

Re-installing File Sync

Version 1.1

Delogue.

Table of Content:

Uninstalling your old version of File Sync service	.3
Stop the service	3
Uninstall the old service	.3
Install the new version of File Sync service	.4
Find the path for you sync folder	4
Downloading the new File Sync service	5
Run the installation	6
In case you are using network shared drive for sync - Managing User permissions	.8
If your computer is domain joined:	.8
If your computer is not Domain joined1	0

Uninstalling your old version of File Sync service

Before you can install the new version of the File Sync Service you need to uninstall the old version. Please make sure to follow the steps.

Stop the service

Start by opening your "Service app"

Find the "DelogueFileSyncService"

Services						
ile Action View	Help					
• 🔿 📅 🚱 🗟	📝 📷 🕨 🖉 💷 II ID					
Services (Local)	O Services (Local)					
	Select an item to view its description.	Name	Description	Status	Startup Type	Log On As
		🎑 Contact Data_bbba79d	Indexes con	Running	Manual	Local Syste
		CoreMessaging	Manages co	Running	Automatic	Local Service
		🧟 Credential Manager	Provides se	Running	Manual	Local Syste
		CredentialEnrollmentMana	Credential E		Manual	Local Syste
		Cryptographic Services	Provides thr	Running	Automatic	Network S
		🖏 Data Sharing Service	Provides da	Running	Manual (Trig	Local Syste
		🥋 Data Usage	Network da	Running	Automatic	Local Service
		Q DbxSvc	Dropbox Se	Running	Automatic	Local Syste
		DCOM Server Process Laun	The DCOML	Running	Automatic	Local Syste
		🖏 dcsvc	Declared Co		Manual (Trig	Local Syste
		🧟 Delivery Optimization	Performs co	Running	Automatic (Network S
		DelogueFileSyncService		Running	Automatic	Local Syste
		Device Association Service	Enables pair	Running	Automatic (T	Local Syste
		🧟 Device Install Service	Enables a c		Manual (Trig	Local Syste
		🗟 Device Management Enroll	Performs D		Manual	Local Syste
		🗟 Device Management Wirele	Routes Wire		Manual (Trig	Local Syste
		🥋 Device Setup Manager	Enables the		Manual (Trig	Local Syste
		🗟 DeviceAssociationBroker_b	Enables app		Manual	Local Syste
		🧟 DevicePicker_bbba79d	This user ser		Manual	Local Syste
		🖗 DevicesFlow_bbba79d	Allows Con		Manual	Local Syste
		A DevQuery Background Disc	Enables app		Manual (Trig	Local Syste
		A DHCP Client	Registers an	Running	Automatic	Local Service
1	Extended / Standard /					

And stop the service.

Uninstall the old service

Now it is time to uninstall the service.

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

Find the "DesignHub.FileSyncSetup".

Click on Uninstall to uninstall this service from your computer.



Now you are ready to start installing the new version.

Install the new version of File Sync service

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

Please follow them in the order listed.

Find the path for you sync folder



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

For the installation you need this path.

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

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

🔜 🖸 🔜 = I	N	lanage	DBN SYNC		- 0	×
File Home Share	View Pict	ure Tools				~ (?
Pin to Quick Copy Paste Clipboard	Move to •	Renam	• New	Properties	Select all Select none Invert selection Select	
				STALCYNIC		
	TNC	Copy ad	dress	STINC		
	^	Copy ad	dress <mark>as text</mark>		_	^
📌 Quick access		Edit add	ress	5	RIV PA W	
Desktop	*	Delete h	istory		04 6	
👃 Downloads	*	-		NO.	MI N	
Documents	*	a lilttle bio	aer C	lassic cars	Orders	

Downloading the new File Sync service

Now it is time for you to open Delogue.

Navigate to Delogue \rightarrow Admin \rightarrow General Settings \rightarrow Files

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

DASHBOARD	OO STYLES								
COMPANY INFO		UNITS	FILES	LANGUAGES	LOCATION	BARCODES	LIMITATIONS	PRINT OPTIONS	
BRANDS		STYLE DEFAULT	FOLDERS:						
SUPPLIER									
SAMPLE TYPES									
SEASONS		NEW FILE SYNC:							
GROUPS						_			
SIZES		Sync Path:		DOWNLOAD	DOWNLOAD NEW SYNCHRONIZATION SETUP				
COLORS		ILLUSTRATOR PI	UGIN - PLACEME		FILES:				
CATEGORIES									
CUSTOM FIELDS		Save export	ed files in a folde	r next to the Al file					
TEXT TEMPLATES									
PRICES									
MARKETING									
WORKFLOW									
IMPORT/EXPORT									
GENERAL SETTINGS									
	<								

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

NEW FILE SYNC:	
Sync Path: C:\Users\DortheBroberg	DOWNLOAD NEW SYNCHRONIZATION SETUP

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

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

Run the installation

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

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

Run this file as an administrator.



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

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

Just follow the instructions on your screen

🖟 DesignHub.FileSyncSetup	-		×
Welcome to the DesignHub.FileSyr Wizard	ncSetup Setu	р	5
The installer will guide you through the steps required to ins computer.	tall DesignHub.FileSyr	icSetup (on your
WARNING: This computer program is protected by copyrig Unauthorized duplication or distribution of this program, or a or criminal penalties, and will be prosecuted to the maximum	ht law and internationa ny portion of it, may re n extent possible unde	I treaties sult in se r the law.	vere civil
< Back	Next>	L	ancel

Click on "Next"

You will be asked to confirm the installation folder.

Here it is important that you select "Everyone"



Click on next and finish the installation process.

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

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

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

Check that "DelogueFileSyncService" is running

Services						
File Action View	Help					
♦ ♦ 📷 @						
🔍 Services (Local)	Services (Local)	ş.				
	Select an item to view its description.	Name	Description	Status	Startup Type	Log On As
		Connected Devices Platfor	This user ser	Running	Automatic	Local Syste
		Connected User Experience	The Connec	Running	Automatic	Local Syste
		ConsentUX_e23124f	Allows Con		Manual	Local Syste
		Contact Data_e23124f	Indexes con	Running	Manual	Local Syste
		CoreMessaging	Manages co	Running	Automatic	Local Service
		Credential Manager	Provides se	Running	Manual	Local Syste
		CredentialEnrollmentMana	Credential E		Manual	Local Syste
		Cryptographic Services	Provides thr	Running	Automatic	Network S
		Data Sharing Service	Provides da	Running	Manual (Trig	Local Syste
		🔍 Data Usage	Network da	Running	Automatic	Local Service
		DbxSvc	Dropbox Se	Running	Automatic	Local Syste
		DCOM Server Process Laun	The DCOML	Running	Automatic	Local Syste
		Q dcsvc	Declared Co	3	Manual (Trig	Local Syste
		Delivery Optimization	Performs co	Running	Automatic (Network S
		DelogueFileSyncService	This service	Running	Automatic	Local Syste
		Device Association Service	Enables pair	Running	Automatic (T	Local Syste
		Device Install Service	Enables a c		Manual (Trig	Local Syste
		Device Management Enroll	Performs D		Manual	Local Syste
		Device Management Wirele	Routes Wire		Manual (Trig	Local Syste
		Device Setup Manager	Enables the		Manual (Trig	Local Syste
		DeviceAssociationBroker e2	Enables app		Manual	Local Syste
		DeviceDicker e2312/f	This user ser		Manual	Local Surte

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

If your computer is domain joined:

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

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

Select Services from start menu:



In the services find DelogueFileSyncService and Right Click Service → Properties

Selivery Optimization	Performs con	ntent delivery op
🐘 DelogueFileSyn		s responsible for
Q Device Associat	Start	ng between the
🔍 Device Install Se	Stop	nputer to recog
🧟 Device Manage	Pause	ice Enrollment /
🧟 Device Manage	Resume	ess Application I
🤹 Device Setup M	Restart	letection, downl
Q DeviceAssociati	Nestant	to pair devices
DevicePickerUse	All Tasks	vice is used for n
Q DevicesFlowUse	- / .	ectUX and PC Set
🧟 DevQuery Back	Refresh	to discover dev
Client	Properties	l updates IP add
Q Diagnostic Exec		nostic actions f
🔍 Diagnostic Polic	Help	ic Policy Service
Disgnactic Service Hay	t The Disense	tic Convice Heat i

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

General	Log On	Recovery	Dependencies						
Log on as:									
○ Local System account ○ Allow service to interact with desktop									
o This a	account:	Dor	main\Username		Browse				
Pas	sword:	•••	•••••						
Con	firm passw	vord:	•••••						

Once this is done restart the DelogueFileSyncService service.

If your computer is not Domain joined

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



In the services find DelogueFileSyncService and Right Click Service → Properties

Selivery Optimization	Performs co	ontent delivery op
🔍 DelogueFileSyn		is responsible for
🔍 Device Associat	Start	ng between the
🔍 Device Install Se	Stop	nputer to recogi
🎑 Device Manage	Pause	ice Enrollment /
Q Device Manage	Resume	ess Application I
Q Device Setup M	Restart	letection, downl
Q DeviceAssociati	Restart	to pair devices
Q DevicePickerUse	All Tasks >	vice is used for n
Q DevicesFlowUse		ectUX and PC Set
Query Back	Refresh	to discover dev
OHCP Client	Properties	l updates IP add
Q Diagnostic Exec	rioperaes	inostic actions fo
Diagnostic Polic	Help	ic Policy Service
Disquestic Service Her	t The Disease	etic Convice Hact i

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

DelogueFileSyncService Properties (Local Computer) ×									
General	Log On	Recover	y Dependencies						
Log on as:									
○ Local System account									
	\Box Allo <u>w</u> service to interact with desktop								
o <u>T</u> his a	• This account: username Browse								
Password:									
<u>C</u> on	firm passw	vord:	•••••						

Once this is done restart the DelogueFileSyncService service.