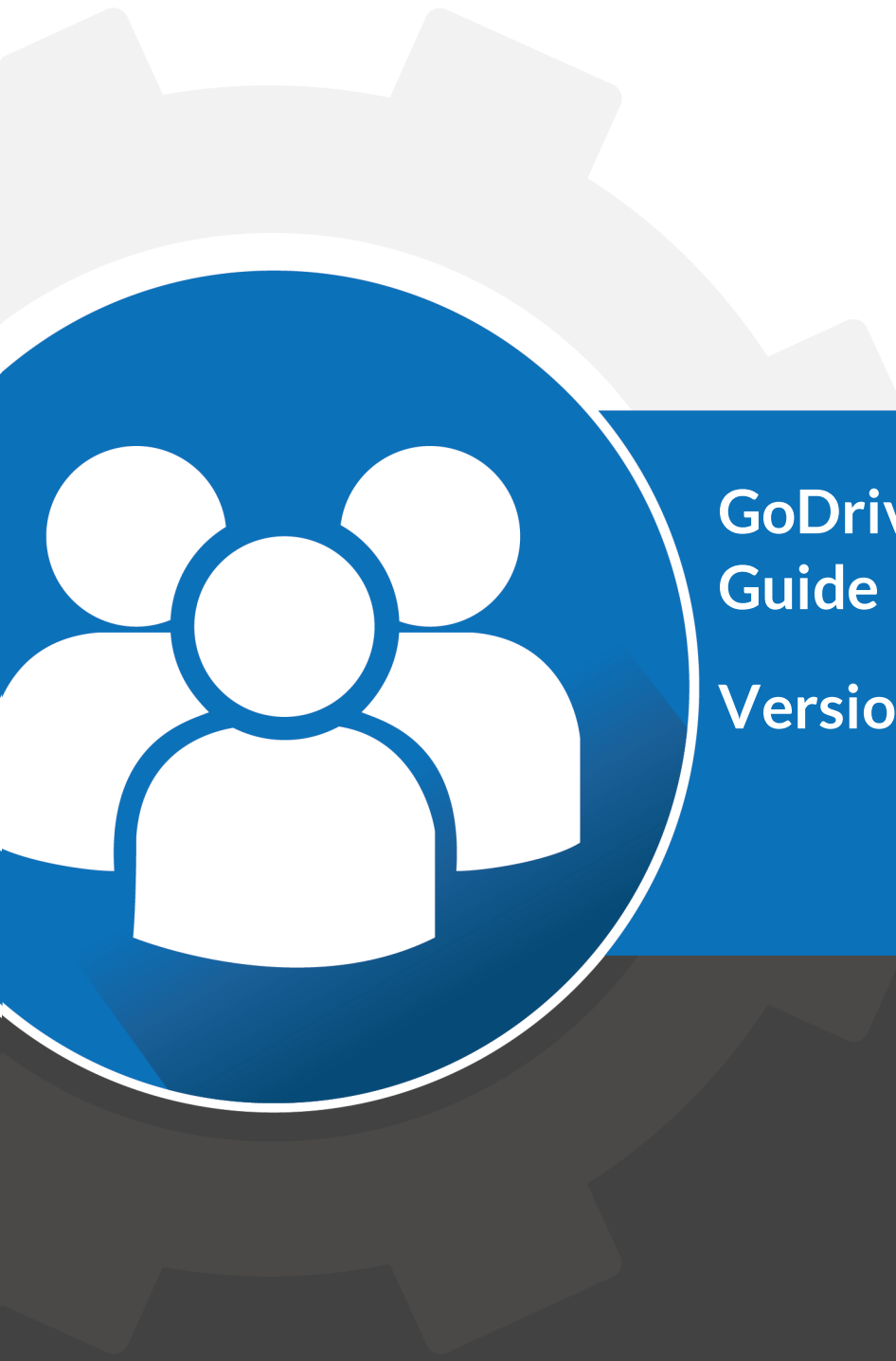




GO ANYWHERE[®]
A HelpSystems Solution



GoDrive for macOS User Guide

Version 1.4.1



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GoDrive for macOS

GoDrive is a secure file system that provides Enterprise File Synchronization and Sharing (EFSS) services for authorized users. All of your images, documents, videos, and files are stored on the GoAnywhere server which your organization controls. Items you copy to the GoDrive folder 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.

When GoDrive is installed, a GoDrive application icon  appears in the Status menu. Once your device is registered and active, a new drive appears in Finder. This drive is where you will place any items you want to sync with GoDrive. The  menu allows you to modify your GoDrive settings and view your GoDrive activity.

Files that are stored on your device in GoDrive are automatically protected with AES-256bit encryption. These files can only be accessed on your device with valid user credentials.

Many GoDrive features are available exclusively from the Web Client:

- Once a file is added to your device, the GoDrive feature on the server 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 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 MFT Web Client User Guide* for more information about the GoDrive feature on the Web Client.

Installation Requirements

- GoAnywhere MFT server running version 5.0.2 or higher
- GoAnywhere MFT server with the HTTPS Web Client. GoDrive for macOS will not connect to the Web Client without an SSL connection.
- GoAnywhere MFT Web User account with the GoDrive feature
- Any macOS computer running version 10.9.X or later
- The following applications are prerequisites and will be installed automatically if not present:
 - FUSE for macOS

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Install GoDrive

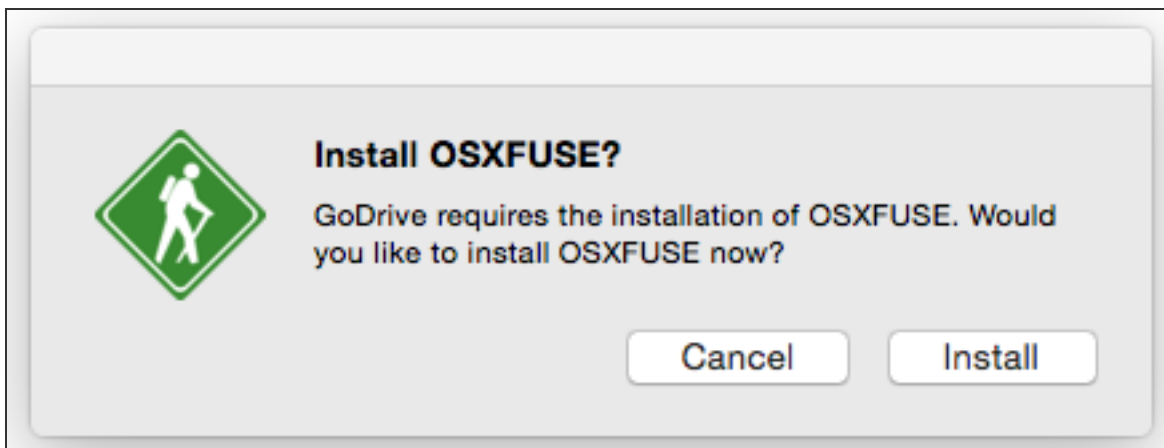
Use the following instructions to install GoDrive on macOS:

1. Drag the GoDrive application to the macOS Applications folder.
2. Double-click the GoDrive application to launch it.

NOTE:

Your macOS System Preferences must allow apps to be installed from anywhere. Navigate to System Preferences > Security & Privacy, and then select the **Allow apps downloaded from anywhere** option.

3. The GoDrive application will check your system for an existing installation of OSXFUSE. If your system does not have the OSXFUSE application, the GoDrive application will request you install the software. Click the **Install** button to continue.



4. The installation is complete. The GoDrive [Add Account](#) window will appear.

Upgrade


When upgrades are available, follow the [Remove GoDrive](#) instructions to remove the current installation, and then follow the [Install GoDrive](#) instructions to install a new version.

NOTE:

You do not need to delete your GoDrive settings when upgrading GoDrive.

Remove GoDrive

Use the following instructions to remove GoDrive from macOS:

1. Select the  **GoDrive** icon in the Status menu to launch the Account Activity window.
2. Click the **Quit** button to close GoDrive.
3. Drag the GoDrive icon from the Application folder to the Trash.
4. Empty the Trash to permanently delete GoDrive.

When the GoDrive application is deleted, your user settings and files remain encrypted on the system. Use the following instructions to remove your GoDrive settings:

WARNING:

Do not remove your GoDrive settings if you are upgrading the software.

1. From Finder, click **Go**, and then choose **Go to Folder**.
2. Specify `~/local/share/HelpSystems` in the **Go to the Folder** field and then click **Go**.
3. Drag the **GoDrive** folder to the Trash.
4. Empty the Trash to permanently delete the GoDrive settings.

Uninstall FUSE

Use the following instructions to remove FUSE:

1. Open the **macOS System Preferences**.
2. Locate the FUSE driver and select it.
3. Click the **Remove FUSE** button.
4. Enter your macOS Administrator password and then click **OK**.
5. FUSE will be uninstalled.

Logging

GoDrive 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. From Finder, click **Go**, and then choose **Go to Folder**.
2. Specify `~/local/share/HelpSystems` in the **Go to the Folder** field and then click **Go**.
3. Open the **GoDrive** folder, and then open the **Logs** folder.
4. Double-click the **godrive.log** file to open it. By default this file opens in the macOS Console.

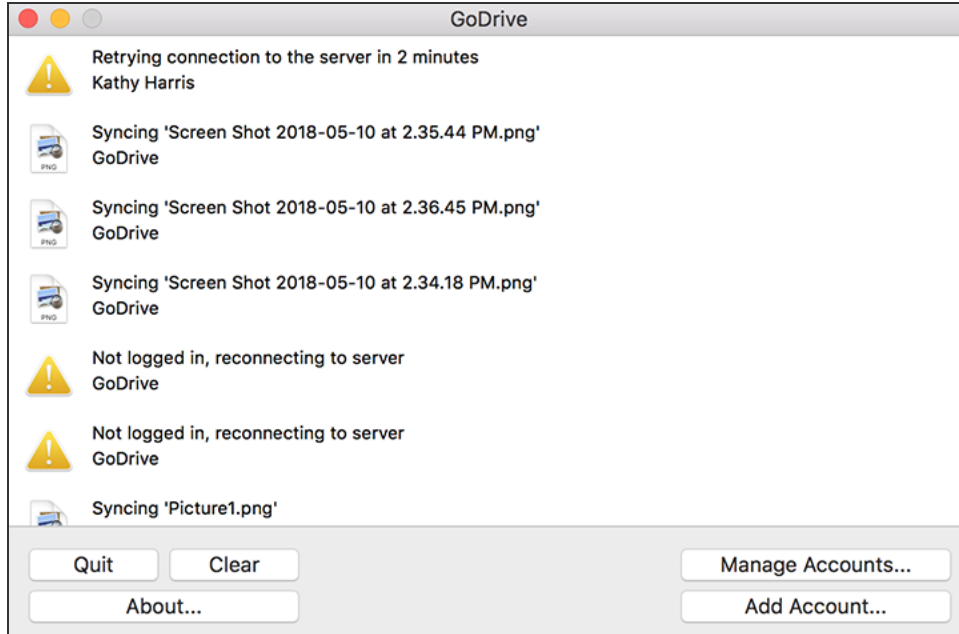
Change Log Level

If you encounter a problem with GoDrive, a HelpSystems Support Specialist may ask you to provide them a Debug Log to troubleshoot the issue.

1. From Finder, click **Go**, and then choose **Applications**.
2. Right-click on the GoDrive application and then choose **Show Package Contents**.
3. Select **Contents > Resource > Config**.
4. Open the **log4netconfig.xml** file in a text editor.
5. Toward the bottom of the file, change the value for `<level value="INFO">` to `<level value="DEBUG">`.
6. Save the changes to the log configuration and close the editor.
7. Restart GoDrive for the new changes to take effect.

GoDrive Activity and Properties

GoDrive activity and properties can be set by selecting the  **GoDrive** icon located in the Status menu.



Quit

Closes the GoDrive volume from Finder and the Status menu. Synchronization with the GoDrive server will stop until GoDrive has been reopened.

Clear

Clears the GoDrive account history pane.

About...

Displays the GoDrive version number.

Add Account...

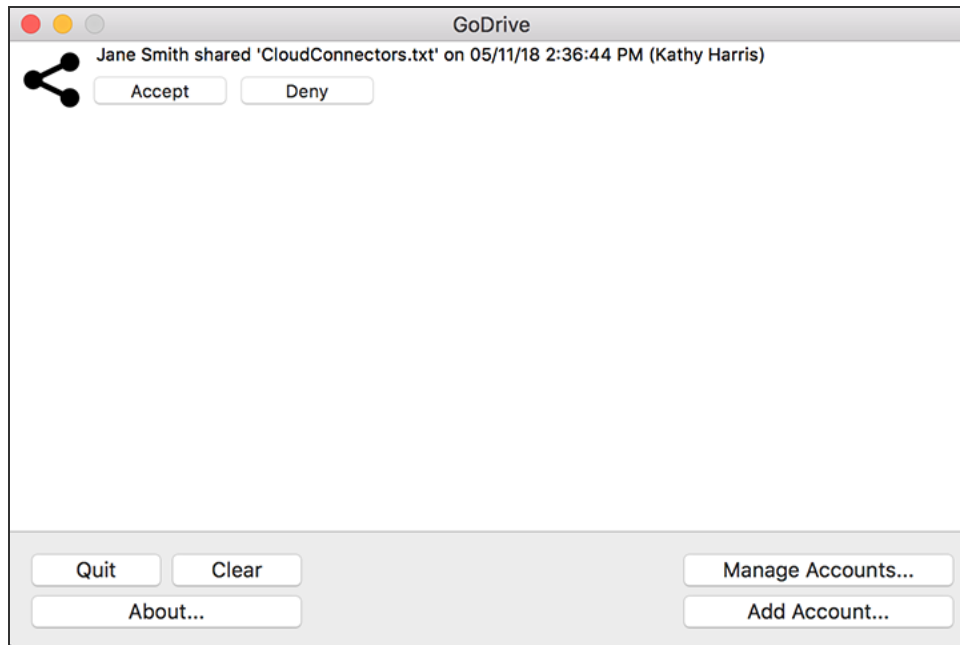
[Add](#) a new account.

Manage Accounts...

[Manage](#) accounts.

Sharing Requests

You are notified when another GoDrive user shares a file or folder with you. You can Deny or Accept the shared item. The accepted file or folder will appear in the root of your GoDrive directory.

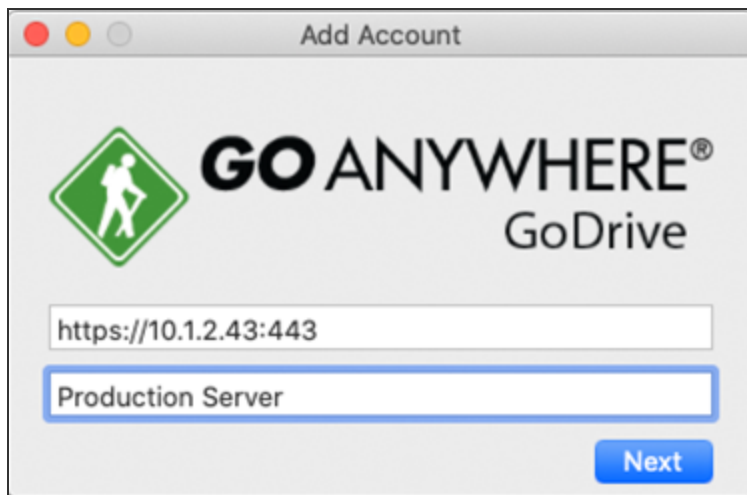


Add Account

The Add Account window appears when GoDrive is installed for the first time. Login with the server name or URL and your Web User credentials. If you are not sure of your credentials, contact your GoDrive administrator.

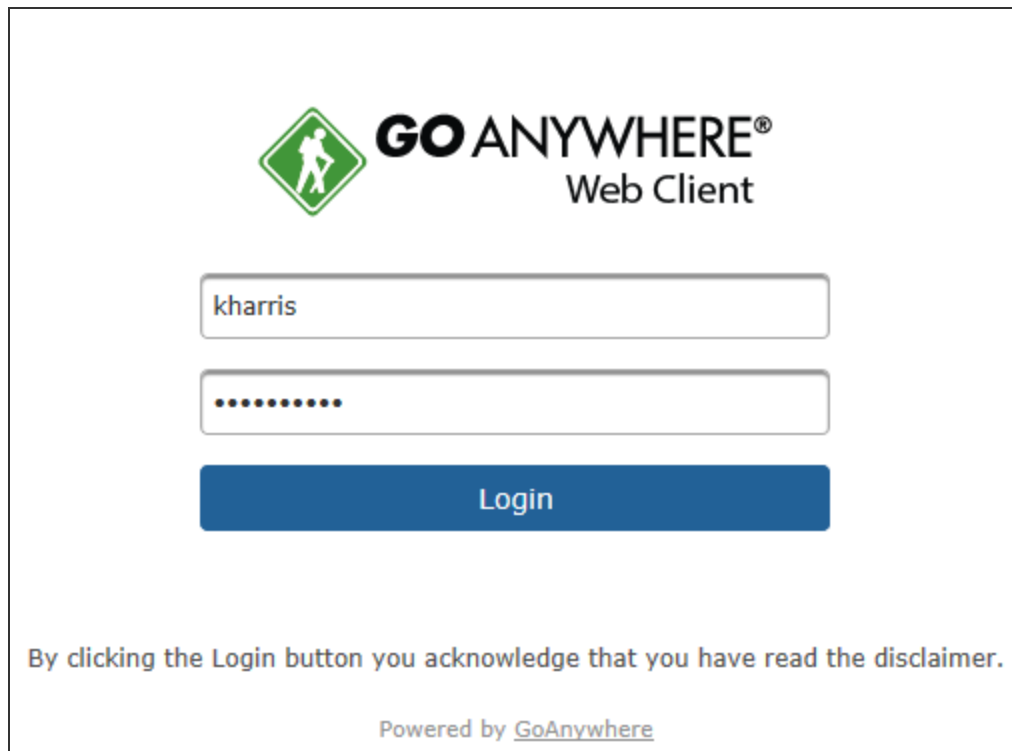
Step 1 - Enter the URL for GoAnywhere

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 GoDrive server and [port] is the HTTPS port used by the server). Specify a drive name that will appear in Finder. This is the drive where you will place items to sync with GoDrive. Click **Next**.



Step 2 - Log in to the GoAnywhere Web Client

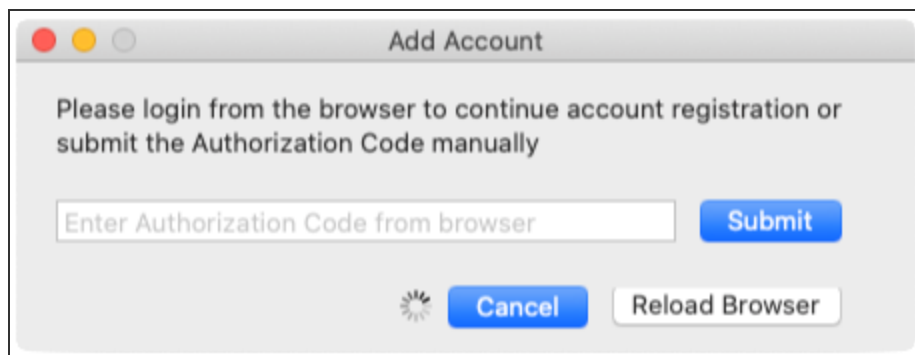
You will be redirected to the Web Client URL specified in step 1. Enter a User Name and Password.



The image shows the GoAnywhere Web Client login interface. At the top, there is a green diamond logo with a white figure inside, followed by the text "GO ANYWHERE® Web Client". Below this, there are two input fields: the first contains the username "kharris", and the second contains a masked password represented by dots. A blue "Login" button is positioned below the password field. At the bottom of the form, there is a disclaimer: "By clicking the Login button you acknowledge that you have read the disclaimer." and a link "Powered by GoAnywhere".

Browser Based Authentication

If you are using Safari, then you may not have been automatically redirected back to the client. Instead, you will need to manually enter the Authorization Code shown on the Dashboard after logging in.



The image shows a macOS-style dialog box titled "Add Account". The text inside reads: "Please login from the browser to continue account registration or submit the Authorization Code manually". Below this text, there is a text input field with the placeholder "Enter Authorization Code from browser" and a blue "Submit" button. At the bottom, there is a loading spinner icon, a blue "Cancel" button, and a "Reload Browser" button.

Step 3 - 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.



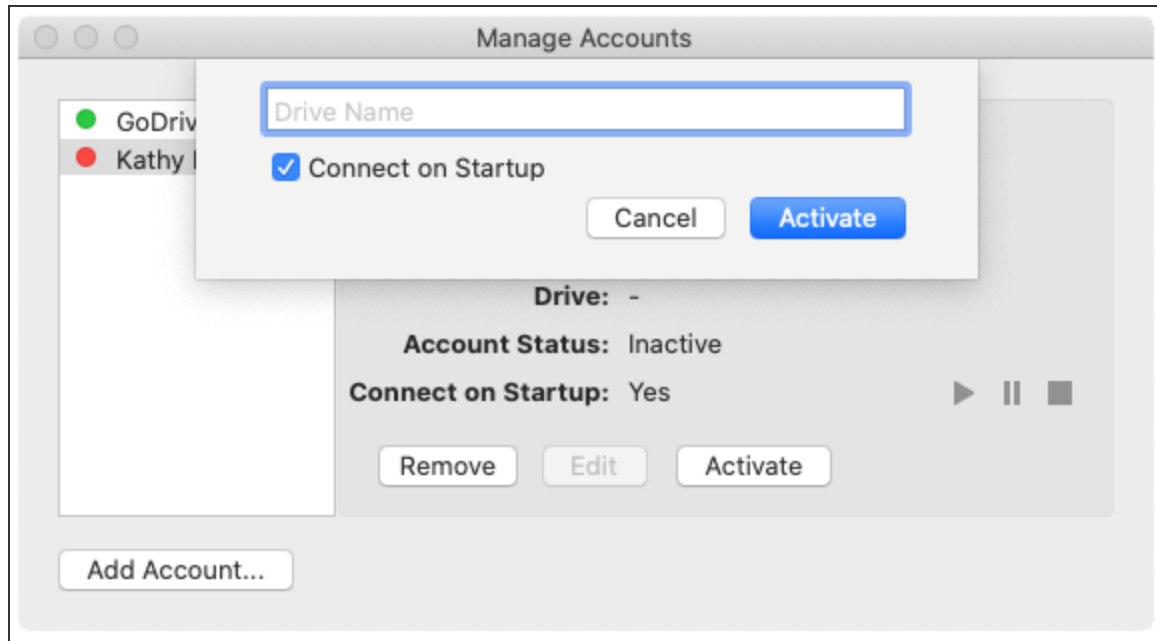
Step 4 - Pending Approval

If enabled on the GoAnywhere server, an administrator must approve your account before you can begin synchronizing files with GoDrive. If the account is approved, the **Registration Complete** screen appears. Click **Activate**.



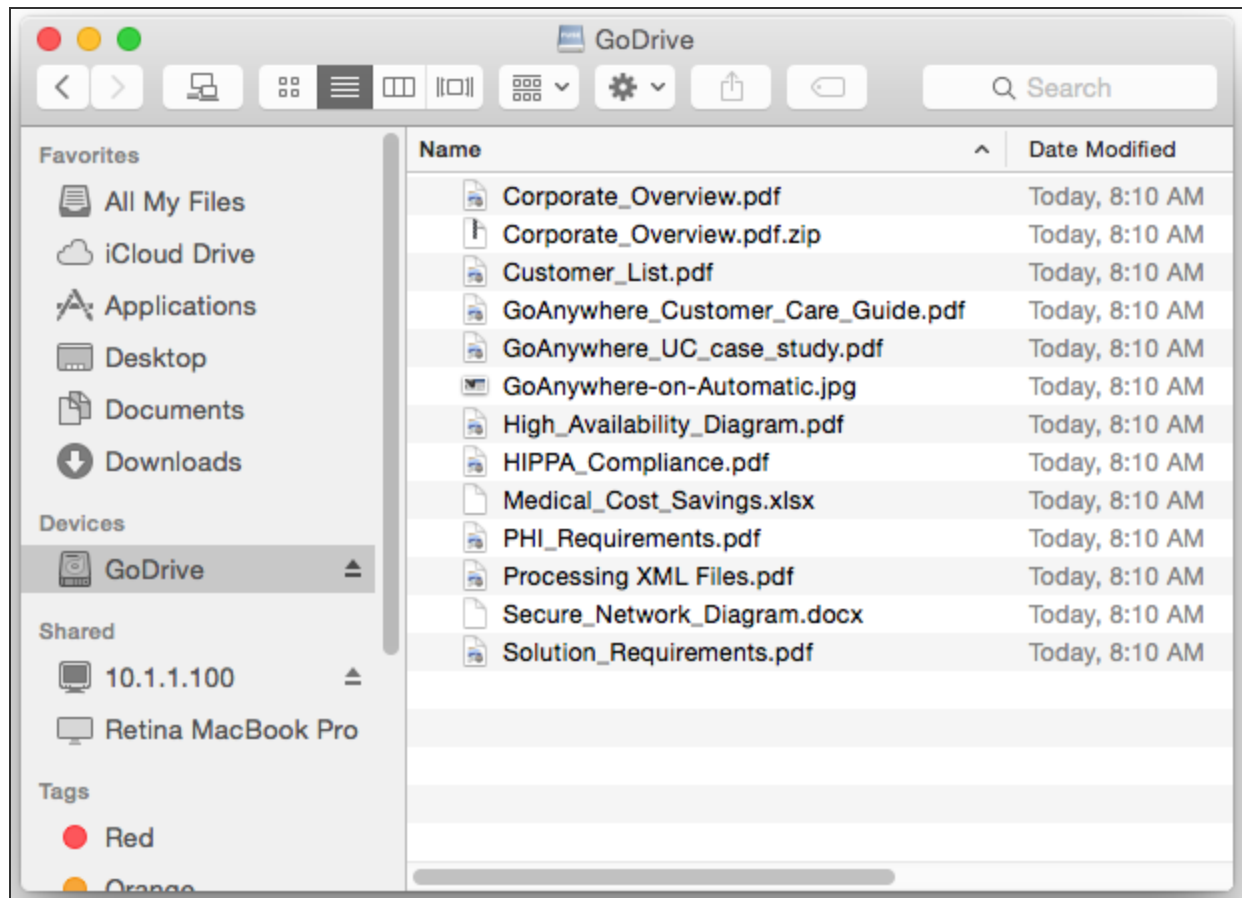
Step 5 - Activate GoDrive

To activate the GoDrive feature on a new installation, click on an account in the side menu. In the GoDrive settings window, assign the GoDrive account to a local drive and specify whether or not to connect to the GoDrive service on startup. Click **Activate**.



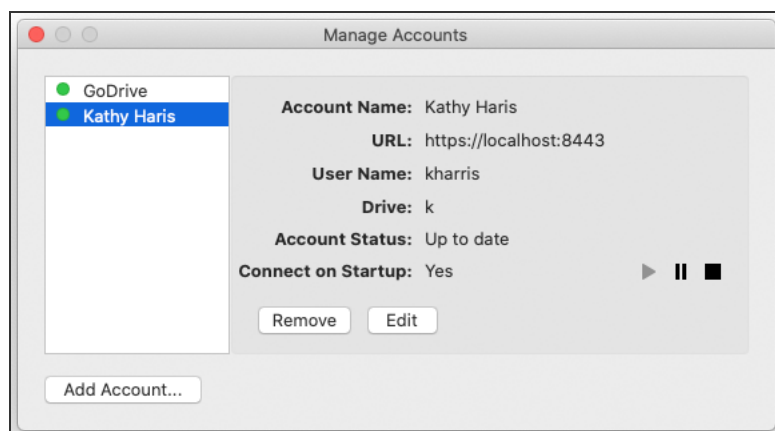
Step 6 - Synchronize Files

When GoDrive is enabled and approved, you can view the GoDrive directory from Finder:



Manage Accounts

The Manage Accounts window allows you to manage accounts that are synchronizing with GoDrive.



Accounts Pane

Displays the accounts that have been added to GoDrive.

The GoDrive Sync status indicator is displayed next to the Account name.

- GoDrive is mounted and connected to the server.
- GoDrive is mounted, but files are not synchronizing with the server.
- GoDrive is not mounted. Files are not accessible from Finder.

Account Details Pane

Displays the account details for the selected account.

Sync Status

Displays the sync status with the GoDrive server.

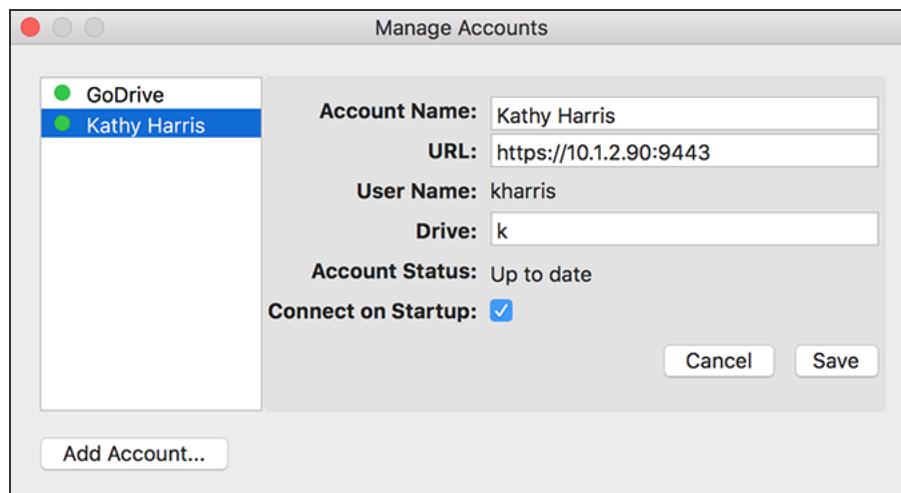
- ▶ **Start** - Start syncing with the GoDrive server.
- || **Pause** - Temporarily stop syncing with the GoDrive server. The GoDrive mount is still accessible.
- **Stop** - Stop syncing with the GoDrive server and close the GoDrive mount.

Remove

Removes the account settings and all related files from your device.

Edit

Allows you to change the Account Name, URL used to connect to GoDrive, the drive name that GoDrive is mapped to, and if GoDrive will automatically connect to GoAnywhere on Startup. You must stop and then start the Sync Status for the changes to take affect.



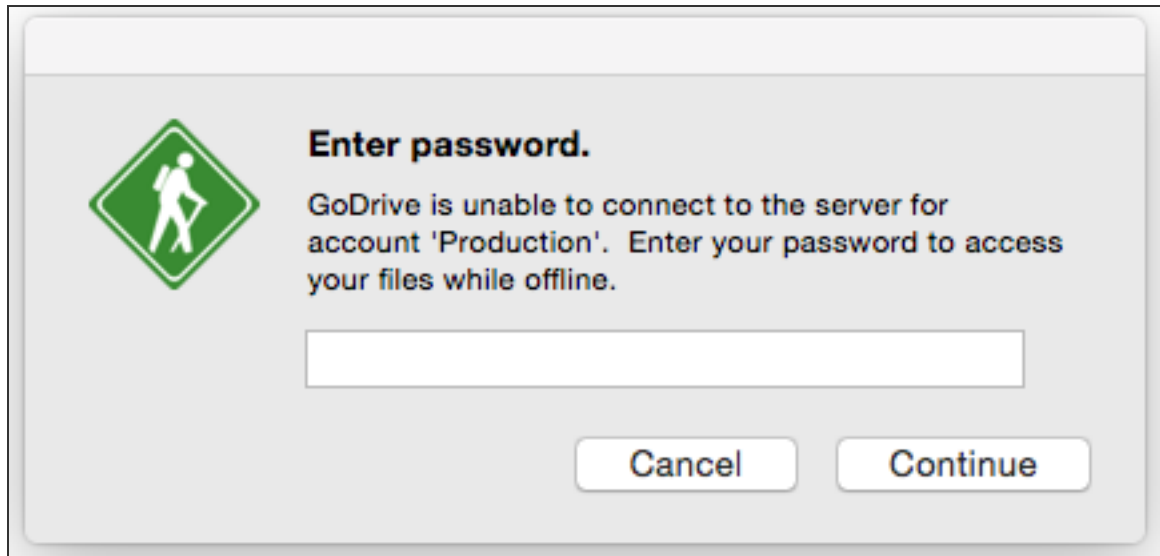
Add Account

[Add](#) another account to GoDrive.

Offline Access

If allowed by your administrator, you can access your local GoDrive files while offline. Your administrator may also specify the following requirements for offline access:

- You may be required to input your password to access your GoDrive directory.



- You may have to reverify your password at time intervals (i.e. every 1-2 hours).
- The amount of time you are allowed to work offline may be limited.

Changes you have made to your files while offline will be synchronized with the server once a connection is established.

Contact your GoDrive administrator for more information.

Troubleshooting

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

Report a Lost or Stolen Device

If your GoDrive device was lost or stolen, contact your GoAnywhere administrator immediately. The administrator will disable the device, which will remotely wipe the contents of GoDrive 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 "~", dot underscore "._", 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.

- Manually start the synchronization from the [Account Activity](#) screen.
- Exit the GoDrive Sync Client and reopen it.
- Back-up the contents of your GoDrive folder, uninstall the sync client, and then re-install the sync client.
- Contact your administrator if the problem persists.

GoDrive Mount Does Not Appear in Finder

If the GoDrive mount was ejected in Finder, you must stop and start the service from the [Manage Accounts](#) screen.

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 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.