Filr 2.0 Desktop Application Release Notes

February 2016

Novell

Filr 2.0 Desktop Application introduces the **Files on Demand** feature that provides a consolidated or virtual view of all the files on the Filr server and your workstation. With Files on Demand, you do not have to download all the files from the server to your workstation. You can now download only the files you need just by accessing the file.

Many of these improvements were made in direct response to suggestions from our customers. We thank you for your time and valuable input. We hope you continue to help us ensure that our products meet all your needs.

The documentation for this product is available on the Novell website in HTML and PDF formats on a page that does not require you to log in. If you have suggestions for documentation improvements, click **comment on this topic** at the bottom of any page in the HTML version of the Filr 2.0 Desktop Application documentation posted at the Novell Filr 2.0 Documentation website.

1 What's New in Filr 2.0 Desktop Application

The following sections outline the key features and functions provided in this release. For more information, see the Novell Filr 2.0 Desktop Application Quick Start on the Novell Filr 2.0 documentation website.

1.1 Files on Demand

Filr 2.0 Desktop Application introduces the **Files on Demand** feature that provides a consolidated or virtual view of all the files on the Filr server and your workstation. With **Files on Demand**, you do not have to download all the files from the server to your workstation. You can now download only the files you need just by accessing the file.

1.2 Platform Support

Filr 2.0 Desktop Application includes support for the following platforms:

- Windows 10
- Macintosh OS X 10.11 (El Capitan)

2 Supported Environments

The following platforms are supported:

Windows

- Windows 10, 8.1, 7

Macintosh

- ◆ OS X 10.11 (El Capitan)
- ◆ OS X 10.10 (Yosemite)

3 Downloading and Installing Filr Desktop Application 2.0

For information about downloading and installing Filr 2.0 Desktop Application, see *Downloading and Installing the Filr Desktop Application* in the *Novell Filr 2.0 Desktop Application Quick Start* on the Novell Filr 2.0 documentation website.

4 Upgrading to Filr Desktop Application 2.0

You can use the Filr 2.0 desktop software to upgrade the following desktop versions:

On Windows

- ◆ Filr 2.0

IMPORTANT: Before you upgrade the Desktop Application, you must do the following to exit the Filr client:

1. Press and hold Shift, then right-click the Filr icon in the Windows system tray.
2. Click **Exit**.

If you upgrade the Filr Desktop Application while a previous version is running, the overlay icons might not display. For more information about this issue, see "Overlay Icons Might Not Display After Upgrading the Filr Desktop Application Version" on page 7.

- ◆ Filr 1.2 with the latest hotfix applied
- ◆ Filr 1.1 with the latest hotfix applied

On Macintosh

- ◆ Filr 1.2 with the latest hotfix applied

5 Known Issues

The following issues are being currently researched:

5.1 Common Issues

The following issues are applicable both on Windows and Macintosh platforms:

5.1.1 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`).

5.1.2 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 its name.

5.1.3 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.

5.1.4 Cannot Comment On or Get File Link for Documents Created with Apple iWork Applications

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

5.1.5 Unable to View the Context Menu and Overlays Icons on Editing the Filr Storage Location

If you change the location for the storage of Filr files, the context menu and the overlay icons do not display.

Workaround: Quit and relaunch the desktop client.

5.1.6 Working With a File Using Third Party Applications Might Trigger Automatic Download of Other Files

If you use third party applications such as Microsoft Office to launch a file or LibreOffice to save a file, one or more files within the folder that contains this file might get automatically downloaded.

5.1.7 Unable to Create a File Or Folder Within an Online SharePoint Net Folder

If you attempt to create a file or folder within an online SharePoint Net Folder, the file or folder creation fails.

Workaround: Make at least one file within the Net Folder offline and then create the file or folder.

5.1.8 The Option to Make File Available Offline Does Not Display for Edited Cached Files

If you access an online file and then edit this cached file, the option to make the file available offline does not display.

Workaround: To restore the option for making the file offline, make the file available online by clicking the following option:

- **On Mac:** Make Available Online-Only
- **On Windows:** Make available online-only

5.2 Macintosh Issues

The following issues are applicable on Macintosh platforms:

5.2.1 Moving the Filr Application File 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`.

5.2.2 Overlay Icons and Context Menu Might Not Display on a Mac Computer

The overlay icons and context menu might not display in the following scenarios:

- After you upgrade the Filr Desktop Client.
- When you edit the user account information or the Filr storage location.

◆ When you mount or unmount Filr on a Mac 10.11 computer.

NOTE: We recommend that you must not mount or unmount Filr on a Mac computer.

Workaround: Restart the Filr desktop client. If the overlays icons are still not visible, do one of the following:

◆ Open **System Preferences**, deselect the **Novell Filr** > **Finder** option and select it again. Then, relaunch Finder.
◆ Reboot the computer.

5.2.3 Listing Files on a Mac Computer Might Take Some Time

When you navigate for the first time through a folder in the Filr area on a Mac computer, you might experience a delay in the listing of the files in the folder.

Workaround: Click some other Filr folder and then click this folder again.

5.2.4 Multiple Filr Icons Within Favorites on a Mac Computer

When you install Filr 2.0 on a Mac computer, multiple Filr icons are displayed within the Favorites.

Workaround: There is no functionality loss. Log out of the computer and log in again.

5.2.5 Saving Photo Library in Filr Location On Mac Computer Fails

On a Mac computer, if you use the Photos application to create a photos library, you cannot save the library in the Filr location.

5.2.6 Compressing Online Files Fails on a Mac OS X 10.11 Computer

If you attempt to compress an online file on a Mac OS X 10.11 computer, the file compression fails.

Workaround: Make the file offline and then compress the file.

5.2.7 Browsing a Folder Containing Application Files on a Mac Computer Downloads the Application Files

If you browse through a folder that contains `.app` files on a Mac computer, all the `.app` files within the folder gets automatically downloaded.

5.3 Windows Issues

The following issues are applicable on Windows platforms:

5.3.1 Files and Folders Do Not Synchronize When Full Path Exceeds 215 Characters on Windows

When the full path to a file or folder on the Windows file system exceeds 215 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.

5.3.2 System Alert Notifications Not Displayed on a Windows 10 Computer

On a Windows 10 computer, system alerts notifications does not display. However, the alert messages are displayed in the **System Alerts** tab.

Workaround: Restart the computer.

5.3.3 Incorrect Error Displayed When Moving Large Files

When you move Windows files with size greater than 1 GB from one Filr area to another Filr area, an `Access Denied` error is incorrectly displayed. Ignore the message and click **Cancel** to close the message.

5.3.4 Moving Online Windows Files or Folders From Filr to Non-Filr Area Copies Them

When you move online Windows files or folders from the Filr data area to non-Filr data area, the files or folders are copied from the source location to the target location.

5.3.5 Launching Files Using Metro Apps On Windows 8.1 Fails

On a Windows 8.1 computer, if you double-click a file to launch the file in the default application, the file fails to launch. For example, double-clicking an online music or movie file to play in Xbox player fails to play the file.

Workaround: Use a commonly used application to launch the file. For example, use a commonly used media player such as Windows Media Player to play the music or movie file.

5.3.6 Unable to Edit Microsoft Office 365 and Microsoft Office 2016 Files

If you choose to edit Microsoft Office 365 or Microsoft Office 2016 files in the Filr area, you might encounter issues such as:

- Saving XLS and PPTX files might create Temp files such as `~`*`filename`*`.pptx` and `~`*`filename`*`.xls`.
- Saving the edited file on a Windows 10 computer deletes the file.

5.3.7 Unable to Reset the Attributes of a Offline File to the Default Setting

If you change the attribute of an offline file, the attribute is set. However, the properties dialog of the file does not reflect the change. So, you cannot reset the attribute to the default attribute. For example, if you set the attribute of a file as **Read-only**, the **Read-only** option in the properties dialog of the file does not get selected. So, you cannot reset the attribute of this file.

5.3.8 Overwriting a PDF File on a Windows Computer Using Save As Option Deletes the Original File

On a Windows computer, you cannot use the **Save As** option to overwrite a PDF file because the original PDF file deletes.

Workaround: Use the **Save As** option to save the file with a new name.

5.3.9 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 and therefore the files and folders cannot be synchronized. For more information about which folders are synchronized, see *Which Folders Are Synchronized* in the *Novell Filr 2.0 Desktop Application Quick Start* on the Novell Filr 2.0 documentation website

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

5.3.10 Overlay Icons Might Not Display After Upgrading the Filr Desktop Application Version

If you upgrade the Filr Desktop Application while a previous version is running, the overlay icons might not display.

Workaround: Restart the Explorer.

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