

**KooDrive**

# FAQs

**Issue**            01  
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# 1 Enterprise Users

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## 1.1 Enterprise Tenants

### 1.1.1 What Is Pay-per-Use Billing?

Pay-per-use allows you to use resources before paying for them. It is recommended when you do not want to pay in advance or do not need the resources for long. You can use KooDrive as long as your account is sufficient.

### 1.1.2 How Can I Unsubscribe from KooDrive?

#### Prerequisite

You have subscribed to KooDrive.

#### Procedure

- Step 1** Sign in to the [KooDrive console](#) as an enterprise tenant.
- Step 2** In the upper right corner of the **Overview** page, click **Unsubscribe**. A confirmation dialog box is displayed.

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**⚠ CAUTION**

After KooDrive is unsubscribed, user data will be deleted immediately and will not be saved. Exercise caution when performing this operation.

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- Step 3** Click **Confirm** to unsubscribe from the service.

----End

## 1.2 Administrators

## 1.2.1 How Many Organization Levels Supported by KooDrive?

Five. The system administrator can select up to four levels of departments when creating a sub-department.

## 1.2.2 How Does System Administrator Notify New User of Sign-in Information?

If the system administrator selects **Generate automatically** when adding a user, KooDrive will send the sign-in information to the user by email or SMS based on the entered email address or mobile number.

If **Set now** is selected, the system administrator needs to notify the user of the sign-in information.

## 1.2.3 How Does System Administrator Allocate Individual Space?

The system administrator can allocate individual space to users when adding them. The following requirements must be met:

- The first allocated individual space cannot be 0 GB.
- The allocated individual space cannot exceed the available space of the enterprise.
- The allocated individual space cannot be less than the used individual space of the current user.

## 1.2.4 What Are the Differences Between Team Space and Individual Space?

A team space and individual space share the storage space of KooDrive, but are isolated from each other. Files in the team space are visible only to team members while files in the individual space are visible only to users themselves.

## 1.3 Common Users

### 1.3.1 Can I Sign In to KooDrive Through Multiple Terminals at the Same Time?

Yes.

### 1.3.2 Can I Upload and Download Files in Batches?

Yes. If a file does not exceed 100 MB, upload the file directly. If a file exceeds 100 MB, use the multipart upload function to improve file transfer efficiency. A maximum of 700 files (folders) (up to 4 GB) can be downloaded in batches.

### 1.3.3 Is There a Limit on the Number or Size of Files to be Uploaded in Batches?

There is no limit on the number of files to be uploaded. The file size cannot exceed 200 GB.

### 1.3.4 Why Are File Download Rates of KooDrive Different?

File download rates of KooDrive depend on the network environment, which may change at different time and in different places.

### 1.3.5 How Large a File Can I Upload?

200 GB.

### 1.3.6 Can I Restore Deleted Files?

Files deleted from the team or individual space are moved to the recycle bin. Before permanently deleting files from the recycle bin or clearing the recycle bin, you can restore the files in it. Otherwise, the files cannot be restored. Common users can only restore the files in their individual recycle bins.

### 1.3.7 Why Is the Sharing Status Displayed as "File deleted"?

If all files (folders) of a sharing record are moved to the recycle bin or permanently deleted, "File deleted" is displayed.

### 1.3.8 Why Is the Sharing Status Displayed as "Invalid"?

The sharing status is displayed as "Invalid" when:

- The sharer does not have the permission to access the space where the files are located.
- The space where the shared files are located is disabled.
- The sharer is disabled.
- The sharer is deleted.

### 1.3.9 Can I Share Files (Folders) with Myself?

KooDrive allows you to share files (folders) with yourself, but they are not displayed on the **Shared with Me** tab page.

### 1.3.10 What Files (Folders) Are Displayed on the Shared with Me Tab Page?

Only records whose **Scope** is **Specified enterprise users** are displayed.

### 1.3.11 How Many Files (Folders) Can I Share at Most Each Time?

100.

### 1.3.12 How Many Records Can I Cancel for Sharing or Remove from Sharing Each Time?

100.

### 1.3.13 Why Are Favorite Records Grayed?

The possible causes are:



- Files (folders) are moved to the recycle bin.
- The space where the files (folders) are located is disabled.

### 1.3.14 How Many Files (Folders) Can I Add to Favorites at Most Each Time?

100.

### 1.3.15 Will the File Transfer Window Disappear Automatically?

The file transfer window will not disappear when files are being uploaded, but will automatically disappear 3s after all files are uploaded. If the file upload task has not been completed or the upload fails, the file transfer window will always

appear. If necessary, click  or  so that the window will disappear.

### 1.3.16 Will the Upload Task Be Canceled If I Refresh the Page?

Yes. When you refresh the page or sign out of the system, the system will prompt you about task reloading.

### 1.3.17 Can I Add Myself to a User Group as a Member?

Yes.

### 1.3.18 How Many User Groups Can a User Join at Most?

200.

### 1.3.19 How Many Members Can a User Group Have?

200.

# 2 Description

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| Release Date | Description                               |
|--------------|---|
| 2024-07-30   | This issue is the first official release. |