Quick Links:

• Basics of Running DocXchanger Client
• DocXchanger Client Diagrams
• Using the DocXchanger
• Uploading a File to the Server
• Downloading Files from the Server:
• Troubleshooting
  o Log-in Problems
  o Can’t close the DocXchanger / Or client is Froozen
• Contact Information
Basics of the DocXchanger Client:

Opening the Program and Closing the Program:

1. If you have successfully installed the DocXchanger Client and you chose to place an icon on your desktop, simply double click the icon to start the program. If you were able locate and double click the Desktop shortcut, skip to step 5. If you chose to have the DocXchanger start with windows, you will notice in your tray bar in the bottom left screen that DocXchanger is already running. Skip to step 5. If the DocXchanger icon is not in your system tray, and you cannot locate the Desktop icon, go to step 2.
2. If you didn’t place an icon on your desktop, to start the program, simply click the Start button on the toolbar in the bottom left screen of your desktop, and then click, All Programs.

First, click the start button
Second, click All Programs
3. Now browse over to the folder labeled Condrey Corporation.
4. And now into DocXchanger, and then click the icon that is labeled, DocXchanger Client.

5. Now, log into the DocXchanger using your username and password.
6. Once you have logged into the DocXchanger, the program will not close until you close it via the icon tray in the bottom left corner of your screen.

Even though the program is not visible on the desktop, it is still running and we can see that in the icon tray.

To exit the program, right click on this Icon, and choose Exit.
Client Diagram A

View of remotely accessed UC server for file uploading. It is referred to as the “Top Panel” in this guide. It has a left and right window.

This panel shows the network resources your login credentials have given you. It is referred to as the “Left Panel”.

View of your local computer. It is referred to as the “Bottom Panel” in this guide. It has a left and right window.
This is the navigation window for the file system on the UC servers. It is referred to in this guide as the left window in the top panel.

This is the navigation window for your local computers file system. It is referred to in this guide as the left window in the bottom panel.

This is the Drag and Drop box for your local computer. It is referred to in this guide as the right window in the bottom panel.

This is the Drag and Drop box for the UC Server space you will be uploading your audio files. It is referred to in this guide as the right window in the top panel.
Using the DocXchanger:

Basics:

This panel shows the available Network locations available to you depending on your login credentials. Most users will see three items underneath the Education Tree, similar to the ones in this picture.

Our focus is going to be on the top icon labeled: “CJ-EPICS.OldRDrive.WorkForce2006.coe”

In the picture above, it’s the first item below the EDUCATION tree. Double click this icon to expand the node.
You now should see a folder named, “CJ-EPICS”, like in the picture blow. Click on this folder.
After you clicked the CJ-EPICS folder in the left panel, notice the fields in the top panel will populate for you. The top panel, as indicated in the picture, is your view to the server which you will be uploading your audio files. In the example below, you see a folder labeled, “Mead, OR EPICS 2011” The folder will not be named this unless your using the username for the Mead, OR employees (meadepics). The named of your folder will likley reflect where you work. If there are sub-folders inside of your offices' folder, you would be able to view and naviagate them just like using Windows Explorer.

This is the view of the UC servers which will hold your audio files.
The picture below further highlights the panel which gives you a view to the UC servers. The window to the left is used for navigating the file system on the servers. The window on the right is used to drag and drop files onto the server.

Use this window to navigate the file system where the audios are to be uploaded and kept.

Use this window to drag and upload files to the server. Drag and drop files from your local machine to this window.
The picture below explains the bottom panel, which is similar to the top panel, except it is a view of your local computer.

This is a view of your local computer, including network drives your computer may have mapped.
Just as with the top panel, the window on the left of the bottom panel is used for navigating through your local computers file system. The window on the right side of the bottom panel is used to drag and drop files onto and off of the server.

Use this area to navigate your local computers file system.

This is where you will drag and drop files onto and off of the server.
Uploading a File to the Server

Using the window on the left in the bottom panel, navigate to the location where the file you would like to upload is. In the example below, I have expanded my home folder entitled, *latessmt*, and I clicked on the *Desktop* folder, which populated the right window in the bottom panel with all the files and folders on my Desktop.

**IMPORTANT NOTE!!!**

Your computer is likely set up differently than mine. So, you will have to know where the audio file you want to upload is saved on your computer, and navigate to that location.
Now I am able to use the scroll bar on the right window in the bottom panel to locate the file I want to upload, which is named, “Test Audio File.mp3”

Here is the file I want to upload
Now click and drag the file to the right window of the top panel, and drop the file in the appropriate location. In the example below, I am about to drop the file into the folder entitled, “Mead, OR EPICS 2...”
After you release the mouse, the file will start to upload. A window, like below, will show you the files progress.
If the file uploads successfully, the window will appeared like it does below before vanishing. If the file fails to upload, you will get an error. Look towards the bottom of this PDF for Troubleshooting help.
If I click on the “Mead, OR EPICS 2011” folder on the left window in the top panel, I can see the items inside the folder. I now can see the “Test Audio File.mp3” which I just uploaded.
Downloading Files from the Server:

Downloading files from the server is the exact process as uploading, except you now drag files from the right window in the upper panel, to the right window in the bottom panel. In the example below I am dragging the “Audio Test File.mp3” to a folder entitled, “audio files”.

Click and Drag this file, down to the right window in the bottom panel.
The same window from earlier will pop up and show you the progress made on the download.
Troubleshooting:

If you have attempted to upload a file, but it fails try to following fixes:

Option A:

1. Right click on the icon labeled EDUCATION in the top left panel as in the picture below. You should see two options, Properties and Logout. Click on Logout. If you don’t see these two options, move to the next step. If you don’t see the Education tree at all, look at the bottom of this PDF for contact information.
2. Right click again on the EDUCATION icon, and three options like below should appear. Click, Login to Tree Using Remote Connection.

Right click on EDUCATION

Click, Login to Tree Remote Connection
The login window should appear. Type in your username and password carefully. If you log in and receive no error, try uploading the file again. If that doesn’t work, contact the CECH-IT office at 513-556-2217.
Option B for Uploading Problems:

**Windows 7:**

Click the system tray expander:

This is the DocXchanger system try icon.

First, click here to expand the system tray
Find the DocXchanger icon and right click on it. Click the option **Exit**. After this, re-open the DocXchanger and log back in. Try uploading again.

If this doesn’t work, please contact CECH-IT at 513-556-2217
In Windows XP:

Locate the DocXchanger icon in system tray in the bottom left hand side.
Right click on the icon, and three options should appear. Choose Exit. Now open the DocXchanger back up and log back in. Try to upload the file again. If this doesn’t work, please contact CECH-IT at 513-556-2217.
Force Shutdown of DocXchanger:

If you ever have difficulty closing the DocXchanger, you can try to following:

On your keyboard, press the button combination: “Ctrl”+“Shift”+“Esc”. The Windows Task Manager will appear. In the example below, you can see the various Applications running (including a Word document entitled, DOCXCHANGER_WORKER), though you can not see the DocXchanger application.
On the Task Manager, click the tab labeled, Processes.
Your task manager should now appear similar to the picture below. Click the column header labeled, Image Name to order processes by alphabetical order.

First, Click the tab labeled, Processes

After clicking the Processes tab, click "Image Name" to order the process list in alphabetical order.
Locate the processes named, “DocXchanger.exe”.

![Windows Task Manager with DocXchanger.exe highlighted]
Right click on the DocXchanger.exe process and choose to End Process, like in the picture below.

A window will appear like the one below, warning you that you are ending a process. Click End process or OK.

Now, start the DocXchanger back up, log in, and attempt to upload the file. If this doesn’t work, please contact CECH-IT at 513-556-2217
If you can’t log into the DocXchanger, or you get an error when you log in:

Carefully retry your password. If that doesn’t work, please contact CECH-IT at 513-556-2217.

Contact Information:

Phone: 513-556-2217