

ESN 1.0

User Access Guide

January 2017

Legal Notice

For information about legal notices, trademarks, disclaimers, warranties, export and other use restrictions, U.S. Government rights, patent policy, and FIPS compliance, see <https://www.novell.com/company/legal/>.

Copyright © 2016 Novell, Inc., a Micro Focus company. All Rights Reserved.

Contents

About This Guide	7
1 Getting Started	9
About ESN	9
Net Folders	10
My Files	10
Accessing ESN	10
Accessing ESN from a Web Browser	10
Accessing ESN from Your File System	10
Accessing ESN from a Mobile Device	11
Accessing ESN from a Web Browser	12
Getting to Know the ESN Web Interface and Its Features	12
Understanding the Masthead	13
Understanding the Content Area	14
Changing Your Password	14
Modifying Your Profile	15
Displaying Help Documentation	16
Logging Out	16
2 Getting Informed	17
Finding What's New	17
Viewing New Files	17
Marking a File as Unread	18
Commenting on a New File	18
Subscribing to a New File	18
Sharing a New File	19
Downloading a New File	19
Displaying Only Unread Files	19
Pausing Updates on the What's New Page	20
Configuring How Many Files Are Displayed on a Page	20
Accessing Shared Files and Folders	20
Accessing Files and Folders in Your Organization's File System (Net Folders)	20
Accessing Your Personal Files and Folders (My Files)	21
Accessing Public Files and Folders	21
Searching for Information	21
Using Search	22
Frequently Used Words That Are Not Recognized in a Search	25
Special Characters in Search	26
Subscribing to a Folder or File	26
Subscribing to a Folder or File	26
Overriding Higher-Level Subscription Settings	27
Adding and Modifying Delivery Destinations	28
3 Sharing Files and Folders	29
Understanding Shared-Access Rights	29
Understanding Sharing Options	30
Sharing Files and Folders	30

Distributing a Link to a File	32
Copying a File Link	32
Emailing a File Link	33
Editing or Removing a File Link	34
Sharing with People Outside Your Organization	34
Logging in As an External User to See a Shared Item	35
Making Files Accessible to the Public	35
Viewing Items You Have Shared	35
Viewing Items Others Have Shared with You	36
Hiding Items in the Shared with Me and Shared by Me Views	36
Hiding Shared Items	37
Displaying Hidden Items	37
Displaying Only Hidden Items	37
Modifying or Removing a Share	37
Obtaining URLs (Permalinks) of Shared Files and Folders	38
 4 Managing and Using Folders	 41
Creating a New Folder	41
Renaming a Folder	41
Deleting a Folder	42
Recovering a Folder from the Trash	42
Copying a Folder	43
Moving a Folder	43
Downloading Files	43
Downloading All Files in a Folder	44
Downloading the Contents of a Folder as a CSV File	44
Adding Files to a Folder	44
Adding Files	45
Adding Folders	45
Viewing Who Has Access to a Folder	45
Subscribing to Email Notifications from a Folder	45
Configuring Folder Columns	45
Showing and Hiding Columns	46
Renaming Columns	46
Changing the Column Order	46
Adjusting the Column Width	47
Restoring Column Defaults	47
Configuring the Number of files to Display on a Folder Page	47
Using Filters on Folders	48
Filtering a Folder List	48
Creating a Preconfigured Filter	48
Applying a Preconfigured Filter	49
Modifying a Preconfigured Filter	49
Copying a Preconfigured Filter	49
Deleting a Filter	49
Sending an Email to Folder Contributors	50
 5 Performing Administrative Tasks on Your Folders	 51
Configuring Folders to Send Email Notifications to Other Users	51
 6 Working with files	 53
Creating a File Entry	54
Commenting on a File	54

Editing or Deleting a Comment	54
Editing a File	54
Downloading and Editing a File	55
Editing Files with Edit-in-Place	55
Viewing Files in Read-Only Mode	56
Viewing a File in a Text Editor	56
Viewing the File in Your Web Browser	56
Changing the Default Behavior When Clicking a File Name	57
Viewing Who Has Access to a File	58
Downloading Files	58
Downloading Single Files	58
Downloading Multiple Files and Folders	59
Renaming Files	59
Moving Files	60
Copying Files	60
Deleting a ESN	61
Recovering a ESN from the Trash	61
Marking a File as Read	62
Marking an Individual File as Read	62
Marking All Files in a Folder as Read	62
Marking a ESN as Unread	62
Marking Individual Files as Unread	62
Marking All Files in a Folder as Unread	62
Subscribing to Email Notifications about a ESN	62
Sending an Email to File Contributors	63
 7 Managing ESN Files from Your Desktop	 65
 8 Restoring Items from the Trash	 67
Rights Associated with Restoring Items from the Trash	67
Restoring Folders and files	67
Restoring Files in Net Folders	68
 9 Using ESN on Your Mobile Device	 69
 10 Managing Your Data Quota	 71
Understanding Data Quotas	71
Viewing Your Data Quota	71
Viewing Your User Data Quota	71
Adding Files to the ESN Site When You Are Over Your Quota	72
Using Net Folders When You Are Restricted by a Data Quota	72
Adding Files Through WebDAV When You Are Restricted by a Data Quota	72
Making Disk Space Available by Deleting Trashed Items	73
 A Troubleshooting	 75
You Are Unable to Change Your ESN Password	75
Files Disappeared from Shared with Me or Shared by Me	75
Too Many Sign-Ins for WebDAV	75
WebDAV Phantom Folders	76
Unable to Open Pictures from WebDAV in Microsoft Office Picture Manager	76
Unable to Move Files and Folders within the WebDAV Interface	76

Unable to Edit Files	76
Viewing Which File Types Are Supported for Edit-In-Place	77
Changing the Default Editor Settings for a Single File Type	77
Changing the Default Editor Settings for All File Types	78
Changing the Default Editor Settings When the Editor is Not Installed in the Default Location	79
Cannot Upload a File Because it Is Too Large	79
Increasing the Default Memory Amount on Windows	80
Increasing the Default Memory Amount on Linux	80
Files that Contain Extended or Double-Byte Characters in the File name Are Corrupt After a ZIP File Is Extracted	80

B Accessibility for People with Disabilities 83

New Windows Opened without Notification	83
Text Added to a Page Is Not Conveniently Available	83
Drop-Down List Access	83

About This Guide

This guide explains how to use ESN from a web browser.

You can also access ESN in the following ways:

- ♦ From a mobile device, as described in the *ESN Mobile Quick Start* (<http://www.novell.com/documentation/filr-3/esn-user-mobile/data/esn-user-mobile.html>)
- ♦ From your desktop, as described in the *ESN Desktop Application for Windows* (<http://www.novell.com/documentation/filr-3/esn-user-desktop/data/bookinfo.html>) and the *ESN Desktop Application for Mac* (<http://www.novell.com/documentation/filr-3/esn-user-desktop-mac/data/bookinfo.html>)

This guide includes the following topics:

- ♦ Chapter 1, “Getting Started,” on page 9
- ♦ Chapter 2, “Getting Informed,” on page 17
- ♦ Chapter 3, “Sharing Files and Folders,” on page 29
- ♦ Chapter 4, “Managing and Using Folders,” on page 41
- ♦ Chapter 5, “Performing Administrative Tasks on Your Folders,” on page 51
- ♦ Chapter 6, “Working with files,” on page 53
- ♦ Chapter 7, “Managing ESN Files from Your Desktop,” on page 65
- ♦ Chapter 8, “Restoring Items from the Trash,” on page 67
- ♦ Chapter 9, “Using ESN on Your Mobile Device,” on page 69
- ♦ Chapter 10, “Managing Your Data Quota,” on page 71
- ♦ Appendix A, “Troubleshooting,” on page 75
- ♦ Appendix B, “Accessibility for People with Disabilities,” on page 83

Audience

This guide is intended for all new ESN users.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the **comment on this topic** feature at the bottom of each page of the online documentation.

Documentation Updates

For the most recent version of this manual, visit the [ESN Documentation website \(https://www.novell.com/documentation/filr-3/\)](https://www.novell.com/documentation/filr-3/).

Additional Documentation and Resources

You can find more information in the ESN documentation, which is accessible from the [ESN Documentation website \(https://www.novell.com/documentation/filr-3/\)](https://www.novell.com/documentation/filr-3/).

To access the *ESN User Guide* from within ESN, click the **Help** icon (question mark).

1 Getting Started

- ♦ [“About ESN” on page 9](#)
- ♦ [“Accessing ESN” on page 10](#)
- ♦ [“Accessing ESN from a Web Browser” on page 12](#)
- ♦ [“Getting to Know the ESN Web Interface and Its Features” on page 12](#)
- ♦ [“Changing Your Password” on page 14](#)
- ♦ [“Modifying Your Profile” on page 15](#)
- ♦ [“Displaying Help Documentation” on page 16](#)
- ♦ [“Logging Out” on page 16](#)

About ESN

ESN lets you do the following:

- ♦ **Access the files you need** from
 - ♦ A web browser
 - ♦ Your desktop
 - ♦ A mobile device

For more information, see [“Accessing ESN” on page 10](#).

- ♦ **Share files** with co-workers.

Grant rights to shared files

For example:

- ♦ Share a file with User A and grant Read-Only access.
- ♦ Share the same file with User B and grant Edit access.

- ♦ **View what has been shared** with you and by you.

For more information, see [Chapter 3, “Sharing Files and Folders,” on page 29](#).

- ♦ **Collaborate through comments** on shared files.

Users with the share can see comments and make comments.

For more information, see [“Commenting on a File” on page 54](#).

ESN makes files available through

- ♦ [Net Folders](#)
- ♦ [My Files](#)

Net Folders

Net Folders provides access to your organization's file system. Your ESN administrator defines which Net Folders you can see and the sharing rights you have in them.

For more information about Net Folders, see [“Accessing Files and Folders in Your Organization's File System \(Net Folders\)” on page 20](#).

My Files

Your My Files area can contain one or both of the following, as defined by your ESN administrator:

- ♦ **Personal Storage** for files and folders that you want to upload directly to the ESN site.
- ♦ **Your Home Directory** on your organization's file system.

Files and folders that are located in your My Files area are visible only to you by default. Your administrator determines your My Files sharing rights.

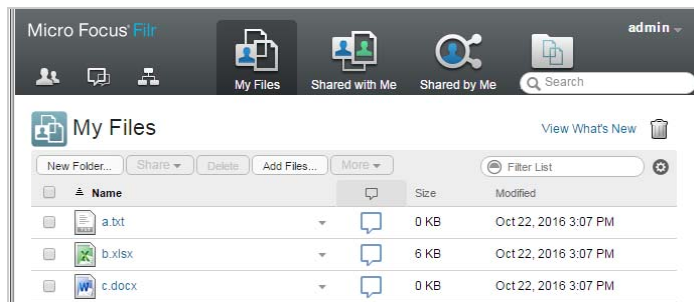
Accessing ESN

ESN provides three convenient access methods:

- ♦ [“Accessing ESN from a Web Browser” on page 10](#)
- ♦ [“Accessing ESN from Your File System” on page 10](#)
- ♦ [“Accessing ESN from a Mobile Device” on page 11](#)

Accessing ESN from a Web Browser

This guide focuses on accessing ESN from a web browser.



Accessing ESN from Your File System

You can access ESN directly from the file system on your computer (Windows or Mac).

For more information, see the [ESN Desktop Application for Windows](http://www.novell.com/documentation/filr-3/esn-user-desktop/data/bookinfo.html) (<http://www.novell.com/documentation/filr-3/esn-user-desktop/data/bookinfo.html>) and the [ESN Desktop Application for Mac](http://www.novell.com/documentation/filr-3/esn-user-desktop-mac/data/bookinfo.html) (<http://www.novell.com/documentation/filr-3/esn-user-desktop-mac/data/bookinfo.html>).

Accessing ESN from a Mobile Device

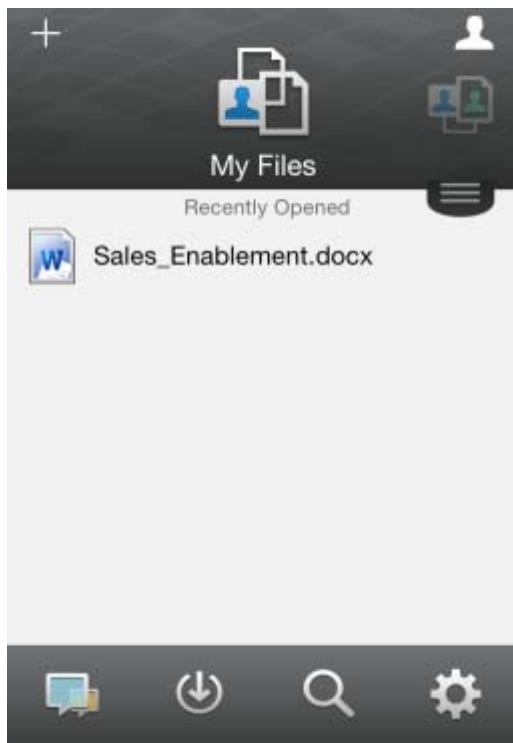
There are native iOS, Android, and Windows Phone mobile apps for accessing the ESN site. Accessing ESN through a web browser on a mobile device is not supported. Instead, download the ESN mobile app that is compatible with your mobile device.

For more information, see the [ESN Mobile App Quick Start](http://www.novell.com/documentation/filr-3/esn-user-mobile/data/esn-user-mobile.html) (<http://www.novell.com/documentation/filr-3/esn-user-mobile/data/esn-user-mobile.html>).

- ♦ “Mobile Phone Interface” on page 11
- ♦ “Tablet Interface” on page 11

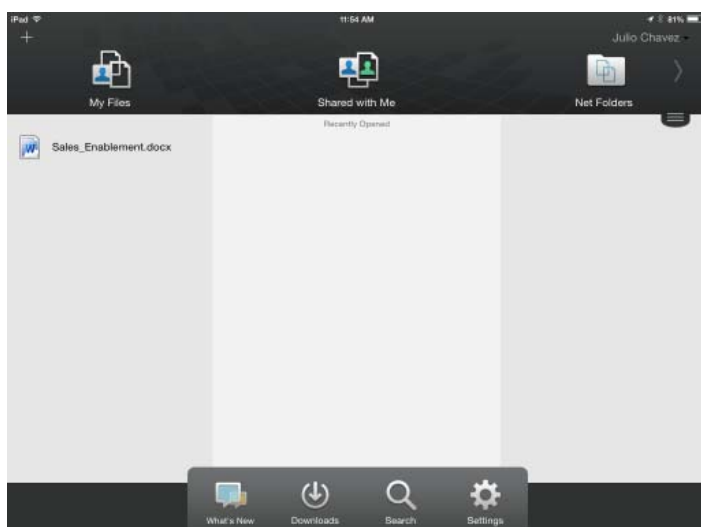
Mobile Phone Interface

This example shows ESN on an iOS device. The look and feel differs on Android and Windows devices.



Tablet Interface

This example shows ESN on an iOS device. The look and feel differs on Android and Windows devices.



Accessing ESN from a Web Browser

In addition to starting ESN from a web browser as discussed in this section, you can also access ESN from your desktop or from a mobile device, as described in [“Accessing ESN from Your File System” on page 10](#) and [“Accessing ESN from a Mobile Device” on page 11](#).

To start ESN from a web browser:

- 1 Launch a web browser (such as Mozilla Firefox or Internet Explorer).
- 2 Go to the URL of your corporation’s ESN site.
- 3 (Conditional) If Guest access has been enabled on your ESN site, you can click **Enter as guest** on the login dialog box to log in to the ESN site as the Guest user. (Only items that have been shared to the public are available to the Guest user.)
- 4 In the **User ID** field, specify your ESN user name.
- 5 In the **Password** field, specify your ESN password.

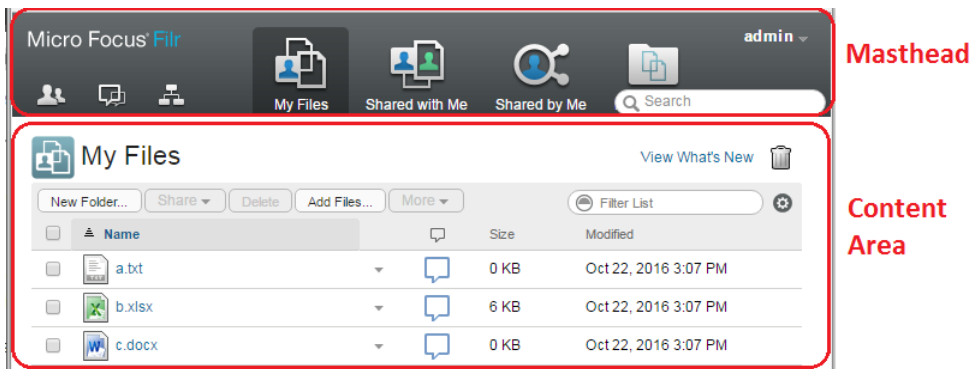
If you do not know your ESN user name and password, contact your ESN administrator.

The **Forgot your password?** button applies only if you are an external user (you were invited to the ESN site through an email invitation). If this is your company’s ESN site, you are most likely an internal user and you cannot change your password by using this feature.

- 6 Click **Sign In**.

Getting to Know the ESN Web Interface and Its Features


When you first launch ESN in a web browser, you see the My Files page. You can manage all of the files that you have created from this page.




- ♦ [“Understanding the Masthead” on page 13](#)
- ♦ [“Understanding the Content Area” on page 14](#)

Understanding the Masthead

The Masthead contains the following features:

People: Click the **People** icon  to see a list of all users in your system.

What’s New: Click the What’s New icon  to see an up-to-date view of the latest changes that are happening in the ESN site.

Use this area to view the latest changes to documents that you have access to. New files and modified files are displayed here, along with information about which users modified the files.

For more information about this feature, see [“Finding What’s New” on page 17](#).

My Files: Manage all the files that you have created.

For more information about this feature, see [“My Files” on page 10](#).

Shared with Me: View all the files that other users have shared with you.

For more information about this feature, see [“Viewing Items Others Have Shared with You” on page 36](#).

Shared by Me: Manage all the files that you have shared with other users.

Use this area to manage the rights that other users have to the files that you have shared with them. You can revoke rights, grant additional rights, and so forth.

For more information about this feature, see [“Viewing Items You Have Shared” on page 35](#).

Net Folders: View all the files and folders that you have access to on your corporate file system.

For more information about this feature, see [“Accessing Files and Folders in Your Organization’s File System \(Net Folders\)” on page 20](#).




Public: View all the files and folders that have been shared with the public. This area is available only if sharing with the public has been enabled for the ESN site.

For more information about this feature, see [“Accessing Public Files and Folders” on page 21](#).

Name Link: Click your linked name in the upper right corner of any ESN page to view the following options:

- ♦ **Data Quota information:** (Conditional) Your current data quota and the amount of your quota that you have used are displayed.

If this option is not displayed, the ESN administrator has not restricted you to a data quota. For more information about data quota in ESN, see [Chapter 10, “Managing Your Data Quota,” on page 71](#).

- ♦ **View Profile:** Displays your ESN profile.
- ♦ **Personal Preferences:**  Displays your personal preferences. You can configure the following personal preferences:
 - ♦ **Items per Folder Page:** Specify how many files you want to appear on a given page. For more information, see [“Configuring the Number of files to Display on a Folder Page” on page 47](#).
 - ♦ **When clicking a file:** Specify the default behavior when clicking a file name. For more information, see [“Changing the Default Behavior When Clicking a File Name” on page 57](#).
 - ♦ **Hide ‘Public’ Collection:** Select this option to hide the **Public** icon  in the masthead so that it is no longer displayed in the web client. For more information about viewing files that have been shared with the public, see [“Accessing Public Files and Folders” on page 21](#).
 - ♦ **Define Editor Overrides:** This feature lets you change the default editor settings for editing files. For more information, see [“Unable to Edit Files” on page 76](#).
- ♦ **Change Password:** Specify your current and new password. For more information, see [“Changing Your Password” on page 14](#).
- ♦ **Help:**  Displays the *ESN Web Application User Guide*.
- ♦ **Download ESN Desktop App:** (Conditional) Displays the ESN desktop app download page.
If this option is not available, the ESN administrator has not enabled it.
- ♦ **Sign out:** Signs you out of the ESN site.

Search Field: A global search that searches all content within the ESN site, including file metadata and content within files.

For more information about searching in ESN, see [“Searching for Information” on page 21](#).

Understanding the Content Area

The Content Area in ESN is where the majority of information is displayed.

Changing Your Password

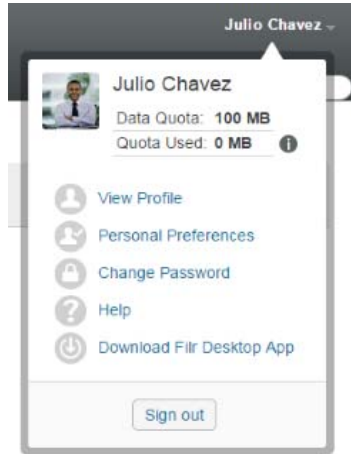
Only local and external users can change their passwords as described in this section. If you cannot change your ESN password as described, contact your ESN administrator.

- 1 Click your linked name in the upper right corner of any ESN page.
- 2 Click **Change Password**.
The Change Password dialog box is displayed.
- 3 Specify your current password, then specify and confirm the new password.
- 4 Click **OK**.

Modifying Your Profile

You might need to manually update your profile in order for important contact information to be seen, such as your email address, phone number, and picture.

- 1 Click your linked name in the upper right corner of any ESN page.



- 2 Click **View Profile**.
- 3 Click **Edit**, make any necessary changes, then click **OK**.

Available fields:

- ♦ User Id
- ♦ Password

This information might not be available for you to modify if your information is being synchronized from your corporate directory.

- ♦ First Name
- ♦ Last Name
- ♦ Picture

When you update your profile picture, the updated picture can take up to an hour to be updated in the ESN mobile app.

- ♦ Time zone

Do not change this setting; it is overridden by your browser time zone setting each time you start ESN.

- ♦ Locale

This changes the language that ESN is displayed in when you access ESN on the web.

- ♦ Job Title
- ♦ About Me
- ♦ Email
- ♦ Phone

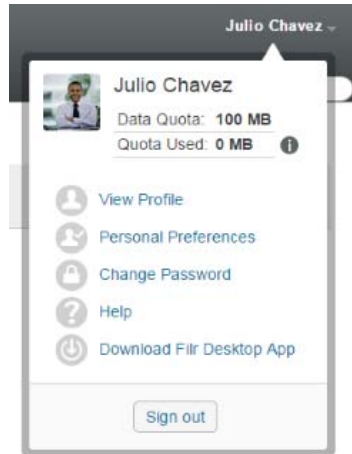
If you have a phone number specified in your profile, you can elect to have file subscription notifications sent to you via text message, as described in [“Subscribing to a Folder or File” on page 26](#).

- ♦ Text Messaging Email

If you are unable to edit any fields, it is probably because they are being synchronized from your corporate directory.

Displaying Help Documentation

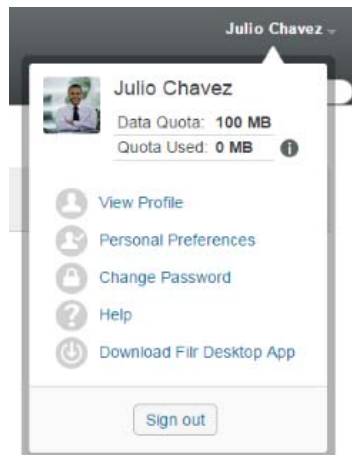
- 1 Click your linked name in the upper right corner of any ESN page.



- 2 Click the **Help** icon 
ESN displays the *Web Application User Guide* in a new browser window.

Logging Out

- 1 Click your linked name in the upper right corner of any ESN page.



- 2 Click **Sign out**.

2 Getting Informed

ESN provides numerous methods to help keep you informed of what's going on in your organization.

- ♦ “Finding What's New” on page 17
- ♦ “Accessing Shared Files and Folders” on page 20
- ♦ “Accessing Files and Folders in Your Organization's File System (Net Folders)” on page 20
- ♦ “Accessing Your Personal Files and Folders (My Files)” on page 21
- ♦ “Accessing Public Files and Folders” on page 21
- ♦ “Searching for Information” on page 21
- ♦ “Subscribing to a Folder or File” on page 26

Finding What's New


One key to effective and efficient teamwork is knowing what people are working on and what they are saying. ESN enables you to view and act on new files by using the What's New page. You can view new files, comment on them, and more. (To perform actions on files, you must have appropriate rights. For more information about rights, see “[Understanding Shared-Access Rights](#)” on page 29.)

For information about how to find what's new from within the ESN mobile app, see the [ESN Mobile App Quick Start](#) (<http://www.novell.com/documentation/filr-3/esn-user-mobile/data/esn-user-mobile.html>).

In a web browser, access the ESN site as described in “[Accessing ESN from a Web Browser](#)” on page 12, then see the following sections:

- ♦ “Viewing New Files” on page 17
- ♦ “Marking a File as Unread” on page 18
- ♦ “Commenting on a New File” on page 18
- ♦ “Subscribing to a New File” on page 18
- ♦ “Sharing a New File” on page 19
- ♦ “Downloading a New File” on page 19
- ♦ “Displaying Only Unread Files” on page 19
- ♦ “Pausing Updates on the What's New Page” on page 20
- ♦ “Configuring How Many Files Are Displayed on a Page” on page 20

Viewing New Files

- 1 Click the **What's New** icon  in the masthead to access the What's New page and view the newest files that you have access to.

By clicking the appropriate category in the What's New navigation panel on the left side of the page, you can view new entries for any of the following categories:

- ♦ **Current location:** Displays new entries in the area that you are in when you click **What's New**.


- ♦ **My Files:** Displays new files that have been added to your My Files area.
- ♦ **Shared with Me:** Displays files that have most recently been shared with you.
- ♦ **Shared by Me:** Displays files that you have most recently shared.
- ♦ **Net Folders:** Displays new files that have been added to Net Folders.
- ♦ **Public:** Displays new files that have been shared with the public.


This category is available only if your ESN administrator has enabled files to be shared with the public.

- ♦ **Site Wide:** Displays new entries that have been added anywhere in the ESN site.

- 2 (Optional) If a category contains subcategories, you can expand the category in the What's New navigation panel to view new entries in a more specific location.

Marking a File as Unread

After you view a file from the What's New page, the file is marked as Read. You can mark a file as Unread directly from the What's New page .


- 1 Click the **Actions** drop-down arrow  next to the file that you want to mark as Unread.
- 2 Click **Mark as unread**.


You can mark the file as Read by clicking the **Actions** drop-down arrow  next to the file, and then clicking **Mark as read**.

For information about how to display only unread files on the What's New page, see [“Displaying Only Unread Files” on page 19](#).

For information about how to mark a file as Unread when you are not on the What's New page, see [“Marking a ESN as Unread” on page 62](#).


Commenting on a New File


You can comment on files directly from the What's New page .

- 1 Click the **Actions** drop-down arrow  next to the file that you want to comment on.
- 2 Click **Comment**.
A comment field is opened in-line on the What's New page.
- 3 Specify your comment in the provided field, then click **Send**.

For information about how to comment on a file when you are not on the What's New page, see [“Commenting on a File” on page 54](#).

Subscribing to a New File

You can subscribe to files directly from the What's New page .

- 1 Click the **Actions** drop-down arrow  next to the file that you want to subscribe to.
- 2 Click **Subscribe**.
The Subscribe dialog box is displayed.


- 3 Select the email addresses or phone numbers where you want the notifications to be sent. You can subscribe to email only, email with attachments, or text messages.
- 4 Click **OK**.

You can update the email addresses and phone numbers that ESN uses to send you notifications by modifying your personal profile, as described in [“Modifying Your Profile” on page 15](#).


For information about how to subscribe to a file when you are not on the What’s New page, see [“Subscribing to a Folder or File” on page 26](#).

Sharing a New File

You can share files directly from the What’s New page. 

- 1 Click the **Actions** drop-down arrow  next to the file that you want to share.
- 2 Click **Share**.
The Share dialog box is displayed.
- 3 Continue with [Step 3 in “Sharing Files and Folders” on page 30](#).

Downloading a New File

You can download files directly from the What’s New page .

- 1 Click the name of the file that you want to download.
Depending on the browser, the file is either downloaded or opened in a new tab.
Downloads are done via a pop-up. If you are having trouble downloading a file, ensure that pop-ups are enabled.
- 2 (Conditional) If the file is not downloaded when you click the file name, right-click the file name, then click **Save Link As**.
- 3 Save the file to your workstation. You can rename the file or keep the original name.
- 4 (Optional) You can now edit the file and save it back to ESN, as described in [“Downloading and Editing a File” on page 55](#).

Displaying Only Unread Files

You can display only unread files on the What’s New page . By default, all files are displayed.

- 1 On the What’s New page, click **Showing all entries** in the upper right corner.
- 2 Click **Show unread**.

For information about how to mark files as Unread after you have read them when you are not on the What’s New page, see [“Marking a File as Unread” on page 18](#).

Pausing Updates on the What's New Page

By default, the What's New page is automatically updated with the latest comments and files every 60 seconds. You can temporarily stop the What's New page from updating. This can be helpful if you need more time to look at current files.

- 1 Click the **Pause** icon  in the upper right corner of the What's New page.

To resume updates on the What's New page, click the **Play** icon .



Configuring How Many Files Are Displayed on a Page

You can configure how many files you want to show on a single page in the ESN interface by modifying your personal preferences, as described in [“Configuring the Number of files to Display on a Folder Page” on page 47](#).

Accessing Shared Files and Folders

Files and folders that you have shared with others are stored in one convenient location. Files and Folders that others have shared with you are stored in another location.

You can view files and folders that others have shared with you or that you have shared with others.

- 1 In the masthead, click **Shared with Me**  to see files and folders that have been shared with you. Click **Shared by Me**  to see files and folders that you have shared with others.


For more information about sharing, as well as how to view shared files and folders, see [Chapter 3, “Sharing Files and Folders,” on page 29](#).

For information about how to access your shared files and folders from within the ESN mobile apps, see the [ESN Mobile App Quick Start](http://www.novell.com/documentation/filr-3/esn-user-mobile/data/esn-user-mobile.html) (<http://www.novell.com/documentation/filr-3/esn-user-mobile/data/esn-user-mobile.html>).

Accessing Files and Folders in Your Organization's File System (Net Folders)

Net Folders are folders and files on your organization's network file system. These can be files on your home directory, files on a mapped drive, or files on a remote server. ESN gives you seamless access to these files, regardless of their location. The network files that you have access to through ESN are defined by your ESN administrator.

Files in Net Folders might or might not be fully indexed and searchable in ESN, depending on configuration settings made by the ESN administrator.

- 1 In the masthead, click **Net Folders** .

For more information about Net Folders, see [“Net Folders” on page 10](#).


For information about how to access Net Folders from within the ESN mobile app, see the [ESN Mobile App Quick Start](http://www.novell.com/documentation/filr-3/esn-user-mobile/data/esn-user-mobile.html) (<http://www.novell.com/documentation/filr-3/esn-user-mobile/data/esn-user-mobile.html>).

Accessing Your Personal Files and Folders (My Files)

All your personal files and folders are stored in one convenient location.

Personal files (My Files) include files that you upload to the ESN site and other personal files that are associated with your Home directory on a network server.

To access your My Files:

- 1 In the masthead, click **My Files** .

For more information, see “My Files” on page 10.

For information about how to access your personal files (My Files) from within the ESN mobile app, see the [ESN Mobile App Quick Start](http://www.novell.com/documentation/filr-3/esn-user-mobile/data/esn-user-mobile.html) (<http://www.novell.com/documentation/filr-3/esn-user-mobile/data/esn-user-mobile.html>).

Accessing Public Files and Folders

Public files are files that have been shared with the public. The ability to make files and folders available to the public must be enabled by your ESN administrator.

To access public files and folders:

- 1 In the masthead, click **Public** .

You can hide this option so that it is no longer displayed in the web client:

- 1 Click your linked name in the upper right corner of any ESN page.
- 2 Click **Personal Preferences**, then select **Hide ‘Public’ Collection**.
- 3 Click **OK**.

For information about how to make a file or folder publicly available, see “Sharing Files and Folders” on page 30.

Users who do not have a ESN user account can enter the ESN site as a guest user (as described in “Accessing ESN from a Web Browser” on page 10) and view all items that have been shared with the public.

Searching for Information

The Search functionality in ESN enables you to discover what information is available about a particular topic.

If you want to quickly sift through information in a folder or area by typing a portion of a word or phrase, you can filter the list, as described in “Filtering a Folder List” on page 48.

For information about how to perform a search from within the ESN mobile app, see the [ESN Mobile App Quick Start](http://www.novell.com/documentation/filr-3/esn-user-mobile/data/esn-user-mobile.html) (<http://www.novell.com/documentation/filr-3/esn-user-mobile/data/esn-user-mobile.html>).

When you perform a search in ESN, ESN searches the following content:

- ♦ Folder names
- ♦ File names and file content

- ♦ Comments on files
- ♦ Net Folders

Searches file names by default. Depending on configuration settings set by the ESN administrator, file content might or might not be searched.

If you have access rights to view a file but you do not have access rights to view the folder where the file is located, the file is not listed in search results.

The following topics describe how to use the Search functionality:

- ♦ [“Using Search” on page 22](#)
- ♦ [“Frequently Used Words That Are Not Recognized in a Search” on page 25](#)
- ♦ [“Special Characters in Search” on page 26](#)

Using Search

- ♦ [“Searching the Entire Site” on page 22](#)
- ♦ [“Searching in a Specific Location” on page 22](#)
- ♦ [“Using Wildcards and Operators in a Search” on page 23](#)

Searching the Entire Site

To perform a site-wide search:

- 1 In a web browser, access the ESN site as described in [“Accessing ESN from a Web Browser” on page 12](#).
- 2 Type the words or quoted phrases into the **Search** field, then press Enter.

Searching in a Specific Location

To perform a search in a specific area, such as in your My Files, in Net Folders, or in Shared with Me:

- 1 Perform a site-wide search, as described in [“Searching the Entire Site” on page 22](#).
- 2 On the search results page, in the **Search** field, specify what you want to search for.
- 3 Select one of the following options:

Search Entire Site: Searches the entire site. This option is already selected if you just performed a site-wide search.

Search My Files: Searches only files and folders that are located in your My Files area.

Search Net Folders: Searches only files and folders that are located in Net Folders that you have access to.

Search Shared with Me: Searches only files and folders that are located in your Shared with Me area.

Search Shared by Me: Searches only files and folders that are located in your Shared by Me area.

Search Current Folder: Searches only files and folders that are located in your current folder. Select **Include Sub-Folders** to also search sub-folders of the current folder.

- 4 Click **Search**.

Using Wildcards and Operators in a Search

ESN enables you to refine your search in numerous ways. The wildcards and operators described in the following table can be used when you search ESN in a web browser or on a mobile device.

Table 2-1 Supported Operators and Wildcards for Search

Search Capability	Function	Example
AND, OR, and NOT between two terms	<p>Searches for ESN files where two terms or phrases:</p> <ul style="list-style-type: none"> ◆ Both exist (AND) ◆ Either exist (OR) ◆ One exists but not the other (NOT) <p>By default, ESN uses AND when you do not specify an operator between two terms.</p>	<code>sales NOT figure</code> searches for ESN files that contain the term "sales" but not the term "figure."
Double quotation marks surrounding a phrase	Groups words together to make a phrase.	<code>"marketing meeting notes"</code>
Field name followed by a colon, followed by brackets that contain a date range	<p>Searches a specific field that contains values within a specific date range.</p> <p>Fields you can search on:</p> <p>_creationDate _creatorName _modificationDate _modificationName _ownerName _fileName (includes file extension) _fileExt _loginName _groupName firstName middleName lastName emailAddress txtEmailAddress mobileEmailAddress title</p>	<p><code>_creationDate:{20110503* TO 20130608*}</code> searches all files whose _creationDate field contains values greater than 5/3/2011 and less than 6/8/2013. Use curly brackets if you want to exclude the beginning and ending dates from the search, as in the above example. Or, use square brackets if you want to include the beginning and ending dates that you specify.</p> <p>For example, <code>_creationDate:[20110503* TO 20130608*]</code> searches all files whose _creationDate field contains values of 5/3/2011 or greater and 6/8/2013 or less.</p>
Asterisk (*) after word fragments	<p>Searches for words that begin with the word fragment that you specify.</p> <p>You cannot put an asterisk before word fragments.</p>	<p><code>work*</code> searches for words such as "workspace" and "workshop."</p> <p><code>*space</code> does not search for words ending in "space," such as "workspace."</p>

Search Capability	Function	Example
Question mark (?) as a replacement for any single character	Replaces any single character in your search. You can use multiple question marks to replace multiple characters. You cannot use a question mark as the first character in a search.	t???e returns all results containing the words “true,” “tree,” and so forth.
Tilde (~) after a term	Searches for approximate matches for a single word.	roam~ finds matches such as “foam” and “rooms.”
Tilde (~) after a group of words, followed by a number	Searches for instances of the words that you specify that are within a certain distance.	"marketing notes"~5 searches for instances where the words “marketing” and “notes” appear within 5 words of each other.
Caret (^) after a term	When you search for more than one word, using the caret (^) symbol after a word gives higher relevance to the word (files with more occurrences of the term are displayed first in the search results). Adding a number after the caret symbol gives even higher relevance to the word. By default, the relevance factor is 1. For example sales is the same as sales^1.	sales^ figure finds matches for “sales” and “figure,” giving higher relevance to the term “sales” (files with more occurrences of the term “sales” are displayed first in the search results). To give even higher relevance, sales^2 is higher than sales^, and sales^3 is higher than sales^2, and so forth. You can also give relevance to phrases. For example, "sales figure"^2 "marketing figure"
Minus (-) before a word	Excludes the word from the search.	-tree excludes all items containing “tree,” “Tree,” “TREE,” and so on.

Search Capability	Function	Example
Field name followed by a colon, followed by what you want to search for	<p>Searches a specific field. When you search a specific field, you must search on the data name of the field. Data names resemble the true names found in the interface.</p> <p>Fields you can search on:</p> <p> _creationDate _creatorName _modificationDate _modificationName _ownerName _fileName (includes file extension) _fileExt _loginName _groupName firstName middleName lastName emailAddress txtEmailAddress mobileEmailAddress title </p> <p>When you search in a specific field, the field name is always case sensitive. For example, when searching the _fileName field, you must type _fileName rather than _filename.</p>	<p><code>title:meeting</code> finds instances of the word “meeting” in the file’s Title field.</p> <p><code>emailAddress:jchavez*</code> finds instances of “jchavez” in the Email Address field.</p>

Frequently Used Words That Are Not Recognized in a Search

NOTE: This section applies only to English. Frequently used words in languages other than English are not removed when performing a search.

ESN removes frequently used words that have no inherent meaning when you perform a search. Words that are not recognized in a search are: a, an, and, are, as, at, be, but, by, for, if, in, into, is, it, no, not, of, on, or, such, that, the, their, then, there, these, they, this, to, was, will.

This includes when you perform a search with quotation marks. For example, searching for “sell the products” in quotation marks will return all of the following: “sell their products,” “sell with products,” “sell the products,” and so forth. However, it will not return “sell products.”

Special Characters in Search

ESN views the underscore (_) character as a break in the word. For example, if you enter `market_analysis` into the **Search** field, ESN returns items with `market` and `analysis`. If you want ESN to return only items with the entire name `market_analysis`, you need to wrap the name in quotes ("`market_analysis`").

Subscribing to a Folder or File

You can receive email notifications for folders and their subfolders or for individual files. These notifications can be set up in either of the following ways:

- You can subscribe to the folders or files (as described in the following sections).
- Folder owners can configure ESN to send email notifications to you (as described in [“Configuring Folders to Send Email Notifications to Other Users” on page 51](#)).

If you are particularly interested in a specific folder or file, you might want to subscribe to that folder or file. When you subscribe to a folder or file, ESN notifies you of the activity that takes place in the folder or file.

You must have an email address in your ESN profile in order to subscribe to files and folders. If you do not already have an email address specified in ESN, modify your profile as described in [“Modifying Your Profile” on page 15](#).

- [“Subscribing to a Folder or File” on page 26](#)
- [“Overriding Higher-Level Subscription Settings” on page 27](#)
- [“Adding and Modifying Delivery Destinations” on page 28](#)


Subscribing to a Folder or File

To subscribe to receive email notifications about changes that occur in a folder or file:

- 1 Select one or more files and folders that you want to subscribe to, then click **More > Subscribe**.

If you subscribe to more than one file or folder simultaneously, the subscription settings you make apply to all of the folders and files that you select.

or

Click the drop-down arrow  next to the file or folder that you want to subscribe to, then click **Subscribe**.

The Subscribe dialog box is displayed.

- 2 Select an email address or phone number where you want the notifications to be sent.

You can select multiple email or phone number delivery destinations for each notification type.

You can select these delivery destinations in any of the provided sections. The section where you make your selections designates the type of notification that you are subscribing to. You can subscribe to the following types of notifications:

Digest: (Available when subscribing to single folders only) ESN sends one message that summarizes all of the activity in the folder and its subfolders. ESN sends digest notifications at a schedule established by your site administrator.

Email only: ESN sends one email message for every new or changed file. The email messages do not include an attachment of the actual file, but include information about the file and the activity that occurred. ESN sends all types of individual notifications every five minutes.

Email with Attachments: ESN sends one email message for every new or changed file and messages include an attachment of the actual file.

Text Message: ESN sends a message suitable for viewing as a text message. The content of the message includes only the linked title of the new or changed file. ESN sends text-message notifications up to every five minutes.

You must have a phone number specified in your user profile. For information about how to update your user profile, see [“Modifying Your Profile” on page 15](#).

- 3 (Conditional) If you are subscribing to multiple files or folders, you also see the following options beneath each notification type:

Clear item subscriptions: Clears the subscription for all folders or files that are selected. For example, if you are modifying the subscription settings for two files and you select **Clear item subscriptions** beneath the **Digest** option, all digest subscriptions for all selected files and folders are removed.

No changes: This option is selected by default when you subscribe to multiple files and folders. When it is selected, no changes are made to previously defined subscription settings for any of the files or folders that are selected.

- 4 (Optional) Select **Override preset subscription settings** if you want your selections to override those made by the administrator or folder owner.

This option is available only when subscribing to a single folder.

For more information, see [“Overriding Higher-Level Subscription Settings” on page 27](#).

- 5 Click **OK**.

Overriding Higher-Level Subscription Settings

If a folder owner or administrator has configured a folder to send you email notifications, you can override the higher-level settings.

- 1 Select the check box to the left of a single folder where you want to override the higher-level subscription settings.

You cannot select more than one folder when overriding higher-level subscription settings.

- 2 Click **More > Subscribe**.

The Subscribe dialog box is displayed.

- 3 Select the kind of notifications that you want to receive.

- 4 Select **Override preset subscription settings**.

- 5 Click **OK**.

If you want to receive no email notifications:

- 1 Select the check box to the left of a single folder where you want to override the higher-level subscription settings.

You cannot select more than one folder when overriding higher-level subscription settings.

- 2 Click **More > Subscribe**.

The Subscribe dialog box is displayed.

- 3 Ensure that no email address is selected in any of the sections.

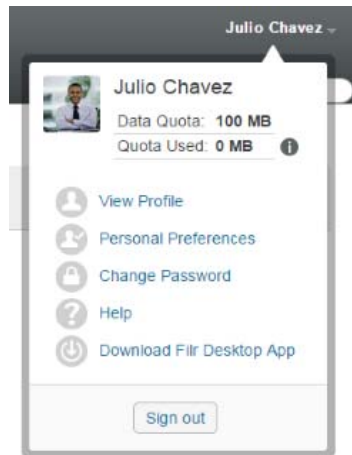
- 4 Select **Override preset subscription settings**.

- 5 Click **OK**.

Adding and Modifying Delivery Destinations

You can add and modify your email and phone number contact information in your Personal Profile.

- 1 Click your user name in the upper right corner of any ESN page, then click **View Profile**.



- 2 Click **Edit**.
- 3 Specify the appropriate delivery destination information in the **Email** field.
- 4 Click **OK**.

Now, when you select your notification types and delivery destinations as described in [“Subscribing to a Folder or File” on page 26](#), the new or modified contact information is displayed.

3 Sharing Files and Folders

Micro Focus ESN lets you share folders and files with other ESN users as well as users external to your organization.

This functionality must first be enabled by your ESN administrator. If you cannot share files and folders as described in this section, the ability has not been enabled.

- ♦ [“Understanding Shared-Access Rights” on page 29](#)
- ♦ [“Understanding Sharing Options” on page 30](#)
- ♦ [“Sharing Files and Folders” on page 30](#)
- ♦ [“Distributing a Link to a File” on page 32](#)
- ♦ [“Sharing with People Outside Your Organization” on page 34](#)
- ♦ [“Viewing Items You Have Shared” on page 35](#)
- ♦ [“Viewing Items Others Have Shared with You” on page 36](#)
- ♦ [“Hiding Items in the Shared with Me and Shared by Me Views” on page 36](#)
- ♦ [“Modifying or Removing a Share” on page 37](#)
- ♦ [“Obtaining URLs \(Permalinks\) of Shared Files and Folders” on page 38](#)

Understanding Shared-Access Rights

NOTE: Net Folder sharing is limited to individual files. In other words, Folders in Net Folders cannot be shared.

Shared-access rights are how you define which users are allowed to do what with the files and folders that you share with them.

You can grant users the following rights when you share files and folders with them:

Viewer: Users can do the following:

- ♦ **Shared Folders:** View
- ♦ **Shared Subfolders:** View
- ♦ **Files in Folders and Subfolders:** View and Read

Editor: Users can do the following:

- ♦ **Shared Folders:** View
- ♦ **Shared Subfolders:** View
- ♦ **Files in Folders and Subfolders:** View, Read, and Write

Contributor (Applies only to folders in My Files): Users can do the following:

- ♦ **Shared Folders:** View, Rename, Delete, or Copy

IMPORTANT: Exercise caution when granting Contributor shared-access rights because, as stated above, share recipients can rename, copy, and even delete the folder from your My Files area.

- ♦ **Shared Subfolders:** View, Rename, Delete, Copy, and Move
- ♦ **Files in Folders and Subfolders:** View, Rename, Delete, Copy, Move, Read, and Write

Allow re-share with: If you want to allow the share recipient to share the item with other users, you can select from the following re-share rights:

- ♦ **Internal users:** Can re-share items with internal ESN users.
- ♦ **External users:** Can re-share items with external ESN users.
- ♦ **Public:** Can re-share items with the public.
- ♦ **File Link:** Can re-share items by distributing a File Link, as described in [“Distributing a Link to a File” on page 32](#).

Understanding Sharing Options

ESN provides various methods of making files and folders available to others. How you decide to make files available might depend on various factors, such as the sensitivity of the information you are sharing or the relevance of information to certain individuals.

- ♦ **Sharing with individual users and groups:** Sharing lets you share files and folders with specific users and groups internal to your organization or with specific users external to your organization. When you share a file or folder, you also assign one of the shared-access rights defined in [“Understanding Shared-Access Rights” on page 29](#).

Sharing with specific users and groups provides the greatest level of security for your files and folders. Users receive a notification about the shared item, and the item is displayed in their Shared with Me area.

For more information, see [“Sharing Files and Folders” on page 30](#)

- ♦ **Distributing a File Link:** You can distribute a link (URL) to a file. When you distribute a link to a file, any user with the link can access the file. However, the file is not displayed in the Public area, so users must have direct access to the link to view the file.

For information about how to distribute a File Link, see [“Distributing a Link to a File” on page 32](#)

- ♦ **Sharing with the Public:** When you share an item with the Public, any person with the URL to the ESN site can view the file in the Public area.

For information about how to share files and folders with the Public, see [“Sharing Files and Folders” on page 30](#)





Sharing Files and Folders

You can share folders and files with both internal and external users.

To share folders and files:


- 1 Navigate to the folder that you want to share or navigate to the folder that contains the files that you want to share.

Assuming you have rights to share, you can share:

- ♦ Folders and files in your **My Files** , **Shared with Me** , or **Shared by Me**  tabs, assuming that you have rights to share. (You cannot share folders that are located on a Net Folder.)
- ♦ Files in your **Net Folders**  area. (You cannot share folders that are located on a Net Folder.)

- 2 Select one or more files and folders that you want to share, then click **Share > Share**.

or

Click the drop-down arrow  next to the file or folder that you want to share, then click **Share File** or **Share Folder**.


The Share dialog box is displayed.

- 3 You can share with internal ESN users, external users, and the public:

- ♦ To share with internal ESN users, begin typing the name of the user or group with whom you want to share the file or folder, then click the name when it appears in the drop-down list.
- ♦ To share with users external to your organization, specify a user's email address, then press Enter.

or

Click the **External User** icon , then specify the user's email address and click **OK**.


Your ESN administrator must enable this functionality. To see if you have rights to share with external users, hover over the **Information** icon  next to the input field.

For more information about sharing with external users, see [“Sharing with People Outside Your Organization” on page 34](#).

- ♦ To share with the public, click **Make Public** in the upper right corner of the Share dialog box.

Users who do not have a ESN user account can enter the ESN site as a guest user (as described in [“Accessing ESN from a Web Browser” on page 10](#)) and view all items that have been shared with the public.

External users do not have access to view items that have been shared with the public. In order for external users to view items that have been shared with the public, they must log in to the ESN site as the Guest user.

Your ESN administrator must enable this functionality. To see if you have rights to share with the public, hover over the **Information** icon  next to the input field.

- ♦ To quickly share with many users, you can copy user email addresses from one location and paste them into the **Add a user, group or email address** field on the Share dialog box.

Email addresses can be for internal or external users and must be separated by a comma (,) or a space.

- 4 In the **Shared With** column, click the name of the users or groups whose share settings you want to modify. You can select multiple users and modify the share settings simultaneously.

The share settings for the user you most recently added to the **Shared With** column are already displayed.

- 5 Select the shared-access rights that you want to grant to the user or group (see [“Understanding Shared-Access Rights” on page 29](#)).

NOTE: You cannot assign shared-access rights when sharing with the public or when distributing a File Link.

- 6 In the **Allow re-share with** section, select whether you want them to be able to share with internal users, external users, the public, or via a File Link.
- 7 In the **Expires** field, select from the following options:
 - ♦ **Never:** The share never expires.
 - ♦ **On:** Select a given day for the rights to expire.
Rights expire at the beginning of the day that you select.
 - ♦ **After:** Specify a certain number of days for the rights to remain active.
Each day is counted as a 24-hour period from the time that you set the expiration.
- 8 If you want to include a personal note in the share, specify a note in the **Note** field.
Only the users and groups that you share with can read the note.
The share note cannot exceed 255 characters in length.
- 9 Select from the following notification options:
 - ♦ **All recipients:** All recipients in the share list are notified.
 - ♦ **Only newly added recipients:** Only recipients that you add to the share list are notified.
 - ♦ **New and modified recipients:** Only new recipients and recipients whose share rights you are modifying are notified.
 - ♦ **None:** No notifications are sent.Notifications contain the following information:
 - ♦ A link to the shared item
 - ♦ The note that was entered specifically for the user that the item is being shared with (see [Step 8](#))
 - ♦ When the share expires (See [Step 8](#))
- 10 Click **OK**.


Distributing a Link to a File

You can distribute a link (URL) to a file. When you distribute a link to a file, any user with the link can access the file. However, the file is not displayed in the Public area, so users must have direct access to the link in order to access the file.

- ♦ [“Copying a File Link” on page 32](#)
- ♦ [“Emailing a File Link” on page 33](#)
- ♦ [“Editing or Removing a File Link” on page 34](#)

Copying a File Link

You can copy the File Link and distribute it in whatever manner you prefer. For example, you might copy the link and send it as part of an instant message or text message.

- 1 Navigate to the file for which you want to copy the File Link.
- 2 Click the drop-down arrow  next to the file, then click **Copy Link**.
or

Select multiple files, then click **Share > Copy Link**.

The Copy File Link dialog box is displayed.

- 3 (Conditional) If a link has not been previously generated for the file, click **Get File Link**.

- 4 Copy either of the following links:

Separate links are available for each file that you selected.

View File Link: This link displays the file in a web browser in an HTML view. If the file type cannot be displayed in a web browser, this link is not available.

Download File Link: Depending on browser settings, users are either prompted to download or open the file, or the file is automatically displayed in the browser. This link allows users to access the file directly.

- 5 Click **Close**.


Emailing a File Link

You can email a File Link either by using ESN's built-in email system or by using your default email client (such as Novell GroupWise).

- ♦ [“Using ESN's Built-In Email System to Email a File Link” on page 33](#)
- ♦ [“Using Your Default Email Client to Email a File Link” on page 33](#)

Using ESN's Built-In Email System to Email a File Link

- 1 Navigate to the file for which you want to email the File Link.

- 2 Click the drop-down arrow  next to the file, then click **Email Link using ESN**.

or

Select multiple files, then click **Share > Email Link using ESN**.

The Email File Link dialog box is displayed.

- 3 Specify the email address where you want to send the File Link, a personal message to include, and when the link will expire.

- 4 Click **Send**.

The following links are included in the email:

View: This link displays the file in a web browser in an HTML view. If the file type cannot be displayed in a web browser, this link is not available.

Download: Depending on browser settings, users are either prompted to download or open the file, or the file is automatically displayed in the browser. This link allows users to access the file directly.

Using Your Default Email Client to Email a File Link

- 1 Navigate to the file for which you want to email the File Link.

- 2 Click the drop-down arrow  next to the file, then click **Email Link**.

A new email is displayed, with the following URLs included in the message body:

View: This link displays the file in a web browser in an HTML view. If the file type cannot be displayed in a web browser, this link is not available.

Download: Depending on browser settings, users are either prompted to download or open the file, or the file is automatically displayed in the browser. This link allows users to access the file directly.


- 3 Specify the users who you want to email, then send it.

Editing or Removing a File Link

After a File Link has been distributed either by copying the link or by emailing it, you can modify it if you have appropriate rights. You can modify the expiration date or note associated with the link, or you can remove the link so that the file is no longer accessible to users who have access to the file via the link.

- ♦ [“Editing the Expiration Date or Deleting the File Link” on page 34](#)
- ♦ [“Editing the Note Associated with a File Link” on page 34](#)

Editing the Expiration Date or Deleting the File Link

- 1 Navigate to the file for which you want to edit the File Link.
- 2 Click the drop-down arrow  next to the file, then click **Edit Link**.
The Edit File Link dialog box is displayed.
- 3 (Conditional) To edit the expiration date for the File Link, click the drop-down arrow next to the **Expires** field, then select the day that the link will expire or the number of days before the link expires.
- 4 (Conditional) To delete the File Link, click **Delete > Yes**.

Editing the Note Associated with a File Link

To edit a note associated with a File Link, you must also have Share rights on the file. To edit the note, you modify the File Link via the Share dialog, as described in [“Modifying or Removing a Share” on page 37](#).

You can also modify the expiration date or delete the File Link via the Share dialog.

Sharing with People Outside Your Organization

NOTE: This functionality must first be enabled by your ESN administrator before you can share with users outside your organization.

ESN enables you to designate specific users who are not part of your organization and grant them access to view and collaborate on your corporate files.

When you share an item with a user external to your organization, a ESN account is automatically created for that user by using the user's email address. The user must then register on the ESN site.

- ♦ [“Logging in As an External User to See a Shared Item” on page 35](#)
- ♦ [“Making Files Accessible to the Public” on page 35](#)

Logging in As an External User to See a Shared Item


When a user external to the ESN site receives a shared item, a ESN account is automatically created for that user by using the user's email address.

The user must then register on the ESN site in order to log in.

At least one unexpired item must be shared with you for you to be able to log in to the ESN site.

- 1 In the email notification that you received notifying you about the shared item, click the link to the shared item.
- 2 On the ESN login page, specify your first and last name, then create a password. Your User ID is your email address where the shared item was sent and cannot be changed.
- 3 Click **Register**.

You are authenticated to the ESN system and the shared item is displayed.

- 4 (Optional) In addition to items that have been shared with them, external users can view all items that have been made publicly available by clicking **Public**  in the masthead.

The ability to make files and folders available to the public must be enabled by your ESN administrator.

Making Files Accessible to the Public

You can make files and folders available for public access outside your organization. For information about how to share files or folders with the public, see [“Sharing Files and Folders” on page 30](#).

The following types of users can see items that have been shared with the public:

- ♦ All internal users
- ♦ Users who log in to the ESN system as the Guest user

Users who do not have a ESN user account can enter the ESN site as a guest user (as described in [“Accessing ESN from a Web Browser” on page 10](#)) and view all items that have been shared with the public.

NOTE: External users do not have access to view items that have been shared with the public. In order for external users to view items that have been shared with the public, they must log in to the ESN site as the Guest user.

Viewing Items You Have Shared

ESN makes it easy to see items that you have shared. You can quickly adjust users' access rights to shared items, send notes to those you are sharing with, and so forth.

- 1 Click **Shared by Me**  from any ESN page.

All files and folders that you have shared are displayed, along with the following information:

Comments: Comments associated with the shared item.

Shared with: The users who you shared the item with. If you shared the item with more than one user, each user is listed.

Shared on: The date and time the item was first shared.

Expire: The date the share expires. After this date, users no longer have access to the shared item.

Access: The level of access that users have to the shared item. Depending on the access rights that users have been granted to the item, they can view, edit, or share the item. If the item that you shared is a folder, users might also be able to manage files within the folder.

For more information about the various levels of access, see [“Understanding Shared-Access Rights” on page 29](#).

Note: A note specifically for any user who receives the share. Only the users and groups who receive the share can read the note.

Viewing Items Others Have Shared with You

ESN makes it easy to find items that others have shared with you. You might also receive an email notification with a link to the shared item.

- 1 Click **Shared with Me**  from any ESN page.

All files and folders that have been shared with you are displayed, along with the following information:

Comments: Comments associated with the shared item.

Shared by: The users who shared the item with you. If more than one user has shared a particular item with you, each user is listed.

Shared on: The date and time the item was first shared with you.

Expire: The date the share expires. After this date, you no longer have access to the shared item.

Access: The level of access that you have to the shared item. Depending on the access rights that you have been granted to the item, you can view, edit, or share the item. If the item that was shared with you is a folder, you might also be able to manage files within the folder.

For more information about the various levels of access, see [“Understanding Shared-Access Rights” on page 29](#).

Note: A note specifically for you and any other user who receives the share. Only the users and groups who receive the share can read the note.

Hiding Items in the Shared with Me and Shared by Me Views

You can hide files and folders that have been shared with you or that you have shared with others. Hidden files and folders are no longer displayed by default in your **Shared with Me** and **Shared by Me** views in the web client, the ESN desktop application, and the ESN mobile app.

After you have marked shared items as hidden, you can manage them by displaying hidden items in addition to items that have not been hidden, or you can display only hidden items.

- ♦ [“Hiding Shared Items” on page 37](#)
- ♦ [“Displaying Hidden Items” on page 37](#)
- ♦ [“Displaying Only Hidden Items” on page 37](#)


Hiding Shared Items

To hide items in your **Shared with Me** and **Shared by Me** views:

- 1 Navigate to the **Shared with Me** or **Shared by Me** view.
- 2 Select the check box next to the files and folders that you want to hide, then click **More > Hide Selected Shares**.



Displaying Hidden Items

You can display hidden items in your **Shared with Me** and **Shared by Me** views. This means that hidden items are displayed in addition to items that have not been hidden.

- 1 Navigate to the **Shared with Me** or **Shared by Me** view where the hidden items are located.
- 2 Click the drop-down arrow  in the upper right corner of the view, next to the filter, then click **Show Hidden Shares**.
- 3 (Optional) To make hidden files and folders visible again, select the check box next to the files and folders that you want to make visible, then click **More > Unhide Selected Shares**.


Displaying Only Hidden Items

You can display only hidden items in your **Shared with Me** and **Shared by Me** views. This means that items that have not been marked as Hidden are not displayed.


- 1 Navigate to the **Shared with Me** or **Shared by Me** view where the hidden items are located.
- 2 Click the drop-down arrow  in the upper right corner of the view, next to the filter, then select **Show Hidden Shares**.
- 3 Click the drop-down arrow  in the upper right corner of the view, next to the filter, then deselect **Show Unhidden Shares**.

Modifying or Removing a Share

If you have granted a user access to a file through sharing, you can modify or revoke the user's access.

- 1 Click **Shared by Me**  from any ESN page.
- 2 Select one or more files or folders being shared with one or more users whose access you want to modify or remove, then click **Share > Share**.

or

Click the drop-down arrow  next to the file or folder that is being shared with one or more users whose access you want to modify or remove, then click **Share File** or **Share Folder**.

The Manage Shares dialog box is displayed.

- 3 (Conditional) To modify user access:
 - 3a Select the users whose access rights you want to change, then select the new level of access in the **Access Rights** section. For more information, see [“Understanding Shared-Access Rights” on page 29](#)
 - 3b In the **Allow re-share with** section, select whether you want them to be able to share with internal users, external users, the public, or via a File Link.
 - 3c In the **Expires** field, select from the following options:
 - ♦ **Never:** The share never expires.
 - ♦ **On:** Select a given day for the rights to expire.
Rights expire at the beginning of the day that you select.
 - ♦ **After:** Specify a certain number of days for the rights to remain active.
Each day is counted as a 24-hour period from the time that you set the expiration.
 - 3d If you want to include a personal note in the share, specify a note in the **Note** field.
Only the users and groups that you share with can read the note.
The share note cannot exceed 255 characters in length.
- 4 (Conditional) To remove user access, select the share that you want to remove, then click **Delete**.
- 5 Click **OK**.

Obtaining URLs (Permalinks) of Shared Files and Folders

ESN assigns URLs to each file and folder in the ESN system. You can use these URLs (called Permalinks) as a quick way to either point users to a file or folder or to download a file that is located in the ESN system.

IMPORTANT: Users must already have access to the file or folder via an individual share or a public share in order to access the file or folder from a permalink. The fact that a user has a permalink to a file or folder does not necessarily mean that the user has access to view the file or folder or to download it. To grant access to a file or folder, you should either share it (as described in [“Sharing Files and Folders” on page 30](#)) or distribute a File Link (as described in [“Distributing a Link to a File” on page 32](#)).

To obtain a permalink for a file or folder:

- 1 Navigate to the location of the file or folder for which you want to obtain the permalink.
- 2 (Conditional) To obtain a permalink for a file, click the drop-down arrow ▼ next to the file, then click **View Details**.
- 3 (Conditional) To obtain a permalink for a folder, click the folder name.
- 4 Click the **Permalinks** link at the bottom of the page.
- 5 Copy one of the available permalinks. After a user clicks the permalink, the function of the permalink differs depending on which link is used:

Permalink: Links to the file or folder in ESN. Users who are not already logged in are prompted to log in, unless the file or folder is shared with the public.

File Download Permalink: (Does not apply to folders) Depending on browser settings, users are either prompted to download or open the file, or the file is automatically opened. This link allows users to access the file directly.

4 Managing and Using Folders

The topics in this section describe how to perform management functions for folders in ESN.


- ♦ [“Creating a New Folder” on page 41](#)
- ♦ [“Renaming a Folder” on page 41](#)
- ♦ [“Deleting a Folder” on page 42](#)
- ♦ [“Recovering a Folder from the Trash” on page 42](#)
- ♦ [“Copying a Folder” on page 43](#)
- ♦ [“Moving a Folder” on page 43](#)
- ♦ [“Downloading Files” on page 43](#)
- ♦ [“Adding Files to a Folder” on page 44](#)
- ♦ [“Viewing Who Has Access to a Folder” on page 45](#)
- ♦ [“Subscribing to Email Notifications from a Folder” on page 45](#)
- ♦ [“Configuring Folder Columns” on page 45](#)
- ♦ [“Configuring the Number of files to Display on a Folder Page” on page 47](#)
- ♦ [“Using Filters on Folders” on page 48](#)
- ♦ [“Sending an Email to Folder Contributors” on page 50](#)

Creating a New Folder

ESN enables you to create folders and subfolders in any workspace or folder where you have appropriate rights.

- 1 Navigate to the folder or location where you want to create the new folder.
- 2 Click **New Folder**.
The New Folder dialog box is displayed.
- 3 Specify the name of the new folder.
- 4 Click **OK**.

Renaming a Folder


- 1 Navigate to the folder or location that contains the folder that you want to rename.
- 2 Click the drop-down arrow ▼ next to the folder name, then click **Rename Folder**.
or
If you are in the folder that you want to rename, click the **Configure** icon  next to the folder name, then click **Rename Folder**.
- 3 Specify a new name for the folder, then click **OK**.

Deleting a Folder

Folders in the My Files area can be moved to the trash and then restored at a later time. Folders in Net Folders must be deleted and cannot be recovered.

- 1 Navigate to the folder or location that contains the folder that you want to delete.
- 2 Select the check box next to the folder that you want to delete, then click **Delete**.

or

If you are in the folder that you want to delete, click the **Configure** icon  next to the folder name, then click **Delete Folder**.

- 3 (Conditional) To move the folder to the trash, select **Move to trash**, then click **OK**.

Selecting this option removes the folder from its current location without permanently deleting it from the ESN system.

- 4 (Conditional) To permanently delete the folder and its contents, select **Delete**.

IMPORTANT: Deleted items cannot be recovered.

- 5 Click **OK**.


For information about how to recover a folder from the trash that has been deleted from the My Files area, see [“Recovering a Folder from the Trash” on page 42](#).

Recovering a Folder from the Trash

ESN enables you to retrieve a folder from the trash and restore it to its previous location.

- 1 Navigate to the folder or location where the trashed folder previously resided.

For example, if you want to restore a folder in your My Files area, navigate to your My Files area.

- 2 Click the **Trash** icon , located in the upper right corner of the page.

The Trash page displays all folders and files that have been trashed in or below the current folder. Items that have been deleted are not displayed because they are unrecoverable.

- 3 Select the folder that you want to restore.

- 4 Click **Restore**.

The folder is restored to its previous location. Contents of the folder are not automatically restored.

- 5 (Optional) Click **Restore All** to restore everything currently in the trash to its previous location.

For more information about undeleting, see [Chapter 8, “Restoring Items from the Trash,” on page 67](#).

Copying a Folder

ESN enables you to copy a folder into any folder where you have appropriate rights, including to and from Net Folders.


The access control settings for the files are changed to match the access control settings of the destination folder.

- 1 Navigate to the folder or location that contains the folder that you want to copy.
 - 2 Select the check box next to the folder that you want to copy, then click **More > Copy**.
- or

If you are in the folder that you want to copy, click the folder name, click the **Configure** icon  next to the folder name, then click **Copy Folder**.

The Copy page is displayed.

- 3 In the **Destination Folder** field, begin typing the name of the folder where you want to copy the folder, then click the folder name when it appears.
- or

Click the **Browse** icon  and click on the location where you want to copy the folder.

- 4 Click **OK**.

Moving a Folder

ESN enables you to move a folder into any folder where you have appropriate rights, except for moving a Net Folder into a ESN folder (non-Net Folder).


The access control settings for the folder are changed to match the access control settings of the destination folder.

- 1 Navigate to the folder or location that contains the folder that you want to move.
 - 2 Select the check box next to the folder that you want to move, then click **More > Move**.
- or

If you are in the folder that you want to move, click the folder name, click the **Configure** icon  next to the folder name, then click **Move Folder**.

The Move page is displayed.

- 3 In the **Destination Folder** field, begin typing the name of the folder where you want to move the folder, then click the folder name when it appears.
- or

Click the **Browse** icon  and click on the location where you want to move the folder.

- 4 Click **OK**.

Downloading Files

- ♦ [“Downloading All Files in a Folder” on page 44](#)
- ♦ [“Downloading the Contents of a Folder as a CSV File” on page 44](#)

Downloading All Files in a Folder


This section describes how to download all files in a folder as a .zip file. For information about how to download specific files within a folder or area, see [“Downloading Files” on page 58](#).

Consider the following when downloading files in a folder:

- ♦ You cannot download a folder that contains a total of more than 1,000 files. (Files can be located in the folder itself and any sub-folders.)
- ♦ When downloading files as a .zip file from ESN, you must have an unarchiving utility on the workstation where you are downloading the file that understands the Zip64 extension.

To download all files in a folder:

- 1 Navigate to the folder or location that contains the files that you want to download.
- 2 Click the drop-down arrow ▼ next to the folder name, then click **Download All Files as Zip**.
or

If you are in the folder where you want to download all files, click the **Configure** icon  next to the folder name, then click **Download All Files as Zip**.

- 3 Save the .zip file to your workstation, then extract it.
Any folder hierarchy is maintained in the .zip file.
- 4 (Optional) You can now edit the files and save them back to ESN, as described in [“Downloading and Editing a File” on page 55](#).

Downloading the Contents of a Folder as a CSV File

You can download the contents of a folder. The content for any subfolders that are contained in the folder are not downloaded.

- 1 Navigate to the folder or location that contains the folder content that you want to download.
- 2 Click the drop-down arrow ▼ next to the folder name, then click **Download Folder Contents as CSV File**.
or

If you are in the folder where you want to download the files, click the **Configure** icon  next to the folder name, then click **Download Folder Contents as CSV File**.

A CSV file is downloaded. You can open the CSV file in a spreadsheet editor such as Microsoft Excel to view the contents. The CSV file includes various information about each entry in the folder, such as the ID, tile, author, creation date, description, and more.

Adding Files to a Folder

ESN enables you to import files and folders from any location and add them to a ESN folder.

- ♦ [“Adding Files” on page 45](#)
- ♦ [“Adding Folders” on page 45](#)

Adding Files

- 1 Navigate to the folder or area where you want to add the files.
- 2 Drag a file from one location, such as your desktop, and drop it into a folder or area (such as the My Files area or a folder within the My Files area).

or

Click **Add Files** in the Folder toolbar, then click **Browse** and browse to the file to add it.

If a file with the same name already exists in the folder, a File Conflicts dialog box is displayed, asking if you want to overwrite the existing file.

Adding Folders

- 1 Navigate to the folder or area where you want to add the folder.
- 2 Hold the Ctrl key while clicking **Add Files** in the Folder toolbar to launch the Add Files applet.
- 3 Drag the folder from the location on your workstation to the folder icon in the Add Files window.

Viewing Who Has Access to a Folder

- 1 Navigate to the area or folder that contains the folder where you want to view who has access. For example, if the folder is in your My Files area, navigate to your My Files area.
- 2 Click the drop-down arrow ▼ next to the folder name.
- 3 Click **View Who Has Access**.

The Who Has Access dialog box is displayed, listing the users and groups who have access to the folder.

Subscribing to Email Notifications from a Folder

You can configure a folder to send you email notifications to inform you about activity that takes place in the folder.

For information about how to subscribe to receive email notifications from a folder, see [“Subscribing to a Folder or File” on page 26](#).

Configuring Folder Columns

ESN enables you to configure table columns in folders.


- ♦ [“Showing and Hiding Columns” on page 46](#)
- ♦ [“Renaming Columns” on page 46](#)
- ♦ [“Changing the Column Order” on page 46](#)
- ♦ [“Adjusting the Column Width” on page 47](#)
- ♦ [“Restoring Column Defaults” on page 47](#)

Showing and Hiding Columns


By default, these columns are available:

- ♦ **Title:** Displays the title of the file.
- ♦ **Comments:** Displays how many comments have been made on the file.
- ♦ **Size:** Displays the file size of the file.
- ♦ **Author:** Displays the author of the file.
- ♦ **Date:** Displays when the file was last modified or commented on.


To show or hide table columns in a folder:

- 1 Navigate to the folder where you want to show or hide the table columns.
- 2 Click the **Configure** icon  in the upper right corner of the page next to the filter, then click **Edit Column Layout**.
- 3 In the **Show** column, select the columns that you want to show and deselect the columns that you want to hide.
- 4 (Optional) Select **Set as default folder columns for all users** if you want all users to see only the columns that you have selected.
- 5 Click **OK**.


Renaming Columns

- 1 Navigate to the folder where you want to rename the table columns.
- 2 Click the **Configure** icon  in the upper right corner of the page next to the filter, then click **Edit Column Layout**.
- 3 In the **Custom Label** column, specify the new column name in the available field.
- 4 (Optional) Select **Set as default folder columns for all users** if you want all users to see the column names that you have specified.
- 5 Click **OK**.

Changing the Column Order


- 1 Navigate to the folder where you want to change the order of the table columns.
- 2 Click the **Configure** icon  in the upper right corner of the page next to the filter, then click **Edit Column Layout**.
- 3 Select the radio button on the left side of the table for the column whose order you want to change.
- 4 Click the Up Arrow and Down Arrow icons in the **Order** area to move the column up or down.
- 5 (Optional) Select **Set the default folder columns for everyone** if you want all users to see the column order that you have defined.
- 6 Click **OK**.

Adjusting the Column Width

- 1 Navigate to the folder where you want to adjust column widths.
- 2 Click the **Configure** icon  in the upper right corner of the page next to the filter, then click **Edit Column Sizes**.
- 3 In the **Resize** column, click and drag the arrow icons to resize each column. You can see the columns resize in real time.
or
Adjust the numbers in the **Size** column for each column that you want to resize, then use the **Unit** column to specify whether the numbers represent pixels or percent.
If all the column widths are set to a fixed pixel value, the rightmost column is automatically overridden to use 100%.
- 4 Click **OK**.

Restoring Column Defaults

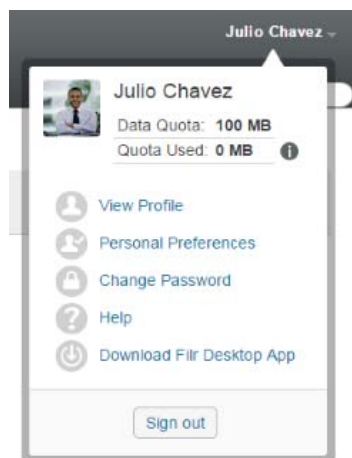
You can restore the column defaults if you have made changes to the columns that you no longer want to retain.

- 1 Navigate to the folder where you want to restore the defaults for columns.
- 2 Click the **Configure** icon  in the upper right corner of the page next to the filter, then click **Edit Column Layout**.
- 3 Click **Restore Default Settings**.

Configuring the Number of files to Display on a Folder Page

You can select how many files per page you want to be displayed in each folder on the ESN site.

- 1 Click your linked name in the upper right corner of any ESN page.



- 2 Click the **Personal Preferences** icon .
The Personal Preferences dialog box is displayed.

- 3 In the **Items per Folder Page** field, specify the maximum number of items that you want to be displayed on each page in the ESN site.
The default is 25.
- 4 Click **OK**.

Using Filters on Folders

Folders in ESN provide a filter that helps you quickly sift through information in your folder.

- ♦ [“Filtering a Folder List” on page 48](#)
- ♦ [“Creating a Preconfigured Filter” on page 48](#)
- ♦ [“Applying a Preconfigured Filter” on page 49](#)
- ♦ [“Modifying a Preconfigured Filter” on page 49](#)
- ♦ [“Copying a Preconfigured Filter” on page 49](#)
- ♦ [“Deleting a Filter” on page 49](#)

Filtering a Folder List


To quickly sift through information in a folder or area by typing a portion of a word or phrase:

- 1 Navigate to the area or specific folder where you want to filter the information, such as the Shared with Me area or the My Files area.
- 2 In the upper right corner of the page, click the **Filter List** field.
- 3 Type the portion of the word or phrase that you want to filter, then press Enter.
Only folders or files whose titles contain exact matches of what you typed are displayed.

For a more robust search experience, you can perform a search, as described in [“Searching for Information” on page 21](#), or you can create a filter, as described in [“Creating a Preconfigured Filter” on page 48](#).

Creating a Preconfigured Filter

ESN enables you to create multiple filters in your folder. You can easily apply those filters to help you quickly sift through items in the folder.

- 1 Navigate to the folder where you want to create the filter.
- 2 Click the drop-down arrow  next to the **Filter List** field, then click **Manage Filters**.
- 3 Click **Add a New Filter**.

Filter Name: Specify a name for the filter.

Make This Filter Available to Everyone: Select this option if you want the filter to be available to all users who visit the folder. If this option is not selected, the filter is available only to the user who created it.

Search Text: Enter the specific text that you are searching for.

For more information about the various ways that you can refine a text-based search, see [“Using Search” on page 22](#).

Authors: Search for items based on the author.


Last Activity in Days: Select to search for items that have been active in the last 1, 3, 7, 30, or 90 days.

Creation Dates: Search for items based on when the items were created. In the fields provided, specify the start and end dates of the desired interval.

Modification Dates: Search for items based on when the items were last modified. In the fields provided, specify the start and end dates of the desired interval.


- 4 Click **OK** > **Close**.

Applying a Preconfigured Filter

- 1 Navigate to the folder where you have already created the filter that you want to apply.
- 2 Click the drop-down arrow  next to the **Filter List** field, then click the name of the filter.
The filter is applied to the folder.
- 3 Repeat [Step 2](#) to apply multiple filters to the folder.

After you apply a filter, items that do not match the filter criteria in that folder are not displayed in the folder listing. To remove a filter, click the x next to the filter name.

Modifying a Preconfigured Filter


- 1 Navigate to the folder where you want to modify a filter that has already been created.
- 2 Click the drop-down arrow  next to the **Filter List** field, then click **Manage Filters**.
- 3 In the **Personal Filters** section or the **Filters That Everyone Can See** section, click the drop-down list and select the filter that you want to modify.
- 4 Click **Modify**.
- 5 Make the modifications that you desire, then click **OK** > **Close**.

Copying a Preconfigured Filter

You can re-use a filter by copying it from one folder to another.

- 1 Navigate to the folder where you want to copy the filter.
- 2 Click the drop-down arrow next to the **Filter List** field, then click **Copy Filters**.
The Copy Filters dialog box is displayed.
- 3 In the **Copy Filters From** field, begin typing the name of the folder from which you want to copy a filter, then click the name when it appears in the drop-down list.
or
Click the **Browse** icon next to the **Copy Filters From** field, then browse to and select the folder from which you want to copy a filter.
- 4 Select one or more filters to copy, then click **OK**.


Deleting a Filter

- 1 Navigate to the folder where you want to delete a filter that has already been created.
- 2 Click the drop-down arrow  next to the **Filter List** field, then click **Manage Filters**.

- 3 In the **Personal Filters** section or the **Filters That Everyone Can See** section, click the drop-down list and select the filter that you want to delete.
- 4 Click **Delete**, then click **OK** to confirm that you want to delete the filter.
- 5 Click **Close**.

Sending an Email to Folder Contributors

You can send an email to all users who have added files to the folder. A link to the folder is automatically created in the **Message** field in the email message, and users who have added files to the folder are automatically added to the recipient list. This can be a quick way to contact all users who have an interest in the specific folder.

- 1 Navigate to the folder where you want to send an email to folder contributors.
- 2 Click the **Configure** icon  next to the folder name, then click **Send e-mail to contributors**.
The Send Email window is displayed. A link to the folder is automatically created in the **Message** field in the email message, and users who have added files to the folder are automatically added to the recipient list.
- 3 Continue filling out the Send Email form, then click **Send**.

5 Performing Administrative Tasks on Your Folders

If you are the owner of a folder that is used by others, you might want to configure folders to send email notifications to other users.

- ♦ [“Configuring Folders to Send Email Notifications to Other Users” on page 51](#)


Configuring Folders to Send Email Notifications to Other Users

As a folder owner, you can configure ESN to send other users email notifications, in order to inform them of any activity in the folder and any subfolders of the folder. If a user does not want to be informed of activity in the folder, the user can change the notification settings. A user's individual settings override or cancel notifications established by folder owners.

You cannot directly configure a subfolder to send email notifications; instead, you must configure the parent folder.

NOTE: To receive notifications, users must have a valid email address in their ESN accounts.

ESN doesn't verify that valid email addresses exist in target user accounts as a prerequisite for their being included in a notification list.

- 1 Navigate to the folder from where you want to send the email notifications.
- 2 Next to the folder name, click the **Configure** icon , then click **Subscribe Others to Folder**.
The **Subscribe Others to Folder** page is displayed.
- 3 In the **Subscribe Notification Type** section, select the type of email notification that you want to send.
 - ♦ **Digest Email (includes all changes in the folder):** ESN sends one message that summarizes all of the activity in the folder and its subfolders (available for folders only). ESN sends digest notifications at a schedule established by your site administrator.
 - ♦ **Email with Attachments:** ESN sends one message for every new or changed file and messages include an attachment of the actual file.
 - ♦ **Email Only (each time a change occurs):** ESN sends one message for every new or changed file. The email messages do not include an attachment of the actual file, but include information about the file and the activity that occurred. ESN sends all types of individual notifications every five minutes.
 - ♦ **Text Message:** ESN sends a message suitable for viewing as a text message. The content of the message includes only the file title and a link to the new or changed file. ESN sends all types of individual notifications every five minutes.
- 4 Specify the users who you want to receive the email notifications.
You can specify specific email addresses, users, or groups.
- 5 Click **Apply > Close**.

To configure the folder to stop sending email notifications:

- 1 Ensure that no email addresses, users, or groups are specified.
- 2 Click **Apply** > **Close**.

6 Working with files

In addition to working with files within ESN as described in the following sections, you can also use the ESN desktop application to synchronize ESN files with your desktop. You can create files, edit files, and much more. For more information, see the *ESN Desktop Application for Windows* (<http://www.novell.com/documentation/filr-3/esn-user-desktop/data/bookinfo.html>) and the *ESN Desktop Application for Mac* (<http://www.novell.com/documentation/filr-3/esn-user-desktop-mac/data/bookinfo.html>).

ESN gives you easy access to folders and files on your corporate file system. The corporate files that you have access to are defined by your ESN administrator. In ESN, these corporate files are located in an area called Net Folders.

In addition to files in Net Folders, you can also upload files to other areas on the ESN site for easy storage and access. You can even share files with your co-workers and have discussions about them.

For more information about Net Folders and other types of files in ESN, see “Accessing Files and Folders in Your Organization’s File System (Net Folders)” on page 20 and “Accessing Your Personal Files and Folders (My Files)” on page 21.

- ♦ “Creating a File Entry” on page 54
- ♦ “Commenting on a File” on page 54
- ♦ “Editing or Deleting a Comment” on page 54
- ♦ “Editing a File” on page 54
- ♦ “Viewing Files in Read-Only Mode” on page 56
- ♦ “Changing the Default Behavior When Clicking a File Name” on page 57
- ♦ “Viewing Who Has Access to a File” on page 58
- ♦ “Downloading Files” on page 58
- ♦ “Renaming Files” on page 59
- ♦ “Moving Files” on page 60
- ♦ “Copying Files” on page 60
- ♦ “Deleting a ESN” on page 61
- ♦ “Recovering a ESN from the Trash” on page 61
- ♦ “Marking a File as Read” on page 62
- ♦ “Marking a ESN as Unread” on page 62
- ♦ “Subscribing to Email Notifications about a ESN” on page 62
- ♦ “Sending an Email to File Contributors” on page 63

Creating a File Entry


When you create a file entry, you upload a file to the ESN site. Depending on your access rights, you can upload files to your My Files area, to a folder that another user has shared with you, and to a Net Folder.

My Files is your personal file area on the ESN site and can be accessed by clicking **My Files** from any page in ESN. (For more information about My Files, see [“My Files” on page 10.](#)) Net Folders are folders on your corporate file system and can be accessed by clicking **Net Folders** from any page in ESN. (For more information about Net Folders, see [“Net Folders” on page 10.](#))

For information about how to upload a file, see [“Adding Files to a Folder” on page 44.](#)

Commenting on a File

People often post a file to generate ideas and obtain feedback. ESN enables you to comment on files so that you can share your ideas and provide input.


- 1 Navigate to the file that you want to comment on, then click the **Comment** icon  next to the file that you want to comment on.
 - 2 Specify your comment, then click **Send**.
- or
- To reply specifically to an existing comment, click **Actions > Comment** next to the comment, then add your comment and click **Send**.

For information about how to comment on a file as you view it, see [“Viewing the File and Its Metadata” on page 57.](#)

For information about how to comment on a file from within the ESN mobile app, see the [ESN Mobile Quick Start](#) (<http://www.novell.com/documentation/filr-3/esn-user-mobile/data/esn-user-mobile.html>).

Editing or Deleting a Comment

If you have posted a comment that you want to change or remove, do the following.

- 1 Navigate to the file with the comment that you want to change or remove, then click the **Comment** icon  next to the file.
- 2 Click the Actions drop down list and select either Edit or Delete.
- 3 Edit the comment, then click **Send**.

or

If you chose to delete the comment, Click **OK** to confirm that you want the comment removed.

Editing a File

NOTE: When possible, Micro Focus recommends using the [ESN Desktop Client](#), which facilitates editing through standard desktop applications and ensures that file changes are automatically synchronized on the network.

You can download a file to your workstation to edit it, or, depending on the browser you are using, you might be able to edit it by using ESN's edit-in-place functionality.

- ♦ [“Downloading and Editing a File” on page 55](#)
- ♦ [“Editing Files with Edit-in-Place” on page 55](#)

Downloading and Editing a File

To download and edit a file through your web browser, do the following:

- 1 Download the file to your workstation, as described in [“Downloading Single Files” on page 58](#).
- 2 Edit the file as desired, then save the file with the original name.
- 3 In ESN, navigate to the folder where the file is located, then click **Add Files**.
A drag-and-drop window is displayed.
- 4 Drag the file into the drag-and-drop window.
- 5 In the File Conflicts dialog box that appears, click **Overwrite Files** to replace the file that is currently in ESN with the one you are uploading.
The file is replaced with the file that you uploaded.

Editing Files with Edit-in-Place

- ♦ [“Prerequisites” on page 55](#)
- ♦ [“Browser Support for Edit-in-Place Functionality Is Waning” on page 55](#)
- ♦ [“Editing a File in Place” on page 56](#)

Prerequisites

To use ESN's edit-in-place functionality, you must have the following:

- ♦ A [browser that supports the Java browser plug-in](#).
- ♦ [File system rights](#) on the network file server.
- ♦ The [Editor or Contributor role](#) in ESN.
- ♦ An editing application installed on your workstation for the file type that you plan to edit.

For information about how to view the file types that are currently supported for edit-in-place, see [“Viewing Which File Types Are Supported for Edit-In-Place” on page 77](#).

IMPORTANT: To edit files on a Mac, you must use LibreOffice or OpenOffice as your document editor.

The WebDAV implementation in Microsoft's Office for Mac product is not compatible with ESN's edit-in-place functionality.

Browser Support for Edit-in-Place Functionality Is Waning


ESN's edit-in-place functionality requires support for the Java browser plug-in.

Neither Chrome version 45 and later nor the Edge browser support the Java plug-in. (For more information, see [this official statement from Oracle \(https://java.com/en/download/faq/chrome.xml\)](https://java.com/en/download/faq/chrome.xml).)

Micro Focus anticipates that over time, other browsers will discontinue Java plug-in support, which will further impact support for ESN's edit-in-place functionality.

Editing a File in Place

Ensure that the [prerequisites](#) are met, then do the following:

- 1 Navigate to the location of the file that you want to edit.
- 2 Click the drop-down arrow  next to the file that you want to edit, then click **Edit This File**.

IMPORTANT: If ESN recognizes that your browser doesn't support the Java browser plug-in, the **Edit This File** option is not displayed.

If ESN doesn't recognize that you are using a non-supportive browser, the **Edit This File** option is displayed but will not work. Your browser might or might not display an error message stating that Java plug-ins are not supported.

If your browser supports the Java plug-in, the file is launched in the file editor specified for the file type. For information on how to change the application that ESN launches for the file type, see ["Unable to Edit Files" on page 76](#).

- 3 (Conditional) If ESN prompts you to provide your ESN credentials, specify the user name and password that you use to log in to ESN, then click **OK**.
- 4 Edit the file.
- 5 Save your changes.
- 6 Exit the application.

Viewing Files in Read-Only Mode

ESN enables you to easily view files.

The following sections describe how to view files in a text editor or in your web browser in HTML format:

- ♦ ["Viewing a File in a Text Editor" on page 56](#)
- ♦ ["Viewing the File in Your Web Browser" on page 56](#)

Viewing a File in a Text Editor

When you view a file that you don't have rights to modify in a text editor, the file is opened in Read-Only mode.

- 1 Navigate to the file that you want to view.
- 2 Click the name of the file.

Viewing the File in Your Web Browser

If you want to quickly view a file, you can view it in HTML format in your web browser.

Some file types cannot be viewed in HTML format, such as PNG, JPG, GIF, and PDF.

File types that can be viewed in HTML format: .123, .bmp, .db, .doc, .docx, .dotm, .drw, .dxf, .htm, .html, .lwp, .odf, .odg, .odp, .ods, .odt, .pct, .ppt, .pptx, .prz, .qpw, .rtf, .sdw, .shw, .swx, .tif, .txt, .vsd, .wpd, .xls, .xlsx, .sxi

If files are too large or complex, the request times out after 30 seconds and the file is not displayed.

You can view only the file itself or the file and its metadata:

- ♦ [“Viewing the File” on page 57](#)
- ♦ [“Viewing the File and Its Metadata” on page 57](#)

Viewing the File

To view a file in HTML format:

- 1 Navigate to the file that you want to view.
- 2 Click the drop-down arrow ▼ next to the file that you want to view, then click **View HTML**.

Viewing the File and Its Metadata

You can view the file along with the file's metadata in your web browser. As you view the file, you can view **Shared with** and **Shared by** information related to the file and make comments on the file.

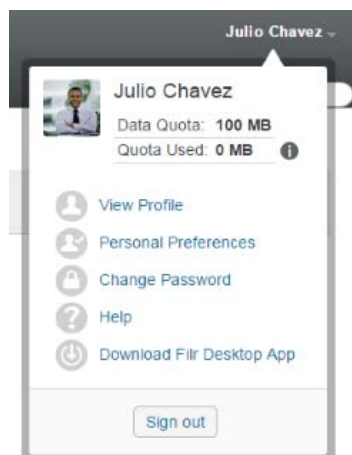
- 1 Navigate to the file that you want to view.
- 2 Click the drop-down arrow ▼ next to the file that you want to view, then click **View Details**.

Changing the Default Behavior When Clicking a File Name

When you click a file name, the default behavior is to either download the file and open it in an appropriate application or open it in a new browser tab, depending on the type of file.

To change this behavior:

- 1 Click your linked name in the upper right corner of any ESN page.



- 2 Click **Personal Preferences**.

- 3 In the **When clicking a file** drop-down list, select one of the following options:
 - ♦ **Download or open the file:** Files are either downloaded or opened in a new browser tab. (This is the default option.)
 - ♦ **View the details page:** The file is displayed on the details page.

The details page displays the file in HTML format. This page also includes file metadata, such as comments made on the file and **Shared with** and **Shared by** information.
 - ♦ **View as HTML (if supported); otherwise, view details:** The file is displayed in HTML format if the file type supports HTML preview. (To see a list of file types that support HTML, see [“Viewing the File in Your Web Browser” on page 56.](#)) If the file type cannot be displayed in HTML format, the details page is displayed.

The details page displays the file in HTML format. This page also includes file metadata, such as comments made on the file and **Shared with** and **Shared by** information.
 - ♦ **View as HTML (if supported); otherwise, download or open:** The file is displayed in HTML format if the file type supports HTML preview. (To see a list of file types that support HTML, see [“Viewing the File in Your Web Browser” on page 56.](#)) If the file type cannot be displayed in HTML format, files are either downloaded and opened in an appropriate application, or opened in a new browser tab.
- 4 Click **OK**.

Viewing Who Has Access to a File

- 1 Navigate to the file for which you want to view who has access, then click the drop-down arrow ▼ next to the file name.
- 2 Click **View Who Has Access**.

The Who Has Access dialog box is displayed, listing the users and groups who have access to the file.

Downloading Files

You can download individual files or multiple files simultaneously.

Downloads are done via a pop-up. If you are having trouble downloading a file, ensure that pop-ups are enabled.

- ♦ [“Downloading Single Files” on page 58](#)
- ♦ [“Downloading Multiple Files and Folders” on page 59](#)

Downloading Single Files

- 1 Navigate to and open the folder or area that contains the file that you want to download.
- 2 Click the name of the file that you want to download.

Depending on the browser, the default behavior is to either download the file or open it in a new tab. You can modify this default behavior, as described in [“Changing the Default Behavior When Clicking a File Name” on page 57.](#)
- 3 (Conditional) If the file is not downloaded when you click the file name, click the drop-down arrow ▼ next to the file name, then click **Download File as Zip**.

When using the **Download File as Zip** command in ESN, you must have an unarchiving utility on the workstation where you are downloading the file that understands the Zip64 extension.

TIP: This is a faster way to download files if you have a slow connection to the ESN server or if the file size exceeds 4 GB.

or

Right-click the file name, then click **Save Link As**.

- 4 Save the file to your workstation. You can rename the file or keep the original name.
- 5 (Optional) You can now edit the file and save it back to ESN, as described in [“Downloading and Editing a File” on page 55](#).

Downloading Multiple Files and Folders


You can download multiple files and folders as a `.zip` file. Consider the following when downloading multiple files and folders:

- ♦ When you download a folder that contains sub-folders, the folder hierarchy is retained in the `.zip` file.
- ♦ You cannot download a folder that contains a total of more than 1,000 files. (Files can be located in the folder itself and any sub-folders.)
- ♦ When downloading files as a `.zip` file from ESN, you must have an unarchiving utility on the workstation where you are downloading the file that understands the Zip64 extension.

To download multiple files and folders:

- 1 Navigate to the folder or location that contains the files that you want to download.
- 2 Click the drop-down arrow ▼ next to the folder name, then click **Download All Files as Zip**.

or

If you are in the folder where you want to download all files, click the **Configure** icon  next to the folder name, then click **Download All Files as Zip**.

- 3 Save the `.zip` file to your workstation, then extract it.
Any folder hierarchy is maintained in the `.zip` file.
- 4 (Optional) You can now edit the files and save them back to ESN, as described in [“Downloading and Editing a File” on page 55](#).

Renaming Files

- 1 Navigate to the location that contains the file that you want to rename.
- 2 Click the drop-down arrow ▼ next to the file name, then click **Rename File**.
- 3 Specify a new name for the file, then click **OK**.


If the file is located in a Net Folder and if a user that you have shared the file with is editing the file at the time you rename it, a new file is created with the original name when the user editing the file saves the changes.

Moving Files

ESN enables you to move files into any folder where you have appropriate rights, including to and from Net Folders. The access control settings for the file are changed to match the access control settings of the destination folder.

IMPORTANT: Any shares associated with this file are removed when moving a file from your My Files area to a Net Folder, or from a Net Folder to your My Files area. This means that this file will no longer be displayed in users' Shared with Me and Shared by Me areas after it is moved.

If you do not have sufficient rights, this option is not available to you.


- 1 Navigate to the folder that contains the files that you want to move.
- 2 Select one or more files that you want to move.
- 3 Click **More > Move**.
- 4 Choose one of the following actions:
 - ♦ In the **Destination Folder** field, begin typing the name of the folder where you want to move the files, then click the folder name when it appears.
 - ♦ Click the **Browse** icon  and browse to and select the folder where you want to move the files.
 - ♦ If the location where you want to move the file is already displayed in the **Current Destination Folder** field, you do not need to make any selection. The **Current Destination Folder** field displays the destination where you most recently copied or moved an item.
- 5 Click **OK**.

Copying Files

ESN enables you to copy files into any folder where you have appropriate rights, including to and from Net Folders. The access control settings for the file are changed to match the access control settings of the destination folder.

If you do not have sufficient rights, this option is not available to you.

- 1 Navigate to the folder that contains the files that you want to copy.
- 2 Select one or more files that you want to copy.
- 3 Click **More > Copy**.

The Copy dialog box is displayed.
- 4 Choose one of the following actions:
 - ♦ In the **Destination Folder** field, begin typing the name of the folder where you want to copy the files, then click the folder name when it appears.
 - ♦ Click the **Browse** icon , then browse to and select the folder where you want to copy the files.
 - ♦ If the location where you want to copy the file is already displayed in the **Current Destination Folder** field, you do not need to make any selection. The **Current Destination Folder** field displays the destination where you most recently copied or moved an item.
- 5 Click **OK**.

Deleting a ESN

ESN enables you to delete files from any folder where you have appropriate rights. If you do not have sufficient rights, the option is not available to you.

- 1 Navigate to the folder or area that contains the files that you want to delete.
- 2 Select one or more files that you want to delete.
- 3 Click **Delete**.
- 4 (Conditional) To move the files to the trash, select **Move to trash**, then click **OK**.

Selecting this option removes the files from their current location without permanently deleting them from the ESN system.

This option is available only for files in your personal storage. Files from Net Folders cannot be moved to the trash.

- 5 (Conditional) To permanently delete the files, select **Delete**.

IMPORTANT: Deleted items cannot be recovered.

- 6 Click **OK**.

For information about how to delete a file from within the ESN mobile app, see the [ESN Mobile Quick Start](http://www.novell.com/documentation/filr-3/esn-user-mobile/data/esn-user-mobile.html) (<http://www.novell.com/documentation/filr-3/esn-user-mobile/data/esn-user-mobile.html>).

Recovering a ESN from the Trash

ESN enables you to retrieve a file from the trash and restore it to its previous location.

You cannot recover a file that was deleted from a Net Folder.

This functionality is available only from the web interface.

- 1 Navigate to the folder or location where the folder or file previously resided before it was moved to the trash.

For example, if you want to restore a folder in your My Files area, navigate to your My Files area.

- 2 Click the **Trash** icon , located in the upper right corner of the page.

The Trash page displays all folders and files that have been moved to the trash in or below the current folder or area. Items that have been deleted are not displayed because they are unrecoverable.

- 3 Select the folders and files that you want to restore.

- 4 Click **Restore**.

or

Click **Restore All** to restore all the folders and files from the trash.

The folders and files are restored to their previous locations. If the folder containing the files has also been deleted, it is restored when you restore the files.

For more information about restoring files and folders, see [Chapter 8, "Restoring Items from the Trash," on page 67](#).


Marking a File as Read

- ♦ [“Marking an Individual File as Read” on page 62](#)
- ♦ [“Marking All Files in a Folder as Read” on page 62](#)

Marking an Individual File as Read

- 1 Navigate to the location of the file that you want to mark as Read.
- 2 Do one of the following:
 - ♦ Click the name of the file to download and view it in a text editor.
 - ♦ Click the drop-down arrow ▼ next to the file that you want to mark as Read, then click **View Details**.
 - ♦ Click the blue circle to the left of the unread file.

Marking All Files in a Folder as Read

- 1 Navigate to the folder that contains the files that you want to mark as Read.
- 2 Click the **Configure** icon  next to the folder name, then click **Mark Folder Contents as Read**.


Marking a ESN as Unread

- ♦ [“Marking Individual Files as Unread” on page 62](#)
- ♦ [“Marking All Files in a Folder as Unread” on page 62](#)

Marking Individual Files as Unread

- 1 Navigate to the location of the files that you want to mark as Unread.
- 2 Select one or more files, then click **More > Mark as Unread**.

Marking All Files in a Folder as Unread

- 1 Navigate to the folder that contains the files that you want to mark as Read.
- 2 Click the **Configure** icon  next to the folder name, then click **Mark Folder Contents as Unread**.

Subscribing to Email Notifications about a ESN

If you are particularly interested in a specific file, you can subscribe to that file. When you subscribe to a file, ESN notifies you of any activity that takes place in the file.

For information about how to subscribe to receive email notifications about a file, see [“Subscribing to a Folder or File” on page 26](#).

Sending an Email to File Contributors

You can send an email to all users who have commented on a certain file. A link to the folder is automatically created in the **Message** field in the email message, and users who have commented on the file are automatically added to the recipient list.

This can be a quick way to contact all users who have an interest in the specific file.

- 1 Navigate to the folder or area that contains the file where you want to send an email to contributors.
- 2 Click the drop-down arrow ▼ next to the file name, then click **View Details**.
- 3 Click **More > Send email to contributors**.

The Send Email window is displayed. A link to the folder is automatically created in the **Message** field in the email message, and users who have commented on the file are automatically added to the recipient list.

- 4 Continue filling out the Send Email form, then click **Send**.

7 Managing ESN Files from Your Desktop

You can synchronize your ESN files with your computer and then modify the files without accessing the ESN site directly. Additions and modifications are synchronized between ESN and your computer.

The ESN Desktop Application is available for Windows and Mac. For more information, see the [ESN Desktop Application for Windows](http://www.novell.com/documentation/filr-3/esn-user-desktop/data/bookinfo.html) (<http://www.novell.com/documentation/filr-3/esn-user-desktop/data/bookinfo.html>) and the [ESN Desktop Application for Mac](http://www.novell.com/documentation/filr-3/esn-user-desktop-mac/data/bookinfo.html) (<http://www.novell.com/documentation/filr-3/esn-user-desktop-mac/data/bookinfo.html>).

8 Restoring Items from the Trash

ESN enables you to retrieve files and folders from the trash and restore them to their previous location. When you restore a file, all associated comments are also restored.

Items that have been permanently deleted cannot be recovered.

- ♦ [“Rights Associated with Restoring Items from the Trash” on page 67](#)
- ♦ [“Restoring Folders and files” on page 67](#)
- ♦ [“Restoring Files in Net Folders” on page 68](#)

Rights Associated with Restoring Items from the Trash

IMPORTANT: You cannot use the ESN interface to restore files that are located in Net Folders or in your user Home directory.

As a general rule, if you have rights to move an item to the trash in ESN, you also have rights to restore that item.

Remember the following when restoring items:

- ♦ You can restore an item that another user moved to the trash, if you have appropriate rights.
- ♦ When you restore a folder, the contents of the folder are not automatically restored. You need to restore the contents of the folder separately.
- ♦ When you restore a file in a folder that was moved to the trash, the folder is automatically restored. However, if you do not have rights to restore the folder, you cannot restore the file.

Restoring Folders and files

If you have the appropriate rights, you can retrieve any folder or file from the trash and restore it to its previous location.

This functionality is available only from the web interface.

- 1 Navigate to the folder or location where the folder or file previously resided before it was moved to the trash.

For example, if you want to restore a folder in your My Files area, navigate to your My Files area.

- 2 Click the **Trash** icon , located in the upper right corner of the page.

The Trash page displays all folders and files that have been moved to the trash in or below the current folder or area. Items that have been deleted are not displayed because they are unrecoverable.

- 3 Select the folders and files that you want to restore.
- 4 Click **Restore**.

or

Click **Restore All** to restore all the folders and files from the trash.

The folders and files are restored to their previous locations. If the folder containing the files has also been deleted, it is restored when you restore the files.

Restoring Files in Net Folders

Restoring files that have been deleted in a Net Folder or in your Home directory is not supported in ESN. Files that are deleted through a Net Folder cannot be recovered via the ESN interface.

9 Using ESN on Your Mobile Device

You can access ESN from your iOS, Android, and Windows Phone mobile device. Access to the ESN site through the app can be deactivated by your ESN administrator. If you are unable to access ESN through the app, consult your ESN administrator.

For more information about exactly which procedures are supported when accessing ESN from a mobile device, tap **Settings** > **Help** from the mobile app, or see the *ESN Mobile Quick Start* (<http://www.novell.com/documentation/filr-3/esn-user-mobile/data/esn-user-mobile.html>).

10 Managing Your Data Quota

Data quotas can be enabled by your ESN administrator in order to limit the amount of data that is stored on the ESN site. (For information on how the ESN administrator can enable data quotas, see [“Managing and Restricting ESN-Based Storage”](#) in the *ESN 1.0: Administrative UI Reference*.)

If data quotas have been enabled on your ESN site, you need to understand what counts toward your data quotas, and how you can view the current data usage so you can know when you are approaching the allotted data quota. If you meet your allotted quota, ESN enables you to delete files and folders that you have previously moved to the trash.

- ♦ [“Understanding Data Quotas”](#) on page 71
- ♦ [“Viewing Your Data Quota”](#) on page 71
- ♦ [“Adding Files to the ESN Site When You Are Over Your Quota”](#) on page 72
- ♦ [“Using Net Folders When You Are Restricted by a Data Quota”](#) on page 72
- ♦ [“Adding Files Through WebDAV When You Are Restricted by a Data Quota”](#) on page 72
- ♦ [“Making Disk Space Available by Deleting Trashed Items”](#) on page 73

Understanding Data Quotas

Data quotas limit the amount of data individual users can add to the ESN site. Files that are located in Net Folders (including your Home directory) do not count toward your data quota.

Viewing Your Data Quota

Data quotas might or might not be in use on your ESN site. If you are unable to view your data quotas as described in this section, your ESN administrator has not yet restricted the amount of data that can be added to the ESN site.

If you have exceeded your allotted data quota, you should delete items that you have previously moved to the trash, as discussed in [“Making Disk Space Available by Deleting Trashed Items”](#) on page 73.

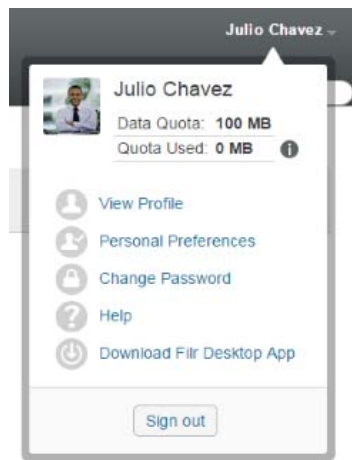
- ♦ [“Viewing Your User Data Quota”](#) on page 71

Viewing Your User Data Quota

If your administrator has set a user data quota and if you are an active contributor to your ESN site, you might want to periodically view your current data quota to ensure that you are not approaching the user limit.

To view your current data quota and how much you are currently using:

- 1 Click your linked name in the upper right corner of any ESN page.



Your data quota is displayed, along with the amount you are currently using.

Adding Files to the ESN Site When You Are Over Your Quota

If you have exceeded your data quota but you still need to add files to the ESN site, you can decrease your disk usage by deleting files that you have previously moved to the trash.

For information on how to delete trashed items, see [“Making Disk Space Available by Deleting Trashed Items” on page 73](#).

Using Net Folders When You Are Restricted by a Data Quota

Files stored in Net Folders (including your Home directory) do not count against your data quota because they are not uploaded into the ESN site.

For more information about Net Folders, see [“Accessing Files and Folders in Your Organization’s File System \(Net Folders\)” on page 20](#).

Adding Files Through WebDAV When You Are Restricted by a Data Quota

When you add files to the ESN site through WebDAV, the files still count against your data quota, just as if you had added the files through the regular ESN interface.

Making Disk Space Available by Deleting Trashed Items

Files that have been moved to the trash still count toward your data quota. Folders that do not contain files do not count toward your data quota. If you have reached your allotted data quota, you need to delete files that have been moved to the trash.


You can delete any item that you have rights to delete.

IMPORTANT: Deleted items cannot be recovered. When you delete items from the ESN site, remember the following:

- ♦ Deleting a file also deletes all comments and replies.
 - ♦ Deleting a folder also deletes all files and subfolders that are associated with that folder.
-

- 1 Navigate to the folder where the trashed item that you now want to delete previously resided.

For example, if you want to delete a file that was in your My Files area, navigate to the appropriate folder in your My Files area.

- 2 Click the **Trash** icon  in the upper right corner of the page.

The Trash page displays all folders and files that have been moved to the trash in or below the current folder.

- 3 Select the item that you want to delete.

- 4 Click **Delete > Yes**.

The item is deleted from the ESN site and cannot be recovered.

A Troubleshooting

The following sections provide guidance for issues you might encounter when using ESN:

- ♦ [“You Are Unable to Change Your ESN Password” on page 75](#)
- ♦ [“Files Disappeared from Shared with Me or Shared by Me” on page 75](#)
- ♦ [“Too Many Sign-Ins for WebDAV” on page 75](#)
- ♦ [“WebDAV Phantom Folders” on page 76](#)
- ♦ [“Unable to Open Pictures from WebDAV in Microsoft Office Picture Manager” on page 76](#)
- ♦ [“Unable to Move Files and Folders within the WebDAV Interface” on page 76](#)
- ♦ [“Unable to Edit Files” on page 76](#)
- ♦ [“Cannot Upload a File Because it Is Too Large” on page 79](#)
- ♦ [“Files that Contain Extended or Double-Byte Characters in the File name Are Corrupt After a ZIP File Is Extracted” on page 80](#)

You Are Unable to Change Your ESN Password

Problem: You cannot change your ESN password as described in section [“Modifying Your Profile” on page 15](#).

If you cannot modify your ESN password, it is probably because your personal information is being synchronized from an external directory server. You must consult your ESN administrator to make any changes.

Files Disappeared from Shared with Me or Shared by Me

Problem: Files that were once in your Shared with Me or Shared by Me area are no longer there.

If a file was removed from your Shared with Me area, it is likely that the share expired or that the share was revoked by the user who shared it with you.

If a file was removed from your Shared by Me area, the file might have been moved to another location. When a file is moved from a Net Folder to a My Files area, or from a My Files area to a Net Folder, the file is no longer displayed in your Shared by Me or Shared with Me area.

For more information about moving a file, see [“Moving Files” on page 60](#).

Too Many Sign-Ins for WebDAV

Problem: When you use WebDAV, you must specify your ESN user name and password more than once.

This is expected behavior for WebDAV. WebDAV requires that you sign in each time you access a separate program (for example, your web browser and ESN). It might ask you to sign in again to access a file.

If you are using Windows Authentication, you might not experience this problem.

WebDAV Phantom Folders

Problem: When you use ESN to access a WebDAV folder, you might see a link to a subfolder that does not exist (a phantom folder). Clicking the link to the phantom folder returns you to your current folder. Therefore, it has no effect.

This error is caused by an interaction between WebDAV and Windows Explorer. It does not occur consistently, and there is no ESN solution for this problem. Simply ignore phantom folders if you encounter them.

Unable to Open Pictures from WebDAV in Microsoft Office Picture Manager

Problem: When you attempt to open pictures from WebDAV in Microsoft Office Picture Manager, you see the following error message:

Picture Manager is unable to open pictures over the Internet that are not from a Windows SharePoint Services picture library. Please specify a valid picture library and try again.

This message occurs because Microsoft Office Picture Manager does not support the standard WebDAV protocol.

To work around this problem:

- 1 Copy the picture file to your local machine, then open the file using whatever photo viewer you want.

Unable to Move Files and Folders within the WebDAV Interface

Problem: You cannot drag and drop or otherwise move files from one folder to another within the WebDAV interface.

Moving files and folders within the WebDAV interface is not supported in ESN. If you want to move files and folders within ESN, you must use the regular ESN interface, as described in [“Moving a Folder” on page 43](#) and [“Moving Files” on page 60](#).

Unable to Edit Files

Problem: You cannot edit files.

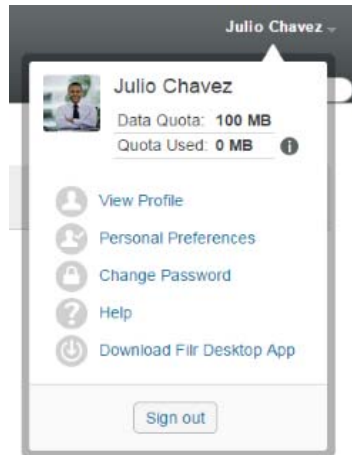
If you cannot edit a file, ESN might not be configured to support the editing application that is installed on your computer. For example, if ESN is configured to use Microsoft Word as the default editor for all text files, but you have OpenOffice instead of Microsoft Word installed on your computer, ESN displays an error and won't edit the document.


To fix this problem, ESN enables you to override the default editor setting.

- ♦ [“Viewing Which File Types Are Supported for Edit-In-Place” on page 77](#)
- ♦ [“Changing the Default Editor Settings for a Single File Type” on page 77](#)
- ♦ [“Changing the Default Editor Settings for All File Types” on page 78](#)
- ♦ [“Changing the Default Editor Settings When the Editor is Not Installed in the Default Location” on page 79](#)

Viewing Which File Types Are Supported for Edit-In-Place

- 1 Click your linked name in the upper right corner of any ESN page.

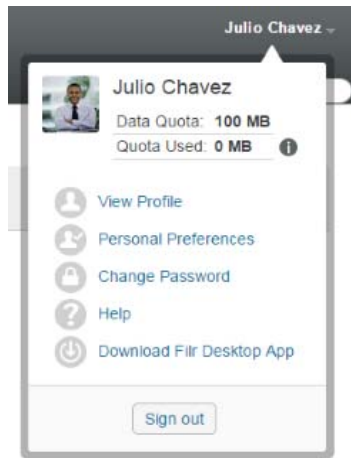



- 2 Click the **Personal Preferences** icon  to display the Personal Preferences dialog box.
- 3 Click **Define Editor Overrides**.
- 4 Click **Add**.
- 5 Click the drop-down menu in the **Extension** column. The supported extensions are listed.

Changing the Default Editor Settings for a Single File Type

You can change the default editor that ESN uses to edit specific types of files.

- 1 Click your linked name in the upper right corner of any ESN page.



- 2 Click the **Personal Preferences** icon  to display the Personal Preferences dialog box.
- 3 Click **Define Editor Overrides**.
- 4 Click **Add**.
- 5 From the drop-down list, select the file extension for which you want to change the default editing application.

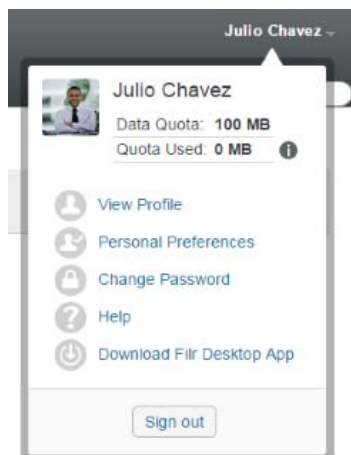
The application must support editing using WebDAV URLs. For example, Notepad does not support editing using WebDAV URLs, and therefore cannot be used.
- 6 In the **Application** field, specify the name of the application that you want to use to edit the type of files that you selected in [Step 5](#).


If the application you specify is in the system path environment variable, you specify only the application name; if the application is not in the system path environment variable, you must specify the full execution path.
- 7 Select the check box, then click **OK**.

Changing the Default Editor Settings for All File Types

You can configure ESN to use the same editing application for all file types.

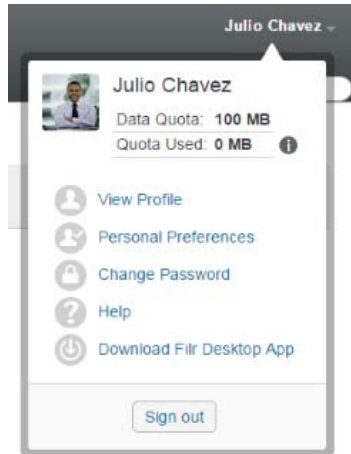
- 1 Click your linked name in the upper right corner of any ESN page.




- 2 Click the **Personal Preferences** icon  to display the Personal Preferences dialog box.
- 3 Click **Define Editor Overrides**.
- 4 Click the **Use** drop-down list, then select the application that you want ESN to use to edit all file types.
- 5 Select the check box to the left of **Extension**, then click **OK**.

Changing the Default Editor Settings When the Editor is Not Installed in the Default Location

- 1 Click your linked name in the upper right corner of any ESN page.



- 2 Click the **Personal Preferences** icon  to display the Personal Preferences dialog box.
- 3 Click **Define Editor Overrides**.
- 4 In the **Extension** column, ensure that the correct file extension is selected in the drop-down list.
- 5 In the field in the **Application** column, specify the path to the application that you selected in [Step 4](#).

For example, if your OpenOffice application is installed in a location other than the default location and you want ESN to recognize the unique location, specify the path name to the OpenOffice application.
- 6 Click **OK**.

Cannot Upload a File Because it Is Too Large

Problem: You are having trouble uploading a file because the file is too large.

You might be able to fix this problem by increasing the default amount of memory used by Java applets.

- ♦ ["Increasing the Default Memory Amount on Windows" on page 80](#)
- ♦ ["Increasing the Default Memory Amount on Linux" on page 80](#)

Increasing the Default Memory Amount on Windows

- 1 Navigate to the Control Panel.
- 2 Double-click **Java**.
The Java Control Panel is launched.
- 3 Select the **Java** tab.
- 4 In the **Java Applet Runtime Settings** section, click **View**.
- 5 For each of your Java Runtime Versions, add `-Xmx256m` as a Java Runtime Parameter.
- 6 Click **OK**.

After increasing the default memory size for Java applets, you must exit all browsers and restart them before the change can take effect.

This setting causes the applet used for uploading files into a ESN folder to start up with 256 MB of memory. If the applet still indicates that there is not enough memory to run the applet, you might need to reduce this number.

Increasing the Default Memory Amount on Linux

- 1 Locate the JRE or JDK being used for the browser plug-in.
The location of the JRE or JDK varies, depending on your system.
- 2 In the `bin` directory of the JRE or JDK, run the `ControlPanel` file.
The Control Panel is launched.
- 3 Select the **Java** tab.
- 4 In the **Java Applet Runtime Settings** section, click **View**.
- 5 For each of your Java Runtime Versions, add `-Xmx256m` as a Java Runtime Parameter.
- 6 Click **OK**.

After increasing the default memory size for Java applets, you must exit all browsers and restart them before the change can take effect.

This setting causes the applet used for uploading files into a ESN folder to start up with 256 MB of memory. If the applet still indicates that there is not enough memory to run the applet, you might need to reduce this number.

Files that Contain Extended or Double-Byte Characters in the File name Are Corrupt After a ZIP File Is Extracted

Problem: When ESN is used to create a ZIP file with files that contain extended or double-byte characters in the file name, the downloaded file names are corrupted when either of the following methods is used to unzip the downloaded ZIP file:

- ♦ Native Windows Explorer on Windows XP and Windows 7
- ♦ File Roller from the graphical interface on SUSE Linux Enterprise Server (SLES) 11

To successfully unzip the downloaded ZIP file on Windows XP and Windows 7, use a different program such as Winzip, 7-Zip, or ZipGenius.

To successfully unzip the downloaded ZIP file on SLES 11, use File Roller from the command line with the `-s` switch.

B Accessibility for People with Disabilities

Users with disabilities can use assistive technology such as a screen reader to access pages in ESN. Assistive technology users must adapt to the following ESN functionality:

- ♦ [“New Windows Opened without Notification” on page 83](#)
- ♦ [“Text Added to a Page Is Not Conveniently Available” on page 83](#)
- ♦ [“Drop-Down List Access” on page 83](#)

New Windows Opened without Notification

When you click certain areas in ESN, the ESN interface opens new windows. However, ESN does not notify the assistive technology user that it is opening a new window. As assistive technology users become familiar with ESN, they identify and remember where new windows are opened.

Text Added to a Page Is Not Conveniently Available

For some actions, ESN adds text to a page that is already displayed. However, assistive technology software is not able to recognize that new text has been added unless the page is refreshed. After the page refreshes, the newly added text is available at the bottom of the page. The assistive technology user must move to the bottom of the page and then move backwards up through the new content.

Drop-Down List Access

In fields where you type text and a drop-down list appears, press Enter to move the focus into the list. Press Tab to move down through the list, then press Enter to select an item in the list.

