



USER GUIDE FOR RAYSYNC TRANSMISSION

Shenzhen Yunyu Technology Co., Ltd.

Document Info

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Version History

Version	Reasons for Modifications	Written by	Date
1.5	Add point to point transfer/Email configuration/Notification center	He Guocheng	Oct 15, 2020
1.6	Add default server config on client. Support filter condition when sync	Lou Ruyun	Dec 28,2020
1.7	Support online preview	Wu Chunxiao	Mar 2, 2021

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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

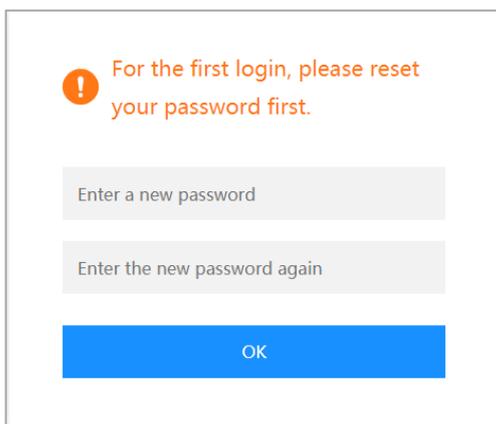
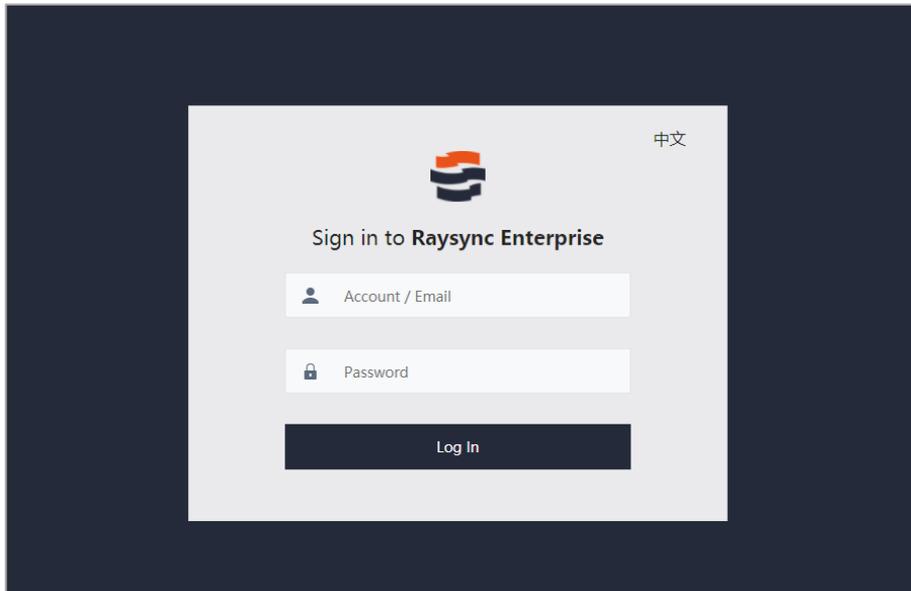
2.1.1 User login

Login process

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

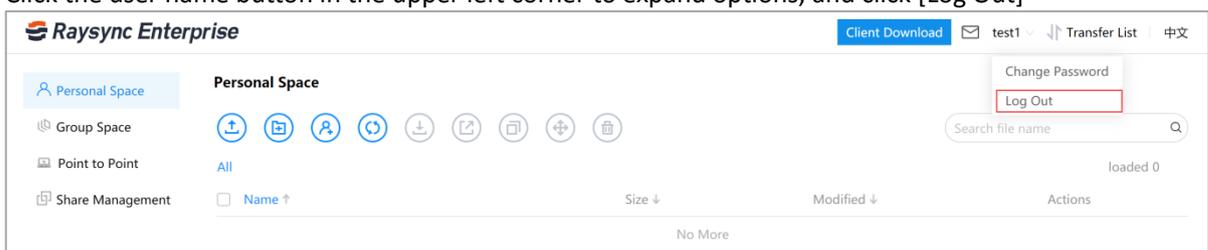
Enter the user login page for Raysync transmission. The URL address of the login page is generally server IP + port number "8090" (e.g. 192.168.1.1:8090)

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.



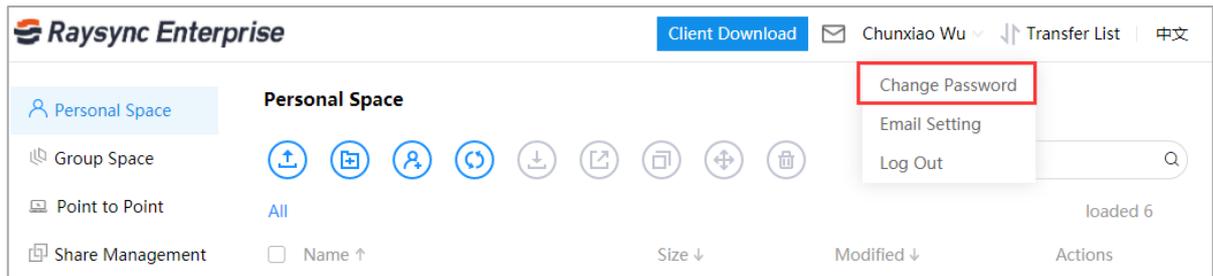
2.1.2 User exit

Click the user name button in the upper left corner to expand options, and click [Log Out]

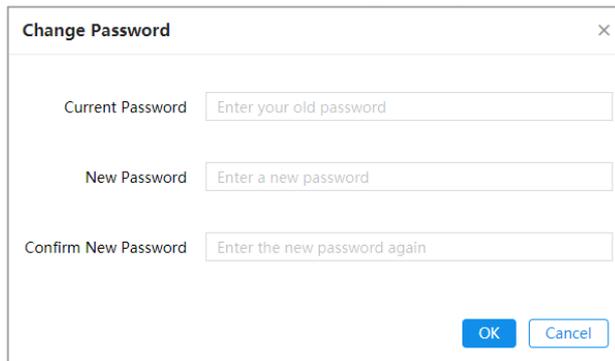


2.1.3 Change password

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.

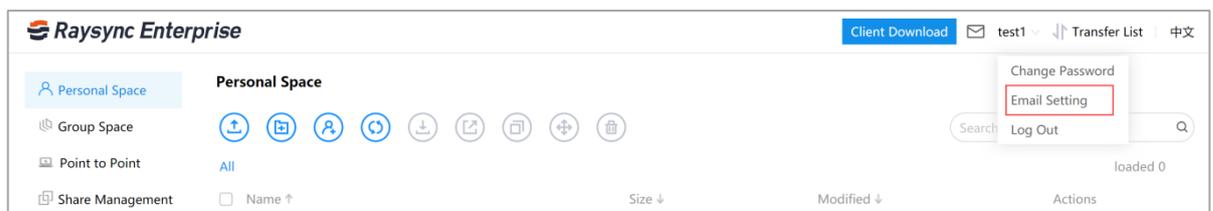


The 'Change Password' dialog box contains three input fields: 'Current Password' with the placeholder 'Enter your old password', 'New Password' with the placeholder 'Enter a new password', and 'Confirm New Password' with the placeholder 'Enter the new password again'. At the bottom right, there are two buttons: 'OK' and 'Cancel'.

2.1.4 Email setting

Support the configuration of personal email service, which is used to send email notifications when creating shared files and inviting links, and send notifications when opening links to download or upload. (The administrator needs to enable the "User setting email" option in the account)

Click [Email Setting]



Enter the correct email service information, click OK to save it.

Email Setting ✕

After setting email, system will send notification by this email when share download, invite upload, etc.

* Sender Nickname

* Email Provider

* SMTP Email

* SMTP Password

* SMTP Host

* SMTP Port

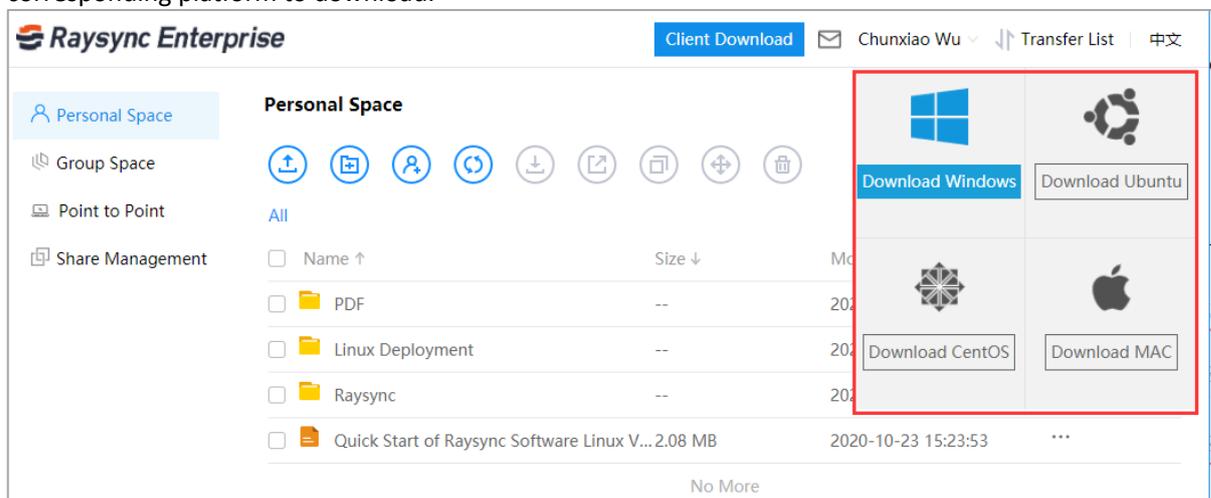
* Encryption

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

If the client is not installed or started, click the "Client Download" button and select the client of the corresponding platform to download.



The screenshot shows the Raysync Enterprise web interface. At the top right, there is a blue button labeled "Client Download". Below it, a grid of four download options is highlighted with a red border:

- Download Windows (with Windows logo)
- Download Ubuntu (with Ubuntu logo)
- Download CentOS (with CentOS logo)
- Download MAC (with Apple logo)

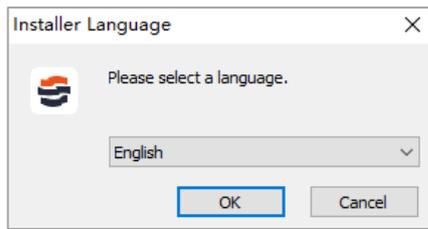
The main content area shows a "Personal Space" section with a list of files and folders, including "PDF", "Linux Deployment", "Raysync", and "Quick Start of Raysync Software Linux V... 2.08 MB".

2.2.2 Installation of client

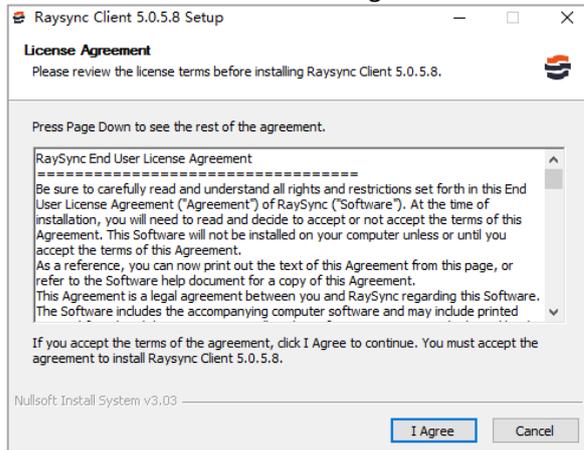
Installation process:

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

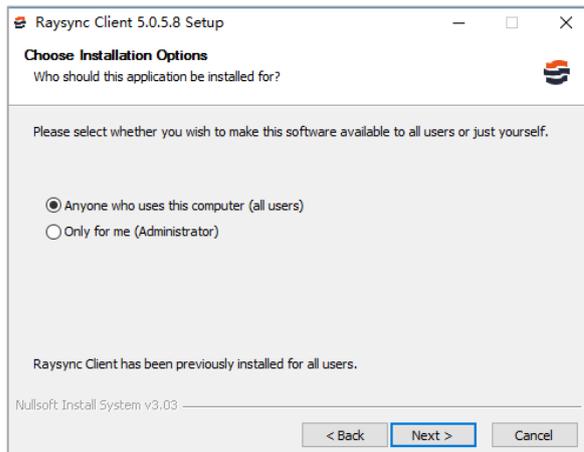
Select the installation language and click OK.



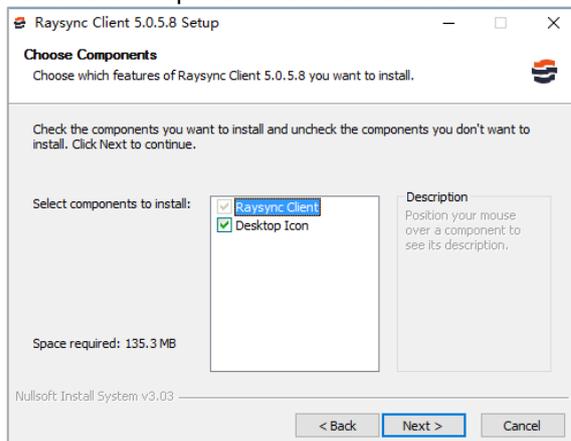
Read the software installation agreement and click "I accept" to proceed to the next step.



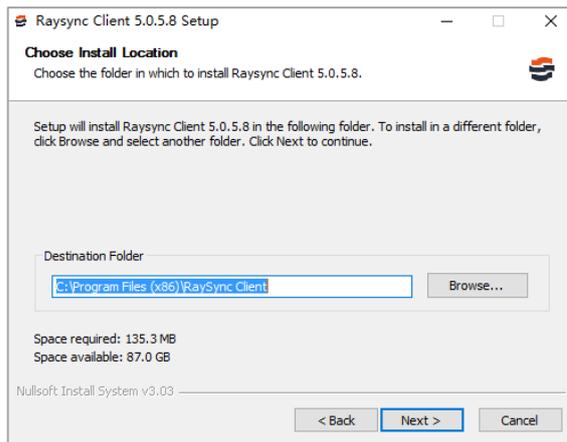
Click "Next"



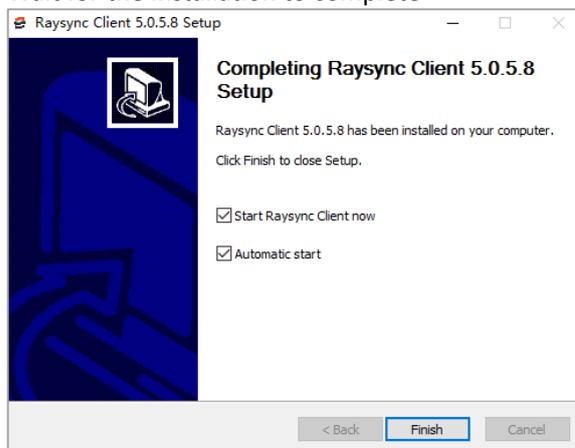
Select the components to be installed and click "Next"



Select the installation path



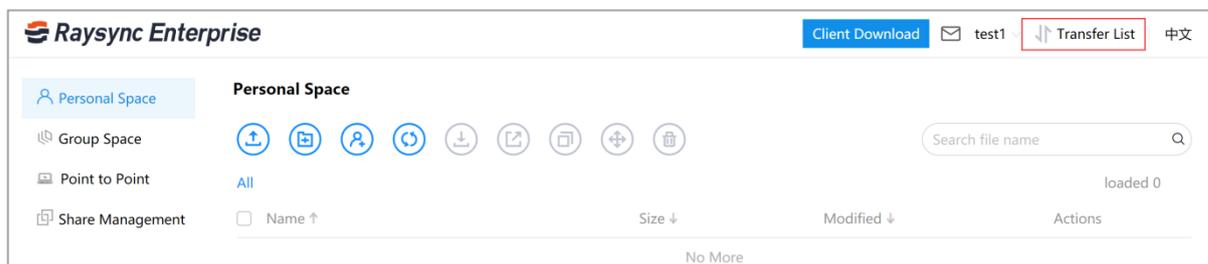
Wait for the installation to complete



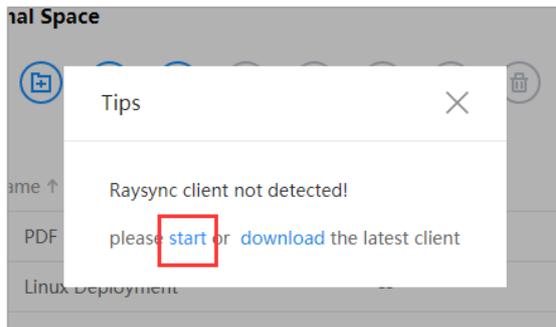
2.2.3 Start client

After the user logs in, the system will check whether the client has been activated. If the client is not started, it will automatically switch to the web TCP connection mode. In this mode, only upload/download/invite upload/share download a single file of 10M size is supported. If you need to use other functions, you need to start the Raysync client.

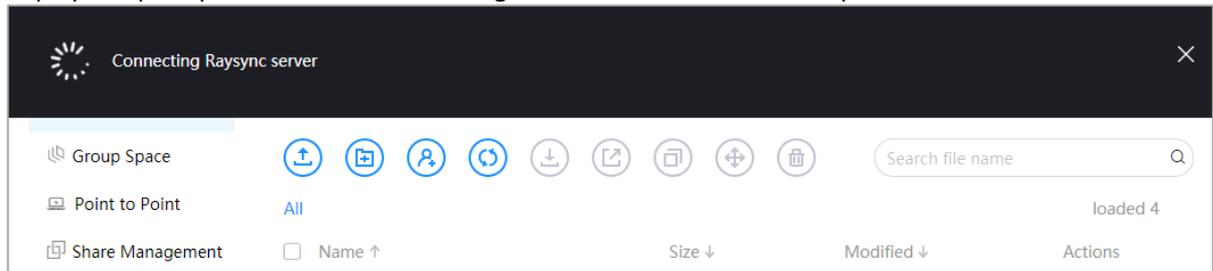
Click "Transfer List" on the front-end web page.



Click "Start" button.



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

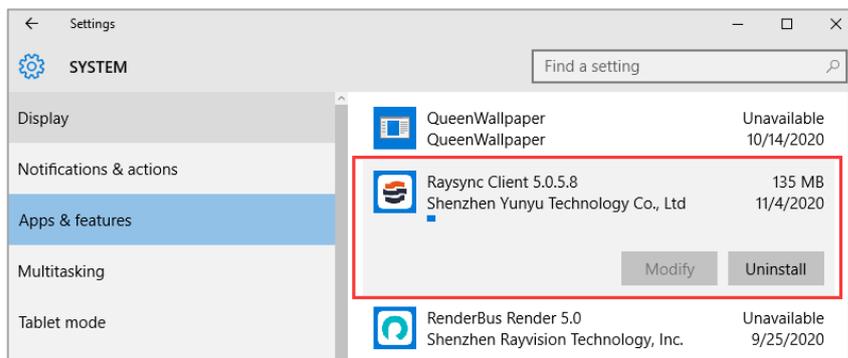


2.2.4 Uninstalling of the client

Uninstall way one:

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

Select Raysync_client.exe program for uninstallation

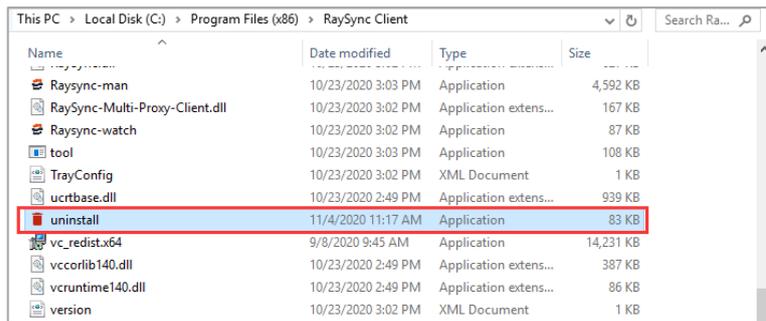


Uninstall way two:

Right-click the client icon on the desktop and click to open the file location.



Select uninstall.exe .



Right-click and select "Run as administrator".

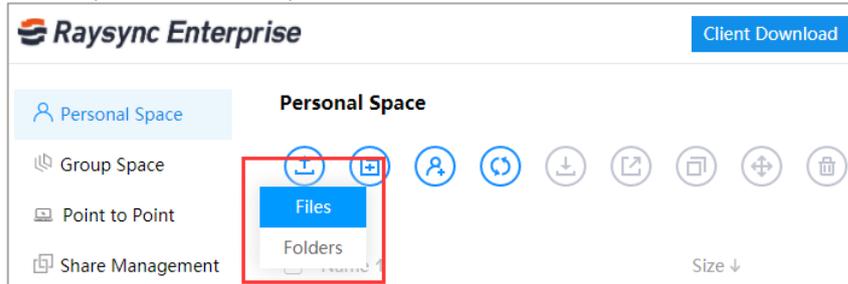


2.3 File operation

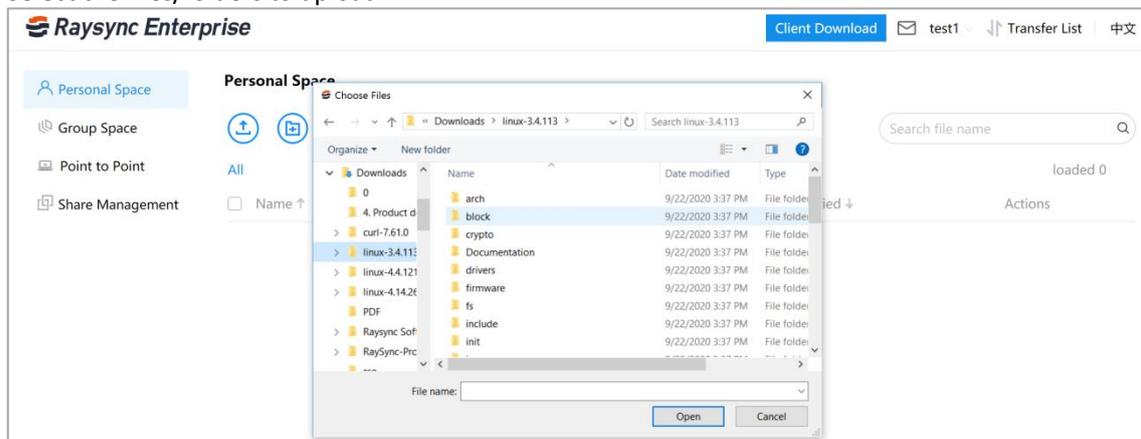
Raysync supports transmission with client and without client (web). Files under 10M can be uploaded and downloaded without the client (web). Files over 10M need to install the client to create. The file size value (default is 10M) supports customized on the admin management.

2.3.1 Upload files/folders

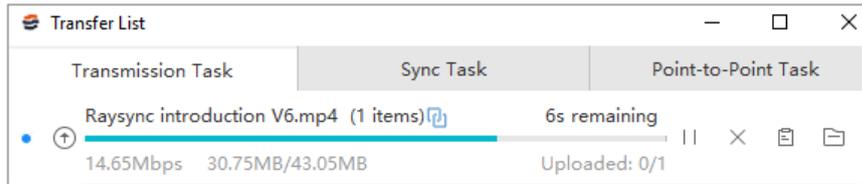
Click [Upload Files] or [Upload Folders].



Select the files/folders to upload.

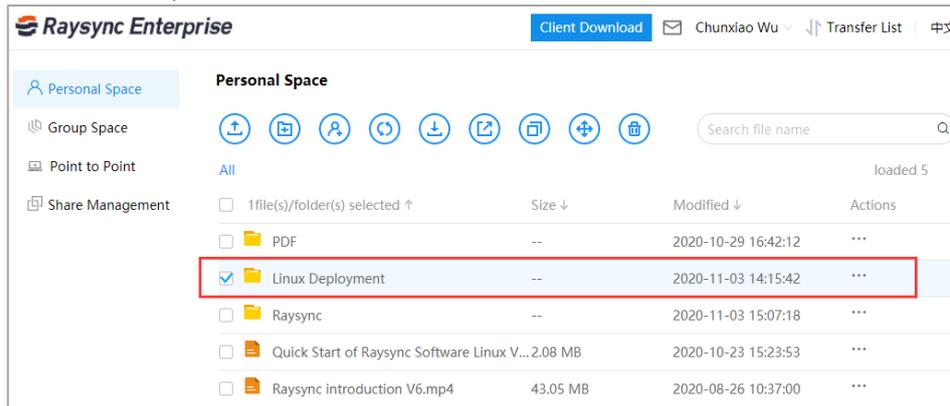


You can view the transmission progress in the client's transmission list.

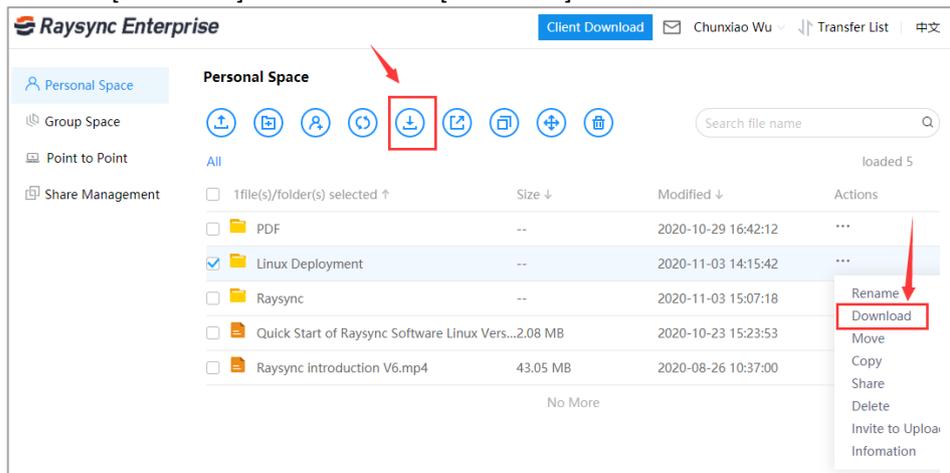


2.3.2 Download files/folders

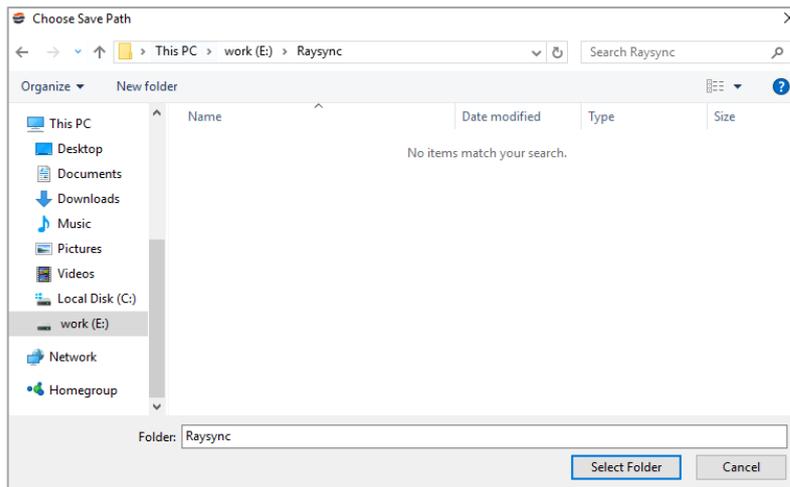
Select the files/folders to download.



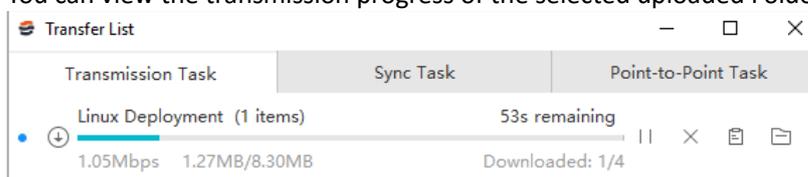
Click the [Download] button or select [Download] in the actions.



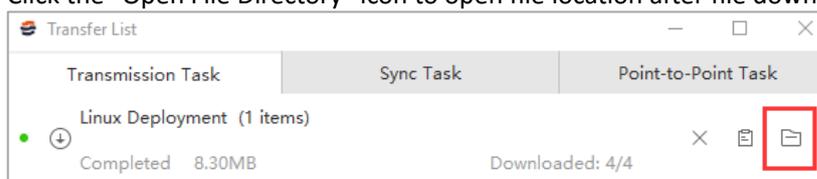
Select the download directory



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

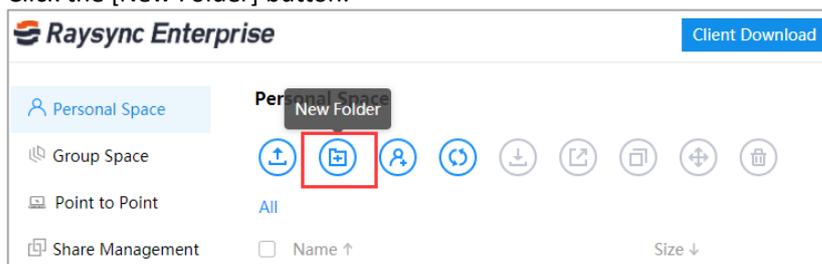


Click the "Open File Directory" icon to open file location after file download completed.

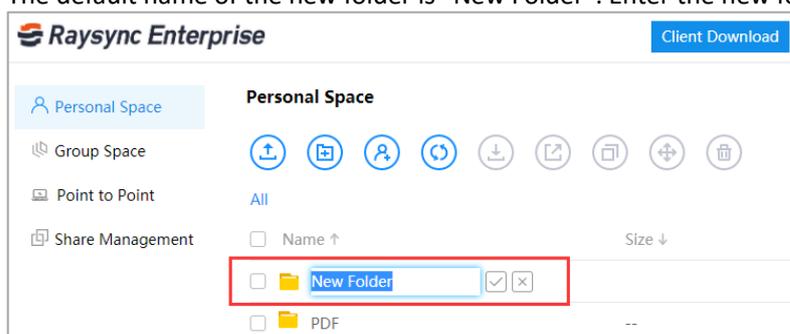


2.3.3 New folder

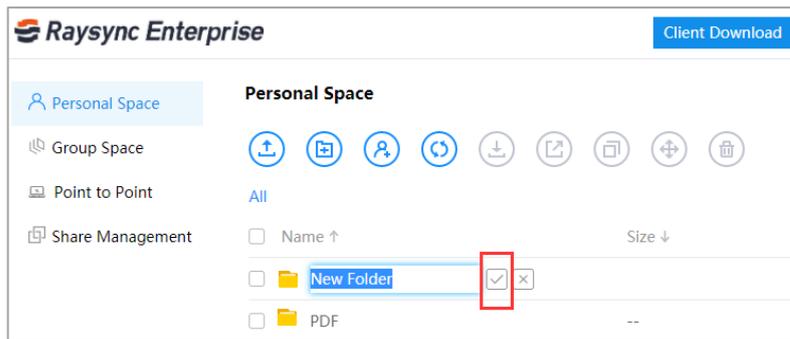
Click the [New Folder] button.



The default name of the new folder is "New Folder". Enter the new folder name.

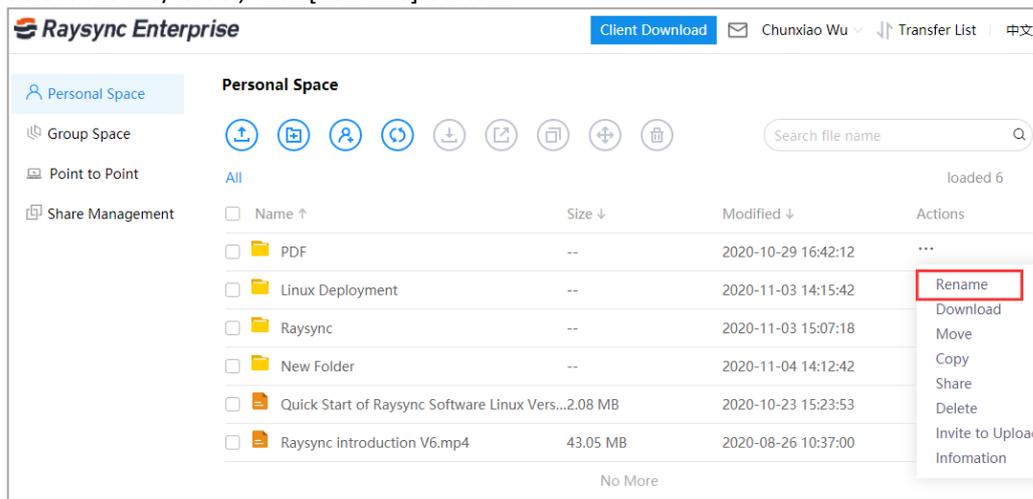


Click [v] or [Enter] key to save.

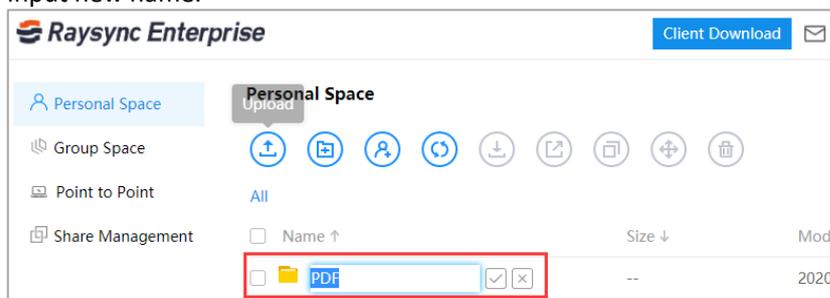


2.3.4 Renaming

Select the file/folder, click [Rename] button.



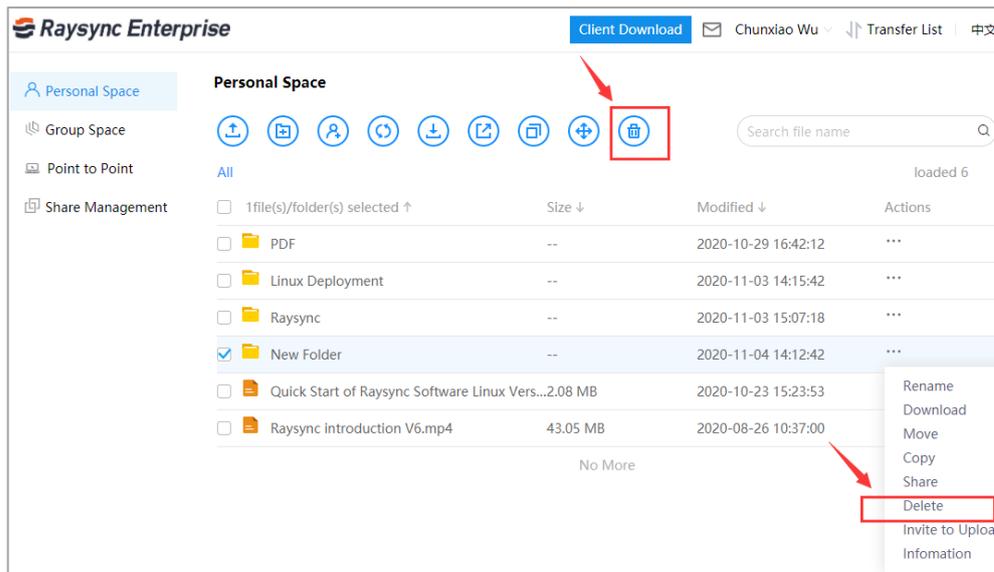
Input new name.



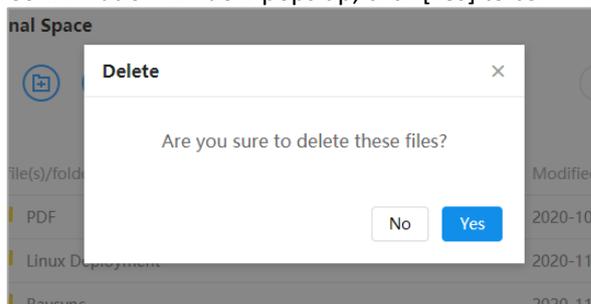
Enter the new name, and click [v] or press [Enter] key to save.

2.3.5 Delete files

Select the files/folders, click the [Delete] button or select [Delete] in the actions.

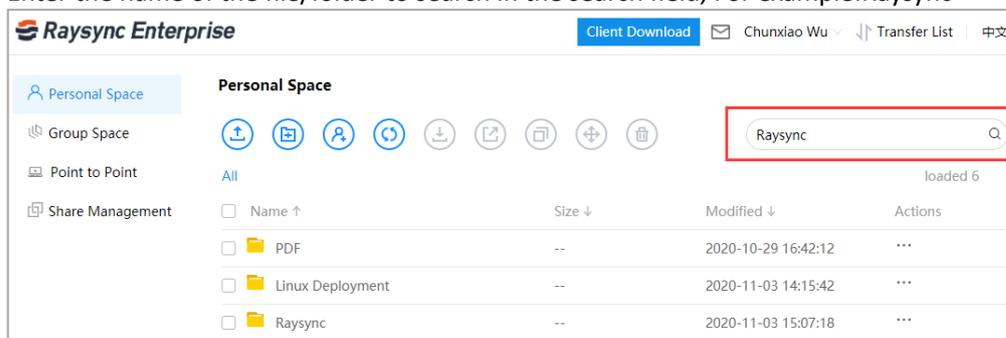


Confirmation window pops up, click [Yes] to confirm.

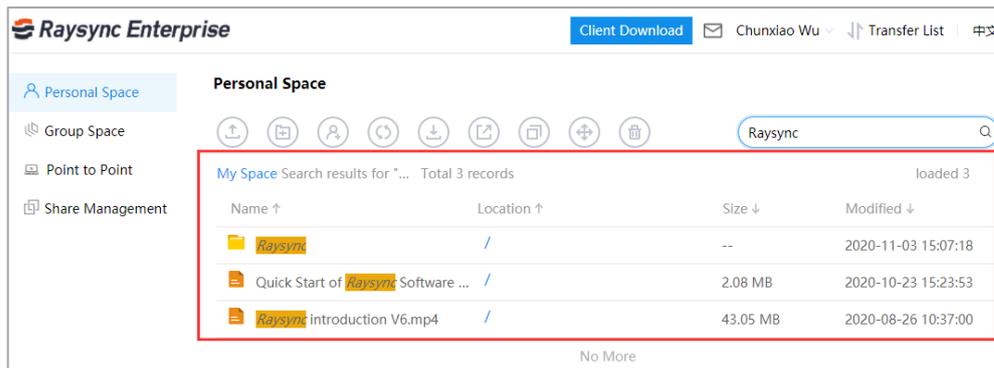


2.3.6 Search

Enter the name of the file/folder to search in the search field, For example:Raysync

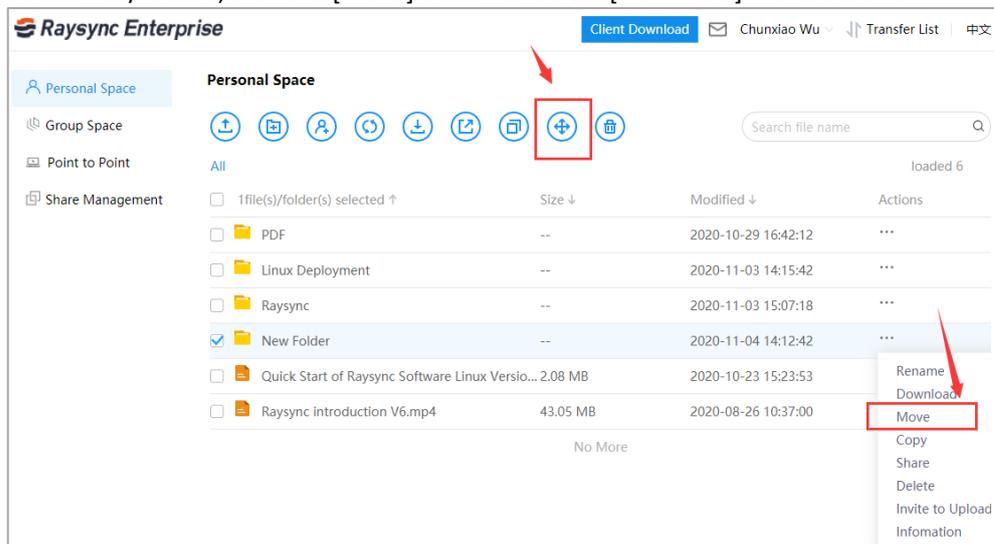


Click the [Search] icon or press [Enter] key.

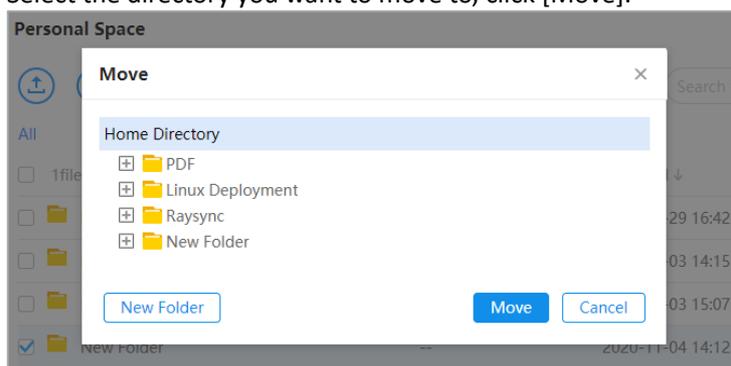


2.3.7 Move files/folders

Select files/folders, click the [Move] button or select [Download] in the actions.

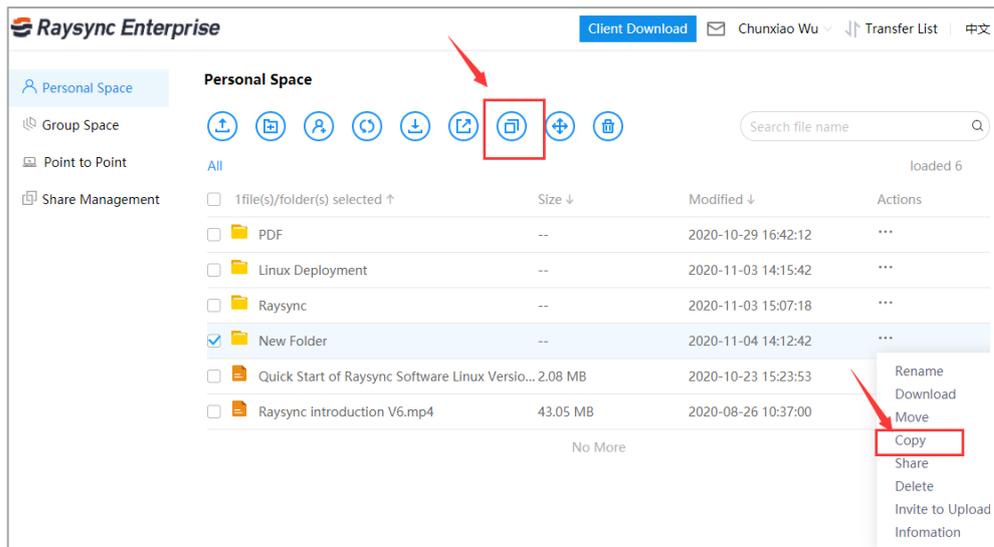


Select the directory you want to move to, click [Move].

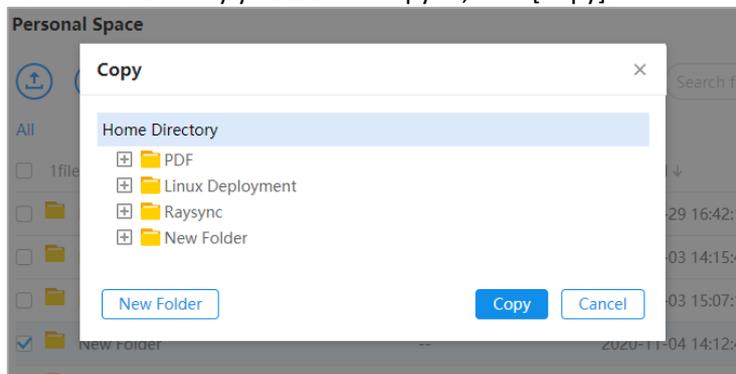


2.3.8 Copy files/folders

Select files/folders, click the [Copy] button or select [Copy] in the actions.



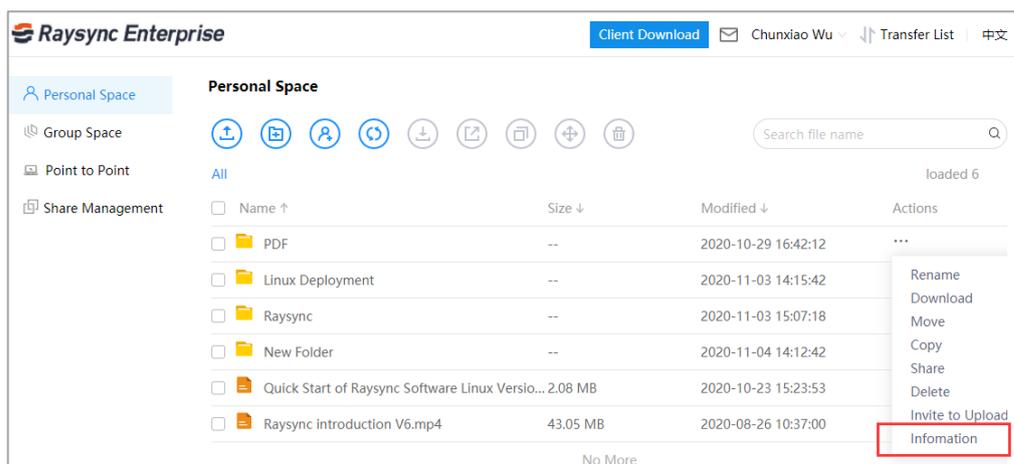
Select the directory you want to copy to, click [Copy].



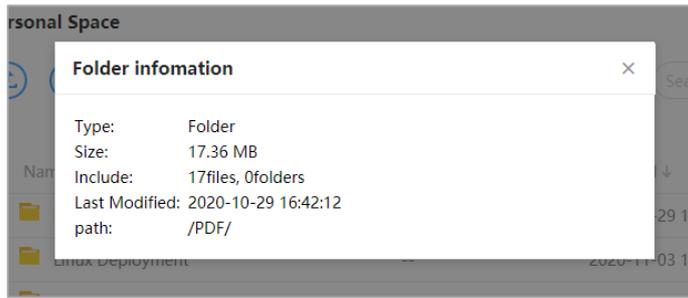
2.3.9 View folder properties

Select the folder you want to view. Click [Information]

Tips: Only support folder.



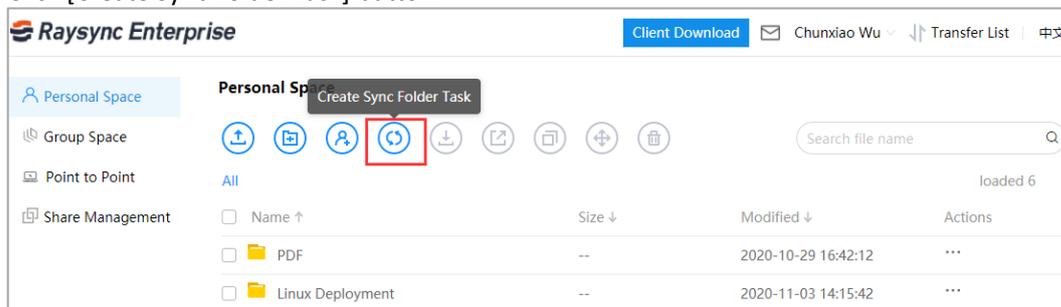
Pop up folder info dialog.



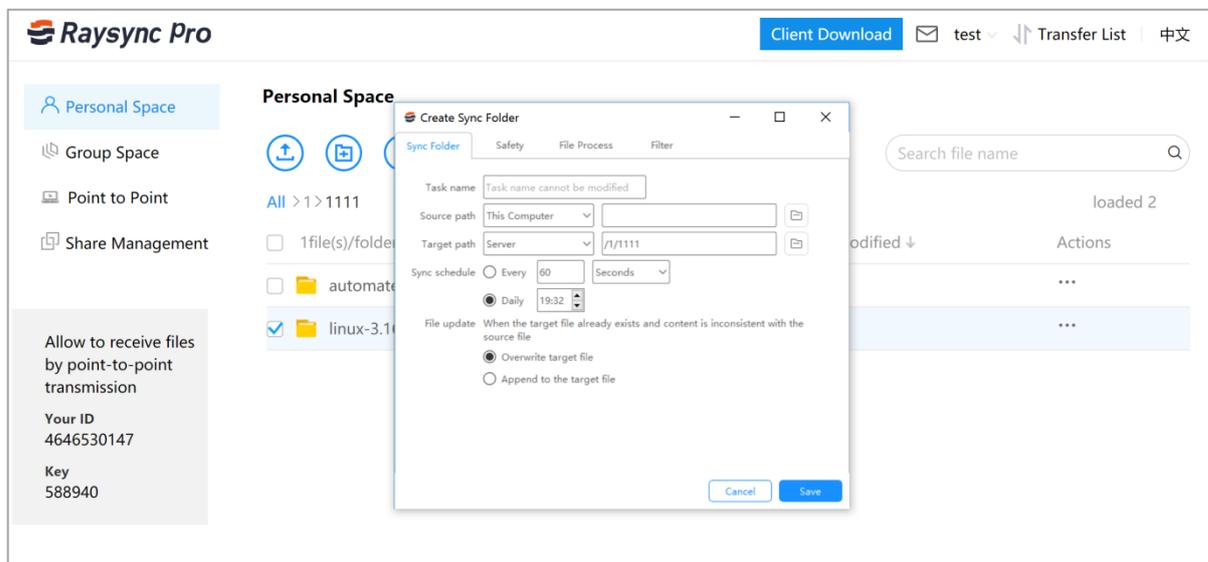
2.3.10 Create synchronization task

To use the synchronization function, the sync function of the user should be enabled in administrator console.

Click [Create Sync Folder Task] button.

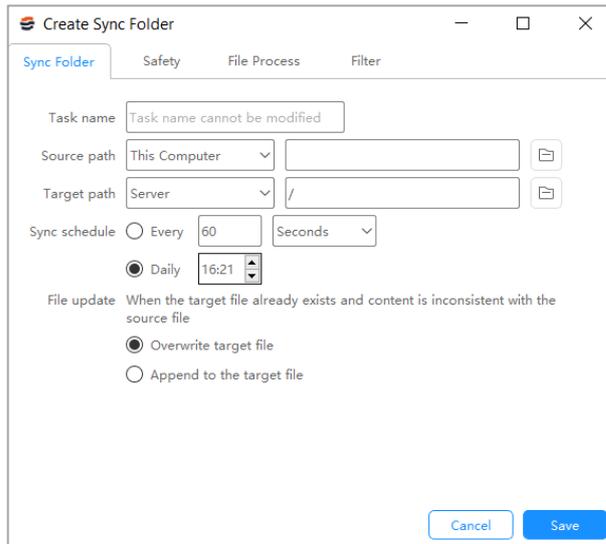


Pop up the dialog box



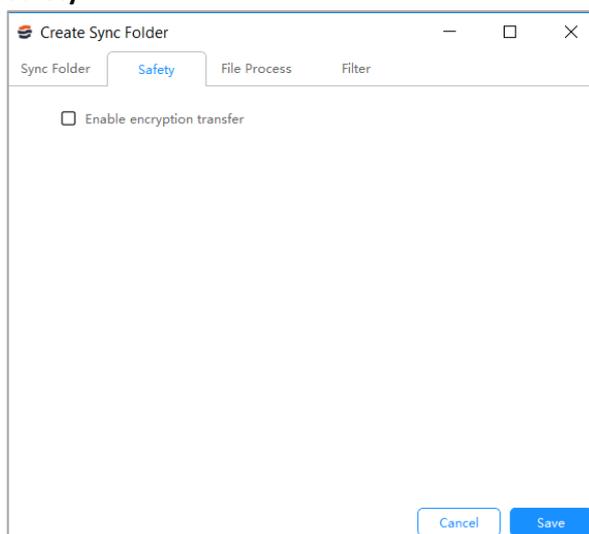
Setting instructions:

Sync Folder



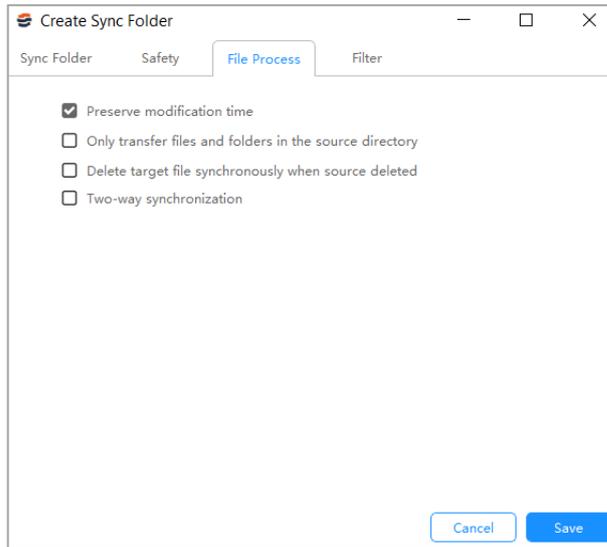
Task name	You can set the name for the synchronization task, and the task name will be displayed in the task list after successfully created.
Source path	Select the source file path to be synchronized, support two-way synchronization, including local to server or server to local
Target path	Select the target path for synchronization to the server or local
Sync schedule	Select the start time of the synchronization task, support two synchronization frequency settings. 1) Synchronize once a day at a fixed time. For example, select "Daily 18:22", the synchronization task will start synchronization at 18:22 every day. 2) Synchronize every time period. For example, select Every 60 seconds, the synchronization task will start synchronization every 60 seconds .
File update	When the target file already exists and content is inconsistent with the source file, you have two updates ways 1) Overwrite target file 2) Append to the target file

Safety



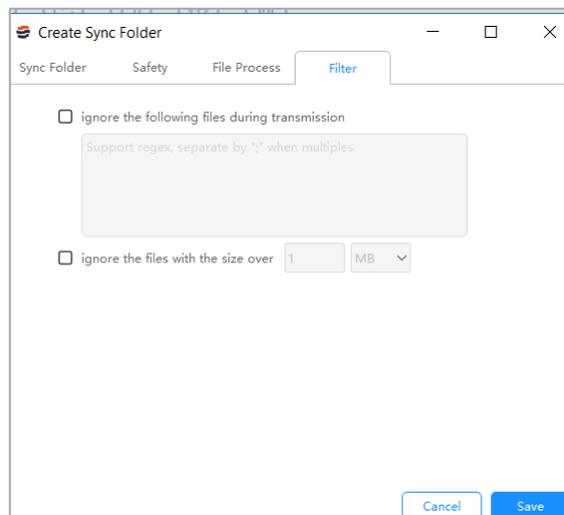
Enable encryption transfer	Using encrypted transmission to make transmission more secure after enabled.
----------------------------	--

File Process



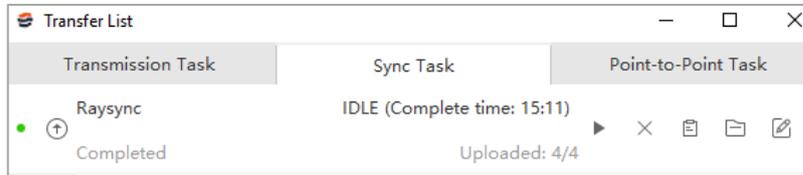
Preserve modification time	<p>Enabled: After the synchronization task is completed, the modification time of the file is the same with the local modification time.</p> <p>Disabled: After the synchronization task transfer is completed, the modification time of the file is the same with the current client transfer completion time.</p>
Only transfer source files, not folders	<p>Enabled: Only files in the directory will be transferred.</p> <p>Disabled: All files and folders in the directory will be transferred.</p>
Delete target file synchronously when source deleted	<p>Enabled: if the file of the source or destination path is deleted, the other party's file will also be deleted synchronously.</p> <p>For example, if the local directory A is synchronized to the server, if the "test" file in the A directory is deleted, the "test" file on the server will be deleted synchronously.</p> <p>Tips: Root directory is not supported; "Delete Synchronously" and "Transfer source files only" can not be enabled both.</p>
Two-way synchronization	<p>After enabled, the service will perform two-way synchronization between the service and the client. Raysync will first upload the local directory file to server, and then download the server directory file to local.</p>

Filter



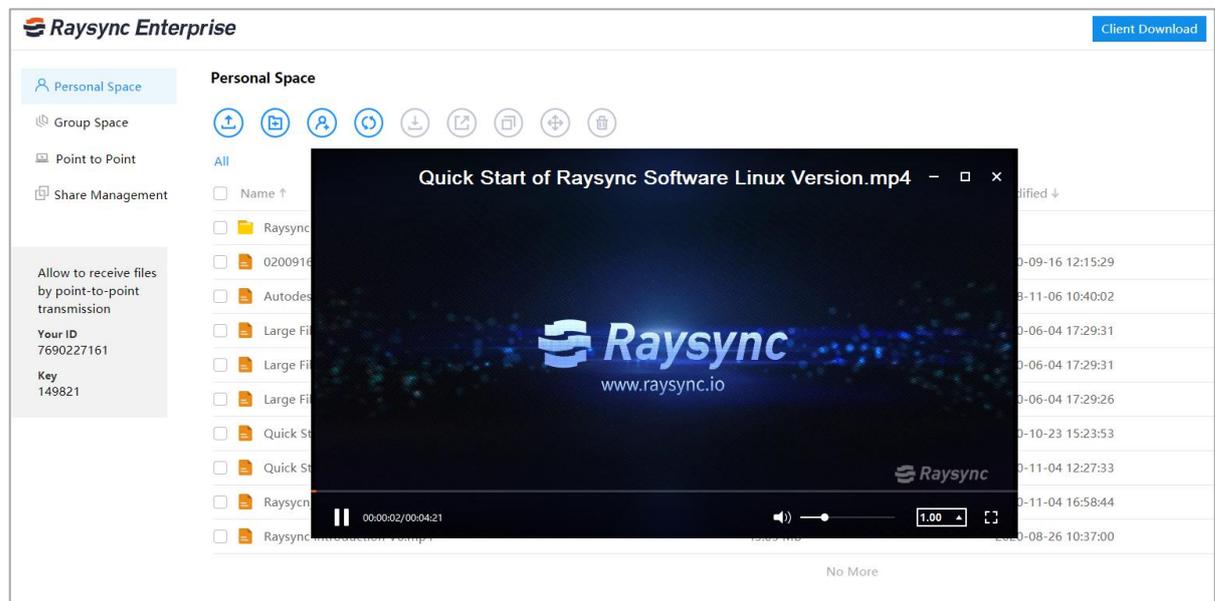
Ignore the following files during transmission	Support regular matching filter files. For example, if you want to filter files ending with txt, enter *.*\txt, and then files ending with txt will not be transmitted during synchronization.
Ignore file size	Files exceeding the setting size will not be transferred during synchronization.

After setting, click [OK] button, you can view the sync task in the client



2.3.11 File preview

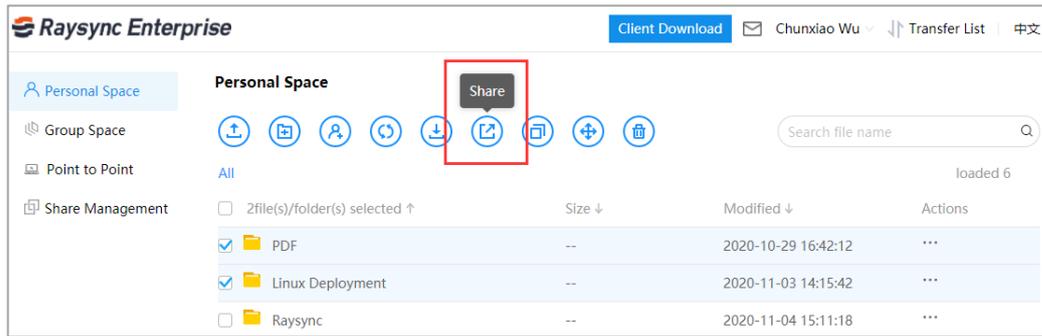
Click on the picture or video file to preview.



2.4 Share link operation

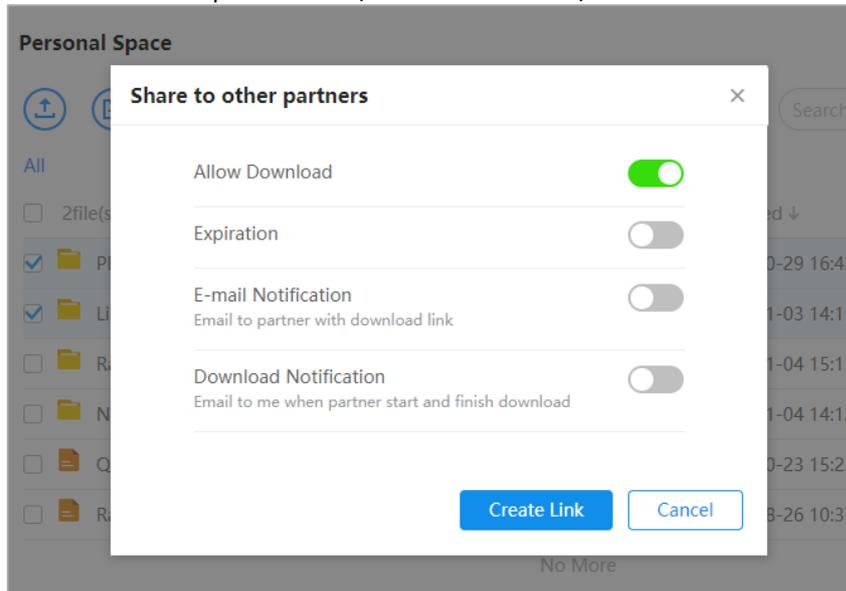
2.4.1 Share to download

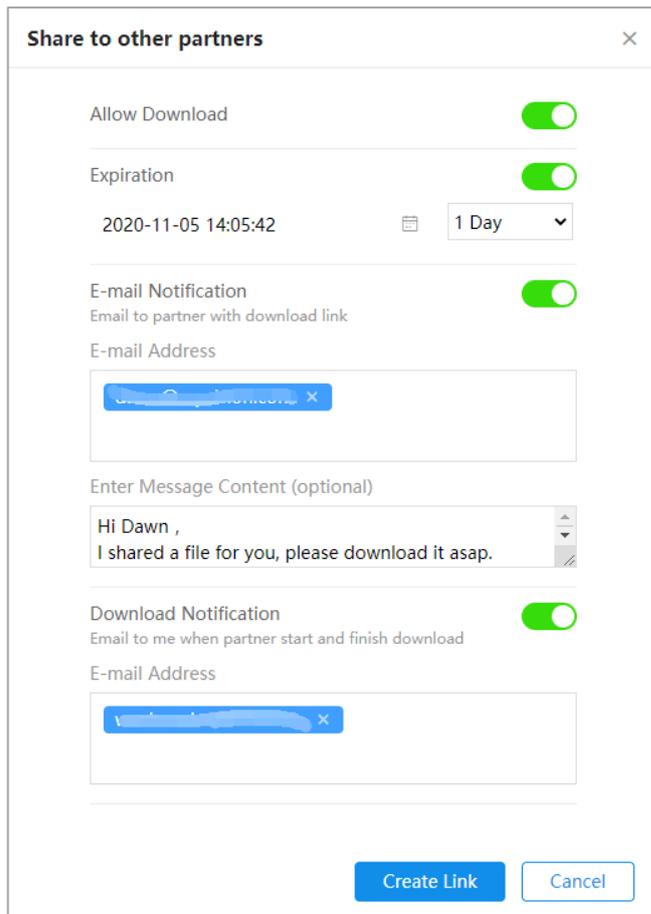
Select files/folders to share.



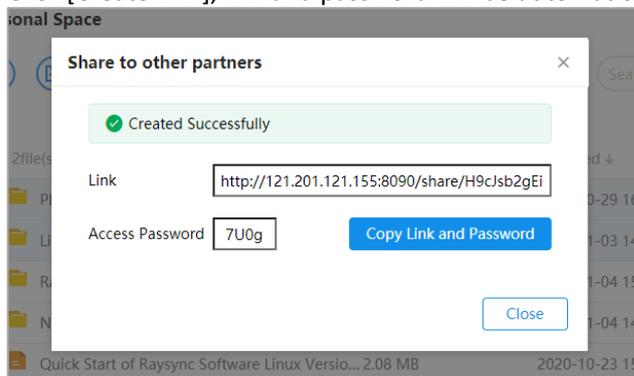
Pop-up File/Folder Sharing Settings Box.

You can set the expiration time/E-mail notification/Download notification.





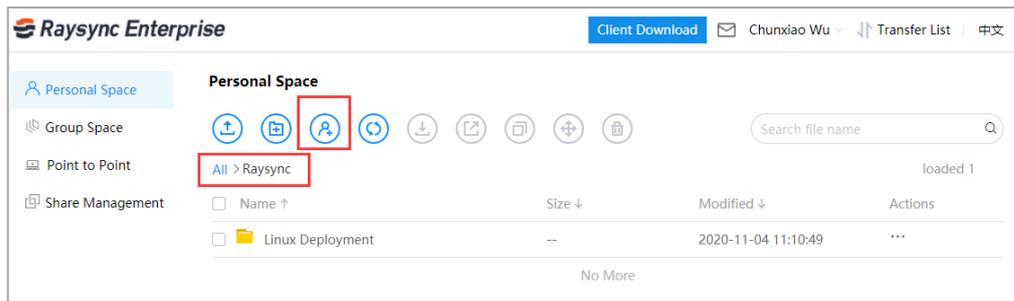
Click [Create Link], link and password will be automatically generated by default.



Click [Copy Link and Password] to send the link with password to your partner.

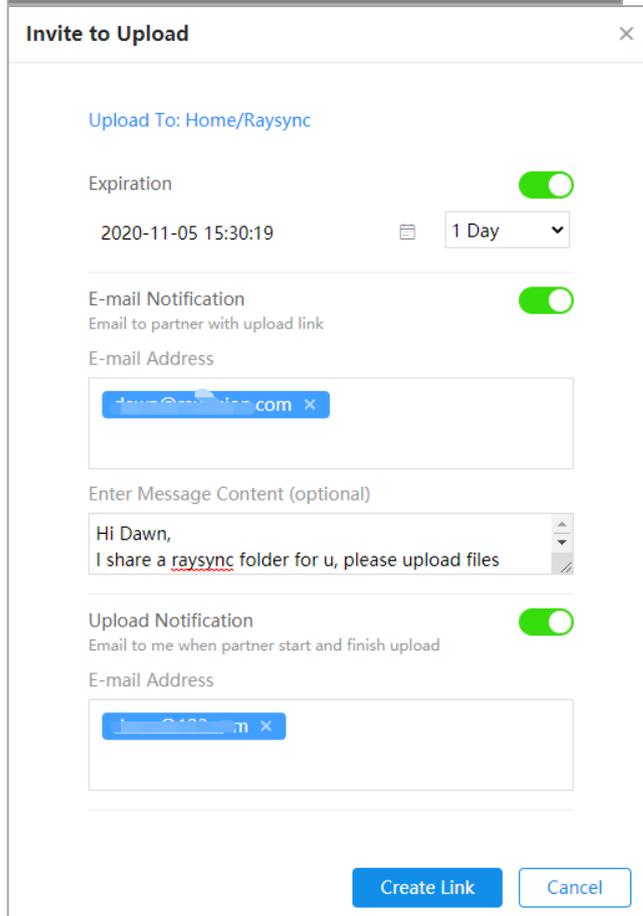
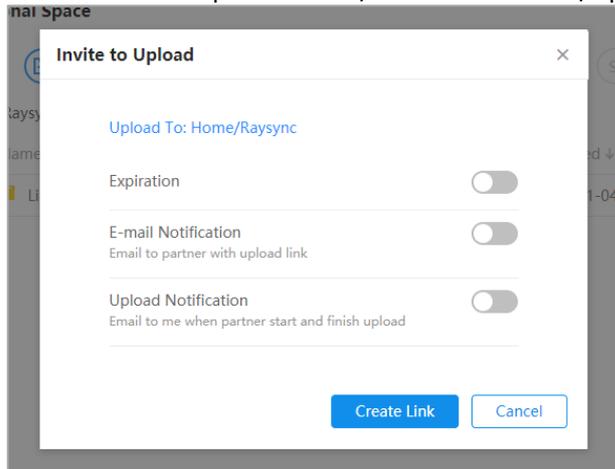
2.4.2 Invitation to upload

Open the folder that you want to invite to upload, and click [Invite to upload] button.

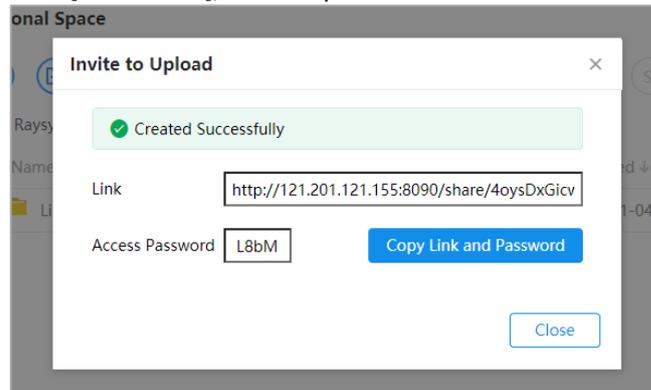


Pop-up folder invitation upload setting box.

You can set the expiration time/E-mail notification/Upload notification.



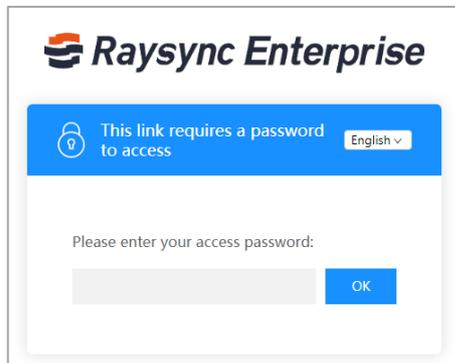
Click [Create Link], link and password will be automatically generated by default.



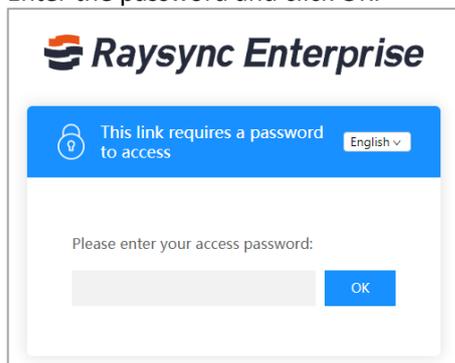
Click [Copy Link and Password] to send the link with password to your partner who needs to upload.

2.4.3 Access sharing link to download

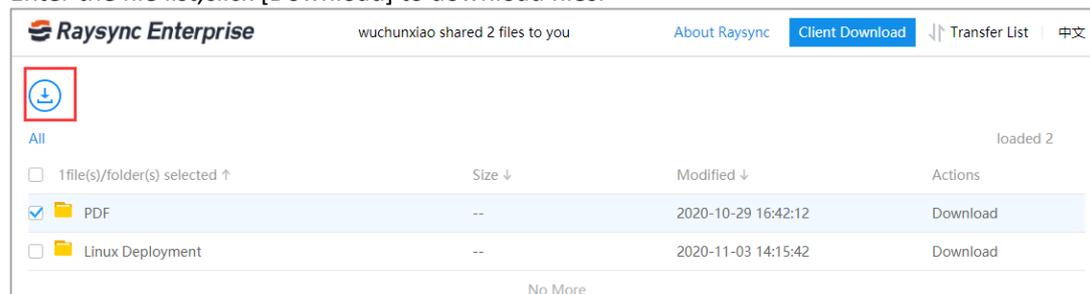
Enter the share download link address in the browser.



Enter the password and click OK.

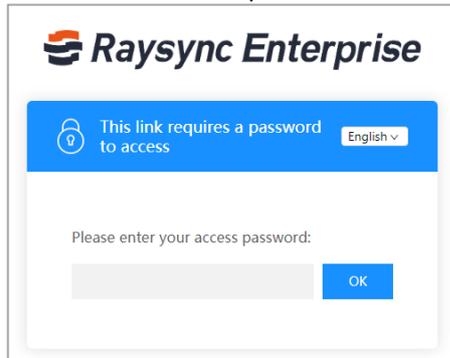


Enter the file list, click [Download] to download files.



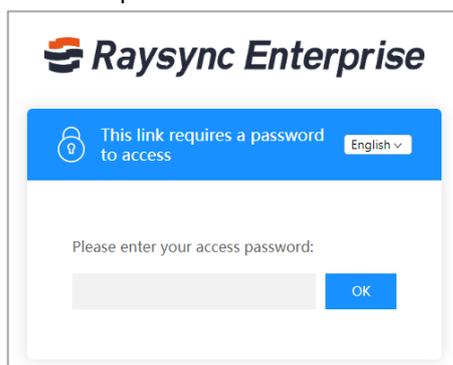
2.4.4 Access inviting link to upload

Enter the invitation upload link address in the browser.



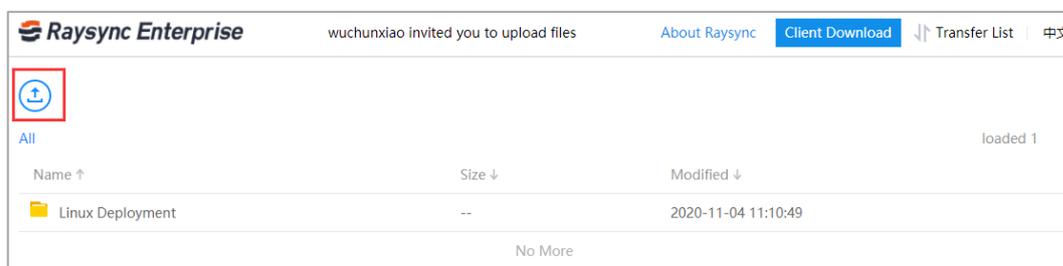
The screenshot shows the Raysync Enterprise interface. At the top, it says "Raysync Enterprise". Below that, a blue banner contains a lock icon and the text "This link requires a password to access" with an "English" dropdown menu. Underneath, it says "Please enter your access password:" followed by a text input field and an "OK" button.

Enter the password and click OK.



This is an identical screenshot to the one above, showing the password prompt interface.

Enter the file list,click [upload] to upload files.



The screenshot shows the Raysync Enterprise interface with a file list. At the top, it says "Raysync Enterprise" and "wuchunxiao invited you to upload files". There are navigation links for "About Raysync", "Client Download", "Transfer List", and "中文". A red box highlights an upload icon (a circle with an upward arrow). Below the icon, it says "All" and "loaded 1". The file list has columns for "Name", "Size", and "Modified".

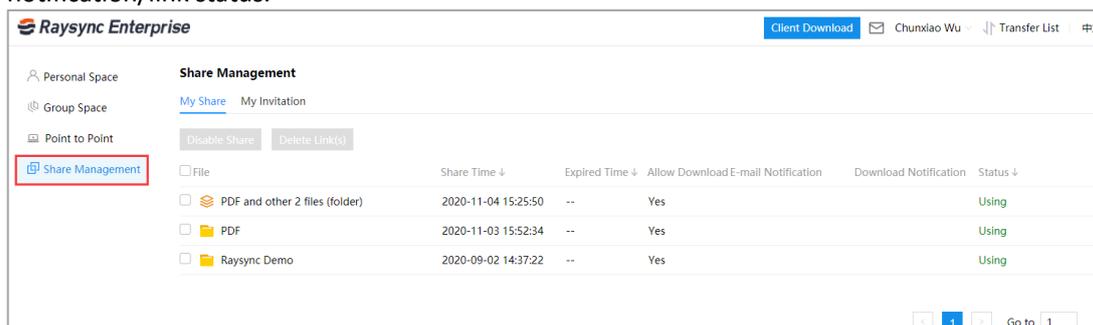
Name ↑	Size ↓	Modified ↓
Linux Deployment	--	2020-11-04 11:10:49

At the bottom of the list, it says "No More".

2.4.5 Share management

Click [Share Management] in the left navigation bar to enter share management.

You can view sharing files/sharing time/expiration time/link/password/email notification/download notification/link status.

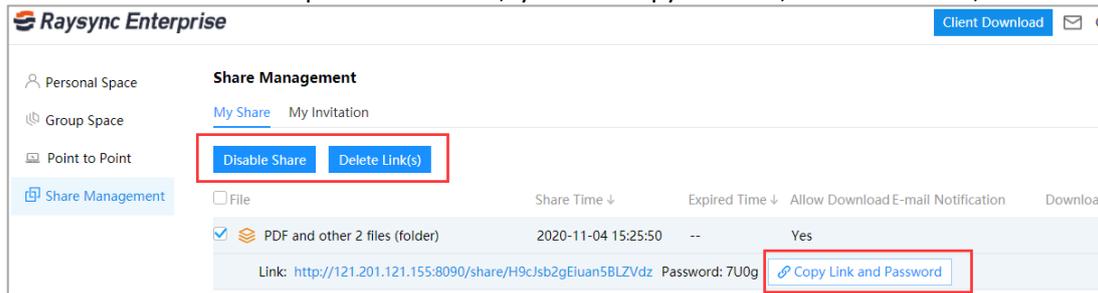


The screenshot shows the Raysync Enterprise interface with the "Share Management" section. The left navigation bar has "Share Management" highlighted with a red box. The main content area shows "Share Management" with tabs for "My Share" and "My Invitation". There are buttons for "Disable Share" and "Delete Link(s)". Below that, there is a table of shares.

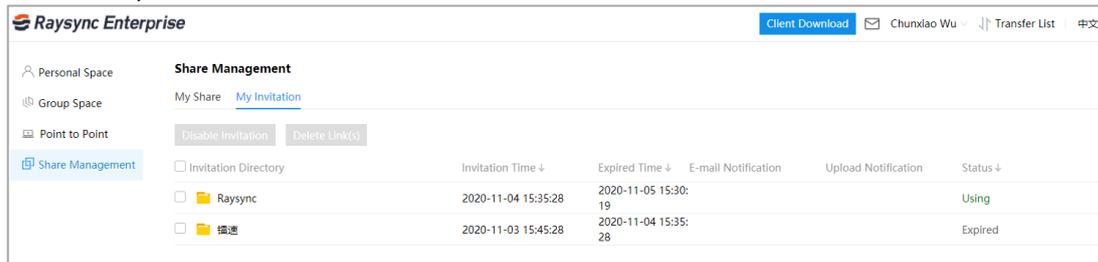
File	Share Time ↓	Expired Time ↓	Allow Download E-mail Notification	Download Notification	Status ↓
<input type="checkbox"/> PDF and other 2 files (folder)	2020-11-04 15:25:50	--	Yes		Using
<input type="checkbox"/> PDF	2020-11-03 15:52:34	--	Yes		Using
<input type="checkbox"/> Raysync Demo	2020-09-02 14:37:22	--	Yes		Using

At the bottom right, there is a "Go to" field with the number "1" and a "Go" button.

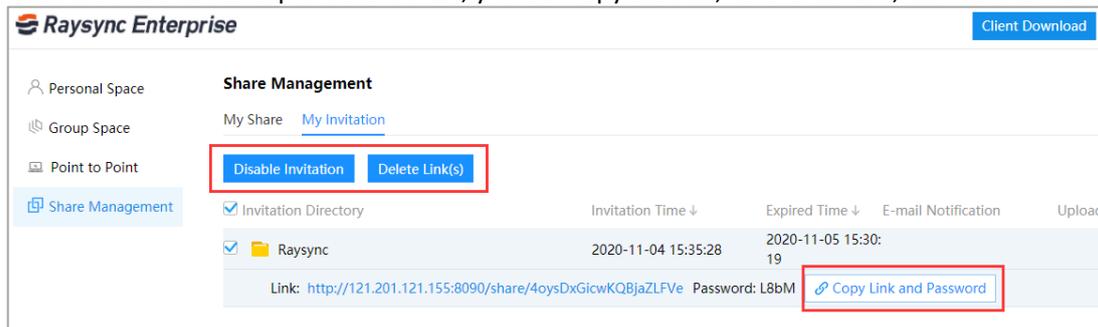
Click the share file to expand the details, you can copy the link, delete the link, and disable share.



You can view inviting files/ invitation time/expiration time/link/password/email notification/upload notification/link status.



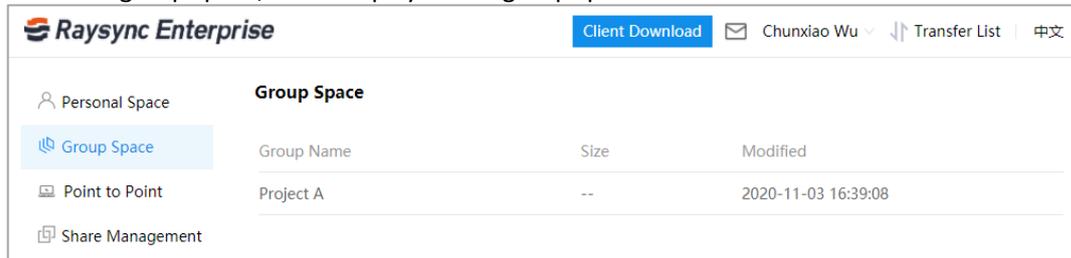
Click the share file to expand the details, you can copy the link, delete the link, and disable share.



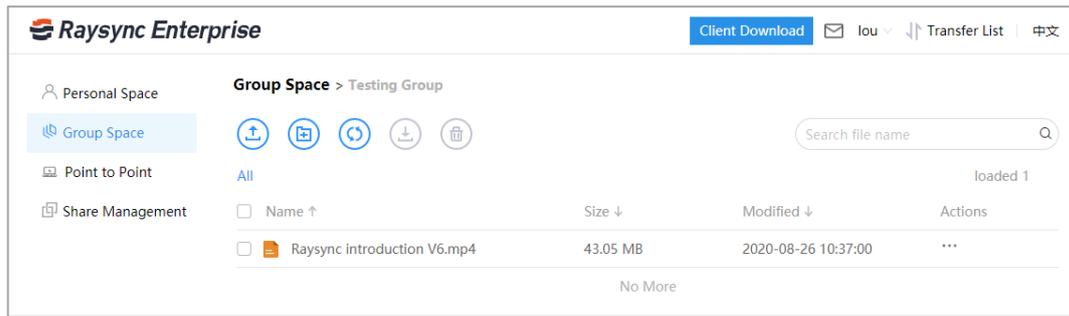
2.5 Group space

The group space can support multi-user collaborative file management.

Enter the group space, it will display all the group spaces where the current user is.



Select to enter any group space will show all documents and folders in that group space.



You can upload,download,and sync files.

Tips: Group space does not support to share to download or invite to upload.

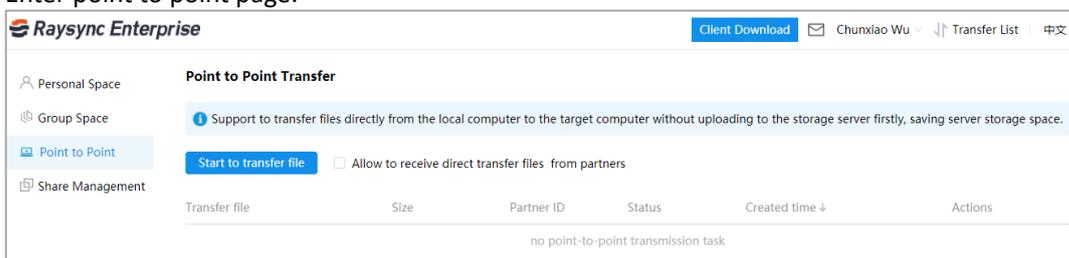
2.6 Point to point transfer

The client supports point to point transmission between users.

For example: User A is online, and user A provides his own transmission ID and key. Other users can connect to user A by ID and key, and transfer the data directly to user A's computer directly without landing on the server's storage.

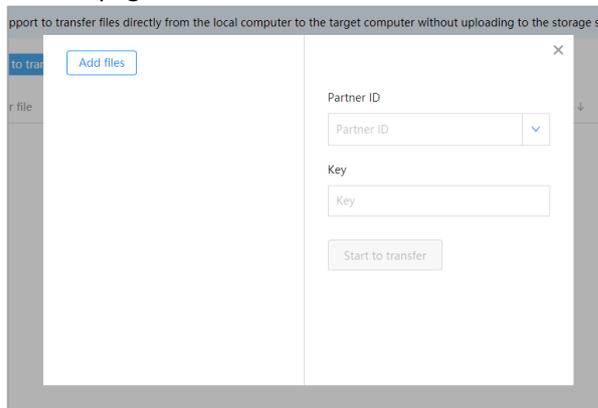
2.6.1 Send point to point files/folders

Enter point to point page.

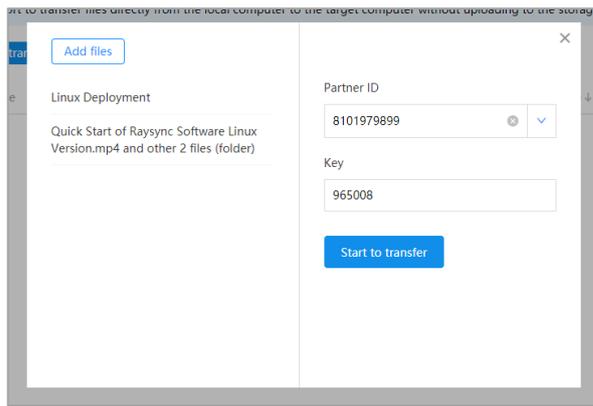


Click [Start to transfer file], add files/folders, and enter the ID and Key from the receiving partner.

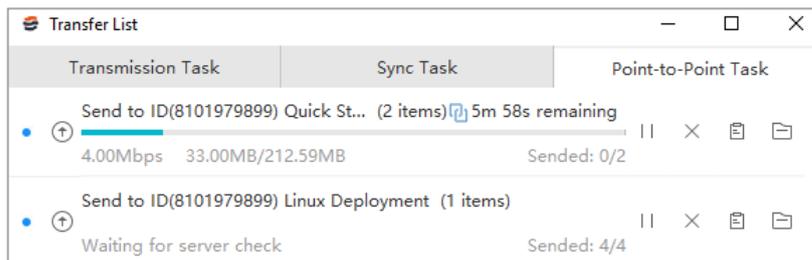
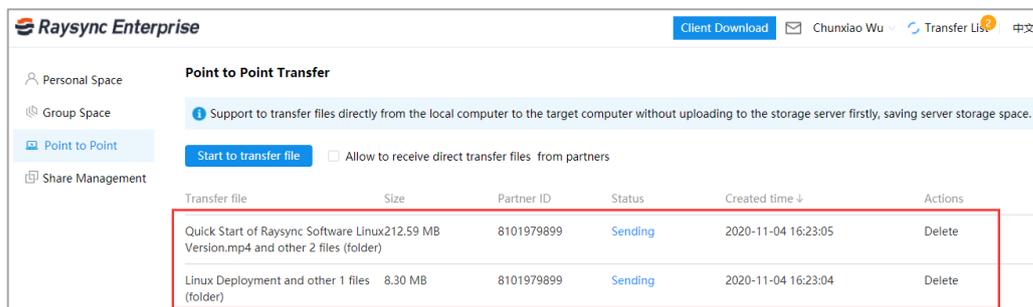
Tips: The receiving partner needs to turn on the [Allow to receive direct files from partners] button on the webpage.



Click [Start to transfer]



The task list will be displayed on both the web and the client after the task is successfully created.



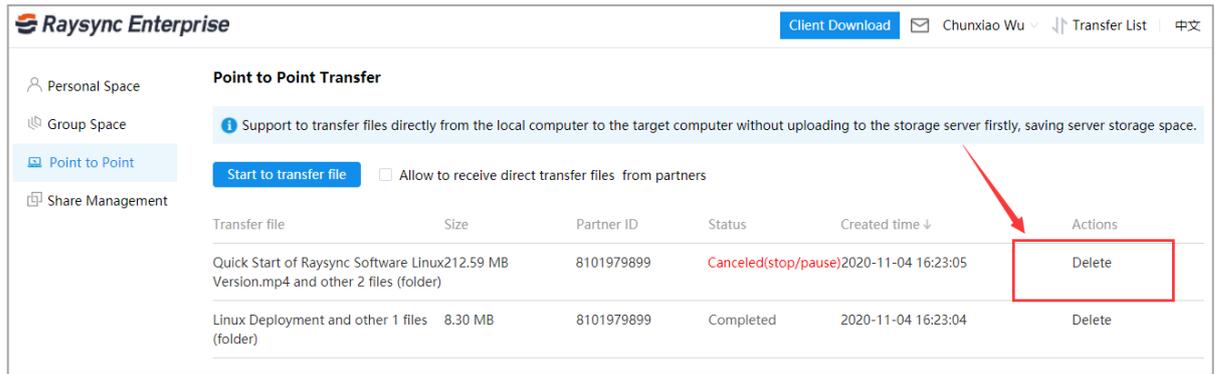
Transmission status description:

Sending	Files/folders are sending
Completed	Files/folders transfer completed successfully
Canceled	The sender client pauses the task
Failed	During the transmission, the failure will be displayed when the following situations occur: one exits the client, the receiving client's transmission is suspended, the transmission is interrupted, the network connection is not good, the server is abnormal, the transmission fails, the authentication fails, etc.

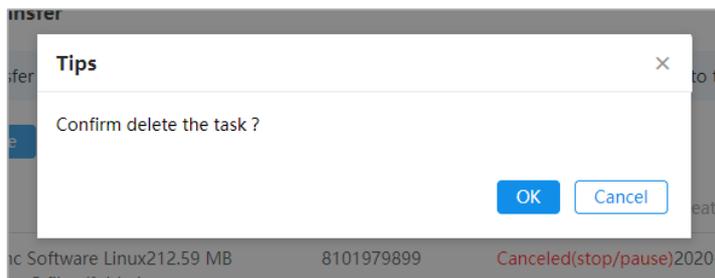
2.6.2 Delete point ot point task

Select task to be deleted, and click [Delete] button.

Tips: If you delete the task of the webpage, the corresponding task will also be deleted synchronously.



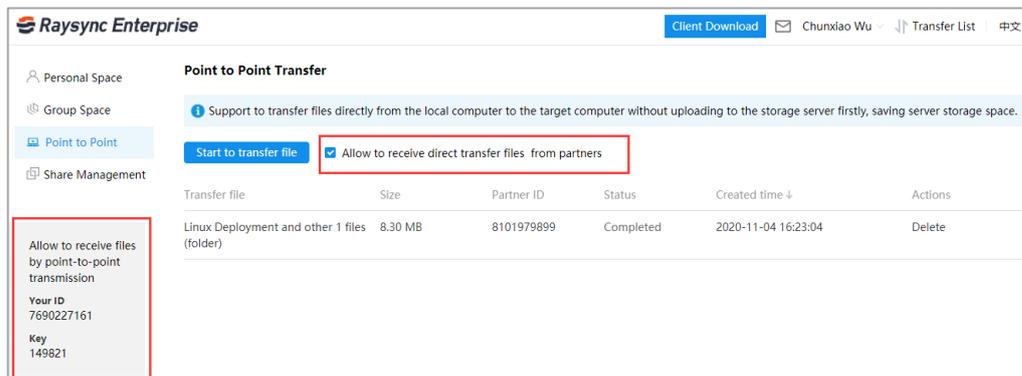
Click [OK] to delete.



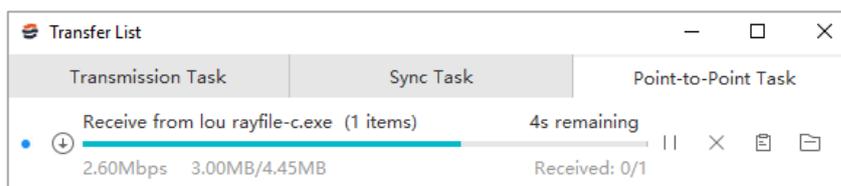
2.6.3 Receiving point to poing files/folders

The receiving end needs to enable the [Allow to receive direct files from partners] button on the webpage to receive files.

The left navigation bar will display your transfer ID and key After enabled successfully.

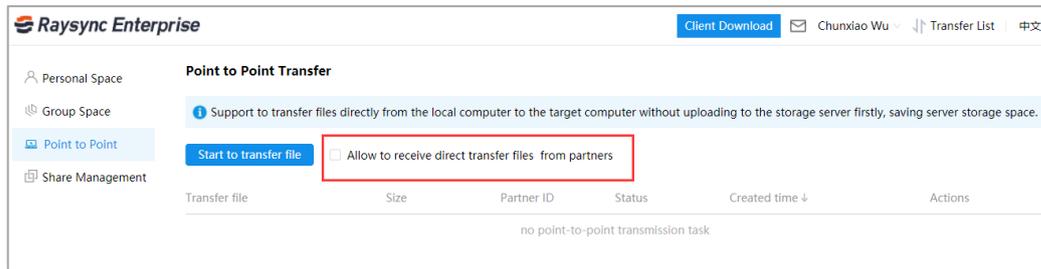


When the sender sends file to the receiving partner, the receiving client list will generate a corresponding direct transfer task record.



If you do not want to receive point to point files sent by others, click on the web page to disable [Allow to receive direct files from partners]

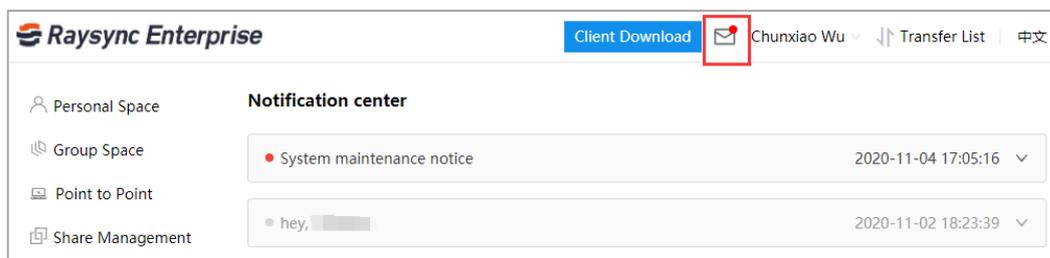
The left navigation bar will not display the ID and key after disable successfully.



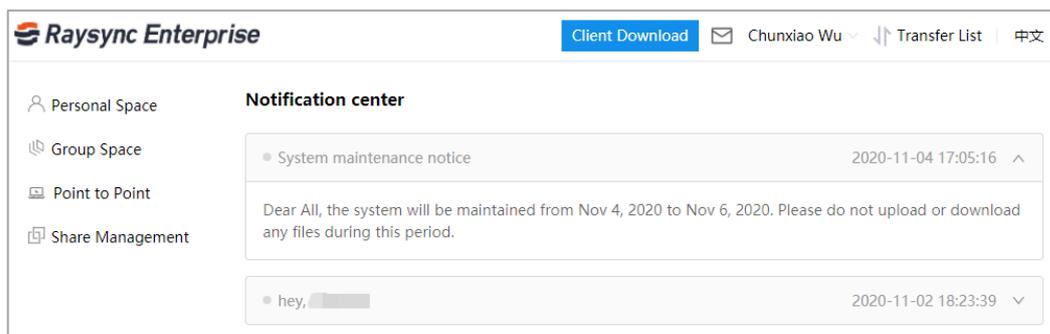
2.7 Notification center

View the notification content sent by the administrator.

Click the notification icon at the top right.



Click the notification, you can view the content.

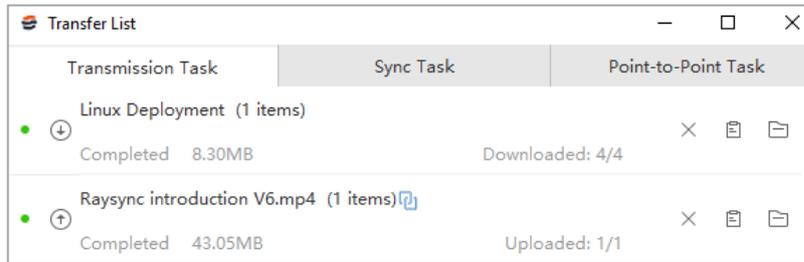
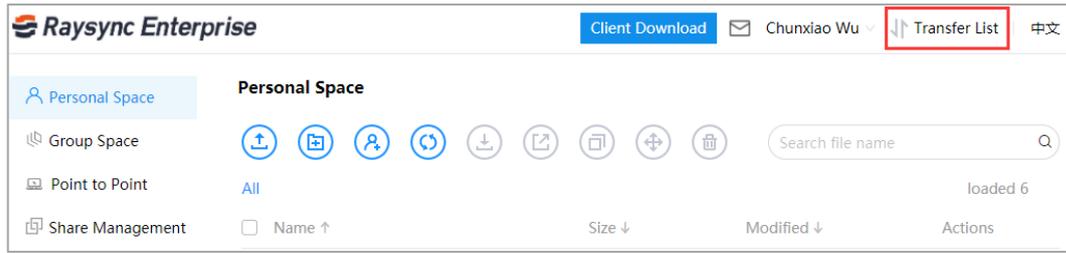


2.8 Transfer list

2.8.1 Transfer list info

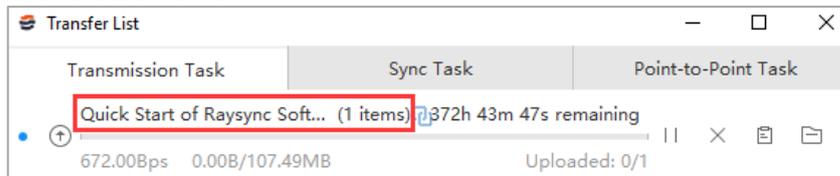
The transmission list can show information such as the progress/speed of the transmission task/the number of files completed for transmission/the total number of files for the task/the file task details contained in the task/the task transmission speed curve, etc. The transmission list also supports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

Click [Transfer List] in the upper right corner of the webpage.

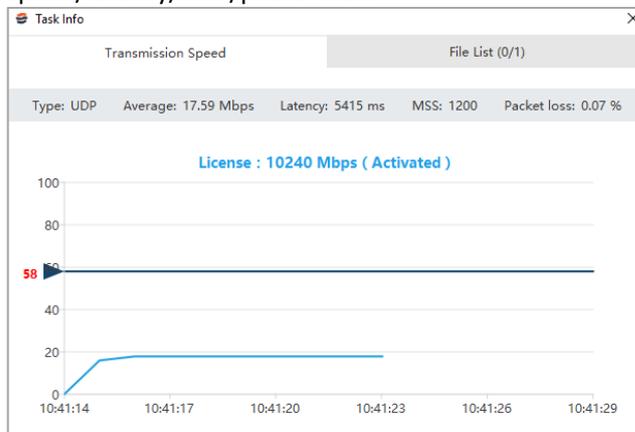


2.8.2 Task details

Click the task name.



Enter task details, you can view the transmission info, including speed/protocol type/average speed/latency/MSS/packet loss.



Click [File List], you can check the every single file's name/size/progress/status/speed/error.

The 'Task Info' window shows the 'File List (0/1)' tab with the following details:

- Start time: 2020-11-24 15:03:50
- End time: 2020-12-28 17:43:39
- Total time: 34d 2h 39m 49s

No.	Local path	Server path	Size	Progress	Status	Speed/Error
1	E:/Software/3D ...	/...	1.03GB	38.17%	stopped	-

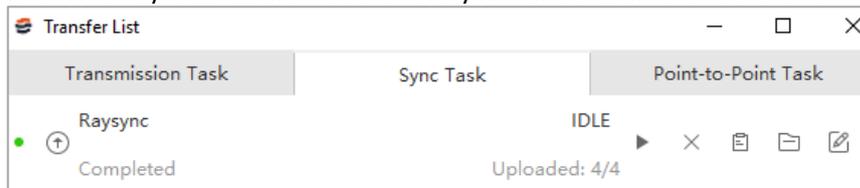
2.8.3 Ordinary transmission task list

Support task deletion, pause, start, open local directory, empty and other operations

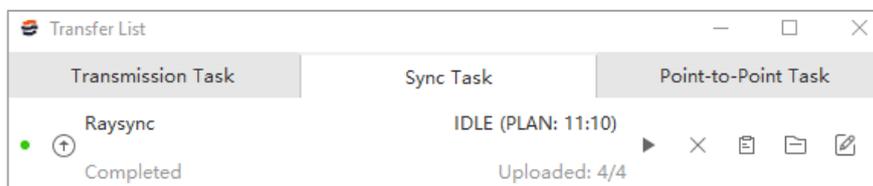
2.8.4 Sync task list

2.8.4.1 Task status

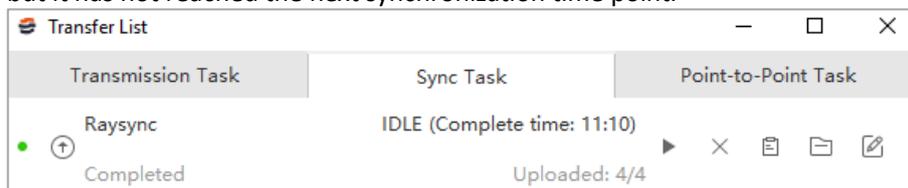
Idle: When sync schedule mode is “every XX” and the time is not reached.



Plan: When sync schedule mode is “Daily XX” and the synchronization time is not up.

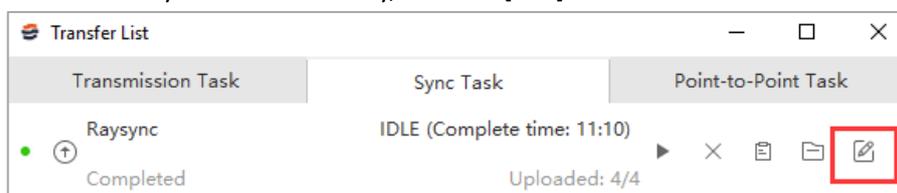


Idle(Complete time): When sync schedule mode is “Daily XX” and synchronization has been completed, but it has not reached the next synchronization time point.

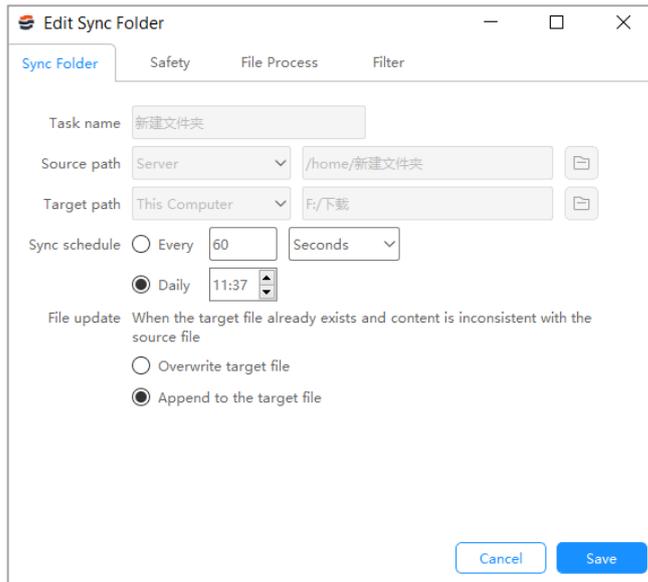


2.8.4.2 Edit sync task

You can edit sync task individually, click the [Edit] icon



You can modify sync folder, safty and file process.



Click [Save] to take effect.

2.8.4.3 Sync task type

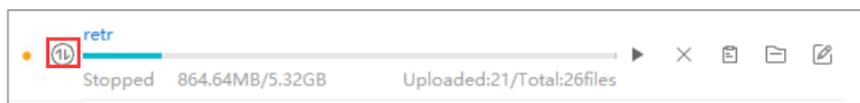
Sync upload



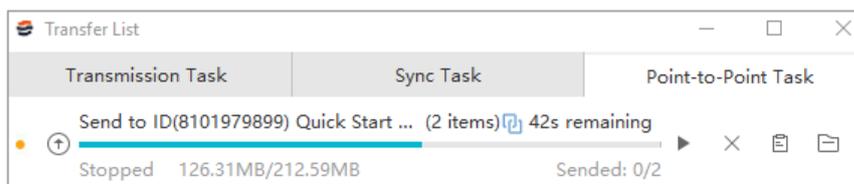
Sync download



Two-way sync



2.8.5 Point to point task list

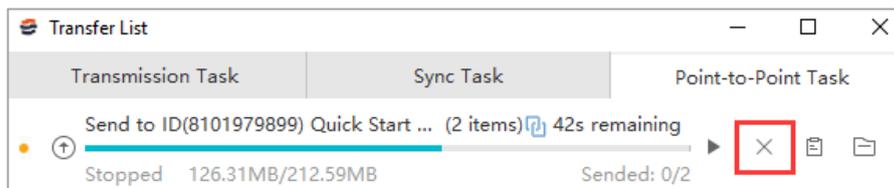


2.8.5.1 Task stop status instruction

When sender stop the task	<p>Sender task status: "stopped" Receiver task status: "the other side paused"</p> <p>the sender can restart the task, and the receiver client will create a new task record to continue transmission.</p>
When receiver stop the task	<p>Sender task status: "stopped" Sender task status: "stopped" Receiver task status: "stopped"</p> <p>The receiver cannot restart the task again.</p>
Other failures	<p>Sender and receiver task status: "Connection failed"</p> <p>when the sender or receiver closes the client during transmission, poor network connection, server abnormality, etc.</p>

2.8.5.2 Delete task

Click [Delete] icon.

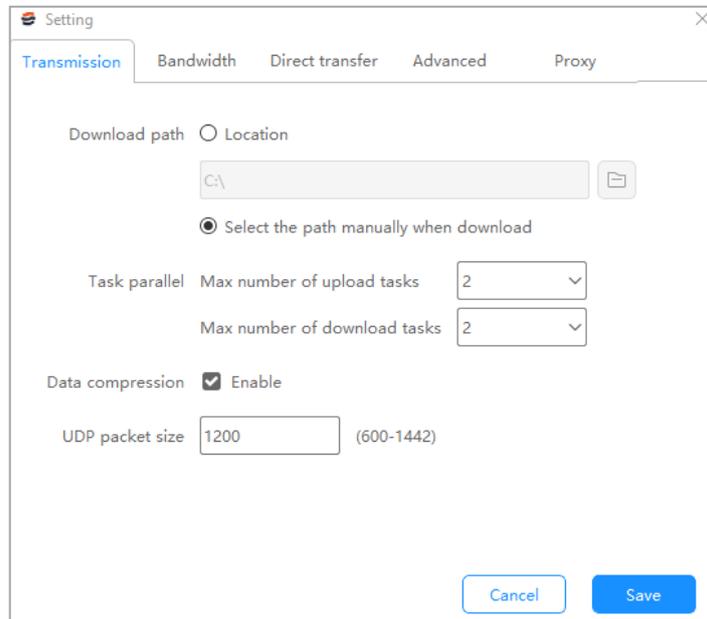


Click [ok] to delete.

After the task of the client list is successfully deleted, the record of the webpage will also be deleted.

2.9 Client settings

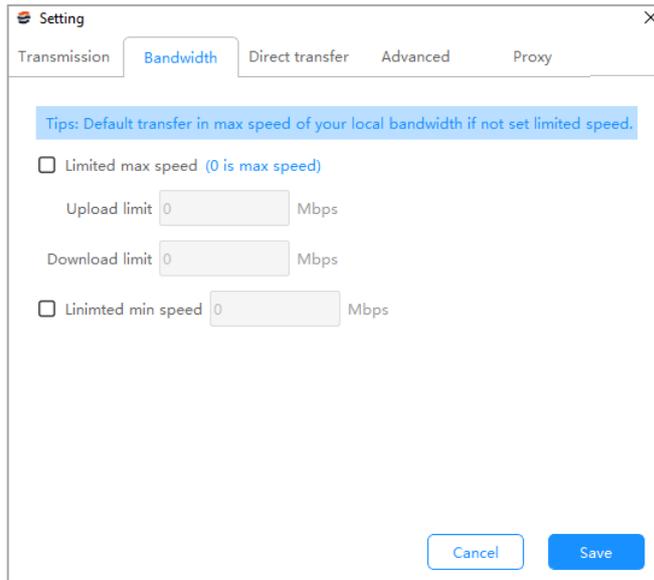
2.9.1 Transmission setting



Download path	Supports setting the default download path and manually selecting the path when downloading.
Task parallel	Support to set the maximum number of parallel upload tasks and the maximum number of parallel download tasks, up to 10.
Data compression	When enabled, the data will be compressed before being transmitted during transmission to improve transmission efficiency
UDP packet size	When the network bandwidth is good, it is recommended to set the larger the UDP packet size, the better the transmission effect. When the network bandwidth is bad, the smaller the setting, the better the transmission effect.

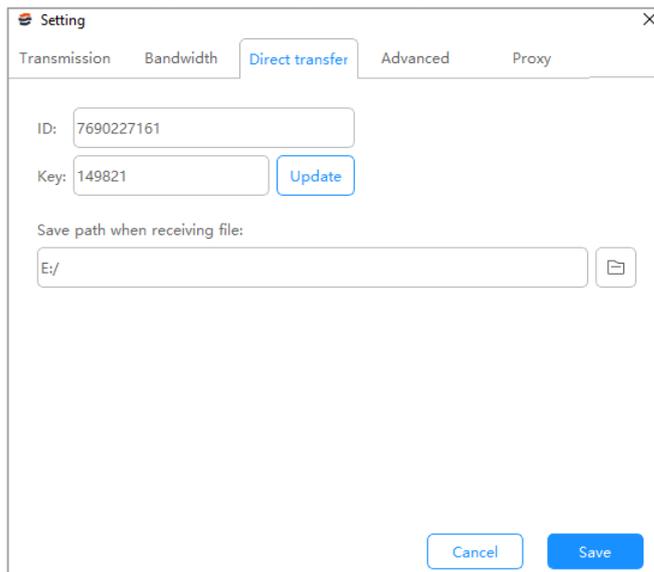
2.9.2 Bandwidth setting

Support setting the maximum and minimum speed of upload and download. 0 means unlimited.



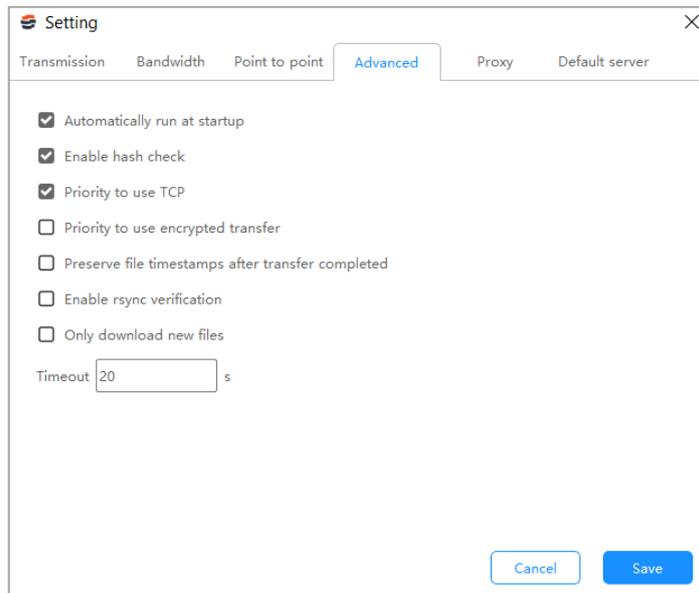
2.9.3 Direct transfer settings

The client supports setting the save path of the received point to point file, and updating local ID and key



After the update is successful, the ID and key shows on the web will be updated synchronously.

2.9.4 Advanced settings

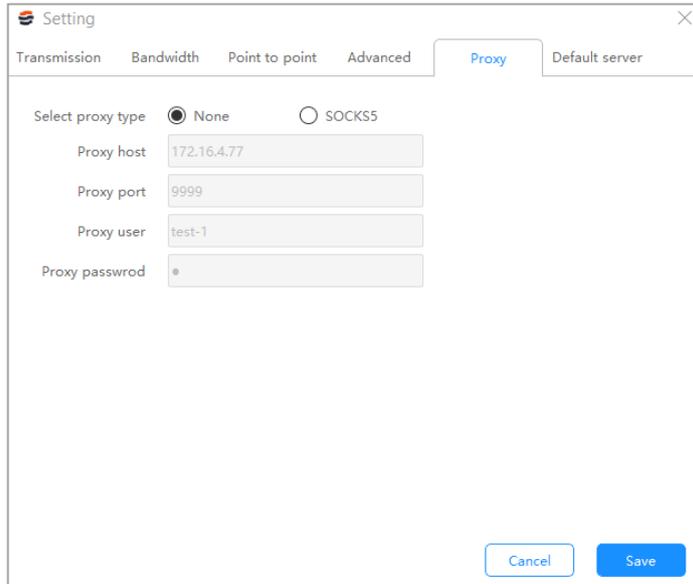


Function instruction:

Automatically run at startup	Raysync client will automatically run When the computer reboot unexpectedly.
Enable hash check	Enabling hash verification can verify every single file when upload or download, and ensure the integrity and correctness of files. If the hash check of the local file and the server file are inconsistent, the file will be retransmitted. If the hash check of the two files is consistent, the transmission will continue.
Priority to use TCP	The tcp transmission mode will be preferentially used during the transmission after enabled. So that our files will not be lost during transmission.
Priority to use encrypted transfer	It can make transmission more secure after enabled.
Preserve file timestamps after transfer completed	Keep the modification time of the transmitted file after enabled.
Enable hash check	If the local file and the server file Rsync check result are inconsistent, the file will be retransmitted; if only part of the two files is not the same, the consistent part will be skipped and the different part will be transferred. If the two files have the same Rsync verification, it will continue to transfer.
Timeout	Increasing the timeout time can maintain the effect of Raysync transmission when the network is poor.
Only download new files	when the target file already exists, the user will fail to download the same file.

2.9.5 Proxy settings

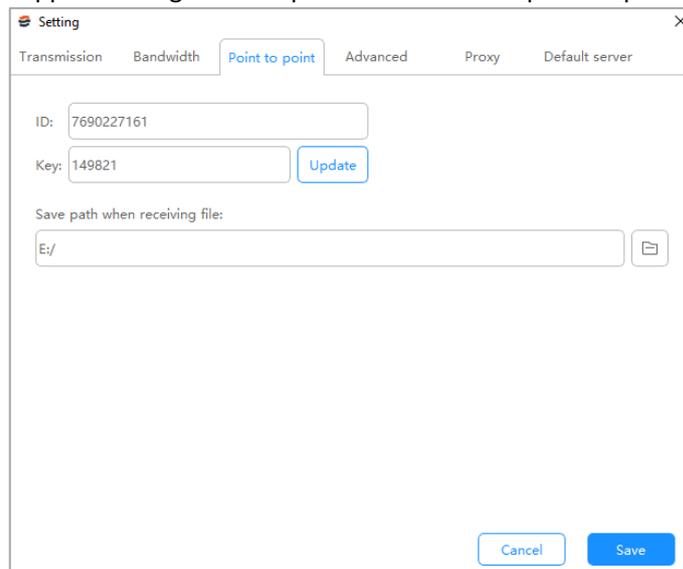
In many companies, Employees' computers cannot surf the Internet directly due to company's security management and control requirements , but need to surf through the proxy server. SOCKS5 is the general proxy server currently.



Click SOCKS5, enter the correct proxy service host, proxy port, proxy user and password. Click OK to connect to the SOCKS5 proxy.

2.9.6 Point to point

Support setting the save path of the received point to point file, and updating local ID and key



The ID and key on web will be updated synchronously.

Raysync Enterprise Client Download | lou | Transfer List | 中文

Personal Space | Group Space | **Point to Point** | Share Management

Point to Point Transfer

Support to transfer files from the local computer to the target computer without uploading to the storage server firstly, saving server storage space.

Start to transfer Allow to receive transfer files from partners

Transfer file	Size	Partner ID	Status	Created time ↓	Actions
Quick Start of Raysync Software Linux Version.mp4 and other 2 files (folder)	212.59 MB	8101979899	Canceled(stop/pause)	2020-11-05 11:20:12	Delete

Allow to receive files by point-to-point transmission

Your ID
7690227161

Key
149821

2.9.7 Default server

You can set the default server address and user to login when the client is enabled. Used for client node machine information monitoring and management, client silent upgrade.

Setting [X]

Transmission | Bandwidth | Point to point | Advanced | Proxy | **Default server**

Tip: Support setting the default connected server address when the client is enabled

Server address:
E.g: http://127.0.0.1:8090 or https://raysync.cn:8091

Login account:

Password:

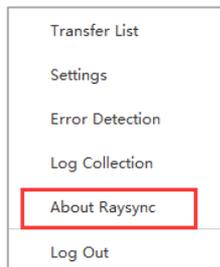
2.10. Others

2.10.1 Error detection

- Transfer List
- Settings
- Error Detection
- Log Collection
- About Raysync
- Log Out

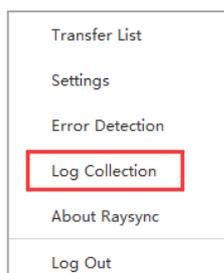
Right click on the client and select Error Detection to enter Error Detection. Click this option will generate an error detection report and automatically fix the problem in case of transmission abnormality or failure.

2.10.2 About Raysync

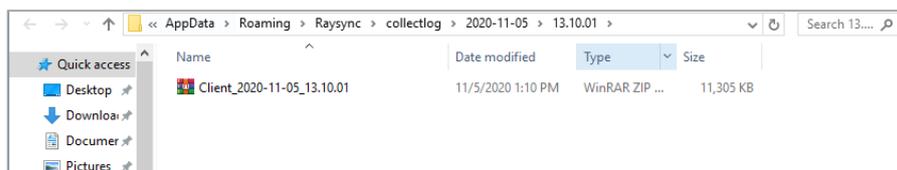


Right click the client and select about to check the client version number to see if it is the latest version of Raysync.

2.10.3 Log collection



Right-click to collect logs to collect client transmission logs and related logs.



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 The speed is slower than ideal

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 The downloaded file cannot be found under the network 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.