

**KooDrive**

# FAQs

<b>Issue</b>	01
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# 1 KooDrive Organizational Structure

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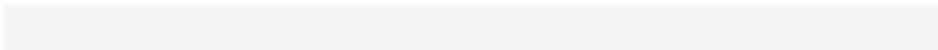
## 1.1 How Many Organization Levels Supported by KooDrive?

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

## 1.2 Why Is "errorCode: 1000001" Displayed When I Create an Organization in KooDrive?

This error occurs only when you enable the private browsing mode. To solve this problem, disable the **Block third-party cookies** option in your browser.

Figure 1-1 Error message



```
{\"isSuccess\":0,\"errorCode\":\"1000001\",\"errorDesc\":\"service \\\\\"auth.huaweicloud.com\\\\\\\" is not in white list\",\"logID\":\"(redacted)\"}
```

## 1.3 Do I Need to Have a Domain Name When Creating an Organization?

Yes. A domain name is the unique identifier of a tenant. A username must contain a domain name.

# 2 KooDrive Login

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## 2.1 Why Is "internal error" Displayed in KooDrive?

If "internal error" is displayed on the **Confirm Order** page during KooDrive subscription, check whether your enterprise account has completed real-name authentication. If not, complete [real-name authentication](#).

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

Yes.

## 2.3 What Can I Do If the Server Cannot Be Connected?

If the server cannot be connected when you use KooDrive, perform the following steps:

1. Check the network connection: Ensure that your device is connected to the Internet. Open other web pages to test the network connection.
2. Check browser cache: Clear the browser cache or access the web page again in private browsing mode.
3. Change the browser: Use another browser (excluding Safari) to access the web page. You are advised to use the latest browser (such as Chrome) which is compatible with your OS.
4. Check proxy settings: If you use a proxy server, ensure that its address and port number are correct. In addition, disable the proxy server and then directly connect to the Internet to check whether the problem is caused by the proxy server.
5. Restart the router: If the problem persists, restart the router or connect the server through local area network (LAN).
6. Check firewall settings: Some firewalls may block the browser from connecting to the proxy server. Ensure that your browser is allowed to access the network.

7. Reset the network: If the preceding methods do not work, reset the network. Restoring network settings to the default ones may solve the problem. You may need to reset the network connection and proxy server.

If the problem persists, contact Huawei Cloud technical support.

# 3 KooDrive Purchase and Upgrade

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## 3.1 Does KooDrive Provide a Free Trial?

No. You can purchase this service when necessary. For price details, see [Billing](#).

## 3.2 Can Individual Users Purchase KooDrive?

No. Only enterprise users who have completed real-name authentication can purchase KooDrive.

## 3.3 How Can I Upgrade My Package or Increase Its Quota?

For users who use pay-per-use billing, neither package change nor capacity expansion is involved. For users who use yearly/monthly billing, they can click **Increase Quota** to choose more advanced packages or subscribe to capacity expansion packages to increase user quota and storage capacity. For details, see [Billing](#).



# 4 KooDrive Billing and Unsubscription

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## 4.1 What Is Pay-per-Use Billing of KooDrive?

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.

## 4.2 How Do 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. **After KooDrive is unsubscribed, user data will be deleted immediately and will not be saved. Exercise caution when performing this operation.**
  - Step 3** Click **Confirm** to unsubscribe from the service.
- End

# 5 KooDrive User Group and Member Management

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## 5.1 How Many Members Can a KooDrive User Group Have?

200.

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

Yes.

## 5.3 How Many User Groups Can a KooDrive User Join at Most?

200.

## 5.4 How Does KooDrive 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.

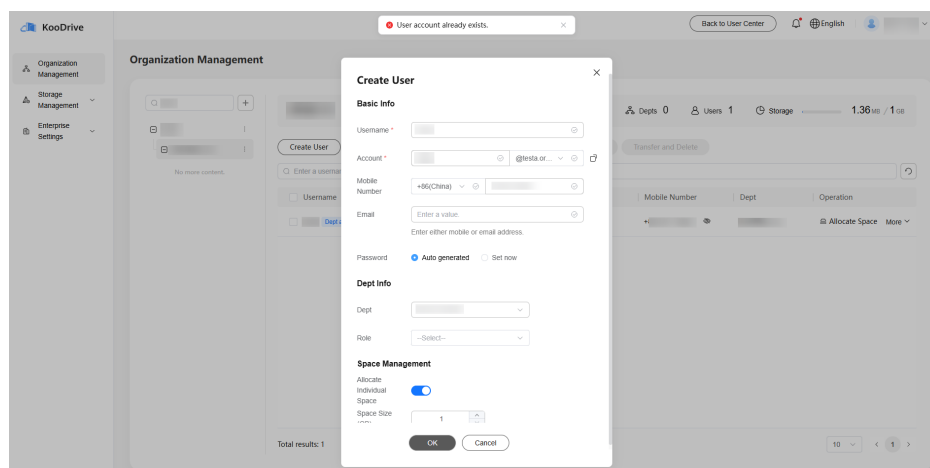
If **Set now** is selected, the system administrator needs to notify the user of the sign-in information.

## 5.5 Why "User account already exists." Is Displayed?

### Symptom

When an administrator creates a user, the message "User account already exists." is displayed, but this user is not found in the organization member list.

**Figure 5-1** Organization member already exists



### Troubleshooting Process

Possible causes:

- This user has already been added by another administrator.
- This user account has already been registered in other Huawei services.

Perform the following steps:

1. **Check whether this user has already been added by another administrator.**
  - If yes, refresh the member list and check whether this user is in the list.
  - If this user is not found, go to the next step.
2. **Check whether this user account has already been registered in other Huawei services.**
  - Ask the owner of the email address whether an account has been created in other Huawei services.
  - If yes, add an identifier (for example, *account name 1*) to the first part of the account to create another account.
3. **Contact technical support.**
  - If the problem persists, contact technical support.

# 6 KooDrive File Upload and Download

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## 6.1 Can I Upload and Download KooDrive 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 before compression) can be downloaded in batches.

## 6.2 Is There a Limit on the Number or Size of KooDrive 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.

## 6.3 How Large a File Can I Upload in KooDrive?

200 GB.

## 6.4 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.

## 6.5 Will the KooDrive 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.

## 6.6 Will the File Transfer Window Automatically Disappear During File Upload in KooDrive?

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.

## 6.7 What Is the KooDrive File Upload Rate? How Is Upstream Traffic Billed?

The upload rate is determined by the local network speed. Upstream traffic is free of charge.

# 7 KooDrive File Deletion and Restoration

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## 7.1 Can I Restore Deleted Files in KooDrive?

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.

# 8 KooDrive File Sharing

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## 8.1 Can I Share KooDrive 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.

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

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

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

100.

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

100.

## 8.5 Why Is the Sharing Status Displayed as "File deleted" in KooDrive?

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

## 8.6 Why Is the Sharing Status Displayed as "Invalid" in KooDrive?

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.



# 9 KooDrive Favorites

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## 9.1 Why Are KooDrive 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.

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

100.

# 10 Space Management

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## 10.1 How Does KooDrive 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.

## 10.2 What Are the Differences Between KooDrive 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.