Novell iFolder®

2.1

README

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Contents

About This Guide

This guide provides information on known issues for Novell® iFolder® 2.1*x* and is divided into the following sections:

- Chapter 1, "Known Issues for Servers," on page 9
- Chapter 2, "Known Issues for Workstations," on page 29

Additional Documentation

For information on installing, configuring, and managing iFolder, see the following:

- Online documentation for iFolder server and client (http://www.novell.com/documentation/lg/ifolder21/index.html)
- *Novell iFolder Cool Solutions* Web site (http://www.novell.com/coolsolutions/ifmag) for tips and tricks
- Novell iFolder Support Knowledgebase Web site (http://support.novell.com) for emerging issues for iFolder server and client

Documentation Updates

For the most recent version of the *Novell iFolder Readme*, see the Novell iFolder Documentation Web site (http://www.novell.com/documentation/lg/ifolder21/index.html).

For emerging issues, see the *Novell iFolder 2.1 Readme Addendum* (Technical Information Document 10079972) (http://support.novell.com/cgi-bin/search/searchtid.cgi?/10079972.htm).

Documentation Conventions

In this documentation, a greater-than symbol (>) is used to separate actions within a step and items within a cross-reference path.

A trademark symbol (®, ™, etc.) denotes a Novell trademark. An asterisk (*) denotes a third-party trademark.

When a single pathname can be written with a backslash for some platforms, or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as UNIX* should use forward slashes as required by the software.

Known Issues for Servers

<div style="text-align: right; font-size: 3em;">1</div>

This section describes known issues for Novell® iFolder® 2.1 server software that have not been resolved for this release. These issues apply to all versions of iFolder 2.1, except where noted.

The issues are categorized as follows:

For information on installing and managing the iFolder server, see the *Novell iFolder 2.1 Installation and Administration Guide*.

1.1 Installation, Upgrade, and Administration Issues

The following installation and administration issues for Novell iFolder 2.1 server software apply to all server operating systems:

1.1.1 Enabling Administrator User Objects for LDAP Servers

If an administrator's User object resides on multiple LDAP servers, do not enable the object as an iFolder server Admin user. If you have only one LDAP server and one corresponding Admin user, you can enable the object; however, enabling an administrator User object as an iFolder server Admin user is not recommended.

1.1.2 Failure to Update the User Disk Quota

In the iFolder Management Console, when you attempt to update a User Disk Quota, the User Admin page reports the new User Disk Quota as if the update succeeded, but the Update command is not actually executed by the server. The user's client continues to report the old User Disk Quota. You must repeat the task to force the User Disk Quota to update.

To avoid this problem, modify the User's Disk Quota, then click Update two times, allowing time for the Web page to refresh between clicks.

1.1.3 Limiting the Number of Characters for User IDs

The Username field is limited for iFolder user IDs.

- **eDirectory:** An iFolder user ID cannot exceed 64 characters in length if you use Novell eDirectory™. If the user ID has more than 64 characters, neither the administrator nor the user can access the user's iFolder account.
- **Active Directory:** An iFolder user ID cannot exceed 20 characters in length if you use Microsoft* Active Directory*. If the user ID has more than 20 characters, the operation fails with an error.

  The reason for this is that the sAMAccountName attribute, which acts as the user's logon name, is limited to only 20 characters. The iFolderServer administrator applications sets both the user's CN attribute and the sAMAccountName attribute to the same value.

You can manage user accounts from the User Management page in the iFolder Management Console.

1.1.4 Limiting Characters Used in Installation Data Fields

The Apache 2 Server registry and the iFolder server software do not support extended ASCII characters (characters above code point 127) in the following fields during the installation:

- Admin names
- LDAP context (Novell eDirectory or Microsoft Active Directory)
- iFolder database location
- SSL certificate location

Additionally, use English when entering the SSL certificate location.

1.1.5 Using Web Browsers to Manage iFolder or to Access the iFolder Web Sites

You can access the iFolder Management Console using Microsoft Internet Explorer (IE) 5.0 or later. Netscape* 7 or later is the recommended Netscape browser version.

For iFolder servers running on a NetWare® or Windows* 2000 server operating system, you must use IE to access your files via a Web browser.

For iFolder servers running on an IIS Web server, you must use an IE browser to access the iFolder Management Console or the default iFolder Web site from that server. You cannot access the iFolder Management Console and default iFolder Web site using a Netscape browser on an IIS server. If the iFolder server uses IIS and you want to use a Netscape browser, access the server remotely from a workstation.

The iFolder Java* applet can be accessed from the iFolder Web site using Microsoft Internet Explorer 5.0 or later. Netscape 7 or later is the recommended Netscape browser version.

We require Sun* Microsystems JVM* 1.3.1 to 1.4.1_02 for the iFolder Java applet to function properly. If you upgrade your browser (such as to IE 6 Service Pack 1), the upgrade will change the default JVM to Microsoft's version. Make sure to manually reset Sun's JVM as the default JVM after you upgrade.

1.1.6 iFolder Java Applet Requires Sun Java Runtime Environment 1.3.1 to 1.4.1_02

Logging in to the Java applet fails with Sun Java Runtime Environment 1.4.2_01 and later. When you attempt to log in, the applet sometimes fails to initialize and returns an error message "Applet NIDapplet not inited." If it does initialize, the applet login fails and returns an error message "Authentication failed."

To avoid this problem, use Sun Java Runtime Environment (JRE) 1.3.1 to 1.4.1_02. Sun no longer supports these versions of JRE under Sun's standard support contracts. To download an archived version of Java 1.4.1, visit the Sun Java Technology Downloads Archive (http://java.sun.com/products/archive/index.html).

1.1.7 iFolder Java Applet Provided As Is

The iFolder Java applet is provided as is. It is no longer supported.

If you purchased iFolder 2.1.*x* as bundled with Novell NetWare 6.5 or Novell Nterprise™ Linux Services, Novell NetStorage is available to provide Web-based access for users to their data on the iFolder server. You must configure NetStorage to support iFolder services. For information, see the *OES NetStorage Administration Guide for NetWare*.

To achieve the best results when using the iFolder Java applet, inform your users of the following tips:

- Install Sun JRE 1.3.1 to 1.4.1_02 on your workstation. To download an archived version of Java 1.4.1, visit the Sun Java Technology Downloads Archive (http://java.sun.com/products/archive/index.html).

- Whenever you want to use the iFolder Java applet, open a separate Web browser window to use only for the Java applet session. If you want to visit other URLs while your iFolder session is open, open a different browser window.

- Mozilla and Netscape Web browsers offer navigation tabs as a alternative to opening separate windows. If you plan to visit other Web sites while your iFolder Java applet session is active, turn off the tabs feature so that separate browser windows are open on your desktop.

- Use the navigation buttons and links provided by the iFolder Java applet window to navigate and access your iFolder files while using the applet. Do not use the browser's navigation buttons, such as Forward and Back, to navigate between views. Do not use the browser's Location field or links on the iFolder Web site to navigate to a different URL.

- If you want to concurrently explore multiple iFolder accounts using the iFolder Java applet interface, you must open the iFolder Web site URL using a separate Web browser window for each account and log in separately to each account's session.

- To gracefully end your session in the iFolder Java applet, log out of the session, then close the Web browser.

1.1.8 iFolder Java Applet Login Error Message Returns Incomplete URL

In the iFolder client tray application, the iFolder Web site link opens a Web browser to the iFolder Web site on the default iFolder server in the iFolder system. This server is typically the server where the user's iFolder data resides. However, in an iFolder system with multiple iFolder servers, you might relocate a user's iFolder data to a new server in the system or assign a different server to act as the default iFolder server. If the user's data does not reside on the selected server, the log in to the iFolder Java applet fails.

On login failure, the iFolder Java applet returns the `User Resides on a Different Server` error message. For example, the message reads:

```
User resides on a different server. Open the following server URL
and select 'login': http://nif4.yourdomain.com
```

where *nif4.yourdomain.com* represents the DNS name of the server where the user's iFolder data actually resides.

This URL provides the correct server address, but the URL is incomplete. The address should include the iFolder directory. For example:

```
http://nif4.yourdomain.com/iFolder
```

To log in successfully, the user must replace *nif4.yourdomain.com* with the actual DNS name returned in the error message and add the iFolder directory to the end of the URL.

1.1.9 Enabling Pop-Up Windows

For the iFolder management and help tools to work properly, you must enable pop-up windows in your Web browser while configuring and administering iFolder. If you use an application that blocks pop-up windows, temporarily disable the blocking feature.

1.1.10 Failing to Log In to the iFolder Management Console

The login to Global Settings from the iFolder Management Console might fail intermittently, displaying a message "Previous Login Failed." To resolve this, repeat the login process until you are successful.

1.1.11 Failing to Log Out of the iFolder Management Console

If your Web browser caches its pages, the next time you return to the iFolder Management console, after having logged out of the console and closed your browser, you might not need to log in again.

To avoid this security risk, configure your Web browser to delete the temporary files when you close the browser. For example, in Internet Explorer 6, click Tools > Internet Options > Advanced, under Security, check the Empty Temporary Internet Files When Browser Is Closed check box, then click OK.

1.1.12 Using the Reporting/System Monitoring Features

The numbers displayed in the Totals field in the Reporting section of the iFolder Management Console reflect only the totals of the iFolder server that the iFolder administrator is logged in to, not the totals of all iFolder servers.

Rapidly toggling back and forth between the Reporting and System Monitoring screens in a Web browser might cause the iFolder server to hang. If iFolder hangs, stop and restart the iFolder server software.

If two administrators are simultaneously making system monitoring requests from two different browsers to two different iFolder servers, either of the iFolder servers in the iFolder system might hang. If iFolder hangs, stop and restart the iFolder software.

1.2 Linux Server Issues for iFolder 2.1.5, 2.1.6 and 2.1.7

The following issues apply to Linux operating system on Open Enterprise Server:

1.2.1 Installation Issues

* If you do a post-install on an iFolder 2.*x* server using the rpm -ivh command or through the path YaST2 Modules > Software > Install and Remove Software, you need to run the yast2 ifolder2 command to configure the iFolder 2.*x* server.

  If you do a post-install using YaST2 Modules > Network Services > iFolder 2.*x*, the configuration is completed as part of the install and you do not need to execute the yast2 ifolder2 command.

- After attaching a Linux server to the existing tree, restart the iFolder server by running the following command at the terminal before logging to the Admin page of iFolder Linux server:

  /etc/init.d/novell-ifolder restart

1.2.2 Coexistent Mode Configuration

- If you have multiple NICs with multiple primary IP addresses in the Coexistent mode of installation, then the first bound interface (eth0) is selected for binding the iFolder-specific IP address entered through yast2. For example: eth0:ifdr
- If iFolder is installed in Coexistent mode, NetStorage can run on the same machine.

1.2.3 Standalone Configuration

If iFolder is installed in the standalone mode, NetStorage cannot run on the same machine and the Login link on the main iFolder page does not work because NetStorage is not installed on the local machine. However, you can install NetStorage on a separate machine and configure it to point to the standalone iFolder server. Then the user can use https://*netstorage_server_ip_address*/NetStorage to access NetStorage.

1.2.4 NetStorage Configuration

NetStorage needs to be configured with the iFolder 2.*x* server IP address; otherwise, NetStorage cannot be used to access iFolder.

1.2.5 Private Host DNS Not Supported

When adding or modifying an iFolder Server object using iFolder Management Console > Global Settings > iFolder Servers, do not specify a value for the Private Host DNS or IP for a Linux iFolder Server object. This feature is not supported in iFolder 2.1.5 on OES Linux.

1.3 NetWare Server Issues for iFolder 2.1.*x*

1.3.1 Users Must Log Out before Upgrading iFolder

All the iFolder users must be logged out of the iFolder server before it is upgraded. The users can log in again after the upgrade is complete.

1.3.2 Migrating between nodes of NetWare 6.5 Support Pack 6 Cluster setup

When iFolder 2.x server is configured on NetWare 6.5 SP 6 cluster, migrating from one node to another might fail if a user is logged in using an iFolder Linux client.

Log out all the iFolder 2.x users before migration or bring the resource offline and then migrate it to another node.

1.4 Linux Server Issues for iFolder 2.1.6

1.4.1 Dual NICs Not Supported

The iFolder 2.x Linux server is not supported for dual NICs configured for public and private networks.

1.5 Linux Server Issues for iFolder 2.1.5

1.5.1 LDAP Configuration

- The LDAP server used by iFolder must run on the default LDAP ports 389 and 636.

- Manual configuration of the iFolder server does not support the IP address for LDAP server; instead, you need to provide the DNS name for LDAP server. For example, use the DNS name xyz.us.acme.com instead of the IP address aaa.bbb.ccc.ddd.

- Whether the configuration is manual or through YaST for iFolder server on Linux, the LDAP server used by iFolder server must have a valid DNS name. The DNS name server should be configured to enable reverse lookups.

  When configuring through YaST, the DNS name for the given IP address for LDAP server is resolved internally. If there is no valid DNS entry for the LDAP server's IP address, the YaST install fails to configure the iFolder server. In this case, make a DNS entry for the LDAP server's IP address in the DNS server. Then reconfigure iFolder using either of the following methods:

  - YaST: Enter `yast2 ifolder2` at the shell prompt.
  - Manual: Enter `/opt/novell/ifolder/bin/ifolder_config.sh` at the shell prompt.

1.5.2 Uninstalling iFolder

After uninstalling iFolder 2.x, (refer to the Novell iFolder online documentation Web site (http://www.novell.com/documentation/ifolder21/index.html?page=/documentation/beta/ifolder21/admin/data/a2iii88.html#bktitle) for detailed steps) the iFolder Server object needs to be manually deleted from the tree. This can be done through iManager.

1.5.3 Dual NICs Not Supported

The iFolder 2.*x* Linux server is not supported for dual NICs configured for public and private networks.

1.5.4 Updating iFolder 2.*x* from NLS 1.0 to OES Not Supported

Upgradation of iFolder 2.*x from NLS 1.0* to OES is not supported. Make sure that the iFolder server for OES is installed afresh.

1.6 NetWare Server Issues for iFolder 2.1.5

The following are known issues for Novell iFolder 2.1.5 on Open Enterprise Server:

- Section 1.6.1, "iFolder Welcome Pages Not Installed," on page 16
- Section 1.6.2, "Redirect Failed Error," on page 16

1.6.1 iFolder Welcome Pages Not Installed

If you install the iFolder servers, without upgrading the NetWare server, the Welcome pages do not get upgraded and the Welcome page does not show the link to download the iFolder client for Linux. This happens because the Welcome page for a product is installed only when the product is installed during the installation or upgrade of the NetWare server. Therefore, in this case, download and install the iFolder client for Linux from http://*server-name*/iFolder.

1.6.2 Redirect Failed Error

If the administrator configures the iFolder server with both a public and a private IP address and tries to view the user information by using only the public IP address, the iFolder Admin Console returns a `Redirect failed!` message and the user information is not displayed. In this case, restart the iFolder server by running the following commands at the system console:

```
stopifolder
```

```
startifolder
```

Under User Account Settings, accessing Edit User (Client) Policy > Remove iFolder User Data > Recover iFolder User Pass Phrase returns an `Access Forbidden` message.

To resolve this problem, access the iFolder Admin Console using the private IP address in the URL.

1.7 Windows 2003 and Windows 2000 Server Issues

The following are known issues for Novell iFolder 2.1.3 running on Windows 2003 Server.

- Section 1.7.1, "Upgrading from Windows 2000 Server," on page 17
- Section 1.7.2, "Error Message in iFolder Administration Page," on page 17
- Section 1.7.3, "Advanced Search Fails," on page 17
- Section 1.7.4, "User Login Fails," on page 17

1.7.1 Upgrading from Windows 2000 Server

If iFolder is installed on Windows 2000 server and you upgrade the server to Windows 2003 server, then to retain the virtual directories, complete the following:

1 On IIS 6.0, enable the WebService Extension.

   1a Select the Web Service Extensions folder in the IIS Manager.

   1b In the details pane, click Add a new Web service extension.

   1c Type iFolderServer as the name of the extension in the Extension name box.

   1d Click Add.

   1e In the Path to file box, type the path of the adifolderserver.dll if you are running iFolder on ActiveDirectory or iisifolderserver.dll if you are running iFolder on eDirectory.Click OK.

   1f Set the Set extension status to Allowed checkbox.

   1g Click OK.

2 In the metabase.xml file, change the keytype from iFolderDocumentRoot or iFolderExtension to IISWebVirtualDir for the following virtual directories.

   ◆ iFolder

   ◆ iFolder/MyApps

   ◆ iFolderServer

   ◆ update

This ensures that the virtual directories are visible in the IIS manager.

1.7.2 Error Message in iFolder Administration Page

When the IIS Web site is configured to run in the IIS 5.0 isolation mode with security level set to `Medium,` the iFolder Administration page displaying error message such as `The application called an interface that was marshalled for a different thread` might display.

To resolve this, set the Security level to `Low`.

1.7.3 Advanced Search Fails

In case of large context names, Advanced Search feature might give problems while working with the IIS 6.0. Use the Simple Search instead.

1.7.4 User Login Fails

User login fails if the first LDAP server configured for an iFolder server is down. To prevent user login failure, make sure that the first LDAP server configured for an iFolder server is up.

1.7.5 Updating the User Disk Quota Fails

Updation to the user disk quota fails in Internet Explorer, if the iFolder user name contains extended characters.It is possible to update the user quota using Mozilla Firefox browser.

1.7.6 If an iFolder user name is disabled, any client connections fail to close automatically for that user.

The client connections are not automatically closed, if the iFolder user name contains extended upper case characters.

1.8 Known Issues for iFolder 2.1.2 on Novell Nterprise Linux Services Support Pack 1

The following are known issues for Novell iFolder 2.1.2 running on Novell® Nterprise™ Linux Services.

1.8.1 Localized Versions of the iFolder Client Are Available

In Novell Nterprise Linux Services Support Pack 1, the iFolder 2.1.2 client is available in the following languages:

- English
- German
- Spanish
- French
- Italian
- Japanese
- Portuguese
- Russian

The server's Locale setting determines which supported language the installation uses for the iFolder client installation file. Before you install iFolder, you must specify the appropriate ISO 639 Language Code (http://www.loc.gov/standards/iso639-2/langcodes.html) in the server's Locale setting to identify your language preference. If the server's Language Code setting is something other than one of the supported languages, the installation copies the iFolder client in English.

1.8.2 iFolder 2.1.2 Installation Requires the Zip/Unzip Utility

To install iFolder server with the non-English version of the iFolder client that you prefer, the Linux Zip/Unzip utility must be available on the Linux server where you plan to install Novell Nterprise Linux Services Support Pack 1. If the Unzip utility is not present, only the English iFolder client is installed.

If you installed iFolder server on a Linux server without the Unzip utility, to get the iFolder client in your preferred language:

1 Uninstall the iFolder server RPM from the Linux server.

In Novell Nterprise Linux Service Support Pack 1, the iFolder server RPM is

`novell-ifolder-`*bldNumber*`-`*bldDate_bldTime*`.rpm`

where *bldNumber*, *bldDate*, and *bldTime* are values representing build information.

2 Install the Linux Zip/Unzip utility on your Linux server.

3 Make sure the language specified in the Locale setting of the server is set to a supported language.

For information, see Section 1.8.1, "Localized Versions of the iFolder Client Are Available," on page 18.

4 Reinstall the iFolder server RPM.

5 Run the post-reinstallation configuration script. For information, see Section 1.8.6, "After Upgrading or Reinstalling iFolder 2.1.2, iFolder Services and Web Access Do Not Function," on page 22.

1.8.3 RedHat Linux Server Displays Incorrect IP Address

Novell iFolder 2.1.2 server requires a static IP address to install and operate properly. If your RedHat Linux server displays the incorrect IP address of 127.0.0.1 (loopback address), you must resolve this problem before installing iFolder.

To verify the IP address displayed by your RedHat Linux server, enter the following command at the server console

`hostname -i`

The response should display the IP address you want to use for your iFolder server.

If the response displays 127.0.0.1 as the IP address of the machine, edit the /etc/hosts file to replace 127.0.0.1 with the IP address you want to assign to your iFolder server.

Verify the correct IP address by executing the hostname -i command again.

If you have already upgraded the iFolder RPM with this problem exiting, you must uninstall the iFolder RPM, reinstall the iFolder RPM, then run the post-reinstallation configuration script. For details, see Section 1.8.5, "Upgrading iFolder 2.1.2 to Support a Localized iFolder Client," on page 21.

1.8.4 Upgrading iFolder 2.1.2 to Support the English iFolder Client

In Novell Nterprise Linux Services Support Pack 1, you can upgrade your iFolder 2.1.2 server to support a localized, non-English iFolder client or keep the English version of the iFolder client. For a list of supported languages, see Section 1.8.1, "Localized Versions of the iFolder Client Are Available," on page 18. Your server's Locale setting determines whether an English or non-English client is installed during the upgrade process.

To upgrade iFolder 2.1.2 for Novell Nterprise Linux Services Support Pack 1 and keep the English version of the client, use the following prerequisites and procedures.

To upgrade iFolder 2.1.2 to support a non-English, localized version of the iFolder client, see Section 1.8.5, "Upgrading iFolder 2.1.2 to Support a Localized iFolder Client," on page 21.

Prerequisites

Your Novell Nterprise Linux Services server must meet the following prerequisites before upgrading or reinstalling the iFolder 2.1.2 server:

- Configure your server with a valid static IP address.
- Set the Locale setting of your server to English or to a non-supported, non-English language. For a list of supported languages, see Section 1.8.1, "Localized Versions of the iFolder Client Are Available," on page 18.

  For example, to set the server's Locale, enter the following lines at the server console:

  ```
  export LANG=en_EN
  export LC_CTYPE=en_EN
  ```

  Replace *en_EN* with the actual ISO 639 language code (http://www.loc.gov/standards/iso639-2/langcodes.html) and ISO 3166 country code (http://www.iso.ch/iso/en/prods-services/iso3166ma/02iso-3166-code-lists/list-en1.html) that you require.

Procedure

If your server meets the prerequisites, you are ready to upgrade iFolder 2.1.2 and keep the English version of the iFolder client.

1 Log in to your Novell Nterprise Linux Services server as the root user.

2 Use the Red Carpet channel to upgrade your Novell Nterprise Linux Services server to Novell Nterprise Linux Services Support Pack 1.

3 Run the post-reinstallation configuration script.

  For information, see Section 1.8.6, "After Upgrading or Reinstalling iFolder 2.1.2, iFolder Services and Web Access Do Not Function," on page 22.

4 Upon completion of the Apache restart in Step 3, the iFolder 2.1.2 services and Web access are functional.

1.8.5 Upgrading iFolder 2.1.2 to Support a Localized iFolder Client

In Novell Nterprise Linux Services Support Pack 1, you can upgrade your iFolder 2.1.2 server to support a localized, non-English iFolder client or keep the English version of the iFolder client. For a list of supported languages, see Section 1.8.1, "Localized Versions of the iFolder Client Are Available," on page 18. Your server's Locale setting determines whether an English or non-English client is installed during the upgrade process.

To upgrade iFolder 2.1.2 to support a non-English, localized version of the iFolder client, use the following prerequisites and procedures.

To upgrade iFolder 2.1.2 and keep the English version of the client, see Section 1.8.4, "Upgrading iFolder 2.1.2 to Support the English iFolder Client," on page 20.

Prerequisites

Your Novell Nterprise Linux Services server must meet the following prerequisites before upgrading or reinstalling the iFolder 2.1.2 server:

 * Configure your server with a valid static IP address.

 * Determine which one of the supported languages you want to use for the iFolder client. For a list of supported languages, see Section 1.8.1, "Localized Versions of the iFolder Client Are Available," on page 18. You need this information for Step 2 of the upgrade process.

 * If it is not already installed, install the Linux Zip/Unzip utility.

Procedure

If your server meets the prerequisites, you are ready to upgrade iFolder 2.1.2 for use with a localized version of the iFolder client.

1 Log in to your Novell Nterprise Linux Services server as the root user.

2 If you have not already done so, configure your server's Locale setting to the desired supported language.

For a list of supported languages, see Section 1.8.1, "Localized Versions of the iFolder Client Are Available," on page 18. If the Locale setting is set to English or to a non-supported, non-English language, the upgrade installs the English version of the client.

For example, to set the server's Locale, enter the following lines at the server console:

```
export LANG=ru_RU
export LC_CTYPE=ru_RU
```

Replace *ru_RU* with the actual ISO 639 language code (http://www.loc.gov/standards/iso639-2/langcodes.html) and ISO 3166 country code (http://www.iso.ch/iso/en/prods-services/iso3166ma/02iso-3166-code-lists/list-en1.html) that you require.

3 Use the Red Carpet channel to upgrade your Novell Nterprise Linux Services server to Novell Nterprise Linux Services Support Pack 1.

During the upgrade process, the language-specific iFolder RPM is installed. After the NNLS upgrade, iFolder services and Web access do not function until you complete the remaining steps.

4 Uninstall the iFolder 2.1.2 RPM.

4a Locate the iFolder 2.1.2 RPM on your server.

In general, the iFolder server RPM is named

```
novell-ifolder-bldNumber-bldDate_bldTime.rpm
```

where *bldNumber*, *bldDate*, and *bldTime* are values that specify build information. You can also use the rpm -q -a switch to locate the RPM. For example, enter the following command at the server console:

```
rpm -q -a | grep ifolder
```

4b Change directories to go to the directory where the iFolder RPM resides.

4c To uninstall the iFolder RPM, use one of the following methods:

- **NNLS Uninstall:** At the server console, enter

   ```
   ./install .sh
   ```

   At the script prompt, enter Uninstall, enter the number next to the iFolder module option, then follow the uninstall instructions.

- **RPM Uninstall:** At the server console, enter

   ```
   rpm -e novell-ifolder-bldNumber-bldDate_bldTime.rpm
   ```

4d Remove all installed instances of the iFolder server in the following directories:

```
/opt/novell/ifolder
/var/opt/novell/ifolder
/etc/opt/novell/ifolder
```

IMPORTANT: Do not remove the iFolder user data in the directory /var/opt/novell/ifolderdata. Do not remove the iFolder schema objects.

---

5 Reinstall the iFolder RPM using the `rpm -ivh` switch.

For example, enter the following command at the server console:

```
rpm -ivh novell-ifolder-bldNumber-bldDate_bldTime.rpm
```

6 Run the post-reinstallation configuration script.

For information, see Section 1.8.6, "After Upgrading or Reinstalling iFolder 2.1.2, iFolder Services and Web Access Do Not Function," on page 22.

7 Upon completion of the Apache restart in Step 6:

- The iFolder Management console is accessible in English.
- The iFolder Management console Help is accessible in the selected non-English, localized format.
- The iFolder Web site is accessible in the selected non-English, localized format.
- The non-English, localized version of the iFolder client, Quick Start, and Client Help are available for users to download from the iFolder Web site.

1.8.6 After Upgrading or Reinstalling iFolder 2.1.2, iFolder Services and Web Access Do Not Function

After you upgrade your Novell Nterprise Linux Services to Novell Nterprise Linux Services Support Pack 1, the iFolder 2.1.2 services do not function until you execute the post-reinstallation configuration script. If you reinstall the iFolder 2.1.2 RPM, the same problem occurs.

You might observe the following issues:

- Login fails from the iFolder Admin Console.
- Login fails from the iFolder Java applet on the iFolder Web site or the from the direct URL.
- Existing iFolder client connections to the server stop synchronizing.

After the upgrade or reinstallation is complete, run the post-reinstallation configuration script to ensure iFolder functionality:

1 Stop the Apache Web server by entering the following command at the server console:

```
/etc/init.d/novell-httpd stop
```

Allow enough time for a graceful stop before proceeding.

2 To run the iFolder post-reinstallation configuration script, enter the following command at the server console

```
/opt/novell/ifolder/bin/ifolder_config.sh
```

3 The script prompts the user for input. Specify the input in the following format. Respond appropriately to the series of LDAP prompts and the request for an Admin username and password.

- **LDAP Host:** Enter the DNS name or the IP address for the Novell eDirectory™ server. For example, enter

  ldap1.yourdomain.com

- **LDAP Port:** Enter the port number for SSL access to LDAP. For example, enter

  636

  NOTE: The iFolder post-install configuration configures the system to use the secure LDAP port. You can modify it later using the iFolder Admin Console.

- **LDAP Users Context:** Enter the eDirectory Distinguished Name (DN) for the context where iFolder creates iFolder user accounts. Separate the DN with commas and no spaces.

  For example, enter

  ou=OU,o=O

- **LDAP Admin DN:** Enter the eDirectory DN for eDirectory administrator. Separate the DN with commas and no spaces.

  For example, enter

  cn=admin,ou=OU,o=O

- **Admin Password:** Enter the eDirectory administrator password.

- **Admin Users:** Enter the eDirectory common names of the users who will be iFolder administrators. For multiple names, separate the names with semicolons and no spaces.

  For example, enter

  admin;admin1

4 Because the iFolder schema objects already exist from the previous installation, the LDAP server attempts to modify the iFolder schema, but cannot. The LDAP server notifies you that no modification occurred, which is expected. Accept the notifications by clicking OK.

5 Start the Apache Web server by entering the following command at the server console:

```
/etc/init.d/novell-httpd start
```

1.8.7 Restart Apache Services After Upgrading the iFolder RPM for Russian or Japanese

If the Locale setting of your Novell Nterprise Linux Services Support Pack 1 server is set to Russian (such as LANG=ru_RU) or to Japanese (such as LANG=ja_JP), you must restart the Apache services after upgrading the iFolder 2.1.2 RPM (either by the rpm -Uvh console command or by the redCarpet installation). The RPM upgrade modifies parameters in the /etc/opt/novell/httpd/conf.d/httpd_ifolder_unix.conf file. Restarting Apache services (novell-httpd) effects the changes.

1.9 NetWare Server Issues in iFolder 2.1

The following issues apply to the NetWare server operating systems:

- Section 1.9.1, "Updates to Client Policies Fail after Upgrading from iFolder 1.0x to 2.1x," on page 24
- Section 1.9.2, "LDAP Server Has Wrong iFolder Port Number after Upgrading from iFolder 1.0x to 2.1x," on page 24
- Section 1.9.3, "Upgrading the Apache Version for iFolder 2.1," on page 25
- Section 1.9.4, "Installing iFolder 2.1 on NetWare 5.1 Support Pack 5," on page 25
- Section 1.9.5, "Failing to Load iFolder 2.1 in Protected Memory Space," on page 26
- Section 1.9.6, "Admin and User Web Pages Return an Access Error After Upgrade from iFolder 1.0x to 2.1x," on page 26

1.9.1 Updates to Client Policies Fail after Upgrading from iFolder 1.0*x* to 2.1*x*

After upgrading from iFolder 1.0*x* on NetWare 6 to iFolder 2.1*x* on NetWare 6.5, changes you make to the Client Policies in the iFolder Management Console do not take effect. The interface indicates the changes were successful, but they actually fail. This problem occurs because the upgrade process does not delete the ifolder.xml file for iFolder 1.0*x* from the iFolder data directory. iFolder 2.1*x* attempts to use this file instead of the client policies contained in the iFolderSettings object in eDirectory.

To avoid this problem after the upgrade process completes, remove the ifolder.xml file from the iFolder data directory. By default, this location is *sys:\ifolder*\ifolder.xml. Replace sys:\ifolder with the actual path to your iFolder data directory. After you remove the ifolder.xml file, policies are correctly applied using the iFolderSettings object in eDirectory.

1.9.2 LDAP Server Has Wrong iFolder Port Number after Upgrading from iFolder 1.0*x* to 2.1*x*

After upgrading from iFolder 1.0*x* on NetWare 6 to iFolder 2.1*x* on NetWare 6.5, the LDAP server has the wrong iFolder port number. This results in iFolder bypassing the Set Passphrase option on an upgraded Novell NetStorage server, even if the existing iFolder account uses encryption.

When upgrading the NetWare 6 server, the NetStorage upgrade sequence provides an option to specify the correct iFolder DNS server name and port number. If you accept the default iFolder server name and port number (80), the wrong address gets stored in the LDAP server. The default port number used in iFolder 1.0*x* was 52080, but you should enter your actual port number.

To avoid this problem when upgrading NetStorage, make sure to specify the correct DNS server name and port number for the iFolder server.

To correct this problem if you have already upgraded NetStorage, use iManager to modify the iFolder DNS name and port number for NetStorage.

1 In iManager, click File Access (NetStorage).

2 Click iFolder Storage Provider.

3 Type the correct iFolder server DNS name and port number. For example,

    nif1.your-domain-name.com:52080

    Replace *nif1.your-domain-name.com* with the actual DNS name of your iFolder server. Replace *52080* with the actual port number of your iFolder server.

4 To effect the change, click Submit.

5 After the server updates, restart your server before you use it again.

1.9.3 Upgrading the Apache Version for iFolder 2.1

With iFolder 2.1 for NetWare 5.1 Support Pack 5 and NetWare 6.0 Support Pack 2 servers, you must use Apache Web Server 1.3.26 or 1.3.27. If you use another version of Apache, iFolder does not work as designed.

A binary distribution of Apache Web Server 1.3.26 was made available with NetWare 6.0 on the *Netware 6 Overlay CD*. A binary distribution of Apache Web Server 1.3.27 was made available with NetWare 6.0 Support Pack 2 on the *Netware 6 Support Pack 2 Overlay CD*. These versions might already be installed on your NetWare 6.0 servers.

For NetWare 6.0 servers, upgrade to Support Pack 2 and reinstall the original Apache 1.3.27 binary distribution; do not install iFolder on an upgraded version of Apache other than Apache 1.3.27.

For NetWare 5.1 Support Pack 5 servers:

1 Download NetWare 6.0 Support Pack 2 or the *NetWare 6.0 Support Pack 2 Overlay CD*, then extract the contents to a temporary location.

2 Locate the Products/Novonyx/aapache.zip file, which contains the binary distribution of Apache Web Server 1.3.27, then extract the contents of the file to a temporary directory.

3 Copy the contents of the temporary directory to the sys:\apache directory on your NetWare 5.1 server.

1.9.4 Installing iFolder 2.1 on NetWare 5.1 Support Pack 5

Customers running Apache on NetWare 5.1 Support Pack 5 will most likely use the default Apache configuration file (httpd.conf) under the sys:\apache\conf directory. The iFolder 2.1 server software tries to modify the sys:\apache\conf\adminserv.conf file during the installation. On a NetWare 5.1 server, this file will not exist and the install will generate an error:

```
Error updating file.
```

To avoid this problem, manually add the following Include statement at the end of the httpd.conf file:

```
include sys:\Apache\iFolder\Server\httpd_ifolder_nw.conf
```

1.9.5 Failing to Load iFolder 2.1 in Protected Memory Space

On a NetWare server, you can run iFolder 2.1 in protected memory space or in operating system space. If you get public symbol errors while attempting to load iFolder in protected memory space, iFolder is not loading. This occurs because iFolder cannot find the root certificate file rootcert.der.

To solve this problem, copy the rootcert.der file (usually found in the sys:\public directory) to the following file:

`nif1.your_domain_name.com`\ldap_master.der

Replace *nif1.your_domain_name*.com with the DNS name or the IP address (such as *192.168.1.1*) of your iFolder server.

1.9.6 Admin and User Web Pages Return an Access Error After Upgrade from iFolder 1.0*x* to 2.1*x*

Novell iFolder 1.0*x* did not allow iFolder to share a server address and port number. In the Netware 6 install, the user is given an option to use either alternate port numbers for iFolder (such as 51080, 52080, 51443, or 52443) or a secondary IP address. If you specify port numbers, the URLs for accessing the iFolder Web pages require that the port numbers be included in the address, such as in the following examples:

- **iFolder Management Console:** The general URL is

  `https://nif1.your-domain-name.com:portNumber/iFolderServer/Admin`

  Replace *nif1.your-domain-name.com* with the actual DNS name or IP address of your iFolder Server. Replace *portNumber* with the your actual secure port number, such as 51443 or 52443.

- **iFolder Web Page:** The general URL is

  `http://nif1.your-domain-name.com:portNumber/iFolder`

  Replace *nif1.your-domain-name.com* with the actual DNS name or IP address of your iFolder Server. Replace *portNumber* with the actual clear text port number, such as 51080 or 52080.

After upgrading iFolder 1.0*x* on NetWare 6 to iFolder 2.1*x* on NetWare 6.5, the iFolder Management Console for administrators and the iFolder Web page for users return a "Page Not Found" error when accessing the pages without specifying a port number and when using the links on the iFolder Welcome page. The link on the Welcome page directs the HTTPS request to Port 443 instead of to the original port number. Unless the port you used for iFolder 1.0*x* was actually Port 443, the error results.

To avoid this problem, the iFolder administrator and users must continue to access the iFolder Management Console and the iFolder Web page by specifying the port number you originally configured for iFolder 1.0x in the URL. For example:

`https://nif1.your-domain-name.com:52443/iFolderServer/Admin`
`http://nif1.your-domain-name.com:52080/iFolder`

To resolve this problem you can modify the port number settings. Please refer to TID 10084054 in the Novell Technical Support Knowledgebase (http://support.novell.com).

1.10 Windows 2000 Server Issues for iFolder 2.1

The iFolder 2.1 release of Novell iFolder requires Windows 2000 Server Service Pack 3 and later.

The following issues apply:

1.10.1 Extending the Schema for Active Directory

During the installation of iFolder 2.1 on an IIS server, the iFolder install program extends the Active Directory schema. You can extend the schema independently using the installation interface, but both the software install and the schema extension must be accomplished in order for iFolder to work.

Make sure that Active Directory is set up properly to enable extension and that the administrator has schema-extension rights to the root of the tree where the iFolder server resides.

1.10.2 Failing to Extend the Schema for Active Directory

In Microsoft Active Directory, shared schema root domain controllers might not extend the schema if all of the member domain controllers are not active and synchronized during the iFolder 2.1 server installation. Make sure all shared root domain controllers are active and synchronized before you install iFolder.

1.10.3 Installing the iFolder Client If Windows 2000 Servers Have Installed Remote Installation Services and Single Instance Store

When Remote Installation Service is installed on your Windows 2000 server, SIS (Single Instance Store) is also installed. The driver for SIS (sis.sys) conflicts with the iFolder client filter driver (niffltr.sys). You must uninstall one of these two programs; otherwise, your users' workstations will not reboot during the iFolder client installation process and you will get an error message indicating that the two drivers conflict with one another.

1.11 Red Hat Linux 8 Server Issues for iFolder 2.1

The iFolder 2.1 release of Novell iFolder supports only the Red Hat* Linux* 8 version of Linux.

The following issues apply to Red Hat Linux 8 server operating systems for the initial release of iFolder 2.1:

These issues do not apply to Novell iFolder 2.1.2, which was released with Novell Nterprise Linux Services. iFolder 2.1.2 supports only the Enterprise Linux server operating systems specified in the *Novell Nterprise Linux Services Installation Guide*.

1.11.1 Installing iFolder 2.1 and Apache 2.0.*x* on Linux

Because Apache 2.0.*x* is relatively new, other Novell products that use Apache might not work if you upgrade. We recommend that you use have only iFolder and Apache running on the server.

1.11.2 Disabling the Apache 2 Access_Log File Output

Polling iFolder 2.1 clients for updated files to synchronize produces a large number of entries in the access_log file. You can disable the access_log output by commenting out the following line in the /usr/local/apache2/conf/httpd.conf file:

```
CustomLog logs/access_log common
```

TIP: To comment out a parameter, place the pound sign (#) in front of it. For example:

```
#CustomLog logs/access_log common
```

1.11.3 Missing RPM Error on Install of iFolder 2.1 on Red Hat Linux 8

To install iFolder 2.1 successfully on Red Hat Linux 8, you must have installed the compat-libstdc++-7.3-2.96.110.i386.rpm file. If this RPM is missing, you will see this error message:

```
/tmp/install.dir.XXXX/Linux/resource/jre/bin/i386/native_threads/
java: error while loading shared libraries: libstdc++-libc6.1-
1.so.2: cannot open shared object file: No such file or directory
```

To install this RPM file:

1 Log in to the iFolder server as the root user.

2 Insert CD2 from Red Hat Linux 8.0 software.

3 To mount the CD, enter

   ```
   mount /mnt/cdrom
   ```

4 To install the missing RPM, enter

   ```
   rpm -Uvh /mnt/cdrom/RedHat/RPMS/compat-libstdc++-7.3-
   2.96.110.i386.rpm
   ```

5 To eject the CD, enter

   ```
   eject
   ```

1.12 Solaris Server Issues for iFolder 2.1

Novell iFolder 2.1 does not support the Solaris* Server operating system. There is no upgrade path from iFolder 2.0 to iFolder 2.1 and later.

Known Issues for Workstations

<div align="right" style="font-size:3em">2</div>

This section describes known issues for Novell® iFolder® 2.1 client software and other user interfaces. These issues apply to all versions of iFolder 2.1, except where noted.

The issues are categorized as follows:

2.1 Interoperability Issues

The following issues apply to all workstation operating systems:

2.1.1 Compatibility of iFolder Client and Server Versions

The iFolder 2.*x* client cannot access an iFolder Standard Edition (1.0*x*) server; similarly, an iFolder 1.0*x* client cannot access an iFolder 2.1 server. If you have multiple iFolder accounts located on different servers, make sure that you are accessing the iFolder server with the correct version of the iFolder client. For example, use an iFolder 2.1 client to access your files on an iFolder 2.1 server.

2.1.2 Getting a Security Protocol Version Error from Norton Internet Security

If your workstation has Norton Internet Security (NIS) installed, you might see the following error message when attempting to log in to an iFolder server from an iFolder client:

```
Protocol version error - need newer version of client software.
```

To correct this problem:

1 Open the Norton Internet Security application.

2 Click Options > Internet Security.

3 Click General > Advanced Options.

4 Click Web > Add Site.

5 In the left pane, type the DNS name or IP address of the iFolder site.

6 In the right pane, click the Privacy tab.

7 Under Cookies, select Permit from the drop-down list.

8 Under Browsing Privacy, select Permit from the Referrer and Browser drop-down lists.

9 Click the Active Content tab.

10 Under Script, select Allow All Scripts to Execute from the drop-down list.

11 Click Apply.

12 Close Norton Internet Security.

13 Restart the iFolder client, then log in again.

2.2 Installation and Administration Issues

The following issues apply to all workstation operating systems:

2.2.1 Configuration for Encryption Option Requires the iFolder Client or Java Applet

If you plan to use the encryption option for your iFolder user account, you must initialize the account by logging in for the first time while using the iFolder client or the Java applet. After the account is initialized, you can log in using the iFolder client, the Java applet, Novell NetStorage, or NetDrive.

If you attempt to initialize the account by logging in for the first time with Novell NetStorage, the account is set up as a clear text account with no encryption option. This occurs even if the administrator sets up encryption as a mandatory policy for all users. Unless your account is already set up for encryption, NetStorage does not offer you a passphrase entry option.

When you use NetStorage for the first time for an iFolder account with encryption, you must enter the passphrase. NetStorage might request the information two times. NetStorage stores the passphrase as an attribute of the User object in eDirectory. After that, NetStorage requests only a password during login.

2.2.2 Exceeding the Character Limit for User IDs

The Username field is limited for iFolder user IDs.

- ◆ **eDirectory:** An iFolder user ID cannot exceed 64 characters in length if you use Novell eDirectory™. If the user ID has more than 64 characters, neither the administrator nor the user will be able to access the user's iFolder account.

- ◆ **Active Directory:** An iFolder user ID cannot exceed 20 characters in length if you use Microsoft Active Directory. If the user ID has more than 20 characters, the operation will fail with an error.

The iFolder client typically uses your network user ID and password as your login identity for iFolder. If your network user ID exceeds the iFolder limit, contact your system administrator to set your user ID to a value that meets the character limit for user IDs in iFolder.

2.2.3 Creating an iFolder Shortcut

In iFolder 2.1, if you enable both the Remember Password option and the Place a Shortcut on My Desktop check box, the shortcut persists across system restarts. Even if you delete the icon from your desktop, the icon is re-created every time you reboot your computer.

However, if you log out of the iFolder client and then log in again and uncheck the iFolder shortcut check box, the next time you reboot your computer, the iFolder shortcut will not be created.

2.2.4 Setting Up an Internet Configuration and Working Online

If you get an error message indicating that you are not connected to the Internet and you know that you are, open the Internet Connection Wizard to troubleshoot your connection. Right-click the Internet icon on your desktop, then click Properties > Connections > Setup. When the Internet Connection Wizard launches, follow the on-screen instructions.

You must be working online in order for the iFolder client to synchronize files. If you are logged in to the iFolder server and set your Web browser to work offline, the iFolder icon in your system tray dims because working offline breaks the connection to the server. When you set your Web browser to work online, the iFolder client reconnects and logs in to the iFolder server, and the iFolder icon in your system try is once again active (colored).

2.2.5 iFolder Java Applet Requires Sun Java Runtime Environment 1.3 to 1.4.1_02

Logging in to the iFolder Java applet fails with Sun Java Runtime Environment (JRE) 1.4.2_01 and later. When you attempt to log in, the applet sometimes fails to initialize and returns an error message "Applet NIDapplet not inited". If it does initialize, the applet login fails and returns an error message "Authentication failed."

To avoid this problem, use Sun Java 1.3 to 1.4.1_02.

2.2.6 iFolder Java Applet Provided As Is

The iFolder Java applet is provided as is. It is no longer supported.

If your iFolder administrator purchased iFolder 2.1.*x* as bundled with Novell NetWare 6.5 or Novell Nterprise™ Linux Services, Novell NetStorage can be made available to provide Web-based access for users to their data on the iFolder server. Your administrator must configure NetStorage to support iFolder services. For information, see the *OES NetStorage Administration Guide for NetWare*.

To achieve the best results when using the iFolder Java applet:

- Install Sun JRE 1.3.1 to 1.4.1_02 on your workstation. To download an archived version of Java 1.4.1, visit the Sun Java Technology Downloads Archive (http://java.sun.com/products/archive/index.html).

- Whenever you want to use the iFolder Java applet, open a separate Web browser window to use only for the Java applet session. If you want to visit other URLs while your iFolder session is open, open a different browser window.

- Mozilla and Netscape Web browsers offer navigation tabs as a alternative to opening separate windows. If you plan to visit other Web sites while your iFolder Java applet session is active, turn off the tabs feature so that separate browser windows are open on your desktop.

- Use the navigation buttons and links provided by the iFolder Java applet window to navigate and access your iFolder files while using the applet. Do not use the browser's navigation buttons, such as Forward and Back, to navigate between views. Do not use the browser's Location field or links on the iFolder Web site to navigate to a different URL.

- If you want to concurrently explore multiple iFolder accounts using the iFolder Java applet interface, you must open the iFolder Web site URL using a separate Web browser window for each account and log in separately to each account's session.

- To gracefully end your session in the iFolder Java applet, log out of the session, then close the Web browser.

2.2.7 Failing to Update Preferences

You can modify your iFolder preferences while logged in to your iFolder account but working offline. However, the changes will not take effect until you activate your Internet or network connection and log in again.

2.3 General Workstation Issues

The following issues apply to all workstation operating systems:

2.3.1 iFolder Java Applet Login Error Message Returns Incomplete URL

In the iFolder client tray application, the iFolder Web site link opens a Web browser to the iFolder Web site on the default iFolder server in the iFolder system. This server is typically the server where your iFolder data resides. However, in an iFolder system with multiple iFolder servers, your system administrator might relocate your iFolder data to a new server in the system or assign a different

server to act as the default iFolder server. If your data does not reside on the selected server, your log in to the iFolder Java applet fails.

On login failure, the iFolder Java applet returns the User Resides on a Different Server error message. The message contains an incomplete URL in the instructions for resolving the login error. For example, the message reads:

```
User resides on a different server. Open the following server URL
and select 'login': http://nif4.yourdomain.com
```

where *nif4.yourdomain.com* represents the DNS name of the server where your iFolder data now resides.

This URL provides the correct server address, but the URL is incomplete. The address should include the iFolder directory. For example:

```
http://nif4.yourdomain.com/iFolder
```

Replace *nif4.yourdomain.com* with the actual DNS name returned in the error message.

2.3.2 Getting Broken Link Messages in the View Activity Tab

If problems occur when communicating with the iFolder server while either uploading or downloading files, iFolder will return an error and will not try again to upload or download until the next set synchronization interval.

2.3.3 Synchronizing Your GroupWise Archive

Do not try to synchronize your GroupWise® archive by setting a GroupWise archive path to the location of your iFolder directory. If you do this, the iFolder client will corrupt the GroupWise archive. This happens because iFolder does not synchronize files as a set and GroupWise needs the files in the archive to be maintained as a set of files.

This problem has been identified for GroupWise; however, similar problems might arise with any database that is implemented as a collection of linked files.

2.4 Windows 98SE Issues

The following issue applies to Windows 98SE operating system:

2.4.1 Installing the Microsoft Networks Client before the iFolder Client

The iFolder client software requires that the client for Microsoft networks is already installed on your Windows 98SE workstation. Otherwise, your workstation might crash.

To avoid this problem, make sure to run the Internet Connection Wizard on the workstation before installing the iFolder client software. Right-click the Internet icon on your desktop, then click Properties > Connections > Setup. When the Internet Connection Wizard launches, follow the on-screen instructions.

2.5 Windows 2000 Server Issues

The following issue applies to the Windows 2000 Server operating systems:

- Section 2.5.1, "Installing the iFolder Client If Windows 2000 Servers Have Installed Remote Installation Services and Single Instance Store," on page 34

2.5.1 Installing the iFolder Client If Windows 2000 Servers Have Installed Remote Installation Services and Single Instance Store

When Remote Installation Service is installed on your Windows 2000 server, SIS (Single Instance Store) is also installed. The driver for SIS (sis.sys) conflicts with the iFolder client filter driver (niffltr.sys). You must uninstall one of these two programs; otherwise, your users' workstations will not reboot during the iFolder client installation process and you will get an error message indicating that the two drivers conflict with one another.

2.6 Linux Issues

The following issues are applicable to Linux operating sytems:

- Section 2.6.1, "FAT32 Support," on page 34
- Section 2.6.2, "Client Installation," on page 34
- Section 2.6.3, "Unsupported Characters," on page 35
- Section 2.6.4, "iChain related issues," on page 35
- Section 2.6.5, "Passphrase Recovery," on page 35
- Section 2.6.6, "Using the Russian iFolder Client," on page 35
- Section 2.6.7, "SUSE Linux Enterprise Desktop 10 Issues," on page 35

2.6.1 FAT32 Support

The FAT32 partition not fully supported in the current release of iFolder 2.1.5 for Linux.

2.6.2 Client Installation

- If YaST is used to install the iFolder client, the library path might not be set.

  Do one of the following:
    - Run export LD_LIBRARY_PATH=$LD_LIBRARY_PATH:/opt/novell/ifolder/lib and then run novell-ifolder-client
    - Add /opt/novell/ifolder/lib to /etc/ld.so.conf
- In SuSE® 9.2, run the rpm -ivh novell-ifolder-client-2.1.5-x.rpm --nodeps command. This installs iFolder client without checking for dependencies. Run ldconfig /opt/novell/ifolder/lib command and then run the iFolder client.

2.6.3 Unsupported Characters

- The Japanese character with the combination FF5E (similar to ~) is not supported in files or directory names in an iFolder directory.

2.6.4 iChain related issues

- The iFolder user password is not stored in the iChain® Authentication dialog; therefore, the user needs to enter the password again.
- After typing user credentials and clicking OK in the iChain Authentication dialog, it is necessary to click Login again in the Novell iFolder Login dialog.
- The Cancel button in the iChain Authentication dialog is not functional.

2.6.5 Passphrase Recovery

If an iFolder user logs in to his account and sets the passphrase for the first time using NetStorage, the passphrase of an iFolder user is not saved for recovery. The user needs to log in to his account at least once via iFolder Windows or Linux client to enable passphrase recovery.

2.6.6 Using the Russian iFolder Client

The iFolder Linux client downloaded from a Russian Linux or NetWare server is not localized to the4 Russian language. Instead, it retains the default language (English).

2.6.7 SUSE Linux Enterprise Desktop 10 Issues

The following issues are applicable to SLED 10 operating system:

- "Open iFolder option is not functional" on page 35
- "iFolder Website option is not functional" on page 35

Open iFolder option is not functional

The Open iFolder option available on right clicking the Novell iFolder icon in the system tray is not functional. You can access the files located in your home location through the local Novell iFolder directory, *<UserId>* `Home` available on your desktop, where *User ID* is your iFolder user id.

iFolder Website option is not functional

The iFolder Website option available on right clicking the Novell iFolder icon in the system tray is not functional. To access the iFolder Web site, type the URL *http://nif1.your-domain-name.com/iFolder* in your Web browser. Replace *nif1.your-domain-name.com* with the actual DNS name or IP address of your iFolder server.The URL is case sensitive.

2.7 NetWare Issues

The following issue is applicable to NetWare operating sytems:

- Section 2.7.1, "Passphrase Recovery," on page 36

2.7.1 Passphrase Recovery

If an iFolder user logs in to his account and sets the passphrase for the first time using NetStorage, the passphrase of an iFolder user is not saved for recovery. The user needs to log in to his account at least once via iFolder Windows or Linux client to enable passphrase recovery.