First Steps

Getting to know your Cyber Files Cloud sync folder

The Cyber Files Cloud sync folder is the place where you can sync content between your File Sync & Share account and your local computer. You can also share this content with others.

You created this folder during the configuration process in Initial Configuration. In this example, the folder is named **Company Projects**.
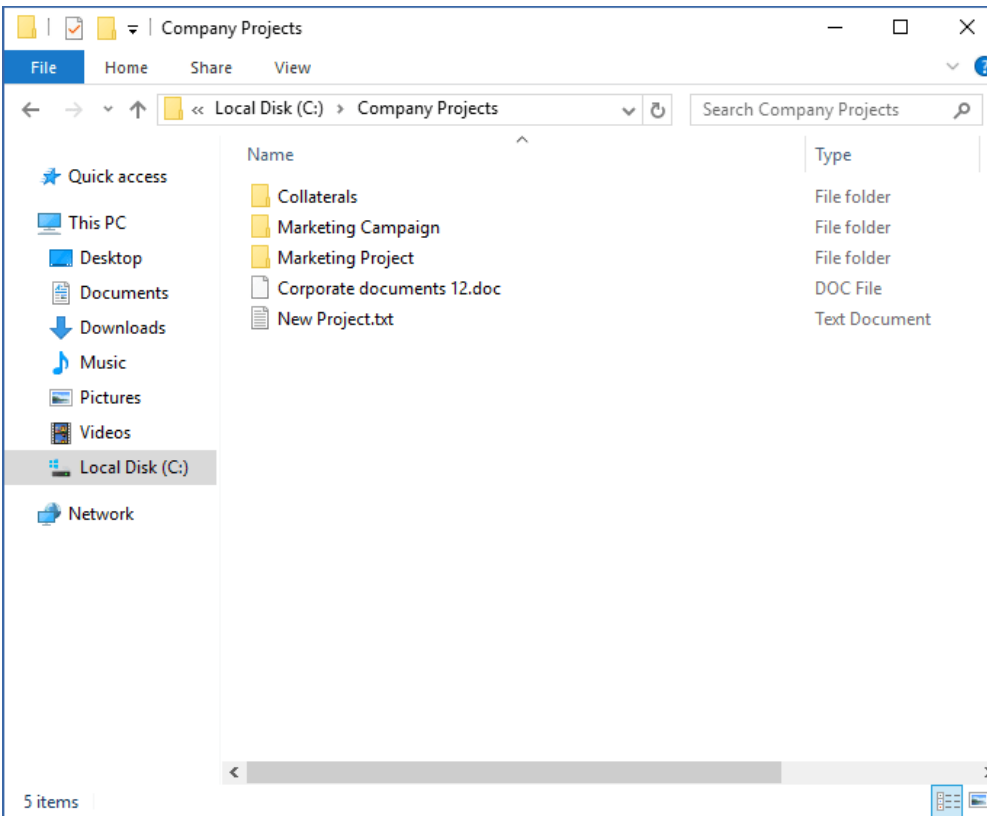
> **Note**
> Only one folder at a time, within a specific folder tree, can be synced with the Desktop client. For the rest, there will be no Sync button available.
> Possible exception is the Sync & Share case when two folders at the same level, under a common parent folder, can be synced simultaneously. But if you want to have their whole top-level folder synced, the nested folders should be unsynced first and then the parent folder synced (the opposite scenario is also true).

In **Company Projects** folder:

1. Create a new folder named **Marketing Campaign**.

2. Create a text document, put some text in it, and then save it and close it.

3. Create another folder named **Collaterals**.

4. Paste some files or folders into this new folder.

Now it's time to share a folder with another user — such as a colleague. You can do this directly from Windows File Explorer or by using your web browser.

> **Note**
> You are not allowed to use a folder from a removable media as a shared folder. Please choose one from a different location.

> **Note**
> It is not possible to move or delete content from synced read-only folders in Cyber Files Cloud versions higher than 8.8.

If you still want to remove some synced read-only content, unsync the respective shared folder via the Web client interface.

If the desktop sync client has been uninstalled prior to unsyncing the content and you want to remove some leftover data, manually grant yourself the necessary permissions via Windows Explorer:

1. Right-click the file/folder and select **Properties**.

2. On the **Security** tab, change your access rights accordingly.

Sharing a folder in Windows File Explorer

If you want to share, for example, the **Marketing Campaign** folder, which is located in the **Company projects** folder:

1. Right-click the **Marketing Campaign** folder.

2. In the context menu, select **Share with File Sync & Share**.
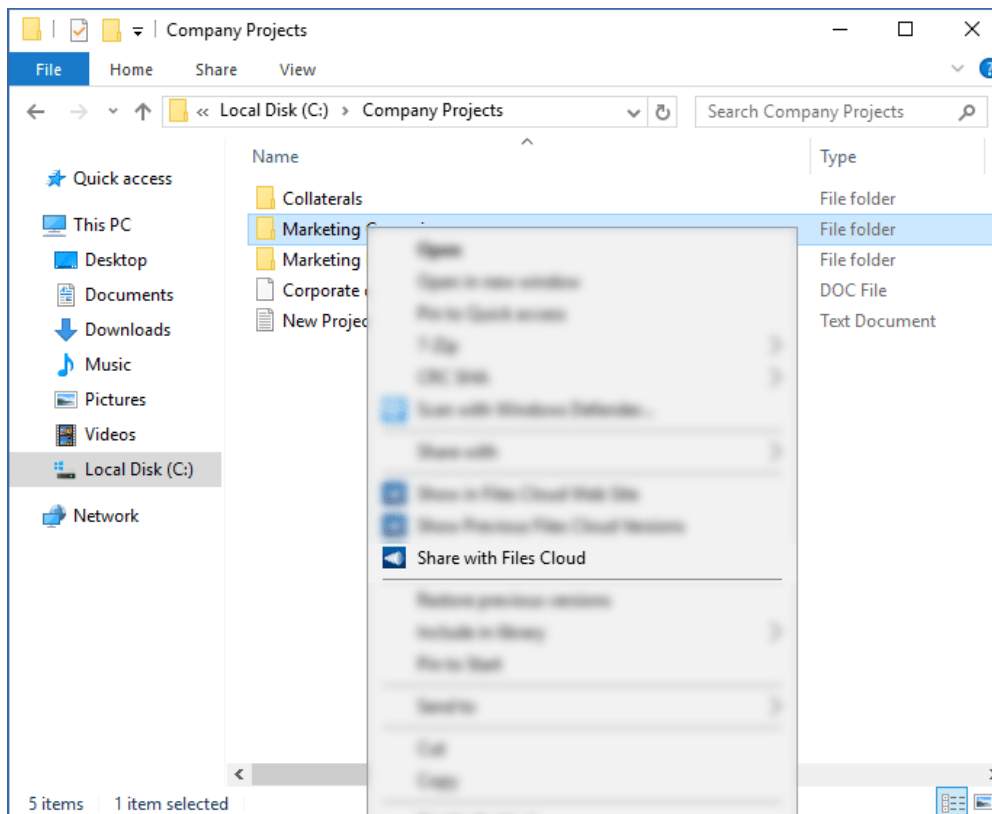
3. Your default web browser launches and shows you the **Invite to** dialog box.

    > **Note**
    > You must be logged in to your File Sync & Share account. Otherwise, you will be prompted to log in, and you have to start the sharing process again.

4. In the **Invite to** dialog box, fill in the email address of the user with whom you want to share this folder, and then press Enter.

5. [Optional] Add an appropriate text message.

6. Configure the desired sharing options:

    a. **Allow editing and deletion** — if the check box is selected, the invited user can edit and delete files in the shared folder. If the check box is cleared, the invited user can only

download and read files in the shared folder.

b. **Allow to invite other members** — if the check box is selected, the invited user can share this folder with other users.

c. **Allow to view other members of this share** — if this check box is selected, the invited user can see with whom the folder is already shared.

d. **Expires for all members after** — if the check box is selected, you can set when all the invited users lose their access to the shared folder.

7. Click **Share Folder**.

Sharing a folder by using a web browser

1. Go to your File Sync & Share server address. For example, **https://eu2-cloud.company.com** or **https://cloud.mycompany.com**.

2. Log in to your File Sync & Share account.

3. If you use more than one Acronis Cyber Cloud services, select **File Sync & Share.**

4. Hover over the desired folder and select the check box that appears on its icon. Then select **Share** in the sidebar. Alternatively, open the desired folder, and then select **Share** in the sidebar.
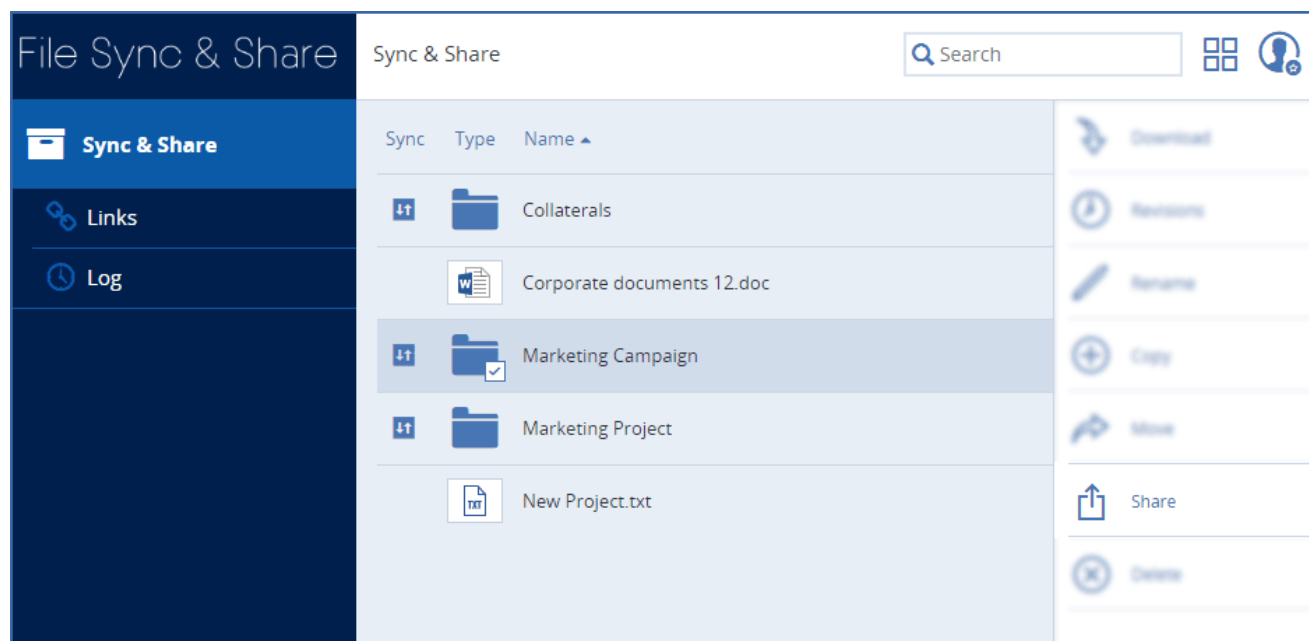
5. The **Invite to** dialog box appears.

6. In the **Invite to** dialog box, fill in the email address of the user with whom you want to share this folder, and then press Enter.

7. [Optional] Add an appropriate text message.

8. Configure the desired sharing options:

    a. **Allow editing and deletion** — if the check box is selected, the invited user can edit and delete files in the shared folder. If the check box is cleared, the invited user can only download and read files in the shared folder.

    b. **Allow to invite other members** — if the check box is selected, the invited user can share this folder with other users.

    c. **Allow to view other members of this share** — if this check box is selected, the invited user can see with whom the folder is already shared.

    d. **Expires for all members after** — if the check box is selected, you can set when all the invited users lose their access to the shared folder.

9. Click **Share Folder**.

Regardless of how you shared a folder, the invited user will receive an email with the subject **"You have been given access to <folder name>."** To access the shared folder (with the permissions that you configured), the user must follow the link in this email and log in to their File Sync & Share account.

If such an account is missing, the invited user is prompted to create a Guest account. By following the link in the invitation email, the user must set up their password, and then their account name.

For more information about different types of accounts, refer to Quickstart: Types of users.

> **Note**
> By using a web browser, you can also share single files. For more information on how to do this, refer to File and folder actions.

> **Note**
> The maximum path length is different in Mac OS X and Windows, which can lead to syncing errors in cross–platform deployments. In Windows, there is a limitation of 260 characters (MAX_PATH) for the entire path, including the "C:\mysharefolder\" part. So, in Windows the max filename length will be 260 - [share folder path length] - 1 (for NULL terminator). For example, the user is sharing C:\my_shared_documents and is trying to download a file into C:\my_shared_documents\this_is_a_folder\ the max file name length of that subdirectory would be 260 - 40 - 1 = 219 characters. The Mac OS X limit is 1024 characters.

> **Note**
> A file in the local sync folder will not be synced if another process has open handles to the file. The handles must be released before a file can be synced. Once a file is free of handles, the sync process can take up to 5 minutes to begin.

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