

SME Windows Cloud DriveFAQ / Restrictions Product

Storage Made Easy Cloud Drive

Description

Storage Made Easy provides a Windows Suite of Applications for their Enterprise File Share and Sync Solution. The solution comprises a dedicated Cloud Explorer, a Microsoft Outlook add-in for file sharing, a Microsoft Office add-in and an OpenOffice/LibreOffice extension, a Cloud Sync application and also a native Cloud Drive.

Aim of this Read Me

The aim of this read me document is to highlight some caveats that needs to be understood/observed when working with the Cloud Drive.

Antivirus software

The Cloud Drive application should be excluded from Anti Virus scanning to avoid performance and functionality issues. In particular there are known issues in using the drive with Trend Micro Anti Virus scanning solution.

Firewall

The Cloud Drive and Apps in general need outbound access to ports 80 and 443 to work. Also note that some installed firewalls sandbox applications and you should ensure that the Cloud Drive and other Apps are not sandboxed.

Drive restrictions

The Cloud Drive has been optimized to disable preview for images and other file types that use this functionality. This is because the file needs to be downloaded to create the preview which of course would negate the whole purpose of using the drive. It is recommended to keep previews off.

Working with files

In general, you should be able to work with files as you would on a normal drive but please note that some applications may need certain "hooks" for us to work with them (with regards to edit and save) or may not be suitable to be shared for network drive access. Work has been done for many file types but if you come across a file type where edit and save is problematic you could email support@storagemadeeasy.com and let us

know.

Working with large files

Remember that the drive is a remote view of data. If you work with a very large file the whole file has to be downloaded and then on save uploaded. The Cloud Sync tools are a much better way of working with such large files.

Uploading/Copying files

It is not recommended to copy a large amount of files with the Cloud Drive. To upload a large amount of files it is recommended to use the dedicated Cloud Explorer or if the file sizes are large please consider the Cloud Migration Assistant. Dragging and Dropping files between the local file system and the cloud drive will work and will even try to resume on failure but the drive is not optimized for such large file transfers.

Accessing Drive Settings

Cloud Drive Settings can be accessed from the taskbar's tray (right-click -> Settings) and this can be useful to clear the cache and also clear any files that may be "stuck" and cannot be uploaded.

Cloud Sync

There are five sync options available.

Sync All: The contents of cloud and local folder will be kept identical. Any changes to local folder will sync up and to cloud folder will sync down.

Sync Up: The changes in the locally folder is sync'd up but any changes made on the cloud is not sync'd down

Sync Down: The changes in the cloud folder is sync'd down but changes made on the local folder is not sync'd up

Clone Up: The Local folder is replicated to the cloud folder. No changes are sync'd down but every time the sync is run the cloud folder is amended to exact replica of local folder.

Clone Down: The cloud folder is replicated to the local folder. No changes are sync'd up but every time the sync is run the local folder is amended to exact replica of cloud folder.

Working with Microsoft Office documents

The drive should work perfectly well with office documents but be aware that a network

blip, general office crashes, and latency sensitivity of office, can cause documents to be lost so always consider setting up the office auto-recovery office option when working with the drive. An alternative is to use the Microsoft Office add-in provided, available as eCloud Actionsí ribbon bar.