
iDC File Manager - Knowledge Base

Pre-Sales F.A.Q Category
Do you have a question?

This F.A.Q is designed to provide information for soon to be customers.

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Pre-Sales F.A.Q

Do you have a question?

This F.A.Q is designed to provide information for soon to be customers.

Which Languages does iDC File Manager support?

iDC File Manager utilizes external language packs to provide a multi-lingual interface in 6 languages.

Currently the following Languages are supported:

English
French
German
Dutch
Finnish
Swedish

More Language Options Being Added every Day!

If your native language is not supported, then it is very simple for you to take the default English Language template file and produce a new language file in your own language.

If you would like further information on translating iDC File Manager's language file into your own language please contact us.

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How much does iDC File Manager Cost?

iDC File Manager is available in 5 editions ranging in price from \$26.00 USD to \$989.00 USD and is designed to fit the requirements of a wide range of organizations.

This price is a one time software license fee and not a yearly subscription charge and included with every copy of iDC File Manager purchased is:

The full un-encrypted Source code

*Free same day remote Installation and Setup service (if required)

Free life time technical support

Free minor script updates.

*Please note: Same day installations are time zone dependent.

If you are unsure which version is right for you then please do not hesitate to contact us - we are only too happy to help!

iDC File Manager - Lite Version

iDC File Manager - Lite version is an entry level system - with some functions disabled.

This version is available for non-commercial use only.

1 URL Site License costs just: \$26.00 USD (£15.00 GBP / ½22.00 EUR)

iDC File Manager - Pro Version

iDC File Manager - Pro version is fully enabled and support up to 25 individual User Accounts on one url site licence.

1 URL Site License costs just: \$61.00 USD (£35.00 GBP / ½51.00 EUR)

iDC File Manager - Pro Plus Version

iDC File Manager - Pro Plus version has the same specification as the "Pro version" but supports an unlimited number of individual User Accounts on one url site licence.

1 URL Site License costs just: \$122.00 USD (£70.00 GBP / ½101.00 EUR)

iDC File Manager - OEM Version

iDC File Manager - OEM version has the same specification as the "Pro Plus version" but is designed for companies who specifically want to use iDC File Manager under their own brand name and alter the artwork to remove all references to iDC File Manager.

+ Included with every OEM version is a free unlimited use copy of iDC Account Creation

1 URL Site License costs just: \$199.00 USD (£130.00 GBP / ½158.00 EUR)

iDC File Manager - Developer Version

iDC File Manager - Developer version is ideal for web developers who have multiple clients requiring a web based file manager, as well as companies who have multiple servers or domain names for different elements of there business.

The developer license allows you to setup an unlimited number of file managers on any web site url or server with all the own brand and unlimited user features found in the OEM version.

+ Included with every Developer version is a free unlimited use copy of iDC Account Creation

An unlimited URL License cost just: \$989.00 USD (£502.00 GBP / ½766.00 EUR).

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What are the System / End User Requirements?

Server Side Requirements

iDC File Manager is a cross platform system and so will run on all Windows and Linux server configurations that have perl 5.0.0 + installed.

Additional perl modules may need to be installed on your server to allow certain features to function correctly (Alternatively these functions can be disabled).

These perl modules can be found on the CPAN site:

Archive::Tar and Compress::Zlib are required to operate the file compression functions (Pack & Unpack)

Archive::Zip is required by the Save to Zip function

*** Please note these perl modules can only be installed by your hosting company ***

Client Side Requirements

Unlike other File Management systems, there are no client side software or plugins to be installed

on the users system so that they can access.

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Does iDC File Manager support SSL access?

Yes, For added security iDC File Manager is designed to run under the Secure Sockets Layer (SSL) protocol with encryption keys of any length.

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What features does iDC File Manager have?

[Click Here](#) for a quick overview of iDC File Manager's main features.

[Click Here](#) for a complete list of all of of iDC File Manager's features.

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What is iDC File Manager?

iDC File Manager is an online secure multi user http web based file management system which is designed to be installed on your existing web server and allows you to store, manage and share every format of digital media, including, documents, images, audio, video, publishing layouts, presentations and PDF files between you and your end users.

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Why would my company want to use an online File Manager?

If your company has a requirement to distribute or share files with customers, suppliers, remote workers or just internally, then iDC File Manager - is the best solution for you.

It supports the storage and distribution of any file type and can be installed and running on your server within 10 minutes. Once installed on your existing server you can then create secure user accounts with individual user permissions, permitting access to specific file locations. This will then allow your end users to remotely access your documents from anywhere in the world 24 hours a day, 7 days a week.

It really is that simple!

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Who uses iDC File Manager?

iDC File Manager was originally designed for the fast pace environment of the commercial Print Industry and allowed publishers to quickly create an online archive of their artwork / files (usually in .PDF format) for easy distribution to Printers.

Since becoming commercially distributed in 2004, the iDC File Manager online file manager is now being used by:

Law Firms
Graphic and Web Design agencies
Photographers

Print and Repro Houses
ISP's and Web hosts
Local Authorities
Universities
Civil Engineering companies
Book and Magazine Publishers
Transcription agencies
Design Engineers
Financial Institutions
Film And TV Production companies
Marketing and Advertising agencies
Insurance companies
EMS and Health Care organizations
Consultancy Firms
Fortune 500 Companies

To name just a few....

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Where can i buy iDC File Manager?

iDC File Manager is currently only sold online.

[Click Here](#) to enter the store.

We accept Visa, MasterCard, American Express, JCB, Diners Club, Switch and Solo as well as Paypal and Google Checkout .

All your Credit Card / Debit Card / Paypal details are taken securely by 3rd party payment systems (we never see your Credit Card / Debit Card / Paypal or Google Checkout details).

After your order has been processed, you will be sent an email providing you with a link to download your copy.

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Where can i try a demo?

[Click Here](#) to access the online Demo.
To Test the File Manager in:

ADMINISTRATOR MODE:

Username: admin
Password: admin

*** CASE SENSITIVE ***

EXAMPLE USER ACCOUNT:

Username: User
Password: User

*** CASE SENSITIVE ***

OR USE THE SIGN-UP FORM:

[Click Here](#) to use the Sign-up form provided in the Account Creation package.

In Admin mode, the administrator will be able to access all user account folders and files.

In User mode, the user will only be able to access the folder they are allocated.

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Does iDC File Manager log user activity?

Previous versions of iDC File Manager included the add-on iDC Log Viewer v1.0

iDC Log Viewer has now been incorporated into iDC Client Manager allowing you to quickly and easily monitor the User and Admin Activity and Error logs generated by iDC File Manager.

The Log displays the date and time an action was performed, which user performed the action and any additional details regarding the action.

The Built-in Search function also allows you to search for all actions performed by a chosen users.

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Will iDC File Manager run on a Windows Server?

iDC File Manager is a cross platform system and so will work on Windows Server 2003 IIS 6.0 and Windows Server 2008 IIS 7.0

However, it is recommend for best results, where possible to install iDC File Manager on a Linux server. The difference being that the default upload functions Progress bar is not supported on windows servers, however an upload progress bar is available via the Flash upload function, for additional information please refer to:

<http://www.idotcommunications.co.uk/site.php?page=FeaturesOverview#UploadAndDownload>

All other features are supported on both server types.

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Is there a Demo version of iDC File Manager i can download?

Sadly it is not possible to encrypt the iDC File Manager perl source code without corrupting the script and or making the script very large and therefore slow.

As a result we have no way to limit its use after 30 days and therefore do not provide demo versions whatsoever over and above that of the online demo version hosted on our server.

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Does the license price include updates?

Minor software releases, such as from iDC File Manager v1.4.04 to v1.4.09, will continue to be free from the i Dot Communications website.

Upgrades to major new releases of iDC File Manager, such as from iDC File Manager v1.4 to 1.5, require a new license key which must be purchased separately, although these are priced at a reduced rate for existing customers.

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I am not clear on how iDC File Manager works - could you help me?

If you can outline your requirements for iDC File Manager or if you have any specific questions regarding our software please do not hesitate to contact me and we will be able assist you further.

However, as an overview...

iDC File Manager is web based application which is installed directly onto your Web server (e.g. Go Daddy) and once installed allows you and your clients / users / co-workers etc... to access the File Manager via your web browser from anywhere in the world 24-7, enter a user specific username and password and add / remove / manager / share / preview files which have been placed in the File Manager.

The File Manager is available in 4 main versions: Pro / Pro Plus / OEM / Developer depending on your requirements and a "Which Version is Right for You?" page can be found [Here](#).

Once you have found a version which is right for you, you will need to purchase a license for that version from the Store and this is a one time payment to cover the cost of the license. We periodically release new versions of iDC File Manager and upgrades to major new releases of iDC File Manager, require a new license key which must be purchased separately.

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Does the OEM version include a sign up system for memberships?

iDC File Manager - OEM version and iDC File Manager - Developer versions include a plug-in script called iDC Account Creation which allows users to complete a short application form and then create their own user accounts within the File Manager, all without admin intervention. For more information please [Click Here](#).

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Can we Own Brand this software as our own?

If you purchase a license for either the OEM or Developer versions and have a knowledge of a package such as Photoshop or similar you are permitted to own brand the File Manager with your company name and logos and modify the interface by changing the toolbar artwork and icons etc... However, you will still be bound by our terms of service, i.e. you cannot the re-distribute the system etc...

If you would like further information about the OEM version please [Click Here](#).

If you would like further information about the Developer version please [Click Here](#).

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Does iDC File Manager support drag and drop uploads

Unfortunately due to Browser security restrictions in all the major browsers it is not possible to implement Drag and Drop file uploads in web based application without the use of third party Java applets which require the user to have Java SE Runtime Environment pre-installed on their system.

As a result of this and to ensure that a user only needs to have a Browser and no specialist training to be able to access the File Manager we have not implemented Java based uploads.

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Is it possible to download more than one file at once?

Due to browser security restrictions it is not possible to download multiple files or folders.

The only way this is possible is to select all the files and folders you require and click the "Zip" button. This will then allow you to download all the files and folders as a single zip file to your desktop.

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Does iDC File Manager stop users accessing or seeing other users files or folders?

Conventionally the File Manager runs in two modes: Admin and User.

When you access the File Manager in Admin mode you are able to access all user account folders and files, you have the fully array of user rights (upload, download, preview, delete, move copy etc...) and you can also access the Client Manager to add remove or edit user accounts.

When you access the File Manager in User mode you are only able to access the main directory folder that has been setup for you (when the admin created the user account). This folder can either be user specific or it can be the same folder used by other users. Users are never able to go up a level and access files and folders in other user accounts, you can only ever go down a level into other subfolders.

However, although the user can be accessing the same folder used in some cases by more than one user, each users can have individual user rights to that folder e.g. allow download and preview but disallow upload and delete.

Any function not enabled for a particular user will see the corresponding function icon removed from the users taskbar.

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Is it possible to upload files locally or directly via FTP into the File Manager without using the upload function?

You can either upload files directly into the File Manager using the upload function or if you have direct server access simply navigate into the main "Clients" folder and then into the subsequent sub folder to upload / copy across the required file.

All changes / updates to file and folder listings made either server side or using the File Manager itself will immediately be displayed in the File Manager interface.

You and your clients should then be able to login and download all files placed in the relevant subfolders.

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Can I import my existing files and folders and maintain the folder structure into iDC File Manager?

If you have direct server access either locally or via FTP, you can simply navigate into the main "Clients" folder and then upload / copy across your existing files and folders maintaining the folder structure.

All changes / updates to file and folder listings made either server side or using the File Manager itself will immediately be displayed in the File Manager interface.

You and your clients should then be able to login and download all files placed in the relevant subfolders.

Are the files uploaded into iDC File Manager stored in a database or in a folder?

When iDC File Manager is installed on your server it created a folder called "Clients" which acts as the main holding folder for all of the user accounts (in the form of sub folders) and user files.

What are the differences between the 4 main versions of iDC File Manager?

Below is a summary of the differences between the 4 main versions:

iDC File Manager - Pro version allows you to setup the file manager on one server and access it by one url only e.g. www.yoursite.com/cgi-bin/FileManager/Manager.pl

It allows you to setup a maximum of 25 individual user accounts (user logins) to access the File Manager.

The Pro version does not support Shared folders or Group access.

The Pro version license does not permit you to use your own logos or modify the interface in any way.

iDC File Manager - Pro Plus version allows you to setup the file manager on one server and access it by one url only e.g. www.yoursite.com/cgi-bin/FileManager/Manager.pl

It allows you to setup an Unlimited number of individual user accounts (user logins) to access the File Manager.

The Pro Plus version license does not permit you to use your own logos or modify the interface in any way.

iDC File Manager - OEM version allows you to setup the file manager on one server and access it by one url only e.g. www.yoursite.com/cgi-bin/FileManager/Manager.pl

It allows you to setup an Unlimited number of individual user accounts (user logins) to access the File Manager.

The OEM version license permits you to own brand the File Manager and use your own logos and modify the toolbar artwork / icons / background etc... and customize the File Manager to your own requirements.

The OEM version includes the iDC Account Creation package which allows your users to complete a short registration form, choose a username and password and then create their own secure user accounts, all without Admin intervention.

iDC File Manager - Developer version allows you to setup the file manager on and unlimited number of servers and each installation can be accessed by an unlimited number of urls:

e.g.

www.yoursite.com/cgi-bin/FileManager/Manager.pl

--> www.yoursite.com/cgi-bin/FileManager100000000000/Manager.pl

Or

www.customer/cgi-bin/FileManager/Manager.pl

--> www.customer100000000000/cgi-bin/FileManager/Manager.pl

This setup allows each "customer" to each have an individual iDC File Manager software package in which they can access all elements and manage their own client base.

Each copy of iDC File Manager installed allows an Unlimited number of individual user accounts (user logins) to access the File Manager.

The Developer version license permits you to own brand the File Manager and use your own logos and modify the toolbar artwork / icons / background etc... and customize the File Manager to your own requirements. The Developer version includes the iDC Account Creation package (for each File Manager installed) which allows your users to complete a short registration form, choose a username and password and then create their own secure user accounts, all without Admin intervention.

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OEM or Developer Version?

For every license of iDC File Manager - OEM version you purchase you can perform one installation and associate the File Manager with only one URL or subdomain e.g.

<http://www.yourcompany.com/cgi-bin/FileManager/Manager.pl>

or

<http://customer1.yourcompany.com/cgi-bin/FileManager/Manager.pl>

but not <http://www.yourcompany.com/cgi-bin/FileManager/Manager.pl> and

<http://www.yourcompany1.com/cgi-bin/FileManager/Manager.pl>

<http://customer2.yourcompany.com/cgi-bin/FileManager/Manager.pl>

The Developer version: <http://www.idotcommunications.co.uk/site.php?page=DeveloperVersion> allows you to pay for just one license and then setup an unlimited number of File Manager installations for as many clients as you want on your server.

<http://customer1.yourcompany.com/cgi-bin/FileManager/Manager.pl> ---->

<http://customer1000000.yourcompany.com/cgi-bin/FileManager/Manager.pl>

Or

<http://www.yourcompany.com/cgi-bin/FileManager1/Manager.pl> ---->

<http://www.yourcompany.com/cgi-bin/FileManager100000/Manager.pl>

The Developer version also allows you to use your own company logos and own brand the File Managers for your clients and also allows unlimited user accounts to be setup in each one of the File Manager installations.

This way you can let your customers have access to both sides of the File Manager and Client Manager, so they in turn can create user accounts for their end users via the Client Manager.

Additionally if you plan to change the File Manager url with the OEM version you have to notify us but because the Developer version is unlimited you do not.

Please note: The Developer version does not permit you to re-sell iDC File Manager on the open market and all installations of iDC File Manager must be installed on servers you control and manage, i.e. a remotely hosted solution for your clients or similar. Selling iDC File Manager under the developer license directly to your clients so that they can install iDC File Manager on their own servers, would not be permitted as this would put you in direct competition with us.

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Is the source code supplied with all versions of the script?

The source code is supplied un-encrypted for all versions.

However, only clients who hold an OEM or Developer license are permitted to modify the File Manager interface in any way or apply your own Logos or Trademarks.

All modifications made must be within the outlined terms of service, i.e you must not redistribute the modified source code etc...

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Can iDC File Manager share / import users from Joomla

Unfortunately iDC File Manager stores its user account details in its own a partially encrypted database and so as a result it is not possible to import or share users with Joomla.

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What is the file upload size limit?

The upload ability of iDC File Manager (like all web based file managers) is subjective and based on a number of factors including server type, server configuration, user upload connection speed and many other unquantifiable variables.

The maximum the File Manager's main upload function can upload is around 1GB, before the server will usually timeout.

It may be possible to increase the server timeout settings but you would need to contact your host. All web based file management software including iDC File Manager use the HTTP or HTTPS protocols to upload files and not FTP. This protocol is slower than FTP to upload files and has no resume upload.

However, although web based software have some small downsides, compared with conventional desktop based FTP clients which have to be installed on to the users machines and can often be complicated for end users to use, web based FTP software by its nature is far superior.

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Can the search function search INSIDE files (like Word or PDF documents)?

Unfortunately the search function does not allow you to search inside files only their file names and any tags, keywords etc.. in notes attached to the files.

Additionally to my knowledge no software in the market we compete in, offer this as a feature as this is only included in very high end Digital Asset Management software with a much higher price point.

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Does the log view show who opened/viewed/previewed a file?

The Log viewer does allow you to see when users opened, downloaded, viewed files etc... and you can also receive email notifications when files have been downloaded.

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I am unsure if my server meets the requirements to run iDC File Manager - Can you check?

At i Dot Communications we are dedicated to providing you with an unparalleled level of customer support both pre and post sale.

If you unsure if your server meets the requirements to run iDC File Manager, why not request that our expert technicians remotely access your server to check compatibility and to ensure all required elements are pre-installed.

The service is FREE and usually performed the *same day, often within one or two hours of submitting the request.

*Please note: Same day server checks are time zone dependent.

When the test is complete, you will be notified via email if your server meets the minimum requirements and any other comments noted by the technician.

*** Please note all FTP account details will be treated in the strictest of confidence ***

To request this service please [Click Here](#).

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Which version best meets my requirements?

iDC File Manager is available in 5 editions (or versions) which are designed to fit the requirements of various organizations.

To find out which version best meets your requirements we have created a Quick Selector that simplifies the selection process by instantly advising the best version for you.

To use the Quick Selector please [Click Here](#).

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Do you offer Sales or Technical Support by phone?

There is no pre or post sale support via Phone. All enquiries are instead managed via Email, Live Help or the Support Forums.

Why do we not offer Telephone support?

There are a number of reasons why we do not have a phone support option:

1) We are a UK based, all English speaking company. We deal with customers located in every country in the world and this means that there is often a time zone difference and therefore it may not always be possible to answer your call. Language barriers with clients in certain countries can make phone support difficult where as if email is used, Online translators can be utilized to establish the basic context of the issue or enquiry.

2) Unlike with conventional desktop based software, no two installations are ever the same and so each copy of iDC File Manager has to be setup to match the individual server configuration. If a client reports an issue which is generating an error message or requires assistance modify or configuring a particular section of the source code we often have to provide step by step guides including source code examples and line numbers to refer to. Although theoretically possible over the phone, in reality it is more effective if this information is sent via email.

3) So that we can remotely access clients servers to resolve any initial setup issues, we often require clients to supply FTP details and other information regarding their server. Again, although theoretically possible over the phone, in reality it is more effective if this information is sent via email.

Is it possible to setup a "Guest" account with custom user rights?

Yes, you can easily setup a Guest account: Username: Guest / Password: Guest with specific user rights (e.g allow download and preview | disallow: upload and delete etc... etc...) and this account can be accessed via multiple people all using the "Guest" login simultaneously.

Is it possible to upgrade from the Pro version to the OEM version and if so how much does it cost?

Yes, if you would like to upgrade from iDC File Manager - Pro version to iDC File Manager - OEM version you would simply pay the difference in price between the two versions e.g:

iDC File Manager - OEM version (\$199.00 USD) minus iDC File Manager Pro version (\$61.00 USD) = Balance: \$138.00 USD.

When you would like to upgrade, please contact us and we will send you the payment links.

What development language is iDC File Manager written in?

iDC File Manager is written in Perl (.pl)

Does iDC File Manager support Active Directory, Single Sign On or Windows Authentication?

Unfortunately iDC File Manager does not support Active Directory, Single Sign On or Windows Authentication as it has its own build in client management controls.