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SAS Drug Development Desktop Connection

Overview

You can use SAS Drug Development Desktop Connection to connect to, or mount remote volumes and folders on a WebDAV server, effectively turning the Internet into a secure, shared volume. The SAS Drug Development Desktop Connection network volume behaves exactly like a *Windows® OS* shared volume, except that it uses HTTP and WebDAV protocols. This allows you to use any *Windows® OS* application to open and edit documents stored on a web server as easily as if the documents were on your computer.

About WebDAV

WebDAV stands for "Web-based Distributed Authoring and Versioning." It is a set of extensions to the HTTP standard. HTTP is the set of rules for reading and viewing text, graphic images, sound, video, and other multimedia files over the Internet. WebDAV adds rules for creating, changing, and moving documents, which provides the ability to build web-based file storage that can be accessed from anywhere.

WebDAV also makes collaborative editing and file management possible between users in different locations, including:

- Editing a document.
- Granting read, write, or sharing permissions to each user.
- Locking the document to protect your changes from being overwritten.

With WebDAV, a dispersed team connected by the Internet can safely and securely work together.

How to Use the Help

These pages provide help on the various features available within SAS Drug Development Desktop Connection. Use the navigation menu on the left to find the page you are looking for.

Quick Start provides step-by-step instructions for commonly used features.

Personalizing helps you to fine tune SAS Drug Development Desktop Connection to meet your needs. This section describes the features and options in detail. The pages are arranged to correspond to the tabs in the user interface to make it easy to find what you are looking for.

Advanced Information is a source of information on the frequently asked questions and known issues for both users and administrators.

SAS Drug Development Desktop Connection English Help

SAS Drug Development Desktop Connection Quick Start

Overview

SAS Drug Development Desktop Connection is a desktop application that allows you to work with documents on WebDAV file servers the same way you would work with documents in a Windows® environment. While primary functionality of SAS Drug Development Desktop Connection is to map to remote network drives and folders, it also offers many other features. Quick Start help illustrates how to use many features within SAS Drug Development Desktop Connection.

Find This Page

Prerequisites
Information about the minimum software and hardware requirements for running SAS Drug Development Desktop Connection.

Installation
Instructions for installing SAS Drug Development Desktop Connection.

Connect to a Volume
Instructions for connecting to and accessing files on a server using SAS Drug Development Desktop Connection.

More Windows Explorer Menu Options
Information about the additional options available in SAS Drug Development Desktop Connection, including instructions for accessing them from within Windows Explorer.

Uninstalling SAS Drug Development Desktop Connection
Instructions for uninstalling SAS Drug Development Desktop Connection.

Prerequisites

Overview

SAS Drug Development Desktop Connection is a desktop application that has to be installed on each computer where it will be used. In order to install SAS Drug Development Desktop Connection, users must have administrator rights on the computer. Once installed, users do not need administrator rights to use the software.

SAS Drug Development Desktop Connection Requirements:

- **Operating Systems**:
    - *Windows XP®, Windows Vista®, Windows 7®, Windows 8® 32-bit, Windows 8.1® 32-bit* are supported for the SAS Drug Development Desktop Connection 32-bit Installer (x86)
    - *Windows Vista®, Windows 7®, Windows 8® 64-bit, Windows 8.1® 64-bit* are supported for the SAS Drug Development Desktop Connection 64-bit Installer (x64)
- **Memory (RAM):** 1 GB minimum (2 GB recommended)
- **Hard disk space** (calculate by adding up the following items):
    - 105 MB for installation (size may vary)
    - Total size of all files with which you will be actively working multiplied by two

    The default amount of hard drive space to use for cache is 512 MB by default, but under certain circumstances the cache may temporarily occupy even more space depending on the size of file you open. For example opening 1 GB file will occupy 1 GB in the cache folder.
- **Internet connection**

Running SAS Drug Development Desktop Connection with Antivirus Scanner

If you run a real-time antivirus scanner, it is recommended to configure the antivirus scanner to exclude SAS Drug Development Desktop Connection cache folder from scanning. This provides a noticeable performance improvement when opening and editing files, and does not compromise system security. The cache folder is for example **C:\Users\<user>\AppData\Local\SAS Drug Development\ Desktop Connection\cache.**

Refer to your Antivirus scanner instructions to learn how to exclude certain folders from being scanned.

Installing SAS Drug Development Desktop Connection

Overview

SAS Drug Development Desktop Connection can be installed the same way as any other *Windows*® application.

Installing the SAS Drug Development Desktop Connection Application Package

1. Launch the .EXE file, e.g. XythosDriveFor SAS64 XY.exe to initiate the installation.
2. Follow the prompts provided by the **SAS Drug Development Desktop Connection Setup Wizard.**
3. Restart your computer. **SAS Drug Development Desktop Connection** will launch automatically when you log in. Its icon will be displayed at the Windows taskbar. You must accept Cookies before the first start of application.

Note: If the installation folder name contains national characters, see Known issues.

Connecting to a Volume

Overview

To access files on a server, you first must establish a connection to that server. To make the connection, SAS Drug Development Desktop Connection needs information such as the server address, the folder to connect to, your login credentials, and so on. This information is saved as a *Volume.*

For help creating and configuring a Volume, see **Creating Volumes**. It is also possible that your administrator has already configured a Volume for you to use.

Connecting to a Volume

1. Go to the Windows **Start** menu and start SAS Drug Development Desktop Connection from the **All Programs/SAS/SAS Drug Development Desktop Connection** folder.
2. In the *SAS Drug Development Desktop Connection* window, click the **Volumes** tab. The available Volumes display.
3. Highlight the **Volume name** associated with the server you want to connect to, and click **Connect**.
4. Enter your *Username* and *Password* if necessary.

The new Volume is shown in Windows Explorer under Computer as an additional drive. The assigned local drive letter is displayed also at the SAS Drug Development Desktop Connection's main application window under **Volumes/Status – Connected as X:\.** You can access the contents of that Volume in the same manner that you use files and folders located on your local hard drive. After you start working with files and folders on your remote server, SAS Drug Development Desktop Connection's "busy" icon (located in the Windows taskbar) flashes to indicate synchronization operations are in progress. Hovering over the SAS Drug Development Desktop Connection icon provides status for any ongoing or pending operations.

Connection Troubleshooting

If you have difficulty connecting to the server, use the following tips:

- Verify that the computer has an established network connection.To do so, try to access the server using a web browser. If you cannot access the server, a networking issue may exist or the server may be down.

- If you must use a proxy to access the server, make sure that you have correctly configured it in the Proxy Settings on the **Preferences** tab.

- Make sure that all Volume settings are correct. For more information, see **Volumes**.

More Windows Explorer Options

Overview

Management and frequently-used actions can be performed from within Windows Explorer. A right-click menu is available from within Windows Explorer for use with any of the files and folders visible through SAS Drug Development Desktop Connection. Depending on your permissions, you may or may not see all available options.

Refresh Cached Data

1. Using **Windows Explorer,** locate the folder.
2. Right-click the folder and select **Refresh Cached Data**.

You can refresh the cached data for a chosen folder.

Note: This action is intended for manual, out-of-order refresh of a folder listing. Besides this, SAS Drug Development Desktop Connection performs an automatic refresh of the folder contents depending on the Sharing Level setting.

Copy URL to Clipboard

1. Using **Windows Explorer,** locate the file.
2. Right-click the file and select **Copy URL to Clipboard**.

As long as sufficient permissions exist, the URL of the file or folder can be pasted to an email, IM, or used in any other type of media to navigate quickly to the file or folder.

Comments

1. Using **Windows Explorer**, locate the file or folder.
2. Right-click the file or folder and select **Comments.**

The *Comments* screen will be launched. From here you can view, add, and remove comments depending on your current access level.

File Access Log

1. Using **Windows Explorer**, locate the file.
2. Right-click the file and select **File Access Log**.

The *Logging* screen will be launched offering the option to enable, disable, or view logging on to the current file. This option is not available for folders.

Subscriptions

1. Using **Windows Explorer**, locate the file or folder.
2. Right-click the file or folder and select **Subscriptions**.

The *Subscriptions* screen will be launched. From here you can add, remove, or view subscriptions on the current file or folder.

Manage

1. Using **Windows Explorer**, locate the file or folder.
2. Right-click the file or folder, and select **Manage**.

The *Summary* screen will be launched. From here you can manage the details of the file or folder.

Permissions

1. Using **Windows Explorer**, locate the file or folder.
2. Right-click the file or folder and select **Permissions**.

The *Permissions* screen opens. From here you can view, add, and remove permissions depending on your current access level.

Uninstalling SAS Drug Development Desktop Connection

Overview

It is not necessary to uninstall SAS Drug Development Desktop Connection when updating the version.

Uninstalling SAS Drug Development Desktop Connection

1. From the Windows **Start** menu, open **All Programs**.
2. Navigate to **SAS/SAS Drug Development Desktop Connection.**
3. Select **Uninstall SAS Drug Development Desktop Connection.**
4. Follow the prompts provided.

Removing SAS Drug Development Desktop Connection From Control Panel > Programs and Features

1. **Open Control Panel**.
2. Select **Programs and Features**.
3. Select **SAS Drug Development Desktop Connection** in the list of programs.
4. Click **Uninstall** and follow the prompts.

Personalizing SAS Drug Development Desktop Connection

Overview

SAS Drug Development Desktop Connection can be configured and fine tuned in many ways. The Personalizing SAS Drug Development Desktop Connection pages describe each control of the user interface.

Find This Page

To Personalize SAS Drug Development Desktop Connection, click the **SAS Drug Development Desktop Connection** icon or launch SAS Drug Development Desktop Connection.

Volumes
Provides information about what Volumes are and how to define and connect them.

Advanced Options
Provides information about additional controls for the Volume's Advanced Properties.

Preferences
Provides information about Status monitor, Cache and User settings.

Proxy Settings
Provides an overview of the Proxy setting configuration.

Taskbar Icon Menu
Shows the status of your SAS Drug Development Desktop Connection or gives quick access to certain features.

Volumes

Overview

When using SAS Drug Development Desktop Connection to access files on the server, a connection between SAS Drug Development Desktop Connection and WebDAV server must be established. A *Volume* identifies the server you want to connect to, your username, and other information that SAS Drug Development Desktop Connection needs to make the connection. You can use the **Volumes** tab to define, connect, and monitor Volumes. The number of defined volumes is not limited. If you have accounts on different servers, you can set up a *Volume* for each server.

Creating a Volume

1. On the **Volumes** tab, click **+**.

2. In the **Volume name** field, type a name for your *Volume*. The name must be unique. If you choose an existing name, SAS Drug Development Desktop Connection will return an error message. Volume names may contain letters, numbers, spaces, colons (:), hyphens (-), underscores (_), and periods (.). The first character must be an a letter, a number, or an underscore (_).

3. In the **Full URL** field, type the *server address* of the server you want to connect to. For example: . **NOTE:** If the URL contains special characters, click **Edit** to add it. For more information, see Editing Full URL.
   If you are connecting to a secure server, you must include the prefix **https://**. For example: **https://<SDD_server>:4567**. You should always prefer HTTPS connection if your server supports it, as communication using HTTP is not secure and your data and password may be exposed to other users.

4. If you want to save your user identification so that you will not have to enter it every time you connect, type your *username* in the **Username** field. For more information about editing the **Username**, see Entering the domain name.

Your username and password identify your account on the server that you are accessing. SAS Drug Development Desktop Connection needs this information for you to access your account data. If you do not have an account on the server, you cannot connect. If you leave either of these fields blank, you will be prompted for the information when you connect to the Volume.

You can refresh the cached data for a given volume. Connect to a **Volume**, right-click on the selected volume in the *Volumes* tab and select **Refresh Cached Data.** You can also selectively refresh cached folder data chosen in Windows Explorer by right-click on a folder and selecting **Refresh Cached Data.Refresh Cached Data** differs from **Refresh** in Windows Explorer.

Note: After you connect to a Volume, the **Editing volume** dialog is in read-only mode and the Volume cannot be edited. You will be able to edit the fields in the Editing volume dialog after clicking **Disconnect**.

Connecting and Disconnecting a Volume

Overview

Connecting to a Volume is similar to connecting to a shared network resource. The resource is shown in Windows Explorer.

Connecting to a Volume

1. Go to Windows Start Menu and start SAS Drug Development Desktop Connection from **All Programs/SAS/SAS Drug Development Desktop Connection** folder.
2. In the SAS Drug Development Desktop Connection window, click the **Volumes** tab. The available Volumes display.
3. Highlight the **Volume** associated with the server you want to connect to.
4. Click **Connect**.
5. Enter your **Username** and **Password** if necessary.

The new Volume is shown in Windows Explorer under Computer as an additional drive. The assigned local drive letter is displayed also at the SAS Drug Development Desktop Connection's main application window under **Volumes/Status – Connected as X:\.**

You can access the content of that Volume in the same manner you use files and folders located on your local hard drive.

Disconnecting a Volume through SAS Drug Development Desktop Connection

1. In the SAS Drug Development Desktop Connection window, click the **Volumes** tab. The available Volumes display.
2. Highlight the **Volume** associated with the server you want to disconnect from.
3. Click **Disconnect**.

Disconnecting a Volume through Windows Explorer

1. Launch Windows Explorer.
2. Locate the mapped drive of the connected **Volume name**.
3. Right-click the mapped drive and select **Disconnect**.

Changing Server Properties

Overview

In most cases, you will not need to change the settings for an existing volume. However, your system administrator may make server changes that require changes to your volume information. It is also possible that a property was set incorrectly or missed during the initial creation of the volume.

Change One or More Volume Properties

1. Click the **Volumes** tab.

2. Highlight the **Volume** that you want to change.

3. Click **Configure**.

4. Modify any of the available fields: *Volume Name, Full URL, Server Folder, Username, Password*.

5. If a special port number is required for the server, append the port number after the URL. For example: **http://<SDD_server->:4567.**

6. Click **Edit** and specify the *Server Folder* location.

7. Click **OK** to leave the **Edit Server URL** screen.

8. Click **OK**.

Entering the Domain Name

If a domain is required by the server authentication, it must be entered in the *Volumes/Configure/Username* field. This happens with NTLM and Negotiate authentications. Note that entering the domain is mandatory for Negotiate authentication.

Active Directory Notes for Administrators and Advanced Users

There is a pre-*Windows 2000*® form of the *username and domain*. This form bans the use of special characters, including the at-sign character (@), in the username or domain. If using the NTLMv1 protocol, the authentication server enforces the use of the pre-*Windows 2000*® form of *username and domain*. Your system administrator should know the details and will provide you with the proper form of *username* and *domain*. Note also that the policy *Network security: LAN Manager authentication level* affects the behavior of the SAS Drug Development Desktop Connection client on the *Windows*® platform.

The following examples are for the following fictitious users and Domain:

Users: testuser2, testuser1@not.domain

Pre-Windows 2000® username: testuser1_not.domain

Fully qualified domain: brno.local

Pre-Windows 2000® domain : BRNO

The user name and domain can be entered in the following formats:

- testuser2@brno.local
- testuser2@brno

- testuser2
- testuser1@not.domain@brno.local
- testuser1_not.domain@brno
- testuser1_not.domain

Single Sign-On

Single Sign-On can be used on the *Windows®* platform. **Single Sign-On** is started simply by leaving the *Username* and *Password* fields empty. In this case, when SAS Drug Development Desktop Connection attempts to connect to the server, *Windows®* will answer the server's authentication challenge using the username and password that the user used to log into *Windows®*.

Changing Ports and Secure Connections

Overview

A computer typically has one physical connection to the network. All data destined for a particular computer arrives through that connection. The network port number identifies the data to applications on the server. The server you are connecting to and SAS Drug Development Desktop Connection must both agree to use the same port number. Port 80 is the standard port number for HTTP traffic, which is processed by a Web server. Port 443 is the standard port number used for secure (encrypted) HTTP data, or HTTPS. Under some circumstances you may need to change the port number.

Changing the Port Number

1. Click the **Volumes** tab.
2. Highlight the **Volume name**.
3. Click **Configure**.
4. In the *Full URL* field, append the port number after the URL. For example: **http://<SDD_server>:4567.**
5. Click **OK**.

Making a Secure Connection

1. Click the **Volumes** tab.
2. Highlight the **Volume name**.
3. Click **Configure**.
4. In the *Full URL* field, modify the URL to include https://. For example: **https://<SDD_server>:4567.**
5. Click **OK**.

Changing Advanced Volume Options

Overview

Depending on the type and configuration of the Volume you are adding, you may also need to define the Volume's advanced properties.

Change Volume Options

1. Click the **Volumes** tab.
2. Highlight the **Volume name**.
3. Click **Configure**.
4. To view and change another Volume properties, click the **Advanced Options** arrow.
5. Select the desired **Advanced properties**.
6. Click **OK**.

Available Options

Field	Description
Open Windows Explorer upon connection	When launching SAS Drug Development Desktop Connection and connecting to a volume, Windows Explorer will open.
Startup Mode	This option is used to select the state of the Volume when SAS Drug Development Desktop Connection starts. • **Online** - connect to the server • **Disconnected** - do not attempt to connect this Volume
Bypass proxy server	SAS Drug Development Desktop Connection can use a proxy server to connect to a Volume. You can configure the proxy server using the **Proxy Settings** on the **Preferences** tab. If you do not need to use a proxy server to connect to a Volume, select this option.
Sharing Level	<table><tr><th>Level</th><th>Refresh Time</th><th>Auto locks</th><th>Check Before Open</th></tr><tr><td>None</td><td>60 min</td><td>Never</td><td>No</td></tr><tr><td>Light</td><td>15 min</td><td>Yes</td><td>Yes</td></tr><tr><td>Medium</td><td>5 min</td><td>Yes</td><td>Yes</td></tr><tr><td>Heavy</td><td>1 min</td><td>Yes</td><td>Yes</td></tr></table>
Drive	Manually set the mapped drive when **Assign drive letter automatically** is unchecked.
Disable Windows Explorer file and folder previews	This option prevents Windows Explorer from downloading file and folders icons, tags, and metadata to avoid performance issues. **Note**: When enabled, all files on the remote drive will be displayed in a file manager with special overlay icon (gray cross).

Recommendations

SAS Drug Development Desktop Connection recommends running at **Heavy** (default) or **Medium** sharing level for most users. Running at these levels ensures that users are always working with the most recent copy of documents. In environments with virtually no collaboration between users, **None** and **Light** can be used.

Editing Full URL

Introduction

The *Full URL* text field in the **Editing volume** dialog contains the complete URL of the server you need to connect to. The value in *Full URL* must be properly encoded according to the URL standard. For more information, see http://www.ietf.org/rfc/rfc1738.txt. You can enter the whole URL in this text field. The URL must be formatted as **http://<host>:<port>/<path>**. If you include the **<path>**, it must be encoded. The decoded form will display in the *Server Folder* field. If the **<path>** is not properly encoded, a warning message displays in the *Server Folder* field.

Encoding

You can change the URL value in non-encoded form using the **Edit Server URL** dialog. To open this dialog, click **Edit**. After clicking **OK**, the properly encoded URL displays in the *Full URL* text field in the **Editing volume** dialog.

Two **encoding exceptions** exist for URL encoding:

- **User name macro "#U" is used**. If "#U" is used in the URL, it is treated as a macro for user name. Even though the "#" character is not allowed in the URL path and should be normally encoded, the "#" is not encoded and the URL is considered valid. This macro is replaced by the user name value when connecting to a volume.

- **Principal property is used**. Principal properties are properties defined by server and used in the URL. The principle properties will be replaced by their real values. The format of principal property is "#{namespace:name}". The regular expression pattern for determining principal properties in the URL is "#{.+?:.+?}". In other words:

    1. Must start with "#{"

    2. Must contain at least one character as namespace, followed by colon, followed by at least one character

    3. Must end with "}"

    Even though the "#"character is not allowed in the URL path and should be normally encoded, if a principal property is found in the URL, the "#" is not encoded and the URL is considered valid.

Connecting Using the Principal Property

The following describes how the connecting using the principal property works.

The volume URL is: **http://triangle.sup.local/bbcswebdav/# {http://www.xythos.com/namespaces/StorageServer:homedirectory}**

1. Drive connects to **http://triangle.sup.local/bbcswebdav** and tries to find principal collection set. This protected property of a resource contains a set of URLs that identify the root collections. The root collections contain the principals that are available on the server implementing this resource.

2. The result from step 1 is used to identify all members (at any depth) of the collection identified by the Request-URI that are principals and that match the current user.

3. The PROPFIND method is used with result of step 2. which should return information (including the "homedirectory" element) containing the principal property value to be used in the final URL.

The final URL is **http://triangle.sup.local/<PrincipalPropertyValue>**.

Preferences

Overview

Several options are available for customizing SAS Drug Development Desktop Connection. The optional parameters apply across all Volumes. You edit these settings on the **Preferences** tab.

Status Monitor Settings

When SAS Drug Development Desktop Connection begins transferring a file or requesting data from a server, a message displays in the *Status Monitor*. For file transfers or other requests that take more than five seconds, the progress displays. The Status Monitor is available for transfers using the file system driver. To display the Status Monitor, click **Show Monitor** under the **Preferences** tab. You can also display the Status Monitor by right-clicking the SAS Drug Development Desktop Connection icon located in Windows Taskbar and selecting *Show Status Monitor.* In the Status Monitor window, filter the activities shown by selecting one of the options in the following table.

Field	Description
All Activities	List all activities, regardless of the type, in the Status Monitor.
Completed Activities	List only successfully completed activities in the Status Monitor.
Pending Activities	List only pending activities in the Status Monitor.
Failed Activities	List only failed activities in the Status Monitor.

To clear all the completed activities form the Status Monitor, click the **Clear Completed** button.

To clear all activities in the Status Monitor, click the **Clear All** button.

While the newest activity is added at the bottom of the list in the Status Monitor, checking the "Scroll automatically to recent activity" check box will bring focus to the latest activities listed. This checkbox is checked by default.

When trying to delete a folder with content without the proper permission, only one error will be displayed in the Status Monitor for the entire folder (Access Denied) and none of the folder content will be deleted.

Proxy Settings

You can find detailed information at [Proxy Settings](#).

Cache Settings

The cache is the area of your local hard disk that SAS Drug Development Desktop Connection uses to save copies of recently used files and folders. Keeping this information in the cache ensures faster access by eliminating the need to retrieve the file or folder from the server on subsequent usage. And, because these files are in the cache, they may be available offline.

Field	Description
Cache Size	If the cache size is too small, SAS Drug Development Desktop Connection spends time deleting old files to make room for recently accessed files. For the best performance, the **Cache size** should be no less than the total size of all the account files that you access regularly. The default is 512 MB.
Clear Cache Auto-matically	When this option is selected, the files from a drive that are in the cache are cleared when that drive is disconnected.
Clear Cache	When you click this button, all cached files are deleted, which forces SAS Drug Development Desktop Connection to download files from your account the next time you access them. This ensures that if other users edit a file you, you will see the most recent version. Performance will be temporarily reduced.

User Settings

Field	Description
Language	SAS Drug Development Desktop Connection screens can be displayed in several languages. To change the current language, select the desired language from the **Language** list. The new language will be displayed the next time SAS Drug Development Desktop Connection starts.
Show Progress Window After	The number of seconds since an operation started to wait before displaying the progress window.

Show Logs

The log files are stored on your computer and will be displayed after pushing the ***Show Logs*** button.

The log files may be requested by the technical support when you contact them for assistance regarding SAS Drug Development Desktop Connection issues. They are useful in identifying the cause of the problem.

Clear Logs

The useless log files can be deleted by pushing the ***Clear Logs*** button.

Note: Some of the log files may still remain in the logs folder after pushing the Clear Logs button, but these files are empty.

Proxy Settings

Overview

The **Preferences** tab provides extended configuration settings, including network proxy settings.

Proxy Settings

SAS Drug Development Desktop Connection may detect and configure any necessary parameters for proxies or firewalls. More advanced users, or users with complex or unique proxy settings can manually configure the proxy settings.

The available proxy settings include **Do not use proxy**, **Automatically detect proxy server**, and **Configure proxy server manually**. The default setting is **Do not use proxy**. When changing the setting to **Automatically detect proxy settings**, you must restart SAS Drug Development Desktop Connection to detect any changes that are made to the proxy on the network.

Setting a Proxy Address Manually

1. On the **Preferences** tab, click **Change Proxy Settings**.
2. In the **Proxy Settings** window, select **Configure proxy server manually**.
3. Define the *Proxy Server* address.
4. Define the proxy server's *Port* if your server requires a port number other than the default.
5. Click **OK**.

Setting Proxy Authentication Information

1. On the **Preferences** tab, click **Change Proxy Settings**.
2. Define the *Username* for the proxy server in the available field.
3. Define the *Password* for the proxy server in the available field.

Taskbar Icon Menu

Overview

The **Taskbar Icon Menu** on the Windows taskbar menu displays information about SAS Drug Development Desktop Connection and enables its shutting down. Right-click the *SAS Drug Development Desktop Connection* icon on the Windows taskbar menu and then click the *relevant menu item* listed below. The icon menu contains the following menu items, listed in the order they appear:

- **Show Application Window** provides quick SAS Drug Development Desktop Connection application window launch.
- **Show Status Monitor** displays information about the SAS Drug Development Desktop Connection activities.
- **AboutSAS Drug Development Desktop Connection** shows information about the currently installed SAS Drug Development Desktop Connection version.
- **Help** opens **SAS Drug Development Desktop Connection** User help.
- **Exit** shuts down SAS Drug Development Desktop Connection. This option is used prior to installing a new SAS Drug Development Desktop Connection version.

Advanced Information

Overview

SAS Drug Development Desktop Connection includes high-level collaboration features that Windows® alone cannot offer. Users can manage document access, version control, subscriptions and more. This section provides information that will help you with your daily tasks and improve your ability to take full advantage of SAS Drug Development Desktop Connection.

Find This Page

Frequently Asked Questions
 Provides answers to questions about installation, features, functions, and configuration.

Known Issues
Provides a list of current known issues, explanations, and workarounds.

Frequently Asked Questions

[How can I access SAS Drug Development Desktop Connection connected volumes as an administrator?](#)

[I am trying to run application (Total Commander, WinScp) installer from the SAS Drug Development Desktop Connection volume and it will not run, instead it shows an error message. SAS Drug Development Desktop Connection installer runs fine from the same volume. Why some installers reject to install from SAS Drug Development Desktop Connection volume?](#)

[Why InfoTips are not shown in Windows Explorer for folders on SAS Drug Development Desktop Connection volumes?](#)

[Why do I have an issue with uploading large files?](#)

How can I access SAS Drug Development Desktop Connection connected volumes as an administrator?

Volumes mounted by a restricted user are not visible to an administrator. This is not possible by design because user and administrator sessions are isolated for security purposes and trying to overcome this isolation would be a security threat. If you still choose to let an administrator access the volume, run the SAS Drug Development Desktop Connection process as an administrator (but mounted volumes will not be visible by restricted users) or turn off UAC.

I am trying to run application (Total Commander, WinScp) installer from the SAS Drug Development Desktop Connection volume and it will not run and it shows an error message.   SAS Drug Development Desktop Connection installer runs fine from the same volume. Why do some installers reject installations from   SAS Drug Development Desktop Connection volumes?

A program cannot be executed from a SAS Drug Development Desktop Connection volume if it requires immediate privilege elevation for loading. This privilege elevation (such as gaining administrator rights) is typical for installers. Allowing such applications to run on networked drives is not possible by design because user and administrator sessions (and consequently their volumes) are isolated for security purposes. Volumes mounted by a restricted user are not visible by the administrator or other users, and vice versa. A workaround is to make the volume accessible from both user and administrator sessions by turning off UAC. The described behavior is common for Windows Vista, Windows 7, Windows Server 2008, and Windows Server 2003 R2.

Why is each remote file or folder represented by a gray cross icon?

The preventShellFilePreview and preventShellFolderPreview options can be turned on and off using the **Disable Windows Explorer file and folder previews** check box on the Volume configuration page. Turning this option on causes Windows Explorer to display an overlay icon with a gray cross next to each remote file and folder. While this unusual icon may surprise the end user, this option improves the user experience by reducing client-server communication.

Why are InfoTips not shown in Windows Explorer for folders on SAS Drug Development Desktop Connection volumes?

When you hover over a folder in Windows Explorer, a tooltip usually appears with useful information about that item. This is Windows Explorer's default behavior for local drives. Because Windows Explorer needs to list the contents of the whole subtree to collect necessary information, this may lead to SAS Drug Development Desktop Connection performance issues. If you do not see the tooltip for folders on SAS Drug Development Desktop Connection volumes, your administrator has most likely turned off this feature to improve performance.

Why do I have an issue with uploading large files?

During large files upload to a web server you may encounter problems. Files upload using SAS Drug Development Desktop Connection may sometimes fail. This issue is related to IIS Web Servers but can generally occur on any server. Check the IIS server settings and increase the **Maximum allowed content length** at **Request Filtering Settings** to avoid the upload the problems.

Known Issues

Overview

1. The Uninstall utility removes startup items, programs settings, and cache data only for the user who runs the utility. Other users must manually remove these items.

2. When moving a file or folder using the command line, or when renaming or moving a file in Windows Explorer, it may take several seconds for the operation to be propagated to the server. Further operations that alter the state of that file or folder before the completion of the original operation may cause synchronization problems, which can result in data loss. When using the command line to move a file or folder, or when using Windows Explorer to move or rename a file, check the Status Monitor to ensure that the operation has been completed before performing additional operations that change the state of that file or folder.

3. When Microsoft PowerPoint opens a PPT file, it immediately attempts to write information to that file. Because of this behavior, you may notice an upload of the file to the server when you open a PPT file.

4. Microsoft Excel and PowerPoint files may be uploaded twice when created using **New -> Microsoft Office Excel Worksheet** or **New -> Microsoft Office PowerPoint Presentation** under the right-click menu in Windows Explorer.

5. When you save changes to a Microsoft Word file and close that file, you may not be able to reopen that file until the upload to the server is complete.

6. When editing Microsoft Office documents, temporary files display in Windows Explorer. These files are not uploaded to the WebDAV server as expected.

7. When you try to disconnect a Volume on Windows® XP, SAS Drug Development Desktop Connection sometimes asks for a forced disconnect even though there does not seem to be a file open. This might be caused by Windows Explorer holding a reference to a folder on a Drive Volume.

8. The cross button on the Error resolution dialog (the dialog shown when a remote operation fails) can be used to close the dialog window. This is incorrect behavior because it leaves the file referred to in the error message in an invalid state. As a result, all future remote file operations are suppressed, causing data loss. To avoid the problem, you must resolve the error using one of the dialog buttons: "Save As," "Retry," or "Discard."

9. When installing SAS Drug Development Desktop Connection to a non-default folder, the installation path can contain only characters from the "Current language for non-Unicode programs" as specified in **Control Panel -> Regional and Language Options -> Advanced tab** (Windows® XP) or **Control Panel -> Region and Language -> Administrative tab** (Windows® 7).

10. On Citrix ICA Clients (Independent Computing Architecture Clients) may experience spontaneous unmounting of SAS Drug Development Desktop Connection volumes after a certain period of time, that is caused by built-in Auto-Disconnect feature. The customer should follow the instructions here to disable Auto-Disconnect Feature.

11. All users who upgrade Windows OS from version 7 to version 8 have to uninstall SAS Drug Development Desktop Connection and install it again. This is because Windows OS upgrade corrupts SAS Drug Development Desktop Connection installation.

12. Changing Windows visual styles on Windows 8 and later causes SAS Drug Development Desktop Connection to freeze due to a Java bug (KDL-6588271).

13. When using the Metro version of Internet Explorer on Windows 8 or later, the ability to Open a document from the WebUI using SAS Drug Development Desktop Connection is not working.

14. Renaming a volume label using Windows Explorer is not recommended because of the limitations associated with this protocol which may lead to unexpected behaviors.

15. When running Windows 8 or 8.1 using the default configuration, SSO digest authentication is not working as the Digest client

does not cache the credentials for domain members. Microsoft recommends to enable caching in Digest clients with the following REG command (see the [MSDN article](#)):

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\WDigest] "UseLogonCredential" =dword:1