

## **Box Troubleshooting**

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**1) Box Sync is not working.** Box Sync is no longer recommended as a sync client for Clemson Box. Make sure you failed to sync. (You can check by going to <https://clemson.box.com> and checking to see if the files are there.) Then go to Panel/Programs (Windows) or Finder/Applications (Mac) and uninstall Box Sync. Then go to <https://clemson.box.com> beside your initial or picture in the circle in the upper right hand corner. Click on **App Center** and then search for **Box Sync**. It should be very quick - no files are downloaded. The difference is Box Drive maps a folder on your computer. Box Sync is not recommended. **2) A folder that I had is missing.** One reason for this is someone else owned the folder and you were collaborating with you. There are three reasons you might no longer see the folder: The owner deleted the folder, the owner is no longer a collaborator, or the owner left Clemson (so all of his data is now gone). If the owner left recently, turn in a ticket to ITHELP@CLEMSON.EDU with the owner and the name(s) of the folders. The Helpdesk will need the permission of the department chair of the owner of the folders. Here are a few more possibilities: Were you the owner? Check your Box Trash. Were you the co-owner? A co-owner is considered a collaborator - so if the owner leaves you will not have access to the files any more... **3) I u**

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**university.** Best scenario: Have him transfer ownership of the folders before he leaves! Have him first make you the Owner. If he makes you Owner of a folder, his rights turn to Editor until his username stops working. Worst scenario: if you notice the folders gone right after his username no longer works, ask the department chair of the owner, [ITHELP@CLEMSON.EDU](mailto:ITHELP@CLEMSON.EDU). He should specify the owner's username, that he was department chair and that owner is no longer at Clemson, who the new owner of the folder(s) should be and the names of the folder(s). Worst scenario: if you wait many months to transfer, the files may be gone. Be sure to do it as soon as possible! **5) How to avoid the issues of owners leaving and disappearing** Go to <https://central.app.clemson.edu> and create a Group, checkmark Box, and add the users who share the files. A Clemson Box administrator will own the files, you will be the Editor, and you will have the ability to change the permissions of other users. If you later leave, the folder will stay. Go to <https://ccit.clemson.edu/services/security/security-awareness-education-and-consulting/information-security-procedures> and complete the form "Box Storage Secure Folder Request" to request a Clemson Box Administrator owned folder that you can share. You may add other collaborators. If you leave, the folder will stay. If you have more questions, email [ITHELP@CLEMSON.EDU](mailto:ITHELP@CLEMSON.EDU) or call 864-656-3494.