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officeGATE Manual – version 4.2

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Introduction to officeGATE

officeGATE is an MS Outlook add-in connecting your email client with your local file-system and with your SharePoint Online, OneDrive, Dropbox, Saperion, Saperion Workplace, Datengut Bauakte, contentACCESS, and many other providers.

When we work with emails and attachments we often use multiple applications. The collaboration between these applications is complicated and time consuming. What would be the right solution for this problem? If you choose officeGATE you do not need to switch to other applications. Directly from your Outlook you can have an easy access to your folders and documents. Simply drag&drop your attachments from/to the email into SharePoint or your local folders, and work with your files comfortably without any time-consuming navigations in your local or cloud file system. Just one simple move with your mouse and you have it!

OfficeGATE is the easiest way how to handle with your emails and attachments. Start to enjoy its benefits, save your valuable time and thus your money – even for free!

Key features

- ✓ **Built-in providers.** officeGATE establishes a direct connection between your email client and common providers (SharePoint, MS OneDrive, MS OneDrive Business, Dropbox, Saperion Workplace etc.).
- ✓ **Drag&Drop**. Copy files with a simple move of mouse from/to the email message into SharePoint or other local providers.
- ✓ **Edit.** You can open, remove and edit files/folders directly from your Outlook.
- ✓ **Send files** as an attachment **directly** from officeGATE panel.
- ✓ **Copy files between providers directly form the list view.**
- ✓ **Choose to attach a file** itself, **a link** to the file, or **send multiple files as a ZIP**. When you right-click on the file in the pane you can decide how to attach it.
- ✓ **Have access** to the desired information even **without internet connectionSearch** in title and contents of your documents.
- ✓ **Customize your access with Favorites**. Define your own favorite folders or SharePoint sites.

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✓ **Share big files** directly from your MS Outlook mailbox.

✓ **Connect to multiple SharePoint sites**.

✓ Directly from Outlook you can use SharePoint's **content type selection and metadata fill** features.

✓ **USE IT FOR FREE** or pay for the Premium version.

✓ **Premium version** features: Connection to multiple SharePoint sites, Automatic upload, Rules Definition.

Software requirements

➢ Microsoft .NET Framework 4.8

https://dotnet.microsoft.com/download/dotnet-framework/net48

➢ Microsoft Office 2010,2013,2016

➢ Microsoft Windows 10, Microsoft Windows 8.1, Microsoft Windows 8, Microsoft Windows 7

➢ Microsoft SharePoint Server 2013 Client Components SDK, version 15.4711.1001

https://www.microsoft.com/en-us/download/details.aspx?id=35585

➢ Visual Studio 2010 Tools for Office Runtime*

https://www.microsoft.com/en-us/download/details.aspx?id=48217

This prerequisite is required for Group Policy installation only.

Getting started

The application can be installed with 2 kinds of setup files: either with EXE or MSI:

officeGATE_x[platform].exe – are used for single installations and include prerequisites installations.

officeGATE_x[platform].msi – are used for GPO-silent installations. Prerequisites are not installed automatically by this type of setup. The setup aborts, if one of the prerequisites are not met.

Single installation of officeGATE

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1. Download the setup package (.exe).

2. Select the language for installation from the available languages:
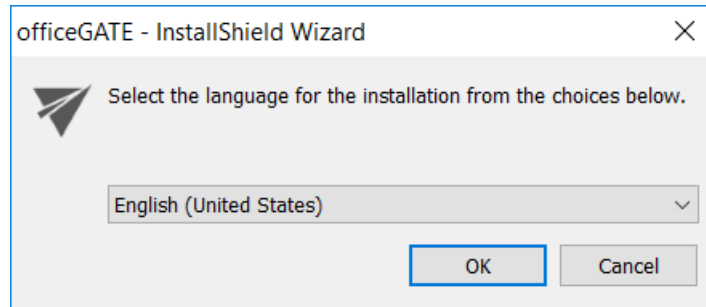
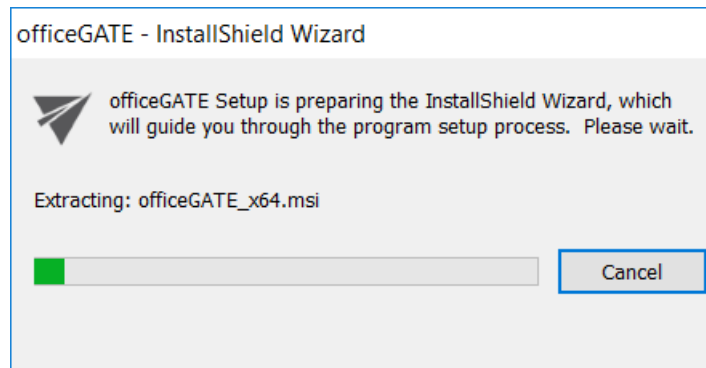*Hint*: *By The Group Policy instlallation only the English language is supported. For detailed information about GPO installation refer to chapter* [*Installation of officeGATE in a distributed company environment using Group Policy*](#) *of this guide.*

3. Run the setup package and follow the on-screen instructions.

4. The officeGATE InstallShield Wizard will appear as shown on the screen below. Click **Next**.

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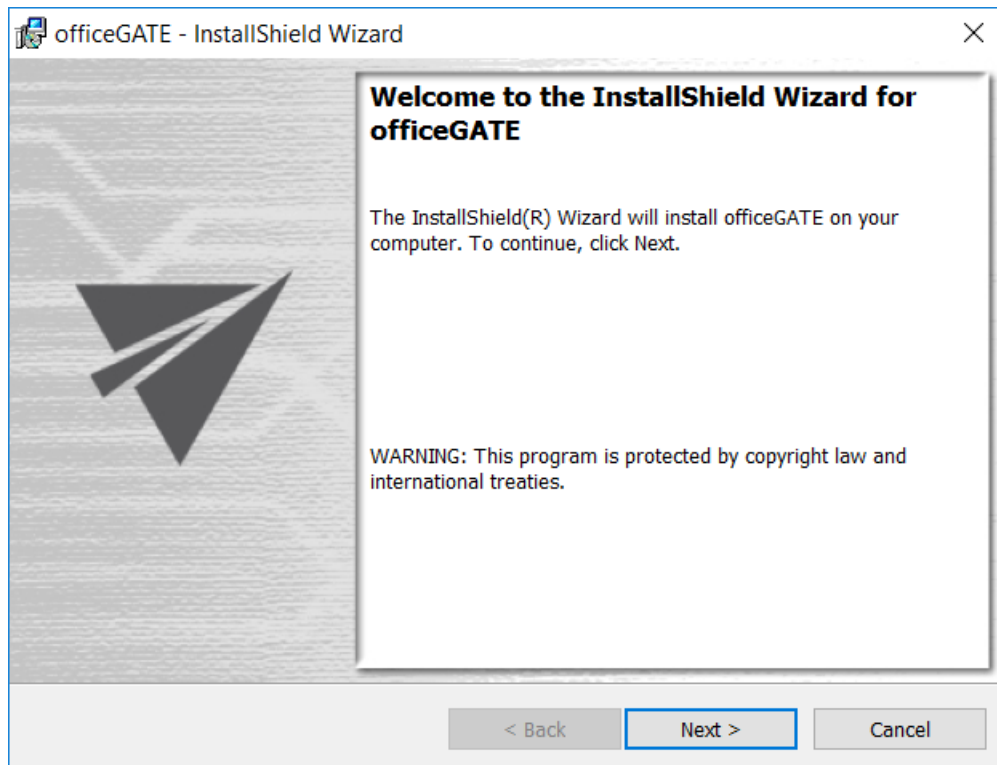
5. In the next step click on **I accept the terms in the license agreement** radio button and click **Next**.

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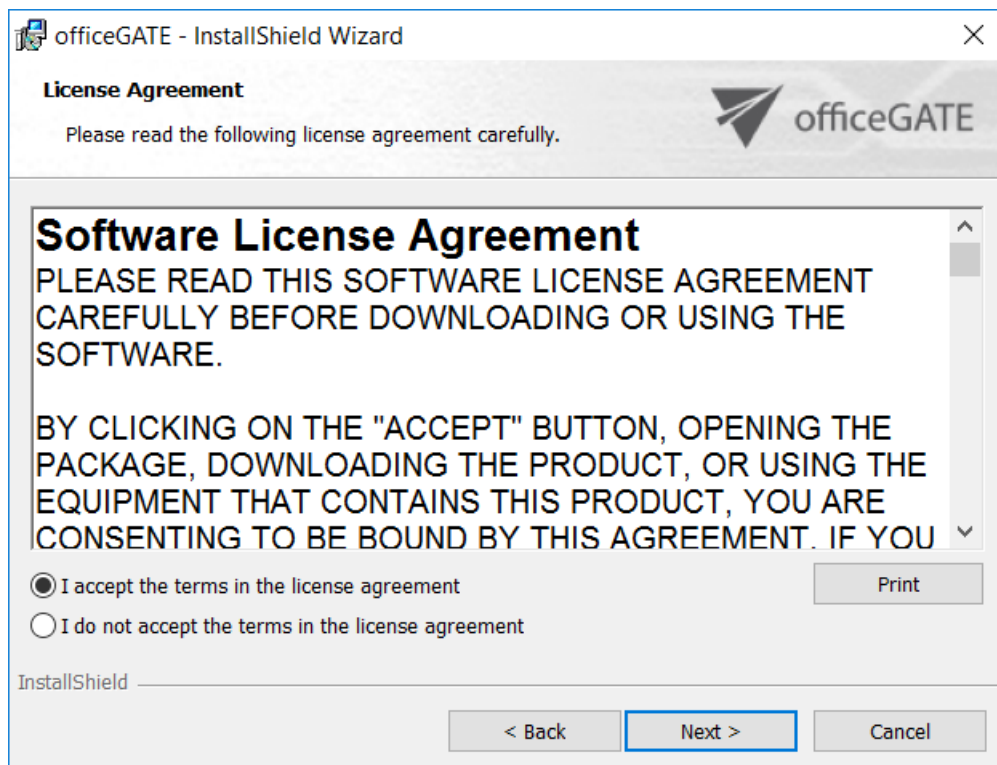
6. Choose the destination folder where officeGATE will be installed on your PC and click **Next**.
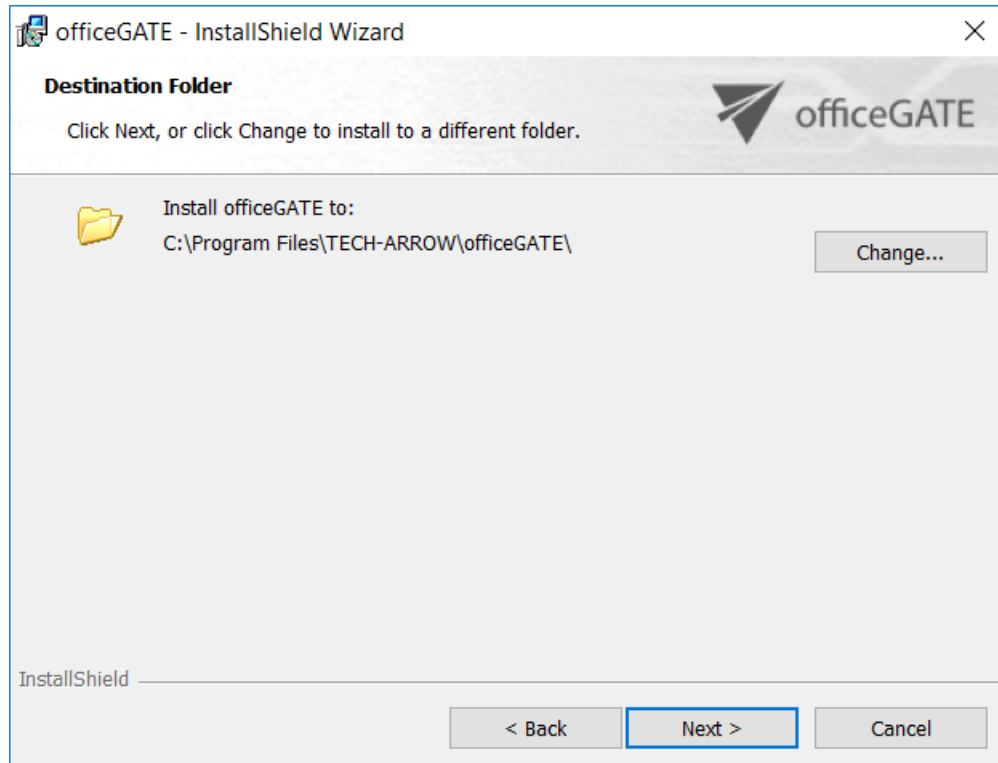
7. Click **Install** and then **Finish** to complete the installation process.

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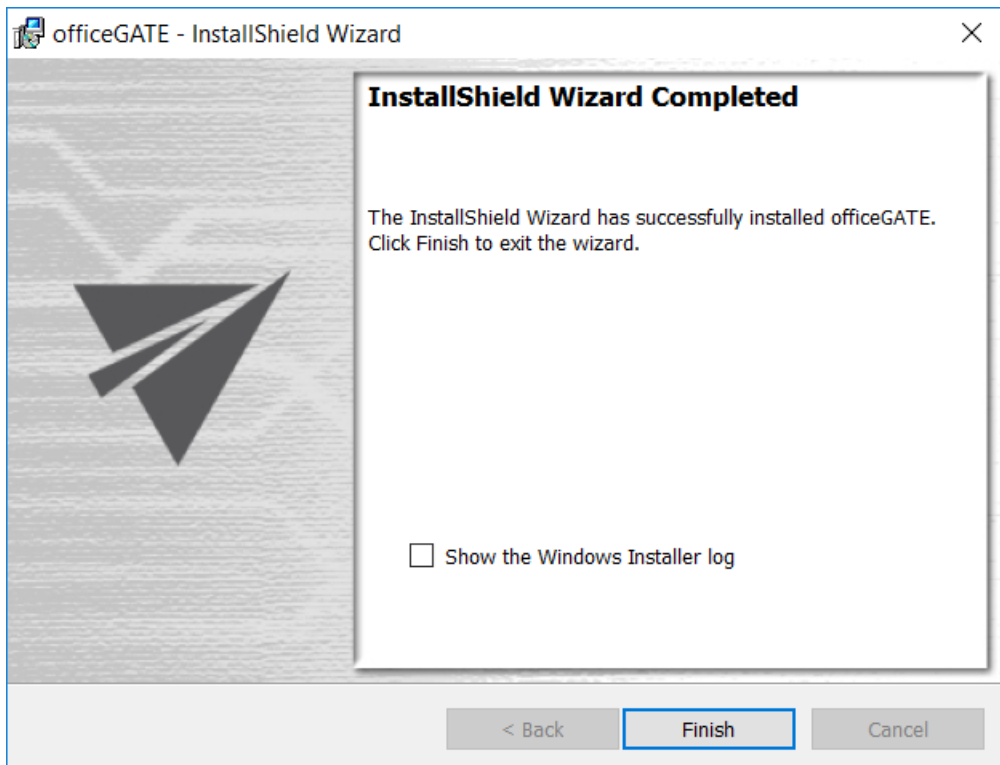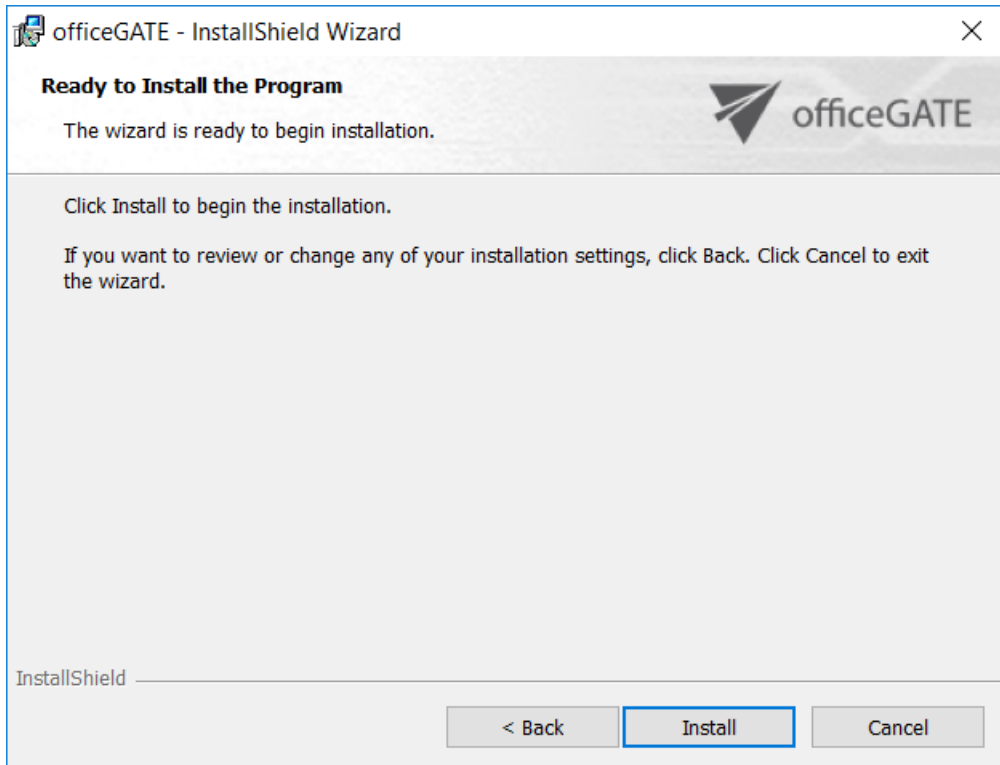
The last window of the installation process will offer for the user to open the Windows Installer log. Wish you check it, mark the "Show the Windows Installer log" checkbox. In case that you would not like to open it leave this checkbox empty.

When installation is complete, open officeGATE in MS Outlook. If MS Outlook was originally opened a restart of MS Office after installation is needed.

Installation of officeGATE in a distributed company environment using Group Policy

officeGATE supports Group Policy installation. Group Policy is used to automatically distribute officeGATE setups to the domain users. MSI setups are automatically installed on the user's computer when signing in, while EXE files are only distributed and the user may decide, if he installs officeGATE or not. This can save enormous time and energy, as the application can be easily installed at-one-go. For more information about Group Policy installations refer to this guide.

Multi-language support is not included in case of GPO-installation. The language of the application will be selected as follows:

- At first the **language of the already installed officeGATE** will be checked. If found, it will be applied.

- If the language setting was not found (i.e officeGATE is installed for the first time), then the **Registry will be checked**. If the language was found, it will be applied.

- If the language setting was not found in the Registry, **officeGATE will use the language that is set in the MS Outlook** of the user.

Note: System admin rights are required to install officeGATE using Group Policy.

If you want to pre-configure more providers than just contentACCESS, you can do it via **officeGATE configuration files**. officeGATE configuration files are located in **%AppData%\officeGATE** directory. There is one global configuration file containing settings for officeGATE and separate files for each provider.

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The list of configuration files is the following:

File name	Description
Settings.xml	Global configuration file for officeGATE. Most of the values can be configured using the global settings dialog.
OGcontentACCESSSettings.xml	Configuration file for contentACCESS provider. Can be configured using the provider configuration dialog.
SharePointCOMSettings.xml	Configuration file for SharePoint provider. Can be configured using the provider configuration dialog.
OneDriveSettings.xml	Configuration file for OneDrive provider. Can be configured using the provider configuration dialog.
EIMConfig.json	Contains configuration settings for EIM connection.

The global configuration file (Settings.xml)

Configuration key	Value	Description
PanelShown	True/false	Specifies whether to show officeGATE panel on Outlook startup.
CtrlToUse	True/false	By default drag and drop to Outlook copies the link to the

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		document. Holding the CTRL key copies the document itself. Setting "true" makes the function to work the opposite way.
ShowTooltips	True/false	Specifies whether to show tooltips in tree view.
ShowInMailCompose	True/false	Specifies whether to show officeGATE panel in mail compose window.
HiddenProviders	List of tags	Identifiers of providers that should not be shown in officeGATE.
SelectedLanguage	One of these values: en, de, no, zh-Hans, pt, sk, ar, cs, pl, hu, el	Two-letter code of the user interface language.
SwitchToGridViewWithMiddleMouseClick	True/false	Specifies whether to enable switching between tree and grid view with middle mouse click.
CloseFoldersAutomaticallyInTreeView	True/false	Specifies whether to close previously opened folders when opening a new folder in the tree view.
EnableOfflineAccess	True/false	Specifies whether the offline synchronization is enabled.
OfflineDatabaseSizeLimited	True/false	Specifies whether the size of the offline database should be limited.

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OfflineDatabaseMaxSize	True/false	Specifies the maximum size of the offline database in megabytes.
OfflineSyncFilterItemByAge	True/false	Specifies whether to filter the offline synchronized items by age.
OfflineSyncItemMaxAge	*<Value>* and *<Unit>* tags.	The maximum age of items that should be offline synchronized.
OfflineSyncItemMaxAge.Value	Integer	The value for the *OfflineSyncItemMaxAge* configuration setting.
OfflineSyncItemMaxAge.Unit	One of these values: Day, Week, Month, Year	The time unit for the *OfflineSyncItemMaxAge* configuration setting.
DisablePanelToggling	True/false	Specifies whether to hide the "Show panel" button on Outlook ribbon.
OfflineSyncThreadCount	Integer	Specifies the number of offline synchronization threads (recommended 2, maximum is 8).
OfflineSyncThreadPriority	One of these values: Lowest, BelowNormal, Normal, AboveNormal, Highest	Specifies the priority of the offline synchronization threads. Recommended value is "Lowest".
OfflineAutoSyncEnabled	True/false	Specifies whether the automatic offline synchronization is enabled.

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OfflineAutoSyncInterval	According to https://www.w3.org/TR/xmlschema-2/#adding-durations-to-dateTimes	Specifies the interval of the automatic synchronization.
OfflineSyncThrottling	Integer	Specifies the length of artificial idle states during the offline synchronization, in milliseconds. Set this value if the offline synchronization causes high CPU utilization.
MinimumFreeSpaceShouldLeft	Integer	Specifies the minimum free space that should left on the drive which contains the offline database, in megabytes. This value helps to avoid filling the disk with the offline database.
PageSize	Integer	Specifies the number of items to be loaded at a time by the list view.
ShowItemCount	True/false	Specifies whether to show the total item count under the list view.

The contentACCESS provider configuration file (OGcontentACCESSSettings.xml)

Configuration key	Value	Description

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ServerName	String	Specifies the contentACCESS server name.
GenerateURL	True/false	Specifies whether the server URL is automatically generated from server name (the result URL assumes the server is using https).
URL	String	Specifies the URL of the contentACCESS server.
ShowSharingButton	True/false	Specifies whether to show the sharing button on Outlook ribbon.
EnableEmailArchive	True/false	Specifies whether to show the email-archive relate buttons (Archive, Restore, and Search) on Outlook ribbon.
Token	String	Token of the user which is currently logged in to contentACCESS.
CurrentUser	True/false	If true, Windows authentication will be used (for contentACCESS 3.1 and older).
Login	String	The user name (for contentACCESS 3.1 and older).
Password	String	The user's password (for contentACCESS 3.1 and older).
AuthenticationConfigId	String	The authentication configuration identifier (for contentACCESS 3.1 and older).
AuthenticationType	String	The authentication type (for contentACCESS 3.1 and older).

The SharePoint provider configuration file (SharePointCOMSettings.xml)

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Configuration key	Value	Description
SiteSettings	List of tags	List of configured SharePoint sites.
SiteSettings. SharepointSiteSettings	SharePoint site configuration values	Set of configuration values for a single site.
SharepointSiteSettings.Id	Guid	Unique identifier of the site.
SharepointSiteSettings.BaseURL	String	Specifies the site URL.
SharepointSiteSettings.UseIntegratedAuthentication	True/false	Specifies whether to use integrated authentication for this site.
SharepointSiteSettings.LogonWithGlobalUser	True/false	Specifies whether to use global user credentials for authentication when accessing this site.
SharepointSiteSettings.LogonWithSpecificUser	True/false	Specifies whether to use specific user credentials for authentication when accessing this site.
SharepointSiteSettings.Login	String	The user name for case if *LogonWithSpecificUser = true*.
SharepointSiteSettings.Password	String	The password (in encrypted form) for case if *LogonWithSpecificUser = true*.
SharepointSiteSettings.IsEnabled	True/false	Specifies whether to show the site under the SharePoint provider.

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SharepointSiteSettings.WebId	Guid	The SharePoint web identifier – filled out automatically on first access to the site.
SharepointSiteSettings.WebTitle	String	The SharePoint web title – filled out automatically on first access to the site.
SharepointSiteSettings.WebUrl	String	The SharePoint web URL – filled out automatically on first access to the site.
GlobalUserCredentials	*<Login>* and *<Password>* tags	The global user credentials which can be used by multiple sites.
GlobalUserCredentials.Login	String	The name of the global user.
GlobalUserCredentials.Password	String	The password of the global user.
SharepointSiteSettings.IsEIMManaged	True/false	Specifies whether the site has been added and is managed by EIM.

The OneDrive provider configuration file (OneDriveSettings.xml)

Configuration key	Value	Description
Accounts	List of *<Account>* tags	List of configured OneDrive accounts.
Accounts. Account	SharePoint site configuration values.	OneDrive account specification.

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Account.Type	Consumer/Business	Specifies the account type.
Account.UserId	Guid	The identifier of the user associated with this account.
Account.RefreshToken	String	The logon token.
Account.Enabled	True/false	Specifies whether the account is enabled.

XML distribution with GPO in distributed company environment

Prior to installing officeGATE with Group Policy installation (i.e. distributing officeGATE setups to domain users), GPO is generally used to distribute the officeGATE auto-configuration file (officeGATE_Configuration.xml) to the users. The GPO- installation of the officeGATE can be launched after the XMLs have been distributed to these users. This ensures, that officeGATE will be later installed with the global and connection settings that were initially set in the XML file.

For detailed instructions how to use GPO to distribute XML files refer to chapter "How to copy officeGate_Configuration.xml using Group Policy" of this guide.

XML file generated from contentACCESS:

The XML can be automatically generated from contentACCESS Central Administration. XML file generated from contentACCESS contains the specified global settings and also the connection settings between officeGATE and contentACCESS provider. Parameters included in the XML file are the following: the license key, the required login provider, language settings, contentACCESS FQDN-settings.

To create this officeGATE_Configuration.xml file from contentACCESS and distribute it before the installation follow these steps:

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1) In section **System → Client applications → officeGATE** of contentACCESS Central Administration specify the required parameters: license key, login provider, default language and click **Generate configuration**.
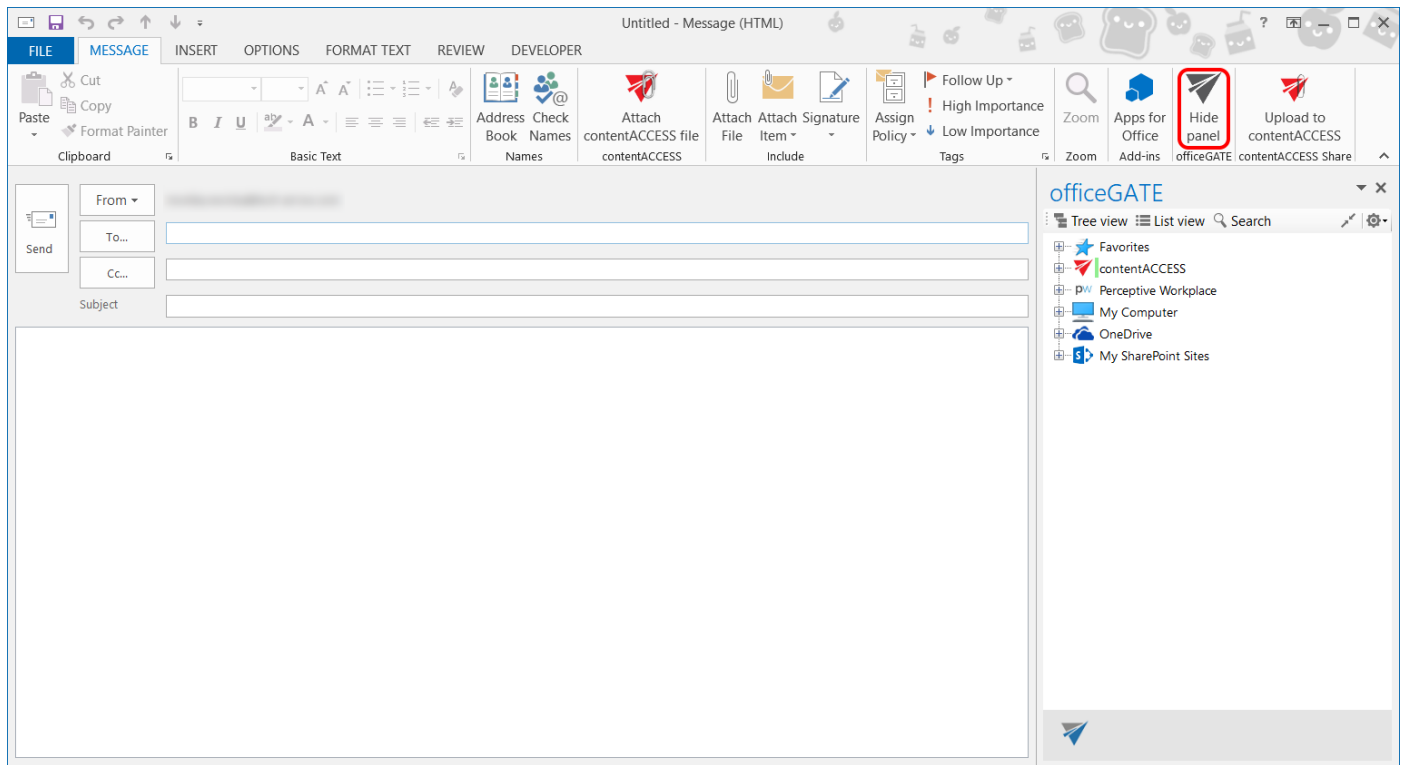

2) Further distribute the XML files with the Group Policy based on the "How to copy officeGate_Configuration.xml using Group Policy" chapter of this guide.

3) Finally install officeGATE using Group Policy installation.

Launching officeGATE

To launch and display officeGATE, open MS Outlook and click on the **Show panel** / **Hide panel** ( ) button. By clicking the button again you hide the officeGATE panel.

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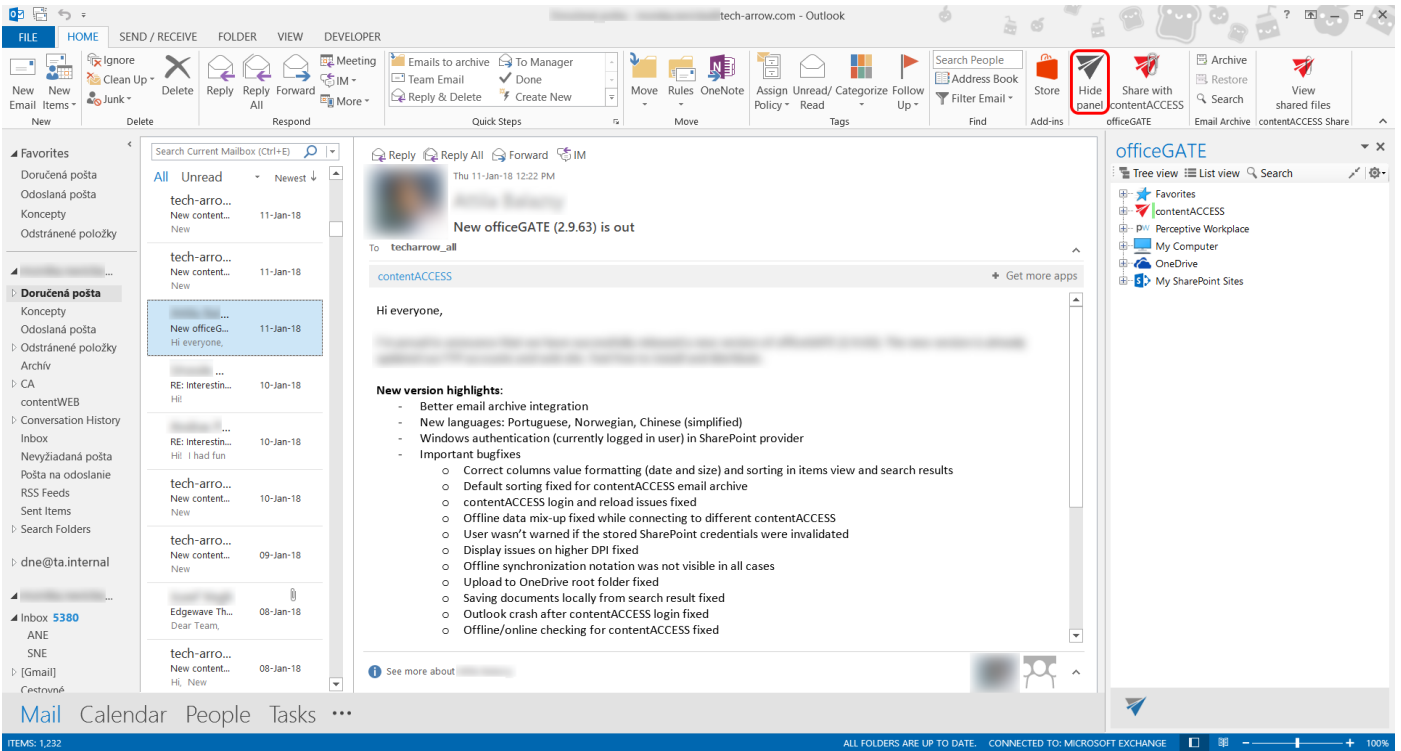
The officeGATE panel can also be accessed in a compose e-mail message window. To show it, click the officeGATE button ( ) in any message.

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> **Note:** In case you have troubles with displaying officeGATE check section **Troubleshooting**.

officeGATE pane's overview

The picture below shows for the user the officeGATE pane (red frame) with the available providers. A provider is a document management system connected with officeGATE (like OneDrive, SharePoint etc.) that is used to handle with the documents. The officeGATE pane consists of its header part and the pane with the available providers. The following option can be accessed from the header (purple numbers) part:

- View selectors (1. **tree view**, 2. **list view**, 4. **collapse all**) – more details here;
- **Search** (3) – more details here;
- **officeGATE options** dropdown list (5) – Settings (more details here), Send feedback, About

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The providers are listed alphabetically in the pane. We marked them with green on the screenshot below. Many of these providers are already expanded so their contents are also visible. Use the folders and the items context menu items to work with your folders/libraries/documents.
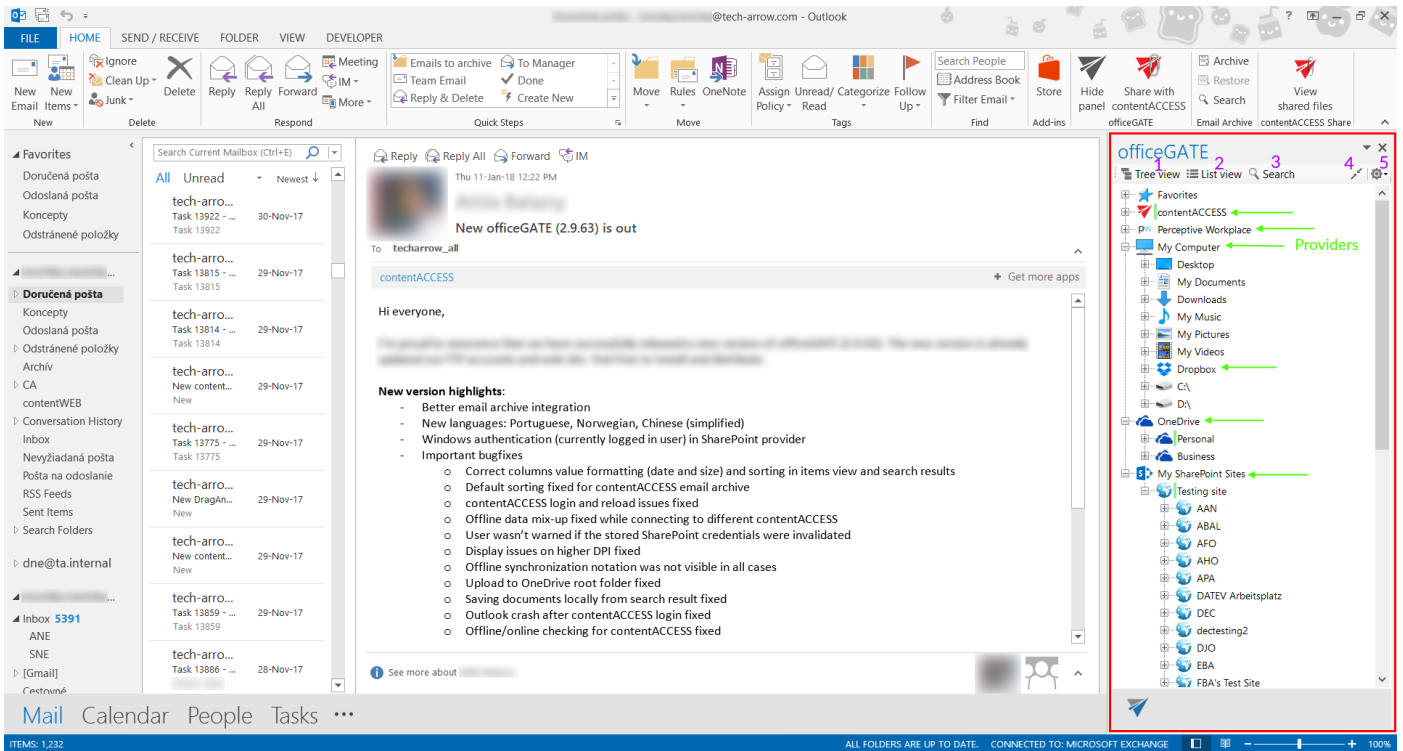
Connection settings

To be able to work with the files, the given system must be connected to officeGATE. To connect to the available providers (systems) the user has to:

1. Enable (enable = turn on) the desired provider(s) in the officeGATE settings (more information here);

2. Configure connection settings (for more information refer to this chapter);

3. Connect to the provider(s) by clicking on "Connect" in the context menu (some providers do not require this step).

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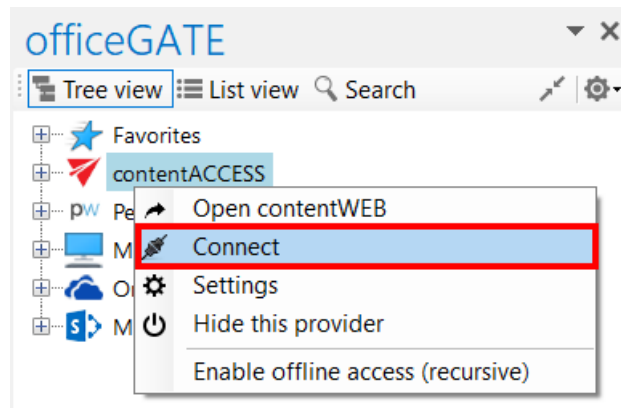
Enabling/disabling providers

If a provider is enabled, it gets displayed in the officeGATE pane. A disabled provider is hidden. By default all available providers are enabled (i.e. visible) in the officeGATE pane. OneDrive and Dropbox folders can be accessed under "My computer" node as well if the client applications are installed locally.

The default connection setting can be changed in officeGATE settings as described below.

Enabling/disabling the officeGATE providers. In the officeGATE's pane click on the ⚙️ button and choose **Settings…** as shown on screenshot below. In the **officeGATE Settings** dialog switch to the 🔊 **Providers** tab. All available providers (contentACCESS, Perceptive Workplace, My computer, OneDrive, SharePoint) are listed on this tab. Check/uncheck the desired provider's checkbox to show/hide it. Wish you connect to a system, click on the **Settings** button to configure required connection settings. These connection settings can be also accessed using the providers' context menu and will be described in more details in chapter Connecting to providers.

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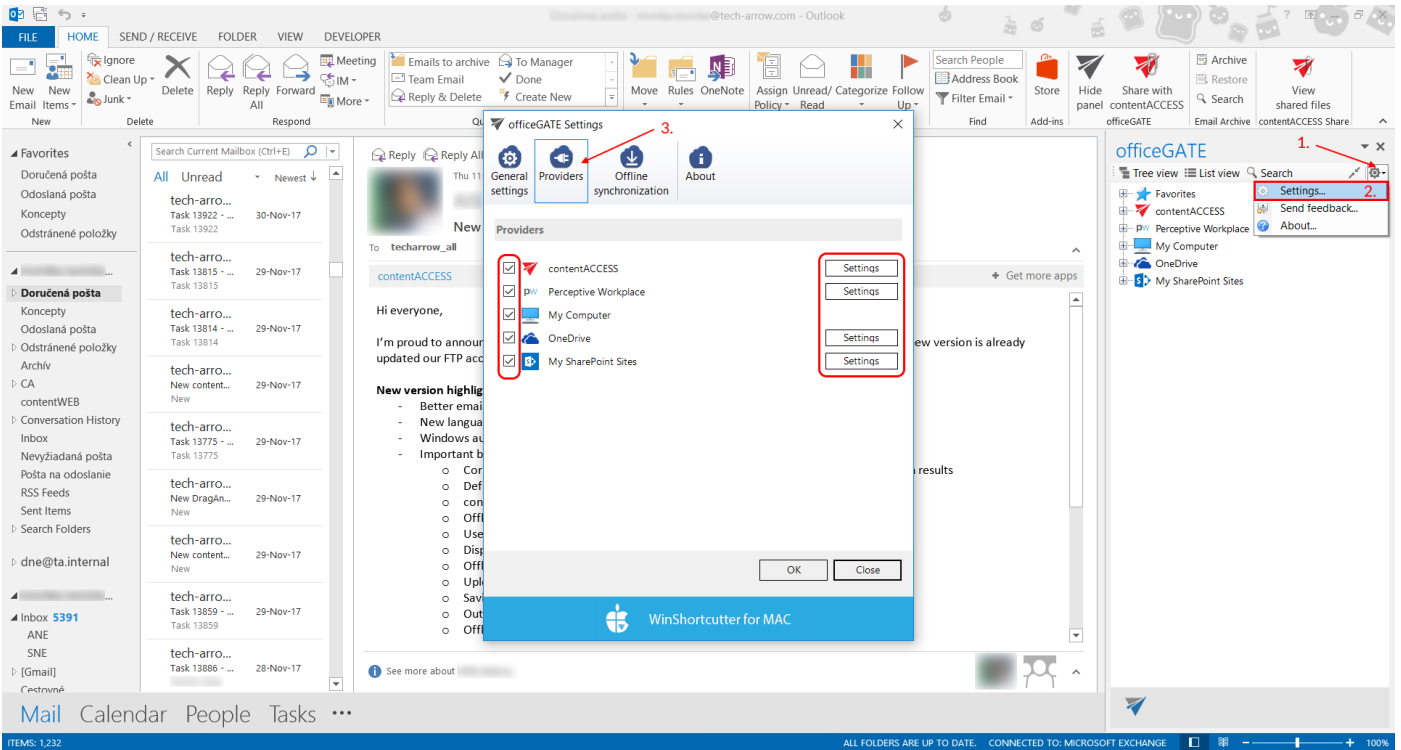
Note: You can hide the providers using the provider's context menu as well. Right click on the provider in the pane and select ⏻ **Hide this provider** from the context menu items.

Connecting to providers

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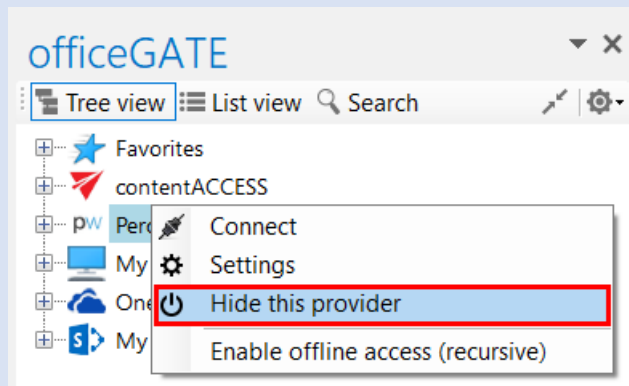
In the following section we will demonstrate how to configure the connection settings by each available officeGATE provider. As already mentioned above, a provider's connection settings can be reached a) either from the **Providers** tab of **officeGATE settings** dialog (1st screenshot below) or b) from the given provider's context menu (2nd screenshot below):

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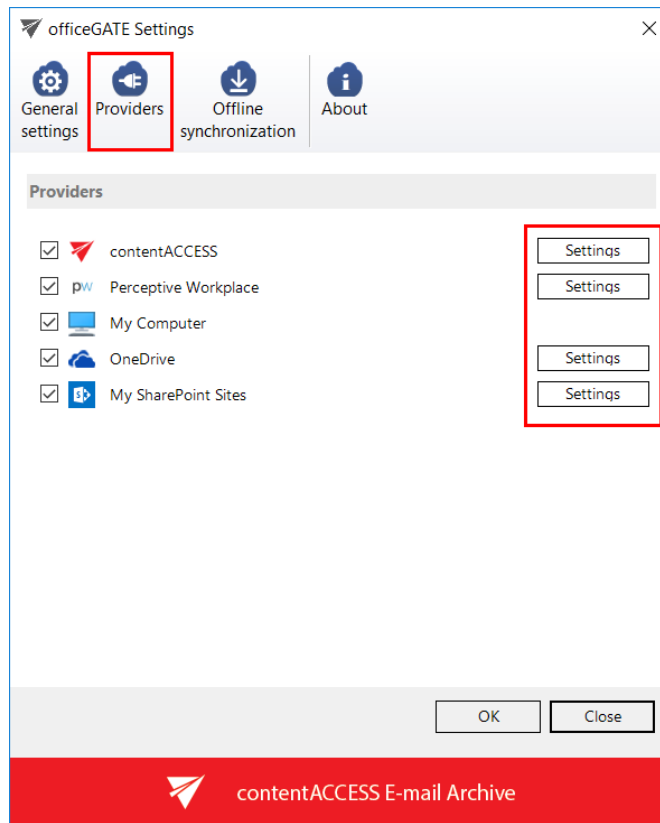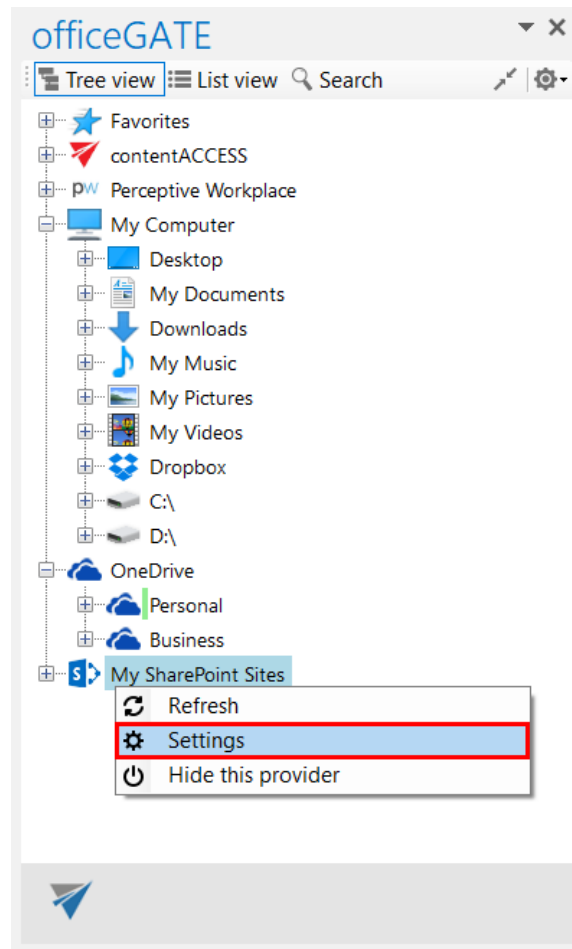
With clicking on "**Settings**" the provider's connection dialog opens. Each provider requires to specify different connection parameters, which will be described in the following subchapters of this guide.

Connecting to contentACCESS

officeGATE can be interconnected with contentACCESS, TECH-ARROW's great document management software. With officeGATE the user can access the contentACCESS documents directly from MS Outlook, without a need to switch to another application.

Important: The officeGATE version 2.9 and higher is compatible only with contentACCESS 3.1 and higher. Connecting to an older version results in an error message about version incompatibility.

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To connect officeGATE with contentACCESS, click "**Settings**" in the context menu or in the **officeGATE settings** to open the **contentACCESS connector settings** dialog. Further specify the connection parameters:

1) **If you use proxy (contentACCESSWS) with secure (HTTPS) connection to connect to contentACCESS, configure the connection as follows:**

   ▪ Check the **Generate connection URL** checkbox;

   ▪ Enter the contentACCESS server name into the **Server name** field; with this action the connection URL will be generated automatically;

   ▪ Specify a maximum item count that should be displayed in the list view (by default this is set to 50)

   ▪ Specify a maximum number of lookup items (by default the value is set to 20).

   ▪ Specify your default sharing settings (if the Sharing plugin is not licensed in your contentACCESS, you can ignore these settings; more information [here](#))

   ▪ Choose if you want to have **Email archive buttons** shown on the toolbar.

   ▪ Save your settings.

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2) If you use proxy (contentACCESSWS) with unsecure (HTTP) connection to connect to contentACCESS (i.e. you use proxy but do not have a valid certificate), configure the connection as follows:

▪ Enter the contentACCESS server name into the **Server name** field;

▪ Enter the HTTP connection URL with the correct server name into the **Connection URL** field: http://**[ServerName]**/contentACCESSWS/ModelService.svc

▪ Select an authentication type from the **Authentication type** dropdown list; if there were new authentication providers enabled in contentACCESS, but they do not appear in the list, click **Reload** to refresh the dropdown list;

▪ Enter your **contentACCESS credentials** (Login name and Password);

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- Specify a maximum item count that should be displayed in the list view (by default this is set to 50)

- Specify a maximum number of lookup items (by default the value is set to 20).

- Specify your default sharing settings (if the Sharing plugin is not licensed in your contentACCESS, you can ignore these settings; more information here)

- Choose if you want to have **Email archive buttons** shown on the toolbar.

- Save your settings.

3) **If you use direct connection to connect to contentACCESS (no proxy is installed), configure the connection as follows:**

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- Enter the contentACCESS server name into the **Server name** field;

- Enter the connection URL with the correct server name into the **Connection URL** field: http://**[ServerName]**:8736/contentACCESSWS/ModelService.svc

- Select an authentication type from the **Authentication type** dropdown list; if there were new authentication providers enabled in contentACCESS, but they do not appear in the list, click **Reload** to refresh the dropdown list;

- Enter your **contentACCESS credentials** (Login name and Password);

- Specify a maximum item count that should be displayed in the list view (by default this is set to 50)

- Specify a maximum number of lookup items (by default the value is set to 20).

- Specify your default sharing settings (if the Sharing plugin is not licensed in your contentACCESS, you can ignore these settings; more information here)

- Choose if you want to have **Email archive buttons** shown on the toolbar.

- Save your settings.

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There are two possible ways to log in to contentACCESS:

1. After saving your settings, click on the **Login button**. A pop-up with **Login providers** will appear. When clicking on Use another login method, all **Login providers,** which are configured in Central administration, will appear.

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Select the Login provider that you would like to use, enter your credentials and click on the blue Login button.

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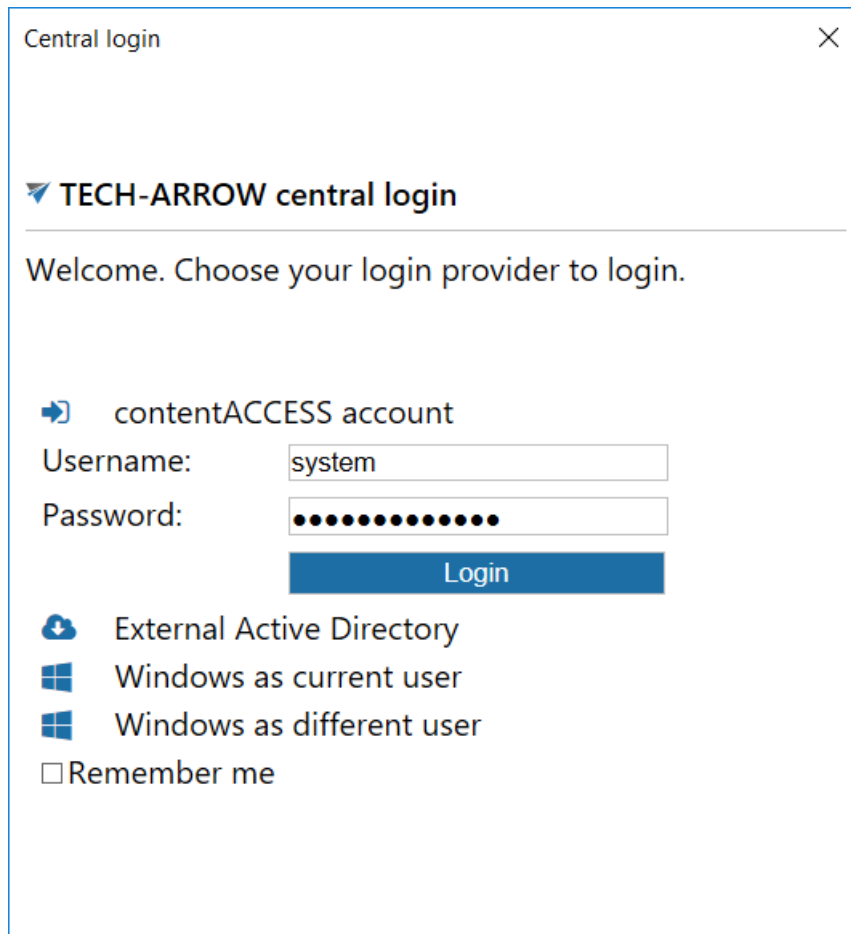
2. After saving your settings, close the contentACCESS connector settings window. Right-click on the **contentACCESS** provider in the officeGATE pane and select **Connect** from its context menu.

A pop-up with **Login providers** will appear. When clicking on Use another login method, all **Login providers,** which are configured in Central administration, will appear.

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Select the Login provider that you would like to use, enter your credentials and click on the blue Login button.

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Important: The old login is supported if officeGATE tries to connect to contentACCESS 3.1.76 or less. So lastly released 3.1 with service pack 2 is working with new login. If contentACCESS version is less than 3.1.76, then the old login pop-up will appear when trying to connect to contentACCESS provider:

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The **Windows** authentication type for the old login works only with "current user", other user cannot be selected.

Once the connection is well established, the licensed plugins will be listed when extending the contentACCESS provider's node in the pane.

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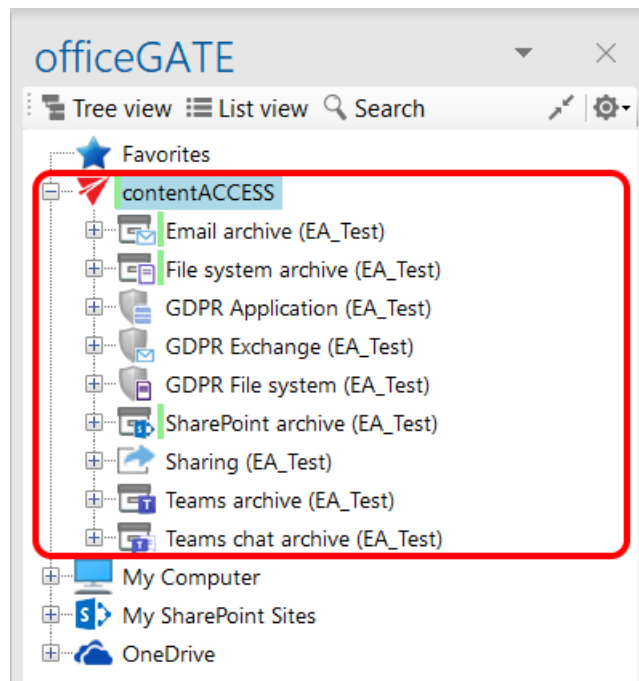
> *Note:* With the Metalogix Archive Manager Exchange Edition archive connection you may access your old MAM shortcuts in officeGATE. The connection to this archive can be established using the respective plugin of contentACCESS.
>
> First you have to install and configure Legacy MAM retrieve server on the MAM server, and configure it in the contentACCESS Central Administration. (For more information refer to the contentACCESS Manual).

contentACCESS provider also has a **Logout** button in settings. Acording to whether the user is logged in or not, the button is enabled or disabled.

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Connecting to third -party DMS providers (Datengut, Perceptive)

It is also possible to connect to third-party DMS (data management software) providers - such as Datengut, Perceptive (also known as Saperion ECM) - in officeGATE. Third party DMS providers are integrated as plugins into the contentACCESS provider. To be able to connect to these providers, the respective third-party authentication provider must be enabled in contentACCESS. (For more information refer to section "Login providers" in the [contentACCESS Manual](#)). Single sign on authentication is supported as well. Single sign on means, that it is not required to create a Datengut or Perceptive user login in contentACCESS to connect to Perceptive or Datengut DMS in officeGATE. The user login will be created automatically in the background when logging into the Datengut/Perceptive DMS from officeGATE.

How to connect to the Datengut/Perceptive DMS in officeGATE: First, you need to configure and log in to the contentACCESS provider (read more in [this](#) section). When logging in:

- Select the Datengut/Perceptive **Login method (provider)**.

- Type in your already existing Datengut/Perceptive user logins.

- Click on the blue Login button.

The Datengut/Perceptive model will be connected to your officeGATE. You can check it with unfolding the contentACCESS node in the officeGATE's pane:
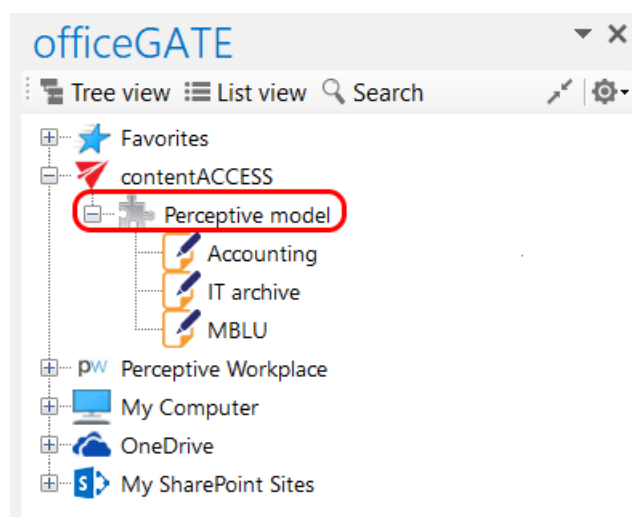
Screenshot A: Perceptive node in tree view

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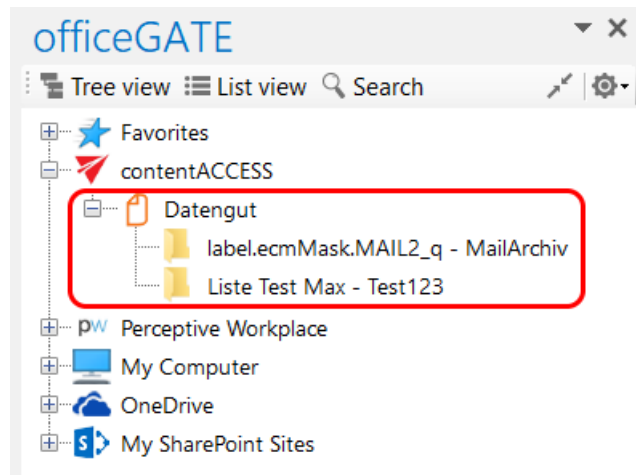
Screenshot B: Datengut node in tree view

Connecting to SharePoint site(s)

The following SharePoint versions are supported by officeGATE:

- Office 365, SharePoint 2013, SharePoint 2010

- Foundation

> *Note:* The SharePoint provider does not support login for external users. An external user is someone from outside your Office 365 subscription to whom you have given access to one or more sites, files or folders.

Open the **SharePoint connector settings** dialog with clicking on "**Settings**" in the ⓢ SharePoint node's context menu (or in **officeGATE settings** dialog → **Providers** tab).

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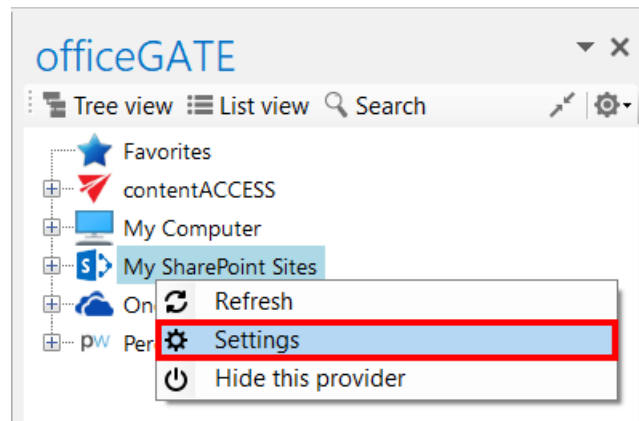
In the **SharePoint connector settings** window, you will be able to specify one **Global user**. This user can be used for connecting to multiple sites without having to enter the credentials over and over again. Simply check a checkbox (will be shown later in this section). If the global user credentials get changed, they will be changed for all sites that you are logging on to with the global user option.

officeGATE supports the connection to multiple SharePoint sites. The already connected sites are listed in the **SharePoint connector settings** dialog. This dialog is empty when connecting to a SharePoint site for the first time. To add a new site to the list, click on "**Add new site**" button.

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A new dialog (like on the picture below) will automatically open. In this dialog you need to specify the site that you want to connect to. Fill in the **Site** URL. Check the **Enabled** checkbox if you want the site to be enabled. Specify the user you want to log in with – you can use the previously specified global user, enter credentials of a different user and set him also as global user, or you can choose the integrated authentication. If the **Integrated authentication** checkbox is checked, the user's current Windows identity will be sent to the SharePoint server and used for authentication and the **Login** and **Password** textboxes will be disabled.

If the **Microsoft online authentication** checkbox is checked, you will be authenticated using the **Modern authentication**, which is a very complex and secure way. The **Login** and **Password** textboxes will be also disabled. You can read more about modern authentication in this article.

Further check the connection with clicking the **Test connection** button and then click **Save**.

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The **Show the content type selection dialog only if required fields are present** option (in the initial dialog) allows for the user to decide if the content type and metadata will be required:

a) By each upload, regardless if there are required fields present – in this case the option should be turned off

b) Only by uploading to containers requiring these properties – in this case the option should be turned on.

The required data are filled into a show-up dialog when uploading to a SharePoint container. For more information read this chapter.

> *Important!!!* If the connection to SharePoint cannot be established one of the reasons for it could be that the SharePoint password has been changed on the server. The solution in this case is to set the new password in officeGATE, too.

Editing SharePoint sites

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SharePoint settings in officeGATE need to be changed in many cases (due to the change of the password, for example). To change these settings, select the site that you need to edit and click on the "Edit site" button. The settings dialog of the corresponding site will be opened, where you can change the URL, user or password (Screenshot A).
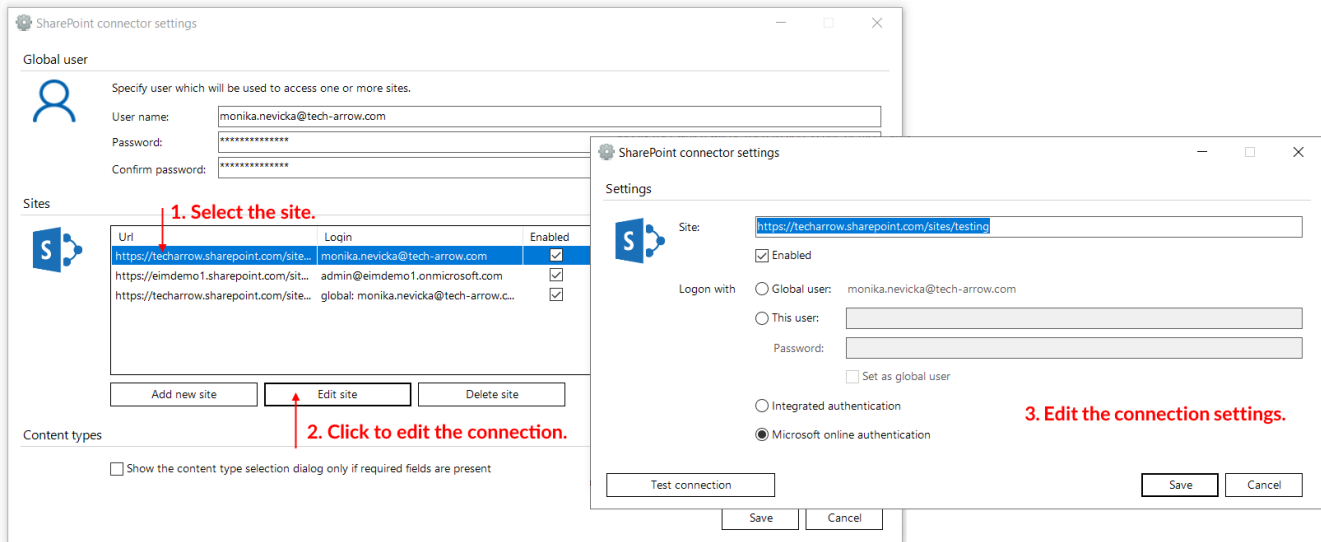
Screenshot A: Editing SharePoint site's settings

The sites can be also disabled/enabled by checking/unchecking the "Enabled" checkbox in the corresponding row (Screenshot B). If a SharePoint site has been disabled, it will not be connected to officeGATE (it will be hidden in the pane, too).

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Screenshot B: Enabling/disabling SharePoint sites

SharePoint sites can be also deleted from the list. To delete a site select it in the list, then click on option "Delete site" in the dialog (Screenshot C). The connection with deleted sites can be newly established with clicking on the "Add new site" button, and specifying the required fields in the dialog.

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Screenshot C: Deleting SharePoint sites

Connecting to Perceptive Workplace

With Perceptive Workplace, you have a very straightforward and rapid way to share documents with coworkers, partners, and customers. The Perceptive Workplace documents can be handled directly from MS Outlook using officeGATE.
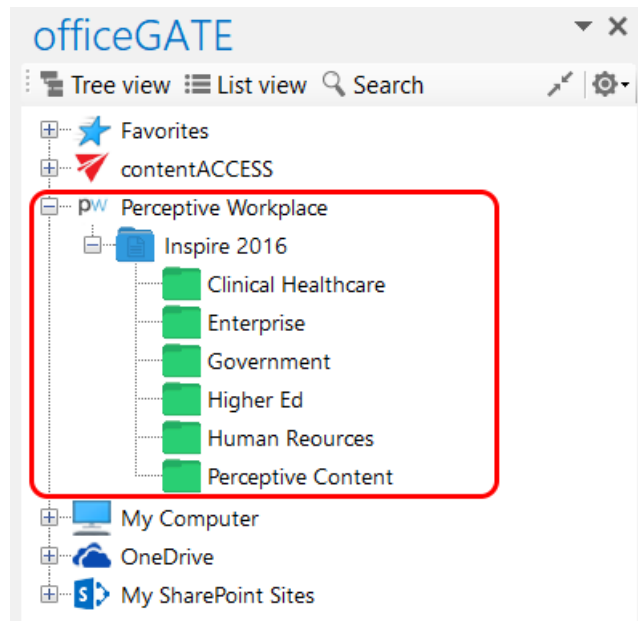
To connect with the file system open the **Perceptive Workplace connector settings** window from the node's context menu like on the screenshot below (or from **officeGATE settings → Providers** tab).

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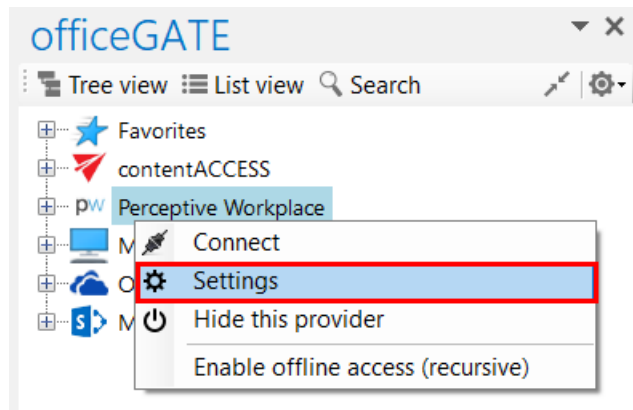
In the pop-up window fill in the **Site URL**, enter **Login** and **Password** then click **Save**.
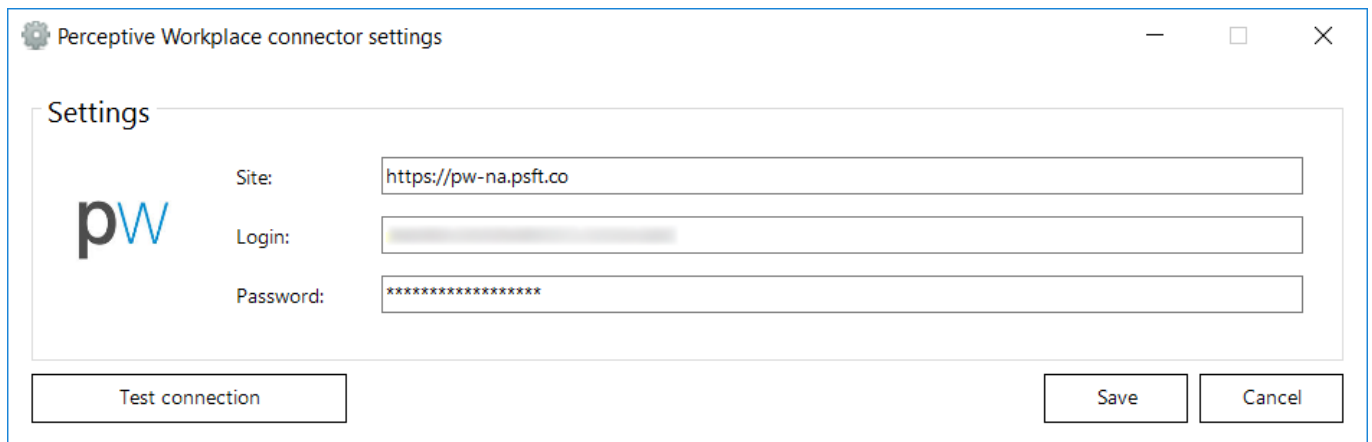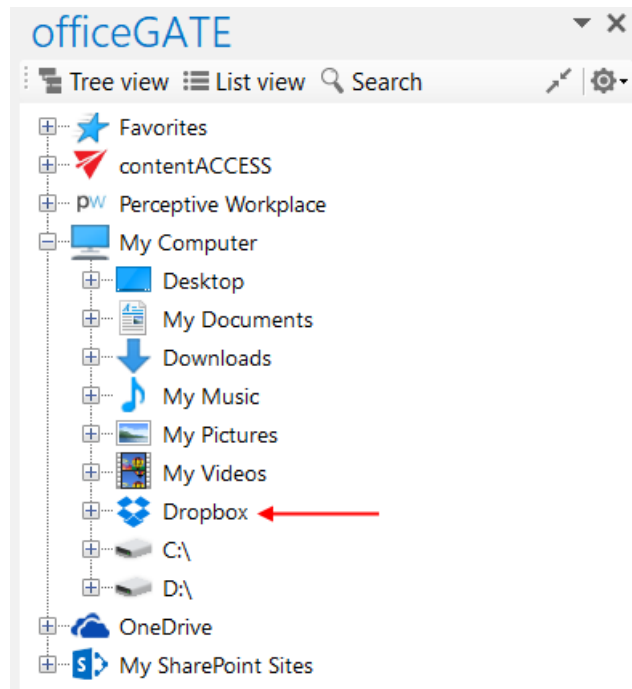

After the connection has been established you can start to work with your folders and subfolders. Click on ⟳ **Refresh** button in the context menu to refresh already updated folders/subfolders.

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Connecting to Dropbox

Who uses Dropbox knows that all files, photos, videos that are saved in Dropbox will be automatically saved also to the computer. This also means that once you have Dropbox installed on your PC, it will appear between your providers in the officeGATE pane under the My Computer local file system, too. After you have successfully installed Dropbox (click here to download the installation file) it will be connected automatically to your officeGATE. Locate it with unfolding **My Computer** in the officeGATE's pane as shown on the screenshot below.

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Connecting to OneDrive

OneDrive is Microsoft's service for hosting files in the "cloud" that's available for free to all the owners of a Microsoft account. OneDrive offers for the users a simple way to store, sync and share all kind of files with other people and devices on the web.

officeGATE is a brilliant tool that integrates OneDrive into your MS Outlook mailbox and ensures a simple and quick access to the documents stored in the OneDrive folders. The OneDrive provider (in the officeGATE pane) connects the user both to his personal and business account using 2 subnodes:

▪ **Personal** - this node connects you with the online OneDrive system using your personal account (e.g. john.doe@gmail.com)

▪ **Business** – this node connects you with the online OneDrive for business system using your company account (e.g. john.doe@tech-arrow.com)

> If you have installed OneDrive on your computer, the files will be available locally under the **My Computer** node, too.

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The user may decide to which of these OneDrive system(s) above he wishes to connect to. The connection to the OneDrive system(s) can be configured in the **OneDrive connector settings** dialog.
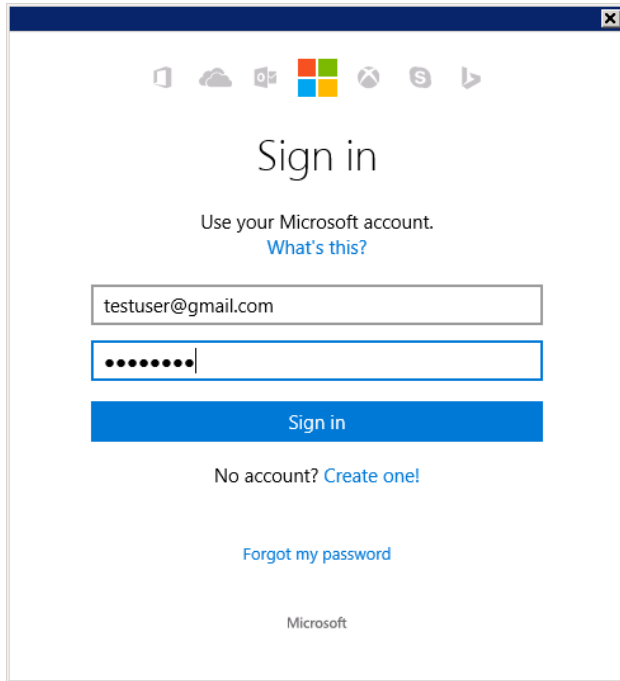
Click on "**Settings**" (either using the node's context menu or from **officeGATE Settings → Providers** tab):
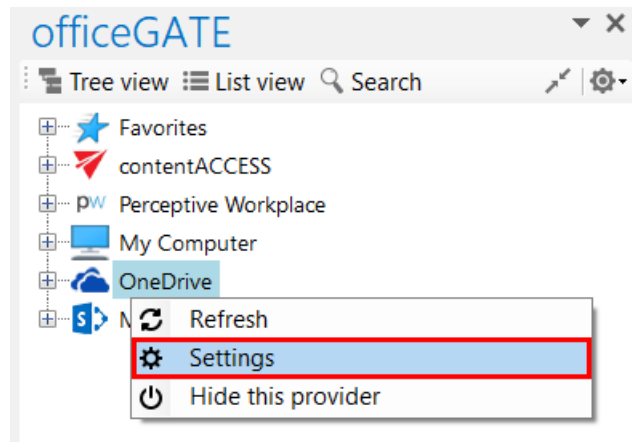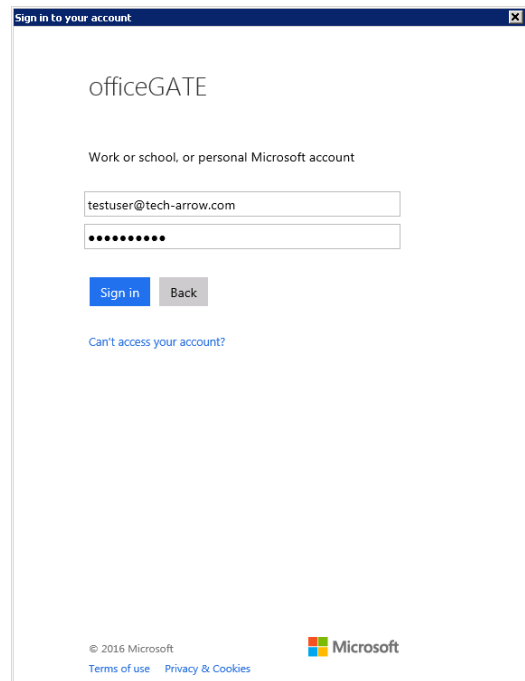

The following dialog pops up. Check the checkbox(es) that you want to connect to and click "Save".
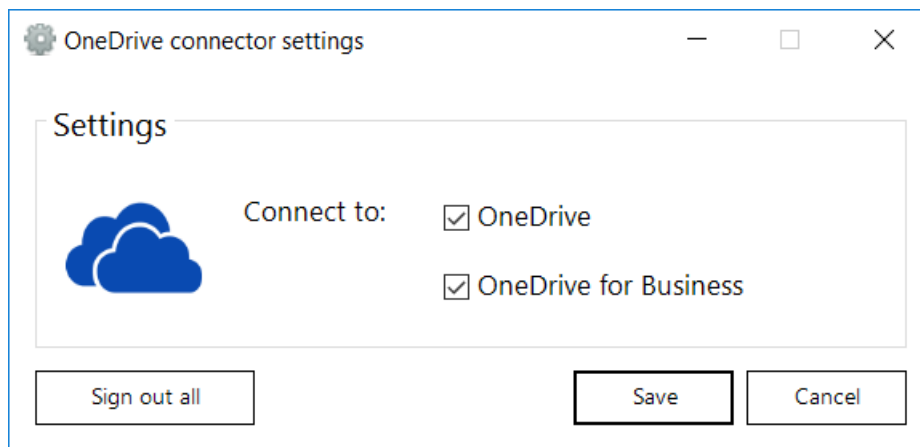
Expand the Personal and Business folders. A Microsoft authentication window will pop up asking you to sign in. Enter your credentials and click "Sign in":

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Signing into **OneDrive** with personal account

Signing into **OneDrive for business**
using business account

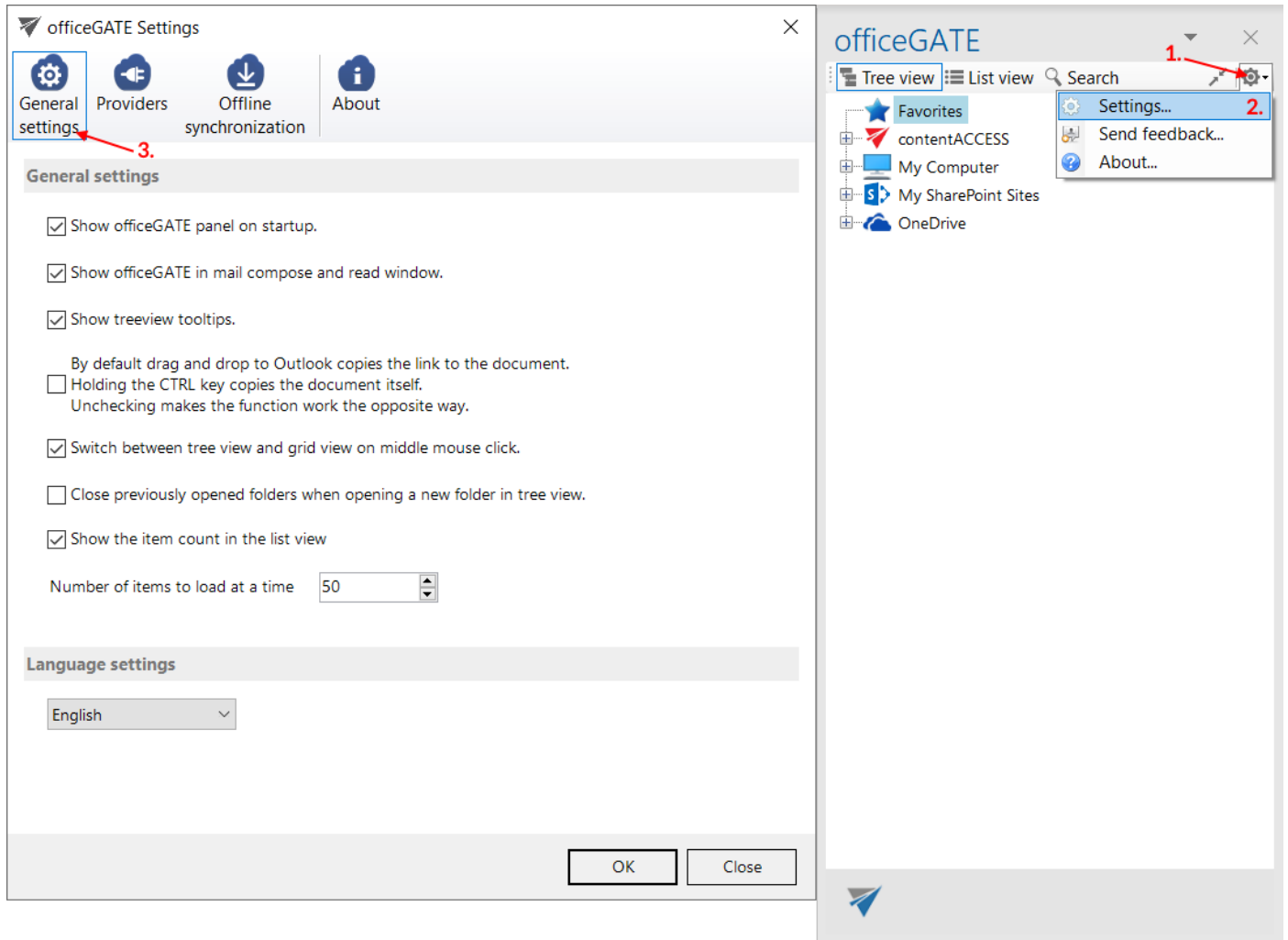Expand your Personal and Business folders and wait for them to load, then freely work with your files.

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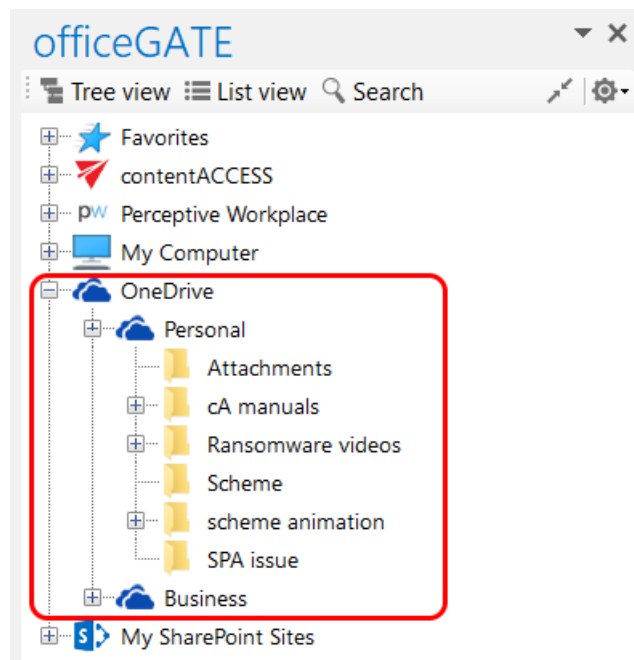
Wish you sign in with a different user account, open the settings window and click "Sign out all" and sign in again with another credentials.
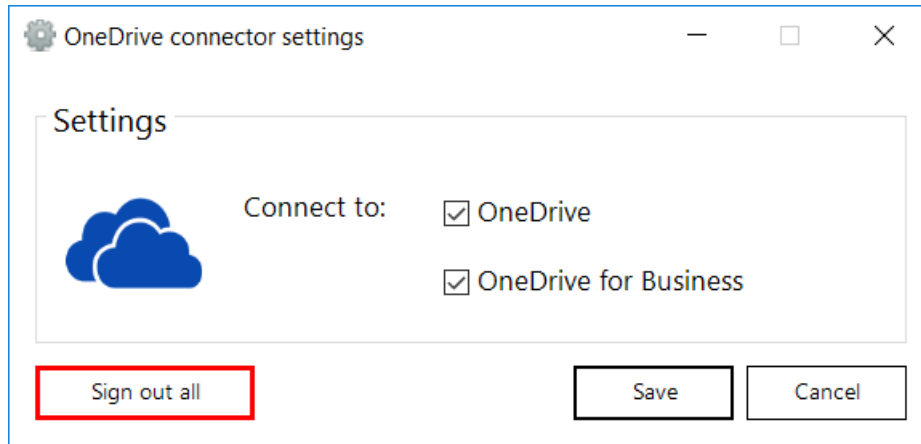

General officeGATE settings

General settings of officeGATE allow to set general officeGATE functions such as displaying tooltips, switching between tree view and list view on middle mouse click, drag&drop settings etc. These default settings can be changed in **officeGATE settings → General settings**.

Click on the ⚙ mark in the officeGATE pane and choose **Settings….** The **officeGATE settings** dialog will open. Here switch to the **General settings** tab. The following functions can be configured here:

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- **Show officeGATE panel on startup**: If this option is selected, the officeGATE pane will be displayed automatically when opening your Outlook. Otherwise the officeGATE pane will be hidden and you need to click on the officeGATE button (✈) to show it. (For more information see the section Launching officeGATE.)

- **Show officeGATE in mail compose and read window**: If this option is selected, the officeGATE pane will be displayed automatically in any newly opened email message and in the read window. The **Show panel** / **Hide panel** (✈) button will be present.

- **Show treeview tooltips**: This feature enables to see the full path, where a certain document is stored. If you go with your cursor on the selected folder in the pane, the path becomes visible.

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- By default Drag&Drop copies to an email message only the link to the selected document. Holding the CTRL key copies the documents itself, if this (4th) option on the **General settings** page is turned on. Unchecking makes the function work the opposite way.

- In **General settings** you can also enable the middle mouse-click, which allows to switch between tree view and list view with clicking the middle-mouse button. For more information about these views check section View selection: Tree view, List view, Collapse all.

- If the "Close previously opened folders when opening a new folder in tree view" option is checked, then the already opened folders will be immediately closed, when a next folder is opened in the tree view. By default, this option is turned off.

- **Show the item count in the list view**: If this option is checked, officeGATE will display the number of items at the bottom of the pane. It is possible to specify the **Number of items to load at a time**.

- **Language settings** are also available in section **General settings.** The user has the choice to select the language of the application here. It is possible to select either English, German, Norwegian or Chinese (simplified) language from the dropdown list.

Note: Language selection is also available by installing officeGATE.

Offline file access settings

Note: Offline synchronization is currently disabled for the SharePoint provider.

officeGATE offers a very comfortable and simple way of how to access your important documents even in offline mode. Any changes that have been made in the document in the source system, on server side, can be synced to officeGATE, to the offline files once you regain internet access again. Keep in mind, that if you make edits using officeGATE while offline, your changes will be saved locally only, synchronization back to the online source system is not supported.

Offline access to the desired information offers several advantages. By working with the files in offline mode, the user can:

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- Work with files while being **without network connection**;
- Being **protected from network outages**;
- **Boost the efficiency** of progresses instead of working over a slow connection;

If a file is already downloaded for offline access (into the offline database), and the user **double clicks** the respective file, the file is automatically opened from the offline database. This saves enormous time for the user, because opening large files from the server would take much more time, while opening it from an offline database is much faster and effective.

If the online communication with a provider (contentACCESS, SharePoint server etc.) is interrupted (network connection problem, the provider's service is stopped etc.), officeGATE automatically switches the given provider to offline mode. This enables quick access for the user to the given offline information. *Important:* If the problem is troubleshooted (network connection renewed, provider service restarted), the user must connect with the given provider again (main node's context menu option "Connect").

Using officeGATE you can access your documents offline, but only if you first set them up while you have internet access. The **offline file synchronization** is started on a library/folder, on a folder structure or on the file itself immediately when the offline access is enabled for it and there is a network connection.

To a folder/library you can enable:

- plain offline access (option "Enable offline access") – only the content of the selected folder/library will be downloaded for offline access
- recursive offline access ("Enable recursive offline access") – the entire folder structure starting with the selected parent folder/library will be downloaded for offline access

The **changes made in the source system can be then downloaded to the offline files** either

- **Manually** – using the given item's context menu; here you can decide if you want to a) synchronize (update) the offline files/folders based on the changes in the online source system (option "Start synchronization") or b) start the synchronization from scratch, and download everyting regardless of any changes on server side (option "Start full synchronization")

  or

- **The synchronization can be automated,** i.e. it will run in specific time slots as defined in the **Offline synchronization** settings. Auto synchronization updates the already offline files/folders with the

changes in the source system. If a file is changed on server side, the local (offline) files are updated; if new files are added on the server side, the new files are downloaded to the offline database as well.

Offline access can be used in every web-based file system interconnected with officeGATE, namely your SharePoint sites, contentACCESS, Perceptive Workplace, OneDrive and OneDrive for Business email- and file containers.
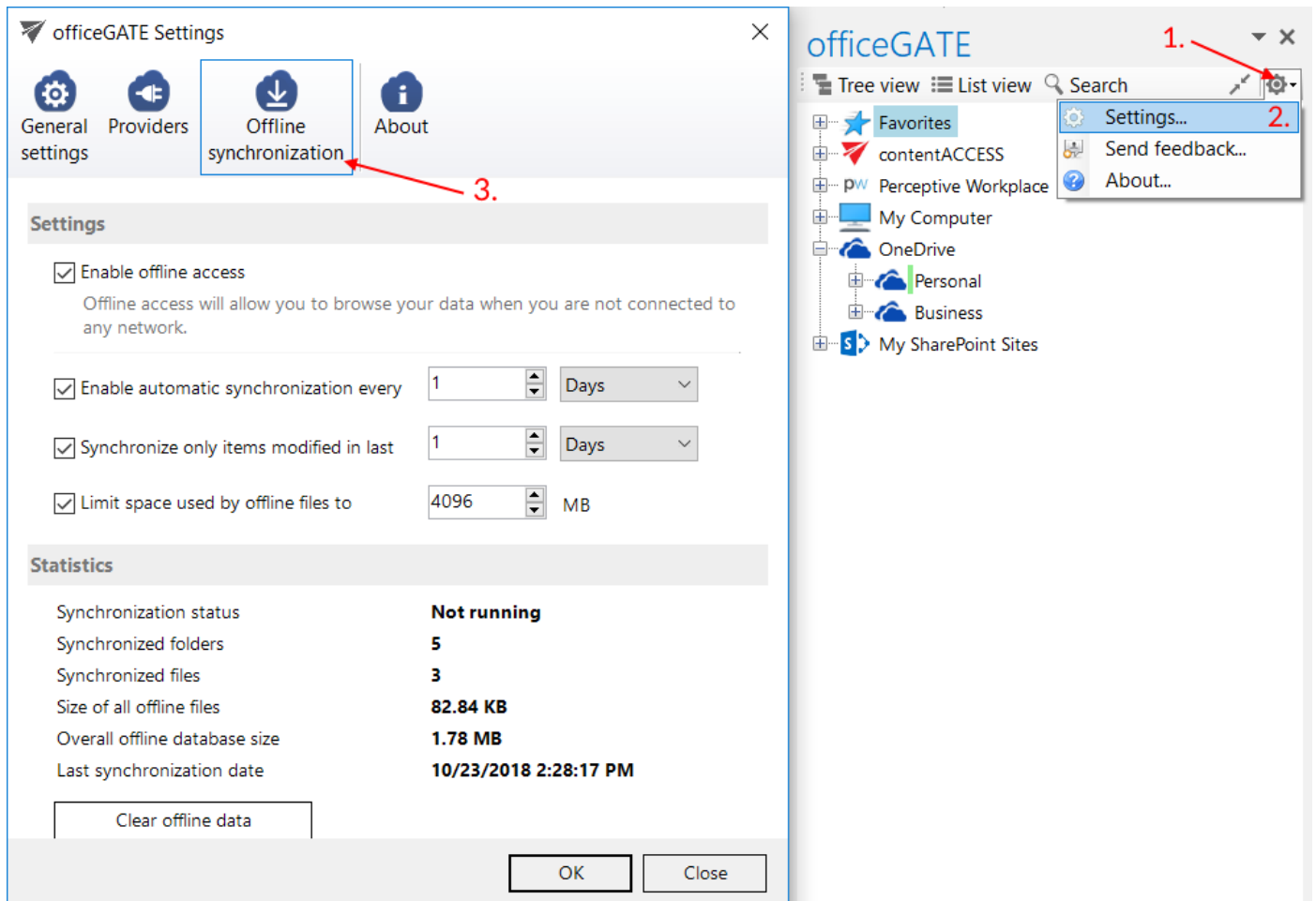
If you want to work with your files offline you need to:

1. enable offline access in the officeGATE Offline synchronization settings

2. enable recursive or plain offline access for the selected file containers (folders, libraries) or for the files using their context menu – at enabling offline access for the first time the offline synchronization is started automatically

3. systematically synchronize (update) your offline documents with the online versions if they are modified (either manually or automatize the process)

4. work with your offline files without network connection.

These steps will be detailed in the following subchapters.

Enabling offline file access

By default the offline access (hence the offline synchronization) is turned off. To configure these settings, open the **Offline synchronization** dialog. Click the ⚙ mark in the officeGATE's panes header bar, choose **Settings…** and switch to "**Offline synchronization**" like on the picture below:

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To enable offline access for all web-based file systems available in officeGATE, check the "**Enable offline access**" check box in this dialog. With this step the "**Enable offline access**" context menu option appears in the file's, folder's, library's context menu.

In the same dialog you can enable automated synchronization of the offline files, too. If automatic synchronization is used, then the offline files are synchronized with the online versions periodically, in the defined time slots if there is a network connection again.

If you wish to synchronize only items modified in the last days/weeks/months/years, check the **Synchronize only items modified in last** checkbox and specify the desired age.

Space used by offline files may be also limited. To do so, check the **Limit space used by offline files to** checkbox and specify the desired size in megabytes.

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The current status of the synchronization process, the number of synchronized folders and files and the size of the offline database are featured in section "**Statistics**". The offline database is located in the "C:\Users\[MyUser]\AppData\Roaming\officeGATE" folder (Data Base File "officeGATE.db"). By clicking on the **Clear offline data** button, the offline database will be cleared and offline access will be disabled on all files/emails.

Once the offline access is enabled, you can select the desired libraries/folders/files in the officeGATE pane to be accessed in offline mode.

Selecting items for offline access

If offline access is enabled in the **Offline synchronization** settings, you can select the desired libraries, folders and/or files to be accessed without network connection, and download them to the offline database. These settings are available using the respective item's context menu. Select the respective item in the navigation pane and open its context menu with a right mouse click.

In case of folders and libraries you can enable offline access

- for the selected node (file container) only – menu item "**Enable offline access**", or

- for the recursive folder structure (i.e. including all its child folders or libraries) – menu item "**Enable offline access (recursive)".**

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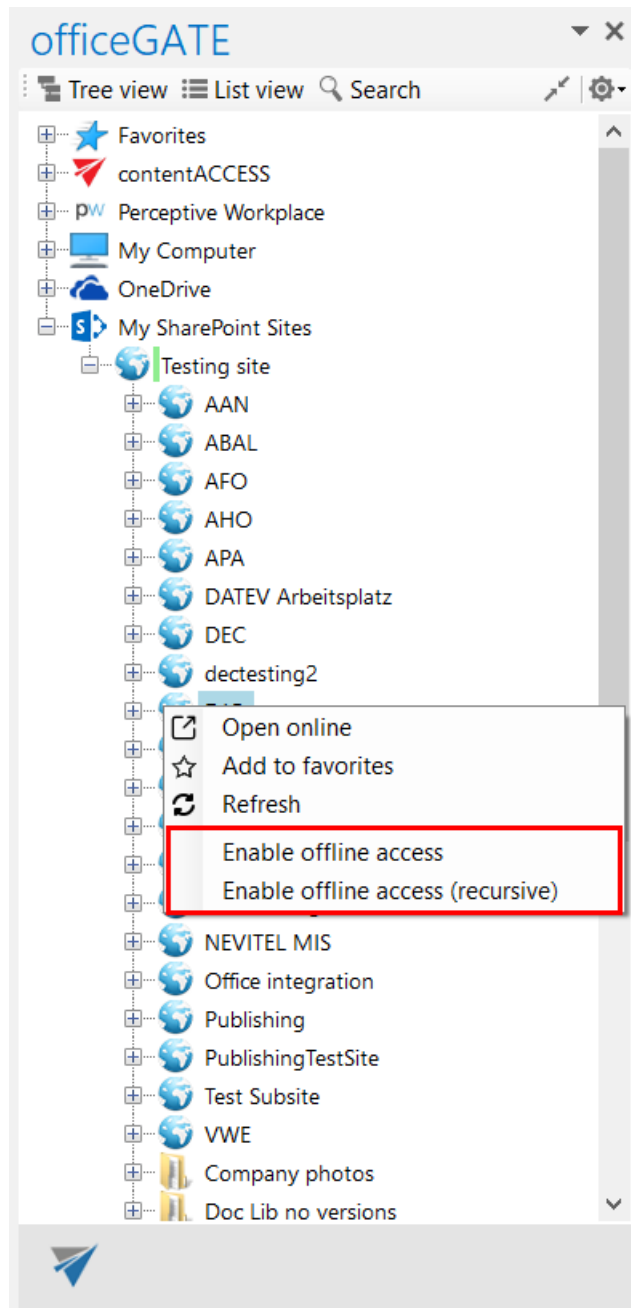
To turn on offline access for a selected file only, locate it in the navigation pane (in list view), open its context menu and select item "**Enable offline access**":

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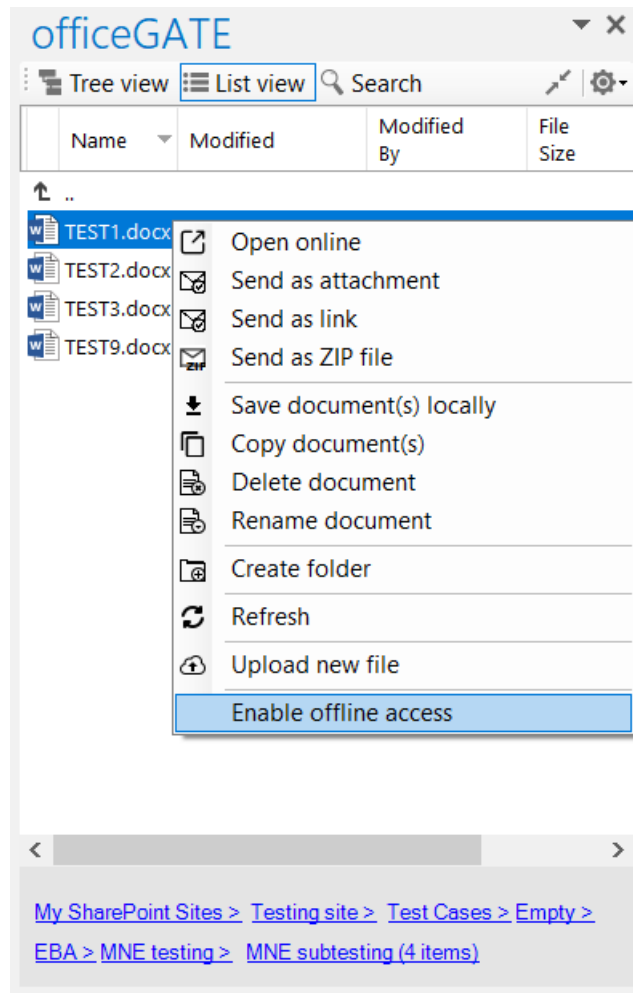
Now we will enable offline access (recursive) for our SharePoint library called "**Documents**". By clicking the option the synchronization process, i.e. downloading the items to the offline database is started, it can be seen in the footer part of the navigation pane. The documents, that are currently being synchronized, can be seen in the pop-up window. By clicking the "**Pause**"/"**Cancel**" button it can be paused/stopped at any time if needed, and can be resumed again:

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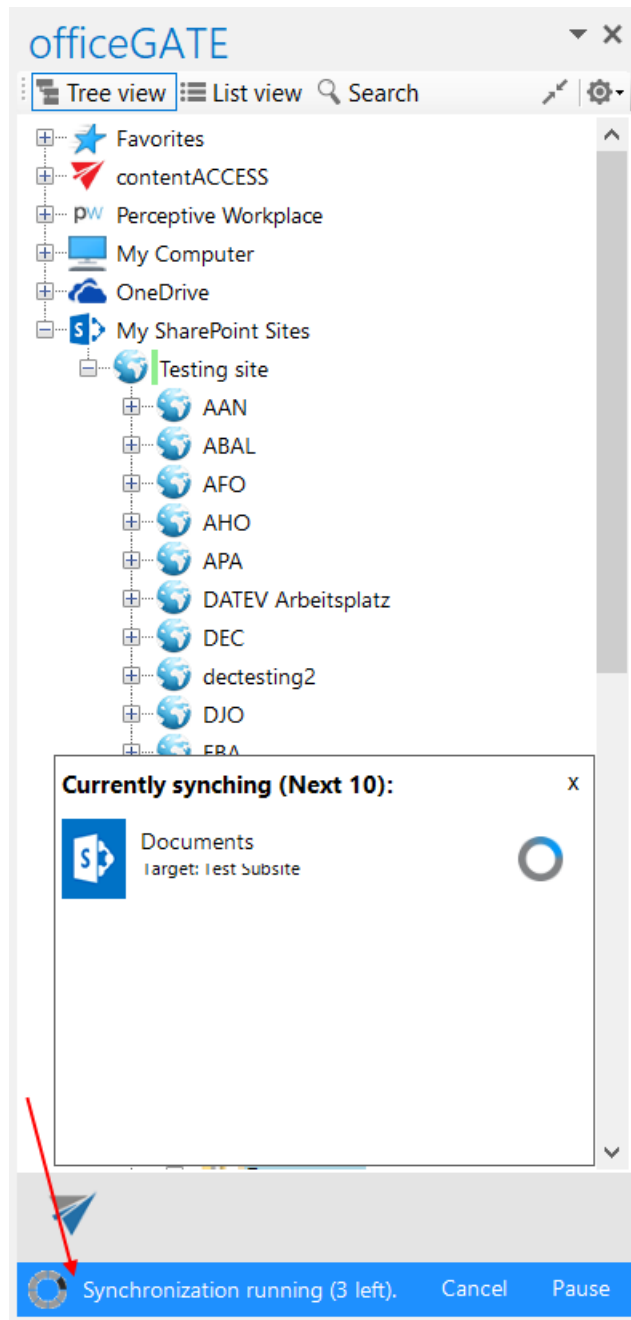
The status of the synchronization process can be checked in the **Offline synchronization** settings:
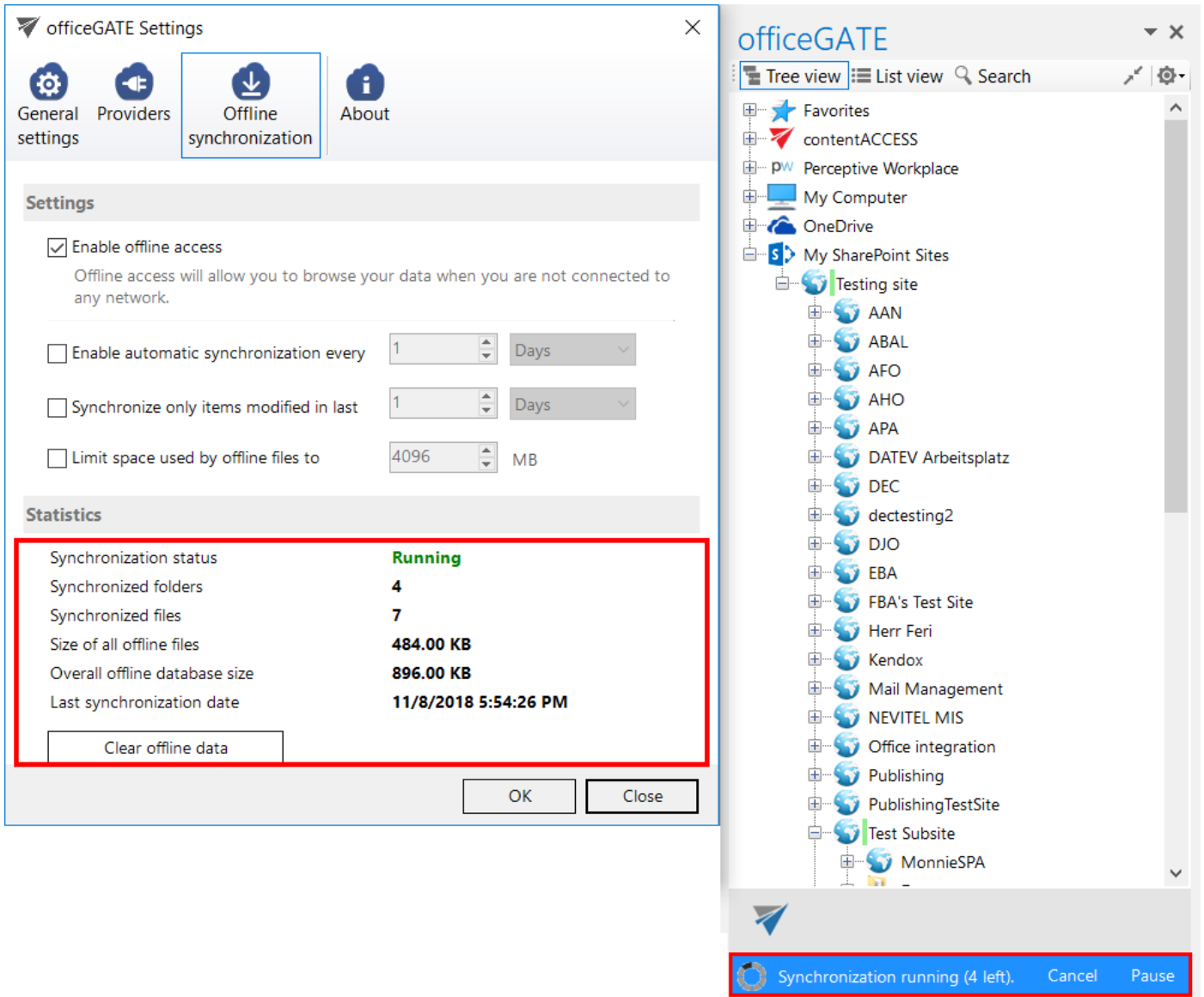
A little pop-up dialog informs the user when the synchronization is completed:
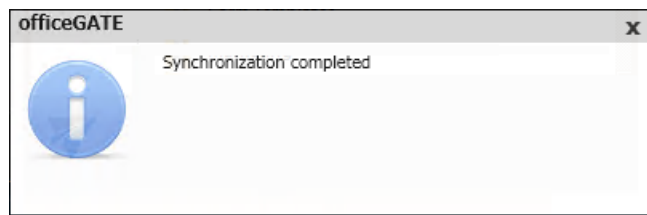
Now our data in the "Documents" library and its subfolder(s) are synchronized and they are available in offline mode, too:

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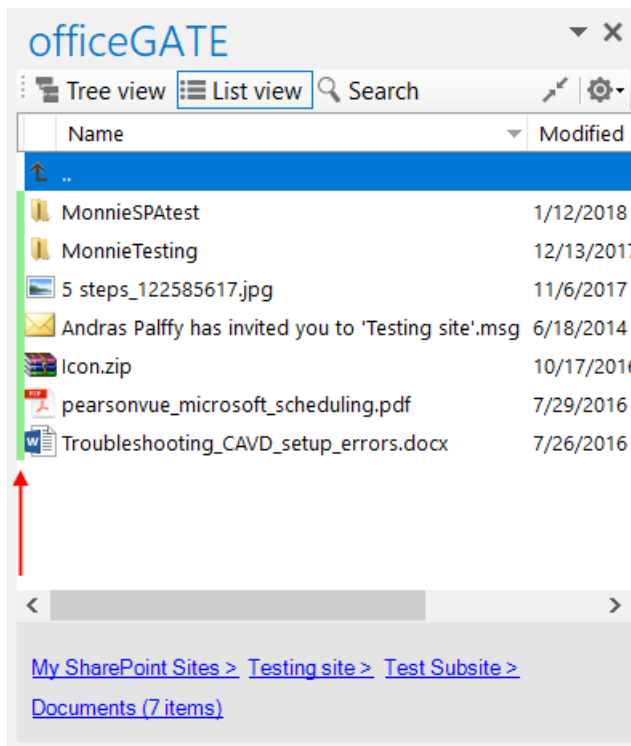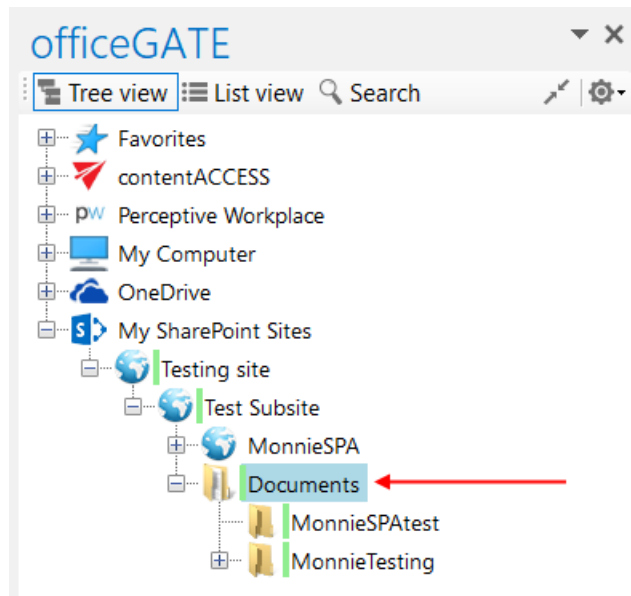
Updating the offline items based on the online changes

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The changes made in a folder/document in the source system can be downloaded to the offline files:

- automatically using "Automatic synchronization" – this will run based on the Offline synchronization settings and will update the a) file if it has been changed in the source system; b) will add the new file to the offline files if such has been added to the source system; c) will add new folders for offline access if such has been added in the source system (if **recursive offline access** was enabled on the selected folder); automatic synchronization first time runs when it is enabled in the **Settings** section (see the picture below), later it runs periodically in the specified time intervals.

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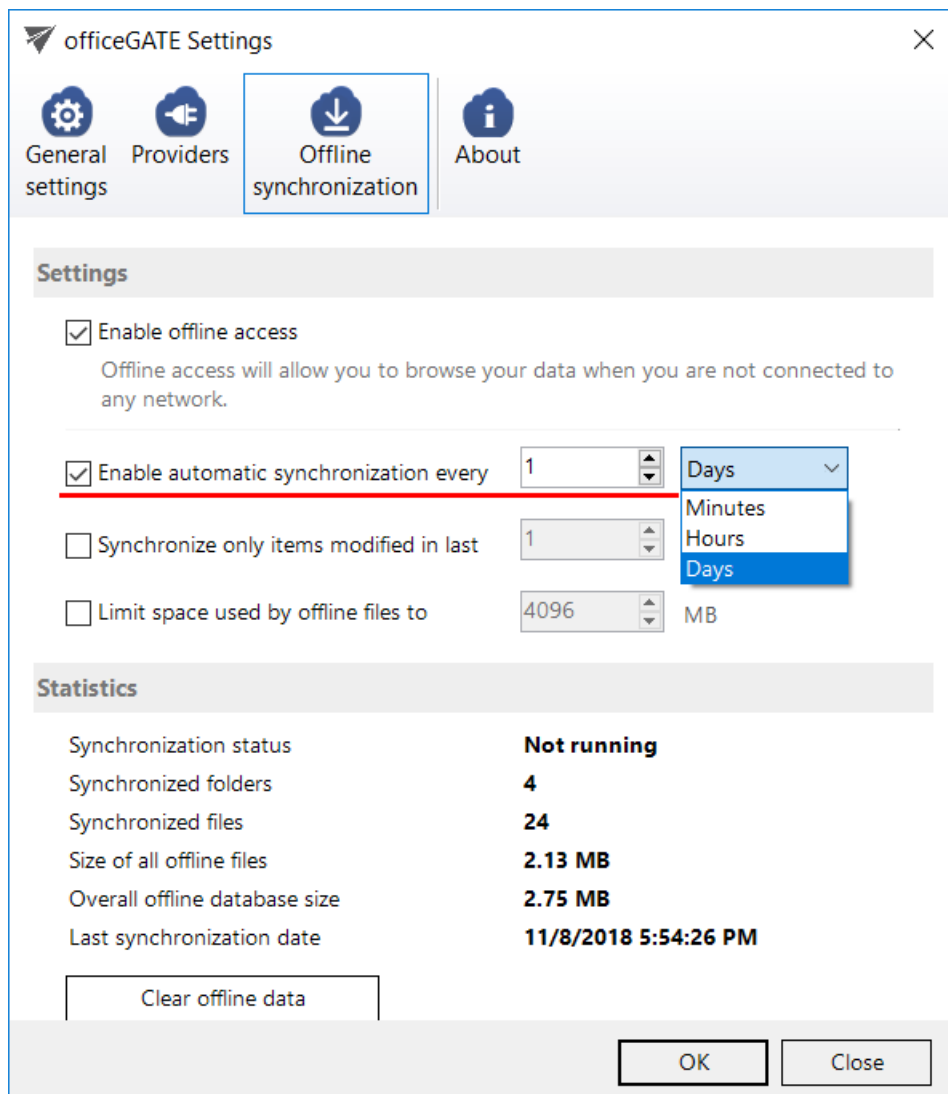
- manually using the **"Start synchronization"** (updates offline files/folders based on the online changes) and/or **"Start full synchronization"** context menu options (downloads everything from scratch) for offline access.
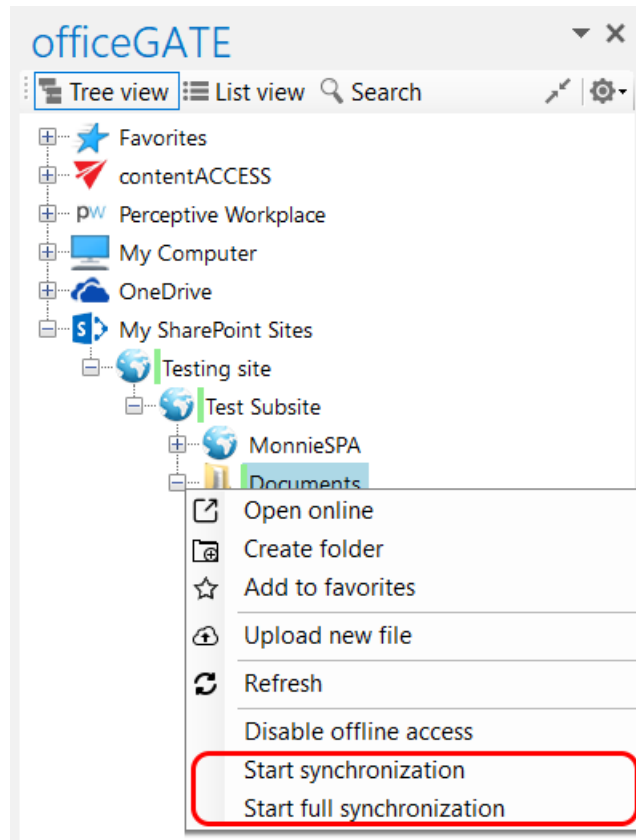
Disabling offline access

Offline file access can be

- **Disabled** using the "Disable offline access" context menu option (Screenshot A) – with this option the user removes all offline metadata and offline files of the selected folder(s) and all of the subfolders, so they will not be available in offline mode.

- **Turned off** by unchecking the first check box in the **Offline synchronization** settings (Screenshot B) – this doesn't delete the currently downloaded offline files, but the user will not be able to download new files for offline access while this option is turned off.

Screenshot A

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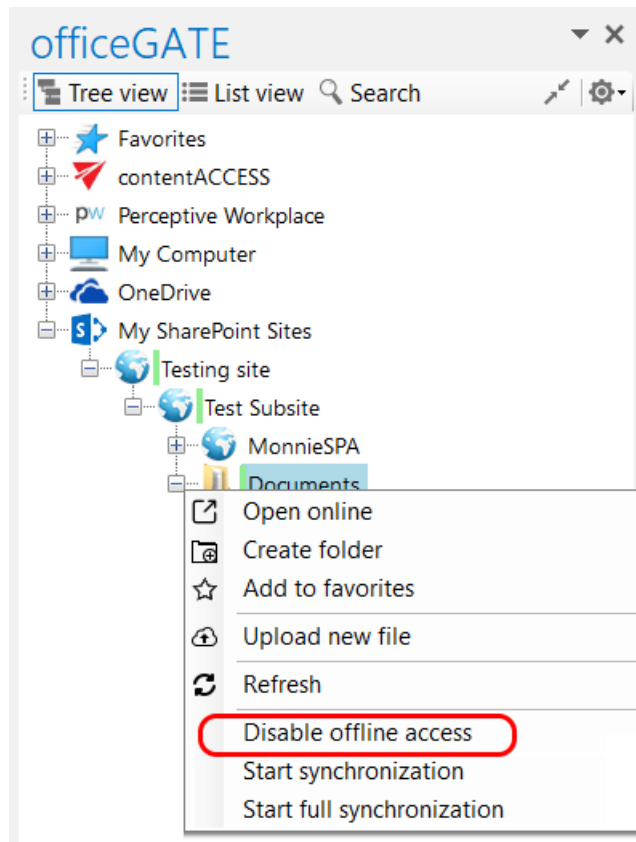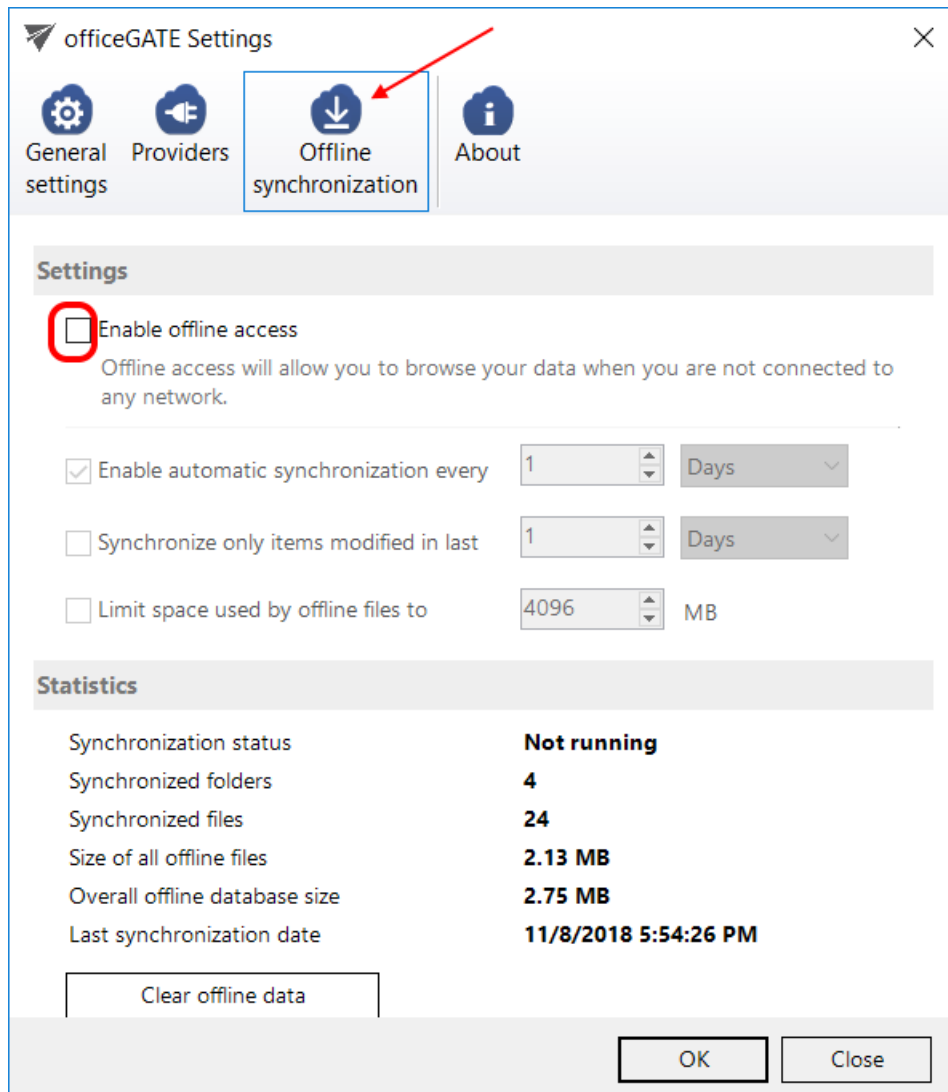
Screenshot B

Interrupted manual and automated synchronizations

There can be situations, when the (manual or automated) synchronization is interrupted while it's running, or when the automated synchronization cannot be started. The reasons may be various: Outlook is turned off, there is no network connection in the office etc.

In such cases, officeGATE works like this:

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- **If Outlook is stopped while the synchronization is running** – synchronization is reset when Outlook is turned on again

- **If network connection is interrupted while synchronization is running** – synchronization is cancelled

- **If automated synchronization should start**, but **Outlook is turned off** – if the time set in the Offline synchronization settings is exceeded, synchronization starts automatically at the next start of Outlook; if this time is not exceeded, synchronization is started based on the defined schedule

- **If automated synchronization should start, but there is no network connection** – if the time set in the Offline synchronization settings is exceeded, synchronization starts automatically when the network connection is established again; if this time is not exceeded, synchronization is started based on the defined schedule

License key activation

In the **officeGATE Settings** dialog click on **About** tab → **License** button. In the **License details** window your actual license details will be shown. If you click **Change license** option the **License Activation Wizard** window will open. Here you can activate a new license key for the product. If you previously used a free version of officeGATE and now you decided to use Premium version then you need to activate the new license key right here.

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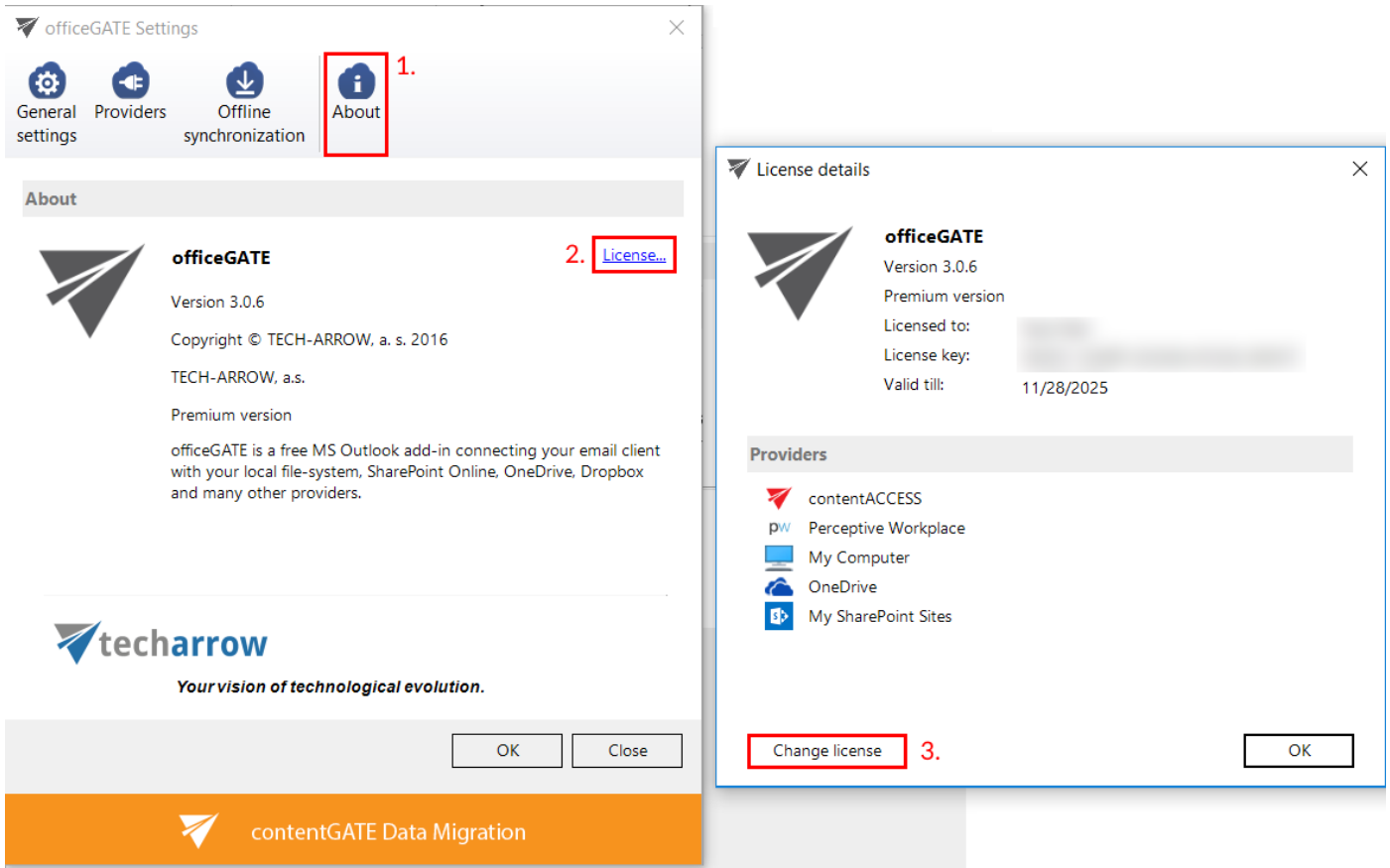
There are two options how to activate a license key:

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1) **If you choose online activation** (internet access is required) – click **Next** and your license will be activated automatically.

2) **If you choose offline activation** (no internet access is required) – click **Next** and send the license request information from the textbox below to the TECH-ARROW sales department. You can simply copy the **License request information** text directly to the email or you can save the information via Save to file option in .dat format and send the request as an attachment. TECH-ARROW sales department will generate the activation data for you. Once the sales department delivered back the .dat file for you, click Load from file option under the **License activation information** box on right side and upload .dat file that you have received. Click **Next** and the license key will be successfully activated.

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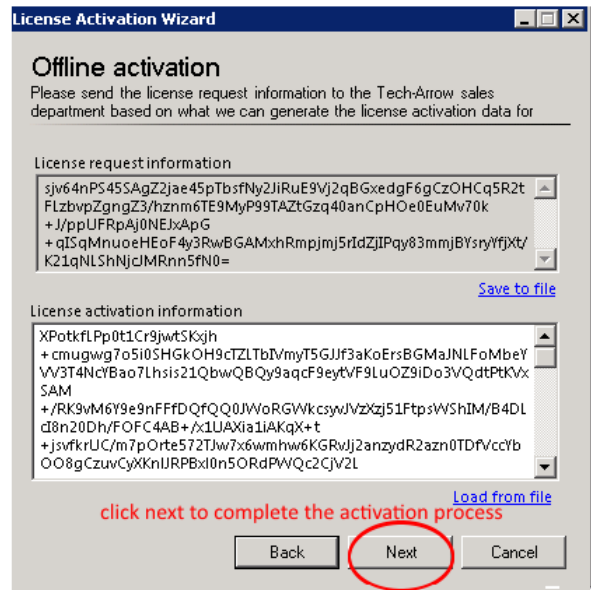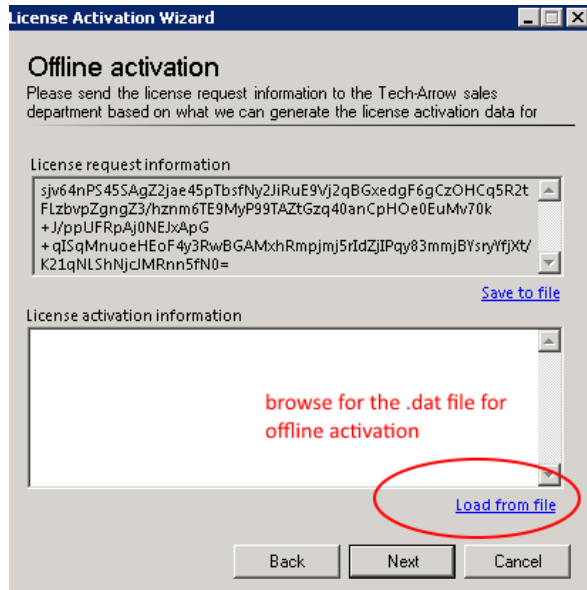
Handling with documents using officeGATE

In the chapters above we have learnt how to launch officeGATE and how to connect to the desired providers (document management systems) that we want to work with. The next chapters will show how to handle with the documents using officeGATE.

Setting favorites

If you have a couple of folders/documents that you need to use more frequently, officeGATE offers the possibility to define them as favorites and have an easier access to them. The yellow star (the 1st node) in the officeGATE's tree view collects your favorites.

> **Note**: *The tooltips of Favorites show the parent folder, which makes the navigation even easier.*

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To add a folder, library or contentACCESS plugin between **Favorites,** click on it in the pane, open its context menu and select **Add to favorites** from the list. The selected folder/library will be shifted under the **Favorites** node.
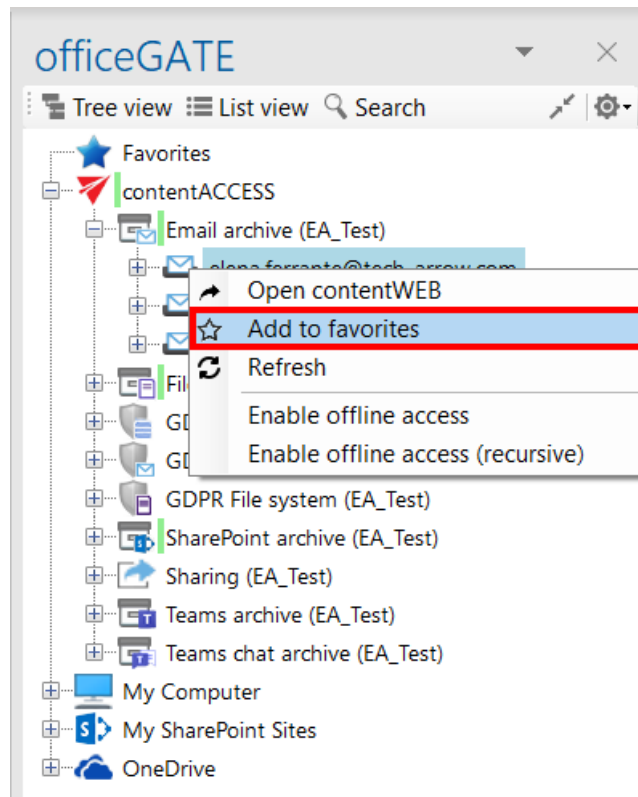
You can remove the selected locations if you do not want them to be included between favorites anymore. To remove a favorite location from the list, open the **Favorites** node (blue star) from the pane, select your favorite, open it's context menu and click on **Remove from Favorites** option.

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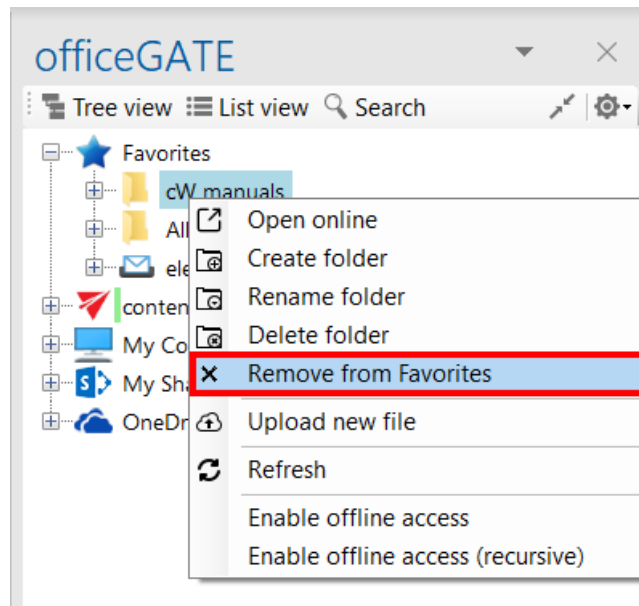
View selection: Tree view, List view, Collapse all

There are 3 main views available in the officeGATE's status pane:

- ✓ **Tree view** (Screenshot A);
- ✓ **List view** (Screenshot B)
- ✓ and **Collapse all** (Screenshot C).

The user may also switch between tree view and list view a middle-mouse click, if this option is enabled in the **General settings** of officeGATE (read more in section General officeGATE settings).

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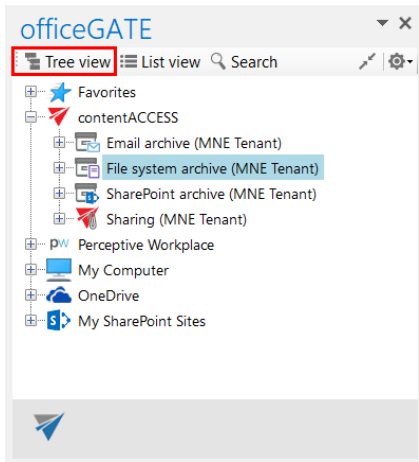
Screenshot A: Tree view
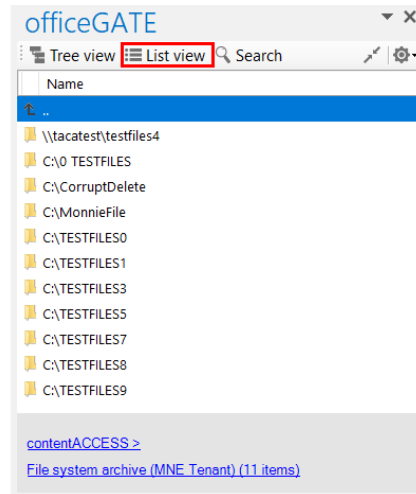
Screenshot B: List view
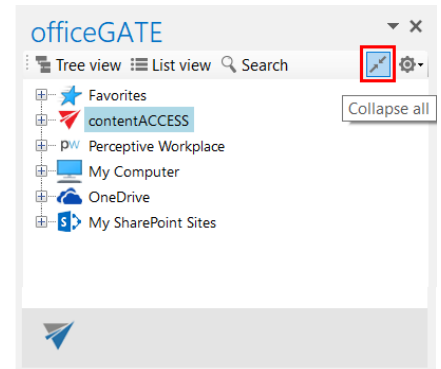
Screenshot C: Collapse all

A) **Tree view** [🗐]: This view displays all available providers and presents a hierarchical view of information. Each provider in the Tree view has a number of child nodes (a child node can either be a folder in a local or cloud file provider, a library or folder in SharePoint or a plugin in contentACCESS). A provider can be expanded to reveal child nodes, and collapsed to hide them. To expand a provider, click on plus sign "+" and locate the child node that you want to work with. With a right click on the child node you may open its context menu. The context menu options depend on the particular provider.

The user can add the selected child to the list of favorites, rename, delete, open selected folders, create new subfolders from the context menu directly or upload new files into it. The first table of chapter Working with nodes and files using the context menu gives an overview for the user about the nodes' context menu options that are available in the respective officeGATE providers.

With the 🖉 **Collapse all** option you can collapse the nodes that have been previously opened in the Tree view mode (Screenshot C above).

B) **List view** [☰]: In this view the contents (folders, documents etc.) of the selected parent folder are listed. The topmost entry is displayed as ".." and links to the parent location when it's clicked. In List view, at the bottom of the pane you can also see the path (breadcrumbs) where a certain document is located in your file system. The user can click on a breadcrumb element to easily navigate to a parent location.
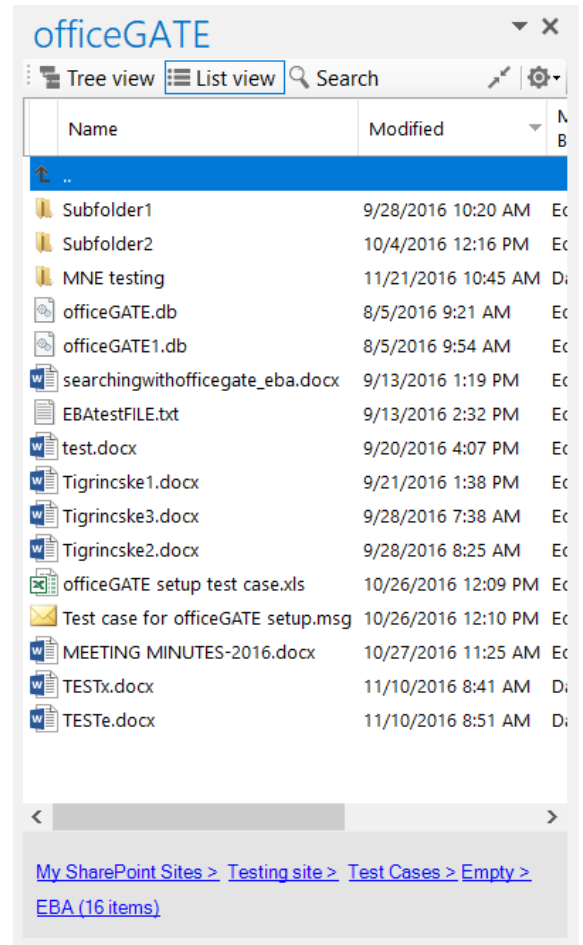
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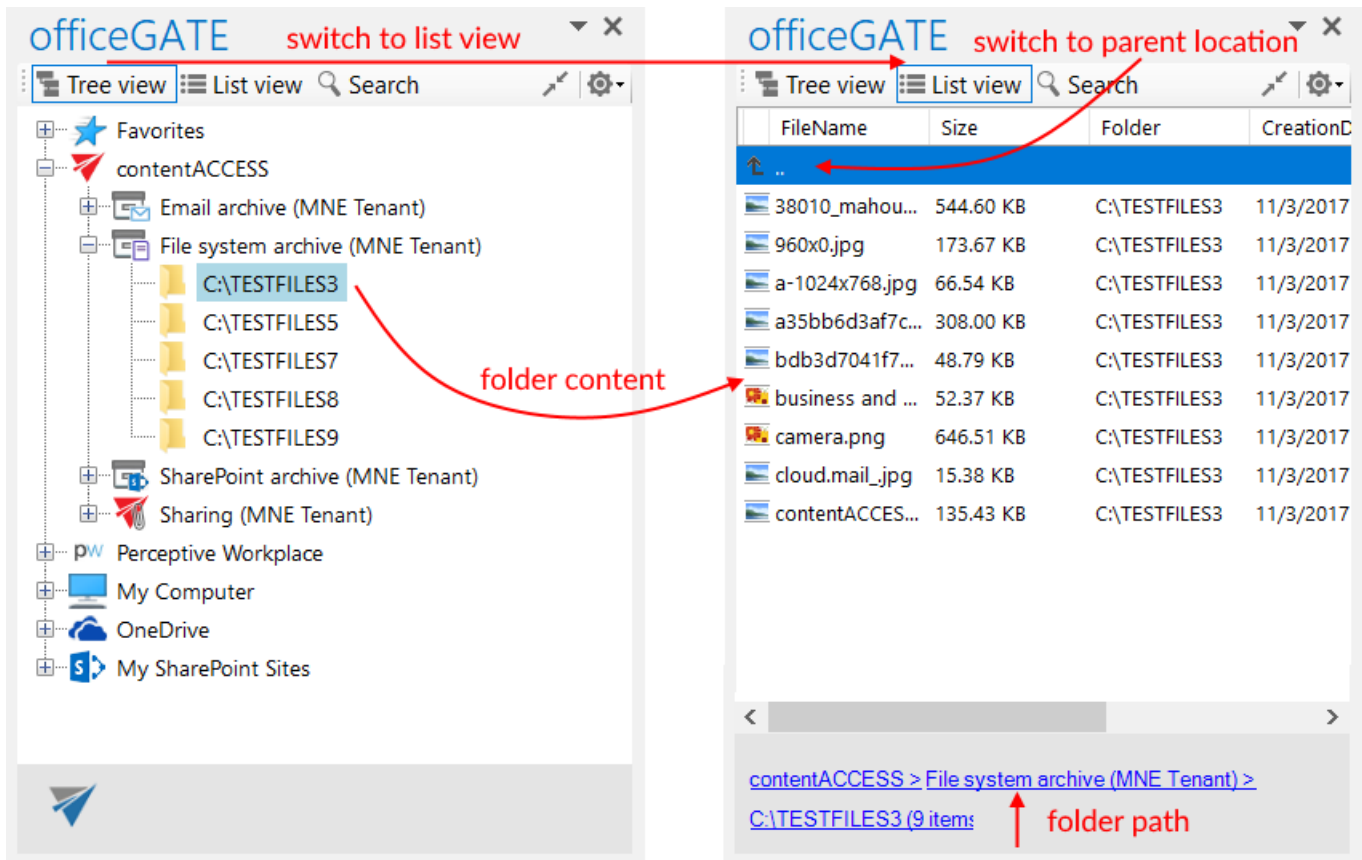
Sorting in List view

officeGATE enables to sort the items based on column headers in the list view. If you choose a different provider, then different headers are displayed. On our illustrative screenshots below a SharePoint folder is chosen, where the files can be sorted by 3 column headers (sorting criteria), namely: **Name, Modified** and **Modified by**. On the second picture the files are sorted by the date when they were last modified.
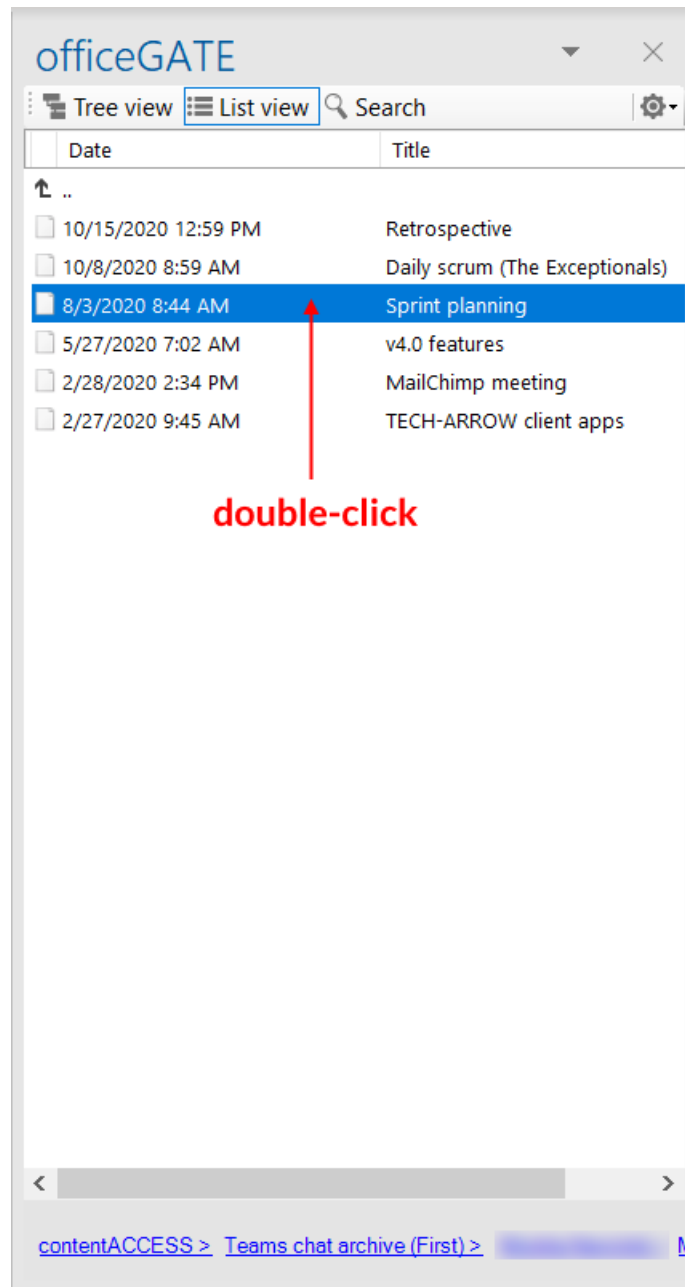
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Name	Modified	
..		
MNE testing	11/21/2016 10:45 AM	D:
Subfolder2	10/4/2016 12:16 PM	E(
Subfolder1	9/28/2016 10:20 AM	E(
TESTe.docx	11/10/2016 8:51 AM	D:
TESTx.docx	11/10/2016 8:41 AM	D:
MEETING MINUTES-2016.docx	10/27/2016 11:25 AM	E(
Test case for officeGATE setup.msg	10/26/2016 12:10 PM	E(
officeGATE setup test case.xls	10/26/2016 12:09 PM	E(
Tigrincske2.docx	9/28/2016 8:25 AM	E(
Tigrincske3.docx	9/28/2016 7:38 AM	E(
Tigrincske1.docx	9/21/2016 1:38 PM	E(
test.docx	9/20/2016 4:07 PM	E(
EBAtestFILE.txt	9/13/2016 2:32 PM	E(
searchingwithofficegate_eba.docx	9/13/2016 1:19 PM	E(
officeGATE1.db	8/5/2016 9:54 AM	E(
officeGATE.db	8/5/2016 9:21 AM	E(

My SharePoint Sites > Testing site > Test Cases > Empty > EBA (16 items)

Screenshot A: Sorting the SharePoint files in order „from youngest to oldest"

Name	Modified	
..		
Subfolder1	9/28/2016 10:20 AM	E(
Subfolder2	10/4/2016 12:16 PM	E(
MNE testing	11/21/2016 10:45 AM	D:
officeGATE.db	8/5/2016 9:21 AM	E(
officeGATE1.db	8/5/2016 9:54 AM	E(
searchingwithofficegate_eba.docx	9/13/2016 1:19 PM	E(
EBAtestFILE.txt	9/13/2016 2:32 PM	E(
test.docx	9/20/2016 4:07 PM	E(
Tigrincske1.docx	9/21/2016 1:38 PM	E(
Tigrincske3.docx	9/28/2016 7:38 AM	E(
Tigrincske2.docx	9/28/2016 8:25 AM	E(
officeGATE setup test case.xls	10/26/2016 12:09 PM	E(
Test case for officeGATE setup.msg	10/26/2016 12:10 PM	E(
MEETING MINUTES-2016.docx	10/27/2016 11:25 AM	E(
TESTx.docx	11/10/2016 8:41 AM	D:
TESTe.docx	11/10/2016 8:51 AM	D:

My SharePoint Sites > Testing site > Test Cases > Empty > EBA (16 items)

Screenshot B: Sorting the ShrarePoint files in order „from oldest to youngest"

Double-click on contentACCESS items in List view

When you are in list view and double-click on a contentCCESS item, its preview opens.

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From this preview, it is possible to **Open** the original item or **Close** the preview.

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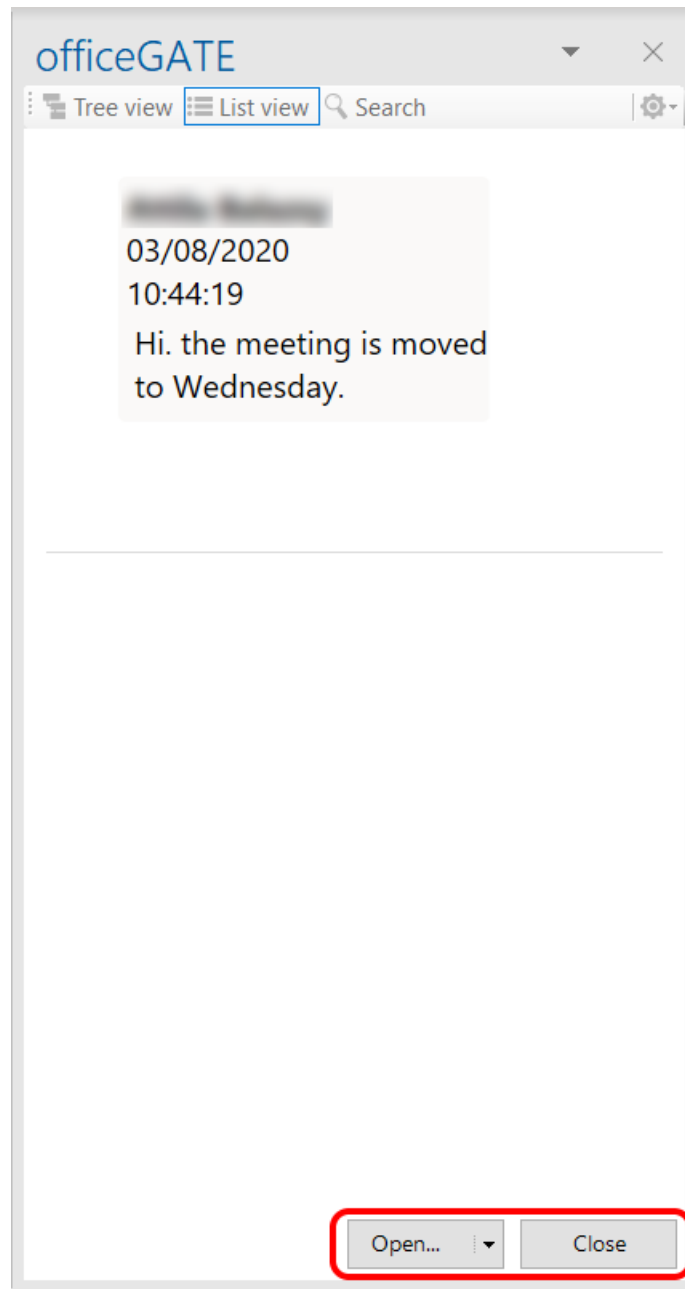
Screenshot: Preview of a Teams chat archive item

If you click on the little arrow on the **Open** button, the following options for the item appear:

- Copy document

- Send as attachment...

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- Send as link…

- Send as ZIP file…

- Save…

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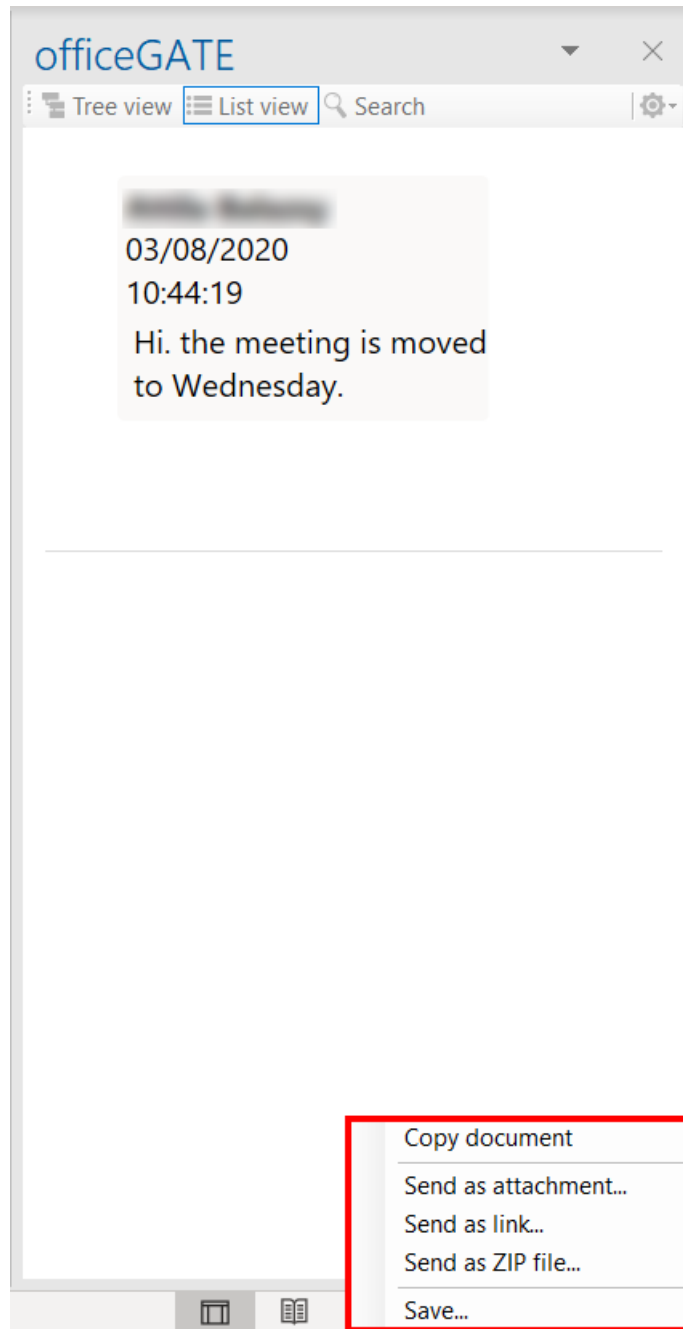
Searching in officeGATE

By using the search filter the user may quickly find the document what he is looking for. Searching among files stored in the respective officeGATE providers is provider specific. This means, that officeGATE search uses the search engine(s) of the respective provider. Search button is located in the header part of the officeGATE pane.
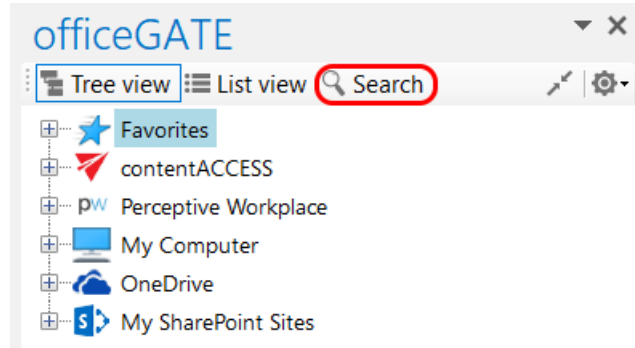
It is possible to search

a) **In all available** (available=connected) **providers** → in this case select the "**All providers**" from the "**Location**" dropdown list, specify the keyword and click "**Search**". 3 columns will be listed as a result; a column with icons, a column containing the name of the documents and the last column containing the respective provider (in case of contentACCESS the model name is also visible).

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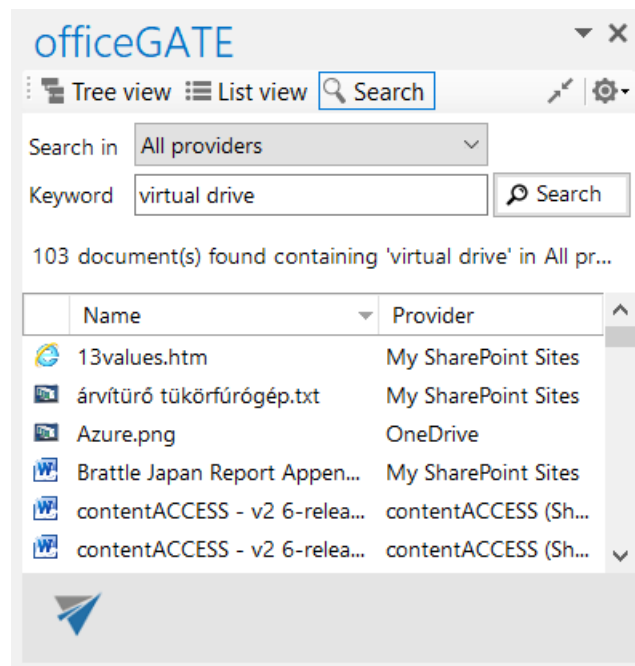
b) **In one of the connected providers** → in this case select the desired provider from the "Location" dropdown list, enter the demanded keyword and click "Search".
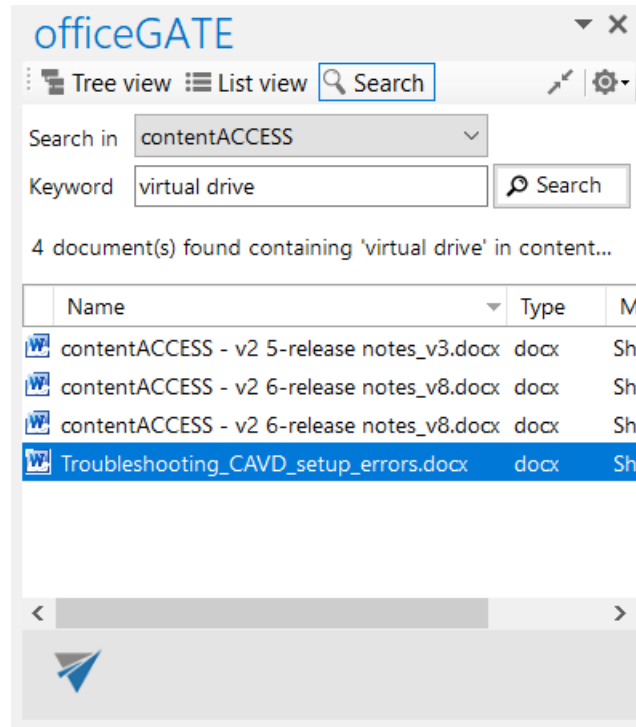
c) **In the selected node's content (node=folder or library)** → In this case locate the desired folder/library in the tree view and click on it. Then click on the magnifier mark in the pane to open the search page. The **Location** will be already preselected. Specify the keyword and click "Search".

The following use case will demonstrate how to search for contentACCESS related documents in the "Documents" SharePoint library. Select the "Documents" library under the SharePoint node, and click on the magnifier mark (🔍):

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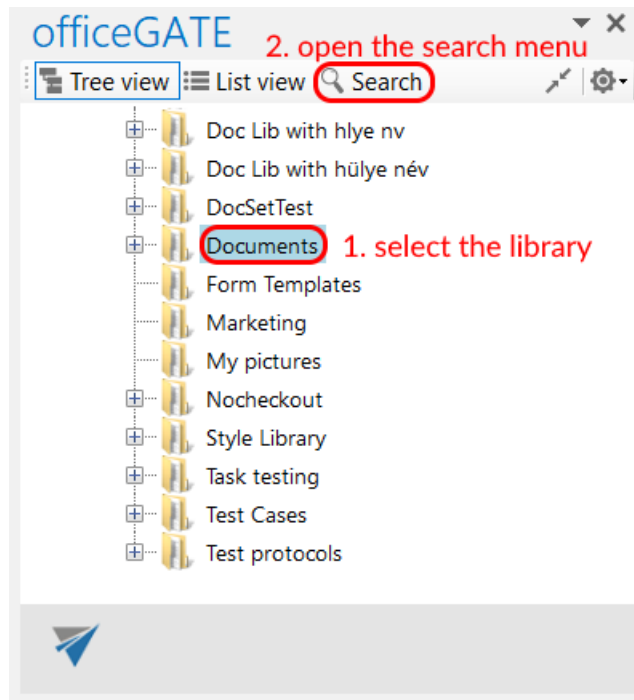
Specify the keyword that you are looking for (in our use case "contentaccess") and click on **Search**:

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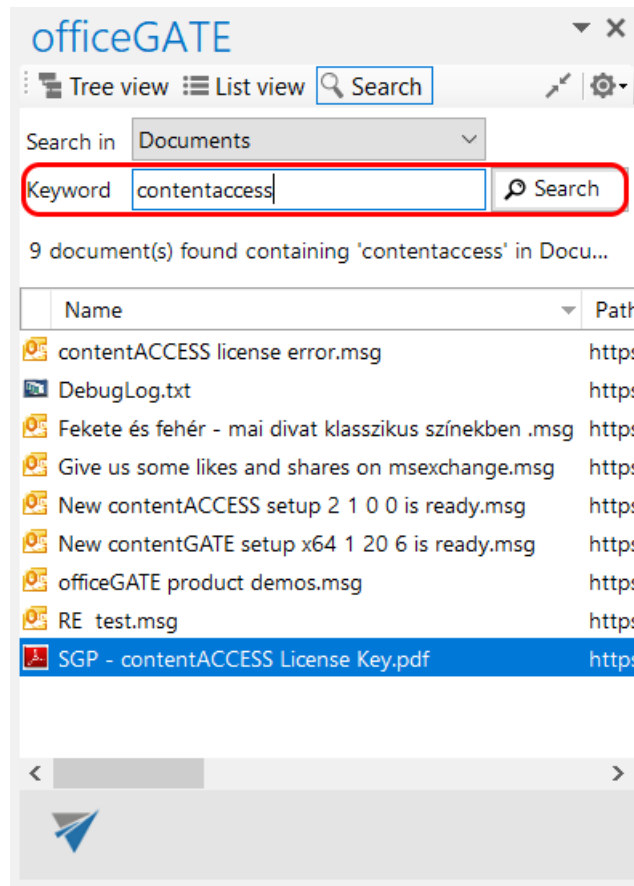
9 documents have been found, of which title or text contains phrase "contentaccess".

Searching on the local disks – indexing options

If the user selects **My Computer** from the **Location** dropdown list (i.e. he is searching for a document that is located on a local disk) the "**Options**" button appears on the search page. With clicking on this button the user may check the local disks that are already indexed.

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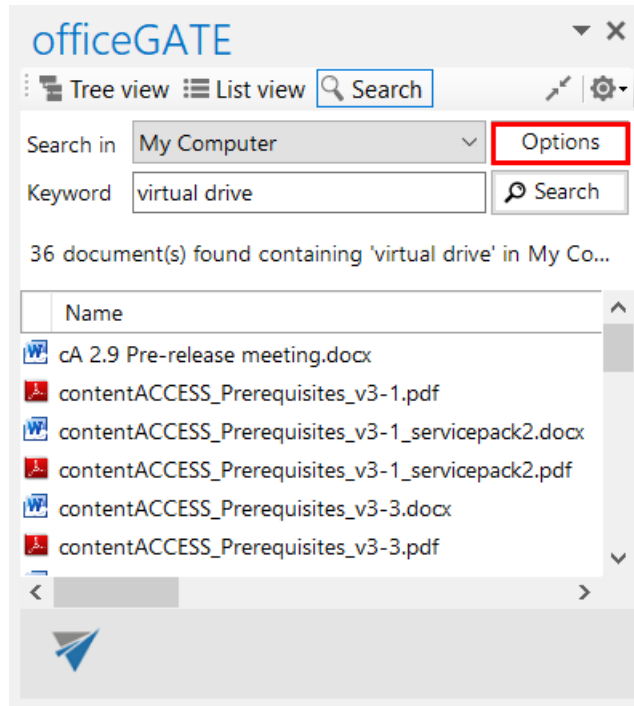
Note: Only the documents located on the **indexed local disks** can be searched for.

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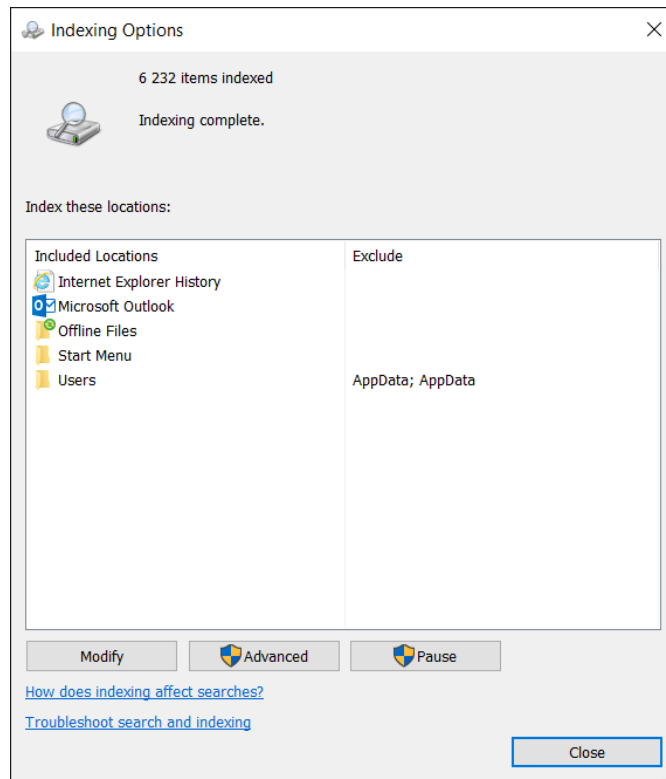
The following operations are available from the context menu of the searched items (from the search page):

- Send as attachment*

- Send as link*

- Send as ZIP file*

- Save document(s) locally*

- Copy document(s) *

- Move document(s)

- Open*

- Open contentWEB*

- **Open parent directory:** Click this menu item to open the parent directory of the selected file. This context menu item is available from the search page only.
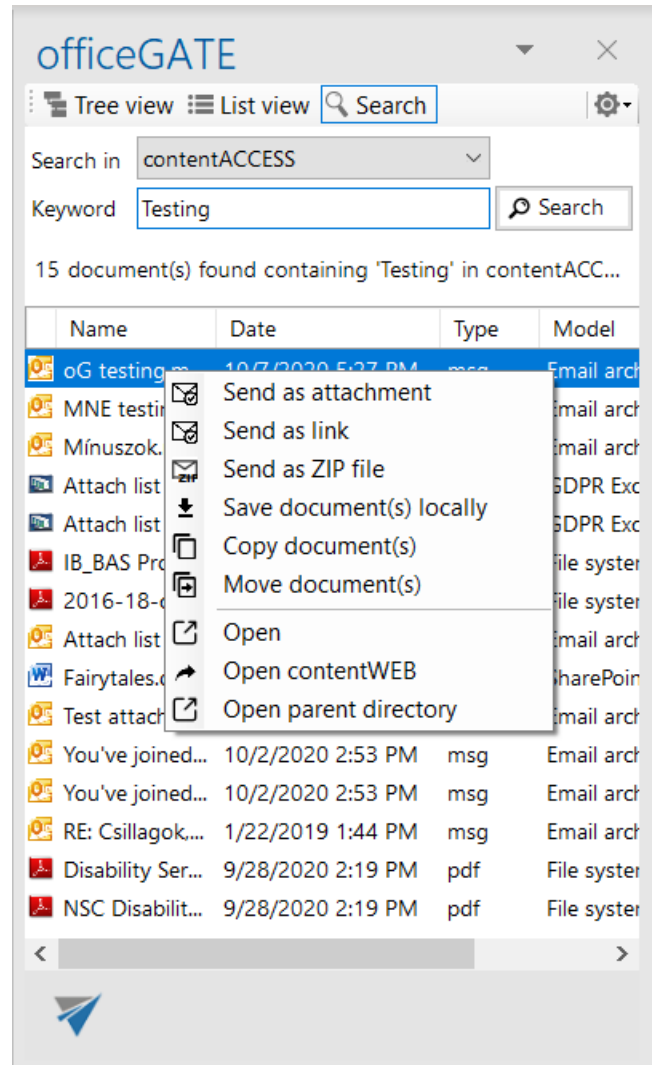
*These features are described in details in chapter Working with nodes and files using the context menu of this guide

Searching with Search suggestions

If the **Search suggestions** are enabled in System settings for the contentACCESS server officeGATE is connected to, system generate search suggestions. Search suggestions are possible search terms related to what you are looking for and are generated from the document contents, thus only those terms will be suggested, which are related to at least one of your documents.

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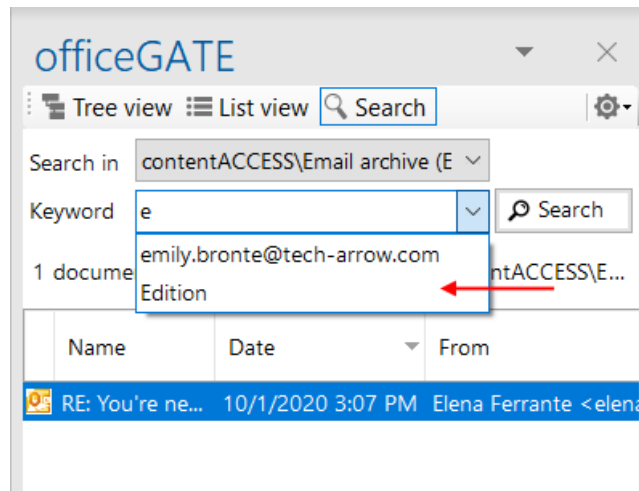
Searching with Hit highlighting

If the **Hit highlighting** is enabled in System settings for the contentACCESS server officeGATE is connected to, the located words will be highlighted with yellow in the search results.

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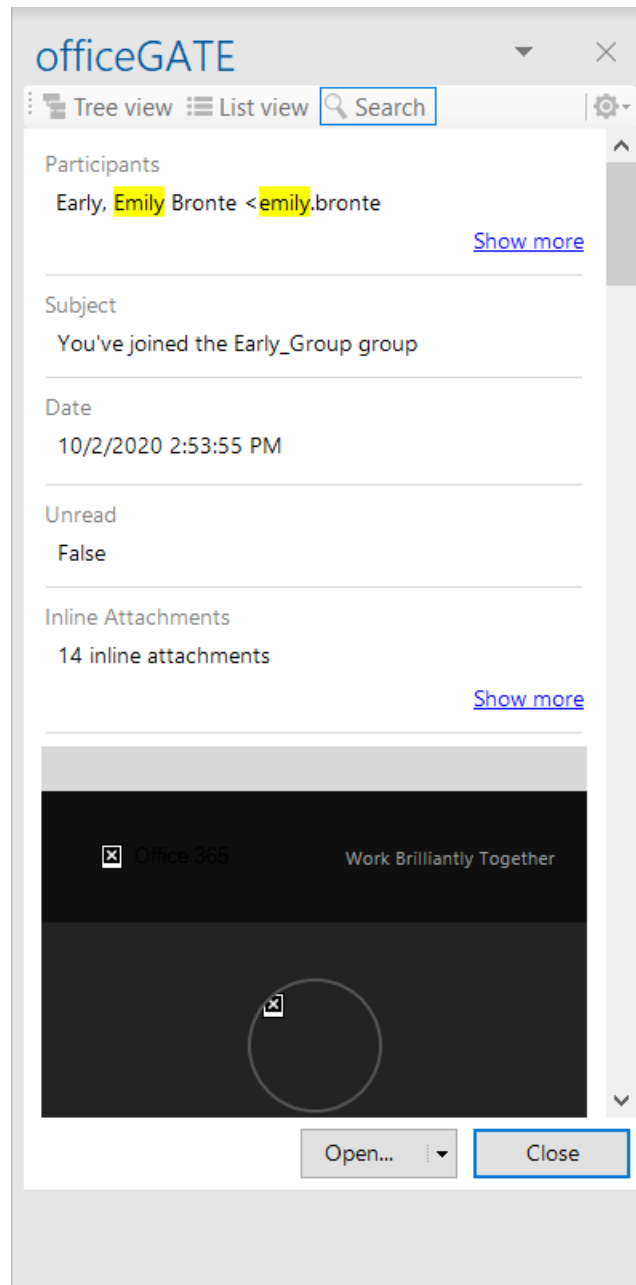
Search query language

The search query language is used to specify conditions on documents which have to be returned as result when searching the archive. The search query language used in any user interface of contentACCESS can be divided into following categories:

Source specification

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The searching user can specify where to search on different levels: tenant, model, entity

Tenant:(string) - select a tenant by name; search in tenants having the specified string in name

MTID:(string) – select a model by type identifier (EmailArchive, FileSystemArchive, SharePointArchive)

Source:(string) – select a model by keyword; search in models having the specified string as a keyword (email, file, sharepoint). This is similar as the MTID mentioned, but accepts more free model specification. Possible values are:

- For FileSystemArchive: file, fs, filesystem, archive
- For EmailArchive: archive, email, mail, mailarchive, emailarchive

Examples:

- source:file
- source:mail

Entity:(string) - select one or more entities by name; search in entities having the specified string in name. Entity name is **mailbox address** in **Email archive** and **Root folder path** in **File system archive**.

Examples:

- entity:abal@tech-arrow.com – search in ABAL's mailbox
- entity:c:\temp – search in c:\temp folder

Property value specification

The following properties can be used to specify conditions on documents to be returned as result when searching the archive:

Date

Applicable only for properties of "date" type. Exact date specification has to be in format YYYY-MM-DD (no hours, minutes, seconds can be specified).

Example:

- date:(2016-12-05)

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Available placeholders: now – means this hour; today, yesterday, this week, last week, this month, last month, this year, last year

Example:

- date:(now), date:(last week)

Number

Numbers are written as usually (1, 2, 3…). For the size conditions also units can be specified:

K | KB – size in kilobytes

M | MB – size in megabytes

G | GB – size in gigabytes

T | TB – size in terabytes

Example:

- size:(>1K) – files or emails (depending on the archive) larger than 1 KB

Range

Two types of ranges can be specified: numerical and date ranges. Ranges can be upper bound, lower bound or an interval. A range can be specified as a value for all properties of type "date" and "number".

Prop:(>value) – the value of property "Prop" is greater than "value"

Prop:(<value) – the value of property "Prop" is less than "value"

Prop:(value1, value2) – the value of property "Prop" is greater than "value1" and less than "value2"

Examples:

- size:(1K, 1M) – files/emails (depending on the archive) larger than 1KB and smaller than 1MB
- date:(2016-10, 2016-12) – files created/modified or emails sent (depending on the archive) in the last quarter of 2016

Filename

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Finds items by attachment name (Email archive) or file name (File archive). Wildcard characters can be used for filename pattern specification (* or ?). They have the same meaning as when searching for files in Windows.

Filename:(*.txt) – this will find all attachments and files having the extension **.txt**

Filename:(file) – this will find attachments and files having the exact name "file"

Filename:(file.*) - this will find attachments and files named "file" of any type (extension)

Properties in different archives

When specifying a boolean value for a property in query, the following notations can be used:

- **true | yes | y** stand for True
- **false | no | n** stand for False

Property names and values are not case sensitive. Wildcard characters (* and ?) can be used everywhere.

The character '|' means an option or alternative (in cases if multiple property names and values can be used).

If the value is specified in quotes (e.g. "value"), it is considered as a phrase.

Example:

- "brown fox" will find all documents that contains the words "brown" followed by word "fox"

Email properties

The properties below are applicable when searching in Email archive

Property	Specificity	Description
HasAttachment:	true	false	if true, finds emails having one or more attachments; if false, finds emails having no attachments
Importance:	Low	Normal	High	finds emails with the specified importance level
Sensitivity:	Normal	Personal	Private	Confidential	finds emails with the specified sensitivity level
Flag:	true	false	find emails having a flag set (true) or not set (false)
AttachmentCount:	(number)	finds emails with the specified attachment count

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Bcc:	(string)	condition on addresses in BCC tag of the email
Category:	(string)	condition on category
Cc:	(string)	condition on addresses in CC tag of the email
Folder:	(string)	condition on folder path; possible to find emails only in the specified folder (backslash is used as path separator, e.g. Inbox\Important)
ReceivedDate:	(date)	condition on receiving date
RetentionTime:	(number)	condition on retention time (in months)
Sender | From:	(string)	condition on email sender
Date | SentDate:	(date)	condition on email's sent date
Size:	(number)	condition on email's size in bytes
Title | Subject:	(string)	condition on email subject
To:	(string)	condition on email's recipient
Body:	(string)	search in the mail's body text
Attachment:	(string)	search in mail's attachment text

File properties

The properties below are applicable when searching in File archive

Property	Specificity	Description
CreationDate:	(date)	condition on file's creation date
Title | Filename:	(string)	condition on file's name
Folder:	(string)	condition on file's path (\ is the path separator as in Windows, e.g. c:\documents\rfa)
Date | ModifiedDate:	(date)	condition on file's creation date

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Size:	(number)	condition on file's size in bytes

SharePoint document properties

The properties below are applicable when searching in SharePoint archive

Property	Specificity	Description
CreatedBy:	(string)	condition on user who created the file
CreationDate:	(date)	condition on creation date
FileSize:	(number)	condition on file size
Date | ModificationDate:	(date)	condition on modification date
ModifiedBy:	(string)	condition on user who modified the document
Name:	(string)	condition on document name
Title:	(string)	condition on document title
VersionNum:	(number)	condition on document's version number

Working with nodes and files using the context menu

The officeGATE user handles with his folders/libraries/documents using the context menu of the respective folder/library/file in the pane. The table below lists all available operations in the context menu of a folder/library. Locate your desired folder/library in the pane, right click on it to open the context menu and work with it: add it to favorites, upload new files to it, rename it etc. The available operations are dependent on the system (provider) that you use. The table below gives a general overview about the available options:

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Providers	Operations on folders/libraries using their context menu	
contentACCESS	✓ Open contentWEB ✓ Add to favorites ✓ Upload new file ✓ Refresh ✓ Enable offline access ✓ Enable offline access (recursive)	
Perceptive Workplace	✓ Open online ✓ Add to favorites ✓ Upload new file	

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My Computer (including local Dropbox and OneDrive folders)	✓ Open ✓ Create folder ✓ Rename folder ✓ Delete folder ✓ Add to favorites ✓ Upload new file ✓ Refresh	
SharePoint	**Library:** ✓ New (with submenu items based on the selected site/document set/folder/list templates ✓ Open online ✓ Add to favorites ✓ Upload new file ✓ Refresh ✓ Enable offline access ✓ Enable offline access (recursive) **Folder/document set:** ✓ New (with submenu items based on the selected site/document set/folder/list templates ✓ Open online ✓ Rename folder ✓ Delete folder ✓ Add to favorites ✓ Upload new file ✓ Refresh	

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	✓ Enable offline access ✓ Enable offline access (recursive) **List:** ✓ New (with submenu items based on the selected site/document set/folder/list templates ✓ Open online ✓ Add to favorites ✓ Refresh	
OneDrive and OneDrive for business	✓ Open online ✓ Create folder ✓ Rename folder ✓ Delete folder ✓ Add to favorites ✓ Upload new file ✓ Refresh ✓ Enable offline access ✓ Enable offline access (recursive)	
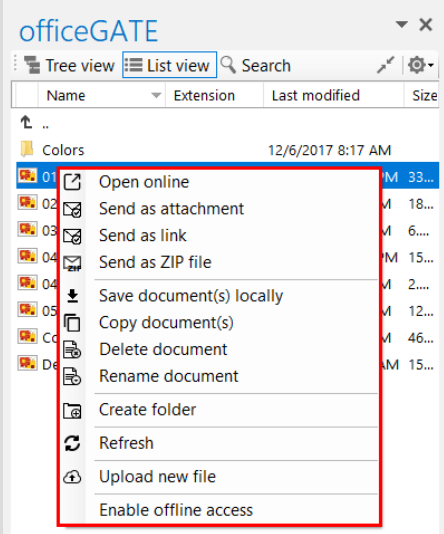
The following subchapters describe general rules of working with files saved in the particular systems (providers) of officeGATE. Operations on the files are available from the files' context menu, in list view. Some of the operations are available in one system, but are unavailable in another. The table below gives a general overview about the file's context menu options using different providers.

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officeGATE providers	Operations on files using their context menu	
contentACCESS	✓ Open online ✓ Send as attachment ✓ Send as link ✓ Send as ZIP file ✓ Save document(s) locally ✓ Copy document(s) ✓ Create folder ✓ Refresh ✓ Upload new file ✓ Enable offline access	
Perceptive Workplace	✓ Open online ✓ Send as attachment ✓ Send as link ✓ Send as ZIP file ✓ Save document(s) locally ✓ Copy document(s) ✓ Create folder ✓ Refresh ✓ Upload new file ✓ Enable offline access	

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My computer (including local Dropbox and OneDrive files)	✓ Open ✓ Send as attachment ✓ Send as link ✓ Send as ZIP file ✓ Save document(s) locally ✓ Copy document(s) ✓ Delete document ✓ Rename document ✓ Create folder ✓ Refresh ✓ Upload new file	
Sharepoint	✓ Open online ✓ Send as attachment ✓ Send as link ✓ Send as ZIP file ✓ Save document(s) locally ✓ Copy document(s) ✓ Delete document ✓ Rename document ✓ Create folder ✓ Refresh ✓ Upload new file ✓ Enable offline access	

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OneDrive and OneDrive for business	✓ Open online ✓ Send as attachment ✓ Send as link ✓ Send as ZIP file ✓ Save document(s) locally ✓ Copy document(s) ✓ Delete document ✓ Rename document ✓ Create folder ✓ Refresh ✓ Upload new file ✓ Enable offline access	

For instructions on everyday use cases of working with files in officeGATE, read the below described topics. Select your provider from the officeGATE pane and connect to it if it's not connected automatically. Then switch to list view, locate the file(s) that you want to work with, and open its context menu (with a right click on it).

Open contentWEB

> **Note:** This option is active only on the contentACCESS provider.

It is possible to open contentWEB directly from officeGATE in Outlook. The function can be used on:

- provider node – redirects the user to contentWEB; no specific entity, folder or item is selected

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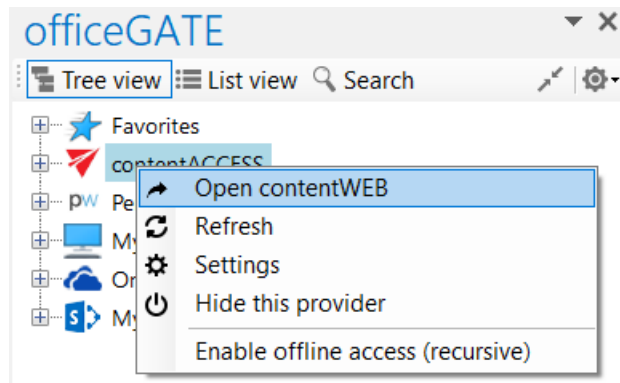
- entity node - opens the selected entity (mailbox, file archive root, etc. - depending on model type) in contentWEB
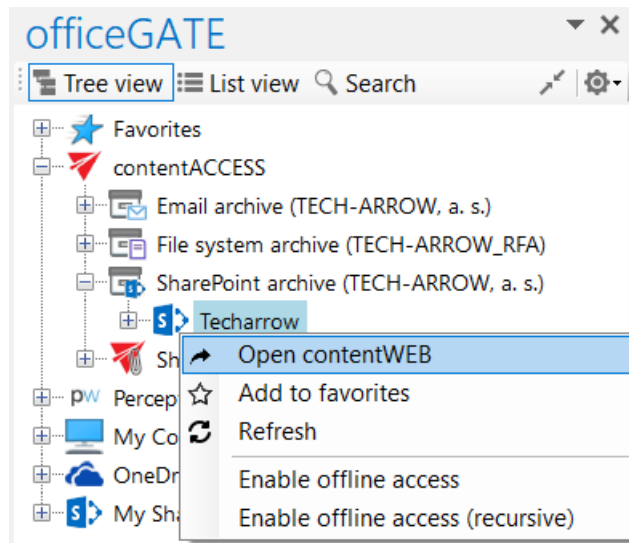
- folder node - opens the selected folder in contentWEB

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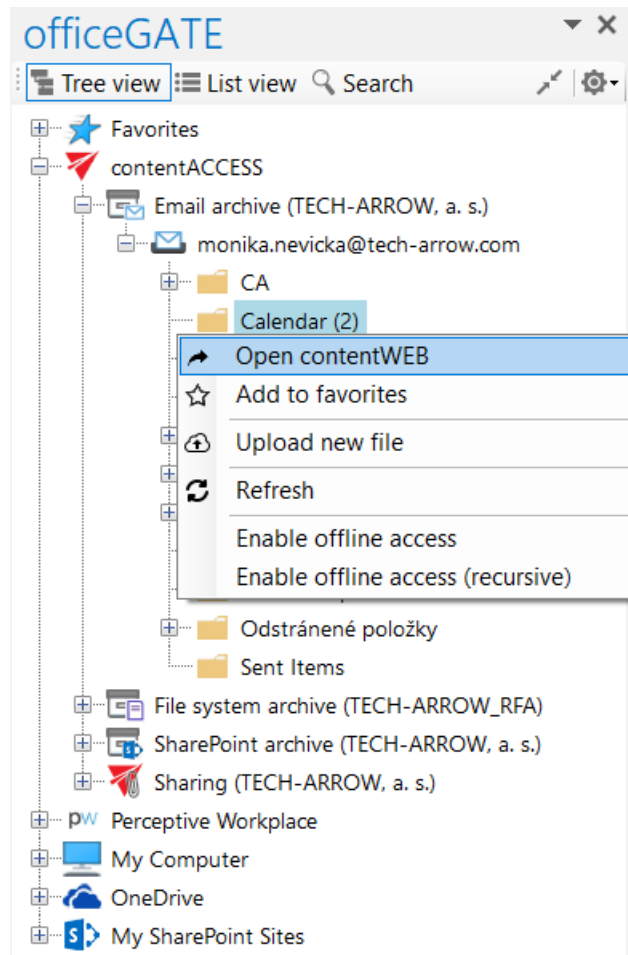
- document node - shows the selected document (email, file...) in contentWEB

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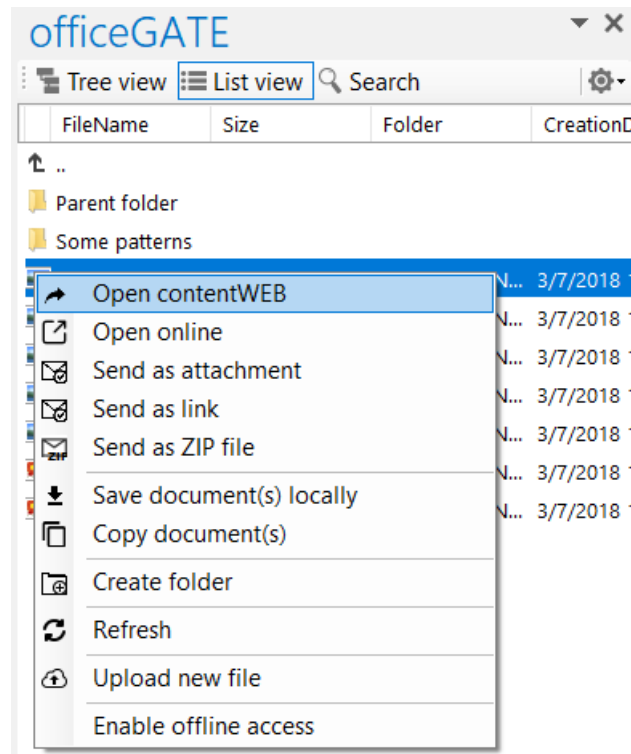
Online opening and editing of files directly from officeGATE

If you need to check a file or to do any modifications to it, choose ⬀ **Open online** from the file's context menu. This context menu option opens the respective file online, from the server (source system) directly. To edit the file, do the necessary corrections in it and save it. This way you can do the necessary corrections faster and more effectively, without downloading and uploading the file to the folder or library again.

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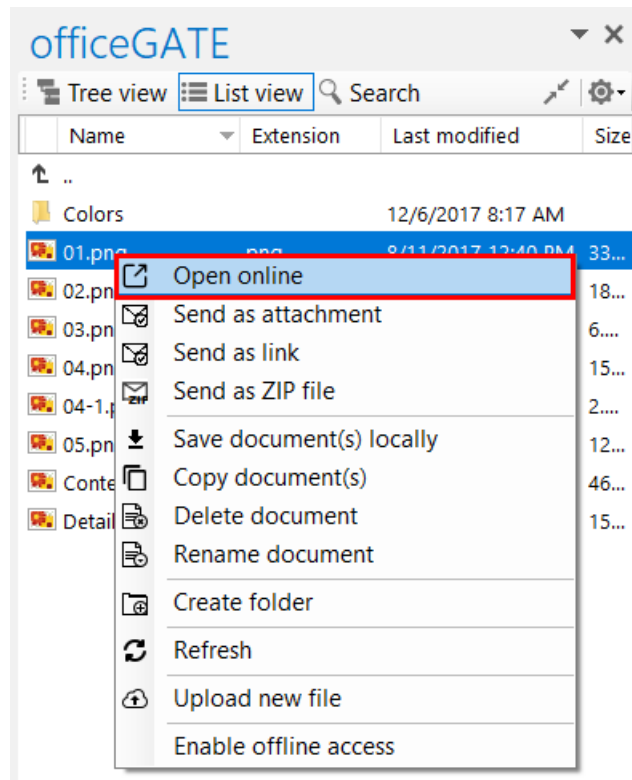
Note: The file is downloaded **locally** into a temporary folder if it is **double clicked**. If you open a locally downloaded file and edit it, the changes will not be synchronized back to the source (online) location. This is quite important if you have online systems (e.g. SharePoint, Perceptive Workplace). If you use the "Open online" context menu item, the file will be opened in the source system directly in a web browser (online) and the changes will be synchronized online as well.

Sending attachments/links to the file

You can decide if you want to send the file as an attachment or you prefer to send a link to the file instead. If you want to send the file itself right click on the file and choose ✉ **Send as attachment** from its context menu. If you want to send the link to a file only choose option ✉ **Send as link** from the file's context menu. It is possible to select multiple files to attach, or to send links to multiple files.

Sending links instead of attachments ensures one "version of the truth", it keeps all project-related documentation in one place, and it saves email storage.

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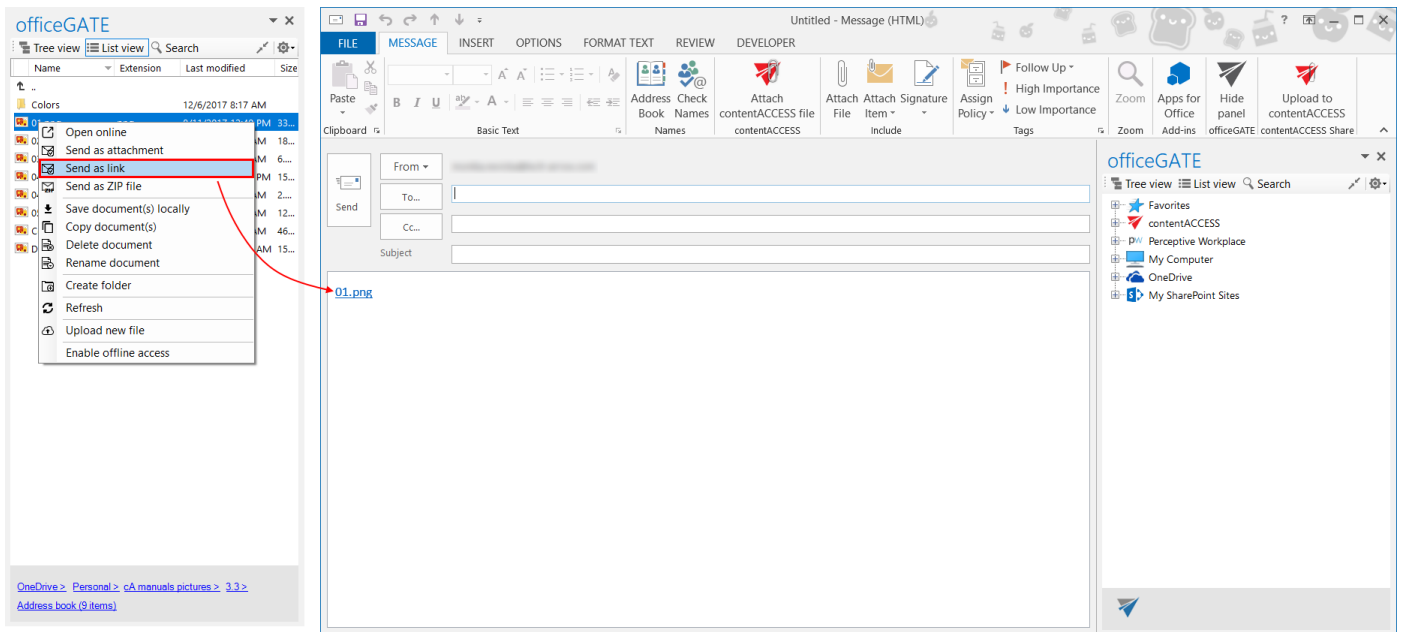
Sending ZIP files

With the **Send as ZIP file** function the user may compress the selected files into a ZIP file and send them to the desired address as a ZIP file.

1. Select the desired items from the pane, open the context menu and select **Send as ZIP file** option from the list.

2. The **ZIP file name** dialog opens. Rename the ZIP, (by default it's called officeGATE.zip) and click **OK**.

3. Send the files to the addressee.

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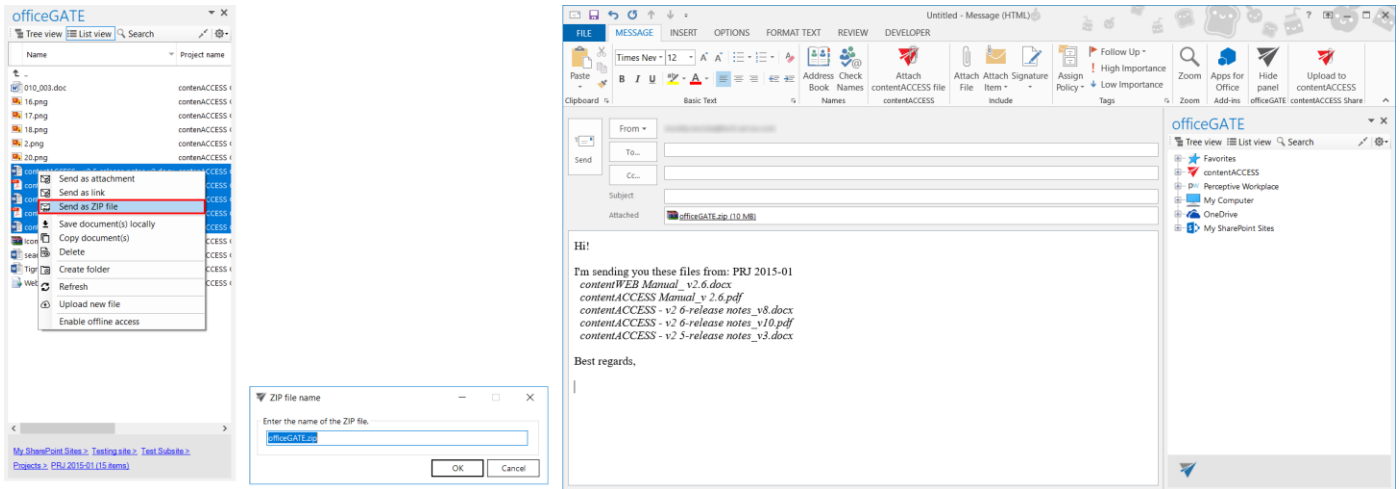
1: Select the files and click on "Send as ZIP"   2: Rename the ZIP   3. Send the ZIP

Saving document(s) locally

The user can also save one or multiple documents locally on his local disk. Select the items that you want to save and open the context menu. Select **Save document(s) locally** from the list. Locate the folder where you want to save the items and click on **Select folder** to save it**.**
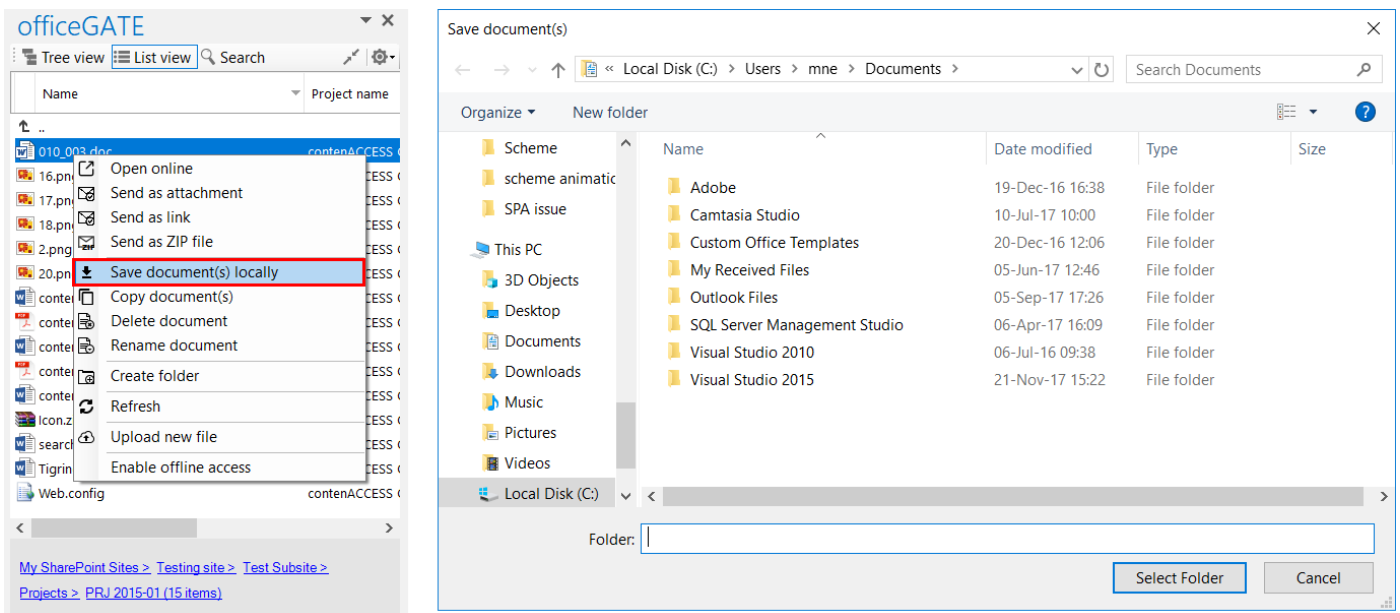
Copying/pasting document(s)

Selected documents can be copied into another providers' folder or library. Just open the file's context menu and select **Copy document(s)** from the list. Then navigate to the target location where you want to make a copy, click on it and open its context menu. Select **Paste document(s)** from the list and wait until officeGATE uploads your document(s) to the target location. Copy/paste function works with CTRL+C/ CTRL+V control codes, too.
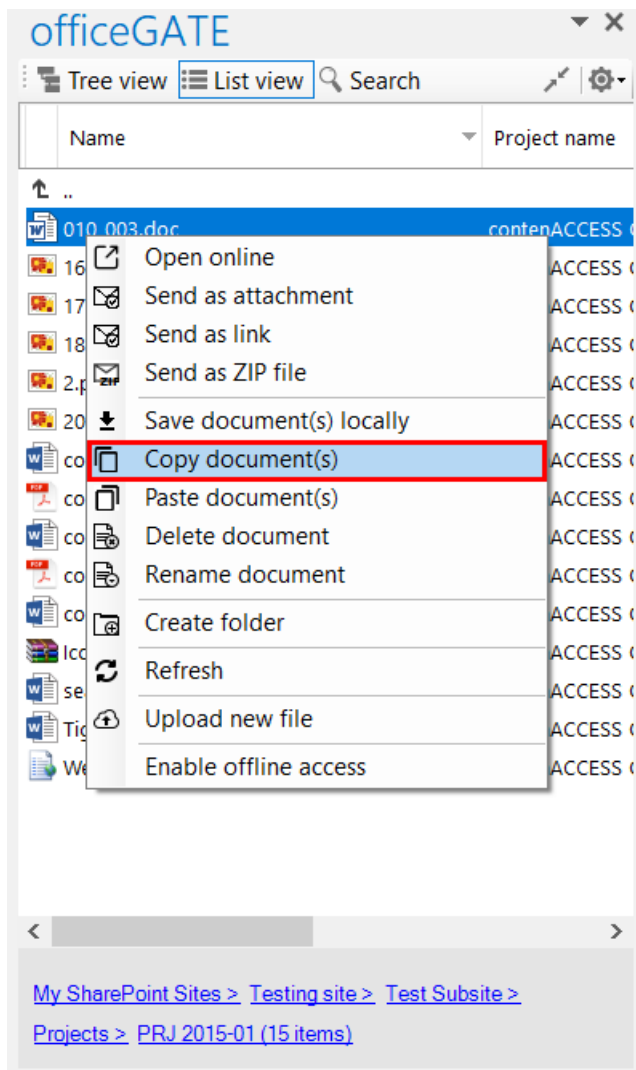
Screenshot A: Copy document(s) from a source location
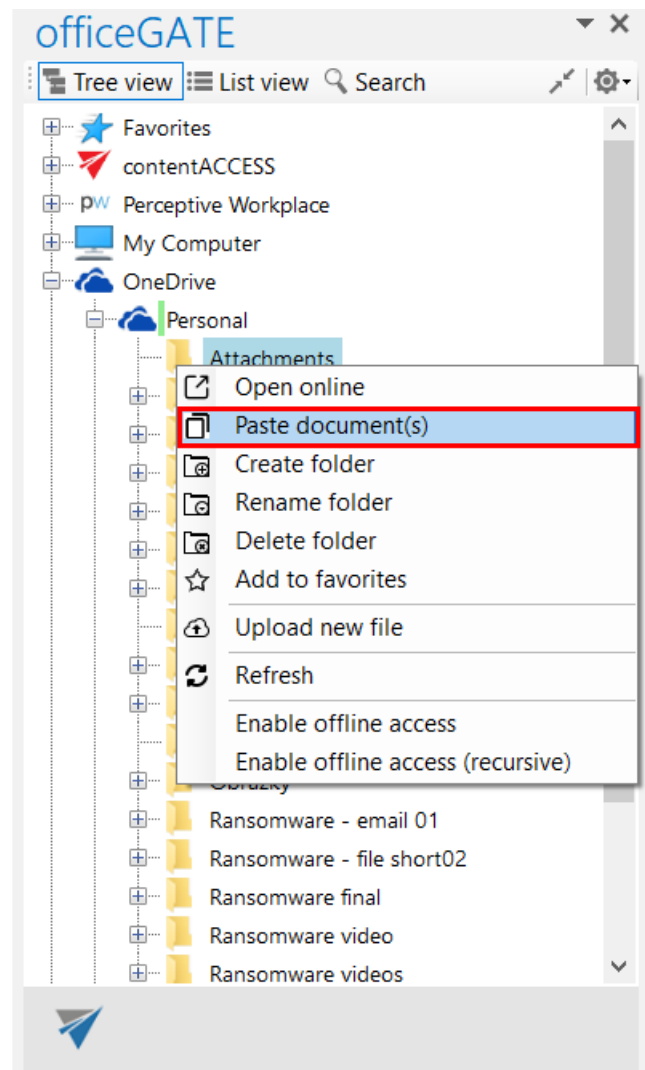
Screenshot B: Paste document(s) to a target location

Deleting document(s)

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To delete one or multiple documents from the file system, open the document's context menu (in list view) and click on **Delete document**.
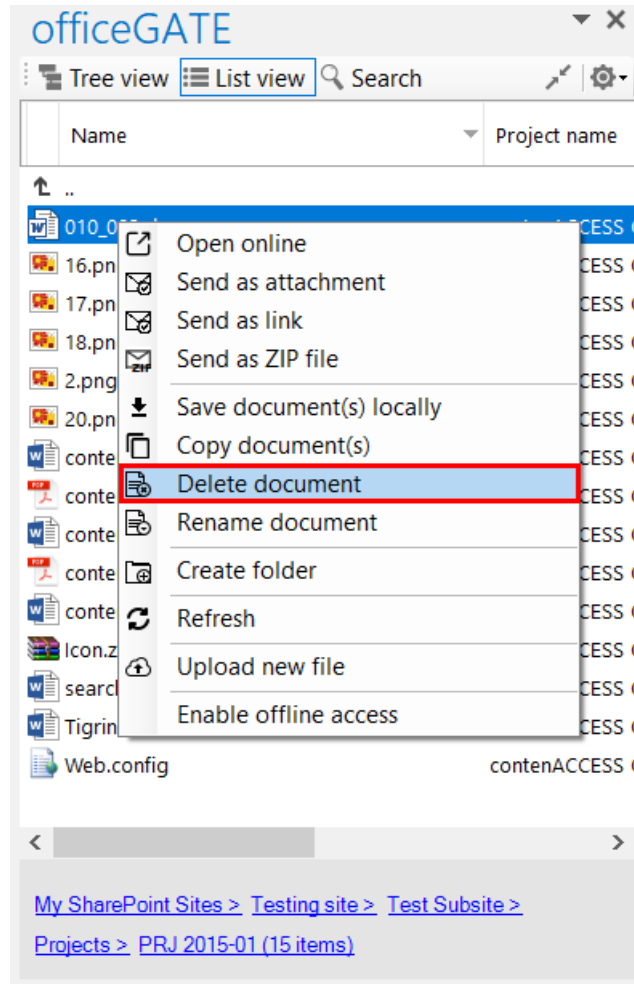
Renaming document(s)

To rename a document in the file system, open the document's context menu (in list view) and click on **Rename document** from the list. The **Rename document** dialog opens. Type into the text field the desired document name and click on **OK.**

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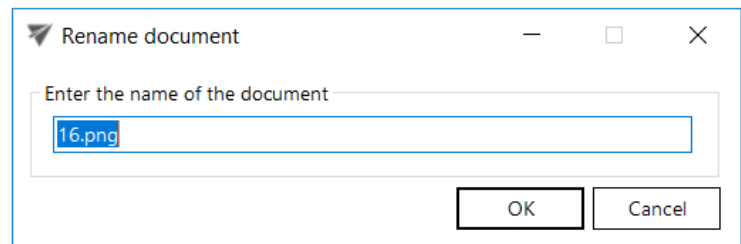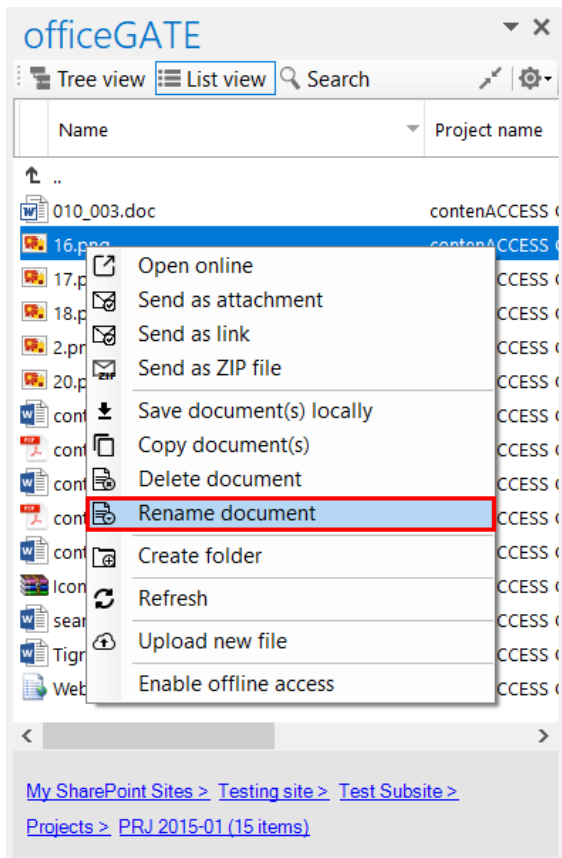
Creating folder(s)

To create a new folder select **Create folder** option from the item's context menu (or switch to list view and right click into the navigation pane). The **Create new folder** dialog opens. Type in the folder's name and click **OK**.

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Uploading new file(s)

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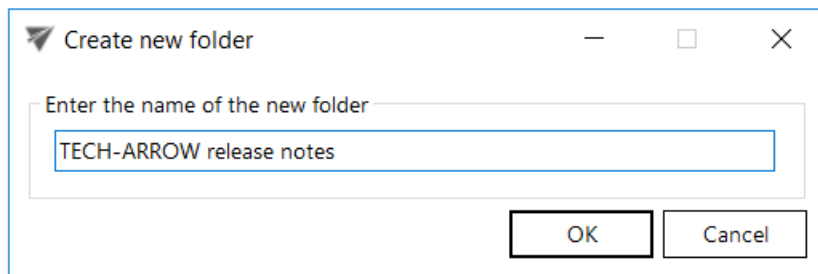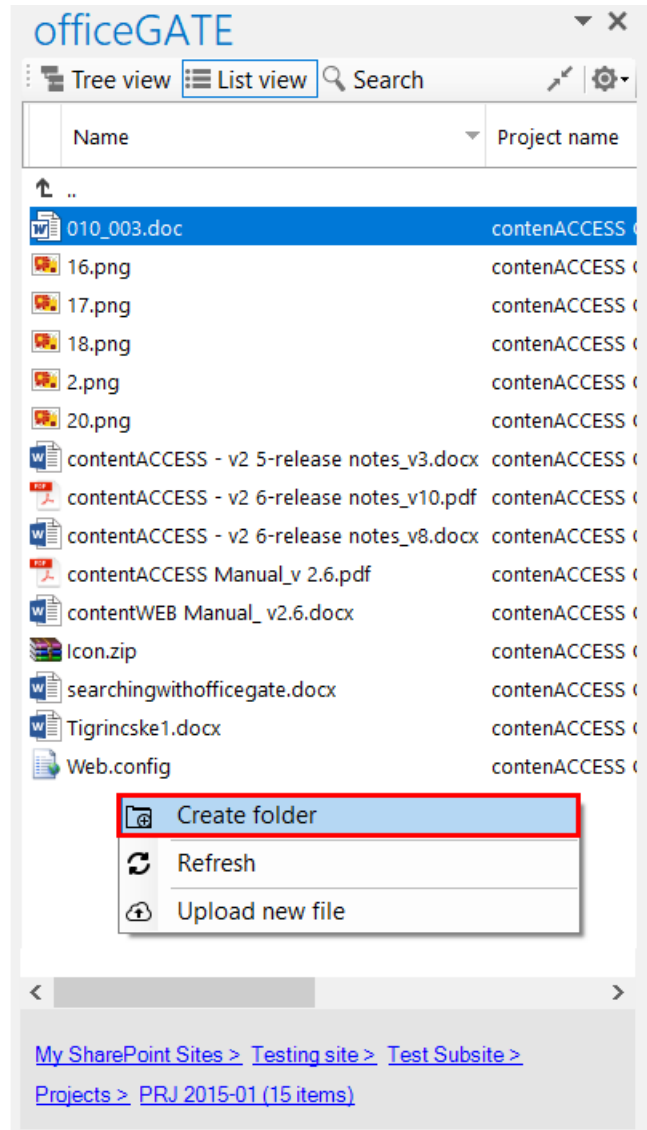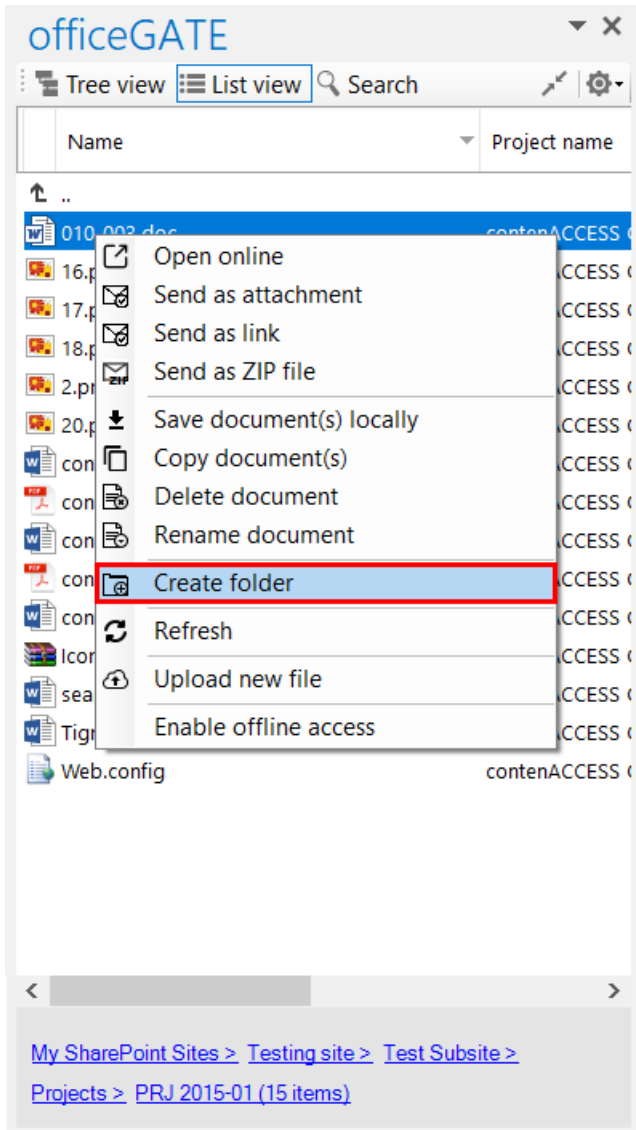
The user may upload new files into the selected folder/library from the folder's/library's context menu. Open the context menu, select **Upload new file** from the menu, browse for the desired document and wait until the upload process has ended.
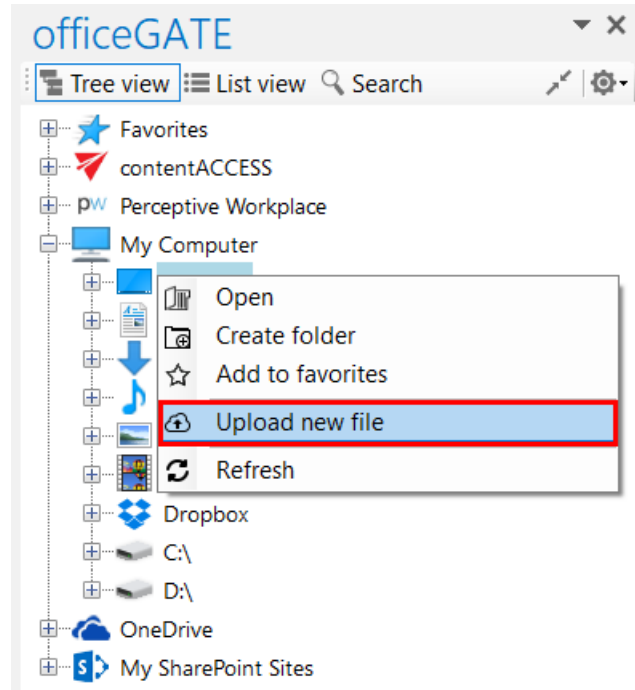
Uploading a file from the tree view

Folder refresh/provider refresh

The "Refresh" context menu option is available in the providers' and files' context menu options as well. It is usually used to refresh the content of the given provider/folder. E.g. if a new file has been added to the source system (e.g. to a SharePoint folder), you can refresh the list of items in this folder using this option:

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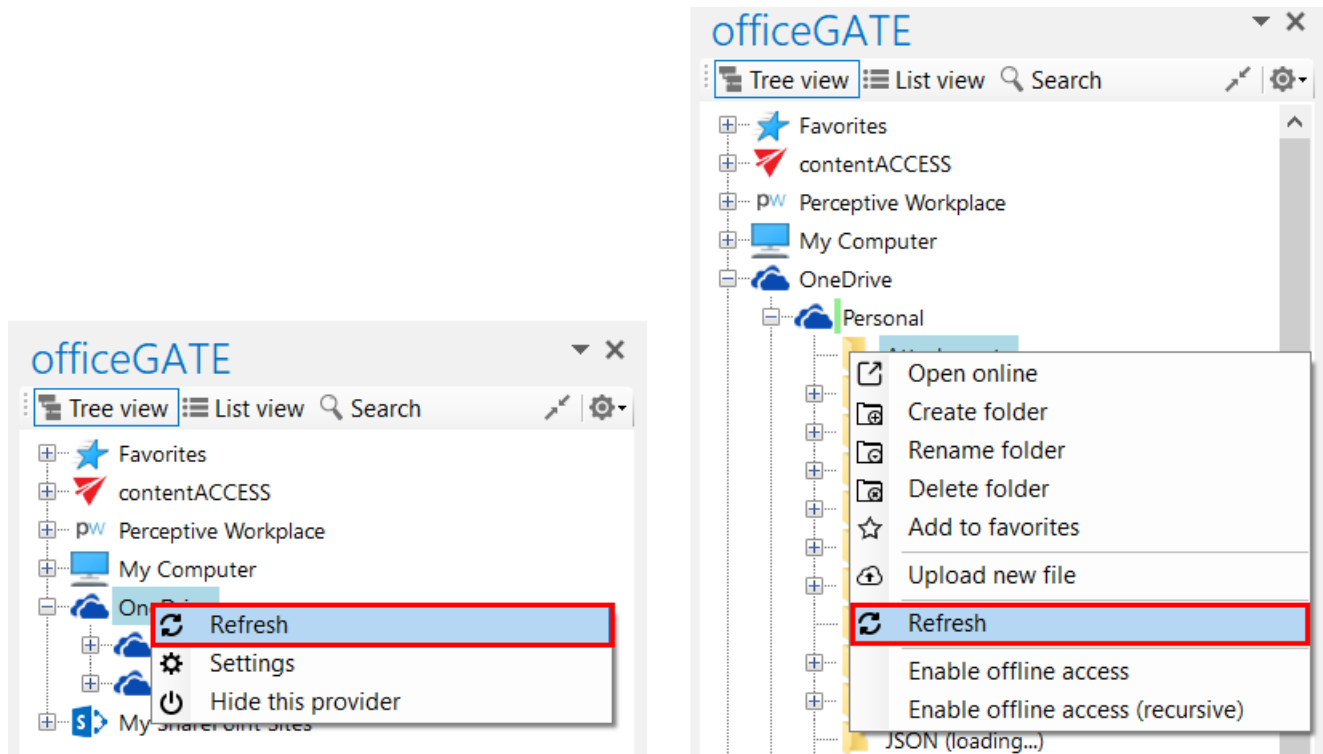
Sharing files directly from MS Outlook

An easy access to files (e.g. to big files that cannot be sent as attachments) can be ensured by saving them to a special folder (called "My share"), which is accessible under contentACCESS's "Sharing" plugin in the officeGATE pane. This contentACCESS plugin is used to collect the file(s) to be shared with second users. When uploading a file to the "My share" folder the application automatically generates a link pointing to the file, and the user can share this link with second users. It is possible to send links to the already uploaded file using its context menu, too.

> **Note:** The sharing feature is available only in case that you use contentACCESS provider and the Sharing plugin is licensed.

The following steps must be done before sharing files using officeGATE:

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1. Configure a "Sharing" job in contentACCESS. A "Sharing" job can be configured in the Custom plugins section (*Custom plugins → General → Jobs*) in the Central Administration interface of contentACCESS (more information [here](#)).

2. Connect your officeGATE with contentACCESS. Click "**Connect**" in the contentACCESS node's context menu to open the settings dialog and set the necessary parameters to connect to contentACCESS.

3. Configure the values (download count and expiration date) **of sharing** the files. This option is available in the **contentACCESS connector settings**, in the **Sharing** section. The values can be changed directly from the upload dialog as well (described later).

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![techarrow]

After successful connection expand the contentACCESS node. The sharing plugin is located under contentACCESS node in the officeGATE pane. The shared files will be saved into the folder located under this node.
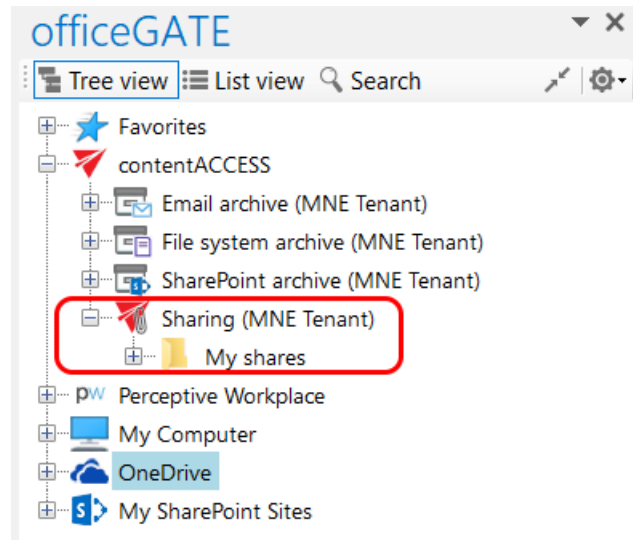
4. If contentACCESS is connected with officeGATE, **you can share files.**There are 2 options how to do it:

a) **From the toolbar**: Click on the "Share with contentACCESS" button in the MS Outlook toolbar and locate the file that needs to be shared. Click "Open". The main advantage of this first option is, that the user does not have to locate the Sharing plugin in the pane.

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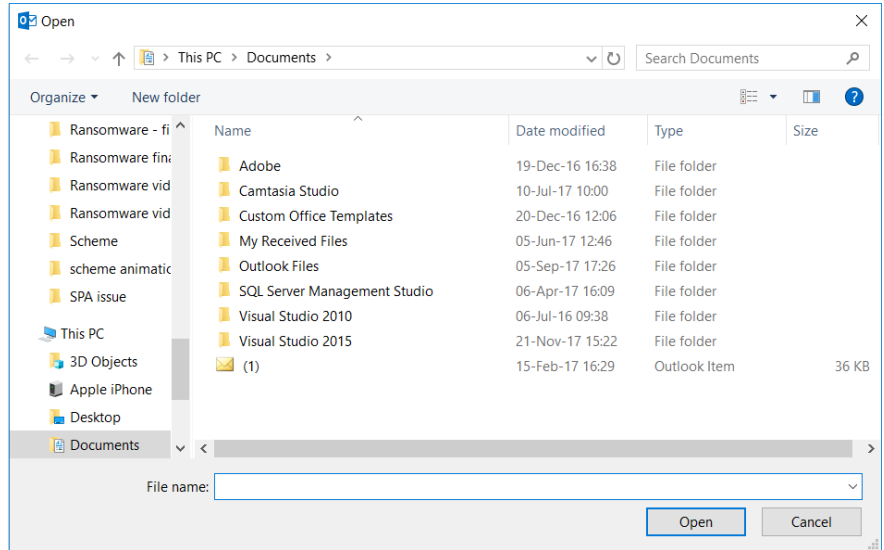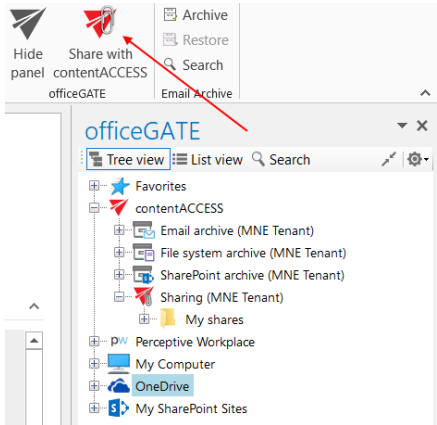
b) **From the share folder's context menu**: Open the context menu of the "My shares" folder under the "Sharing" plugin and select "Share new file" from the menu. Select the file that needs to be shared and click "Open".

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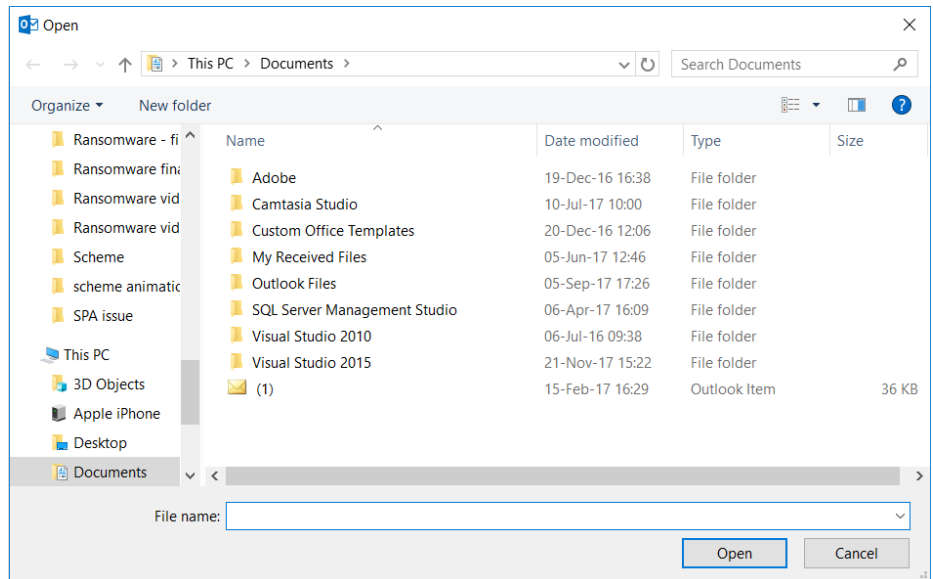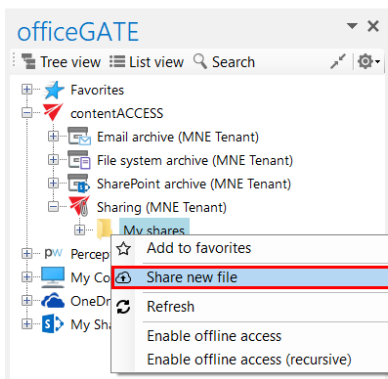
5. The "Process document with contentACCESS" dialog will open automatically. The user may change here the

- **Expiration date** – the time period of keeping the file in the **My shares** folder

- **Download limit** – the maximum number of downloads

The default values are automatically filled in according to the contentACCESS settings described in step 3 above. Change the values for your share if needed and click "Upload" to start the upload process.

Process document with contentACCESS	— □ ✕

Target

My shares

Document

Name	C:\Users\mne\Desktop\Monika2\Obrázky\Photoshop\Mojito bubbletea\56f9b272f0ef1.image.jpg
Content type	Advanced Sharing ⌄

Fields

Expiration date *	Thursday , November 16, 2 ⌄	
Download limit *	1 ⏶⏷	0 = no limit

☐ Save as default

☐ Don't ask again. (Can be changed in contentACCESS provider settings)

Upload	Cancel

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You may change the default expiration date and download count directly in this dialog, too. Simply enter the desired values into the text boxes, check the "Save as default" checkbox in the down left corner and upload the file. The newly specified values will be applied by each new upload. With checking the "Don't ask again" option the application will use the same default settings by each share, and won't ask the user again. These settings can be modified again in the **contentACCESS connector settings** dialog, on the **Sharing** tab.

6. After the upload is completed, a compose email window with a link to the file will automatically open. The user can send the message with the link to somebody else.
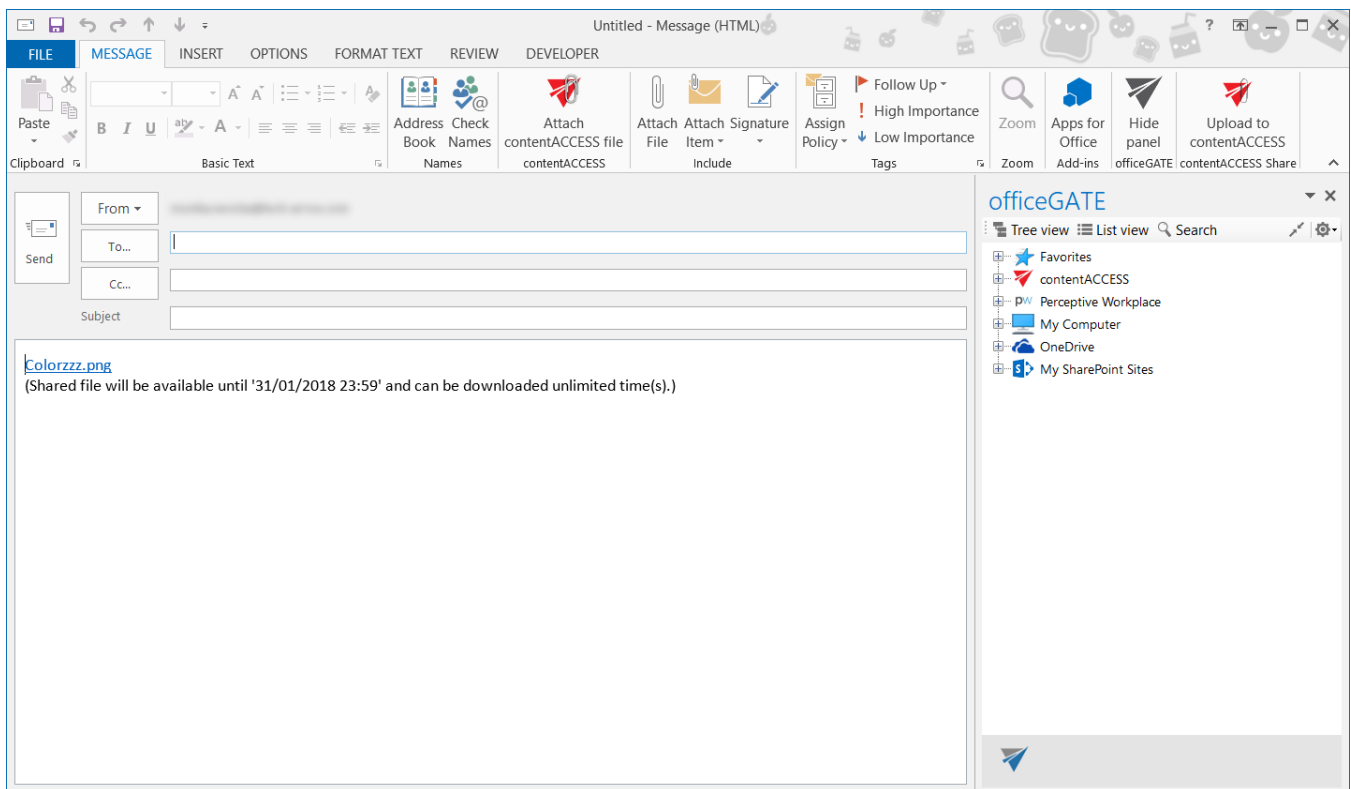
It is also possible to attach a contentACCESS file directly from the compose window. Click the **Attach contentACCESS file** button in the toolbar and opt for the file that should be attached.

7. Wish you open/edit/share a file from the "My shares" folder later on, locate it in the pane, open the context menu and work with it:

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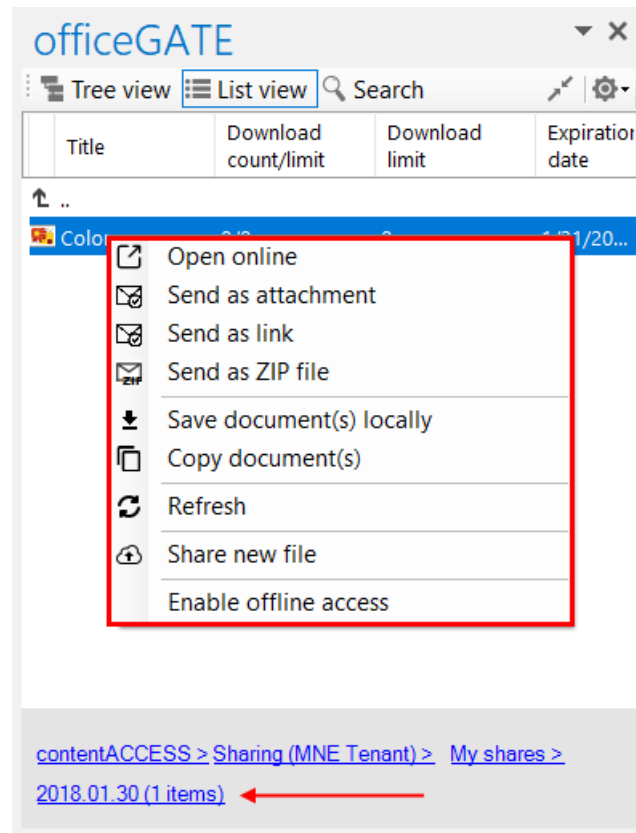
Drag&Drop actions

Drag&Drop actions help the user to save the files into a desired file system or attach them to an email message directly in MS Outlook, with a simple move of mouse.

Attaching files to email message

With clicking on the "New Email" button in MS Outlook open a compose window and start to write the message. In the compose window's sidebar locate your file(s) that you want to attach, and drag it (them) into the email message. It is possible to drag&drop multiple files at one go. With the Drag&Drop action you may attach the file as an attachment, or as a link. In the **General settings** (for more information refer to section General officeGATE settings) you can set how you would like to use this function.

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attach the document with a simple Drag&Drop
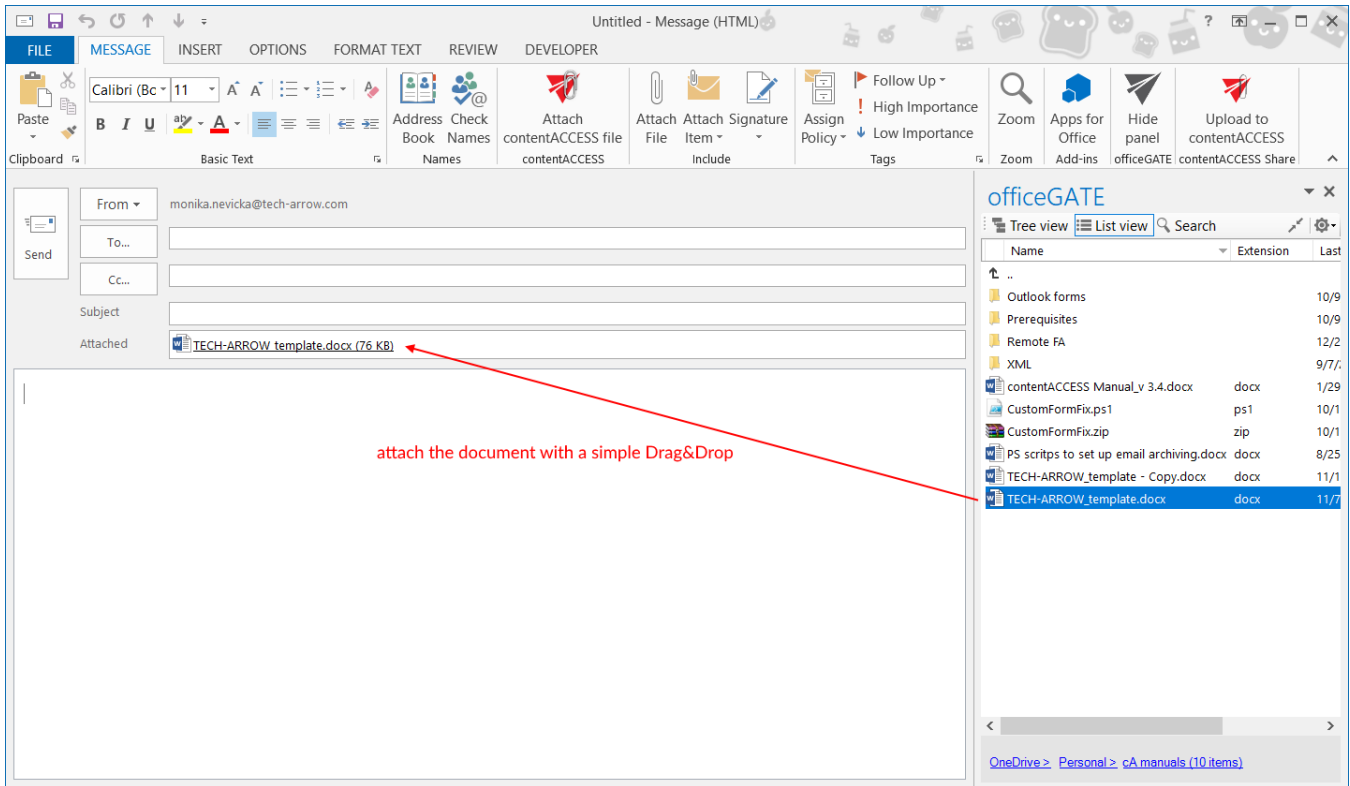
Uploading emails/attachments directly from the mailbox

With a move of your mouse you can upload attachments from any email message to the desired folder/library of your provider. It is also possible to upload the whole email message (as an .msg file).

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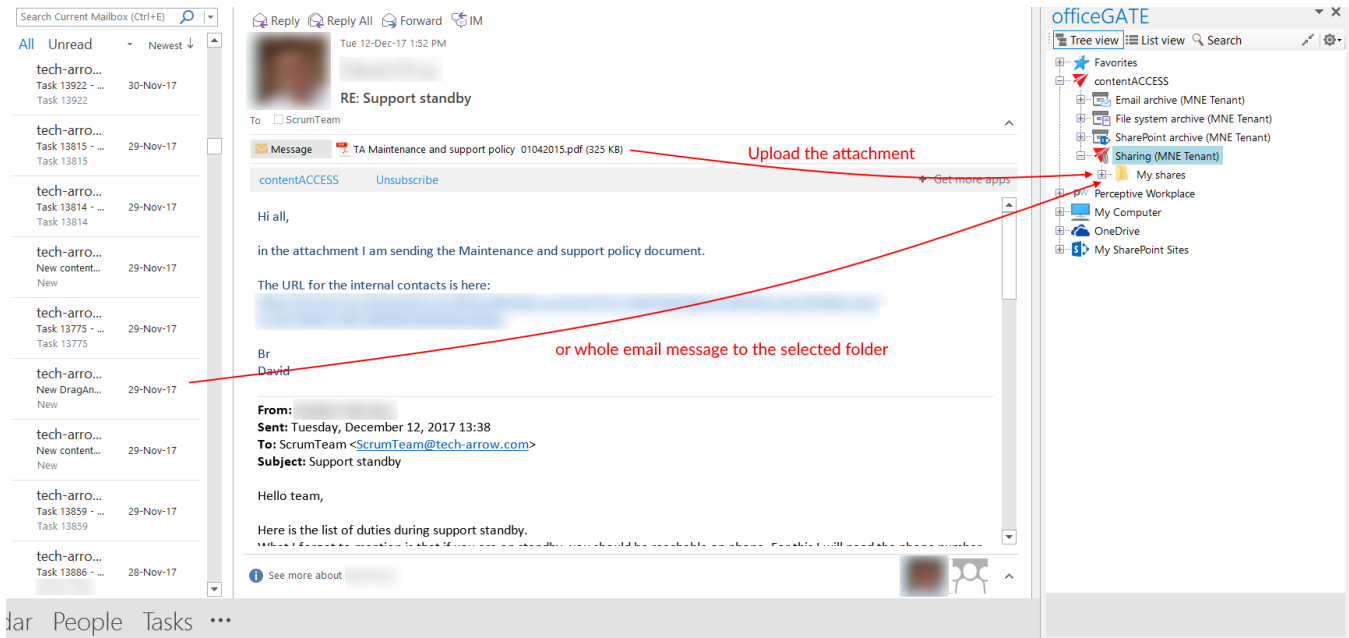
Manual email archiving using contentACCES

Drag&Drop function may be very useful if the user would like **to archive emails into contentACCESS manually**. Simply Drag&Drop the desired email from your MS Outlook into the email archive folder (under contentACCESS node) and your message will be automatically archived.

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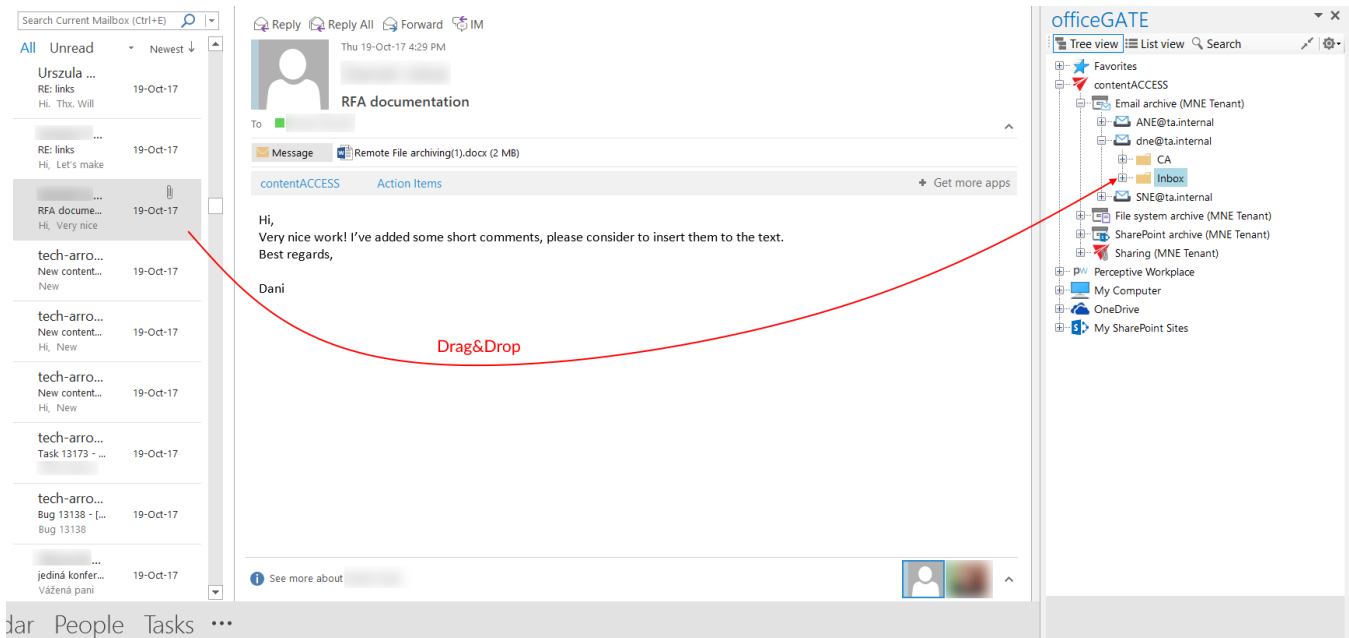
If the email has been already archived and the user drops this message to officeGATE, the application will warn him about that. The user will be asked, if he wants to archive the original email instead.
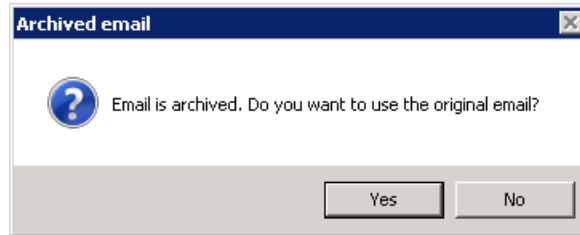
Handling emails – archive, restore, search

It is possible to archive, restore and search your archived emails directly from your MS Outlook.
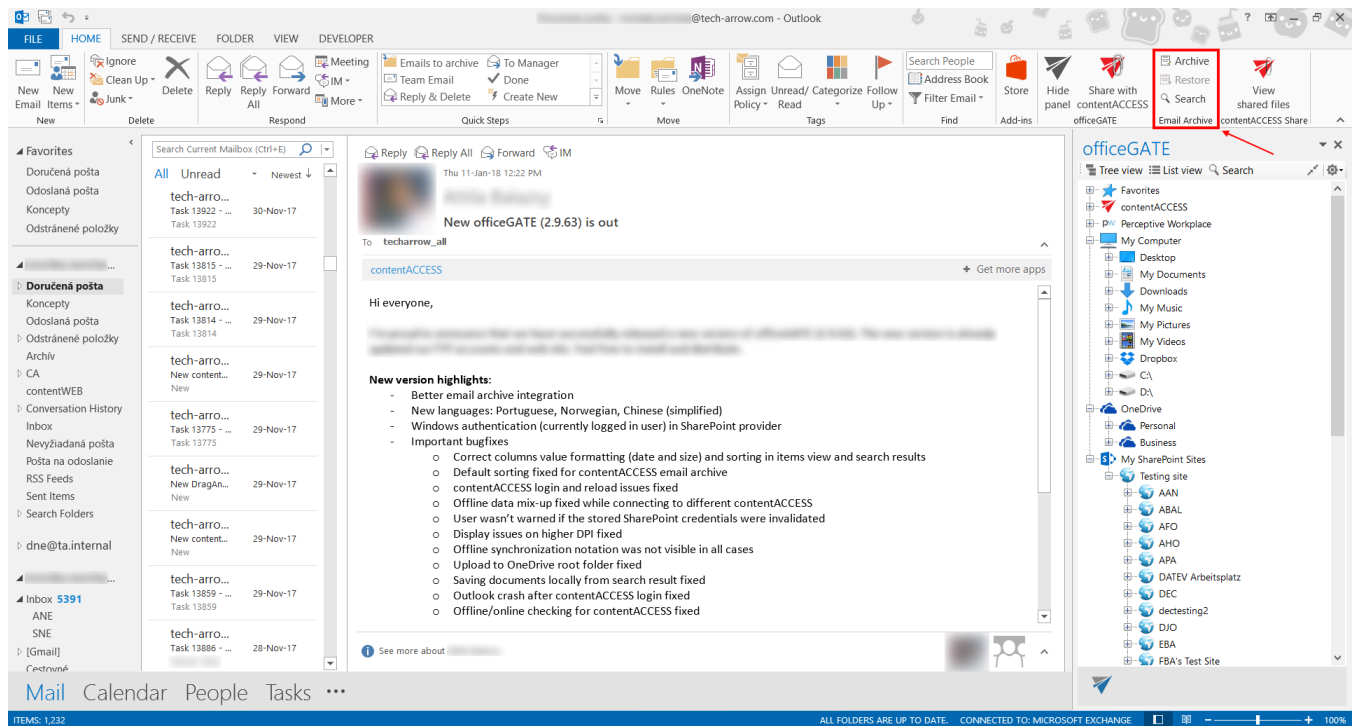
If you want to use this function, the following steps must be completed first:

- officeGATE must be connected with contentACCESS

- Email archive must be configured for the selected mailbox

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- Email archive job must be run at least once before for the mailbox

- The signed in user must have the following permissions allowed in his role in contentACCESS

If the mail has been archived before, the option **Archive** will be disabled and **Restore** enabled (screenshot A). If the mail hasn't been archived yet, the **Restore** option will be disabled and **Archive** enabled

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(screenshot B). When archiving an item, properties set for the mailbox in the Address book will be applied to the mail.
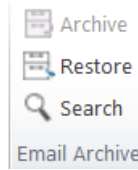
Screenshot A
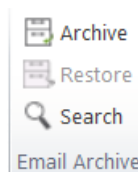
Screenshot B

Note: For more information about email archiving and restoring, please check these sections : archive, restore.

Note: The **Split attachments** option is active (checked) by default. That means that the body of the email and the attachment are stored separately. If the email message containing attachments has been archived by a job, where this option **was not checked**, our apps (MailApp, officeGATE, contentACCESS Mobile) will show 0 attachments. However, if you open the original email, the attachments are shown.
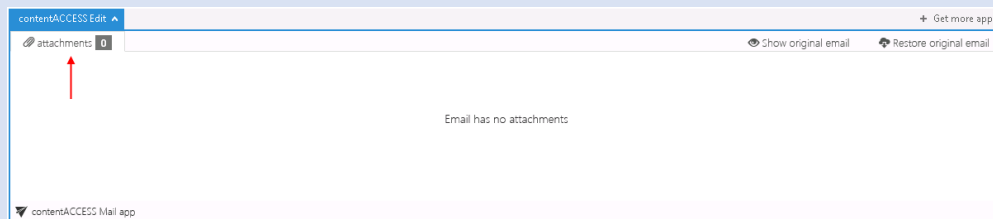
If this option **was checked**, but the email was containing embedded email (.msg attachment), this embedded email won't be displayed between the attachments in our apps.

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If you want to search for emails, they must be archived and processed by the indexing job before. After clicking on the **Search** option, a pop-up window opens.
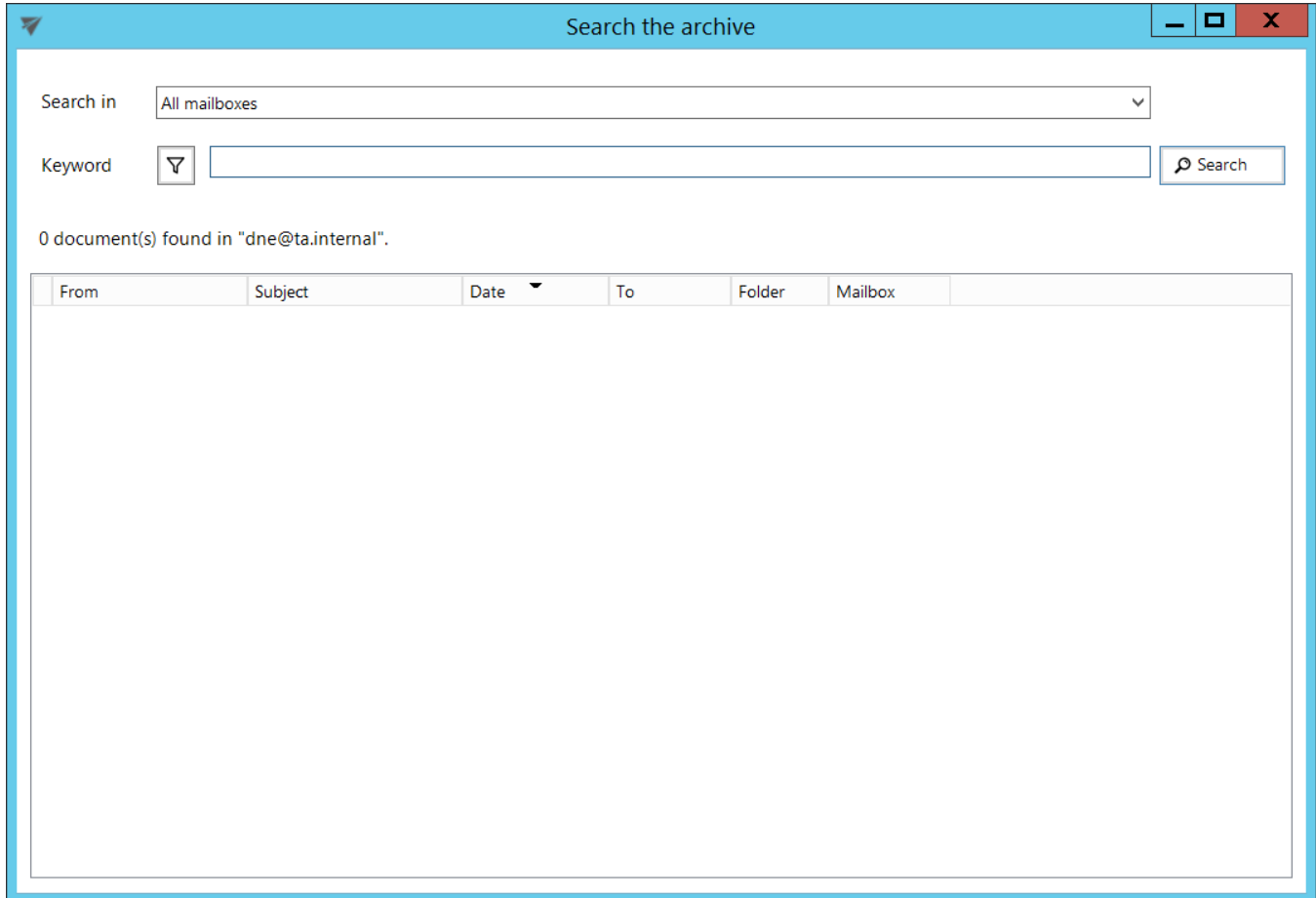
In the **Search in** dropdown list, it is possible to select from the following options:
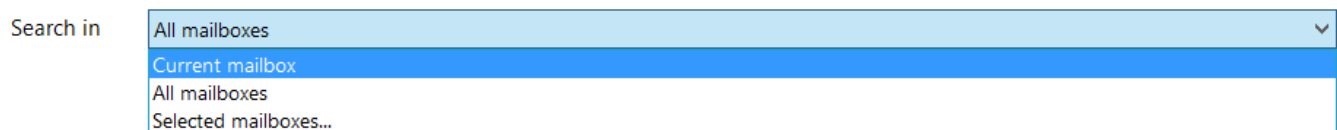
To specify the properties to be searched for, click on the ⧩ Search refinement icon.

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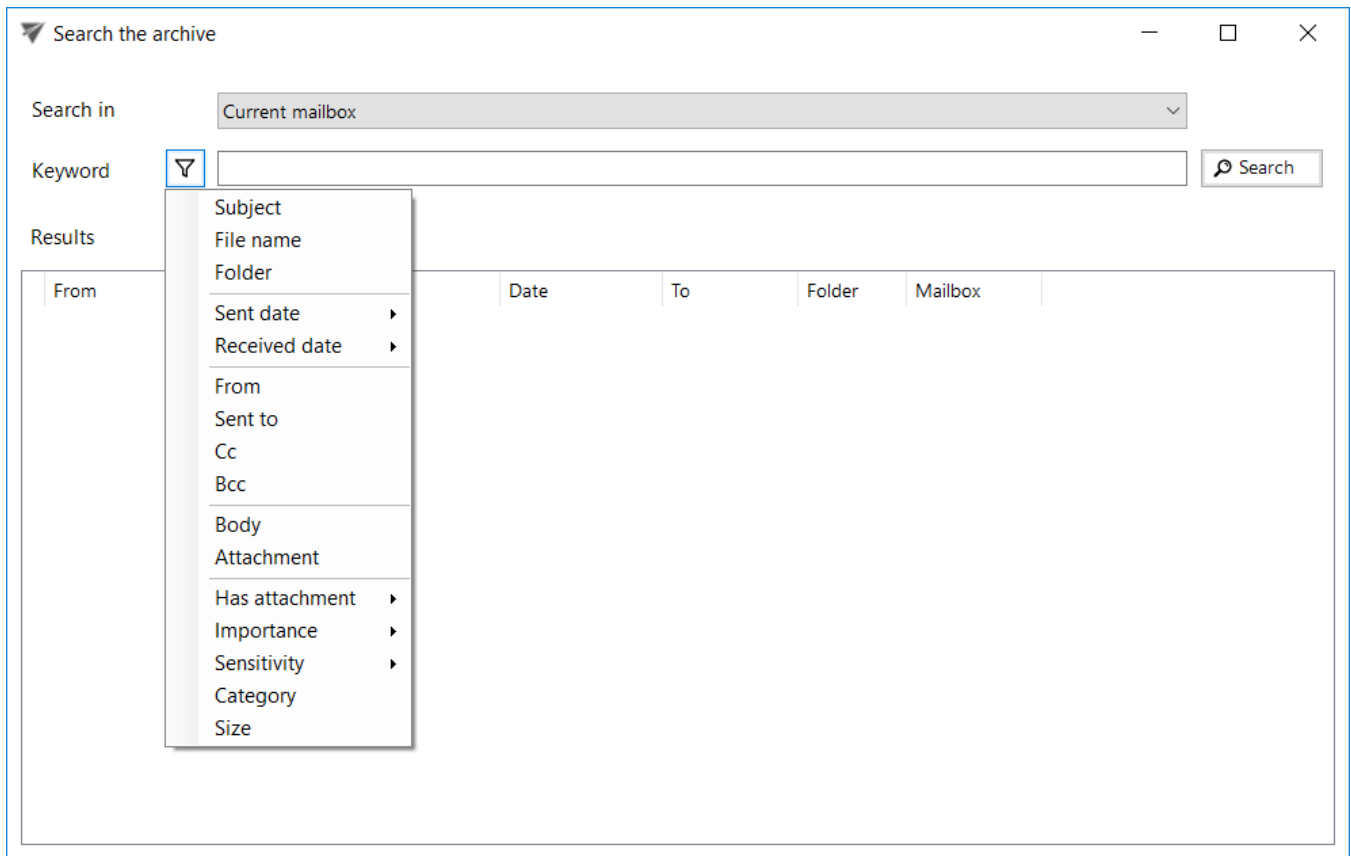
After clicking on an option, it will be added to the **Keyword** list and you can define it.

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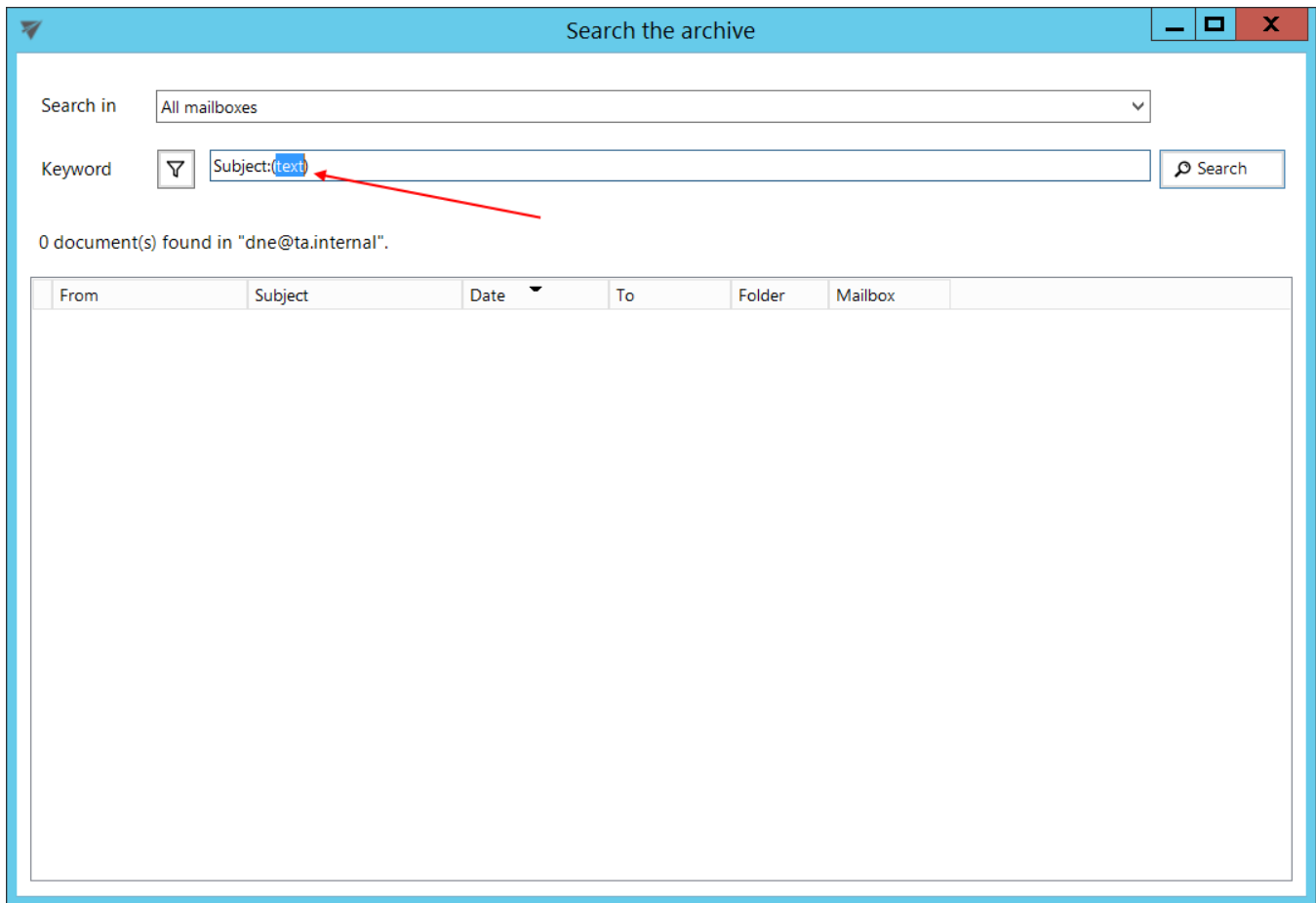
Sent date, Received date, Has attachment, Importance and Sensitivity do not need to be specified manually, you can choose one from the predefined options.
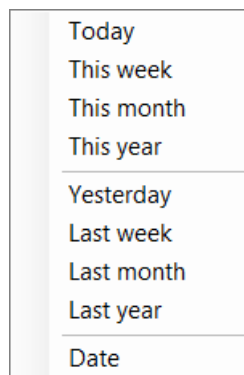
Screenshot : Sent date/Received date options

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Yes
No
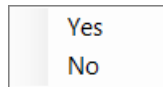
Screenshot : Has attachment options

Normal
Low
High
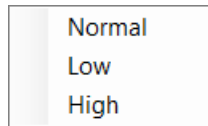
Screenshot : Importance options

Normal
Personal
Private
Confidential
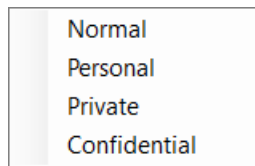
Screenshot: Sensitivity options

It is possible to sort the search results by sender (from), subject, sent date (date) or recipient (to).

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It is possible to process the search results further using the context menu.

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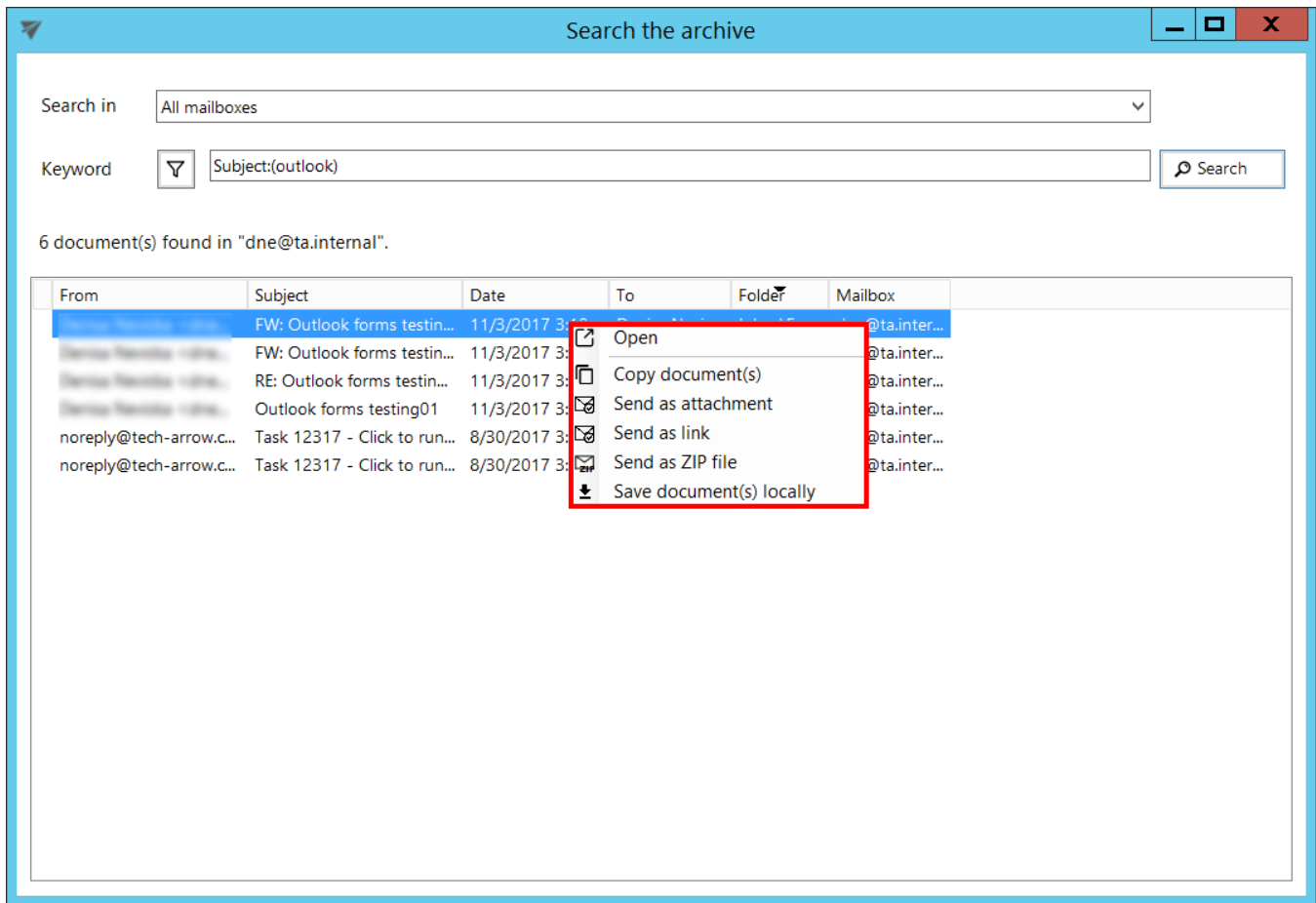
SharePoint data handling

In the course of doing business, a typical organization produces many different kinds of content; for example: legal contracts, marketing proposals, product design specifications, manufacturing process documents, etc. Although these different types of documents might share a small set of common properties, each type of content has unique attributes, and each might be created, used, shared, and retained in different ways. An organization might want to maintain different kinds of metadata about these different kinds of content. Content types can be defined for any item type, including documents, list items, folders and document sets.

officeGATE enables for the user to use SharePoint's content type selection and metadata fill directly from Outlook by uploading a document. This feature allows to categorize your documents better and helps to

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save important information about a file or list item for future use. Different content types have different fields (either optional or required).

In officeGATE, this option is configurable. The user may configure if he will specify these metadata in case that:

1) the metadata (fields) that are set on SharePoint are **required**, or

2) all the time, regardless the fields are required or optional.

To configure one of these options, open SharePoint site's context menu in the officeGATE pane, and click on **Settings**.

The **SharePoint connector settings** dialog will open:

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Check/uncheck the **Show the content type selection dialog only if required fields are present** checkbox depending on how you would like to use this feature. On the screenshot above we have configured, that we would like to specify these data only if there are required fields present.

Filling the content type and required fields into the "Upload document" dialog

When the user is uploading a file to SharePoint, the **Upload document** dialog will appear and he is prompted to fill in the content types and the required metadata. The dialog will open only if this feature was set in the **SharePoint connector settings** dialog (as described above).

On our illustrative picture below we are uploading (with a simple drag&drop) a file into our **Projects** library on our SharePoint site. We have set to specify the content type only if there are required fields to specify. The **Upload document** dialog automatically opens and prompts us to fill these fields in.

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On the illustrative screenshot above there are 4 content types available for the user: **Manual, Document, Installation protocol** and **Release notes**. The user may select one of these content types. As we are currently uploading release notes of a product, we choose **Release notes** content type from the list. Required metadata fields are dependent on the selected content type, i.e. different content types have different fields. In case of **Release notes**, the following fields must be filled in: **Name**, **Title**, **Product** and

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Version number. These required fields are marked with a star. If the required fields are not specified, the system will not allow to upload the document into the demanded place. An optional field (such as **Release date**) is not marked with a star, it is up to the user, if he fills it or not. After all required fields are specified click **Save** to upload your file into the stated library.

> *Important:* Do not forget to **Check in** the item after uploading it.

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Since version 3.3, officeGATE is able to handle the following in My SharePoint Sites:

- Sites/Subsites

- Document libraries

- Document sets

- Folders

- Lists

Document library

- contains items with and without metadata

Document set
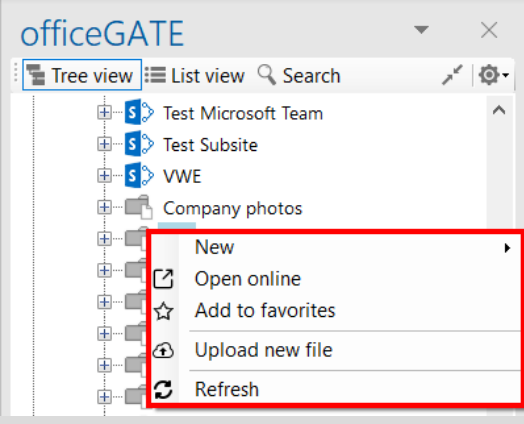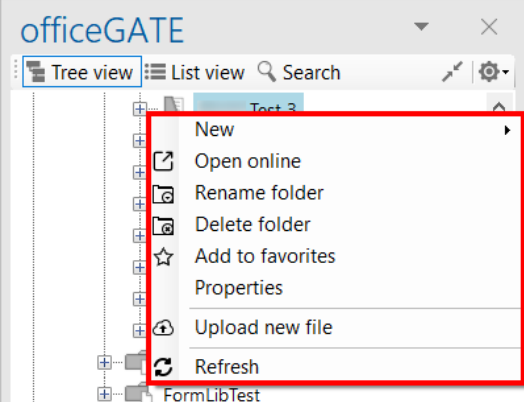
- acting like a common folder, but with metadata

- files can be uploaded to it

List

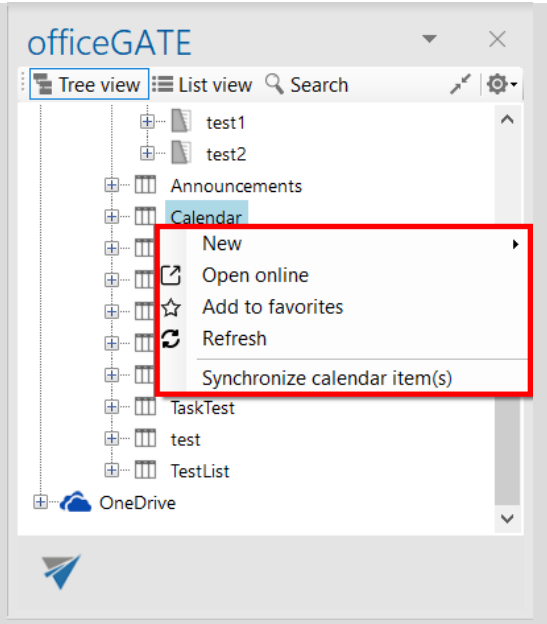- contains only documents consisting of metadata, attachments can be added to these documents

The table below lists all available operations in the context menu of a SharePoint item. Locate your desired item in the pane, right click on it to open the context menu and work with it: add it to favorites, upload new files to it, rename it etc. The available operations are dependent on the item type. The table below gives a general overview about the available options:

Note: The **New** menu with submenu items is only available for SharePoint online. If you are using on-premise SharePoint, you will have the options **"New item"** and **"New folder"** instead, like in officeGATE version 3.9).

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SharePoint item	Context menu options	Screenshot
Document library	✓ New (with submenu items based on the selected site/document set/folder/list templates) ✓ Open online ✓ Add to favorites ✓ Upload new file ✓ Refresh ✓ Enable offline access ✓ Enable offline access (recursive)	
Document set	✓ New (with submenu items based on the selected site/document set/folder/list templates) ✓ Open online ✓ Rename folder ✓ Delete folder ✓ Add to favorites ✓ Properties ✓ Upload new file ✓ Refresh ✓ Enable offline access ✓ Enable offline access (recursive)	

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List	✓ New (with submenu items based on the selected site/document set/folder/list templates) ✓ Open online ✓ Add to favorites ✓ Refresh ✓ Synchronize calendar items (if the list contains any)	

Creating new SharePoint item

Depending on list type the user clicked on, one of the following items will be displayed in context menu:

Upload new file

The file selection dialog will open, followed by document metadata dialog (if they are required).

New

A submenu with the list of all available templates for the selected entity will open.
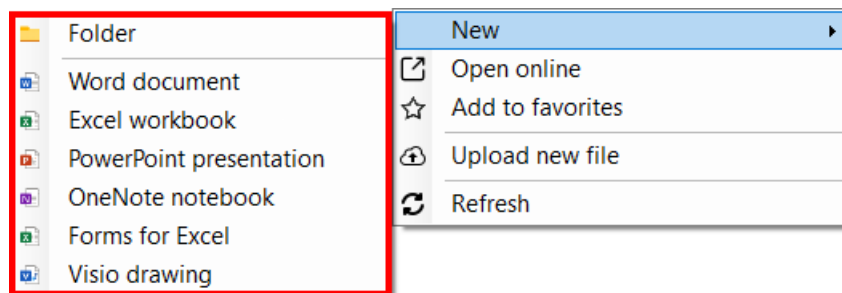
If you chose **Folder**, a pop-up window where you must name the folder will appear. Name it and click **OK**.

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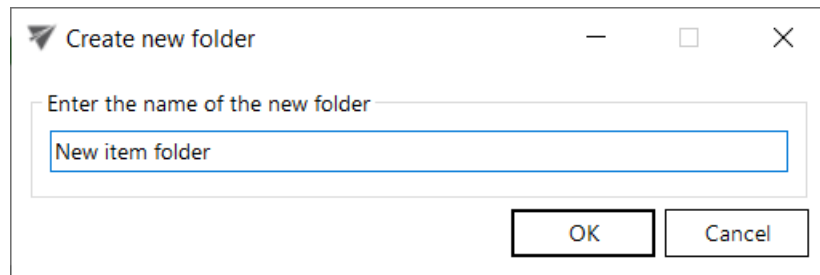
If you chose one of the available templates (Word document, Excel workbook, etc.) and some required values (metadata) are missing, you will get this warning:
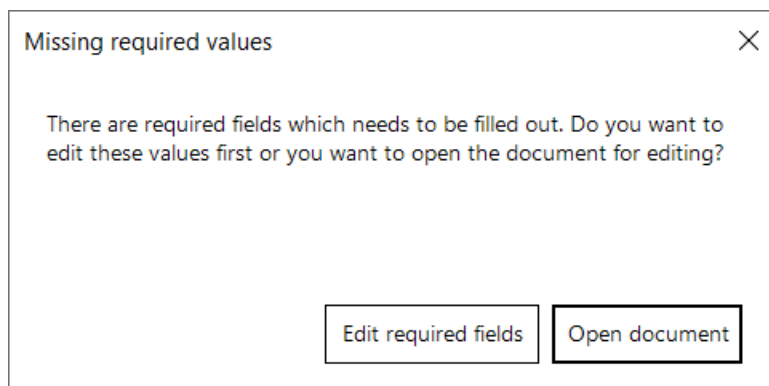
If you choose **Open document**, officeGATE opens the document online and you can start directly editing it. After you are finished with the changes and close the document tab/window, you will need to fill in the required fields back in officeGATE.

If you choose **Edit required fields**, the item details window will open (same as when you select **Properties** from the item's context menu). Here, you will need to fill in the required values (marked with red asterisk). Then you can **Open** and edit the document online.

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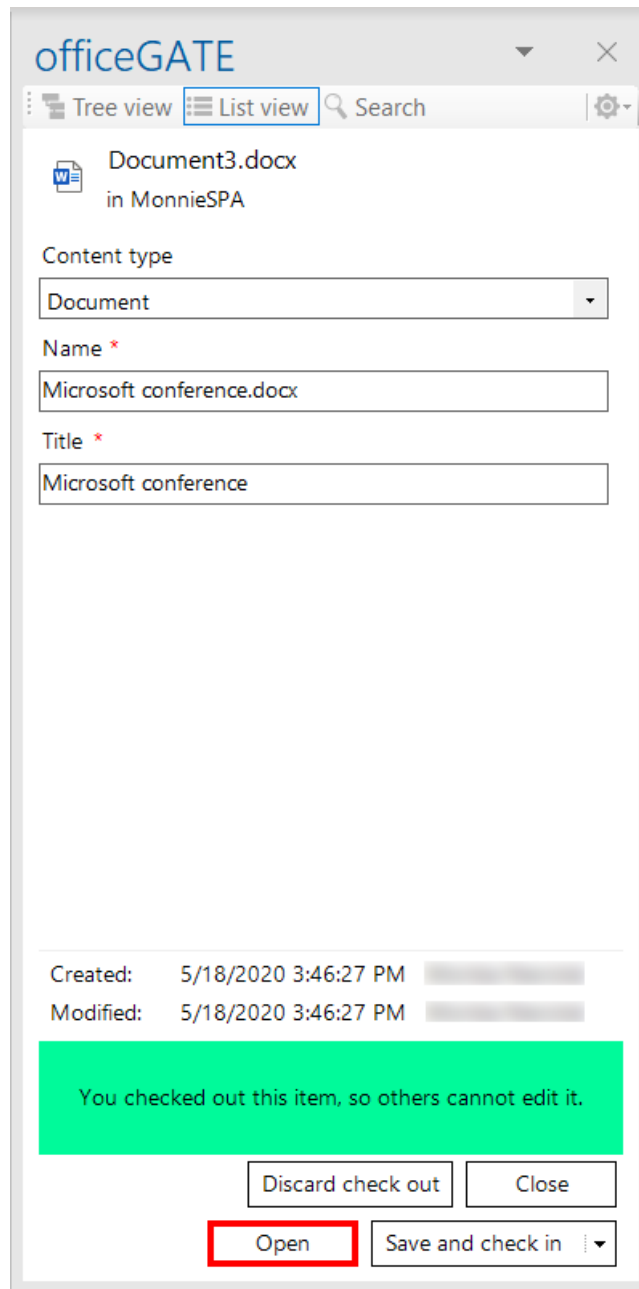
The document is then created in SharePoint.
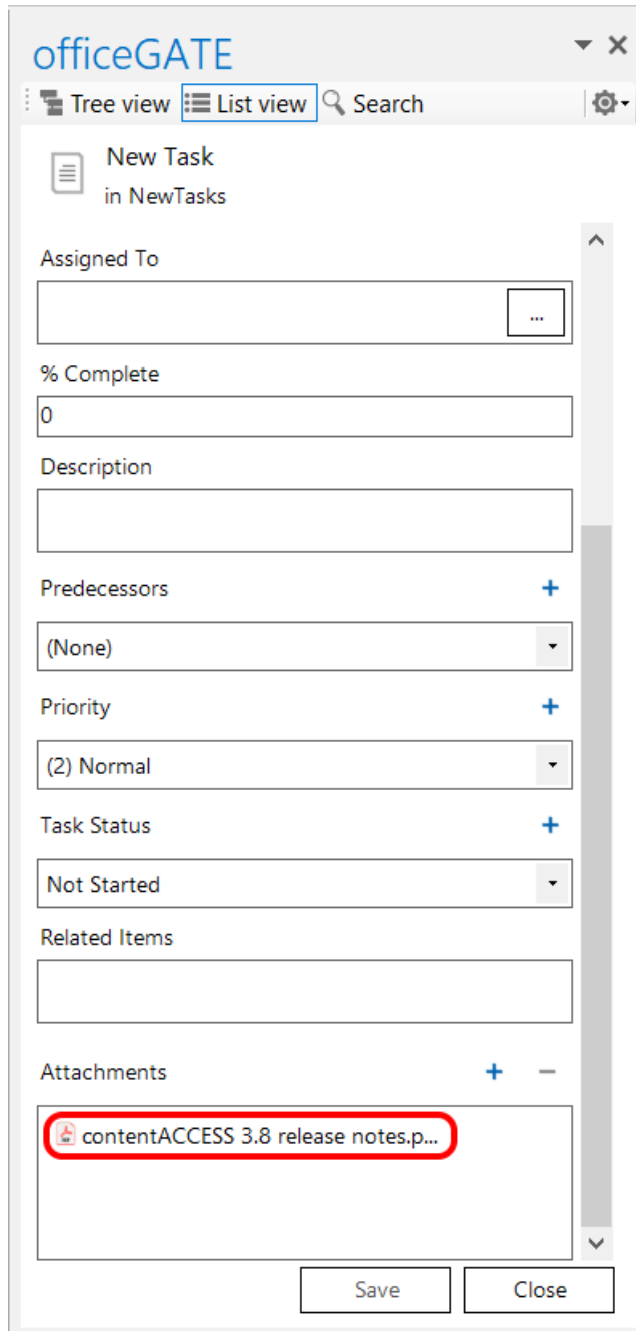
Important: Do not forget that the document is automatically **checked out** after being uploaded to SharePoint.

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Another way of item creation is by Drag&Drop. If the user drops an Outlook item or a file into a list that supports attachments, one of these two behaviors will occur:

1. If the user drops the item to empty space of the list, the item creation dialog will open, with the item being pre-filled in the attachment list.

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2. If the user drops the item to an existing item, a question whether he wants to create a new item using the dropped item or to attach the item to the existing item (drop target) will appear.
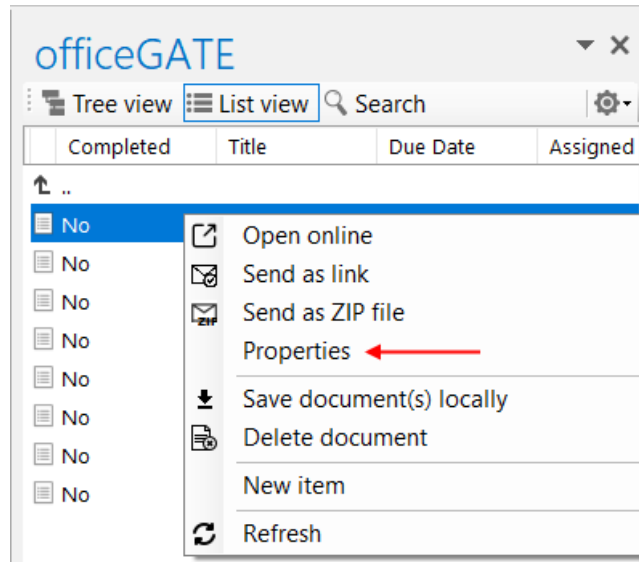
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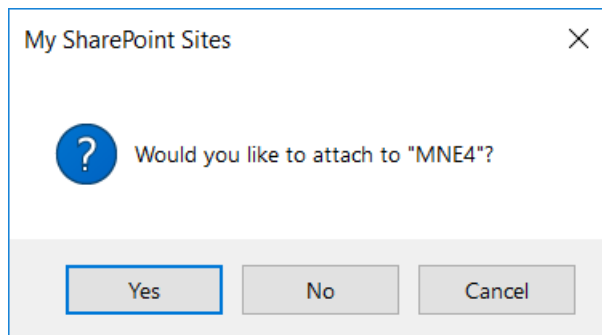
Opening and updating an item

The main content of a **document library item** is the file – double-clicking on it will download and open it in the suitable application. If the user wants to view and/or modify its properties, it is possible by selecting **Properties** from the item's context menu: it will open the item properties dialog mentioned above (without attachment list), where the user can view and/or modify the document's metadata.

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On list items, double-click will open the dialog mentioned above (now with the attachment list displayed). The user will be able to view and modify the item's metadata and the attachment list. The **Properties** context menu option is also available on list items, having the same function as double-click.

Viewing and editing metadata

Document metadata are displayed in the list view in officeGATE pane. To view/edit metadata and add/open attachments, the above mentioned edit dialog must be opened either by double-clicking on a list item or by selecting **Properties** from the item's context menu.

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Picking a user or a group from a SharePoint site

For some fields (like **Assigned To** on out screenshot), it is required to pick the user or group from the SharePoint site the item belongs to. To do this, click on the three dots:

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The user/group selection window will open. Enter the name of the user or group you want to search for (1) and click on the **Search** button. Click on the desired user/group and add it by clicking on **Select** (2). If you want to remove a user/group, click on it in the lower field and click on **Remove**. To add more users and/or groups, repeat the steps above. When you are finished with selecting, click on **OK** (3).

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Offline synchronization

Offline synchronization works for document library items and document set items.

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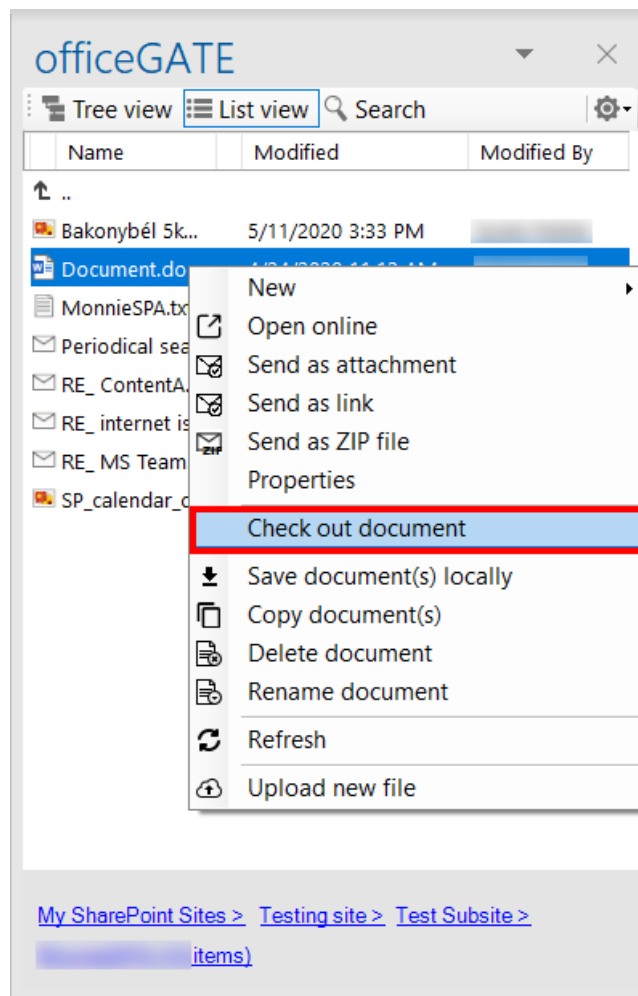TECH-ARROW, a. s. | Kazanská 5B, 821 06 Bratislava, Slovakia, EU | E-mail: sales@tech-arrow.com | www.tech-arrow.com   139/167
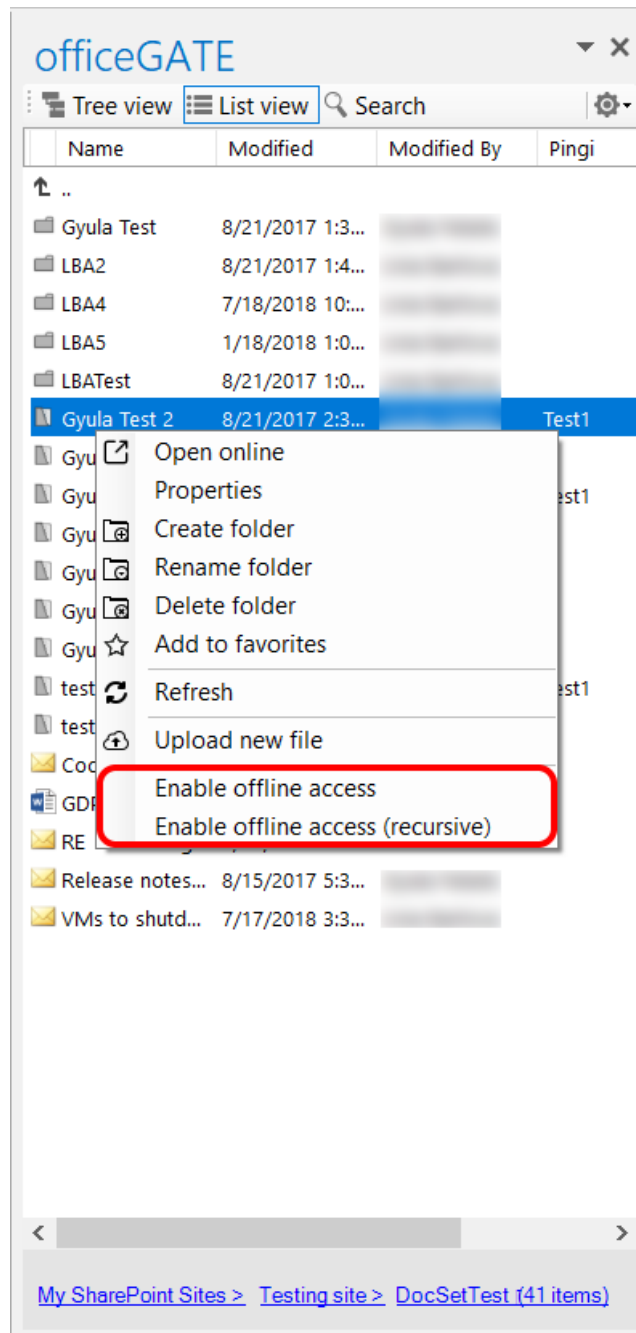
Note: Offline synchronization is currently disabled for the SharePoint provider.

Check-out/check-in and versioning in a library

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Note: Check out feature is enabled on all SharePoint sites. If you want your users to be able to edit **only documents that they checked out**, you need to enable the **"Force check out"** feature.

Check out option allows the user to block a document while doing changes on it. When the changes are done, the blocking can be removed by selecting the **Check in** option, which also applies the changes that were made. If the user doesn't want to save the changes that were made, he can choose to **Discard check out**. While a document is checked out, no other users can make changes on it, except the user that the document is checked out to.

To check out a document, select the **Check out document** option from its context menu.

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When a document is **checked out**, it is marked the following way:

- 🔴 = checked out by the current user (you)

- ⚫ = checked out by a different user

Details about the **check out** can be viewed by selecting **Properties** from the item's context menu.
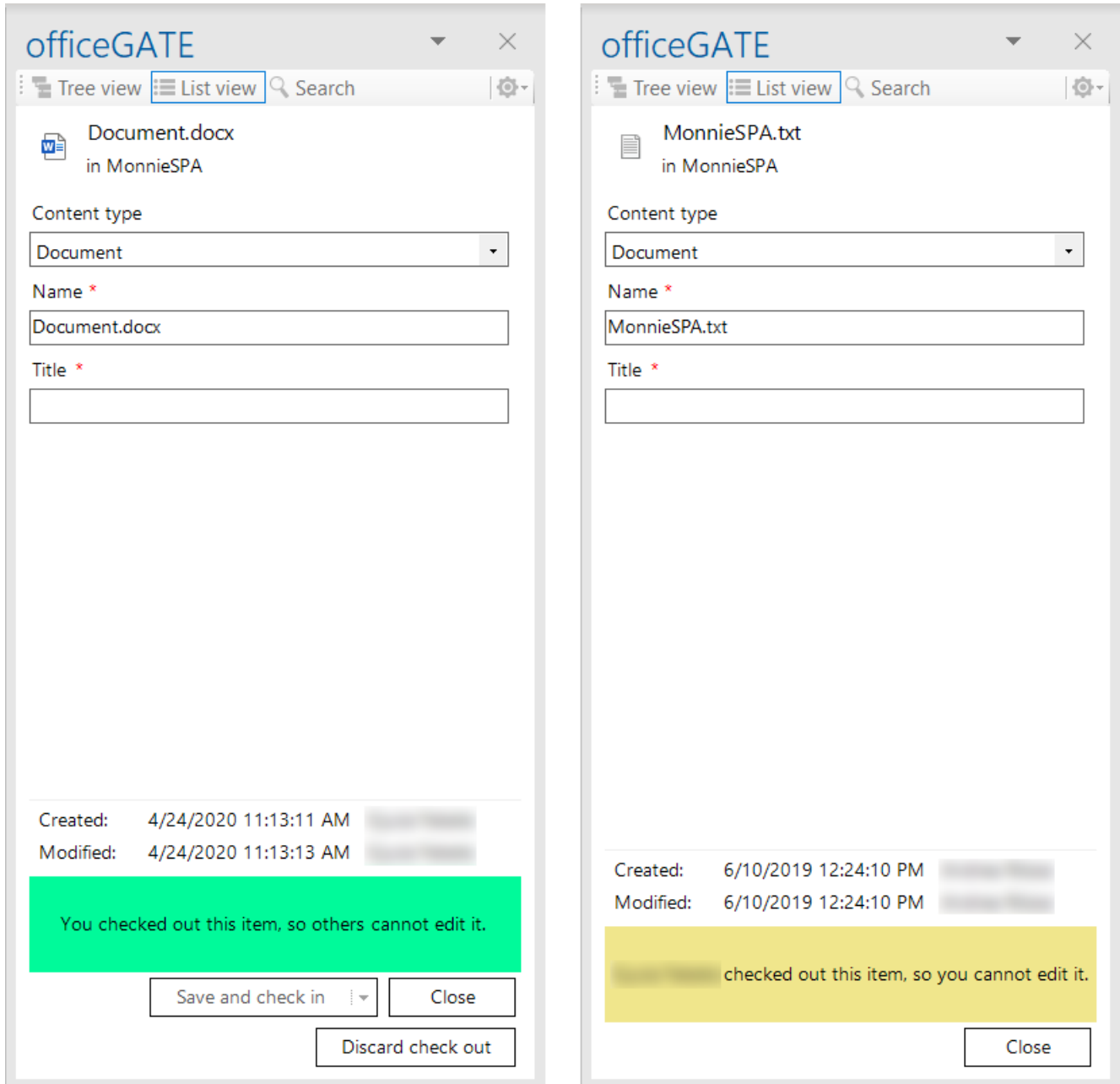
Screenshot: Item checked out by the current user (left) and item checked out by different user (right)

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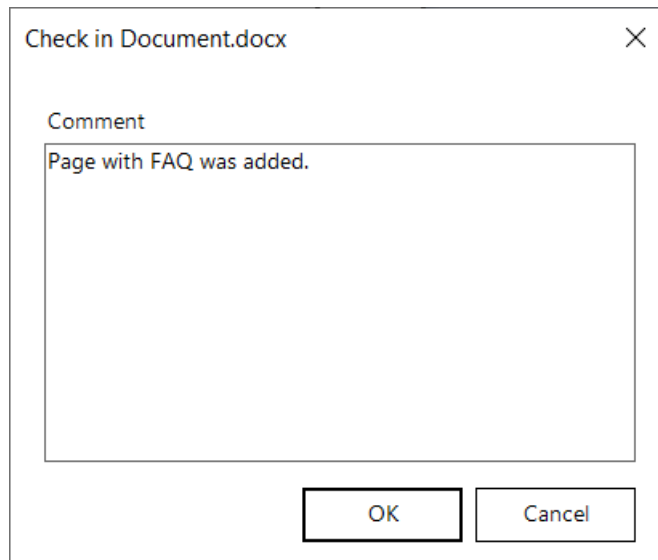
The next step is to edit the document. This can be done by selecting **Open online** from its context menu and editing it online. After the desired changes are made, you can close the browser.
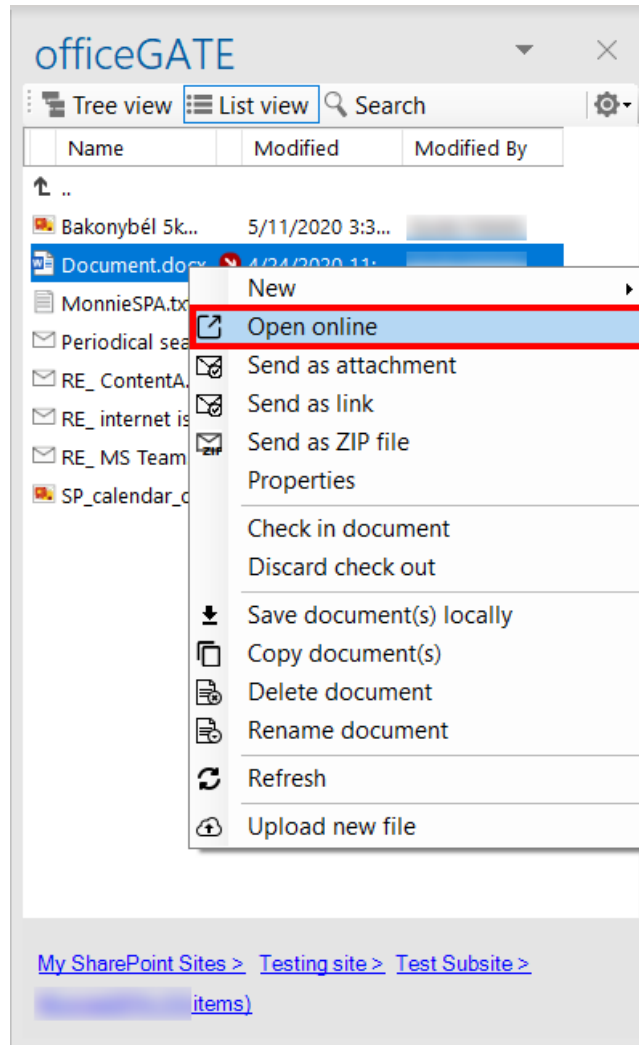
If you want to apply the changes that were made, click on the **Check in document** option. This will also make the document available for other users and create a new version of the document. Older versions and version history can be viewed directly SharePoint, officeGATE always opens **the latest version**.

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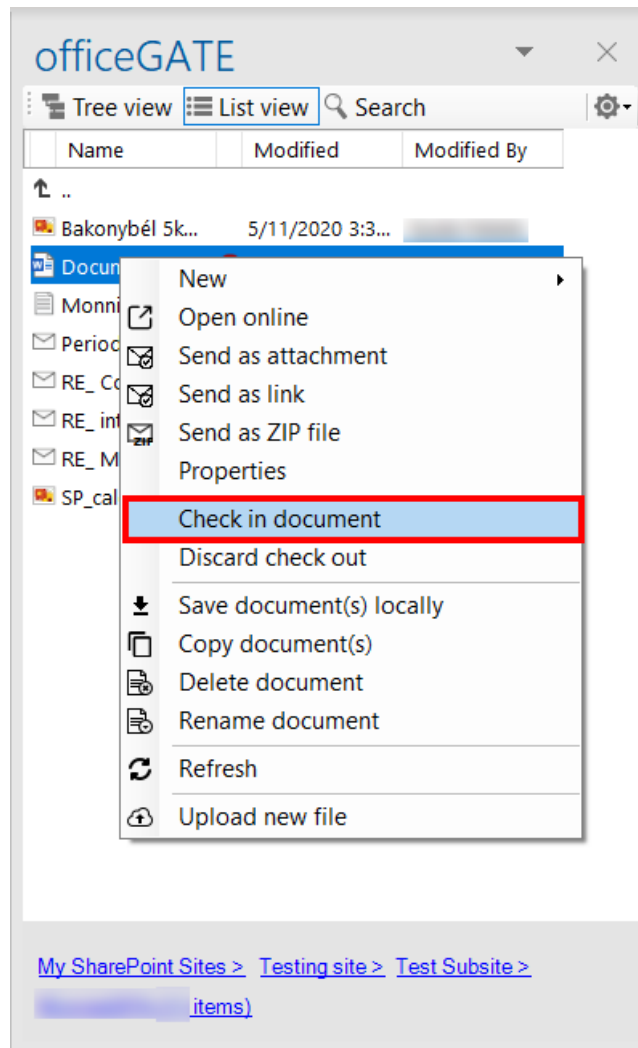
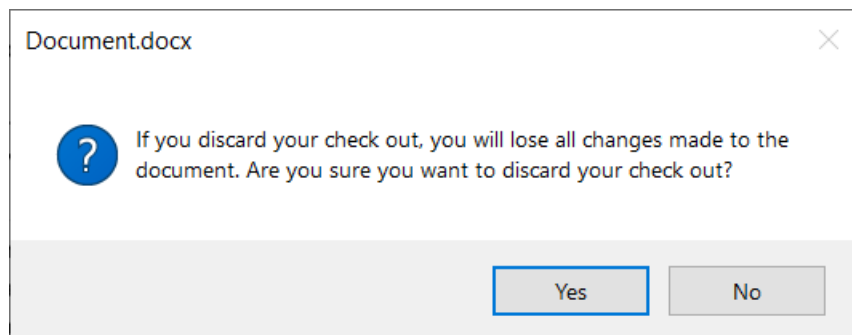After selecting the **Check in document** option, a pop-up window with the possibility to add a comment will appear. It is recommended to always write down some notes in order to have a better overview later. Click **OK**.

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If you don't want to keep the changes that were made, you can choose to **Discard check out**.

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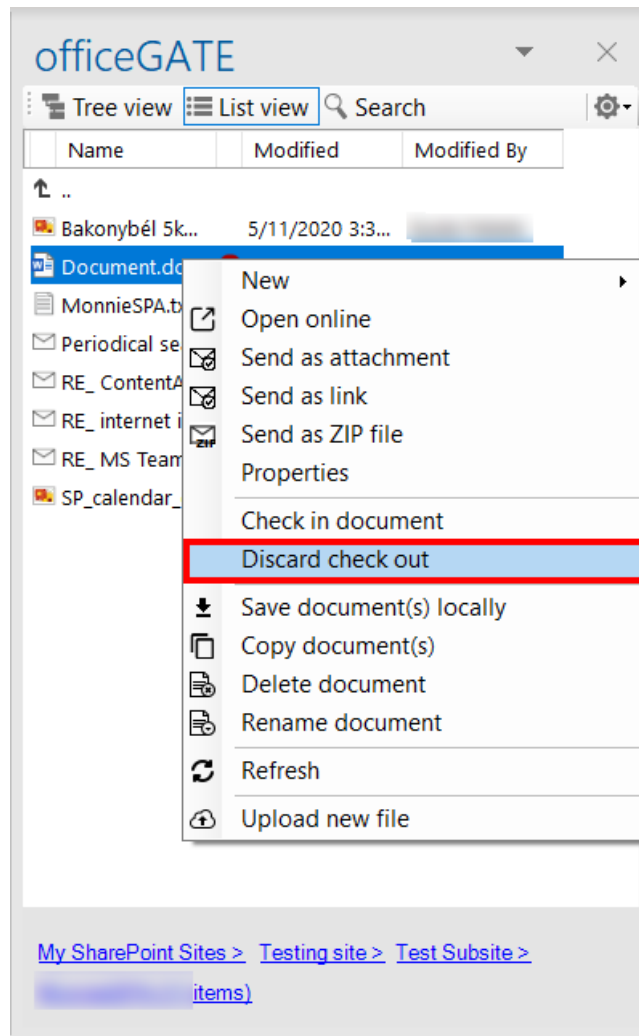
After selecting **Discard check out**, a warning pop-up window will appear. If you confirm that you want to discard the check out, you will lose all the changes that were made while the document was checked out.

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Version creating

When a document is uploaded to SharePoint, it is automatically checked out to the user that uploaded it. To make the document available to other users, first it must be checked in.

If **versioning is enabled** on SharePoint - When you upload a document to a library where the same document already exists, officeGATE will ask if the existing document should be overwritten and new version created. If you select yes, officeGATE will overwrite the document on SharePoint and create a new version.
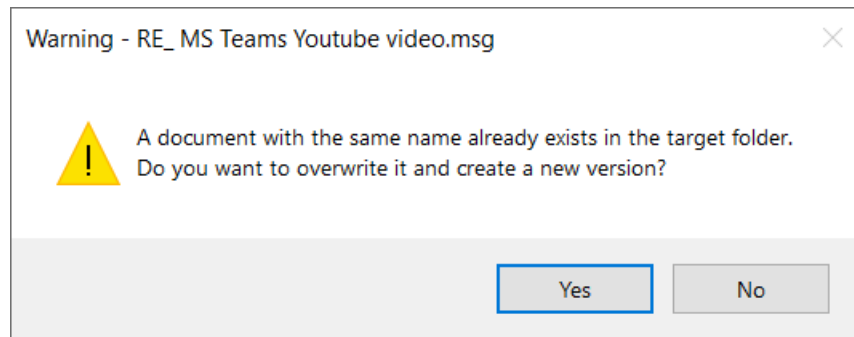
If **versioning is not enabled**, officeGATE will ask if the existing document should be overwritten. If you select yes, officeGATE will overwrite the document on SharePoint.

Adding items to an email message

Sending as attachment

- Library item - create a new message with selected document as attachment

- List item – cannot be sent as attachment from its context menu

- Document set item - create a new message with selected document as attachment

Sending as link

- Library item - create a new message containing link to the selected document

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- List item - create a new message containing link to the selected item

- Document set item - create a new message containing link to the selected document

Sending as ZIP file

- Library item - put the compressed document into a new message

- List item - compress the item properties into an HTML file together with item attachments to a single ZIP file and put it to a new message
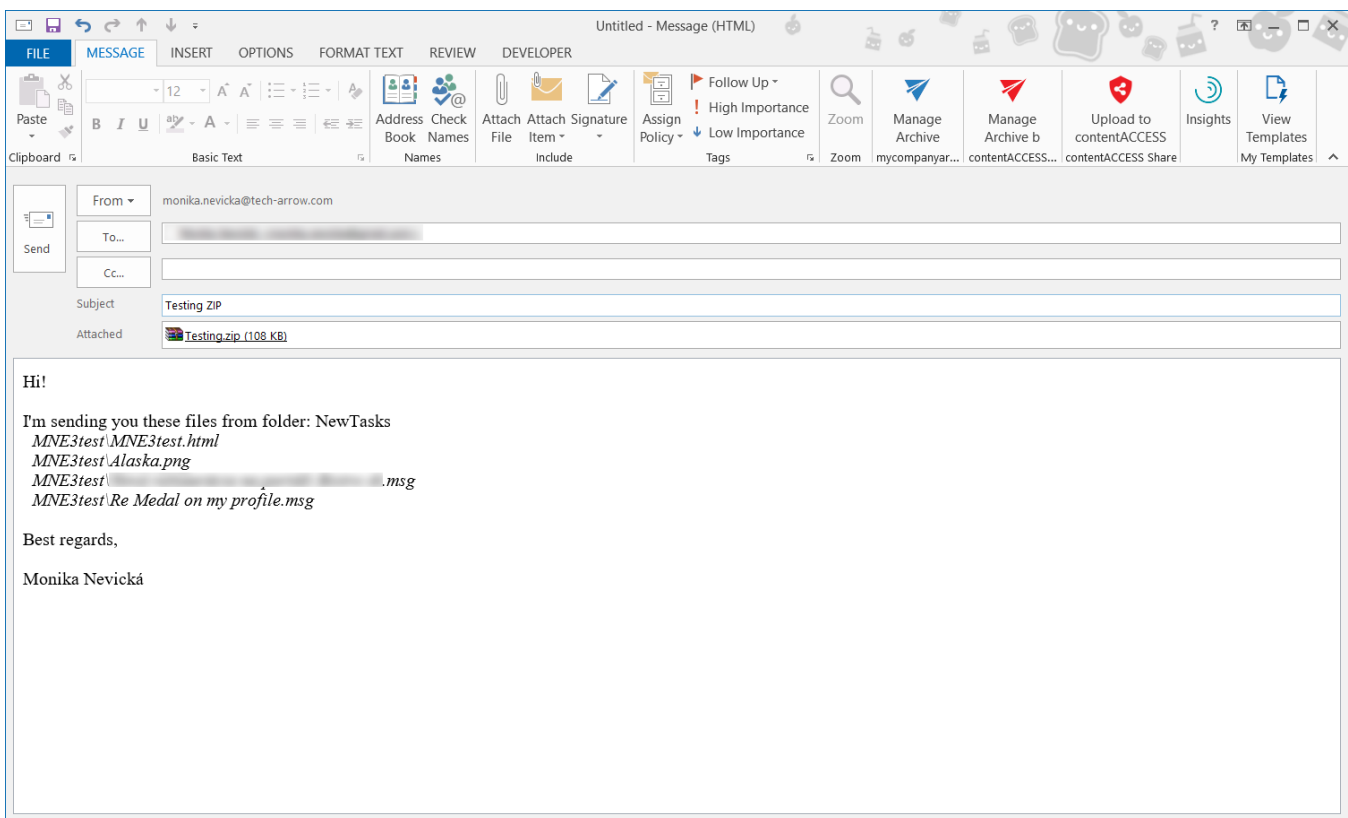

- Document set item - put the compressed document into a new message

Drag & drop into a message

- Library item - add the document as attachment

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- List item – creates a table with property information and link to the selected item and its attachments
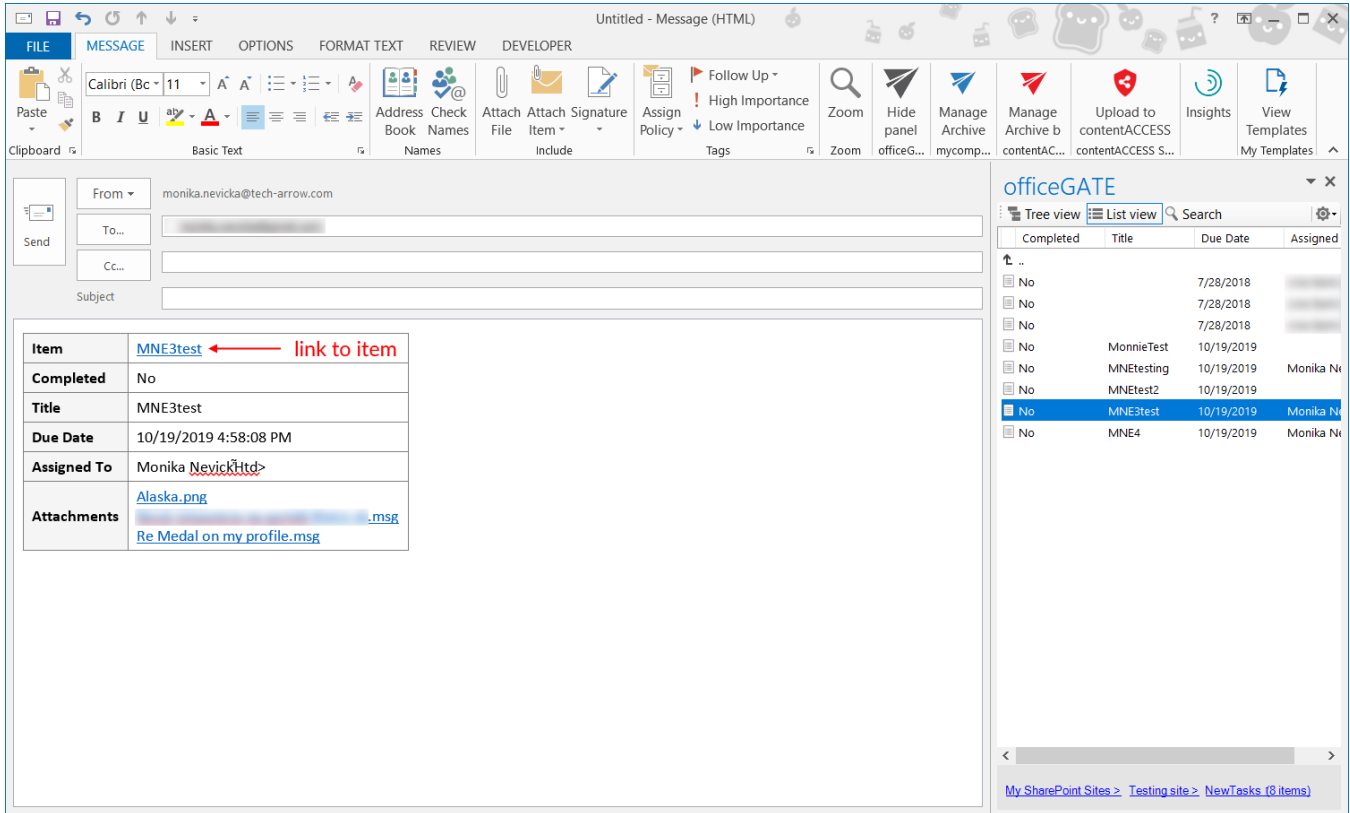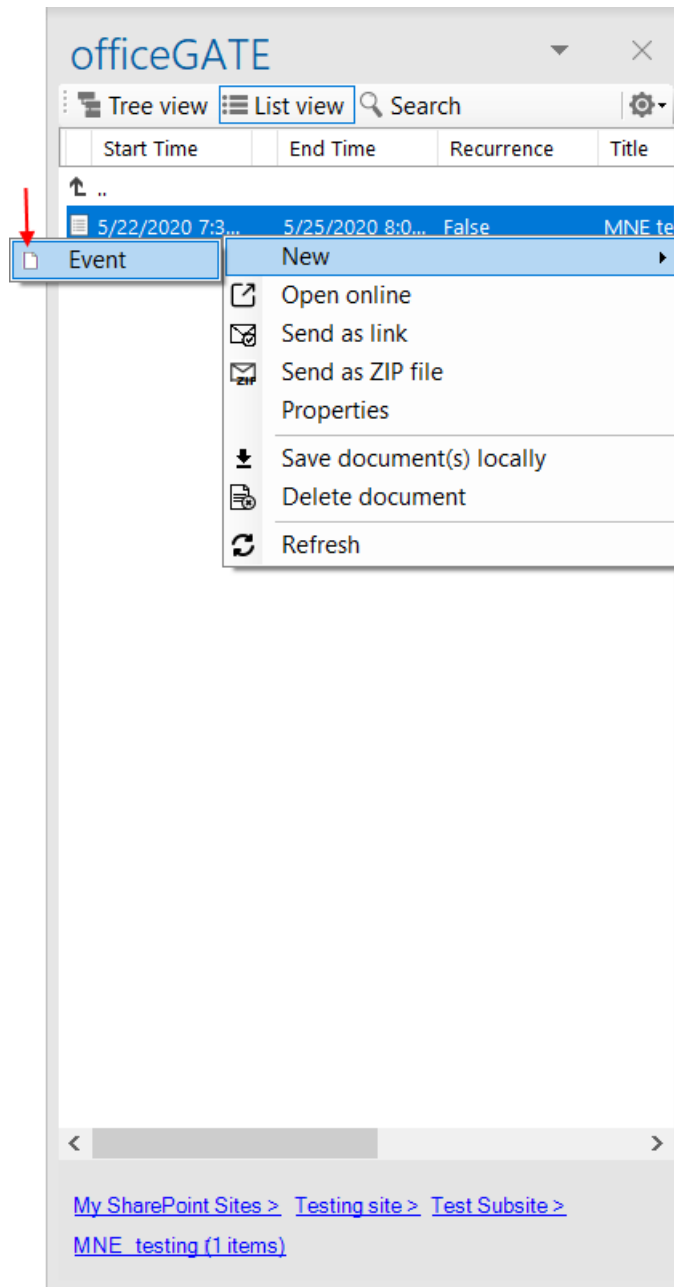

- Document set item - add the document as attachment

Outlook calendar entry creation

This feature is used for creating SharePoint and Outlook calendar items directly from Outlook.

To create a SharePoint calendar entry, right-click on an Events list or list item -> select **New** -> select **Event**.

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The document metadata dialog will open. Here you need to fill in the required fields (marked with red asterisk). Click on **Save**.

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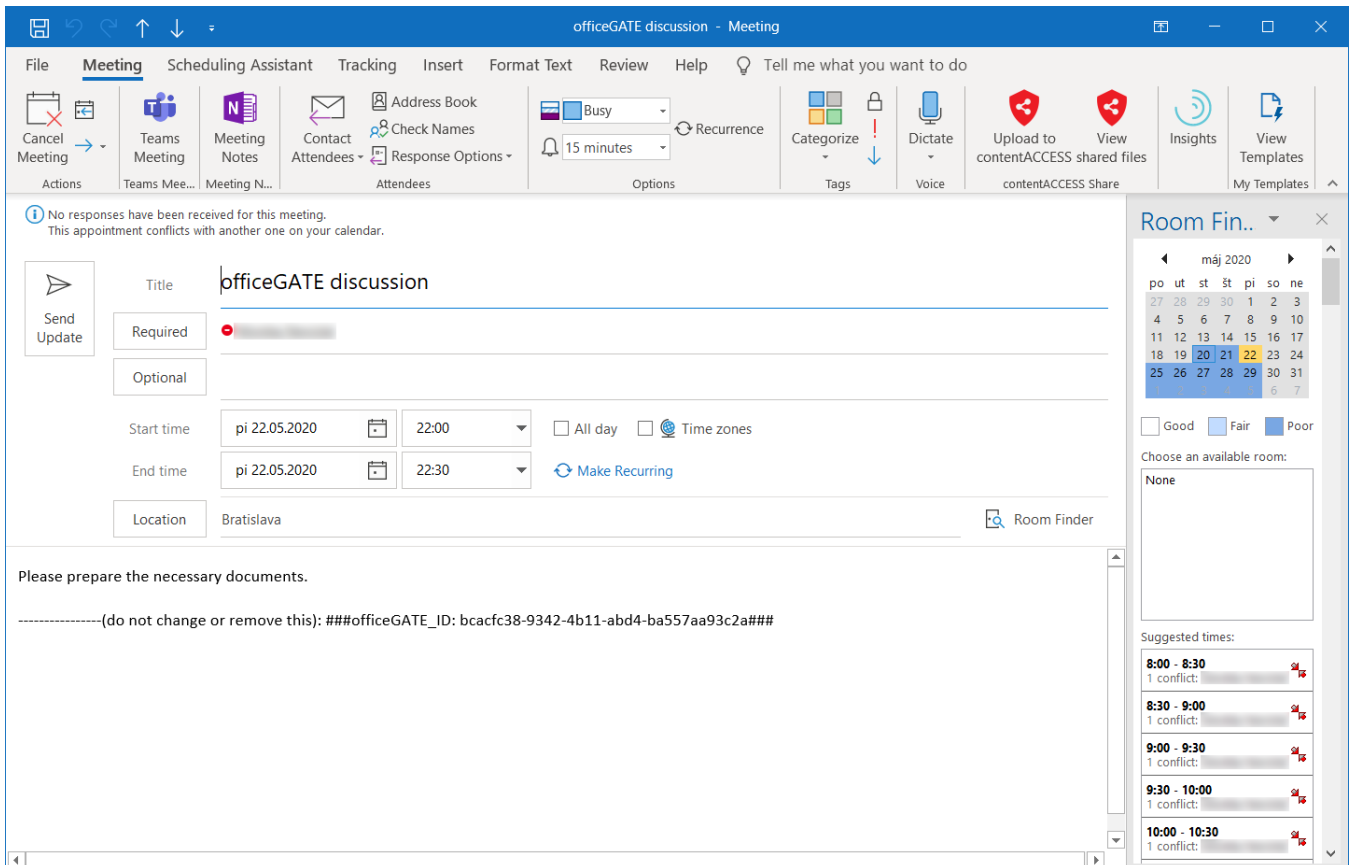
After your item is saved and a new calendar item is created in SharePoint, officeGATE will ask you if you want to create a calendar entry in your mailbox (Outlook) calendar from it.

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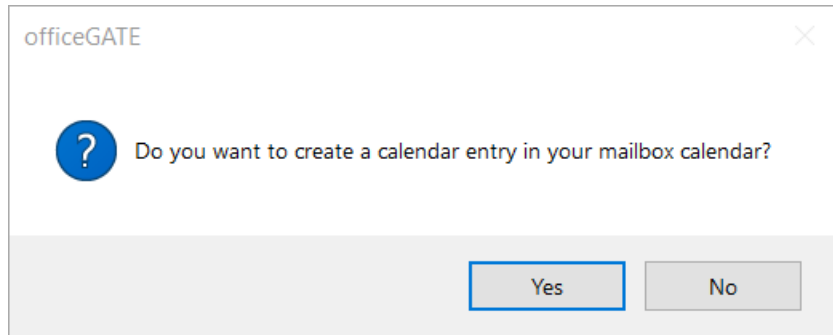
If you select **Yes**, officeGATE will search for fields containing usernames and/or email addresses and analyze the metadata of the newly created entry and use them in **Outlook calendar entry creation**. An officeGATE ID will be assigned to the Outlook item – this is used for synchronization with Outlook and SharePoint. If a user is added here as **Required** and/or **Optional**, he will get a notification email about the invitation.

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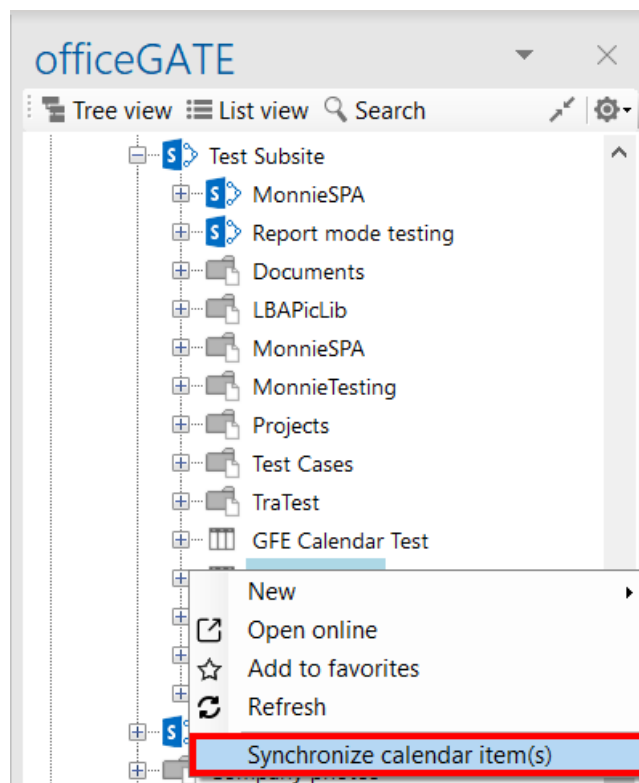
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If an existing calendar or task item is edited in officeGATE and does not contain an information about officeGATE ID, then the option to retrospectively create an **Outlook calendar entry** for that item will be visible for the user. Once the entry is created, the **Synchronize calendar item(s)** button will become visible.

Synchronization options

Tree view

The context menu option **Synchronize calendar item(s)** is visible only if the selected item in officeGATE is a calendar.

When you click on the option, officeGATE will query all the calendar items of the selected calendar and if the description contains the Outlook calendar ID (mentioned above), the Outlook calendar item will be updated. SharePoint calendar items that don't have the Outlook calendar ID in description will be skipped.
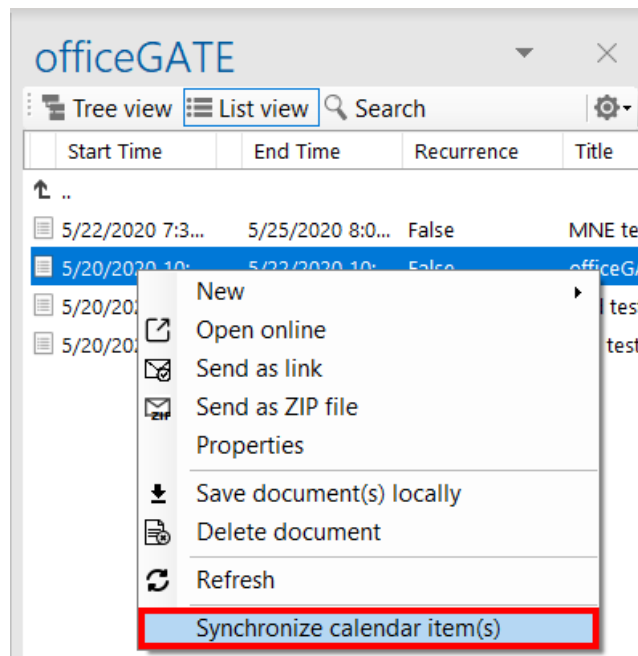

List view

In the list view, there are 2 context menu options:

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- **Create Outlook calendar item** - this will be visible if you open the context menu of a SharePoint calendar item from which an Outlook calendar item hasn't been created yet. When clicked, officeGATE will create an Outlook calendar item as described above.
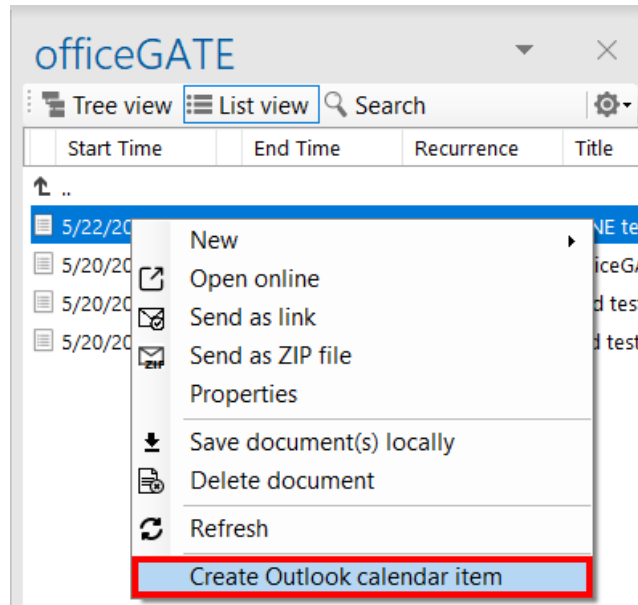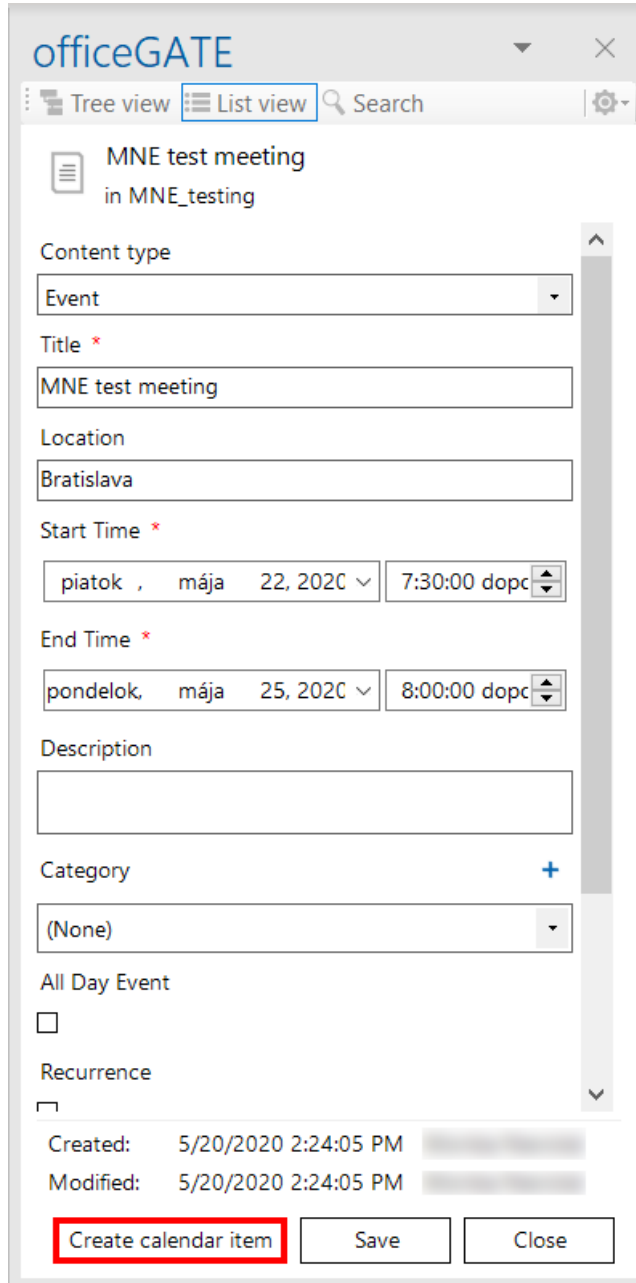

- **Synchronize Outlook calendar item(s)** - this will be visible if you have already created an Outlook calendar item from the selected SharePoint calendar item. When clicked, officeGATE will read the SharePoint calendar item fields and update the Outlook calendar item based on that.

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Item details view

When you open a SharePoint calendar item in officeGATE, the item details view will be opened. Here are the same 2 buttons as in list view:

▪ **Create Outlook calendar item** – same as in **List view**
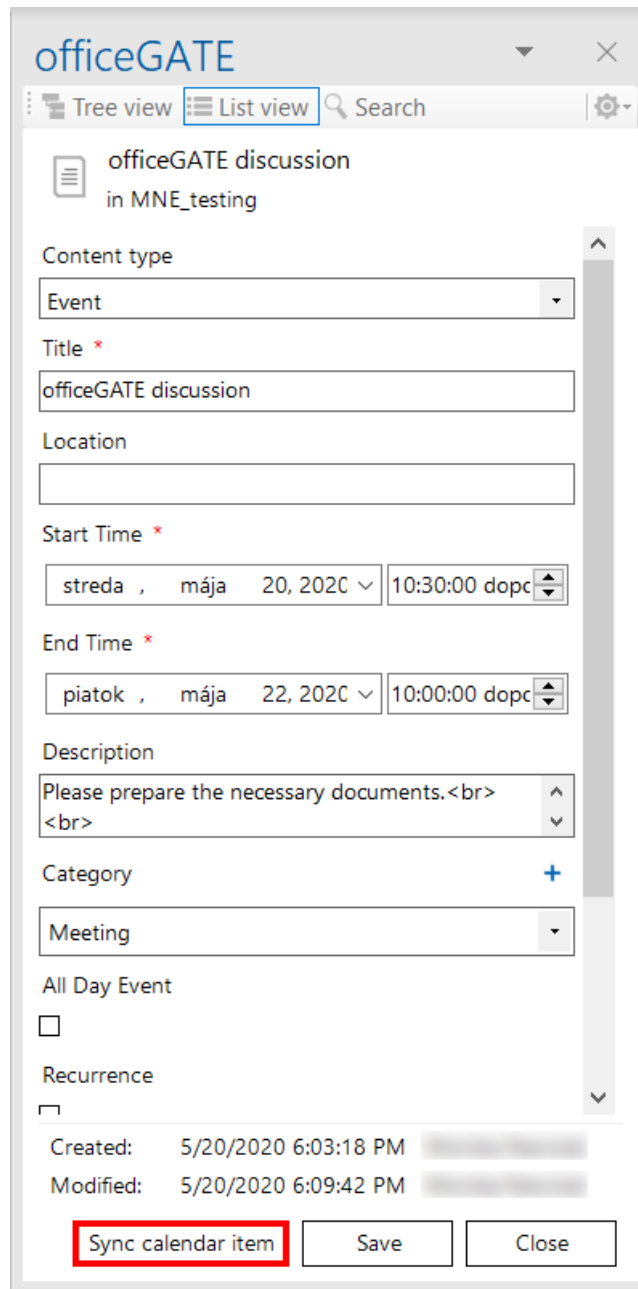
▪ **Synchronize Outlook calendar item(s)** – same as in **List view**

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Important: If an item, which has been already synchronized, is deleted from the SharePoint event list, it will remain in Outlook calendar, as there's no synchronizing for the deleted items.

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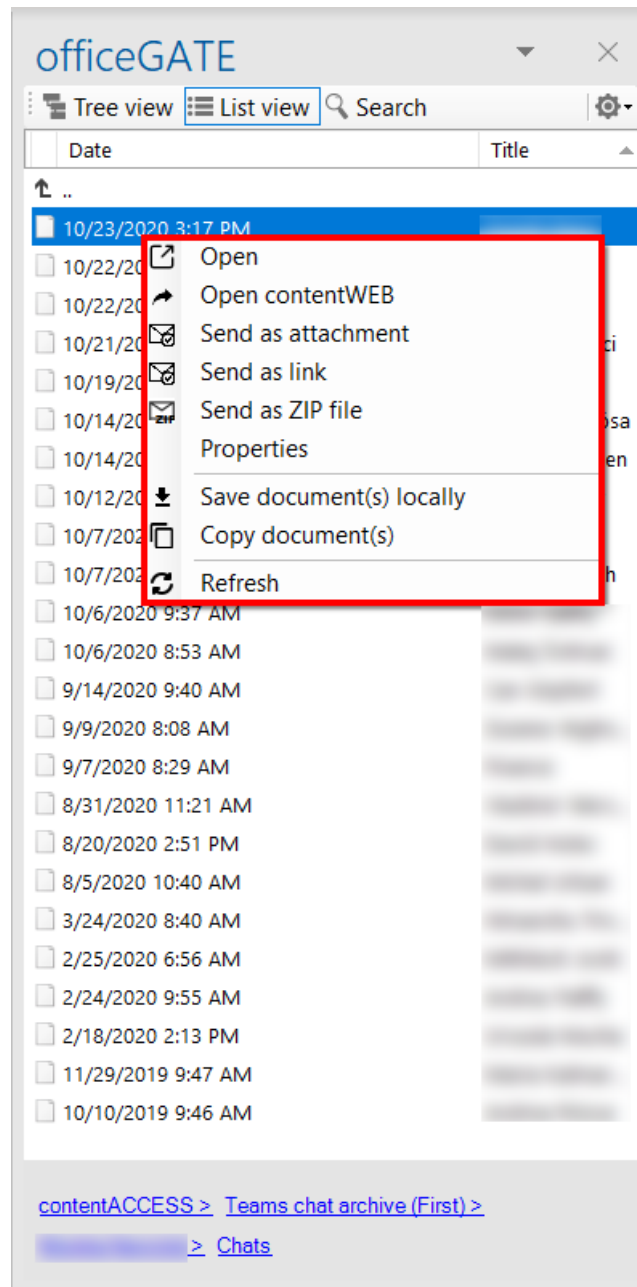
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Teams data handling

officeGATE allows you to handle your Teams archive and Teams chat archive items, too. The difference, compared to all other providers and contentACCESS items, is that you **can't Drag&Drop items into Teams archive and Teams chat archive**.

Teams archive and Teams chat archive items offer the following options from their context menu:

- Open
- Open contentWEB
- Send as attachment
- Send as link
- Send as ZIP file
- **Properties** – this opens a preview of the item and allows the user to work with it as described in section Double-click on contentACCESS items in List view
- Save document(s) locally
- Copy document(s)
- Refresh

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Troubleshooting

The vast majority of the problems that you might face during working with officeGATE can be solved with nothing more than a few minutes of your time. Section **Troubleshooting** takes you through the typical

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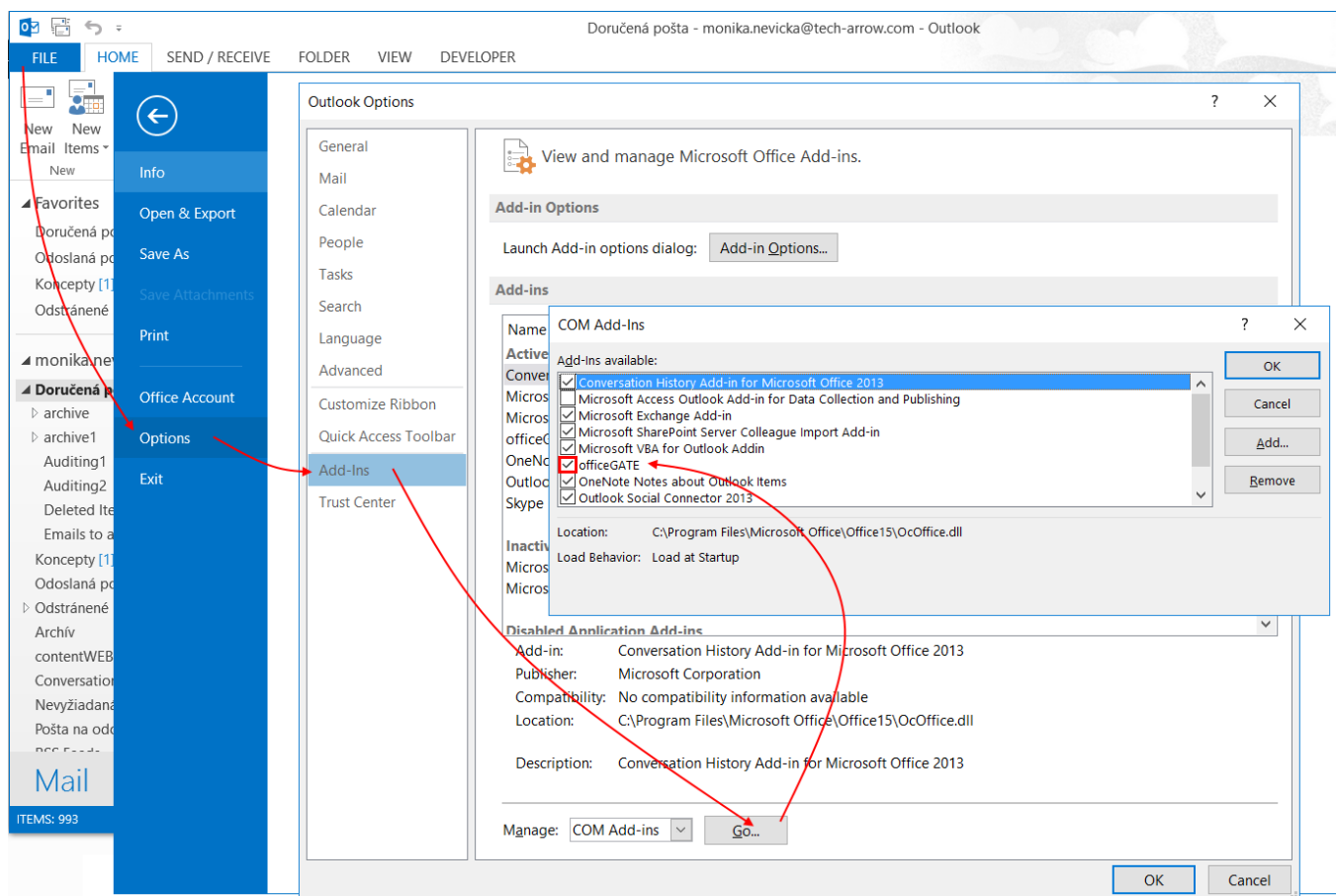
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operating system problems teaching troubleshooting techniques to decipher any problem, and giving you the skills you need to solve them.

Here you can find some typical problems that might occur and the solutions to them:

➢ **officeGATE add-in does not appear in the right hand panel**

When you reopen your MS Outlook it might happen that your officeGATE panel becomes invisible. If you face with this problem, try out the following solution (for better understanding check the screenshot below).

Go to **File ➔ Options** in you MS Outlook. In the **Outlook Options** window select **Add-Ins** from the left panel and then click **Go** at the bottom of the window. You need to make sure, that checkbox for officeGATE is checked in the **COM-Add-Ins** window, then click **OK**. Your provider should be visible now.


➢ **SharePoint connection in officeGATE is not established**

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If the connection to SharePoint cannot be established one of the reasons for it could be that the SharePoint password has been changed on the server. The solution for this is to set this new password in officeGATE, too. For more information how to set SharePoint password in officeGATE click here: Connecting to SharePoint site(s)..

➢ **What to do if you officeGATE version is not supported by MS Outlook that you have on you PC**

The message below that you get when trying to install the officeGATE on your PC means that this version of officeGATE is not supported by your MS Outlook:
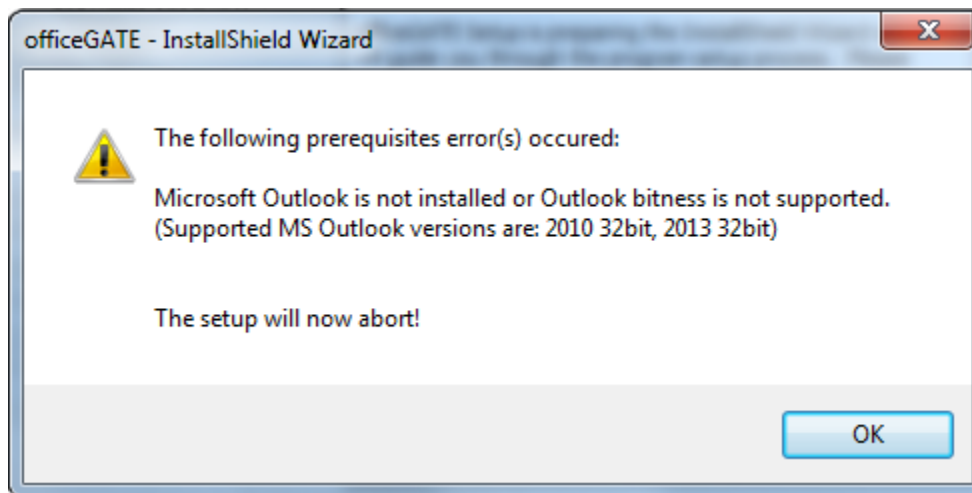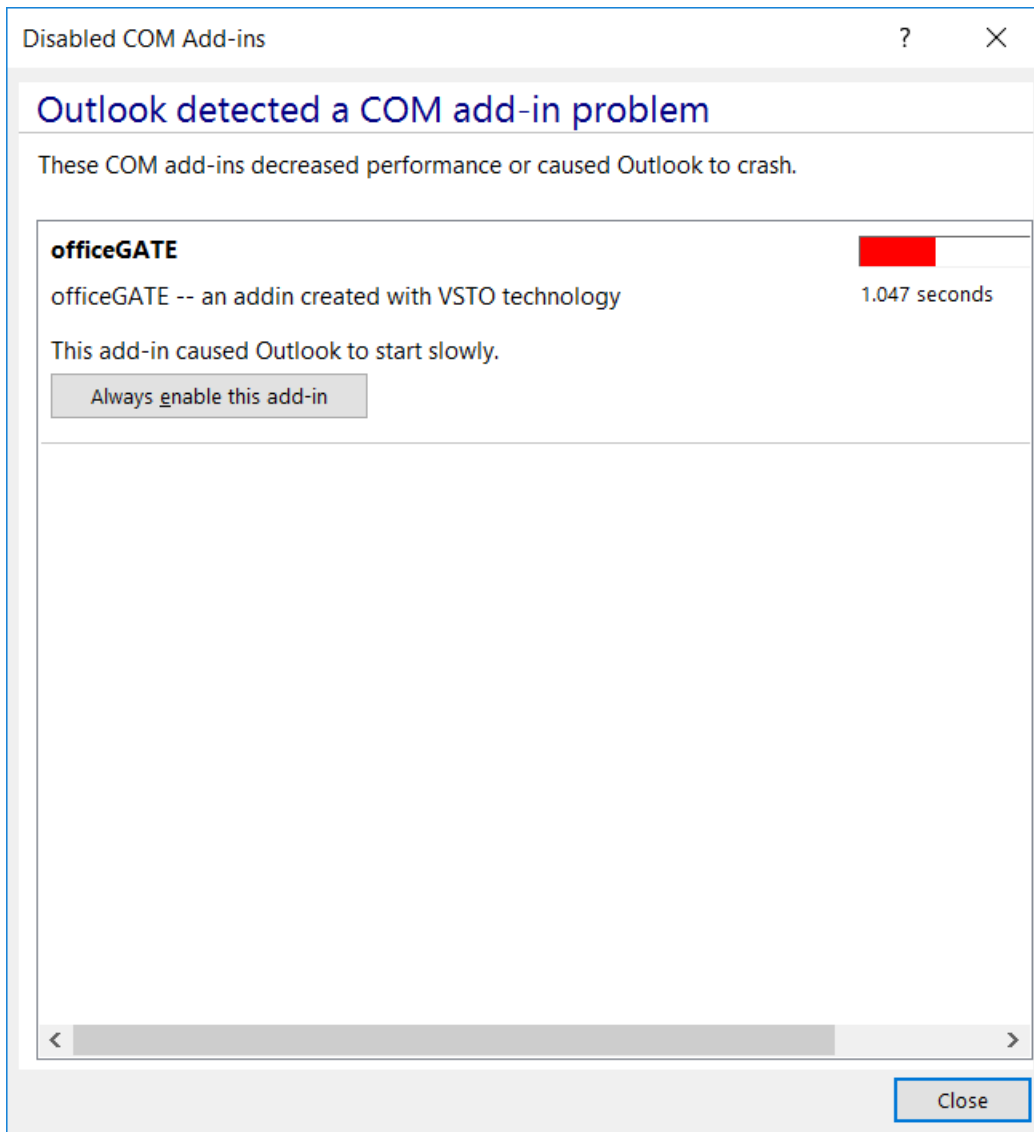

Please download the version of officeGATE which corresponds to the version of MS Outlook that you have installed on your PC.

➢ **What to do if the warning below appears in your MS Outlook?:**
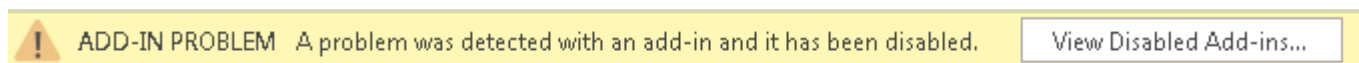
If you get the warning above and the officeGATE pane does not appear at the right side of your MS Outlook follow these steps:

1) Click on the **View Disabled Add-ins**… button in the warning. **Disabled Add-ins** window will open as on the screenshot below:

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Click on **Always enable this add-in** and click **Close** to close the window. Run you Outlook again and the officeGATE panel will be visible now.

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