AvePoint® User Guide

File Share Navigator Online

User Guide

Service Pack 4

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What's New in this Guide

- Added the Updating File Share Navigator Online section.

- Removed information on Silverlight from the Supported Browsers section – File Share Navigator Online switched from Silverlight to HTML 5, removing the Silverlight limitation.

- Updated the Permission Requirements section.

- Added information on previewing and editing files in Office Online in the Using the ITEMS Tab section.

- Added information on the **Multiple lines of text** type for Metadata Synchronization.

- Added information on synchronizing the file and folder permissions during every synchronization regardless of their modify time in the Permission Synchronization section.

About File Share Navigator Online

File Share Navigator Online enables SharePoint Online sites to host links to a storage location, thereby empowering organizations to leverage SharePoint Online as the presentation layer for the storage location without using valuable storage space. This also helps to avoid the burden of migration.

With File Share Navigator Online, SharePoint Online users can either access content on the storage location for real-time collaboration, or externally access content via SharePoint Online, without disrupting the performance and work habits of internal storage location users.

In addition, File Share Navigator Online frees SharePoint Online from heavy load and capacity limitations caused by directly storing large files. With the implementation of File Share Navigator Online, SharePoint Online preserves and synchronizes the data to the storage location, so all of the storage location data is accessible through SharePoint as well as directly from the storage location.

When exposed through File Share Navigator Online, content that is typically blocked or difficult to manage in SharePoint Online (files over 2 GB in size) can easily be managed through this solution.

Components of File Share Navigator Online

There are three components of File Share Navigator Online:

- File Share Navigator Online Administration Service

  Administrators can use File Share Navigator Online Administration to manage Service Settings, change the admin account password, and configure Proxy Settings. For more information, refer to Using File Share Navigator Online Administration.

- File Share Navigator Online integrated into AvePoint Online Services

  Administrators can access File Share Navigator Online via AvePoint Online Services to manage the following features: Administration Service Connections, Scheduled Job Accounts, and Download Logs. For more information, refer to Accessing File Share Navigator Online from AvePoint Online Services.

- File Share Navigator Online App added to a SharePoint Online site

  After File Share Navigator Online Administration is installed and the File Share Navigator Online App is added to a SharePoint Online site, users of the SharePoint Online site can create File Share Navigator Online lists, view and edit created lists, and view information of the scheduled synchronization jobs displayed in Job Monitor through the File Share Navigator Online App. For more information, refer to Accessing and Managing File Share Navigator Online App.

Submitting Documentation Feedback to AvePoint

AvePoint encourages customers to provide feedback regarding our product documentation. You can [Submit Your Feedback](#) on our website.

Integration with AvePoint Online Services

File Share Navigator Online is integrated with AvePoint Online Services. To register an account for File Share Navigator Online, you must first register an account in AvePoint Online Services. AvePoint provides the following methods to register an AvePoint Online Services account:

- Register on AvePoint Online Services website.
- Visit the AvePoint Online Services page or the File Share Navigator Online page on the AvePoint website.
- To register for AvePoint Online Services for the U.S. Government Public Sector, access the following URL: https://usgov.avepointonlineservices.com.

To access File Share Navigator Online, use one of the entries above to sign in AvePoint Online Services. For details, refer to the AvePoint Online Services User Guide.

When accessing File Share Navigator Online for the first time, the File Share Navigator Online Quick Start Guide appears automatically. Download the File Share Navigator Online Administration package and the File Share Navigator Online App file via the link in the Quick Start Guide. Then, follow the steps in the File Share Navigator Online Quick Start Guide to install File Share Navigator Online Administration, connect to the File Share Navigator Online Administration Service, and add the File Share Navigator Online App to your SharePoint Online site. Click the links below to navigate to the corresponding sections.

- Installing File Share Navigator Online Administration
- Configuring Administration Service Connections
- Adding the File Share Navigator Online App to Your Site

In addition to the Quick Start Guide, you can also access the following features: Manage Administration Service Connections, Scheduled Job Account, Download Logs, and Mapping Manager. Refer to Accessing File Share Navigator Online from AvePoint Online Services for detailed information.

To navigate back to the AvePoint Online Services homepage, click the drop-down arrow (⌄) above the File Share Navigator Online interface and then click **AvePoint Online Services** on the navigation bar.

AvePoint Online Services Versions: Commercial and U.S. Government Public Sector

There are two versions of AvePoint Online Services: a version for Commercial use, and a version available on Microsoft's Cloud Platform for U.S. Government use. The U.S. Government Public Sector version of AvePoint Online Services offers most of the same functionality as the Commercial version. For

details, refer to the [AvePoint Online Services User Guide](). Functionality of File Share Navigator Online in both versions is the same.

Support Information

Refer to the sections below for system and permission requirements that must be in place prior to installing and using File Share Navigator Online and other configuration information about File Share Navigator Online.

System Requirements

Before installing File Share Navigator Online Administration, make sure your server meets the following requirements.

Component	Requirements
Operating System	Windows Server 2008, Windows Server 2008 R2, Windows 7, Windows 8, Windows Server 2012, or Windows Server 2012 R2
Available Disk Space	1 GB or more
.NET Framework Version	The .NET Framework 3.5.1, and .NET Framework 4.5 (or later) must be installed.
.NET Framework Features	The Windows features, including .NET Framework 3.5.1, HTTP Activation, and Non-HTTP Activation must be installed.
Windows Process Activation Service	The Windows Process Activation Service must be started. Process Model, .NET Environment, and Configuration APIs must be installed.
World Wide Web Publishing Service	The World Wide Web Publishing Service must be started.
Web Server (IIS) Role	For Windows Server 2008 SP2 and Windows Server 2008 R2 SP1: The following Windows features should be installed: Web Server Common HTTP Features (Static Content, Default Document) Application Development (ASP.NET, .NET Extensibility, ISAPI Extensions, ISAPI Filters) Management Tools (IIS Management Console, IIS 6 Management Compatibility, IIS 6 Metabase Compatibility, Management Service) Security (Windows Authentication) For Windows Server 2012 and Windows Server 2012 R2: The following Windows features should be installed: Web Server Common HTTP Features (Static Content, Default Document)

Component	Requirements
	Application Development (ASP.NET 3.5, .NET Extensibility3.5, ISAPI Extensions, ISAPI Filters) Management Tools (IIS Management Console, IIS 6 Management Compatibility, IIS 6 Metabase Compatibility, Management Service) Security (Windows Authentication)
IIS Admin Service	The IIS Admin Service must be started.

The following are the supported SQL server editions for the File Share Navigator Online Administration Service:

- Microsoft SQL Server 2005 SP3

- Microsoft SQL Server 2008 SP1

- Microsoft SQL Server 2008 R2

- Microsoft SQL Server 2012

- Microsoft SQL Server 2012 SP1

- Microsoft SQL Server 2012 SP2

- Microsoft SQL Server 2014

- SQL Server Express

Permission Requirements

To install and use File Share Navigator Online, ensure that the following permissions are met:

Permissions required when installing File Share Navigator Online Administration:

- **Application Pool Account** – These permissions must be manually configured prior to using File Share Navigator Online, they are not automatically configured. The **Application Pool Account** must meet the following permissions:

  o Read and Write permissions to the File Share Navigator Online Administration installation directory

  o Read permission to the Registry of HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\AvePoint File Share Navigator Online Administration

- **SQL Permissions** – These permissions must be manually configured prior to using File Share Navigator Online, they are not automatically configured.

  o Server Role of **public** and **securityadmin** in SQL Server (only when connecting to an existing database)

o Server Role of **public**, and **dbcreator** in SQL Server (only when creating a new database)

The following permissions are required for users who use File Share Navigator Online in SharePoint Online sites for the following File Share Navigator Online features:

- **SharePoint Online Permissions** - These permissions must be manually configured prior to using File Share Navigator Online in order to access the features listed in the table below. These permissions are not automatically configured. The following table lists the required permissions for certain features:

  *Note: All of the following features require the user to have the **Browse Directories** permission to the site where the File Share Navigator Online lists reside.

File Share Navigator Online Features	List Permissions
Create/View List/Job Monitor	Manage List
	View Items
	View pages
	Use Remote Interfaces
	View Application Pages
	Open
FILE SHARE NAVIGATOR ONLINE Tab/Download/View Report/Preview Document	View Items
	Use Remote Interfaces
	Browse Directories
	View pages
	Open
	View Application Pages
Upload Document/Upload Multiple Documents/New Folder	Add Items
	View Items
	View Application Pages
	Browse Directories
	View pages
	Use Remote Interfaces
	Open
Manual Synchronization/Edit Document ***Note**: Manual Synchronization from a file system to SharePoint Online requires that the site collection administrator perform the synchronization.	Add Items
	Edit Items
	View Items
	Delete Items
	Browse Directories
	Use Remote Interfaces
	View Application Pages
	View pages
	Open

Supported Browsers

The following table describes the supported browser versions:

Browser	Version
Internet Explorer	IE 10, IE 11
Google Chrome	Latest version
Mozilla Firefox	Latest version
Safari	Latest version

Ports Used By File Share Navigator Online

The following table describes the port used by File Share Navigator Online:

Port	Usage	Must be enabled on …
18000	File Share Navigator Online Administration Website Port – Used to access the File Share Navigator Online Administration service, and communicate with AvePoint Online Services and SharePoint Online.	File Share Navigator Online Administration Server

Preparing for Installation

Before you install File Share Navigator Online Administration Service, you must assign a public URL and apply for a certificate for the File Share Navigator Online Administration Service website. Refer to [Assigning a Public URL to the File Share Navigator Online Administration Service Website](#) and [Applying for a Certificate for the File Share Navigator Online Administration Service Website](#) for detailed information. In addition, AvePoint strongly recommends that you build a File Share Navigator Online failover and load balancing system. Refer to [File Share Navigator Online Administration Failover](#) and [File Share Navigator Online Administration Load Balancing](#) for detailed information.

Assigning a Public URL to the File Share Navigator Online Administration Service Website

Assign a public URL that will be mapped to the internal File Share Navigator Online Administration Service website. The public URL for the service website is used to communicate with SharePoint Online and AvePoint Online Services, which are in Microsoft Azure. Make sure that the File Share Navigator Online Administration Service website is accessible to the Internet through this public URL.

Applying for a Certificate for the File Share Navigator Online Administration Service Website

Apply for a certificate for the File Share Navigator Online Administration Service website from the Certificate Authority. Note the following information when applying for the certificate:

- Issued To –Must be the same as the host of the public URL for the File Share Navigator Online Administration Service website.

- Password – Must be a certificate with a password. (The password is required when installing File Share Navigator Online Administration.)

File Share Navigator Online Administration Failover

Upon failure or abnormal termination of a File Share Navigator Online active server, File Share Navigator Online Administration can change over to a standby File Share Navigator Online Administration server.

To build a File Share Navigator Online Administration failover system:

- Install File Share Navigator Online Administration on at least two servers.

- Use the same SQL database for all of the File Share Navigator Online Administrations.

- Make sure the File Share Navigator Online Administration Service is added in any of the Service Connections. This enables this File Share Navigator Online Administration server to be one of the failover servers.

*Note: File Share Navigator Online Administration failover does not support scheduled synchronization jobs. Scheduled synchronization jobs are unique to the server on which they are configured; these scheduled jobs do not carry over across multiple File Share Navigator Online Administration servers. They can only be run by the server configured in its Service Connection, and the upload files, download files, create new folders, manual synchronizations, and other operations will randomly pick up an available standby server to process the requests.

File Share Navigator Online Administration Load Balancing

File Share Navigator Online Administration load balancing aims to optimize resource use, minimize response time, and avoid overloading a single server with requests. File Share Navigator Online Administration load balancing randomly distributes requests such as uploading files and creating File Share Navigator Online lists to available File Share Navigator Online Administration servers.

To build a File Share Navigator Online Administration load balancing system:

- Install File Share Navigator Online Administration on at least two servers.

- Use the same SQL database for all of the File Share Navigator Online Administrations.

- Make sure the File Share Navigator Online Administration Service is added in any of the Service Connections. This enables File Share Navigator Online Administration to be one of the load balancing servers.

*Note: File Share Navigator Online Administration Load Balancing does not support scheduled synchronization jobs. Scheduled Synchronization jobs are unique to the server on which they are configured; these scheduled jobs do not carry over across multiple File Share Navigator Online Administration servers. They can only be run by the server configured in its Service Connection, and the upload files, download files, create new folders, manual synchronizations, and other operations will randomly pick up an available load balancing server to process the requests.

Installation Overview

Prior to using File Share Navigator Online, File Share Navigator Online Administration must be installed on your servers and the File Share Navigator Online app must be added on the chosen SharePoint Online site.

Click the link below to view the corresponding section.

- [Installing File Share Navigator Online Administration](#)
- [Adding the File Share Navigator Online App to Your Site](#)

Installing File Share Navigator Online Administration

Complete the following steps to install File Share Navigator Online Administration:

1. Log into [AvePoint Online Services](#) and navigate to the File Share Navigator Online interface to download the File Share Navigator Online Administration package. On the File Share Navigator Online interface, the File Share Navigator Online Quick Start Guide appears automatically. If the File Share Navigator Online Quick Start Guide does not appear, click the **Quick Start Guide** link on the upper-right corner to open it. At the bottom of the Install File Share Navigator Online Administration page of the File Share Navigator Online Quick Start Guide, click the **here** link to download the File Share Navigator Online Administration package.

2. Extract the package on the local server on which you want to install File Share Navigator Online Administration. Double-click the **Setup.exe** file in the extracted directory. The **Welcome** page appears.

3. Click **Start** to install File Share Navigator Online Administration.

4. Carefully review the **License Agreement**. After you have read the agreement, select the **I accept the terms in the license agreement** checkbox. Click **Next**.

5. Click **Browse** and select the location for the File Share Navigator Online Administration installation. The default installation location is *C:\Program Files\AvePoint*. You may install File Share Navigation Online Administration in another location. Click **Next**.

6. File Share Navigator Online Administration will perform a brief pre-scan of the environment to ensure that your environment meets the requirements. The status for each rule will be listed in the Status column. Click the link of the status to reveal more information about the scan results.

   If any rules fail the pre-scan, update your environment to meet the requirements, then click **Rescan** to check your environment again. Once all rules have passed, click **Next**.

7. Set up the service configuration:

   - **IIS Website Settings** – Configure the IIS website settings for the service. You can choose to use an existing IIS website.

*Note: AvePoint recommends that you create a new IIS website for File Share Navigator Online. Using an existing IIS website may affect applications that currently use this website.

- o **Use an existing IIS website** – Select an existing IIS website from the drop-down list. You can adjust the Website Port used to access the service if necessary.

- o **Create a new IIS website** (recommended) – Enter the website name and create a new IIS website for this service. The default Website Port used to access this service is 18000; you do not need to change it unless a known port conflict exists.

- o **Website Port** – Service communication port. The default port is 18000.

- o **Website Certificate** – Enter the website certificate used to verify the site's validity and the certificate's password. Refer to Applying for a Certificate for the File Share Navigator Online Administration Service Website for details about the certificate's requirements.

- **Application Pool Settings** – Configure the IIS application pool settings for the File Share Navigator Online Administration Service website you are creating. The application pool processes all of the requests sent to the File Share Navigator Online Administration Service website, such as requests for deleting a scheduled job account, configuring a proxy, or creating a File Share Navigator Online list. You can use an existing application pool or create a new one.

  *Note: AvePoint recommends that you create a new IIS application pool. Using an existing IIS application pool may affect the features of the applications that currently use this application pool.

  - o **Use an existing application pool** – Select an existing application pool from the drop-down list. If using an existing application pool, the Application Pool Account settings are greyed out and cannot be changed.

  - o **Create a new application pool** (recommended) – Enter the application pool name and application pool account settings to create a new IIS application pool for the website.

    *Note: The application pool account requires Read and Write permissions to the File Share Navigator Online Administration installation directory, and Read permission to the Registry (HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\ Uninstall\AvePoint File Share Navigator Online Administration).

Click **Next** to continue.

8. Enter the public URL of the File Share Navigator Online Administration Service website. Make sure the host and the service websites share the same website certificate. Refer to Assigning a Public URL to the File Share Navigator Online Administration Service Website for more information

Click **Next** to continue.

9. File Share Navigator Online Administration only supports MS SQL databases. Configure the following settings for the database:

   a. **Database Server** – The MS SQL Server name.

   b. **Database Name** – Enter a database name for the service. If the database does not exist, it will be automatically created in the configured MS SQL Server entered above.

   *Note: File Share Navigator Online requires an existing database for SQL Azure servers.

   c. **Database Credentials** – Select the credentials for the database.

      o **Windows Authentication (the default option)** – Use this method if you want the user's identity to be confirmed by Windows. This account must have either the **dbcreator** server role in the SQL Server that will contain the new database or the **db_owner** database role in the existing database.

      o **SQL Authentication** – SQL Server will confirm the user's identity according to the user's account and password. The account must have the following permissions: **db_owner** database role in the existing database or **dbcreator** server role in the SQL Server that will contain the database.

   Click **Next** to continue.

10. The installation summary displays all of the previous configurations. Click **Install** to proceed with the installation, or click **Back** to change any of the previous settings. Click **Cancel** to abandon all configurations and exit the installation wizard.

11. The installation process displays on the progress bar on the **Installing** page.

12. Once the installation is complete, you can either select **Run File Share Navigator Online Administration after finishing the wizard** to immediately log into File Share Navigator Online Administration, or click **Finish** to complete the installation and exit the wizard.

Adding the File Share Navigator Online App to Your Site

Log into AvePoint Online Services and navigate to the File Share Navigator Online interface to download the File Share Navigator Online App file. On the File Share Navigator Online interface, the File Share Navigator Online Quick Start Guide appears automatically. If the File Share Navigator Online Quick Start Guide does not appear, click the **Quick Start Guide** link on the upper-right corner to open it. At the bottom of the Add the File Share Navigator Online App to your site page of the File Share Navigator Online Quick Start Guide, click the **here** link to download the File Share Navigator Online App file, and then refer to the following steps to add the File Share Navigator Online App to your site:

1. Create an App Catalog Site with the File Share Navigator Online App added to it.

    a. Click **Admin** > **SharePoint** to go to the SharePoint admin center in SharePoint Online.

    b. Click **apps** on the left pane of the SharePoint admin center. The apps page appears.

    c. Click **App Catalog**. The App Catalog Site page appears. Then select **Create a new App Catalog Site Collection** and click **OK**.

    d. On the **Create a New App Catalog Site Collection** page, enter the basic site collection information and click **OK**. A new App Catalog Site Collection is created.

    e. Access this App Catalog Site and click **Apps for SharePoint** on the left pane of the **Apps for SharePoint** page.

    f. Click **New** to upload the File Share Navigator Online App.

    The File Share Navigator online App is now uploaded to the created App Catalog Site.

2. Add the File Share Navigator Online App into a SharePoint Online Site.

    a. Go to the SharePoint Online site on which you want to add the File Share Navigator Online App.

    b. Click the Settings (⚙) button on the upper-right corner of the site page and select **Site Contents** from the drop-down menu. The **Site Contents** page appears.

    c. Click **add an app**. The **Your Apps** page appears. Click **From Your Organization** on the left pane of the page.

    d. Click **File Share Navigator Online App** and then click the **Trust It** button.

    The File Share Navigator Online App is now added to your SharePoint Online site.

Updating File Share Navigator Online

A File Share Navigator Online update consists of two parts: Updating File Share Navigator Online Administration, and Updating File Share Navigator Online List Settings.

Updating File Share Navigator Online Administration

To complete the File Share Navigator Online Administration update, follow the steps below:

*Note: If your environment is a File Share Navigator Online Administration load balancing system, you must update File Share Navigator Online Administration on all of the servers where it is installed.

1. Log into AvePoint Online Services and navigate to the File Share Navigator Online interface to download the latest version of the File Share Navigator Online Administration package. Click the **Quick Start Guide** link on the upper-right corner to open it. At the bottom of the Install File Share Navigator Online Administration page of the File Share Navigator Online Quick Start Guide, click the **here** link to download the File Share Navigator Online Administration package.

2. Extract the package on the local server where you installed File Share Navigator Online Administration. Double-click the **Setup.exe** file in the extracted directory. An update confirmation prompt appears, click **Yes** to access the File Share Navigator Online Administration Update Wizard.

3. Click **Update** to update File Share Navigator Online Administration.

4. The update process displays via the progress bar on the **Updating** page.

5. Once the installation is complete, you can either select **Run File Share Navigator Online Administration after finishing the wizard** to immediately log into File Share Navigator Online Administration, or click **Finish** to complete the installation and exit the wizard.

Updating File Share Navigator Online List Settings

After updating File Share Navigator Online Administration, you must run the **Connector.Lite.Online.Toos.exe** file to update lists, settings, and data created in a previous version to ensure the old data runs properly after the update. Complete the steps below to run the tool:

1. Go to any of the servers in your environment where File Share Navigator Online Administration was installed.

2. Open the **Command prompt** with **Run as administration**.

3. In the Command prompt interface, enter the following command to access the tool directory.

   ```
   cd "C:\Program Files\AvePoint\File Share Navigator Online Administration\bin"
   ```

   *Note: Use the actual full path where the tool resides in this command.

4. Enter the following command to view the help information of this tool. If you are already an experienced user of this tool, skip this step.

```
Connector.Lite.Online.Tools –help
```

If you want to view the help information of a certain operation, use the following command:

```
Connector.Lite.Online.Tools –help [<operation>]
```

5. Enter the following command to execute the update operation.

```
Connector.Lite.Online.Tools –o Upgrade [–siteurl <Enter the SharePoint Online
Site URL that you want to update>]
```

*Note: The URL must be the SharePoint Online site collection URL that you want to update.

6. Enter the username of the SharePoint Online site administrator and the corresponding password according to the prompts.

7. The tool will begin updating these SharePoint Online sites. After the job is complete, the update status of all of the sites under this SharePoint Online site collection will be displayed.

8. Repeat Step 5 to Step 7 to update the rest of the SharePoint Online site collections.

Getting Started with File Share Navigator Online

After File Share Navigator Online Administration is installed and the File Share Navigator Online App is added to the chosen SharePoint Online site, File Share Navigator Online is ready to be used. You can access File Share Navigator Online in the following ways: by logging into the File Share Navigator Online Administration Service website, via AvePoint Online Services or via the File Share Navigator Online App. Refer to the sections below to start to use File Share Navigator Online.

User Roles

Since File Share Navigator Online is integrated with AvePoint Online Services, File Share Navigator Online user roles are integrated with the AvePoint Online Services Tenant Users role. The AvePoint Online Services Tenant User role consists of an Application Administrator.

The Application Administrator can manage the File Share Navigator Online Administration Service Connections, configure a scheduled job account, download logs, and manage mappings.

For more information about user role management in AvePoint Online Services, refer to the AvePoint Online Services User Guide.

SharePoint Online-related features of File Share Navigator Online require different permissions; refer to Permission Requirements for details.

Using File Share Navigator Online Administration

To log in and use File Share Navigator Online Administration, complete the following steps:

1. Click the **File Share Navigator Online Administration** shortcut to access it, or navigate to **Start** > **All Programs** > **File Share Navigator Online Administration**, and click **File Share Navigator Online Administration**. The **Sign in** page appears.

2. Enter your login information:

   a. **Username** – Enter **admin** as your username.

   b. **Password** – Enter your password.

      *Note: When you first log into File Share Navigator Online Administration, the default password is **admin**. AvePoint recommends you change the password after your first login.

3. Click **Sign in** to access File Share Navigator Online Administration.

4. In the File Share Navigator Online Administration interface, click either the **Service Settings** tile, the **Account Manager** tile, or the **Proxy Settings** tile to configure the corresponding settings.

- **Service Settings** – View the service URL of File Share Navigator Online and passphrase that will be used by File Share Navigator Online to connect with the File Share Navigator Online Administration service. Click **Generate** to obtain the passphrase, and click **Save** to save it.

- **Account Manager** – Manage the users who have permission to access File Share Navigator Online Administration. Select the **Change Password** checkbox to change your password, and click **Apply** to apply your new password.

- **Proxy Settings** – Specify whether or not to configure a proxy for communication between File Share Navigator Online Administration Service and File Share Navigator Online. Refer to the steps below to configure the proxy settings:

  i. Select either **No Proxy** or **HTTP Proxy**. If **No Proxy** is selected, no proxy will be configured. To configure a proxy, select **HTTP Proxy**.

  ii. Enter the following information in the **Proxy Settings** field:

     - **Proxy Host** – Specify the host name or IP address of the proxy server.

     - **Proxy Port** – Enter the proxy port. The proxy port must be an integer greater than or equal to zero.

     - **Username** – Enter the proxy username.

     - **Password** – Enter the proxy password.

  iii. Click **Apply** to apply this configured proxy.

  If any changes are made to proxy settings that you have already configured (for example, switching to **No Proxy** from **HTTP Proxy** when a proxy has been configured and applied), you must restart the IIS and the File Share Navigator Online Administration Service to bring the changes into effect.

  *Note: Make sure that the specified proxy server can access the Internet.

Accessing File Share Navigator Online from AvePoint Online Services

Follow the steps below to access and manage File Share Navigator Online from AvePoint Online Services:

1. Navigate to the AvePoint Online Services sign in page. For details about accessing and using AvePoint Online Services, refer to the AvePoint Online Services User Guide.

2. Click **File Share Navigator Online** on the **Home** page to access File Share Navigator Online.

3. Click **Manage Administration Service Connections**, **Scheduled Job Account, Download Logs** or **Mapping Manager** to configure the corresponding settings. Click the following links to view the related sections.

- [Managing Administration Service Connections](#)

- [Managing Scheduled Job Accounts](#)

- [Downloading Logs](#)

- [Managing Security Mappings](#)

Managing Administration Service Connections

File Share Navigator Online Administration Service Connection connects File Share Navigator Online with SharePoint Online sites, allowing the service to perform scheduled synchronization jobs, upload and download documents, and create new folders.

In the **Manage Administration Service Connections** page, you can change the number of connections displayed per page by selecting the desired number from the **Show rows** drop-down menu. To sort the connections, click the sort (⬇) button in a column heading and then choose **Ascending** or **Descending**. To search the displayed connections, enter a keyword in the **Search** text box, and click the search ( ) button.

- **Add Connection** – To create a service connection, refer to [Configuring Administration Service Connections](#).

  *Note: The site will inherit its top-level site's service connection if this site has not been configured as a unique service connection. If the top-level site has multiple levels of sites, each level's site will inherit the top-level site's service connection instead of its parent site's service connection.

- **Edit Connection** – To edit the configured service connection, click the more commands (⋯) icon and select **Edit Connection** from the drop-down menu. In the **Edit Connection** page, you can modify the service information for the connection. Refer to [Configuring Administration Service Connections](#) for more details.

  *Note: If you change the Service URL and the File Share Navigator Online Administration Service uses a different database, all previously synchronized data will be lost.

- **Remove Connection** – To remove the configured service connection, click the more commands (⋯) icon and select **Remove Connection** from the drop-down menu.

Configuring Administration Service Connections

Follow the steps below to create an Administration Service connection:

1. Click **Add Connection** on the upper-left corner. The **Add Connection** page appears.

2. Configure the settings for the service to which you want to connect.

- **Service URL** – Enter the URL of the File Share Navigator Online Administration service. The service URL is displayed in File Share Navigator Online Administration; refer to [Using File Share Navigator Online Administration](#) for instructions on obtaining the URL.

- **Passphrase** – Enter the passphrase for connecting the File Share Navigator Online Administration service. The passphrase is generated in File Share Navigator Online Administration, refer to [Using File Share Navigator Online Administration](#) for instructions on generating a passphrase.

- **Username** – Enter a user to verify the existence of the SharePoint Online user. The user must be a site collection administrator of the sites being added in Step 3.

  *Note: If the configured user password has changed, you must reconfigure the Service Connection.

- **Password** – Enter the related password of the user.

3. Click **Add Site** to add the sites that you want to connect to the service you configured above. Enter the site URL in the text box below the SharePoint Online Site URL column. Click **Test** to verify the site URL by opening the site. Click **Delete** to delete the site URL. You can continue to click **Add Site** to add more sites.

4. Click **Save** to save the connection.

Managing Scheduled Job Accounts

A scheduled job account is an account used to perform the scheduled synchronization jobs. The scheduled job account owner must be a site collection administrator or a user that has Full Control permission to the site collection.

On the **Scheduled Job Account** page, you can change the number of sites displayed per page by selecting the number from the **Show rows** drop-down menu. To sort the sites, click the sort (⬇) button in a column heading and then choose **Ascending** or **Descending**. To search the displayed sites, enter a keyword in the **Search** text box, and click the search (🔍) button.

- **Edit Account** – To configure or edit the configured scheduled job account, refer to [Configuring Scheduled Job Accounts](#).

  *Note: The site will inherit its top-level site's scheduled job account if this site has not been configured as a unique scheduled job account, even though the **Username** column displays **N/A**. If the top-level site has multiple levels of sites, each level's site still inherits the top-level site's scheduled job account instead of its parent site's scheduled job account.

- **Delete Account** – To delete the scheduled job account for a certain site, select the site and click **Delete Account**.

Configuring Scheduled Job Accounts

Follow the steps below to configure the scheduled job account:

1. On the **Scheduled Job Account** page, select the chosen service from the **Service URL** drop-down menu. All of the sites and subsites connected with this service will be displayed in the table below.

2. Select one or multiple sites for which you want to configure a scheduled job account.

3. Click **Edit Account**.

4. On the **Edit Account** page, the **Site URL** section displays the number of sites you selected, and clicking **View Details** will display the URLs of the selected sites. Click **Hide Details** to hide the URLs of the selected sites.

5. Enter the username and related password.

6. Click **Save** to save the configurations.

Downloading Logs

You can use the **Download Logs** feature to download logs for a server on which the File Share Navigator Online Administration Service is installed in order to view details about File name, File URL, List URL, Site URL, Username, Date and Time, and Operation. Currently, the logs only record the **Download** operation performed in SharePoint Online.

On the **Download Logs** page, you can download logs during a specified time range by selecting **Last 3 days**, **Last 7 days**, or **Last 15 days**. Select a time range and click the download (⤓) button on the right side of the chosen service URL to download the logs.

*Note: To access generated logs that exceed 15 days, go to the path where File Share Navigator Online Administration is installed. The log files are stored in the Report folder under this path.

You can change the number of service URLs displayed per page by selecting the chosen number from the **Show rows** drop-down menu. To sort the service URLs, click the sort ( ) button in the **Service URL** column heading and then choose **Ascending** or **Descending**. You can also search the displayed service URLs by entering a keyword in the **Search** text box and clicking the search ( ) button to reduce the service URLs that display in the search results.

Managing Security Mappings

Mapping Manager allows administrators to map permissions, users, and domains in a file system with the permissions, users, and domains in SharePoint Online by defining Domain Mapping, User Mapping, and Permission Mapping.

Refer to the following sections to decide whether or not to configure the mapping settings, and learn how to configure the mapping settings.

Domain Mapping

When there are users with the same name but different domains in the file system and SharePoint Online, you can map a file system domain name to a SharePoint Online domain name by using a domain mapping. During the synchronization job, File Share Navigator Online will replace the file system domain name with the domain name in SharePoint Online.

Managing Domain Mappings

On the **Mapping Manager** page, click the **Domain Mapping** button. The **Domain Mapping** page appears. The **Domain Mapping** page displays all of the previously configured domain mappings.

You can change the number of domain mappings displayed per page and the order in which they are displayed. To change the number of domain mappings displayed per page, select the chosen number from the **Show rows** drop-down menu in the lower-right corner. To sort the domain mappings, click the sort (⬇) button in the **Domain Mapping** column and then choose to sort the mappings in ascending order or descending order.

- **Create Mapping** – To create a domain mapping, refer to [Configuring Domain Mappings](#).

- **Edit Mapping** – To edit the configured domain mapping, click the more commands (⋯) icon and select **Edit Mapping** from the drop-down menu. In the **Edit Domain Mapping** page, you can modify the configurations for the mapping. Refer to [Configuring Domain Mappings](#) for more details.

- **Delete Mapping** – To delete a domain mapping, click the more commands (⋯) icon and select **Delete Mapping** from the drop-down menu.

- **View Mapping** – To view details of a domain mapping, click the more commands (⋯) icon and select **View Mapping** from the drop-down menu. On the **View Domain Mapping** page, you will see the previously configured settings for this domain mapping. Here you can also click **Edit** on the lower-right corner to make changes to the domain mapping's settings. You will be navigated to the **Edit Domain Mapping** page where you can change this user mapping.

Configuring Domain Mappings

Follow the steps below to configure a Domain Mapping:

1. Click **Create Mapping** on the upper-left corner. The **Create Domain Mapping** page appears.

2. Configure the settings for the domain mapping that you want to create:

    - **Name** – Enter a name for the domain mapping that you are about to create.

    - **Description** –Enter an optional **Description** for this domain mapping for future reference.

- **Add Mapping Rules** –Define how a domain name used in the file system will be mapped with a domain name used in SharePoint Online.

  - **Add** – Click the Add (✚) button to add a mapping rule. In the **Source Domain Name** column, enter the domain name used in the file system. In the **Destination Domain Name** column, enter the domain name used in SharePoint Online that you want to map with the domain name used in the file system.

  - **Delete** – Click the delete (✗) button to remove a mapping rule.

3. Click **Create** to save the configurations and the new domain mapping is successfully created.

User Mapping

User mapping maps an existing username in a file system to an existing username in SharePoint Online. For example, you can use a user mapping if a user has a different username in Domain A than in Domain B, or if you want to synchronize an individual user's content, permissions, and metadata in Domain A with another user in Domain B. File Share Navigator Online will replace the file system username with the specified SharePoint Online username during a synchronization job. In this way, the file system username's content, permissions, and metadata will not be lost and the SharePoint username to which the file system username is mapped will own the content, permissions, and metadata.

Managing User Mappings

On the **Mapping Manager** page, click the **User Mapping** button. The **User Mapping** page appears. The **User Mapping** page displays all of the previously configured user mappings.

You can change the number of user mappings displayed per page and the order in which they are displayed. To change the number of user mappings displayed per page, select a number from the **Show rows** drop-down menu in the lower-right corner. To sort the user mappings, click the sort (⬇) button in the **User Mapping** column and then choose to sort the mappings in ascending order or descending order.

- **Create Mapping** – To create a user mapping, refer to [Configuring User Mappings](#).

- **Edit Mapping** – To edit a configured user mapping, click the more commands (**⋯**) icon and select **Edit Mapping** from the drop-down menu. In the **Edit User Mapping** page, you can modify the configurations for the mapping. Refer to [Configuring User Mappings](#) for more details.

- **Delete Mapping** – To delete a user mapping, click the more commands (**⋯**) icon and select **Delete Mapping** from the drop-down menu.

- **View Mapping** – To view details of a user mapping, click the more commands (**⋯**) icon and select **View Mapping** from the drop-down menu. On the **View User Mapping** page, you will see the previously configured settings for this user mapping. Here you can also click **Edit** on the lower-right corner to make changes to the user mapping's settings. You will be brought to the **Edit User Mapping** page where you can change this user mapping.

Configuring User Mappings

Follow the steps below to configure a User Mapping:

1. Click **Create Mapping** on the upper-left corner. The **Create User Mapping** page appears.

2. Configure the settings for the user mapping that you want to create:

   - **Name** – Enter a name for the user mapping that you are about to create.

   - **Description** –Enter an optional **Description** for this user mapping for future reference.

   - **Add Mapping Rules** –Define how the existing username in the file system will be mapped with the existing SharePoint Online username.

     o **Add** – Click Add (✚) button to add a mapping rule. In the **Source Username** column, enter a username in the following format: domain\user. In the **Destination Username** column, enter the username to which you want to map the source username in the following format: user@domain.onmicrosoft.com.

     o **Delete** – Click the delete (✖) button to remove a mapping rule.

3. Click **Create** to save the configurations.

Permission Mapping

File Share Navigator Online allows you to map permissions in a file share system to SharePoint permissions. After the synchronization job, permissions in the file share system will be replaced with SharePoint permission levels according to the rules in the Default Permission Mapping or your specified permission levels in the customized permission mappings.

Managing Permission Mappings

On the **Mapping Manager** page, click the **Permission Mapping** button. The **Permission Mapping** page appears. The **Permission Mapping** page displays all of the previously configured permission mappings.

You can change the number of permission mappings displayed per page and the order in which they are displayed. To change the number of permission mappings displayed per page, select a number from the **Show rows** drop-down menu in the lower-right corner. To sort the permission mappings, click the sort (⬇) button in the **Permission Mapping** column and then choose to sort the mappings in ascending order or descending order.

- **Create Mapping** – To create a permission mapping, refer to Configuring Permission Mappings.

- **Edit Mapping** – To edit a configured permission mapping, click the more commands (⋯) icon and select **Edit Mapping** from the drop-down menu. In the **Edit Permission Mapping** page, you can modify the configurations for the mapping. Refer to Configuring Permission Mappings for more details.

- **Delete Mapping** – To delete a permission mapping, click the more commands (•••) icon and select **Delete Mapping** from the drop-down menu.

- **View Mapping** – To view details of a permission mapping, click the more commands (•••) icon and select **View Mapping** from the drop-down menu. On the **View Permission Mapping** page, you will see the previously configured settings for this permission mapping. Here you can also click **Edit** on the lower-right corner to make changes to the permission mapping's settings. You will be navigated to the **Edit Permission Mapping** page where you can change this permission mapping.

- **Manage SharePoint Permission Level** – Click the **Manage SharePoint Permission Level** button, you will be navigated to the **Manage SharePoint Permission Level** page. For more information, refer to [Managing SharePoint Permission Levels](#).

Configuring Permission Mappings

Follow the steps below to configure a Permission Mapping:

1. Click **Create Mapping** on the upper-left corner. The **Create Permission Mapping** page appears.

2. Configure the settings for the permission mapping that you want to create:

   - **Name** – Enter a name for the permission mapping that you are about to create.

   - **Description** – Enter an optional **Description** for this permission mapping for future reference.

   - **Add Mapping Rules** – Define how permissions in the file system will be mapped with SharePoint Online permissions. In the **Source Permission Name** column, only the following file system permissions are supported: **Full Control**, **Modify**, **Read and Execute**, **Read**, and **Write**. Select a SharePoint Online permission from the drop-down list in the **Destination Permission Name** column to apply it to the corresponding file system permission.

3. Click **Create** to save the configurations.

Managing SharePoint Permission Levels

Click the **Manage SharePoint Permission Level** button on the **Permission Mapping** page, you will be navigated to the **Manage SharePoint Permission Level** page. This page displays all of the existing permission levels, including customized permission levels as well as the default permission levels (**Contribute**, **Design**, **Edit**, **Full control**, and **Read and View Only**). The default permission levels cannot be edited or deleted.

- **Create SharePoint Permission Level** – Click the **Create SharePoint Permission Level button** on the upper-right corner, the **Create SharePoint Permission Level** page appears. Follow the steps bellow to create a new permission level.

   i. **Name** – Enter a name for the permission level that you are about to create.

   ii. **Description** – Enter a **Description** for this permission level.

iii. **Permissions** – Choose which permissions to include in this permission level. You can select specified permissions of List Permissions, Site Permissions, and Personal Permissions by selecting the checkbox next to the permission. Check the **Select All** checkbox to select or clear all permissions.

iv. Click **Create** to save the configurations and return to the **Manage SharePoint Permission Level** page, or click **Cancel** to return to the **Manage SharePoint Permission Level** page without saving any changes.

- **Edit** – Click the more commands (**∙∙∙**) icon and select **Edit** from the drop-down menu to edit a permission level. In the **Edit SharePoint Permission Level** page, you can modify the configurations for the permission level.

- **Delete** – To delete a permission level, click the more commands (**∙∙∙**) icon and select **Delete** from the drop-down menu.

- **View** – To view details of a permission level, click the more commands (**∙∙∙**) icon and select **View** from the drop-down menu. On the **View SharePoint Permission Level** page, you will see the previously configured settings for this permission level. You can also click **Edit** on the lower-right corner to make changes to the permission level.

Accessing and Managing File Share Navigator Online App

Follow the steps below to access and manage the File Share Navigator Online App:

1. Access the site where the File Share Navigator Online App is added.

2. Navigate to **Settings** > **Site contents**, find and click the **File Share Navigator Online** app from the **Lists, Libraries, and other Apps** section. The **File Share Navigator Online** page appears.

3. Click **Create List**, **View List**, or **Job Monitor** to access the features. Click the following links to view to the related sections.

   - [Creating File Share Navigator Online Lists](#)
   - [Viewing File Share Navigator Online Lists](#)
   - [Job Monitor](#)

Creating File Share Navigator Online Lists

Follow the steps below to create a File Share Navigator Online list:

1. Click **Create List**. The **Create List** page appears.

2. Configure the following settings:

   - **Name** - Enter the name of the list.

   - **Description** – Enter an optional description of the list.

- **Navigation** – Choose whether or not to display this library on the Quick Launch.

- **Storage Settings** – Configure the storage location where the list's files reside. Enter the storage path, and enter the credentials to use to access the path.

  The user for accessing the storage path must have the following permissions:

  - If the location is a shared folder, this user must have the **Read** and **Write** permission to this folder;

  - If the location is a UNC path or your local shared folder, this user must be the **Local Administrator**.

- **Permission Settings** – By default, a list inherits permissions from its parent site. If you select this option, the list permissions inherited from the parent site are broken. Instead, the file system permissions are synchronized to the list after running the synchronization job.

  If you want to synchronize file system permissions with SharePoint Online permissions, select the **Load permissions from file system** checkbox and the following two options appear:

  - **Load the root folder's permissions only** – If you select this option, the list permissions inherited from the parent site are broken after the synchronization. The list permissions are replaced with the permissions of the root folder of the storage path. The files and folders under the list inherit the permissions from the list.

    *Note: If this option is selected, the permissions can only be synchronized when the files or folders in the storage location are being synchronized to SharePoint Online for the first time.

  - **Load and preserve all the items' permissions from file system** – If you select this option, the list permissions inherited from the parent site are broken, and the item (folder/file) permissions will be the same as the permissions in the file system after the synchronization. The root folder permissions in the storage path are synchronized to the list.

    *Note: If this option is selected, the permissions of the root folder can only be synchronized when the files or folders in the storage location are being synchronized to SharePoint Online for the first time. For the files and folders under the root folder, permissions will be synchronized each time a synchronization job is performed when the **Date Modified** attribute is changed.

  When the **Load permissions from file system** is checked, the following options are also displayed, allowing you to specify the **User Mapping**, **Domain Mapping**, and **Permission Mapping** of the File System to SharePoint:

  - **Permission Mapping** (Required) – Maps the file system permissions to the SharePoint permissions. The **Default Permission Mapping** default rule is

provided. Select a permission mapping from the drop-down menu. For detailed information on permission mapping, refer to [Permission Mapping](#).

- o **User Mapping** (Optional) – Replaces the existing username in the file system with the existing username in the SharePoint metadata fields. Select a previously created user mapping rule from the drop-down menu. By default, it is set to **None**, which means no user mapping will be applied. For detailed information on user mapping, refer to [User Mapping](#).

- o **Domain Mapping** (Optional) – Replaces the existing domain name in the file system with another domain name in SharePoint Online. The domain information of the synchronized items' corresponding users is replaced after the synchronization job. Select a previously created domain mapping rule from the drop-down menu. By default, this is set to **None**, which means no domain mapping will be applied. For detailed information on domain mapping, refer to [Domain Mapping](#).

*Note: Only the site collection administrator of a SharePoint Online site can apply the permission mapping, user mapping, and domain mapping.

- **Sync Schedule Settings** – Choose the schedule method and set up the frequency of the synchronization jobs. You can run the job once, or set a schedule for the job to run periodically. There are three options:

  - o **None** – There is no automatic synchronization after the list is created.

  - o **Once** – The scheduled synchronization job runs only once at the specified date and time. Set the date, time, and time zone.

  - o **The synchronization job is scheduled to run** – The job runs based on a schedule with the options of **Minutes**, **Hourly**, **Daily**, **Weekly**, or **Monthly**. Choose the frequency, interval or time, and time zone.

*Note: The **Sync Schedule Settings** feature will be greyed out if no scheduled job account has been configured.

3. Click **Create** to create the list.

*Note: To successfully create a File Share Navigator Online list under a default site collection that was created automatically by SharePoint Online, ensure that the **Allow users to run custom script on self-service created sites** setting is enabled. To enable this setting, the site collection administrator can click the app launcher (⊞) icon on the upper-left corner of the SharePoint Online interface and select the **Admin** tile. The **Office 365 admin center** appears. In the lower-left corner, expand **Admin** and select **SharePoint**, which opens the **SharePoint admin center**. On the **SharePoint admin center** page, under **Custom Script**, select **Allow users to run custom script on self-service created sites** and click **OK** to enable this setting. The setting will take effect in 24 hours, and the File Share Navigator Online list can then be created under the default site collection.

Viewing File Share Navigator Online Lists

On the **View Lists** page, you can change the number of lists displayed per page by selecting the number from the **Show rows** drop-down menu. To sort the lists, click the sort (⬇️) button in a column heading and then choose **Ascending** or **Descending**. To search the displayed lists, enter a keyword in the **Search** text box, and click the search (🔍) button.

You can perform the following operations on the **View Lists** page:

- **Create List** – Click **Create List** to create a File Share Navigator list, refer to [Creating File Share Navigator Online Lists](#) for details.

- **View Lists** – The lists created by File Share Navigator Online will be displayed on the **View Lists** page. The site collection administrator can see all of the File Share Navigator Online lists under the site. End users can only see the File Share Navigator Online lists that they have created.

  The table includes the following list information: List Name, List URL, UNC Path, and Sync Schedule.

- **Edit List** – Click the more commands (···) icon to edit the storage settings and sync schedule settings for the list. Refer to [Creating File Share Navigator Online Lists](#) for details about the configurations.

  *Note: If you change the storage path, all of the previous list items will be deleted from the File Share Navigator Online list. The related data still resides in the original path.

- **Delete List** – Click the more commands (···) icon to delete the list. The list will be permanently deleted, and cannot be restored.

  *Note: All of the related data of this list, including the schedule synchronization jobs, will be permanently deleted.

  You can also delete the File Share Navigator Online lists from SharePoint **List Settings**. The lists deleted from **List Settings** are still displayed in the **View Lists** page, and can be restored. To permanently delete these lists, the site collection administrator can navigate to **Site contents** > **File Share Navigator Online** > **View Lists**, click the relevant more commands (···) icon, and select **Delete** to permanently delete the list.

- **View Jobs** – Click the list name link to access the **View Jobs** page or click the more commands (···) icon and select **View Jobs**. All of the scheduled synchronization jobs for this list will be displayed.

  The site collection administrator can see the jobs of all of the lists on the site. End user can only see the jobs of the lists that they created.

  The table includes the following job information: Job ID, List URL, Status, Start Time, Finish Time, and Comment.

- **View job details** – Click the job ID link to access the **Job Details** page. The **Summary** tab displays general information about the job, and the **Details** tab displays detailed information about the job.

Job Monitor

Job Monitor displays information of the scheduled synchronization jobs. The site collection administrator can see the jobs of all of the lists on the site. End users can only see the jobs for the lists that they created.

On the **Job Monitor** page, you can change the number of jobs displayed per page by selecting a number from the **Show rows** drop-down menu. To sort the jobs, click the sort (⬇) button in a column heading and then choose **Ascending** or **Descending**.

Click the job ID link to access the **Job Details** page. The **Summary** tab displays general information about the job, and the **Details** tab displays detailed information about the job.

Using a File Share Navigator Online List

After the File Share Navigator Online list is created and the SharePoint Online site where it resides has been connected to a File Share Navigator Administration Service, the list is ready to be used by the users of this SharePoint Online site.

The following sections only list the File Share Navigator Online specific features on the list ribbon. Refer to the SharePoint Online User Guide for details about the other built-in SharePoint Online features.

*Note: The following features can only be used by users who meet the corresponding required permissions. Refer to the **SharePoint Online Permissions** bullet in the Permission Requirements section for detailed information.

Using the ITEMS Tab

The following features are available in the ITEMS tab.

- **Upload Document** – Upload one file or multiple files from your computer to this list.

    o **Upload Document** – Upload one file from your computer to this list.

    o **Upload Multiple Documents** – Upload multiple files from your computer to this list. Files that are larger than 2 GB can also be uploaded. Click the **Browse for files** link. The **Open** page appears. Select the files that you want to upload, and then click **Open**. The selected files will be added to the window in the **Upload Multiple Files** area.

        *Note: The **Upload Multiple Documents** feature is not supported in Safari.

    *Note: The uploading speed is dependent on the network speed.

- **New Folder** – Create a new folder directly in the storage location without synchronization. The SharePoint list and storage location will automatically maintain the identical file/folder hierarchy.

- **Download** – Download a copy of the selected file to your computer.

- **Preview –** Preview files in Office Online. Office files are supported.

    Due to Microsoft Office Online limitations, there are file size limitations for previewing different Office Online file types, refer to What are the file sizes supported by Office Online?

    The following files types can be previewed in Office Online.

File Type	File Extension
Word	doc, docm, docx, dot, dotm, dotx, odt
Excel	ods, xls, xlsb, xlsm, xlsx

File Type	File Extension
PowerPoint	Odp, pot, potm, potx, pps, ppsm, ppsx, ppt, pptm, pptx

- **Edit Document –** Open a document for editing in Office Online.

  Due to Microsoft Office Online limitations, there are file size limitations for editing different Office Online file types, refer to What are the file sizes supported by Office Online?

  The following files types can be edited in Office Online.

File Type	File Extension
Word	docm, docx, odt
Excel	ods, xlsb, xlsm, xlsx
PowerPoint	odp, ppsx, pptx

Using the FILE SHARE NAVIGATOR ONLINE Tab

The following features are available in the FILE SHARE NAVIGATOR ONLINE tab.

- **Synchronization Operations**
  - o **Synchronize Current Folder –** Only synchronize the files and folders in the current folder in the storage location to the SharePoint list.
  - o **Synchronize Current Folder and Subfolders –** Synchronize the files and folders in the current folder and its sub-folders in the storage location to SharePoint list.

  *Note: The synchronizing speed is dependent on the network speed.

- **View Report –** Downloads the list's latest manual synchronization job report.

Synchronization

Refer to the following sections for an overview of File Share Navigator Online synchronization.

What Can be Synchronized?

Files, folders, metadata, and permissions in the storage location can be synchronized with SharePoint lists. This is a one-way synchronization from the storage location to the SharePoint list.

To configure the detailed methods for metadata and permission synchronization, refer to the Metadata Synchronization section and the Permission Synchronization section.

*Note: Hidden files, system files, and system folders cannot be synchronized. If a folder name contains any of the following special characters: ", #, %, *, :, <, >, ?, /, \, |, then the special character will be replaced with an underscore (_).

Metadata Synchronization

File Share Navigator Online allows a SharePoint Online user to load customized metadata to the SharePoint Online site for specified files by creating customized metadata columns in a metadata CSV file.

There are five metadata types that are supported by the metadata synchronization feature: **Text**, **Note**, **User**, **DateAndTime**, and **Date**. You can use these five metadata types to create customized columns in the metadata CSV file. Refer to the table below for formatting rules on how to customize the metadata:

Type	Column_Name:=Type	Example of Content Format
Single line of text	Column_name:=Text	Random character string, less than 255 characters
Multiple lines of text	Column_name:=Note	Random character string, no limitation for character length.
Person or Group	Column_name:=User	a@b.com
Date and Time	Column_name:=DateAndTime	YYYY/MM/DD HH:MM, no earlier than the year 1900
Date and Time	Column_name:=Date	YYYY/MM/DD, no earlier than the year 1900

- **Single line of text** – Allows random character strings that are less than 255 characters. If you do not follow the corresponding column type format, the column values you add to the CSV will be synchronized to SharePoint Online in a single line of text.

- **Multiple lines of text** – Allows random character strings without a maximum character length.

*Note: Use **\n** as the line break instead of a carriage return. For example, **Line1\nLine2\nLine3**.

- **Person or Group** – Allows you to assign SharePoint Online users to an item in the File Share Navigator Online list that corresponds with the file in the storage location with which you want to synchronize customized metadata.

- **Date and Time (Date Only)/Date and Time (Date & Time)** – This value must be in the same format as the format in SharePoint Online. The values in the **Date and Time (Date Only)** column, and the **Date and Time (Date & Time)** column, will be automatically converted into the corresponding time, according to the time zone of the server where the File Share Navigator Online Administration **web.config** configuration file is located.

Refer to the following steps to use the metadata synchronization feature to synchronize customized metadata to SharePoint Online:

1. Navigate to *…\File Share Navigator Online Administration\web.config* on the server where File Share Navigator Online Administration is installed to locate the **web.config** configuration file.

   a. Open the file with Notepad.

   b. Find the **<add key="MetadataFileName" value="" />** node and enter a file name together with its extension, which is .csv, to the **value** attribute. This will be the file name of the metadata CSV file that is to be created in the following steps.

   If you do not have permissions to the server where the File Share Navigator Online Administration is installed, ask the Administration service administrator to configure the **web.config** file for you.

   *Note: If a File Share Navigator Online failover/load balancing system has been built, AvePoint recommends configuring the **web.config** configuration files on all of the File Share Navigator Online servers in the File Share Navigator Online failover/load balancing system.

2. On the same server, navigate to *…\File Share Navigator Online Administration\Data\Template* to locate the template file: **MetadataFileTemplate.csv**. You can use this file as a template when configuring your own metadata CSV file.

   If you do not have permissions to the server where the File Share Navigator Online Administration is installed, ask the Administration service administrator for the template file.

3. Copy the file to the folder where the files that you want to synchronize customized metadata with reside. Rename the file to the name specified in the **web.config** file.

   *Note: This file is only effective for the specified files in the current folder when synchronizing customized metadata to SharePoint Online. To synchronize customized metadata with files in multiple folders, create a metadata CSV file in each folder and edit the file respectively. Make sure all of the metadata CSV files in the different folders have the same name, which is specified in the **web.config** file.

4. Open the file with Notepad.

5. Edit the file by creating customized columns, and then enter values for each column.

   *Note: The name of the first column: **Filename:=Text** cannot be changed. This column is used to specify the file name of the files in the current folder for which you want to synchronize customized metadata. Make sure you enter the file name together with its extension in this column, otherwise, the customized metadata values in this file will not be synchronized to SharePoint Online.

   *Note: If you want to apply the same metadata to all of the files in the folder, enter an asterisk (*) in the **Filename:=Text** column to represent all of the files and enter a value for each additional column. After a synchronization job, metadata values in this row are applied to all of the files under the folder.

6. Save the file and close it.

7. Go to your SharePoint Online site that links to the storage location where the File Share Navigator Online list resides to perform the synchronization job.

   *Note: The metadata will be synchronized each time you perform a synchronization, as long as the following conditions are fulfilled:

   - The file name of the metadata CSV file has been specified in the **web.config** file on the server where File Share Navigator Online Administration is installed.

   - The metadata CSV file is placed in the folder where the files you specified in the CSV file reside.

   *Note: The following are additional requirements for synchronizing customized metadata to SharePoint Online:

   - If you create a customized column whose column type is **User** to add a SharePoint Online user to an item in a File Share Navigator Online list, make sure that you have the **Browse User Information** permission in addition to the general permissions required to perform a manual synchronization job. For more information about permissions, refer to Permission Requirements.

   - To add customized columns to a File Share Navigator Online list, you must have the **Manage List** permission. Additionally, if the customized columns that you create in the CSV file have the same name and type as the following built-in SharePoint Online columns: **Modified:=Date And Time**, **Created:=Date And Time**, **Created By:=Person or Group**, and **Modified By:= Person or Group**, then you must also have the **Full Control** permission for the item in the File Share Navigator Online list, which corresponds with the file in the storage location. The values of these columns in SharePoint Online will be overwritten by the values you specified in the metadata CSV file after successfully running the synchronization job. If you do not have **Full Control** permission for the item, then the original values in SharePoint Online will be kept.

Permission Synchronization

By default, during the first synchronization job, all file and folder permissions are synchronized to the destination; in subsequent synchronization jobs, file and folder permissions are synchronized only when their **modify time** changes.

File Share Navigator Online provides a way to force the file and folder permissions synchronization during every synchronization job regardless of the modification time. Follow the steps below to enable this feature:

1. Navigate to *…\File Share Navigator Online Administration\web.config* on the server where File Share Navigator Online Administration is installed to locate the **web.config** configuration file. Open the file with Notepad. Find the **<add key="ForceSyncPermission" value="True"/>** node and make sure the value is **True**.

   If you do not have permissions to the server where File Share Navigator Online Administration is installed, ask the Administration service administrator to configure the **web.config** file for you.

   *Note: If a File Share Navigator Online failover/load balancing system has been built, AvePoint recommends configuring the **web.config** configuration file on all of the File Share Navigator Online servers in the File Share Navigator Online failover/load balancing system.

2. On the same server, navigate to *…\File Share Navigator Online Administration\Data\Template* to locate the template CSV file: **ForceSyncPermissionList.csv**. Follow the steps below to configure the .csv file:

   a. Open the **ForceSyncPermissionList.csv** file.

   b. Enter the URLs of the File Share Navigator Online lists with which you want to synchronize the file/folder permissions in every synchronization job.

      There are three URL examples in the .csv file; you can leave these examples or remove them, and it won't affect the jobs. You can use this file as a template when configuring your own metadata CSV file.

      *Note: There cannot be any blank lines between URLs in the .csv files. The name of .csv file cannot be changed, otherwise the new configuration will not take effect.

   c. Save your changes and close the file.

   If you do not have permissions to the server where the File Share Navigator Online Administration is installed, ask the Administration service administrator for the template file.

3. Go to your SharePoint Online site where the File Share Navigator Online list resides to perform the synchronization job.

Who Can Run Synchronization Jobs?

To execute synchronizations, the user must have the SharePoint built-in **Manage Lists** permission. Users who are able to create and delete lists, add or remove columns in a list, and add or remove public views of a list can execute synchronizations.

When and How to Synchronize?

Synchronizations are executed in two ways: scheduled synchronizations and manual synchronizations.

Scheduled Synchronization

Scheduled synchronization jobs are performed automatically once you have configured the schedule settings. Refer to Accessing and Managing File Share Navigator Online App for details about scheduled synchronization.

Manual Synchronization

Manual synchronization jobs are performed through the SharePoint Online ribbon. Refer to Using the FILE SHARE NAVIGATOR ONLINE Tab for details about manual synchronization operations.

Accessing a File or Folder through the UNC Link

In addition to downloading a copy of the selected file to your computer by clicking the **Download** button on the ribbon in the **ITEMS** Tab, you can also access the file or folder stored in the Storage location by clicking a UNC link displayed in the **UNC Link** column. Refer to the following steps to use this feature:

1. Navigate to the **LIST** tab and select **Modify View**. The **Edit View** page appears.
2. Select **UNC Link** from the list of columns and click **OK.** The **UNC Link** column will be displayed on the list page.
3. Click the UNC link of a file or folder to access it directly on the SharePoint Online site.

*Note: This feature is only available when using an IE browser.

To use this feature, you must add the SharePoint Online site to the Trusted sites zone. Complete the following steps to add a site to the Trusted sites zone:

1. Open your IE browser and navigate to the Tools (⚙) button on the upper-right corner and select **Internet Options**. The **Internet Options** window appears.
2. Click the **Security** tab and select the **Trusted sites** icon under the **Select a zone to view or change security settings** heading. Click the **Sites** button. The **Trusted sites** window appears.
3. Enter the sites and click **add**.
4. Click **Close** after you finish adding the trusted sites.

If the machine where the SharePoint Online site resides is not in the same domain as the storage, you must build a connection between the machine and the storage:

1. Navigate to **Start** and select **Run** to open the **Run** window.
2. Enter the UNC path of the storage (for example: \\192.168.1.100\c$) in the textbox and click **OK**. The **Windows Security** window appears.
3. Enter the credentials to connect to the storage path.

*Note: AvePoint recommends that you use the **UNC Link** feature to download files if the machine where the SharePoint Online site resides and the storage are in the same domain; otherwise, using the **Download** button on the ribbon in the **ITEMS** tab to download files is recommended.

Modifying, Repairing, Updating, or Uninstalling File Share Navigator Online Administration

You can maintain File Share Navigator Online by modifying and repairing the settings in File Share Navigator Online Administration, as well as update to newer versions, and uninstall. Click the following links to view the related sections.

- Modifying File Share Navigator Online Administration

- Repairing File Share Navigator Online Administration

- Updating File Share Navigator Online Administration

- Uninstalling File Share Navigator Online Administration

Modifying File Share Navigator Online Administration

Complete the steps below to modify the settings for File Share Navigator Online Administration:

1. On the machine where File Share Navigator Online Administration is installed, navigate to **Start** > **All Programs** > **File Share Navigator Online Administration**, and click **File Share Navigator Online Uninstall**. The **File Share Navigator Online Administration Uninstallation Wizard** page appears.

2. Click **Modify** on the welcome page of the File Share Navigator Online Administration Uninstallation Wizard.

3. On the **Modify File Share Navigator Online Administration Settings** page, you can modify the following settings:

   - **Service Configuration**

   - **Service Public URL Configuration**

   - **Database Configuration**

   For details on how to configure these settings, refer to Installing File Share Navigator Online Administration.

4. Click **Apply** to save and apply your modifications.

Repairing File Share Navigator Online Administration

When some features of File Share Navigator Online Administration are unable to be used due to accidental deletion of the corresponding files, or corruption or loss of the **HKEY_LOCAL_MACHINE\SOFTWARE\AvePoint File Share Navigator Online Administration** registry key, you can use the **Repair** function to repair File Share Navigator Online Administration. The **Repair** function uses the **Data.cab** file in *C:\Users\UserName\AppData\Local\Temp\DocuNaviOAdm\Install*.

However, note that there are some limitations to the **Repair** function:

- If crucial files are missing or corrupted, File Share Navigator Online Administration cannot be repaired.

- If the version of the **Data.cab** file is not the same as the version of the current version of File Share Navigator Online Administration, it cannot be used to repair File Share Navigator Online Administration.

- If the **HKEY_LOCAL_MACHINE** > **SOFTWARE** > **Microsoft** > **Windows** > **CurrentVersion** > **Uninstall** > **AvePoint File Share Navigator Online Administration** registry key is corrupted or missing, File Share Navigator Online Administration cannot be repaired.

Follow the steps below to repair File Share Navigator Online Administration:

1. On the machine where File Share Navigator Online Administration is installed, navigate to **Start** > **All Programs** > **File Share Navigator Online Administration**, and click **File Share Navigator Online Uninstall**. The **File Share Navigator Online Administration Uninstallation Wizard** page appears.

2. Click **Repair** on the welcome page of the File Share Navigator Online Administration Uninstallation Wizard.

3. On the **Ready to Repair** page, click **Repair** to repair the corrupted files. If the **Data.cab** file under *C:\Users\UserName\AppData\Local\Temp\DocuNaviOAdm\Install* is deleted, a **Browse** button will appear. You can browse to the File Share Navigator Online package that is extracted to find the **Data.cab** file, then click **Repair**.

   *Note: The version of the **Data.cab** file must be the same as the version of the current version of File Share Navigator Online Administration.

4. Click **Finish** to complete the repair and exit the uninstallation wizard.

Updating File Share Navigator Online Administration

Complete the following steps to update File Share Navigator Online Administration:

1. Download the package of the newest version of File Share Navigator Online Administration. For detailed information about where to download the package, refer to Installing File Share Navigator Online Administration.

2. Extract the package on each of the local servers where you have installed the older version of File Share Navigator Online Administration. Double-click the **Setup.exe** file in the extracted directory. The **File Share Navigator Online Administration update wizard** interface appears.

3. Click **Update** to update File Share Navigator Online Administration.

4. When the **File Share Navigator Online Administration update wizard** displays **"**Update Complete", File Share Navigator Online Administration has been updated successfully. Click **Finish** to exit the wizard.

Note: The update process cannot be exited after you start it.

Uninstalling File Share Navigator Online Administration

To uninstall File Share Navigator Online Administration, complete the following steps:

1. On the machine where File Share Navigator Online Administration is installed, navigate to **Start** > **All Programs** > **File Share Navigator Online Administration**, and click **File Share Navigator Online Uninstall**. The **File Share Navigator Online Administration Uninstallation Wizard** page appears.

2. Click **Uninstall** on the welcome page of the File Share Navigator Online Administration Uninstallation Wizard.

3. In the **Ready to Uninstall** page, configure the following option:

   - **Remove configuration file** – Select this option if you want to remove all of the folders and configurations files generated by File Share Navigator Online Administration.

     *Note: The Logs folder and Report folder will not be deleted even if you select the **Remove configuration file** option.

4. Click **Remove** to start the uninstallation process.

   *Note: If the application pool created by File Share Navigator Online Administration is still in use by another application, it will not be deleted during the removal of File Share Navigator Online Administration.

5. Click **Finish** to complete the uninstall process.

*Note: Once the uninstall process is in progress, it cannot be cancelled and the **File Share Navigator Online Administration Uninstallation Wizard** cannot be closed.

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