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The Aventail® WorkPlace portal enables you to securely access private network resources (including Web sites, Web and client/server applications, terminal servers, and shared folders or files) from a Web browser.

**Getting Started**

This section provides an overview of working with WorkPlace.

**WorkPlace Overview**

WorkPlace consists of two main pages: the home page and the Network Explorer page. This section provides a basic overview of these pages.

The appearance of WorkPlace can be customized by your system administrator. Depending on how WorkPlace is configured, some elements, such as the Network Explorer page or the **Intranet Address** box, may not always be available.

To navigate to and from different pages in WorkPlace, click the WorkPlace navigation buttons or links instead of your Web browser’s Back and Forward buttons. Clicking the browser’s navigation buttons may prompt you to terminate your WorkPlace session.

**The Home Page**

When you start WorkPlace, the home page displays any shortcuts that your administrator has configured for you. You can click these links for direct access to Web content, applications, or shared folders and files.
The WorkPlace home page includes a connection status area that indicates which access methods are currently enabled, your security zone status (if applicable), and the session start time. You can click the Details link in this area to view more detailed information about the types of resources that are available, and to view information that can be helpful in troubleshooting problems. For more information about access methods, see “Access Methods and Resources” on page 2. For more information about security zones, see “Viewing Security Zone Information” on page 9.

Depending on how your administrator has configured WorkPlace, the home page may include a Bookmarks area that enables you to save and access personal links to URLs and other resources, such as file shares. You can click the Edit link in this area to manage your bookmarks. For more information, see “Using Bookmarks” on page 6.

The home page may also include an Access agents area, which lists any access agents that your administrator has made available to you. This area may include the following links:
- **Network Explorer**: Enables you to browse a Windows network containing shared folders and files. For more information, see “Working with Folders and Files” on page 11.
- **Install Software**: Enables you to download the latest version of the Aventail access agent software.
- **OnDemand**: Launches Aventail OnDemand. For more information, see “Running Aventail OnDemand” on page 8.

**The Network Explorer Page**

The Network Explorer page displays all Windows network folders or files that you have permission to access. The navigation pane at the left displays a list of resources available on your network; the pane on the right enables you to work with folders and files.

**Access Methods and Resources**

WorkPlace enables you to access different types of resources. The specific resources available will depend on the access methods currently enabled, as shown in the connection status area on the WorkPlace home page.
The following table describes the various access methods and the types of resources each one enables you to access.

<table>
<thead>
<tr>
<th>Access method</th>
<th>Resources available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web access</td>
<td>● Web content and Web-based applications that can be accessed through a browser. Examples include general Web sites (such as intranets) Outlook Web Access, and Domino Web Access.</td>
</tr>
</tbody>
</table>
| Web and client/server access   | ● Web content and Web-based applications that can be accessed through a browser.  
                                ● Client/server applications, thin client applications, and terminal servers. Examples include Outlook, Citrix, and Windows Terminal Services. |
| Full network access            | ● Web content and Web-based applications that can be accessed through a browser.  
                                ● Client/server applications, thin client applications, and terminal services.  
                                ● Native Windows file access through Network Neighborhood.  
                                ● Mapped network drives. |

Logging In to WorkPlace

Before you can access your WorkPlace resources, your identity must be verified. Depending on how your administrator has configured WorkPlace, this might mean selecting a specific login group or server (for example, “Employees” or “Partners”), and then providing credentials. You may be prompted for a username and password, which you can type in or enter by means of a virtual keyboard, or you may be prompted for some other form of credentials.

1. If you are presented with a Log in to: prompt, select the appropriate group or server from the list. (This information is provided by your system administrator.) If the list does not contain the appropriate name, click Other from the list, and then type the group name or server name in the box below the Log in to: box.
2. Click Next.
3. When prompted for credentials, enter them, and then click Login.

Your administrator can offer an alternative method of providing your credentials using a virtual keyboard. Some administrators may even require it if, for example, there is concern that a user’s login credentials might be stolen. To enter your credentials without typing them, click Use virtual keyboard and point to characters on the keyboard display.

Notes

- The URL you use to log in to WorkPlace is provided by your system administrator.
- Depending on how your administrator has configured WorkPlace, all other open browser windows may automatically close at WorkPlace startup, leaving only the WorkPlace browser window open.
- In some cases, you may be prompted to accept an Aventail security warning before WorkPlace can start. For more information, see “Starting Aventail Cache Control” on page 8.

Related topics

Changing Your Password

Your administrator has the option of allowing you to change your own password in WorkPlace. If a user-initiated password change is allowed, you’ll see the Change password checkbox.
To change your password in WorkPlace
1. Click the **Change password** checkbox.
2. Enter your current credentials, and then click **Log in**.
3. On the Password notification page, re-enter your old password, and then enter and confirm your new one.

**Entering Credentials Using the Virtual Keyboard**

The administrator can offer you an alternative method of providing your credentials in WorkPlace using a virtual keyboard. Some administrators may even require it if, for example, there is concern that a user's login credentials might be stolen.

**To enter your credentials using the virtual keyboard in WorkPlace**
1. Click the **Use virtual keyboard** checkbox: a keyboard is displayed in WorkPlace. (If your administrator requires that you use the virtual keyboard, it is already displayed.)

2. Click the letters for the username. To enter a capital letter, first click the **Shift** key on the virtual keyboard.
3. Use your mouse to move the cursor to the password box, and then click the letters for your password.

**Logging Out of WorkPlace**

When you have finished working with network resources over WorkPlace, you should log out to close your session.

**To log out of WorkPlace**
- Click the **Log out** button in the upper right corner of the WorkPlace page.

**Notes**
- Logging out of WorkPlace ends your WorkPlace session, but it does not log you out of any applications that are running on your computer. To increase security, it is good practice to close any browser windows in use by applications before you log out of WorkPlace, especially if you are working on a computer that is shared with other users.

**Accessing Network Resources**

You can use several methods to access a specific resource. Depending on how your administrator has configured WorkPlace, some access methods may not always be available.
Shortcuts: The WorkPlace home page displays any shortcuts that your administrator has configured for you. You can click these links to directly access selected Web applications, network shares or folders, or terminal servers. For more information, see “Using Shortcuts” on page 5.

Intranet Address box: You can use the Intranet Address box at the bottom of the page to access a Web resource, a network resource, or a terminal server. For more information, see “Using the Intranet Address Box” on page 5.

Bookmarks: You may be able to create personal bookmarks that provide quick access to resources such as URLs and file shares. For more information, see “Using Bookmarks” on page 6.

Aventail OnDemand: You may be able to access applications using Aventail OnDemand, an agent that provides secure access to resources such as client/server applications, thin client applications, and terminal servers. For more information, see “Running Aventail OnDemand” on page 8.

Browsing network resources: You can use the WorkPlace Network Explorer page to browse a Windows network, including shared folders and files. For more information, see “Working with Folders and Files” on page 11.

Notes
- Accessing some items may require you to log in, if special permissions are required for that item. WorkPlace first attempts to access network share resources using your WorkPlace login credentials; if the resource requires different credential information, you are prompted to supply it.

Using Shortcuts

When you start WorkPlace, the WorkPlace home page displays any shortcuts that your administrator has configured for you. You can click these links to directly access Web content, applications, shared folders, or terminal servers.

<table>
<thead>
<tr>
<th>Shortcuts</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outlook Web Access</td>
<td>Web access to your Exchange mailbox</td>
</tr>
<tr>
<td>CRM Employee Portal</td>
<td>Web access to CRM system</td>
</tr>
<tr>
<td>KnowledgeNet</td>
<td>Web access to knowledge-management system</td>
</tr>
<tr>
<td>User Directory for file</td>
<td>User directory access on SALES file server</td>
</tr>
</tbody>
</table>

To access a resource using a shortcut
- In the Shortcuts area, click the shortcut name for the resource you want to access.
Web resources and terminal server resources open in a new browser window. Shared folders or files open in a separate Network Explorer window.

Using the Intranet Address Box

Depending on how your administrator has configured WorkPlace, you may see an Intranet Address box, which you can use to access network resources, terminal server resources, or, when WorkPlace is running in translated mode, Web resources.

Intranet Address: Type a URL or network folder name here

Accessing Web Resources Using the Intranet Address Box

To access a Web resource, type the URL for the resource in the Intranet Address box, and then click GO. The Web resource opens in a new browser window.
Notes
- If you are accessing a standard HTTP resource, you do not need to type http:// at the beginning of the URL. However, if you are accessing a secure Web (HTTPS) resource, you must include the https:// protocol identifier in the URL (https://intranet.example.com).
- To access a Web resource on a non-standard port (other than port 80), include the port number after the resource’s host name. For example, intranet.example.com:443 and intranet.example.com:8080/SAP are both valid entries.

Accessing Network Resources Using the Intranet Address Box

To go directly to a server, computer, or network folder, type the path to that item in the Intranet Address box, and then click GO. Network Explorer opens in a new browser window, displaying the contents of the requested folder or file.

When specifying a resource name, use the Windows Universal Naming Convention (UNC) name, in the format \ComputerName\ShareName\Path\FileName. For example, to view the contents of the sales\proposals folder on the common server, type the following in the Intranet Address box:

\\common\sales\proposals

Notes
- WorkPlace does not support unqualified host names for network resources; you must type the full UNC name when entering a network resource name in the Intranet Address box.
- Typing an unqualified host name in the Intranet Address box is interpreted as a Web resource, not a network resource. For example, if you have a Web resource named intranet.example.com, simply type intranet in the Intranet Address box to access it.

Accessing Terminal Servers Using the Intranet Address Box

To go directly to a terminal server resource, type the URL for that item in the Intranet Address box, and then click GO. The resource opens in a new browser window.

When specifying a terminal server resource URL, you must include the appropriate protocol identifier. If a terminal server resource contains multiple hosts, you are prompted on a Specify host page to type the host name or IP address of the specific resource you want to access.

<table>
<thead>
<tr>
<th>Terminal server type</th>
<th>Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Terminal Services</td>
<td>rdp://</td>
</tr>
<tr>
<td></td>
<td>For example, you might type the following URL in the Intranet Address box: rdp://private.xyzcompany.com/wts_server</td>
</tr>
<tr>
<td>Citrix</td>
<td>citrix://</td>
</tr>
<tr>
<td></td>
<td>For example, you might type the following URL in the Intranet Address box: citrix://private.abcompany.com/citrix_farm</td>
</tr>
</tbody>
</table>

Using Bookmarks

Depending on how your administrator has configured WorkPlace, the home page may include a Bookmarks area that enables you to save and access personal links to resources such as URLs and file shares.
WorkPlace bookmarks are similar to standard Web browser bookmarks or favorites lists except that they are stored on the Aventail VPN, not on a specific computer. You can access and manage your WorkPlace personal links whenever you are logged in to WorkPlace, regardless of the computer you are using.

When you click a bookmark, the specified resource opens in a separate browser window.

**Notes**
- To access file shares through WorkPlace bookmarks, you must be running an Aventail access agent, such as one of the Aventail tunnel clients, or you must configure the bookmark to use a special URL. For more information, see "Adding Bookmarks" on page 7 or contact your system administrator.

**Adding Bookmarks**

After you add a bookmark, it appears in the **Bookmarks** area on the WorkPlace home page.

**To add a bookmark**
1. On the WorkPlace home page, in the **Bookmarks** area, click **Edit**. The **Manage bookmarks** page appears.
2. Click **New**.
3. In the **Name** box, type a short, descriptive name for the bookmark. This name will appear as the link text in the **Bookmarks** area on the WorkPlace home page.
4. In the **Address** box, type the URL or path for the resource:
   - To create a bookmark for a URL, type the URL in *host/path* format. If you are creating a bookmark for a standard HTTP resource, you do not need to type *http://* in the URL. However, if you are creating a bookmark for a secure Web (HTTPS) resource, you must include the *https://* protocol identifier in the URL (*https://intranet.example.com*).
   - To create a bookmark for a file share resource, type the file share path in Windows Universal Naming Convention (UNC) format (*\ComputerName\ShareName\Path\File*). For example, to view the contents of the *sales\proposals* folder on the *common* server, type *\common\sales\proposals*.
5. Click **Save**.

**Reordering Bookmarks**

You can control the order of your bookmarks (for example, to place the most frequently used bookmarks at the top of the list).

**To reorder a bookmark**
1. On the WorkPlace home page, in the **Bookmarks** area, click **Edit**. The **Manage bookmarks** page appears.
2. Select the check box to the left of any bookmarks you want to move, and then click **Move Up** or **Move Down**. Each click of the button moves the selected bookmarks up or down one position in the list.
3. Click **Save**.

**Deleting Bookmarks**

You can delete bookmarks that you no longer need.

**To delete a bookmark**
1. On the WorkPlace home page, in the **Bookmarks** area, click **Edit**. The **Manage bookmarks** page appears.
2. Select the check box to the left of any bookmarks you want to delete, and then click **Delete**.
3. Click **Save**.
Running Aventail OnDemand

The Aventail OnDemand agent is a Java applet that provides secure access to resources such as client/server applications, thin client applications, and terminal servers. If your administrator has configured OnDemand to run as a stand-alone agent, a link appears in the Access agents area of the WorkPlace home page. To run OnDemand, click the OnDemand link.

It appears in a separate window.

After the OnDemand window appears, you can start any applications that are configured to run over OnDemand. The OnDemand window can be minimized, but you should not close it while working on the network—doing so terminates any application connections and logs you out of OnDemand. You can, however, close the WorkPlace browser window: OnDemand will continue to run.

Click the Details link in the OnDemand window to view information about your connection. Your administrator may also include OnDemand links that appear in the Shortcuts area of the WorkPlace home page. Clicking an OnDemand shortcut starts OnDemand and, in some cases, opens a separate browser window that can start a certain application or display a certain network resource.

When you have finished working, you can log out of OnDemand by closing the OnDemand window.

Aventail Cache Control

Your system administrator can configure WorkPlace to require Aventail Cache Control for data protection. Aventail Cache Control provides data security by removing sensitive information from your computer after each session. This is especially important when you access your remote network from public computers, such as those found in Internet kiosks or hotel business centers.

Aventail Cache Control removes all temporary data cached by the Web browser during your network session—including cookies, browser history, stored passwords, and temporary files—when you do any of the following:

- Close the browser window in which WorkPlace is running
- Manually exit Aventail Cache Control
- Are inactive for a specified period of time (determined by your administrator)

Starting Aventail Cache Control

When enabled, Aventail Cache Control automatically downloads and runs each time you log in to WorkPlace. Aventail Cache Control will prompt you to accept an Aventail security warning that is displayed at WorkPlace startup.
To start Aventail Cache Control

During WorkPlace startup, in the Aventail security warning dialog box that appears, click Yes.

Notes

- To prevent the Aventail security warning dialog box from appearing in the future, select the Always trust content from Aventail check box before clicking Yes.
- Depending on how your administrator has configured Aventail Cache Control, all other open browser windows may automatically close when Aventail Cache Control starts, leaving only the WorkPlace browser window open.

The Aventail Cache Control icon appears in the taskbar notification area, and Aventail Cache Control runs in the background during your network session.

Disabling Aventail Cache Control

Depending on how your administrator has configured WorkPlace, you can disable Aventail Cache Control. Because disabling this feature can cause sensitive data to remain on the computer after your network session ends, you should not disable Aventail Cache Control unless necessary.

To disable Aventail Cache Control

- In the taskbar notification area, right-click the Aventail Cache Control icon, and then click Disable.

Troubleshooting

This section describes how to troubleshoot basic connection problems.

Viewing Connection Status Information

If you are having trouble accessing your network resources through WorkPlace, your system administrator may ask you to gather some connection status information. You can view detailed status information for any enabled access methods by clicking the Details link in the connection status area on the WorkPlace home page. This displays the WorkPlace System status page, which includes detailed connection information that can be helpful in troubleshooting connection problems.

In the Aventail agents area of the System Status page, you can click an agent’s Details link to view additional connection status information that can be helpful in troubleshooting WorkPlace problems.

Viewing Security Zone Information

Depending on how your administrator has configured WorkPlace, the System status page may display information about your current security zone. Your zone is determined by the type of environment or computer from which you are accessing WorkPlace. For example, if you log in to WorkPlace from a laptop that your IT department owns and maintains, you may be placed in a more “trusted” zone than if you were logging in to WorkPlace from an airport kiosk.

Your zone status may determine whether an Aventail data security agent (such as Aventail Cache Control or Aventail Secure Desktop) is deployed. This zone information can also be helpful in troubleshooting WorkPlace problems.
Troubleshooting Tips

This section describes how to troubleshoot basic WorkPlace problems.

Troubleshooting Full Network Access Problems

If you are having trouble connecting to your network resources with full network access, see if your problem is addressed in the following list of troubleshooting tips. If the problem persists, contact your system administrator.

- If you use a personal firewall, you may need to configure the firewall before you can access your network resources. To do this, configure the firewall to allow ngvpnmgr.exe to access the Internet, and add the remote network’s host name or IP address as a trusted host or zone. For more information, contact your system administrator.
- Depending on how your administrator has configured WorkPlace, your local network resources may be unavailable when you are connected to the VPN. If you are unable to access a local network resource, such as a network printer, quit the access agent or log out of WorkPlace and then try again.
- If you are a restricted user (that is, without administrative privileges), ensure that your Web browser is configured to support Java. Note that you must be running the Sun Java Virtual Machine (JVM); the Microsoft JVM is not supported.
- If you are an unrestricted user, ensure that your Web browser is configured to enable either ActiveX controls or Java.
- If you are prompted to enable the ActiveX control in your Web browser, be sure to click Yes.
- If you receive an error message indicating that the tunnel could not be established, contact your system administrator for more information.
- If you have full network access, you will see an icon in the taskbar notification area. If the access agent stops running or if you experience an interruption in service, a connection-status alert appears above this icon. The information displayed in this alert may be helpful in troubleshooting the problem.

Troubleshooting Agent Provisioning or Activation Problems

The first time you log in to WorkPlace, you may be prompted to install Aventail Access Manager. It installs and manages updates for any agents required to access your network. If an error should occur during the installation process, it is recorded in a log file that your system administrator can use to troubleshoot the problem. Once Aventail Access Manager is installed, the only other time you may be (briefly) aware of it is when an agent needs to be updated.

If you are having trouble installing or using an access agent, try the following steps:

- Enable ActiveX in your Web browser.
- Enable Java in your Web browser.
- Install the Sun Java Virtual Machine on your system.
- If you use a personal firewall, you may be prompted to block or permit access to Aventail Access Manager when you install it, or when you try to run an access agent. This dialog may pop up behind the WorkPlace browser window: if your login appears stalled, check to see if a security dialog is awaiting a response from you. If yes, choose to permit access.
- Have your system administrator grant you the privileges required to install software on your computer.

After you have corrected the problem, click Clear system profile on the System status page to re-initialize your system, log out of WorkPlace, and then log in again.

In some cases, an access agent may not be activated due to a general connection error. If this occurs, log out of WorkPlace and then log in again.
Working with Folders and Files

WorkPlace enables you to work with network files and folders on a network using a Web browser much as if you were working locally on the network. The WorkPlace Network Explorer page displays shared folders or files that you have permission to access. You can browse these domains, servers, shares, folders, and files by clicking links on the Network Explorer page. The navigation pane at the left displays a list of resources available on your network. The pane on the right enables you to work with folders and files.

The Network Explorer page provides two modes of operation:

- **Folder mode:** When working in folder mode, you can browse available folders and their contents, upload a file to a folder, download multiple files as a compressed file, create a new folder, or rename or delete a folder. For more information, see “Working with Folders” on page 11.

- **File mode:** When working in file mode, you can rename, copy, move, delete, or view the properties of the selected file. For more information, see "Working with Files" on page 13.

**Navigation tips**

- When viewing the contents of a server or folder, the navigation pane shows the full path to the current folder as a hyperlink. Click any portion of the link to go directly to that folder.

- To move up one level to the parent folder, click the **Up** button in the navigation pane: ![Up button](image)
  
  If you do not have permissions to access the parent folder, this button does not appear.

- To update the contents of the navigation pane, click the **Refresh** button: ![Refresh button](image)
  
  This ensures that you are viewing the latest version of a network resource. For example, if you create a new file or folder and it does not show up in the navigation pane, click the **Refresh** button to update the display.

**Notes**

- Accessing some items may require you to log in, if special permissions are required for that item. WorkPlace first attempts to access network resources using your WorkPlace login credentials; if the resource requires different credentials, you are prompted to supply them.

- Depending on your network environment, you may be able to access folders on your networked desktop computer. To do this, you must make those folders available using the Windows Sharing feature on that computer. See your Windows documentation for more information about sharing folders.

**Displaying the Network Explorer Page**

You can display the Network Explorer page by doing one of the following (the methods available to you depend on how your administrator has configured WorkPlace):

- Click an appropriate network shortcut on the WorkPlace home page
- Type a UNC path name in the **Intranet Address** box
- Click the **Network Explorer** link in the **Access agents** area of the WorkPlace home page.

**Working with Folders**

When working with folders, you must have the correct permissions to perform certain actions; these are the same permissions you would need if you were working directly on the network.

The folder page may include an option for uploading files from your computer to the current folder. If WorkPlace is not configured to allow uploading files, you will not see this option. For more information, see “Uploading Files” on page 15.
Viewing the Contents of a Folder

When you click a folder name, a page appears displaying that folder’s contents. You can perform a number of different actions within the current folder, such as sorting items and creating, renaming, and deleting folders.

► **To view the contents of a folder**
- In the left navigation pane of the Network Explorer page, click the name of the folder you want to view.

Any subfolders contained in the current folder are displayed in the left navigation pane. Any files contained in the current folder are displayed on the right.

Sorting Items in a Folder

You can sort the items in the current folder.

► **To sort items in the current folder**
- In the right pane of the Network Explorer page, in the top row, click **Name**, **Size**, or **Date** to sort the folder’s contents.

The available sort methods are listed in the following table.

<table>
<thead>
<tr>
<th>Sort method</th>
<th>What it does</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Sorts items by file name, alphabetically.</td>
</tr>
<tr>
<td>Size</td>
<td>Sorts items by file size, smallest to largest.</td>
</tr>
<tr>
<td>Date</td>
<td>Sorts items by the last time they were changed, oldest to newest.</td>
</tr>
</tbody>
</table>

Creating Folders

You can create a folder within the current folder.

► **To create a folder**
1. In the left navigation pane of the Network Explorer page, click the name of the folder in which you want to create a new folder.
2. Click the **New folder** button: ![New folder button]
3. In the **New folder name** box, type the name of the folder you want to create, and then click **Create**.

Renaming Folders

You can rename the current folder.

► **To rename a folder**
1. In the left navigation pane of the Network Explorer page, click the name of the folder to rename.
2. Click the **Rename folder** button: ![Rename folder button]
3. In the **New folder name** box, type a new name for the folder, and then click **Rename**.

Deleting Folders

You can delete the current folder if it is empty (to delete a folder that is not empty, first delete the files in it; see “Deleting Files” on page 16). You are prompted to confirm before deleting the folder.
To delete a folder
1. In the left navigation pane of the Network Explorer page, click the name of the folder to delete.
2. Click the Delete folder button:
3. Click Delete.

Working with Files

When working with files, you must have the correct permissions to perform certain actions; these are the same permissions you would need if you were working directly on the network.

Opening Files

You can open a file to display its contents; however, any changes that you make to the file will not be saved to the network. To modify the contents of a file, you must download a copy of the file to your computer, save your changes to the copied file, and then upload the new version of the file to the network.

To open a file
1. In the left navigation pane of the Network Explorer page, click the name of the folder that contains the file you want to open.
2. In the right pane of the Network Explorer page, click the Open link to the left of the file you want to open.

Alternatively, on the File Details page, you can click the Open file button to open the file:

Notes
- When you open a file, Web content opens in a new browser window, while other files open in their native applications.
- If the application required to open a file cannot be found, you are prompted to save or open the file.
- Certain types of files, such as executable files or data files with proprietary file formats, must be downloaded or saved (they cannot be opened directly).

Searching for Files

You can search for files in the current folder and any subfolders. The search results are displayed as a list of links; you can click a link to display a file.

WorkPlace supports the use of wildcards when searching for files. Wildcard characters can be useful if you do not know the full or exact name of the file you are searching for. The supported wildcard characters are "?" and "*". The question mark (?) represents exactly one character, and the asterisk (*) represents any number of characters, including none (zero characters). For example:

<table>
<thead>
<tr>
<th>Wildcard</th>
<th>What it matches</th>
</tr>
</thead>
<tbody>
<tr>
<td>p*.txt</td>
<td>Any file that begins with p and has a .txt extension (for example, prices.txt or p.txt)</td>
</tr>
<tr>
<td>*.txt</td>
<td>Any file that has a .txt extension (for example, prices.txt or sales_forecast.txt)</td>
</tr>
<tr>
<td>pe?t.txt</td>
<td>Any file that begins with pe followed by any other single character, ends with t, and has a .txt extension (for example, peat.txt or pest.txt)</td>
</tr>
</tbody>
</table>

To search for files
1. In the left navigation pane of the Network Explorer page, click the name of the folder that you want WorkPlace to search.
2. Click the Search button:
3. In the **Search for files named** box, type the search criteria for the files.

4. Select the **Search subfolders** check box to recursively search all folders within the current folder. If this check box is not selected, only the current folder is searched.

5. Click **Search**.

**Notes**

- The search function is configured to time out after five minutes. If a search times out, narrow your search parameters and try again.
- The search function returns a maximum of 250 results per search. If a search returns too many results, narrow your search parameters and try again.

**Viewing File Details**

When you click a file name, a page appears displaying information such as the file size and creation date. It also lets you perform a number of actions on the current file, such as downloading, copying, renaming, or deleting it.

- **To view file details**
  - Click the appropriate file name in the right pane of the Network Explorer page.

The **File Details** page appears.

**Downloading Files**

You can download the current file to your local computer.

- **To download a file**
  1. In the right pane of the Network Explorer page, click the file name of the file you want to download. The **File Details** page appears.
  2. Click the **Download file** button:
     - In most Web browsers, a dialog box appears prompting you to save or open the file.

**Downloading Multiple Files as a Compressed File**

You can download multiple files from a folder to your local computer as a compressed file (in `.zip` format). This provides a convenient way to download a group of files in a single file, while minimizing download time over slower network connections.

Only the files in the current folder are downloaded; you cannot include subfolders in a download.

- **To download a folder as a compressed file**
  1. In the left navigation pane of the Network Explorer page, click the name of the folder that contains the files you want to download.
  2. In the right pane, select the check boxes next to any files that you want to include in the download. To select all files in a folder, select the check box at the top of the pane.
  3. Click the **Download selected files** button:
  4. Click **Download**. You are prompted to open the file or save it to your computer.
Notes

- Compressed files can be uncompressed using any program that can uncompress .zip files, such as WinZip, PKZIP, or StuffIt. Also, some versions of Windows can uncompress .zip files.
- Creating the compressed file and downloading it may take some time, depending on the size and number of files.

Uploading Files

The folder page may include an option for uploading files from your computer to the current folder. If WorkPlace is not configured to allow uploading files, you will not see this option.

**To upload a file to a folder**

1. In the left navigation pane of the Network Explorer page, click the name of the folder to which you want to upload the file.
2. Click the **Upload file** button:
3. Next to the **Source file** box, click **Browse** to locate the file you want to upload from your computer.
4. Click **Upload**.

Copying Files

You can copy a file to another folder on your network. You can also rename the file at the same time you copy it. Before copying a file, make sure that the folder to which you want to copy the file already exists. The destination folder for the copied file can be anywhere on the network.

**To copy the current file**

1. In the right pane of the Network Explorer page, click the name of the file you want to copy. The **File Details** page appears.
2. Click the **Copy file** button:
3. In the **Destination path** box, type the new location for the copied file. You must specify a path for the file using the UNC name. This takes the following form: `\ComputerName\ShareName\Path`.
4. If you want to rename the file, you can type a new file name in the **Destination file** box.
5. Click **Copy**.

Renaming Files

You can rename the current file.

**To rename a file**

1. In the right pane of the Network Explorer page, click the name of the file you want to rename. The **File Details** page appears.
2. Click the **Rename file** button:
   - In the **New file name** box, type the new file name, and then click **Rename**.

Moving Files

You can move a file to another location. You can also rename the file at the same time you move it. Before moving a file, make sure that the folder to which you want to move the file already exists.

**To move the current file**

1. In the right pane of the Network Explorer page, click the name of the file you want to move. The **File Details** page appears.
2. Click the **Move file** button:
3. In the **Destination path** box, type the new location for the file. You must specify a path for the file using the UNC name. This takes the following form: `\ComputerName\ShareName\Path`.

4. If you want to rename the file, type the new file name in the **Destination file** box.

5. Click **Move**.

### Deleting Files

You can delete one or more files from a folder. You are prompted to confirm the deletion.

**To delete a single file**

1. In the right pane of the Network Explorer page, click the name of the file you want to delete. The **File Details** page appears.
2. Click the **Delete file** button:
3. Click **Delete**.

**To delete multiple files**

1. In the left navigation pane of the Network Explorer page, click the name of the folder that contains the files to delete.
2. In the right pane, select the check boxes to the left of any files that you want to delete. To delete all of the files in the folder, select the check box at the top of the list.
3. Click the **Delete selected files** button:
4. Click **Delete**.