

# Supplemental Guide

March 2017

## Installing and Configuring SnapSync Agent for Windows



### Summary

This document describes how to install and configure SnapSync for Windows desktops. It also covers the installation of the SnapSync agent for Microsoft Windows Operating Systems. SnapServer NAS appliances or SnapCLOUD are used as primary storage targets in a peer-to-peer SnapSync configuration.

## Required Information, Tools, and Files

Before you begin these procedures, the following information is required.

SnapServer appliances (models XSD40, XSR40, and XSR120) and SnapCLOUD use the same Guardian OS software. The term SnapServer in this document refers to both types of systems which are used interchangeably in this document.

This document uses the terms “SnapServer Administrator” and “Administrator” interchangeably. When more than one type of administrator is used (such as System Administrator), the references in this document are for the Storage Administrator. This document also covers the roles of both the Administrator and the Windows desktop user, and the tasks are used for each of these roles.

### Prerequisites

- The Administrator should be familiar with the SnapServer Web Management Interface. Additional information on using and accessing the Web Management Interface is found in the *SnapServer Administrator's Guide* for GuardianOS. Refer to the Overland Knowledge Base for the appropriate guide:  
<https://community.sphere3d.com/community/documentation/nas/snapserver>
- Download the SnapSync Agent for Windows from the Overland Storage SnapSync website:  
<http://support.overlandstorage.com/support/snapsync.htm>
- Make sure all devices and the host that are part of a SnapSync environment have a date and time that are no more than 10 minutes apart.
- For the purposes of this guide, the following processes have been done:
  - A SnapSync user folder (**tom123**) for the Windows Client on the SnapServer appliance or SnapCLOUD has already been created by the Administrator for sharing.
  - The SnapSync secret key is available for the Windows desktop client to access the SnapServer storage used as a repository for shared SnapSync files.
  - The SnapSync license keys are managed by the Administrator and are distributed to SnapSync desktop agents using the SnapSync license manager on the SnapServer. SnapSync licenses must be enabled on the SnapServer prior to licensing any desktop clients.

Additional information on SnapSync folder sharing, security key sharing, and SnapSync licensing can be found in the *SnapSync Getting Started Supplemental Guide* or the *SnapSync 2.3 User Guide*.

<https://community.sphere3d.com/docs/DOC-3933> (Getting Started)

<https://community.sphere3d.com/docs/DOC-3839> (User Guide)

### Versions Tested

The SnapSync test environment uses the following versions:

- Microsoft Windows 10.0 (Build 10240)
- Microsoft Windows 8.1 Version 6.3 (Build 9600)
- SnapSync agent for Windows version 2.3.7.446
- SnapServer XSR120 running GuardianOS version 7.7.032
- SnapCLOUD running GuardianOS version 7.7.032

## Requirements Before Starting

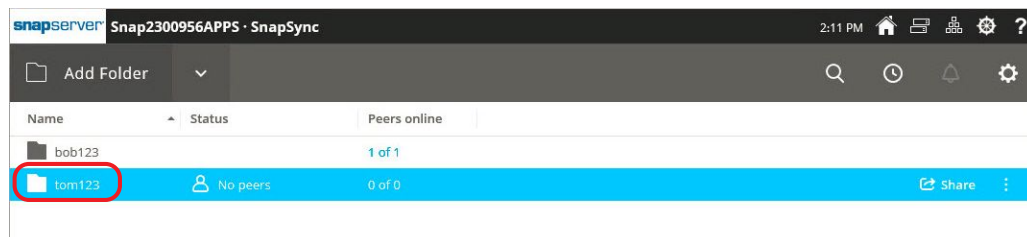
As noted in the Prerequisites section, before installing the agent, it is recommended that these processes be completed. They must be done by an Administrator.

- Create a SnapSync user folder.
- Create a secret key for sharing files.
- Manage SnapSync license keys.

### SnapSync User Folder Created

To create SnapSync user folders on the SnapServer so data can be shared, the Administrator uses the Web Management Interface SnapExtensions icon (🔗) to access the SnapSync Management Console to add the folder.

The highlighted item in the following example shows a user folder called *tom123*.



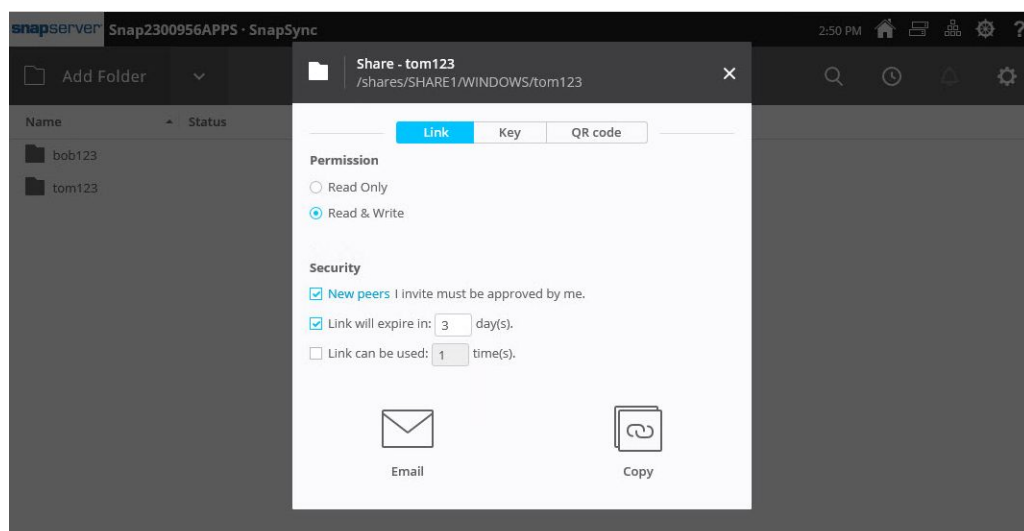
It is recommended that a unique name based on the device type be used to distinguish the device type. This user may also have a mobile device with which to sync.

### SnapServer Secret Key Created

A SnapSync secret key is needed for the Windows desktop client to access the SnapServer storage used as a repository for shared SnapSync files.

**NOTE:** A preconfigured SnapSync user folder is required. See [SnapSync User Folder Created](#).

1. At the right end of the user folder line, click **Share** to show the options screen.



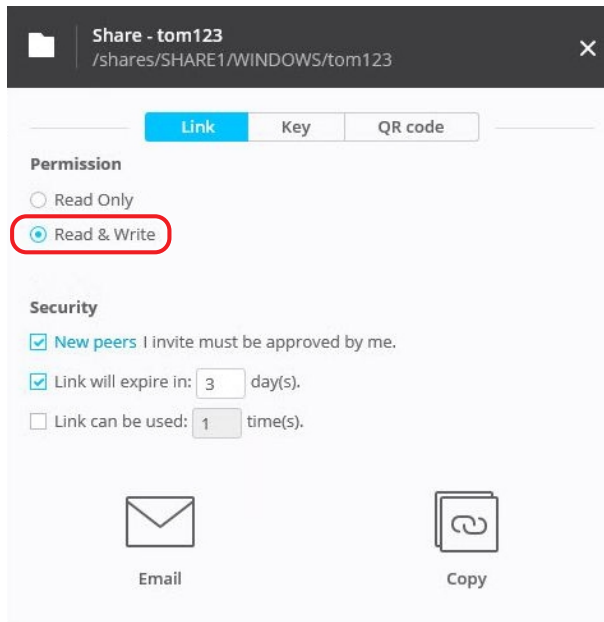
2. Select **Link** at the top of the **Share** options dialog.

3. To share the secret key, select from the following **options**.

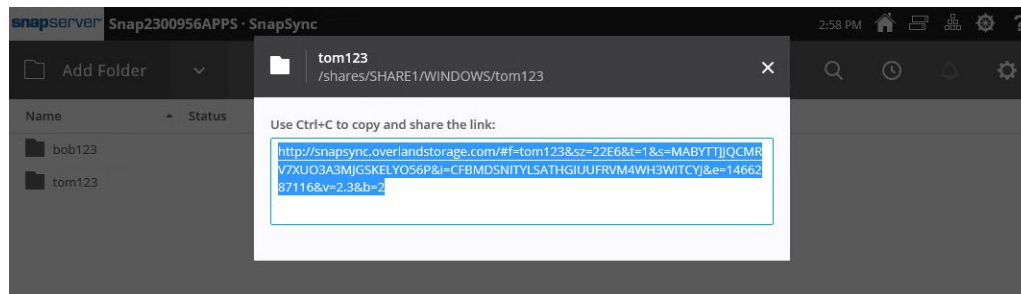
NOTE: Some are selected by default but can be changed.

Option	Choices	Default
Permission	Choose one: <ul style="list-style-type: none"> <li>• Read Only</li> <li>• Read &amp; Write</li> </ul>	Read Only.
Security	Check all that apply: <ul style="list-style-type: none"> <li>• New peers I invite must be approved by me.</li> <li>• Link will expire in [3] day(s).</li> <li>• Link can be used [1] time(s).</li> </ul> Numbers in square brackets can be changed.	New peers and expiration date are checked by default.
Share Method	Click one of these buttons: <ul style="list-style-type: none"> <li>• Email</li> <li>• Copy</li> </ul>	None.

4. The Administrator enables the **Read & Write** permission for the Windows users. Read & Write permissions provide the ability to create, modify, and save files to the dedicated folder located on the SnapServer storage.



- The Administrator can either **Email** the link to the user or **Copy** the link to the clipboard. The **Copy** option allows the Administrator to copy the link displayed and send it by a method other than email. For example, send it via a chat session.



## SnapSync License Applied

Only licensed versions of SnapSync are supported on SnapServer, SnapScale, SnapCLOUD, and user desktops. Before you share files, you must have a SnapSync Business License, available at: <http://www.overlandstorage.com/products/snapsync/index.aspx#HowToBuy>.

Once purchased, the SnapSync Business License is emailed as a link from Overland Storage Sales. Log in to the SnapSync Web Management Interface as the Administrator to license SnapSync on the SnapServer.

## Installation of the SnapSync Agent for Windows

**NOTE:** If the SnapSync Agent for Windows is already installed, continue with the SnapSync Agent for Windows Synchronization section.


The SnapSync Agent for Windows can be installed when the Administrator provides the secret key via the link to the Windows user. The Windows user is then directed to the SnapSync website and from there the user can click SnapSync for Windows.

- When the Windows user receives the email from the Administrator, click the link: <http://www.overlandstorage.com/getSnapSync>

- At **Downloads** under **Desktop | Windows**, click **Free Download 32-bit** or **Free Download 64-bit**. Save the SnapSync for Windows installation file where it can easily be accessed.

**SnapSync**  
SnapSync enables secure, on-demand, elastic data sharing from on-premise IT managed Snap storage to any device anywhere.

[Buy SnapSync licenses](#) [Learn More](#)



**Downloads**

**Desktop**

**Mac**  
OS X 10.8 Mountain Lion or later  
SnapSync 2.3.7.446 (.dmg)  
[Free Download](#)

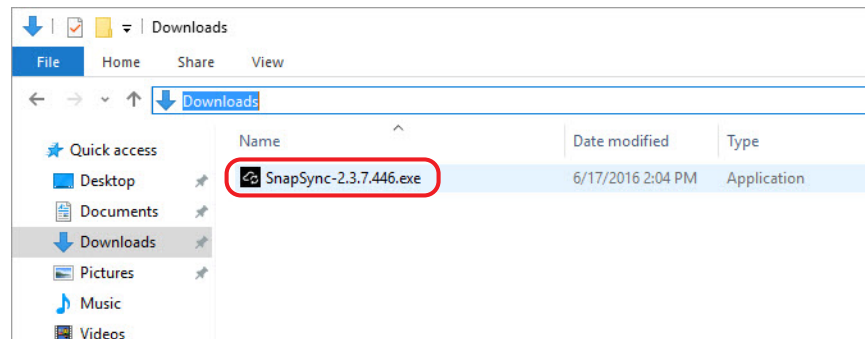
**Windows**  
Windows 7 or later  
SnapSync 2.3.7.446 (.exe)  
[Free Download, 32-bit](#)  
[Free Download, 64-bit](#)

**Mobile**

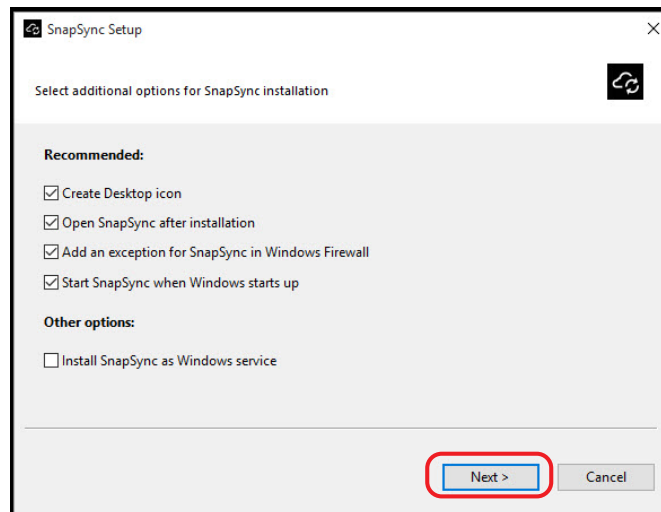
**iOS**  
iOS 7 or later  
[AppStore](#)

**Android**  
Android 4.0 or later  
[AppStore](#)

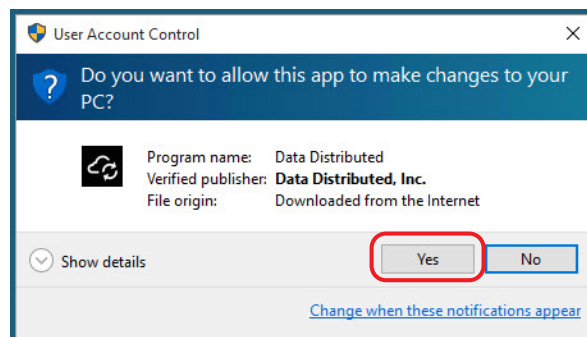
- Once downloaded, double-click the SnapSync **installation file**.



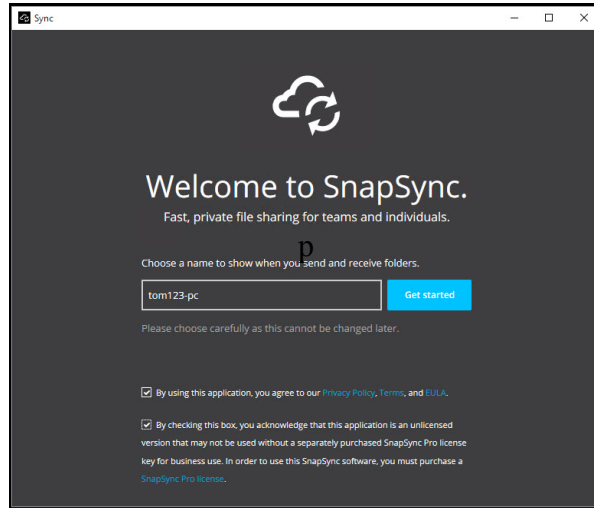
- When the dialog window appears, use the default options and click **Next**.



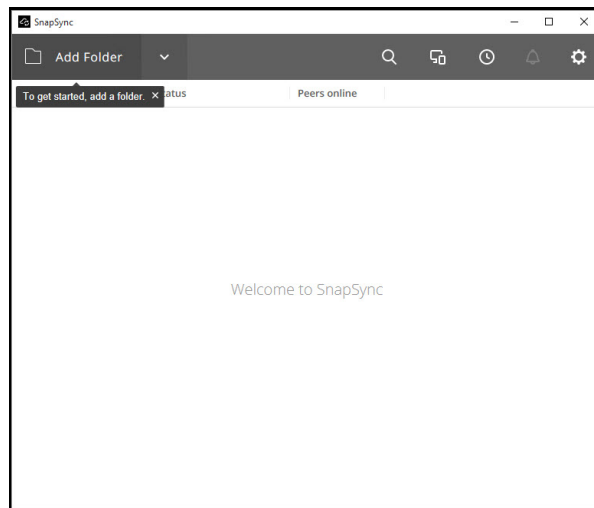
- When the **User Account Control** dialog window appears, click **Yes**.



- At the **Welcome** setup window, do the following:
  - Replace the default login ID with a **name** that distinguishes the device type. For example, the user “tom123-pc” with “pc” appended for this users’ desktop.
  - Click the **two checkboxes**.
  - Click **Get Started**.



When the SnapSync interface opens, the SnapSync Agent for Windows has been successfully installed.



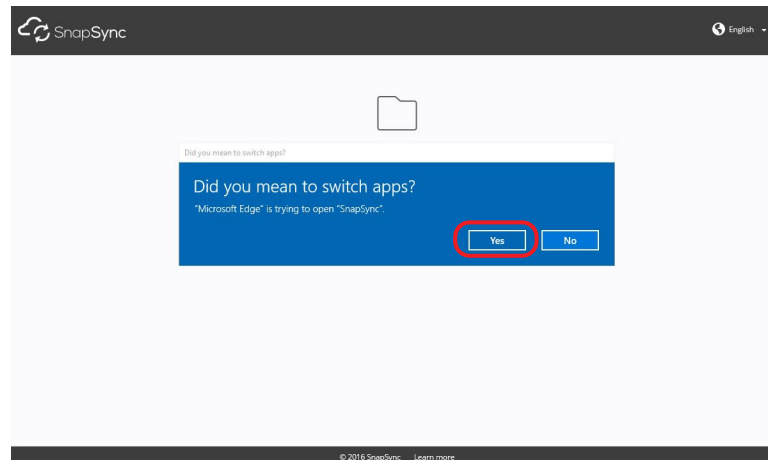
## SnapSync Agent for Windows Synchronization

Use the following steps to synchronize the SnapSync Agent for Windows to the SnapServer storage.

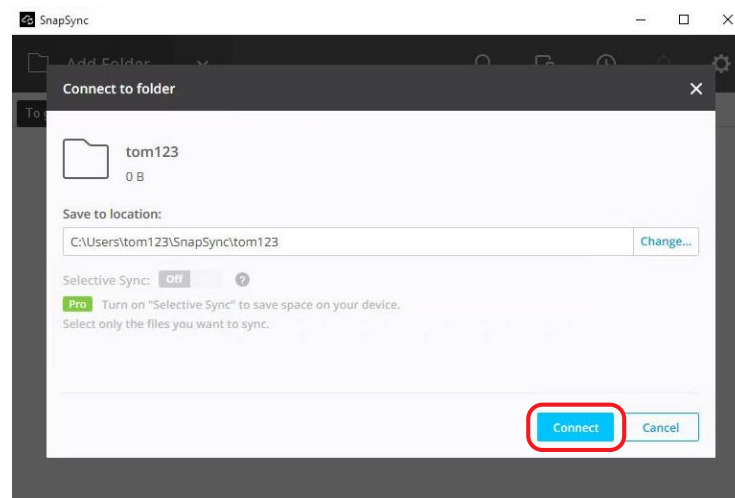
1. Click or paste the **link** provided by the Administrator in your browser.



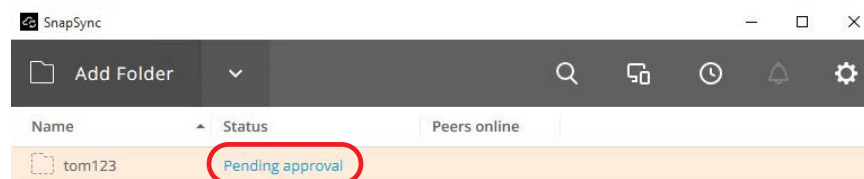
- When the Switch Apps SnapSync message appears, click **Yes**.



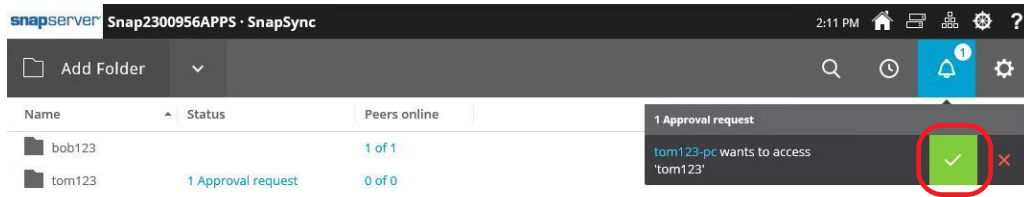
- At the **Connect to folder** dialog, click **Connect**.  
SnapSync links to the existing local folder in the default user directory.



- If the **New peers I invite must be approved by me** option was enabled, a **Pending approval** status is displayed.  
The Administrator must approve it before continuing.



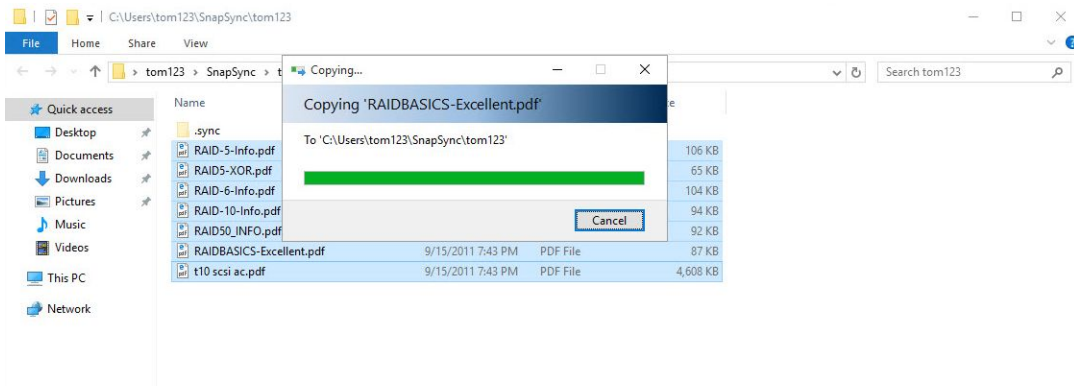
- When alerted about the pending approval, the Administrator clicks the **check mark** to allow access to the Windows SnapSync folder located on the share of the SnapServer.



Once synchronized, the **Peers online** column shows **1 of 1**. This means the SnapServer is in sync with the Windows desktop.



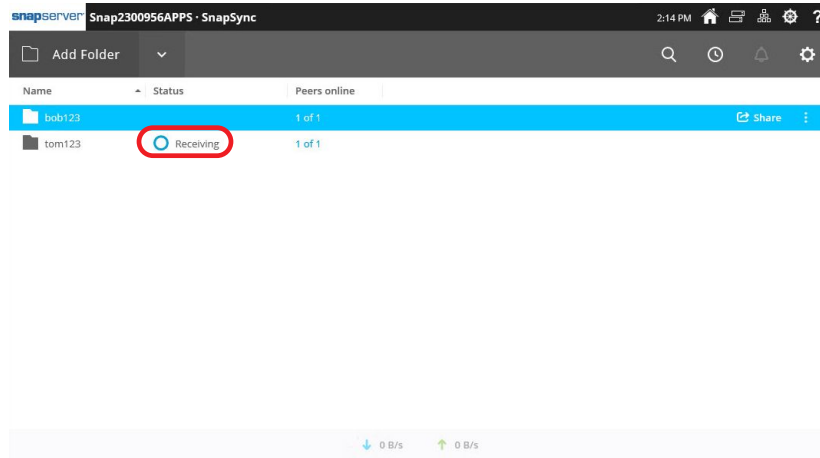
- In the SnapSync applet, click the **folder name** to make the Windows user folder appear so files can be copied or moved to this location. Eventually the file automatically synchronizes with the SnapServer.



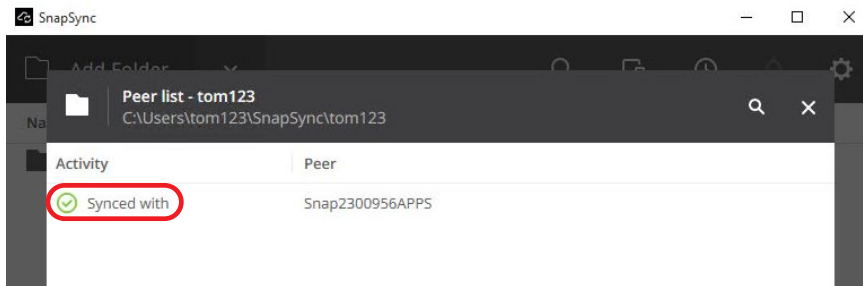
The SnapSync Agent for Windows status changes to **Sending**.



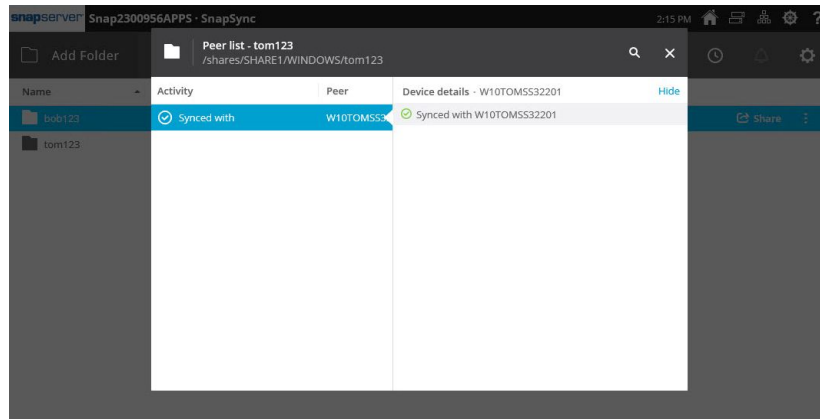
At the SnapServer, the SnapSync status shows **Receiving**.



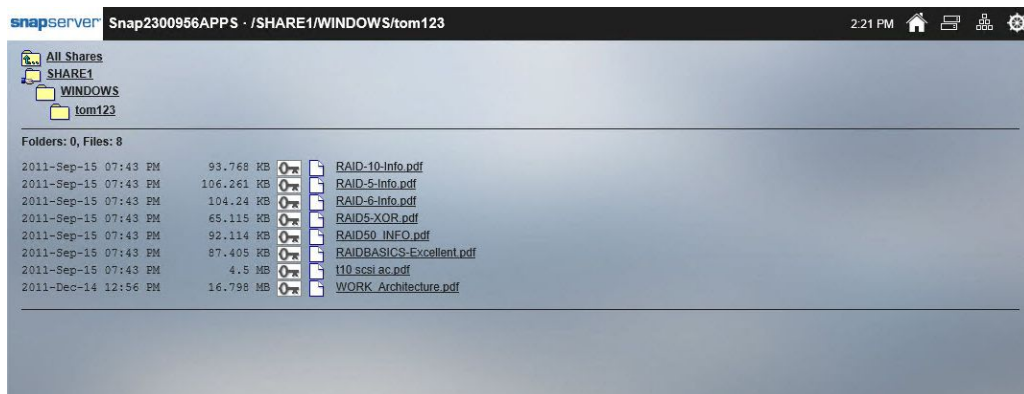
Once synchronization completes, a status is displayed from the SnapSync for Windows showing that it is in sync with the SnapServer.



Also, the SnapServer shows it is synchronized with the Windows user.



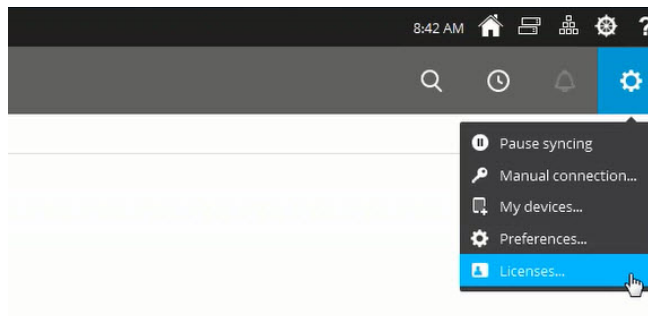
The synchronize data is displayed on the SnapServer at the Home screen for the share.



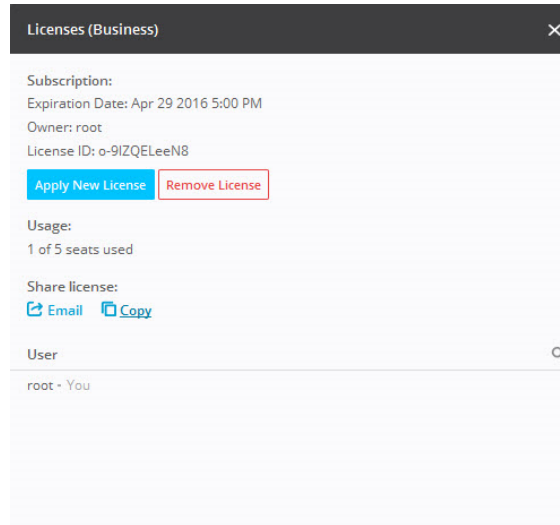
## SnapSync Agent for Windows License

The SnapServer Administrator is responsible to license the SnapSync Agent for Windows. Assuming the SnapServer is already licensed for SnapSync, the following steps are used to license the SnapSync Agent for Windows.

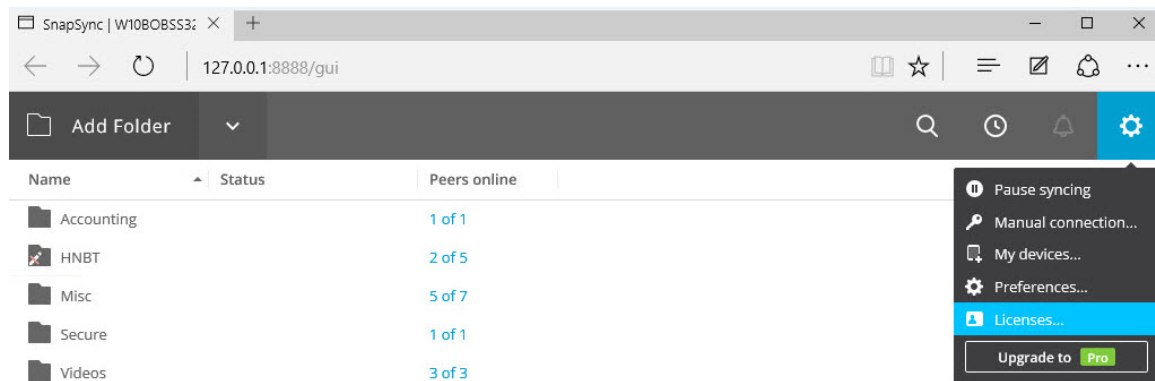
1. The Administrator clicks the **Settings icon** to access the **Licenses** option.



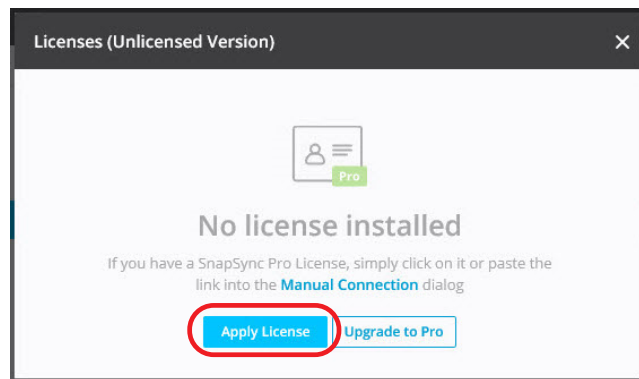
- Just like sharing a security key for folder access, the Administrator shares the **license key** in the same manner using email or copy options to send to the Windows user.



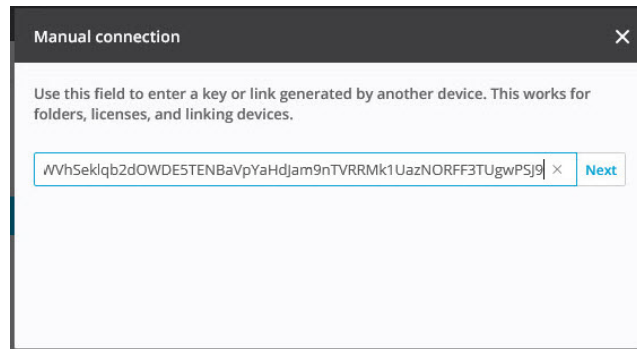
- The Windows user can either click the **email link** or navigate to **Licenses** option in SnapSync.



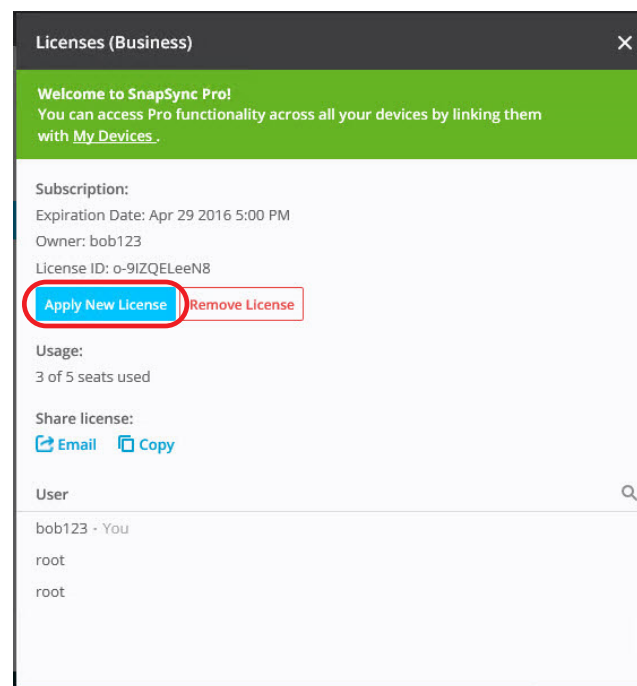
- When the dialog window appears, click **Apply License**.



- When the Manual connection dialog window appears, paste the previously copied **license key**, and click **Next**.



- When the following dialog window appears, click **Apply New License**. The Windows desktop is now licensed with SnapSync.



## SnapSync Considerations

For the most recent information and details on SnapSync configuration and use, refer to the documentation on the Overland Storage website:

[www.overlandstorage.com/getsnapsync](http://www.overlandstorage.com/getsnapsync)

Additional information is available in the Overland Knowledge Base:

<https://community.sphere3d.com/community/documentation/nas/snapserver>

- For SnapSync destinations under a UNIX or Mixed security model, SnapSync creates UNIX personality files and directories, and sets the permissions to 644 (files) or 755 (directories) for UNIX owner root/admingrp. As a result, all users and groups can read the files but only root can modify them.

It is recommended that Windows-only security models are used at the destination, and that Windows permissions are set at the top level destination directory to apply the desired permissions to all files and subdirectories created by SnapSync.

- SnapSync cannot be used to replicate snapshots because it requires the ability to write to the sync location and snapshots are read only.
- SnapSync installs as a hidden directory either on a volume (Traditional RAID) or storage pool (DynamicRAID). If the volume or storage pool is deleted or rolled back from a snapshot, SnapServer attempts to automatically relocate the SnapSync hidden directory to another volume or storage pool.

If there are no more volumes or storage pools, or if none can be found that are large enough, SnapSync is disabled and cannot be re-enabled until a suitable volume or storage pool becomes available. Once a re-enabled, SnapSync must be completely reconfigured again.

- There are SnapSync mobile apps that make synced documents available on iOS and Android mobile devices. Refer to our website for details on downloading, configuring, and using SnapSync mobile apps.
- SnapSync changes the files and folders ownership from admin to root after it finishes syncing. If you edit the same file with Administrator credentials on the target server and then try to save it, you will get an “access is denied” error from the windows client.