



File Storage

Help Documentation

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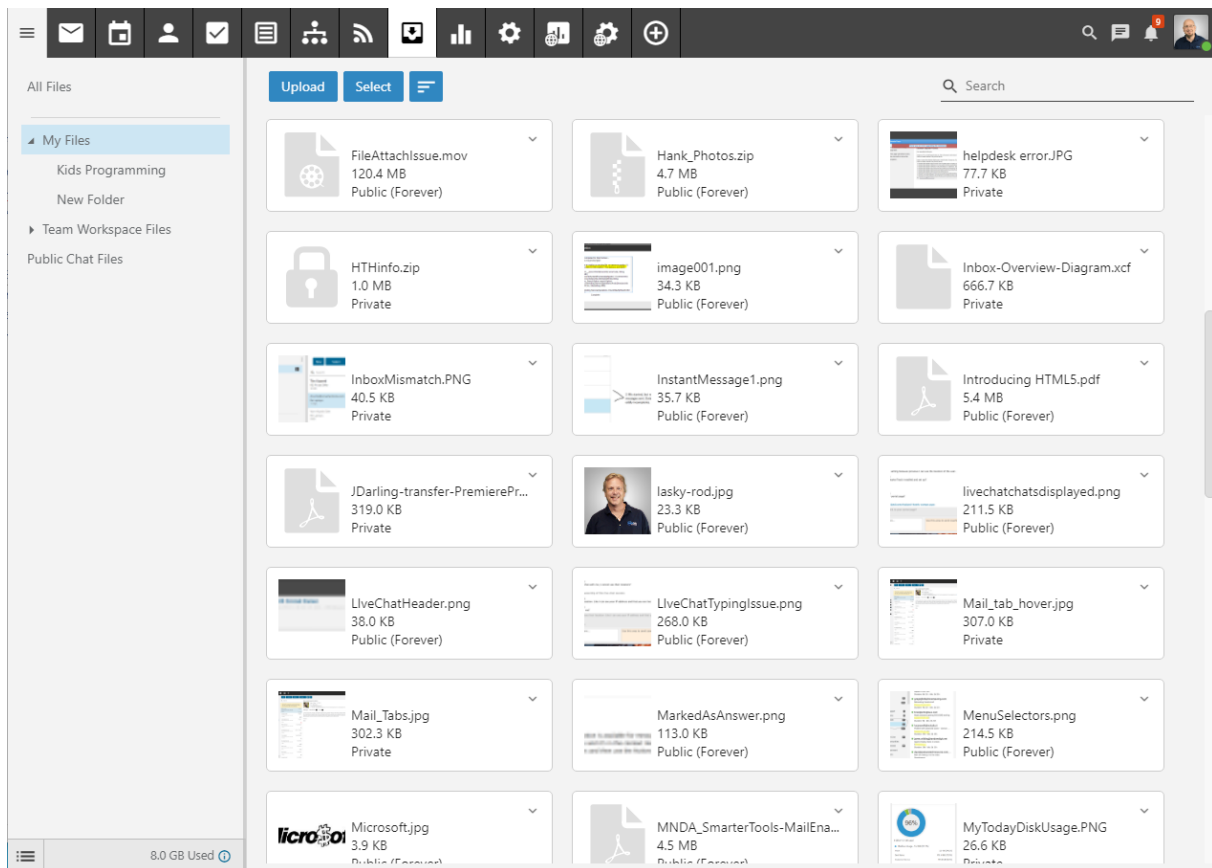
File Storage Overview

SmarterMail's file storage feature bypasses some limitations of sending standard email attachments plus it can help keep a mail server secure and running reliably.

One benefit of using SmarterMail's file storage versus sending attachments is that file storage reduces the stress on the mail server by keeping large files out of the server's email spool. Another benefit is that it allows users to send larger files without worrying about hitting any attachment size restrictions enforced by a domain administrator, system administrator or hosting company. Sending links instead of actual files also helps recipient mail servers as it keeps potentially insecure files from hitting the mail server, not to mention it bypasses any file type restrictions a recipient's mail server may have set up. For example, if an email administrator blocks Powerpoint files, sending the link to that presentation versus the presentation itself ensures the recipient receives the file. Note: Files uploaded to the server are counted toward the user's disk space allocation, so users are encouraged to delete files that are no longer used from the server whenever possible.

With file storage, users can upload files to the mail server and then share them by sending out links to those files. Recipients can then download the files to their local desktop or mobile device. Files can be public or private, links can be secured with a pre-shared password, they can last forever or have expiration dates, and much more.

Note regarding upgrades: One of the many security changes made to recent Builds of SmarterMail was to re-format the links used when sharing files. Therefore, any customer who upgrades from SmarterMail 15.x or earlier to a current Build will need to re-send any existing publicly-shared links as older links will no longer work. The new links are not only much more secure, they're much shorter, making them easier to send and use.



Navigating File Storage

3 Bar Icon

At the top of the files view you'll see the 3 Bar icon. This allows you to hide or show files list, which is extremely beneficial when viewing File Storage on smaller devices, such as tablets and phones.

File Storage Layout

When you view file storage, each file you've uploaded will be listed on a separate card. Each card lists the following information, which is described in detail further down this page:

- File Type Icon - An icon that represents the type of file uploaded. (E.g., page with a zipper for a .ZIP file.) For image files, SmarterMail attempts to generate a thumbnail of the file rather than use a generic icon, though not all image file types are supported.
- Filename - The actual file name plus its extension.
- Size - the size of the file.
- Status - Whether the file is available to the public or if it's private. If it's a public file, the expiration date and time for the link is displayed, if one has been set.

In general, the following options are available from the when viewing all of your files:

- Upload - Clicking this button allows you to upload a file to File Storage.
- Select button - Allows you to select more than 1 file at a time. To select multiple files, click Select and then click on one or more cards. To exit Select mode, click the Select button again. To de-select a file, simply click on it again. Alternatively, click the down arrow and you're presented with the following options:
 - Select All - Selects all files in the list you are viewing.
 - Deselect All - Deselects all the selected files.
 - Delete - Deletes the selected files. NOTE: You can also use the Delete key on your keyboard.
 - Move - Move the file(s) to another folder or location.
 - Download - Download the file(s) to your local machine.
 - Sorting menu - Clicking the Sorting menu brings up the following options:
 - Filename - The date the note was created.
 - Size - The color category assigned to the note.
 - Date Uploaded - The name/title of the note.
 - Public - Files available to the public are listed first.
 - Ascending - Sort order placing the items that are most active/recent/important first.
 - Descending - Sort order placing the items that are least active/recent/important first.

Uploading Files

Uploading a file to SmarterMail's file storage works just like any other upload: After clicking the Upload button, your file system opens and you can navigate to where the file you want to upload is located. Simply select the file and click "Open" and the file begins its upload. The time it takes to upload the file depends on a number of things, such as the file's size and the type of internet connection you have. By default, files uploaded are set to "Private", so they can't be shared. For more information on sharing files, see [Sharing Files](#) .

Deleting, Downloading and Moving Files

Once a file has been uploaded, you may want to remove it or re-download it to your local machine. Clicking on the caret in the top, right corner of a file's card presents you with:

- Delete - Allows you to delete the individual file.
- Download - Allows you to save the file locally.
- Move - Allows you to move the file to a new folder.

File Storage Folders

Adding folders for storing file uploads is the perfect way to keep those files organized. It's easy to create folder: just click Create Folder. Just like when creating a folder for your emails, you can name

the folder whatever you want and then place the folder either right in the root or inside a folder you've already created.

File Storage Extension Blacklist

By default, SmarterMail allows System Administrators to keep a list of file extensions that are excluded from file storage. These files generally can cause issues for people who download them, much less the SmarterMail server itself. These file types can include, but are not limited to: Windows executable files, Java files, Batch files and more.

Sharing Uploaded Files

As mentioned, the primary purposes of File Storage in SmarterMail are to both bypass any potential attachment limits imposed by domain administrators and alleviate any potential stress or performance impact on the mail server. SmarterMail keeps files uploaded in a different location than email attachments, but, just like with email attachments, files uploaded count against any total disk space allocations for your entire mailbox. That said, SmarterMail does show users how much disk space they're using, and even separates file storage disk space from overall email space.

Sharing files is easy, but it does require a couple of simple steps. These include:

- Enabling public access to the file, and
- Sharing the link to the file in an email or live chat.

Enabling Public Access

Once the file is uploaded to the file storage area, it will be listed alphabetically by file name and displayed along with all of your other files. To set the sharing options for the file, you simply need to edit the file's settings by selecting its card from the list. Once you've clicked on the file's card, the following options will be available:

- Filename - The name of the file. This defaults to the file name of the uploaded file plus its extension. However, you can change this to whatever you like.
- Enable Public Access - Toggling this option allows you to make the file available for sharing via a public link. Keeping the toggle off makes the file private, and, therefore, unable to be shared.
- Expiration Date / Time - The date and time that the public link to download the file expires. Leave this set to "None" and the link will never expire. Several default timeframes are available, from 1 hour up to 1 year. You can change the timeframe as needed. If you want to remove the expiration date/time, simply move the slider back to the off position.
- Password - The password used to download the file. Leave this blank if you don't want to password protect the link.

- **Public Download Link** - This is the direct link to the file. This can be shared to anyone by copying the link and inserting it into an email message or live chat.

Sharing a Link

Once you've added public access to a file, the next thing you need to do is share it with someone.

To share a file directly from the webmail interface, simply type up your message, and when you want to insert the link, select the Actions (...) button and when the menu drops down, select Link File . A modal window opens and you'll be able to select a file from anywhere within File Storage. Click the Link button, the file's name is inserted into your message, and that file name also acts as the clickable link for the user. They simply click the file name and they can download and save the file anywhere.

If you're using a separate email client, or even live chat, you can use the Public Download Link. Just add that entire link to any message created in an email client, when using live chat, when exchanging text messages or any other communication method and whomever you're talking to can download your file.