Omega Drive- File Collisions and how to Resolve them

Contents

File collision: When two people on two different computers edit the same file at the same time and the system **requires your input on how to handle the different versions.**

Creating a File Collision (example)

Both UserA and UserB open the file TEST.DOCX from the Team Share TESTING. At this point they both have identical files. However, UserA make some changes and saved file TEST.DOCX on their computer. This is automatically synchronized to the cloud server. UserB still has the same file open and the system cannot synchronize the updated file to their computer. UserB now makes some changes and saves the file. The system sees that the TEST.DOCX file was modified on the cloud server and the collision happens. The system cannot incorporate UserB's changes into the file on the server. Now there are two copies of the file that are different. UserB will get notified that the collision has occurred.

Three indications a File Collision exists

1) A **message** that displays briefly in the bottom right corner of the screen.

2) In UserB's folder where the file is, a **yellow exclamation mark** appears over the icon.

3) The Omega Drive icon will no longer have the green check mark but will show the **yellow exclamation mark.**
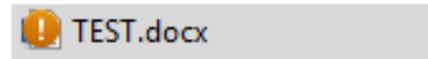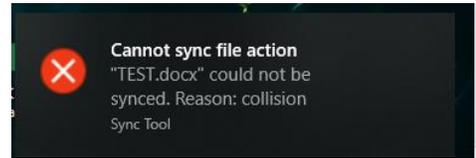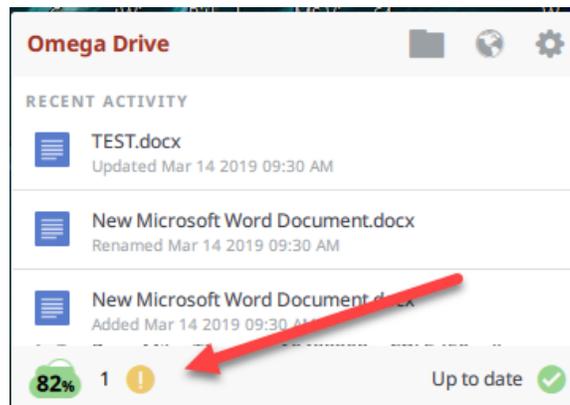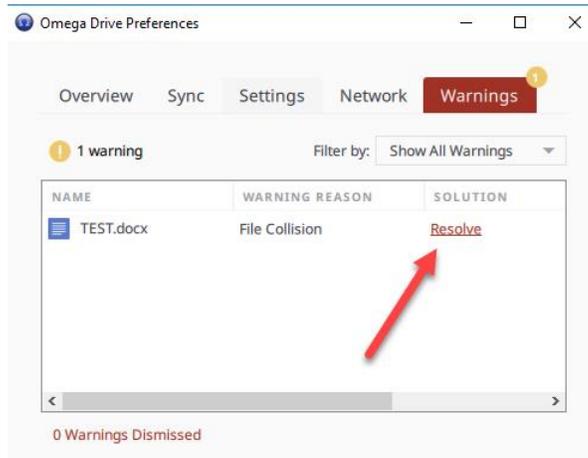

Resolving the File Collision:

There are two ways to resolve the file collision. One is from the System Tray icon and the other is from the File Itself.

From the System Tray:

1) *Click* on the **System Tray Icon** and a window will appear.

2) *Click* on the **yellow exclamation mark**.

3) Another window will appear that will show all the files that have a collision.

4) *Click* on the **Resolve** link and a small menu appears with two options.

Discard: This will delete the file that you saved and your changes will be discarded. Use this option if you are certain that the changes you made are not needed.

Rename: This will rename your version of the file to "TEST (your name collision 0).docx". Now file synchronization will be able to continue and both the server version and the collision file will be replicated to everyone in the Team Share.
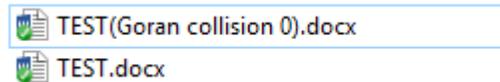
At this point you need to open both files and manually, identify the difference between the two and manually merge the changes to one file. Once you have merged the changes you can delete the collision file.

From the File Itself:

1) If you see the yellow exclamation mark on the file you can resolve the conflict directly from the file.

2) *Right-click* on the file and from the menu that pops up, navigate to the Omega Drive portion and another sub-menu will pop out.
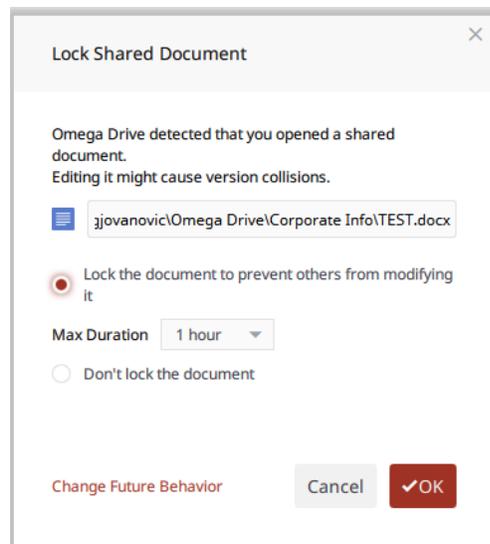
3) There you will have the same two options, **Delete Local** (delete your changes) or **Auto Rename Local** (create the collision file from your changes). From here you can follow the steps above to resolve your file conflict manually.
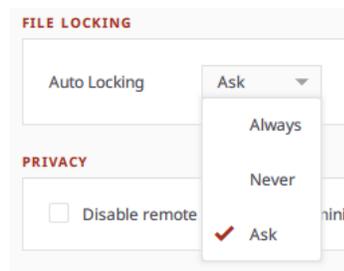
Locking Files to Prevent Collisions

If the files in your Team Shares are Word, Excel and PowerPoint files then Omega Drive can be set to allow a user to lock a file when they are editing it. This will prevent others from being able to save the file while it is being worked on, thus preventing File Collisions. Ask the Omega support desk to turn on this feature if desired.

1) When this option is turned on you will be presented with a window asking you how long you want to lock the file for.

> **Lock Shared Document** ✕
>
> Omega Drive detected that you opened a shared document.
> Editing it might cause version collisions.
>
> 📄 gjovanovic\Omega Drive\Corporate Info\TEST.docx
>
> ⦿ Lock the document to prevent others from modifying it
>
> Max Duration   [1 hour ▾]
>
> ◯ Don't lock the document
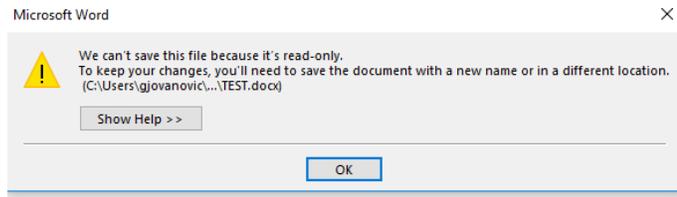>
> Change Future Behavior   Cancel   ✔OK

2) Click the Max Duration drop down to change the time two 2, 4, or 8 hours. You can also "Change Future Behaviour" so that you are not prompted about the locking the next time.

> **FILE LOCKING**
>
> Auto Locking   [Ask   ▾]
>   Always
> **PRIVACY**   Never
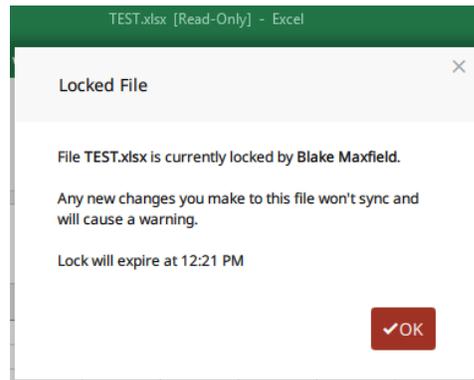> ☐ Disable remote ✔ Ask   ninis

Word Documents:

- When you lock the file and someone else tries to open it they will be allowed to open it in Read-Only mode. The title bar of the Word document will indicate it is Read Only.

  TEST.docx [Read-Only] - Word

- If you go to save that file you will get an error on the save and you will need to change the file name.

  Microsoft Word   ✕

  ⚠️ We can't save this file because it's read-only.
  To keep your changes, you'll need to save the document with a new name or in a different location.
  (C:\Users\gjovanovic\...\TEST.docx)

  Show Help >>

  OK

Excel Documents:

- When an Excel file is locked by someone else you will again be able to only open it in Read-Only mode but you will get an extra window telling you of the lock.

  TEST.xlsx [Read-Only] - Excel

  Locked File   ✕

  File TEST.xlsx is currently locked by Blake Maxfield.

  Any new changes you make to this file won't sync and will cause a warning.

  Lock will expire at 12:21 PM

  ✓OK

PowerPoint Documents:

- PowerPoint like Excel will give you the extra warning window when you open a file that is locked by someone else.

  TEST.pptx [Read-Only] - PowerPoint

  Locked File   ✕

  File TEST.pptx is currently locked by Blake Maxfield.

  Any new changes you make to this file won't sync and will cause a warning.

  Lock will expire at 12:29 PM

  ✓OK