

# Novell Filr 1.2 Desktop Application for Windows

## Quick Start

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### Quick Start

Novell Filr allows you to easily access all your files and folders from your desktop, browser, or a mobile device. In addition, you can promote collaboration around your files by sharing files and folders with others. For a more detailed overview of Novell Filr, see “[About Novell Filr](#)” in the *Filr Web Application User Guide* ([http://www.novell.com/documentation/novell-filr-1-2/filr-1-2\\_user/data/bookinfo.html](http://www.novell.com/documentation/novell-filr-1-2/filr-1-2_user/data/bookinfo.html)).

This Quick Start describes how to use Filr from your Windows desktop.

In addition to accessing Filr from your desktop, you can also access it in the following ways:

- ◆ From a web browser on your workstation, as described in the *Filr Web Application User Guide* ([http://www.novell.com/documentation/novell-filr-1-2/filr-1-2\\_user/data/bookinfo.html](http://www.novell.com/documentation/novell-filr-1-2/filr-1-2_user/data/bookinfo.html))
- ◆ From a mobile device, as described in the *Filr 1.2 Mobile App Quick Start* ([http://www.novell.com/documentation/novell-filr-1-2/filr-1-2\\_qs\\_mobile/data/filr-1-2\\_qs\\_mobile.html](http://www.novell.com/documentation/novell-filr-1-2/filr-1-2_qs_mobile/data/filr-1-2_qs_mobile.html))

You can synchronize your Novell Filr files with your computer and then modify the files without accessing the Filr site directly. Additions, modifications, and other actions are synchronized between Filr and your computer.

Your Filr administrator must enable the Filr desktop application to be used with the Filr site before it can be used as described here. For more information, see “[Configuring the Filr Desktop Application to Access Files](#)” in the *Novell Filr 1.2 Administration Guide*.

### Supported Environments

The Filr desktop application for Windows is supported on Windows 10, 8.1, 8, and 7.

### Supported Languages

The default language that the Filr desktop application is displayed in is defined by the language set on the workstation where the application is running. If the language on the workstation is not supported, the application is displayed in English.

The Filr desktop application supports the following languages:

- ◆ Czech
- ◆ Chinese (Simplified)
- ◆ Chinese (Traditional)
- ◆ Danish
- ◆ Dutch
- ◆ English

- ◆ Finnish
- ◆ French
- ◆ German
- ◆ Hungarian
- ◆ Italian
- ◆ Japanese
- ◆ Polish
- ◆ Portuguese (Brazil)
- ◆ Russian
- ◆ Spanish
- ◆ Swedish

### Synchronization Performance Limits

For optimal performance, the Filr desktop application should not be configured to exceed the following synchronization limits:

**Maximum Number of Total Synchronized Files:** 35,000

## **Maximum Size Per Individual File: 5 GB**

For more information, see “[Configuring Folders to Synchronize](#)” on page 4.

## **Getting Started**

- ◆ “[Understanding Synchronization](#)” on page 2
- ◆ “[Downloading and Installing the Filr Desktop Application](#)” on page 2
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## **UNDERSTANDING SYNCHRONIZATION**

- ◆ “[When Synchronization Occurs](#)” on page 2
- ◆ “[Which Folders Are Synchronized](#)” on page 2
- ◆ “[What Actions Are Supported](#)” on page 2

### **When Synchronization Occurs**

Synchronization from the Filr desktop application to the Filr server occurs immediately after the file is saved and closed; synchronization from the Filr server to the Filr desktop application occurs at an interval designated by your Filr administrator. The default is every 15 minutes. If the server becomes unavailable, the desktop client attempts to contact the server every minute until a connection is re-established.

You can manually synchronize files if you do not want to wait for the scheduled synchronization. For more information, see “[Manually Synchronizing Files and Folders](#)” on page 5.

### **Which Folders Are Synchronized**

Filr synchronizes files to your workstation when the files are located in the following locations in Filr:

**My Files:** Files that are located in your My Files area on the Filr site are synchronized to your workstation by default. When you add files to the My Files folder from your workstation (C:\Users\userid\Filr\My Files), the files are automatically synchronized to Filr at the next synchronization.

**Shared with Me:** Files that are located in your Shared with Me area on the Filr site are synchronized to your workstation by default. You can edit files in your Shared with Me area and the edits are synchronized to Filr. However, you cannot add files to the root of the Shared with Me folder from the Filr desktop application on your workstation (C:\Users\userid\Filr\Shared with Me\). If you do, the files are not synchronized to Filr. You can add files to folders that have been shared with you, if you have Contributor rights to the folder.

**Net Folders:** Files that are located in Net Folders are not synchronized to your workstation by default. You can configure Net Folders to be synchronized, as described in “[Configuring Folders to Synchronize](#)” on page 4.

Net Folders are folders and files on your corporate file system. Corporate files can be files on your home directory, files on a mapped drive, or files on a remote server. Filr gives you seamless access to these files, regardless of their location. The corporate files that you have access to are defined by your Filr administrator.

Files located at the root of the C:\Users\userid\Filr folder cannot be synchronized. Instead, add files to one of the appropriate subfolders (*My Files* or *Net Folders*). You cannot add files to the *Shared with Me* folder.

### **What Actions Are Supported**

When you perform any of the following actions on folders and documents within the Filr folder on your file system, the action is synchronized between your computer’s file system and the Filr server at the next synchronization:

- ◆ Create documents and folders
- ◆ Share documents and folders
- ◆ Comment on documents
- ◆ Modify documents
- ◆ Move documents
- ◆ Rename documents and folders
- ◆ Delete documents and folders

Documents and folders that you delete from the Filr desktop application are also deleted on the server, as long as you have rights to delete it. However, this is not always true when deleting documents from the Shared with Me area.

If you delete a document or folder from the Shared with Me area and that document or folder has been directly shared with you, it is no longer synchronized to the Filr desktop application and the documents and folders remain on the server.

If you delete a document or folder that is a subfolder of a folder that was shared with you, or if the document is located in a folder that was shared with you, the document or folder is deleted if you have sufficient rights to delete it.

## **DOWNLOADING AND INSTALLING THE FILR DESKTOP APPLICATION**

- 1 On your workstation, access the Filr web application from a browser.

For information about how to start Novell Filr from a browser, see “[Accessing Novell Filr from a Web Browser](#)” in the *Novell Filr 1.2 Web Application User Guide*.

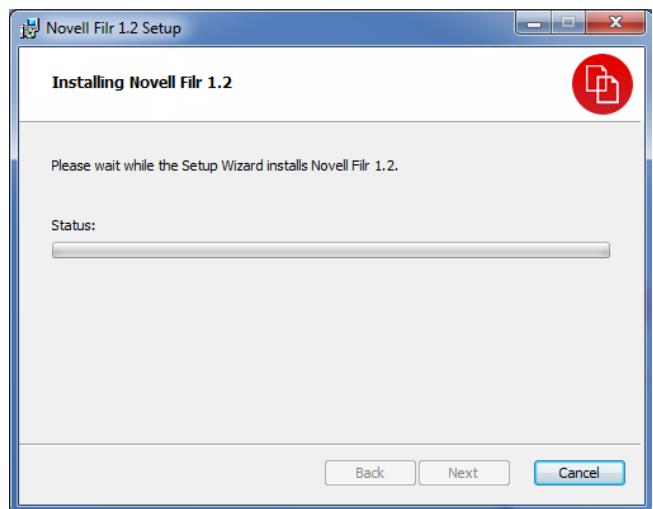
- 2 Click your linked name in the upper right corner of the page, then click *Download Filr Desktop App*.
- 3 Click either the *Windows x86 Client* link, the *Windows XP Client* link, or the *Windows x64 Client* link to download the application appropriate for your operating system.
- 4 After the download finishes, open the *NovellFilrSetup-x86.exe* file or the *NovellFilrSetup-x64.exe* file, depending on whether you have a 32-bit or 64-bit operating system.

If you do not have Microsoft .NET Framework 4 already installed on your workstation, you are prompted to accept a license agreement and install it. (Installing Microsoft .NET Framework requires that you reboot your computer.)

In order to view the Filr properties of a file or folder (as described in “[Viewing Filr Properties for a File or Folder](#)” on page 7), you must have Microsoft .NET Framework 4.5 installed on your workstation. (All other functionality associated with the Filr desktop application is available with .NET Framework 4.) If .NET Framework 4 is already installed on your workstation when you install the Filr desktop application, you must install .NET Framework 4.5 separately.



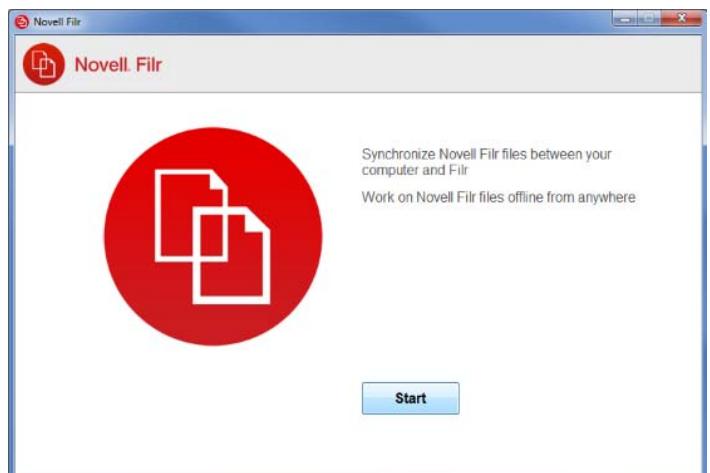
- 5 Click *Next*.
- 6 Accept the license agreement, then click *Next*.
- 7 Change the installation location for the Filr desktop application, or simply click *Next* to accept the default location.
- 8 Click *Install*.



- 9 Click *Finish* when the installation is complete, then continue with “[Configuring the Filr Desktop Application for the First Time](#)” on page 3.

#### CONFIGURING THE FILR DESKTOP APPLICATION FOR THE FIRST TIME

After you have downloaded and installed the Filr desktop application for the first time, as described in “[Downloading and Installing the Filr Desktop Application](#)” on page 2, you are prompted to configure it. This process includes entering account information, choosing which folders to synchronize, and choosing where to store information on your computer’s file system.



- 1 Click *Start* to begin setting up the Filr desktop application.
- 2 In the *Account* section, specify the following information:
  - Username:** Specify the Filr user name that you use to log in to the Filr site.
  - Password:** Specify the Filr password that you use to log in to the Filr site.

**Remember password:** Select this option to have the Filr desktop application remember your password. (This option can be disabled by your Filr administrator.)

**Server URL:** Specify the URL for the Filr site where you want to synchronize files to your computer. For example, <https://Filr.mycompany.com:8443>.

3 Click *Next*.

4 In the *Folders to Sync* section, notice that files in your *My Files* and *Shared with Me* folders are synchronized by default.

5 (Optional) If you want to synchronize specific Net Folders or files that have been shared with the public:

5a Click *Add* in the *Folders to Sync* section, then click the *Net Folders* or *Public* tab.

5b Navigate to and click the *Download* icon  next to the Net Folders or folders that have been shared with the public that you want to synchronize, then click *OK*.

6 (Optional) If you want to stop synchronizing files in your *My Files* or *Shared with Me* areas:

6a Click *Add* in the *Folders to Sync* section, then click the *My Files* or *Shared with Me* tab.

6b Click the *Synchronized* icon  at the column heading to stop synchronizing all files and folders in the *My Files* or *Shared with Me* areas. You can then click the *Download* icon  next to specific folders that you want to synchronize.

The *Synchronized* icon  indicates that files are being synchronized.

The *Download* icon  is displayed to indicate that files in your *My Files* or *Shared with Me* areas are no longer being synchronized.

6c Click *OK*.

7 Click *Next*.

8 In the *General* section, specify the following information:

**Filr Folder:** Click *Browse* if you want to change the installation location for the Filr desktop application; or simply keep the default location.

**Start Novell Filr at login:** Keep this option selected to have the Filr desktop application start when you turn on your workstation.

9 Click *Next* to review your selections, then click *Finish*.

The Filr desktop application is now running, and the *Filr* icon  is visible in the notification area.

## Configuring Folders to Synchronize

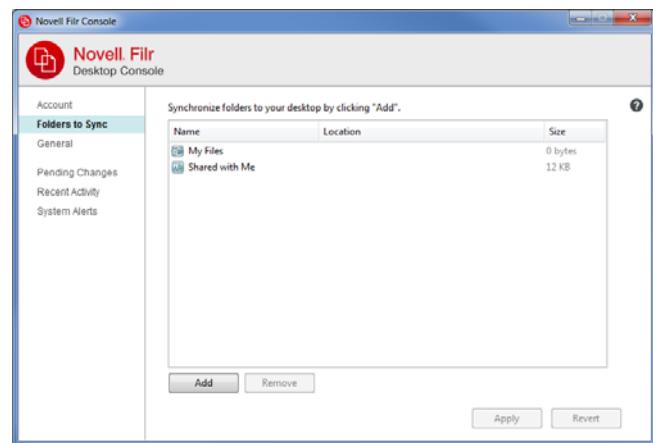
When you first configure the Filr desktop application, you can choose which folders you want to synchronize. My Files and Shared with Me are synchronized by default; Net Folders and Public must be manually configured to synchronize. You can configure folders to be synchronized during the initial configuration or any time after the initial configuration.

You must have appropriate View rights on a Net Folder in order to synchronize it.

For optimal performance, the Filr desktop application should not be configured to exceed the synchronization limits. For more information, see “[Synchronization Performance Limits](#)” on page 1.

To configure Net Folders in Filr to be synchronized to your computer:

- 1 Right-click the *Filr* icon  in the notification area, then click *Open Filr console*.
- 2 Click *Folders to Sync* to display the folders that are currently being synchronized.



3 Click *Add*.

The Add Novell Filr Folders dialog box is displayed.

- 4 Select the *My Files*, *Shared with Me*, *Net Folders*, or *Public* tab, depending on the location of the folder that you want to synchronize.
- 5 (Optional) Click a folder name to navigate to subfolders.
- 6 Click the *Download* icon  next to the folder that you want to synchronize.

or

Click the *Download* icon  at the top of the folder list to synchronize all folders.

When you select a folder to synchronize, subfolders are also synchronized.

The Filr administrator must enable Net Folders and files that have been shared with the public to be synchronized to the Filr desktop application. If the administrator has not enabled a Net Folder to be synchronized, a red icon is displayed next to the folder and you cannot synchronize it.

Files in a Net Folder might not synchronize immediately, depending on the way your Filr administrator implemented file synchronization. If there are files in a Net Folder that are not synchronized, try accessing those files first from the Filr web application or the Filr mobile app. If files still fail to synchronize to the Filr desktop application, contact your Filr administrator.

7 Repeat Step 4 through Step 6 to synchronize additional folders in your *My Files*, *Shared with Me*, *Net Folders*, or *Public* locations.

8 (Optional) Click the *Synchronized* icon  next to any folder that you want to stop synchronizing.

You cannot stop synchronizing a subfolder if the parent folder is being synchronized; you must stop synchronizing the parent folder.

or

Click the *Synchronized* icon  at the top of the folder list to stop synchronizing all folders.

9 Click *OK*.

The folders that you have selected to be synchronized are listed on the *Folders to Sync* page. The size of the folder is displayed next to the folder, in the *Size* column.

10 Ensure that you want to synchronize the folders that are listed, then click *Apply*.

If you have selected a folder that is over 500 MB, you are warned before proceeding.

## Viewing Filr Files from Your Computer

1 Double-click the *Filr* icon  in the notification area.

or

Right-click the *Filr* icon  in the notification area, then click *Open Filr folder*.

You can access the Filr folder directly from your file system. The Filr folder is typically in the following location:

c:\Users\username\Filr

The Filr folder is also located in your Favorites and in your Libraries.

For information on how to change the default location, see “[Changing the Location on Your File System Where Filr Files Are Synchronized](#)” on page 8.

For specific information about file synchronization between your workstation and Filr, see “[Understanding Synchronization](#)” on page 2.

## Manually Synchronizing Files and Folders

You can manually synchronize files and folders between Filr and your computer if you do not want to wait for the scheduled synchronization. Files must be closed before they can be synchronized.

To manually synchronize all your files:

1 Right-click the *Filr* icon  in the notification area, then click *Synchronize now*.

To manually synchronize an individual file or folder:

1 Navigate to the file or folder that you want to synchronize.

2 Right-click the file or folder, then click *Synchronize now*.

## Launching Filr in a Browser from Filr Desktop

You can launch Novell Filr in a browser by using the Filr desktop application.

1 Right-click the *Filr* icon  in the notification area, then click *Visit Filr on the web*.

## Commenting on a File and Viewing Comments

1 Navigate to the file that you want to comment on or view comments for.

2 Right-click the file, then click *Comment*.

The Filr Comments dialog box is displayed, listing all existing comments that are associated with the file.

3 In the comment field, specify your comment, then click *Send*.

or

To reply to an existing comment, click the *Reply* icon

 next to the comment that you want to reply to, then click *Send*.

## Sharing a File or Folder

### Understanding Sharing Options

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

- ♦ **Sharing with individual users and groups:** Sharing lets you share files and folders with specific users and groups internal to your organization or with specific users external to your organization. When you share a file or folder, you define the level of access users have to the item. For example, you might give a user Viewer access only. Or, you might give a user Editor access to a file and allow them to re-share the file with others.

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

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

For information about how to distribute a File Link, see “[Distributing a Link to a File](#)” on page 7.

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

You can share files and folders directly from the Filr desktop application:

- 1 Navigate to the file or folder that you want to share.
- 2 Right-click the file or folder, then click *Share*.  
The Filr Share dialog box is displayed.
- 3 In the *Add a User, Group, or Email* field, begin typing the name of a user or group that you want to share with, then click the name when it appears in the drop-down list.  
or  
Specify the complete email address of the external user that you want to share with, then press Enter.
- 4 (Optional) Repeat Step 3 to share with additional users.

- 5 (Conditional) To modify access settings for an individual user:

- 5a** In the *Shared with* section, select the user whose access settings you want to modify.
- 5b** Choose from the following access settings to modify:

**Access:** Grant Viewer, Editor, or Contributor access rights. (Contributor applies only to folders.)

**Expire:** Specify when the share will expire.

You can configure the share to expire either after a given number of days (each day is counted as a 24-hour period from the time that you set the expiration) or on a specific day (rights expire at the beginning of the day that you select).

**Internal Users:** Allow share recipients to re-share the item with internal users.

**External Users:** Allow share recipients to re-share the item with external users.

**All Public:** Allow share recipients to re-share the item with the public.

**File Link:** Allow share recipients to re-share the item via a File Link.

For more information about File Links, see “[Distributing a Link to a File](#)” on page 7.

**Note:** Include a personal note to the share recipients. Only share recipients can read the note.

- 6 (Conditional) To modify access settings for multiple users simultaneously:

- 6a** Hold the Ctrl key and select the users in the *Shared with* section whose access settings you want to modify.

- 6b** Choose from the following access settings to modify.

Access settings that you leave undefined retain any individual access settings that are present on a given user. Access settings that you define are modified for each user that is currently selected.

**Access:** Grant one of the following access roles to the user or group:

- ♦ **Viewer:** Users can view individual files that are shared with them or all files within the folder that is shared with them.
- ♦ **Editor:** Users can view and modify individual files that are shared with them or all files within the folder that is shared with them.
- ♦ **Contributor:** (Applies only when sharing folders) Users can create files in the folder, rename existing files, modify files, copy files, and delete files inside the folder. Users

cannot perform actions on the folder itself, with the exception that users are able to copy the folder.

**Expire:** Set a date when the share will expire.

You can configure the share to expire either after a given number of days (each day is counted as a 24-hour period from the time that you set the expiration) or on a specific day (rights expire at the beginning of the day that you select).

**Internal Users:** Allow share recipients to re-share the item with internal users.

**External Users:** Allow share recipients to re-share the item with external users.

**All Public:** Allow share recipients to re-share the item with the public.

**File Link:** Allow share recipients to re-share the item via a File Link.

For more information about File Links, see [“Distributing a Link to a File” on page 7](#).

**Note:** Include a personal note to the share recipients. Only share recipients can read the note.

7 (Optional) Click *Make Public*  to make the item publicly available. Then in the *Shared with* section, tap the *all users* user that was just added and set the access control settings for the public.

8 (Optional) In the Notify section, click the drop-down list and choose from the following notification options:

**None:** Send no notifications.

**All recipients:** All recipients in the share list are notified.

**Only newly added recipients:** Only recipients that you add to the share list are notified.

**New and modified recipients:** Only new recipients and those whose share rights you are modifying are notified.

9 Click Save.

## Distributing a Link to a File

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

1 Navigate to the file or folder for which you want to distribute a link.

2 Right-click the file or folder, then click *Get File Link*.

The File Link dialog box is displayed.

If a File Link has not been previously generated for the file, click *Get File Link*.

The following URLs are created for accessing the file:

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

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

The File Link is now included in the Share dialog. You can modify the expiration date or note associated with the link, or you can remove the link so that the file is no longer accessible to users with the link by accessing the Share dialog, as described in [“Sharing a File or Folder” on page 6](#).

3 (Optional) Click the drop-down arrow next to *Expires* to set a date for the share to expire.

You can configure the share to expire either after a given number of days (each day is counted as a 24-hour period from the time that you set the expiration) or on a specific day (rights expire at the beginning of the day that you select).

4 Choose from the following actions for distributing the File link:

- ♦ **Copy:** Allows you to select either the Download or View link to copy and copies the link to the clipboard. You can then paste the link into another application.

- ♦ **Email:** Uses your workstation’s default email application to email the link. Both the Download links and the View links are included in the email.

- ♦ **Filr Email:** Uses Filr’s built-in email system to email the link. Both the Download links and the View links are included in the email.

- ♦ **Delete:** Deletes the File link so that users are not able to access the file by using the current links.

5 (Optional) After you create the File Link, you can modify user access and perform other management functions for the File Link by accessing the Share dialog, as described in [“Sharing a File or Folder” on page 6](#).

## Viewing Filr Properties for a File or Folder

You can view the following Filr properties that are associated with your files and folders:

- ♦ File name
- ♦ File path (this is the path to the file or folder from within the Filr system)
- ♦ File size (applies to files only, not folders)
- ♦ User who created the file or folder

- Date the file or folder was created
- Date the file or folder was modified
- User who shared the file
- Users who the file is shared with

To view Filr properties for a file or folder:

- 1 Right-click the file or folder for which you want to view the Filr properties.
  - 2 Click *Properties* to launch the native Windows properties dialog.
  - 3 Click the *Novell Filr* tab.
- The Filr properties for the file or folder are displayed.
- 4 (Optional) If you have rights to share the file or folder, you can click *Share* to launch the Filr Share dialog box.

## Viewing Recent Activity

You can view activity that has recently taken place in the Filr desktop application. For example, you can see the date and time that Filr folders were synchronized, which files were modified, and information about any synchronization issues you might be experiencing.

To view recent activity:

- 1 Right-click the *Filr* icon  in the notification area, then click *Open Filr console*.
- 2 Click *Recent Activity*.

## Viewing System Alerts

The Filr desktop application might need to make you aware of various alerts, such as new software updates, expired passwords, server downtime, and so forth.

When system alerts are available, this information icon  flashes over the *Filr* icon .

To view system alerts:

- 1 Right-click the *Filr* icon  in the notification area, then click *Open Filr console*.
- 2 Click *System Alerts*.

## Changing the Location on Your File System Where Filr Files Are Synchronized

By default, Filr files are synchronized to the `c:\Users\username\Filr` folder on your file system.

When you first configure the Filr desktop application, you can specify the installation location on your file system. You can change the location of the Filr folder at any time after initial configuration.

**IMPORTANT:** You should not synchronize files to a location on a network that can be accessed by multiple computers. If the Filr folder is on a network location that is accessed by multiple computers, synchronization issues can occur when Filr files accessed from either computer are out of sync with each other and with the Filr server.

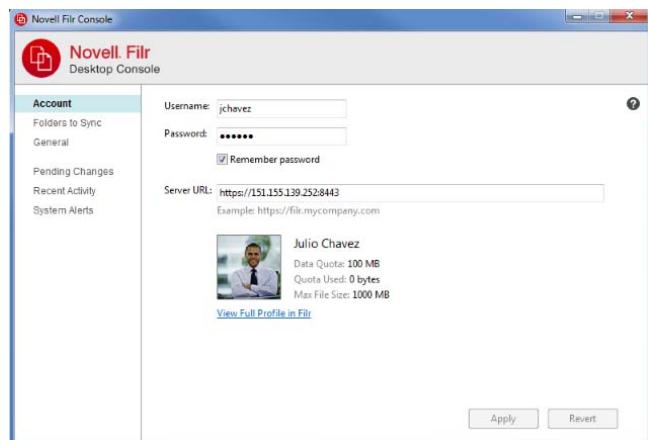
To change the location of the Filr folder:

- 1 Right-click the *Filr* icon  in the notification area, then click *Open Filr console*.
- 2 Click *General*, then click *Browse* to browse to the new location on the file system where you want the Filr folder to reside.
- 3 Click *OK > Apply*.

## Changing Your Filr Account Information for the Filr Desktop Application

When you first configure the Filr desktop application, you specify your account information and Filr server information. You can change the information at any time after the initial configuration:

- 1 Right-click the *Filr* icon  in the notification area, then click *Open Filr console*.
- 2 Click *Account* in the Novell Filr Console dialog box.
- 3 Specify the following information:
  - Username:** Specify the Filr user name that you use to log in to the Filr site.
  - Password:** Specify the Filr password that you use to log in to the Filr site.
  - Remember password:** Select this option to have the Filr desktop application remember your password. (This option can be disabled by your Filr administrator.)
  - Server URL:** Specify the URL for the Filr site where you want to synchronize files to your computer. For example, `https://Filr.mycompany.com`.
- 4 Click *Apply*.



## Viewing Your Data Quota

Data quotas can be enabled by your Novell Filr administrator in order to limit the amount of data that is stored on the Filr site.

If data quotas have been enabled on your Filr site, ensure that you understand what counts toward your data quotas, the different kinds of data quotas that exist, and how you can view the current data usage, so you can know when you are approaching the allotted data quota. If you meet your allotted quota, Filr enables you to purge files and attachments that you have previously deleted.

### UNDERSTANDING DATA QUOTAS

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

### VIEWING YOUR DATA QUOTA

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

You can view your data quota directly from the desktop application:

- 1 Right-click the *Filr* icon  in the notification area.
- 2 Click *Open Filr console*.
- 3 Click *Account* in the Novell Filr Console dialog box.

Your data quota is displayed with the amount that you have currently used. The max file size is also displayed; this is the largest size of file that you are allowed to upload to the Filr site.

For more information, see “[Managing Your Data Quota](#)” in the [Novell Filr 1.2 Web Application User Guide](#).

## Understanding and Resolving Synchronization Issues

Most synchronization issues can be resolved through the Pending Actions section of the Filr Console. If issues require further investigation, you can check the desktop logs.

- ◆ “[Understanding Pending Actions](#)” on page 9
- ◆ “[Understanding Document Conflicts](#)” on page 9
- ◆ “[Viewing Log Files for the Filr Desktop Application](#)” on page 10

### UNDERSTANDING PENDING ACTIONS

You might encounter any of the following synchronization issues, indicated by one of the following icons:

 : There is an upload error.

 : There is an upload warning.

 : There is a download error.

 : There is a download warning.

 : There are upload and download errors.

 : There are upload and download warnings.

 : The client has not yet attempted to upload or download the file.

If you are unsure why a document is not downloading or uploading, view the recent activity, as described in “[Viewing Recent Activity](#)” on page 8.

### UNDERSTANDING DOCUMENT CONFLICTS

If a document is edited at the same time from various locations, only the first file to be saved and closed is saved with the original file name and uploaded to Filr. Other versions of the file are saved under different file names and uploaded to Filr. Only the original file maintains any file comments and share information.

For example, suppose that User A and User B begin editing `file1.doc` at the same time on different workstations. User A saves his changes and closes the file. The file is saved to Filr with User A’s changes and with the original file name (`file1.doc`). User B then saves her changes and closes the file. User B’s file is renamed to `file1 (User B's conflicting copy date).doc` and uploaded to Filr. User B’s desktop then downloads User A’s version of `file1.doc`, and User B is notified that her file has been renamed.

**IMPORTANT:** A renamed file can be uploaded only if the user who created it has Contributor rights to the folder where the file originated. For example, if a file was shared with User B, and User B has only Editor rights to the file (not Contributor rights), the file cannot be uploaded to Filr after it is renamed.

## VIEWING LOG FILES FOR THE FILR DESKTOP APPLICATION

If Filr files are not being downloaded to your workstation as you expect, or if you are experiencing other unexpected behaviors, see the `filr.log` file for more information.

- 1 Open Windows Explorer.
- 2 In the Windows Explorer address bar (this is the field at the top of the explorer window that shows you a breadcrumb view to your current location), type or paste the following address:

```
%USERPROFILE%\Local Settings\Application Data\Novell\Filr
```

- 3 Open the `filr.log` file.

After information in the `filr.log` file exceeds 1MB, older log information is moved to the `filr.log.1`, `filr.log.2`, and `filr.log.3` files.

## Uninstalling the Novell Filr Desktop Application

To completely uninstall the Filr desktop application, follow the instructions in these sections:

- ◆ “Uninstalling the Filr Desktop Application from the Windows Control Panel” on page 10
- ◆ “Deleting the Filr Directory” on page 10
- ◆ “Deleting Registry Keys” on page 10
- ◆ “Deleting Credentials” on page 10
- ◆ “Emptying the Trash” on page 10

### UNINSTALLING THE FILR DESKTOP APPLICATION FROM THE WINDOWS CONTROL PANEL

- 1 Navigate to the Control Panel.
- 2 Click *Programs > Uninstall a program*.
- 3 Select *Novell Filr > Uninstall*.

## DELETING THE FILR DIRECTORY

The Filr directory is found at the following location on Windows 7 and 8:

```
UserProfile\AppData\Local\Novell\Filr
```

## DELETING REGISTRY KEYS

- 1 (Windows 7 only) Click the *Start* icon.
- 2 In the *Search* field, type `regedit`, then press Enter.
- 3 Delete the following registry keys if they exist:
  - ◆ `\HKEY_CURRENT_USER\Software\Novell\Filr`
  - ◆ `\HKEY_LOCAL_MACHINE\Software\Novell\Filr`

## DELETING CREDENTIALS

- 1 (Windows 7 only) Click the *Start* icon.
- 2 In the *Search* field, type `credential manager`, then press Enter.
- 3 Remove credentials beginning with `Novell.Collaboration.Filr`.

## EMPTYING THE TRASH

- 1 After the Filr application, metadata, log files, and credentials have been deleted, empty the trash (double-click the *Trash* icon, then click *Empty the Recycle Bin*).

## Known Issues

For a list of known issues, see the *Novell Filr Desktop Application Readme* ([http://www.novell.com/documentation/novell-filr-1-2/filr-1-2\\_readme\\_desktop/data/filr-1-2\\_readme\\_desktop.html](http://www.novell.com/documentation/novell-filr-1-2/filr-1-2_readme_desktop/data/filr-1-2_readme_desktop.html)).

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