Configuring the Qdisk as external harddisk

in windows 7 and 8, Mac OS X and Ubuntu

V1.7 (2015.01.05.14.59 (English)

CREDITS

Copyright/Disclaimer

Configuring the Qdisk as external harddisk
V1.7 (English)

Document data:
Source: C:\DOCUMENTATION\QCS v1.5\Manuals\De Qdisk als externe disk in browsers, windows XP, Vista en 7, Mac OS X en Ubuntu\En-UK\Configuring the Qdisk as external harddisk in window 7 and 8, Mac OS X en Ubuntu_eng-GB.doc
Version: V1.7 2015.01.05.14.59 (English)
Date: 5 January 2015
Time: 14:59
pages: 19

Copyright 2006-2014 S.C. Team Qaleido Software S.r.l..

No part of this manual may be published, redistributed or copied in any form whatsoever, by offset press, photocopy, microfilm or by any other means, either electronic, digital or optical, without the prior consent of the author(s) and publisher. This copyright restriction includes the reproduction and dissemination of any part or parts of the manual for use by an enterprise, organization or institution or by any private person except for personal use or for study of a strictly private nature, or by any news media, illustrated journal, periodical or magazine, either in digital form, online or otherwise, including broadcasting media. All rights reserved.

In putting together this manual is the largest care given to the accuracy of the information contained herein. S.C. Team Qaleido Software S.r.l. cannot be held responsible or liable for any erroneous information contained in this manual.

Trademarks

Microsoft, MS-DOS, Windows, Windows Vista, Windows NT, Windows Server, Windows Mobile, ActiveSync, Windows Media, Excel, Internet Explorer, MSN, Outlook, PowerPoint and Word are registered trademarks of Microsoft Corporation in the United States and/or other countries.
Java, J2ME and all other Java based trademark are registered trademarks of Sun Microsystems, Inc. in the United States and/or other countries.
The Android-logo, Google Search™, Google, Google Maps™, Google Mail™, Android Market™ en Google Talk™ are registered trademarks of Google, Inc. in the United States and/or other countries.
SAMSUNG and the SAMSUNG-logo are registered trademarks of Samsung Electronics.
Apple, the Apple logo, iPod touch, iPod and iPhone are trademarks of Apple Inc.
Qaleido is a registered trademark of S.C. Team Qaleido Software S.r.l.
All other trademarks are property of their respective owners.

Qaleido International B.V.
P.O. Box 127 | 8250 AC Dronten | the Netherlands
PHONE +31 321 701 777 | FAX +31 851 030 010 | E-MAIL support@qaleido.com | INTERNET http://www.qaleido.com
KvK LELYSTAD 32143209 | BTW-NR NL8201.74.403.B01 | BANK 87.16.04.981 | IBAN NL23 SNSB 0871 6049 81 | BIC SNSBNL2A

Table of Contents

1. Preface 5

2. Configuring the QDisk 6

2.1 Configuration data 6

2.2 Qdisk in Windows 7 or 8 7

2.3 Qdisk in Mac OS X 12

2.4 Qdisk in Ubuntu 17

1. PREFACE

Qaleido Communications features a web disk with advanced functions. This webdisk is known as Qdisk and can be used as an external hard drive in your PC and in a browser without the need to start Qaleido Communications.

Qaleido Communications is a complete package, enabling you to manage your e-mail, tasks and notes and keep track of your calendar. Additionally, you can easily share your mail and calendar with other Qaleido Communications users.

This guide explains how to set up your QDisk (online webdisk) on your computer and what features it has to offer. The tasks are explained in step-by-step instructions with clear screen shots. Thus you will quickly find your way around in the program, allowing you to enjoy the convenience of Qaleido Communications.

Qaleido Communications was developed with utmost care. In case you will keep on experiencing difficulties in working with this webmail program or the QDisk, do not hesitate to contact our Service Desk at Qaleido International B.V.

You can submit a support request after login into My Qaleido with your username and password:

https://my.qaleido.com

After logging in, please visit the support page by clicking on Support in the left column (under the heading General management). On this page you can create a ticket by clicking ticket form and subsequently completing the form and sending it.

It is also possible to contact our support department by phone.

Our employees are ready to answer your questions six days a week.

Service desk

Phone: 0321 – 701 770

Fax: 088 – 003 2223

Opening hours for the Service Desk are: on weekdays from 08.00 till 20.00; Saturdays from 09.00 till 17.30.

2. CONFIGURING THE QDISK

2.1 Configuration data

Keep the following information at hand when setting up the Qdisk.

Server ID/URL of the server:	https://<servername>/dav/<your username>
Server:	<servername>
Servertype:	<Servertype>
Folder:	/dav/<your username>
Port:	443
Username:	This is the name of your mailbox. In Qaleido Communications you login using this name.
Password:	Your password you use to login into Qaleido Communications.

Check your personal configuration information by logging in to Qaleido Communications on your computer/laptop . Then, in the upper right corner click on your *name*. Next, in the menu that appears, click settings. Now click the Syncmobile tab. In this tab page locate your personal settings in section General QDisk settings.

2.2 Qdisk in Windows 7 or 8

To use QDisk as a disk drive on Windows 7 or 8, ensure to meet following requirements:

- A local computer with Windows 7 or Windows 8 installed
- An operational Internet connection

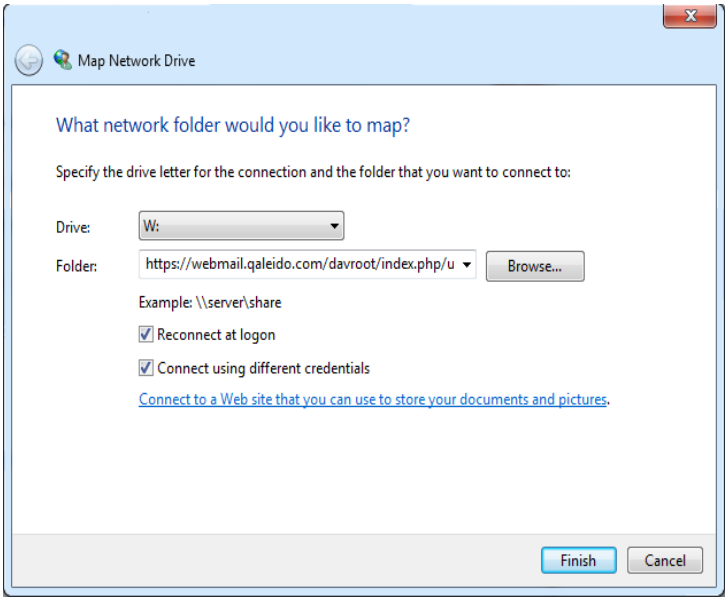
The technique to use the Qdisk as a disk drive, is called "Map Network Drive" in Windows 7 or 8 with Windows Explorer.

These instructions explain how to connect to the Qdisk:

1. Open *Windows Explorer*
   or
   My computer from the Windows Start menu.

   In case the menu bar (*File, Edit, View Tools, Help*) is missing, press the ALT key to make it visible.

2. In the Tools menu, click *Map Network Drive...*
   A new window *Map Network Drive* pops up.



3. In this window *Map Network Drive* an available drive letter is already assigned in the field to the right of *Drive*.
4. Now enter the name of the folder (*Server-ID/URL of the server*) to be mapped:

   https://<servername>/dav/<your username>

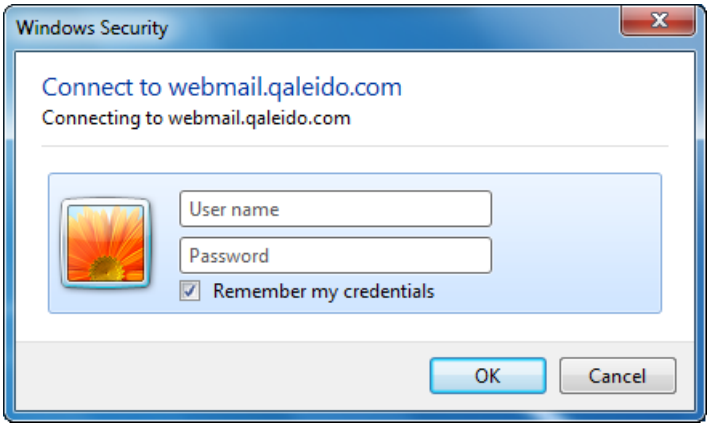
   Instead of <your username>, type your own username (this is the name you use to logon into Qaleido Communications).

5. Check the box to the left of *Reconnect at logon* if you prefer to have a permanent connection to this network drive. If not, the network drive will be disconnected when you shut down this computer.
6. Check the box to the left of *Connect using different credentials*.

7. Click Finish.

> *If the drive letter was previously assigned to another location, a message appears asking to replace the current connection by the new one. In that case click Yes to disconnect the network folder currently connected with the mapped drive.*

8. Enter your username and password in this window:



If you do not want to login every time, check the box to the left of *Remember my credentials* and click OK

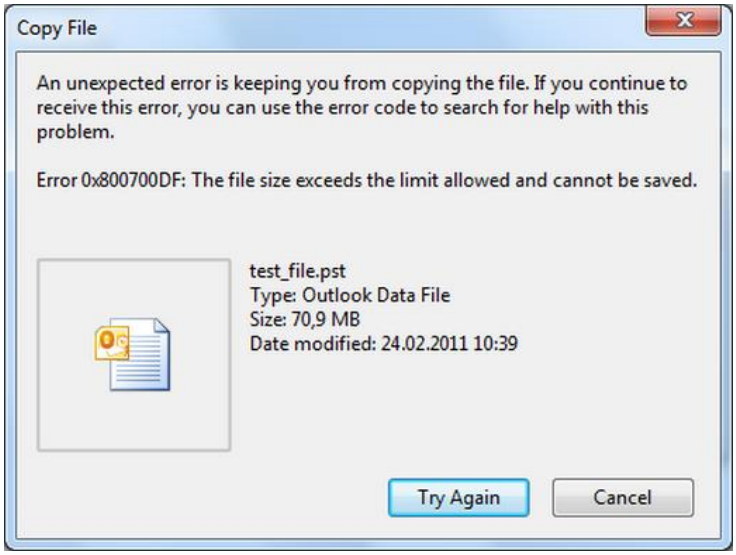
> *In case this computer is also used by others (shared computer), you should not tick this box because it makes your Qdisk accessible to other users.*

9. If all this is completed successfully, the connection to the new network drive has been created and you can start using the Qdisk via Windows Explorer.

> *In case connection to the new network drive cannot can be established, make sure that:*
>
> - *the folder name is spelled correctly;*
> - *the folder is properly configured for sharing on the remote computer*
> - *whether the correct username and password are entered;*
> - *whether the network connections of the computer function correctly.*

> *To disconnect a mapped network drive, click the Tools menu in Windows Explorer, click "Disconnect Network Drive...".. or, in My Computer right-click the folder and select the menu option "Disconnect".*

If you try to download a large file from your WebDAV drive on a computer that is running Windows 7 or Windows 8, you may receive the following error message:



This problem occurs because of a security change that was introduced starting from Windows XP SP2. When trying to download a file that is larger than 50,000,000 bytes (50 MB), the client computer interprets this as a 'denial of service' attack. Then the download process aborted.

To resolve this issue, follow this link:

http://support2.microsoft.com/kb/900900/en-us

and click the Fix it button on that page. This solution is only available to users of Windows XP, Windows Vista or Windows 7.

For a more general solution that also applies for Windows 8 computers also, check the following steps:

1. Click Start, click Run, type regedit, and then click OK.
2. Search, and click, the following registry subkey:

   HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\WebClient\Parameters
3. In the right pane, right-click the value of *FileSizeLimitInBytes,*

   next, click Edit.

   If the value of FileSizeLimitInBytes is not in this window, then right-click in a blank part of the right pane,

   - *next, click New,*
   - *click DWORD-value,*
   - *type in FileSizeLimitInBytes*
   - *then click OK*

4. In the box Edit DWORD value box click to select option *decimal*. In the box under value data, type a value that is greater than the size of the file you want to download.
5. Click OK.
   Note the default value for the maximum file size is 50,000,000 bytes (50 MB).
6. Quit the Registry Editor.

7. Restart the computer.

In following cases, you can experience longer than expected delays:

While opening a WebDAV folder;

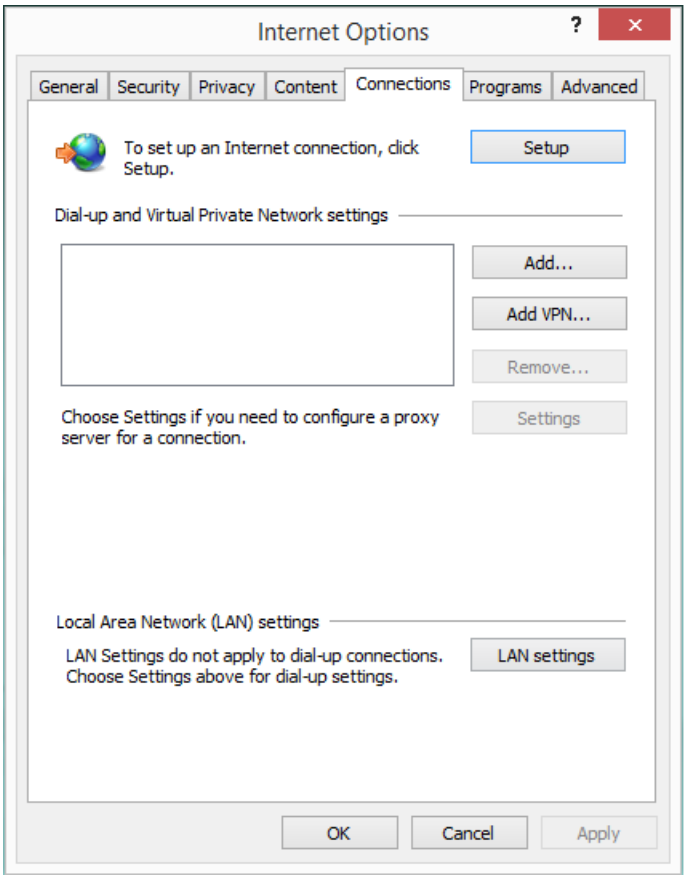
Copying files to or from a WebDAV folder, or

Switching from a WebDAV to another WebDAV folder.

This can be caused by Auto-Proxy-proxy server detection is turned on and no near between the client and WebDAV resource. In this case the WebClient waits for the timeout of Auto-Proxy detection. Command completion will take longer due the wait for the Auto-Proxy detection.

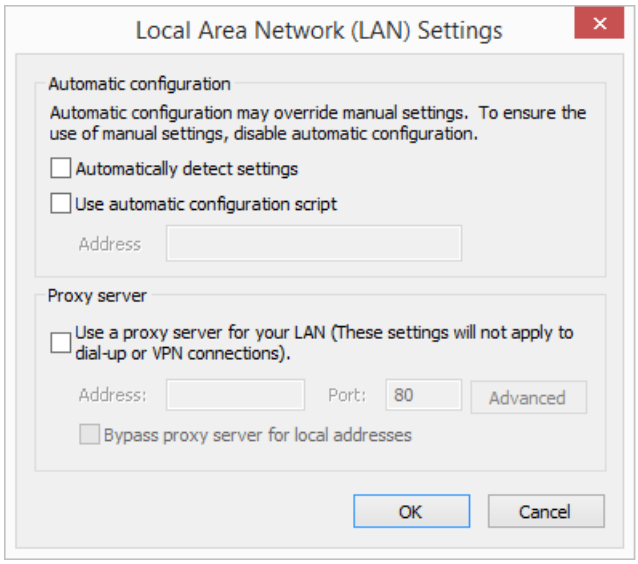
In this case, in order to solve the inconvenience you can de-select Automatically detect settings in the LAN Settings for Internet Explorer:

1. Start Internet Explorer
2. Click Tools, and then click Internet options.
3. Click the Connections tab



4. then click LAN settings.

5. Uncheck automatically detect settings.



6. Click OK and test functionality.

2.3 Qdisk in Mac OS X

To use QDisk as a disk drive on Mac OS X, ensure to meet following requirements:

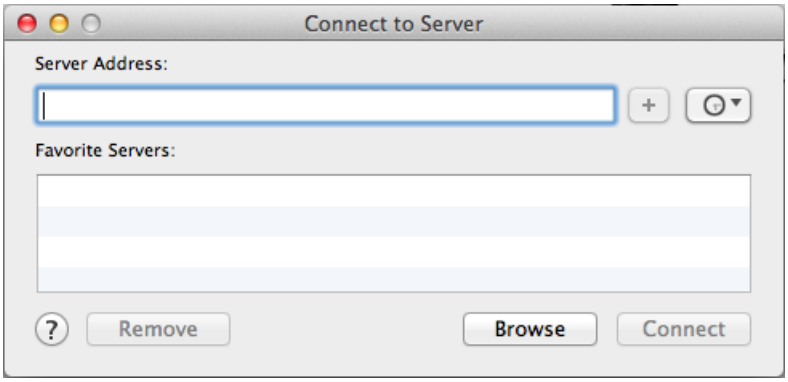
- A local computer withMac OS X installed
- An operational Internet connection

These instructions explain how to connect to the Qdisk:

1. Open *the finder*

2. by keeping the button pressed an context menu pops up:

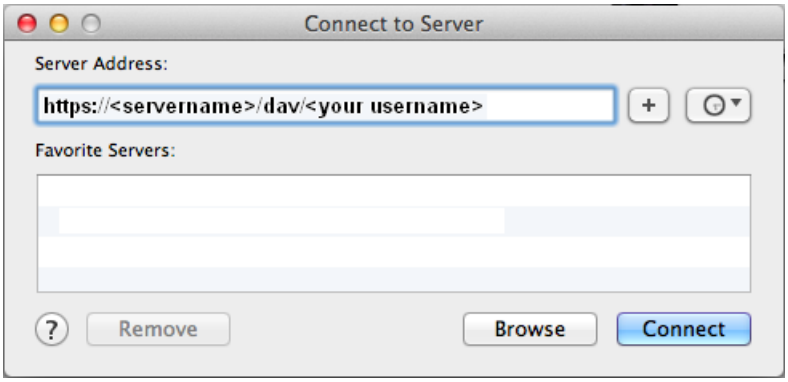
3. Now click *Connect to server...*
   A new window *Connect to server* pops up.



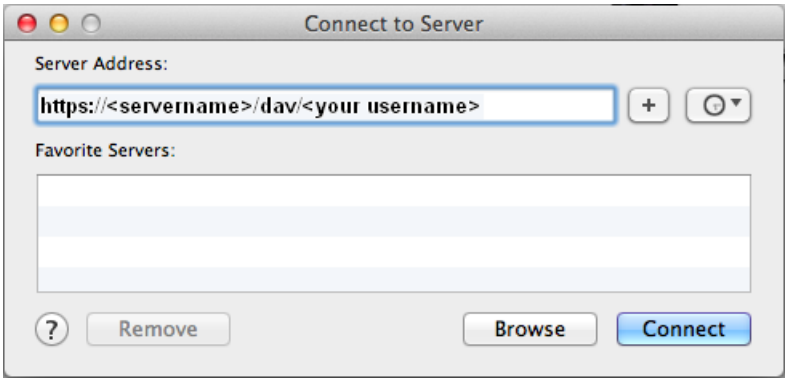
4. Now enter the name of the server address (*Server-ID/URL of the server*) to be mapped:

   https://<servername>/dav/<your username>

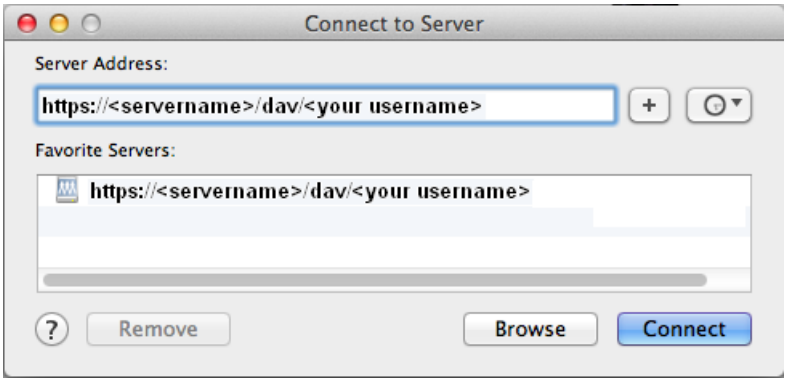
   For <servername> enter the name of the server, and for <your username> the same name you use to login into Qaleido Communications.



...

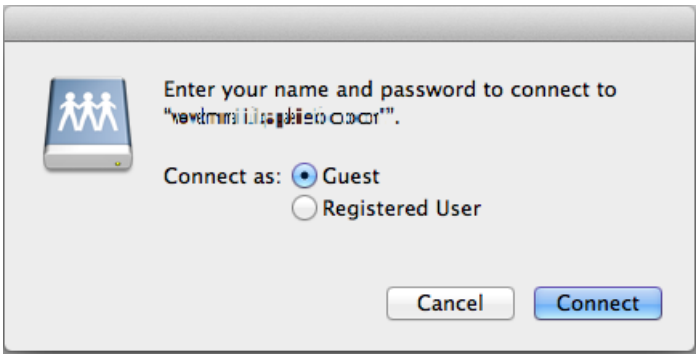


And add this address to the list of favourite servers by pressing the corresponding button



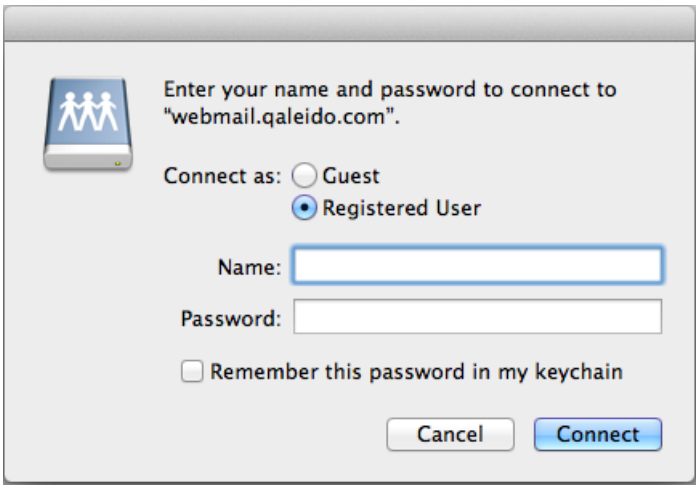
Click *Connect*.

5.



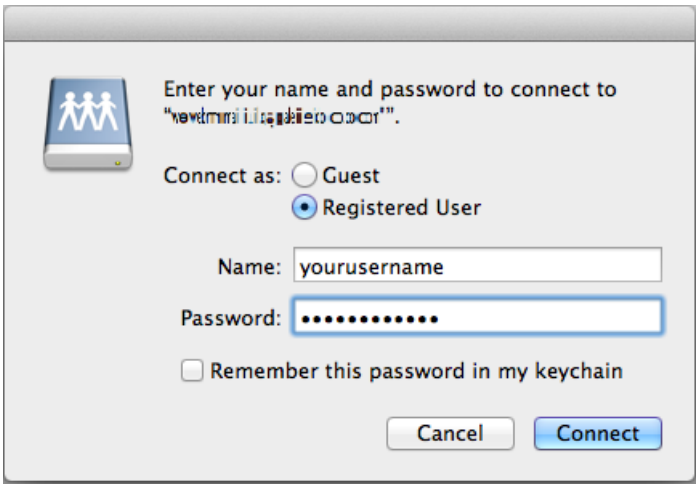
Click the radio button for Registered user.

6.



Enter your username and password in this window.

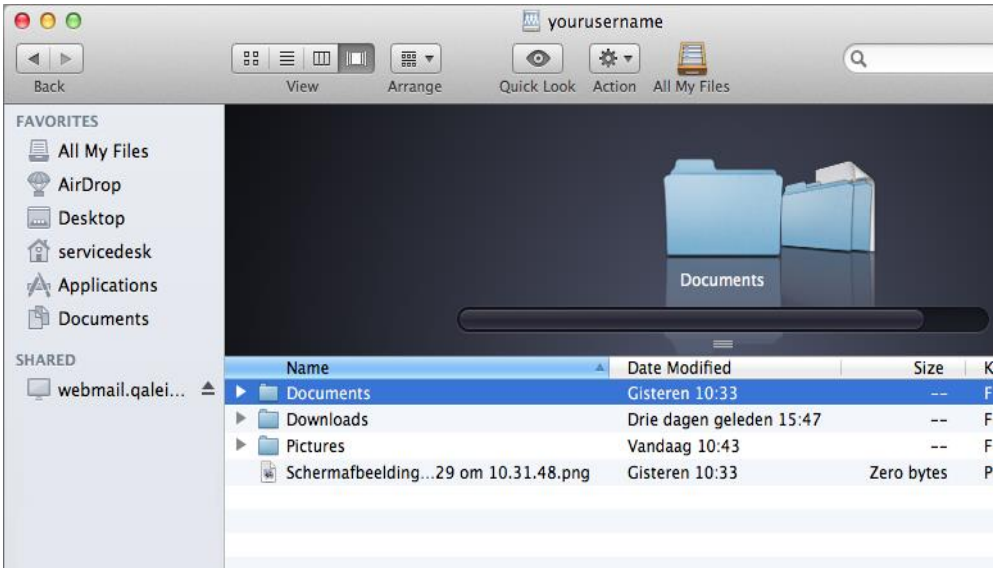
7.



If you do not want to login every time, check the box to the left of *Remember this password in my keychain.*

Next, click *Connect*.

8. If all this is completed successfully, the connection to the new network drive has been created and you can start using the Qdisk via the *finder.*



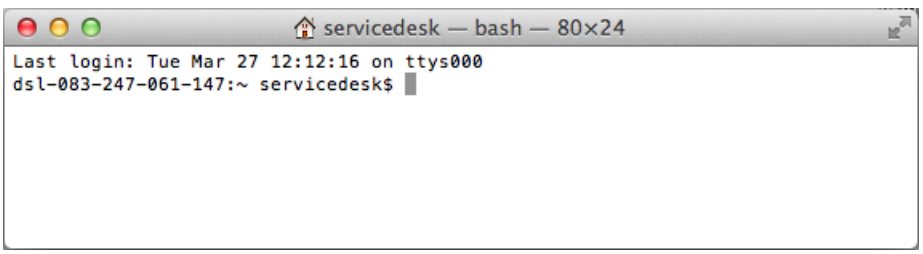
In case connection to the new network drive cannot can be established, make sure that:

- *the folder name is spelled correctly;*
- *whether the correct username and password are entered;*
- *whether the network connections of the computer function correctly.*

With some versions of Mac OS X you may experience problems with the connection. In that case, the sub folders of the Qdisk –after a short time of having functioned properly –will become invisible. Also, it may happen that the files you are trying to copy, are copied to the server with 0 kB file size.

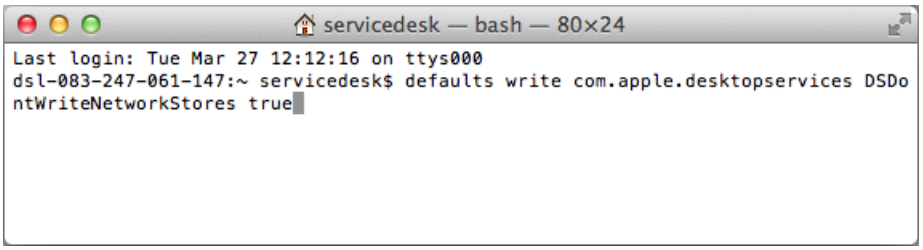
This problem can be solved as follows:

Open the terminal



Enter the following command:

defaults write com.apple.desktopservices DSDontWriteNetworkStores true

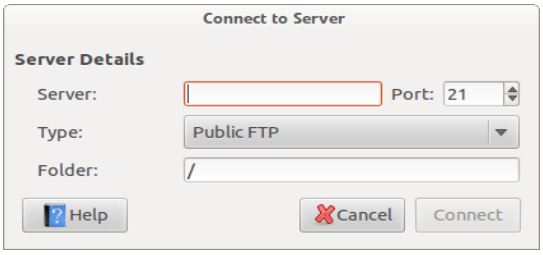


Press Enter. It may be necessary to log off and log on again, or even to restart your computer for this change to take effect. Also, the network connection must be established again.

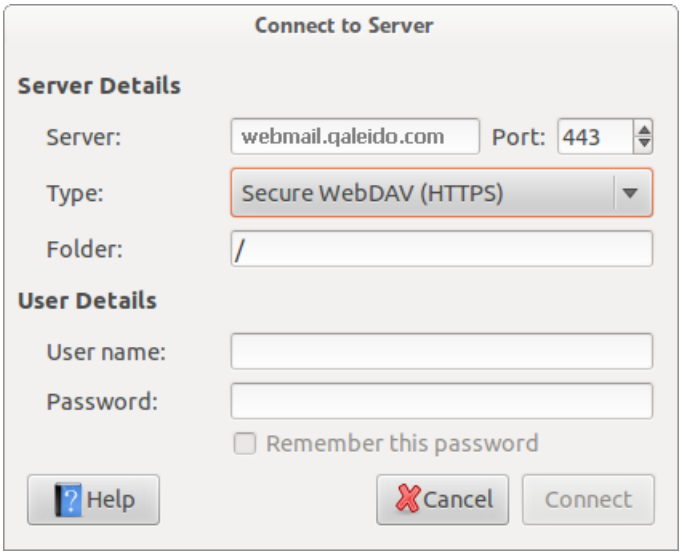
2.4 Qdisk in Ubuntu

To use QDisk as a disk drive on Ubuntu, ensure you have following settings configured.

1. via Nautilus, select *connect to server*



2. For Server, enter: <servername>
3. Set port to: 443
4. To the right of Type, open the list and select: Secure *WebDAV (HTTPS)*
5. The window now changes:

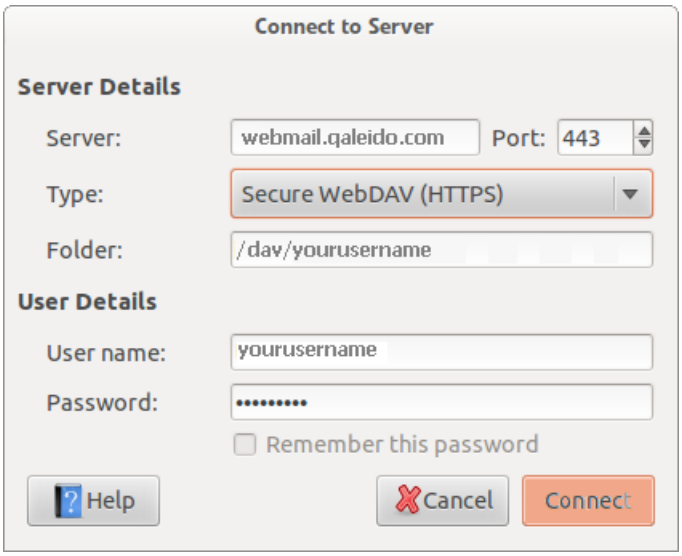


6. Set Folder to: /dav/<your username>

   Instead of <your username>, type your own username (this is the name you use to logon into Qaleido Communications).

7. Beneath the heading User Details, enter your username and password.
8. Check Remember this password if you do not to relogon to you Qdisk every time.

9.



Click *Connect*.

10. Add the Qdisk to your bookmarks, e.g. with the name Qdisk. Now you're able to drag-and-drop all the documents and files you want to save on the Qdisk.

Qaleido International B.V.
P.O. Box 127 | **8250 AC Dronten** | **the Netherlands**
PHONE +31 321 701 777 | FAX +31 851 030 010 | E-MAIL support@qaleido.com | INTERNET http://www.qaleido.com
KvK LELYSTAD 32143209 | BTW-NR NL8201.74.403.B01 | BANK 87.16.04.981 | IBAN NL23 SNSB 0871 6049 81 | BIC SNSBNL2A