

Box Sync

What is Box Sync?

Box Sync is a productivity tool that affords you quick and easy way to access to the content you need most. By mirroring data stored on Box to your desktop, Box Sync allows you to navigate and modify content stored on Box through your computer's native file browsing interface, without using a web browser. Content that syncs down to your computer will be available for offline access, and will automatically relay changes back up to your Box account.

Please note: Edited files will not sync until they are closed. Saving without closing will not cause the files to sync.

What Should You Sync?

Box Sync lets you access folders and content offline. All synced folders are stored locally on the hard drive as well as in Box. Users should only sync folders and content they actively work with on a daily basis.

Manage Conflicts

When you are working on multiple projects with different collaborators, it sometimes happens that two people will make edits at the same time. With desktop sync:

- Sophisticated conflict management automatically detects simultaneous changes
- File copies are quickly saved, so your team can review any version discrepancies
- Email notifications – alerting you if a collaborator edits one of your synced files – reduce conflicts

If two users both change a file concurrently, Box will first try to merge the changes if both are not edits (e.g. one user edits the file, another user renames the file). However, if both users edit the file, the first save will get uploaded and the second file will be uploaded as a “copy of”.

Preventing Version Conflicts

To manage version conflicts from simultaneous editing, users can lock and unlock files from the web interface or directly through their Box Sync desktop folders. No one can access or modify a locked file until an authorized user unlocks it. Once the file is unlocked, Box Sync automatically uploads the most recent version.

Sync Recycle Bin

When files are deleted by Sync, they are placed in the Trash on Mac and in the Sync Recycle Bin on Windows. Regardless of how a file is deleted, it will be available from Box's trash available on the Box at Fresno State web site (fresnostate.box.com)

Box Permissions

Sync requires the “Editor” access type. Folders that only have “viewer” permission cannot be synced. Mac files need to be set to both Read & Write privilege. Read-only files will not sync. Read-only files will occur when copying from a CD. Change them to Read & Write to allow them to sync.

Versions affected: All Mac

Revisions to File Structure

To avoid conflict errors, initiate major file tree organization and renaming from within the web application. If possible, restructuring should occur during times when synced items are not being edited.

Before syncing a folder, consider the following

1. Are these the folders I work with most?
2. Are these mission critical files I need to access while offline?
3. Do I have editor, co-owner, or owner access?

If the answer to these questions is yes, this is a great folder for syncing. Using these questions as your guide will help you get great performance while avoiding clutter on your desktop. If a folder no longer fits these guidelines, you can always un-sync it.

To get started, contact your department Liaison, or the Help Desk at 278-5000