

Synology Drive White Paper

Powerful Content Collaboration Tools for Business



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Introduction

Business Challenges

The rising popularity of cloud services has transformed team collaboration from accessing and sharing files anywhere, anytime to content-centric collaboration. In 2017, Gartner renamed the enterprise file synchronization and sharing market to content collaboration platform (CCP) market in response to the evolution of market applications, with CCP defined as a range of content-centric platforms enabling secure file productivity and content collaboration for individuals and teams. While cloud service deployments can be in public cloud, hybrid cloud, private cloud, or on-premise platforms, many of such platforms lack powerful enough features for effectively locating certain files, collaborative editing by multiple users, and customizable access control rules.

Synology Solutions for Content Collaboration

Synology is committed to developing a CCP to meet the common corporate demands for file collaboration, sharing, and syncing. Synology Drive is an all-round file management solution that comes with Synology NAS. It unifies multiple file portals on Synology NAS and serves as a centralized file portal where users can access, sync, and share files from web browsers, computer clients, and mobile apps with customized settings anytime and anywhere, thereby increasing work efficiency and productivity. This white paper details Synology Drive's design and architecture, features and technologies, and common usage scenarios.

Contrary to most on-premise clouds which require expensive and dedicated infrastructure, Synology Drive is available on most Synology NAS models and can be integrated with enterprises' existing business environments, such as Windows AD or LDAP, saving the hassle of switching to or purchasing other systems. Drive comes with an intuitive user interface for managing collaboration tools, simplifying data management on Synology NAS, and syncing data across multiple devices. To maximize its value and functionality, Drive is integrated with several DiskStation Manager (DSM) packages, including Synology Office², Synology Universal Search³, and Synology Hyper Backup⁴.

Key features of Synology Drive:

- Real-time synchronization: Automates data synchronization in real-time among the supported and connected client devices (i.e., Windows PC, Mac, Linux computers, and Synology NAS).
- File versioning: Retains up to 32 historical file versions and keeps unlimited Office file versions.
- Permission and sharing: Allows administrators to assign sync permissions that restrict users to one-way syncing or syncing files of specific size and types.
- Instant file syncing and backup: Continuously monitor and instantly sync or back up file changes through its clients.
- Enhanced security: Allows administrators to configure sync profiles for centralized control and to track the IP addresses and locations of all connected devices.
- Optimized search quality: Provides a full-text indexing engine to elevate content search speed and quality.
- Customizable file/folder categories: Allows users to star, label, and categorize files and folders to instantly find specific contents over a massive amount of data.
- Anywhere mobility: Pins files from the server to mobile apps and syncs up-to-date file versions automatically, ensuring that users can browse the latest files even when offline.

- Hobert, K., Basso, M., Woodbridge, M. (2017, September 12). Critical Capabilities for Content Collaboration Platforms.
- 2. Synology Office provides professional editing tools for creating work documents with ease and efficiency. Its real-time synchronization and collaboration features instantly sync files across multiple platforms and allow multiple users to simultaneously collaborate on the same file, ensuring data security while boosting productivity. Click here to learn more.
- 3. Synology Universal Search offers global search into applications and files on Synology NAS, allowing users to index folders to perform a deep search by file name or by file content and to find files on Drive within a few clicks.
- 4. Synology Hyper Backup is a comprehensive backup solution capable of retrieving data from multiple recovery points through minimal storage consumption. It offers schedulable backup plans, multi-version backup, flexible backup rotation, and more. Click here to learn more.

Software Architecture

Synology Drive is compatible with DSM 6.2.2 or above and is supported on various browser types, including Firefox, Chrome, Safari, and Internet Explorer 10 or later. It comes with a comprehensive suite of packages and clients that can be flexibly applied to different workplace scenarios:

- Package: Synology Drive Server DSM package which consists of below components
 - Synology Drive: A centralized web portal for file collaboration, management, and synchronization, and for controlling all the connected clients.
 - Synology Drive Admin Console: A control panel designed for system administrators to monitor the system and manage data versioning and recovery.
 - Synology Drive ShareSync: An application which supports one-way and two-way synchronization to flexibly sync shared folders between one Synology NAS and another.

- Native clients
 - Synology Drive Client: A desktop client utility developed to facilitate file syncing, sharing, and collaboration between a centralized Synology NAS and multiple client computers.
 - Synology Drive mobile app: A mobile app available on Android and iOS platforms, and is capable of syncing files to local devices, allowing users to browse the files anytime, anywhere.

Architectures of the Drive server and sync clients are provided in the following sections.

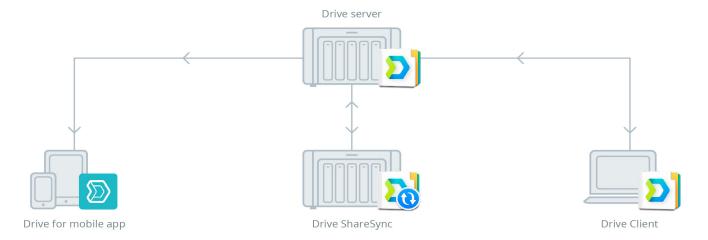


Figure 1: Architecture of the Drive suite

Architecture of the Synology Drive Server

Synology Drive Server runs on DSM and is protected by network security features such as firewall, autoblock, account protection, denial-of-service (DoS) protection, and two-factor authentication, while data security is ensured with encrypted shared folders, RAID configurations, UPS support (external), and various offsite backup options. The server package is the control center of all the connected clients and is designed to authenticate clients, control the synchronization process, and maintain version histories through the following five main components:

- Web portal interface: Built with an interactive web interface for users to easily manage the files on Drive.
- Package backend service: Handles multiple types of incoming client requests such as file operation and push notifications.
- Versioning database: Keeps track of synchronization status and file versions.⁶
- Authentication service: Authenticates client requests by comparing DSM privileges.
- File system monitoring service: Monitors the file changes in DSM's shared folders.

With file changes committed to a versioning database, the Drive server is capable of managing the modifications made in shared folders via all the protocols compatible with DSM (e.g., SMB, AFP, FTP, and WebDAV). Compared with most of the file synchronization software available on the market, Drive's compatibility with various types of protocol ensures that it can seamlessly integrate with enterprises' existing environments.⁷

Architecture of the Synology Drive Clients

The Drive clients sync data between computers, Synology NAS, and ShareSync and are comprised of the following components:

- Local event monitoring: Monitors file changes on the local file system.
- Remote file change monitoring: Requests file changes from the server.
- **Synchronization database**: Maintains the synchronization status of the clients.
- Synchronization process: Communicates with the server and syncs files.
- User interface: Offers an intuitive control panel with overlay icons for managing task syncing, information tray menu, and sync status.

The intuitive design of the Drive mobile app also supports the aforementioned synchronization database and process, syncing files from the server to ensure that users can browse the latest files on their mobile devices even without network connection. The Drive clients are supported on the following operating systems (OS):

- Synology NAS (DSM 6.2.2 and onward)
- · Windows (Windows 7 and onward)
- Mac OS X (10.11 and onward)
- Ubuntu 16.04 and onward (official versions)⁸
- iPhone, iPad, and iPod touch running on iOS 9.0+9
- Devices running on Android 5.0+, with touchscreen and Wi-Fi capabilities (issues strictly related to device compatibility may not be handled for non-mainstream devices)

^{5.} DSM firewall provides basic options to prevent unauthorized login and control service access, and network ports can allow or deny specific IP addresses. The autoblock feature improves the security of Synology NAS by blocking clients' IP addresses with too many failed login attempts, thereby preventing accounts from being broken into via brute-force attacks. DoS prevents malicious attacks over the Internet and adds an extra layer of protection to Synology NAS and DSM.

^{6.} Files in the Office package are kept in the versioning database.

^{7.} The number of concurrent connections supported by Synology Drive varies according to the physical capability and loading of the server.

^{8.} Synology Drive only supports Ubuntu with the latest release and latest LTS release.

^{9.} Mobile apps are available at built-in application stores, and MSI, EXE, DMG, and DEB installers are offered for computer platforms at Synology's **Download Center**. The supported OS versions are subject to change with each software release.

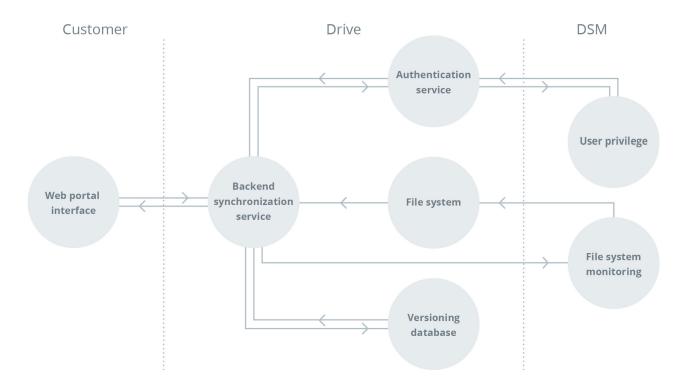


Figure 2: Architecture of the Drive server

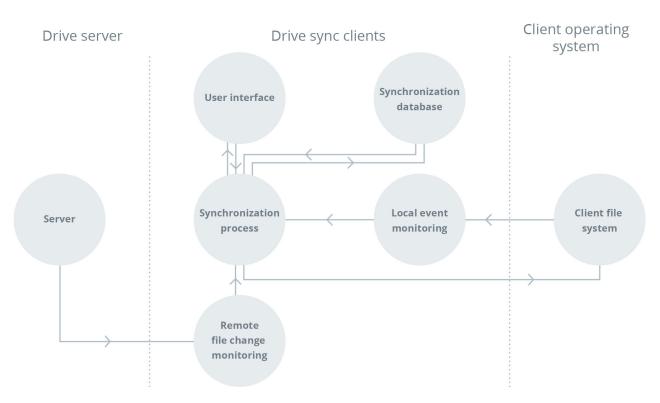


Figure 3: Architecture of the Drive sync clients

Achieving Optimal Business Productivity

Synology Drive is designed to optimize the overall workplace productivity. Its architecture is compatible with most existing business environments and its robust features are adaptable to various workplace scenarios requiring file synchronization and backup, cross-site collaboration, hybrid cloud integration, and more.

Centralized File Management

With Drive serving as a platform for centralizing data, Synology NAS is the next-generation file server designed to solve common management challenges including the rising Bring Your Own Cloud (BYOC) trend. In addition to data centralization, Drive offers file management and synchronization solutions to provide a unified portal for accessing files on NAS. With all the data stored on the on-premise cloud, employees can simply browse files via any mainstream web browsers. Files can also be managed and shared simply through Team Folder and the customizable labels on Drive, without the hassle of storing files on external devices or attaching files to emails.

Our versioning technology allows corporate users to retain multiple versions of file copies on a centralized portal and effortlessly retrieve specific versions whenever needed. For a company needing to keep multiple file versions for different purposes, the First-in-first-out rotation policy is suitable for keeping the most recent file copies, such as annual financial reports updated regularly at the end of every year. Our patented Intelliversioning technology retains the most important file versions and can be applied to files modified during a specific time period. This feature, for example, can be used when users need to modify a press release article numerous times to produce a top-notch article within three days before a product launch. Please see the **Synchronization Mechanism** section for technical details.



Real-time synchronization

Figure 4: Synchronization

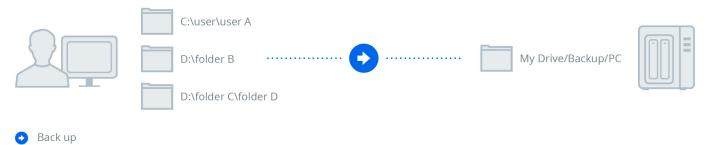


Figure 5: Backup

Real-Time Syncing and Backup

The cross-device data synchronization feature ensures efficient work productivity even when employees work away from the office because a centralized Synology NAS can sync data to and from multiple client computers and Synology NAS. In addition, data are synced to mobile devices to ensure that files can be browsed even when the devices are offline. Data are seamlessly synced among these devices with Synology NAS serving as the host server and other paired devices acting as the clients. Users who are working remotely or partnering with external clients can simply connect to the Synology NAS server at their office via QuickConnect¹⁰ or Dynamic Domain Name Service (DDNS)¹¹, thereby retrieving the most up-to-date files. Administrators on the server-side are able to control the bandwidth and manage connected clients, while users on the client-side can set the sync criteria, such as selecting specific folders and setting the file size and types for syncing.

Synology Drive Client allows users to instantly back up files or schedule backup tasks from multiple client computers to a centralized Synology NAS. A backup version is created and saved every time a file is modified, allowing users on client computers to browse historical versions of the backed-up data and restore them to a specific version whenever needed, minimizing the chance of accidental data loss and simplifying file version management. Volume Shadow Copy Service (VSS) on Windows ensures that locked files can still be backed up, and thus companies which view confidential data as the most imperative asset no longer need to worry about threats from malicious attacks such as ransomware. Please see the **Synchronization**Mechanism section for technical details.

- 10. QuickConnect offers a relay service that allows Synology NAS to be accessible over the Internet without actually setting up a static IP address, making it possible to keep the NAS server within a local area network and allowing Drive to be accessed over the Internet using QuickConnect.
- 11. DDNS simplifies connection to your Synology NAS over the Internet by mapping a hostname to its IP address.

Teamwork and Collaboration

The flexible sharing options make Drive particularly advantageous for businesses frequently engaged in internal or external collaborations. Drive works seamlessly with the Linux and Windows access control list (ACL) privilege rules on DSM and can grant different levels of privilege to users, allowing those with read and/or write privileges to sync the files within Team Folder. 12

IT administrators merely need to set ACL permissions when collaborating within an organization, and the collaborators on the same projects can fully manage Team Folder by specifying which users are granted permissions to download or sync certain folders. The folders and files in Team Folder will still be retained even if the owners leave the team.

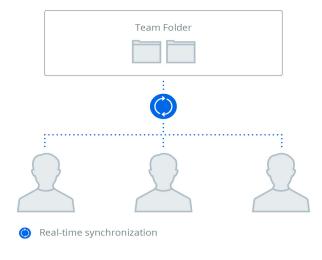


Figure 6: Team Folder coordination

12. Administrators can enable Shared Folder in DSM as Team Folder in Drive Admin Console, with Team Folder serving as a shared folder for team members to manage the files within. During inter-organizational collaboration, users can customize file sharing options and assign file or folder access privileges to external users either with or without DSM accounts. File sharing links can be further protected with a password and even deleted after a set expiration date, thereby adding an extra layer of protection to sensitive data. The comprehensive integration with Synology Office allows Drive to fulfill the growing demands for office data collaboration. For content publishers who frequently exchange numerous magazine article documents with their clients, the sharing options allow both parties to collaborate seamlessly on documents. Passphrases and expiration dates can also be set to prevent any information leakage before the articles are published to the public. Please see the **Security Mechanism** section for technical details.

Multi-Site Coordination

For companies with branches in different locations which host their own servers, Drive is a particularly efficient solution for cross-site collaboration. The integration with Synology Drive ShareSync allows employees to connect to and sync files to Drive in real-time. A centralized Synology NAS can sync data to its multiple clients, ensuring that a backup version of a file is always safely secured on a remote Synology NAS. Access privilege can be configured to only allow one-way download when headquarters push files to its local branches, and to allow two-way syncing when employees collaborate on files between two sites. Please see the **Synchronization Mechanism** section for technical details.

A multi-site deployment where Drive ShareSync runs in every regional office and is linked to the central Drive server at headquarters offers several advantages:

- Reduces upload bandwidth of headquarters because files only need to be synced at the headquarters once, saving regional offices the hassle of individually downloading files from the headquarters.
- Allows independent IT administrators flexible privilege control in each regional office.
- Optimizes storage by syncing data selectively according to the characteristics and scales of regional offices.
- Allows files to be synced via Drive and enables employees in remote branches to access local servers efficiently.

Hybrid Cloud

Businesses nowadays are driven to improve data access and synchronization speeds while ensuring adequate data security and classification, particularly when collaborating with their partners. Drive users can use the Cloud Sync features to sync their Synology NAS with public cloud services such as Dropbox, Google Drive, OneDrive, and Amazon S3-compatible storage. 13 These features ensure seamless compatibility and effective work productivity through the use of third-party tools. The purpose of syncing Synology NAS with another public cloud is to leverage its massive bandwidth and availability. By sending files to public clouds, Cloud Sync offloads insensitive data shared from company servers and keeps the servers at a highly secure level, denying direct access from outside the corporate network. Corporate partners can use the web interfaces that they are familiar with to fetch the files shared with them from public clouds. Enabling the encryption feature allows Cloud Sync to transform public cloud storage services into secure offsite data backup destinations. Please see the **Synchronization** Mechanism section for technical details.

^{13.} Please refer to this **page** for a list of public cloud services which Cloud Sync can sync with.

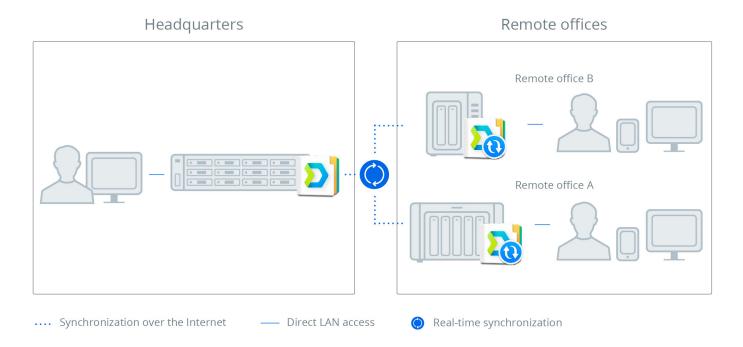


Figure 7: Multi-site coordination

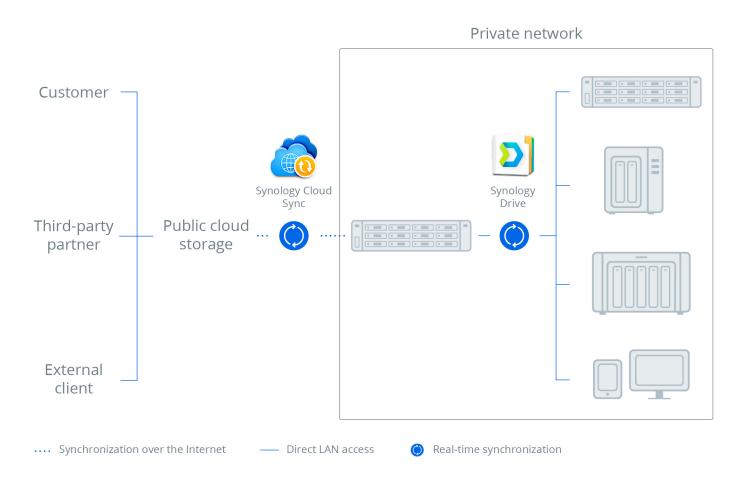


Figure 8: Hybrid cloud

Syncing, Sharing, and Security

Data synchronization, access permission, sharing, and security are major technologies adopted to ensure that Drive centralizes file management, integrates with third-party tools, simplifies cross-site deployments, enhances real-time collaboration, and more. This chapter details the mechanisms and technologies behind these Drive features.

Synchronization Mechanism

Synology Point Recovery (SPR), Delta Sync, versioning, and selective sync are the technologies behind the server-to-server, server-to-client, and data-to-data syncing features. These technologies are adopted to fulfill all synchronization demands for real-time collaborations within an organization, outside of an organization, among different sites, with public cloud services, and more.

Synology Point Recovery

The SPR technology is developed with the purposes of keeping multiple file versions to ensure data safety while creating precise recovery points to optimize resource usage. File modification constitutes a recovery point in time that roughly translates to a snapshot of a volume. A recovery point consists of a "patch" that defines the difference from its preceding recovery point. SPR is associated with several benefits. Instead of keeping every file version in its entirety, Drive maintains historical versions

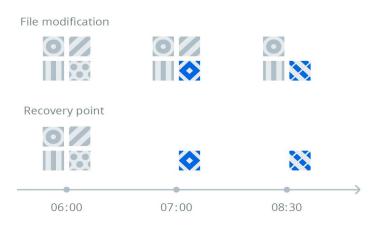


Figure 9: Synology Point Recovery

incrementally, with every version linked to the previous version by the patch. The patches also contribute to a highly efficient and storage-saving way of maintaining the database for version retrieval or restoration. Only the modified bytes found between each version need to be transmitted upon update, thereby reducing the network traffic considerably. SPR operates with the assistance of Drive's file system monitoring and file modification notification features on both the server and client sides.

Delta Sync

In response to employees' needs to update large files regularly, Drive adopts Delta Sync to accelerate synchronization speed and save bandwidth. When a file is modified, Delta Sync only syncs the modified file parts instead of the whole file. Hence, before a modified file is uploaded to or downloaded from the Drive server, Delta Sync compares the new version with the previous one and only transfers the corresponding file changes by patches, thus considerably reducing the size of the transferred data

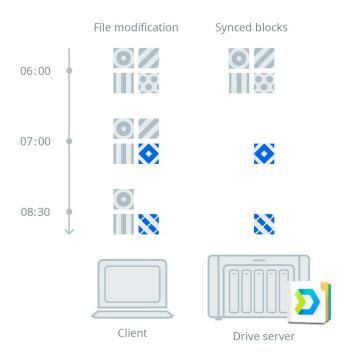


Figure 10: Delta Sync

Versioning

File versioning tracks file changes made over time and allows historical versions to be restored or fetched when needed. Drive supports up to 32 historical versions and the version number for each shared folder is customizable. It also leverages the efficiency of SPR to reduce storage consumption while maintaining historical versions. The Drive server database keeps a copy of every present file in the synchronized shared folder to avoid permanent data loss caused by operational mistakes. All the preceding versions consist merely of file properties (i.e., attributes) while adjacent versions are linked by patches, which define the transformation steps between versions and allow historical versions to be restored recursively.



Figure 11: Versioning

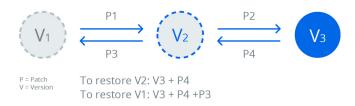


Figure 12: Version advancement and restoration

Version Rotation

Version rotation is triggered when the version count of a file reaches its limit. The Drive server implements two algorithms to manage version rotation:

• First-in-first-out:

When the number of versions reaches the maximum limit, this algorithm rotates the oldest version once a new version is added to the versioning database. This algorithm is simple and is suitable for files that are not prone to change, such as music or video files.

· Intelliversioning:

Synology developed this algorithm to smartly manage historical versions, allowing a limited number of versions to span over a longer period of time and retaining the most significant versions in the file history. This algorithm is particularly suitable for files that are prone to change, such as files that are changed during a specific time period or under different frequency.



Figure 13: Version rotation

Btrfs Integration

Btrfs is an advanced file system on Linux that supports storage features such as pooling, snapshot, and compression. ¹⁴ On a Btrfs volume, Drive leverages snapshot technology to create copies of the present files in shared folders and store them in the database according to the copy-on-write principle. Compared with the ext4 file system that requires a full copy of the present file in the database, the Drive database on a Btrfs volume contains only snapshots (for present files) and patches (for preceding files), thus saving the storage space up to 50% when storing historical file versions.

^{14.} Please see this FAQ to understand which Synology NAS models support the Btrfs file system.

Selective Synchronization

Client-Side Selective Sync

Users on the client side can leverage the selective sync feature to sync only the required data. Selective sync is comprised of different rules that function as a filter for the sync process. Whenever a file or folder syncing operation begins, all the selective sync rules are applied to check whether the sync process should be blocked. The following selective sync rules are currently supported:

- 1. Folder path
- 2. Filename globbing
- 3. File size

Table 1 provides an example of how the selective sync rules are checked:

	Selective sync rules			
File	File path	Filename globbing	File size	Result
/a/b.txt	Folder /a	None	None	Not synced
/a/D.txt	None	*.txt or b.* or b.txt	None	Not synced
/a/b.txt	None	None	> 1 KB	Not synced
(10KB)	Folder /b or /c	*.doc or d.txt	< 100 KB	Passed the check, will be synced

Table 1

Server-Controlled Sync Profile

Administrators can set up sync profiles to control the files and folders that will be synced by a specific user. Sync profiles are a set of sync rules that are similar to the sync rules on the client side. The following rules are currently supported:

- 1. File type
- 2. Filename globbing
- 3. File size

Whenever the sync profile on the server is changed and applied to an account, clients owned by the account will be compelled to adopt the same rules during data synchronization.

The sync profile rules are checked on both the client and server sides. To achieve maximum efficiency, the rules are first checked on the client side when a file or folder is to be synced, so as to determine whether to continue the sync process. The rules are also checked on the server side upon each file operation request

to avoid malicious clients. The double checking mechanism ensures that the sync profile mechanism is highly secure and efficient. Drive combines the sync profile mechanism and ACL privilege control, allowing administrators to flexibly control the synchronization behavior of all the connected clients (please see Table 2):

Sync behavior control	Method
Folder-level access / sync control	ACL privilege
File-level access / sync control	ACL privilege or sync profile
File type sync control	Sync profile
File size sync control	Sync profile

Table 2

Permission and Sharing Mechanism

Drive grants comprehensive privileges for IT administrators to authenticate user identity, customize user privilege, control sharing options, as well as monitor server activities and client lists to track the connected devices. Because Drive works seamlessly with the shared folder privileges on DSM, IT administrators can leverage the existing DSM accounts for file services and synchronization, without the hassle of maintaining another set of user accounts for third-party synchronization.

Identity Authentication and Privilege Control

All synchronization abides by ACL and Linux permissions assigned in DSM. Administrators can go to Shared Folder in DSM to configure the read and write privileges of Team Folder in Drive, thereby allowing team members with ACL privileges to manage the files within Team Folder. When setting access privileges, administrators can assign read-only permissions to a Team Folder for specific users to ensure one-way syncing, and can configure sync profiles to limit users to only sync files of certain size and types. Access privileges are granted as a result of the combination of ACL and Team Folder privileges (ACL or UNIX permissions or both, depending on the Team Folder settings). When a client issues a request, the Team Folder privileges are first examined, and ACL privileges are subsequently examined. Users require sufficient privileges for each request to be allowed to sync files and folders. Table 3 shows the ACL privileges required for each file operation, and Table 4 shows the Team Folder privileges required for each file operation.

^{15.} All the folders on the client side are by default synchronized unless selective sync rules are explicitly specified.

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Operation	Advanced privilege disabled	Advanced privilege enabled
Read (read files or folders)	Users need to have at least read-only privilege to Team Folder.	Users need to have at least read-only privilege for both ACL and advanced privileges.
Write (create / edit / delete files or folders)	Users need to have read-write privilege to Team Folder.	Users need to have read-write privilege for both ACL and advanced privileges.

Table 4

Link Sharing Permission

Drive offers two flexible file and folder sharing options, namely, File Link and Advanced Protection Link, to fulfill the common corporate needs for exchanging data with internal and external partners. When files are shared with coworkers within the company via File Link, a permanent URL is generated for each file and will not be changed even if the file is renamed or moved to another folder. Users can share the files and folders that they have permissions to manage. The customizable sharing link options allow data to be either shared with specific account users only, anyone with an account, or anyone with the link. Abiding by the ACL rules, an entry point is created for a file or folder to authorize privilege for specific users, internal users, or public users. The permission setting of a child folder is inherited from the parent folder. The permission of the child folder can be changed, but any subsequent changes to the parent folder will cause the child folder to receive the inherited permissions.

Advanced Protection Link is particularly suitable when sharing data with partners external to an organization. An URL that does not abide by the restrictions of ACL rules is created for the shared files or folders, and this permanent link is examined and verified each time it is being accessed to ensure data security. The links can be further protected with passwords and can even be deleted after the set expiration dates, thereby adding an extra layer of protection to sensitive and confidential data.

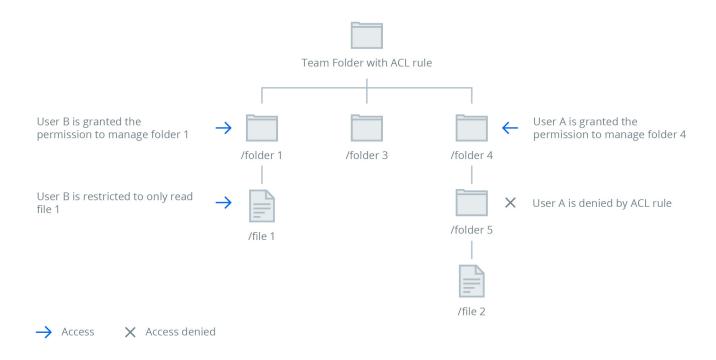


Figure 14: File permissions set with ACL rule

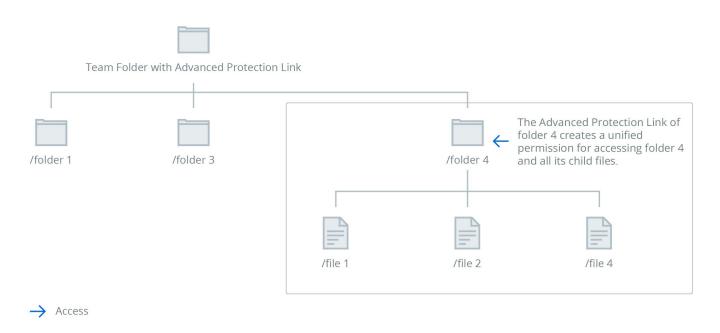


Figure 15: Permission mechanism of Advanced Protection Link

Security Mechanism

Drive ensures data security and privacy through enforced security in data transmission, authentication, and access over the Internet. For companies frequently engaged in managing large amounts of file exchange, these features save them the hassle of additionally encrypting data during each data transfer. Drive supports the Secure Sockets Layer (SSL) protocol during data transmission to ensure that data are encrypted while traveling through networks. The support for server certificate verification allows users to validate the identity of a server and its administrator before any confidential information is transferred over the Internet. This verification prevents phishing site attacks through certificate checks.

In addition to server certificate verification, the Drive client also tracks the signature of a certificate and issues warnings if the signature is changed. This mechanism helps the Drive client to prevent SSL connections from being hijacked (e.g., man-in-the-middle attack) even if the server is using a self-signed certificate. As detailed in the **Synchronization Mechanism** section, Drive only collects the differences (packed in a patch) between file versions and transfer file changes by patches, instead of transferring the entire file upon each update, thereby saving bandwidth.

Fulfilling Modern Workplace Needs

Designed to fulfill the business needs of today and tomorrow, Drive comes with full-featured content collaboration tools that can adapt to workplace scenarios associated with file syncing and backup, cross-site deployment, hybrid cloud integration, and more. Its comprehensive integration with other Synology packages creates a data management ecosystem with multilayered security on Synology NAS, unlocking huge value while overcoming the obstacles to building an on-premise cloud. More than revolutionizing the concept of data management solution, Drive also redefines what a NAS can achieve and transforms Synology NAS into a next-generation file server that can play a vital role in corporate operations, thereby creating a more connected, collaborative, and productive workforce.

To experience the powerful tools offered by Drive, please see this page for the Synology NAS models supporting this package. Our NAS Selector is designed to help you find the most ideal NAS product for your corporate environment. Please check out Compare All NAS Models or contact our sales experts for more information on the specifications of each NAS model. This white paper only touches on a portion of the robust features offered by the multi-functional Synology NAS. To learn more about Drive and other DSM packages, please try out DSM Live Demo to experience our technology for free before making the purchase! Visit our website at www.synology.com or contact us for product inquiries, technical support, or other assistance.



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