

FileCruiser FAQ

Version: 1.22
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I FileCruiser Introduction

1. What is FileCruiser?

FileCruiser is an on-premises enterprise level File Sync and Share solution (EFSS). FileCruiser includes the software (Windows, Mac, iOS, Android) and hardware. Users can access its data anytime, anywhere from a laptop, PC or mobile device.

2. What is B.Y.O.D? Why is it hot today?

Bring Your Own Device. A company's staff brings its own devices to offices, such as a laptop or mobile devices, like a tablet.

Today, mobile devices are very popular. More companies and schools use mobile devices, like tablets, as the major client devices for business or education training purposes. Most computing power and storage space are provided from a central server/storage (like FileCruiser). It means the client devices do not need to provide very powerful computing power or a lot of storage space.

3. What is the major selling point of FileCruiser?

- Enterprise level feature set with reasonable TCO to customers.
- Flexible deployment architecture to meet needs of hundreds to thousands of users.
- Provides both FileCruiser (SW) and HW which is fully tested before shipping.
- Powerful API for system integration.

4. What is the difference between FSS solutions and traditional NAS/fileservers?

- FSS solutions are more focused on "synchronization" compared to backup on the NAS/fileserver. In most cases, NAS can't support offline editing since the data is in the NAS.
- FSS solutions focus on mobile devices/laptops compared to NAS which focus on PC/laptop environments.

5. Why are FSS solutions popular today?

Today, people have more than one device they use for reviewing and editing documents. Keeping the data up-to-date on all devices is a pain for most people. Moreover, traditional NAS or file server architectures are not suitable for mobile devices to access the data. FSS services provide an easy way for users to automatically sync the data between multiple devices so they can access the data anytime, anywhere and on any device.

6. Which customer issues is FileCruiser trying to address?

Demand for accessing file/content anytime, anywhere, on any device.

Consumer grade FSS services have problems:

- a. Leaks of sensitive data
- b. Mixing personal and enterprise data
- c. Uncontrolled file sharing with outside entities

A lot of files need to be shared both within and outside an organization, especially large files.

7. Who are the target customers of FileCruiser?

- **Education:** Including K-12 or universities and colleges. There are over 4,000 institutions of higher education and 100,000 K-12 entities in the US. B.Y.O.D is the most important element for these schools to create an eLearning system.
- **SME (Small to Medium-sized) IT:** Such as design houses, construction companies and high tech companies, where a lot of content needs to be managed and accessed through mobile devices.
- **Media & Entertainment:** Today, Many SOHO and medium-sized media production companies use public cloud servers to share media content to customers. However, it costs a lot of money and there is the risk that data may be leaked. FileCruiser provides a large and secure storage space for M&E customers to share its large files.

8. What is the difference between FileCruiser compared to other public FSS services like Dropbox?

There are a couple of differences between FileCruiser and public FSS services

- On-premises deployment. All hardware and data is located at the user's physical location.
- FileCruiser users can manage the entire system, including hardware and software configurations.
- FileCruiser users don't need to worry about the security concern of confidential data in public services.
- Compared to most consumer-based cloud storage, FileCruiser is more focused on business-class features. It provides many advanced business level features such as Windows AD, LDAP, team space and role-based access controls, security and many more.

9. What are the key highlights of FileCruiser?

- **Access and sync data anytime, anywhere**
 - No file size synchronization limitations
 - Continued data transfer (resume support)
 - Multi-platform support
- **Team collaboration with access controls**
 - Team folders for file sharing
 - Shared links with password protection and expiry date
 - Version control and recovery
 - Team comments for files and folders
 - Role-based access controls
 - Team space view and scope
 - Content-based search and preview
- **Enterprise level security**
 - Remote wipe

- Data encryption in transfer and storage
- 2-factor authentication
- Policy-based authorization based on per-file/role
- Secure sharing and collaboration
- Reporting and auditing tracking
- Windows AD, LDAP
- Connection status monitoring
- **Flexibility to meet deployments of various sizes**
 - VA2600: A 3U 16 bay server/storage for medium-sized businesses (less than 500 users)
 - VR2600: 4x FileCruiser 1U servers with dual controller Vess storage. It supports HA (High Availability) and performance scale out. This model is designed for medium to large-sized deployments. (500 to 10K users)
- **Media Streaming**

Supports most generic media formats for streaming.

10. What is the OS that FileCruiser is based on ?

It is Ubuntu 12.04.04 server version.

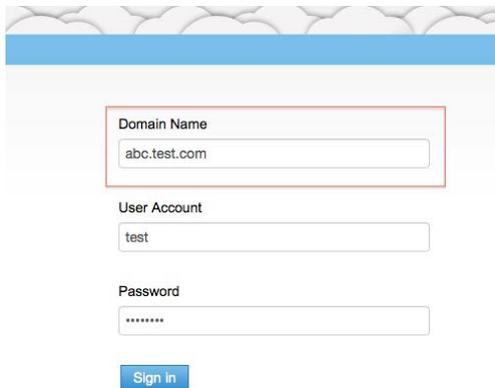
II FileCruiser Features

System Login

1. How can I login to FileCruiser?

You can login to FileCruiser through either the user portal or host agent.

- **Login via the user portal (web based):** Simply connect to the FileCruiser server address (could be IP or domain). Please check with your system administrator for the server information. You need to input the Domain name ONLY when your system is synced with your company's Windows AD or LDAP server. Otherwise, just leave this field blank.



The screenshot shows a web-based login form. At the top, there is a blue header bar. Below the header, the form contains three input fields: 'Domain Name' (containing 'abc.test.com'), 'User Account' (containing 'test'), and 'Password' (containing masked characters '*****'). A blue 'Sign in' button is positioned below the password field.

- **Login via the host agent or mobile app:**
 - You can download the FileCruiser host agent or mobile app from the PROMISE website. You must fill in the necessary information, which includes:
 - Server information
 - Domain name information (only necessary when your FileCruiser is synced with Windows AD or LDAP. Please check with your system administrator.)
 - User ID
 - Password
 - Sync Folder: this is the default FileCruiser sync folder and it can be changed to any folder you like. All the data in this folder will be synced to FileCruiser automatically.

2. What ports will be used in FileCruiser?

You need to open or do the port mapping for Port 80 and 443

File Sharing

3. What is the difference between “Share” and “Shared Links”?

“Share” means the file that you share to someone will be a physical copy in the user’s folder who you share it with. The target users must have the account in the same FileCruiser system (you can share the file by inputting his/her email account).

“Shared Links” are unique links for a specific file or folder. You can send this link to anyone and he/she can click the link to download the file.

Share: shares the file to other FileCruiser users. Receivers must login before accessing the file.

Share Setting ×

Domain Name

Share To

User Account

Privilege Write

Message

Share Link: shares the file to internal or external users. FileCruiser will generate a downloadable link for specific files or folders. Receivers do not need to be FileCruiser users.

Link of ×

 IMG_2275.jpg

Invite User

Message

Expiry Date Enable 

Password

Retype new password

Send Password

4. Can I select multiple files or folders and generate the shared links at the same time?

Yes, you can. You can select multiple files and folders and send them in a single email. However, please remember to setup the FileCruiser mail server if you want to send these shared links directly by email.

5. What security is provided for shared links?

You can set the passcode protection and the expiry date of each link that you share. Users will need to key in the passcode before downloading the link.

The screenshot shows a 'Link of' dialog box for the file 'IMG_2275.jpg'. It includes fields for 'Invite User' (with placeholder text 'Please fill in email, separated by ; or ,'), 'Message' (with placeholder text 'Please leave a message'), 'Expiry Date' (checked 'Enable', date '2014-08-11'), 'Password' (with a red box around the input field and 'Retype new password' field), 'Send Password' (unchecked), and 'Public Search' (unchecked). At the bottom are 'Send', 'Get link', and 'Cancel' buttons.

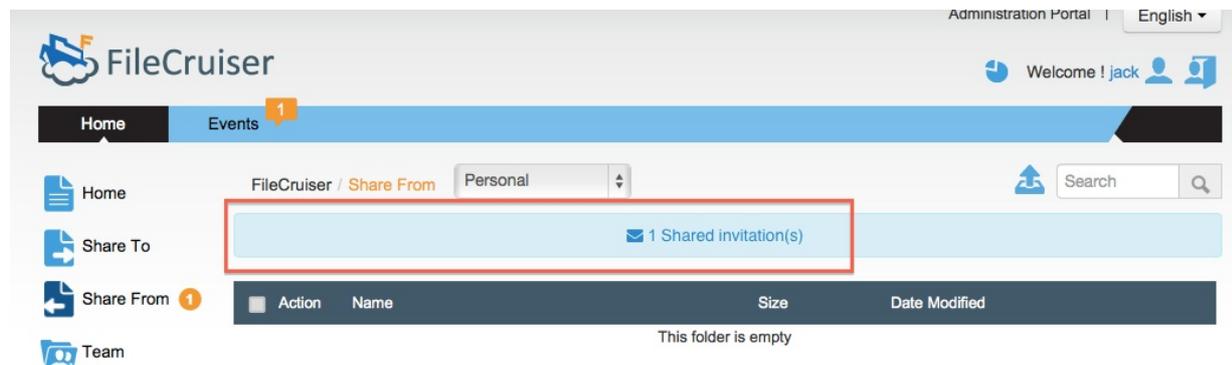
Note.

Send Password: the password will be sent to the user in an invitation in the same email when you check this item.

Public Search: Other users in the same FileCruiser system can search this Share Link if this feature is enabled. For example, you can generate a Share Link for file "test_report.pdf". Other FileCruiser users can search for this file when they search "test_report".

6. Can I decline the shared file from other FileCruiser users?

Yes, you can accept or decline the shared file from other FileCruiser users. You will get a shared invitation notification from the system when other users share the file with you.



You can accept or decline this file

Shared invitation(s)

Name	From	Privilege	Message	Action
 IMG_2275.jpg	arthur	ReadWrite		<input type="button" value="Accept"/> <input type="button" value="Decline"/>

View 1 - 1 of 1 10 per page Page 1 of 1

Close

You will see the file in the “Share From” folder. The file will be synced to your local devices as well.

FileCruiser / Share From Personal

Action	Name	Size	Date Modified
	 IMG_2275.jpg arthur	682.02 KB	Aug 4 2014 11:57 AM

Share From

- 7. Will it occupy the receiver’s personal quota when someone shares a file with them?**
No, it will only occupy the sender’s storage quota. All the files will be placed in the “Share From” folder.
- 8. Can I know if other users accept or decline the file I shared with them?**
Yes, you will get a notification when other FileCruiser users accept or decline the file you shared with them. You can also get the status listed under “Share Setting”.

Events Personal Date Interval: In 3 hours Action: All Search

Events	Size	Date Modified
Bob declined your invitation to share file /IMG_2275.jpg		Aug 4 2014 12:23 PM
jack accepted your invitation to share file /shared/IMG_2275.jpg		Aug 4 2014 12:22 PM



9. What is the difference between the two default folders “Share From” and “Share To”?

- **Share From:** In this folder you can find all of the files shared to you from other FileCruiser users through the “Share” function. The files in this folder will not occupy your personal storage quota.
- **Share To:** You can find all of the files you shared to other FileCruiser users through the “Share” function. File owners can track all shared statuses (accepting, pending, rejected).

File Sync

1. Will FileCruiser resume transferring files if the connection is lost and restored?

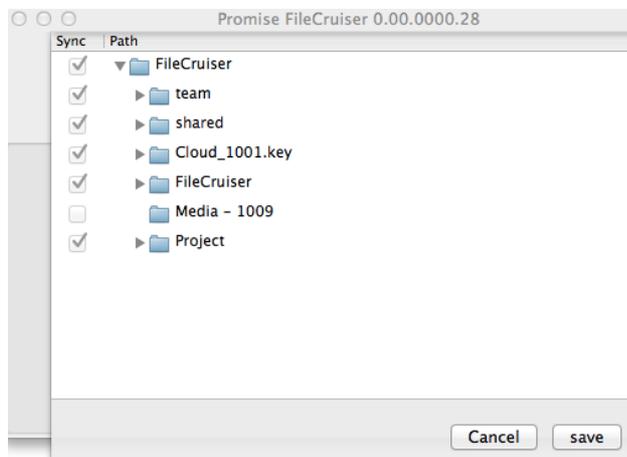
Yes, FileCruiser supports this function in the Mac/Windows agent.

2. Can FileCruiser support syncing by specific time intervals?

Yes, FileCruiser supports time interval syncing. You can configure this feature from the Mac/Windows agent.

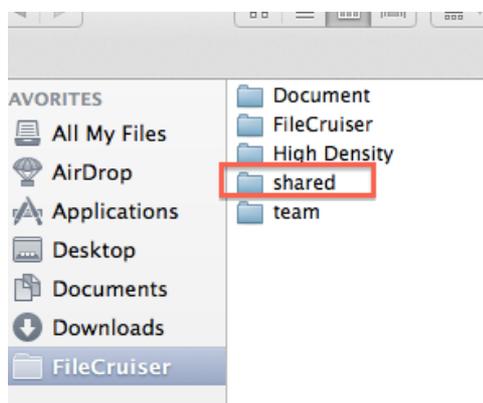
3. Can you decide to sync only selected folders?

Yes, you can sync only selected folders to your PC or laptop. This will help you to save local storage space (go to “Preferences -> Advanced -> Selective Sync ” on the Mac/Windows agent).



4. Why I can't upload the file while I add file into default folder "Shared"?

While you first time synced with FileCruiser server after install the FileCruiser desktop agent, agent will create a default folder named "shared" under the FileCruiser root folder. This folder is for other FileCruiser to share the file to you so you can't add the file into this folder and upload to FileCruiser server.



File Management

1. What is Version Control?

FileCruiser will automatically keep all of the previous versions of your files. For example, if you edit and save a Word document the previous version will be automatically saved to the FileCruiser server.

Version history of "FileCruiser.docx" ×

Version	Date	Size	
Version 3 (current)	Aug 4 2014 1:38 PM	21.129 KB	 
<input checked="" type="radio"/> Version 2	Aug 4 2014 1:38 PM	21.086 KB	 
<input type="radio"/> Version 1 (oldest)	Aug 4 2014 1:38 PM	20.968 KB	 

Preview: users can preview the content of each document

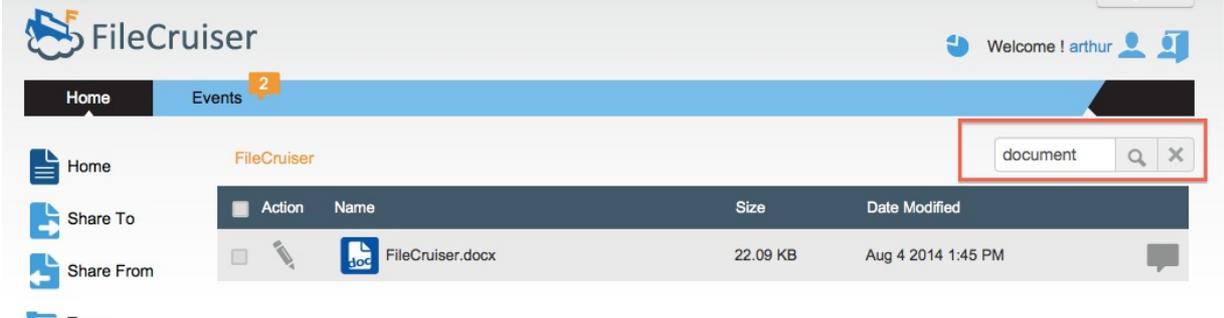
Download: download the previous version of the file.

2. How many document versions will be kept in the FileCruiser system?

The default is 50 versions. The new document will cover the oldest version if you have more than 50 versions.

3. Can I do content based document searches?

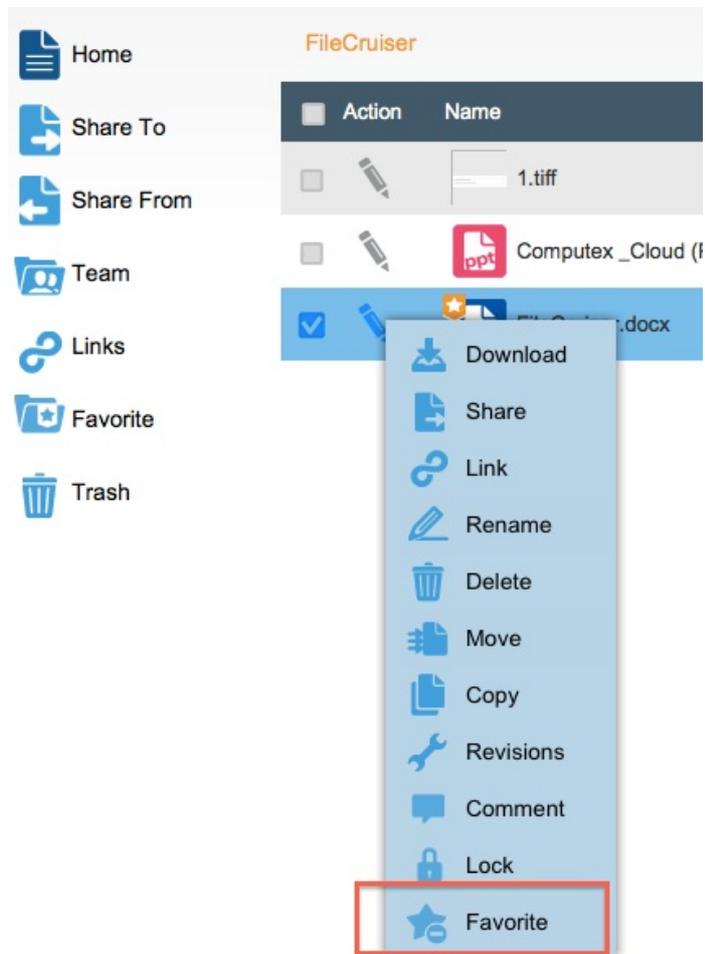
Yes, FileCruiser supports both content based document search and file name search. You can key-in the partial string which you want to search in the user portal.



The screenshot shows the FileCruiser user portal. At the top, there is a navigation bar with 'Home' and 'Events' (with a notification badge '2'). Below the navigation bar, there is a search bar containing the text 'document'. Below the search bar, there is a table listing files. The table has columns for 'Action', 'Name', 'Size', and 'Date Modified'. The first row in the table shows a document icon, a pencil icon, and the file name 'FileCruiser.docx' with a size of '22.09 KB' and a date modified of 'Aug 4 2014 1:45 PM'.

4. Does FileCruiser support offline editing in mobile devices?

Yes, the file marked as a “favorite” supports offline editing. It means the file will be downloaded and saved on your mobile device. You can edit these files even if you are not connected to the internet.



5. What does 'Lock' mean?

The file owner can lock the file. When the file is locked, no one can edit or delete this file until the file is unlocked.

6. Can users upload folders through the user portal?

No, most browsers do not support folder-based uploading and downloading.

Team Collaboration

1. What does 'Team Space' mean?

In the FileCruiser system, each user could have two kinds of storage space:

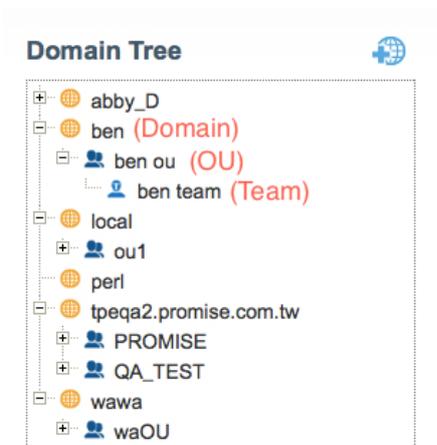
- **Personal space:** every user has its own space and the capacity is assigned by the FileCruiser administrator. Only the account owner can see and use this space.
- **Team space:** The team space is a space for a group of users to share content. Each FileCruiser account can belong to more than one team space. There is a team lead in each team group who can add/edit/delete team members as well as set the access policy for each team member. The Team Lead is assigned by the system administrator.

2. Will the team quota be counted into my personal quota?

No, the team quota is separate from your personal quota. For example, your personal account of 5GB of space and is separate from the quota for 'Team A' which is an additional 30GB in total that is shared by all team members.

3. What is the meaning of "Domain", "OU" and "Team"?

- **Domain:** Every organization or enterprise might contain one or more than one domain. For example, one big corporation has a couple of subsidiary corporations, and each subsidiary has its own domain.
- **OU:** (Organization Unit)
The "OU" is an organization unit. OU provides a way of classifying objects located in the directory. Each domain might contain multiple OUs.
- **Team:** Team is a "project-based virtual organization structure". A team can include multiple users from different OUs or domains. There is one "team lead" in each team who can manage the access policy of team members.



4. What is role-based control?

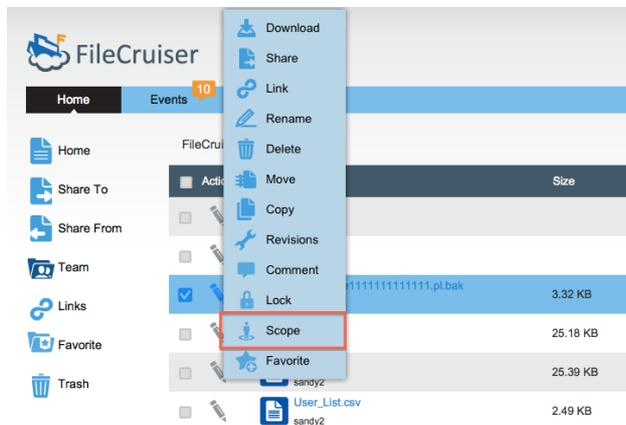
The system administrator can assign role-based permissions to each user. It includes:

- **Read:** view and read the file
- **Write:** view, read and edit the file
- **Share inside:** allows sharing the file in the same domain
- **Share outside:** allows sharing the file across domains
- **Delete:** delete the file
- **Trash:** clean the trash can
- **Manage:** the team lead can add/manage team members as well as set the team view scope and permission of team members.

Action	Name	Permission						
		Read	Write	Share inside	Share outside	Delete	Trash	Manage
	RW	<input type="radio"/>	<input type="radio"/>					
	normal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				
	low	<input type="radio"/>	<input type="radio"/>					
	high	<input type="radio"/>						
	super	<input type="radio"/>						
	guest							
	write		<input type="radio"/>					

5. What does team scope mean?

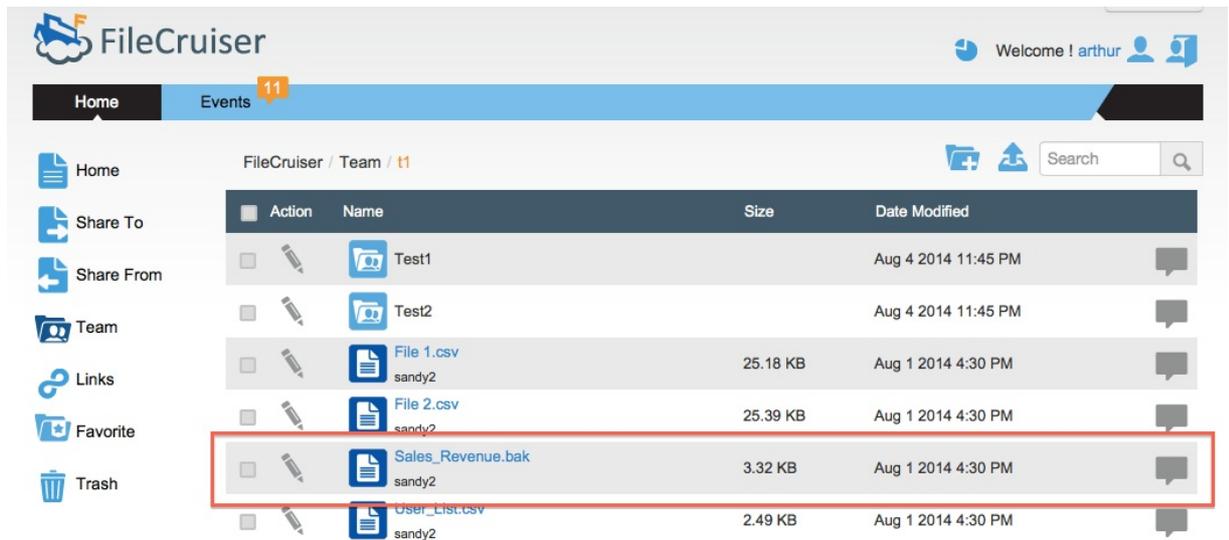
Team leads can define which file can be seen by specific team members. For example, only the sales members in the team can see the file “Sales_revenue”. Other users in the same team can’t see this file in the team folder.



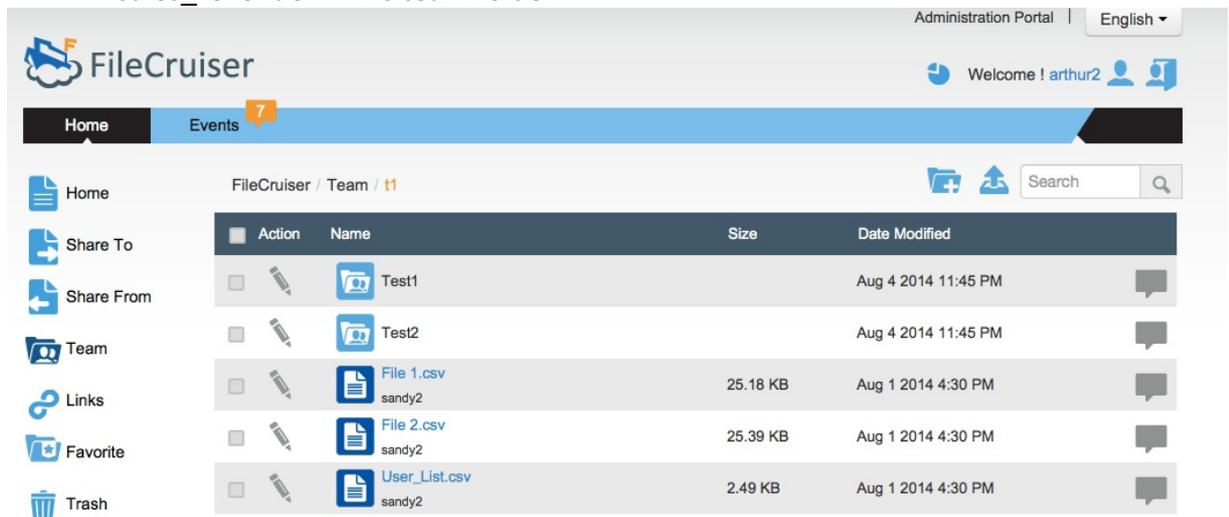
Example:

Both “arthur” and “arthur2” are team members of “t1”. However, arthur2 is not part of the sales department so he can't see the file “Sales_revenue” in his team folder “t1”.

- arthur is a member of the sales department, so he can see the “sales_revenue” in his team folder.



- arthur2 is not a member of the sales department so he can't find the file “sales_revenue” in his team folder



Security

1. What is remote wipe?

All client devices that have ever connected to the FileCruiser server will be recorded in the FileCruiser DB (the client device ID). When specific client devices are wiped by the admin, this device will:

- Not be able to connect to the FileCruiser server anymore
- The data in the local FileCruiser sync folder will be deleted

Note. Other client devices with the same user account can still access the FileCruiser server.

2. Does FileCruiser support two-factor authorization?

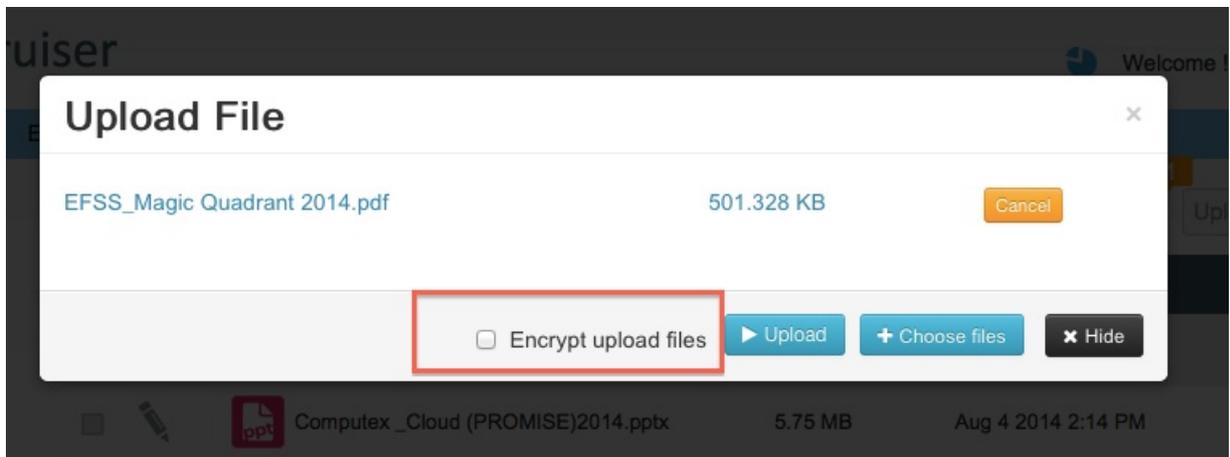
Yes, the FileCruiser mobile app supports two-factor authorization. Users will be asked to input a 4 digit passcode in addition to the ID/password every time he or she logs in.

3. Can FileCruiser support encrypted transfers?

Yes, FileCruiser supports AES – 256 bit encryption from client devices to the server and to the storage.

4. Can files be encrypted while saved in FileCruiser storage?

Yes, users can encrypt files when they are saved in the storage. However, it will impact the system performance.



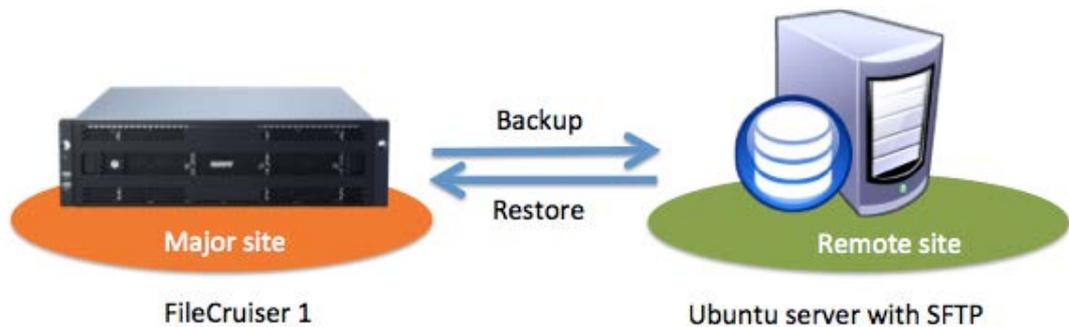
Backup

1. Does FileCruiser support remote backup?

Yes, FileCruiser supports backing up both data and the system configuration to a remote site over the Internet or Intranet.

2. Does the backup server need to be a FileCruiser server?

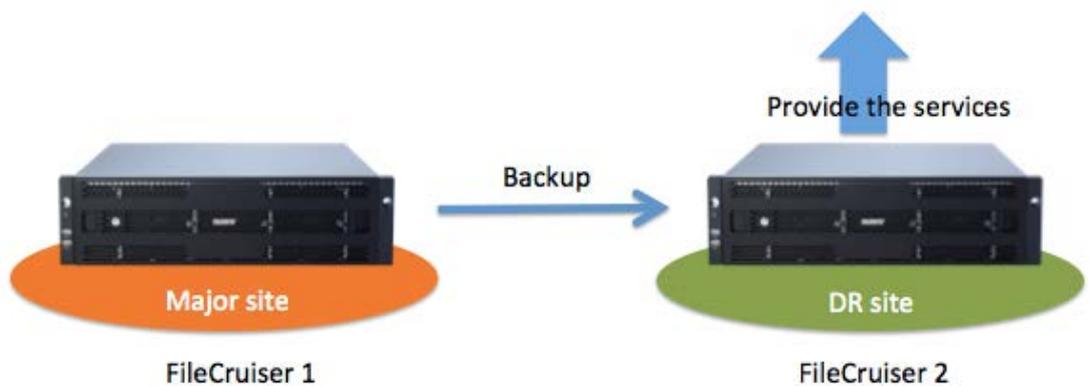
No, it could be Linux with FTTP services enabled.



3. What is the benefit if the backup server is FileCruiser?

You can backup the entire system data and configuration to the second FileCruiser server. You can access your data and continue the services in the second FileCruiser once the original FileCruiser stops providing services.

For more details, please check the FileCruiser Backup Application Note.



4. Can I access my data on the backup server offline?

Yes, FileCruiser provides a utility that helps you access your data offline. Please check the backup application note for more details.

5. Where can I set up the backup process?

You can configure backup tasks in the administrator portal

Create User Data Backup ×

Location

Directory

User Name

Password

Policy ▾

Schedule Manual Every hour interval Daily Weekly

License Management

1. What is the FileCruiser client license?

The FileCruiser license is to control the number of connected accounts. Customers need to purchase both the FileCruiser server and client license by demand. For example, a company with 500 employees planning to purchase the VA2600 for 500 clients needs to place the order for both the VA2600 and 500 client licenses.

2. How do you count client licenses?

FileCruiser counts client licenses by “**concurrent accounts**”. For example, a user named Arthur logs in to FileCruiser with three devices - iPhone, Mac and iPad. This only counts as “one” account.

3. How can I purchase client licenses?

Currently, we provide packages of 50/100/500 client licenses. The licenses can be accumulated. For example, customers needing 2400 client licenses can place an order of: 500 package x 4 + 100 package x 4

4. Will the license expire?

The client license is valid for the product life time of FileCruiser. You can use it without any expiry date.

III Sales Related

1. Why does PROMISE have the FileCruiser solution?

FileCruiser is the first solution of the PROMISE cloud series. One of the purposes is to provide a value-add to storage instead of selling storage only. Pure storage hardware is not easy to sell because the expected cost per TB is lower and lower. The similar concept affects our SI partners.

2. What operating systems are supported by FileCruiser?

For the client side, the FileCruiser agent supports Windows and Mac platforms. Mobile devices support iOS and Android. Windows mobile might be added in the future depending on demand.

3. Who are the major competitors in the market?

Most tier one storage companies provide EDFS solutions like EMC Syncplicity or Citrix Sharefile. Some vendors provide pure EDFS software and partner with storage like Accellion with EMC, Mezero with NetApp, Oxygen Cloud with EMC. There are also a couple of regional vendors in the market like ASUS Cloud in Taiwan and China and Lenovo in China. We believe there will be more and more competitors in the market.

4. What is the largest configuration that is supported by FileCruiser?

FileCruiser provides various models to meet customers' requirements.

- FileCruiser VA2600 supports up to 1000 accounts. It is suitable for small-to-medium-sized companies. Please note, FileCruiser VA2600 doesn't support redundancy protection. Please suggest that your customers select FileCruiser VR or VT series for redundancy.
- FileCruiser VR supports up to 10K accounts. Each FileCruiser Server can support 2500 users. The max number of servers in this architecture is 4 units.

5. Where can I get the iOS and Android App for FileCruiser?

You can download the FileCruiser App from the Apple App store or Google Play. It is free for FileCruiser users.

6. Can FileCruiser be integrated into a customer's current system?

It depends on what kind of system. Basically, FileCruiser provides the API package for customers or SI to integrate with current systems. PROMISE does not provide integration services to customers directly.

7. What kind of authorization protocol can FileCruiser support?

FileCruiser supports Windows AD, LDAP. SSO (Single-Sign-On) is project dependent.

8. Can I buy FileCruiser software only?

FileCruiser provides a VMware version. This version is only for selected partners or big projects.

9. How does FileCruiser integrate with Microsoft Outlook?

FileCruiser FAQ

FileCruiser provides an Outlook plug-in. There will be one new button named “FileCruiser” in the Outlook tool bar. Users can attach shared links from FileCruiser into the mail content by clicking this button.

10. What is the warranty term of FileCruiser?

Both the hardware and FileCruiser SW comes with a 3 year standard warranty. Customers can purchase an extended 2 year warranty as an option.