typically following installation. To make the GoDrive folder appear, close GoDrive, and then reopen GoDrive not as administrator.