

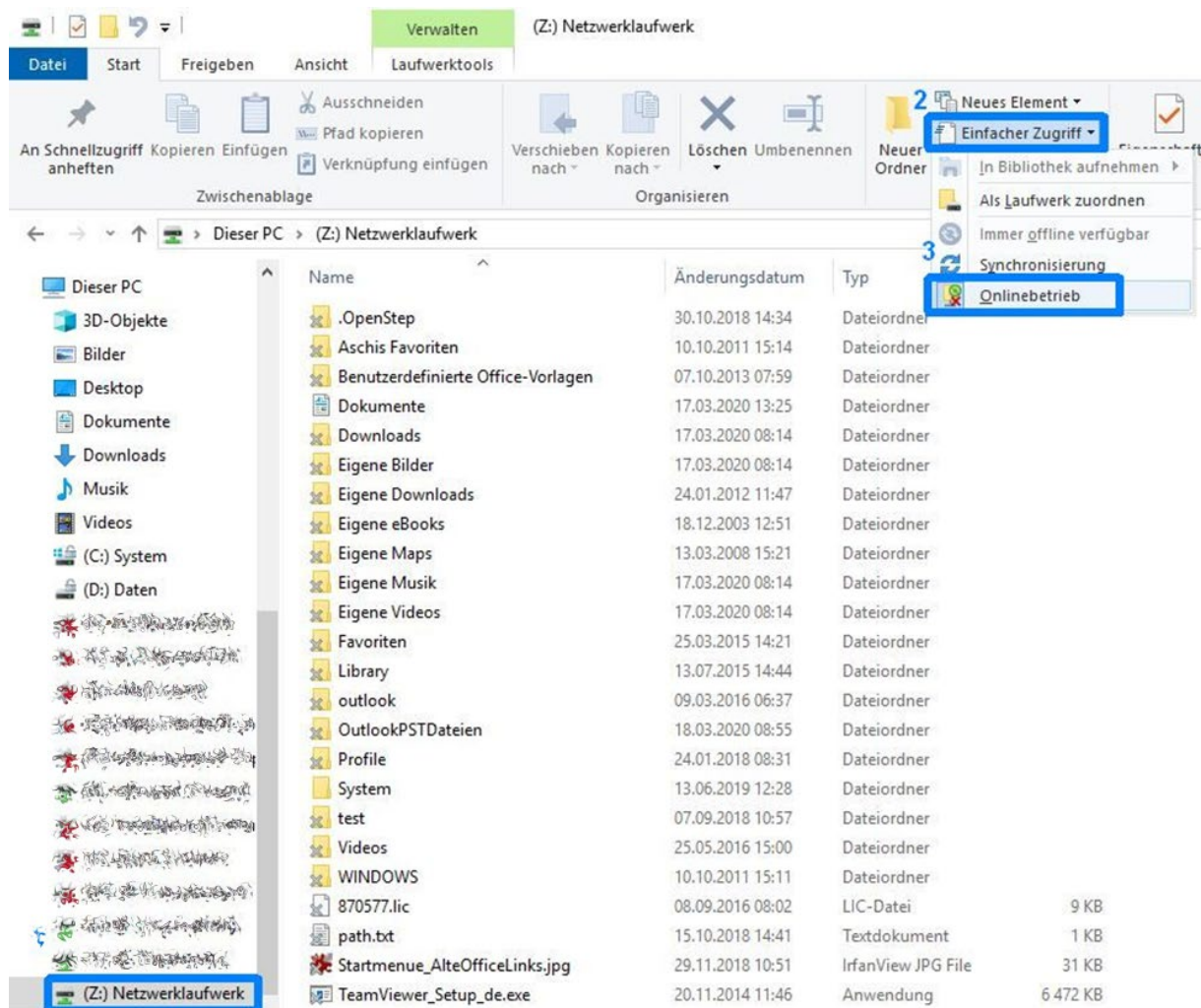
Files / folders red checkmark (Z Drive)

Follow the steps below if you are using a FH-Joanneum Notebook / Tablet and are unable to access files and folders in your personal drive.

Switch the drive to „online“

Force the Z drive into „online“ operation:

- 1.) Open explorer and navigate to the “Z” Drive
- 2.) Click „Easy access“ in the top menu bar
- 3.) Click „Work online“



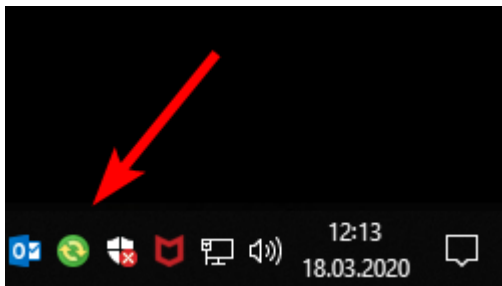
Close and re-open the explorer so that the icons are refreshed.

Configure bandwidth measurement

The operating system checks the bandwidth of your network connection in a specific interval. If this measurement determines the network connection is slow the drive is switched into offline operation which causes the observed problem.

The default value (5 minutes) can be increased as outlined below:

- Right click the "Sync Center" Symbol in the System-Tray



- Click „open Sync Center“
- Click „Manage offline files“ (on the left hand side)
- Click Register tab „Network“
- Increase the default value to **1440** (maximum value / equals 24 hours)
- Click „Apply“ and „Ok“
- Close the Sync Center Dialog

