Triofox Mac Client Guide

Triofox Mac Client Version 13.4.311.3028

JUNE 15, 2022

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Getting Started

Introduction

Welcome to the Triofox macOS Client User Guide. This guide describes the client functionality for users of Triofox, the managed file synchronization and sharing solution that focuses on file server cloud-enablement.

MacOS Clients

Triofox client agents are available for Windows, Mac, iOS, Android, and Windows phones. These clients are designed to work with Triofox accounts managed by a Service Provider or a company IT has set up.

System Requirement

Mac OS 10.13 and higher

macOS client for these OS versions are actively maintained and released regularly.

Mac OS 10.9 - 10.12

macOS client for these OS versions are available but not actively maintained.

> **Note:**
>
> This guide has been updated to match Mac Client version 13.4.311

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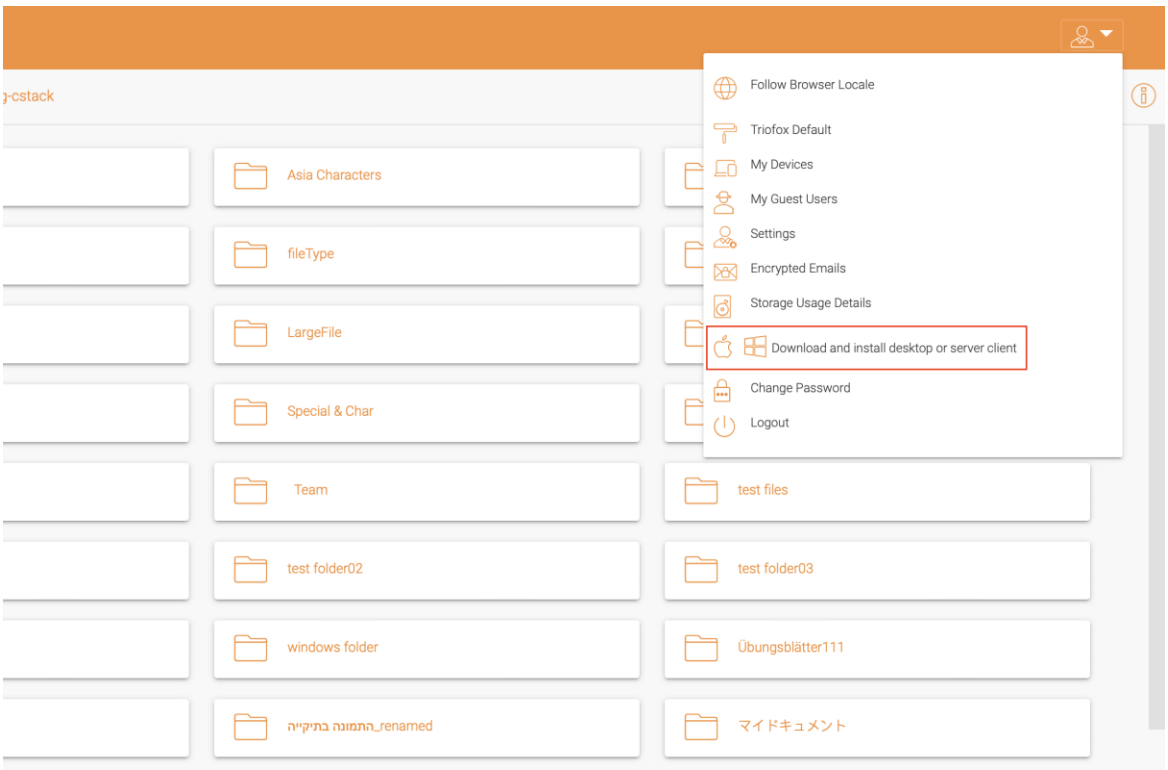
Installation

Log into Triofox web portal.

Click the **User Icon** then select the **Download Client** menu item.



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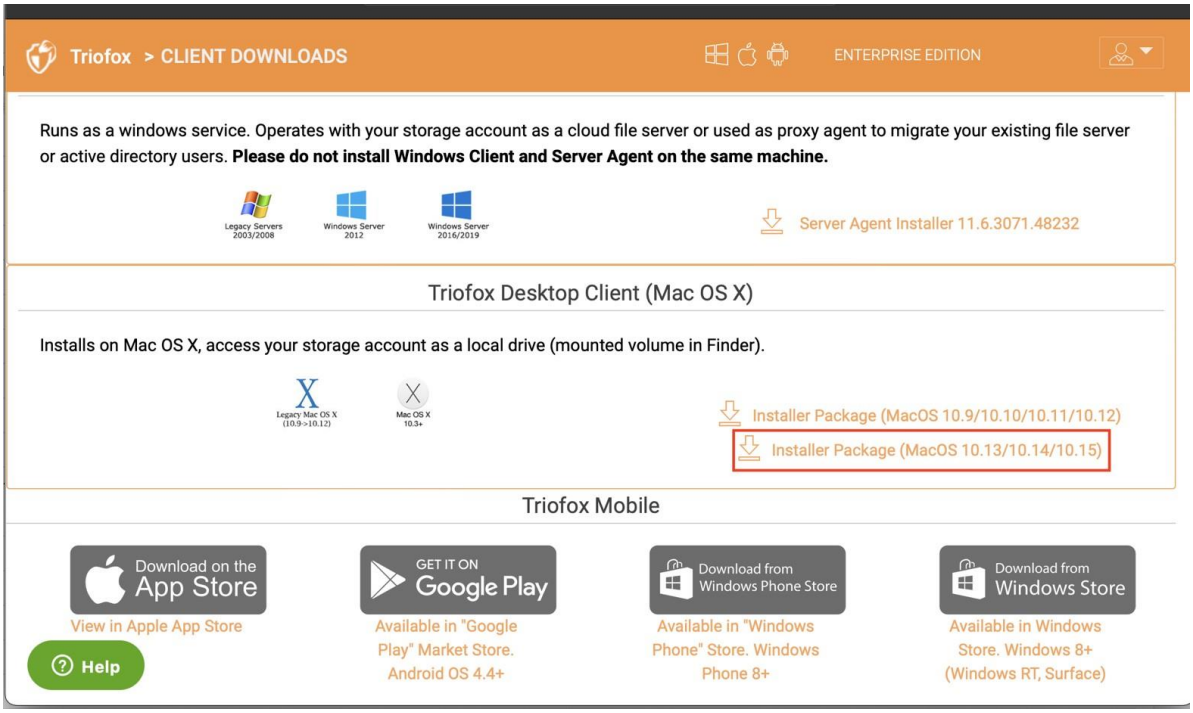
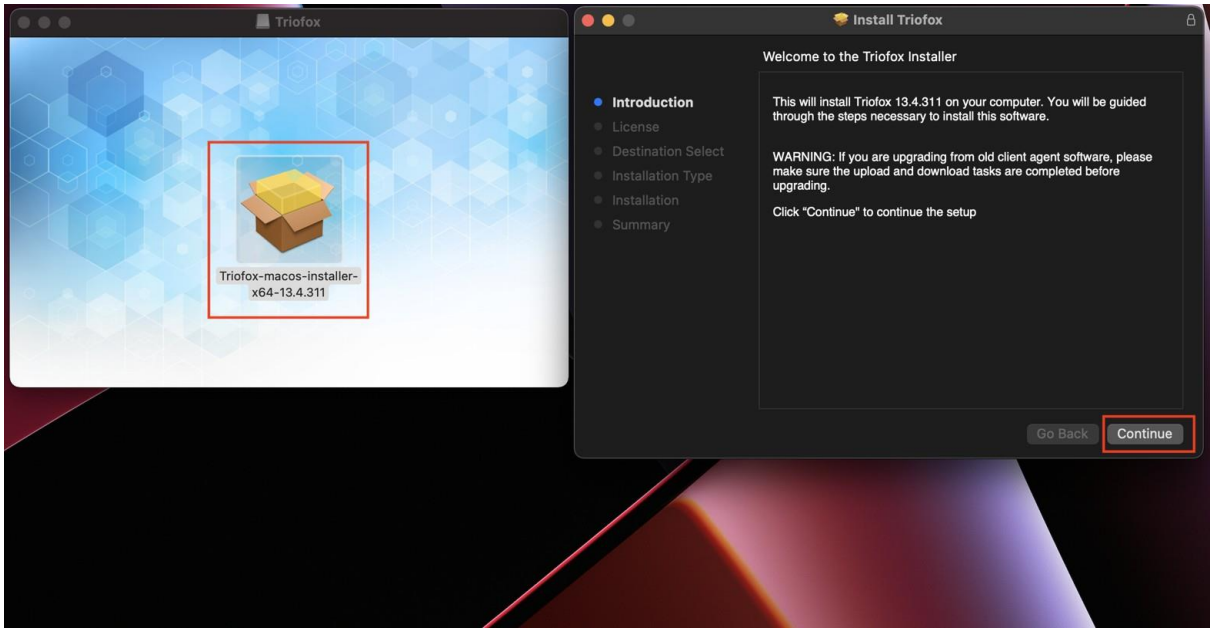
The “**Client Downloads**” page is then displayed. Select the **Installer Package** for the appropriate system. Click the download link and double-click the downloaded .dmg file to launch the Triofox Mac Client installer.



Double-click on the **“Triofox”** volume. Click on **“Continue”**.



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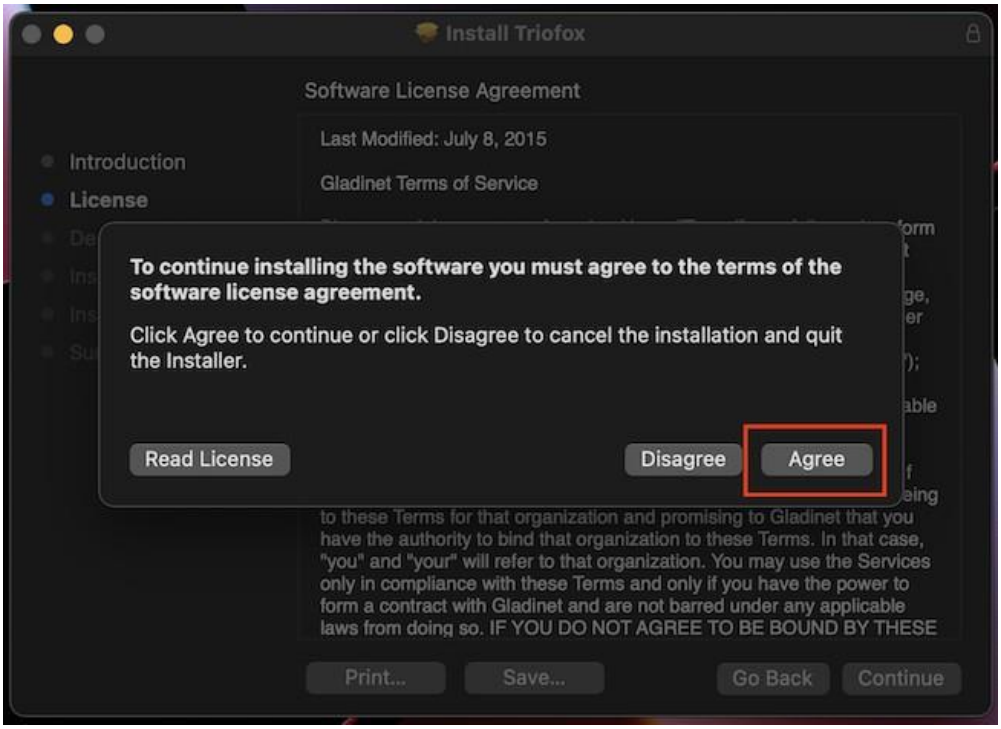
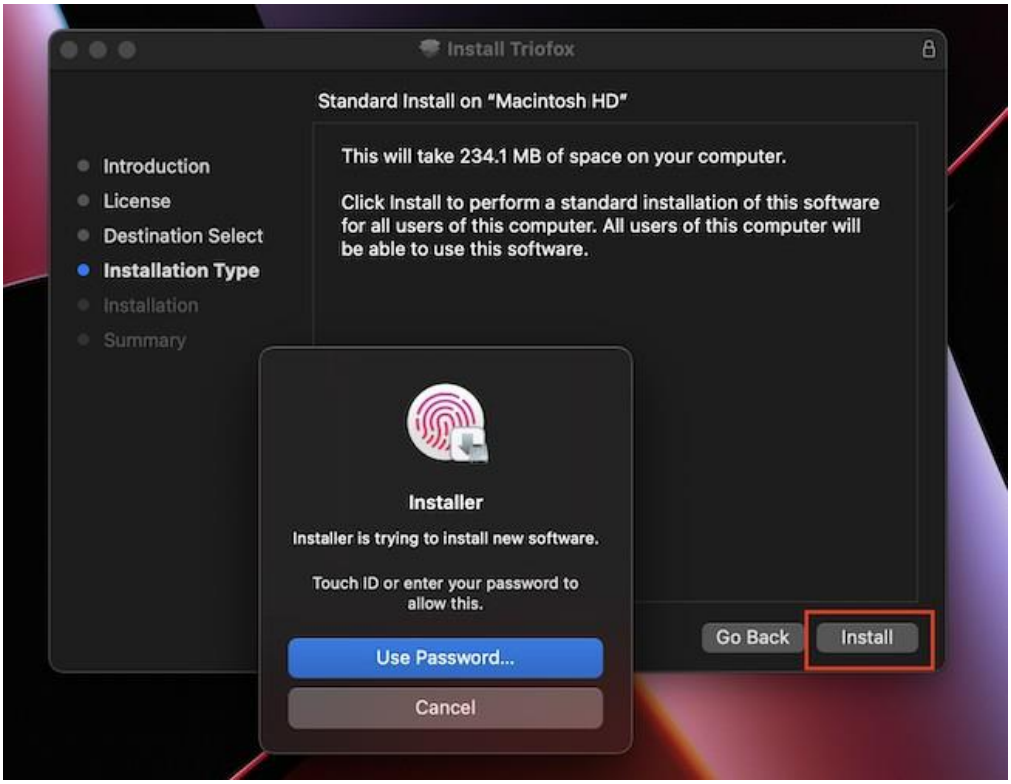
Then “**Agree**” to the License Agreement to continue.



Enter the username and password for the Mac machine and select “**Install**”.



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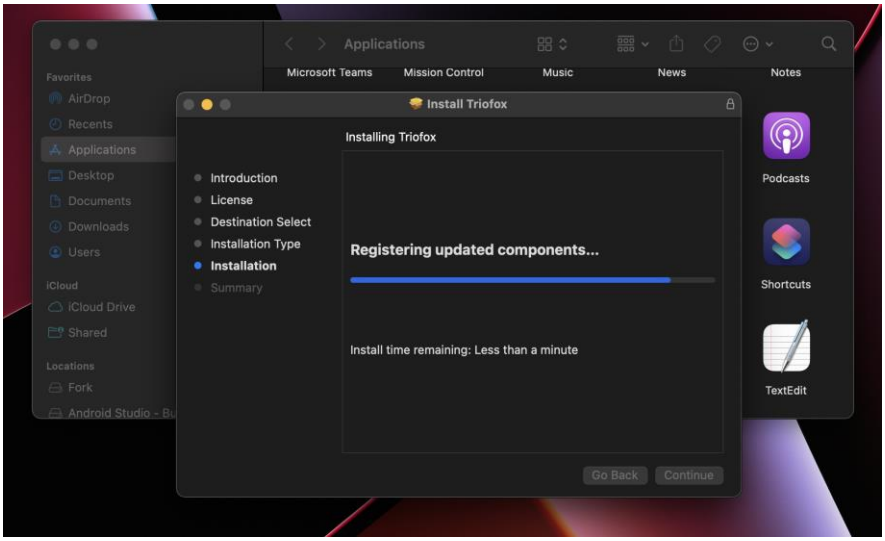
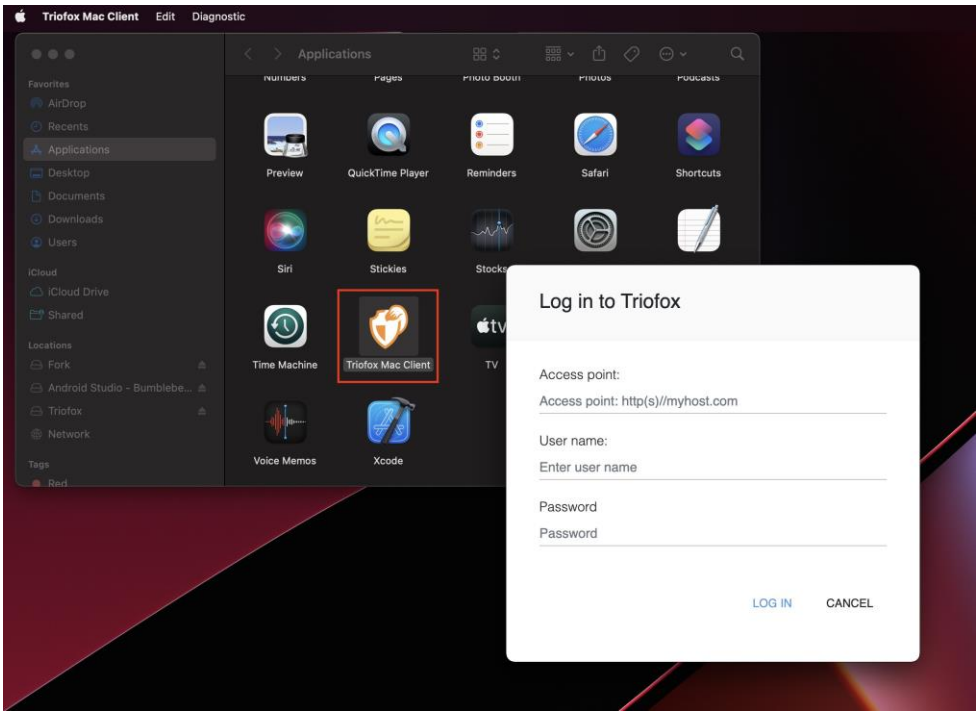
Select “**Continue**”.



Once the software is installed, go to **Finder** > **Applications** and double-click the “**Triofox Mac Client**” icon.

Log in to the Triofox drive using "User Name" and "Password". Make sure the **Access point** is set to the correct domain or IP address and click "**Log In**". With these credentials, the Triofox Drive Client will be authorized and connected to the Triofox user account.



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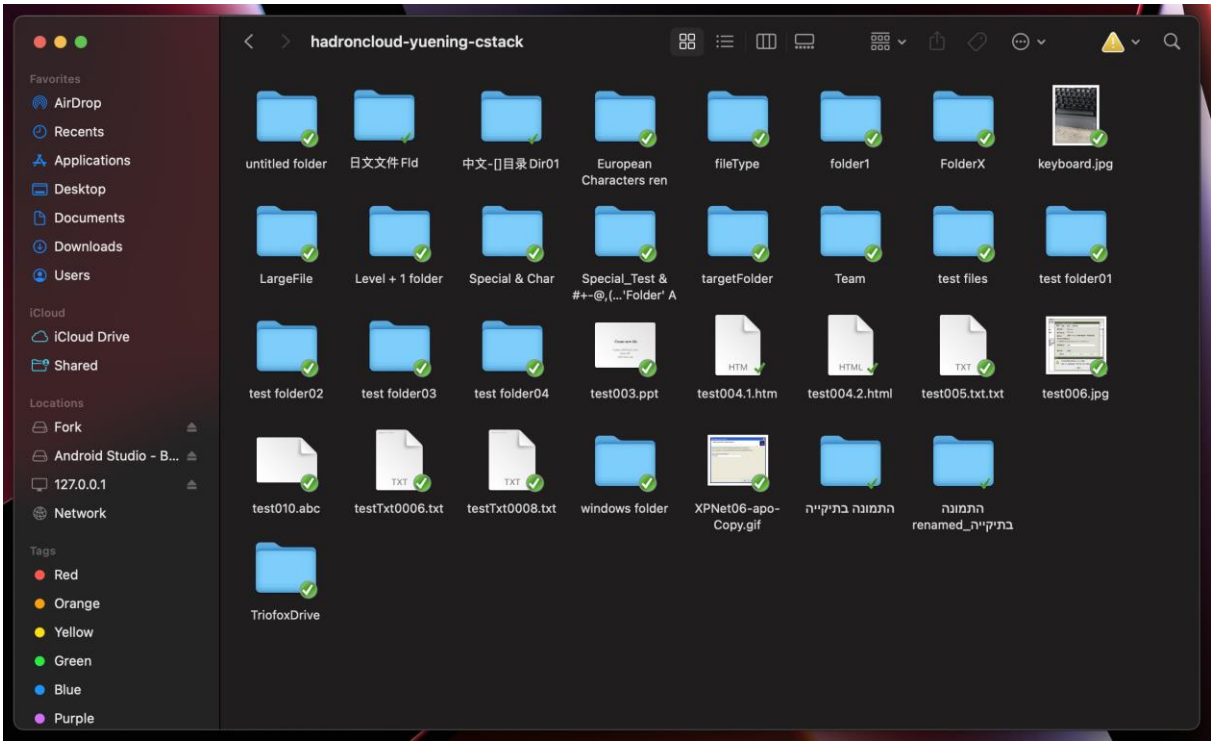
Once you are logged in, you can see the Triofox Drive as a mounted volume in the Finder.

The Triofox drive icon is displayed on the Mac's main screen. You can also double-click this icon to access the Triofox drive.



After the installation is complete, a system tray icon will appear that allows you to open and manage the Triofox drive.

The user can access the Management Console for Triofox Drive and also perform a quick check of the system status.

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Primary Use Cases

1. **Collaborative access to the Triofox Drive**

   Drive-based random access is one of the primary ways to access files and folders in the Triofox Drive.

2. **Syncing local folders to the Triofox Drive for remote access**

   Another primary use case is when users want to continue working in a local folder and then attach that folder to the Triofox account, so that the contents of the folder (or folders) are synchronized in a 2-way fashion between the local Mac folder and the remote Triofox folder.

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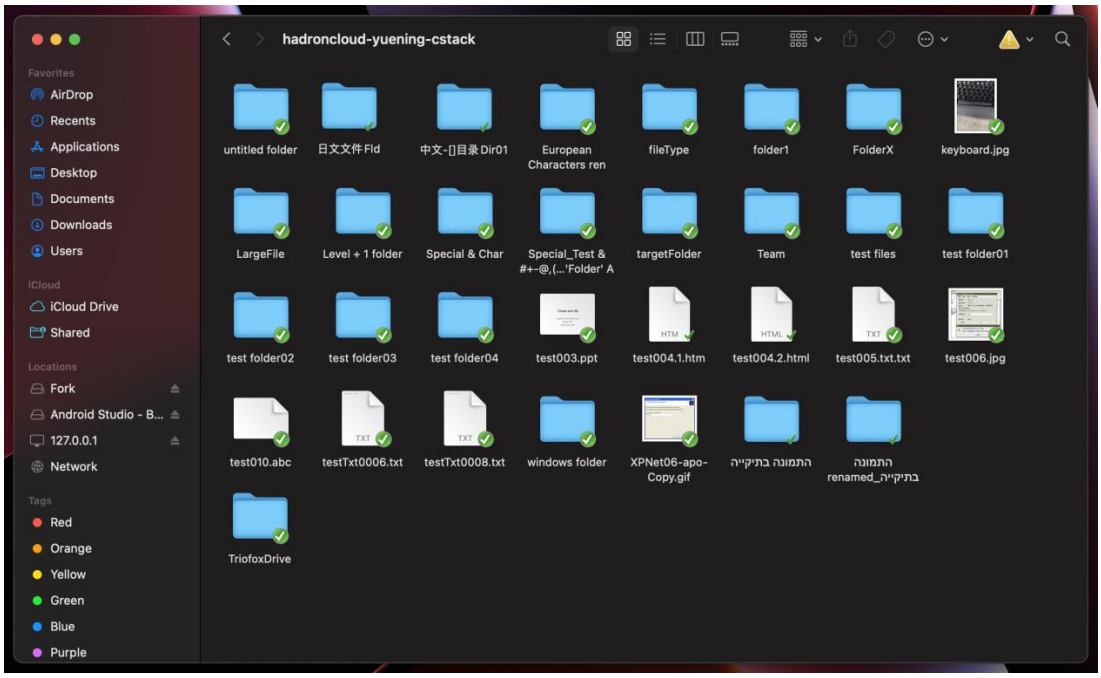
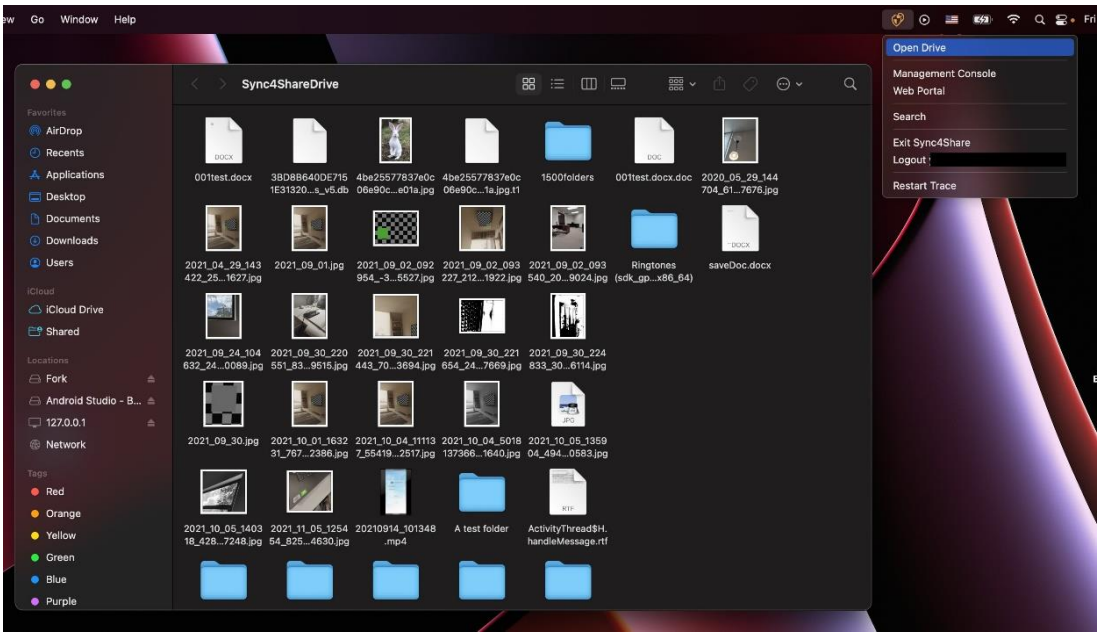
Explore Cloud Drive

User can access the Triofox drive from the main Mac screen by clicking on the Triofox Drive icon.



The Triofox Drive menu can be accessed from the top panel by clicking on the Triofox Cloud Drive icon.



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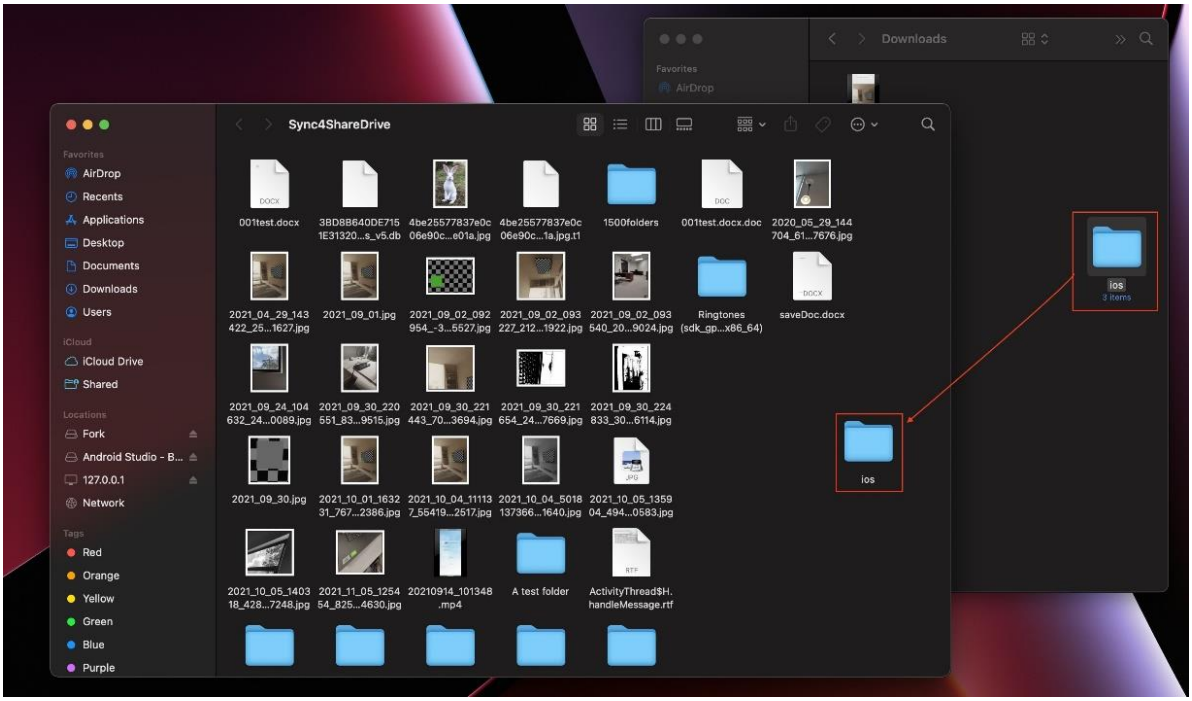
Transferring Files

You can now use the Triofox storage like a real drive on the Mac system. Simply drag and drop local documents and folders to the Triofox Storage or just use the keyboard.



Triofox Cloud Drive makes it very easy to move data to or extract data from cloud storage.

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Icon Overlays

There are three icon overlays on files that represent different states.

Thin Green Check Mark

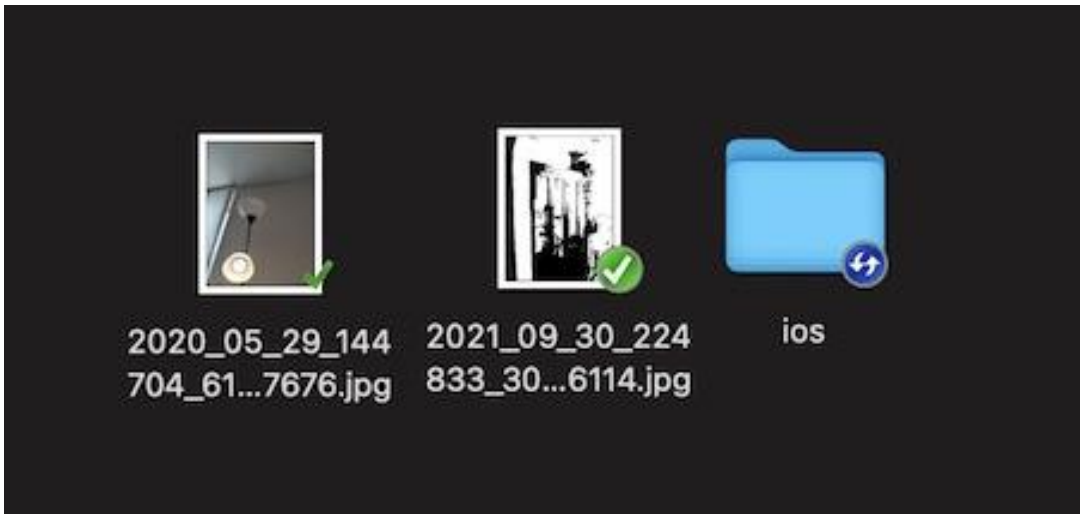
This icon overlay means that the files are in the cloud, the file content is not local.

Solid Circle Green Check Mark

This icon overlay means that the files are in the cloud and are also available locally.

Blue Uploading Icon

This icon indicates that the file is being uploaded and is not completely done yet.



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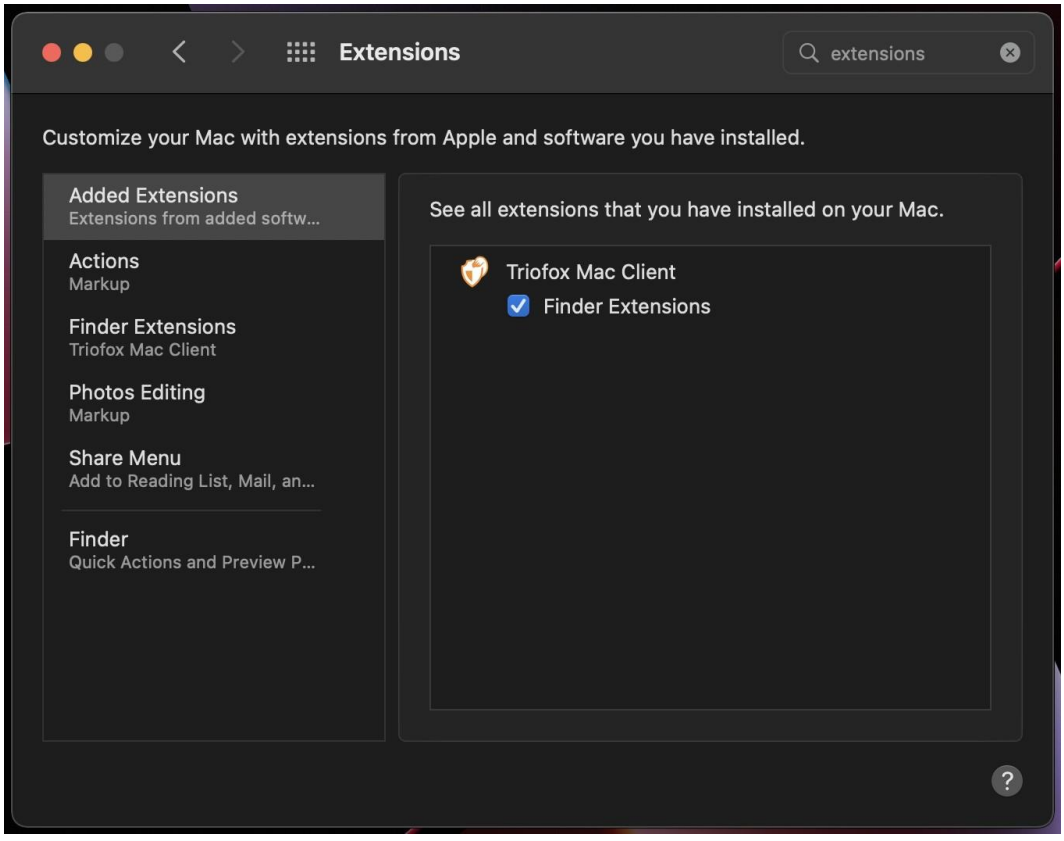
Folder and File Features

When you right-click a folder or file, you can access the context menu that gives you the options Share, Get Share Link, Manage Revision, Open in Web Browser, and Force Refresh.

Enable Mac Client Context Menu

> **Note:**
>
> The new macOS Big Sur has improved security.
>
> After installing the new Mac client and logging in, the Mac Client Finder Extension is not enabled by default. You need to enable it manually.

1. Open the Mac System Preferences
2. Go to Extensions. Enable “Finder Extensions” for Triofox Mac Client



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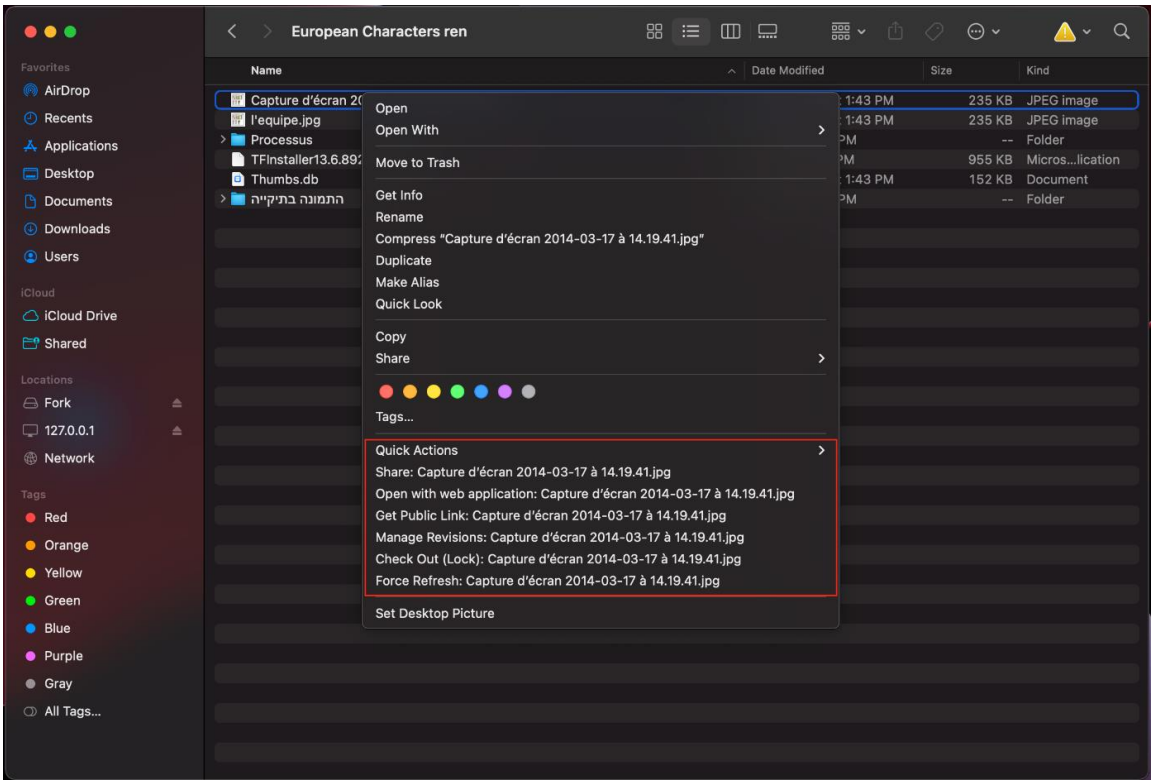
3. Bring up the Mac Client drive again and you should see an icon overlay. Right-click on any file/folder and the Mac Client context menu will be visible.



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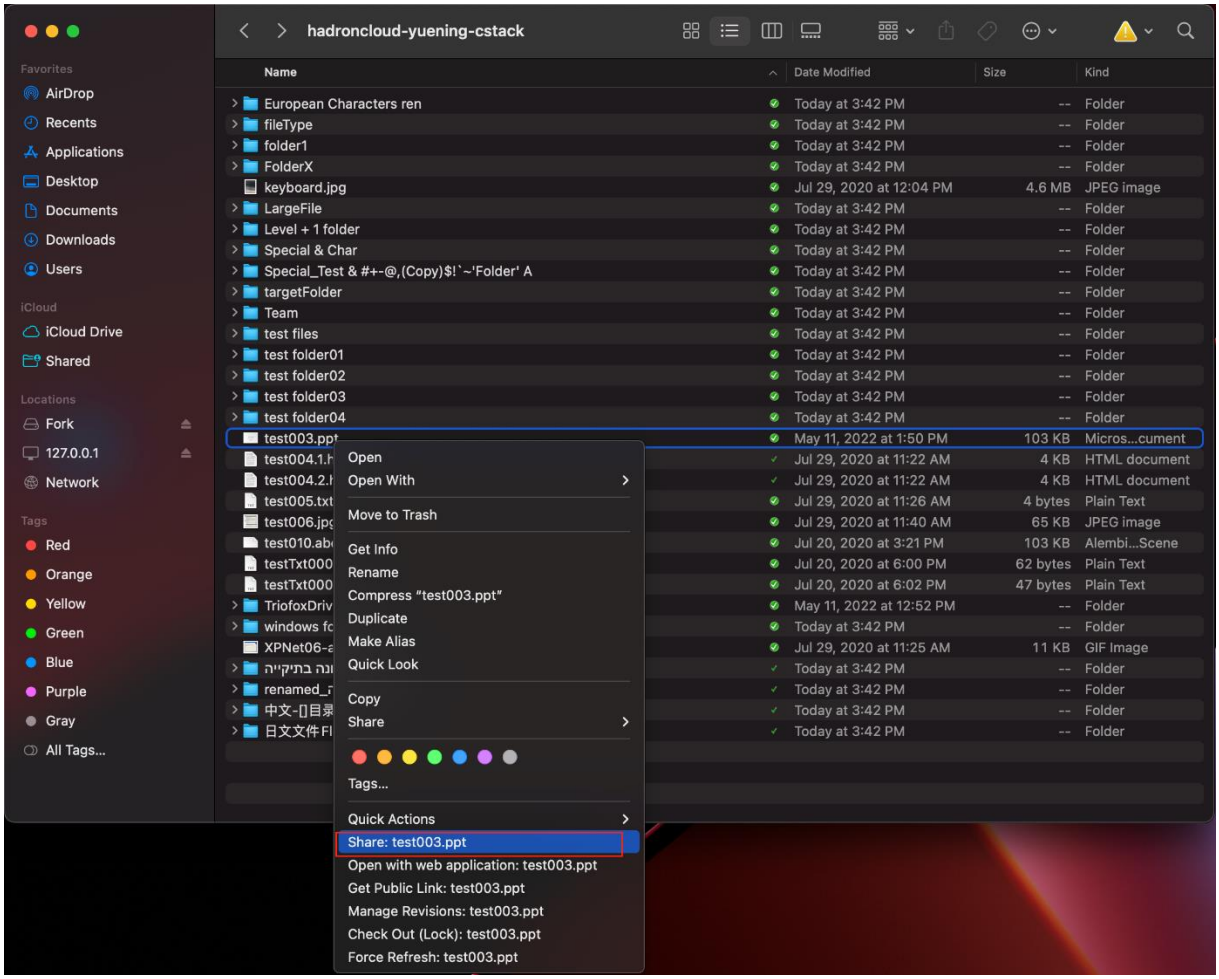
Share

To share a file or folder, simply right-click on it and select **Share** from the menu:



A window will open that allows you to share it. To set this up:

1. Enter the email address(es) of the users you want to share, separated by semicolons (;).
2. Click **CONTINUE**.

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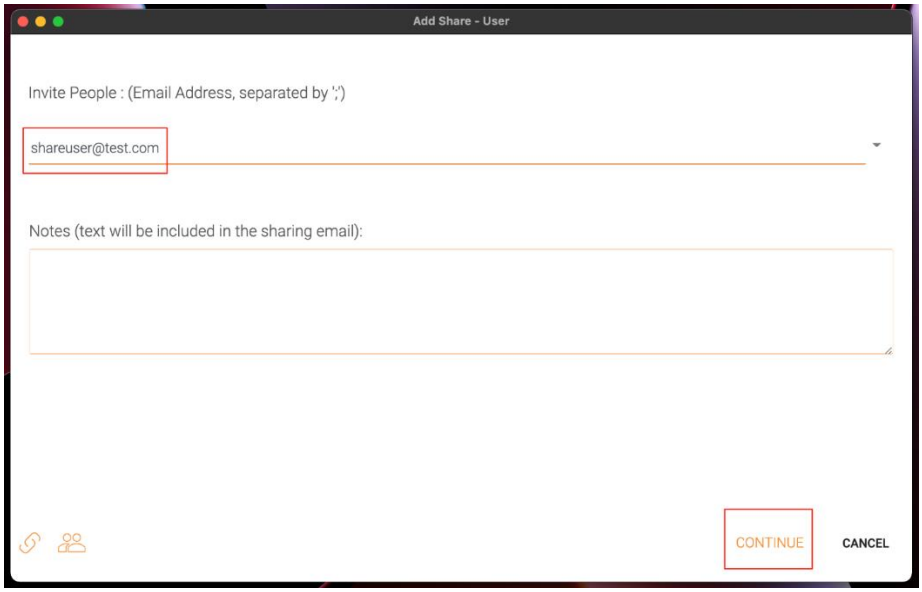
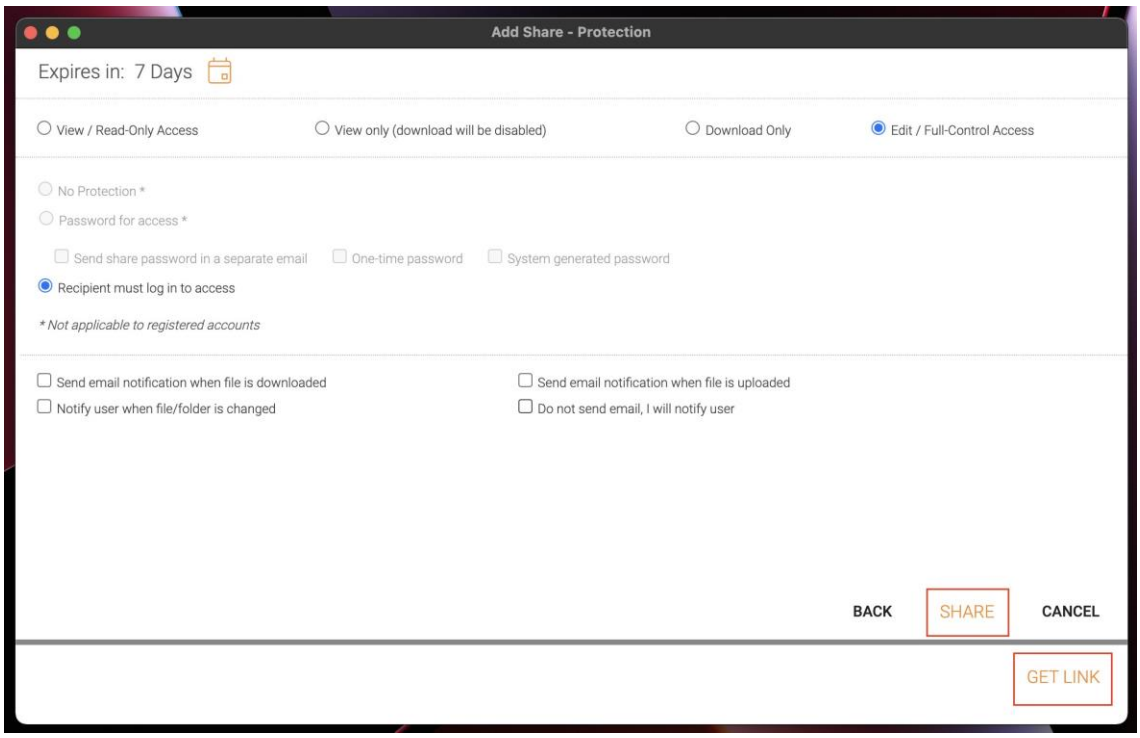


In the next window you can choose the Share preferences: Expiration time, access rights (read only, view only, full control).

3. After selecting the options, click **SAVE**. This will send emails to the guest users.

4. Or click **GET LINK**, this will open a window with the URL that you can use to create a custom email or use some other methods to communicate with the guest users.



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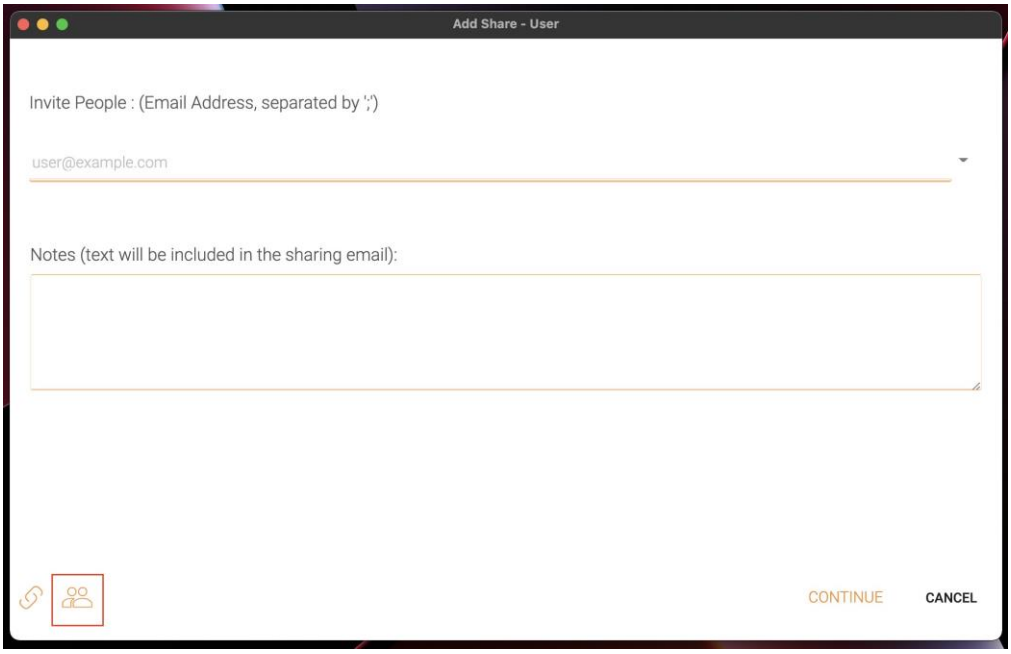
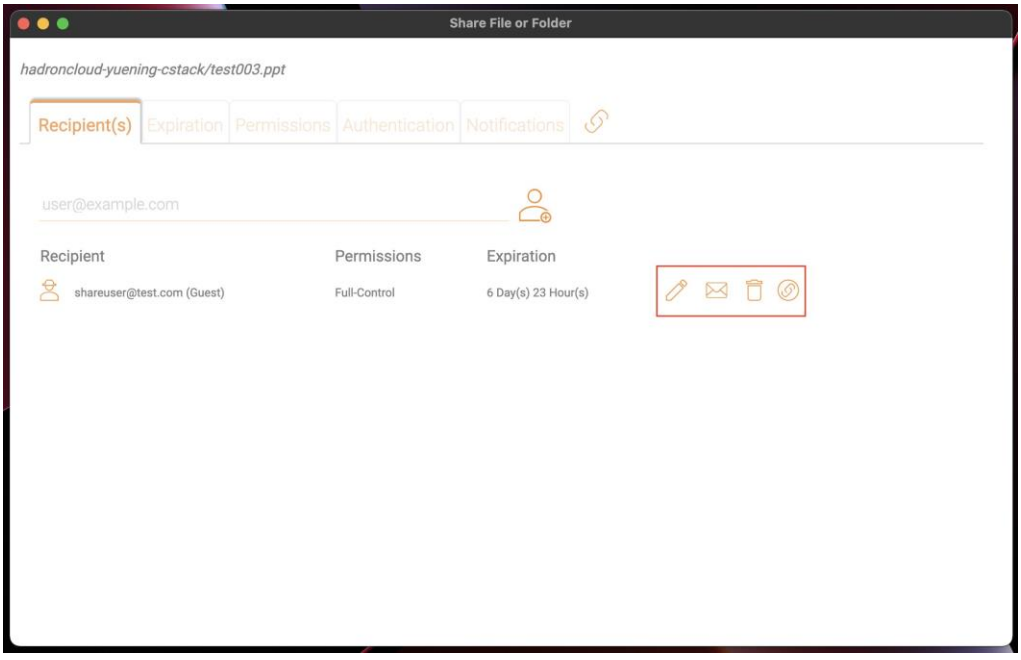
Edit Share

If a file or folder is already shared, you can right-click the shared file or folder and select Share to bring up the edit share menu.



Here you can delete the share, edit it, resend the notification email, view the share link, and enable/disable the public link.



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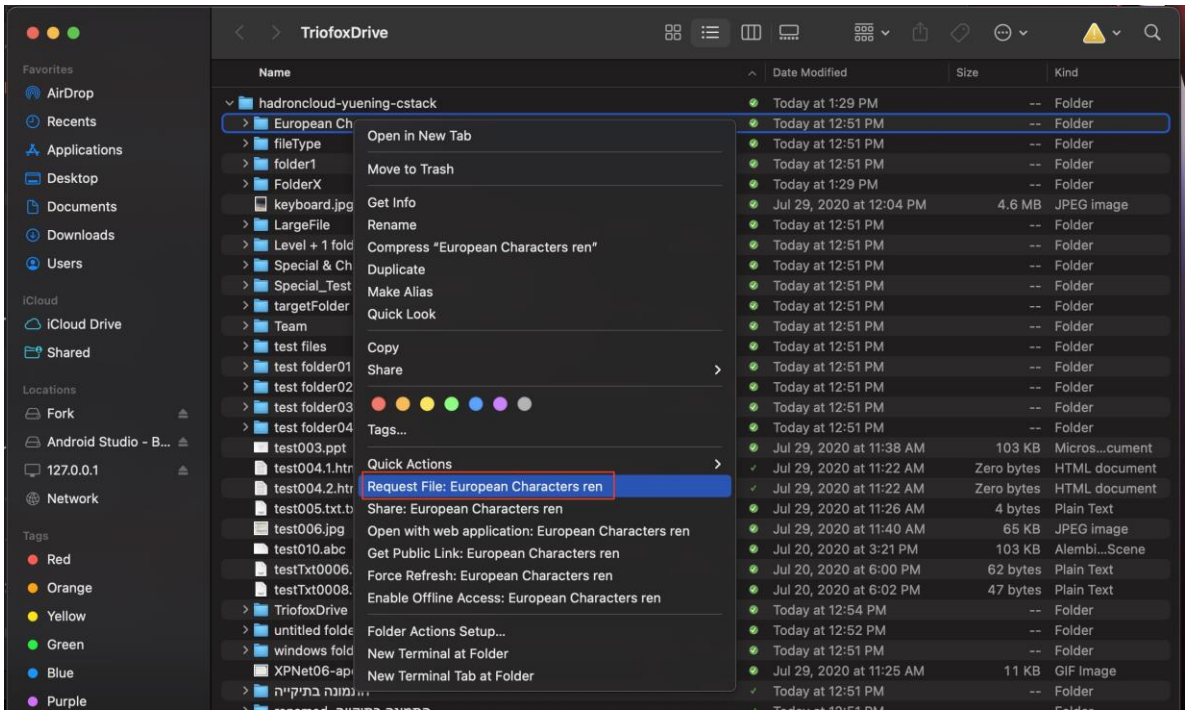
Get Public Link

Allows you to get a read-only web link to the file. This option allows you to share a file as a public (Read-Only) link. Anyone who has the link can access this file. Click this option to copy the public link to your clipboard. Once you click "Ok", you can paste the link anywhere (for example, in emails or social media).

Request File

The file request applies only to folders and allows invited users (or users with the link) to upload files to the shared destination without seeing the content.

To request a file, right-click a folder, and then select **Request File**.



Enter the email address(es) of the users you want to share the file with, separated by semicolons (;), and then click **SEND EMAIL**. You can also click **GENERATE LINK** to send the link to other users.

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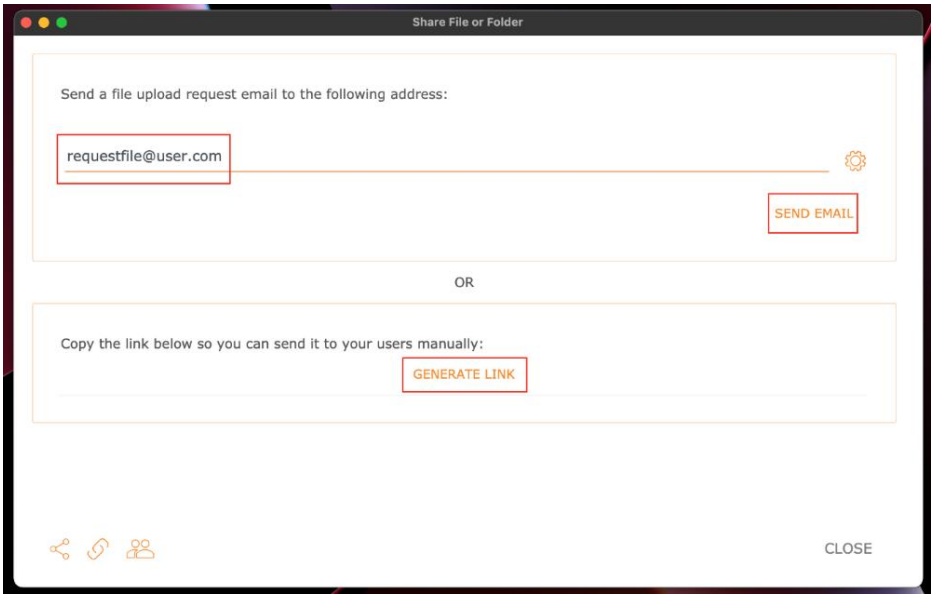
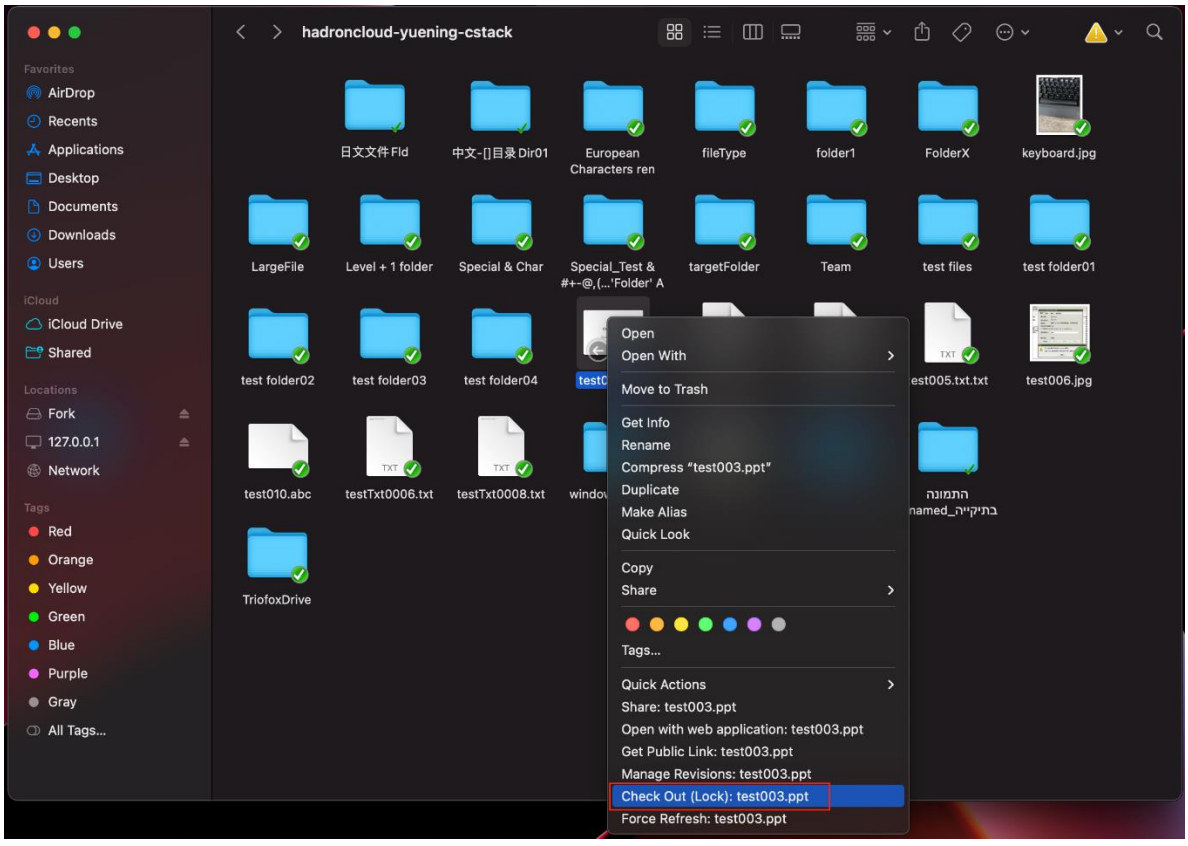


Check Out (Lock) / Check In (Unlock)

You can check out files for editing. To do so, right-click on the file in your Triofox Drive, select "Check Out" from the context menu, and select "Yes" in the pop-up window.



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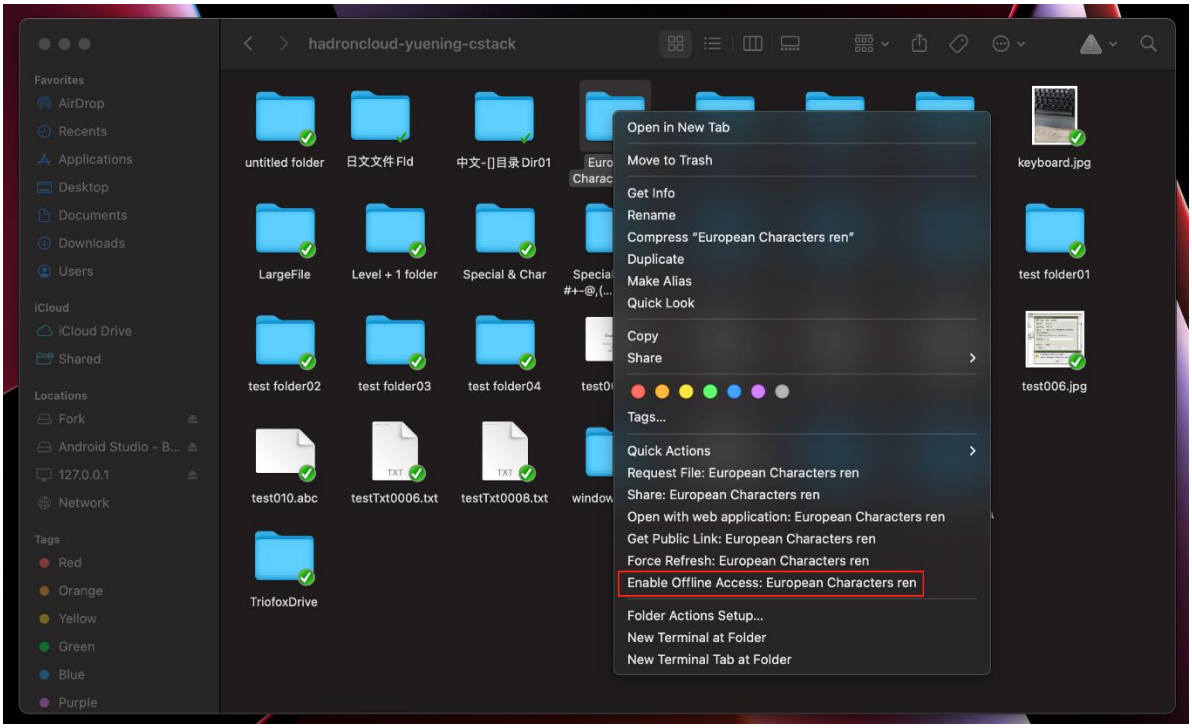
Offline Folders

Users can mark certain folders as offline. Folders marked as offline prefetch the contents of the folder and cache them locally.

To achieve this, first right-click on a folder in Triofox Drive and then select **Enable Offline Access** to this folder.



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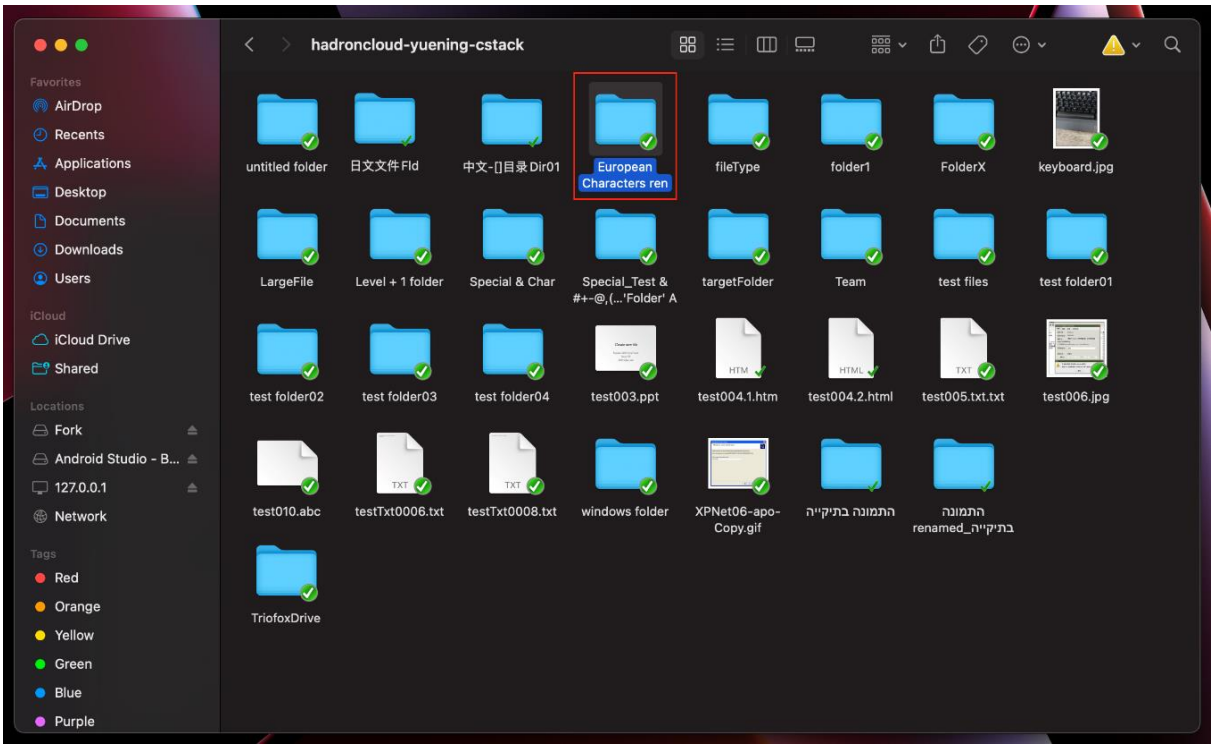
Once a folder has been marked as offline, it will be marked with a green filled check mark.



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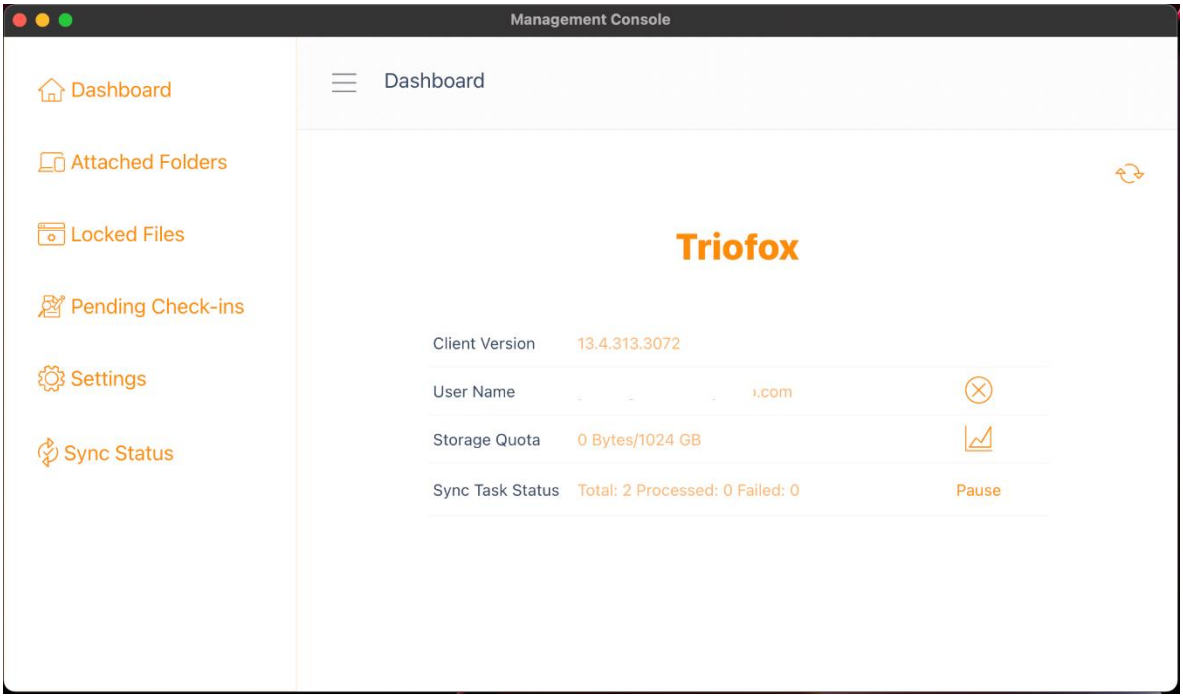
Client Management Console

Access the **Management Console** via the Client icon.

After clicking on it, a screen with the default dashboard for the client is displayed.



Dashboard

The first section is the Dashboard page and shows the device information.

You can see the client version, logged in user, storage usage and other information.

Attached Folders

The virtual drive provides on-demand access to files and folders of the Triofox Cloud storage account.

Sometimes it is also desirable to work inside a local folder and synchronize the local folder with the Triofox Cloud storage account.

Attached Folder means that a local folder is connected to the cloud (Triofox account). The result is the establishment of a bi-directional synchronization between the local

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folder and the cloud, so that the changes within the local folder are synchronized with the cloud and the changes from the cloud in that particular folder are synchronized back to the local folder.

To set this up from the Console, follow the steps in the **Attaching Local Folders** section. In this example, the folder is located on the Desktop of the Mac computer.

Attaching Local Folders

To attach a folder:

1. Click the Triofox Cloud Drive icon
2. Click **Management Console**
3. A browser window opens and shows the **Dashboard**
4. The menu button gives you access to the **Attached Folders** button
5. When clicked, you can add a folder from the hard drive by clicking the **Add Folder** button
6. Click **Browse** to attach the desired folder
7. Set the name you want to use for this folder when you access it from the web portal, and finally click **Attach**

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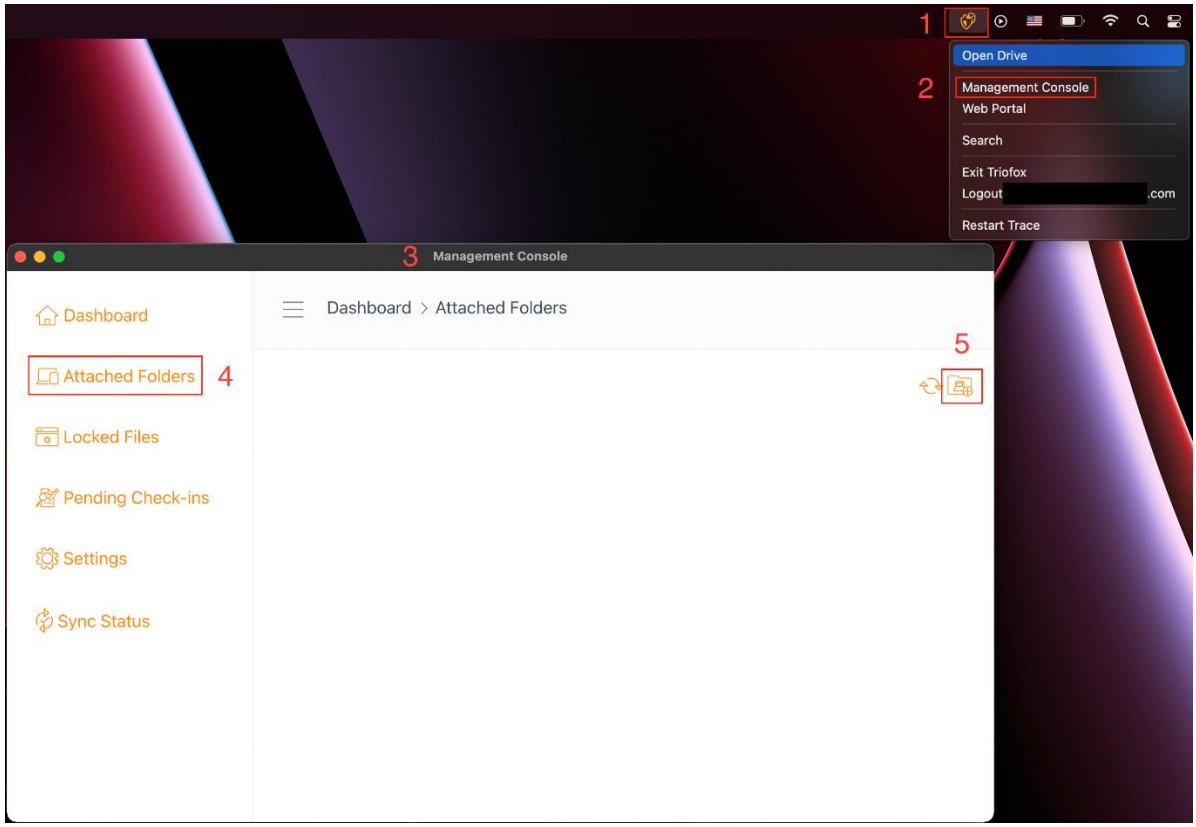

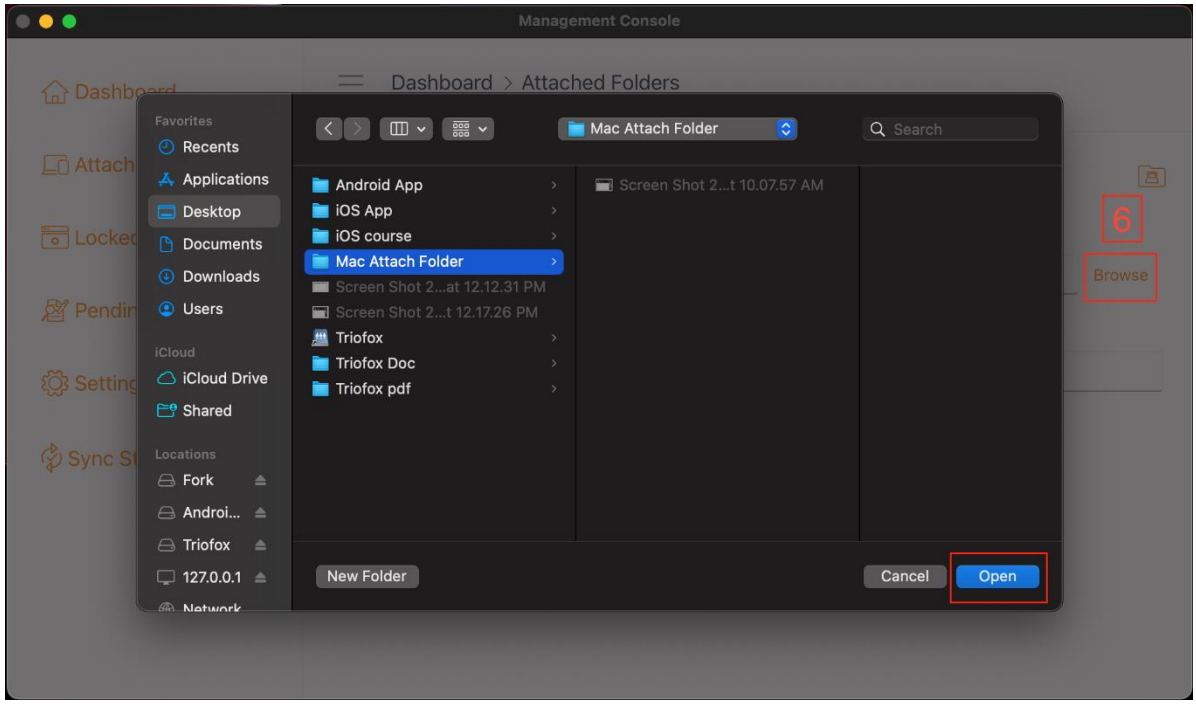

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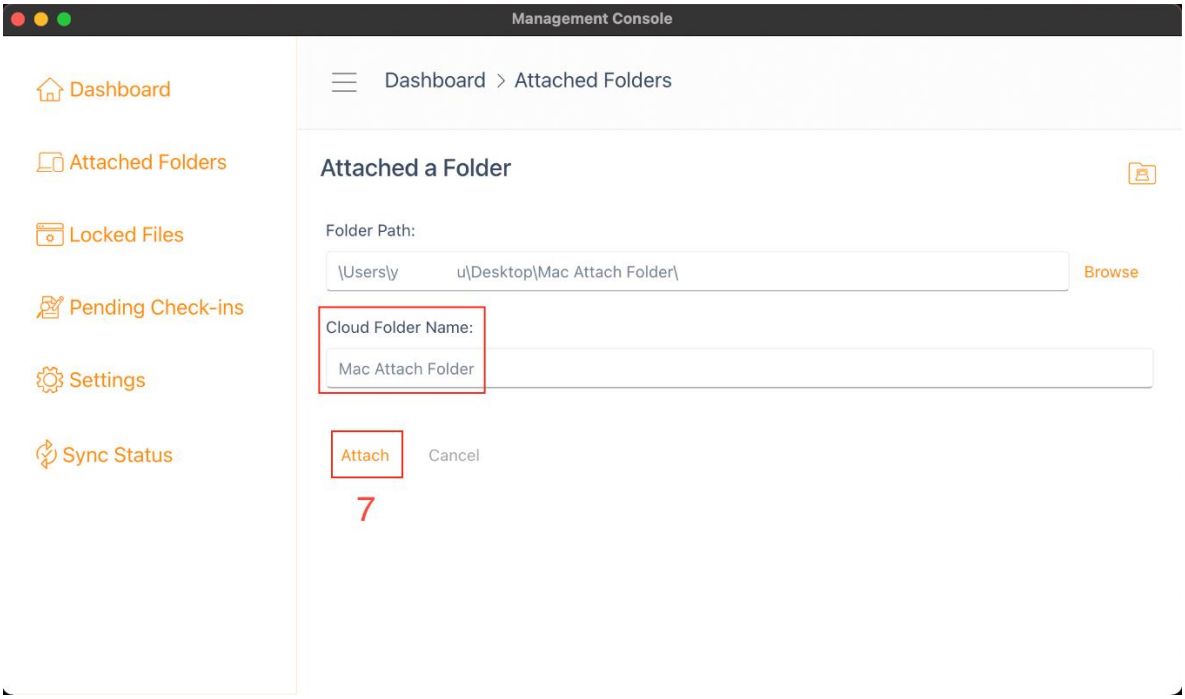
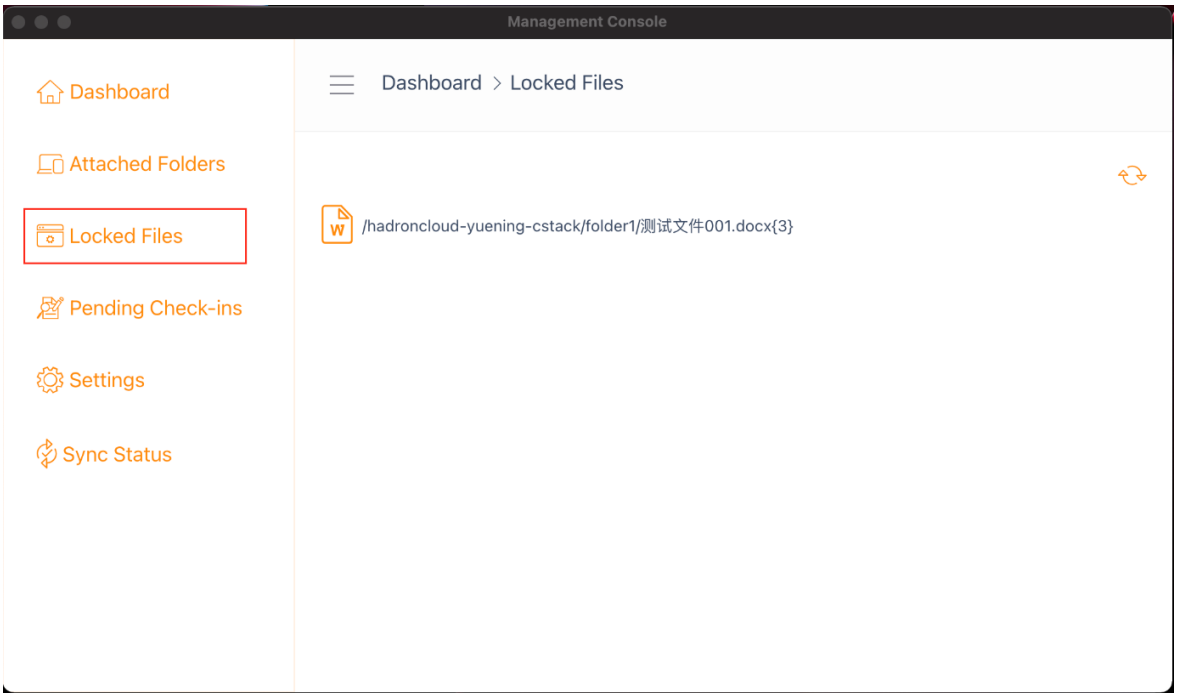


Listing and accessing

Once the folders are attached, they are displayed in a list.



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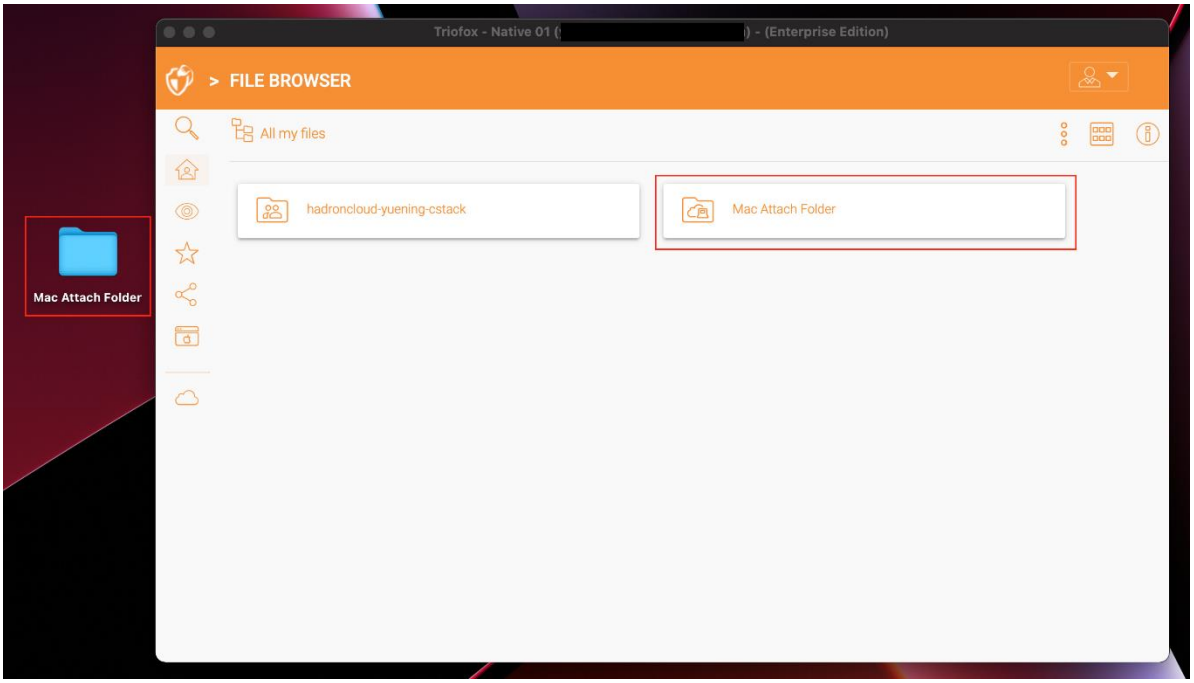
You can also check if the local folder is attached by logging into the web portal, where it will be listed in the **File Browser** view.



As shown in this example, the local folder named "Mac Attach Folder" is now synced to the cloud.

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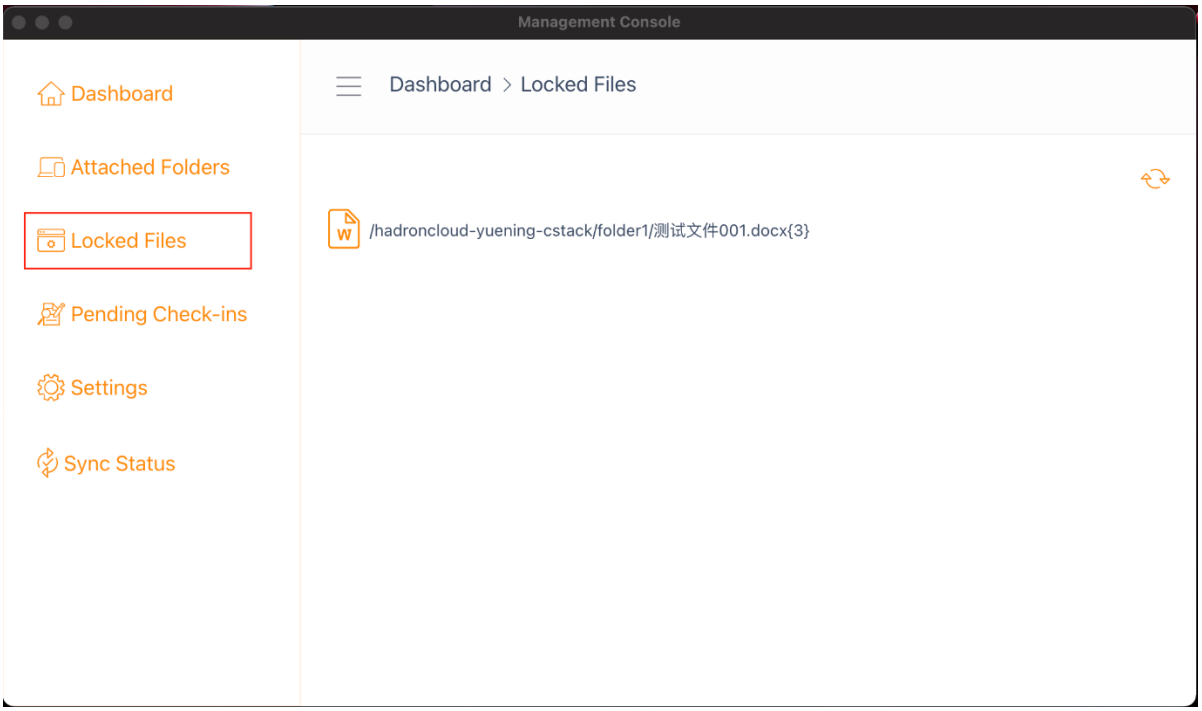
Locked Files

If any of the files are currently in the "Locked" status, it will be displayed in this section of the Management Console.



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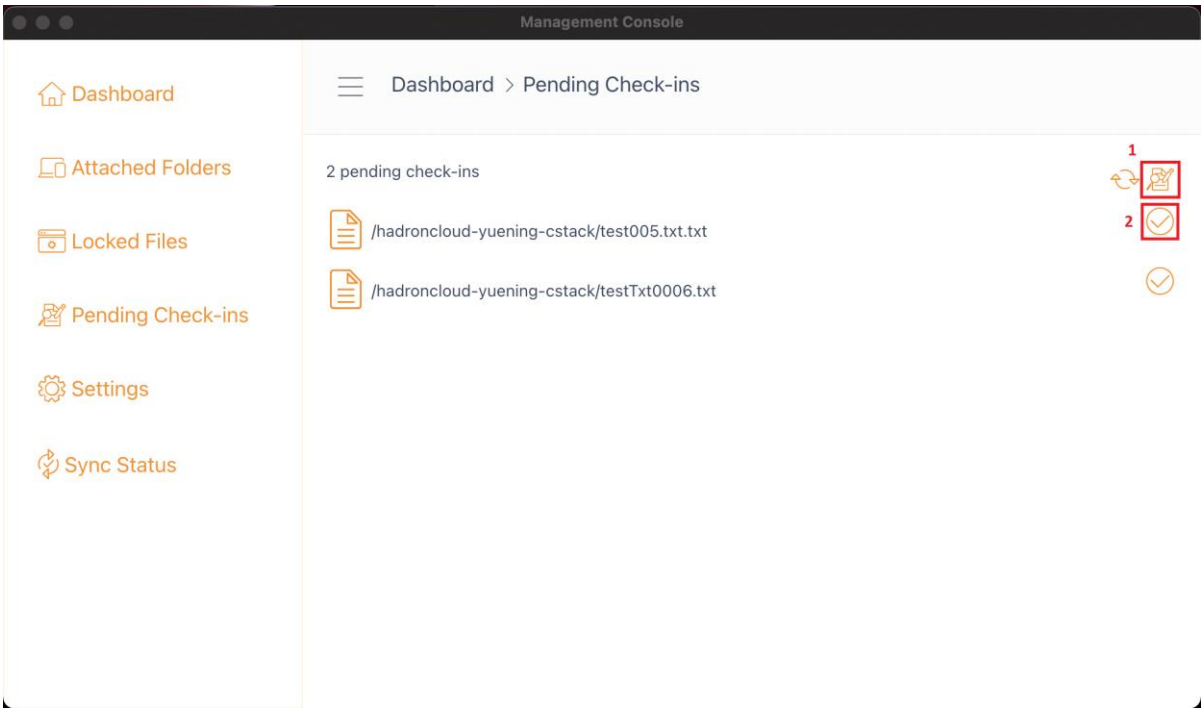
Pending Check-ins

Pending check-ins are files that have been manually checked out and must be manually checked in to upload the changes made and remove them from the Pending Check-ins view. From here, you can also Check Out (Lock) files using the icon in the upper right **(1)**, and you can also force unlock these files by clicking the check-in icon **(2)** on each file in the list.



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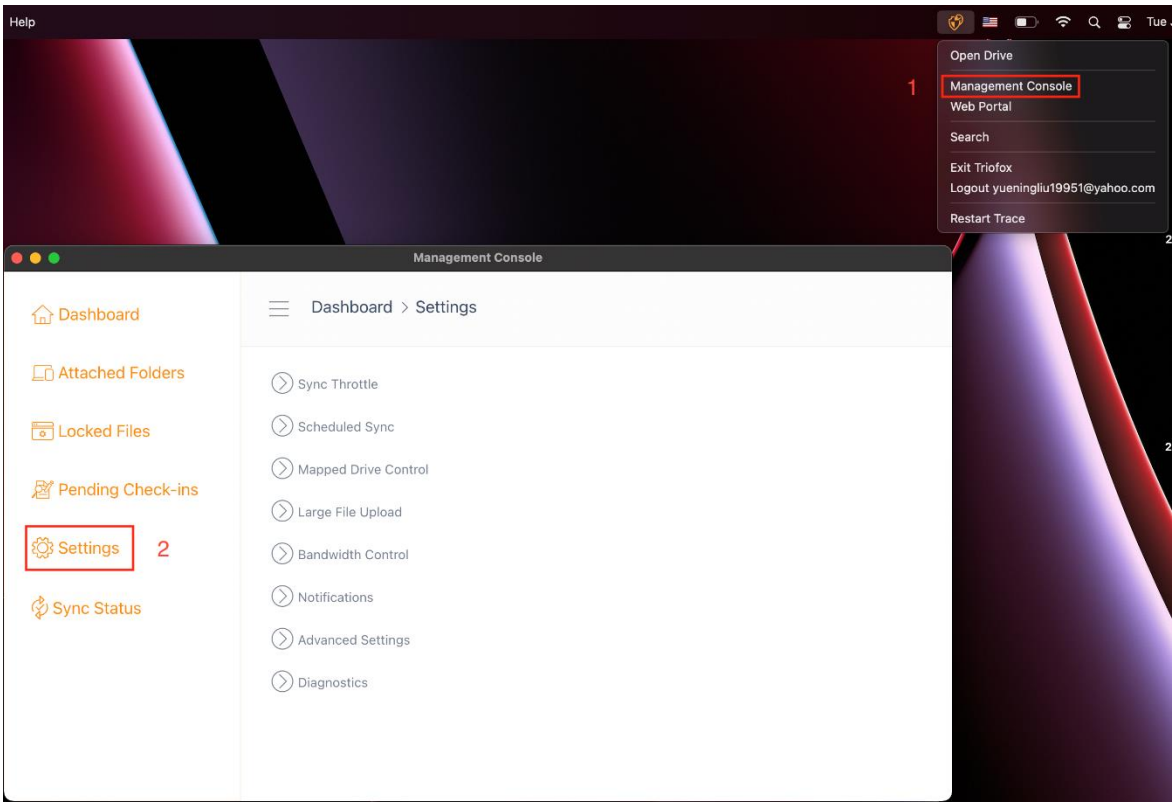
Settings

There are many settings in this section. It stores the various client-side settings that can be applied to the current device.



Sync Throttle

False (default) - If true, the synchronization and transferring of files will follow the throttle control defined in this section.

Sync Throttled Upload Bandwidth (KB/s, 0-Unlimited)

0 (default) - The default setting is unlimited KB/s, enter a number here to reduce the consumed bandwidth to the set limit.

Sync Throttled Download Bandwidth (KB/s, 0-Unlimited)

0 (default) - The default setting is unlimited KB/s, enter a number here to reduce the consumed bandwidth to the set limit.

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Full Speed Sync Start Hour (default 7:00)

7 (default) - This setting represents the hour (24-hour clock) of the day when Full Speed Sync starts. Normally, Full Speed Sync is performed at night when Internet usage is low.

Full Speed Sync Stop Hour (default 20:00)

20 (default) - This setting represents the hour (24-hour clock) of the day when Full Speed Sync will stop - usually Full Speed Sync is desired overnight when Internet usage is low.

Scan local files and sync up to cloud as necessary

False (default) - The desktop client builds a state database describing which files are synchronized and which are not. In the case where the desktop client is re-imaged, the state information may be lost. This option allows local files to be scanned and uploaded to the cloud as needed. This is a quick way to re-build state information if the local files are more accurate than the information in the cloud.

Scan cloud files and sync down to local as necessary

False (default) - The desktop client builds a state database describing which files are synchronized and which are not. In the case where the desktop client is re-imaged, the state information may be lost. This option allows local files to be scanned and uploaded to the cloud as needed. This is a quick way to re-build state information if the cloud files are more accurate than the local files.

Disable file-change logs for dummy files (zero-byte files)

False (default) - If this option is set to True, no notifications are sent for 0-byte files or files that have received a change notification from the file system but have not actually been changed.

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Scheduled Sync

Enable Scheduled Sync

False (default) - On the client side, in addition to a mapped drive (or mounted Mac volume), there is also functionality for synchronizing folders. This setting can be used to control when synchronization should occur. For example, if the company has limited Internet bandwidth, synchronization can be avoided during working hours to save bandwidth.

Mapped Drive Control

Cloud drive label

My Cloud Drive (default) - This is the drive label you can see in the Finder.

Disable drive mounting

False (default) - If true, no Cloud Drive will be mounted under MacBook for the Mac Client.

Bandwidth Control

Download bandwidth limit (KB/s, 0-Unlimited)

0 (default) - This setting is set to unlimited by default. Change this setting to limit the download bandwidth to the number you specify in kilobytes.

Upload Bandwidth Limit (KB/s, 0-Unlimited)

0 (default) - This setting is set to unlimited by default. Change this setting to limit the upload bandwidth to the number you specify in kilobytes.

Maximum number of file transfer Threads

5 (default) - Use this setting to restrict the number of threads used during synchronization.

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Notifications

Disable offline-mode notification

False (default) - A system that goes into offline mode sends a notification by default. Change this to True to hide this notification.

Disable file-change notifications

False (default) - When files are modified by other people or by the same user but from a different machine, a file modification notification is sent. Change this setting to True to disable this notification.

Advanced Settings

Enable slow network mode

False (default) – No further information.

Upload hidden files

False (default) - change this setting to True if you want to upload hidden files to the cloud.

Upload system files

False (default) - Change this setting to True if you want to upload system files to the cloud.

Diagnostics

Keep audit trace logs for (days, 0=never purge)

5 (default) - This setting determines how many days to keep audit traces.

Trace Level (Disable, Log errors, Log warnings, Log info, Log all)

Disabled (default) - by default, the trace level is disabled. It can be changed to the displayed levels.

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