

Novell Filr Desktop Application Readme

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1 Product Overview

The Novell Filr desktop application allows you to synchronize your Novell Filr files with the file system on your computer and then modify the files without accessing the Filr site directly. Additions and modifications are synchronized between Filr and your computer.

2 System Requirements

- ♦ [Section 2.1, "On Windows," on page 1](#)
- ♦ [Section 2.2, "On Mac," on page 1](#)

2.1 On Windows

The Novell Filr desktop application is supported for the following versions of the Windows operating system:

- ♦ Windows 10
- ♦ Windows 8 and 8.1
- ♦ Windows 7

Microsoft .NET Framework 4 is required, and you are prompted to install it when you install the Filr desktop application. In order to view the Filr properties of a file or folder, .NET Framework 4.5 is required.

2.2 On Mac

The Novell Filr desktop application on Mac requires Mac OS X 10.7 or later.

The Filr desktop application has not had significant testing with OSX 10.10. For known issues, see [Section 3.1, "Mac OSX 10.10 \(Yosemite\) Issues," on page 2](#).

3 Issues

The following are known issues for the Novell Filr desktop application:

- ♦ [Section 3.1, "Mac OSX 10.10 \(Yosemite\) Issues," on page 2](#)
- ♦ [Section 3.2, "Mac OSX 10.11 \(El Capitan\) Issues," on page 3](#)
- ♦ [Section 3.3, "Creating a Folder from the Desktop Application Results in Two Folders Being Created," on page 3](#)
- ♦ [Section 3.4, "Filr Folder Cannot Be Moved to the Root of a Volume on Mac," on page 3](#)
- ♦ [Section 3.5, "Moving the Filr Application File away from the Default Directory \(/Applications\) on Mac Results in Errors," on page 3](#)

- ♦ [Section 3.6, “Files and Folders Do Not Synchronize When Full Path Exceeds 260 Characters on Windows,” on page 4](#)
- ♦ [Section 3.7, “The Filr Folder Cannot Be Configured to the Same Network Location on Multiple Computers,” on page 4](#)
- ♦ [Section 3.8, “Synchronizing a File after Modifying It on the File Server File System Can Result in an Error Message,” on page 4](#)
- ♦ [Section 3.9, “Must Exit Filr after Max File Size Limit Is Changed in order for Pending Files to Be Synchronized,” on page 4](#)
- ♦ [Section 3.10, “Must Exit Filr after Max File Size Limit Is Changed in order for Accurate Limit to Be Displayed,” on page 4](#)
- ♦ [Section 3.11, “Out-of-Sync State in the Desktop Client When Renaming a Folder in the Web Client and Changing Only the Case,” on page 5](#)
- ♦ [Section 3.12, “Installation Location Cannot Be a Folder That Includes Extended Characters,” on page 5](#)
- ♦ [Section 3.13, “Default Windows Desktop Background Is Displayed During Installation,” on page 5](#)
- ♦ [Section 3.14, “Cannot Open Filr Desktop Application in 32-Bit Mode,” on page 5](#)
- ♦ [Section 3.15, “Overlay Status Icons Incorrectly Show Files and Folders As Pending,” on page 5](#)
- ♦ [Section 3.16, “Email Addresses in Share Dialog Cannot Contain Extended Characters,” on page 5](#)
- ♦ [Section 3.17, “Must Restart the Filr Desktop Application after Upgrading and Changing the Location to a New Drive,” on page 6](#)
- ♦ [Section 3.18, “Must Restart the Filr Desktop Application or Finder after Upgrading on Mac,” on page 6](#)
- ♦ [Section 3.19, “Cannot Comment On or Get File Link for Documents Created with Apple iWork Applications \(Pages, Keynote, etc.\),” on page 6](#)

3.1 Mac OSX 10.10 (Yosemite) Issues

Because Filr 1.1 was released before OSX 10.10 (Yosemite), the following issues exist:

- ♦ [Section 3.1.1, “Updating to the Filr Desktop Poodle Patch Fails if Client Is Running,” on page 2](#)
- ♦ [Section 3.1.2, “Overlay Status Icons Are Not Always Displayed,” on page 2](#)

3.1.1 Updating to the Filr Desktop Poodle Patch Fails if Client Is Running

When updating the Filr 1.1 desktop for Mac to the Poodle patch release when running Mac OSX 10.10 (Yosemite), the Filr desktop application update fails if the Filr desktop application is running at the time you install the update.

To successfully update to the Filr 1.1 Poodle patch for the Filr 1.1 desktop for Mac, you must exit the Filr Desktop application before installing the update.

3.1.2 Overlay Status Icons Are Not Always Displayed

The overlay status icons on files and folders are not always displayed when using the Filr 1.1 desktop application on Mac OSX 10.10.

3.2 Mac OSX 10.11 (El Capitan) Issues

Due to significant changes in the OSX 10.11 frameworks, the Filr Desktop client for Mac has experienced startup problems on the 10.11 platform.

Novell has released support patch [HP3](#) to resolve the issue. As always, best practice is to apply the patches and update the desktops in patch order.

3.2.1 Issues

After applying the patches, some users might still see the following issues:

- ◆ The Filr desktop client for Mac fails to launch.
- ◆ Mac Finder fails to respond.
- ◆ Overlay icons for Filr files and folders do not display.

3.2.2 Solutions

One of the following actions should resolve the issues.

Option 1

1. Relaunch Finder.
2. Open *System Preferences*.
3. Deselect the *Novell Filr > Finder* option, then select it again.

Option 2:

1. Restart the Mac workstation.

3.3 Creating a Folder from the Desktop Application Results in Two Folders Being Created

When creating a folder with the Filr desktop application (via Windows Explorer), sometimes two folders are created instead of one: one with the name that you specify, and another that is named `New Folder`. If you encounter this issue, delete the folder named `New Folder`.

3.4 Filr Folder Cannot Be Moved to the Root of a Volume on Mac

Moving the `Filr` folder to the root of a volume on Mac (for example, `/Volumes/ABC`) results in an error and the folder is not moved to the specified location.

When moving the folder to a subdirectory (for example, `/Volumes/ABC/Novell`), the folder is successfully moved.

3.5 Moving the Filr Application File away from the Default Directory (/Applications) on Mac Results in Errors

The Filr application file (`Filr.app`) does not function properly if it is moved from its default installation location of `/Applications`.

3.6 Files and Folders Do Not Synchronize When Full Path Exceeds 260 Characters on Windows

When the full path to a file or folder on the Windows file system exceeds 260 characters, the file or folder does not synchronize to the Filr desktop application.

The full path includes all characters in the path, such as `C:\Users\username\Filr\My Files\Meeting Notes` and so forth.

3.7 The Filr Folder Cannot Be Configured to the Same Network Location on Multiple Computers

When selecting a location for the Filr folder, you should not configure the Novell Filr desktop application on multiple computers to use the same shared location on the network. This is because the Novell Filr desktop application does not synchronize files properly if two instances are synchronizing to the same shared location, even if the instances are not running simultaneously. Because of this, it is best to always avoid configuring the Filr folder to be on a network drive.

3.8 Synchronizing a File after Modifying It on the File Server File System Can Result in an Error Message

If a file is modified on the Net Folder's file system outside of Filr, an error might be displayed the next time it is synchronized to your the Filr desktop application, indicating that the application failed to validate the file's checksum. This occurs because the Filr server's metadata does not match the file on the Net Folder's file system.

This issue should resolve itself automatically the next time the desktop application synchronizes, because it will direct the Filr server to update its metadata. If the issue is not resolved, doing one of the following will resolve it, depending on how your Filr administrator has configured synchronization between Net Folders and Filr:

- ◆ Access the file from the Filr Web client. After accessing the file, the change might be reflected in the Filr desktop application.
- ◆ Wait for the Filr server to detect the change on the Net Folder file system and update its metadata. The update frequency depends on the Net Folder synchronization schedule, which is configured by your Filr administrator.

3.9 Must Exit Filr after Max File Size Limit Is Changed in order for Pending Files to Be Synchronized

If you attempt to add a file to Filr via the Filr desktop application, and the file exceeds the Max File Size limit, the file is not synchronized.

Your Filr administrator can adjust the Max File Size limit. If the limit is increased after you attempt to add files that exceed the limit, you must exit (fully quit) and relaunch the Filr desktop application, in order for any pending files to be synchronized.

3.10 Must Exit Filr after Max File Size Limit Is Changed in order for Accurate Limit to Be Displayed

If your Filr administrator adjusts the Max File Size Limit, the new value is not displayed in the Filr console (on the Account Information page) until you exit and restart Filr.

3.11 Out-of-Sync State in the Desktop Client When Renaming a Folder in the Web Client and Changing Only the Case

When renaming a folder in the Filr web client and changing only the case (for example, renaming `marketing` to `Marketing`), the change is not synchronized to the Filr desktop client, and the desktop client displays the folder in an out-of-sync state.

To bring the folder back in sync, rename the folder in the web client and change more than the case (for example, rename `Marketing` to `Marketing_Notes`).

3.12 Installation Location Cannot Be a Folder That Includes Extended Characters

When installing the Filr desktop application, the folder where you choose to install the application cannot contain extended characters in the folder name.

3.13 Default Windows Desktop Background Is Displayed During Installation

When the Filr desktop application is being installed, the Windows Desktop background might temporarily revert to the default Windows background. You can safely ignore this issue.

3.14 Cannot Open Filr Desktop Application in 32-Bit Mode

After installing the 64-bit Filr desktop application on Mac OS X, you are able to right-click the Filr icon in the menu bar and then see an option to launch Filr in 32-bit mode. This functionality is not supported.

3.15 Overlay Status Icons Incorrectly Show Files and Folders As Pending

When moving or copying a file or folder into the root of the Shared with Me area in the Filr desktop application for Windows, the overlay status icons incorrectly show the file or folder as pending synchronization. Moving or copying a file or folder to the root of the Shared with Me area is not supported (as described in “Which Folders Are Synchronized” in the *Filr Desktop Application for Windows Quick Start* (http://www.novell.com/documentation/novell-filr-1-2/filr-1-2_qs_desktop/data/filr-1-2_qs_desktop.html)), and therefore the files and folders cannot be synchronized.

To resolve the pending status, remove the pending files or folders from the root of the Shared with Me area.

3.16 Email Addresses in Share Dialog Cannot Contain Extended Characters

When specifying an email address in the Share dialog, if the email address contains extended characters (such as an apostrophe), an error message is displayed indicating that the item cannot be shared with the specified user.

3.17 **Must Restart the Filr Desktop Application after Upgrading and Changing the Location to a New Drive**

After upgrading the Filr desktop application and changing the location to a new drive (for example, if the Filr desktop application was originally installed on drive C:\ and you change the location to drive E:\), you must restart the Filr desktop application. If you do not restart the application, unexpected errors can occur.

3.18 **Must Restart the Filr Desktop Application or Finder after Upgrading on Mac**

After upgrading the Filr desktop application on a Mac, you must do one of the following in order for the Get File Link feature to be fully functional:

- ♦ Restart the computer
- ♦ Log out of the computer as the current user
- ♦ Restart Finder

3.19 **Cannot Comment On or Get File Link for Documents Created with Apple iWork Applications (Pages, Keynote, etc.)**

When using the Filr desktop application, you cannot comment on or get the File Link for documents that were created with Apple iWork application (such as Pages and Keynote).

This limitation is because, from a technical standpoint, files created with iWork applications are stored as folders, and Filr does not support performing these actions on folders.

4 **Filr Desktop Application Documentation**

For information on how to install, configure, and use the Novell Filr desktop application on your computer, see the *Filr Desktop Application for Windows Quick Start* (http://www.novell.com/documentation/novell-filr-1-2/filr-1-2_qs_desktop/data/filr-1-2_qs_desktop.html) or the *Filr Desktop Application for Mac Quick Start* (http://www.novell.com/documentation/novell-filr-1-2/filr-1-2_qs_desktopmac/data/filr-1-2_qs_desktopmac.html).

For information about how to enable or disable the Novell Filr desktop application, as well as perform other administrative functions, see “[Configuring the Filr Desktop Application to Access Files](#)” in the *Novell Filr 1.2 Administration Guide*.

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