


Docksushare (pronounced “docs you share” or DuS for short) is a web app from the Office of the Commonwealth’s Attorney (Jefferson County, KY) for sending discovery. DuS is a delivery system, not for permanent storage. It is developed and supported by Pine Technologies <https://pinetech.com/>

DuS MUST be run from a chromium based browser like Google Chrome  or Microsoft Edge.  It does NOT work in Firefox or Safari.

You will receive an automated email from Pine Technologies when there is new material to download for a case. You are advised to add @pinetech.com and @itspinetech.com domains to your whitelist so it does not get sent to spam or blocked by your system. If you are not sure what your account password is, go to the DuS home page and click on “Forgot Password?”

You have 3 weeks from the date of upload to retrieve the discovery on your cases. As new discovery is added, it will extend the “active” date another 3 weeks. All previous discovery over 3 weeks old will be deleted.

If you have an assistant or someone you want to receive CC’d notification emails, you can click on your account name at the top-right of the page, then My Account > Additional Emails. They will receive emails, but can NOT log in with that account unless you request it from the Commonwealth’s Attorney office.

Downloads run at approximately 300,000 KB/minute (7 MB/s), or less depending on your internet speed. We are limiting cases to less than 100,000,000 KB (100 GB or 1,000 MB) in size. You can use a speedtest website, like Fast.com, to check your personal internet speed; anything over 50 Mbps should be adequate.

You can see the total size of the case towards the top of the screen, and specific case files in the Media Items section:

Back
Edit Case
Delete Case

22CR2998 ~ Smith, John

Total Case Size: 845 MB

Example notes for this case

Case inactive since 06/03/2022
Case authorized on 05/13/2022

Media Items
Authorized Users
Log Records

Upload
New Folder
Select
Download All ⓘ
Grid
List
Details

↑ /

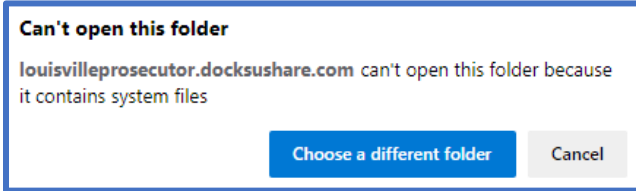
NAME	DATE MODIFIED	MODIFIED BY	MIME TYPE	SIZE
? 22CR29998-Smith-CDO1.zip	5/13/2022 1:59:30 PM	cbruenderman@louisvil leprosecutor.com	application/zip	845572 KB

Check the remaining space on your computer’s hard drive (usually C:) before downloading.

Space required on your hard drive = 2 x (File Size)

In the example above, file size is 845,572 KB, so you would need 1,690,00 KB (1.7 GB) free during the download. When the download completes and you close your browser, it will delete the temporarily-cached 845,572 KB.

If you get an error about system files, you need to make sure that the download folder you choose is empty.

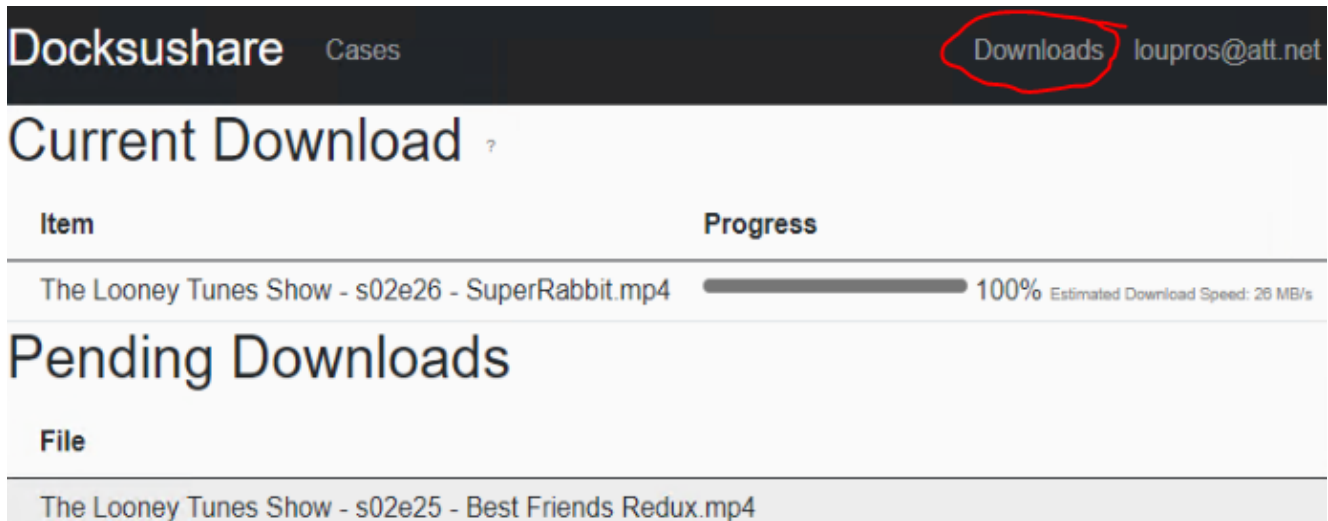


Docksushare must stay open on your web browser while downloading.

7/28 UPDATE (version 3.3.6): There are now two ways to download files. Method 1 is the default, but if files are not progressing to completion on the Downloads page, you can opt for Method 2 at any time.

DOWNLOAD METHOD 1

You can monitor the progress of your Downloads by clicking on the link at the top of the page.

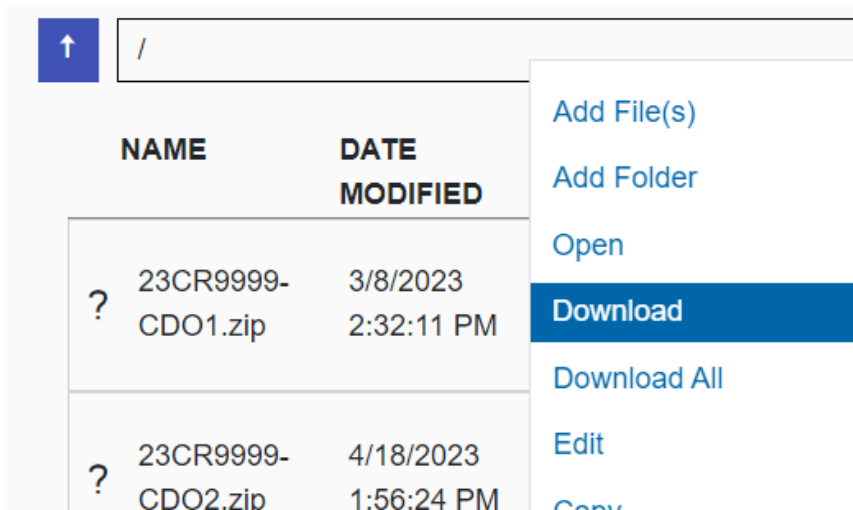


In this example, you can verify that the download is running by looking at the folder on your computer. You will see a .crswap file during the download. You can see that e26 has downloaded, but e25 is still in progress.

Name	Date	Type	Size
The Looney Tunes Show - s02e25 - Best Fr...	7/3/2023 10:52 AM	MP4	0 KB
The Looney Tunes Show - s02e25 - Best Fr...	7/3/2023 10:52 AM	CRSWAP File	0 KB
The Looney Tunes Show - s02e26 - SuperR...	7/3/2023 10:52 AM	MP4	443,431 KB

Press F5 or refresh your browser to cancel a download.

We recommend limiting downloads to 1 ZIP file at a time, or less than 25GB total at a time. You can right click on a file and select Download to copy one file at a time.



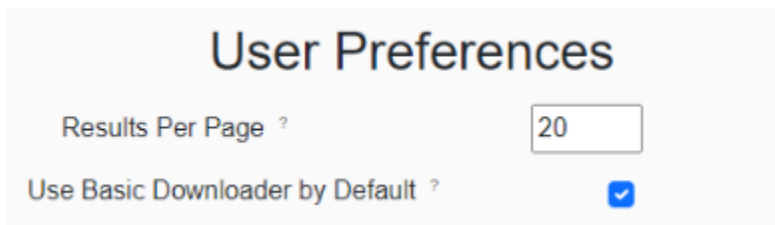
DOWNLOAD METHOD 2

If files (usually > 4 GB or 4,000,000 KB) are not progressing to completion on the Downloads page, you can opt for Method 2 at any time.

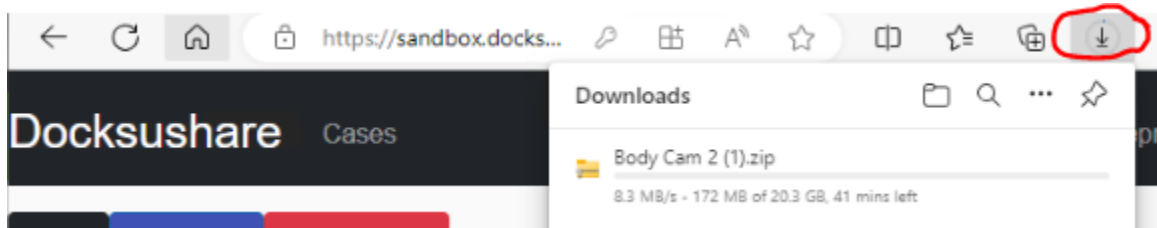
NOTE: There is no Download All button with this method, so you must click on each file individually.

Log into your DuS account, then click on your email on the top-right, and My Account.

Under User Preferences, check the “Use Basic Downloader by Default” option:



You can click on the “?” by the checkbox for more details. Essentially, you should see something like this when you click on a case file to download:



You can switch back to the default downloader at any time under your User Preferences page.

HELP DESK

Our website is the hub for any changes to Docksushare: <https://louisvilleprosecutor.com/portal>

Technical support: help@pinetech.com (435) 429-6418 ext. 3 (on MDT time in Utah). If you have any suggestions on how to make our products better, please email productfeedback@pinetech.com