USER GUIDE FOR RAYSYNC TRANSMISSION

Shenzhen Yunyu Technology Co., Ltd.

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1. Introduction

Shenzhen Yunyu Technology Co., Ltd. (hereinafter referred to as "Yunyu Technology") was established in 2010, with its headquarters in Shenzhen and branches in Beijing, Shanghai and Chengdu, now its business has covered the whole world. Yunyu Technology focuses on accelerating big data transmission and network optimization services, and is committed to helping various organizations to achieve more efficient data synchronization and information interaction in the big data era.

Technical advantages:

Raysync transmission engine solves the problems of customers' cross-border transmission, long-distance transmission, and large file transmission and so on perfectly with its industry's leading core technology on data transmission, and maximizes the bandwidth efficiency, thus improving the work efficiency and obtaining unanimous favorable comments from customers.

Service team:

Combined with Raysync transmission engine and traditional network resources, we have experienced technical and service teams in the industry to provide customers with high-speed, stable and safe network optimization services, greatly saving investment in enterprise network resources, improving efficiency and improving network use experience.

2. User's Guide for Raysync Transmission

2.1 User Management

2.1.1 User Login

Login process

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Enter the login page, enter the correct user name and password, and click Login Successful.

- Enter the user login page for Raysync transmission. The URL address of the login page is generally server IP + port number "8090" (e.g. 192.168.1.1:8090)

- Enter the login page, including the user name and password. Enter the user name and password, and click the "Login" button to enter the main page of the system. Otherwise, you will be prompted that the user name or password is incorrect.
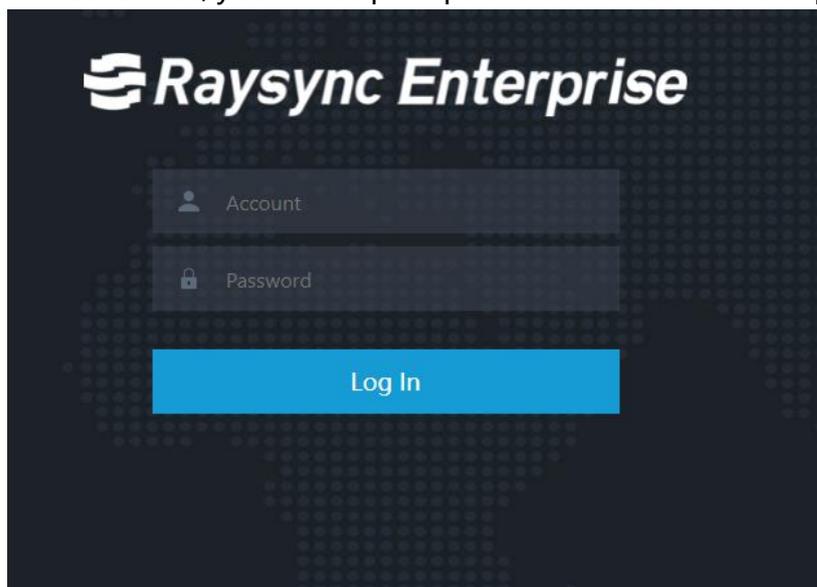

2.1.2 User Exit

Click the user name button ▼ in the upper left corner to expand options, and click [Exit Raysync Transmission]
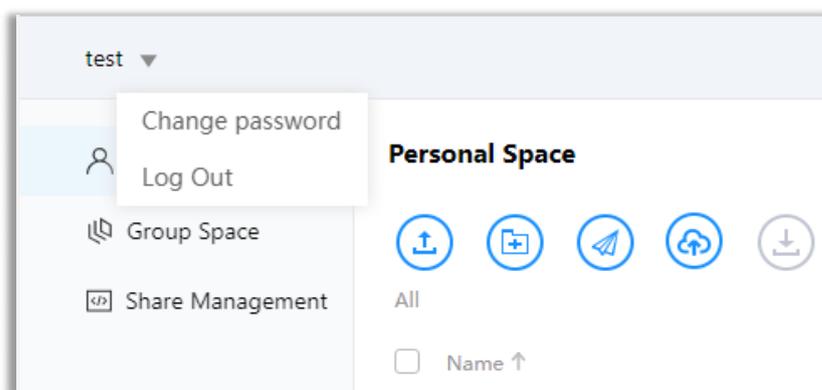
2.1.3 Change Password

Click the user name button ▼ in the upper left corner to expand options, and click Change Password.
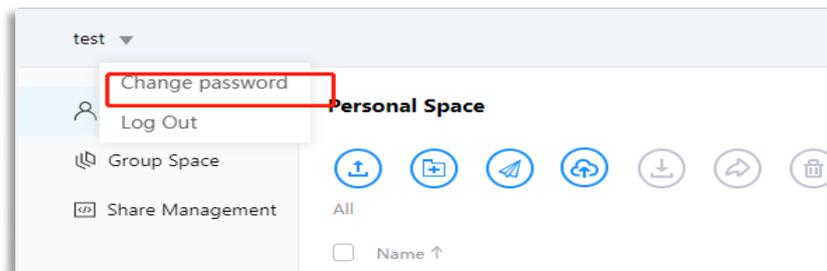
Enter the correct old password and the new password in the password format containing upper and lower case letters + numbers + special symbols, and click OK to change the password.
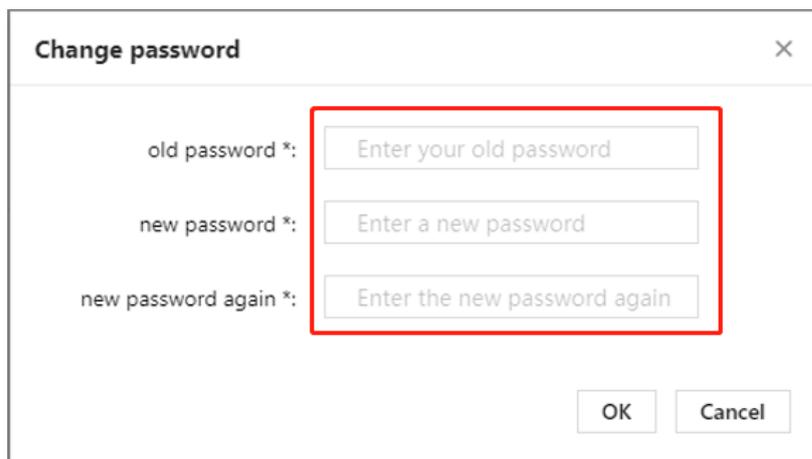

2.2 Client Installation and Uninstallation

Raysync client supports the installation of Windows Server 2008/Windows Server 2012/Windows Server 2016/Windows 7/Windows 8/Windows 10/Mac OS 10.11 and above platforms.

2.2.1 Download Client

Whether the client is not installed or started when logging in for the first time, you will be prompted as follows and click "Download".
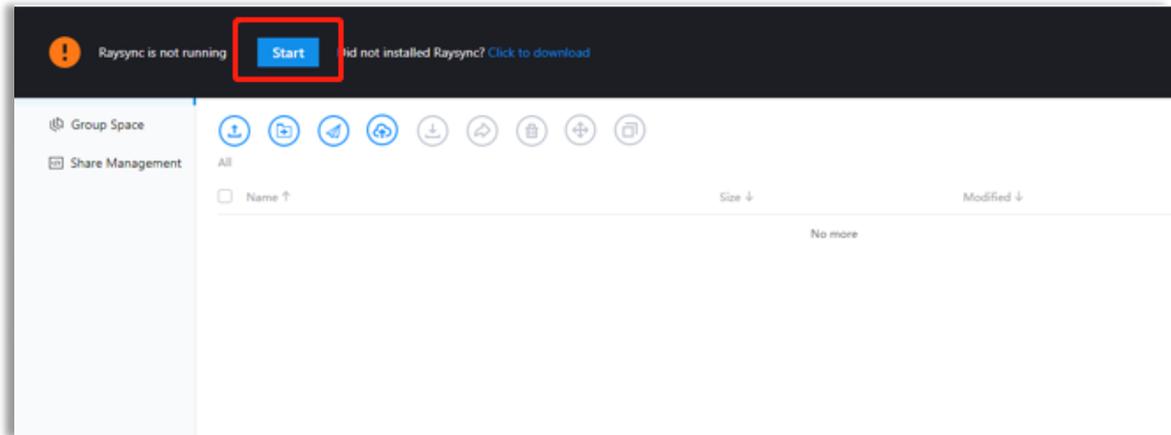

2.2.2 Installation of Client

Installation process:

Double click to open to start the installation after the download is successful, as shown below:
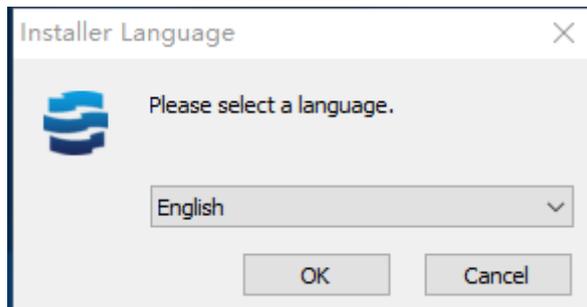

Select the installation language and click OK.
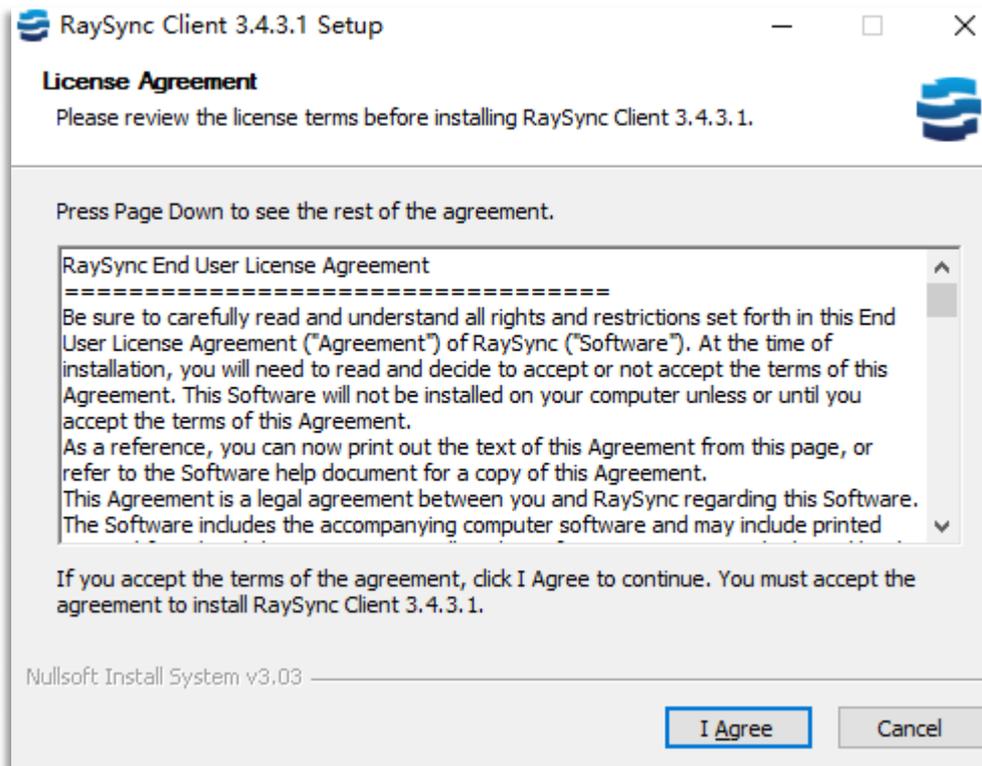
Read the software installation agreement and click "I accept" to proceed to the next step.
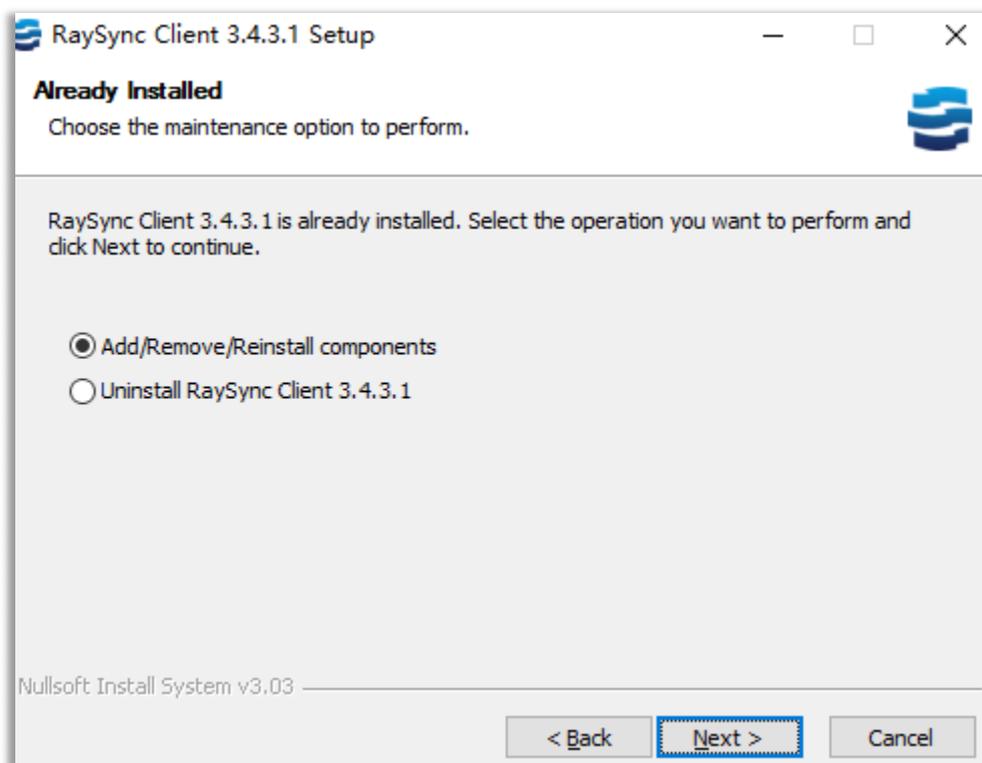
Select the path to install and click Next

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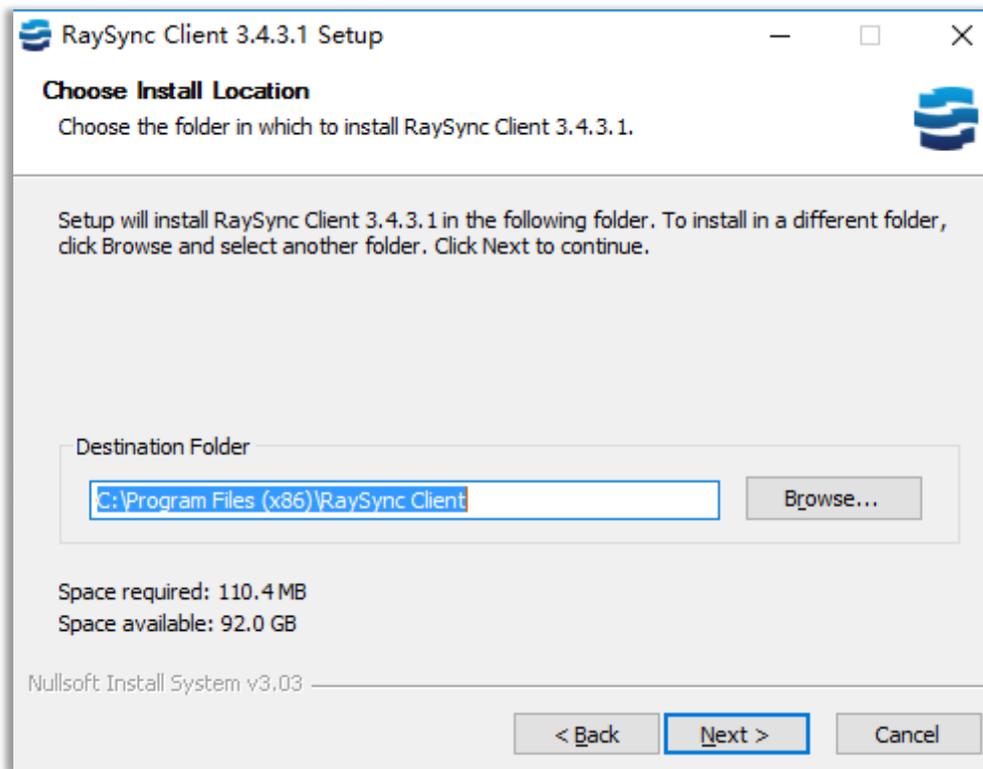
Selecting the installation
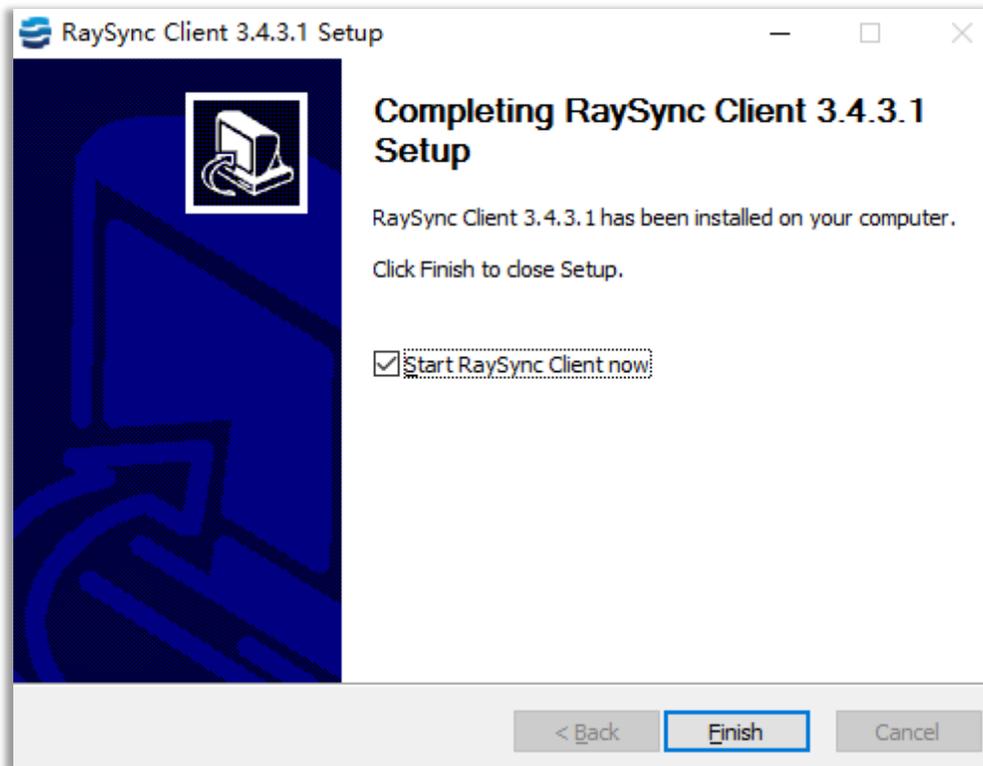
Wait for the installation to complete

2.2.3 Start Client

First startup after user installation:

Click **Start** in the "Warm Prompt" on the Raysync front-end web page.
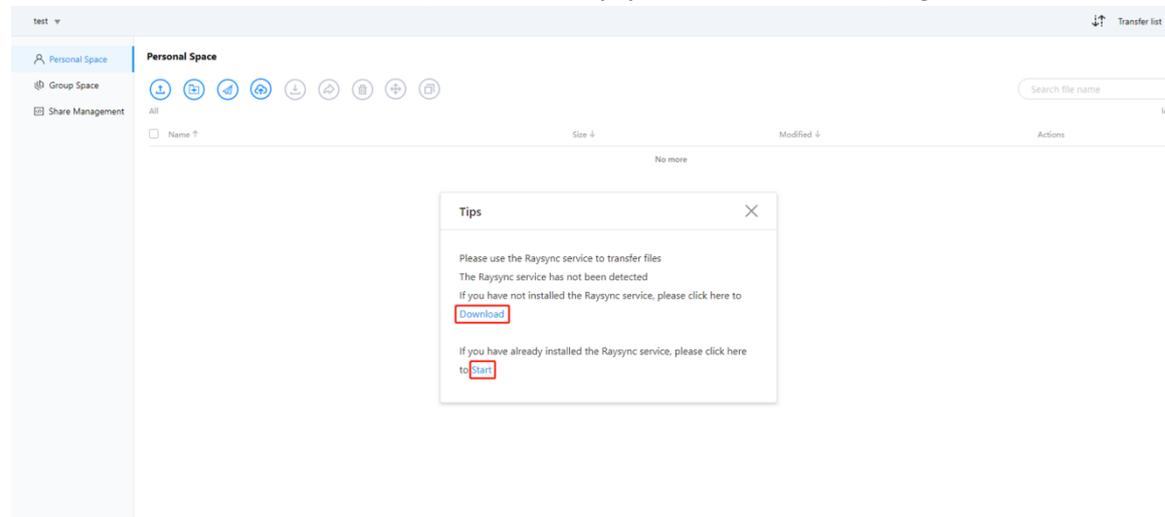

Pop up the prompt that the client is starting and wait for the start to complete.

The user restarts the Raysync client during use:

Select [**Click Start**] in the banner prompt bar at the top of the page.
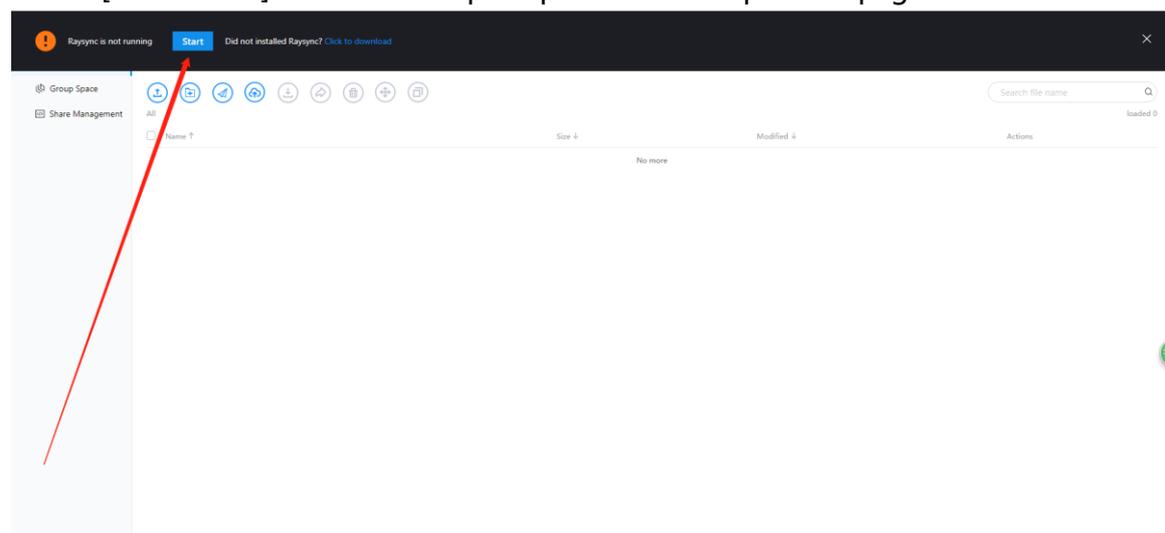
Pop up the prompt that the client is starting and wait for the start to complete.

## 2.2.4 Uninstalling of the Client

Enter windows' control panel-> programs and features-> uninstall programs
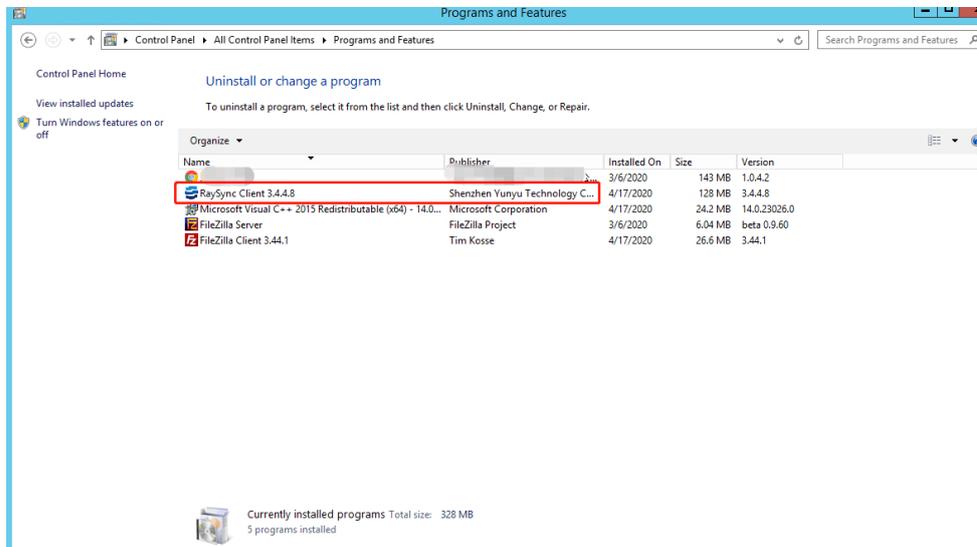

Select Raysync_client.exe program for unstallation
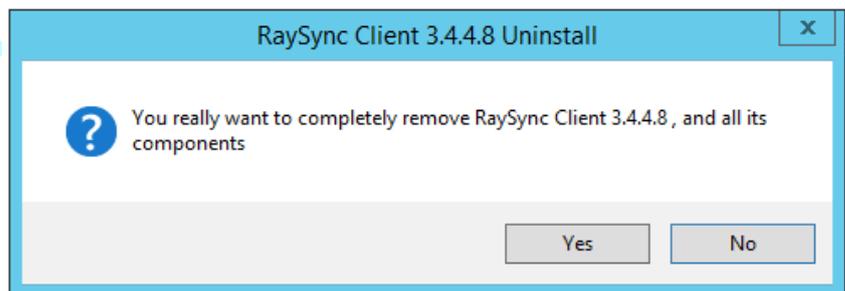
Select "Yes" to proceed to the next step
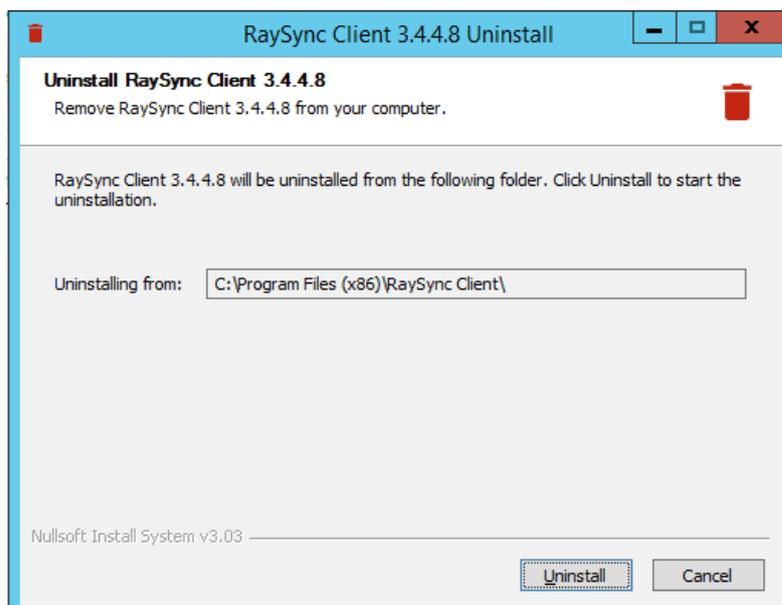
Wait for the unloading to complete.
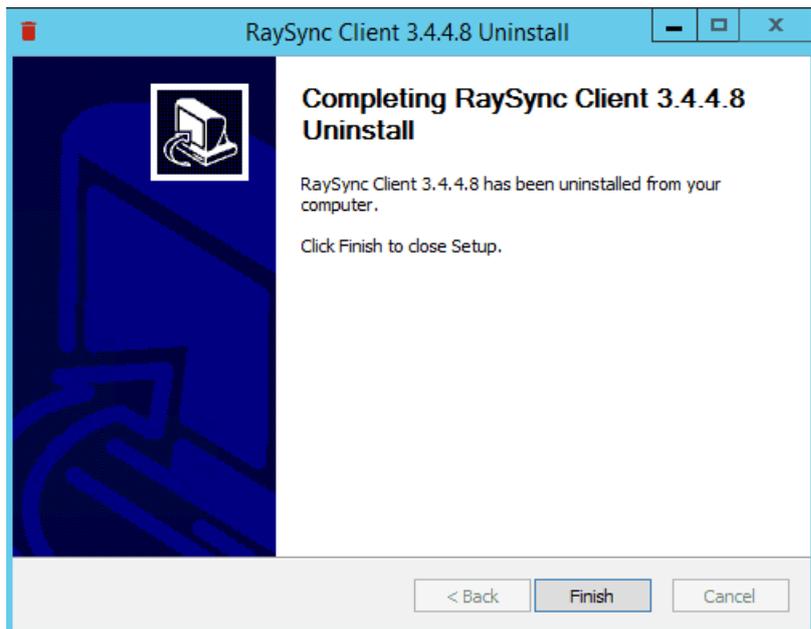

2.3 File Operation

Raysync transmission supports file upload/download/delete/rename/create new folder/share download/invite upload function.

2.3.1 File Upload

Click [Upload-Upload File]
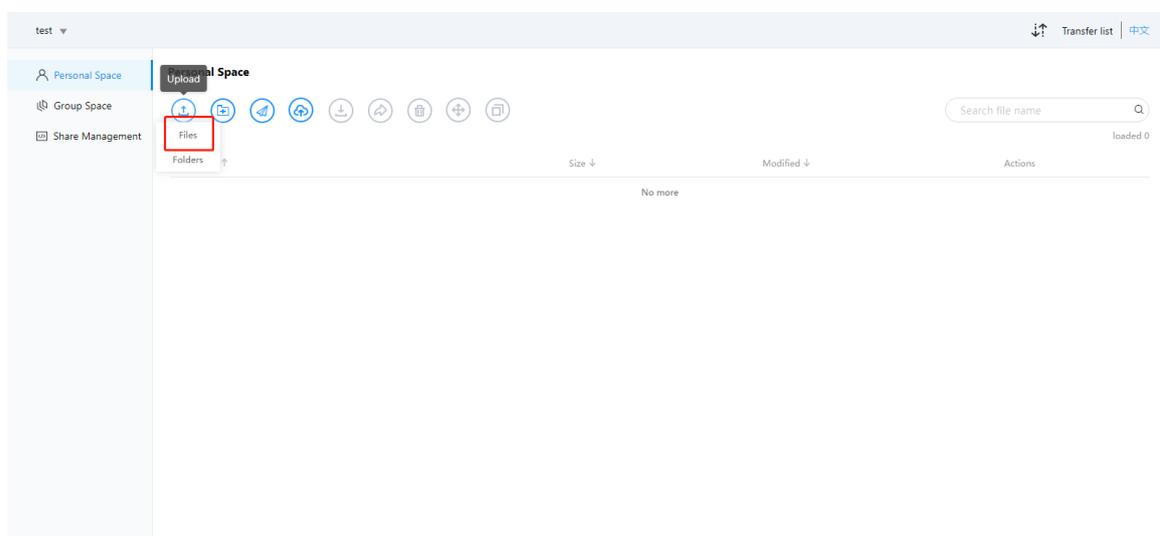
Select the file to upload
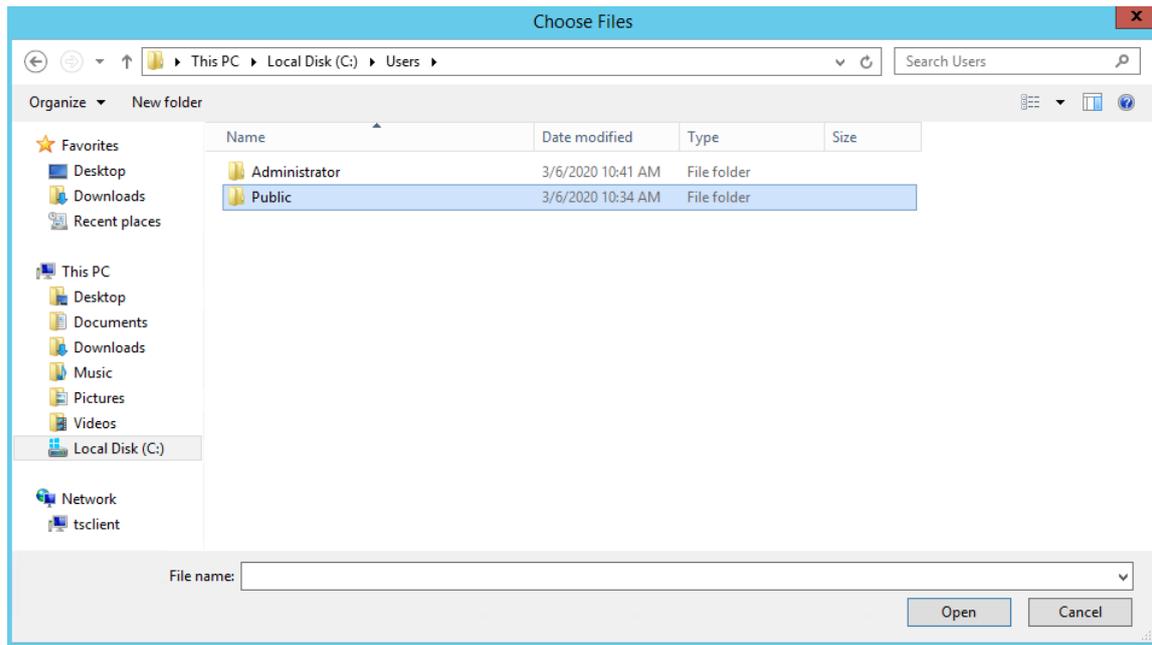
You can view the transmission progress of the selected uploaded file in the client's

transmission list.
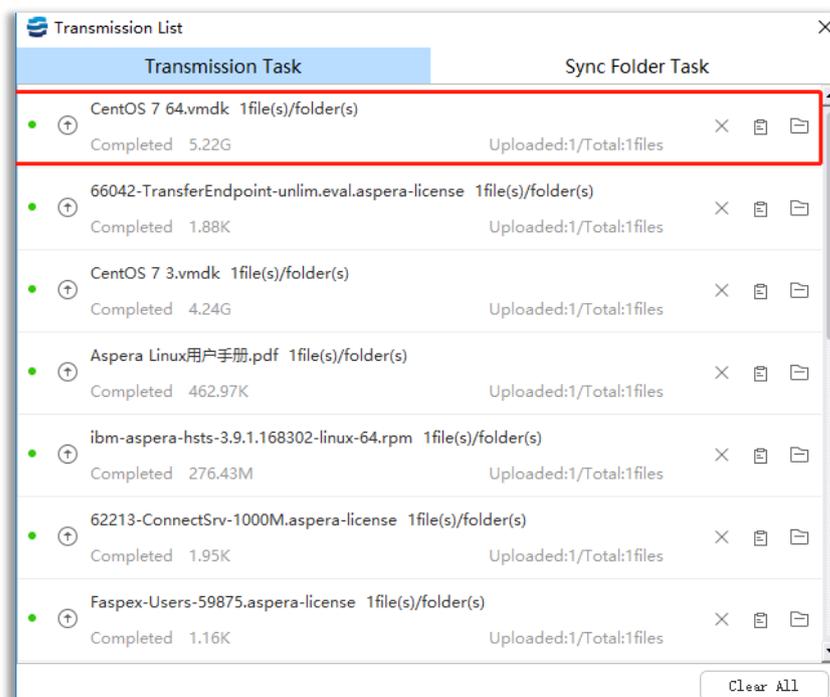
2.3.2 Upload Folder

Click [Upload-Upload Folder]
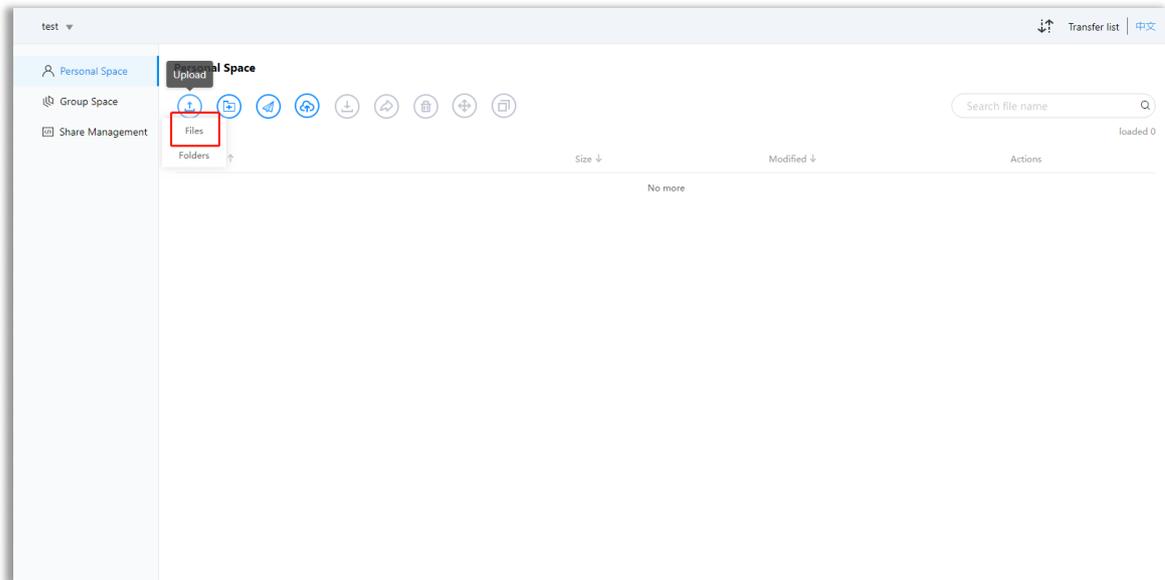
Select the folder to upload
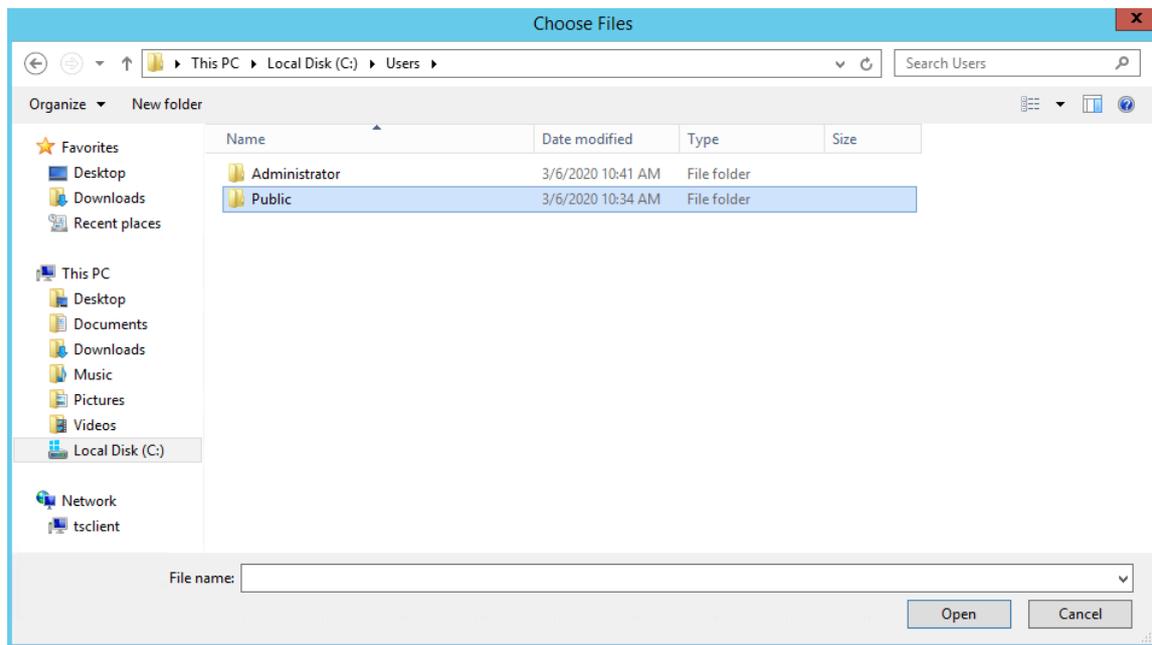
You can view the transmission progress of the selected uploaded Folder in the client's transmission list.

ibm-aspera-hsts-3.9.1.168302-linux-64.rpm 1file(s)/folder(s)

Completed 276.43M   Uploaded:1/Total:1files

2.3.3 Download Files

Select the file to download
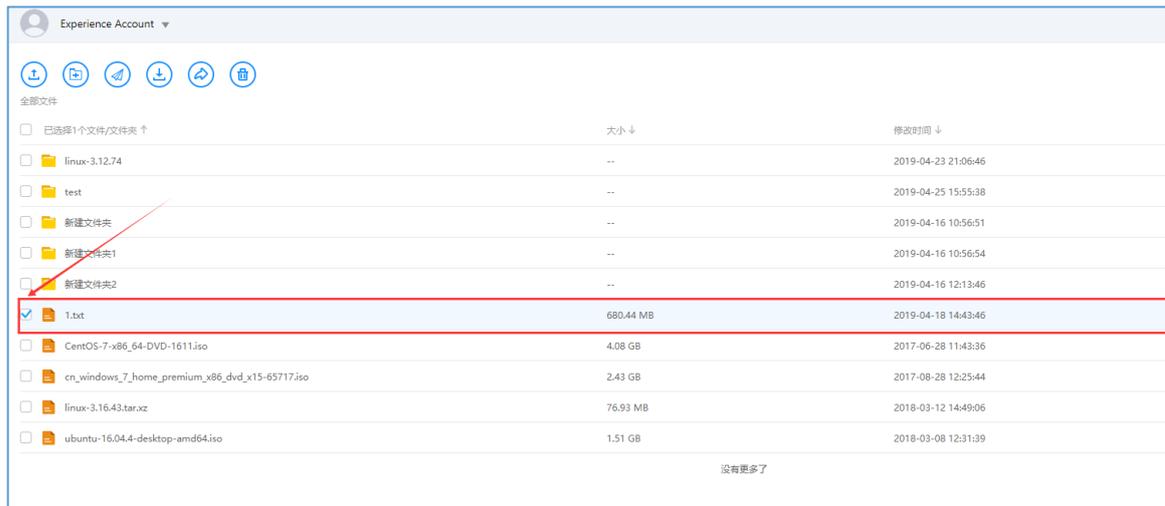
Click the [Download] button or select download in the operation bar.
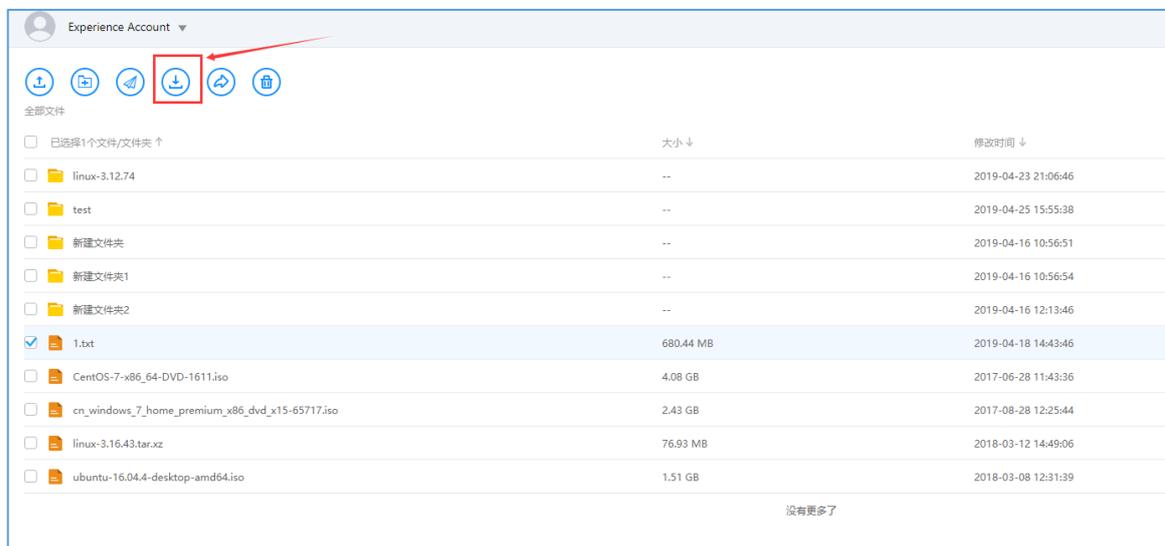

Select the download directory to download
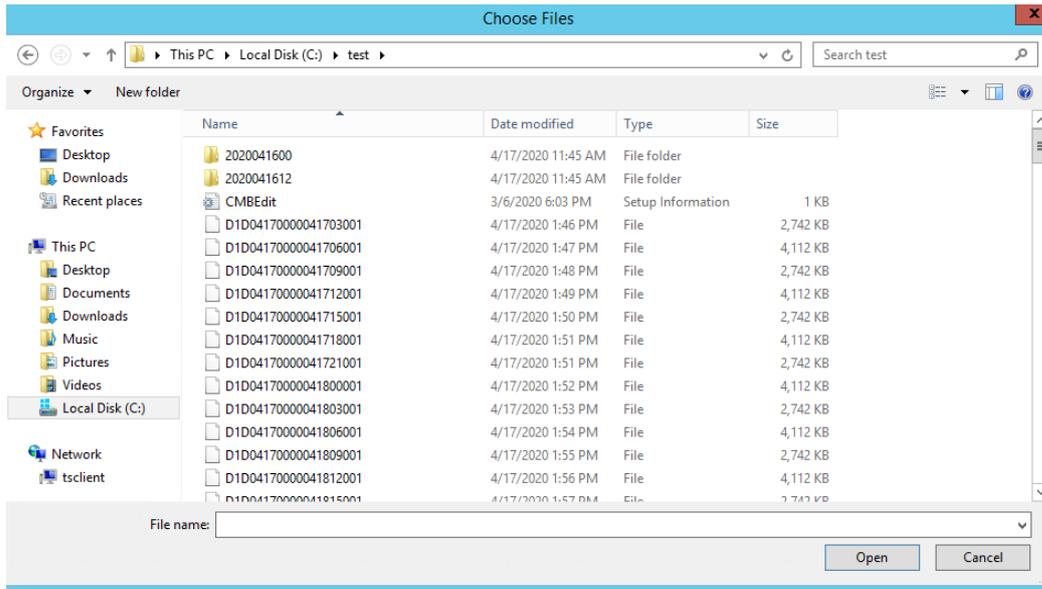
You can view the transmission progress of the selected uploaded Folder in the client's

transmission list.
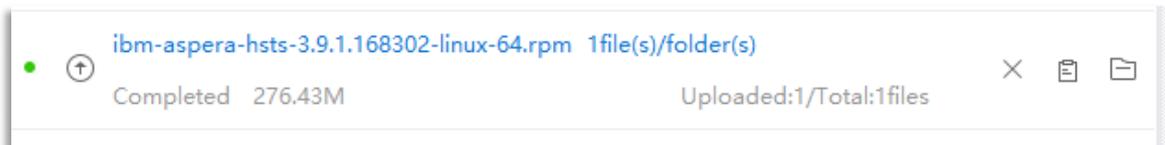
File download is completed and saved in the selected path. Click the "Open File Directory"
icon in Raysync Plug-in to find the file just downloaded.
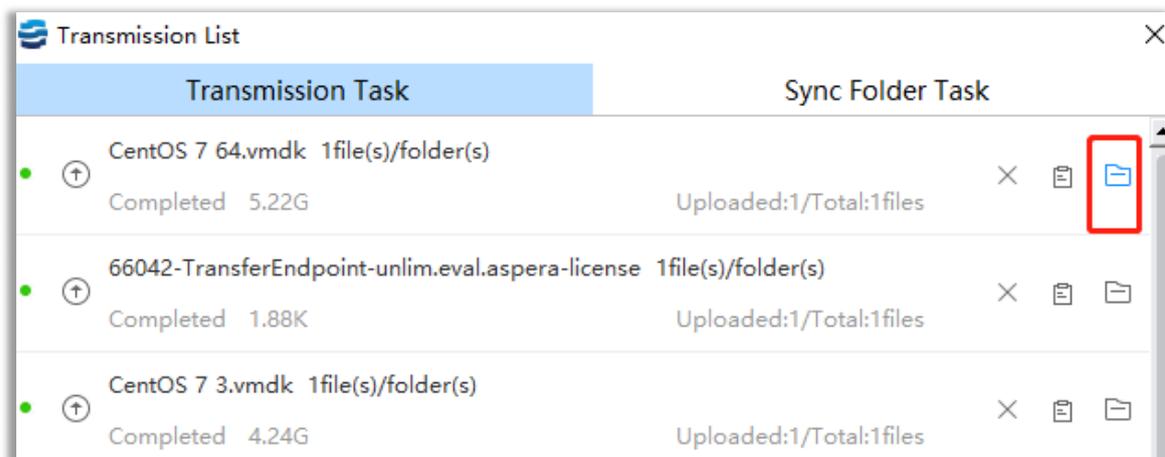
2.3.4 Download Folder

Select the file to download
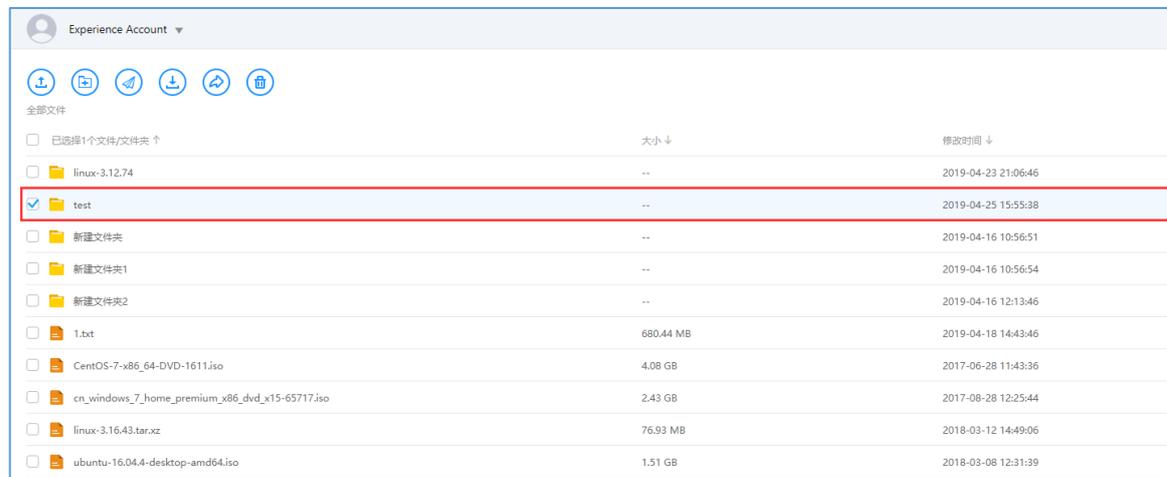
Click the [Download] button, or select download in the operation bar

Select the download directory to download

You can view the transmission progress of the selected uploaded Folder in the client's transmission list.


File download is completed and saved in the selected path. Click the "Open File Directory" icon in Raysync Plug-in to find the file just downloaded.

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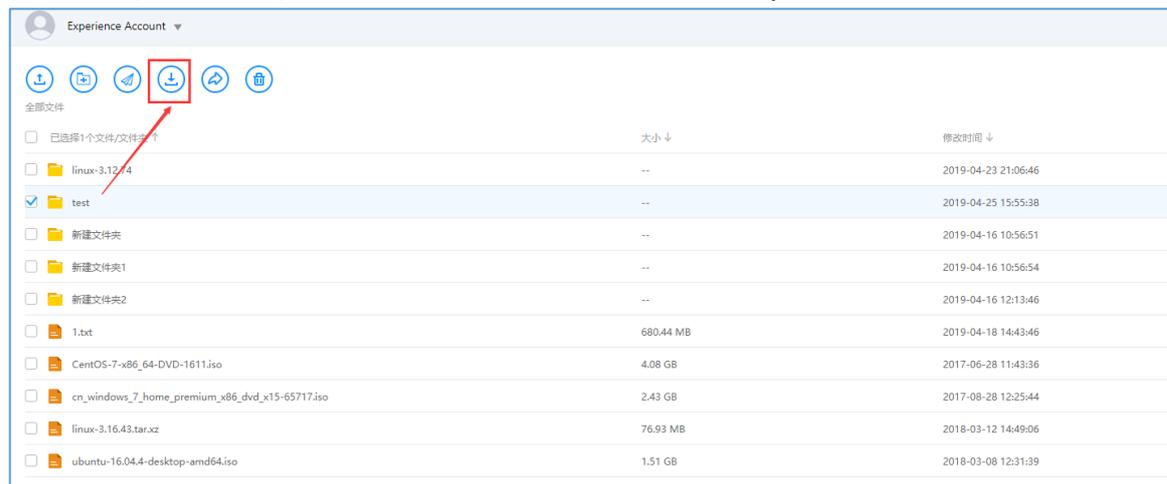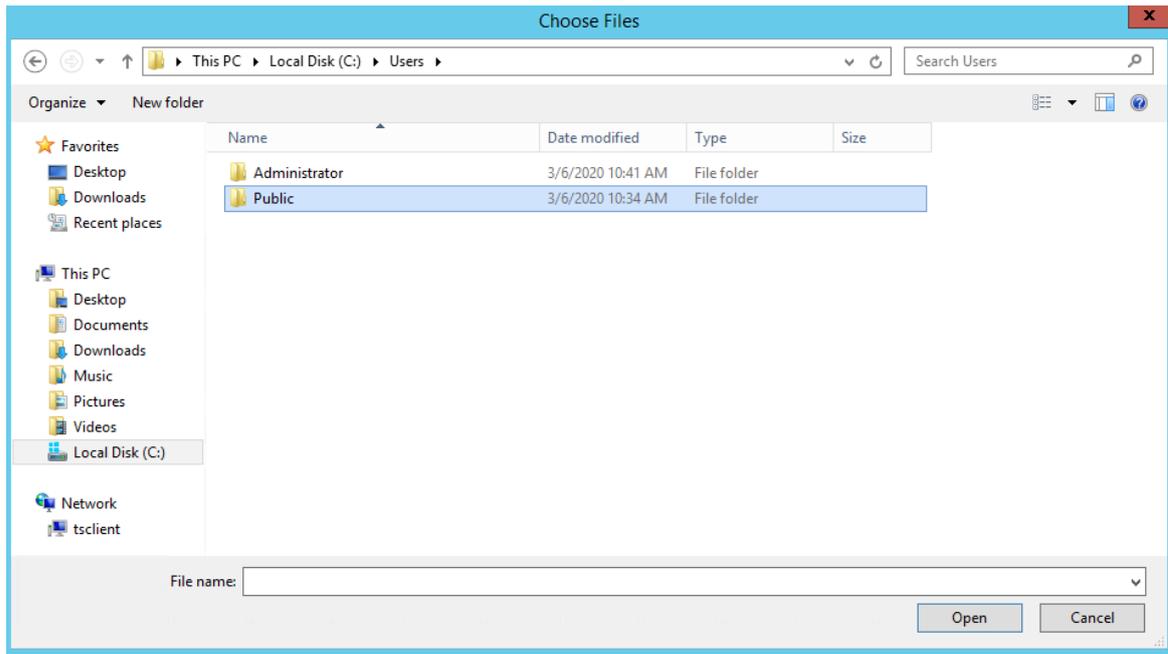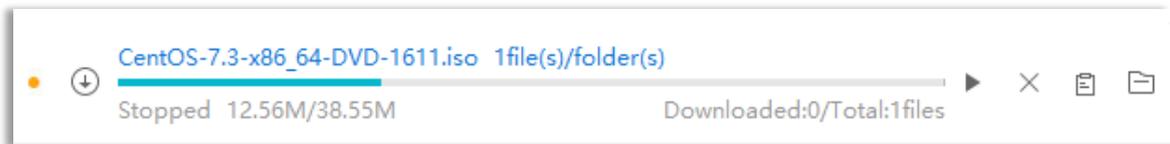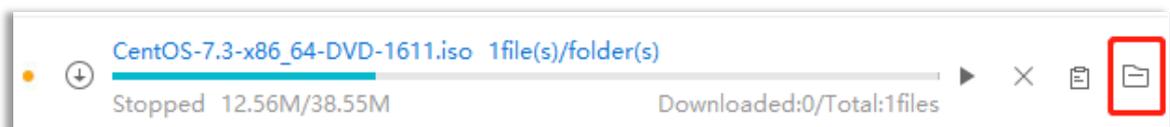
2.3.5 New Folder

Click the [New Folder] button.
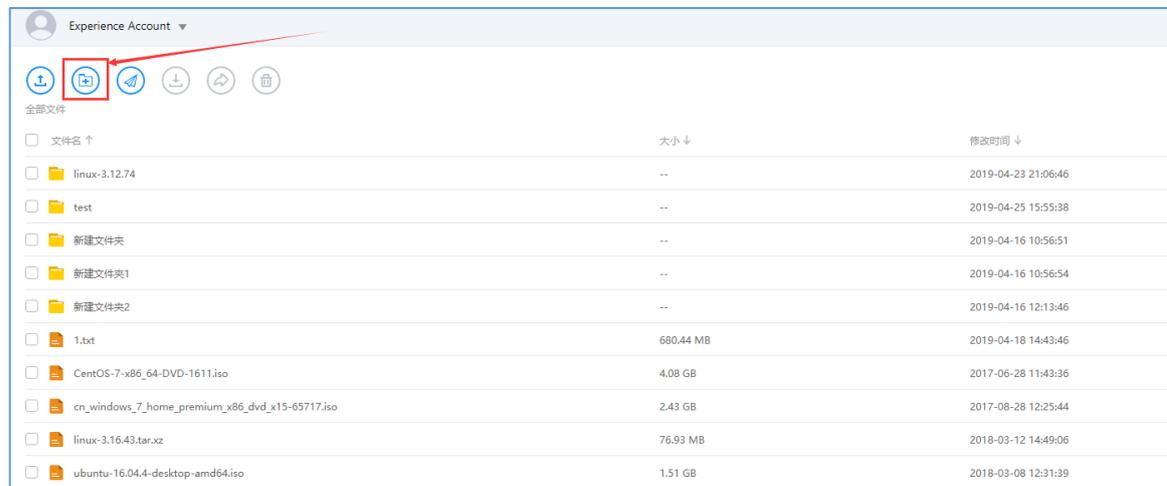
The default name of the new folder is "New Folder". You can enter the name of the folder you want to create by yourself.
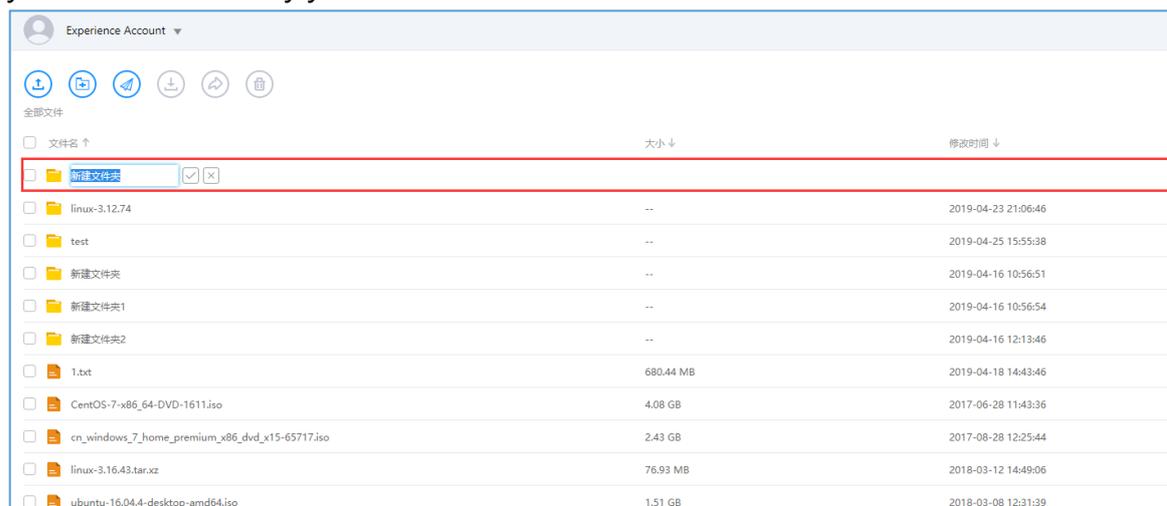

Enter the folder name, for example: test
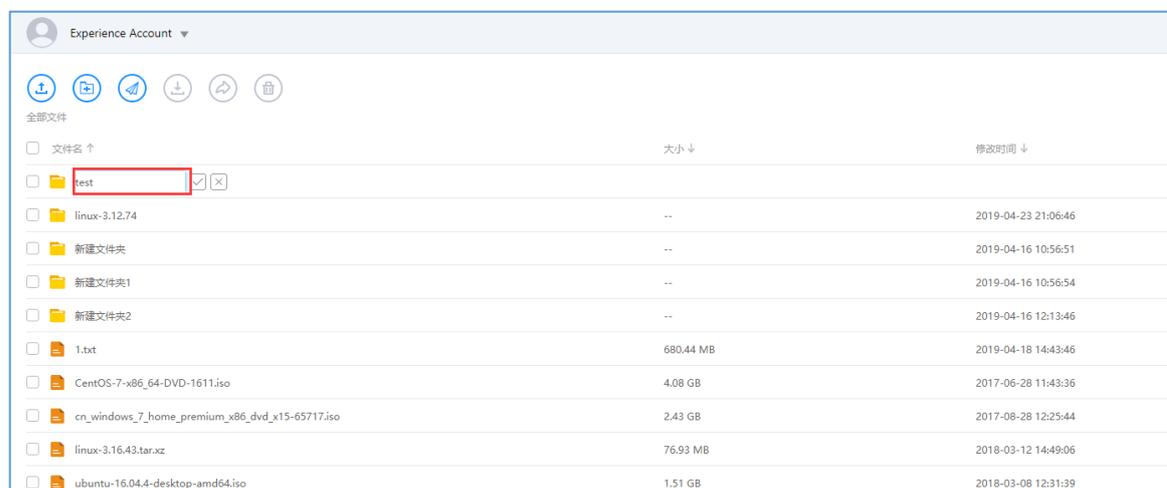
Enter the name and select [√]
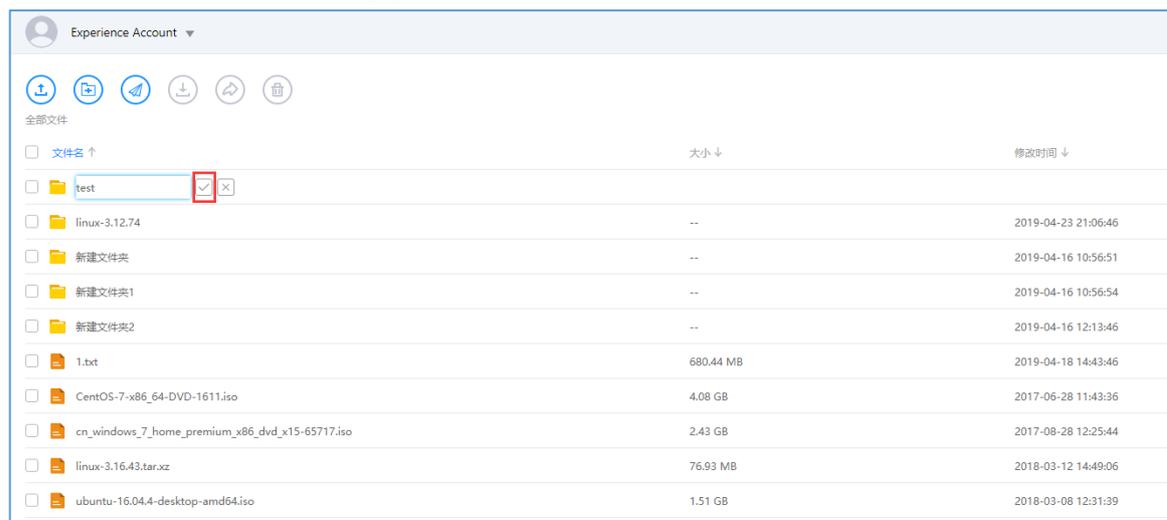
When the new creation is completed, the new creation is prompted to be successful.
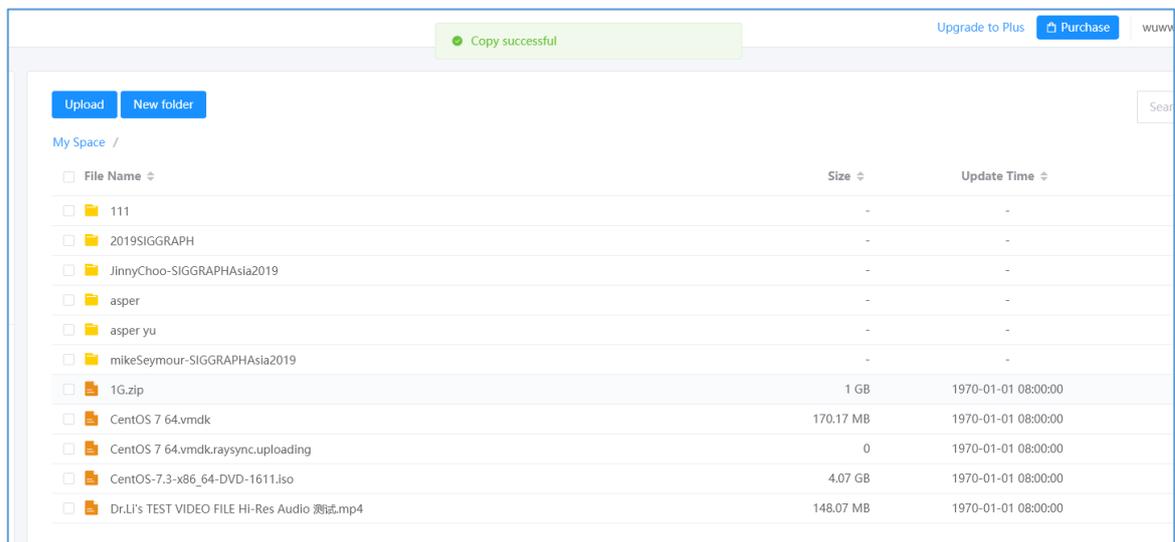
The newly created folder can be viewed in the file list.
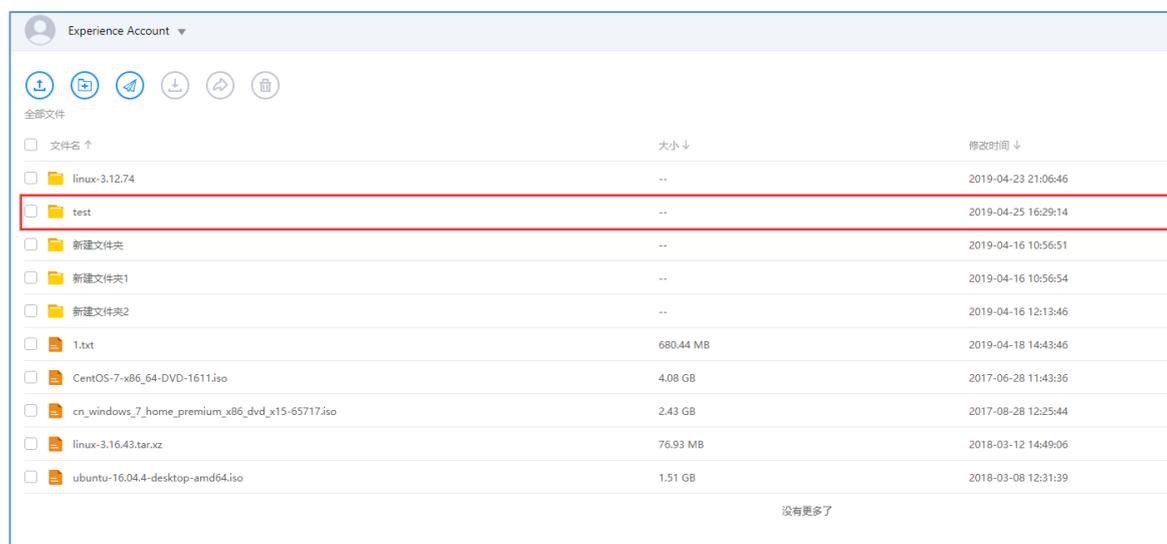
2.3.6 Renaming

Select the file/folder to rename
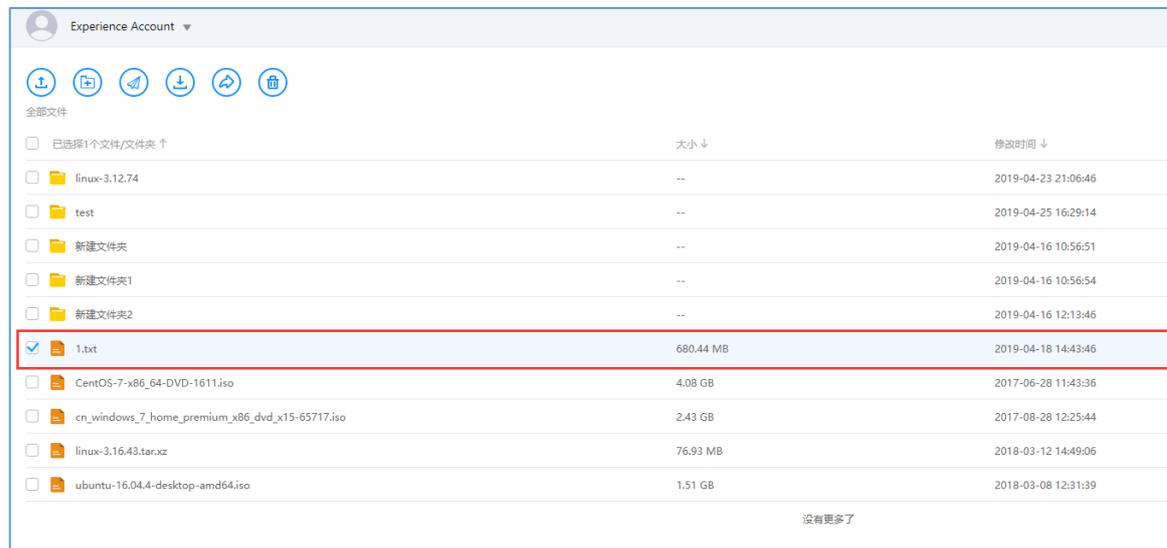
Select [Rename] in the operation.
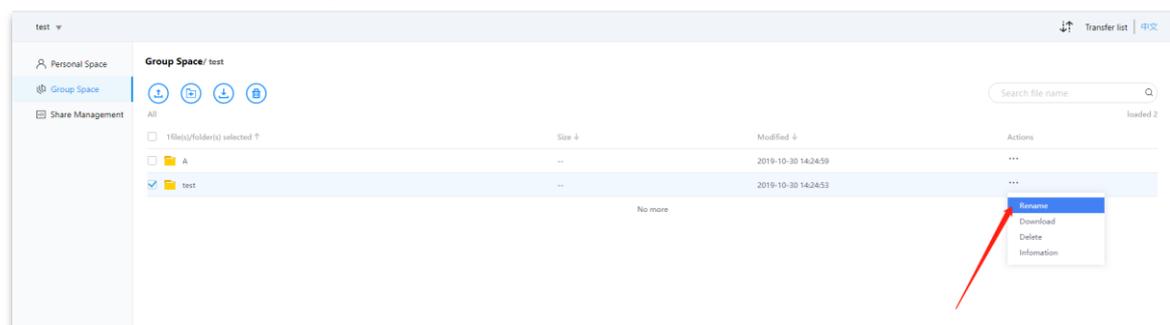

The file name becomes editable
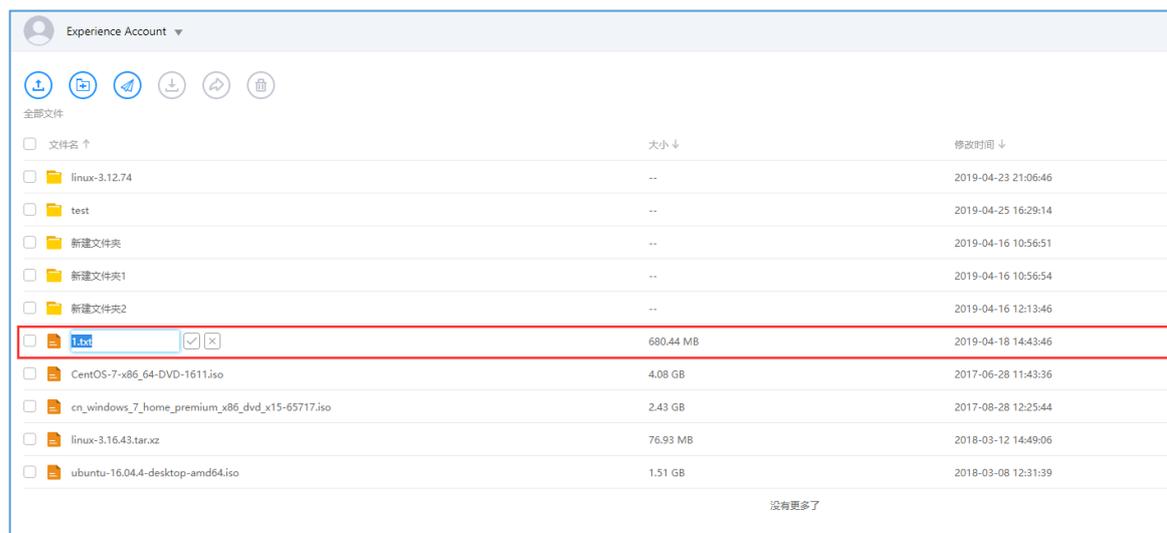
Enter the name to be renamed, for example: test.txt

Enter the name and select [√]

Prompt for successful rename

The renamed files/folders can be viewed in the file list.

2.3.7 Delete Files

Select the files/folders that need to be deleted

Click the delete icon or select [Delete] in the operation.
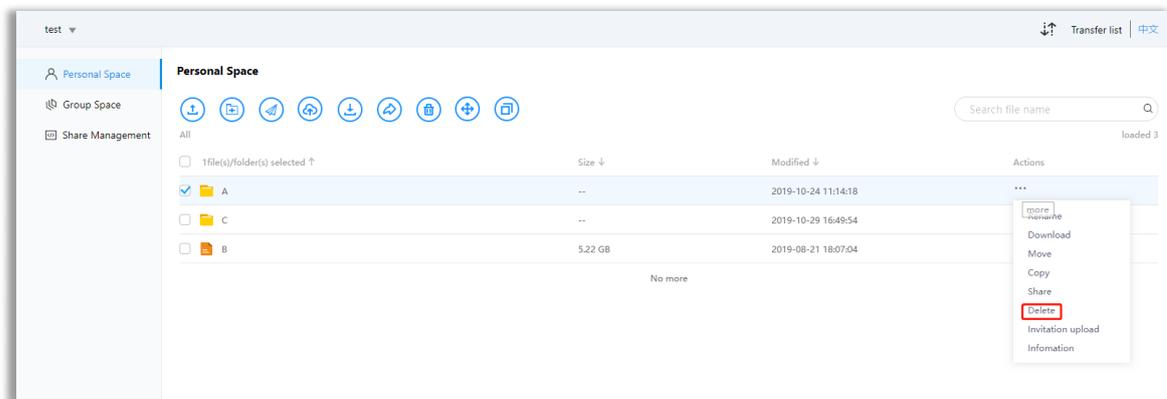
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The delete confirmation window pops up
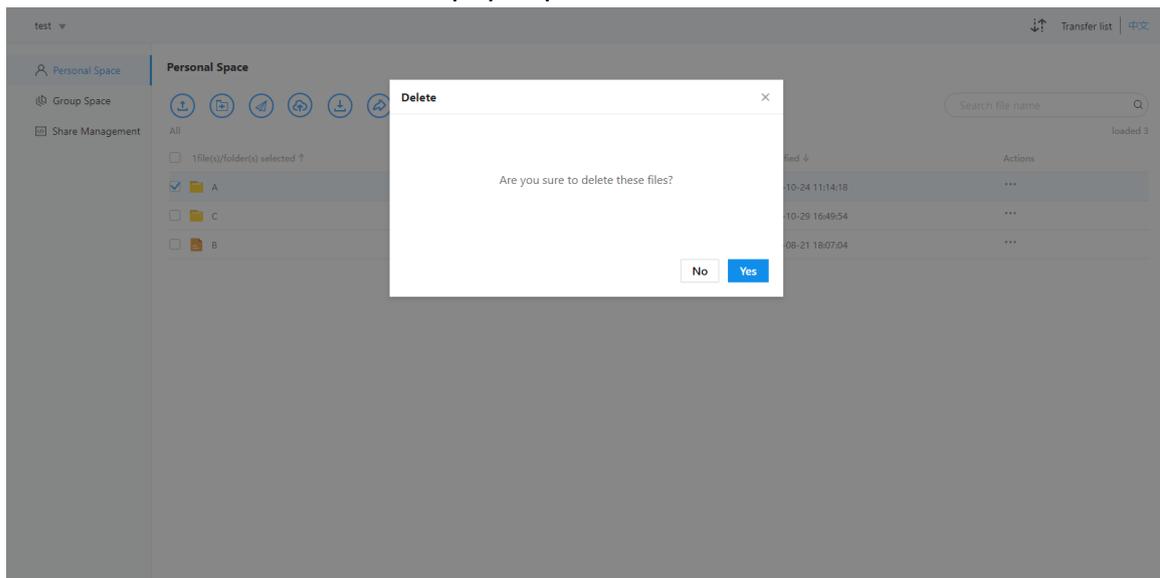

## Click [OK] to delete successfully
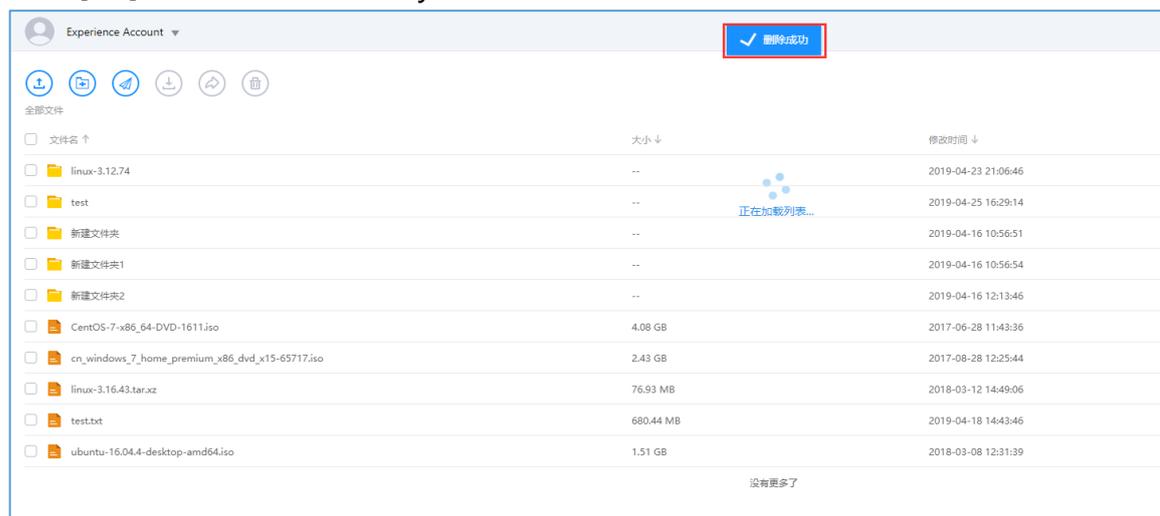
2.3.8 Search

Enter the name of the file/folder to search in the search field, e.g. test
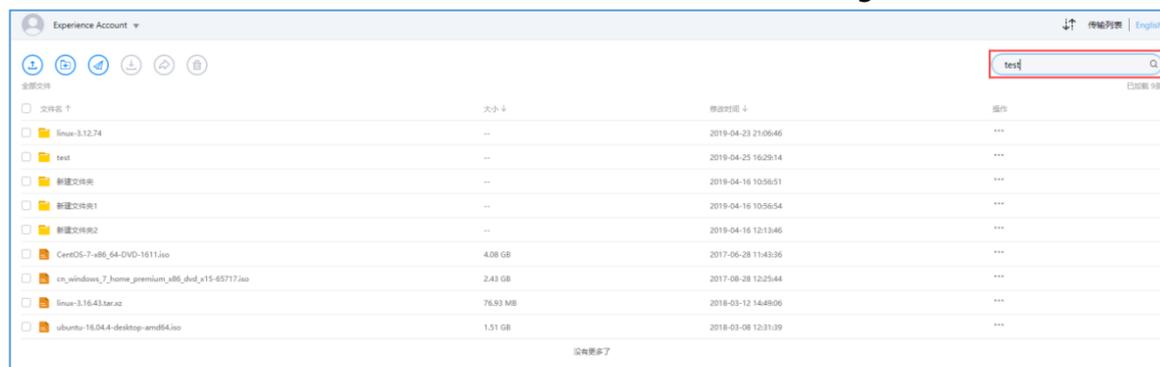
Click the [Search] icon or press Enter
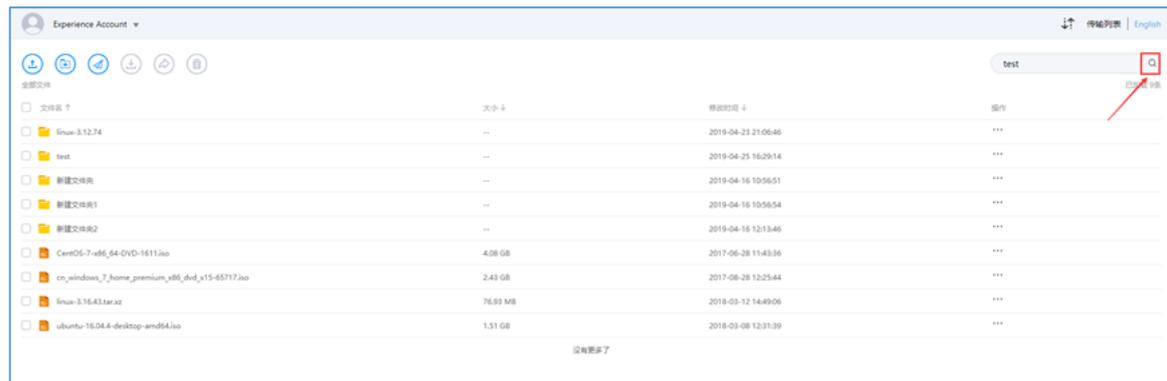
Filter and show files/folders with "test" in the file list

2.4 External Chain Operation

2.4.1 Share Download

Select files/folders to share
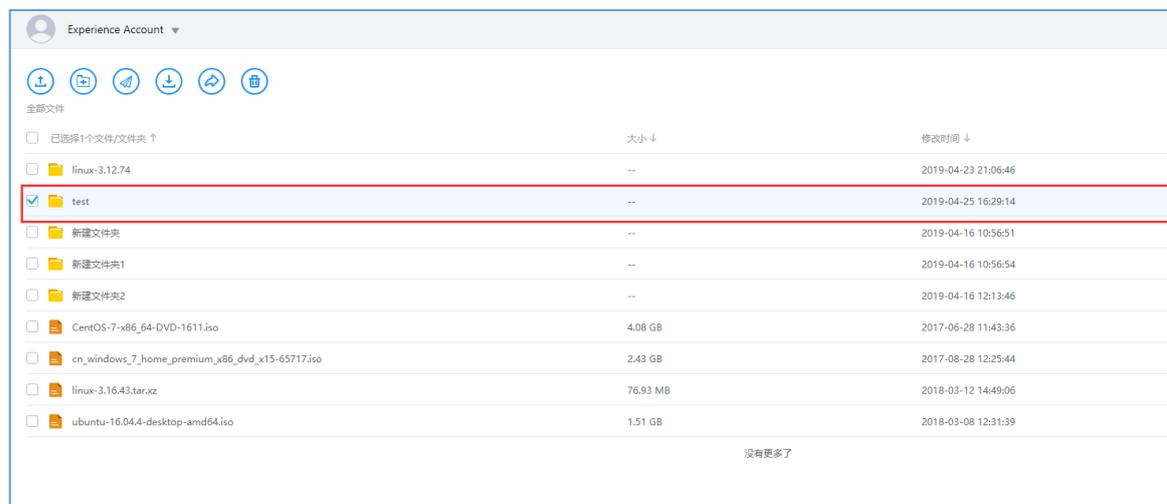
Click the "share" button or select "share" in the operation.
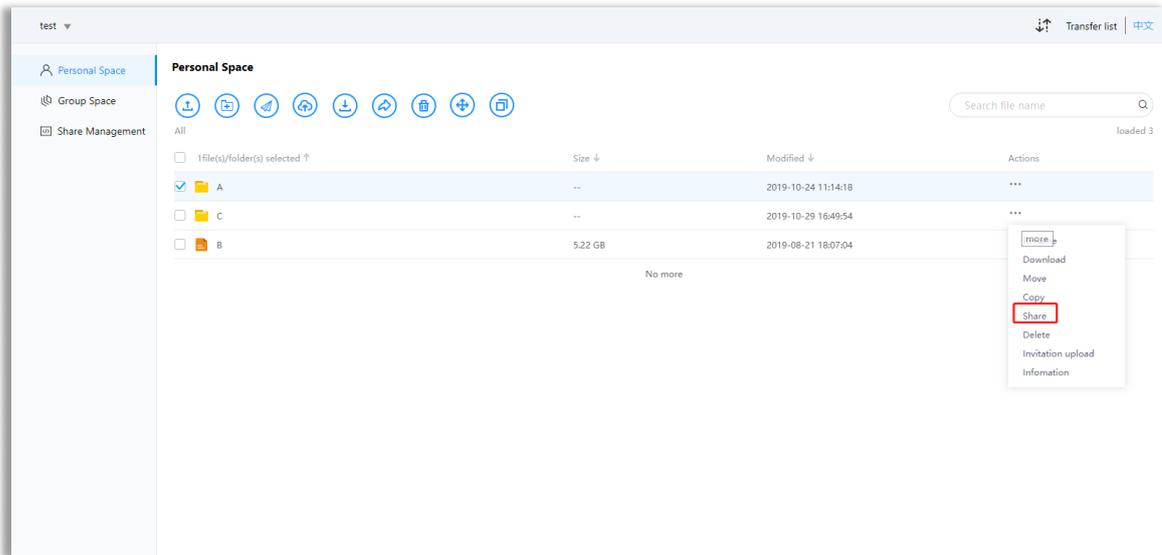
Pop-up File/Folder Sharing Settings Box
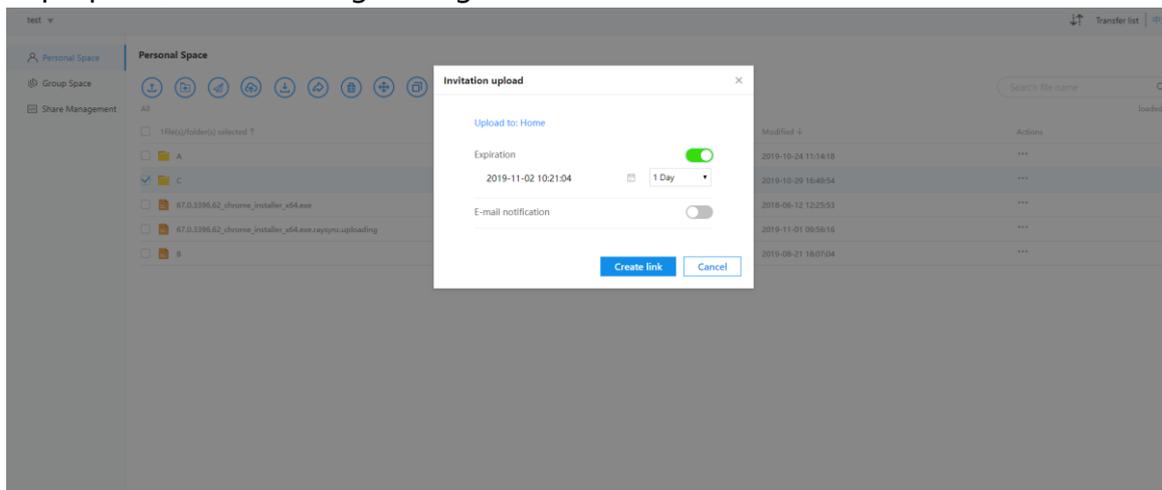
You can set the expiration time of the link.

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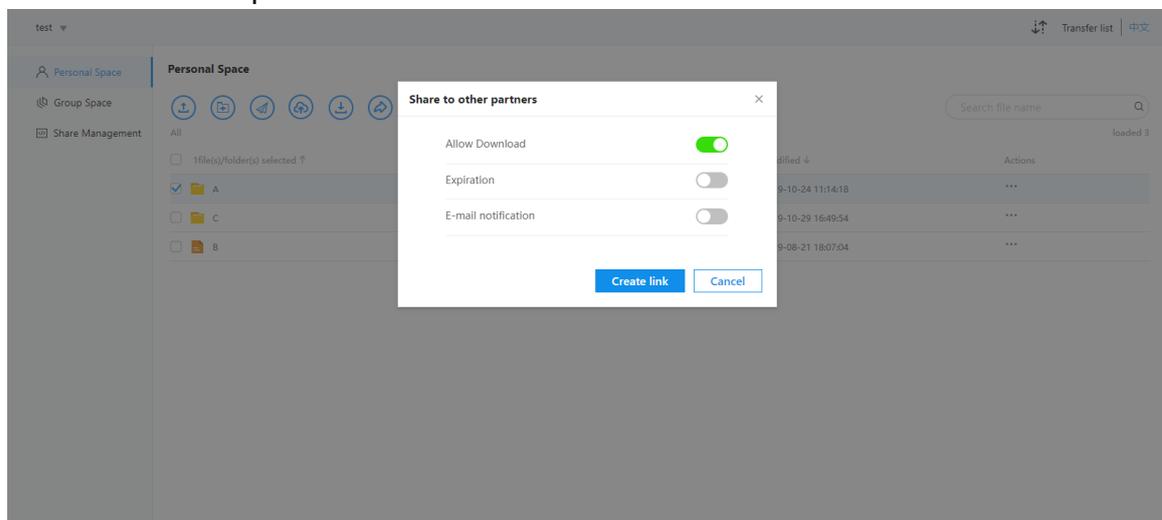
For example, Whether it is set to expire in 1 day, click Create
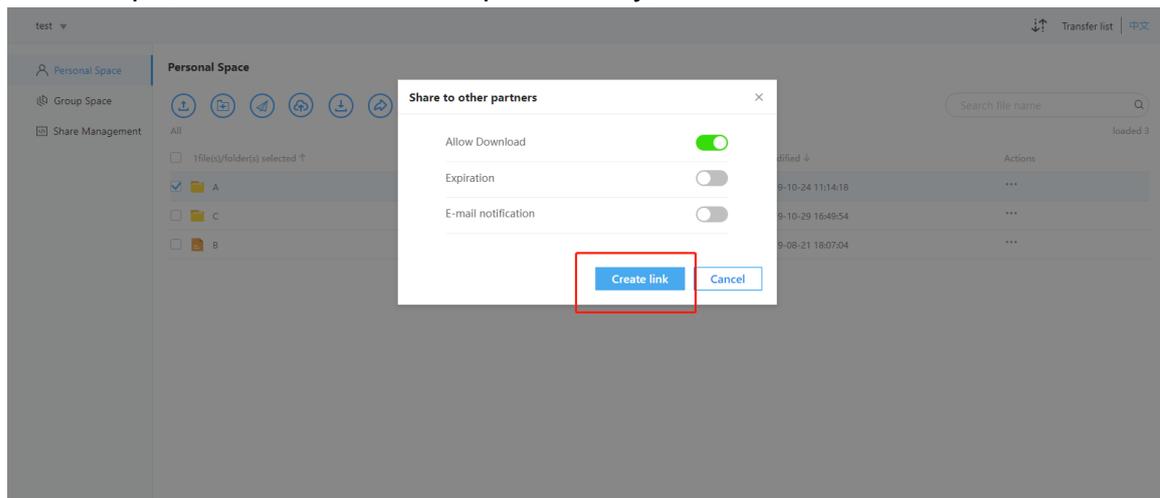
Link access passwords are automatically generated by default
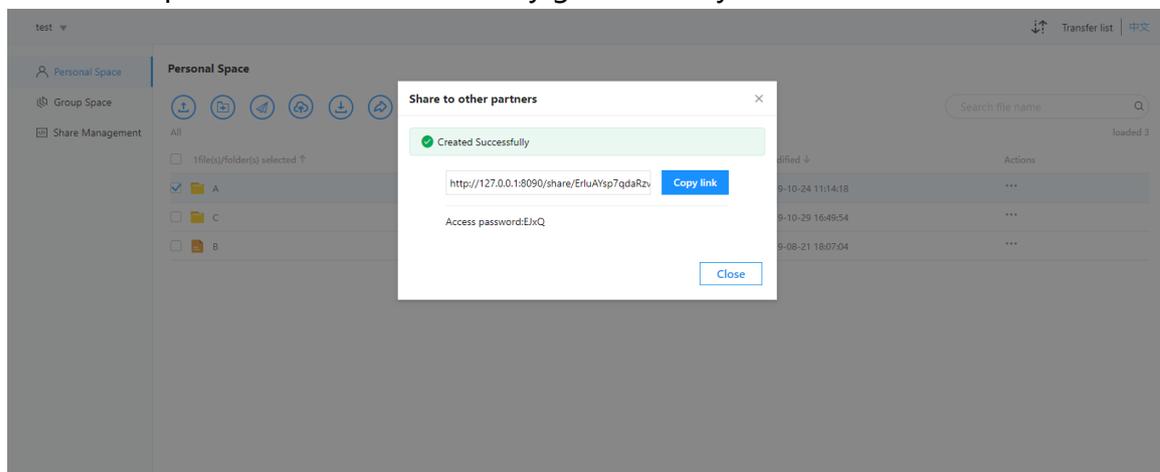
Click [Copy Link] to send the copy link with password to the small partner who needs to share it.

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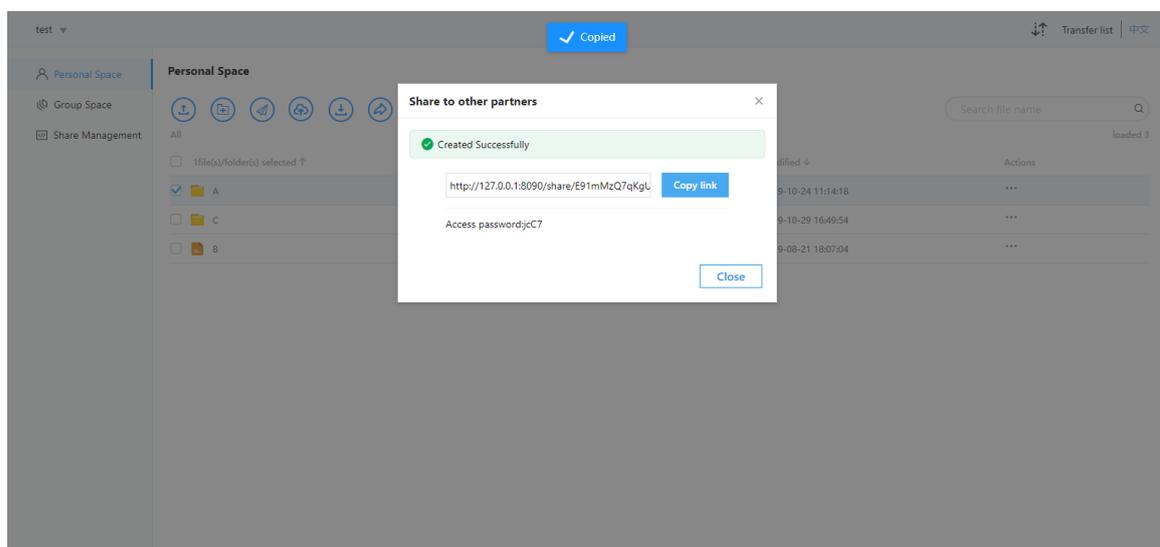
2.4.2 Invitation to Upload

Select folder to invite
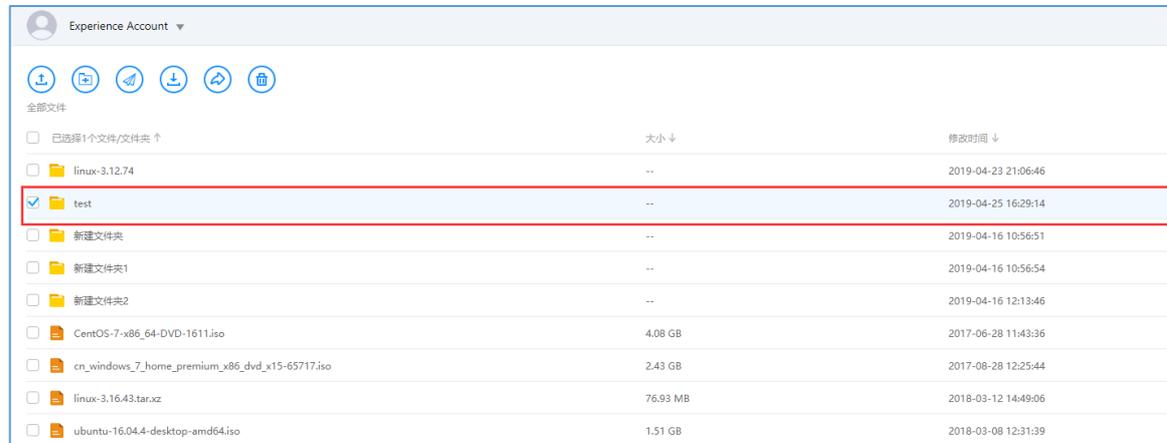
Click the "Invite Upload" button or select "Invite Upload" in the operation.
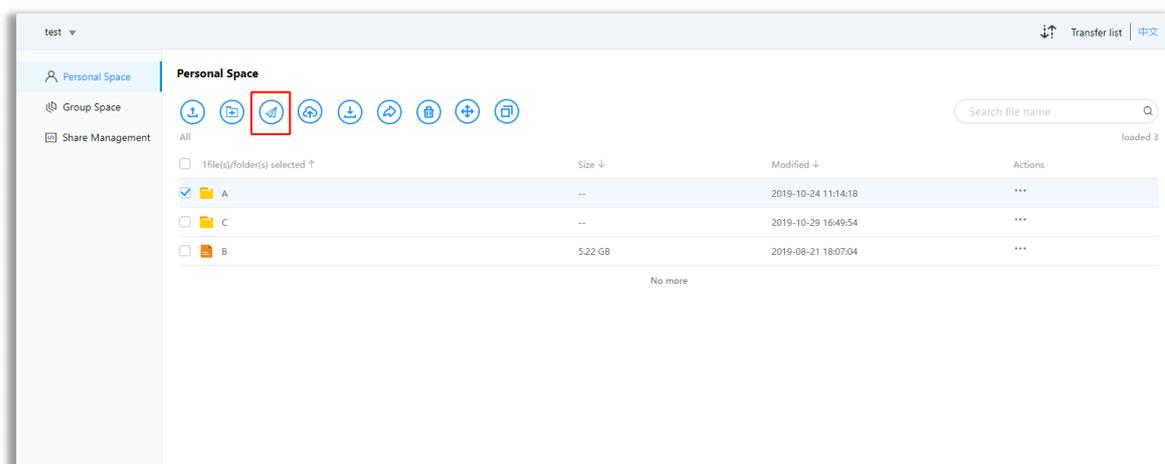
Pop-up folder invitation upload setting box
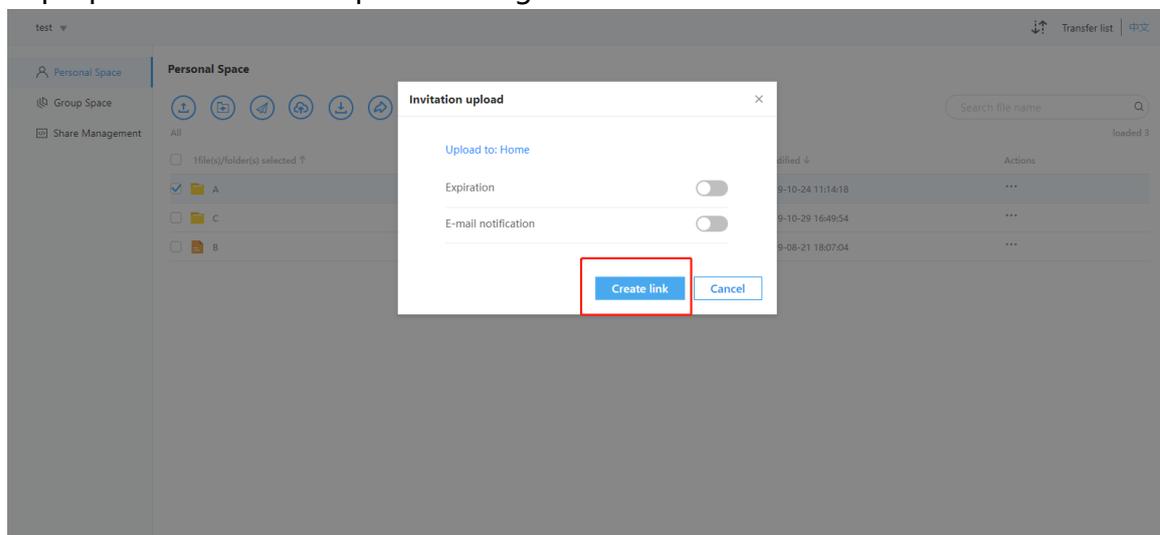
You can set the link expiration time and mail notification
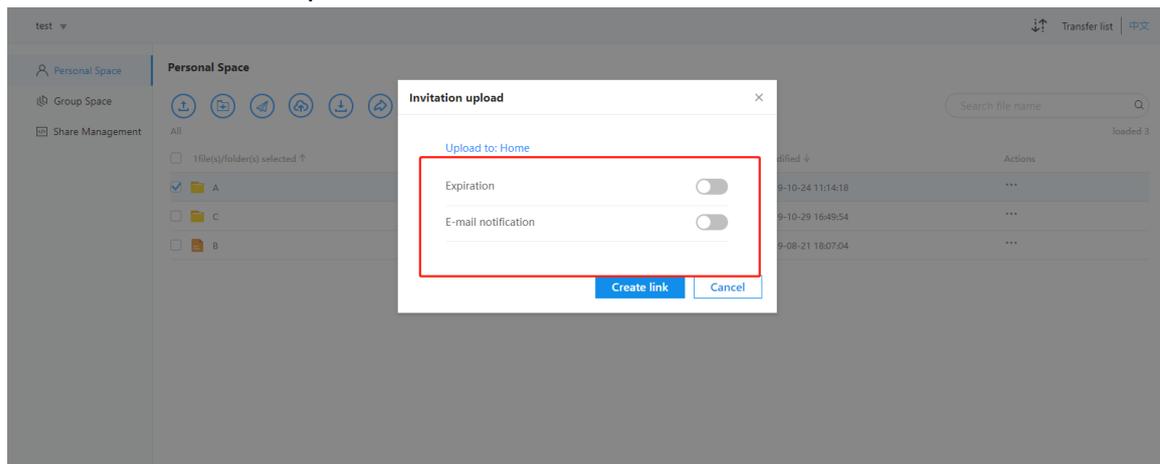
Set link expiration time and email notification address/content
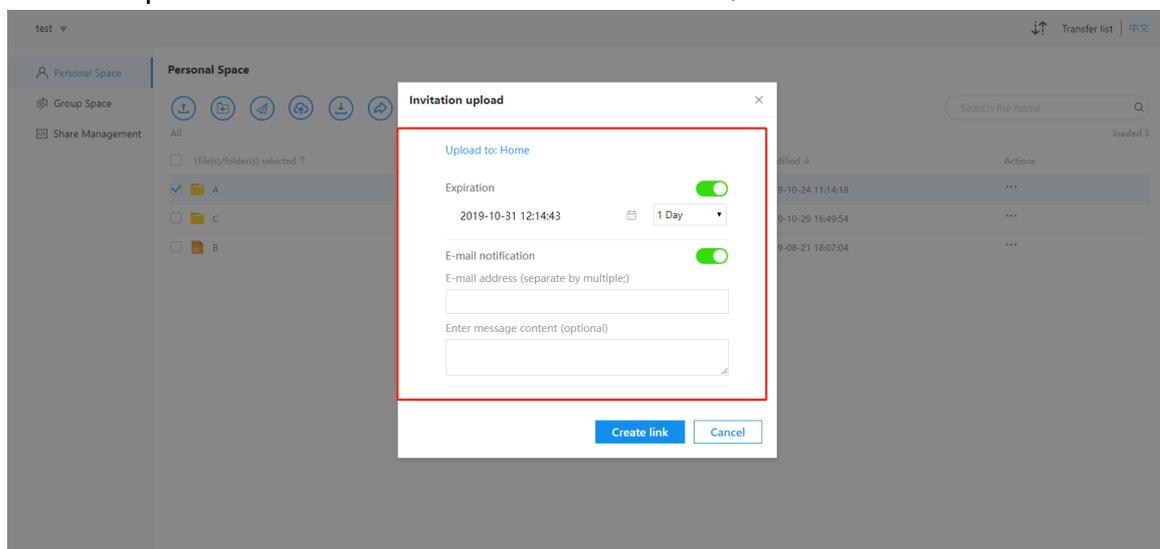
After successful setting, select [Create Link]

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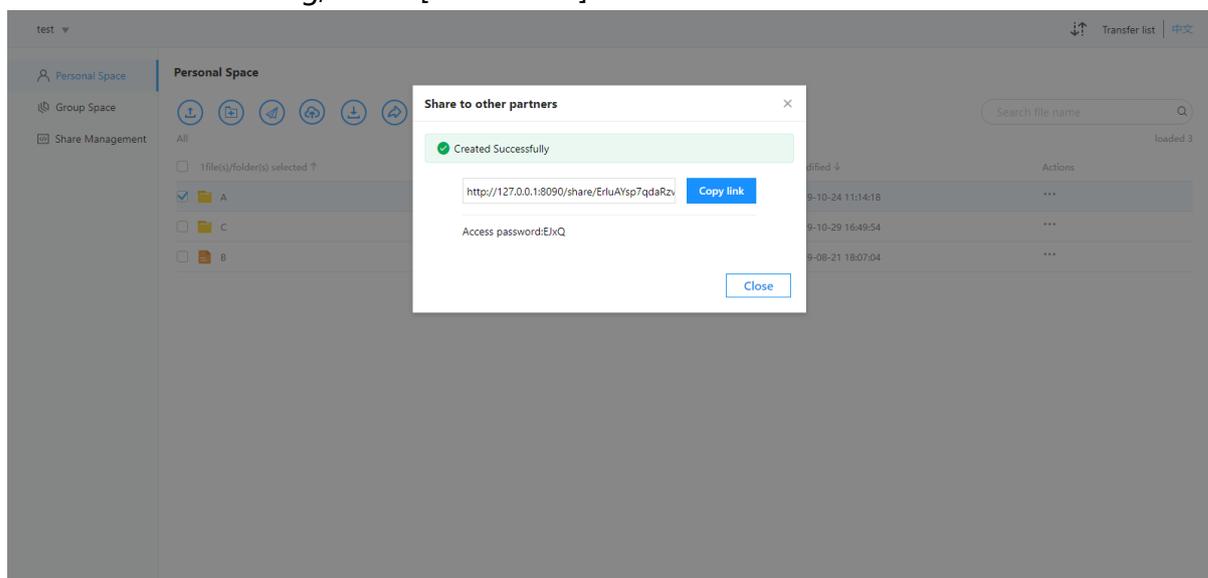
Click [Copy Link] to send the copy link with password to the partner who needs to be invited to upload.
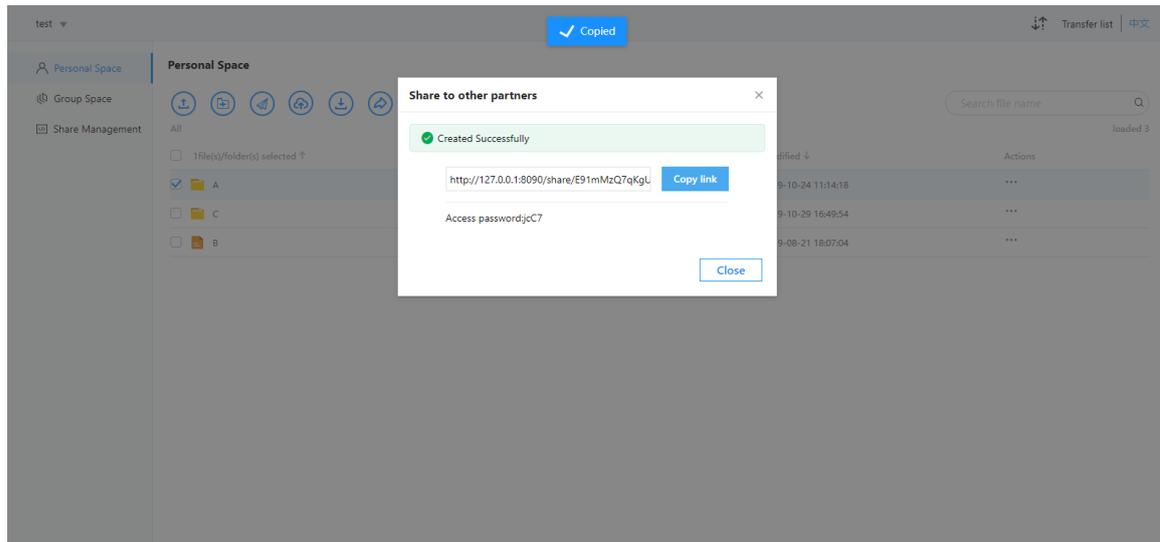
2.4.3 Access to Sharing and Downloading Links

Enter the share download link address in the browser to access
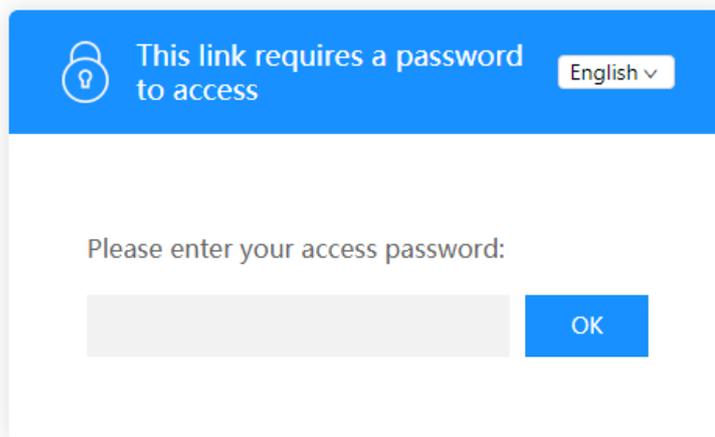
Enter the password and click OK

Enter the Share Download Link File List
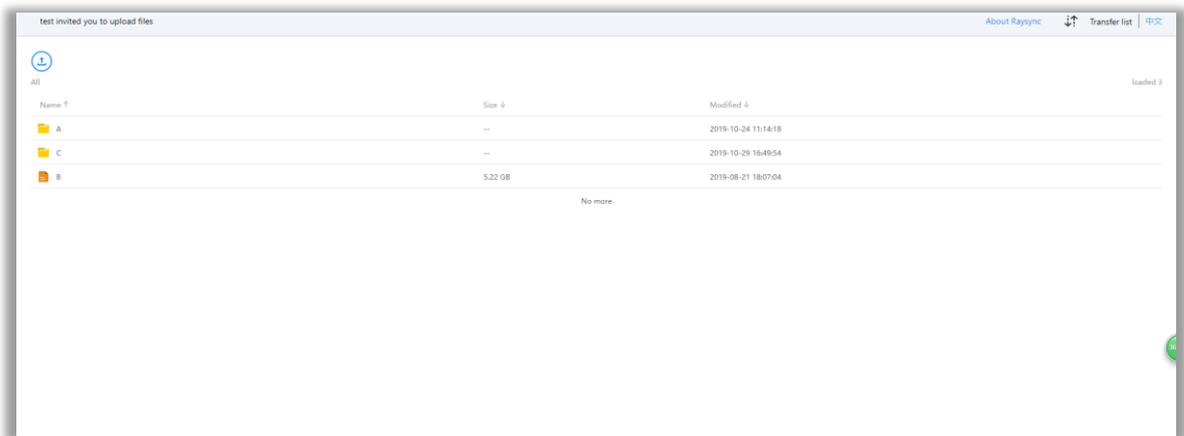
2.4.4 Visit Invitation Upload Link

Enter the invitation upload link address in the browser to access

Enter the password and click OK.

Enter the list of invitation upload link files
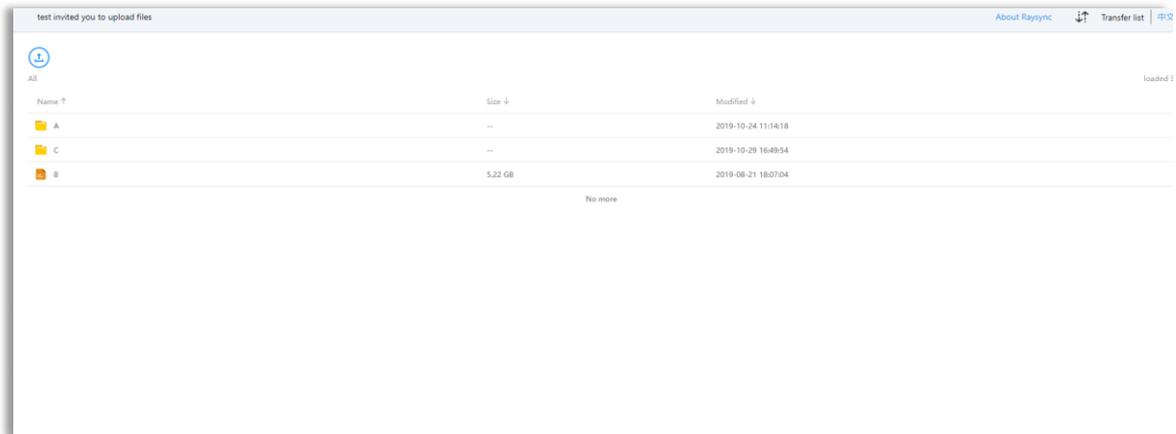
2.4.5 External Chain Management

Click [External Chain Management] in the left navigation bar to enter sharing management.
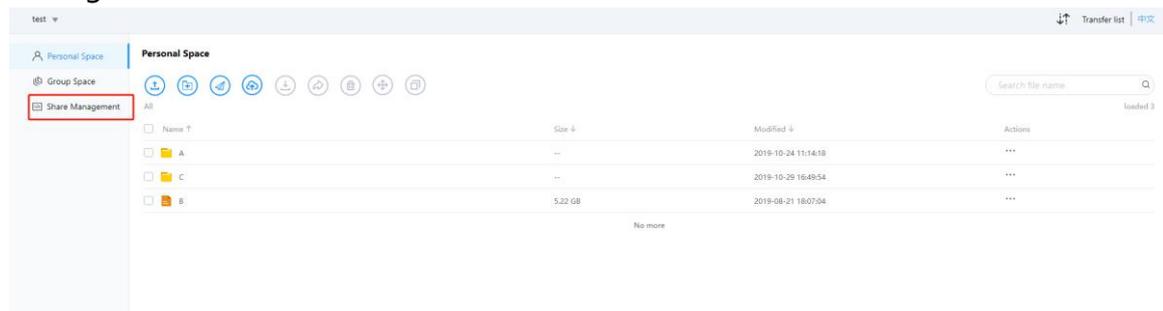
Enter the sharing management page
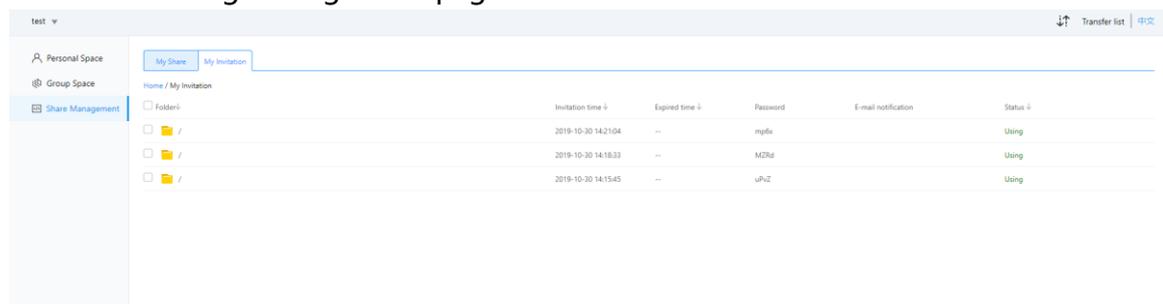
You can view sharing files/sharing time/expiration time/password/email notification/link status in download sharing management

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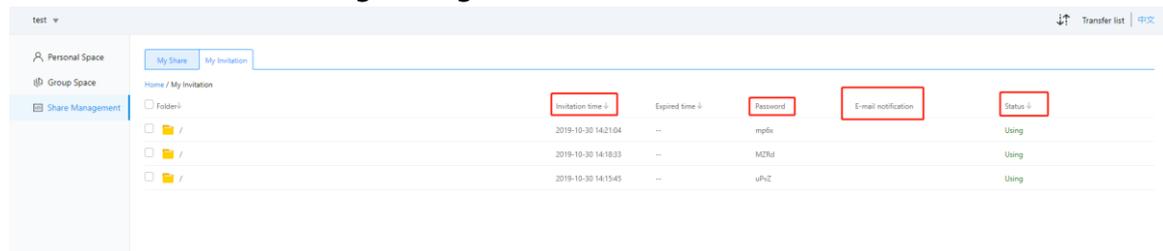
Click the share file to expand the share link address, copy the link, delete the link, and cancel the share and other operations.
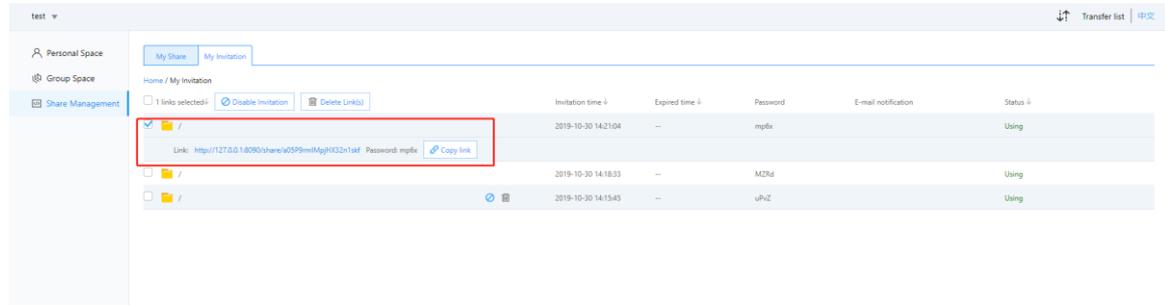
You can view the status of the invitation upload folder/invitation time/expiration time/password/email notification/link in the upload invitation management
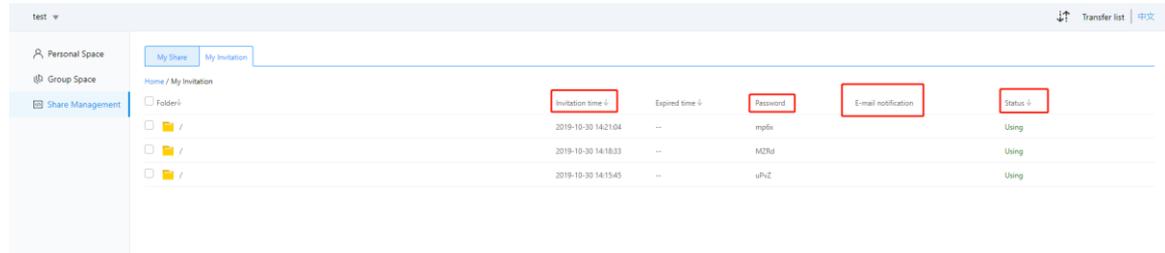
Click on the invitation upload folder to expand the invitation upload link address, copy the link, delete the link, and cancel the invitation and other operations
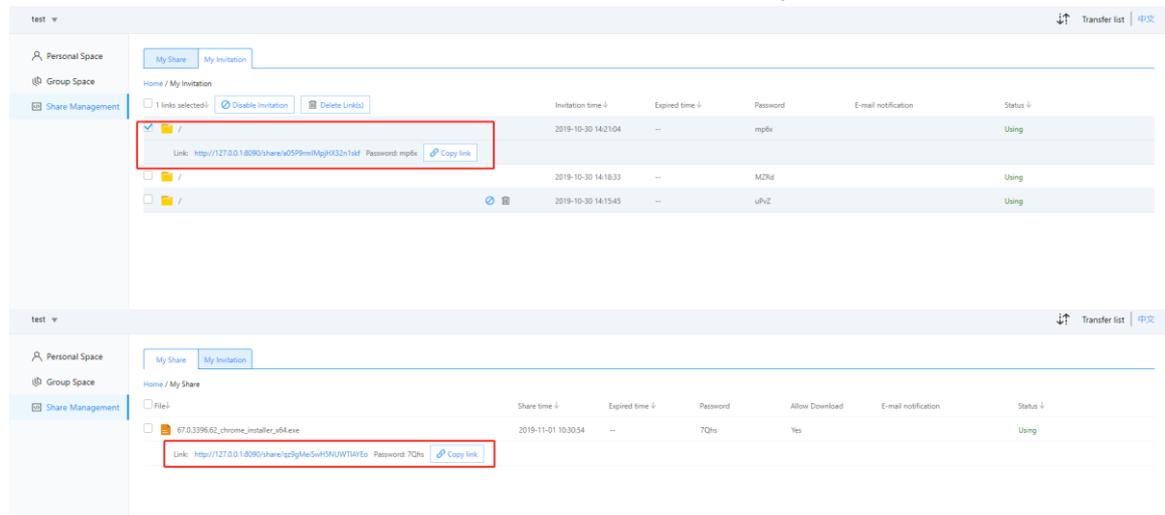
2.5 Group Space

On the left navigation bar, select-【 Group Space 】 to enter the group space, which can support multi-user cooperative operation
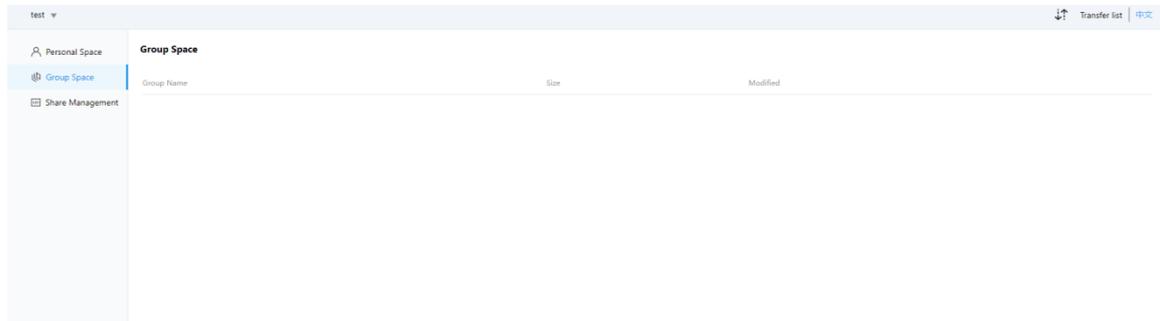
The page displays all group spaces managed by the current user.
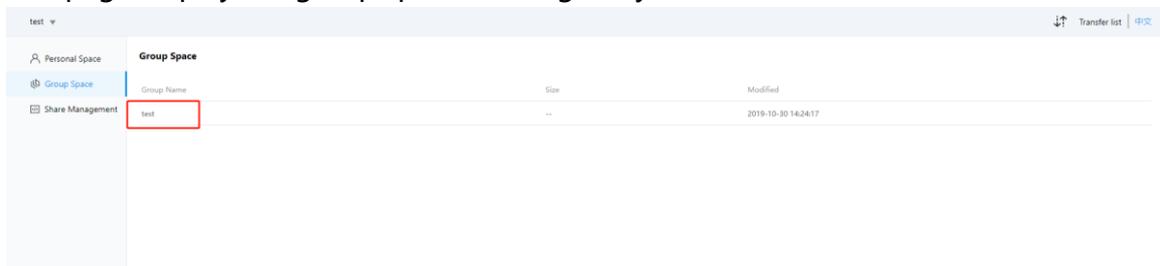
Choosing to enter any group space will show all documents and folders in that group space.

You can select any file/folder in t he group space for downloading and uploading, which is the same as uploading and downloading in personal space.

Note: Group space does not support users to share external chains

2.6 Transmission List

The transmission list can show information such as the progress/speed of the transmission task/the number of files completed for transmission/the total number of files for the task/the file task details contained in the task/the task transmission speed curve, etc. The transmission list also supports operations such as task suspension/start/deletion, etc.

Click [Transmission List] in the upper right corner of the webpage or right click on the client and select [Transmission List] to enter the transmission list.
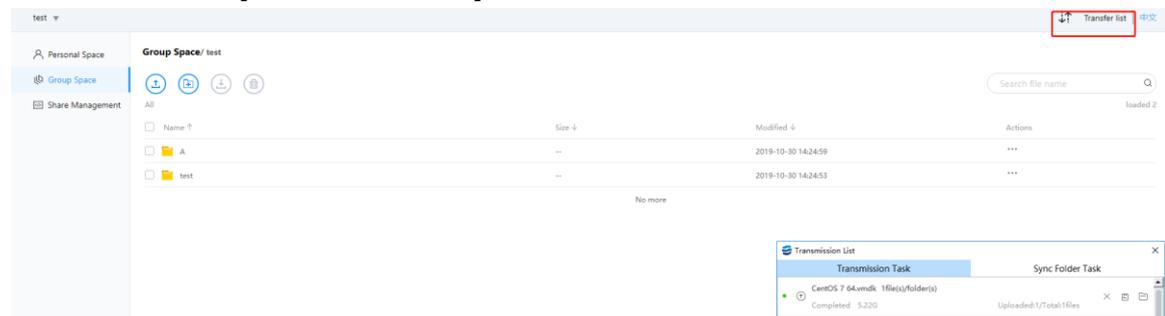

2.6.1 Task progress

Enter the transfer list to view the transfer progress when uploading or downloading files/folders.
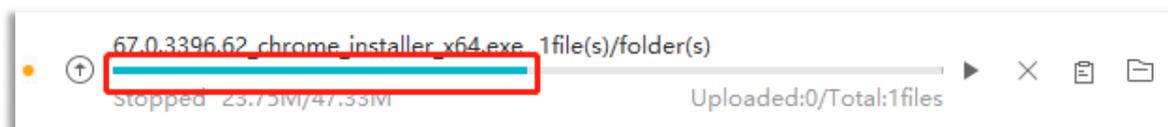
2.6.2 Task speed

Enter the transfer list to view the task speed when uploading or downloading files/folders.

2.6.3 Number of Total Task Files

Enter the transfer list to view the total number of files for the task when uploading or downloading files/folders
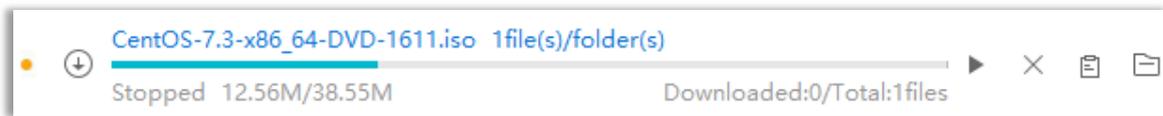

2.6.4 Number of Tasks Completed Transmission

Enter the transfer list to view the number of completed transfers when uploading or downloading files/folders
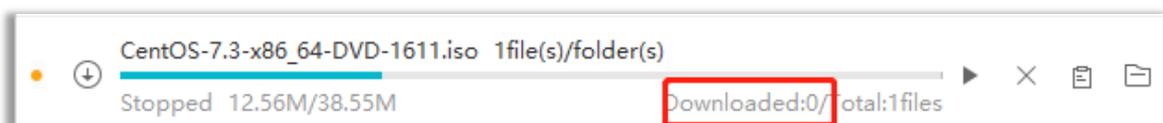
2.6.5 Total Task Size

Enter the transfer list to view the total task size when uploading or downloading files/folders
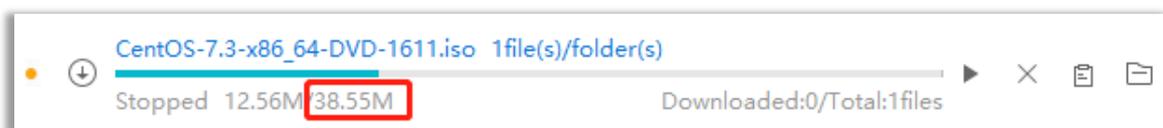
2.6.6 Task Completed Transfer Size

Enter the transfer list to view the size of the completed transfer when uploading or downloading files/folders.
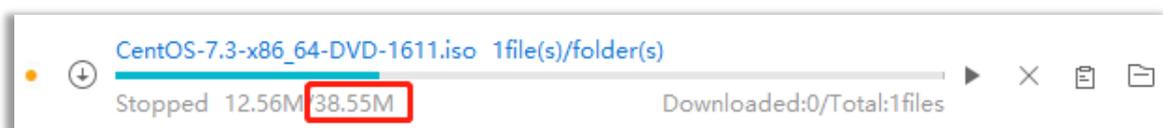
2.6.7 Task detail

Enter the transfer list and click the task name when uploading or downloading files/folders.
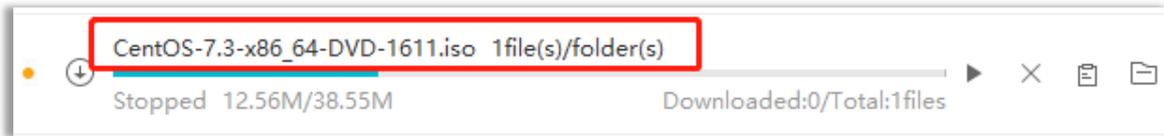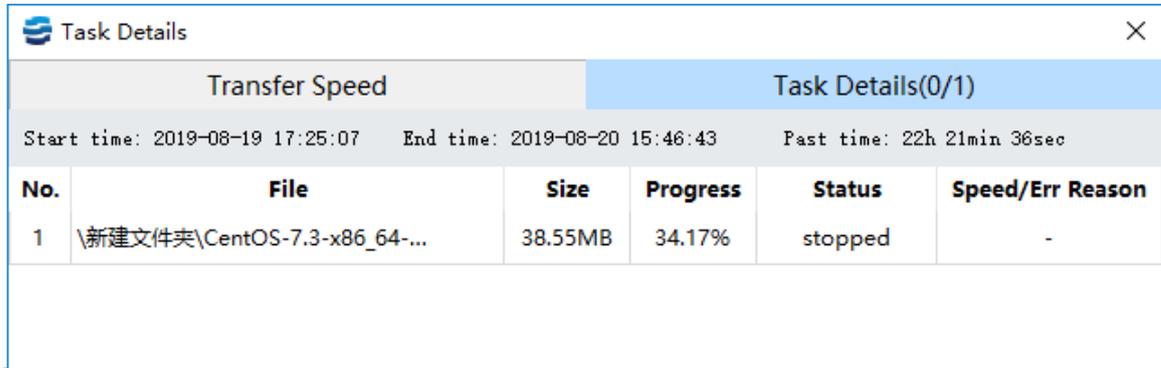
Enter task details

2.6.8 Historical Progress of Task

Enter the transfer list and click the task name when uploading or downloading files/folders.
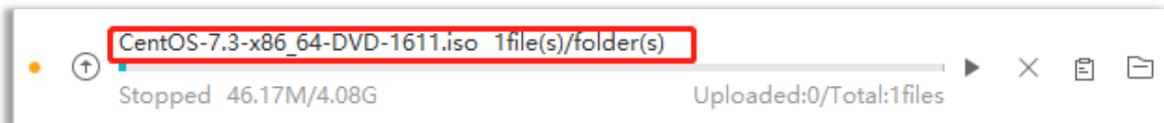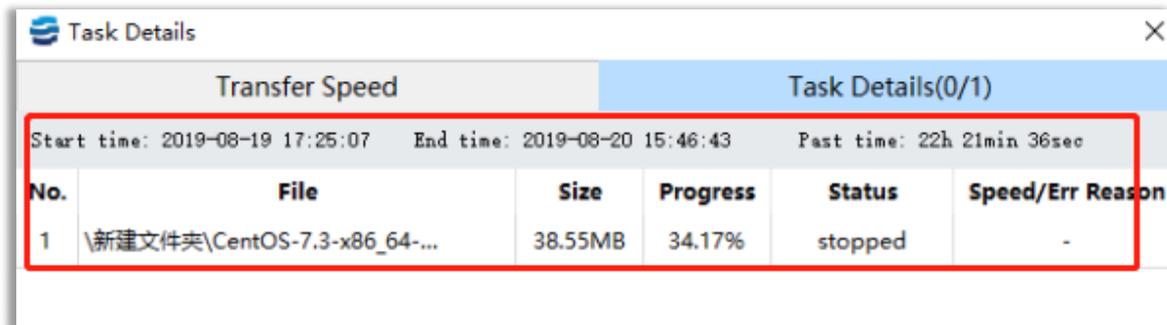
Enter task details

Click on the historical speed icon

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400 833 6022   17th Floor, Building B, Sunny Kechuang Center, No.1024 Nanxin Road,Nanshan District, Shenzhen, Guangdong, China
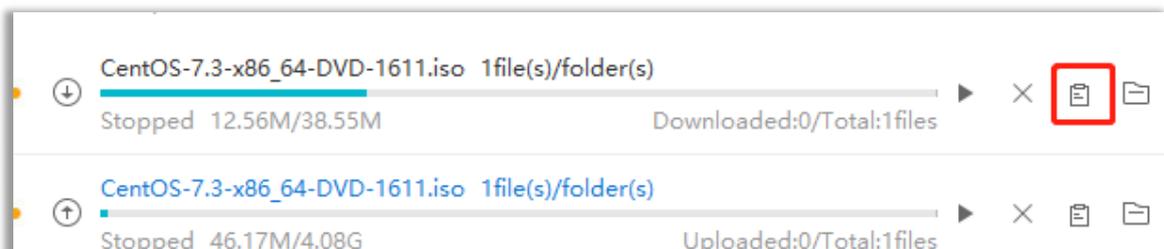
Enter the page of historical speed graph
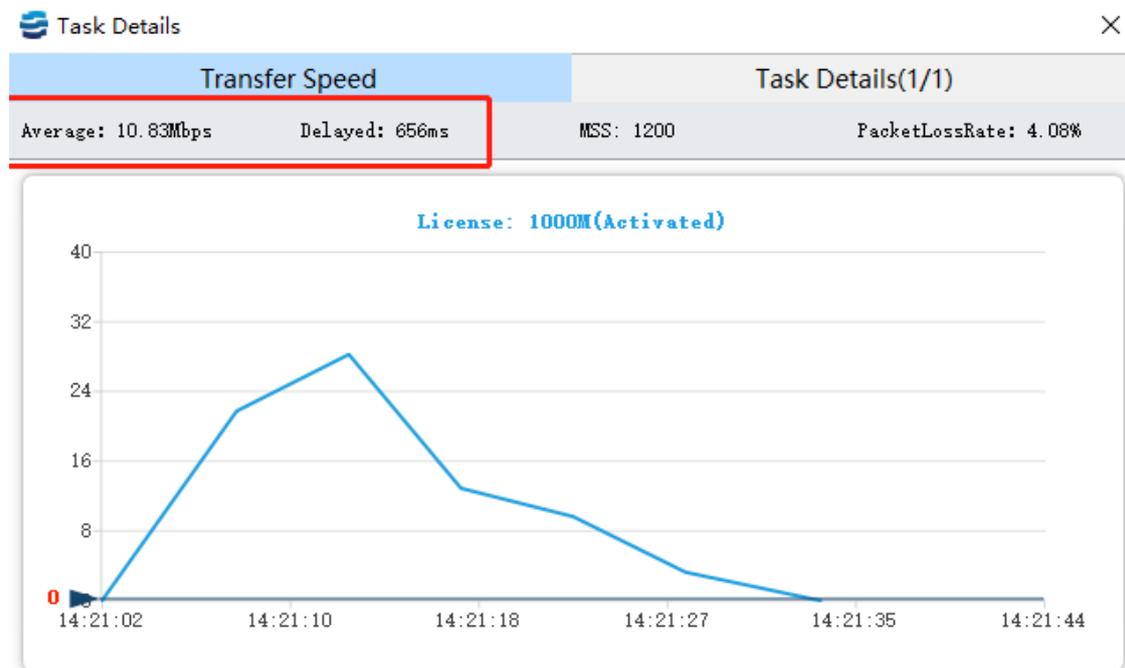
2.6.9 Number of Task Failure Files

Enter the transfer list and click the task name when uploading or downloading files/folders.
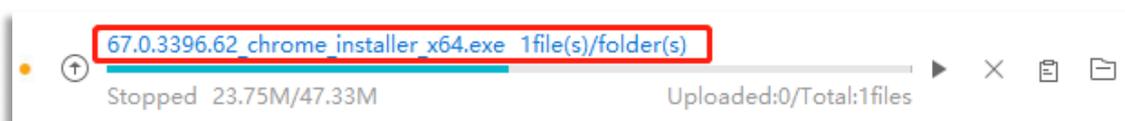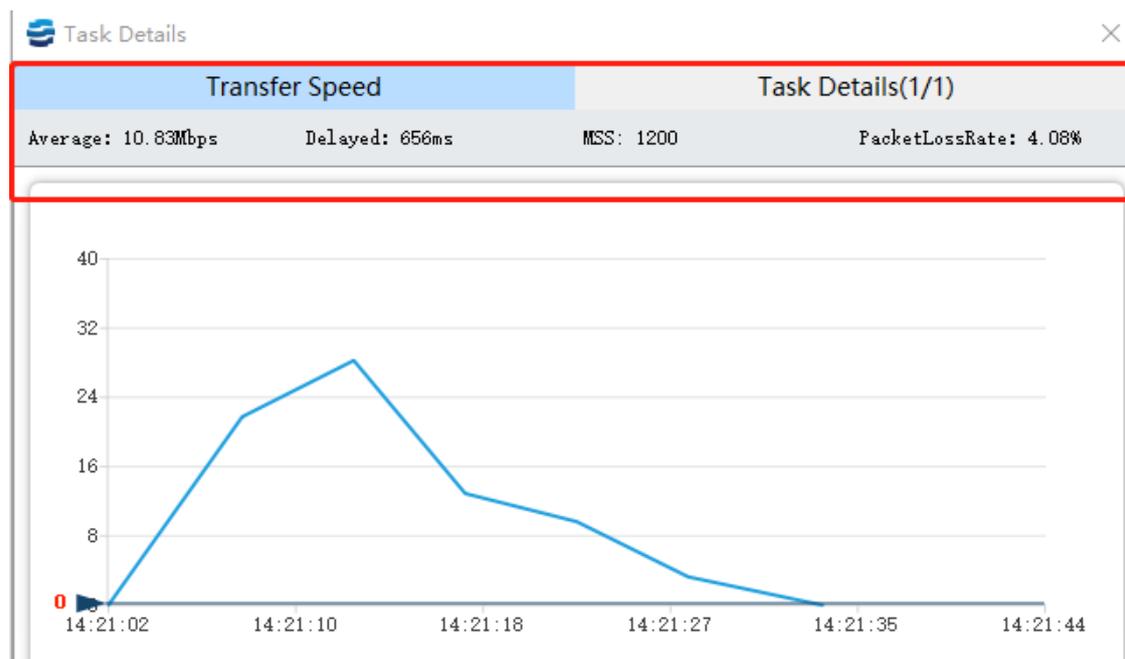
Enter task details

Click [Failure] to enter the failure list, which will show details of failure file name/local path/cloud path/failure reason

2.6.10 Open the local path of the task

Enter the transfer list and click the local path icon to open the local path when uploading or downloading files/folders
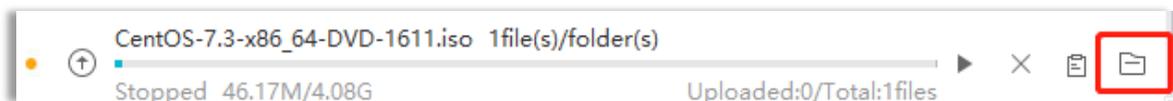
2.6.11 Suspension of Mission

Enter the transfer list, select the task being transferred when uploading or downloading files/folders, and click pause to pause the task

The task becomes suspended
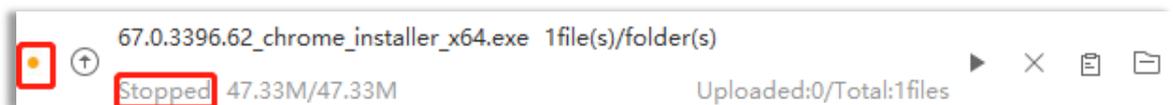
2.6.12 Commencement of Mission

Enter the transfer list, select the suspended task when uploading or downloading files/folders, and click Start to start the task.
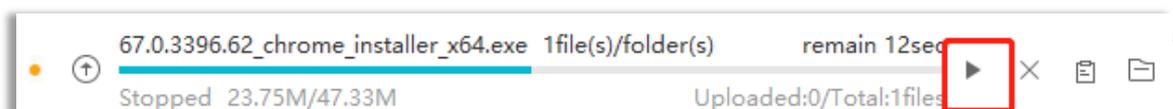
The task changes to the start state
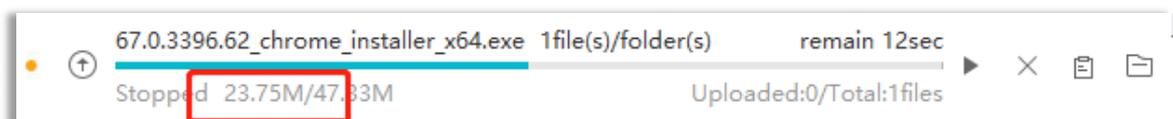
2.6.13 Delete Task

Enter the transfer list, select any task in the transfer list, and click the delete icon to delete the task when uploading or downloading files/folders.
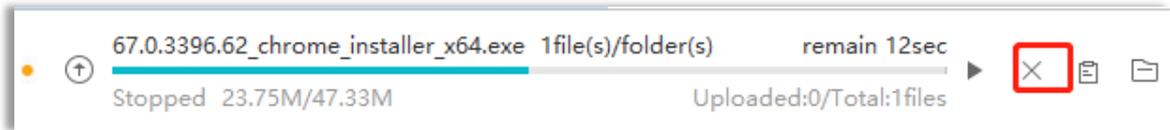
A prompt will pop up to confirm the deletion. Click OK to delete it.
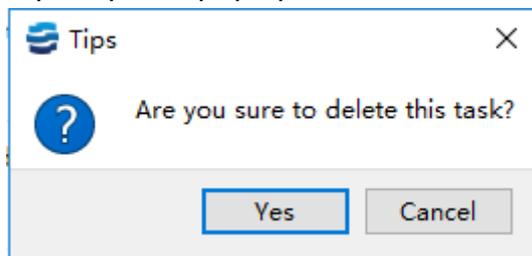
2.6.14 Empty Task

Click [Empty All] in the transmission list to delete all transmission tasks, including tasks that are being transmitted and completed.
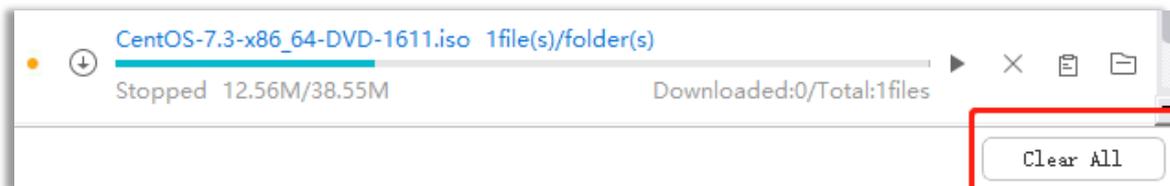
The delete all tasks confirmation box pops up. click OK to delete all tasks.
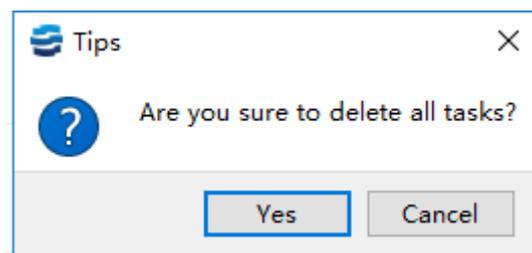
2.7 Client Settings

Right click the client to enter the client settings page, and the settings include: download

path/parallel upload and download task settings/whether to enable compression /UDP

message size/manual speed limit and other settings

2.7.1 Download Path Settings

Enter Settings-Transfer Settings-Download Path Settings
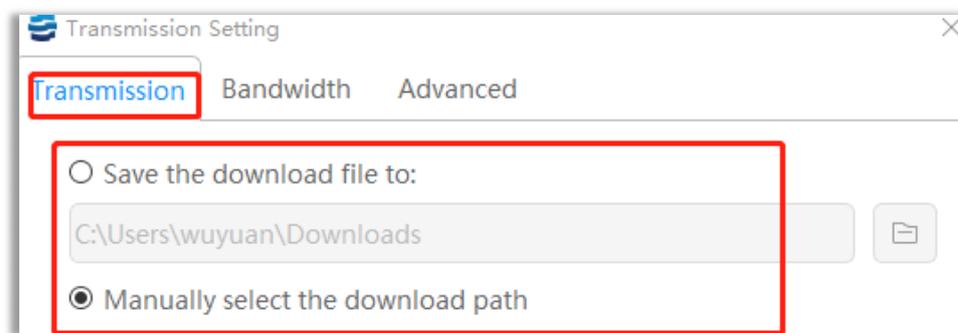
Set the download automatic save path
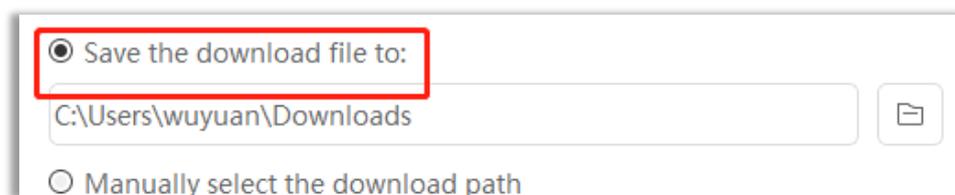
Setting the path address supports manual entry of addresses and selection of path

addresses.
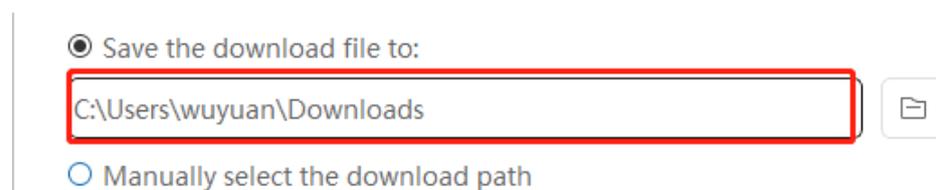
Select the download path manually when setting the download

2.7.2 Maximum Task Setting for Parallel Transmission

Enter Settings-Transfer Settings-Parallel Transfer Maximum Task Settings
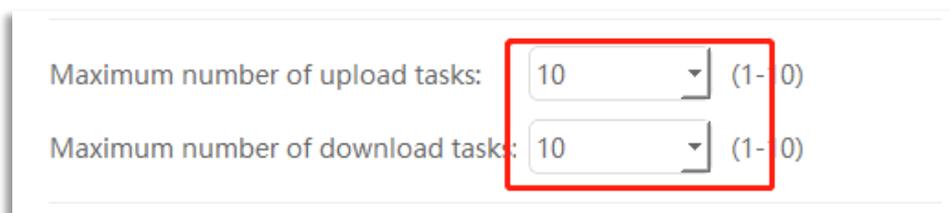
Set the maximum task input for upload/download, set (1-10)
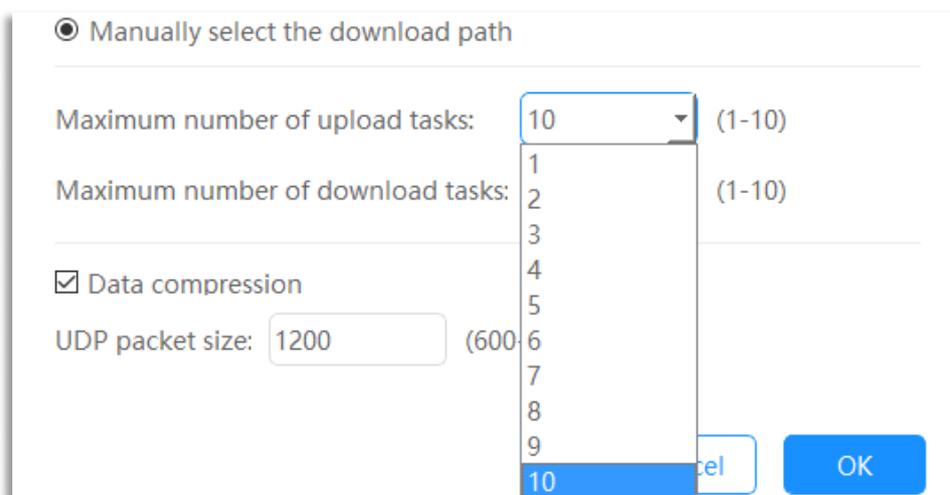
2.7.3 Enable Compression

Enter Settings-Transport Settings- enable compression settings or not
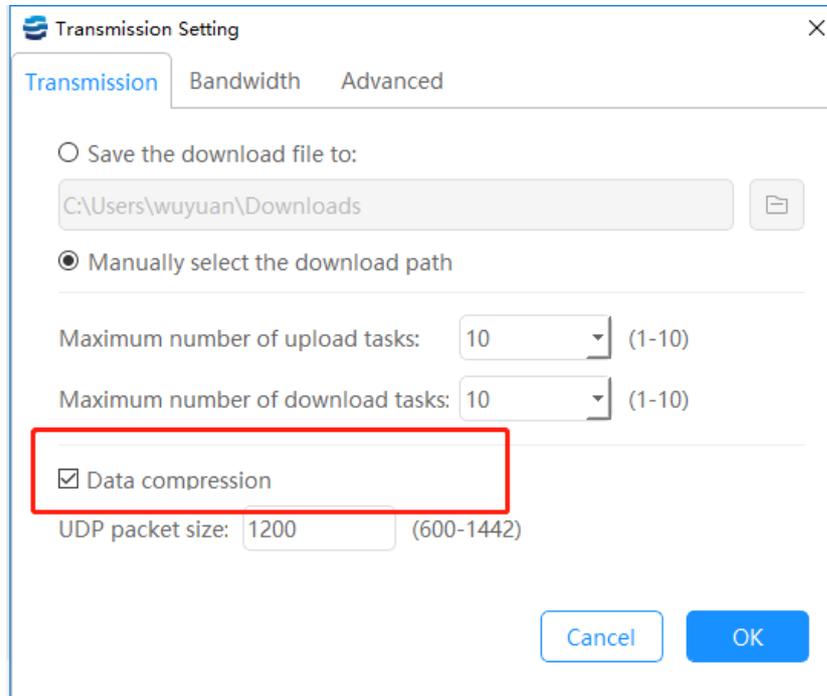
Modify whether data compression is enabled
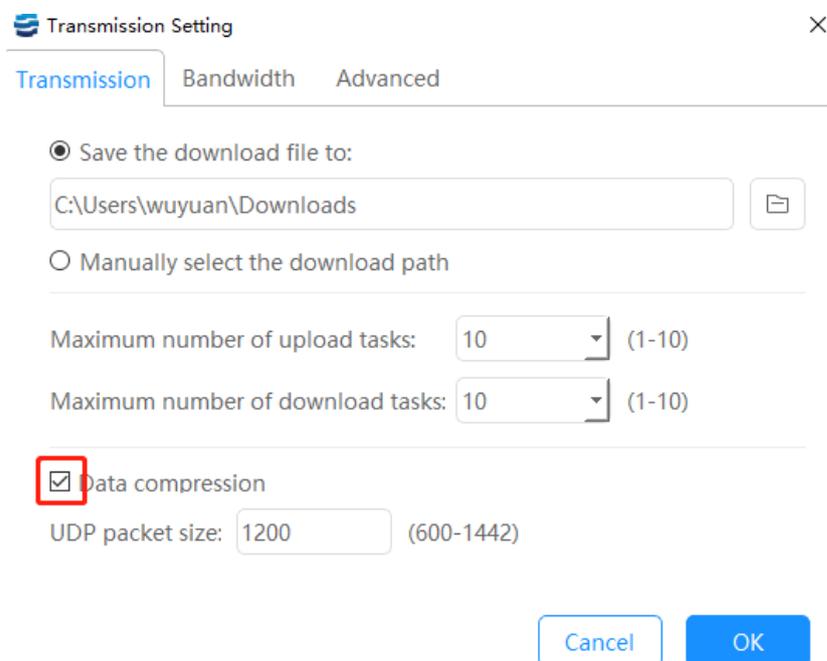
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Shenzhen, Guangdong, China

2.7.4 UDP Message Size Setting

Enter Settings-Transmission Settings -UDP Message Size Settings

The UDP message size is recommended to be set to be larger when the network

bandwidth is good, and the transmission effect is better when the network bandwidth is

not good. The smaller the setting is, the better the transmission effect is.
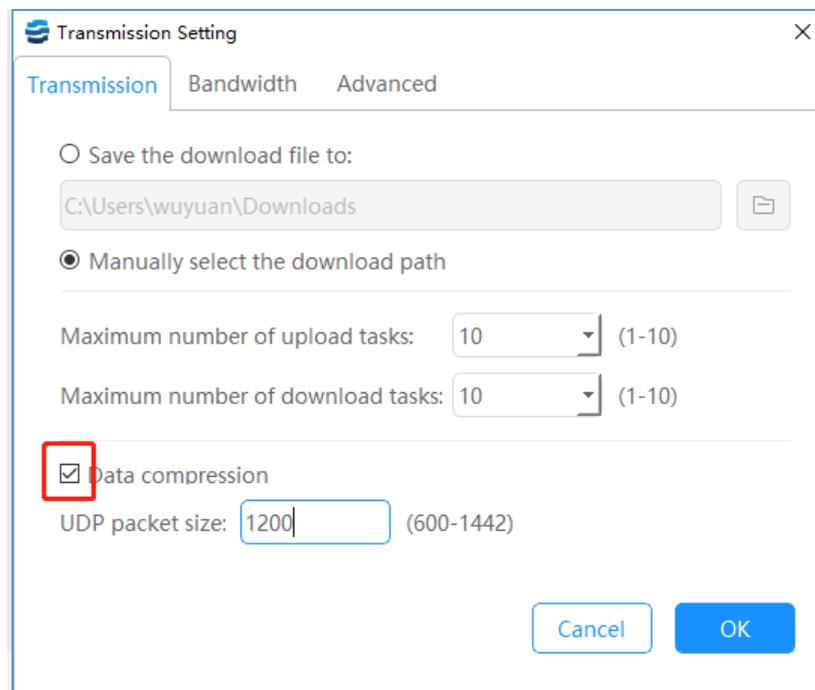
2.7.5 Manual speed limit setting

Enter Settings-Bandwidth Settings-Manual Speed Limit Settings

Enter the manual speed limit setting.
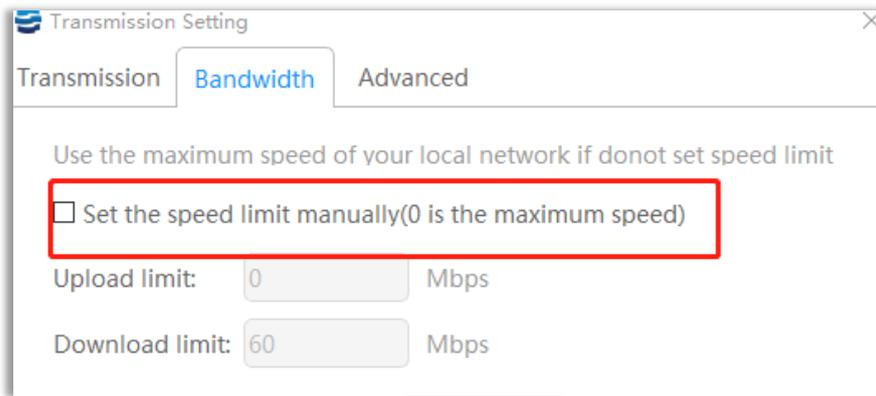
Set speed limit
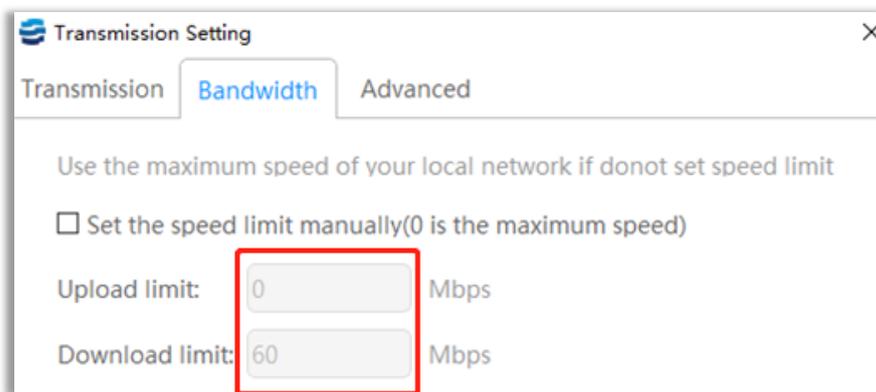
2.7.6 Minimum Transmission Speed Setting

Enter Settings-Bandwidth Settings-Minimum Transmission Speed Settings

Entering the minimum transmission speed setting, setting the minimum transmission is conducive to improving the network transmission speed under the complex network bandwidth.

Set the minimum transmission speed
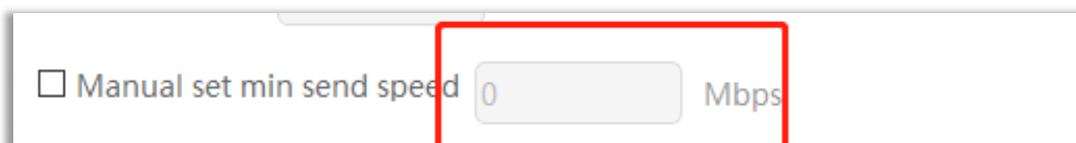
2.7.7 Advanced Settings

Enter Settings-Advanced Settings

Enable transport log (open transport log in case of troubleshooting problems):
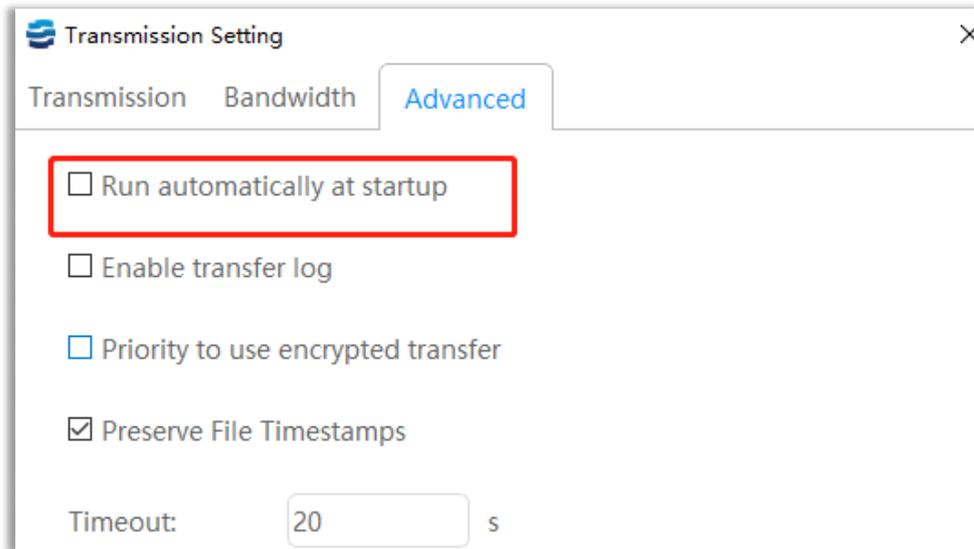
Keep the modification time of the transmitted file, open it according to the specific requirements of the user, and the modification time after the transmission of the opened file is the local modification time.
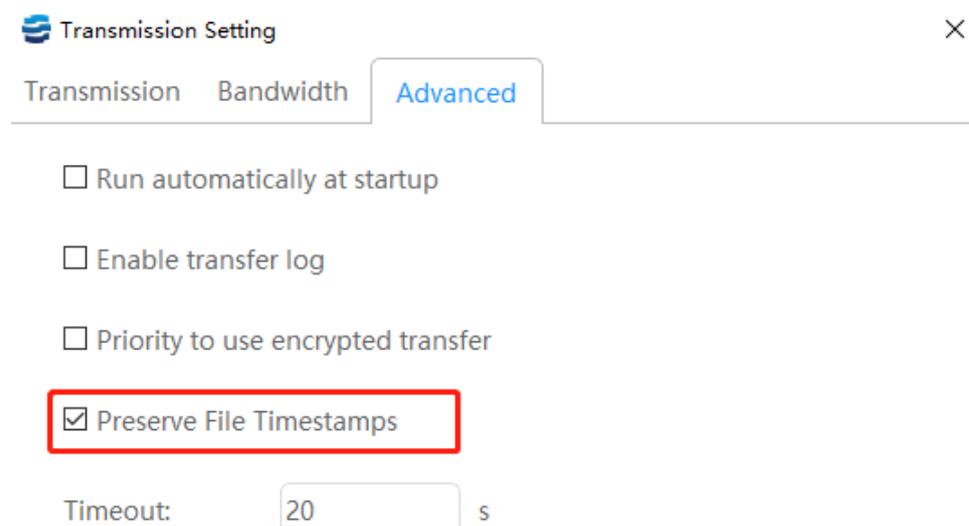
Timeout time: when the network bandwidth is poor, increasing the timeout time can maintain the effect of Raysync transmission.
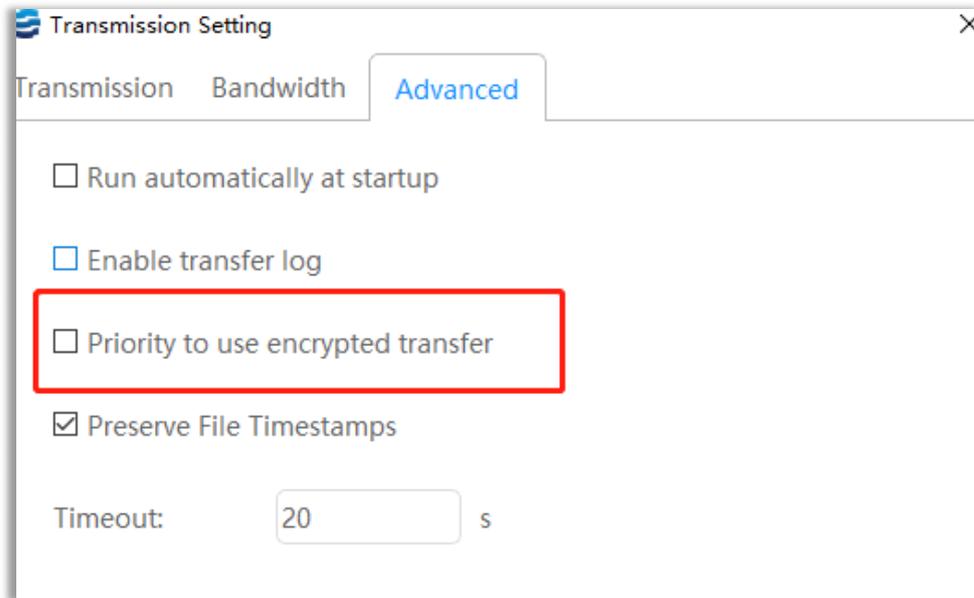
Start the machine and start it automatically. When the computer restarts unexpectedly, it will automatically start the task transmission of Raysync.
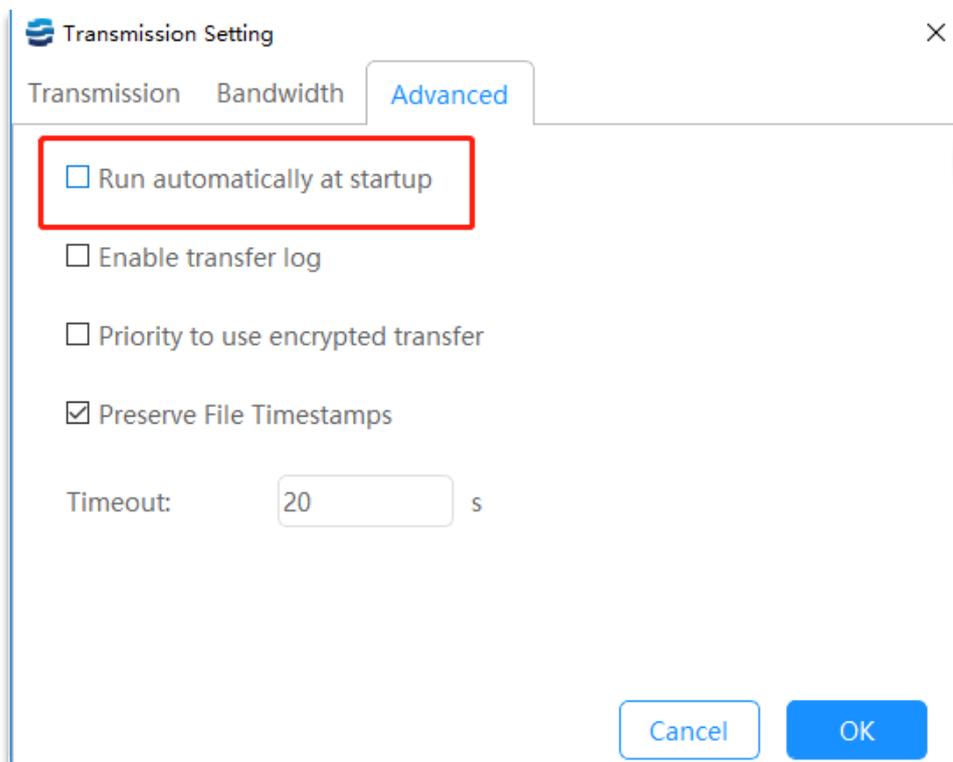
Enable encrypted transmission. Whether encrypted transmission content is needed, we can turn on encrypted transmission to make transmission more secure.
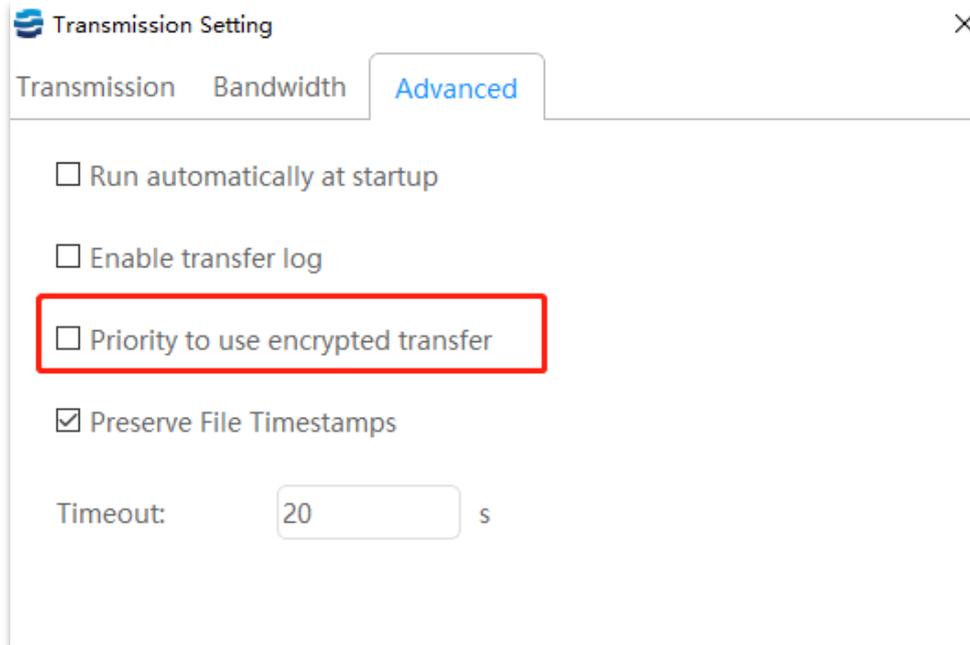
2.8. Others

2.8.1 Error Detection

Right click on the client and select Error Detection to enter Error Detection. Click this option will generate an error detection report and automatically fix the problem in case of transmission abnormality or failure.

2.8.2 About

Right click the client and select about to check the client version number to see if it is the latest version of Raysync.

3. Frequently Asked Questions Q&A

3.1 The website cannot connect Raysync, indicating that it is not started.

1. Check if Raysync has been started and the icon in the lower right corner has appeared. Click 【Start】on the webpage;

2. It is possible that the user registry cannot be written normally whether Raysync is not started under the protection of software such as 360/ Kingsoft AntiVirus software, resulting in the inability to start from the web page. Meanwhile, Raysync needs to be run manually.

3. Right click the Raysync icon and select Error Detection to check whether the local domain name resolution, system time, system agent and certificate are in "normal" status whether Raysync has been started and still "Prompt that the client has not been started". The browser may have turned on the proxy whether the system proxy displays an exception, and the Raysync client needs to be turned off before starting. If the certificate is abnormal, it needs to be confirmed whether the version of Raysync client is the latest version and whether the certificate has expired.

3.2 Web Page Prompt Server Connection Timeout

Client check:

Right click the Raysync icon and select [Error Detection] to check whether the "server domain name" and "server address" are correct server addresses. You can ping the resolved addresses under the cmd command line to see whether they are connected.

Server check:

The server checks whether the user's permission/home directory and other information have been changed and needs to restart the client.

3.3 Client Login Timeout

Try to right click the client to modify the UDP message size in Raysync setting to a smaller value;

3.4 There is a gap between the speed of uploading and downloading and the expectation

Client check:

Test the bandwidth of the external network. The speed test is recommended to detect the local upload and download bandwidth and check whether the speed has reached the speed bandwidth limit.

Confirm whether the telecom operator of the client is consistent with the telecom operator of the server;

Server check:

1. Enter the background of the corresponding server to check if the license is activated

and whether the bandwidth in the license information is the expected bandwidth;

2. Check the current network traffic in the server to confirm if there are more users and other users have already occupied the bandwidth of the server;

3. Check whether the disk read-write rate of the server has reached the peak value, and confirm if other users of the server are reading and writing files, thus affecting the file read-write storage of other users.

3.5 Download Path, Select the network path, and the downloaded file cannot be found under the path

Map the path to the network disk, delete the old task, download and select the saved path to the network disk again;

3.6 Upload/Download Files Always Display "Reading Files"

Client check:

1. Check whether the directory the user is transferring contains a large number of files. Whether there are a large number of files, it needs to wait for the client to read them;

2. Right click customers to set Raysync timeout time to 60s or longer, delete old tasks and reselect tasks for transmission.

Server check:

Check the reading performance of the directory under the server, for example: enter the server directory to execute ls to respond quickly, and execute du–a | wc-l to count the total number of files under the directory.