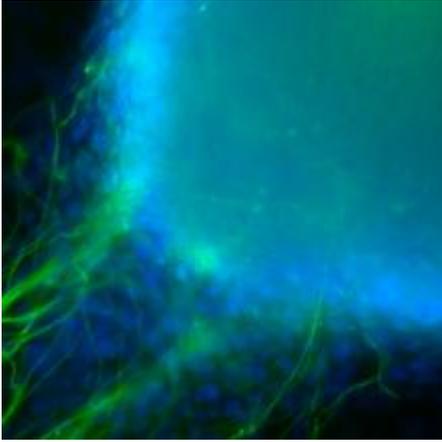


Box Drive



Dejon Lewis on December 30, 2019

Box Drive is an application which lets you access your folders and content outside of the web browser directly from a folder on your desktop. Drive streams your Box account in its entirety (It needs an active internet connection) and only consumes local storage for folders you have marked for offline. All folders/files that are marked for offline use are stored locally on the hard drive as well as in Box. Users should only mark for offline the folders and content they work most often or need access to when internet is not an option. This will avoid slowing down your computer.

Box Drive Capabilities

For those who prefer not to work from the web browser, Box Drive allows you to work from a Windows Explorer or Mac Finder interface to view all of your Box content. Your Box Drive folder will appear next to the other drives you have on your machine. Box Drive allows you to perform most actions found on the web app like searching, locking files, sharing or creating Box Notes from Drive, version control and managing collaborators.

Mark for Offline

You have the option to mark a folder for offline use. Box Drive downloads all the contents of that folder to your device's hard drive so you can work on it without a connection. Box Drive will automatically upload the changes you made offline when you reconnect to the internet. Learn more about making files available offline here ^[1].

How to get Box Drive

Box Drive will be pushed to all UCSF managed machines starting on December 17th via Bigfix. Users will initially see it as an optional install but eventually all UCSF computers will

have Drive installed. For personal devices or for users that want to start using Drive now the installer can be found here [\[2\]](#).

To install Box Drive on Windows:

1. Check for sync errors by right clicking on the Box Sync icon in the system tray. Resolve any errors before moving to step 2.
2. Download the Box Drive installer [\[3\]](#).
3. Navigate to the location where you downloaded the file, and double-click it to run the installer.
4. Follow the instructions to complete the installation. If Box Drive does not launch automatically when the installation completes, you may need to go to the **Start** menu and launch the application manually.
5. You must log in to Box Drive the first time you open it. You may be redirected to your company's login page.
6. After you log in, Box Drive displays a brief walkthrough of its features.
7. You will then see an option to run the Box Sync clean up tool. Click continue. (This tool verifies that all content is synced then uninstalls Sync. Anything that is not fully synced will be added to a folder called "Archived - Box Sync" and you will have to re-upload that content back to Box.)
8. When this completes, your Box content is available at C:\Users\USERNAME\Box.

To install Box Drive on macOS:

1. Check for sync errors by right clicking on the Box Sync icon in the menu bar. Resolve any errors before moving to step 2.
2. Download the Box Drive installer [\[3\]](#).
3. Navigate to the location where you saved the file, then, double-click it. The installer starts.
4. When prompted, select **Install for all users of this computer** and click **Continue**.
5. **DO NOT** change the install location. Click **Install**.
6. The system displays a notification when the installation completes. Click **Close**.
7. Box Drive launches. You must log in to Box Drive the first time you open it. (You may be redirected to your company's login page.)
8. After you log in, Box Drive displays a brief walkthrough of its features.
9. You will then see an option to run the Box Sync clean up tool. Click continue. (This tool verifies that all content is synced then uninstalls Sync. Anything that is not fully synced will be added to a folder called "Archived - Box Sync" and you will have to re-upload that content back to Box.)
10. When this is complete, your Box content is available at ~/Box

Click here [\[4\]](#) for more information on installing Box Drive.

Box Drive Guides

- Using Box Drive Basics [\[5\]](#)

- Box Drive Tutorial Video [6]
- Installing Box Drive for BYOD's [4]
- Navigating Box Drive [7]
- Box Sync to Box Drive [8]

Known Issues

- General Limitations when using Box Drive [9]
- Windows Specific Known Issues for Box Drive [10]
- Mac Specific Known Issues for Box Drive [11]

Box Drive FAQ's

- Is Box Drive appropriate/approved for PHI?
 - Yes. CipherCloud will still encrypt UCSF PHI as long as it is in a user's secure-first.last@ucsf.edu [12] folder.
- Is there a maximum amount of data that I can use mark for offline use?
 - Box Drive uses a cache to stream files from the cloud as opposed to downloading all the files to your machine. This cache is set to 25GB or 50% of your hard drive space if your machine has less than 50GB of free space. This cache size is not related to marking folders for offline. Marking folders for offline access downloads the folder and all sub-folders and files to the user's hard drive. You may mark as many folders for offline access as you choose up until your machine only has 2GB left of free space. At which point you will receive an error that there is not enough disk space.
- Should I back up my Box Sync contents to a local drive? Will I need to move it manually to Box Drive?
 - No. There is no reason to back up your Box Sync folder. Everything that is already synced will automatically migrate and be available in Box Drive. Contents that have Box Sync errors will be placed in a folder named ?Archived - Box Sync? ? you will need to manually upload those files or delete them.
- How will the Box Sync to Box Drive transition affect external collaborators?
 - External collaborators will retain the same permissions that they had prior to the change. They may continue to use Box Drive, mobile apps, or the Box web interface to access UCSF-owned Box contents.
- Why are we switching?
 - Box will eventually be deprecating Sync and ending support in the future.
- Do we access Box via MyAccess still or is there something on the desktop now?
 - Users will still be able to access Box on web browsers via MyAccess or they have the option to use the Box Drive application. Once logged into Drive with MyAccess credentials, the user will not have to login again.
- Does this impact all UCSF Box users or just certain groups?
 - All current users of Box Sync on a UCSF managed machine will migrate to Box Drive. This will later impact UCSF Box users who are using Box Sync on non-managed desktops and laptops as well.
- Should I move our data to somewhere else?
 - There is no need to move any files or folders.
- Can we still use UCSF Box normally during and after this change?
 - Yes the web app will work as normal. Box Drive is simply a desktop/computer

- application that assists users in managing their content.
- Will Box Drive continue to work on mobile devices using iOS or Android?
 - Drive is not a mobile application. This change will not affect mobile devices.
 - Can one use Spotlight, Finder, Windows Explorer or Cortana to search files in Box?
 - No. Files and folders are being streamed from Box directly and unfortunately cannot be indexed by these applications.
 - What if users have files open during the upgrade?
 - If the files are open in Box Sync, then the install will pause until the files are closed.
 - Will the upgrade be your typical Bigfix session or will the end user need to interact with the installer?
 - For MacOS the user may have to click through to complete the install but for Windows the install should be silent.
 - Are you able to designate a folder and all its children to be available offline or is it file by file?
 - You can only mark **FOLDERS** for offline use. This will make that folder and all its content available when not connected to the internet by downloading the folder. If you need to make a single file available for offline use, please put it in its own folder. Please note: Users can mark as many folders for offline use as they please up until they have 2GB of storage left on their hard drive.
 - Will the transition to Box Drive automatically free up all of the space on the computer (free up the local storage)?
 - Yes, as long as you run the Box Sync cleanup at the end of the Box Drive installation. It will take up no more than 25GB on your hard drive or 50% of your available capacity.
 - Will Box Drive allow users to organize folders that are shared with them? (i.e. putting all shared folders from one person in another folder)
 - No. You cannot move folders shared with you. Doing so will result in changes for any collaborators as well.
 - Will there be any tip sheets available to end users?
 - Yes. Box Community has plenty of tutorials. Please see Box Tutorials ^[13].
 - Is there a way to opt out of Box Drive being installed?
 - Initially the instal will be optional a UCSF managed machines but eventually all UCSF machines will have drive installed. Personal devices will not be forced to transition but once Sync is disabled Sync users will have to switch to Drive.
 - Do I have to submit a ticket if I want to download Box Drive now if I do not have admin rights?
 - Yes. Contact the Service Desk by dialing 415-514-4100 or submit a ticket here ^[14] and they can install Box Drive for you. Additionally, users can simply wait for Drive to be offered through Bigfix.

Required Service Information

UCSF Box ^[15]

GET IT HELP. Contact the Service Desk online, or phone 415.514.4100

Site Login Site Index

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Source URL: <https://it.ucsf.edu/services/ucsf-box/additional/box-drive>

Links

[1] <https://community.box.com/t5/Getting-Started-with-Box-Drive/Making-Content-Available-Offline/ta-p/58822>

[2] https://www.box.com/resources/downloads/drive?utm_source=Google&utm_medium=SEM&utm_campaign=Google-SEM-NA-ENG-Brand&utm_keyword=box%20drive&utm_content=312673017347|aud-598930912921:kwd-304176901196|c&utm_content=CjwKCAiAis3vBRBdEiwAHXB29D_0imxd2WA9DL9A09CArm7n7A_D8GYAta49iNQV

[3] <https://www.box.com/resources/downloads/drive>

[4] <https://community.box.com/t5/Getting-Started-with-Box-Drive/Installing-and-Updating-Box-Drive/ta-p/37450>

[5] <https://community.box.com/t5/Getting-Started-with-Box-Drive/Using-Box-Drive-Basics/ta-p/53641>

[6] <https://www.youtube.com/watch?v=u9gFaDB4YPc&feature=youtu.be>

[7] <https://it.ucsf.edu/services/ucsf-box/tutorial/navigating-box-drive>

[8] <https://it.ucsf.edu/services/ucsf-box/additional/box-sync-box-drive>

[9] <https://community.box.com/t5/Known-Issues-and-Limitations/General-Limitations-When-Using-Box-Drive/ta-p/32099>

[10] <https://community.box.com/t5/Known-Issues-and-Limitations/Windows-Specific-Known-Issues-nbsp-for-Box-Drive/ta-p/37355>

[11] <https://community.box.com/t5/Known-Issues-and-Limitations/Mac-Specific-Known-Issues-for-Box-Drive/ta-p/37353>

[12] <mailto:secure-first.last@ucsf.edu>

[13] <https://community.box.com/t5/Getting-Started-with-Box-Drive/tkb-p/howtoguideBoxDrive>

[14] <https://ucsf.service-now.com/ess/home.do>

[15] <https://it.ucsf.edu/services/ucsf-box>