

Syncplicity
File Synchronisation and Sharing
and
High Capacity Storage (HCS)

Information Flyer

INFORMATION TECHNOLOGY SERVICES

ITS Service Desk

Email its.servicedesk@otago.ac.nz

Tel 64 3 479 8888 or 0800 479 888

The Otago Syncplicity Service and when to use it

Syncplicity is:

- a free University of Otago-provided file sharing and synchronisation service, similar to Dropbox
- available to University staff, postgraduate students and those with current 'external' usernames
- available for Windows and Mac OS X desktops and laptops, and Windows, Apple and Android mobile devices
- securely accessible worldwide.

Syncplicity is great to use with files less than 100GB in size, where the total number of folders is less than 100 and the total number of files is under 20,000 per person. The security permissions on Syncplicity files and folders are simple (either 'reader', 'editor', or 'owner').

How do I get started?

Simply fill in the ITS Syncplicity Account Request form (see the Q&A section below), then follow the instructions that arrive by email from the Otago Syncplicity Service, install the Syncplicity software on your main computer, login using your University of Otago credentials, then choose the folders on your computer that you want Syncplicity to securely store in the ITS data centres.

ITS recommends that you read the supporting information on the Syncplicity Support webpage.

Once Syncplicity has stored your selected folders, you can also choose to synchronise these across your other client devices (for example: your laptop, iPad, Windows or Android tablet, or your mobile phone). You just need to install the Syncplicity client on each of your devices first by downloading it from the Otago Syncplicity website or the Apple or Google 'app stores'.

You can additionally elect to securely share any of your Syncplicity-managed folders and files with other Syncplicity users or with people at other institutions around the world.

By default all folders and files that you store and then synchronise across your devices using the Otago Syncplicity service are private to you, secure and encrypted. If you need to audit your Syncplicity file access, just contact ITS and a comprehensive audit report can be produced for you.

If you need to restore a previous version of a Syncplicity file or if you accidentally delete a file, Syncplicity keeps the last 10 versions of your files indefinitely and additional versions for 90 days, while deleted files can be restored for up to 90 days. Just log into the Otago Syncplicity website to recover or revert your files as required.

Syncplicity is very network-tolerant – if a network connection fails, it will retry, pick up where it left off, and check that all files were transferred successfully.

What are people at Otago using Syncplicity for?

- Synchronising their desktop and laptop files across their mobile devices.
- Storing and sharing their research, teaching and administrative data sets locally, nationally and internationally.
- Sharing specific Syncplicity folders with other staff on an ad-hoc basis – while they work on a proposal or project, for example.
- Ensuring that their important desktop files are always up-to-date and available on their laptop or via their mobile devices when they are off-campus or overseas.
- Ensuring security best practice is being followed for files containing highly confidential or sensitive data.
- Keeping University data on University storage and authorised devices, and only sharing that data with known authorised third parties.
- As a collaboration aid for postgraduate students and their supervisors.

The Otago High Capacity Storage Service and when to use it

High Capacity Storage (HCS) is:

- a free University of Otago file serving/storage platform, supporting massive files and file systems (of up to Terabyte to Petabyte scale)
- accessible from your desktop or laptop on campus
- available to University staff and students, and those with external and role-based identity accounts

HCS is great to use with files of any size, for deep, complex folder structures with very high numbers of files accessed concurrently by hundreds of people, where there are complex file permissions requirements, where file access and transfers are on campus, and where very high storage throughput is required.

HCS is primarily a Windows (SMB) file serving service and is typically accessed by Windows, Mac OS X and Linux desktops and servers on campus.

How do I get started?

Simply fill in the ITS HCS Account Request form (see the Q&A section below), then one of the ITS systems engineers will contact you to check your requirements, confirm timelines and any data migration and security requirements.

Your HCS data is stored in the University of Otago ITS data centres. The HCS environment is provided by two fully redundant storage clusters (groups of computers), which means there are no single points of failure. (This storage also hosts our Syncplicity environment)

HCS retains the latest version of your departmental data indefinitely and keeps previous file versions and deleted files for 90 days.

If you need to restore a previous version of an HCS file, or restore a deleted file, you just right-click on the file (or its parent folder in the case of a deleted file) in your department's HCS drive (accessible from your desktop), and you will be shown a list of available versions of the file that you can restore.

What are people at Otago using HCS for?

- Large research data sets for a number of departments and research teams.
- Departmental file serving.
- Central University administrative computing systems file data storage.
- University service division file serving.
- Large multi-media data sets.

Syncplicity File Synchronisation and Sharing and High Capacity Storage (HCS)

Q&A

My Question is:

Please Refer to:

- How do I apply to use Syncplicity Sync & Share? <http://www.otago.ac.nz/its/forms/otago070759.html>
- Syncplicity Sync & Share User Security Policy Groups; how do they help protect my data? <https://its-faq.otago.ac.nz/index.php?action=artikel&cat=394&id=1661&artlang=en>
- How do I log into the Otago Syncplicity website? <http://www.otago.ac.nz/syncnshare>
- Where is the official Syncplicity Support website? <https://syncplicity.zendesk.com/hc/en-us>
- Should I use Syncplicity Sync & Share if I only have one computer? <https://its-faq.otago.ac.nz/index.php?action=artikel&cat=394&id=1646&artlang=en&highlight=syncp>
- How do I share a file with someone using Syncplicity? <https://its-faq.otago.ac.nz/index.php?action=artikel&cat=394&id=1650&artlang=en>
- What happens when I share a folder with someone using Syncplicity Sync & Share? <https://its-faq.otago.ac.nz/index.php?action=artikel&cat=394&id=1648&artlang=en>
- How to request a High Capacity Storage Account: <http://www.otago.ac.nz/its/forms/otago068337.html>
- How do I get help with setting up or using Syncplicity or HCS services?
Please visit the ITS website:
 - <http://www.otago.ac.nz/its/services/hosting/index.html>or contact the ITS Service Desk:
 - Email: its.servicedesk@otago.ac.nz
 - Tel: 64 3 479 8888 or 0800 479 888