

Novell iFolder™ Professional Edition

2.0

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KNOWN ISSUES



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Novell iFolder Professional Edition Known Issues

This document includes information on known issues that have not been resolved for this release of Novell[®] iFolder Professional Edition for the following sections:

- ♦ Chapter 1, “Novell iFolder Professional Edition Known Issues for Workstations,” on page 9.
- ♦ Chapter 2, “Novell iFolder Professional Edition Known Issues for Servers,” on page 13.
- ♦ Chapter 3, “Documentation Updates,” on page 21

Documentation Conventions

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

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

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Novell iFolder Professional Edition Known Issues for Workstations

These notes describe known issues that have not been resolved for this release of the Novell® iFolder™ Professional Edition client software for Windows* 95/98/ME/NT4/XP workstations.

The issues are divided into the following areas:

- ◆ “Internet Connections” on page 9
- ◆ “Synchronizing Files” on page 9
- ◆ “Other” on page 10

Internet Connections

Setting Up an Internet Configuration

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

Synchronizing Files

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.

Synchronizing Your GroupWise Archive

WARNING: 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.

Synchronizing Open Files

If you have an open iFolder file on your workstation, iFolder will not be able to synchronize that open file with the iFolder server.

Other

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, complete the following steps:

- 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, enter the URL 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 Referer and Browser drop-down lists.
- 9** Click the Active Content tab.
- 10** Under Script, select Allow All Script to Execute from the drop-down list.
- 11** Click Apply.
- 12** Close NIS.
- 13** Restart the iFolder client and log in again.

Creating an iFolder Shortcut

In this release, if you have selected Autologin during the iFolder client installation and kept the default check mark next to Place a Shortcut on My Desktop, you cannot reverse this decision. 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 back in and uncheck the iFolder shortcut check box, the next time you reboot your computer, the iFolder shortcut will not be created.

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Novell iFolder Professional Edition Known Issues for Servers

These notes describe known issues that have not been resolved for this release of Novell® iFolder™ Professional Edition software for Windows NT*/2000/XP, NetWare® 5.1 and 6, Red* Hat Linux* 7.2, and Solaris* 8 servers.

NOTE: iFolder support for Linux 7.1 servers have not been implemented for this release.

The issues are divided into the following areas:

- ♦ “General Issues” on page 13
- ♦ “NetWare 5.1 and 6” on page 17
- ♦ “Windows NT/2000/XP” on page 17
- ♦ “Linux 7.2” on page 18
- ♦ “Solaris 8” on page 20

General Issues

The following items listed in this section apply to all server operating systems.

Enabling Admin Users

If an Admin object resides on multiple LDAP servers, do not enable this object as an iFolder user. If you have only one LDAP server and one corresponding Admin user, you can enable this object; however, enabling Admin users for iFolder accounts is not recommended.

Character Limit for Admin Context

The Admin context cannot exceed 38 characters in length (including spaces).

Character Limit for User IDs

An iFolder user ID cannot exceed 64 characters in length. If the user ID is greater than 64 characters, the user will not be able to access his iFolder account.

Synchronizing Your GroupWise Archive

WARNING: 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.

Client Policies Are Not Updated with Disconnected Client Login

If a user logs in to his local iFolder account in a disconnected state (without a live Internet connection), any policy changes that are made from the iFolder Management Console will not take effect until that user logs in again with an active Internet connection.

Using the Reporting/System Monitoring Features

The numbers displayed in the Totals field in the Reporting section of the iFolder Management Console are incorrect. These numbers reflect only the totals of the server that the Admin is logged in to.

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

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

Upgrading Apache

We require that you use the version of Apache that ships with iFolder. If you use another version of Apache, iFolder will not work as designed.

Upgrading iFolder

Pass Phrase Storage

If you have a large number of users that have extended characters in their pass phrases, uninstall iFolder and install the new iFolder 2.0 version instead of upgrading.

In iFolder 2.0, the iFolder client stores the pass phrases differently than it did in iFolder 1.0. (Storage was in ANSI hash previously; it is now Unicode based). If you upgrade iFolder, the iFolder 2.0 client will not recognize the iFolder 1.0 pass phrases, and if a user tries to access his account through the Java* applet, the login will fail and return a message prompting the user to contact the administrator to change his pass phrase.

To avoid this, uninstall iFolder 1.0 and remove the user accounts from the iFolder 1.0 server. Then install iFolder 2.0 on your server and have your users log in to the iFolder server. The initial iFolder client login will prompt the users to enter a new pass phrase. They can enter the old pass phrase if they want to, because iFolder doesn't need a new pass phrase; it just needs to store the pass phrase in a format that it can recognize.

By doing this, you won't have to manually remove each user account when users report that they can't log in.

Client Version Capatibility

The iFolder 1.0 client cannot access an iFolder 2.0 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.

Running ZENworks for Desktops and iFolder on the Same Server

The iFolder startup might hang if you have ZENworks® for Desktops and iFolder running on the same server. If you encounter this problem, go to the AUTOEXEC.NCF and move the iFolder STARTIFOLDER.NCF command line before the ZENworks ZFDSTART.NCF command line.

Accessing iFolder

iFolder Client Limitations on Windows 98SE Workstations

Make sure the client for Microsoft networks is installed on your Windows 98SE workstations before installing the iFolder client. Otherwise, your workstation might crash.

Using Browsers to Access the iFolder Web Sites

The iFolder Management Console and the Java applet can be accessed from Internet Explorer 5 or later. Netscape* 4.7 is the recommended Netscape browser version.

If your server is running NetWare or Windows NT/2000, you *must* use IE to access your files via a browser.

The iFolder Management Console and default iFolder Web site cannot be accessed from a Netscape browser on an IIS server. If you are using an IIS server, use IE; or, if you need to use Netscape, use a workstation to access these sites.

Using Proxy Servers to Access an iFolder Server

If you are using an iChain server or a BorderManager[®] proxy server to redirect requests to your iFolder server, be advised that uploads to the iFolder server are very slow.

Additionally, if your proxy server requires a username and password for authentication, the iFolder client will fail to log in to the iFolder server.

Logging Out of the Management Console

If your 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 have to log in again.

NetWare 5.1 and 6

Using the Same Workstation to Install Novell iFolder on Multiple Servers

When iFolder is installed on NetWare from a workstation, a temporary directory and files are created during the installation. These files are not deleted after the installation is complete. Each time you install iFolder, another temporary directory and files will be automatically created. Unless you manually delete these temporary directories, they will remain on your workstation.

Windows NT/2000/XP

Installing iFolder

Apache 2 and the IIS registry do not support upper ASCII characters (characters above code point 127) in the following fields during the installation:

- ◆ Admin names
- ◆ NDS[®] context
- ◆ iFolder database location
- ◆ SSL certificate location

Additionally, use English when entering the SSL certificate location.

Running Programs Other Than iFolder on an IIS Server

When you install iFolder on an IIS server, other programs that are running on that IIS server might not work like they did before the installation. To avoid this problem, do not install other products, other than iFolder, on your IIS server.

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

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).

If you do not uninstall one of these two programs, your computer will not reboot during the iFolder client installation and you will get an error message indicating that the two drivers conflict with one another.

Accessing the iFolder Management Console from within an IIS Virtual Directory

If you are accessing the iFolder Management Console from within an IIS virtual directory instead of the root, the iFolder Management Console pages might not display correctly.

To fix this problem, copy the contents of the `c:\inetpub\wwwroot\iFolder\DocumentRoot` directory to the `c:\inetpub\wwwroot` directory.

Linux 7.2

This release of iFolder supports Linux 7.2 only.

Installing iFolder and Apache 2.0.39

Because Apache 2.0 is relatively new, any other Novell products that use Apache might not work when you install Apache 2.0. We recommend that you have only iFolder and Apache running on the server.

You will also need to increase the number of open files handles on Linux. To do so, use the following command:

```
ulimit -n 2048
```

You might need to increase this number depending on the number of threads that you have. If the Apache 2.0.39 `error_log` shows "out of file handles," increase the number (2048) in the `ulimit` command.

You can permanently set the `ulimit` command by doing one of the following:

- ◆ Set the `ulimit` command when Apache loads
- ◆ Set the `ulimit` command in the `rc.local` file (usually located in `/etc`)

Disabling the Apache 2 Access_Log File Output

The iFolder client polling produces an extremely large access_log file. Disabling the access_log output can be accomplished by commenting out the following parameter in the httpd_additions_linux.conf file:

```
CustomLog logs/access_log common
```

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

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

Help Files

iFolder Management Console

The help associated with the iFolder Management Console is displayed in English, regardless of the interface language.

iFolder Client Russian Help Files Broken

The links for the following iFolder client help files, when accessed from the default iFolder Web site, are broken:

- ◆ Proxy Settings
- ◆ Choose Your Local iFolder Location

Syntax Errors Regarding SSL Certificate Files

You can place the SSL certificate and key files wherever you want on your server; however, the Apache binary distribution looks in the /export/httpd-2.0.39/bindist/conf directory for the certificate and key files.

If you followed the Apache and SSL instructions in the *iFolder Installation and Administration Guide*, you will not encounter any problems. If you placed these files somewhere other than the /export/httpd-2.0.39/bindist/conf directory, you will get a syntax error regarding SSL certificate files when you try to run Apache.

To correct this problem, do one of the following:

- ◆ Follow the instructions in the "**Before You Install iFolder**" section of the *iFolder Installation and Administration Guide* to create the required directory and copy the appropriate files.

- ◆ Edit the following parameters in the `httpd_additions_linux_conf` to point to the new SSL certificate and key locations:

SSLCertificateFile

SSLCertificateKeyFile

Solaris 8

Syntax Errors Regarding SSL Certificate Files

You can place the SSL certificate and key files wherever you want on your server; however, the Apache binary distribution looks in the `/export/httpd-2.0.39/bindist/conf` directory for the certificate and key files.

If you followed the Apache and SSL instructions in the *iFolder Installation and Administration Guide*, you will not encounter any problems. If you placed these files somewhere other than the `/export/httpd-2.0.39/bindist/conf` directory, you will get a syntax error regarding SSL certificate files when you try to run Apache.

To correct this problem, do one of the following:

- ◆ Follow the instructions in the "**Before You Install iFolder**" section of the *iFolder Installation and Administration Guide* to create the required directory and copy the appropriate files.
- ◆ Edit the following parameters in the `httpd_additions_solaris_conf` to point to the new SSL certificate and key locations:

SSLCertificateFile

SSLCertificateKeyFile

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Documentation Updates

This section contains information on documentation updates that have been made in the *Novell iFolder Professional Edition Known Issues* since the initial release of Novell® iFolder™ 2.0 Professional Edition. The information will help you to keep current on updates to the documentation.

The information is grouped according to the date the documentation updates were published.

The documentation is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up to date with the documentation updates listed in this section. If you need to know whether a copy of the PDF documentation you are using is the most recent, the PDF document contains the date it was published in the Legal Notices section immediately following the title page.

The documentation was updated on the following dates:

- ♦ [“September 4, 2002” on page 21](#)

September 4, 2002

Updates were made to the following sections. The changes are explained below.

- ♦ [“General Issues” on page 22](#)

General Issues

The following changes were made in this section:

Location	Change
Accessing iFolder	<p>The following paragraph was added to the Using Proxy Servers to Access an iFolder Server section:</p> <p>Additionally, if your proxy server requires a username and password for authentication, the iFolder client will fail to log in to the iFolder server.</p>