

Novell iFolder 3.2 Readme

January 9, 2006

1 Overview

This Readme discusses known issues for Novell® iFolder® 3.2 for OES SP2 Linux and for the iFolder™ client for iFolder 3.2.

In this document, Novell iFolder 3.2, iFolder 3.2, Novell iFolder, and iFolder (used alone) all refer to Novell iFolder 3.2 and its components. When referring to Novell iFolder 2.x server or client, the version 2.x is always specified. When referring to the iFolder client for Novell iFolder 3.2, iFolder client is specified.

2 System Requirements

- Novell iFolder 3.2 for OES SP2 Linux supports a system built with the following components of Novell Open Enterprise Server:
 - SUSE® Linux Enterprise Server 9 Support Pack 3 (SLES 9 SP3)
 - Novell Open Enterprise Server Support Pack 2 (OES SP2) for SLES 9 SP3
 - Novell eDirectory™ 8.7.3
 - Novell iManager 2.5
 - Apache 2 Web Server (worker mode)

Your server must satisfy the system requirements for OES SP2 Linux.

For details, see [Prerequisites and Guidelines \(http://www.novell.com/documentation/ifolder3/admin/data/prerequisites.html\)](http://www.novell.com/documentation/ifolder3/admin/data/prerequisites.html) in the *Novell iFolder 3.x Administration Guide*.

- The iFolder client supports the following operating systems:
 - Novell Linux Desktop 9 and later
The iFolder client for Linux* requires the Mono® framework for Linux, a GNOME* desktop, GTK-Sharp, and GTK-HTML2. The versions of Mono and GTK-Sharp that you need are included with the iFolder for Linux install package. GNOME and GTK-HTML2 are default install components of NLD.
 - Windows* 2000/XP/2003
The iFolder client for Windows requires the Microsoft* .NET v1.1 framework. Make sure you have installed the latest updates for .NET 1.1.
 - Macintosh* OS X v10.3 or later
The iFolder client for Macintosh requires the Mono framework for Macintosh. The version of Mono that you need is included with the iFolder for Macintosh install package.

For details, see [Prerequisites and Guidelines \(http://www.novell.com/documentation/ifolder3/user/data/prerequisites.html\)](http://www.novell.com/documentation/ifolder3/user/data/prerequisites.html) in the *iFolder User Guide for Novell iFolder 3.x*.

After you install an iFolder enterprise server, users can download the client install files from the server's iFolder 3.x Welcome page. For instructions, see [Downloading the iFolder Client](#)

[Install Files \(http://www.novell.com/documentation/ifolder3/user/data/download.html\)](http://www.novell.com/documentation/ifolder3/user/data/download.html) in the *iFolder User Guide for Novell iFolder 3.x*.

- Novell iFolder supports the following Web browsers:
 - Firefox*
 - Internet Explorer
 - Safari* (Macintosh)

3 What's New

For information, see the following:

- [What's New \(http://www.novell.com/documentation/ifolder3/admin/data/whatsnew.html\)](http://www.novell.com/documentation/ifolder3/admin/data/whatsnew.html) in the *Novell iFolder 3.x Administration Guide*
- [What's New \(http://www.novell.com/documentation/ifolder3/user/data/whatsnew.html\)](http://www.novell.com/documentation/ifolder3/user/data/whatsnew.html) in the *iFolder User Guide for Novell iFolder 3.x*

4 Installing and Configuring Novell iFolder Services

For information, see the following sections in the *Novell iFolder 3.x Administration Guide*:

- [Prerequisites and Guidelines \(http://www.novell.com/documentation/ifolder3/admin/data/prerequisites.html\)](http://www.novell.com/documentation/ifolder3/admin/data/prerequisites.html)
- [Installing and Configuring iFolder Services \(http://www.novell.com/documentation/ifolder3/admin/data/installconfig.html\)](http://www.novell.com/documentation/ifolder3/admin/data/installconfig.html)

There is no automatic upgrade or migration path from previous versions of Novell iFolder 2.x on any platform. For information, see [Coexistence and Migration Issues \(http://www.novell.com/documentation/ifolder3/admin/data/coexistmig.html\)](http://www.novell.com/documentation/ifolder3/admin/data/coexistmig.html) in the *Novell iFolder 3.x Administration Guide*.

5 Installing the iFolder Client

For information, see [Getting Started \(http://www.novell.com/documentation/ifolder3/user/data/quickstart.html\)](http://www.novell.com/documentation/ifolder3/user/data/quickstart.html) in the *iFolder User Guide for Novell iFolder 3.x*.

There is no automatic upgrade or migration path for existing Novell iFolder 2.x clients on any platform. For information, see [Coexistence and Migration Issues \(http://www.novell.com/documentation/ifolder3/user/data/coexistmig.html\)](http://www.novell.com/documentation/ifolder3/user/data/coexistmig.html) in the *iFolder User Guide for Novell iFolder 3.x*.

6 Known Issues for Novell iFolder

This section describes known issues for the iFolder enterprise server and Web Access server.

6.1 iFolder Server Configuration Fails

During the iFolder enterprise server configuration, if the administrator specifies a new user in a new context for the iFolder Admin username or the iFolder Proxy username, YaST does not validate that

the context exists and does not create a context for the usernames if it does not already exist. This causes the iFolder server configuration to fail because the user cannot be created.

To avoid this problem, specify only existing users and contexts. Make sure to create the new context before you configure iFolder.

6.2 Do Not Set the System Store Path at the Root of a Volume

When configuring services for an iFolder 3.x enterprise server in YaST, the *System Store Path* should not be set to the root of a volume, such as at the root (/) or at the root of a mount point (such as /mnt/ifolder3). Make sure to add a directory, such as /data, to the end of the path. For example:

```
/var/opt/novell/ifolder3/data
/ifolder3/data
/mnt/ifolder3/data
```

This issue does not affect upgrades; it applies only to the configuration of newly installed iFolder enterprise servers.

6.3 Web Access Supports File Sizes Under 10 MB

iFolder Web Access does not support the uploading and downloading of 10 MB or larger files. To upload or download files that are 10 MB or larger, users must use the iFolder client.

6.4 Interoperability Issues

This section describes known interoperability issues with other Novell products.

6.4.1 Forward Authentication for Single Sign-On Is Not Supported

iFolder does not support forward authentication for single sign-on through identity-based Web security services that control access to application and network resources across technical boundaries, such as Novell iChain[®] 2.3.

6.4.2 Path-Based Multi-Homing Mode of iChain Is Not Supported

iFolder does not support path-based multi-homing mode for a Novell iChain accelerator.

6.4.3 For Windows Users, Automatic Upgrade from 3.0 Fails If the Remember Password Option Is Set

For Windows users, when the iFolder server tries to trigger an automatic upgrade of the iFolder client for iFolder 3.0 to the iFolder client for iFolder 3.1 or later, the automatic upgrade fails if the user has the *Remember Password* option set on the target Windows computer. A bug in the 3.0 client does not check for a client upgrade unless the user logs in manually when iFolder starts.

This problem does not occur if the *Remember Password* option is not set, and the user logs in to the account manually.

To resolve this problem, users should do the following for each account where the *Remember Password* option is set:

- 1 Click the *iFolder* icon, then select *Accounts* to open the Accounts dialog box.
- 2 Select the iFolder account.
- 3 Deselect (disable) *Remember Password*.
- 4 Log out of the account by clicking *Log Out*.
- 5 On successful logout, log back in.

The user is prompted to upgrade the client.

IMPORTANT: This defect has been fixed in the iFolder client for Novell iFolder 3.1 and later.

6.5 Backup Issues

This section describes known issues for backup and restore of iFolder data on the server.

6.5.1 Restoring an iFolder's Contents to an Exact State

If you are restoring an entire iFolder and want to ensure that its content is in the exact state it was in when it was backed up, you should first delete the iFolder from the server using a client or the iFolder 3.x plug-in to iManager. Deleting the iFolder is not necessary to restore any (or all) of the files in the iFolder.

6.5.2 All Clients Should Disconnect Before a Full Restore

If an entire iFolder 3.x store is restored while clients are connected to it, some clients might be asked to set up some of their iFolders when the restore has completed. A full restore deletes the store first, and if a client synchronizes to the store while its iFolders are deleted on the server, the client also deletes the iFolders (while leaving the actual files intact on the client). No data is lost or corrupted, but users might be confused by being asked to set up an iFolder that they believe already exists.

To avoid this issue, make sure to disconnect users from their iFolder accounts before initiating the full restore, then prevent the users from logging in to the accounts during the restore.

6.6 Rug Pin Update Breaks iFolder Servers That Are Configured to Use NSS Volumes

If your iFolder server is configured to use an NSS (Novell Storage Services™) volume, a rug pin update of OES Linux to OES SP1 Linux breaks the iFolder server. During the upgrade, NSS changes the location of the `wwwrun` user's home directory from `/home/wwwrun` to `/var/lib/wwwrun`. After the upgrade, iFolder cannot find its configuration file, `Simias.config`, which is located in a path under the `wwwrun` user's home directory.

In the initial release of OES, if iFolder is configured to use an NSS volume, the default location of `Simias.config` is

```
/home/wwwrun/.local/share/simias/Simias.config
```

In OES SP1 and later, the default location is

```
/var/lib/wwrun/.local/share/simias/Simias.config
```

This issue affects only iFolder servers that are configured to use NSS volumes.

To resolve this problem, after the rug pin upgrade, do the following:

- 1 Open a terminal console, then log in as the root user.
- 2 Copy the `Simias.config` file to the new location. At a terminal console prompt, log in as the root user, then enter (all on the same line, of course)

```
cp /home/wwrun/.local/share/simias/Simias.config /var/lib/wwrun/.local/share/simias/.
```

- 3 Stop and start the Apache services. At a terminal console prompt, enter

```
/etc/init.d/apache2 stop  
/etc/init.d/apache2 start
```

When Apache restarts, the iFolder configuration file is found, and iFolder services work as expected.

6.7 Missing novell-nrm-welcome Packet on OES SP1 CD

The `novell-nrm-welcome` packet was inadvertently left off the OES SP1 CD builds. To get a patch, see *Recommended Update for Two OES Welcome Pages* [TIDab4c475d099117707906fb2e7ac27257](http://support.novell.com/cgi-bin/search/searchtid.cgi?psdb/ab4c475d099117707906fb2e7ac27257.html) (<http://support.novell.com/cgi-bin/search/searchtid.cgi?psdb/ab4c475d099117707906fb2e7ac27257.html>).

6.8 Server Fails to Roll Over After Upgrading to OES SP1

When you upgrade from OES to OES SP1, some soft links that support the nightly rollover might be overwritten. If you use iFolder 3 in production in a high server utilization, you might observe that the nightly rollover fails after upgrading.

If you are experiencing rollover problems, try re-creating the following soft links.

- 1 Open a terminal console, enter `su`, then log in as the root user.
- 2 At the console prompt, enter the following `ln` commands (all on one line):

```
ln -f -s /opt/novell/ifolder3/etc/simias-start /etc/cron.daily/z-simias-start  
ln -f -s /opt/novell/ifolder3/etc/simias-stop /etc/cron.daily/a-simias-stop
```

6.9 Unable to Access iFolder 3.x Server Via an Apache Virtual Host Configurations

Attempting to access an iFolder 3.x server via an Apache virtual host fails with the following error:

```
Unable to connect to the iFolder Server
```

```
The request failed with HTTP status 302: Found
```

In some virtual server configurations, all requests go to the Apache Virtual Server's DocumentRoot instead of the DocumentRoot of the server. If the `inspection.wsil` file does not exist in the Virtual server's DocumentRoot, the clients are unable to connect to the server.

To work around this issue, copy the `/opt/novell/ifolder3/etc/inspection.wsil` into the virtual host's DocumentRoot for each Apache VirtualHost that is configured.

- 1 Open a terminal console and log in as root.
- 2 At the console prompt, enter (all on one line)

```
cp /opt/novell/ifolder3/etc/inspection.wsil /VirtualHosts-DocumentRoot/.
```

Replace `VirtualHosts-DocumentRoot` with the path specified in your configuration.

6.10 Cluster Goes Comatose on Unload If Users Are Logged In

Linux does not allow you to unmount a volume if any file is currently open. If your system is going comatose when you try to unload the cluster, it is probably because you have open user connections and files on the volume. You must allow enough time for the connections to be closed before the unmount is executed.

To avoid this problem, add the following lines between the commands for Request to stop service and Deleting the IP address:

```
#stop service otherwise  
  
sleep 10  
  
ignore_error fuser -k /$MOUNT-POINT  
  
sleep 5
```

Replace `/$MOUNT-POINT` with the actual path of the mount point of your iFolder data store. For example:

```
#stop service otherwise  
  
sleep 10  
  
ignore_error fuser -k /mnt/ifolder3  
  
sleep 5
```

Tune the script until the cluster no longer goes comatose under an operational load when the unload script is called. If the system goes comatose under a full load, increase the sleep time until the cluster is able to successfully execute the unload instead of going comatose.

7 Known Issues for the iFolder Client

This section describes known issues for iFolder client.

7.1 Novell Linux Desktop

This section describes known issues for the iFolder client for Linux.

7.1.1 KDE Desktop Is Not Supported

iFolder for NLD supports the GNOME desktop. The KDE desktop is not supported; however, users have reported that the iFolder client for Linux also works on KDE.

7.1.2 Problem Synchronizing Some Files on a FAT32 File System on Linux

If you create iFolders on a FAT32 file system on Linux, avoid naming files in all uppercase characters. The VFAT or FAT32 file handling on Linux automatically changes the filenames that are all uppercase characters and meet the MS-DOS 8.3 file format from all uppercase characters to all lowercase characters. This creates synchronization problems for those files if the iFolder is set with the Read Only access right.

To avoid this problem for iFolders on FAT32 file systems on Linux, do one or more of the following:

- Use only lowercase characters when naming files in the iFolder. Make sure all members of the iFolder follow this naming convention.
- Make sure the iFolder access right is not Read Only; use the Read/Write or Full Control right for iFolders on the FAT32 file system.
- If an iFolder is shared with the Read Only right, set up the iFolder on a traditional Linux file system instead of on the FAT32 file system.

7.1.3 Creating iFolders on a FAT32 Mount Point

Before you can create new iFolders or set up shared iFolders on a FAT32 file system on your Linux computer, the iFolder user must own the FAT32 mount point where you want to store the iFolders, and the `/etc/fstab` file must explicitly identify the user's local user ID for the mount point. For information, see “[Creating iFolders on a FAT32 Mount Point \(Linux\)](http://www.novell.com/documentation/ifolder3/user/data/createifolder.html#fat32mtp)” (<http://www.novell.com/documentation/ifolder3/user/data/createifolder.html#fat32mtp>) in the *iFolder User Guide for Novell iFolder 3.x*.

This is required because FAT32 does not support file permissions. Any other file system that does not support permissions would have the same issue.

7.1.4 Japanese Welcome Page Appears With Incorrect Encoding

The Japanese welcome page will probably appear with garbled characters until you change the encoding to Japanese (Shift-JIS).

In Mozilla, you can do this through the *View > Encoding* menu choices.

7.1.5 Help Defaults to English Instead of the Actual Locale

In the iFolder client for Linux, the Help URL always defaults to English instead of the actual locale of the client workstation. The default URL is

```
file:///opt/novell/ifolder3/share/ifolder3/help/en/doc/user/data/front.html
```

You can manually modify the URL in the Web browser to retrieve the Help files for your locale by replacing *en* with another supported language code listed in the following table:

Czech	cs	Japanese	ja
-------	----	----------	----

Deutsch (German)	de	Polish	pl
English	en	Portuguese (Brazilian)	pt
Español (Spanish)	es	Russian	ru
French	fr	Slovak	sk
Hungarian	hu	Chinese Simplified	zh-CN
Italian	it	Chinese Traditional	zh-TW

7.2 Windows

This section describes known issues for the iFolder client for Windows.

7.2.1 Accounts and iFolders Are Missing After Upgrade

When upgrading the iFolder client, if you specify a different location for installing the iFolder client files, the upgrade deletes the Simias directory, where information about your existing iFolder accounts and their iFolders is stored. When you start iFolder after the upgrade, iFolder prompts you to set up new accounts and iFolders.

To avoid this problem, do not change the install location when upgrading iFolder.

If you have already encountered this problem, you must set up your accounts and iFolders again.

7.2.2 Automatic Upgrade from 3.0 Fails If the Remember Password Option Is Set

For Windows users, when the iFolder server tries to trigger an automatic upgrade of the iFolder client for iFolder 3.0 to the iFolder client for iFolder 3.1 or later, the automatic upgrade fails if the user has the *Remember Password* option set on the target Windows computer. A defect in the 3.0 client does not check for a client upgrade unless the user logs in manually when iFolder starts.

This problem does not occur if the *Remember Password* option is not set, and the user logs in to the account manually.

To resolve this problem, users should do the following for each account where the *Remember Password* option is set:

- 1 Click the *iFolder* icon, then select *Accounts* to open the Accounts dialog box.
- 2 Select the iFolder account.
- 3 Deselect (disable) *Remember Password*.
- 4 Log out of the account by clicking *Log Out*.
- 5 On successful logout, log back in.

The user is prompted to upgrade the client.

IMPORTANT: This defect has been fixed in the iFolder client for Novell iFolder 3.1 and later.

7.2.3 The Chinese Installer Fails to Automatically Detect the Proper Chinese Locale

When installing the iFolder client on a Chinese Windows operating system, the Chinese installer fails to properly detect whether the user's Locale is set to Chinese Traditional or Chinese Simplified.

Both Chinese Traditional and Chinese Simplified versions are installed instead of just one or the other.

7.2.4 The Windows Client Does Not Support .NET 2.0 Framework

The iFolder client for Windows does not support the .NET 2.0 Framework. The client requires the latest .NET 1.1 Framework to be installed on the machine.

7.3 Macintosh

This section describes known issues for the iFolder client for Macintosh.

7.3.1 Client Randomly Fails to Recognize Accounts

At random instances, when the iFolder client for Macintosh starts, the synchronization process fails to start normally. When this problem occurs, the client responds as if there are no accounts set up on the client. It prompts the user with the option to set up an account. If the user attempts to set up an account, the setup fails, leaving the client in an unusable state.

To resolve this problem, exit the iFolder client, then start iFolder again. The problem corrects itself.

7.3.2 Upgrade from 3.0 Fails to Replace Old Files and Requires a Pre-Upgrade Action

Rather than replacing the existing application files, upgrading the iFolder client for Macintosh from 3.0 to 3.1 or later leaves the 3.0 application files and adds the newer application files. After the upgrade, the user can start both the 3.0 and 3.1 or later applications. This causes problems because each of the applications access the same Simias process, and the user sees various errors occur.

Although the iFolder client for Macintosh install packages do provide an uninstall script, uninstalling 3.0 before installing 3.1 is not recommended because it removes the user's Simias directory, which contains all of the iFolder account and iFolders information.

To avoid this problem, do the following before you upgrade the iFolder client for Macintosh from 3.0 to 3.1 or later:

- 1** If the iFolder client is running, shut it down by quitting the application.
- 2** Open a *Finder* window, then navigate to the `Applications` directory.
- 3** Drag the iFolder application directory (the *iFolder* icon) to the trash.
- 4** Proceed with the iFolder 3.1 or later install or upgrade.

7.4 Web Access

This section describes known issues for the Web Access interface.

7.4.1 Web Access Supports File Sizes Under 10 MB

iFolder Web Access does not support the uploading and downloading of 10 MB or larger files. To upload or download files that are 10 MB or larger, you must use the iFolder client.

7.4.2 iFolder Web Access Help for Portuguese Shows Up as English

The Portuguese-Brazilian (pt) translation of the iFolder Web Access Help is present, but shows up in English.

7.4.3 iFolder Web Access Help Is Not Localized for All Supported Languages

The iFolder Web Access Help files for the following languages are not included in this release:

Czech	cs
Hungarian	hu
Polish	pl
Slovak	sk
Chinese Simplified	zh-CN
Chinese Traditional	zh-TW

8 Documentation

The following sources provide information about Novell iFolder and the iFolder client and are available on the [Novell iFolder 3.x Documentation Web Site \(http://www.novell.com/documentation/ifolder3/index.html\)](http://www.novell.com/documentation/ifolder3/index.html):

- *Novell iFolder 3.x Administration Guide* (<http://www.novell.com/documentation/ifolder3/security/data/front.html>)
- *iFolder 3.x Administrator Guide* (<http://www.novell.com/documentation/ifolder3/user/data/front.html>)
- *iFolder User Guide for Novell iFolder 3.x* (<http://www.novell.com/documentation/ifolder3/user/data/front.html>)

9 Additional Information

The following sources provide additional information:

- [Novell Open Enterprise Server Product Site \(http://www.novell.com/products/openenterpriseserver\)](http://www.novell.com/products/openenterpriseserver)
- [Novell Open Enterprise Server Documentation \(http://www.novell.com/documentation/oes\)](http://www.novell.com/documentation/oes)
- [Novell Linux Desktop Product Site \(http://www.novell.com/products/desktop/\)](http://www.novell.com/products/desktop/)
- [Novell Linux Desktop Documentation \(http://www.novell.com/documentation/nld\)](http://www.novell.com/documentation/nld)
- [Novell Technical Support \(http://www.novell.com/support\)](http://www.novell.com/support)

10 Documentation Conventions

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

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