

Mangomind Service

Introduction to Mangomind

Mangosoft Incorporated
DOC-0001-01

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Contents

Preface	v
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1 What Is Mangomind?	1-1
What Benefits Does A Mangomind Drive Provide?	1-2
How Is Mangomind Unique?	1-4
How Do Mangomind Drives Work?	1-5
How Are Mangomind Drive Files Stored?	1-6
On The Server	1-6
On Your Computer	1-6
Synchronizing Files	1-6
How Do I Share Files Using My Mangomind Drive?	1-7
How Does A Mangomind Drive Identify Drive Members?	1-7
Can I Use More Than One Mangomind Drive?	1-8
Can I Access A Mangomind Drive From Different Computers?	1-9
The Portable Identity File	1-9
What Does My Mangomind Drive Access Depend On?	1-10
How Does Mangomind Security Work?	1-11
How Do Permissions Work?	1-11

2 Getting Started	2-1
Acquiring Mangomind Resources	2-2
About The Mangomind Administration Web Site	2-3
Creating A Mangomind Drive	2-4
Joining A Mangomind Drive	2-5
Inviting People To Join A Mangomind Drive	2-6
Working With Files And Folders On A Mangomind Drive	2-7
Creating Files And Folders	2-7
Sharing Files And Folders	2-7
Setting Access Permissions On Files And Folders	2-7
Modifying And Deleting Files And Folders	2-7

Glossary	Glossary-1
-----------------------	------------

Preface

The Purpose Of This Book

This book explains what the Mangomind service is, how Mangomind drives work, and how to use them. This book does not contain detailed procedures. Detailed procedures are available in the Mangomind online help.

Additional information on using Mangomind drives may be found in the *Mangomind Users Guide* available from the Mangosoft web site available at www.mangosoft.com/support/mangomind/documentation.asp

Audience

This introductory book is intended for people who want to understand more about how Mangomind works, and how to use Mangomind drives.

Revision Information

This is an updated book.

What's In This Book

This book contains the following chapters, and a glossary:

- Chapter 1, “What Is Mangomind?” - Introduces the Mangomind drive, and explains some of its basic features and uses.
- Chapter 2, “Getting Started” - Explains the process of creating a Mangomind drive, joining a Mangomind drive, and inviting others to join a drive as users.

Related Information

For additional information, view the following information online:

- **Mangomind Online Help** - The online help for Mangomind includes conceptual, procedural, and context-sensitive help. You can view the online help contents to see an organized list of all conceptual and procedural online help. You can also access context-sensitive help that describes individual features of the Mangomind user interface.
- **Mangosoft Web Site** - www.mangosoft.com/mangomind - This web site provides you with detailed information about the Mangomind Service, and gives you access to the Mangomind client software. If you administer Mangomind resources, you can access the Mangomind Administration web site [here](#).
- **Mangomind Technical Support Knowledge Base** - www.mangosoft.com/support - This web site provide you with a searchable knowledge base to research any specific issues you may have.

Using Online Help

The software described in this book has a detailed online help system. Online help gives you information about a specific procedure or concept and describes the objects that you see on the screen, such as a button, toolbar, or window.

You can access online help in several ways:

- Procedural and conceptual online help is available from the help contents page. Launch the online help contents either by choosing Start > Programs > Mangomind > Help, or by right-clicking on a Mangomind drive and choosing Help from the pop-up menu. A table of contents for the online help system is displayed, and you can double-click each book shown in the contents to view the topics it contains. You can also search for the topic via the index or keyword search.
- Context-sensitive help provides information for a particular item (such as a button, field, or list box) in a specific Mangomind window. Access context-sensitive help from the Mangomind property pages and dialog boxes. You can view the Mangomind property pages by right-clicking on a Mangomind drive button and choosing Properties from the pop-up menu. Access the context-sensitive help on a Mangomind window by clicking the question mark in the upper right-hand corner, then clicking on any item (field, button, or list).

Technical Support

Mangosoft Technical Support offers assistance for problems you cannot solve on your own. If you experience a problem, determine whether the system has been used properly and verify that all system components are operational.

Before contacting Technical Support, ensure you have referred to the following information to assist you in resolving your problem:

-
- Access the online help by choosing Start > Programs > Mangomind > Help. Click on Troubleshooting in the help contents to access help topics that can assist you in resolving your problem.
 - View the Mangomind readme text file by choosing Start > Programs > Mangomind > Read Me. This document provides information that can help you understand operating issues related to the Mangomind product.
 - Access the support web page at the Mangomind host site to find helpful tips and solutions (<http://www.mangosoft.com/support/mangomind/>).

If you have searched the online help, readme file, and support page for solutions and still cannot resolve your problem, contact Technical Support. Before you do so, gather detailed information on your problem, its symptoms, any solutions you have tried, and how you can be reached, and contact Technical Support using one of the following methods:

- Internet: <http://www.mangosoft.com/support/mangomind/>
- By email: support@mangosoft.com
- By phone:(888)88MANGO (888-886-2646)
or dial (508) 871-7300, and press 2 for support.

Response staff are available to answer the phone from 8 a.m. to 8 p.m., US Eastern Time. During off hours, pager response will be available for critical calls.

To help Mangosoft Technical Support diagnose and resolve the problem more quickly, please include the following information in your message:

- The case number, if you are calling about a previous problem.
- Your name.
- Your telephone number.
- Your company name and location (city, state or province, and country).
- Information about the computer experiencing the problem, including the type and version of operating system, and the type and version of Mangosoft application you are running.
- A detailed problem description:
 - Describe the symptom and the activities that preceded it.
 - Be as specific as possible.
 - Briefly describe your troubleshooting steps and observations.

With the above information, most problems can be diagnosed and resolved quickly by Mangosoft Technical Support representatives.

How To Comment On Mangomind

At Mangosoft, our goal is to provide the highest quality products and services to our customers. We value customer feedback and encourage users of Mangosoft applications to send their comments on our products, services, and documentation to our Technical Support Department, so that we can continue to improve them.

Please send your comments and suggestions, including features you would like to see in future releases, to either of the following addresses:

- support@mangosoft.com
- Technical Support Department
Mangosoft, Inc.
1500 West Park Drive, Suite 190
Westborough, Massachusetts 01581 USA

Chapter 1

What Is Mangomind?

Welcome to Mangomind, Mangosoft's Multi-user Internet Drive, the Internet technology that provides a virtual office for distributed work groups, remote file access for mobile employees and secure, off-site backup for anyone who needs it. Work the way you want: collaborate across town or across the globe easily, reliably, and securely with Mangomind.

Your Mangomind subscription enables your company to lease disk space and user licenses that allow you and your colleagues to create and use Mangomind drives. When your company subscribes to Mangomind, it acquires drive space and drive invitations, which you can then distribute and manage within your company. When you create a Mangomind drive, file storage space on a remote Mangomind server is allocated to the drive, and the drive is available to you and other users you invite to the drive.

You manage people's access to your Mangomind drive files using Windows[®] NT file security settings. Your files are safe on the Mangomind server because they are encrypted so that only authorized people can read them. In addition, they are backed up regularly to guard against accidental deletion or computer failure.

This chapter helps you understand how Mangomind drives work, and what is unique about them. This chapter answers the following questions:

- “What Benefits Does A Mangomind Drive Provide?”
- “How Is Mangomind Unique?”
- “How Do Mangomind Drives Work?”
- “How Are Mangomind Drive Files Stored?”
- “How Do I Share Files Using My Mangomind Drive?”
- “Can I Use More Than One Mangomind Drive?”
- “Can I Access A Mangomind Drive From Different Computers?”
- “What Does My Mangomind Drive Access Depend On?”
- “How Does Mangomind Security Work?”

What Benefits Does A Mangomind Drive Provide?

The Mangomind server host site warehouses large-capacity fault-tolerant servers and other equipment used to store and manage data for all Mangomind drives. Mangomind drives can provide significant benefits over current data storage methods. These benefits include:

- This Internet-accessible drive acts like a local network drive. You can view the list of files using Windows Explorer or File Manager, just as you would with any other drive.
- Because data is Internet-accessible, Mangomind drive users can access information from anywhere, at any time. You can access a Mangomind drive from multiple computers.
- When you open a file on a Mangomind drive, the file is downloaded from the Mangomind server to your system, and *cached* (stored) there. Should you become disconnected from the Internet, these locally stored files continue to be available to you even when you are working offline. You can work with cached files, and even create or delete files locally while you are not connected to the Mangomind server. All of your local changes are tracked so that when you reconnect to the Mangomind server to work online, your changes are transferred automatically to the server for other users to access.
- When users join a drive, they can create, read, modify, and delete files on the drive. All users have access to a drive they share, and to the information on it. Information is kept up to date, and each user's latest changes are available to other users as soon as they close a modified file.
- Drive administration tasks are executed by trusted individuals called *Drive Administrators*. Only users with Drive Administrator privileges can add or delete users and groups, and modify permissions on any files on a Mangomind drive.
- Once a drive is created, it can grow. A Drive Administrator can request more drive space or drive invitations from their designated *Resource Manager* at any time.
- You can create as many drives as you need. You can create separate drives to share department-related, project-related, or deliverable-related information.
- Your data is secure. People who have not joined your drive cannot view your drive's contents - not even Mangosoft personnel at the Mangomind host site. Files are encrypted before transfer, so they are secure from the moment they leave your computer en route to the Mangomind server where they remain encrypted.
- File transfer is expedited because data is compressed at the client side prior to transmission. Data is sent and retrieved quickly from the Mangomind server, helping you get your work done faster.
- Drive users can set permissions on their files and folders on the drive, providing additional security. You can allow all drive users to access specific files or folders, or just a few people, or just yourself. The Mangomind drive has two levels of security: people who are not users of a specific drive cannot access the drive at all, and people who can access the drive are subject to security settings that determine their access level to the drive's contents.

- The Mangomind server systems at the Mangomind host site are robust and highly available. They are accessible via redundant, high-speed connections. This helps ensure that Mangomind drives are always available, safeguarding your data and your access to it.
- Your locally cached Mangomind files are validated each time you start your system. Mangosoft has developed a scanning tool that scans your local Mangomind files and can usually repair them if they have become corrupted or damaged due to an improper or incomplete system shutdown.
- Because Mangomind drive data is backed up regularly at the Mangomind host site, your data is protected against computer failure, and can be recovered if accidentally deleted.

How Is Mangomind Unique?

Mangomind is a unique technology - a secure, multi-user, business-oriented, Windows File System for the Internet. Windows applications work seamlessly with the data on your Mangomind drive and work natively over the Internet, the same way they work over a LAN. It provides true file sharing; exclusive access enforcement; directory notification; and file attribute information.

Mangomind offers file-level and directory-level Windows NT security settings for both individual users and groups of users. This security ensures that you can protect files and folders from unauthorized users.

Mangomind also possesses a unique, client-side encryption scheme that meets real world business requirements for data confidentiality at the server. Some Internet file-sharing systems protect your files from other users, but do not protect them from being viewed at the host site where the server is located. With Mangomind, data is encrypted at your PC for storage at the remote Mangomind server, so even people managing the Mangomind server systems cannot access the information you store on a Mangomind drive.

Mangomind incorporates local caching. Files you open are cached locally for improved performance when connected to the Mangomind server, and for continued access when disconnected.

Mangomind automatically Internet-enables Windows applications. These applications work seamlessly with the Mangomind file system and behave just as they would on a local drive. The Mangomind technology brings your regular work to a whole new level - a level where people collaborate on files in real-time, with no geographical boundaries.

How Do Mangomind Drives Work?

Mangomind drives operate based on the concept of membership. Think of a Mangomind drive as an exclusive resource that is owned and run by your company. Only those people you invite can join your drive as users, accessing and sharing information with other users on the drive. For example:

1. Peter has been chosen to lead a task force that must create a strategic plan for a cross-corporate partnership. He has decided to create a Mangomind drive dedicated to collaboratively completing this plan.
2. Peter contacts a designated Mangomind Resource Manager at his company to ask that a drive be created for him. Using a company-defined procedure, Peter indicates the maximum disk space he anticipates the drive will require, and how many people he will invite to join the drive. He also suggests an informative label for the drive: Partnership Plan.
3. Once his Resource Manager has created the drive for him, Peter receives an invitation in his email to join his new Mangomind drive.
4. Peter opens the email invitation he has received from the Mangomind host site. This message informs him that there are a few simple steps he must take to access his new Mangomind drive.
5. Following a link in the electronic mail message, he goes to the Mangomind host web site. If he has never used a Mangomind drive before, he must download the Mangomind client software from the Mangomind host site, and install it on his computer.
6. Next, his system launches the Mangomind Join wizard, allowing him to *join* (become a user of) the drive. He goes through the Join wizard, responding to questions that allow the Mangomind software to configure drive access on his computer.

Note that, because he is the first user to join this Mangomind drive, he automatically becomes its first Drive Administrator. Drive Administrators have complete access to the files on a Mangomind drive, and manage users and groups on the drive.

7. At the end of the join process, he chooses to *invite* other users to join his drive. Using the Invite wizard, he enters the name and electronic mail address of the other task force participants, and writes a brief message to them clarifying how they should use the new Partnership Plan Mangomind drive.
8. Each person he has invited automatically receives an electronic mail message. From this message, they too can download the Mangomind client software, install it on their computer, and join Peter's Mangomind drive.
9. Once the task force participants are users of Peter's Mangomind drive, they can share whitepapers, proposals, background information, plans, meeting minutes, and the like. They will always have access to the latest version of all files on the Mangomind drive. They work with this information the same way they would with a shared drive on their local network, using the same applications they have always used. And, because the Mangomind drive is secure, nobody else can view or modify the information they store there.

How Are Mangomind Drive Files Stored?

Mangomind drive contents reside at the remote, Internet-accessible Mangomind host site. All of the files and folders people place on the drive are stored on the host site's redundant cluster servers using RAID (Redundant Array of Independent Drives) storage.

On The Server

Files are stored in encrypted form at the Mangomind host site and are only decrypted for the drive users on their computers. This ensures that only authorized drive users will be able to read the Mangomind drive files. Files are even backed up in encrypted form to protect your data.

On Your Computer

Files are encrypted on your system before being transmitted to the Mangomind server in a way that ensures they cannot be decrypted, even by personnel at the Mangomind host site.

Copies of Mangomind drive files are stored locally on your computer system in unencrypted form. These local file copies continue to be available even after you have saved your changes and closed the files. This type of local storage is called caching. Caching ensures that files you use are stored both locally and on the Mangomind server. This way, if you want to work offline - intentionally disconnected from the Mangomind server - you can continue to modify or create Mangomind drive files locally on your computer.

Synchronizing Files

When you are connected to the Mangomind server, the information on your Mangomind drives is automatically synchronized with the data on the server itself. If you are working offline, you are not connected to the Mangomind server, and any changes you make locally cannot be immediately saved to the server. When you reconnect to the Mangomind server, your changes will be uploaded to the server, and your computer will have access to other users' changes.

If the Mangomind server discovers during synchronization that you made modifications to a file while offline, and another user made modification to the same file while online, your version of the file gets placed in your *Conflict Bin*. A Windows pop-up will also notify the user that certain items are in conflict. Each Mangomind drive user will see a unique, local folder titled Conflict Bin on their Mangomind drive. In this way, the Mangomind server saves both sets of changes so that no information is lost. It is the user's responsibility to attempt to reconcile any conflicts with other users on the Mangomind drive

How Do I Share Files Using My Mangomind Drive?

The Mangomind drive looks just like a shared network drive. You can copy files to or from it, edit and save files to it, and delete files. You can view and access files and folders on a Mangomind drive using Windows Explorer. Applications work with files on the Mangomind drive just as they would with files on any other drive.

Files can be shared on the Mangomind drive just like files are shared on a disk that is made available as a network share on your local area network. But, unlike a local, physical file server, Mangomind's server at the host site allows secure, private access from anywhere on the Internet.

Mangomind drives allow you to control not only what files you share, but with whom you share them. You can control file access by controlling what files you place on the Mangomind drive, and by modifying their security settings.

How Does A Mangomind Drive Identify Drive Members?

Your access to a Mangomind drive begins by receiving an invitation to the Mangomind drive in an email message. This invitation includes the name of the drive's administrator and a link to the Mangomind host web site which allows you to download and install the Mangomind client and enables you to join the drive.

Once you have joined a Mangomind drive, a correspondence is set up between your computer and your Mangomind user ID. From then on, when you want to access the Mangomind drive, the drive uses your unique, private key to recognize you. Mangomind does this automatically; there is no user intervention needed. You will have a separate key for each Mangomind drive to which you belong.

In addition, if you are working on a Windows NT, Windows 2000, or Windows XP system, access will be further restricted so that only a user logged into your account will be able to access this Mangomind drive from this computer.

Mangomind provides increased access and security by enabling you to create a Portable Identity file for each Mangomind drive you join. This file contains all of the information that uniquely identifies you to this Mangomind drive.

Can I Use More Than One Mangomind Drive?

You can join as many different Mangomind drives as you are invited to. Your membership to any one drive never depends on your membership to any other; each Mangomind drive is separate. Mangomind drives usually have different sets of users, different purposes and different data. Although you could chose to store the same files on two independent Mangomind drives, note that they will be separate copies. If you update one, the Mangomind server will not automatically update the other copy on a separate drive.

Each Mangomind drive you belong to is mapped to a different drive letter on your computer. This way, when you open Windows Explorer, you can see each drive listed by its mapped letter as well as its drive label. If you use up all of the available drive mapping letters, you can still join additional Mangomind drives. In this case, the Mangomind drives will be listed by their drive labels only.

You can also view all of your Mangomind drives as part of your Network Neighborhood or My Network Places by using Windows Explorer.

Can I Access A Mangomind Drive From Different Computers?

Yes, you can access your Mangomind drive from any computer connected to the Internet and running the Mangomind client software. When you join a Mangomind drive, the Join wizard enables you to create a Portable Identity file. This file contains all of the information that uniquely identifies you to the Mangomind drive. Since your identity information will vary for each drive, create a separate Portable Identity file for each drive you join.

A Portable Identity file provides you with an easy way to rejoin a Mangomind drive in the event of an emergency or if your computer gets damaged, or if you want to have access to the drive on more than one computer.

The Portable Identity File

Mangosoft strongly recommends that you create a Portable Identity file for each Mangomind drive when you join the drive. Because of Mangomind's highly secure nature, Mangosoft Technical Support cannot access your identity information - only you can save and store this information for future use.

It is especially important to create Portable Identity files for all of your Mangomind drives. If your computer gets infected by a virus, or your hard drive fails, and you do not have a Portable Identity file, you will not be able to access your data.

When you create a Portable Identity file:

- Include the drive's name in the name you give the Portable Identity file for easy identification. Note that, in order for a Portable Identity file to be recognized by Mangomind, it must always have the file extension `.mdkf`.
- Password-protect your Portable Identity file when you create it. The file contains all of the information someone would need to access the Mangomind drive using your credentials. Choose a password that is easy for you to remember, and hard for others to guess. Any time the Portable Identity file is activated, this password will be required to complete the re-join process and access the Mangomind drive.
- Store the Portable Identity file in a private place. Know where your file is located on your hard drive, and for backup purposes place a copy of your profiles on a floppy disk.

You can bring your Portable Identity file with you when traveling for business, so you can access the Mangomind drive from any computer system on the Internet.

To activate your Portable Identity file, just copy the file to any other Windows-based computer system where the Mangomind client software has been installed. When you open the file, a wizard will walk you through the process of re-joining the same Mangomind drive from that computer.

What Does My Mangomind Drive Access Depend On?

You can choose to work with a Mangomind drive in one of two ways, and each Mangomind drive on your system can be set to either of these modes independently at any time:

- **Work Online** - When you work online with a Mangomind drive, your computer makes every effort to stay connected to the Mangomind server. When you are connected to the server, changes you make to files are transferred to the server, and other users' changes are available to you. If, for some reason, you become disconnected, your system will continue to try to access the Mangomind drive on the server. However, if you are working online and become disconnected, you will need to switch to offline mode to continue working with your files.
- **Work Offline** - You must intentionally choose to work offline with Mangomind. When you choose to work offline you are choosing to work disconnected from the Mangomind server. You might want to work offline when you are traveling, away from the office, or when your connection is through a modem and you do not wish your system to dial out. However, it is important to remember that when you work offline, your changes to Mangomind files cannot be transferred to the server for others to access. While working offline, you will not be able to access any files that have not been cached on your system until you switch back to working online and reconnect to the server.

Mangomind allows you to store folders and files you want to have available on your system with a feature called *caching*. When you open a file on a Mangomind drive, that file is copied to a special directory on your system. This local copy of the file stays in the cache on your computer even after you close the file. This way, you can access Mangomind drive files that have been stored locally on your system whether you are connected to the Internet or not. You can specify how much disk space this cache can occupy on your system. Note that Mangomind only caches files you actually open, to ensure that your cache space is only used to store files of interest to you.

When working offline, you can make modifications to cached files, and you can add and delete files and folders intended for the Mangomind drive. Later, when you choose to work online and reconnect through the Internet to the Mangomind server, the local files are synchronized with the files on the Mangomind server. During this synchronization, your system is made aware of any files that have changed on the Mangomind server, and the Mangomind server is updated with any changes or additions you have made.

NOTE

Certain applications like databases, accounting packages, sales contact managers and personal organizers do not support offline use. Because of this restriction, Mangosoft strongly recommends that users only use these applications in online mode.

How Does Mangomind Security Work?

Mangomind allows you to control not only the files you share, but also with whom you share them. You can control access to the Mangomind drive files by only inviting those people you wish to become drive users. You can also control which files you share by setting the security on files you place on the Mangomind drive.

You can set access privileges on files and folders so that only selected users or groups of users can access them. The security settings on your files and folders can be changed as needed. This ensures that only users you want to view your files can do so. Note that, by default, all users can access all files and folders on a Mangomind drive.

You can set security for items stored on a Mangomind drive by choosing a file or folder, right-clicking on it, and choosing Properties from the pop-up menu. The Security tab allows you to set permissions to permit or deny access to items on a Mangomind drive for specific users or groups of users.

Setting security for a group of users enables you to control access for groups of users with a single setting, instead of setting permissions individually. Groups can be create and modified by Drive Administrators using the Groups tab on the Mangomind property pages.

For example, you might include financial information on your Mangomind drive, but only want people in the Accounting group to be able to access it. Or you might include medical information on a drive, but only want doctors to access it. Setting security for groups also eases later changes. When a new person comes to work at a company, or a person leaves, you can modify the group, rather than having to modify the security settings for many files and folders separately.

How Do Permissions Work?

Mangomind permissions reflect those used on the Windows NT operating system. You can be granted permission either as an individual, or as part of a group, to perform certain activities with a selected file or folder. If your user name appears in multiple access lists for a file, receiving different permission levels as an individual and as part of a group, the most permissive security setting takes precedence. The exception to this rule is the access *none*. None, or no access, takes precedence over all other security settings.

Note that Drive Administrators always have access to all files and folders on a Mangomind drive. Drive Administrators have full access so they can help with resolving permissions problems such as files whose permissions are set so strictly nobody can access them, or files whose owners have left a Mangomind drive, leaving no one else with access.

For detailed information on permission settings and their use, refer to the Mangomind online help.

Chapter 2

Getting Started

This chapter describes how to get started with Mangomind. It contains the following sections:

- “Acquiring Mangomind Resources”
- “About The Mangomind Administration Web Site”
- “Creating A Mangomind Drive”
- “Joining A Mangomind Drive”
- “Inviting People To Join A Mangomind Drive”
- “Working With Files and Folders On a Mangomind Drive”

Acquiring Mangomind Resources

Before you can create Mangomind drives, your company must acquire Mangomind resources. You can order a Mangomind subscription by contacting a Mangomind representative at Mangosoft, or through our web site at www.mangosoft.com. Your Mangomind subscription resources include leased disk space on the Mangomind servers and a number of user licenses. When you order your subscription, you will need to specify:

- The total amount of disk space you will need on the Mangomind server to store the data for all of your Mangomind drives.
- The total number of user licenses you will need for the total number of users you want to join the drives you create. Note that a user license or invitation represents a request for one user to join one drive. If a single user joins multiple drives, an invitation is used for each one joined.
- The length of time you want to lease these resources.

A designated Mangosoft account representative will set up your Mangomind subscription and give you access to the Mangomind Administration web site. You will receive an email confirming of your order, as well as an email containing information about logging into the Mangomind Administration web site.

Once you have acquired Mangomind resources, you will need to set up policies and procedures regarding how resources are used and managed.

About The Mangomind Administration Web Site

The Mangomind Administration Web Site is the secure site where your company's Resource Manager or a designated Mangosoft account representative manages your Mangomind subscription. The Mangomind Administration Web Site enables the Managers to create Mangomind drives and allocate disk space and invitation resources to the drives.

The Mangomind Administration Web Site is located <https://www.mangoweb.com/mind>.

Logging into the Mangomind Administration Web Site allows you to perform several subscription administration tasks:

- Review summaries of your account and personal disk space and invitation resources on the Home Page.
- Create a new Mangomind drive using the Create Drive wizard. This wizard allows you to create drives and assign resources to them.
- Create a new Administration Site Manager using the Create Manager wizard, if your role allows you to do so.
- Review a list of the Mangomind drives in your subscription, including information on disk space and invitation allocation, and the actual use.
- View the Resources page which provides you with information on the resources allocated to different Managers.
- View the Managers page which provides you with contact information and resource quotas for all of the Managers of your subscription.

Creating A Mangomind Drive

You must follow your company's procedures for requesting that a Mangomind drive be created for you. Contact a Resource Manager at your company or a designated Mangosoft account representative and provide the Manager with the following information:

- A drive name for the new Mangomind drive
- The total number of user licenses for the drive
- Your name and email address
- The amount of disk space you want allocated to the new Mangomind drive as a maximum size.

For example: James wishes to create a Mangomind drive for his accounting department. He contacts Sarah, his Mangomind Resource Manager and requests that a drive named Accounting, with 10 users and 100 megabytes of space be created for him. Sarah logs onto the Mangomind Administration web site, and creates a drive with 10 users and 100 megabytes of space. James receives an email message containing his invitation to join the Accounting drive.

Joining A Mangomind Drive

Once a Mangomind drive has been created, you must join it before you can use it to store files and folders. To join a Mangomind drive means to become a user or member of the drive. Membership gives you access to the information stored on the drive, and allows you to store and modify files on the drive.

To join a Mangomind drive from an invitation:

1. Open the electronic mail message inviting you to join a Mangomind drive. This special electronic mail message contains a hyperlink to the Mangomind drive host web site. Click on the hyperlink.
2. If you have not already done so, you are asked to download and install the Mangomind client software.
3. Once you have the Mangomind Client software installed on your system, you must allow your system to restart.
4. After restarting, a screen display welcomes you to Mangomind. You can now enter the Mangomind Join wizard.
5. The Join wizard requests that you enter information for this particular Mangomind drive. You can specify drive information for your system. Mangosoft strongly recommends that you create a Portable Identity file.
6. If you are the first person to join this Mangomind drive, when you are finished joining the drive you can invite other users to participate in your new drive. The first person to join a drive automatically becomes a Drive Administrator; for Drive Administrators, the last screen of the Join wizard contains a check box, that lets you invite other users to join your Mangomind drive. When the Invite Users check box is selected, the Invite Users wizard will start automatically.
7. If you want to invite users at a later time, you can click the check box to deselect this option, and invite users later from the property pages of the Mangomind drive.

To join a drive using a *Portable Identity file*:

1. Ensure the Mangomind client software is installed on the computer. If it is not installed, the software is available from the Mangosoft web site at www.mangosoft.com/products/mangomind/download.asp.
2. Copy the Portable Identity file to the computer.
3. Double-click the Portable Identity file and follow the instructions in the resulting wizard.

Inviting People To Join A Mangomind Drive

Once you have joined a Mangomind drive, consider whom you want to invite to join it. Remember, only Drive Administrators can invite people to join a Mangomind drive.

Drive Administrators can invite people as follows:

1. Launch the Invite Users wizard by selecting the Invite Users check box at the conclusion of your Joining session.

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If you want to invite users at a later time, you can right-click on a drive, and choose Properties from the pop-up menu. Click the Users tab, and click Invite New User to launch the Invite Users wizard.

2. Enter a user name and an email address for each person you wish to invite.
3. Enter your email address and name or title to include in your invitation message. Including a name or title is optional and assists your invitees in recognizing the sender of the invitation. You should also enter text for a personal invitation that will tell people why you are creating this Mangomind drive, why you want them to join and what will be stored there.

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The Invite Users wizard will inform you of how many invitations are available, and will only allow you to invite as many users as there are invitations. If you require additional invitations, contact your Resource Manager.

4. When you are finished entering information, the Mangomind server automatically sends electronic mail to each of your invitees. This mail contains the invitation message text that you entered, brief text explaining what a Mangomind drive is, and a link to the Mangomind web site to allow the user to process his invitation.

Once users begin joining, consider giving Drive Administrator privileges to one of them, so there can be more than one Drive Administrator available to assist users or handle administrative tasks.

Working With Files And Folders On A Mangomind Drive

Working with files and folders that are stored on a Mangomind drive is like working with files and folders on any other shared network drive on your system. Most drives have a drive mapping (letter designation), like C:. When joining a Mangomind drive, you choose a unique letter to represent that drive in Windows Explorer. In addition, drives can be viewed through Explorer as part of your Network Neighborhood.

Creating Files And Folders

You can create files and folders on a Mangomind drive just as you would on any other drive. As long as you have permission to create items in a specific folder, and there is enough space available on that drive, you can create as many files or folders as you wish. You can create files on the drive by saving them to the drive, or by copying or moving them using drag-and-drop.

Sharing Files And Folders

When you place files and folders on a Mangomind drive, they are automatically available to other users. As you copy files to and from the drive, you can view the file transfer status on your screen by right-clicking on the drive and choosing Transfer Status from the pop-up menu.

Setting Access Permissions On Files And Folders

You can set security for items stored on a Mangomind drive by choosing a file or folder, right clicking on it, and choosing Properties from the pop-up menu. The Security tab allows you to set permissions to permit or deny access to items on a drive for specific users or groups of users. People may set up security, granting permissions to specific people or groups of people. This would mean that only people who have been given permission can view or modify that file or folder. Note that, by default, all users can access all files.

The Groups tab allows you to view groups. You can easily set or modify access levels for groups of users. For example, you might include medical information on your Mangomind drive, but only want doctors to access it. Note that only users with Drive Administrator privileges can create, modify, or remove groups from a Mangomind drive.

Modifying And Deleting Files And Folders

You can change the contents of those files and folders which you have been granted the privilege to modify. A Drive Administrator or the owner of the items grants you access privileges. Changes can be modifications to the naming or contents of files or folders, or their deletion. You are automatically granted the ability to modify the contents of items you create.

Glossary

Authentication

Authentication is the process of identifying a person who is trying to access something (in this case, a Mangomind drive). This step, which is so critical to ensuring secure access to data, is performed automatically each time you connect to a Mangomind drive. The host site uniquely identifies you based on your Mangomind username and the identifying Mangomind information stored on your computer.

Backup

All files on Mangomind drives are regularly backed up onto tape at the host site for data protection purposes. Data remains encrypted on the Mangomind servers and throughout the backup process. If there is a problem on a user's computer or an accidental file deletion, information can be restored to the Mangomind drive from the backup copy for a fee.

Cache

When a file is cached, it is stored locally on your system. When you open files on the Mangomind server, they are stored in a shared cache on your system. When you are working online, cached files speed your work along. When you are working offline, cached files allow you to continue your work, and your changes are transferred to the Mangomind server when you work online again.

Client Software

You must download and install the Mangomind client software from the Mangosoft web site before you can join and use a Mangomind drive for the first time. You will be informed if you ever need to update your Mangomind client software, and provided with a simple way to download and install it.

Conflict

A conflict occurs when you modify an item while working offline, and another person makes changes to that same item while working online. When you reconnect, the Mangomind software is made aware that there are two different sets of changes. In order to ensure your work is not lost, the item with your changes is placed in your Conflict Bin. This saves your changes, and allows you to manually reconcile them with the other changes that occurred while you were working offline.

Conflict Bin

Every Mangomind drive user has their own Conflict Bin folder, visible only to them on the Mangomind drive. Files or folders said to be in conflict are placed there. This required

system folder is created automatically when you join a Mangomind drive. You can view this folder through Windows Explorer or File Manager.

Connected

You are connected to a Mangomind drive when you are working online, and are connected directly to the Mangomind server. When you save and close modified files on a Mangomind drive while working online, your changes can be seen by other Mangomind drive users who are also connected to the server.

Desktop Toolbar and Desktop Shortcut

Once you install the Mangomind software and join a drive, a vertical bar appears at the right of your screen. This is the Mangomind desktop toolbar. A button appears on the toolbar for each drive you have joined. The bar can be moved, docked, displayed, or hidden, according to your preference.

The Mangomind software will also place a shortcut on your computer's desktop, which allows alternate access to your Mangomind drive. You will have a shortcut for every Mangomind drive you have joined. The shortcut includes the name of the drive and an orange and green mango icon.

Disconnected

When working offline you are, by definition, disconnected from the Mangomind server. When you work offline, your changes are not transferred to the Mangomind server until you reconnect to the server by choosing to work online again at a later time. Also, if you are working online and your network connection is affected by a problem, you may be disconnected from the Mangomind server. In this case, since you are working online, your system will make every effort to reconnect to the Mangomind server as soon as possible. Note that you cannot access Mangomind files while working online and disconnected. To continue working, you must either be reconnected, or choose to work offline.

Drive Administrator

A Drive Administrator is a Mangomind drive user that has special administrative privileges. When a Mangomind drive is created, the first person to join the drive becomes a Drive Administrator for the drive. Drive Administrators can access all files on a Mangomind drive, and manage users and groups of users on the drive. A Drive Administrator can invite other users to the drive, and can give other users Drive Administrator privileges to assist in managing the drive.

Drive Button

When you view the Mangomind desktop toolbar, you will notice a button for each drive you have joined. You can view drive contents by clicking a drive button. If you want to access drive functions, right-click a drive button and choose from the pop-up menu. Each drive button lists the Mangomind drive's label, the mapped drive letter, and provides information about drive's current status and activity.

Encryption

Encryption is the scrambling of information so that only the person who has the key, or password, can decrypt it and read it. When information is encrypted, only someone with the proper key can decrypt the information and read it. For security, Mangomind drive data is stored in encrypted form on the Mangomind servers. When using a Mangomind drive, data is not stored in encrypted form on a Mangomind user's computer. This helps ensure rapid access when working with local data. Mangomind files are encrypted just prior to transmission to the Mangomind Server, and the data remains encrypted throughout transmission and storage on the server.

Invitation

A Mangomind Drive Administrator must invite people to join a drive before they can become drive users. The invitation to join a Mangomind drive takes the form of an email message which contains a link with all of the required information.

Join

To join a Mangomind drive means to become a user of that Mangomind drive. When you respond to an email invitation to join a drive, you launch the Join wizard by clicking a link in the email. Once you complete the wizard, you are now a user of the drive, and can access the files on it.

You can also use a Portable Identify file to join a drive that you have used in the past. You can join the same drive from a second or even a third computer in this manner.

Lost and Found Folder

At some point, you might find that a new folder has appeared on an existing Mangomind drive. This folder, visible to every drive user, is labeled the Lost+Found folder. When the Mangomind scanning disk repair tool runs on the Mangomind server, on rare occasions it may find files or folders that have been somehow orphaned, items whose parent directory the tool cannot locate. These files are placed in the Mangomind Lost+Found folder for that drive.

Mangomind Drive

A Mangomind drive is an Internet-accessible drive made up of file storage space located on a remote server called the Mangomind server. This server is available to you and other people you invite to use a Mangomind drive.

Mangomind Service

The Mangomind Service is a subscription-based service that enables companies to lease disk space and user licenses that allow them to create and use Mangomind drives. When a company leases the Mangomind service, they acquire drive space and invitations resources, which they then distribute and manage within their company.

Notice Board

The Notice Board utility serves two important functions. First, the Mangomind server communicates any important update information or service alerts in the form of Mangomind System Notices, to all users of Mangomind drives. Second, the utility allows drive users to post messages to each other when they have created or modified files, in the form of Drive User Notices. The Notice Board utility can be accessed from the Program Files > Mangomind > Notice Board path.

Permissions

Permissions are used to set security (access levels) for users and groups of users on a Mangomind drive, restricting or permitting access to specific files and folders. Mangomind permission settings and protections work the same way Windows NT permissions do.

Pinning

Pinning files and folders on your Mangomind drive ensures that you have the most up-to-date version available to you locally while offline. When you are working online with your Mangomind drives, the Mangomind software caches the most recent version of the selected files and makes them available for later offline use.

Portable Identity File

Your Portable Identity file contains all of the information a Mangomind drive requires to uniquely identify you. It lets you restore your access to a drive should a computer failure damage the credentials stored on your system. It can also be used to join a Mangomind drive from a different computer on which the Mangomind client software is installed. Note that if you belong to multiple Mangomind drives, you should create a Portable Identity file for each one. You should store a copy of each of your Portable Identity files on a floppy disk. Your Portable Identity file is saved as a computer file with the file extension .mdkf.

Reconnect

If you are working offline, you will need to reconnect to the server by choosing to work online before any changes you have made to Mangomind files can be transferred to the server.

Recovery Bin

A Recovery Bin is created automatically when you request that one or more Mangomind drive files or folders be restored for you from tape backup at the Mangomind host site. When the restoration process has been completed at the host site, the items will be placed in your Recovery Bin.

Removing A Mangomind Drive

For a Drive Administrator, you can remove your own access to a drive, or you can remove the drive from the server. When you remove a drive from the server, it is marked as disabled

and all other drive users can no longer use it. Note that only a Resource Manager can delete a drive permanently from the Mangomind server.

For a regular user, removing a Mangomind drive means to remove access to that drive from your computer system. You can choose to leave your user ID on the drive so that you can access it at a future time, or you may remove your user ID completely from the list. You would then have no further access to the drive.

Resource Manager

A Resource Manager is an employee of a company that has purchased Mangomind resources. Resource Managers have the authority to create and delete drives, request restoration of files, and monitor use of the disk space and licenses allocated to them.

Restore

If a Mangomind drive file or folder has been accidentally deleted or corrupted, you can request that the file or folder be restored. When a file is restored, a Mangomind Service Administrator at the Mangomind host site gets a copy of that file from a recent backup, and restores it. Restored files you request are placed in your Recovery Bin. Note that, as with all Mangomind files, the files are backed up and restored in encrypted form on the server, and only decrypted for your access on your own computer.

Server

A large, clustered, Internet-accessible computer located at the Mangomind host site which store the data for Mangomind drives.

Service Administrator

The Mangosoft employee responsible for managing the Mangomind server machines and performing restore operations at the host site.

Unpinning Files and Folders

You may choose to unpin any previously pinned files and folders on your Mangomind drive. When a file or folder is unpinned, Mangomind no longer needs to ensure that the most recent version is on your system, which frees up additional drive space. Instead of the most recent version of the information being kept locally, it will be on the Mangomind server.

User

Once you join a Mangomind drive, you are considered a user of that Mangomind drive. Users can access and modify the contents of a Mangomind drive, sharing its resources collaboratively.

Working Offline

When you are working offline, you are disconnected from the Mangomind server, and your system makes no attempts to reconnect to it. You might want to work offline while

traveling, or if you access the Internet through a modem and do not want your system to dial out. When you are working offline, you can only access Mangomind files that have been previously cached on your system. Any changes you make while working offline are transmitted to the Mangomind server when you choose to work online and are able to reconnect to the server.

Working Online

When you are working online, your system makes every attempt to remain connected to the Mangomind server. When you are connected to the Mangomind server, you have access to files on the server, and all modifications you make to Mangomind files are instantly made available to other users when you save them to the drive. If you become disconnected when working online, you can either wait until you can reconnect to complete your work, or you can choose to work offline, and work with locally cached files.