ownCloud Conference Team FAQ

Audience: ownCloud contributors and ambassadors who present ownCloud at events.

This document is for internal use only and it is not to be distributed. Use it to answer questions. Read it once or twice before you start your first day at an ownCloud booth or before going to an event and please let us know if you need clarification on anything below.

TECHNOLOGY

Q: Why PHP?

ownCloud is for everybody. We picked PHP because:
- PHP runs anywhere and is supported everywhere. Even the cheapest hosting provider should support ownCloud and PHP makes that possible.
- PHP is easy to learn which makes it easy for people to contribute.   The ease of PHP also allows you to check the code that runs your ownCloud and make changes that you need.
- In short, PHP lowers the barrier for using, auditing, modifying and contributing to ownCloud. And that is important!

Q: How Secure is ownCloud?
- ownCloud supports HTTPS and offers server-side encryption. ownCloud automatically generates a 4096-bit strong private/public key-pair for each user. Private keys are encrypted with the user's login password
- ownCloud is an open source project so all code is visible. We are committed to building secure code and have a full-time developer who is just focused on security. We always welcome fixes to security issues, see owncloud.org/security

Q: Can I write proprietary apps for ownCloud?
- Yes, under the license for ownCloud Enterprise Edition. The deal is simple: either contribute in code (follow the AGPL license) or purchase ownCloud Enterprise Edition which is issued under the ownCloud commercial license.

Q: Why don't you just use rsync?
- rsync is a one-way syncing protocol. For example, if you have two server and you delete a file on one side, and you run rsync, it will pop up again. You need N-to-N sync, which only csync does. Moreover, csync handles conflicts (and not just by always just overwriting one of the files, but with smart algorithms).

Q: Are files encrypted during sync?
- We use SSL for sharing files... So they are encrypted during transmission. No need for an extra layer.

Q: Does ownCloud support encrypting files on the server?
- Yes, but the server always has the keys. You can't have a web interface if the server can't read the files. You will always need to control the server to be able to 'own' your data. This is not an ownCloud limitation but general fact!

Q: Why do you use HTTP?
- HTTP goes through every firewall and proxy and issues with slowness generally disappear if you use it smart (and we do).

Q: Why do I sometimes get conflict file messages with syncing?
- A conflict may be caused by two or more users editing the same files at the same time or before they are synced. We do not merge changes to files like systems like git do; we don't modify user files, ever.

Q: Does ownCloud use partial file syncing (only syncing changes, eg only metadata of movie)?
- This is in development. We introduced chunked, parallel up- and download with ownCloud 7 and the ownCloud 1.6 client already. Help is welcome, see GitHub!

Q: Does ownCloud do de-duplication?
- No, that is the job of the file system. We do maintain versions of files as they are replaced and you may revert to older versions at any time.

Q: Why does calendar stuff not work on Android?
- iOS has native ical/caldav support, Android does not. You have to use an app that works but unfortunately all apps we're aware of that support caldav/ical are paid. You can find the apps in our documentation.

Q: Why does $MOBILEAPP not support $Feature?
- The Android and Mac OS X apps have auto-picture-and-video-upload and give access to your files but. Most other features are either under development, are be provided by other apps (like calendar and contacts) or we'd welcome your patches.

OWNCLOUD COMMUNITY

Q: Where is the ownCloud community hosted?
- The ownCloud project can be found at github.com/ownCloud

Q: How can I get involved in the ownCloud Community?
- The best way to get started is to visit owncloud.org/contribute and learn a bit more about the opportunities to get involved

Q: But what if I'm not very technical?
- There are lots of ways you can contribute to ownCloud. We have a need for developers, designers, event organizers, speakers, QA and more.

Q: How big is the ownCloud Community?
- With over 1.7 million users worldwide, we have 200+ active contributors and over 10K people who take part in our forums and ongoing discussions.

Q: Where can I find ownCloud apps?
- We offer over 180 community and enterprise-developed apps at apps.owncloud.com that have been developed with our open API and mobile libraries. You can find apps in all categories: multimedia, PIM, productivity, games, tools and more.

Q: How did ownCloud get started?
- ownCloud started with a keynote by Frank Karlitschek at Camp KDE'10 where he talked about the need of a self-controlled free and open source cloud. Two years later, Frank announced the start of ownCloud Inc. which is headquartered in Lexington, Massachusetts in the United States and Nuremburg, Germany.

OWNCLOUD ENTERPRISE

Q: How do the Community Edition and Enterprise Edition work together?

- The Enterprise Edition is built off the same code as the Community Edition. We do all our development in the open; this is neither an open-core model, nor a dump-your-code-over-the-wall model. This model is supported by the Free Software Foundation: http://www.gnu.org/philosophy/selling-exceptions.html

Q: What customers does ownCloud have?

- ownCloud works with several large enterprises across financial services, energy, government, healthcare, education and more. Some of our marquis customers include TU Berlin, CERN, Joy Global, Wind River, Rush Medical, TERENA, De'Longhi, TTX, Dutch Ministry of Defense as well as other large financial services and telco companies we cannot name.

Q: What features does Enterprise Edition have that are different than Community Edition?

- ownCloud Enterprise Edition is designed for those organizations that require support and enterprise-only features such as: File Firewall, Home Directory Mounts, Logging/Auditing, Jive Integration, MS SQL support, Oracle DB support, Provisioning APIs and certified ownCloud plugins. You can learn more at owncloud.com.

ownCloud Community: owncloud.org
ownCloud Enterprise: owncloud.com
You can also find us on Twitter, Facebook, Google+, YouTube, Slideshare, Spiceworks, LinkedIn, Xing