

Mangomind Service

Users Guide

Mangosoft Incorporated
DOC-0006-01

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Contents

Preface	v
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1 What Is A Mangomind Drive?	1-1
How Do Mangomind Drives Work?	1-2
How Are Mangomind Drive Files Stored?	1-3
On The Server	1-3
On Your Computer	1-3
Synchronizing Files	1-3
How Do I Share Files Using My Mangomind Drive?	1-4
How Does A Mangomind Drive Identify Drive Members?	1-4
Can I Use More Than One Mangomind Drive?	1-5
Can I Access A Mangomind Drive From Different Computers?	1-6
The Portable Identity File	1-6
What Does My Mangomind Drive Access Depend On?	1-7
How Does Mangomind Security Work?	1-8
How Do Permissions Work?	1-8

2 Getting Started	2-1
Creating A Mangomind Drive	2-2
Joining A Mangomind Drive	2-3
Mangomind Drive Administrator Responsibilities	2-4
Inviting People To Join A Mangomind Drive	2-5

3 How Do I Use A Mangomind Drive?	1
Working With Files And Folders On A Mangomind Drive	2
Creating Files And Folders	2
Sharing Files And Folders	2
Setting Access Permissions On Files And Folders	2
Modifying And Deleting Files And Folders	2
How Can I Access Mangomind Features?	3
How Can I Observe What Is Happening On A Mangomind Drive?	5
Desktop Toolbar Drive Buttons	5

Reminders	6
Viewing The Transfer Status Window	6
Cache Usage	6
Viewing The Notice Board	6
How Do Drive Mode and Connection Status Affect My Work?	7
Working Online With A Mangomind Drive	8
Working Offline With A Mangomind Drive	9
Making Files Available While Offline	10
Working Offline with Database Files	10
Working With A Mangomind Drive After Reconnecting	11
Working With The Conflict Bin	12
Resolving Conflicts	13
Working With The Notice Board	14
Restoring Files And Folders	15
Working With The Lost And Found Folder	16
Removing Access To A Drive From Your Computer	17

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

Preface

The Purpose Of This Book

This book explains 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.

Mangomind service introductory material is available in the *Introduction to Mangomind* guide available from the Mangosoft web site at www.mangosoft.com.

Audience

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

Revision Information

This is a new book.

What's In This Book

This book contains the following chapters, and a glossary:

- Chapter 1, “What Is A Mangomind Drive?” - 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.
- Chapter 3, “How Do I Use A Mangomind Drive?” - Describes how to perform basic operations on the files and folders you store on the Mangomind drive. There is very little difference between accessing files on a Mangomind drive, and files on a shared network drive.

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 for 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 5 p.m., US Eastern Time. During off hours, pager response will be available for critical calls. Email inquiries will be answered by the next business day.

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 A Mangomind Drive?

Welcome to MangomindSM Mangosoft's Multi-user Inter Net 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. Collaborate across town or across the globe easily, reliably, and securely with Mangomind.

A Mangomind drive is an Internet disk drive you can share with people, no matter where in the world they are located. A Mangomind drive is made up of file storage space located on a remote Mangomind server. Mangomind drives on this server are available to you and other people you invite to use them, and can be accessed from any location through the Internet.

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:

- "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?"

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. These files are accessed via the Internet by Mangomind drive users.

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 (pronounced cashing). Caching ensures 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 Mangomind drive files locally on your computer.

Synchronizing Files

When you are working online and you are connected to the Mangomind server, it synchronizes the information your system displays about the Mangomind drive 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 you made modifications to a file or folder while offline and another user also changed the same file or folder while you were gone, your changes are placed in your *Conflict Bin*. Each Mangomind drive user will see a folder titled Conflict Bin on their Mangomind drive. If the Mangomind server discovers during synchronization that you made modifications to a file while offline and another user made modifications to the same file when online, your version of the file gets placed in your Conflict Bin. In this way, the Mangomind server saves both sets of changes so that no information is lost. It is the user's responsibility to reconcile any conflicts that may occur with the other drive users.

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 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 software 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. 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 increase 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 choose 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.

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. 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 should you need to 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 must switch to work offline to continue working with your files.
- **Work Offline** - You must intentionally choose to work offline. 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 (cached). 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 the 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 people with a single setting, instead of setting permissions individually. Groups can be created 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 an 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:

- “Creating A Mangomind Drive”
- “Joining A Mangomind Drive”
- “Mangomind Drive Administrator Responsibilities”
- “Inviting People To Join A Mangomind Drive”

Creating A Mangomind Drive

Mangomind Enterprise resources are leased by user licenses and drive space from Mangosoft. Every company that has a Mangomind subscription must set up the processes by which these resources are managed.

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

- A name for the new Mangomind drive
- The total number of user licenses for the drive
- The maximum disk space the drive will require
- Their email address. Once the drive is created, the user will receive an invitation to join the drive in their email.

For example: James wishes to create a Mangomind drive for his accounting department. He contacts Isabelle, his designated Mangomind Resource Manager and requests that a drive named "Accounting" with 10 users and 100 megabytes of space be created for him. Isabelle creates the drive and James receives an email message containing his invitation to the 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 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 previously stored 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.
2. Copy the Portable Identity file to the computer.
3. Double-click the Portable Identity file and follow the instructions in the resulting wizard.

Mangomind Drive Administrator Responsibilities

A Drive Administrator is a Mangomind drive user who has special privileges. When a Mangomind drive is created, the first person who joins the drive becomes a Drive Administrator for the drive. A Drive Administrator can then promote other users as additional Drive Administrators.

In addition to being responsible for inviting users and grouping them to ease file or folder security management, the Drive Administrator takes care of monitoring the drive and requesting additional drive space or drive invitations when needed. During the life of a Mangomind drive, new users may join, and existing users may leave. If users leave a Mangomind drive, Drive Administrators can help ensure other people have access to the files they have left on the drive.

Mangomind functions that can only be performed by a Drive Administrator include:

- Inviting users to join a Mangomind drive.
- Providing Drive Administrator privileges to drive users, or removing their Drive Administrator privileges.
- Creating, modifying, and removing groups on a Mangomind drive.
- Changing a Mangomind drive's name.
- Requesting an increase in the disk space limit of a drive from a Resource Manager.
- Requesting additional invitations from a Resource Manager so more users can be invited to join a Mangomind drive.
- Asking their Resource Manager to request that one or more files be restored to a Mangomind drive.
- Managing user access to database files stored on the drive. Drive Administrators can allow or deny offline access to certain database applications which do not support offline use.
- Managing drive user notices posted on the Notice Board, by reviewing, sorting and deleting notices that are outdated.
- Assisting users with accessing abandoned files, or files that have improper security settings. Drive Administrators have full access to all files and folders on the Mangomind drive, and the ability to modify all privileges and ownership for these items.
- Removing a Mangomind drive, which marks the drive for deletion.

Detailed information on these features and their related procedures is available in the Mangomind online help.

Inviting People To Join A Mangomind Drive

Once you have joined a Mangomind drive, consider who 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.

NOTE _____

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 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, 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 the drive, and what will be stored there.

NOTE _____

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 an email 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 where the invitation can be processed.

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.

Chapter 3

How Do I Use A Mangomind Drive?

Using a Mangomind drive is as easy as using any shared network drive. You can copy files to and from the drive, edit and save files on the drive, and create and delete files on the drive.

This chapter describes some of the activities you might perform when using a Mangomind drive. It contains the following sections:

- “Working With Files And Folders On A Mangomind Drive”
- “How Can I Track What is Happening On A Mangomind Drive?”
- “How Do Drive Mode and Connection Status Affect My Work?”
- “Working Online With A Mangomind Drive”
- “Working Offline With A Mangomind Drive”
- “Working With A Mangomind Drive After Reconnecting”
- “Working With The Conflict Bin”
- “Working With The Notice Board”
- “Restoring Files And Folders”
- “Working With The Lost And Found Folder”
- “Removing Access To A Drive From Your Computer”

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 or 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 or My Network Places.

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 there is enough space available on the drive, and you have permission to create items in a specific folder, you can create as many files and 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 uploaded to the Mangomind server and are automatically available to other users.

Setting Access Permissions On Files And Folders

You may set up security, granting permissions to specific users or groups of users. This would mean that only users who have been given permission could view or modify that file or folder. You can easily set security by selecting an item and modifying the access levels for individual users or groups of users.

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.

How Can I Access Mangomind Features?

There are several ways to access Mangomind features:

- Right-click on a drive button on the Mangomind desktop toolbar to access a pop-up menu which allows you to do the following:
 - Open a Mangomind drive and view its contents.
 - Explore the drive's contents using Windows Explorer.
 - View the Conflict Bin for this drive.
 - Post a Drive User Notice to other users of this drive using the Mangomind Notice Board Utility.
 - View Drive User Notices that you have received in the Notice Board utility.
 - Open a Transfer Status window to view the status on any Mangomind drive files being transferred to or from the server.
 - Switch to work offline if you are working online, or to work online if working offline.
 - View the contents of the online help.
 - View the property pages for this drive, which provide access to Mangomind's features.
- Right-click the Mangomind desktop shortcut and choose the Mangomind menu item to do the following:
 - View the Conflict Bin for this drive.
 - Post a Drive User Notice.
 - View the Notice Board.
 - Open a Transfer Status window.
 - Switch to work offline if you are working online, or to work online if working offline.
 - Pin the contents of the drive for later offline use.
 - Unpin the contents of the drive if previously pinned.
- Right-click on the Mangomind desktop toolbar, but not over a drive button, to access a pop-up menu which allows you to do the following:
 - Dock the desktop toolbar at any edge of your screen.
 - Undock the desktop toolbar.
 - Select whether or not the desktop toolbar displays on top of all other windows.
 - Automatically hide (or display) the desktop toolbar.
 - Permanently hide the desktop toolbar.
 - View the contents of the online help.
 - View information about the currently-installed version of Mangomind.

- Choose Start > Programs > Mangomind to access a menu that allows you to:
 - View the contents of the online help.
 - Access the Network Settings utility, which can assist you in setting up faster access for non-standard network configurations.
 - View the Mangomind Notice Board to view Mangomind system notices and notices sent by other drive users.
 - View the Mangomind Readme file.
 - Display the Mangomind desktop toolbar, even if you have not joined any drives.




How Can I Observe What Is Happening On A Mangomind Drive?

There are several ways your computer can assist you in staying aware of Mangomind drive activity.

Desktop Toolbar Drive Buttons

On the desktop toolbar for Mangomind drives, you will notice that each drive has its own button. This button displays the drive's label. Click the button once to see a listing of the drive's contents. Right-click the button and a pop-up menu provides access to Mangomind features relating to this drive.

This button indicates when your computer is uploading information to the Mangomind drive, or downloading information from it, or when you are working offline. The button also shows the current status of its drive. The three most common status displays are as follows::

Drive Icon	Meaning
	<p>Online and connected - When you are online and connected to a Mangomind drive, the button will show data flow with dots moving along the connection lines if data is being transferred, and accompanying text will indicate the current activity.</p> <p>You may also see this icon when your drive is Idle. In this case, you will see the word (Idle) appear next to the drive's name on the drive button. Should you access an Idle drive its status will quickly change to Connected.</p>
	<p>Disconnected - When you are disconnected from a Mangomind server, the drive button has a red X through it. Text appears stating you are disconnected, and indicates when your computer is attempting to reconnect.</p> <p>Note: If you become disconnected, you must switch to work offline to continue working on your files.</p>
	<p>When you are offline (intentionally disconnected), there are no connections depicted as coming from the drive icon, and the word offline appears after the name of the drive on the drive button.</p>

Rarely, you may notice that a drive has been disabled. When this occurs, the word Disabled will appear next to the drive name on the drive button. There are two ways a drive can be disabled:

- A Drive Administrator has determined that the drive is no longer needed and has disabled the drive, marking it for deletion.

- A Mangomind Service Administrator has disabled the drive at the host site, possibly due to nonpayment of the subscription.

You may also find that a drive has been deleted. If you notice a drive has been disabled or deleted, contact a Drive Administrator or Resource Manager for additional information.

Reminders

You can configure the Mangomind software to inform you when your online connection has been lost, when your drive is configured to work offline on system startup. Or you can configure a reminder when a drive is full, when new files are found in the Conflict Bin, and when a drive is disabled. You can configure these pop-up or sound reminders on the Reminders tab of the Mangomind drive property pages.

Viewing The Transfer Status Window

If you notice that a drive button indicates files are being uploaded to the Mangomind server, or downloaded from it, you can right-click on the drive button and choose Transfer Status to view the Transfer Status window. This window displays information about files that are currently being transferred to or from the Mangomind server. It shows the progress status of the current transfer, the transfer rate, the total file size, an estimate of how much more time this file will take to be transferred, and the number of files that require transfer after this one.

Cache Usage

Whenever you open a Mangomind drive file, a copy of the file is locally cached on your system. You can view information on your Mangomind drives' cache using the Cache tab on the Mangomind drive property pages. You can view how much information is cached on your system or purge your cache should you need to free up space on your computer.

Viewing The Notice Board

Sometimes, important news must be communicated from Mangosoft employees at the Mangomind server site to drive users. This information is delivered to Mangomind drive users through the Notice Board utility in the form of Mangomind System Notices. Important notices may indicate the need to upgrade your Mangomind client software, or inform you of other Mangomind service activities.

How Do Drive Mode and Connection Status Affect My Work?

Your work can be affected by both the status of a Mangomind drive (connected or disconnected), and the mode in which you are working (online or offline). Note that the status of a Mangomind drive comes from the server, whereas the working mode is settable by the user.

The following table clarifies how the drive mode and connection status affect your use of a Mangomind drive.

Drive Mode	Connection Status	Operation
Working Online	Connected	When you are working online, and you are connected, you can access Mangomind drive files on the server. Your changes are automatically transferred to the Mangomind server as soon as you close a file.
Working Online	Disconnected	When you are working online and you become disconnected, this indicates you are having trouble accessing the Mangomind server. Sometimes, network or hardware problems can occur which cause this disconnection. Since you are working in online mode, your system will periodically attempt to reconnect to the Mangomind server. As long as you are disconnected and working online, you will not be able to work with any Mangomind files. In order to work with files, you will need to choose to work offline.
Working Offline	Disconnected	When you choose to work offline, you are intentionally choosing to disconnect from the Mangomind server while you are working. Typically, you would want to work offline if you connect to the Internet over a modem and you do not currently want to be dialed in to the Internet, for offsite work, or while traveling. Your system will not attempt to connect to the Mangomind server while in offline mode.

Working Online With A Mangomind Drive

During normal operation, the Mangomind server regularly ensures that all users of a Mangomind drive who are working online have the latest file information available to them. For example, when a user modifies a file and saves it to the Mangomind drive, other users can then access this new information. Directory information is transferred quickly and reliably to each online Mangomind drive user.

When you have a Mangomind drive set to work online, and your system is connected to the Mangomind server, you can view and work on all files and folders on the drive that you have permission to access. With proper access, you can create, delete, list, view, modify, and save changes to files and folders on one or more Mangomind drives. You can operate on files directly, through Explorer, or through an application.

When operating online, all changes you make are available to other online users as soon as you close your file. Depending on the application, your changes may even be propagated every time you save your file.

If you become disconnected, as long as you are working online, your system will repeatedly try to reconnect to the Mangomind drive. Disconnections can occur when you lose your modem connection to the Internet or when there are problems with your network or system. If you are aware of the problem that is causing the connection to fail and cannot resolve it right away, you may want to change to working in offline mode, which will enable you to continue working on any files that have been cached locally.

Working Offline With A Mangomind Drive

The advantages of being able to work offline include portability, accessibility, and connection savings. In addition, you may want to work remotely or work in some other location where you cannot access the Internet.

Although working offline affords you the convenience of working any time, anywhere, it has its costs. You should avoid working offline for extended periods if possible, or consider intermittently working online to ensure your work is transferred to the Mangomind server for safekeeping and access by others.

Working offline affects the following Mangomind features:

- **The safety of your files** - Your files are susceptible to a system crash on your computer because they are not stored on the fault-tolerant Mangomind server.
- **The availability of Mangomind files** - If a file is not cached on your system, you cannot access it.
- **The availability of your changes to others** - Because new and modified files cannot be transferred to the Mangomind server, others cannot have access to your latest work.
- **The availability of others' changes to you** - If you are not connected to the Mangomind server, any files you open are accessed locally. If other users have made changes since you were last connected, they are not available to you.
- **Coordination of user access to files** - When users work online, Mangomind prevents multiple users from simultaneously opening the same file for write access (although, in many cases, multiple users can simultaneously open read-only copies of a file). Working offline, you may make changes to a file that has been changed by someone else online. Once you are back online, Mangomind detects these conflicts and will save your file in the conflict bin, preserving any changes you have made.
- **Data entry in database files** - Performing data entry or editing tasks in database applications may cause content conflicts that may be irresolvable. Some applications like database applications, accounting packages, and personal organizers do not support offline use.

Making Files Available While Offline

If you want any files on the Mangomind drive available to you while you are working offline, you have two options:

- Open the file briefly so the latest version is cached on your system.
- *Pin* the selected file(s) or folder(s) while online, which will automatically ensure that the most recent versions of the items are cached on your system.

Pinning is a Mangomind feature that enables you to select certain folders or files and have Mangomind automatically cache them to your local system while you are online. Then, whenever you work in offline mode, your system will have the latest versions available for you. Once all of the files you want to work with have been locally cached, you can set your drive to work offline.

While working in offline mode, you can also create files and folders locally, as well as modifying any files or folders that are cached on your system, but any changes you make will not be uploaded to the Mangomind server until you reconnect to it by choosing to work online again.

Working Offline with Database Files

As noted in the section above, some applications do not support offline use. Attempting to perform data entry tasks while offline may result in change conflicts and possible loss of data.

Mangosoft strongly recommends that database files only be used in online mode. However, if you *must* have access to the databases while you are offline, there are several steps that must be performed:

1. A Drive Administrator must allow the folders or files to be available for offline access. To do this, the Drive Administrator must set the Offline Access Setting for the items to allow access:
 - Open the Properties screen for the selected folder by right-clicking on the item(s) and selecting Properties.
 - Choose the Offline Access Policy tab and select the option to allow offline access to the folder.
2. The Drive Administrator should set permissions on the selected folder. He should grant you Full Access to the database folders or files and restrict everyone else's access to No Access. This will ensure the integrity of the data entry, since only you will have write access to the files.
3. You should pin the folder containing your database application's data. This will ensure that you have every file transferred to your local system.

For more detailed information on working offline with databases, see the Mangomind Online Help.

Working With A Mangomind Drive After Reconnecting

After reconnecting to the server, Mangomind performs a synchronization of the Mangomind drive files and folders. While offline, the Mangomind software on your computer keeps track of any changes you make to locally cached files and folders. After reconnecting, any files or folders you have modified are uploaded to the Mangomind server so others can access the latest version. Files others have modified in your absence are now available to you.

If you changed a file locally while working offline, and another user changed the same file while working online, when you reconnect you may receive a reminder pop-up or sound indicating that an item was placed in the Conflict Bin.

If you open the Conflict Bin, you can view information about each file that is in conflict and determine how best to resolve any conflict situations that arise. Using Windows Explorer, you can copy or move files out of the Conflict Bin as part of the conflict resolution process.

The next section describes conflicts in detail.

Working With The Conflict Bin

You will notice that your Mangomind drive always contains a folder labeled Conflict Bin. This special system folder is created on your system as soon as you join a Mangomind drive, and is required for proper Mangomind operation.

The Mangomind software tracks any changes to files and folders. If you modified a file on your local system while working offline, and another user modified the same file on the Mangomind server while you were offline, the Mangomind software places your version of the file in your Conflict Bin, indicating that there is a conflict between the server and your local system about the contents of this file.

The term *conflict* merely indicates that there is a different version on the server than when you left. Since the Mangomind drive cannot automatically reconcile both sets of changes into a single file, the Mangomind software does not apply your changes to the file on the Mangomind server, and your version of the file is placed in your Conflict Bin to alert you to this condition. A conflict could also occur when other file changes occur while a user is offline. For example, you might be modifying a file offline while an online drive user deleted that file.

The table below clarifies how Mangomind handles potential conflict situations. The first column indicates what happened to the locally cached file on a drive user's PC while they were working offline. The second column indicates what happened to the file on the server during the period when the drive user was working offline. The third column indicates how the Mangomind software handles the situation.

You Are Working Offline On Your PC...	Meanwhile, On The Mangomind Server...	What Happens When You Reconnect...
The file was not changed.	The file was not changed.	There was no change in either file. Mangomind leaves the files as they are on the server and your computer.
The file was changed.	The file was not changed.	Mangomind detects that the file was only changed by you, and your changes are transferred to the Mangomind server.
The file was not changed.	The file was changed.	Mangomind detects that the file was changed by an online user. Their changes were transferred to the server, and are made available to you the next time you open the file.
The file was changed.	The file was changed.	Mangomind detects that the file was changed by an online user, and also detects that you made changes while offline. The version of the file on the Mangomind server is left intact (with the online user's changes), and your version, which is cached on your system, is moved to your Conflict Bin.

Resolving Conflicts

When a conflict occurs, a pop-up appears if you are using the Mangomind reminder default settings, indicating the item in conflict, and the reason why the conflict occurred. In order to resolve the conflict, you need to view the files or directories in the Conflict Bin, and compare them to their counterparts that are currently on the Mangomind server. You can then modify the version on the server to reconcile any differences you locate. Once you are finished, you can delete the files or directories whose conflicts you resolved from the Conflict Bin.

Some applications, such as word processing applications, allow you to view the differences between two files, which can assist you in reconciling the differences between them. You may be able to track the changes that were made to each document.

For more detailed information on conflicts, see the Mangomind online help.

Working With The Notice Board

The Mangomind Notice Board utility serves two important functions. First, the Mangomind server communicates important news to users belonging to one or more Mangomind drives. This information is delivered to Mangomind drive users through the Notice Board utility as Mangomind System Notices. These notices may indicate the need to upgrade your Mangomind client software, or inform you of other Mangomind server activities.

When using your computer, you may see a pop-up message appear indicating that there are new Mangomind system notices relating to one or more of the Mangomind drives you have joined. The Notice Board utility will then launch automatically so you can view the notices. If you wish to view the Notice Board when no new notice has been posted, you can choose Start > Programs > Mangomind > Notice Board and the utility will display.

Second, the Notice Board utility allows drive users to post messages to each other in the form of Drive User Notices. These notices are especially helpful in informing drive users of new or changed files and folders. Users may include shortcuts to important Mangomind files in the text of the notices, then post them to other drive users.

For more detailed information on Notice Board features, see the Mangomind online help.

Restoring Files And Folders

Mangomind Service Administrators regularly back up all Mangomind drives and their content, at the Mangomind host site. Should you or another user accidentally delete a file or folder on the Mangomind drive, or find the information in a file corrupted due to an improper shutdown, you can request that the most recently backed up version of the file be restored for you.

- If you are a Drive Administrator, contact Mangosoft Technical Support to get the information restored for you.
- If you are not a Drive Administrator, you should contact a Drive Administrator and ask that they request the restoration for you as described above.

Once the requested items have been restored, you will receive an email message from Mangosoft Technical Support informing you the restore process is finished. You will find the restored files in a new folder called the *Recovery Bin* on your Mangomind drive. Restored items will be placed in the file path that they held on the Mangomind drive and a skeletal file path will be re-created in your Recovery Bin, so you know where to place the restored file or folder on the Mangomind drive. Restored files and folders retain the permission settings they had at the time of backup.

Working With The Lost And Found Folder

At some point, you might find a new folder has appeared on an existing Mangomind drive. This folder, visible to every drive member, is called the *Lost+Found folder*.

When the Mangomind scanning 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.

If you notice the Lost+Found folder on a Mangomind drive, you may want to explore the files or folders that have been placed there, so you can attempt to relocate these items on the drive. Likewise, if you find that a file or folder is missing, and you suspect that it was not deleted by another drive user, you might want to check to see if the drive has a Lost+Found folder and see if the item you seek was placed there.

Occasionally, the Mangomind server tool may find nameless files (files with null names). If these are found, the files will be given unique numbers. If you find files in the Lost+Found folder with numbers for names, you can open each file and attempt to identify the contents. Once aware of the contents, you can provide the file with a meaningful name, and place it into the correct folder on the Mangomind drive.

Removing Access To A Drive From Your Computer

If, at any point after joining a Mangomind drive, you no longer wish to access it, you can remove the drive from your system.

To remove a drive, click the Remove Drive button on the Mangomind drive tab of a drive's property pages. Then, you can choose one of the following.

- If you are a user without Drive Administrator privileges, the Mangomind software interprets your request to mean that you want to remove your access to this Mangomind drive from this computer. You are asked whether you want the Mangomind drive to retain information about you by keeping your user name on the drive's user list. If you have access to this Mangomind drive from another computer, or if you suspect you may want to join this drive again in the future using a Portable Identity file, you should choose to retain your user name. If you expect you will not access the drive ever again, you should choose to remove your user name from the user list.

When you remove the drive from your computer, all information associated with drive access, as well as all cached files from that drive, will be removed from your system.

- If you are a user with Drive Administrator privileges, the Mangomind software asks whether you want to simply remove your access to this drive from this computer, or whether you want to disable all access to this drive, making it unavailable to any user (not just you), and marking it for deletion at the server.
 - If you choose to maintain service of this Mangomind drive on the Internet even though you will remove access to this drive from your computer, all information associated with accessing this drive, as well as all cached files from this drive, are removed from your system.
 - If you choose to disable all access to the drive, the drive is marked for deletion. Once the Resource Manager responsible for the drive is informed that the drive is marked for deletion, they will follow the procedures your company has instituted regarding Mangomind drive deletion.

NOTE _____

When you remove access to a drive from your system, you are only affecting your access to that particular drive, and you will still be able to access other Mangomind drives to which you belong on that computer.

Authentication

Authentication is the process of identifying a person who is trying to access 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. 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.

Cache

When a file is cached, it is stored locally on your system to increase performance and availability. When you open or pin files on the Mangomind drive, 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.

Note that 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 user makes changes to that same item while working online. When you reconnect to the Mangomind server, 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. 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, 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, other Mangomind drive users who are also connected to the server can see your changes.

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. There will be 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 and 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.

If you are working online and you lose your network or Internet connection, 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 may also 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 the 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. Encryption keeps your data safe from unauthorized access. 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 stored in unencrypted 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 a user of the drive, and can access the files on it.

You can also use a Portable Identity file to join a drive that you have used in the past. You can join the same drive from another computer in this manner.

Lost and Found Folder

On rare occasions, as the Mangomind scanning tool runs on the Mangomind server, it may find files or folders that have been inadvertently orphaned: items whose parent directory it cannot locate. In this instance, drive users may find a new system folder labeled the Lost + Found folder appear in a Mangomind drive. The orphaned items are placed into the Lost + Found folder.

Mangomind Drive

A Mangomind drive is an Internet-accessible drive made up of file storage space located on a remote server called a Mangomind server. This drive 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 the drive space and invitation 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.

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 in the same manner as Windows NT permissions.

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 identity information 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 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 folder 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.

Remove a 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 remote Mangomind host site that stores the data for all 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 intentionally 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 or pinned 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.

