

Getting Started



idgard Sync



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Getting Started

Welcome to the *getting started* of **idgard Sync**.

This page is additionally available as  [PDF for Download](#)  !

The idgard Sync is a Windows app that brings your idgard workspace directly into your daily desktop workflow.

NOTE

With idgard Sync, your files are available in Windows Explorer just like a familiar cloud drive, while keeping the security standards of idgard.

With **idgard Sync**, you can access your idgard files directly in Windows Explorer, keep content synchronized, and work with files locally.

To start the app, search for **idgard Sync** in the Windows Start menu. After launch, you can control it from the tray icon next to the Windows clock. You can also enable auto-start so the app starts with Windows.

Windows Integration

- [Tray Icon](#)
- [Windows Explorer](#)
- [Storage Sense](#)
- [Setup in Windows](#)

Use Cases

- [First Sync](#)
- [Tray Menu and Status Indicators](#)
- [Roles in idgard](#)

Views

Dialogs (windows) which are part of the app.

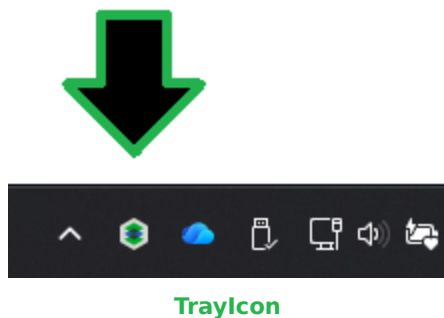
- [Splash Screen](#)
- [About](#)
- [Login View](#)
- [Box Selection View](#)
- [Sync Overview](#)
- [Activity View](#)
- [Application Settings](#)
- [New Version Window](#)

Help

- [Support Request](#)
- [Features](#)
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- [Recovering From Error Situations](#)

Tray Icon

The tray icon (next to your Windows clock) is the quickest way to open and control **idgard Sync**.



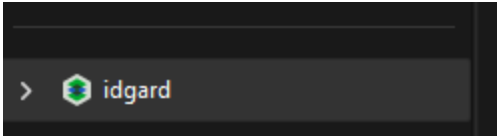
If you do not see the icon right away, click the up arrow in the taskbar to show hidden icons. You can pin it for faster access.

You can use these mouse actions:

- **Single Left Click** 
Opens the [SyncOverview](#).
- **Double Left Click** 
Opens your **idgard drive** in Windows Explorer (when you are signed in) or the [LoginView](#).
- **Single Right Click** 
Opens the **context menu** with actions such as account options, settings, and sync controls.

Windows Explorer

idgard Sync appears in Windows Explorer as a Cloud Storage entry, similar to OneDrive or OneDrive Business.



When you open the idgard entry, you see all of your boxes (PrivacyBoxes, TemporaryBoxes, and DataRooms).

You also find a [Getting Started - PDF](#) for quick onboarding.

TIP

You can jump to the box list by typing *idgard* into the Windows Explorer address bar.

If the icon does not appear in Windows Explorer, start the app once from the Windows Start menu and double-click the [Tray Icon](#).

Storage Sense

Windows Storage Sense can also manage the idgard drive shown by idgard Sync.

The relevant setting is **Locally available cloud content**. See Microsoft documentation: [Configure Storage Sense](#)

What it does

If a file from the idgard drive was downloaded locally but is not used for some time, Windows can change it back to **online-only** to free disk space.

The file is still visible in Windows Explorer and is downloaded again when opened.

Important to know

- Storage Sense does not delete the file from idgard.
- It only removes the local cached copy from the device.
- Files marked with **Always keep on this device** are not affected.
- Windows applies the value **30 days (default)** for the idgard drive, unless the user changes it manually.

Recommendation

Use this setting if you want to save local disk space but do not need all files from idgard offline all the time.

Setup in Windows

After installing idgard Sync, it is worth adjusting a few Windows settings so the app is easier to access in daily use.

Pin the app to the taskbar

To pin idgard Sync to the taskbar:

1. Open Windows Search from the taskbar.
2. Type **idgard Sync**.
3. Select the app entry.
4. Click **Pin to taskbar**.

This keeps the app within easy reach, even when it is not currently visible in the notification area.

Keep the tray icon visible

Because many actions are available from the tray icon, it is recommended to keep the icon visible at all times.

1. Right-click an empty area of the taskbar.
2. Open **Taskbar settings**.
3. Go to the settings for other taskbar icons.
4. Find the **idgard Sync** entry.
5. Turn the switch on so the icon stays visible.

Once idgard Sync is running, the tray icon should then remain directly accessible.

Disable or enable auto-start

By default, idgard Sync starts automatically with Windows. If you only use the app occasionally, you can disable this behavior.

To disable auto-start:

1. Open the tray icon context menu with a right-click.
2. Select **App Settings**.
3. Scroll down and open **Windows Settings - Startup**.
4. Find **idgard Sync** in the list of apps.
5. Set the switch to **Off**.

To enable auto-start again, follow the same steps and set the switch back to **On**.

Requirements

To complete your first sync, you need:

- an installed version of idgard Sync
- your own idgard account
- at least read permission for the boxes or data rooms that you want to synchronize

If read permission is missing, a box cannot be added to the local drive. For more information, see [Roles in idgard](#).

Sign in and select boxes

After clicking the app icon in the taskbar, the sign-in window opens.

1. Enter the username and password of your idgard account. Alternatively, you can switch to the **Single Sign-on** tab and sign in using your domain URL.
2. Sign in.
3. Select the boxes that you want in the box selection window.
4. Start synchronization.

Windows Explorer then shows the idgard drive with the selected boxes as subfolders.

What is downloaded during the first sync

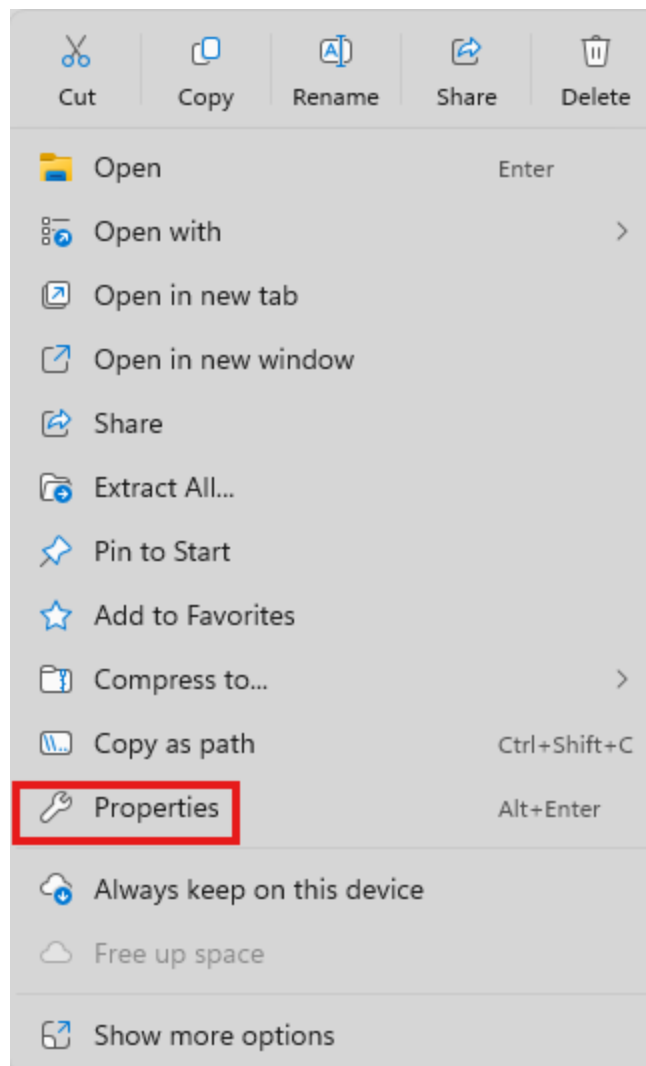
During the first sync, only metadata for the selected content is transferred to the device. The files themselves initially remain in the cloud.

This metadata includes, for example:

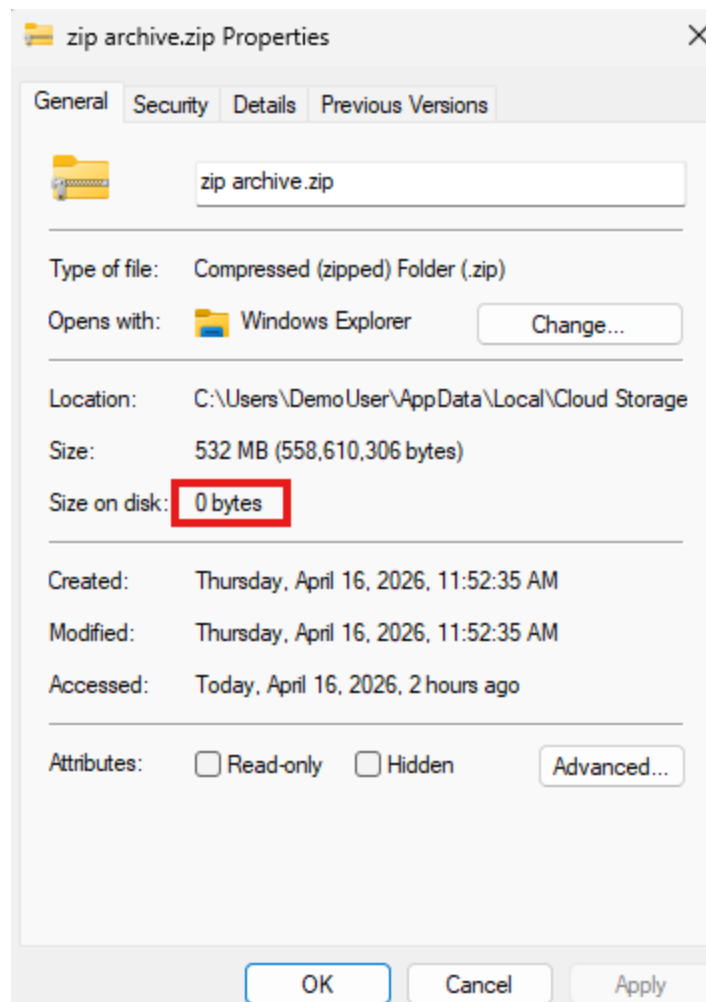
- file name
- file size
- unique file ID
- folder ID

This is why content can already be visible in File Explorer even though it does not yet consume local disk space.

When you open **Properties** from the context menu, pure placeholder files will typically still show **0 bytes** as disk space used.



Context menu with the Properties entry highlighted



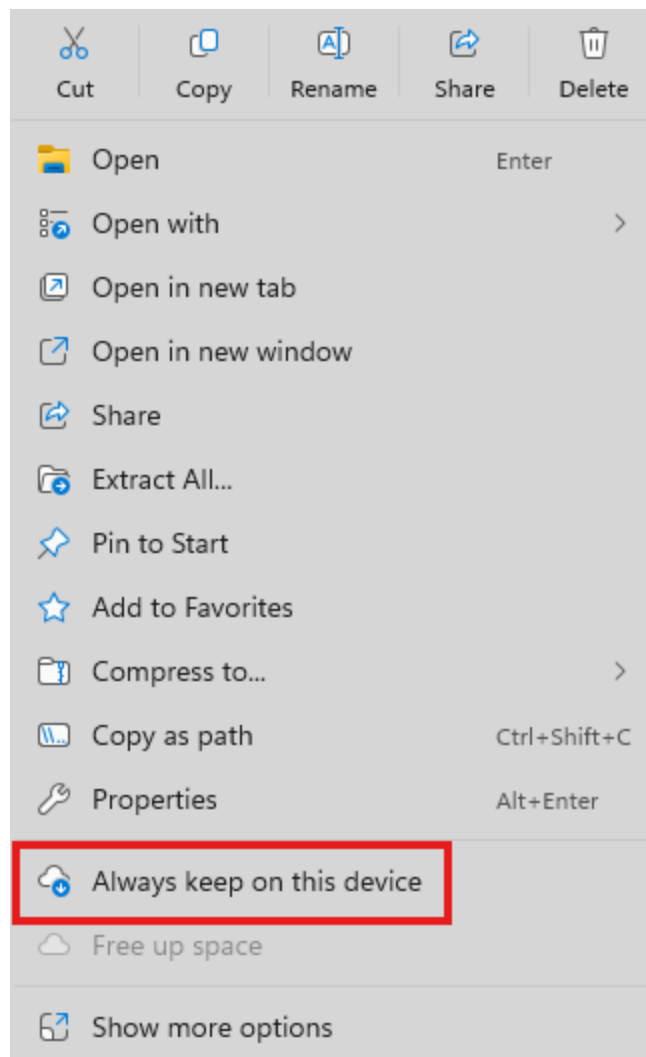
Properties of a placeholder file showing 0 bytes of local disk usage

Download files on demand

A file is downloaded locally when you open it or choose **Always keep on this device** from the Windows context menu.

Typical results:

- Double-clicking downloads the file and opens it in the associated Windows application.
- The context menu can be used to make the file available offline on purpose.
- The file only uses local storage after it has been downloaded.



Context menu with the Keep on this device entry highlighted

Download folders or complete boxes

The same principle also applies to folders and entire boxes.

- If you set a folder to **Always keep on this device**, its contents are downloaded gradually. For large folders, only a portion of the files starts downloading immediately — the rest are queued during the next synchronization, provided the [Automatic Downloads](#) setting is enabled.
- If you do the same for a box, the action applies to all contained folders and files.

Depending on the amount of data, this process may take some time. Make sure there is enough free disk space on the device before you start.

Status icons in File Explorer

The **Status** column in File Explorer shows content with different status icons. There are five basic states:

Normal sync statuses are:

-  only available in the idgard box
-  available on the device
-  always available offline on the device

During synchronization, the following status is displayed:

-  currently synchronizing or updating

Additionally, there is also the error status:

-  synchronization error

These status indicators help you understand whether a file is still only a placeholder, has already been downloaded, or is currently being processed.

Tray Menu and Status Indicators

The tray icon is not only an entry point into the app, but also the central control for account actions, synchronization, and status information.

Account menu

In the `[!INCLUDE [](~/articles/_vars/TenantName.md)] Account` area, different actions can appear depending on the current sign-in state.

When no account is connected yet:

- `Show login` opens the sign-in window.

When an account is already connected, these options are typically available as well:

- `Show login`
- `Sign out`
- `Remove user account`

`Sign out` ends the current sign-in session, but the app keeps running. `Remove user account` removes locally stored sync data for that account from the device. The data in the server account remains unchanged.

Select sync boxes

This menu item opens the box selection again.

The following applies:

- newly selected boxes are added locally and synchronized
- deselected boxes are removed locally
- deselecting boxes does not delete content on the server

If you remove a box from synchronization, this affects all local states inside that box, including content that was previously marked for offline availability.

Important options in App Settings

`App Settings` provides access to features such as:

- changing the app theme
- selecting the language
- setting the auto-sync interval
- opening the log folder
- configuring Windows auto-start
- starting or stopping synchronization manually

According to the source documentation:

- A theme change takes effect immediately.
- A language change requires an app restart.
- Changes to the sync interval also require a restart to take full effect.

Exit the application

Exit closes the application in Windows. If synchronization is still running, the app asks for confirmation first. The current action is typically completed cleanly before the app exits.

Tray icon states

The tray icon also reflects the current state of the application. This includes, in particular:

- synchronization successful
- metadata synchronization in progress
- data synchronization in progress
- error state

Depending on the state, additional details may be available by hovering over the icon or clicking it. From the success state, you can also open the Activities view.

How folder status is determined in File Explorer

The status of a folder is not determined only by the **Always keep on this device** setting on the folder itself. What matters is the combined state of the contained files and subfolders.

The priority described in the source documentation is essentially:

1. An active synchronization process inside the folder determines the folder status.
2. Otherwise, an online-only cloud state takes precedence.
3. Next comes the state of a file that has already been downloaded.
4. If all contained items are available offline, the folder is also shown as available offline.

Because of this, a folder can temporarily show a different status even though an offline option has already been set, as long as individual contained items are still in a different state.

Roles in idgard

For idgard Sync to work reliably with a box, the assigned permissions must be suitable for synchronization.

Suitable roles

In idgard, different roles can be assigned to a box, for example:

- Creator
- Manager
- Editor
- Viewer
- Upload Assistant
- Assistant in data rooms

These roles are especially suitable for synchronization:

- **Creator**
- **Manager**
- **Editor**

These roles generally allow both reading and meaningful write-back of changes.

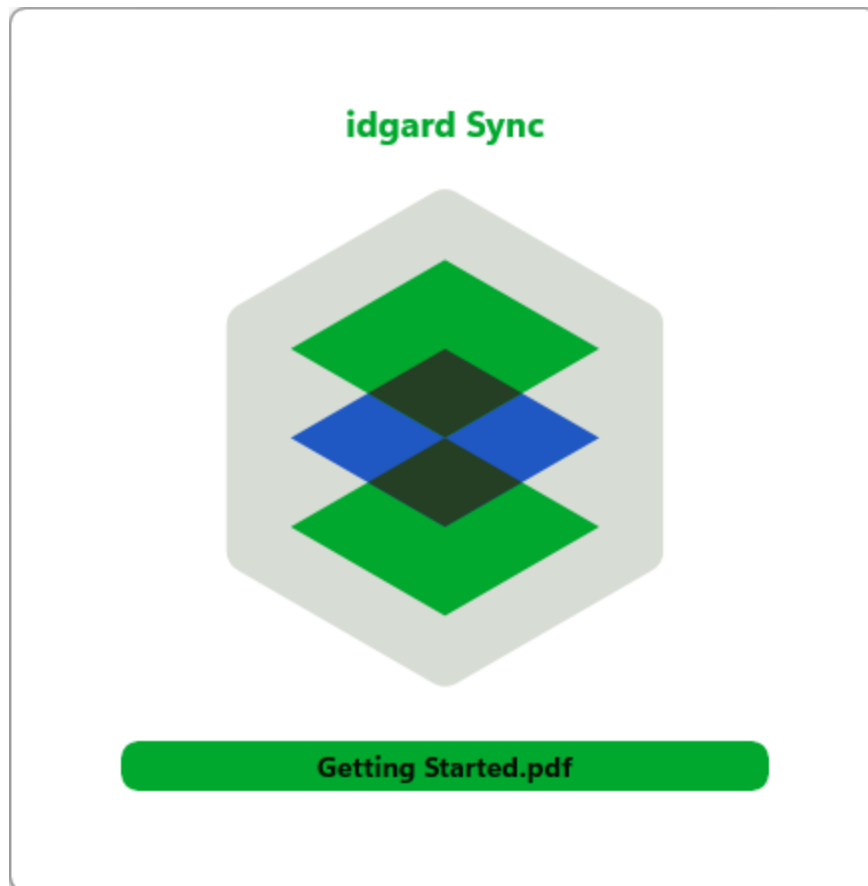
Roles with limitations

Some roles are only partially compatible with local synchronization:

- **Viewer** can read and download content locally, but cannot write back local changes.
- **Upload Assistant** is only suitable to a limited extent, because uploads are possible but synchronization remains functionally restricted.
- An **Assistant** in a data room can create folders, but cannot fully access or work with files.

Recommendation

For the smoothest experience, the role **Editor** is recommended for participating users whenever this is appropriate from a business and governance perspective.



The splash screen appears at application start. It shows the product name and logo.

The splash screen stays visible while the app is loading.

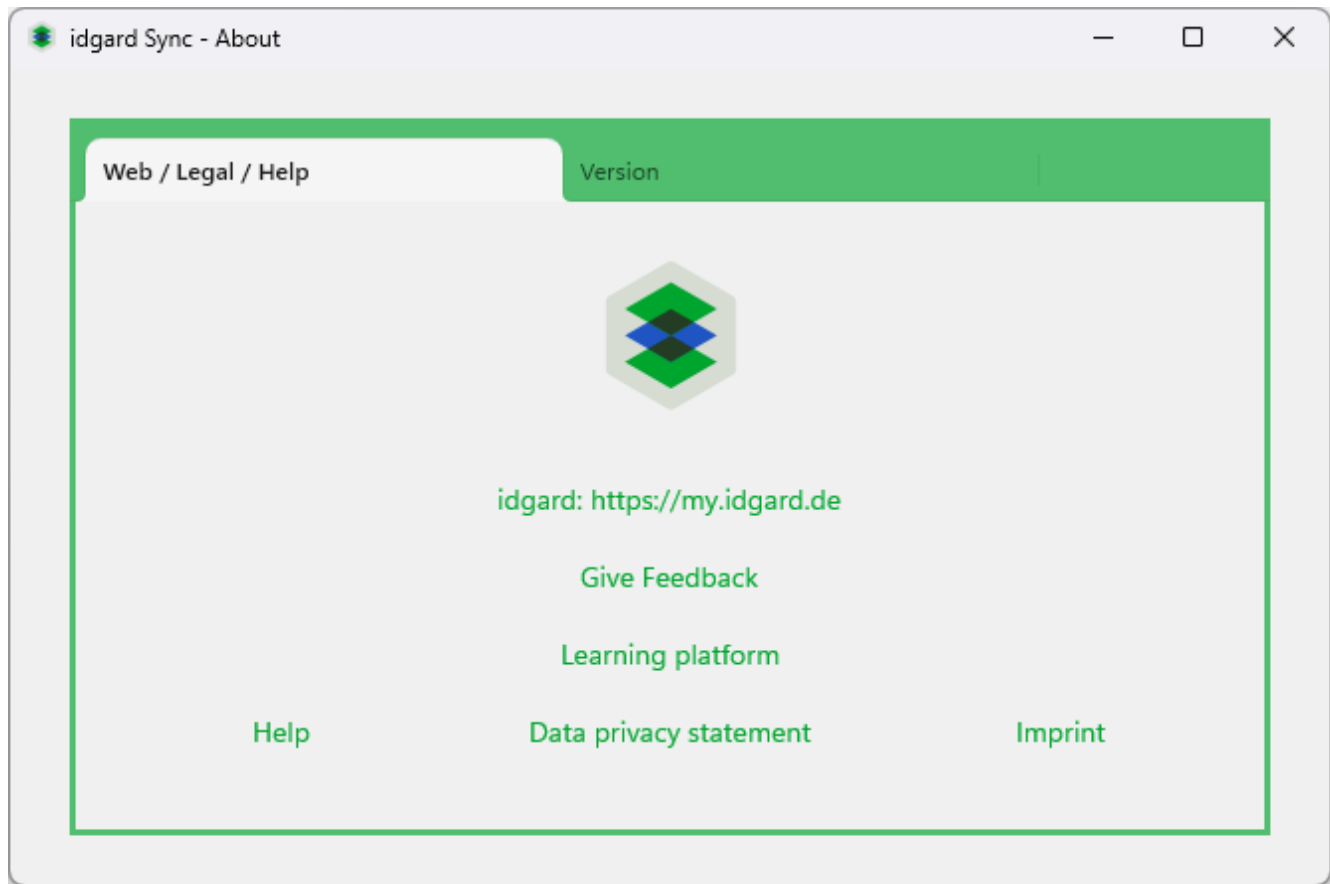
On the splash screen, there is a button `Getting Started.pdf`. When you click on the button the [Getting Started - PDF](#) will open. You can also press `SPACE`, when the button has the focus and the PDF will open as well.

You can open [Getting Started - PDF](#) directly from this window. If the button is focused, press `SPACE` to open it.

NOTE

There is no way to re-visit the splash screen, when application is started. But "Getting Started - PDF" can be found in the box sync-root folder.

About View



The `AboutView - Info, Links and Versions` is a standard view to show version numbers and support links.

Login View

The screenshot shows a web browser window titled "idgard Sync - Login". The main heading is "Login". Below it is a text input field containing the URL "https://my.idgard.de". There are two tabs: "Basic-Auth" (selected) and "Single Sign-on". Under the "Basic-Auth" tab, there are two input fields: "Username" and "Password", with a small square checkbox to the right of the "Password" field. Below the tabs is a large green button labeled "Login". Underneath the button is a link that says "Forgot password?". At the bottom is a button labeled "Show About".

The **Login Window - User Authentication Interface** is view that provides a comprehensive login interface for the application with support for multiple authentication methods.

NOTE

The available authentication methods may differ depending on the tenant or **idgard Sync** configuration. This means that for example SSO may not be available for you.

Authentication Methods Supported

1. **Basic Authentication** - Traditional username/password login
2. **SSO (Single Sign-On)** - Web-based authentication via SSO URL
3. **Multi-Factor Authentication (MFA)** - combined with Basic Authentication (e.g. TOTP or SMS) aka Second Factor Authentication (2FA)

Layout structure

1. Header Section - Server URL configuration

- Displays application title
- Default server URL input field, can be changed to use other servers

2. Authentication - Tabbed interface for first-factor authentication

- **Basic Auth Tab:** Username and password fields with password visibility toggle (Alt+F8) and optional 2FA
 - **TOTP Tab:** One-time password input (Authenticator App)
 - **SMS Tab:** SMS code input with resend functionality (Mobile Phone)
 - **Other 2FA methods:** There are possible additional other 2FA method configured by the server
- **SSO Tab:** SSO URL input with embedded Browser for web-based authentication

3. Errors - Shows authentication error messages in red when login fails

4. Actions

- Primary button: [Login](#)
- Link: [Forgot password?](#)
- Button [Show About](#) opens the [About view](#)

NOTE

The login window opens at startup whenever you are not signed in. You can also open it by double-clicking the tray icon while signed out.

Login Error Scenarios

The following error messages may be displayed during login:

Error	Description
Invalid server URL	The entered server URL format is not valid.
Invalid SSO URL	The entered SSO login URL format is not valid.
Hostname mismatch	The server URL and the SSO login URL do not point to the same host.
Wrong credentials	The username or password is incorrect.
User account blocked	Too many failed login attempts. The account is locked and must be unlocked by an administrator.
Wrong verification code	The entered 2FA code (TOTP, SMS, LoginCard) is incorrect.
Password change enforced	The organization requires a password change. The user must go to the website and change their password before logging in.

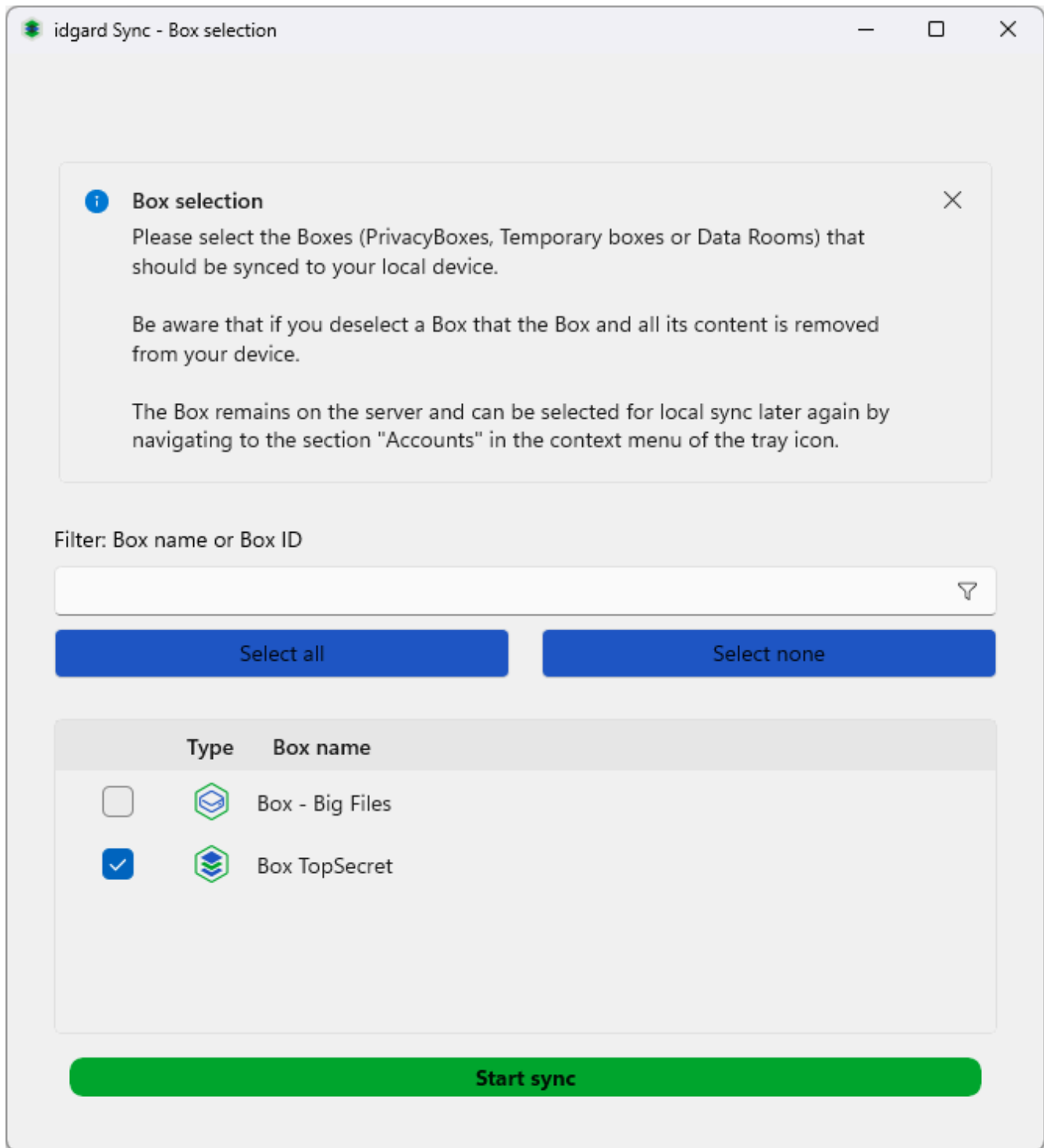
Error	Description
TOTP setup required	The organization enforces TOTP as a second factor, but the user has not set it up yet. The user must go to the website and complete TOTP setup for their account.
SSO user mismatch	The SSO login returned a different user than expected (re-login scenario).
Unknown API error	The login failed due to an unexpected server error.

Server Version Compatibility

⊗ IMPORTANT

The **TOTP setup required** error is returned by server **v2.0.2 and later**. On older server versions (before v2.0.2), the client can still log in even when TOTP setup is configured as mandatory on enterprise level but has not been completed by the user.

Box Selection View



The **SelectBoxesView - Box Included or Excluded in Synchronization** is a dialog that allows users to select which boxes they want to synchronize with the application. The non-selected ones will be removed locally, but stay on the server.

Enable users to choose specific boxes from their account for local synchronization, providing granular control over what content is synced to their device. Also "hiding" of sensitive or huge boxes can be done by un-select them.

Key Features

- Shows current account details at the top
- Instruction Banner with title and message explaining how to use the view (can be closed by the user)
- Box filter (by box name, or box id)
- Table View which can be sorted by column, shows the box type and name
- Hover over table row, will show description and id of the box
- Buttons **Select All** und **Select None**
- Bulk edit, select all **Ctrl + A**, select none **Ctrl + Shift + A**
- A selected row can be copied **Ctrl + C** to clipboard as CSV with header

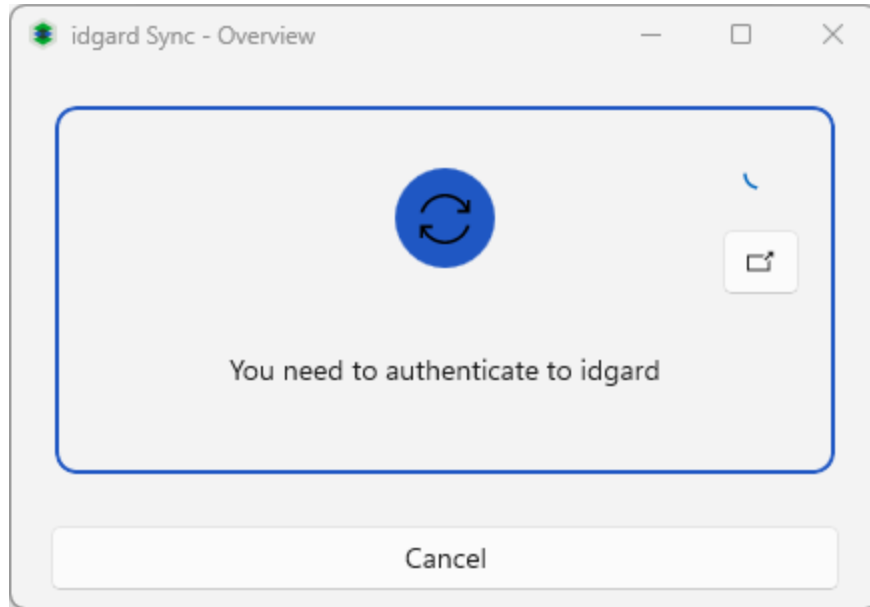
Keyboard Shortcuts

- **Ctrl+A** - Select all boxes
- **Ctrl+Shift+A** - Deselect all boxes
- **Ctrl+C** - Copy to clipboard of focused row
- **Arrow keys** - Navigate table rows
- **Space** - Toggle checkbox on focused row

NOTE

The Box Selector will appear, after the 1st login. It can be re-shown by the tray-icon context menu, right click, click on accounts, open the user-account-menu and select "Show Box List".

Sync Overview



The `SyncOverviewView - Application Status Dialog` is a compact status window that displays the current synchronization state of the application. It appears in the bottom-right corner of the primary display and will show real time updates.

The AppState is the same as the indicator dot on the TrayIcon.

Layout Structure

- **Status Border** - Color-coded border that changes based on application state
- **State Symbol** - Icon with dynamic color and symbol (glyph)
- **Progress Ring** - Appears when the application is busy (syncing, uploading, downloading)
- **Activity Button** - Top-right corner button  to open the [Activity View](#)
- **Status Message** - Text showing current operation or state
- **Action Buttons** - Context-sensitive buttons at the bottom (e.g. Login or Cancel)

Application States, Colors & Glyphs

The status area shows the current sync state at a glance:

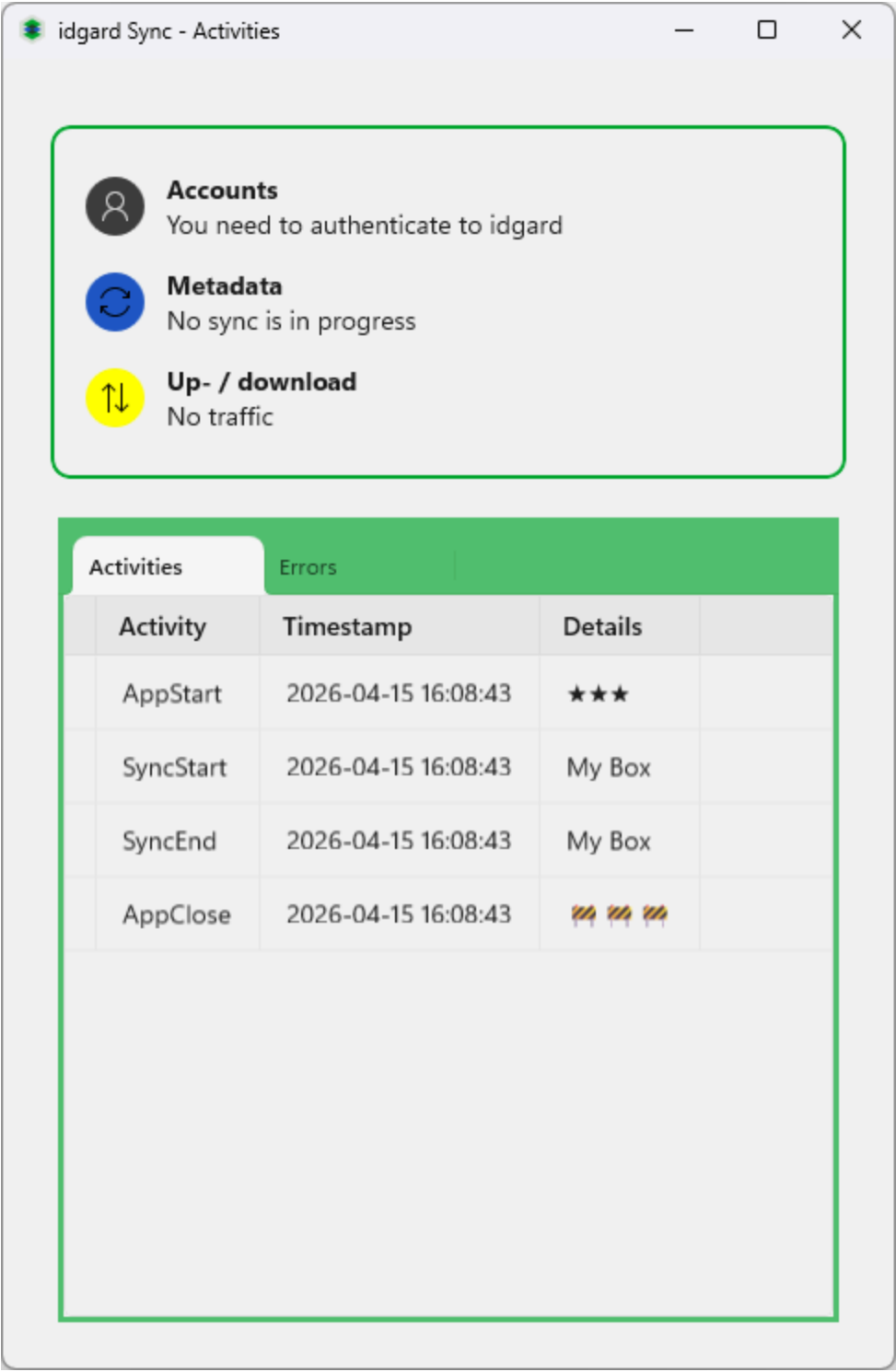
State	Color	Symbol	Message
None	None		Initial state
NotAuthenticated	Error color (gray)	👤	Login required
Synchronizing	Busy color (blue)	🔄	Currently syncing meta-data
UploadOrDownloadInProgress	Busy color (yellow)	↕	Traffic is on going
Success	Success color (green)	✓	Sync completed
Error	Error color (red)	✗	Error description

Context-Sensitive Actions

- **No button:** When everything is up to date, no action button is shown.
- **Login button:** When sign-in is required, a login action is shown.
- **Cancel button:** While a sync operation is running, you can cancel it.

NOTE

Single left-click on the tray icon opens [Sync Overview Window](#).



The **Activities Window - Activity Monitoring and Error Management** gives you detailed insight into what the app is doing right now and what happened recently.

Use it to monitor sync behavior and quickly identify issues.

Health Status Panel

- Color-coded border matching the current app state.
- Three status indicators:
 1. **Accounts Status:** Shows connection status for your accounts.
 2. **Metadata Sync Status:** Shows which box is currently syncing.
 3. **Traffic Status:** Shows file counts and transfer progress.

The status area shows the current sync state at a glance:

State	Color	Symbol	Message
None	None		Initial state
NotAuthenticated	Error color (gray)	👤	Login required
Synchronizing	Busy color (blue)	🔄	Currently syncing meta-data
UploadOrDownloadInProgress	Busy color (yellow)	↕	Traffic is on going
Success	Success color (green)	✓	Sync completed
Error	Error color (red)	✗	Error description

Tabbed Interface

Tab 1: Activities

- Read-only list of recent app activities in chronological order.

Tab 2: Errors

- Read-only list of errors.
- Error entries are clickable so you can open the related folder and resolve the issue.

Tab 3: Downloads - *Debug Only, Experimental*

- Shows active and recent download operations

Tab 4: Uploads - *Debug Only, Experimental*

- Shows active and recent upload operations

NOTE

Open **SyncOverview Window** with a single left-click on the tray icon, then use the activity button to open **Activities Window**.

Application Settings

idgard Sync - Settings

UI Theme

System

Language (change requires a restart)

System

Interval for auto-sync in minutes (change requires a restart)

5

☒ Download files automatically that are set to "Keep always on this device"

Behavior when adding new (additional) Boxes

Always add new Boxes to local drive

Folder for Log-Files

C:\Users\DemoUser\AppData\Local\idgard Sync\logs

Open Log-Files folder

Browser data for SSO/SAML

C:\Users\DemoUser\AppData\Local\idgard Sync\BrowserData

Save

Use [AppSettingsView - Application Configuration and Preferences](#) to personalize how idgard Sync looks and behaves.

You can also access support-related paths such as log files and browser data.

Your settings are saved and applied again the next time you start the app.

Configuration Options

Theme Selection

- Options: Light, Dark, Follow System
- Applied *immediately*

Language Selection

- Options: English, German, Follow System
- Requires *app restart*

Auto-Sync Interval

- Sets how often the app automatically synchronizes with the server
- Default: 5 minutes
- Range: 1-720 minutes (12 hours maximum)
- Controls:   (1 minute),   (15 minutes)
- Requires *app restart*

Automatic Downloads

- Enable or disable automatic file downloads
- Requires *app restart*

This controls whether files marked as "Keep always" are downloaded automatically. In large shared boxes, this can generate higher network traffic and local storage usage.

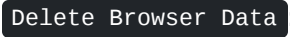
Behavior When Adding New Boxes

- Choose how newly available boxes are handled after the initial box selection
- Option 1, *Always add new boxes to the local drive*: Automatically adds each new box the user becomes a member of
- Option 2, *Never add new boxes to the local drive - always select via the context menu*: Does not add new boxes automatically; add them manually from the context menu when needed
- Option 3, *Show box selection after each login - select boxes for local synchronization manually*: Does not add new boxes automatically, but shows the box selection after each login so new boxes can be reviewed and added manually

Log Files Management

- Shows the log folder path: *Folder for Log-Files*
-  opens the log directory in File Explorer

Browser Data Management

- Shows the browser cache/data folder path
- **Auto-delete**: Clears browser cache on app exit (used for items such as SSO session cookies); requires *app restart*
- : Clears browser cache immediately

Auto-Start Configuration

- Provides a shortcut to Windows startup settings
- The link opens the Startup Apps page in Windows Settings

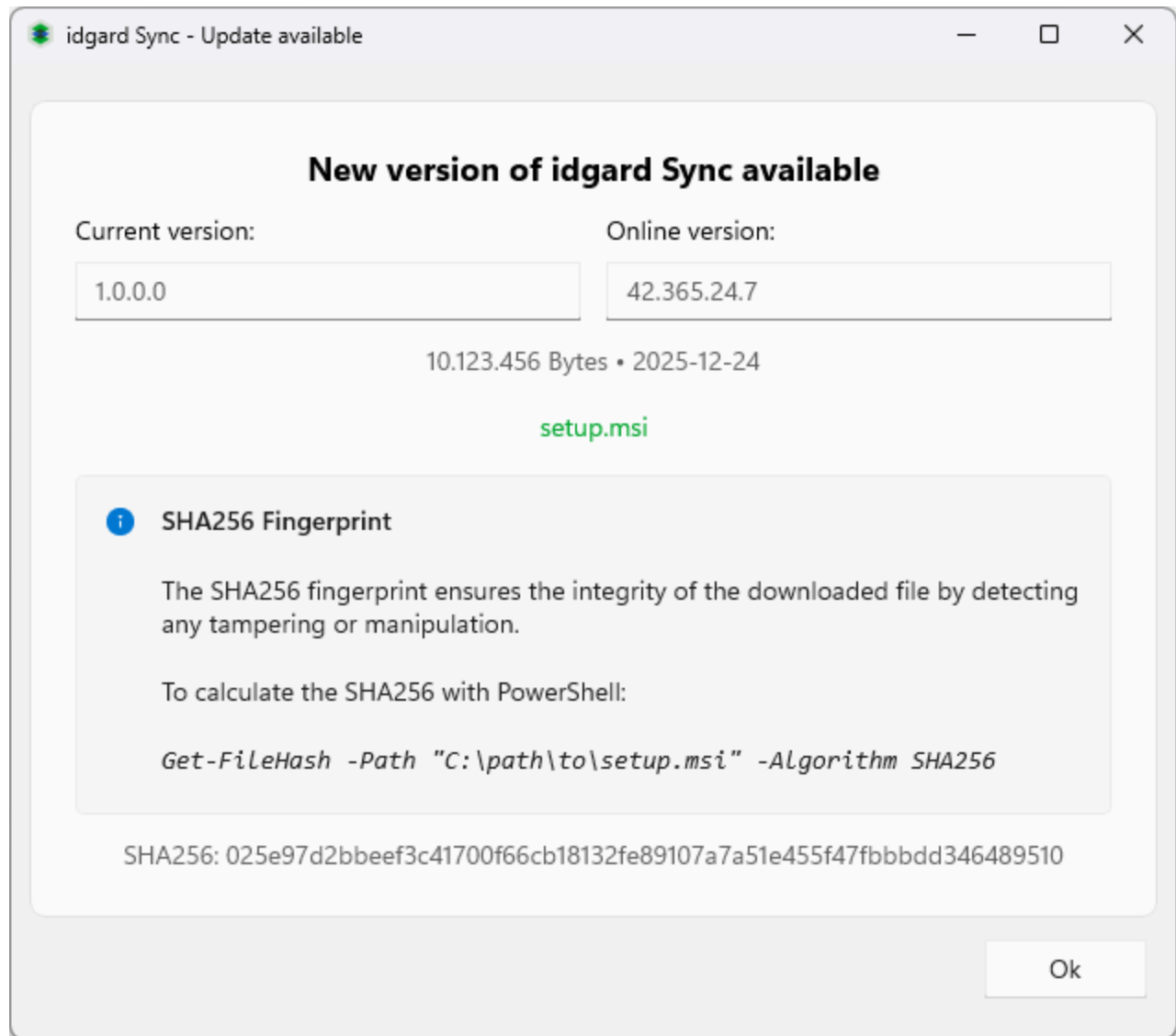
Proxy Configuration

- Web proxy functionality (if the defaults from Windows does not work)
- Proxy server address, can be an URL or an IP
- Proxy server port, any number, e.g. 8080

NOTE

Right-click the tray icon and choose **App Settings** to open this window.

New Version Window



The View `New version of [!INCLUDE ](~/articles/_vars/ProductName.md)] available` is a view that provides information that a new version of the application is available. There is a Fingerprint of the file, to verify integrity after downloading. On the Window there is also the download link available.

NOTE

The New Version window opens at startup, if you are online and a new version is available.

System Requirements

The following requirements must be met to install and run idgard Sync.

Operating System

Requirement	Minimum
OS	Windows 11 (64-bit)

⊗ IMPORTANT

Windows 10 is **not** officially supported. The application may run on Windows 10 22H2 (Build 19045) or later — the underlying Windows SDK targets Build 19041 (20H2), which covers the same API surface shared by 20H2, 21H1, 21H2, and 22H2. However, feature gaps and stability issues are possible and will not be addressed.

Runtime Dependencies

The installer automatically downloads and installs any missing runtime components.

Component	Version
.NET Desktop Runtime ↗	8.0.26 (x64)
Windows App Runtime ↗	1.8.7 (x64)

ⓘ NOTE

Both runtime components are bundled with the exe-installer and will be set up automatically if not already present on the system. They are not included in the MSI setup and must be installed separately beforehand.

Support Request

If you need assistance with idgard Sync, please include the following information in your request:

- Product version
- Windows version
- A short description of the issue
- The steps to reproduce the issue
- Relevant screenshots, if available
- Relevant log files, if available

You can find the log file location in [How to access the log-files?](#).

idgard Sync Features

Installation and Setup

- Install idgard Sync with the provided MSI installer.
- Launch idgard Sync automatically when Windows starts.
- Open idgard Sync at any time from the system tray.
- Open the idgard drive in Windows Explorer.

Sign-In and Access

- Sign in with your idgard username and password.
- Use Single Sign-On (SSO) if it is configured for your organization.
- Complete sign-in with supported two-factor authentication methods TOTP, SMS and LoginCard.

Box Selection

- Choose which boxes are synchronized to your device.
- Show or hide boxes locally without changing the content stored on the server.
- Reopen the box selection later from the tray menu.

Working with Files

- Access your boxes in the idgard drive in Windows Explorer.
- Keep selected files and folders available on your device.
- Free up local disk space for content that you do not need offline.
- Download cloud files directly when you open them.

Synchronization

- Synchronize cloud changes to your local idgard drive.
- Upload supported local changes to the cloud.
- Receive automatic sync updates at regular intervals.
- Automatically update boxes when new server activity is detected.
- Start a sync manually when needed.
- Cancel an active sync operation.

App Overview

- Open the sync overview from the tray icon.
- See the current sync, upload, and download status at a glance.
- Open a detailed activity view for recent actions and errors.

Settings and Support

- Change the theme and language of the application.
- Configure the sync interval and automatic download behavior.
- Open the log folder and clear stored browser data.
- Configure proxy settings if required.
- Access account actions such as sign-out, account removal, and box selection.
- Open the About view for version and support information.

Reporting and Logging

- Generate CSV reports with idgard IDs and their corresponding item names.
- Access log files created by idgard Sync.

Known Limitations

The following limitations are currently known for idgard Sync:

- Deleting files and folders in Windows Explorer is not supported. If you want to delete items from idgard, please use the web application.
- Moving files in Windows Explorer is only supported within the same box. Files cannot be moved locally to another box or outside the idgard drive. In these cases, they can only be copied.
- ERM-protected datarooms are not supported. They may appear in the list, but idgard Sync cannot open or sync their content.
- View-only PDF documents cannot be opened in idgard Sync.
- Users with view permission but without upload permission can only read content locally. If they edit files locally, the affected box will enter a blocking state and further changes may no longer sync.
- Some actions performed while idgard Sync is not running are not detected correctly. This can affect changing, deleting, moving, or renaming folders and files and may cause problems during the next sync.
- Uploads for users who do not have read permission are blocked.

Recovering From Error Situations

If synchronization gets stuck because of an error, there are several things you can try to restore a working state.

⚠ **WARNING**

Some of the recovery actions described on this page can remove local content that has not yet been synchronized to the idgard server. Before you continue, copy any important local data to a location outside the idgard drive.

Check whether a local file or folder is causing the error

If the error is caused by a local file or folder, you can find the relevant information in the error details in the Activities view.

In many cases, the issue can be resolved by moving the affected file or folder out of the idgard drive to another folder on your device. If the cause was only temporary, you can try again later to apply you desired change.

To check whether the issue is related to missing permissions, try to perform the same action, for example uploading the file, in the web application.

Temporarily remove the affected box from sync

If the error is related to a specific box, you can temporarily remove that box from local synchronization and add it again later.

You can do this from the tray context menu: Accounts -> idgard Account -> your configured account -> Select sync boxes

Remove and add the account again

If the problem persists, you can remove the complete idgard account and configure it again afterward.

You can do this from the tray context menu: Accounts -> idgard Account -> Remove user account

Reinstall the application

If you have the required permissions on your device, you can also try uninstalling and reinstalling idgard Sync.

What to expect afterward

Depending on the amount of data involved, adding boxes again may take some time, especially if they contain many items or large files that need to be downloaded again.

When you add a box again, local configuration for that box may be lost, for example settings such as keeping folders or documents always available offline.