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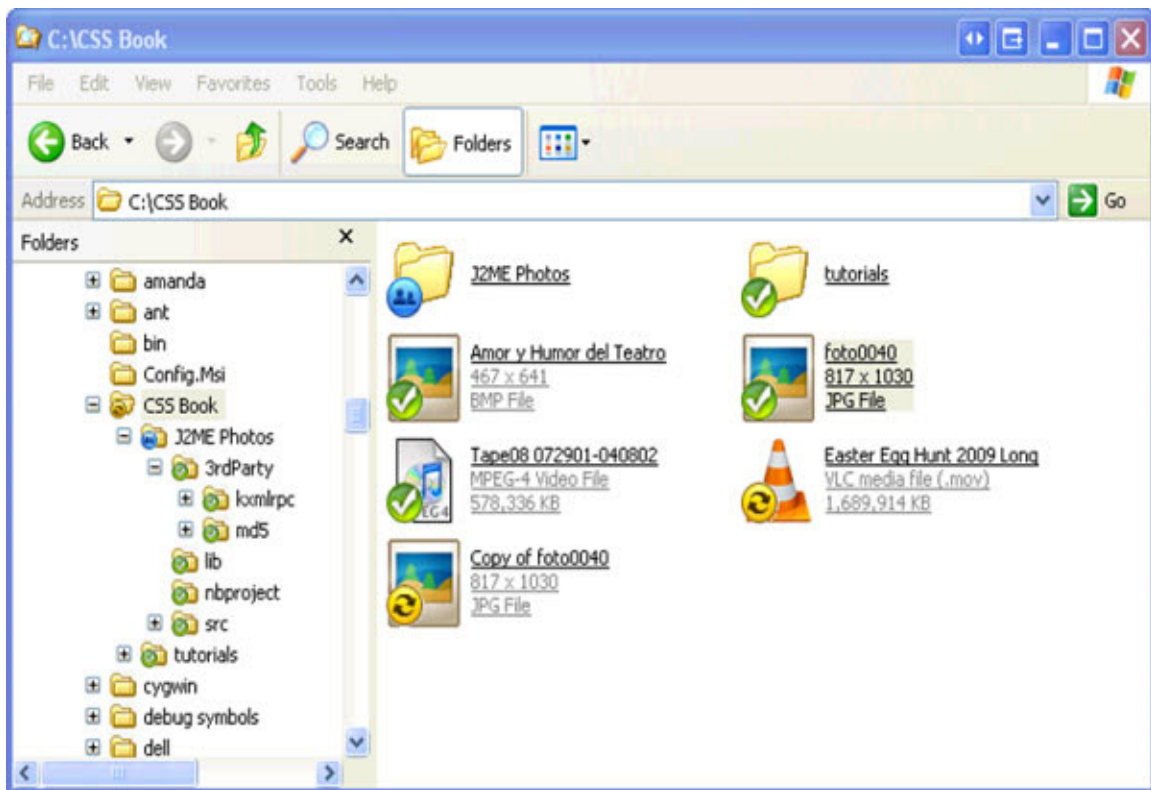
May
06

SugarSync now allows you to work directly in Windows Explorer

By Domingo Mihovilovic

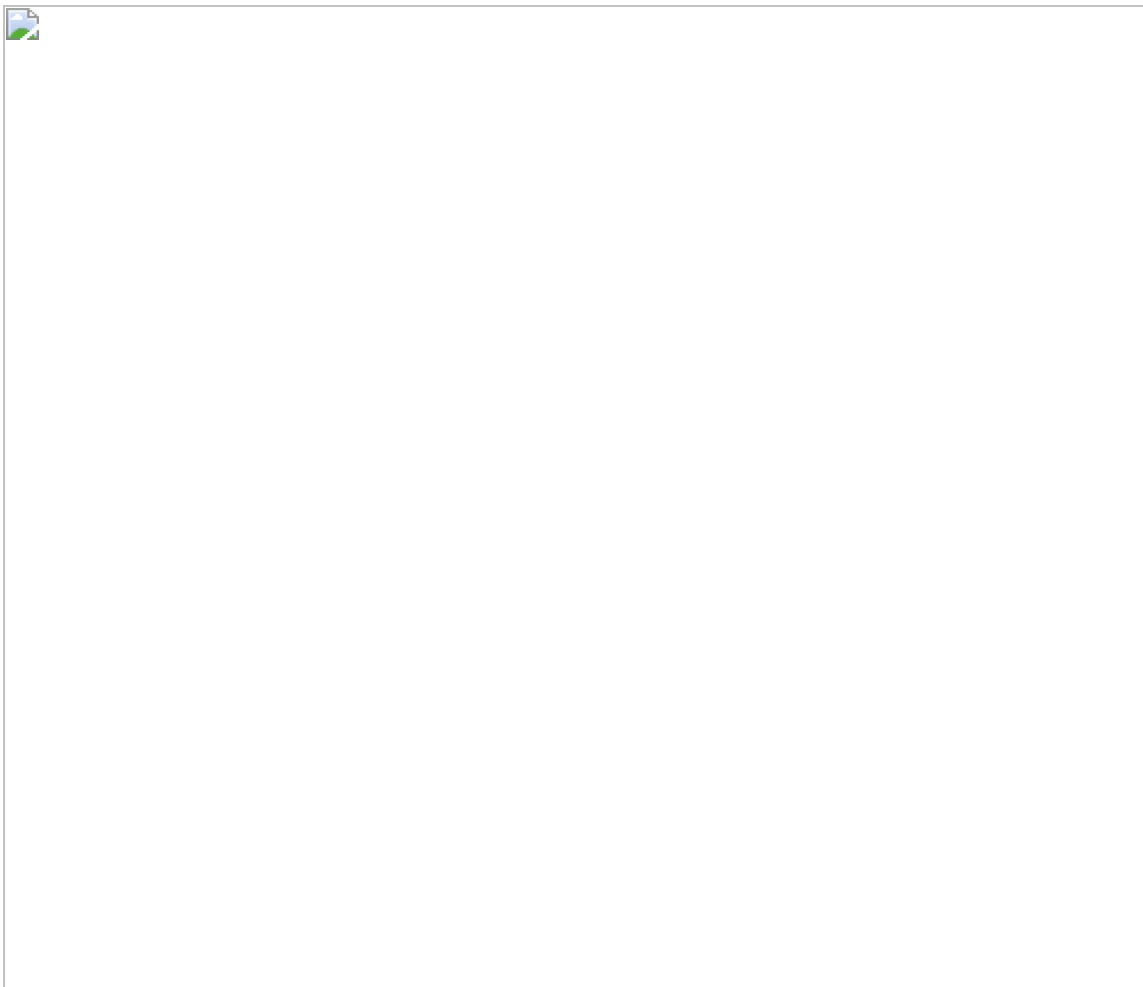
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SugarSync now provides a deep integration with Windows Explorer. This allows you to see various special icons in the elements present in your SugarSync account (sync folders and files). Files or folders that in sync with the cloud are represented by with green check mark; objects that are being uploaded or downloaded are represented with a gold syncing icon, shared folders are shown with a blue “people” icon, and top level Sync Folders in your SugarSync account are shown with a hummingbird icon. Examples of these icons are shown below.



Additionally, you can right click and execute SugarSync commands on files and folders under a SugarSync category.

DROPBOX 1011



The supported commands for various elements are:

Element	Command	Description
Single File	Show Versions	Displays up to 5 previous versions of the file
Single File	Send File	Send a copy of a file valid for 21 days to one or more people
Multiple Files	Send Files	Send copies of the selected files to one or more people
Folder	Share Folder	Share a folder (and subfolders) to one or more people
Shared Folder	Sharing Options	It will display the options for this folder that is already shared. You can add more folder members
Folder containing JPGs	Share Album	Share the photos in this folder as a Photo Album
File pending upload	Upload Now	The upload for this file will start immediately possibly preempting other uploads in progress
Any file(s) or folder(s)	Open SugarSync File Manager	Open the SugarSync File Manager window

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Dropbox Killer says:

This feature + the 2GB free + all other sugarsync features = Goodbye dropbox

Posted: May 7th, 2009 3:55 am

Dan says:

alright i'll be that guy: Any love for the mac? Also why is sugarsync manager for mac still in beta if it's the same version number as windows?

Posted: May 7th, 2009 5:26 am

David Ferguson says:

While I think shell integration is a great feature, I would however like to have to option to disable it. Was quite surprised to see green blobs all over my documents this morning and the overlays almost completely obscure the icons in list and details view!

Please add an option to disable these. I would still like to keep the right-click integration though, so more than one settings option required here...

Posted: May 7th, 2009 7:05 am

[Andre](#) says:

I dont have any icons in my Windows explorer window??

Posted: May 7th, 2009 12:45 pm

Eric says:

I like the new explorer addon, but I'd like to be able to directly add new folders to backup FROM the explorer context menu.

Also, it's quite annoying that trying to view additional file versions from windows explorer causes you to be directed to the sugarsync.com site. Why have a desktop client and explorer extension but still be forced to use the website?? It's counter productive and doesn't stack up with competing products.

Posted: May 7th, 2009 1:36 pm

Chris S says:

The improvements are very cool - especially the integration into the Windows shell. That's a nice touch - and having a free account is a great idea too. In my opinion, all else that's really needed is the ability to get the URL for a file independently, rather than sending it through the website. Other - in my opinion, inferior - rival products do this, so it's a shame SugarSync doesn't! Any chance of seeing it in future?

Keep up the good work!

Posted: May 7th, 2009 2:16 pm

Erick Engelhardt says:

It's not working for me... Windows7? Not Supported? I'm a premium user... 😞

Posted: May 7th, 2009 3:56 pm

Drew Garcia says:

Dan,

We love Macs 😊 See my other post about being a Mac user at heart that runs Parallels to get my PC access.

Re: removing of "beta" on the Mac client - there are actually some small things we want to add to Mac before we take down the "beta" label. It's one of those things we debate internally each release. But we are close...

BTW - we're working on the shell integration with the Mac Finder. That's what I really want!

Posted: May 7th, 2009 4:10 pm

Drew Garcia says:

Eric,

We're currently working on the ability to add new folders to SugarSync from Windows Explorer. We weren't able to squeeze it into the current version in time. But stay tuned...

Over time, we'll also add more functionality to complete entire actions on the desktop, rather than launching the web app. Thanks for the feedback, which helps us to prioritize!

Posted: May 7th, 2009 4:20 pm

Drew Garcia says:

Andre,

We should have made this more clear - you can download the new version on our Downloads page.

We have a rolling auto-upgrade mechanism, so you'll eventually be prompted to upgrade, but not everyone gets the prompt all at once.

But no need to wait - go download the new version and let us know what you think!

<https://www.sugarsync.com/downloads/>

Posted: May 7th, 2009 4:21 pm

Drew Garcia says:

Chris,

Thanks for the feedback. This helps us prioritize. We agree it would be very convenient and it's on our list.

Posted: May 7th, 2009 4:26 pm

Drew Garcia says:

Erick E,

We aren't officially supporting Windows 7 yet, but we have a bunch of people who have reported it works fine on Windows 7. We'll spend more time QA'ing everything on Windows 7 as it gets closer to general availability.

When installing the new SugarSync client in XP and Vista, you should be prompted to close Windows Explorer windows. If you don't, then the changes won't take effect until you restart your computer. Maybe that explains why it's not showing in Windows 7?

Posted: May 7th, 2009 4:41 pm

Greg A says:

I am also unable to see the new explorer icons in Windows Vista Ultimate, my machine with Windows Vista Home Premium works fine.

Posted: May 7th, 2009 7:06 pm

Van says:

I agree with the idea that it would be nice to disable the Explorere feature. I really don't like not being able to see the icons clearly - the green or yellow sugarsync icon on top of it is way too big for me. nice function, though. Is there a way to roll back to a previous version until the new version allows you to remove the icons?

Fantastic product, though - have been a user for almost a year and love it. Now bring on Outlook PST syncing....

Posted: May 7th, 2009 8:13 pm

Jason says:

Look:

These green blobs all over my folders and icons COMPLETELY SUCK. I hate it when software companies try and take over my entire computer. How do i turn this off.

Posted: May 7th, 2009 9:08 pm

Jason says:

Also, since the shell integration was added, I am getting a lot of “file not found” errors upon trying to open the files, and difficulties renaming the files. Coincidence, I doubt it. How do i turn off shell integration as well the green blob virus icon problem. Seriously. I really don’t want to try and f-around with the registry, and i like the program in general, but this really pisses me off.

Posted: May 7th, 2009 9:43 pm

Fuad Rashid says:

Erick E,

If you havent already, you should also try installing the client (<https://www.sugarsync.com/downloads/>) directly as Drew described in an earlier post. Its possible that your client hasn’t been upgraded yet (which would explain why you’re not seeing the new features).

Posted: May 7th, 2009 10:34 pm

Fuad Rashid says:

All,

Instructions to turn off the icon overlays are here:

<http://support.sugarsync.com/ics/support/default.asp?deptID=4579&task=knowledge&questionID=1031>

We will add the ability to disable them thru the client in the next release.

Greg, unfortunately Windows forces you to restart Explorer for icon overlays to start working. Can you confirm that you have version 1.6.x of the SugarSync client and logout and login?

Jason, the errors you are seeing don’t seem related to the icons and might be a symptom of some other problem. You can try disabling the icons using the instructions above but if the problem persists, please contact support@sugarsync.com to try to resolve the problem.

Posted: May 8th, 2009 9:23 am

Greg A says:

I have the latest version Sugar Sync. I have logged out and logged back in. I have reinstalled, and I have restarted Windows. It still doesn't give the explorer integration. My computer in the other room works fine with the latest version. This is Windows Vista Ultimate 64 bit.

Posted: May 8th, 2009 6:41 pm

Domingo Mihovilovic says:

Greg, we officially support and test 32 bit versions of Windows as stated in the downloads page. It's possible that there is something special about your 64 bit OS version. Can you please open a ticket so that we look into this in detail?

Posted: May 9th, 2009 8:07 am

Basem says:

Love your product. However, the idea of taking over the explorer and changing the icons without asking for permission wasn't a very good one, to put it mildly.

I dont want to run a .reg program and would prefer the changes get undone through the program.

It would be great if you can quickly release a new update and allows users to disable the changes from within the program

Keep up the good work

Basem

Posted: May 10th, 2009 9:51 am

Michael says:

Good work on this release... let me just chime in again on what others have found:

- 1) An easy way to disable the icon overlays (I saw your workaround above, Thanks!) OR maybe much smaller overlays (like a tiny green/yellow/red square in the corner)
- 2) Client support for versioning
- 3) API, API, API!!!

Posted: May 10th, 2009 1:21 pm

Domingo Mihovilovic says:

The overlay icons have been extremely well received by the large majority of our users, but they also generated some strong negative reaction to my surprise. We will make it configurable next time so that you can disable them if you wish. It looks like this is a problem mostly for people who work in list mode where the icons are larger in proportion. A question for the people who do not like icons: would you like to get rid of ALL overlay icons or it is useful to be able to keep some of them such as the ones on folders? We will still have the option of not showing anything regardless.

Michael, Yes APIs are coming soon. We are working on it as we speak.

Posted: May 11th, 2009 6:09 am

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