

# ToolsOnAir-Support

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## File and Folder Naming Conventions when using the SMB Protocol

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**This article explains some of the common issues that customers have found while working with SMB.**

The main function of SMB is to allow network interconnectivity between Operating Systems like Linux, OS X/macOS and Windows. For this reason, it follows the same naming conventions used by Windows.

We recommend NOT using any of the following characters:

- < (less than)
- > (greater than)
- : (colon)
- " (double quote)
- / (forward slash)
- \ (backslash)
- | (vertical bar or pipe)
- ? (question mark)
- \* (asterisk)
- ä
- ö
- ü

For further information please refer to this [MSDN article](#).

Alternatively, you can use AFP or NFS but bear in mind that you will be limiting the compatibility with other systems. Our special implementation allows you to work with AFP and SMB protocols (also allows you to browse and work in folders).

Keep in mind that the path of the file cannot be longer than 254 characters. If the path is longer than 254 characters it can cause issues.