Novell NetDrive

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NETDRIVE USER GUIDE

Novell®

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NetDrive User Guide
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About This Guide

This guide describes how to install and configure Novell® NetDrive. It is intended for end users and network administrators and is divided into the following sections:

Documentation Updates

For the most recent version of the NetDrive User Guide, see the latest NetWare (http://www.novell.com/documentation/beta/nw65) documentation.

Documentation Conventions

In this documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

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When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as UNIX, should use forward slashes as required by your software.

User Comments

We want to read your comments and suggestions about this manual and the other documentation included with NetWare. To contact us, send e-mail to prodoc@novell.com, or use the feedback options on the Novell NetWare Documentation Web site.

1 Overview of NetDrive

Novell® NetDrive is a client application that uses Internet protocols to connect your Windows* workstation across public or private networks to a NetWare® 6.*x* server. NetDrive also connects workstations to a Novell iFolder™ server, which can be hosted on a variety of operating platforms.

NetDrive ships with NetWare 6.*x* and with iFolder, so if you've purchased either of these, you also have the NetDrive software.

This overview provides the following information about NetDrive:

Benefits of NetDrive

NetDrive enables you to easily map your server directory as a drive on your local workstation. It is not necessary to install Novell Client or iFolder Client on your workstation to access your network files or iFolder files.

Because NetDrive is strictly a client application that is installed on the workstation (except for in a thin-client environment), there is no server installation or application management needed.

NetDrive is easy to install and use. To map a drive using NetDrive, you only need these things:

- ❑ Install NetDrive on your Windows* workstation.
- ❑ Activate your Internet connection; you do not need a Web browser.
- ❑ Know the DNS name (such as svr1.your_domain_name.com) or IP address (such as 192.168.1.1) of your NetWare 6.*x* server or your iFolder server.
- ❑ (iFolder server only) Install the iFolder Client on your normal workstation to create and configure your iFolder account on the iFolder server.

Once a drive is mapped, the drive letter that you assigned during the mapping appears in Windows Explorer. The drive functions just like LAN drives that are mapped through the Novell Client or through the Windows Explorer.

When to Use NetDrive to Access an iFolder Server

NetDrive is an alternate way to access the iFolder server when no iFolder client is available, or when you need to access more than one iFolder account from a single workstation. Using NetDrive to access your iFolder files would be more efficient than viewing iFolder files using a Web browser in many circumstances such as the following:

- On a thin-client workstation that does not have adequate resources to manage local copies of all your iFolder files.

  For more information and instructions, see Chapter 4, "Using NetDrive and iFolder in a Thin-Client Environment," on page 23.

- In a shared computing environment, such as a university, where multiple users access their personal iFolder accounts from the same computer.
- If you have multiple iFolder accounts and want to use more than one account at the same time from the same workstation.

Mapping a drive with NetDrive enables you to work with files on the iFolder server. NetDrive transparently downloads a local copy for viewing or modification, but writes the files to the server instead of the local workstation when you save the file. A permanent local copy is not saved to the workstation unless you choose to enable a NetDrive mirroring option. For details, see "Modifying Files" on page 15.

With NetDrive, you can easily view and browse files with Windows Explorer instead of a Web browser. You do not have to manually upload and download files as is required with a Web browser. Because the files remain on the iFolder server, you do not have to delete the files from the local hard drive at the end of the session.

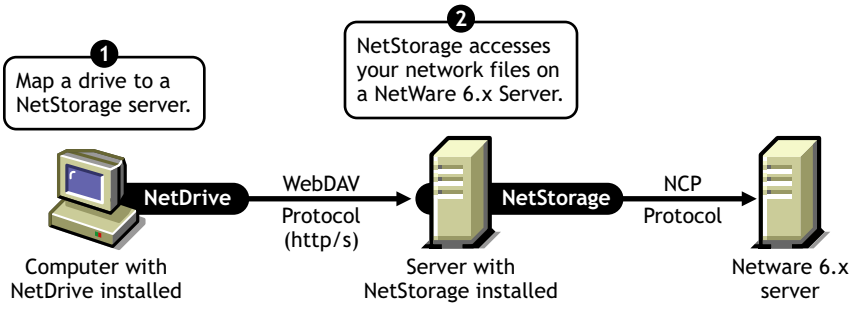
For more information on iFolder, see the Novell iFolder Documentation (http://www.novell.com/documentation/lg/ifolder21).

When to Use NetDrive with NetStorage to Access a NetWare Server

If you want to access NetWare without using the Novell Client, one of your options is using NetDrive to access NetWare via NetStorage.

In this scenario, NetDrive lets you use Internet friendly protocols (WebDAV over HTTP) to map a drive to a NetWare server through NetStorage. NetStorage uses NCP™ to access the NetWare server, reads your login script, then displays all of your mapped drives and files from one central location.

Figure 1 Using NetDrive and NetStorage to Access Your Files



Once you map a drive to the server, Windows Explorer appears and the drive letter that you mapped through NetDrive appears and functions like normal drives that are mapped using the Novell Client. The only difference is that all of the drives that you mapped through the Novell Client now appear as folders in Windows Explorer. So, with just *one* drive mapping you can access all of your data that you might otherwise have accessed through multiple drive letters using the Novell Client.

For more information about NetStorage, see the *Novell NetStorage Administration Guide* (http://www.novell.com/documentation/lg/nw65/index.html).

What's New

NetDrive now supports iFolder 2.1, released in February 2003, in addition to supporting earlier versions of iFolder.

2 Using NetDrive

This section covers the following tasks:

Workstation Requirements

- ❑ NetDrive supports Windows* 95/98/ME, Windows NT* 4/2000, and Windows XP operating systems.
- ❑ You need 2 MB of available space on the hard drive of your Windows workstation to install and run NetDrive.
- ❑ (Windows 95 only) Download and install the Winsock 2 update from Microsoft* before installing NetDrive.

  Download the update from the Microsoft Web site (http://www.microsoft.com/Windows95/downloads/contents/WUAdminTools/S_WUNetworkingTools/W95Sockets2/Default.asp).
- ❑ (Windows NT 4/2000 only) Disable the F-Secure or KasperSky antivirus software when you use NetDrive; otherwise, your workstation might hang.

Installing NetDrive

1. Locate your NetDrive program file.

   If you purchased NetWare 6.*x*, netdrive.exe is located in the NetDrive directory at the root of the *Novell Clients Software* CD. Otherwise, the executable shipped with the iFolder software.
2. Double-click netdrive.exe, then follow the on-screen instructions.

   NetDrive places an icon in the system tray of your workstation.

After installing the software, continue with the next section, "Mapping a Drive."

Mapping a Drive

Before mapping a drive, you must meet these prerequisites:

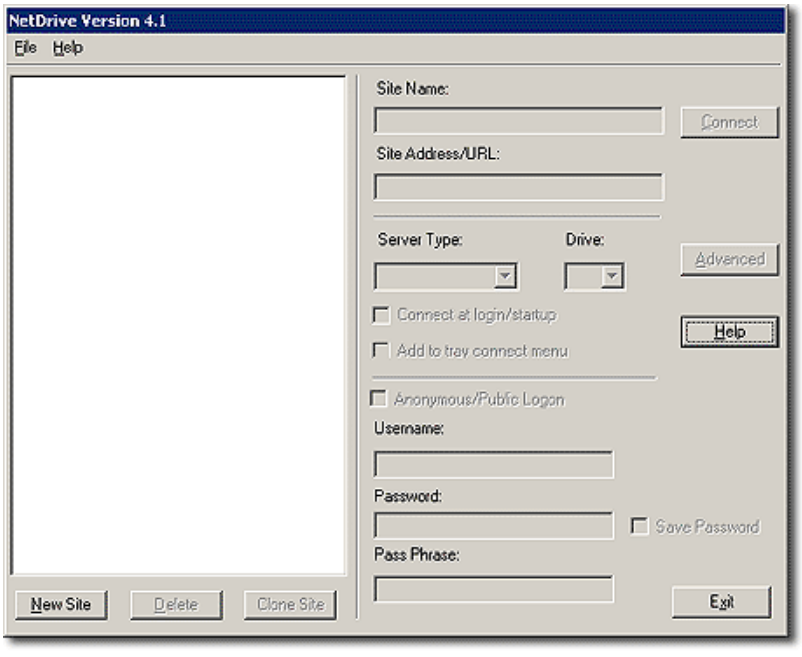
- ❑ Install NetDrive on your Windows* workstation. (For installation instructions, see "Installing NetDrive" on page 11.)
- ❑ (iFolder server only) Install the iFolder Client on your normal workstation to create and configure your iFolder account on the iFolder server. For instructions, see the *iFolder Quick Start* (http://www.novell.com/documentation) for the version of iFolder you have.
- ❑ Activate your Internet connection; you do not need a Web browser.

To map a drive to your NetWare 6.*x* server or to your iFolder server:

1. Contact your network administrator or iFolder administrator to get the following information:
   - The server address (the DNS name or IP address of your server)
   - The protocol your server is using (iFolder, FTP, WebDAV (HTTP), or WebDAV plus SSL (HTTPS))
   - The login method your server requires (anonymous/public login or username/password/encryption pass phrase)
2. Open NetDrive using one of these methods.
   - Double-click the NetDrive icon in your system tray.
   - Click Start menu > Programs > NetDrive, then click the NetDrive icon.

   When you open NetDrive, the NetDrive main window appears, as shown in the following example:

Figure 2 NetDrive Main Window



3. Create a NetDrive Site that you will use to map this server.

   NetDrive uses sites to visually organize the drives that you map with the NetDrive software. A NetDrive site represents a location on the target server that contains a collection of your directories and files. (In this case, the word *site* does not refer to a Web site.)

3a Click New Site.

3b Enter the name of your site into the New Site dialog box.

A site name is simply a way for you to make your mapped drives unique and personal. There are no naming conventions that you must follow here.

3c Enter the server address that you want to connect to.

A server address can be a DNS name or an IP address that serves as the URL of the server.

- (iFolder only) Enter only the servername, such as nif1.your_domain_name.com.
- (FTP only) Use the full URL of the server address, such as ftp://svr1.your_server_name.com.
- (WebDAV only) Use the full URL of the server address, such as http://192.168.1.1.
- (WebDAV + SSL only) Use the full URL of the server address, such as https://svr1.your_domain_name.com.

In each example above, replace svr1.your_server_name.com or 192.169.1.1 with your actual server's DNS name or IP address.

HINT: A DNS name is a unique name that is given to a Web server in addition to the server's IP address. The advantage of using a DNS name is that it is easier to remember and it does not change often, unlike IP addresses. For example, http://www.novell.com is a DNS name and is easier to remember than the Web server's IP address.

3d Click Finish.

When the drive is mapped, a server icon, followed by the name of your site appears in the left pane of the NetDrive main windows.

IMPORTANT: Once a site is created, the interface will select some default properties for you. Do not assume that these properties will automatically work with the server address that you've entered.

4 Select the Internet protocol from the Server Type drop-down box that the server is running. Use the protocol that you got from your administrator in Step 1 on page 12.

The following table shows what Windows operating systems each Internet protocol supports:

Internet Protocol	Windows Operating System
iFolder	Windows NT 4/2000 Professional Windows XP Home and Professional
FTP	Windows 95/98/ME Windows NT 4/2000 Professional Windows XP Home and Professional
WebDAV (HTTP)	Windows 95/98/ME Windows NT 4/2000 Professional Windows XP Home and Professional
WebDAV + SSL (HTTPS)	Windows NT 4/2000 Professional Windows XP Home and Professional

5 Select a drive letter from the Drive drop-down box.

6 Check the Connect at Login/Startup check box if you want to connect to the server when you reboot your computer.

If you select this option, the drive that you've mapped using NetDrive will automatically connect to the server every time you boot your computer.

7 Determine whether you want to add the mapped drive to the Tray Connect menu.

The Tray Connect menu enables you quickly connect to your favorite NetDrive sites without having to open the NetDrive main window.

Figure 3 NetDrive System Tray Icon

8 Determine what method you need to use to log in to your server.

IMPORTANT: iFolder uses Blowfish encryption to transfer data across the wire. WebDAV can use HTTPS for security, and FTP does not offer any security when transferring data across the wire.

- **Anonymous/Public login—**Use this when connecting to an FTP server that allows anonymous/public login. If the FTP server does not support anonymous/public login, you must enter a username and password.
- **Username and password—**Use this when connecting to a server that does not support anonymous/public login.
- **(iFolder server only) Pass phrase—**This field represents the iFolder encryption pass phrase. Enter the iFolder pass phrase that you used when you first logged in to the iFolder server with the iFolder client and created your iFolder account.

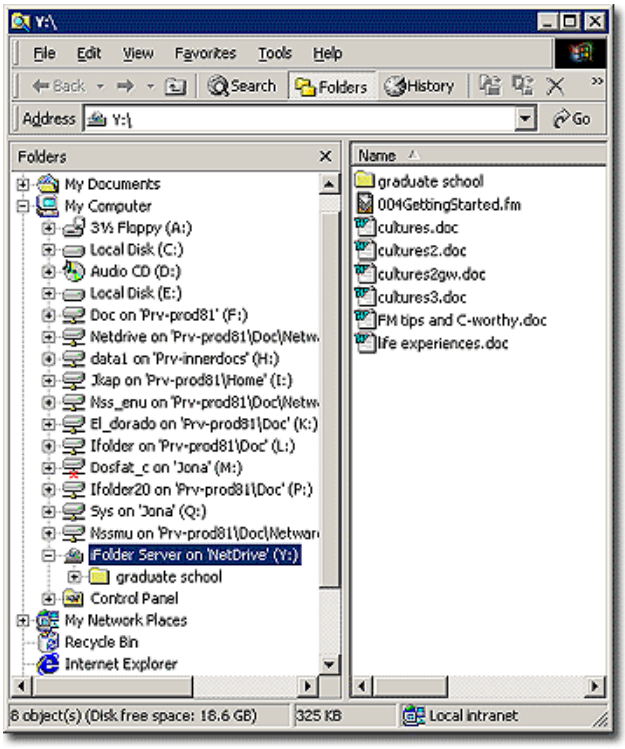
9 Click Connect.

Once NetDrive has successfully connected to the server, the Monitor dialog box appears. It provides you with connection status, file transfer statistics, and a connection log.

Next, Windows Explorer appears with the drive letter and NetDrive site name appearing in the left pane.

The following graphic shows how a mapped drive appears in Windows Explorer:

Figure 4 Mapped Drive Appears in Windows Explorer



HINT: If you have problems getting a directory listing or connecting to a NetWare 6.*x* running FTP, enter the IP address of the server instead of the URL. If the problem persists, enable passive mode by clicking Advanced > PASV - Passive Mode > OK in the NetDrive main window. Then try connecting to the Web server again.

For FTP troubleshooting tips, see “Troubleshooting FTP Problems” on page 25.

Disconnecting a Mapped Drive

You can delete a NetDrive Site at any time; however, this will not affect your drive mappings in Windows Explorer.

To disconnect the mapped drive, right-click the mapped drive icon in Windows Explorer, then click Disconnect.

Modifying Files

As soon as NetDrive maps the drive, Windows Explorer launches and the drive letter that you mapped appears in the left pane.

You can modify your files just as you would when mapping a drive with the the Novell Client or the Windows Explorer Map Network Drive function. While you are working on a file, NetDrive transparently downloads the file to your workstation and then uploads the file each time you save your changes.

IMPORTANT: NetDrive also lets you mirror the files that are uploaded and downloaded to your computer. That way, if the connection is lost during a file transfer, you have a local copy of your changes on your workstation and no data is lost. To enable the mirroring feature, open the NetDrive Main window, then click Advanced > General.

Using Advanced Settings

NetDrive lets you configure downloading, caching, and file locking properties for your NetDrive site. To configure these settings, click the Advanced button in the NetDrive main window.

Figure 5 FTP Site Advanced Settings Dialog

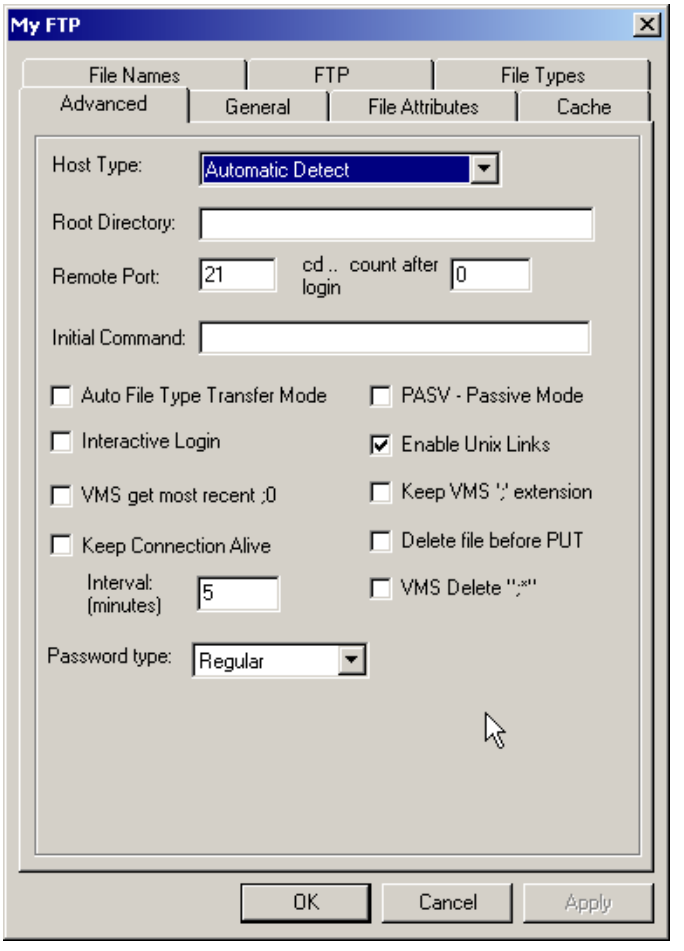


Figure 6 iFolder Site Advanced Settings Dialog

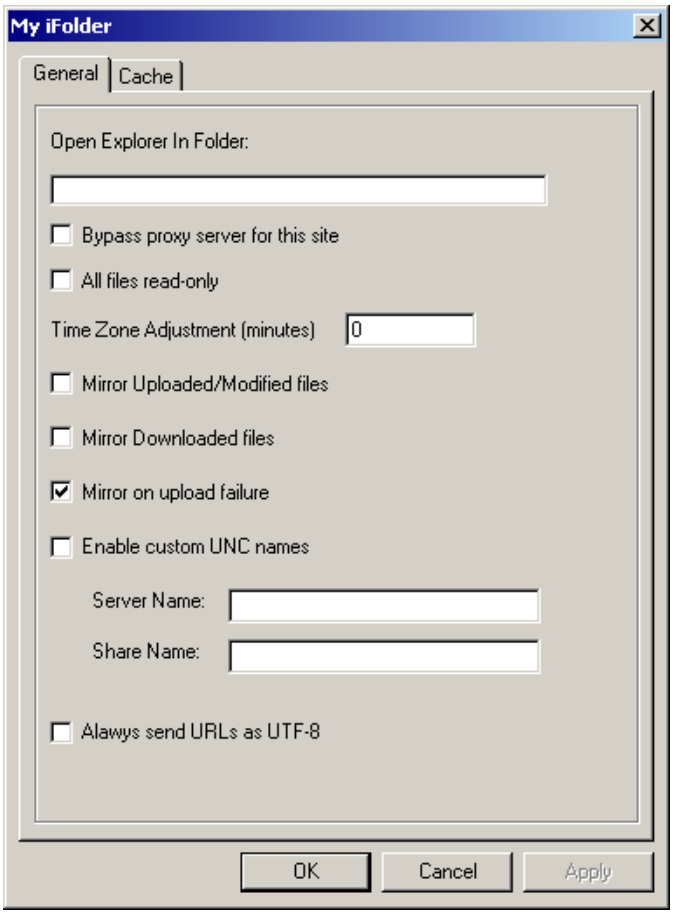
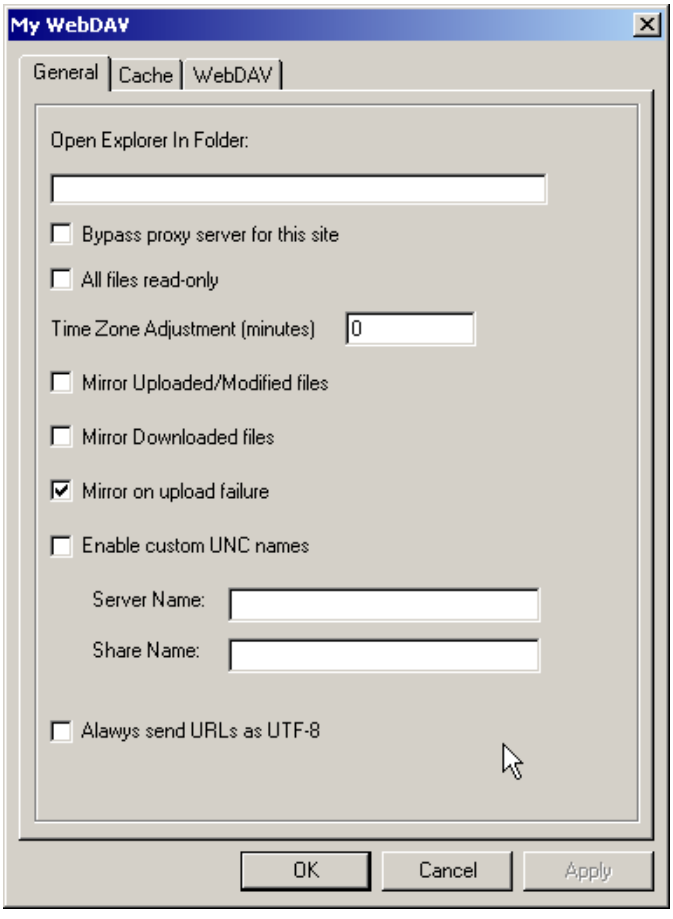
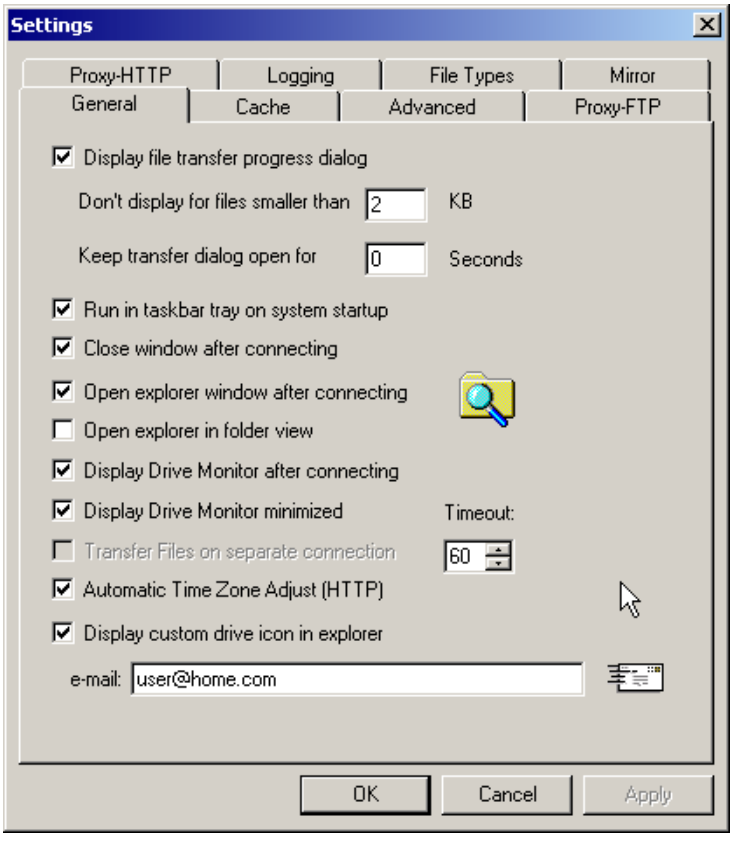


Figure 7 WebDAV Site Advanced Settings Dialog



NetDrive also lets you configure general NetDrive properties. To configure these settings, click File > Program Settings in the NetDrive main window, or right-click the NetDrive icon in the system tray, then click Program Settings.

Figure 8 NetDrive General Property Settings Dialog



For more information about any of these property dialogs, refer to the NetDrive Web Help system. To access the help system, right-click the NetDrive icon in the system tray, then click Help Topics, or click the Help button in the NetDrive main window.

3 Additional NetDrive Tips

The following table lists some important information that your users might need to know when using NetDrive. Review the table and convey the appropriate information to your users:

Task	Information
Mapping a drive	In order to access files through NetDrive, your users will need to know the following information about entering a server address: ◆ If you omit FTP or HTTP from the URL, NetDrive defaults to FTP. ◆ To override the port for HTTP servers, append the port number to the end of the URL. For example, this URL http://www.someserver.com:8888 specifies a port of 8888. ◆ You can map a drive to a specific directory or volume only if you are using the WebDAV protocol. Otherwise, you must map a drive directly to the server. ◆ You can map a drive to a virtual server but not to a Directory object.

Task	Information
Specifying a Server Protocol	The Internet uses different protocols to access different servers. In order to connect to the server via the Internet, your need to know which protocol your server is using. NetDrive supports the following protocols: **iFolder**—Use this protocol if you are connecting to an iFolder™ server. When mapping a drive with this protocol, specify only the IP address or DNS name of your server. Do not include the http:// or any other prefix. The iFolder client lets you log in to only one account at any given time; however, if you have NetDrive installed, you can log in to your first iFolder account on your workstation and then use NetDrive to map a drive to your iFolder server and access the files in your second account at the same time and from the same workstation. You can also connect to an iFolder server in a thin-client environment. For more information, see Chapter 4, “Using NetDrive and iFolder in a Thin-Client Environment,” on page 23. **FTP**—FTP (File Transfer Protocol) is a common protocol used to transfer files via the Internet. **IMPORTANT:** Because FTP does not support the Change Mode command (chmod), it is impossible to delete Read-only files using NetDrive from an FTP server. **WebDAV—**WebDAV (Web-based Distributed Authoring and Versioning) is a set of extensions to the HTTP protocol which lets users collaboratively edit and manage files located on Web servers. For information about WebDAV, see the WebDAV Web site (http://www.webdav.org).

4 Using NetDrive and iFolder in a Thin-Client Environment

In a thin-client environment, most applications, like NetDrive, are installed on the server. This allows mobile users to access their applications from a virtual desktop or thin-client session. However, because of the Novell® iFolder™ automatic synchronization features, you can't install iFolder on the thin-client server (this would cause all of the user data to sync down to the thin-client server's hard drive).

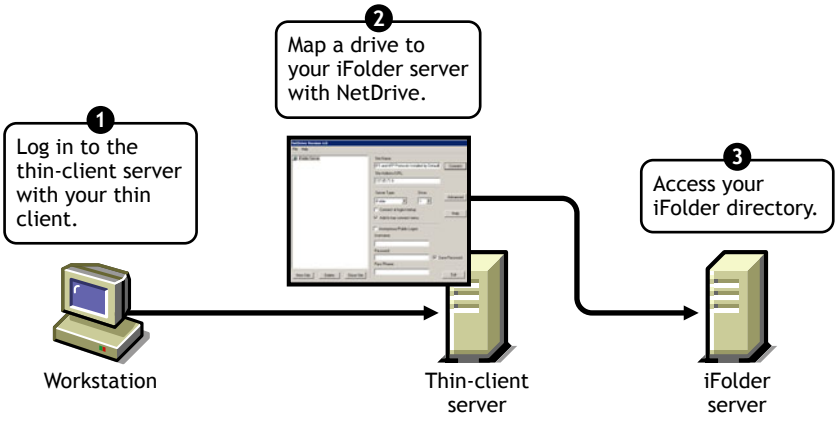
NetDrive supports Windows NT* 4 and 2000 servers running any of the following thin-client applications:

- Terminal Services Client
- Citrix* MetaFrame
- ZENworks® OnDemand Services™

  IMPORTANT: NetDrive 4.0 supports mapping drives via Novell OnDemand Services to only iFolder 1.0 servers. NetDrive 4.1 supports mapping drives via ZENworks OnDemand Services to both iFolder 1.0 and 2.0 servers.

Once NetDrive is installed on your thin-client server, a mobile user can use NetDrive to map a drive to the iFolder server, thereby making the iFolder server's copy of his iFolder data accessible via Windows Explorer. (For a visual representation of how this works, see Step 9 on page 14.)

Figure 9 Using NetDrive to Access Your iFolder Files



If you are familiar with iFolder, you know that it has a Java* applet that lets users access their files from a browser. So, why map a drive to get to your files when you can just open up a browser? The advantage to using NetDrive over a browser in this situation is that once a drive is mapped to your iFolder server, you can modify your files without manually downloading and uploading them from your local workstation to the iFolder server—with NetDrive, the downloading and uploading activities are transparent to the user. If you access your iFolder files through a browser, you must

manually upload and download your files. Furthermore, with iFolder, at the end of your session, you must delete the files you worked on from the local workstation. This is not the case with NetDrive. Lastly, NetDrive lets you use Windows Explorer to easily view and browse your files.

For instructions on how to use NetDrive on your thin-clint server to access your iFolder files, continue with the next section, "Installing NetDrive on a Terminal Server."

For more information on iFolder, see the Novell iFolder Documentation (http://www.novell.com/documentation/lg/ifolder21).

Installing NetDrive on a Terminal Server

1. Ensure that you have at least 3 MB of available space on your server.
2. Do one of the following:
   - If you purchased NetWare 6.*x*, insert the *Novell Client Software* CD into your server. Netdrive.exe is located in the NetDrive directory at the root of the CD.
   - If you've purchased iFolder, copy the netdrive.exe that shipped with the iFolder 1.0/2.0/2.1 software to a directory on your server.
3. From the server, click Start > Settings > Control Panel > Add/Remove Programs > Add New Program.
4. Browse to the location of the netdrive.exe file on your server, then follow the on-screen instructions.

Using NetDrive

1. Initiate your thin-client session on your workstation.
2. While in the thin-client session, open NetDrive and map a drive.

   For instructions, see "Mapping a Drive" on page 11.

A Troubleshooting FTP Problems

Refer to the following troubleshooting tips that might help if your users encounter FTP errors when trying to access or modify their files on an FTP server.

Your users cannot connect to your FTP server.

Connection errors are caused by different variables.

Check the following:

- Username and password are correct (these are case sensitive).
- Your Internet connection is still active.
- Your URL is entered correctly.

  For anonymous logins, specify an e-mail address because many FTP servers require the e-mail address as the password.

  To specify an e-mail address, in the NetDrive Main Window, click File > Program Settings > General.
- If the directory listing is empty for your FTP site, try flushing the directory cache.

  To do this, in the NetDrive Main Window, click File > Program Settings > Cache > Flush Directory Listing upon Each Connection.

  If the problem persists, change the server type from Auto Detect to the actual server type. To do this, click your FTP site in the NetDrive Main Window, then click > Advanced > Advanced > Host Type.

Your users cannot map a network drive to a Windows server.

You need to remove a statement in your config.sys file on the Windows server. Use a text editor to remove the **`lastdrive=g`** statement in your FTP server's config.sys file, save the file, then restart your server.

Your users get a TCP connection error.

ZoneAlarm is not disabled. Make sure the security level on ZoneAlarm is set to medium or disabled completely.

For more information, see "Modifying Files" on page 15.

Your users cannot create files using Microsoft Word.

Your FTP server might not support filenames that have a tilde (~).

You need to configure NetDrive to remove or replace tildes when connecting to your FTP Web server.

To configure NetDrive, click your FTP site in the NetDrive Main Window, then click Advanced > File Names.

Some of your users cannot create a directory in Windows Explorer.

Your FTP server might not support spaces in filenames. If so, make sure your users know that their directory names must have no spaces in them.

Your users cannot copy a file from an FTP mapped drive.

Check the Drive Monitor Log window for FTP/HTTP status responses.

Your users find a file on your NetWare FTP server.

Your directory cache might not be flushed.

To flush your directory cache, in the NetDrive Main Window, click File > Program Settings > Cache > Flush Directory Listing upon Each Connection.

Your users cannot rename their files on the FTP server.

Your FTP server might not support this functionality.