

# ownCloud User Manual

The ownCloud Team

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# Introduction

**Welcome to ownCloud: your self-hosted file sync and share solution.**

ownCloud is open source file sync and share software for everyone from individuals operating the free ownCloud Server edition, to large enterprises and service providers operating the ownCloud Enterprise Subscription. ownCloud provides a safe, secure, and compliant file synchronization and sharing solution on servers that you control.

You can share one or more files and folders on your computer, and synchronize them with your ownCloud server. Place files in your local shared directories, and those files are immediately synchronized to the server and to other devices using the ownCloud Desktop Sync Client, Android app, or iOS app. To learn more about the ownCloud desktop and mobile clients, please refer to their respective manuals:

- [ownCloud Desktop Client](#)
- [ownCloud Android App](#)
- [ownCloud iOS App](#)

## What's New in ownCloud

- Option to hide or expose hidden files in the Web GUI
- Requires to use at least desktop client version 2.0 by default.

## The WebUI

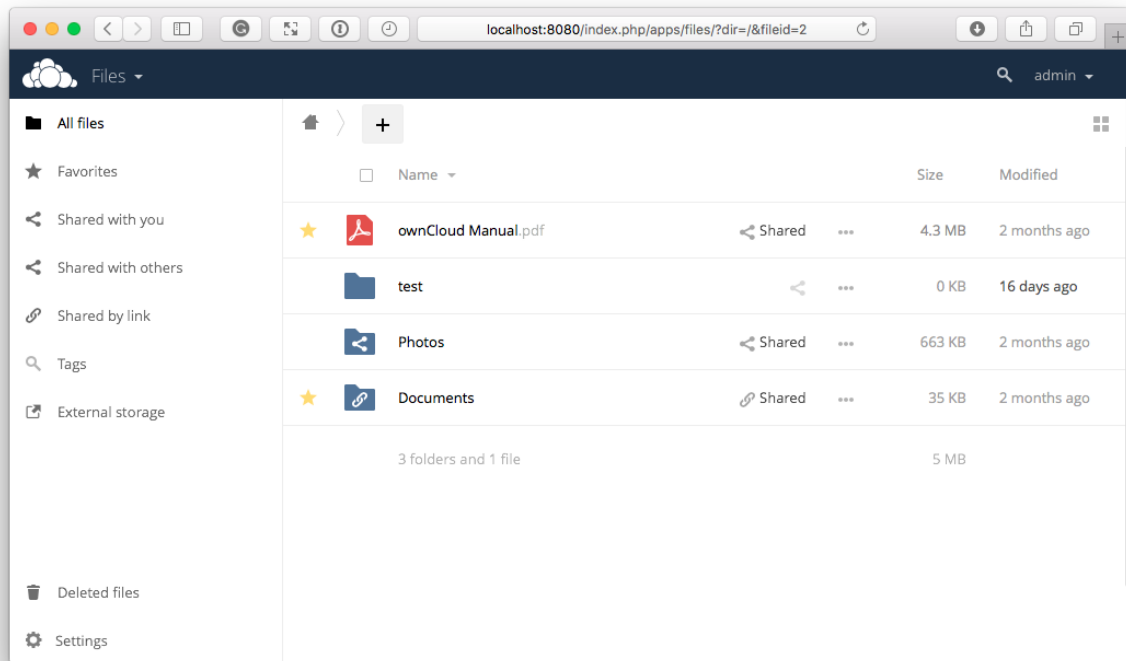
### WebUI Overview

#### Introduction

You can access your files with the ownCloud Web interface, as well as: *create*, *preview*, *edit*, *delete*, *share*, and *re-share* files.



Your ownCloud administrator has the option to disable these features. If any of them are missing on your system ask your server administrator.



## File Controls

When you mouseover, or hover over, a file in the Files view, as in the image below, ownCloud displays three file controls. These are:

1. [Marking Favorites](#)
2. [Sharing Files](#)
3. [The Overflow Menu](#)



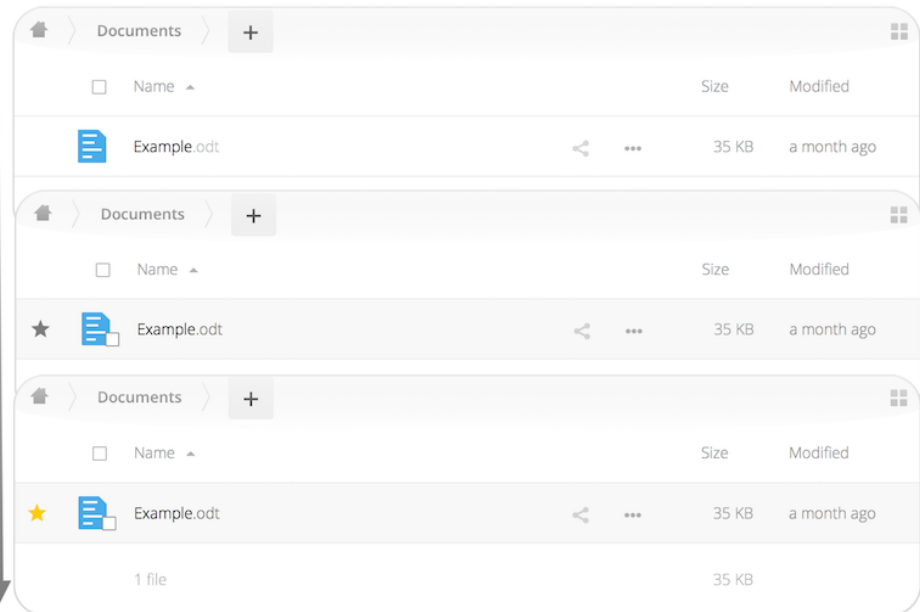
### Marking Favorites

Click the star to the left of the file icon to mark it as a favorite, and quickly find all of your favorites with the Favorites filter on the left sidebar.

By default, a file will not be a favorite.

First, hover over the file's row to see the favorite star,

Then click the star to mark the file as a favorite.



## Sharing Files

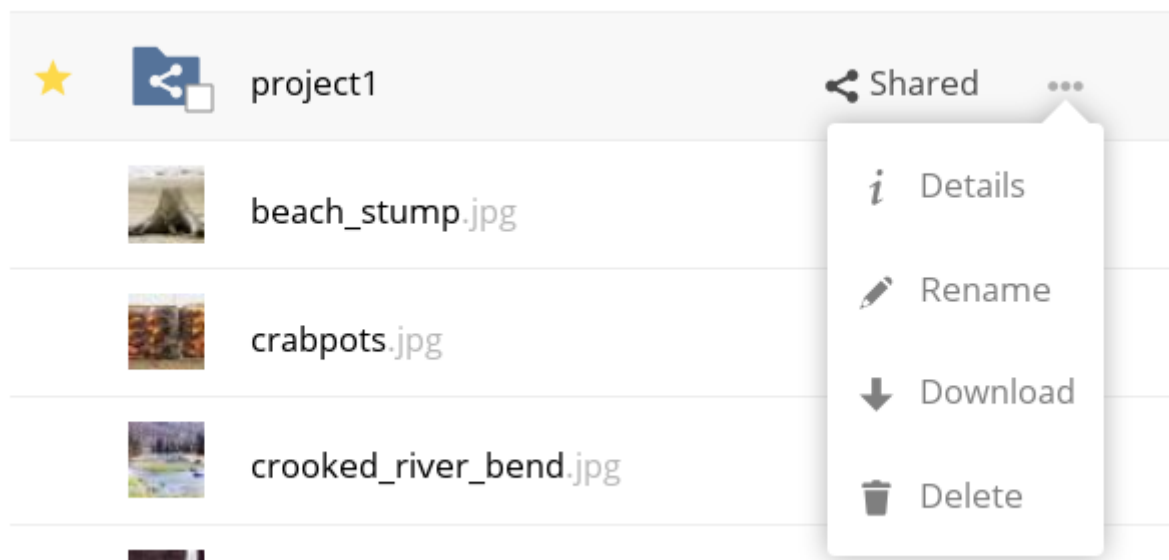
The sharing files control is a shortcut to the file and folder sharing functionality within ownCloud. ownCloud sharing supports:

- Sharing files and folders with users or groups
- Creating public shares with hyperlinks
- Listing recipients of existing shares
- Deleting existing shares

## The Overflow Menu

The Overflow Menu allows you to:

- [Display File Details](#)
- Rename files
- Download files
- Delete files

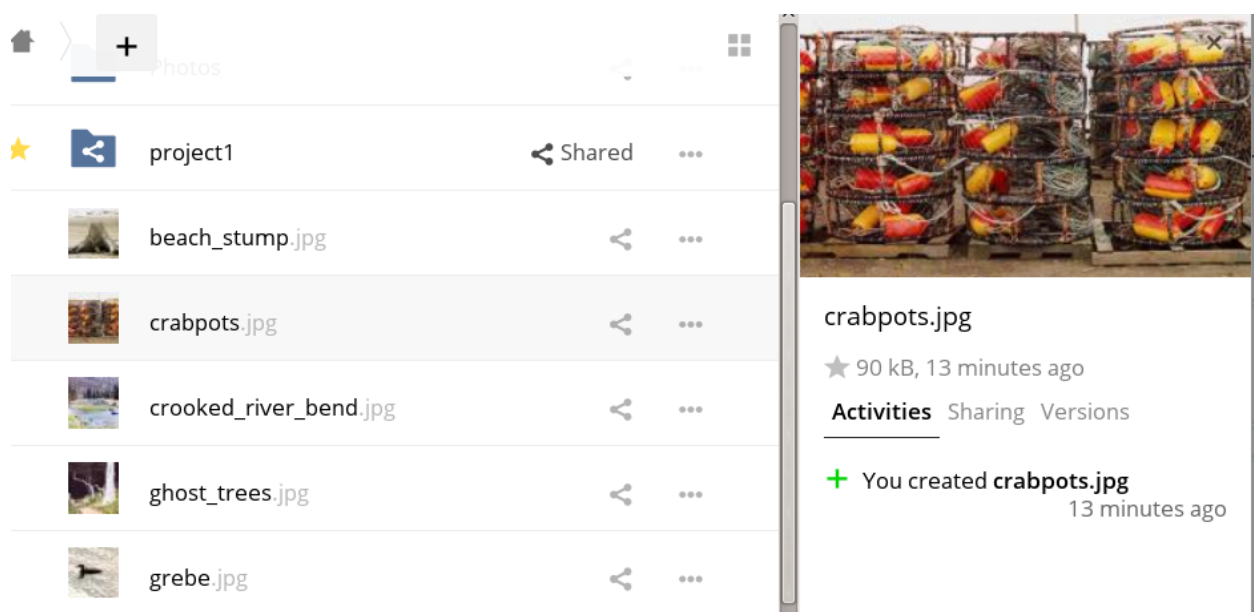


## Display File Details

When you display details about a file, by clicking btn:[Details] in the Overflow Menu, a set of tabs (or views) are available. These are:

View	Description
Details	This shows details about a file, such as its name, size, and when it was created or last updated.
Activity	This shows a history of activity on the file, such as when it was created, updated, and shared.
Sharing	It's here that shares are managed. To know more, refer to the <a href="#">Sharing Files</a> section.
Version	This shows a history of all the versions of the file. This is not available for folders.

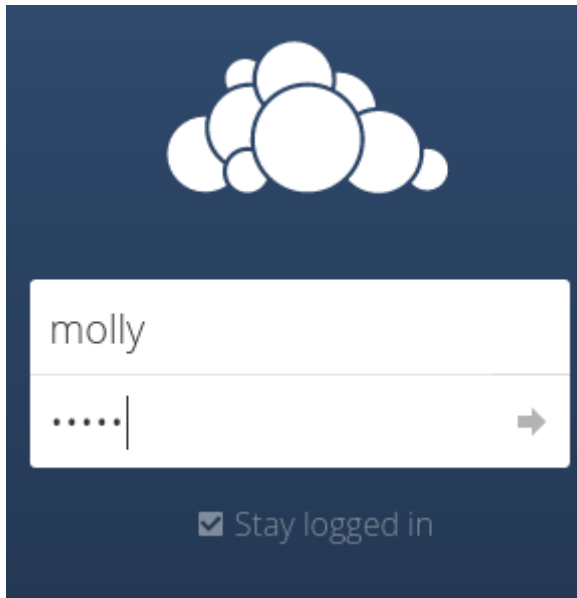
You can see an example of the Activity view in the image below.



## The Web Interface

You can connect to your ownCloud server using any Web browser; just point it to your ownCloud server and enter your username and password. Supported Web browsers are:

- Firefox 14+
- Chrome 18+
- Safari 5+
- IE11+ (except Compatibility Mode)



Some apps like `files_external` or `encryption` will disable the **Stay logged in** checkbox.

## Navigating the Main User Interface

By default, the ownCloud Web interface opens to your Files page. You can add, remove, and share files, and make changes based on the access privileges set by you (if you are administering the server) or by your server administrator.

The ownCloud user interface contains the following fields and functions:

- **Apps Selection Menu:** Located in the upper left corner, click the arrow to open a dropdown menu to navigate to your various available apps.
- **Apps Information** field: Located in the left sidebar, this provides filters and tasks associated with your selected app. For example, when you are using the Files apps you have a special set of filters for quickly finding your files, such as files that have been shared with you, and files that you have shared with others. You'll see different items for other apps.
- **Application View:** The main central field in the ownCloud user interface. This field displays the contents or user features of your selected app.
- **Navigation Bar:** Located over the main viewing window (the Application View), this bar provides a type of breadcrumbs navigation that enables you to migrate to higher levels of the folder hierarchy up to the root level (home).
- **New** button: Located in the Navigation Bar, the `btn:[New]` button enables you to create new files, new folders, or upload files.



You can also drag and drop files from your file manager into the ownCloud Files Application View to upload them to ownCloud. Currently, the only Web browsers that support drag-and-drop folders are Chrome and Chromium.

- **Search** field: Click on the `btn:[magnifier]` in the upper right hand corner of to search for files.
- **Gallery** button. This looks like four little squares, and takes you directly to your image gallery.

- 
- **Personal Settings** menu: Click on your ownCloud btn:[username], located to the right of the Search field, to open your Personal Settings dropdown menu. Your Personal page provides the following settings and features:
    - Links to download desktop and mobile apps
    - Re-run the First Run Wizard
    - Server usage and space availability
    - Password management
    - Name, email, and profile picture settings
    - Manage connected browsers and devices
    - Group memberships
    - Interface language settings
    - Manage notifications
    - Federated Cloud ID
    - Social media sharing buttons
    - SSL certificate manager
    - ownCloud Version information

See userpreferences section to learn more about these settings.

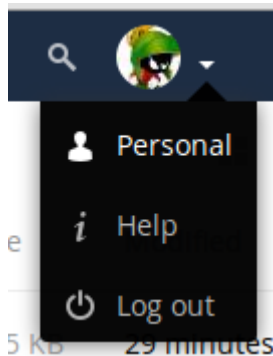
## User Preferences

As a user, you can manage your personal settings.

To access your personal settings:

1. Clicking on your username in the top, right corner of your ownCloud instance.

The Personal Settings Menu opens.



*Personal Settings Menu*

2. Choose *Personal* from the drop down menu.



---

You are using **698 KB** of **Unlimited**

### Profile picture



png or jpg, max. 20 MB

### Full name

bernie madhatter

### Email

bernie@example.com


For password recovery and notifications

### Groups

You are member of the following groups:  
graphics, users, video

### Password

Current password

New password 

Change password



If you are an administrator, you can also manage users and administer the server. These links do not appear to a non-admin user.

The options listed in the Personal Settings Page depend on the applications that are enabled by the administrator. Some of the features you will see include the following.

- Usage and available quota
- Manage your profile picture.
- Full name. You can make this anything you want, as it is separate from your ownCloud login name, which is unique and cannot be changed.
- Email address.
- Lists your Group memberships.
- Manage your password.
- userpreferences.
- Choose the language for your ownCloud interface.
- Links to desktop and mobile apps.
- Manage your Activity stream and notifications.
- Default folder to save new documents to.
- Your Federated sharing ID.
- Social sharing links.

- ownCloud version.

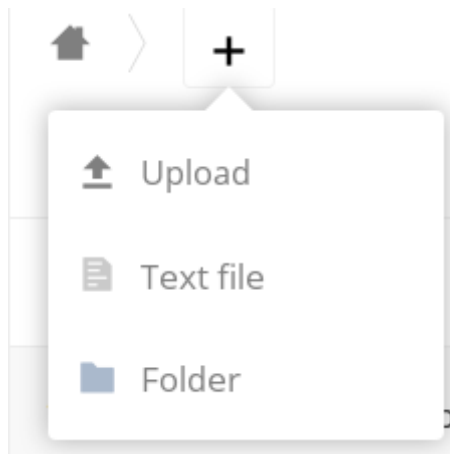
## Navigating the WebUI

### Introduction

Navigating through folders in ownCloud is as simple as clicking on a folder to open it and using the back button on your browser to move to a previous level. This section walks you through how to navigate the ownCloud UI.

### Create and Upload Files and Directories









At the top of the Files view is a navigation bar. This contains links to uploading new files, and creating new files and folders.



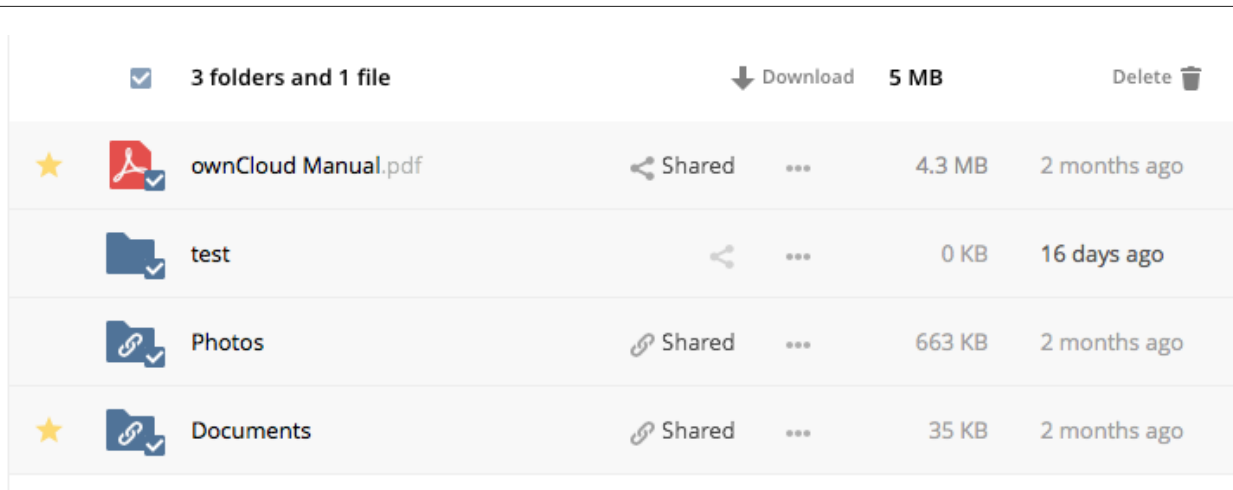
To upload or create new files or folders directly in an ownCloud folder click on the btn:[New] button in the navigation bar (this is the + button). There, as in the image above, you can see links to:

- btn:[Upload a new file] This uploads files from your computer into ownCloud. You can also upload files by dragging and dropping them from your file manager.
- btn:[Create a new text file] This creates a new text file and adds the file to your current folder.
- btn:[Create a new folder] This creates a new folder in the current folder.

### Select Files or Folders

<input type="checkbox"/>	Name ▾		Size	Modified
<input checked="" type="checkbox"/>	 ownCloud Manual.pdf	 Shared ...	4.3 MB	2 months ago
<input checked="" type="checkbox"/>	 test	 ...	0 KB	16 days ago
<input checked="" type="checkbox"/>	 Photos	 Shared ...	663 KB	2 months ago
<input checked="" type="checkbox"/>	 Documents	 Shared ...	35 KB	2 months ago

You can select one or more files or folders by hovering over them (as in the image below) and clicking on their checkboxes. To select all files in the current directory, click on the checkbox located at the top of the files listing.



When you select multiple files, you can delete all of them, or download them as a ZIP file by using the btn:[Delete] or btn:[Download] buttons that appear at the top.



If the btn:[Download] button is not visible, the administrator has disabled this feature.

## Filter the Files View

The left sidebar on the Files page contains several filters for quickly sorting and managing your files.

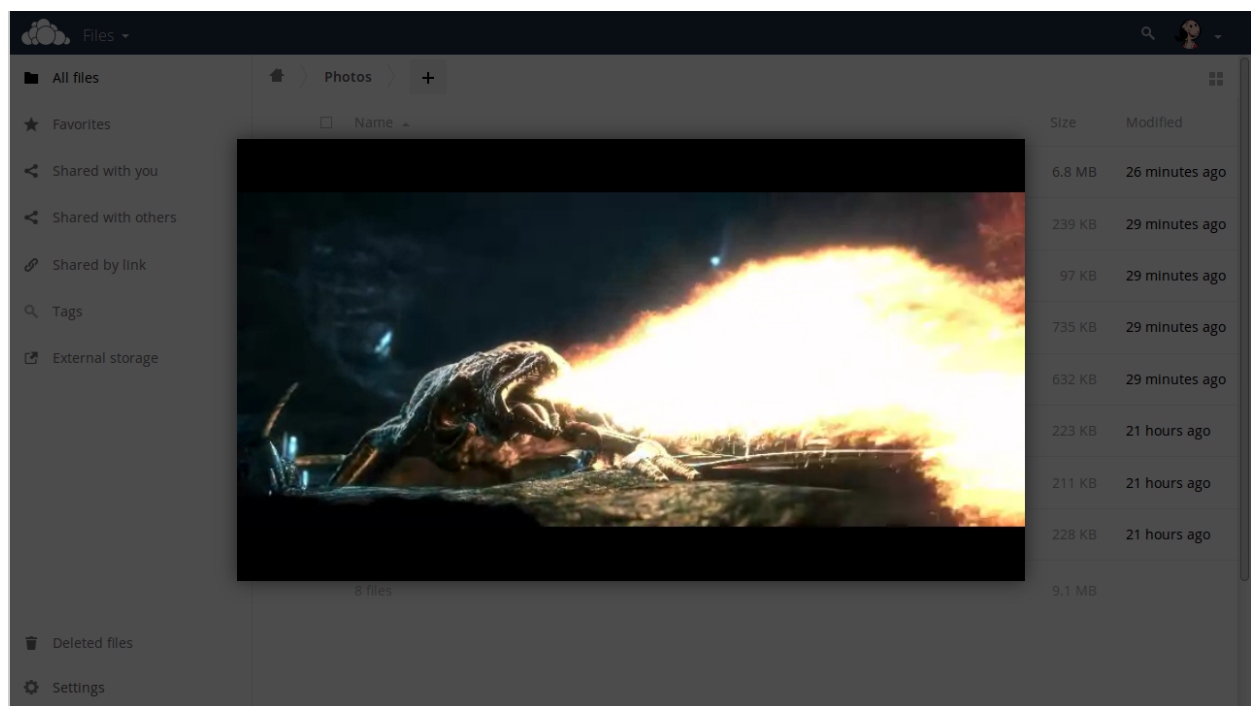
Option	Description
All files	The default view; displays all files that you have access to
Favorites	Files or folders marked with the yellow star
Shared with you	Displays all files shared with you by another user or group
Shared with others	Displays all files that you have shared with other users or groups
Shared by link	Displays all files that are shared by you via public link
External Storage	Files that you have access to on external storage devices and services such as Dropbox, Google, and Amazon S3

## Move Files

You can move files and folders by dragging and dropping them into any directory.

## Play Videos

You can play videos in ownCloud with the Video Player app, by clicking once on the file. Please note, video streaming by the native ownCloud video player depends on your Web browser and the video's format.



If your ownCloud administrator has enabled video streaming, and it doesn't work in your Web browser, it may be a browser-related issue. See [https://developer.mozilla.org/en-US/docs/Web/HTML/Supported\\_media\\_formats#Browser\\_compatibility](https://developer.mozilla.org/en-US/docs/Web/HTML/Supported_media_formats#Browser_compatibility) for supported multimedia formats in Web browsers.

## Settings

The **Settings** gear icon, in the lower left-hand corner of the ownCloud window, allows you to show or hide hidden files in your ownCloud Web interface. These are also called dotfiles, because they are prefixed with a dot, e.g. **.mailfile**.

The dot tells your operating system to hide these files in your file browsers, unless you choose to display them. Usually, these are configuration files, so having the option to hide them reduces clutter.



☐ Show hidden files

## Preview Files

ownCloud can display thumbnail previews for *images*, *MP3 covers*, and *text files*, if this is enabled by your server administrator. You can also display *uncompressed text*, *OpenDocument*, *videos*, and *image* files in the ownCloud embedded viewers by clicking on the file name. There may be other file types you can preview if your ownCloud administrator has enabled them. If ownCloud cannot display a file, it will start a download process and downloads the file to your computer.

# Comments

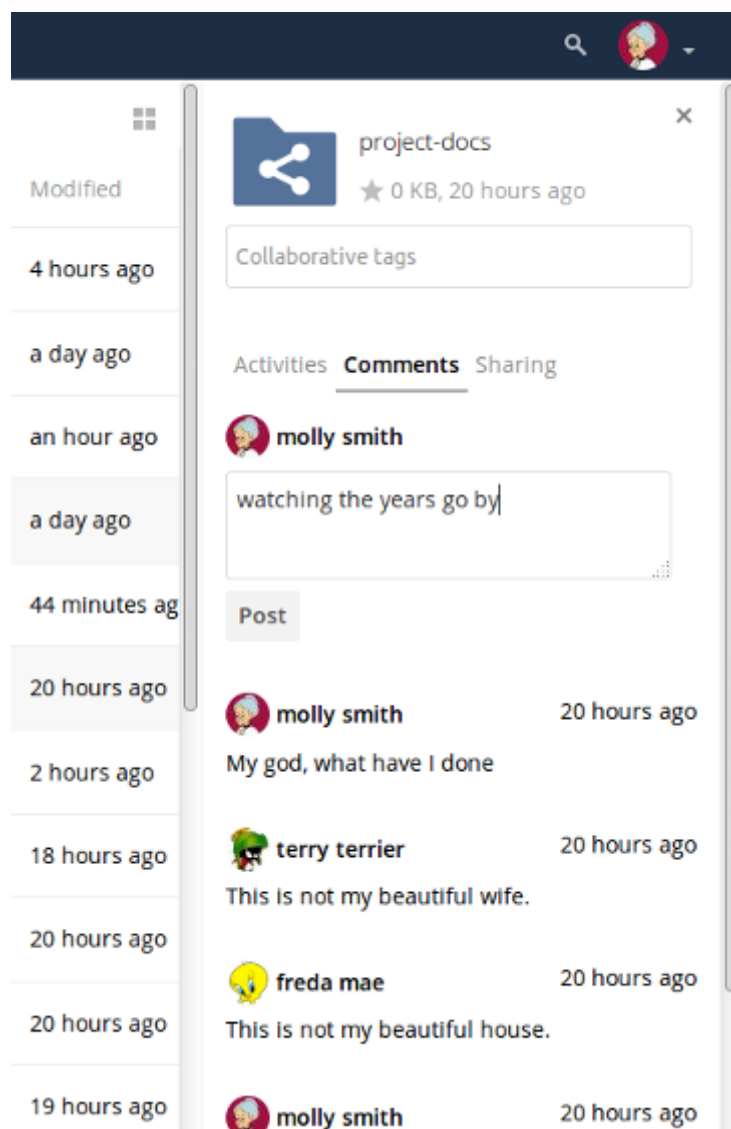
## Introduction

In ownCloud, you can add one or more comments on both files and folders. This section describes how to add, edit, and delete comments.

---

## Add Comments

Use the Details view, in [The Overflow Menu](#), to add and read comments on any file or folder. Comments are visible to everyone who has access to the file or folder. To add a comment, as in the example below, click the btn:[Comments] tab in the Details view, write a comment in the New Comment field, and click btn:[Post].



## Edit Comments

To edit an existing comment on a file or folder, hover the mouse over the comment and you will see a pencil icon appear. By clicking on the pencil, the btn:[Edit Comment] field will appear, pre-filled with the comment text. Change the text as necessary and click btn:[Save]. If you change your mind, just click btn:[Cancel].

## Delete Comments

To delete an existing comment on a file or folder, as with editing comments, hover the mouse over the comment and you will see a pencil icon appear. Click the pencil, and a rubbish bin icon appears on the far right-hand side of the comment author's name, above the btn:[Edit Comment] text field. Click the btn:[rubbish bin], and the comment will be deleted after a few seconds.

## Custom Groups

## Introduction

In previous versions of ownCloud, if you wanted to share a file or a folder with more than one person, you had to share it either with many people individually, or share to one or more groups. However, you could only share with groups which your ownCloud administrator had already created.

This wasn't the most efficient way to work. To address that, as of ownCloud 10.0, you can now create your own groups on-the-fly, through a feature called "Custom Groups". Here's how to use it.

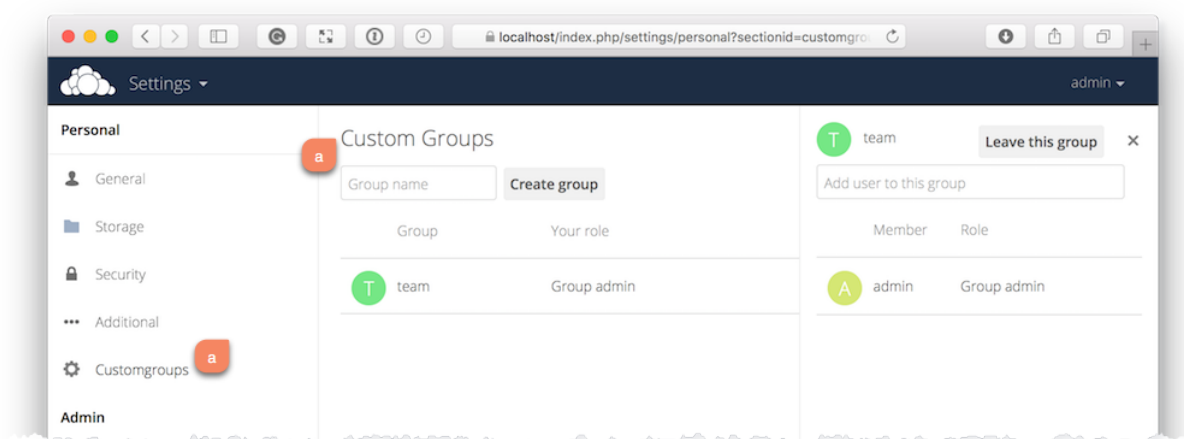
Depending on your Custom Groups setting, configured by the ownCloud admin, Custom Groups may behave differently:



- Creating or renaming a Custom Group using an existing name of another Custom Group can be allowed or not depending on administrative settings.
- Custom Group creation can be limited to ownCloud **group admins**.

## Creating Custom Groups

Assuming that your ownCloud administrator's already **enabled custom groups**; under the admin menu, in the top right-hand corner, click btn:[Settings] (1). Then, in the main menu on the settings page, in "**Personal**" section, click the option: btn:[Customgroups] (2). This will take you to the "**Custom Groups**" admin page.



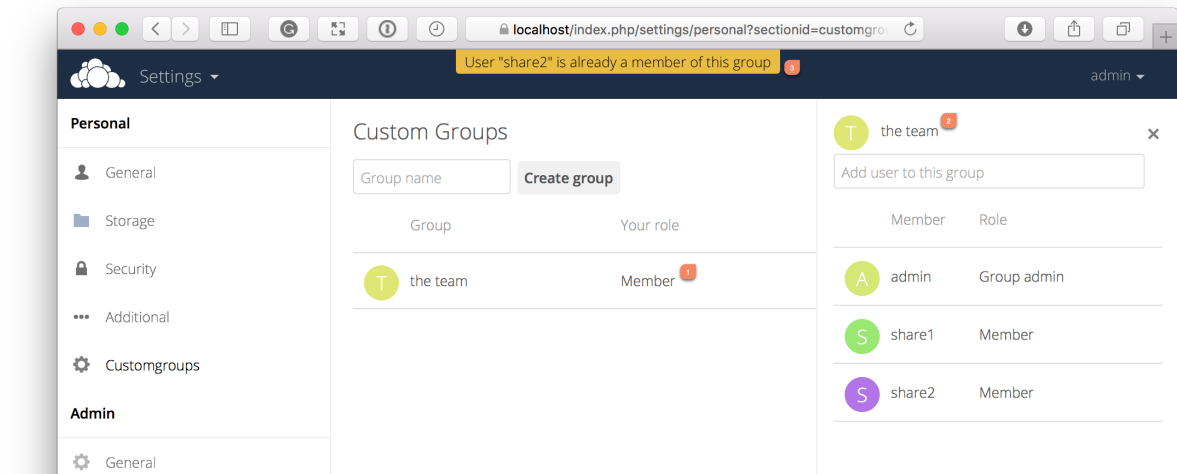
To create a new custom group, in the text field at the top where you see the placeholder text: "**Group name**", add the group name and click btn:[Create group]. After a moment or two, you'll see the new custom group appear in the groups list.

Please be aware of two things:



1. Custom groups are visible **only** to members of the group, but **not** to anyone outside the group; and
2. ownCloud administrators can see and modify all custom groups of an instance.

## Managing Group Members



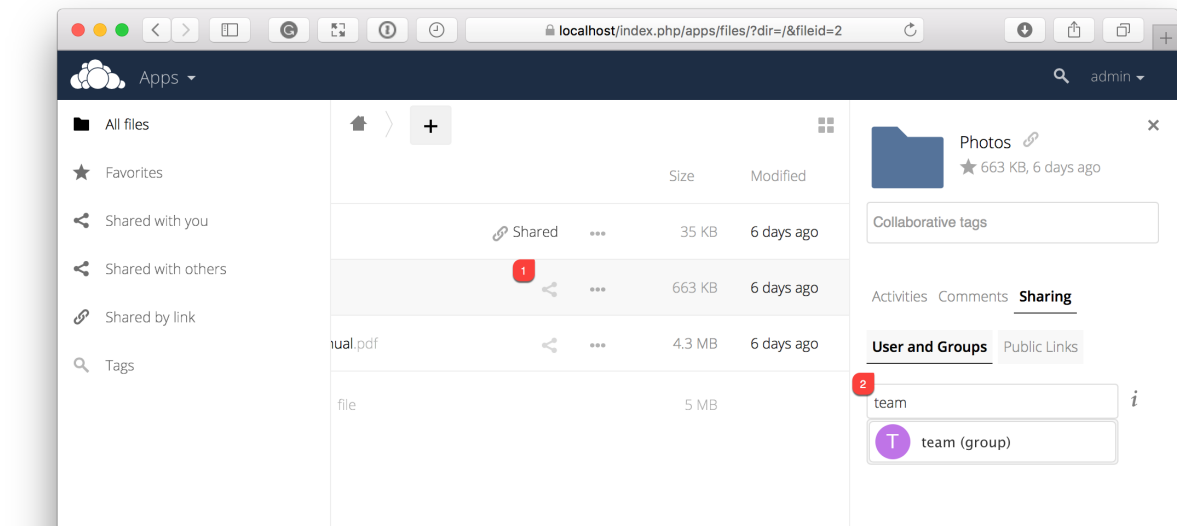
To add or remove users in a custom group, click your role (1), which will likely be **"Member"** (at least at first), and you'll see a panel appear on the right-hand side listing the group's users and their roles. In the **"Add user to this group field"** at the top of the panel (2), start typing the name of the user that you want to add.

After a moment or two, you'll see a list of users that match what you've typed appear (if there are any) in a popup list. Click the one that you want, and they'll be added to the group. Finally, you'll see a confirmation at the top of the page (3), indicating that the user's been added to the custom group.



Members can only use a group for sharing, whereas group admins can manage a group's members, change a group's name, change members' roles, and delete groups.

## Sharing with the Group

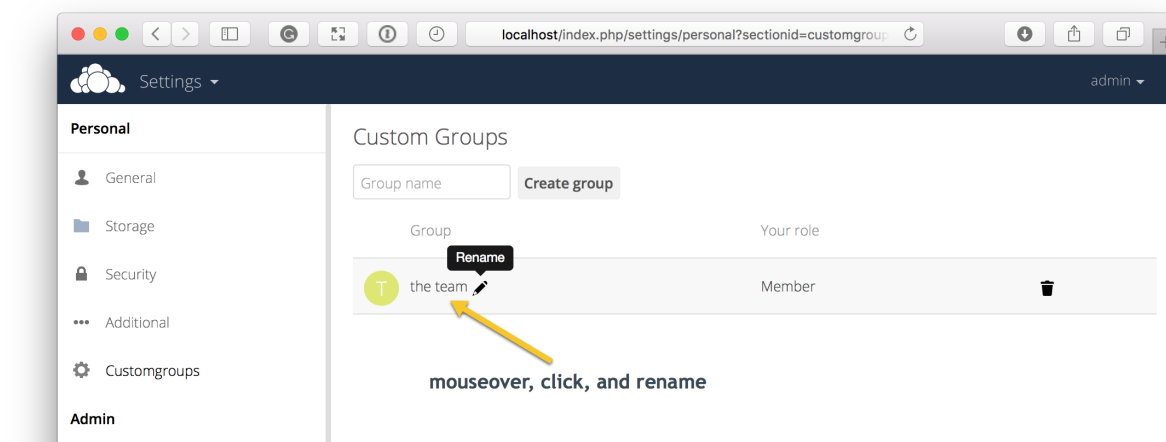


To share a file or folder with your custom group, open the sharing panel (1). Then, in the **"User and Groups"** field (2), type part of the name of the custom group and wait a moment or two.

The name of the group should be displayed in a popup list, which you can see in the screenshot above. Click on it, and the file or folder will then be shared with your custom group with all permissions initially set.

## Changing Group Names

If you want to change the name of the custom group, mouseover the group's name in the custom groups list, where you will see a pencil appear to the right of the existing name. Click it, and a text field will appear, pre-populated with the existing name. Change the name and click enter, and the name will be changed.



## Accessing ownCloud Files Using WebDAV

### Introduction

ownCloud fully supports the WebDAV protocol, and you can connect and synchronize with your ownCloud files over WebDAV. In this chapter you will learn how to connect Linux, Mac OS X, Windows, and mobile devices to your ownCloud server via WebDAV. Before we get into configuring WebDAV, let's take a quick look at the recommended way of connecting client devices to your ownCloud servers.

### ownCloud Desktop and Mobile Clients

The recommended method for keeping your desktop PC synchronized with your ownCloud server is by using the [ownCloud Desktop Client](#). You can configure the ownCloud client to save files in any local directory you want, and you choose which directories on the ownCloud server to sync with. The client displays the current connection status and logs all activity, so you always know which remote files have been downloaded to your PC, and you can verify that files created and updated on your local PC are properly synchronized with the server.

The recommended method for syncing your ownCloud server with Android and Apple iOS devices is by using the [ownCloud mobile apps](#).

To connect to your ownCloud server with the **ownCloud** mobile apps, use the base URL and folder only:

```
example.com/owncloud
```

In addition to the mobile apps provided by ownCloud, you can use other apps to connect to ownCloud from your mobile device using WebDAV. [WebDAV Navigator](#) is a good (proprietary) app for [Android devices](#), [iPhones](#), and [BlackBerry devices](#). The URL to use on these is:

```
example.com/owncloud/remote.php/dav/files/USERNAME/
```



## WebDAV Configuration

If you prefer, you may also connect your desktop PC to your ownCloud server by using the WebDAV protocol rather than using a special client application. Web Distributed Authoring and Versioning (WebDAV) is a Hypertext Transfer Protocol (HTTP) extension that makes it easy to create, read, and edit files on Web servers. With WebDAV you can access your ownCloud shares on Linux, Mac OS X and Windows in the same way as any remote network share, and stay synchronized.



In the following examples, You must adjust **example.com/** to the URL of your ownCloud server installation.

## Accessing Files Using Linux

You can access files in Linux operating systems using the following methods.

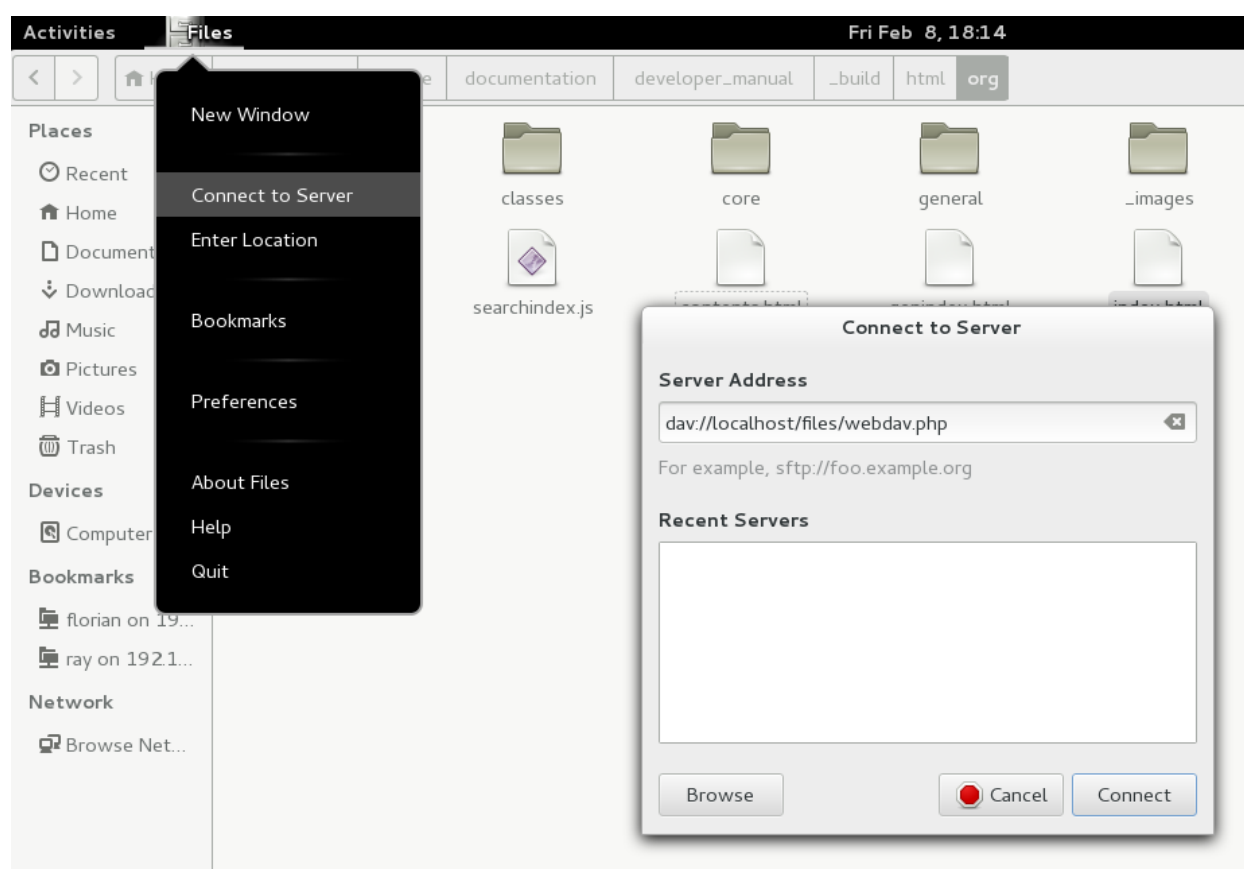
### Nautilus File Manager

Use the **davs://** protocol to connect the Nautilus file manager to your ownCloud share:

```
davs://example.com/owncloud/remote.php/dav/files/USERNAME/
```



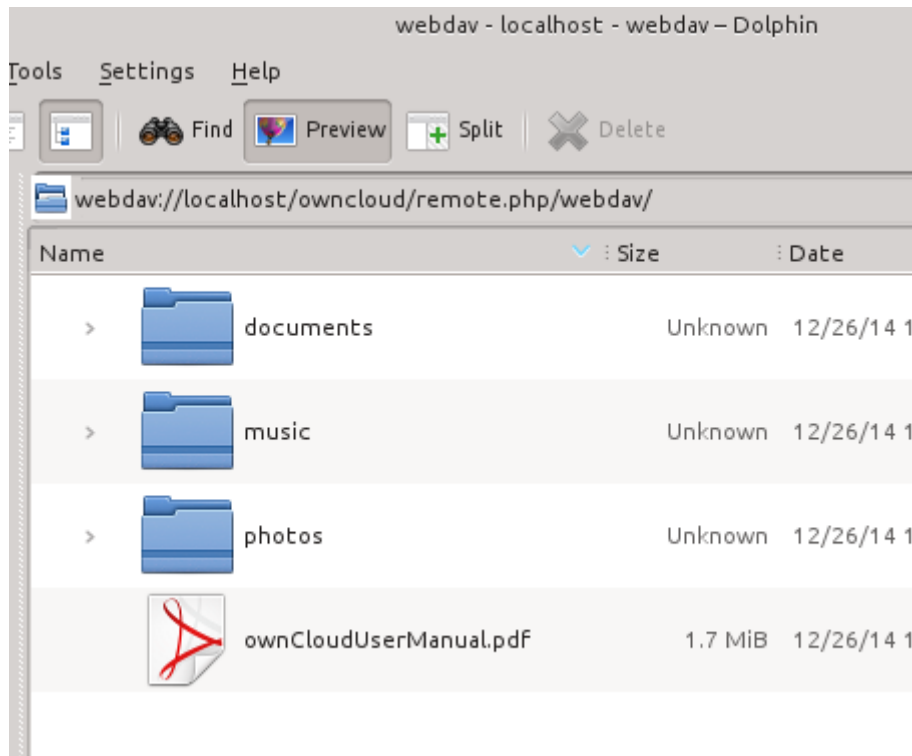
If your server connection is not HTTPS-secured, use **dav://** instead of **davs://**.



### Accessing Files with KDE and Dolphin File Manager

To access your ownCloud files using the Dolphin file manager in KDE, use the **webdav://** protocol:

```
webdav://example.com/owncloud/remote.php/dav/files/USERNAME/
```



You can create a permanent link to your ownCloud server:

1. Open Dolphin and click btn:[Network] in the left hand menu:Places[] column.
2. Click on the icon labeled btn:[Add a Network Folder].  
The resulting dialog should appear with WebDAV already selected.
3. If WebDAV is not selected, select it.
4. Click btn:[Next].
5. Enter the following settings:
  - Name: The name you want to see in the **Places** bookmark, for example ownCloud.
  - User: The ownCloud username you used to log in, for example admin.
  - Server: The ownCloud domain name, for example **example.com** (without **http://** before or directories afterwards).
  - Folder: Enter the path **owncloud/remote.php/dav/files/USERNAME/**.
6. (Optional) Check the btn:[create] icon checkbox for a bookmark to appear in the menu:Places[] column.
7. (Optional) Provide any special settings or an SSL certificate in the btn:[Port & Encrypted] checkbox.

## Creating WebDAV Mounts on the Linux Command Line

You can create WebDAV mounts from the Linux command line. This is useful if you prefer to access ownCloud the same way as any other remote filesystem mount. The following example shows how to create a personal mount and have it mounted automatically every time you log in to your Linux computer.

1. Install the **davfs2** WebDAV filesystem driver, which allows you to mount WebDAV shares just like any other remote filesystem. Use this command to install it on

---

Debian/Ubuntu:

```
apt-get install davfs2
```

2. Use this command to install it on CentOS, Fedora, and openSUSE:

```
yum install davfs2
```

3. Add yourself to the **davfs2** group:

```
usermod -aG davfs2 <username>
```

4. Then create an **owncloud** directory in your home directory for the mountpoint, and **.davfs2/** for your personal configuration file:

```
mkdir ~/owncloud  
mkdir ~/.davfs2
```

5. Copy **/etc/davfs2/secrets** to **~/.davfs2/**:

```
cp /etc/davfs2/secrets ~/.davfs2/secrets
```

6. Set yourself as the owner and make the permissions read-write owner only:

```
chown <username>:<username> ~/.davfs2/secrets  
chmod 600 ~/.davfs2/secrets
```

7. Add your ownCloud login credentials to the end of the **secrets** file, using your ownCloud server URL and your ownCloud username and password:

```
example.com/owncloud/remote.php/dav/files/USERNAME/ <username>  
<password>
```

8. Add the mount information to **/etc/fstab**:

```
example.com/owncloud/remote.php/dav/files/USERNAME/  
/home/<username>/owncloud davfs user,rw,auto 0 0
```

9. Then test that it mounts and authenticates by running the following command. If you set it up correctly you won't need root permissions:

```
mount ~/owncloud
```

10. You should also be able to unmount it:

```
umount ~/owncloud
```

Now every time you login to your Linux system your ownCloud share should automatically mount via WebDAV in your `~/owncloud` directory. If you prefer to mount it manually, change `auto` to `noauto` in `/etc/fstab`.

## Known Issues

### Problem: Resource Temporarily Unavailable

#### Solution

If you experience trouble when you create a file in the directory, edit `/etc/davfs2/davfs2.conf` and add:

```
use_locks 0
```

### Problem: Certificate Warnings

#### Solution

If you use a self-signed certificate, you will get a warning. To change this, you need to configure `davfs2` to recognize your certificate. Copy `mycertificate.pem` to `/etc/davfs2/certs/`. Then edit `/etc/davfs2/davfs2.conf` and uncomment the line `servercert`. Now add the path of your certificate as in this example:

```
servercert /etc/davfs2/certs/mycertificate.pem
```

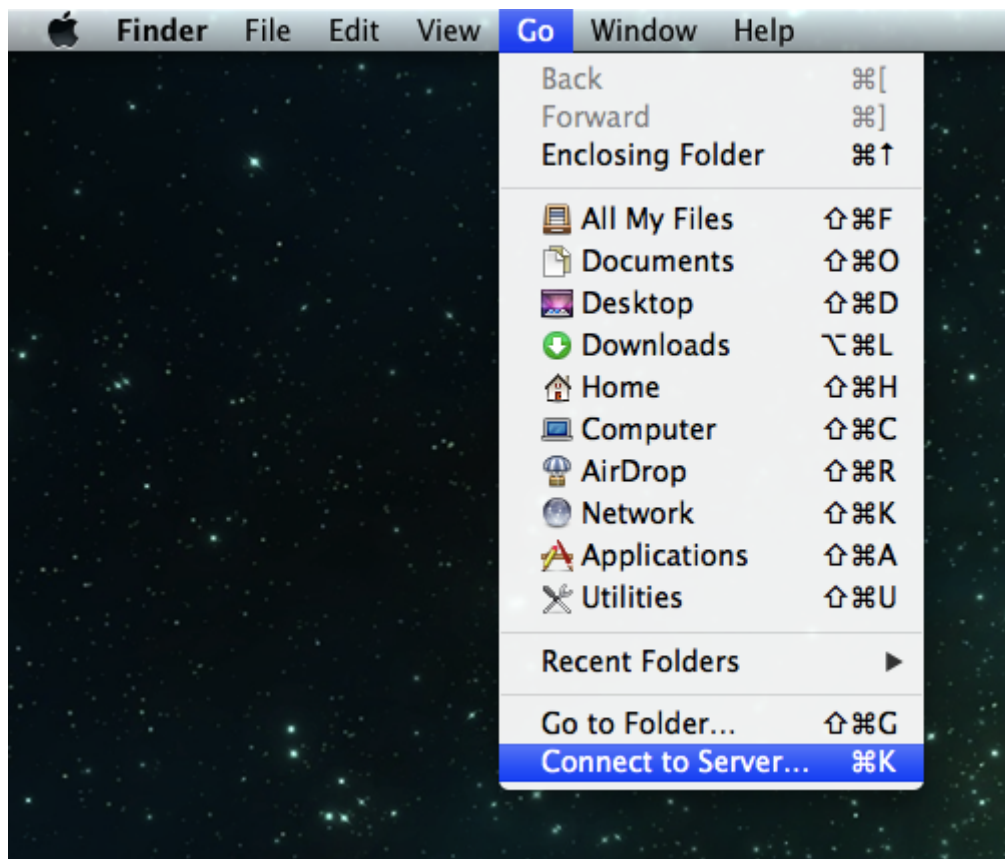
## Accessing Files Using Mac OS X



The Mac OS X Finder suffers from a [series of implementation problems](#) and should only be used if the ownCloud server runs on **Apache** and **mod\_php**, or **NGINX 1.3.8+**.

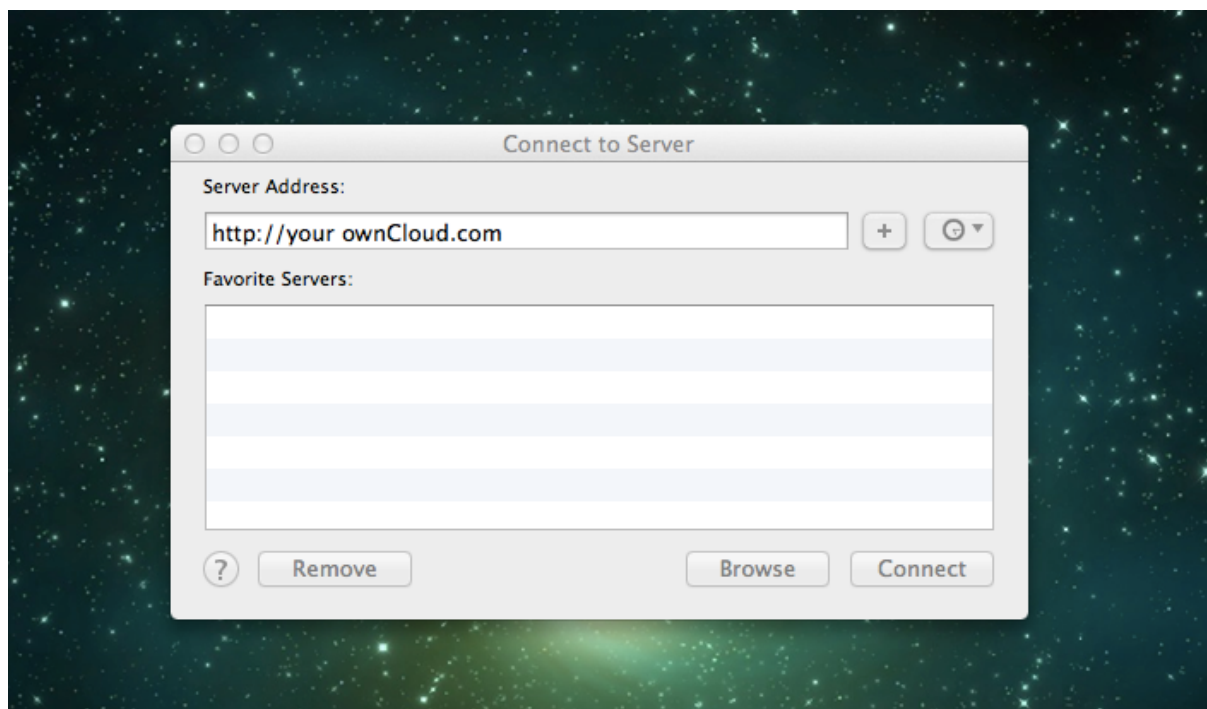
To access files through the Mac OS X Finder:

1. Choose menu:Go[Connect to Server].  
The "Connect to Server" window opens.
2. Specify the address of the server in the **Server Address** field.



For example, the URL used to connect to the ownCloud server from the Mac OS X Finder is:

```
https://example.com/owncloud/remote.php/dav/files/USERNAME/
```



3. Click btn:[Connect].  
The device connects to the server.

For added details about how to connect to an external server using Mac OS X, check the [wikihow documentation](#)

---

## Accessing Files Using Microsoft Windows

It is best to use a suitable WebDAV client from the [WebDAV Project page](#).

If you must use the native Windows implementation, you can map ownCloud to a new drive. Mapping to a drive enables you to browse files stored on an ownCloud server the way you would files stored in a mapped network drive.

Using this feature requires network connectivity. If you want to store your files offline, use the ownCloud Desktop Client to sync all files on your ownCloud to one or more directories of your local hard drive.



Prior to mapping your drive, you must permit the use of Basic Authentication in the Windows Registry. The procedure is documented in [KB841215](#) and differs between Windows XP/Server 2003 and Windows Vista/7. Please follow the Knowledge Base article before proceeding, and follow the Vista instructions if you run Windows 7.

### Mapping Drives With the Command Line

The following example shows how to map a drive using the command line. To map the drive:

1. Open a command prompt in Windows.
2. Enter the following line in the command prompt to map to the computer Z drive, where <drive\_path> is the URL to your ownCloud server:

```
net use Z: https://<drive_path>/remote.php/dav/files/USERNAME/ /user:youruser  
yourpassword
```

#### Example:

```
net use Z: https://example.com/owncloud/remote.php/dav/files/USERNAME/  
/user:youruser yourpassword
```

The computer maps the files of your ownCloud account to the drive letter Z.



Though not recommended, you can also mount the ownCloud server using HTTP, leaving the connection unencrypted. If you plan to use HTTP connections on devices while in a public place, we strongly recommend using a VPN tunnel to provide the necessary security.

An alternative command syntax is:

```
net use Z: \\example.com@ssl\owncloud\remote.php\dav /user:youruser  
yourpassword
```

### Mapping Drives With Windows Explorer

To map a drive using the Microsoft Windows Explorer:

1. Migrate to your computer in Windows Explorer.
2. Right-click on btn:[Computer] entry and select btn:[Map network drive...] from the

drop-down menu.

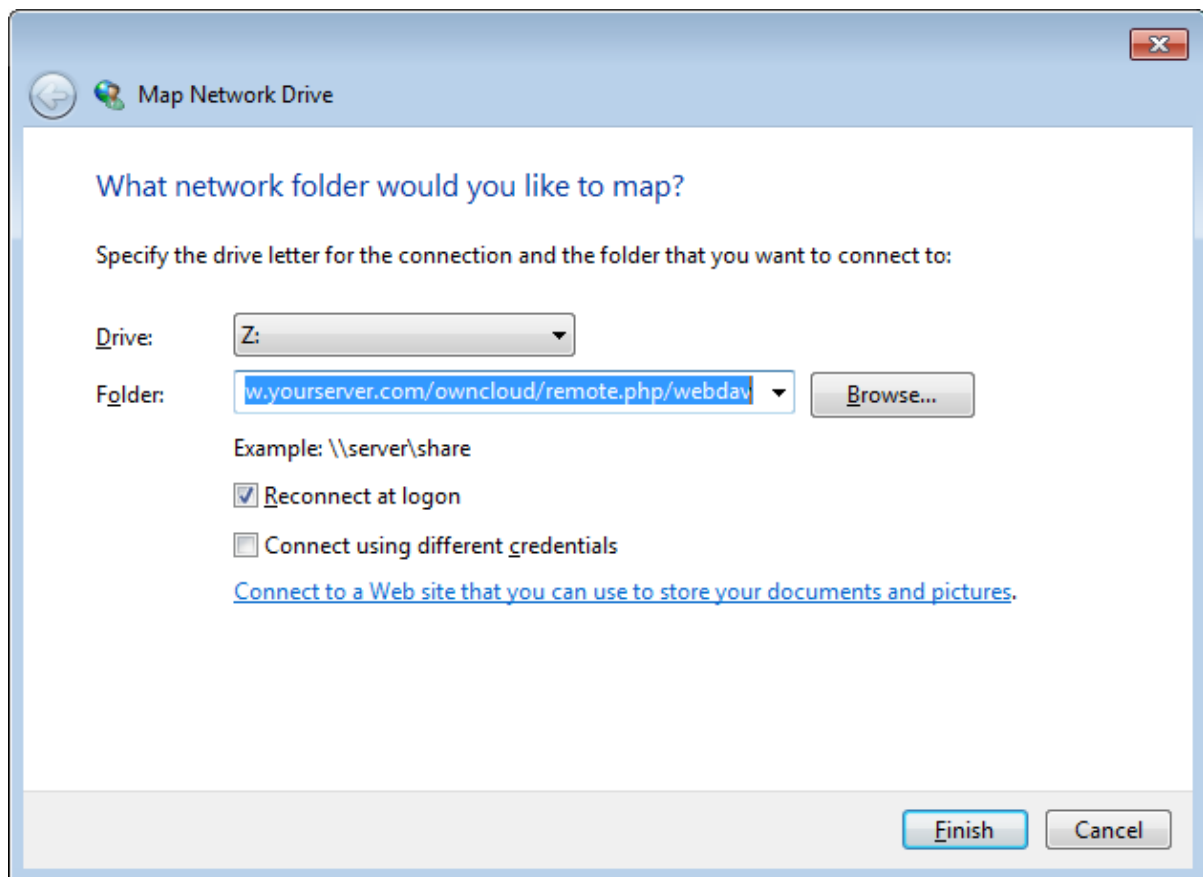
3. Choose a local network drive to which you want to map ownCloud.
4. Specify the address to your ownCloud instance, followed by **/remote.php/dav/files/USERNAME/**.

For example:

```
https://example.com/owncloud/remote.php/dav/files/USERNAME/
```



For SSL protected servers, check **Reconnect at logon** to ensure that the mapping is persistent upon subsequent reboots. If you want to connect to the ownCloud server as a different user, check **Connect using different credentials**.



5. Click the btn:[Finish] button.  
Windows Explorer maps the network drive, making your ownCloud instance available.

## Accessing Files Using Cyberduck

**Cyberduck** is an open source FTP and SFTP, WebDAV, OpenStack Swift, and Amazon S3 browser designed for file transfers on Mac OS X and Windows.



This example uses Cyberduck version 4.2.1.

To use Cyberduck:

1. Specify a server without any leading protocol information. For example:

```
`example.com`
```

2. Specify the appropriate port. The port you choose depends on whether or not your ownCloud server supports SSL. Cyberduck requires that you select a different connection type if you plan to use SSL. For example:

```
80 (for WebDAV)
443 (for WebDAV (HTTPS/SSL))
```

3. Use the **More Options** drop-down menu to add the rest of your WebDAV URL into the 'Path' field. For example:

```
remote.php/dav/files/USERNAME/
```

Now Cyberduck enables file access to the ownCloud server.

## Accessing public shares over WebDAV

ownCloud provides the possibility to access public shares over WebDAV.

To access the public share, open:

```
https://example.com/owncloud/public.php/webdav
```

in a WebDAV client, use the share token as username and the (optional) share password as password.



menu:Settings[Administration > Sharing > Allow users on this server to send shares to other servers] needs to be enabled in order to make this feature work.

## Known Problems

### Problem: Windows Does Not Connect Using HTTPS.

#### Solution 1

The Windows WebDAV Client might not support Server Name Indication (SNI) on encrypted connections. If you encounter an error mounting an SSL-encrypted ownCloud instance, contact your provider about assigning a dedicated IP address for your SSL-based server.

#### Solution 2

The Windows WebDAV Client might not support TLSv1.1 / TLSv1.2 connections. If you have restricted your server config to only provide TLSv1.1 and above the connection to your server might fail. Please refer to the [WinHTTP](#) documentation for further information.

### Problem: The File Size Exceeds the Limit Allowed and Cannot be Saved

You receive the following error message:



---

**Error 0x800700DF: The file size exceeds the limit allowed and cannot be saved.**

#### **Solution**

Windows limits the maximum size a file transferred from or to a WebDAV share may have. You can increase the value **FileSizeLimitInBytes** in **HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\WebClient\Parameters** by clicking on btn:[Modify].

To increase the limit to the maximum value of 4GB, select **Decimal**, enter a value of **4294967295**, and reboot Windows or restart the **WebClient** service.

#### **Problem: Accessing your files from Microsoft Office via WebDAV fails**

#### **Solution**

Known problems and their solutions are documented in the [KB2123563](#) article.

#### **Problem: WebDAV Drive in Windows Using Self-Signed Certificate**

Cannot map ownCloud as a WebDAV drive in Windows using self-signed certificate.

#### **Solution**

1. Go to the your ownCloud instance via your favorite Web browser.
2. Click through until you get to the certificate error in the browser status line.
3. View the cert, then from the Details tab, select Copy to File.
4. Save to the desktop with an arbitrary name, for example **myOwnCloud.cer**.
5. Start, Run, MMC.
6. menu:File[Add/Remove Snap-In].
7. Select menu:Certificates[Add > My User Account > Finish > OK].
8. Dig down to Trust Root Certification Authorities, Certificates.
9. Right-Click menu:Certificate[Select All Tasks > Import].
10. Select btn:[Save Cert] from the Desktop.
11. Select Place all Certificates in the following Store, click btn:[Browse],
12. Check the Box that says menu:Show Physical Stores[  
Expand out **Trusted Root Certification Authorities**.  
select **Local Computer**, click btn:[OK] to complete the Import.
13. Check the list to make sure it shows up.  
You will probably need to Refresh before you see it.  
Exit MMC.
14. Open Browser, select Tools, Delete Browsing History.
15. Select all but In Private Filtering Data, complete.
16. Go to Internet Options, Content Tab, Clear SSL State.
17. Close browser, then re-open and test.

#### **Problem: Upload Large Files or Upload Takes Long**

You cannot download more than 50 MB or upload large Files when the upload takes longer than 30 minutes using Web Client in Windows 7.

---

## Solution

Workarounds are documented in the [KB2668751](#) article.

### Problem: The Network Name Cannot be Found

Error 0x80070043 "The network name cannot be found." while adding a network drive.

## Solution

Make Windows service **WebClient** start automatically:

1. Open menu:Control Panel[Administrative Tools > Services].
2. Find **WebClient** service.
3. Right-click on it and choose **Properties**.
4. Select **Startup type: Automatic**.
5. Click btn:[OK] button.

Or in command prompt (as Admin):

```
sc config "WebClient" start=auto
sc start "WebClient"
```

More details can be found [here](#).

## Accessing Files Using cURL

Since WebDAV is an extension of HTTP cURL can be used to script file operations.

To create a folder with the current date as name:

```
sudo curl -u user:pass -X MKCOL
"https://example.com/owncloud/remote.php/dav/files/USERNAME/${date '+%d-%b-%Y'}"
```

To upload a file **error.log** into that directory:

```
sudo curl -u user:pass -T error.log
"https://example.com/owncloud/remote.php/dav/files/USERNAME/${date '+%d-%b-%Y'}/error.log"
```

To move a file:

```
sudo curl -u user:pass -X MOVE --header 'Destination:
https://example.com/owncloud/remote.php/dav/files/USERNAME/target.jpg'
https://example.com/owncloud/remote.php/dav/files/USERNAME/source.jpg
```

To get the properties of files in the root folder:

```

sudo curl -X PROPFIND -H "Depth: 1" -u user:pass
https://example.com/owncloud/remote.php/dav/files/USERNAME/ | xml_pp
<?xml version="1.0" encoding="utf-8"?>
<d:multistatus xmlns:d="DAV:" xmlns:oc="http://owncloud.org/ns" xmlns:s
="http://sabredav.org/ns">
  <d:response>
    <d:href>/owncloud/remote.php/dav/files/USERNAME/</d:href>
    <d:propstat>
      <d:prop>
        <d:getlastmodified>Tue, 13 Oct 2015 17:07:45 GMT</d:getlastmodified>
        <d:resourcetype>
          <d:collection/>
        </d:resourcetype>
        <d:quota-used-bytes>163</d:quota-used-bytes>
        <d:quota-available-bytes>11802275840</d:quota-available-bytes>
        <d:getetag>"561d3a6139d05"</d:getetag>
      </d:prop>
      <d:status>HTTP/1.1 200 OK</d:status>
    </d:propstat>
  </d:response>
  <d:response>
    <d:href>/owncloud/remote.php/dav/files/USERNAME/welcome.txt</d:href>
    <d:propstat>
      <d:prop>
        <d:getlastmodified>Tue, 13 Oct 2015 17:07:35 GMT</d:getlastmodified>
        <d:getcontentlength>163</d:getcontentlength>
        <d:resourcetype/>
        <d:getetag>"47465fae667b2d0fee154f5e17d1f0f1"</d:getetag>
        <d:getcontenttype>text/plain</d:getcontenttype>
      </d:prop>
      <d:status>HTTP/1.1 200 OK</d:status>
    </d:propstat>
  </d:response>
</d:multistatus>

```

To get the file id of a file, regardless of location, you need to make a PROPFIND request. This request requires two things:

1. A PROPFIND XML element in the body of the request method.
2. The path to the file that you want to find out more about

Here's an example PROPFIND XML element, which we'll store as `propfind-fileid.xml`.

```

<?xml version="1.0"?>
<a:propfind xmlns:a="DAV:" xmlns:oc="http://owncloud.org/ns">
  <!-- retrieve the file's id -->
  <a:prop><oc:fileid/></a:prop>
</a:propfind>

```



You could pass this directly to the Curl request. However, it can often be easier to create, maintain, and to share, if it's created in a standalone file.

With the file created, make the request by running the following Curl command:

```
sudo curl -u username:password -X PROPFIND \  
-H "Content-Type: text/xml" \  
--data-binary "@propfind-fileid.xml" \  
'http://localhost/remote.php/dav/files/admin/Photos/San%20Francisco.jpg'
```

This will return an XML response payload similar to the following example. It contains the relative path to the file and the fileid of the file.

```
<?xml version="1.0"?>  
<d:multistatus xmlns:d="DAV:" xmlns:s="http://sabredav.org/ns"  
xmlns:cal="urn:ietf:params:xml:ns:caldav" xmlns:cs="http://calendarserver.org/ns/"  
xmlns:card="urn:ietf:params:xml:ns:carddav" xmlns:oc="http://owncloud.org/ns">  
  <d:response>  
    <d:href>/remote.php/dav/files/admin/Photos/San%20Francisco.jpg</d:href>  
    <d:propstat>  
      <d:prop>  
        <oc:fileid>4</oc:fileid>  
      </d:prop>  
      <d:status>HTTP/1.1 200 OK</d:status>  
    </d:propstat>  
  </d:response>  
</d:multistatus>
```



The example above's been formatted for readability, using `xmllint`, which is part of `libxml2`. To format it as it is listed above, pipe the previous command to `xmllint --format -`.

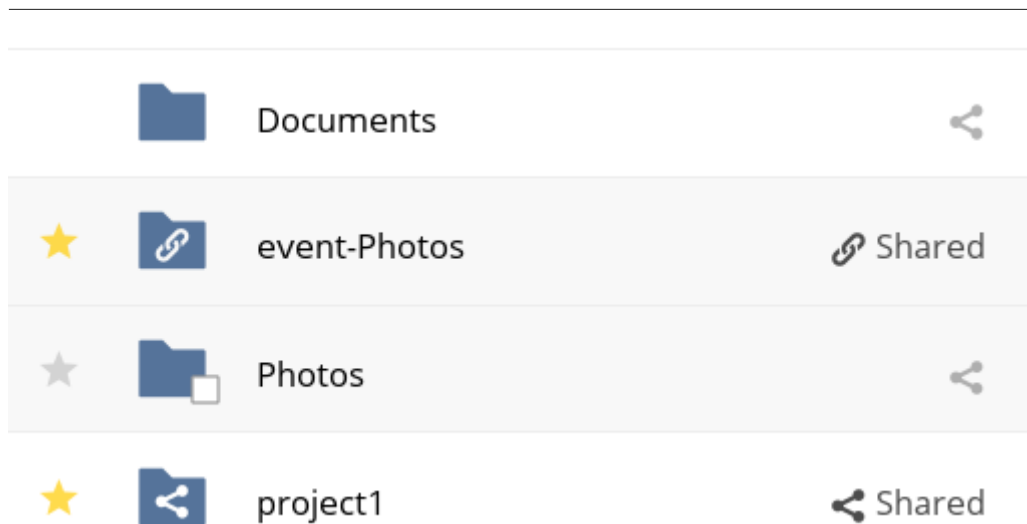
## Sharing Files

### Introduction

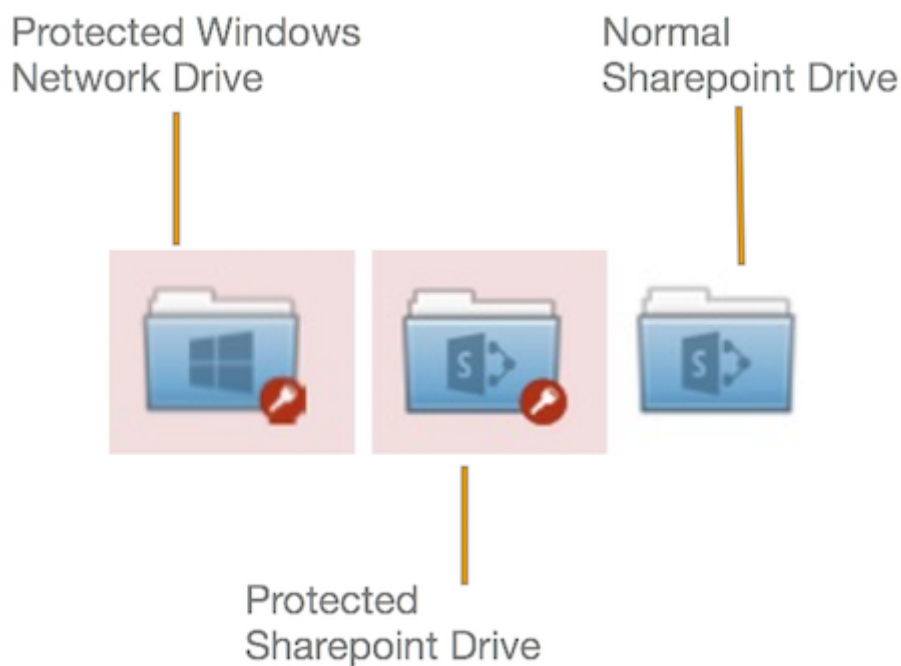
Clicking the share icon on any file or folder opens the Details view on the right, where the Share tab has focus.

### Sharing Status Icons

Any folder that has been shared is marked with the **Shared** overlay icon. Public link shares are marked with a chain link. Un-shared folders are blank.



If your ownCloud server is the Enterprise edition, you may also have access to Sharepoint and Windows Network Drive file shares. These have special status icons. An icon with a red plugin and background means you have to enter a login to get access to the share.



## Creating Shares

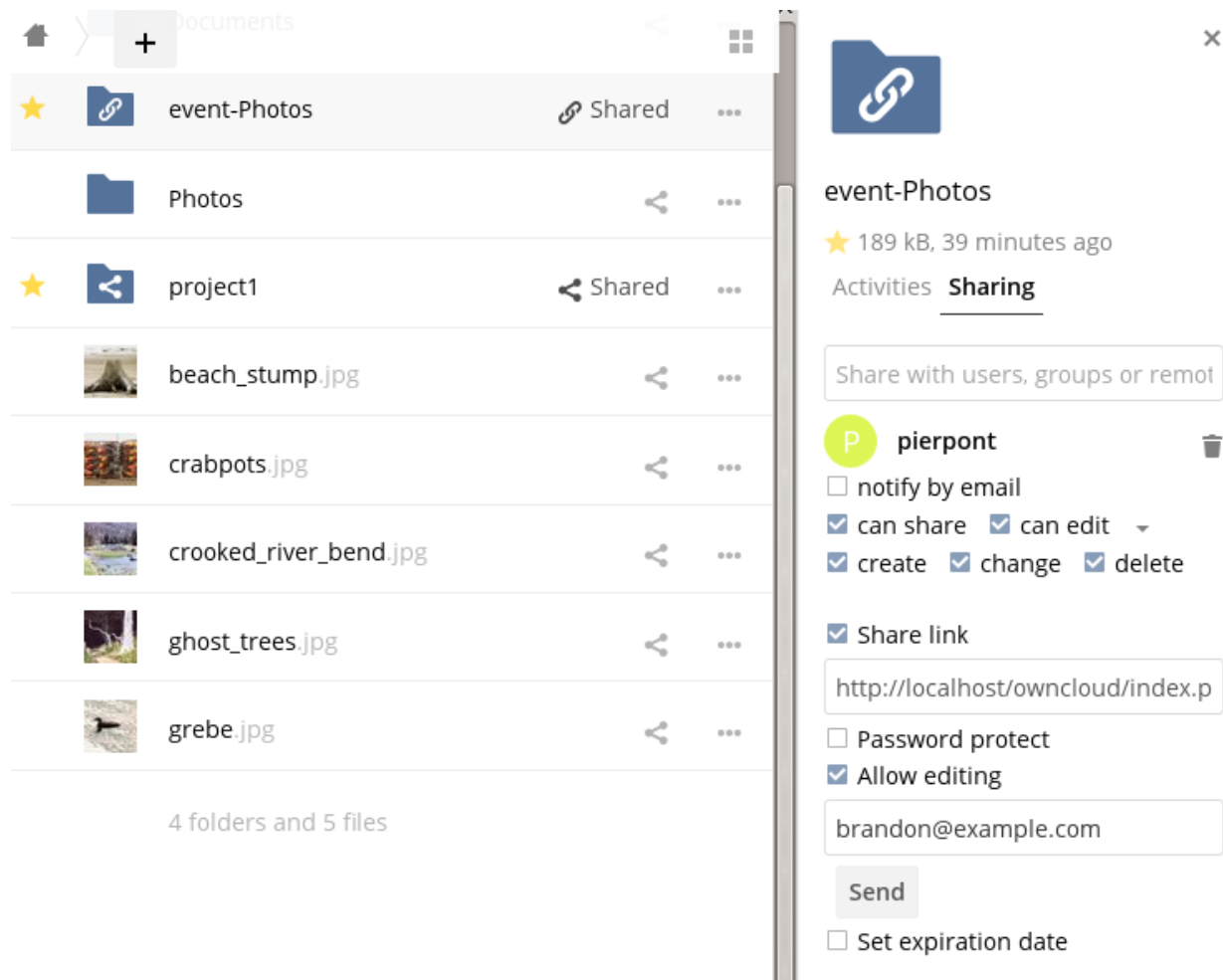
To share a file or folder, immediately below the Share tab, you will see a text field. In this field, you can enter any number of users (whether local to your ownCloud server or remote) or groups who you would like to share the file or folder with.

If username auto-completion is enabled, when you start typing the user or group name ownCloud will automatically complete it for you, if possible.



From 10.0.8, user and group name search results are dependent on a new [configuration setting](#), called `user.search_min_length` (it is set to 4 by default). This setting helps to aid search performance but requires that search terms contain at least the defined number of characters. Consequently, search terms shorter than the defined number of characters will not return a list of matches. However, they will return an existing user or group with a name of the same length as the search term.

After a file or folder has been shared, [Share Permissions](#) can be set on it. In the image below, you can see that the directory "event-Photos" is shared with the user "pierpont", who can *share*, *edit*, *create*, *change*, and *delete* the directory.



### What Happens When Share Recipients Move Files and Folders?

If a share recipient has "**can edit**" privileges and moves files or folders out of the share, ownCloud stores a backup copy of the moved file/folder in the Deleted Files (Trash) of the share's owner. The user who moved the file/folder out of the share still has the original copy there, along with its attached metadata.

That way, the files/folders are not permanently lost. By clicking the btn:[Restore] link, next to the respective file or folder, ownCloud will restore these files/folders to their original location.



Restoring files restores the backup copy for **all users**, including the user that originally moved them, into the original folder.

## Sharing Files with Guest Users

Users can also share files and folders with guest users. To do so, your ownCloud administrator will need to have installed the [Guest application](#).

If it's already installed, in the **User and Groups** field of the **Sharing** panel, type the email address of a user who is not already a user in your ownCloud installation. You will then see a popup appear with the suffix **(guest)**, as in the screenshot below.

### Comments Sharing

#### User and Groups

#### Public Links

*i*

U

user@example.com (remote)

A

Add user@example.com (guest)

After you do that, the content will be shared with the user with all permissions applied, except for the ability to share with other users.

Share with users, groups or remote users...



user@example.com



can share



can edit



## Updating Shares

To change any of the properties of a share, again, you first need to view the Share tab. From there, you can:

- Delete a user's access to a share
- Give more users access to a share
- Change a user's share permissions
- Add or remove password protection
- Set or remove a share's expiration date

This functionality is already described in other parts of this documentation and won't be specifically covered here.

## Deleting Shares

Despite the name of this section, you don't actually delete a share. Rather what you do is remove the access of user's to whom it's already been shared with. When all users access to a shared resource has been removed, the resource is no longer shared.

To do that, you need to click on the btn:[rubbish bin] icon, on the far right-hand side of the name of each user it's been shared with, who should no longer have access to it.

## Renaming Shares

Both the sharer *and* all share recipients can rename a share at any time. However, when one user renames a share, it only renames their version; no other users see the new share name. Essentially, the share name remains the same for all other users.

In case that's a little unclear, step through the following scenario:

User Jenny creates a directory called "*Growth Projects 2019*" and shares it with James, Peter, and Sarah. A week later, James renames the share to "*Growth Projects 2019 — Draft!*". James sees the share with the new name, but Jenny, Peter, and Sarah continue seeing the share with its original name ("*Growth Projects 2019*").

This feature may seem a little strange; however, it provides flexibility for all users to



manage their files and folders as they see fit.

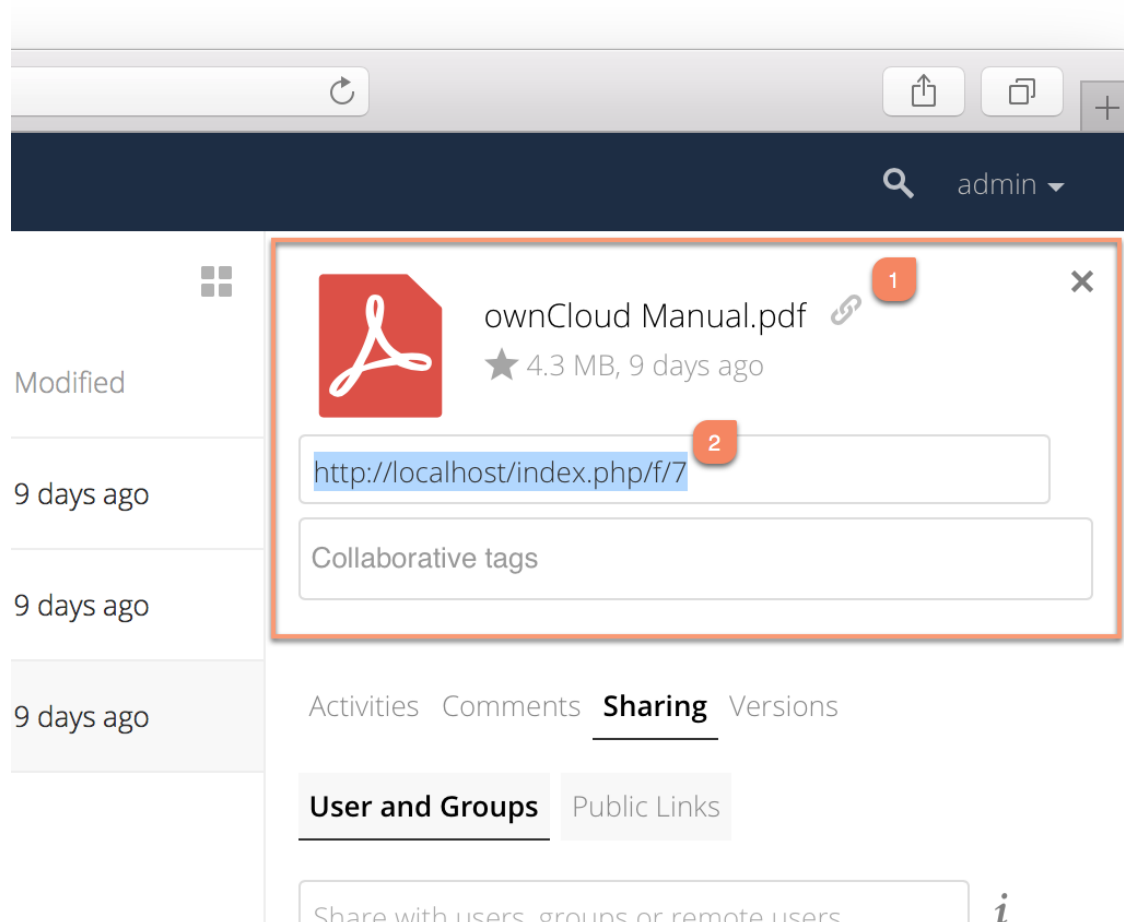
## Password Protecting Files

It's also possible to password protect shared files and folders. If you want to do so, then you need to enable this functionality. Specifically, click the checkbox labeled `btn:[Password protect]` under the "*Share Link*" section.

When you do so, you'll see a password field appear. In there, add the password that the user will need to enter to access the shared resource and press the return key.

## Using Private Links

Another way to access a file or folder is via a private link. It's a handy way of creating a permanent link for yourself or to point others to a file or folder, within a share, more efficiently. To access the private link, in the Sharing Panel for a file or folder, next to its name you'll see a small link icon (1), as in the screenshot below.



If you click it, a new textbox will appear above the "**Collaborative tags**" field, populated with the link's URI (2).



Only people who have access to the file or folder can use the link.

## Changing The Share Expiration Date

In older versions of ownCloud, you could set an expiration date on both local and public shares. Since the most recent version three, key, changes have been made:

- You can *only* set an expiration date on public shares
- Local shares do not expire when public shares expire

- 
- A local share can only be "expired" (or deleted) by clicking the btn:[trash can] icon

## Creating or Connecting to Federation Share Links

Federated Cloud Sharing allows you to mount file shares from remote ownCloud servers, and manage them just like a local share. In ownCloud 8 the process for creating a new sharing link is easier and more streamlined. See [Using Federation Shares](#) to learn to how to create and connect to new Federated Cloud shares.

## Share Permissions

Shares can have a combination of the following five permission types:

Permission	Definition
can share	Allows the users you share with to re-share
can edit	Allows the users you share with to edit your shared files, and to collaborate using the Documents app
create	Allows the users you share with to create new files and add them to the share
change	Allows uploading a new version of a shared file and replacing it
delete	Allows the users you share with to delete shared files

## Creating Drop Folders

As of ownCloud version 10.0.2, users can create upload-only, public shares (otherwise known as "Drop Folders"). Drop Folders allow users to upload files to a central location, but don't allow them to either see or change any existing files, which already have been uploaded.

**Edit link share: /test**

Link Name

test link

☒ Allow editing

☐ Show file listing

Password

Choose a password for the public link

Expiration

Expiration date

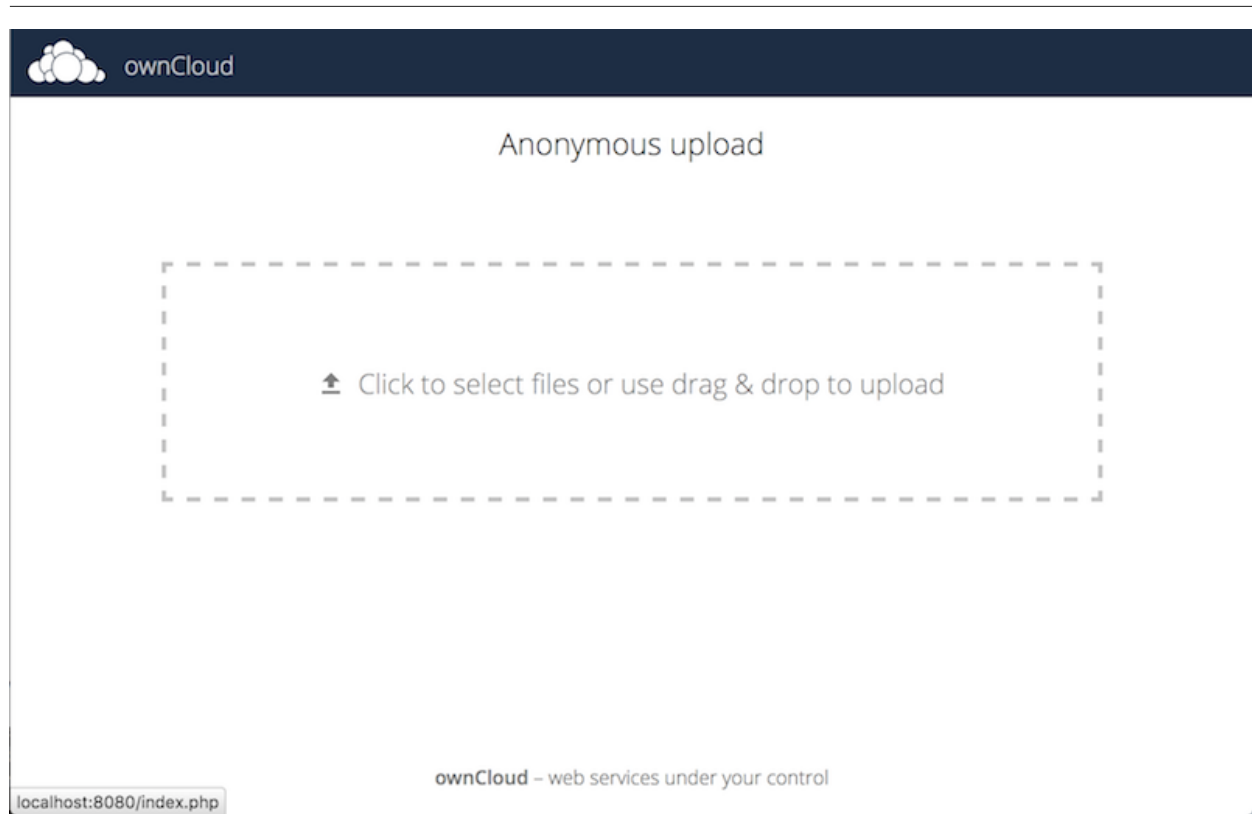
**Save** Cancel

To create one:

1. View the sharing panel of the folder that you want to share as a Drop Folder, select menu:Public Links[Create public link].
2. As with other shares, provide the name in the "**Link Name**" field.
3. Check btn:[Allow editing], un-check btn:[Show file listing], and then un-check btn:[Allow editing].
4. Finally, click btn:[Save] to complete creation of the share.

Now, as with other public links, you can copy the link to the share and give it out, as and when necessary.

## Using Drop Folders

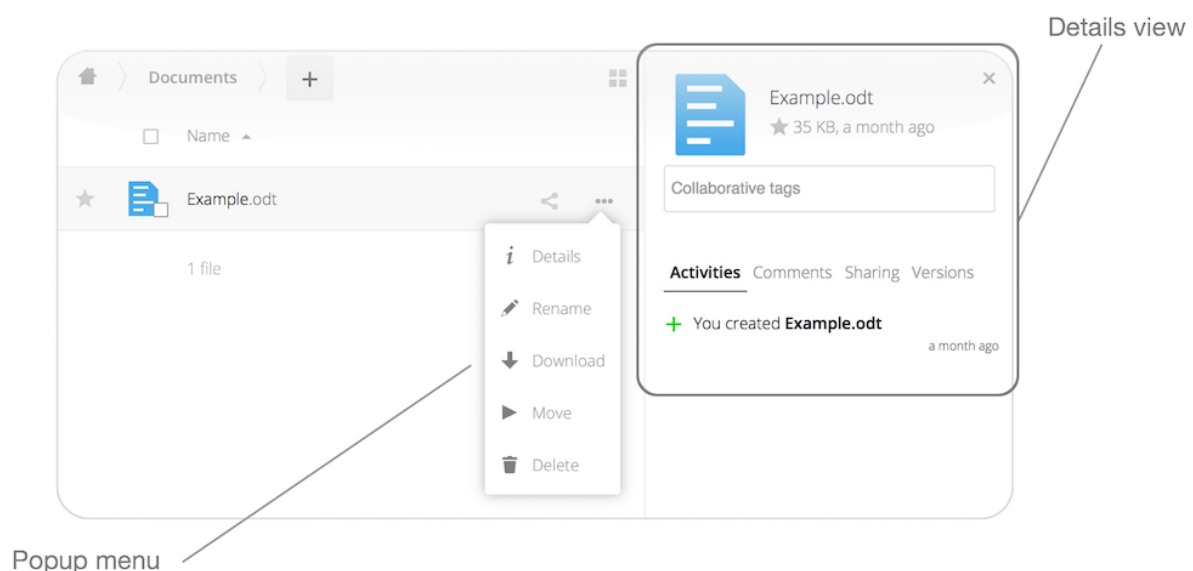


When users open the share link, they will see a page where they can either click to select files to share, or drag-and-drop files directly to share them. After the file's been successfully uploaded, they'll see (where possible) a preview of the file that has been uploaded.

## Tagging Files

### Introduction

In ownCloud, you can assign one or more tags to files and folders. To do so, go to the "**Details**" view, inside [The Overflow Menu](#).



There, you'll see a text field, with the placeholder text "**Collaborative tags**" if no tags have yet been added, below the file's icon, name, and other details.

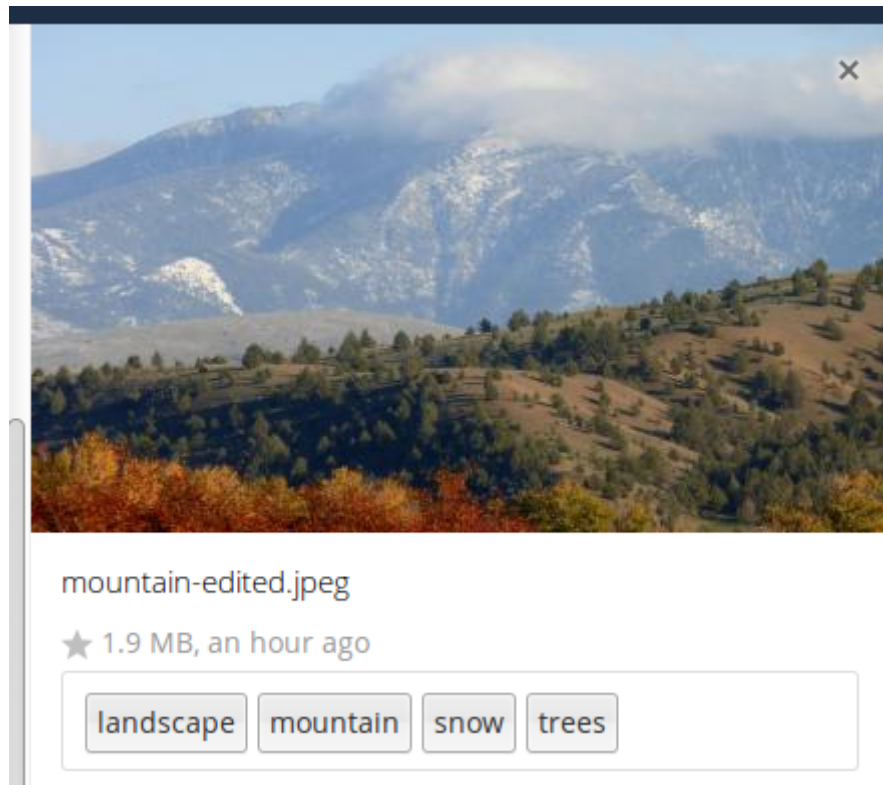
In that field, type the tag's name. If you want to use multiple words, there is no need to use single or double-quotes. Type as many words as you want for the tag name.

---

When you press the return key your tag will be saved.



All tags are collaborative tags, so they are shared by all users on your ownCloud server.



When you place the cursor inside the tags field, and as you type the tag name, a list of the collaborative tags will appear. If you type a new tag name, the visible tags list will be filtered, based on the text that you've typed.

If you see a tag in the list which is what you had intended to type, or is a better fit than what you had in mind, click on it, and it will be added to the file or folder's tag list. This can save you a lot of time and effort.

## Untag a File or Folder

If a file or folder is already tagged, the tag names in the popup list will have a check mark to the left of the tag's name. To remove that tag from the file or folder, click the tag's name. You will see that the check mark disappears.

## Edit Tags

To edit a tag, click the pencil icon on the far right-hand side of the tag's name, in the tags popup list. This will display a text box, containing the tag's name. Be sure that you want to change the tag's name, as it will be updated for all users.

## Delete Tags

To delete a tag, as above, click the pencil icon on the far right-hand side of the tag's name, in the tags popup list. Next to the text box containing the tag's name, you will also see a delete icon.

Click this to remove the tag from the collaborative tag's list. As with renaming a tag, remember that deleting a tag removes it for all users. So please be sure that you want to do this.

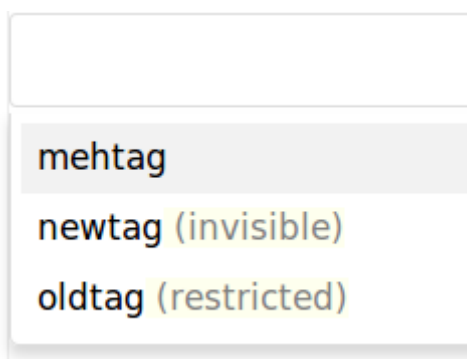
---

## Filter By Tag

To filter by tag, use the **Tags** filter on the left sidebar of the Files page. There are three types of tags:

Tag	Description
Visible	All users may see, rename, and apply these tags to files and folders
Restricted	Tags are assignable and editable only to the users and groups which have permission to use them. Other users can filter files by restricted tags, but cannot tag files with them or rename them. The tags are marked (restricted)
Invisible	Visible only to ownCloud admins

When you use the **Tag** filter on your Files page you'll see something like the following image. If you do not have Admin rights then you will not see any invisible tags.



## Encrypting Your ownCloud Files

### Introduction

ownCloud includes an Encryption app, and when it is enabled by your ownCloud administrator all of your ownCloud data files are automatically encrypted. Encryption is server-wide, so when it is enabled you cannot choose to keep your files unencrypted. You don't have to do anything special, as it uses your ownCloud login as the password for your unique private encryption key. Just log in and out and manage and share your files as you normally do, and you can still change your password whenever you want.

Its main purpose is to encrypt files on remote storage services that are connected to your ownCloud server, such as Dropbox and Google Drive. This is an easy and seamless way to protect your files on remote storage. You can share your remote files through ownCloud in the usual way, however you cannot share your encrypted files directly from Dropbox, Google Drive, or whatever remote service you are using, because the encryption keys are stored on your ownCloud server, and are never exposed to outside service providers.

If your ownCloud server is not connected to any remote storage services, then it is better to use some other form of encryption such as file-level or whole disk encryption. Because the keys are kept on your ownCloud server, it is possible for your ownCloud admin to snoop in your files, and if the server is compromised the intruder may get access to your files. (Read [How ownCloud uses encryption to protect your data](#) to learn more.)

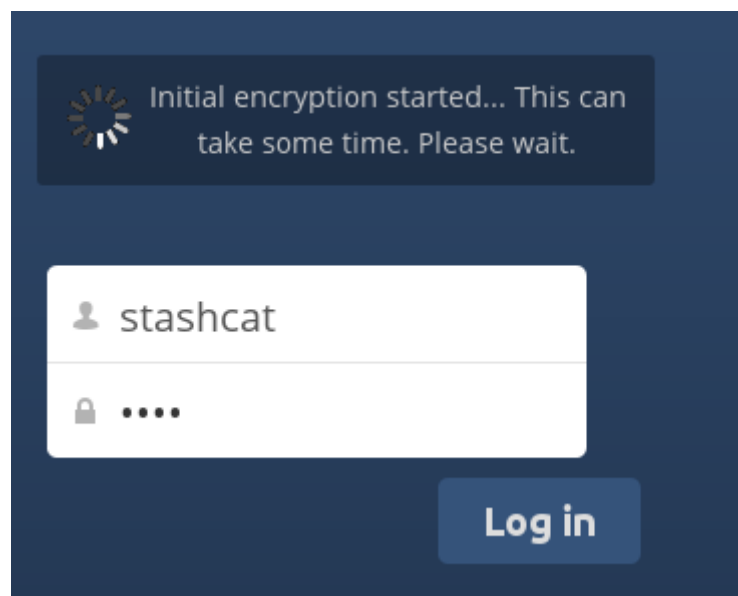
### Using Encryption

ownCloud encryption is pretty much set it and forget it, but you have a few options you can use.

When your ownCloud admin enables encryption for the first time, you must log out and then log back in to create your encryption keys and encrypt your files. When encryption has been enabled on your ownCloud server you will see a yellow banner on your Files page warning you to log out and then log back in.

**Encryption App is enabled but your keys are not initialized, please log-out and log-in again**

When you log back in it takes a few minutes to work, depending on how many files you have, and then you are returned to your default ownCloud page.



You must never lose your ownCloud password, because you will lose access to your files. However, there is an optional recovery option that your ownCloud administrator may enable; see the Recovery Key Password section (below) to learn about this.

## Sharing Encrypted Files

Only users who have private encryption keys have access to shared encrypted files and folders. Users who have not yet created their private encryption keys will not have access to encrypted shared files; they will see folders and filenames, but will not be able to open or download the files. They will see a yellow warning banner that says **Encryption App is enabled but your keys are not initialized, please log-out and log-in again.**

Share owners may need to re-share files after encryption is enabled; users trying to access the share will see a message advising them to ask the share owner to re-share the file with them. For individual shares, un-share and re-share the file. For group shares, share with any individuals who can't access the share. This updates the encryption, and then the share owner can remove the individual shares.

## Recovery Key Password

If your ownCloud administrator has enabled the recovery key feature, you can choose to use this feature for your account. If you enable "Password recovery" the administrator can read your data with a special password. This feature enables the administrator to recover your files in the event you lose your ownCloud password. If the recovery key is not enabled, then there is no way to restore your files if you lose your login password.

---

## Encryption

Enable recovery key (allow to recover users files in case of password loss):

Recovery key password

Repeat Recovery key password

☒ Enabled

☐ Disabled

## Files Not Encrypted

Only the data in your files is encrypted, and not the filenames or folder structures. These files are never encrypted:

- Old files in the trash bin.
- Image thumbnails from the Gallery app.
- Previews from the Files app.
- The search index from the full text search app.
- Third-party app data

There may be other files that are not encrypted; only files that are exposed to third-party storage providers are guaranteed to be encrypted.

## Change Private Key Password

This option is only available if your log-in password, but not your encryption password, was changed by your administrator. This can occur if your ownCloud provider uses a external user back-end (for example, LDAP) and changed your login password using that back-end configuration. In this case, you can set your encryption password to your new login password by providing your old and new login password. The Encryption app works only if your login password and your encryption password are identical.

## Managing Deleted Files

### Introduction

When you delete a file in ownCloud, it is not immediately deleted permanently. Instead, it is moved into the trash bin. It is not permanently deleted until you manually delete it, or when the Deleted Files app deletes it to make room for new files.

Find your deleted files by clicking on the btn:[Deleted files] button on the Files page of the ownCloud Web interface. You'll have options to either restore or permanently delete files.

### Quotas

Deleted files are not counted against your storage quota. Only files that originate with users count against their quotas, not files shared with them that originate from other users. (See [webgui/quota](#) to learn more about quotas.)



---

## What Happens When Shared Files Are Deleted

Deleting files gets a little complicated when they are shared files, as this scenario illustrates:

1. User1 shares a folder "test" with User2 and User3
2. User2 (the recipient) deletes a file/folder "sub" inside of "test"
3. The folder "sub" will be moved to the trashbin of both User1 (owner) and User2 (recipient)
4. But User3 will not have a copy of "sub" in her trash bin

When User1 deletes "sub" then it is moved to User1's trash bin. It is deleted from User2 and User3, but not placed in their trash bins.

When you share files, other users may copy, rename, move, and share them with other people, just as they can for any computer files; ownCloud does not have magic powers to prevent this.

## How the Deleted Files app Manages Storage Space

To ensure that users do not run over their storage quotas, the Deleted Files app allocates a maximum of 50% of their currently available storage quota to deleted files. If your deleted files exceed this limit, ownCloud deletes the oldest files (files with the oldest timestamps from when they were deleted) until it meets the memory usage limit again.

ownCloud checks the age of deleted files every time new files are added to the deleted files. By default, deleted files stay in the trash bin for 180 days. The ownCloud server administrator can adjust this value in the `config.php` file by setting the `trashbin_retention_obligation` value. Files older than the `trashbin_retention_obligation` value will be deleted permanently. Additionally, ownCloud calculates the maximum available space every time a new file is added. If the deleted files exceed the new maximum allowed space ownCloud will expire old deleted files until the limit is met once again.

## Large File Uploads

When uploading files through the web client, ownCloud is limited by PHP and Apache configurations. By default, PHP is configured for only 2 megabyte uploads. As this default upload limit is not entirely useful, we recommend that your ownCloud admin increase the ownCloud variables to sizes appropriate for users.

Modifying certain ownCloud variables requires administrative access. If you require larger upload limits than have been provided by the default (or already set by your administrator):

- Contact your administrator to request an increase in these variables
- Refer to the section in the [Admin Documentation](#) that describes how to manage file upload size limits.

## Public Link Shares

With ownCloud X (10.0), we introduced the ability to create multiple public links per file or folder. This offers a lot of flexibility for creating different kinds of share links for a single file or folder, such as *different passwords*, *expiry dates*, and *permissions*.

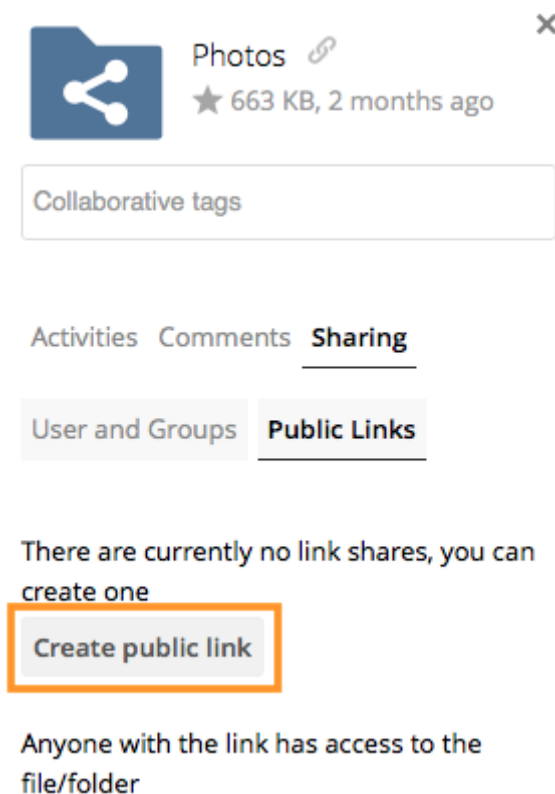
As of ownCloud version 10.0.2 you can [create Drop Folders](#), where users can upload

---

files to a central location, but not be able to change any existing ones, nor see other files which already have been uploaded.

## Creating Public Link Shares

To create a public link share, first view the Sharing Panel of the file or folder that you want to create a public link share for. Then, click the btn:[Public Links] button, and then click btn:[Create public link]. After you do, the public link share dialog will appear, which you can see below.



As with other shares, provide the name in the "**Link Name**" field, and fill out the options that suit what you want the link to support. You can find details of what each option does below.

✕

Edit link share: /Photos

Link name

Public link

☒ Download / View  
Recipients can view or download contents.

☐ Download / View / Edit  
Recipients can view, download and edit contents.

☐ Download / View / Upload  
Recipients can view, download and upload contents.

☐ Upload only (File Drop)  
Receive files from multiple recipients without revealing the contents of the folder.

Password

\*\*\*\*\*

Expiration

Choose an expiration date

Cancel

Remove password

Save

Finally, click the btn:[Save] button to complete creation of the share. Now that the share is created, you can:

- Copy the link to the share and give it out
- Update the share's settings
- Share the link via social media and email
- Delete the public link

### Share Settings Explained

Setting	Description
Download / View	Allows recipients to view or download the public link's contents.
Download / View / Edit	Allows recipients to view, download, edit, and delete the public link's contents.
Download / View / Upload	Allows recipients to view, download and upload the public link's contents.

Setting	Description
Upload only (File Drop)	Allows users to create a <a href="#">drop folder</a> , which can receive files from multiple recipients without revealing the contents of the folder.
Password	Sets a password for protecting the link.
Expiration	Sets an expiry date for the link.

## Using Federation Shares

### Introduction

Federation Sharing allows you to mount file shares from remote ownCloud servers, in effect creating your own cloud of ownClouds. You can create direct share links with users on other ownCloud servers.



Sharing to groups from federated ownCloud instances is not supported.

### How Federated Sharing Works

Federated sharing, conceptually, is not that sophisticated a concept. Here's how it works.

Say we have three users: *James*, *Mary*, and *Paul*. James has a folder (Majorca-Holiday-Pics) which he shares with Mary, who's on a separate ownCloud instance. Mary, in turn, (re)shares the folder with Paul, who's on the same ownCloud instance as Mary.

You might think that there are two — even three — copies of the shared folder. In reality, there's only one. *In effect* there are three — all owned by the original sharer (James).

The key point to keep in mind is that when a share is re-shared, it's shared, internally, on behalf of the original owner. To keep track of all this, during the share process references are created between the shares, that show:

- James was the original owner of the shared resource
- James shared a copy with Mary and Mary re-shared a copy with Paul.

### Creating a New Federation Share

Federation sharing is enabled on new or upgraded ownCloud installations by default. Follow these steps to create a new share with other ownCloud 9 servers:

1. Go to your menu:Files[] page and click the btn:[share] icon on the file or directory you want to share. In the sidebar enter the username and URL of the remote user in this form: `<username>@<oc-server-url>`. In this example, that is `layla@remote-server/owncloud`. The form automatically echoes the address that you type and labels it as "remote". Click on the label.

Comments **Sharing** Versions




☐ share link

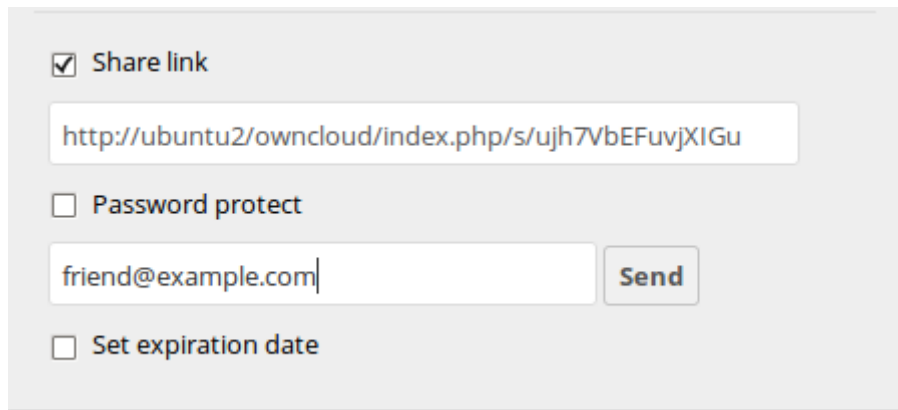
- 
2. When your local ownCloud server makes a successful connection with the remote ownCloud server you'll see a confirmation. Your only share option is **Can edit**.

Click the Share button anytime to see who you have shared your file with. Remove your linked share anytime by clicking the trash can icon. This only unlinks the share, and does not delete any files.

## Creating a New Federated Cloud Share via Email

Use this method when you are sharing with users on ownCloud 8.x and older.

What if you do not know the username or URL? Then you can have ownCloud create the link for you and email it to your recipient.



A screenshot of the 'Share link' form in ownCloud. The form has a light gray background and contains the following elements: a checked checkbox labeled 'Share link', a text input field containing the URL 'http://ubuntu2/owncloud/index.php/s/ujh7VbEFuvjXIGu', an unchecked checkbox labeled 'Password protect', a text input field containing the email 'friend@example.com', a 'Send' button, and an unchecked checkbox labeled 'Set expiration date'.

When your recipient receives your email they will have to take a number of steps to complete the share link. First they must open the link you sent them in a Web browser, and then click the btn:[Add to your ownCloud] button.



The **Add to your ownCloud** button changes to a form field, and your recipient needs to enter the URL of their ownCloud server in this field and press the return key, or click the arrow.



Next, they will see a dialog asking to confirm. All they have to do is click the btn[Add remote share] button and they’re finished.

Remove your linked share anytime by clicking the btn:[trash can] icon. This only unlinks the share, and does not delete any files.

## Session Management



### Introduction

The personal settings page allows you to have an overview of the connected browsers and clients. It is accessed by selecting the menu:Settings[Personal > Security].

### Sessions

#### Sessions

These are the web, desktop and mobile clients currently logged in to your ownCloud.

Browser	Most recent activity	
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (K...	2 minutes ago	
Mozilla/5.0 (iOS) ownCloud-iOS/3.8.0	4 minutes ago	
Mozilla/5.0 (Windows) mirall/2.5.2 (build 11181)	3 minutes ago	

The sessions list shows which browsers and clients were recently, and are actively connected to your ownCloud installation. You can use the trash icon, at the far right-hand side of any session, to terminate it.

### Please Be Aware of Two Things

1. If you want to lock out a user, you need to change their password **before** you terminate their session.
2. The currently logged-in user cannot terminate their own session from the sessions list.

### App Passswords

## App passwords / tokens

You've linked these apps.

Name	Most recent activity	
Client	seconds ago	

App passwords or tokens are passcodes that give an app or device permissions to access your ownCloud account. Use them as a security measure to hide your actual password which you may only want to use for web interface login. Use the credentials below to configure your app or device.

Username	<input type="text" value="admin"/>
Password / Token	<input type="text" value="SBILI-VXEEM-JXCXX-QBSJJ"/> <input type="button" value="Done"/>

Underneath the "App passwords / tokens" list is a button to create a new app or device-specific username and password. The username will be pre-filled to the currently logged in user, and a random password will be generated. You can change both of these, if so desired. When you're happy with the username and password, click the btn:[done] button. You can use the trash icon, at the far right-hand side of any password, to delete it




Once the password / token is created, **it cannot be changed**; it can only be deleted.



We recommend that you generate tokens for every device you want to connect to your ownCloud instance, as this will allow you to disconnect connections individually, if necessary.



## Version Control



ownCloud supports simple version control system for files. Versioning creates backups of files which are accessible via the Versions tab on the Details sidebar. This tab contains the history of the file where you can roll back a file to any previous version. Changes made at intervals greater than two minutes are saved in data/[user]/versions.



 lesson-2.html ✕

★ 10 kB, a minute ago

Activities Sharing Versions

 ↓ 18 minutes ago 

 ↓ 19 minutes ago 

 ↓ 19 minutes ago 

To restore a specific version of a file, click the btn:[circular arrow] to the left. Click on the btn:[timestamp] to download it.

---

The versioning app expires old versions automatically to make sure that the user doesn't run out of space. This pattern is used to delete old versions:

- For the first second we keep one version
- For the first 10 seconds ownCloud keeps one version every 2 seconds
- For the first minute ownCloud keeps one version every 10 seconds
- For the first hour ownCloud keeps one version every minute
- For the first 24 hours ownCloud keeps one version every hour
- For the first 30 days ownCloud keeps one version every day
- After the first 30 days ownCloud keeps one version every week

The versions are adjusted along this pattern every time a new version gets created.

The version app never uses more than 50% of the user's currently available free space. If the stored versions exceed this limit, ownCloud deletes the oldest versions until it meets the disk space limit again.

## Storage Quotas

### Introduction

Your ownCloud admin has the option to set a storage quota on users. Look at the top of your Personal page to see what your quota is, and how much you have used.



You have used **70.6 MB** of the available **5 GB**

It may be helpful to understand how your quota is calculated. Metadata (*thumbnails, temporary files, cache, and encryption keys*) takes up about 10% of disk space, but is not counted against user quotas. Some apps store information in the database, such as the Calendar and Contacts apps. This data is excluded from your quota.

When other users share files with you, the shared files count against the original share owner's quota. When you share a folder and allow other users or groups to upload files to it, all uploaded and edited files count against your quota. When you re-share files shared with you, the re-share still counts against the quota of the original share owner.

Encrypted files are a little larger than unencrypted files; the unencrypted size is calculated against your quota. Deleted files that are still in the trash bin do not count against quotas. The trash bin is set at 50% of quota. Deleted file aging is set at 30 days. When deleted files exceed 50% of quota then the oldest files are removed until the total is below 50%.

When version control is enabled, the older file versions are not counted against quotas. If you create a public share via URL, and allow uploads, any uploaded files count against your quota.

### Quotas Are Neither Hard Nor Soft

Quotas are not strictly hard quotas, but nor are they soft quotas either. They're more hard quotas with the exception of always being able to restore deleted files.

Why? Well, say that a user's Trash bin contains one or more files. The user uploads several files and in the process reaches their quota limit.



---

If hard quotas were enforced, the user would be prevented from being able to restore any deleted file. However, with the Trash bin exception in place, files can always be restored, but no new files can be uploaded, once a quota has been reached.

This user workflow may sound peculiar, but not allowing a user to restore files would make for a poor user experience. Given that, this exception is allowed.

## External Storage

### Configuring External Storage

The External Storage application allows you to mount external storage services, such as Google Drive, Dropbox, Amazon S3, SMB/CIFS filesystems, and FTP servers in ownCloud. Your ownCloud server administrator controls which of these are available to you. Please see [Configuring External Storage \(GUI\)](#) in the ownCloud Administrator's manual for configuration howtos and examples.

### Connecting to SharePoint (Enterprise only)

#### Introduction

Native SharePoint support has been added to ownCloud Enterprise Subscription as a secondary storage location for SharePoint 2007, 2010 and 2013. To the user, these appear as normal ownCloud mounts, with bi-directional updates in any ownCloud client: desktop, mobile, or Web.

There is one difference, and that is ownCloud sharing is intentionally disabled for SharePoint mountpoints in order to preserve SharePoint access controls, and to ensure that content is properly accessed as per SharePoint rules. Your ownCloud admin may optionally allow users to mount their own SharePoint libraries.

#### Accessing SharePoint Folders

When you first log in to ownCloud, the Web interface shows a gray bar behind all SharePoint folders. The gray bar disappears when the mountpoint is verified by the server. If you see a red error bar, you'll see either an hourglass that indicates a connection error, or a key to indicate that authentication is required.

Your ownCloud admin has the option to configure SharePoint credentials so that you are authenticated automatically, or you may be required to enter your credentials. If you have to enter your credentials, click the btn:[red bar] and you'll get a login window. You should only have to do this once, as ownCloud will store your credentials.

If your SharePoint login ever changes, go to your Personal page to update it in the [Sharepoint Personal Configuration](#) section.

#### Personal Page

You can manage your SharePoint connections in the [Sharepoint Personal Configuration](#) section of your ownCloud Personal page. You'll see two sections: the [Admin added mount points](#) section lists SharePoint mounts controlled by your ownCloud admin. If users have permissions to mount their own SharePoint libraries you'll also see a [Personal mount points](#) section.

There are two types of authentication available to you. If you have multiple SharePoint libraries that use the same authentication, enter your credentials in [Sharepoint Personal Configuration](#). Then follow these steps to add your libraries:

- 
- Enter the name of your local mountpoint in the **Local Folder Name** column.
  - Enter your SharePoint server URL.
  - Click the little refresh icon to the left of the **Document Library** field. If your credentials and URL are correct you'll get a dropdown list of SharePoint libraries to choose from.
  - Select the document library you want to mount.
  - Select "Use user credentials".
  - Click the btn:[Save] button, and you're done

You may elect to use different authentication credentials for some of your SharePoint libraries. For these, you must first select **use custom credentials**, and then fill in the mountpoint and SharePoint site URL. Then ownCloud can authenticate you, and you can click the btn:[refresh] icon to see your libraries. Then select the library you want to mount and click the btn:[Save] button.

## Desktop Mobile Sync

### Desktop and Mobile Synchronization

For synchronizing files with your desktop computer, we recommend using the [ownCloud Sync Client](#) for Windows, Mac OS X and Linux.

The ownCloud Desktop Sync Client enables you to connect to your private ownCloud Server. You can create folders in your home directory, and keep the contents of those folders synced with your ownCloud server. Simply copy a file into the directory and the ownCloud desktop client does the rest. Make a change to the files on one computer, it will flow across the others using these desktop sync clients. You will always have your latest files with you wherever you are.

Its usage is documented separately in the [ownCloud Desktop Client Manual](#).

### Mobile Clients

Visit your Personal page in your ownCloud Web interface to find download links for Android and iOS mobile sync clients. Or, visit the [ownCloud download page](#).

Visit the [ownCloud documentation page](#) to read the mobile apps user manuals.

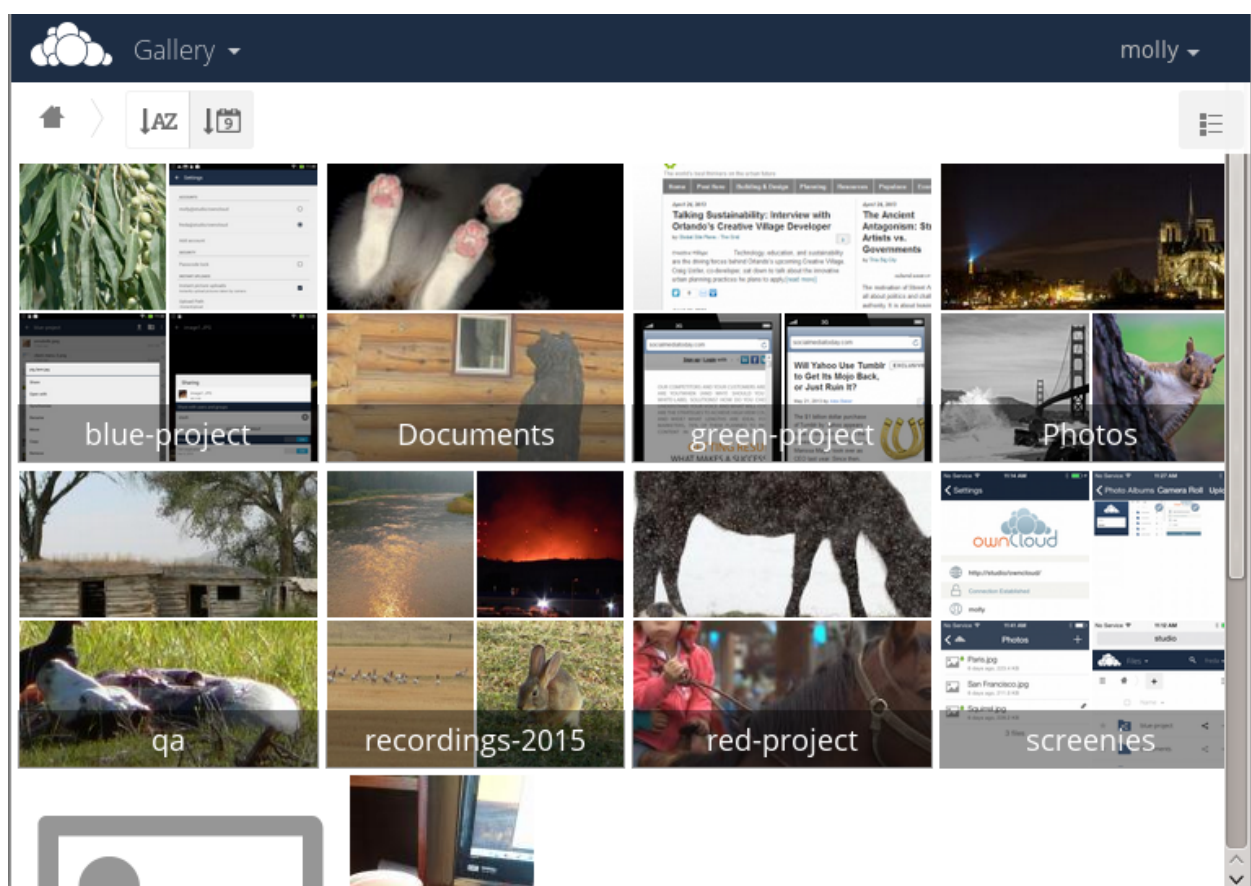
## Apps

### Gallery App

#### Introduction

The Pictures app has been rewritten and improved, and is now called the Gallery app. It supports more image formats, sorting, zoom, and scrolling. It also supports advanced customizations via a simple text file.

On your main ownCloud Files page, click the little icon at the top right, underneath your username, to open your Gallery. The Gallery app automatically finds all images in your ownCloud folders, and overlays the thumbnails with the folder names. Click on the folder thumbnails to open the folders. At the top left you have two sorting options, alphabetical and by date.



After entering any folder, click on any image to open it in slideshow mode. This has the following features: a download button at the top center, forward and back buttons at the right and left sides, an automatic slideshow button at the bottom right, and a close button at the top right.



---

## Custom Configuration

You may customize a Gallery album with a simple text file named **gallery.cnf**, which contains parameters structured using the [Yaml](#) markup language. You may have multiple **gallery.cnf** files; you need one in your own root ownCloud folder (your Home folder) that defines global features, and then you may have individual per-album **gallery.cnf** files if you want to define different behaviors in different albums.

### Features

The following general features are currently implemented:

- Native SVG support.
- Access to external shares.

The following album features are currently implemented:

- Adding a link to a file containing a description.
- Typing a simple copyright statement directly in the configuration file.
- Adding a link to a file containing a copyright statement.
- Defining a sort type and order.
- Defining the colour of the background.
- Defining if sub-albums will inherit the configuration.

The following slideshow features are currently implemented:

- Showing a button which lets you pick which background, either black or white, to use for the picture you are currently viewing (for images with transparent backgrounds).

### Setup

The configuration file has to be named **gallery.cnf**. You may have multiple per-album **gallery.cnf** files. To enable global features, place one in your top-level folder, which is symbolised in the Web GUI by the home icon. (This puts it in `data/<user>/files/.`) See [an example below](#) in the **Global features** section.

You need to refresh your browser after changing your configuration to see your changes.

### Format

UTF-8, **without BOM**. A file created from within the ownCloud Web GUI works.

### Structure

You should include a comment in the file, so that people stumbling upon the file know what it's for. Comments start with `#`.

Spacing is created using 2 spaces. **Do not use tabs.**

Take a look at the [YAML Format documentation](#) if you are getting error messages.

Here is an example **gallery.cnf**:

```
# Gallery configuration file
# Created on 31 Jan 2016 by ownCloud User
```

### *features*

external\_shares: yes native\_svg: yes background\_colour\_toggle: yes

### *design*

background: **#ff9f00** inherit: yes

### *information*

description: This is an **album description** which is only shown if there is no  
description\_link description\_ readme.md copyright: Copyright 2003-2016  
[interfaSys sàrl](<http://www.interfasys.ch>), Switzerland copyright\_ copyright.md  
inherit: yes

### *sorting*

type: date order: des inherit: yes

## Supported Variables

### Global Features

Place this in your root ownCloud folder, which is your Home folder.

- **external\_shares**: Set to **yes** in your root configuration file if you want to load images stored on external locations, when using the **files\_external** app.
- **native\_svg**: Set to **yes** in your root configuration file to enable rendering SVG images in your browser. This may represent a security risk if you can't fully trust your SVG files.
- **background\_colour\_toggle**: Set to **yes** in your root configuration file to enable a button that toggles between black and white backgrounds on transparent images.

External shares are 20-50 times slower than local shares. Be prepared to wait a long time before being able to see all the images contained in a shared album.

### Album Configuration

Each album can be individually configured using the following configuration sections. Use the **inherit** parameter to pass configurations on to sub-albums.

#### Design

- **background**: Defines the colour of the background of the photowall using the RGB hexadecimal representation of that colour. For example: **#ffa033**. You must use quotes around the value or it will be ignored. It is strongly recommended to use a custom theme, with a CSS loading spinner if you intend to use this feature. You can use [this colour wheel](#) to find a colour you like.
- **inherit**: Set to **yes** if you want sub-folders to inherit this part of the configuration.

#### Album Presentation

- **description**: A markdown-formatted string which will be displayed in the info box. It can spread over multiple lines using the Yaml markers.
- **description\_link**: A markdown file located within the album which will be parsed and displayed in the info box instead of the description.
- **copyright**: A markdown-formatted string. This supports links to external resources.



- **copyright\_link**: Any file (e.g. copyright.html), in the album itself, which will be downloaded when the user clicks on the link
- **inherit**: Set to **yes** if you want sub-folders to inherit this part of the configuration.

See <http://www.markitdown.net/markdown> for the markdown syntax.

Do not add links to your copyright string if you use the **copyright\_link** variable.

## Sorting

- **sorting**: **date** or **name**. **date** only works for files.
- **sort\_order**: **asc** or **des** (Ascending or descending).
- **inherit**: Set to **yes** if you want sub-folders to inherit this part of the configuration.

## Notes

- When only the sort **type** variable has been set, the default sort order will be used.
- When only the sort **order** variable has been found, the sort configuration will be ignored and the script will keep looking for a valid configuration in upper folders.
- To enable a feature such as native SVG in a public share, you need to create in that folder a configuration file containing that feature.
- If you share a folder publicly, don't forget to add all the files you link to (e.g. **description.md** or **copyright.md**) inside the shared folder as the user won't have access to files stored in the parent folder.
- Since people can download a whole folder as an archive, it's usually best to include all files within a shared folder, rather than adding text directly in the configuration file.

## Examples

### Sorting Only

Applies to the current folder only:

```
# Gallery configuration file
sorting:
type: date
order: asc
```

Short description and link to copyright document, applies to the current folder and all of its sub-folders. This also shows you the syntax you can use to spread a description over multiple lines:

```
# Gallery configuration file
information:
description: | # La Maison Bleue, Winter '16
  This is our Winter 2016 collection shot in Kyoto
  Visit our [website](http://www.secretdesigner.ninja) for more information
copyright: Copyright 2015 La Maison Bleue, France
copyright_ copyright_2015_lmb.html
inherit: yes
```

---

## Load Images From External Clouds

Features can only be defined in the root folder.

You can add standard configuration items to the same configuration file:

```
# Gallery configuration file
features:
external_shares: yes
```

## Enabling native SVG

Special features can only be defined in the root folder.

You can add standard configuration items to the same configuration file:

```
# Gallery configuration file
features:
native_svg: yes
```

## Possible Future Extensions

Different sorting parameters for albums.

## Keeping Up With New Features

See the [Gallery Wiki page](#) to stay informed of new developments.

## Using the Calendar App

The Calendar app is not enabled by default in ownCloud and needs to be enabled separately. You can download it via [the market app](#).

## Using the Contacts App

The Contacts app is not enabled by default in ownCloud and needs to be enabled separately. You can download it via [the market app](#).

# Synchronisation Clients

## iOS - Synchronize iPhone/iPad

### Calendar

1. Open the settings application.
2. Select menu:Mail[Contacts > Calendars].
3. Select btn:[Add Account].
4. Select btn:[Other] as account type.
5. Select btn:[Add CalDAV] account.
6. For server, type [example.com/remote.php/dav/principals/users/USERNAME/](#)
7. Enter your user name and password.

- 
8. Select Next.
  9. If your server does not support SSL, a warning will be displayed. Select btn:[Continue].
  10. If the iPhone is unable to verify the account information perform the following steps:
    - Select btn:[OK].
    - Select btn:[Advanced Settings].
    - If your server does not support SSL, make sure Use SSL is set to OFF.
    - Change port to 80.
    - Go back to account information and click btn:[Save].

Your calendar will now be visible in the Calendar application

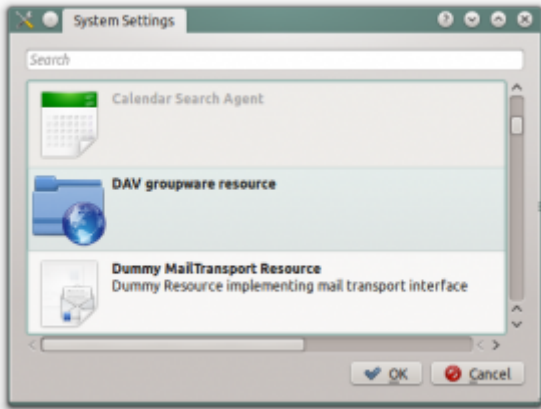
## Address book

1. Open the settings application.
2. Select menu:Mail[Contacts > Calendars].
3. Select btn:[Add Account].
4. Select Other as account type.
5. Select btn:[Add CardDAV] account.
6. For server, type [example.com/remote.php/dav/principals/users/USERNAME/](http://example.com/remote.php/dav/principals/users/USERNAME/)
7. Enter your user name and password.
8. Select Next.
9. If your server does not support SSL, a warning will be displayed. Select btn:[Continue].
10. If the iPhone is unable to verify the account information perform the following:
  - Select btn:[OK].
  - Select advanced settings.
  - If your server does not support SSL, make sure Use SSL is set to OFF.
  - Change port to 80.
  - Go back to account information and click btn:[Save].

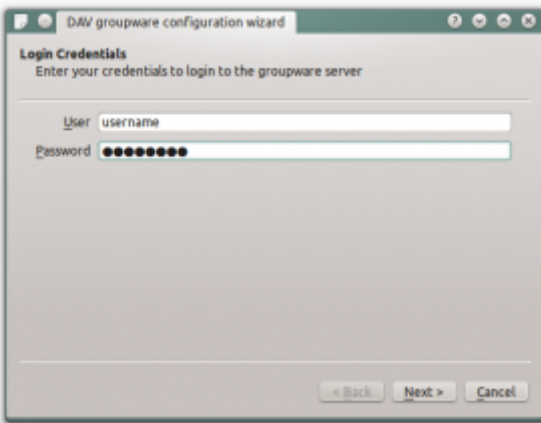
Now should now find your contacts in the address book of your iPhone. If it's still not working, have a look at the [Troubleshooting Contacts & Calendar](#) guides.

## Synchronizing with KDE SC





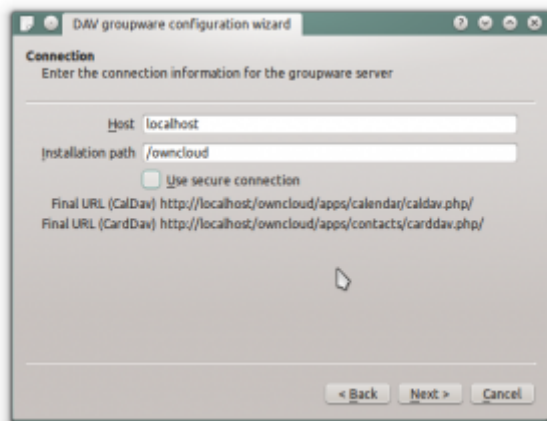
From KDE SC 4.8 and forward setting up ownCloud is very easy. Note that the KDE calendar needs to have the ownCloud Calendar and Contacts apps enabled on the ownCloud server. You need both and not just the Calendar. From System Settings Personal Information/Akonadi Resources Configuration select DAV Groupware resource.



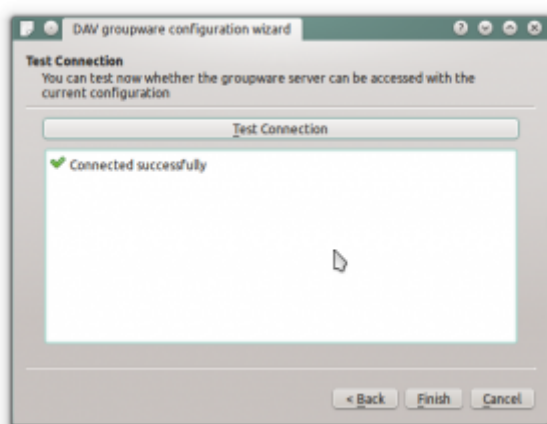
Enter your ownCloud username and password and click btn:[Next].



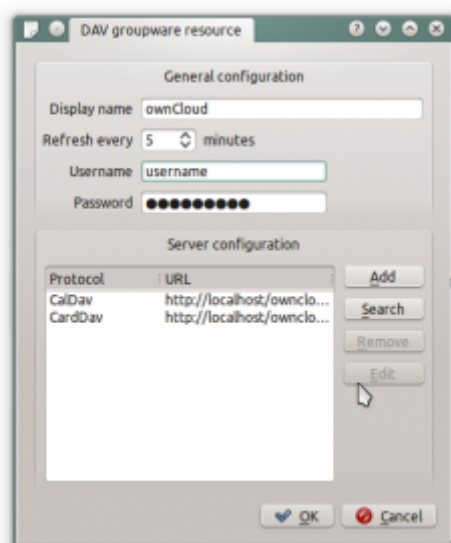
Select ownCloud in the drop down list and click btn:[Next].



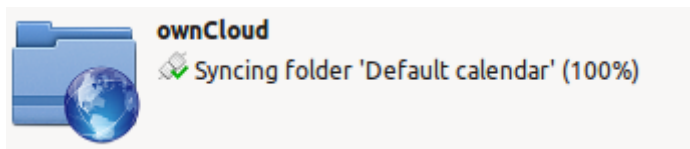
Enter the host name and installation path. If you do not use SSL remember to de-select "Use secure connection".



Test the connection. If everything went well you should see a message like the one below.

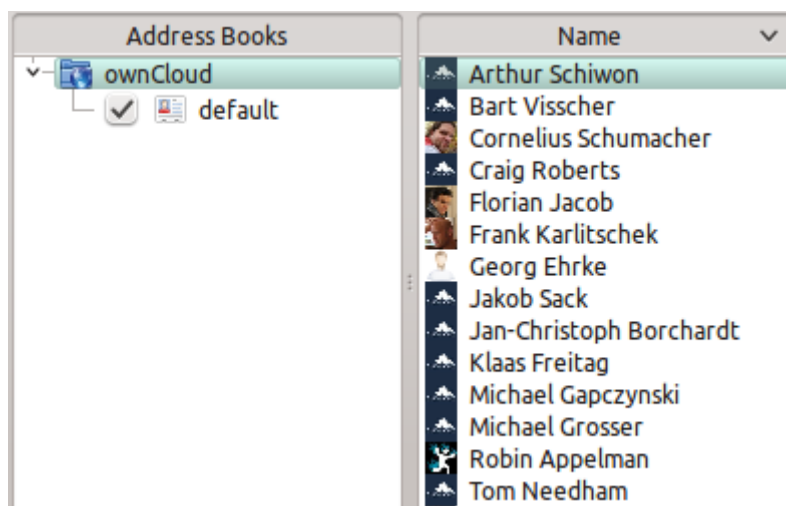
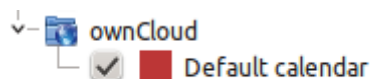


Click "Finish" and you will be able to change the display name and refresh interval.



Now you should see the Akonadi resource doing the first synchronization.

You can find the Contacts and Calendars in Kontact (or KOrganizer/KAddressbook if you run the programs separately.)



## Synchronizing with OS X

To use ownCloud with iCal you will need to use the following URL:

```
https://example.com/remote.php/dav/principals/users/USERNAME/
```

The setup is basically the same as with iOS using the path <https://example.com/remote.php/dav/principals/users/USERNAME/> to sync with ownCloud. For OS X 10.7 Lion and 10.8 Mountain Lion everything works fine, but OS X 10.6 (Snow Leopard) and older needs some fiddling to work. A user contributed the following:

1. Make sure, addressbook is not running. If it is, select the windows and press kbd:[Command+Q] to terminate it.
2. Navigate to menu:Users[YOUR\_USERNAME > Library > Application Support > AddressBook > Sources]. If you already have some kind of addressbook setup, it is likely you will see some folders named like this **BEA92826-FBF3-4E53-B5C6-ED7C2B454430**. Note down what folders there are now and leave the window open.
3. Open addressbook and try to add a new CardDav addressbook. At this point, it does not matter what information you enter. It will come up with the same error message you mentioned before when you click btn:[Create]. Ignore it and click btn:[Create] again. A non-functional addressbook will be added.
4. Close addressbook again using kbd:[Command+Q]
5. Go back to the folder window from step 2. You will now see a newly created folder

---

with another long string as its name.

6. Navigate to the newly created folder and edit the **Configuration.plist** with your favorite text editor.
7. Search for a section looking like this:

```
<key>servername</key> <string>https://0(null)</string>
<key>username</key> <string>Whatever_you_entered_before</string>
```

8. Make it look like this. Please note that the :443 after **example.com** is important:

```
<key>servername</key>
<string>https://example.com:443/owncloud/remote.php/dav/principals/users/US
ERNAME</string> <key>username</key> <string>username</string>
```

9. Save the file and open addressbook again. It will not work yet.
10. Open the preferences for your ownCloud CardDAV-Account and enter your password.
11. You may have to restart addressbook once more. After this, it should work.

If it's still not working, have a look at the [Troubleshooting Contacts & Calendar](#) guides.

There is also an easy [HOWTO](#) in the forum.

## Thunderbird - Synchronize Addressbook

As someone who is new to ownCloud, New to SoGo Connector, and new to Thunderbird Addressbook, here is what you need in excruciating pithy detail to make this work (for all the other lost souls out there):

1. [Thunderbird](#) for your OS unless it comes with your OS distribution (Linux)
2. [Sogo Connector](#) (latest release)
3. [Lightning](#) (a Thunderbird calendar add-on. At the time of writing, syncing your contacts only works with this add-on installed.)

With an installed Thunderbird mail tool, an installed SoGo Connector, and an installed Lightning add-on:

1. Thunderbird Addressbook is in the Thunderbird "Tools" Menu
2. In the Thunderbird Addressbook application:
  - menu:File[New > Remote Addressbook] (SoGo Connector added this)
  - "**Name:**" is the name you want to give your Addressbook in the Thunderbird addressbook bar area
  - "**URL:**" is found in your ownCloud Contacts area, click the little btn:[gear symbol]

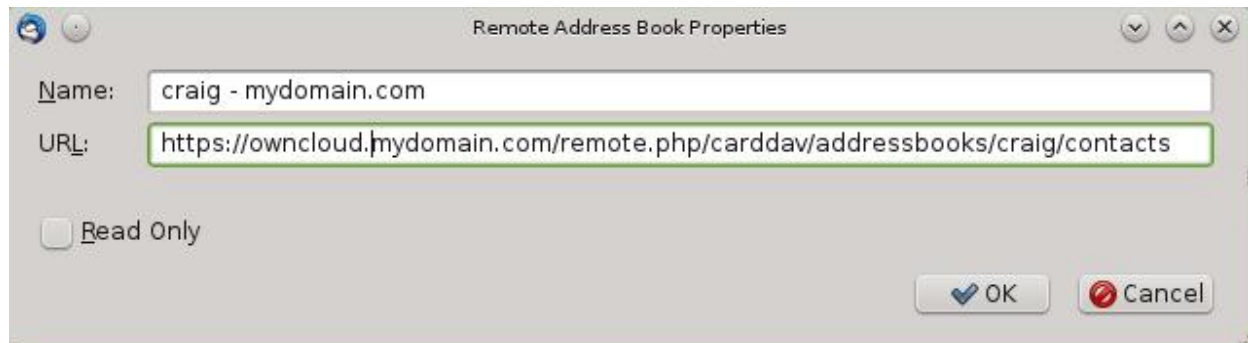


in the -bottom left- of the Contacts View (same symbol as found in the -top right- in the

Calendar view). Then look for a little impeller symbol



which will display the URL you need for your installation to work.



Once installed, synchronize (right click on your newly made remote address book and select btn:[Synchronize]). You'll see your address book populate from ownCloud! **Don't** click btn:[read only] above unless you don't want to modify your ownCloud server addressbook, like it contains a listing of corporate contacts and is shared with lots of people, and you don't want a new user dragging it somewhere unintended.

The rest of the details of dealing with Thunderbird addressbook are left to the reader... First thing I learned is dragging a contact to a different addressbook is a move operation. If you are worried about losing the contact, save it to a VCF file using ownCloud (Or LDIF using Thunderbird Addressbook) first! Like dragging from the ownCloud Addressbook to the Personal Address Book removes the contact from ownCloud Server (*deleting it from all the other synchronized installations*) and puts it in your Local Machine -only-Address Book. So be careful or you'll have unintended consequences where you might have intended a copy operation.

Contact *Pictures* are also sync'ed!

## Troubleshooting

### Troubleshooting

#### General Troubleshooting

This section contains a list of error messages that ownCloud displays when things go wrong. For each message, you can find the most likely cause, a resolution, and one or more translations.

#### Problem loading page, reloading in 5 seconds

Cause	
Resolution	
Translation	Problem beim Laden der Seite, Seite wird in 5 Sekunden nochmals geladen

#### Already existing files

Cause	
Resolution	

Translation	Bereits existierende Dateien
-------------	------------------------------

## Which files do you want to keep?

Cause	
Resolution	
Translation	Welche Dateien möchten Sie behalten?

## Error while sharing

Cause	
Resolution	
Translation	Fehler beim Teilen

## Error while unsharing

Cause	
Resolution	
Translation	Fehler beim Aufheben der Freigabe

## Error while sending notification

Cause	
Resolution	
Translation	Fehler beim Senden der Benachrichtigung

## Resharing is not allowed

Cause	
Resolution	
Translation	Das Weiterverteilen ist nicht erlaubt

## Error removing share

Cause	
Resolution	
Translation	Fehler beim Entfernen der Freigabe

## Internal Server Error

Cause	
Resolution	
Translation	Interner Serverfehler

## This ownCloud instance is currently in single user mode.

Cause	
Resolution	

Translation	Diese ownCloud-Instanz befindet sich derzeit im Einzelbenutzermodus.
-------------	--

**This %s instance is currently in maintenance mode, which may take a while.**

Cause	
Resolution	
Translation	Diese %s-Instanz befindet sich gerade im Wartungsmodus, was eine Weile dauern kann.

## File Troubleshooting

Listed here are the most common errors you may encounter while attempting to upload files, along with what they mean, and possible workarounds.

### Error while copying file to target location (copied bytes: xxx, expected filesize: yyy)

This error is most likely due to an issue with the target storage location. During file uploads the file data is read from PHP input and copied into a part file on the target storage.

If the target storage is not local (eg: FTP) and that storage is slow, not available, or broken it is likely that the operation will fail either at the beginning, or in the middle of the copy. Other reasons for this message can be that, when writing to external storage, the connection took too long to respond or the network connection was flaky.

### Sharing sidebar does not show Shared with you by ... for remote shares

In some scenarios, when users share folders and files with each other they cannot be scanned. There are a variety of reasons why this happens, which can include firewalls and broken servers.

In these situations, when the initial scan did not complete successfully, the mount point cannot appear in the ownCloud web UI. This is because ownCloud was not able to generate a matching file cache entry, nor retrieve any metadata about whether it's a folder or file (mime type), etc.

## PIM Troubleshooting

BlackBerry OS up to 10.2.2102 does not accept a URL with protocol **https://** in front of the server address. It will always tell you that it cannot login on your server. So instead of writing:

```
https://example.com/remote.php/dav/principals/users/USERNAME/
```

in the server address field, you have to write:

```
example.com/remote.php/dav/principals/users/USERNAME/
```