

# eAccess Known Issues

Last Updated May 18, 2010

## 1. File Naming

Only the standard characters found on the keyboard should be used in creating file and folder names in eAccess.

Hyphens or underscores may be used.

Do not use accented characters or these special characters: \* \ " : / < > ?

Do not begin file or folder names with a period or use periods within the file name. The only period should be the one just prior to the file type extension (example: .doc or .xls)

Any file or folder name that contains a "special" character may appear with a garbled name, cause problems opening the file or saving it to eAccess, lead to a corrupt file, or garble the file when attaching it to an email.

## 2. Disk is Full

Users may encounter an error message that doesn't specify that the disk is full when saving files. To check on the available room in your Home space, click on the Home icon on the desktop → go to File menu → select Get Info → look for the Capacity and Available figures. A full Home space may lead to zero-sized or corrupted files.

A full Home space will also cause Student Email not to work for that individual.

## 3. Microsoft Office Documents

Best practice when saving any type of file to eAccess is to save the file first to your computer and then drag it to eAccess. Saving a Microsoft Office document directly to eAccess may cause Microsoft Office to freeze, so please be sure to save those files to your local computer first.

## 4. eAccess Open on Two Macs

When viewing open folders on eAccess, the folders will not automatically show changes made from another computer until the window is re-opened. This only affects Macs.

## 5. Deleting Files When User's Space is Full

When a Home space is full, the user may not be able to delete files under limited circumstances. This should only occur when a user uses a PC to fill up her space, and then tries to delete files from a Mac. This occurs because the Mac tried to build the desktop information for the files created on the PC (but can't complete because their space is full) before placing them in the trashcan.