



User Guide: IT Services

NEXTCLOUD

Nextcloud is an Open Source, NWU hosted cloud storage solution with file share and communication capabilities.

Check Nextcloud Version

How to check

Right click icon > Settings > General tab > about section
Ensure version 3.2.4 upwards!

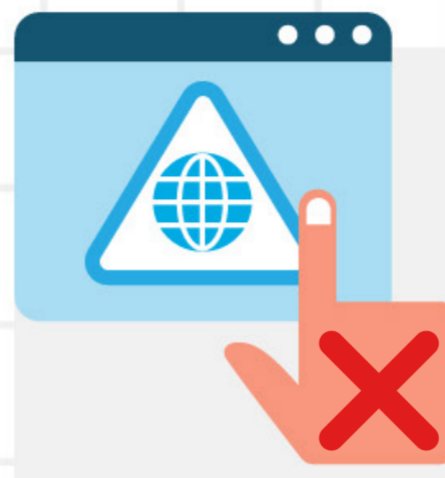


ALL YOU NEED TO KNOW ABOUT NEXTCLOUD

WHAT CAN NEXTCLOUD DO FOR YOU?



Access and sync your files



NOTE

Nextcloud is NOT available for undergraduate students.

NEXTCLOUD ADDRESS



<https://nextcloud.nwu.ac.za>



Communicate and Collaborate

NOTE

This service is NOT for databases, email archives, program (.exe) usage.



WHO MAY USE THIS SERVICE?

STAFF

All permanent staff members should automatically have access to Nextcloud.

Post-Doctoral Fellowships added

ON REQUEST

STUDENTS

Masters, Doctoral Students

ON REQUEST

SERVICE ON REQUEST

Use the following steps

STAFF

Log a ticket

<https://support.nwu.ac.za>

STUDENTS

Email: StudentIT@nwu.ac.za

Contact number: 018-2992700



OTHER RESOURCES

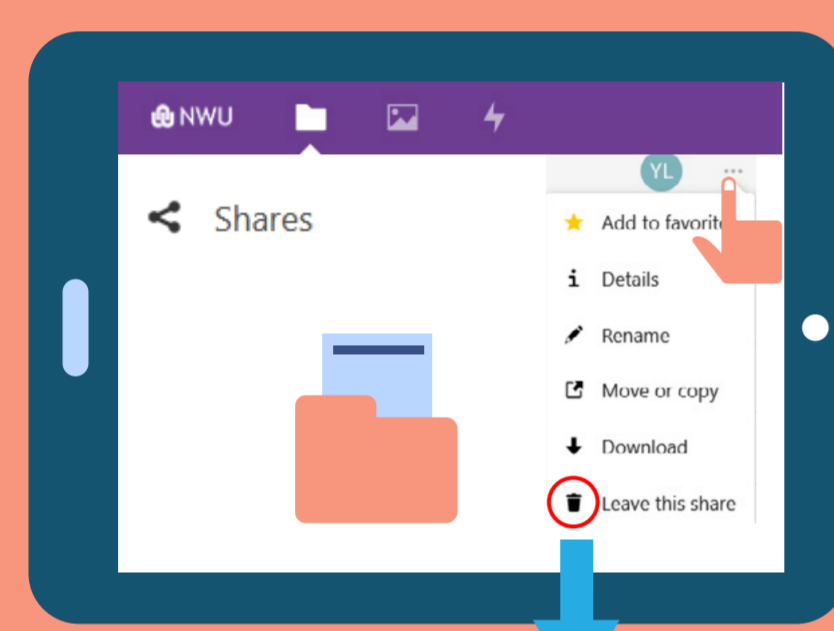
The information is accessible at <http://services.nwu.ac.za/it-service-catalogue/nextcloud>



CONTENT

1. Training Material
2. Login and overview (Video 01:01)
3. Creating files and folders (Video 02:22)
4. Using OnlyOffice (Video 01:55)
5. Undo and redo (Video 01:53)

GOOD ONLINE PRACTICES:



If you were added to a share incorrectly or find that you no longer need to be part of a shared file/folder, you can simply leave the share (this will not delete the files on the owner's side).



"DISAPPEARING FILES"

Nextcloud has a delete files section on the left-hand side corner; frequently check to see if your "disappearing files" have not ended up in there (available in your browser only).

WHAT DO THE GREEN, YELLOW AND RED SYNCING STATES MEAN?

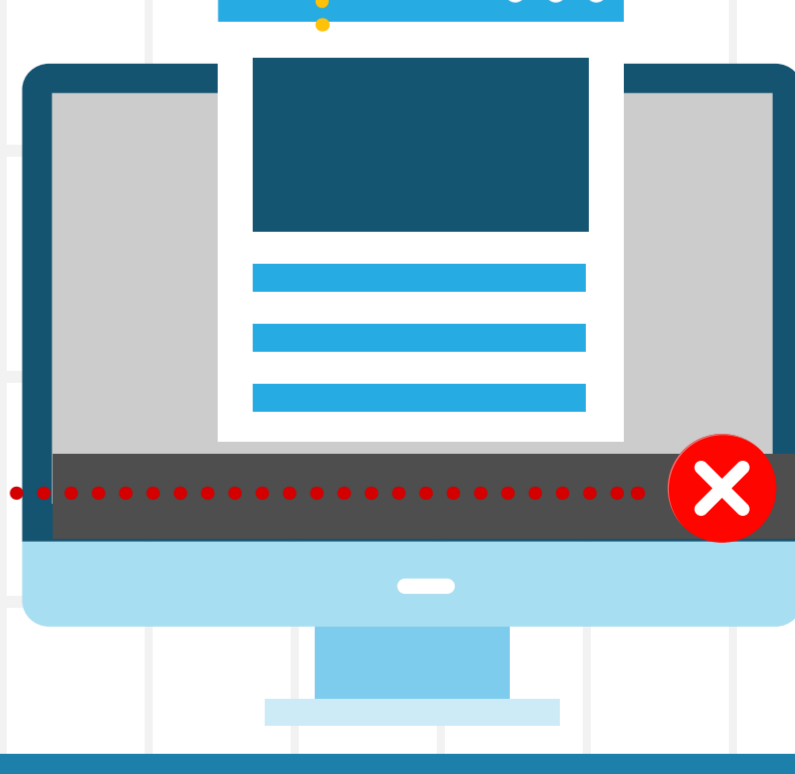
PREPARING TO SYNC
program busy checking for changes so do not remove from the network and allow to sync - careful this does not indicate successful sync.

LAST SYNC SUCCESSFUL
Program synced all data correctly, can shut down or remove unit from network, your data is saved to the cloud.

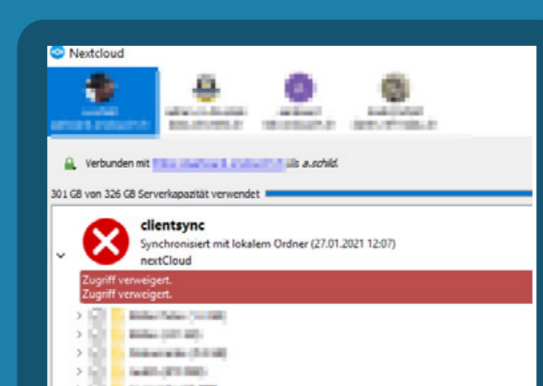
CONFLICTION STATE
Some files synced; however, there were duplications or mismatches - requires user intervention to choose what to keep.

LAST SYNC SUCCESSFUL
A major issue, either restricted access or damaged/broken files, was detected - requires user intervention and sometimes IT support.

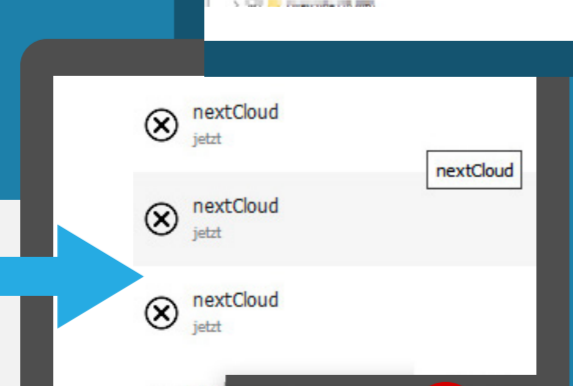
NOTE BEWARE OF THE FOLLOWING ERRORS



EXAMPLE OF ERROR MESSAGE



NOT SYNCING



WHAT CAN YOU DO?

STAFF & STUDENTS

Log a ticket

<https://support.nwu.ac.za>

ATTENTION STUDENTS

Contact us for ticket log assistance by email or phone.

Email: StudentIT@nwu.ac.za

Contact number: 018-2992700



IMPORTANT

Nextcloud will interrupt the sync when the last two error states were detected and not continue syncing until resolved; please check the sync state regularly to ensure healthy cloud syncing also, keep in mind the error state might be data owned by other people and shared with you in these cases contact the data owner or remove the sync to fix the error.