

Re-installing File Sync

Version 1.1

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Delogue.

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Uninstalling your old version of File Sync service

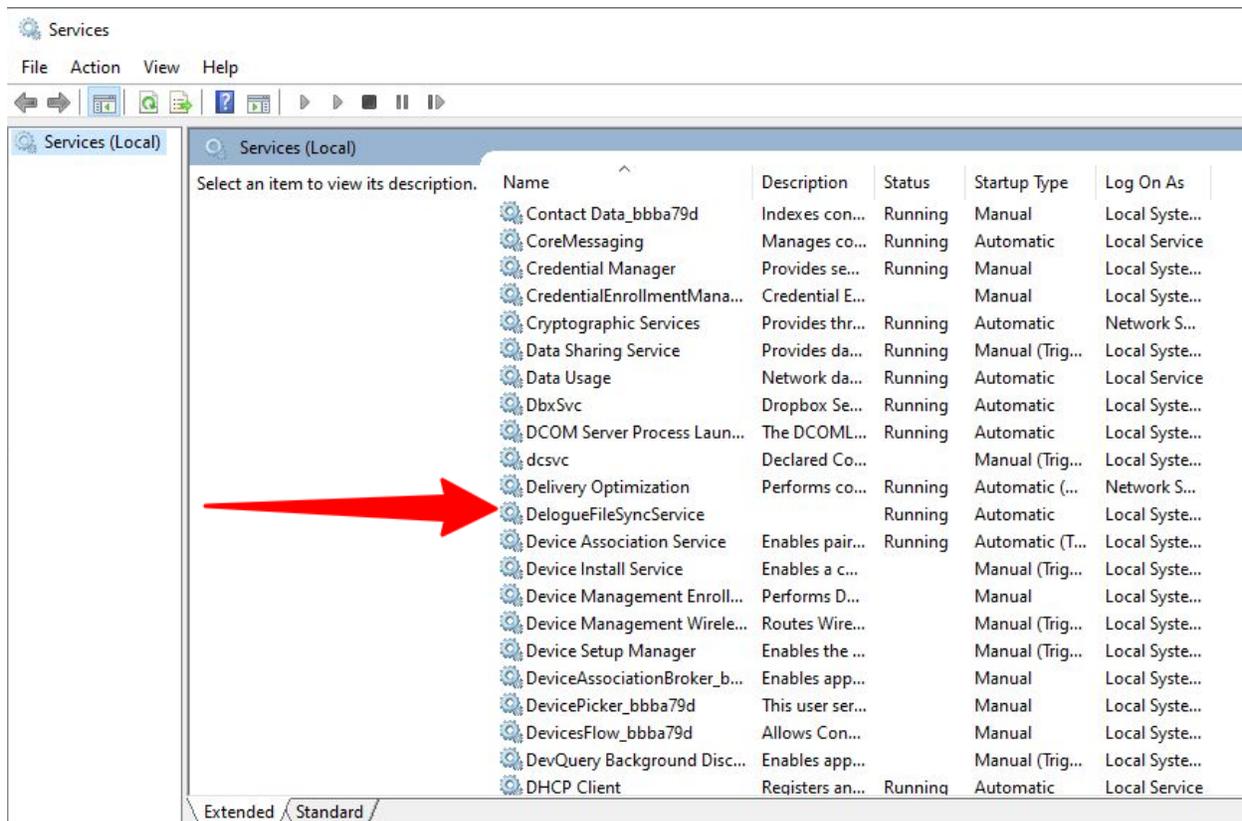
Before you can install the new version of the File Sync Service you need to uninstall the old version.

Please make sure to follow the steps.

Stop the service

Start by opening your "Service app"

Find the "DelogueFileSyncService"



And stop the service.

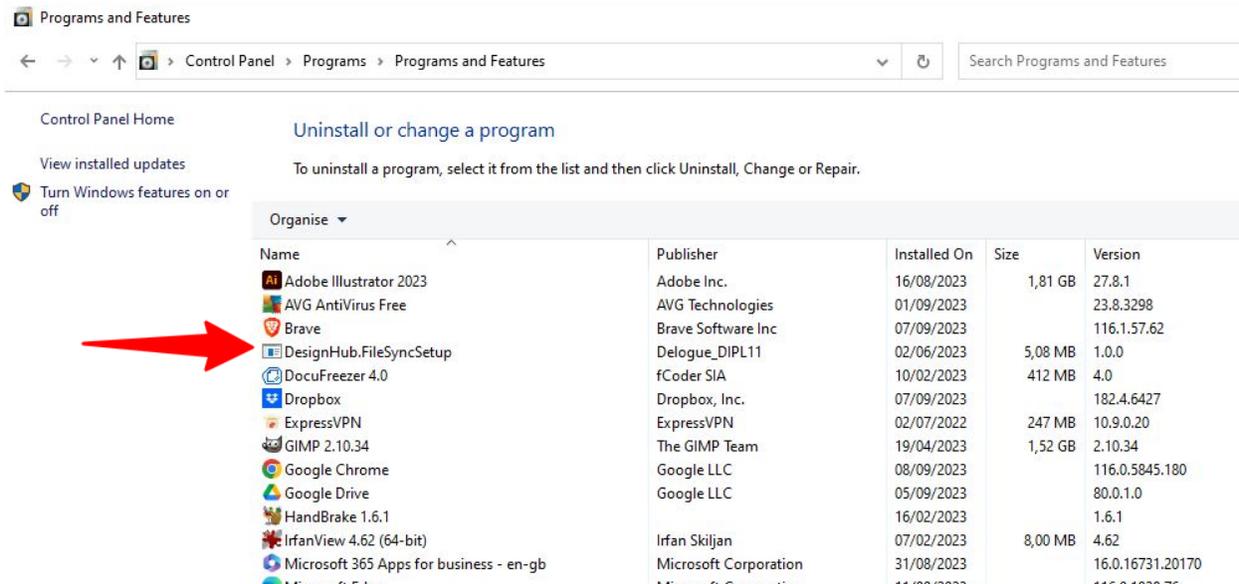
Uninstall the old service

Now it is time to uninstall the service.

Go to "Control Panel→Programs and Features" and find Delogue file sync service in the list of installed programs.

Find the "DesignHub.FileSyncSetup".

Click on Uninstall to uninstall this service from your computer.



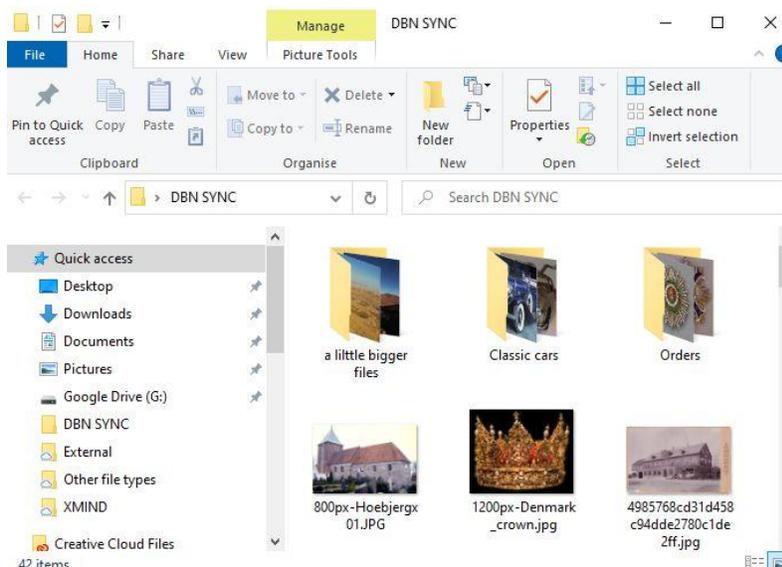
Now you are ready to start installing the new version.

Install the new version of File Sync service

There are a couple of steps you have to take in order to install the new service.

Please follow them in the order listed.

Find the path for you sync folder



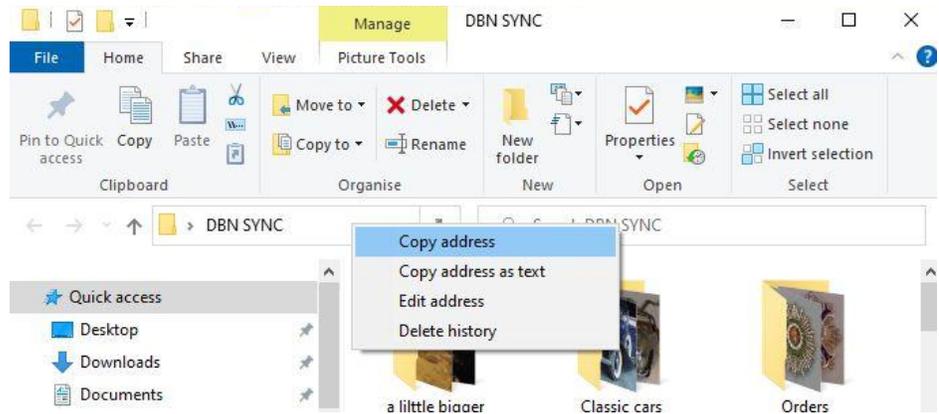
The Sync folder is the root folder you want to be synchronized with Delogue.

For the installation you need this path.

You open your windows explorer and open the folder that you want to sync as the root folder with Delogue.

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Here you select the Folder path from the explorer and copy it on to the clipboard.

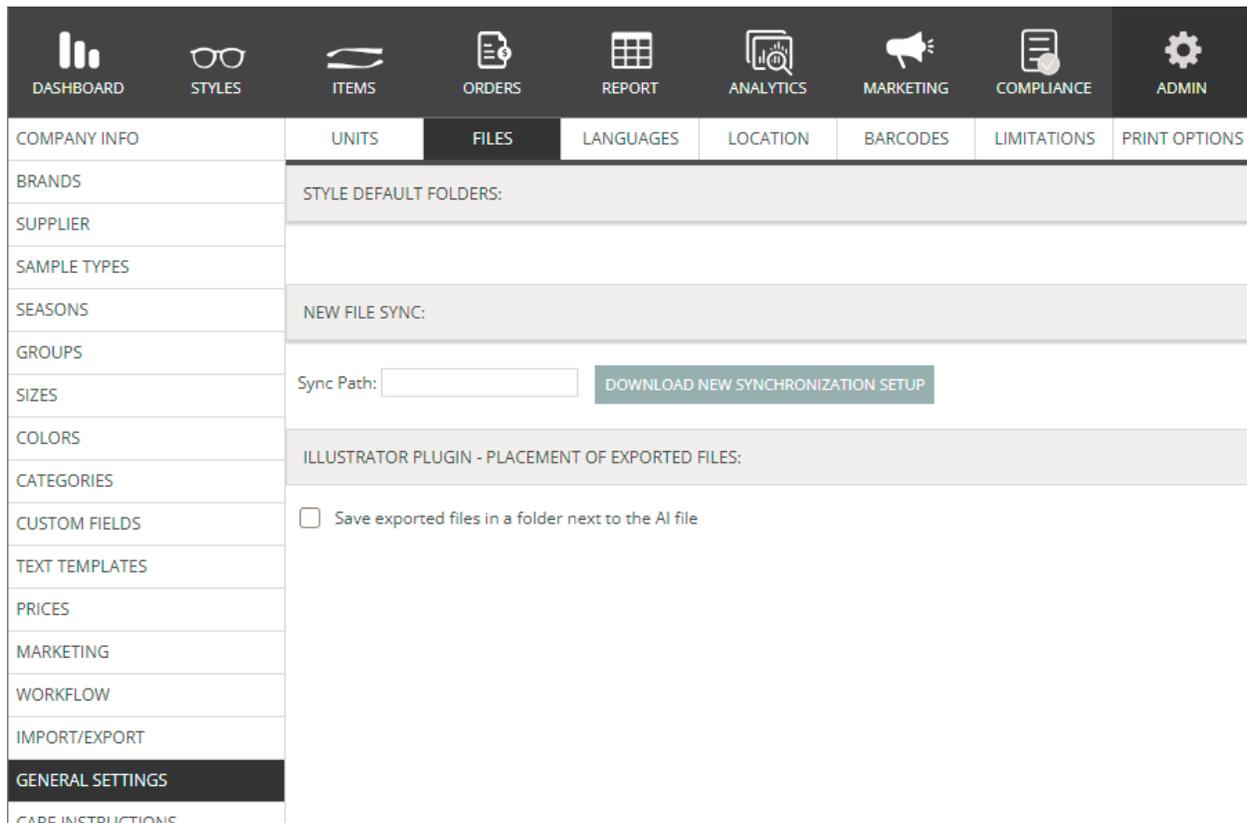


Downloading the new File Sync service

Now it is time for you to open Delogue.

Navigate to Delogue→Admin→General Settings→Files

On this screen you will find a section to download the new file synchronization setup.



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In the field called "Sync Path" you copy the path of your folder.



After pasting the folder path click on the download button "Download new synchronization setup" and it will download all the required files as a zip archive on your local computer.

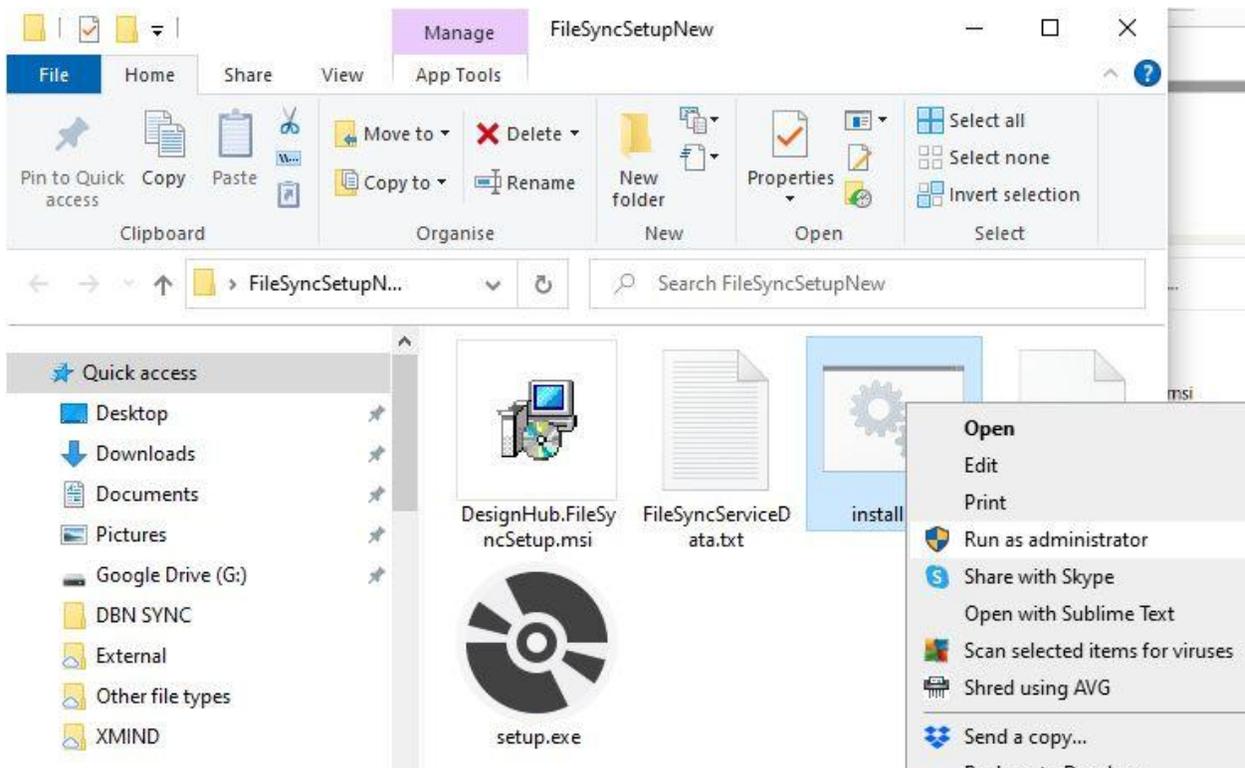
Extract all the files of this zip archive in to a folder on the server/machine that will run the synchronization.

Run the installation

It is **important** that you run the following as "Administrator".

In the folder where you extracted the zip archive - find the "Install.bat" file.

Run this file as an administrator.

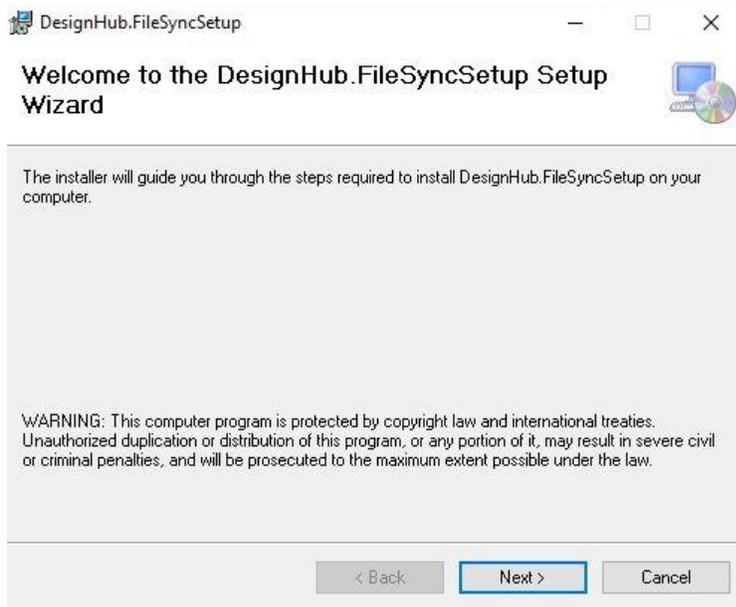


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This will now run the required configuration on the computer and start the setup wizard.

You might have to give the configuration permission to run on your machine.

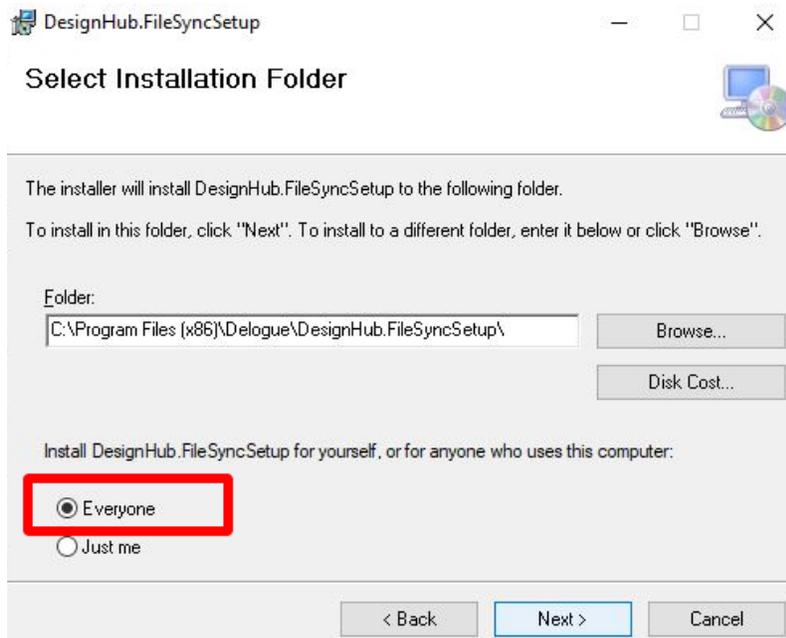
Just follow the instructions on your screen



Click on "Next"

You will be asked to confirm the installation folder.

Here it is important that you select "Everyone"



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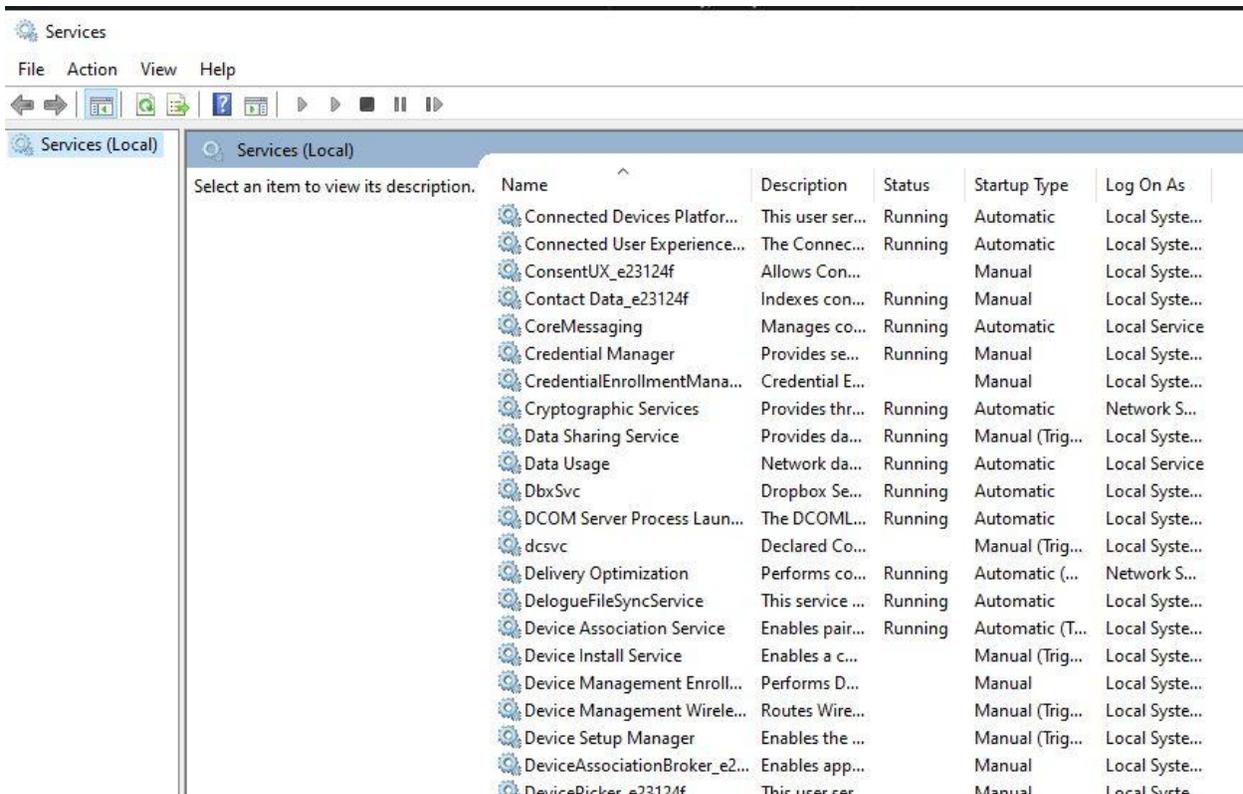
Click on next and finish the installation process.

This will complete the installation of the File sync service on your local computer.

The Files will start syncing with Delogue some time after the installation is completed.

You can verify the service status by checking your "Service app"

Check that "DelogueFileSyncService" is running



In case you are using network shared drive for sync - Managing User permissions

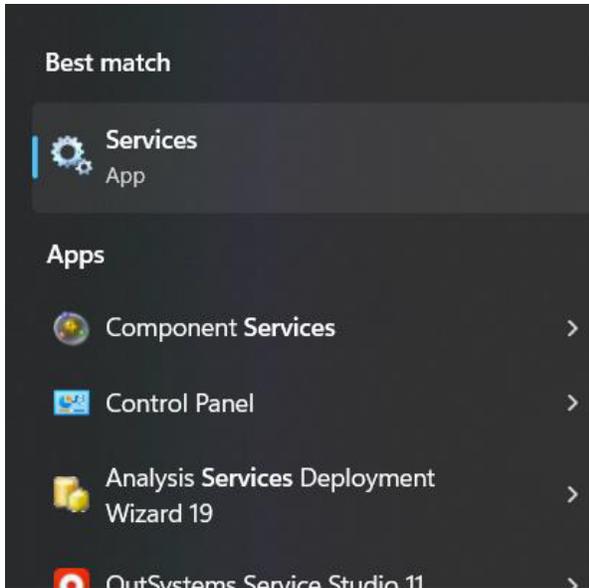
If your computer is domain joined:

1. On the computer that has the drive - Make sure that the Domain user "Domain\Username" has the read/write permissions to the shared folder.

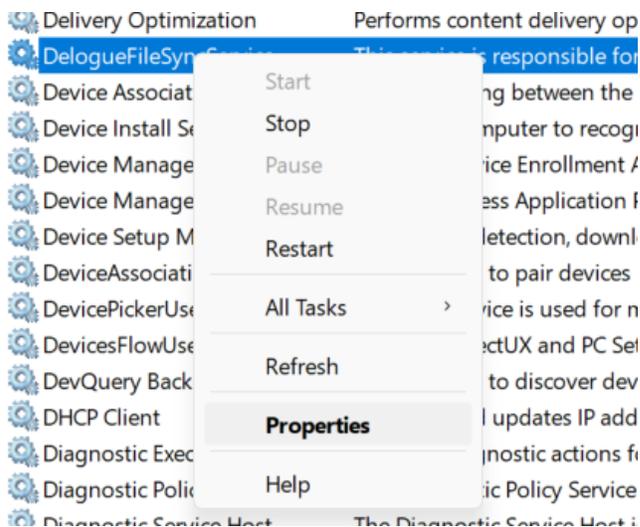
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2. On the computer that has the file sync service installed, make sure that the same domain user account is being used for the service. This can be done by

Select Services from start menu:

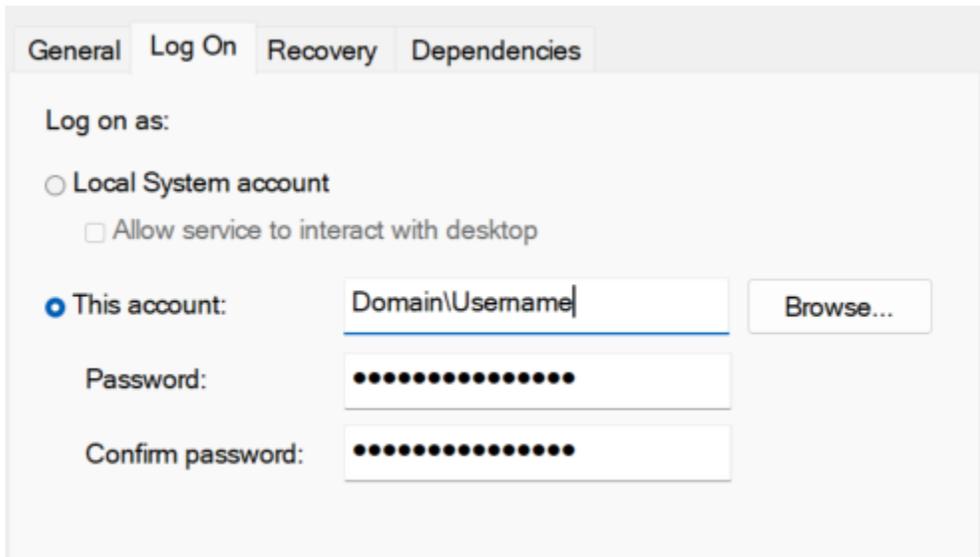


In the services find DelogueFileSyncService and Right Click Service→Properties



On this screen select the Logon and provide domain username and password:

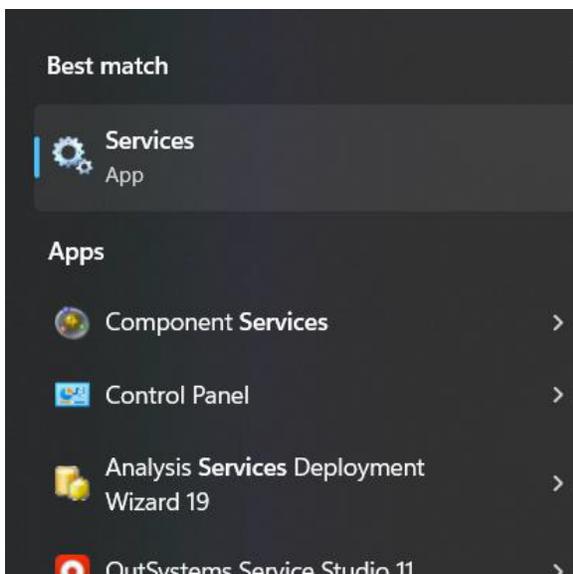
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Once this is done restart the DelogueFileSyncService service.

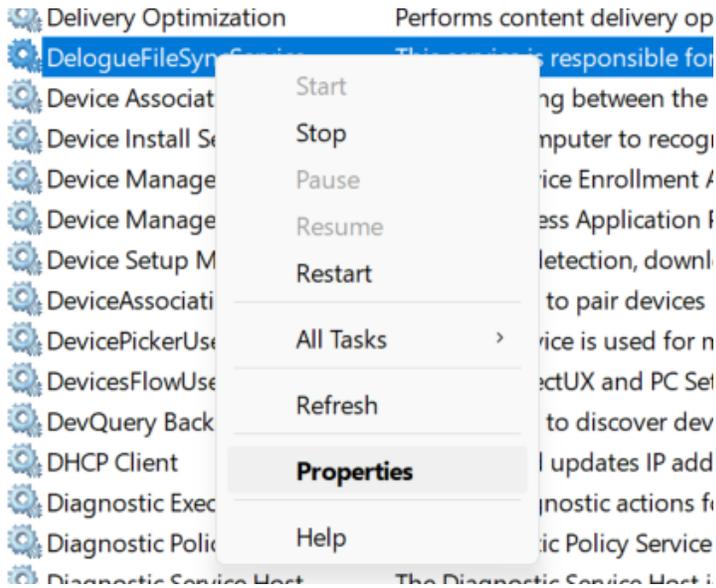
If your computer is not Domain joined

1. Make sure that you create the same user for both the computers i.e. the computer that has file sync service and the computer that has the shared folder.
2. The user should have the same username and password on both the computers.
3. From the computer where the folder is shared, give the read/write permissions to this user.
4. On the computer where the file sync service is installed, login to service with this user.
5. Select Services from start menu:

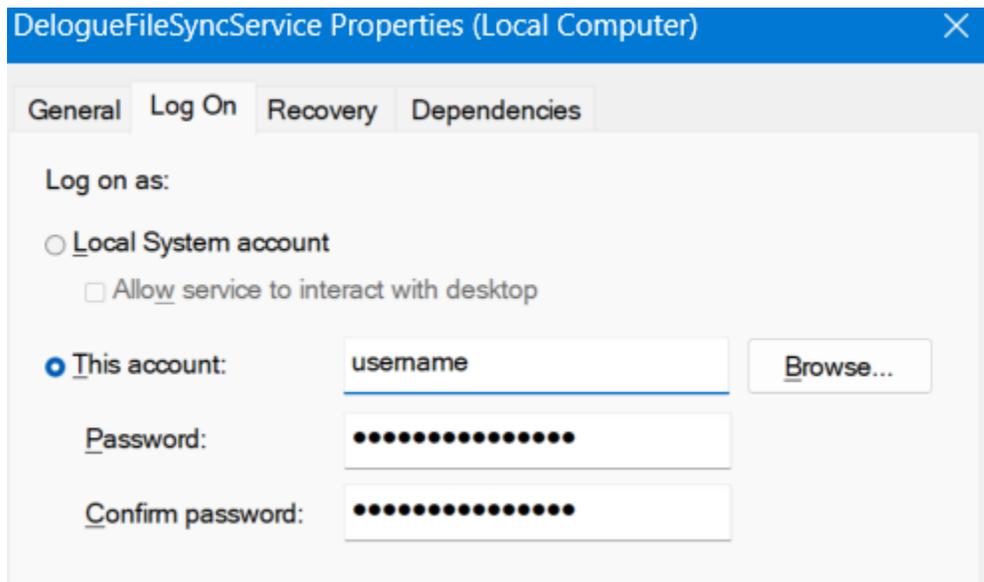


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In the services find DelogueFileSyncService and Right Click Service→Properties



On this screen select the Logon and provide username and password:



Once this is done restart the DelogueFileSyncService service.