

Box.com limitations and recommendations

Some select Limitations and Recommendations from the FAQ, for v3. How much pertains to the current version (v4)?

2017-07-07-Fri

Seems can't copy files from an old computer with Box Sync to new computer and have them properly sync'd to versions already in the cloud, and customers are understandably NOT happy:

- <https://community.box.com/t5/How-to-Guides-for-Sync/Migrating-Computers-with-Synced-Items/ta-p/24941>
- <https://community.box.com/t5/Box-Troubleshooting-Forum/Moved-Box-Sync-to-new-computer/td-p/10987>

From the FAQ: "What do I do if I'm moving from one machine to another?"

- If you will be moving your work from one machine to another, you'll first need to uninstall Box Sync from your original machine. Then, you'll install Box Sync on the new machine. Do not manually migrate content in your Box Sync folder from the first machine to the second. Box Sync will download the content from your Box account once you install Box Sync on the new machine. Do not delete the files from your original machine until you have uninstalled Box Sync. Do not use migration utilities for Box Sync folders."

Not all files can be sync'd:

- <https://community.box.com/t5/How-to-Guides-for-Sync/File-Types-Ignored-or-Blocked-by-Box-Sync/ta-p/117>
 - Box Sync will not sync files that it ignores or blocks. Ignored files are files that are invisible in Windows Explorer or Finder, such as temporary or system files. Blocked files are file types that Box Sync does not recognize. that site has Two lists:
 - Box Sync ignores the following file types and shortcuts:
 - Box Sync blocks the following file types:

10/31/14 CCB faculty member reported having major problems migrating his data using Box.com

- Was using web browser, not using Box Sync (Mac) since older OS (of source Mac) doesn't support current version of Box Sync.
- He is now using a USB device for this one-time migration (to contemporary Mac and thus contemporary Mac OS) instead.

Here's what I wrote him:

All the problems I had previously worked on were related to v3 of the (Mac) Box Sync client. Many were nominally resolve in v4.

When you run the full Box.com v4 Box sync software on your //new// laptop, does it still suffer from the problems you reported to me today?

Here's what Box.com said about v3 "Box Sync 3.x Behavior, Limitations, and Recommendations", which seemed to mirror some of the problems you saw when using the web interface from your old laptop:

<https://support.box.com/entries/20366301-Box-Sync-FAQ>

(FWIW, I pulled out the key ones I was seeing for one person, here <<https://confluence.cornell.edu/x/SoT-D>>).

Box.com's info on v4 shows how many of the v3 limitations had been overcome:

<https://support.box.com/hc/en-us/sections/200142218-Box-Sync-4-0>

<https://support.box.com/hc/en-us/articles/200852677-Box-Sync-4-0-Release-Notes>

BUT, they still list limitations, such as blocking "File names that have 8 uppercase hexadecimal digits (0,1,2,3,4,5,6,7,8,9,A,B,C,D,E, or F). For example: 1234AD38 or ABE32BD0":

<https://support.box.com/hc/en-us/articles/200908267-Which-File-Types-Are-Ignored-and-Blocked-in-Box-Sync->

Please do let me know if you discover any limitations which matter to you when you use Box Sync (Mac) v4 on your new Mac laptop (if you end up trying it). Thanks! -Oliver.

Select extracts from Box.com's web site, re: v3 Sync

<https://support.box.com/entries/20366301-Box-Sync-FAQ>

2 Limitations

2.1 File types blocked by Sync

The following file types are blocked by Sync:

Temporary files and folders (.tmp and files/folders starting with ~ character)

System and hidden files

Windows shortcuts

Box WebDocs

Outlook PST files

QuickBook files

Google Docs/Spreadsheets

Note: Hidden folders will be synced. Hidden files are not synced.

Versions Affected: All

2.2 Long file paths

Windows does not allow file paths longer than 256 characters. For this reason, Box Sync for Windows will not download any files that result in a path length of more than 256 characters. To prevent this, we recommend moving folders on Box to limit deep folder hierarchies.

The full path of Microsoft Office documents includes the drive letter, and all characters and folder names up to and including the name of the document. The entire path cannot be longer than 242 characters in Word, or 218 characters in Excel.

Versions Affected: All Windows

2.4 Mac bundles

Many files on the Mac are stored as "bundles", which is a folder that OS X is able to interpret as a file. This includes many iWork files, Mac Apps, NIBs, and more. Box Sync will not upload these files to your account.

Roadmap: We plan to support this in the future.

Versions Affected: All Mac

2.5 Links & aliases

Links and aliases are not officially supported by Sync. For example, Cross referencing links in Excel documents would be broken upon syncing to a different computer.

Versions Affected: All

2.6 Characters blocked by Sync

Sync does not support files or folders that contain any of the following characters:

`*?":<>|`

If you attempt to sync files or folders containing these characters, Box Sync will prompt you to rename the file or folder using the underscore character. In most cases, we recommend pushing the "Rename" button and accepting the renamed file or folder that Sync suggests.

Versions Affected: All Sync

2.9 Virtual Environments

We currently only support installing and syncing to the internal harddisk on the native operating system. Virtual machines and virtual user profiles are not currently supported.

3 Recommendations

3.1 Do not sync a large number of files and folders

Syncing a large number of files and folders can degrade your computer's performance. For this reason, we do not allow users to exceed the limits below:

Optimum Performance: 10,000 files & folders maximum

Technical Limit: 40,000 files & folders maximum

All previous versions: No more than 10,000 files & folders

Roadmap: We plan to increase these numbers for future versions.

Versions Affected: All

3.4 Do not install on Windows or Mac Servers

Although some users have reported successfully installing Sync on Windows and Mac Servers, this configuration is not officially supported by Box.

Versions Affected: All Windows