

# Novell Filr 1.1 Readme

April 2015

Novell.

## 1 Product Overview

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 detailed overview of Filr, see the [How Filr Works—Overview Guide](#).

You can access Filr 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-1-1/filr-1-1_user/data/bookinfo.html) ([http://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_user/data/bookinfo.html](http://www.novell.com/documentation/novell-filr-1-1/filr-1-1_user/data/bookinfo.html))
- ♦ From a mobile device, as described in the [Filr Mobile App Quick Start](http://www.novell.com/documentation/novell-filr-1-1/filr-1-1_qs_mobile/data/filr-1-1_qs_mobile.html) ([http://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_qs\\_mobile/data/filr-1-1\\_qs\\_mobile.html](http://www.novell.com/documentation/novell-filr-1-1/filr-1-1_qs_mobile/data/filr-1-1_qs_mobile.html))
- ♦ From your desktop, as described in the [Filr Desktop for Windows Quick Start](http://www.novell.com/documentation/novell-filr-1-1/filr-1-1_qs_desktop/data/filr-1-1_qs_desktop.html) ([http://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_qs\\_desktop/data/filr-1-1\\_qs\\_desktop.html](http://www.novell.com/documentation/novell-filr-1-1/filr-1-1_qs_desktop/data/filr-1-1_qs_desktop.html)) and the [Filr Desktop for Mac Quick Start](http://www.novell.com/documentation/novell-filr-1-1/filr-1-1_qs_desktopmac/data/filr-1-1_qs_desktopmac.html) ([http://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_qs\\_desktopmac/data/filr-1-1\\_qs\\_desktopmac.html](http://www.novell.com/documentation/novell-filr-1-1/filr-1-1_qs_desktopmac/data/filr-1-1_qs_desktopmac.html))

Novell Filr 1.1 provides the following enhancements:

- ♦ Microsoft SQL support
- ♦ Whitelist and blacklist for sharing
- ♦ Mobile device management
- ♦ Share using a Filr Link
- ♦ Bug fixes
- ♦ And much more

For a complete list of new features provided in Filr 1.1, see “What’s New in Filr 1.1” in the [Novell Filr 1.1 Installation and Configuration Guide](#).

## 2 Filr System Requirements

Novell Filr 1.1 system requirements (including requirements for mobile devices) are listed in “[Filr System Requirements](https://www.novell.com/documentation/beta/novell-filr-1-1/filr-1-1_inst/data/birglh6.html)” ([https://www.novell.com/documentation/beta/novell-filr-1-1/filr-1-1\\_inst/data/birglh6.html](https://www.novell.com/documentation/beta/novell-filr-1-1/filr-1-1_inst/data/birglh6.html)) in the [Novell Filr 1.1 Installation and Configuration Guide](https://www.novell.com/documentation/novell-filr-1-1/filr-1-1_inst/data/bookinfo.html) ([https://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_inst/data/bookinfo.html](https://www.novell.com/documentation/novell-filr-1-1/filr-1-1_inst/data/bookinfo.html)).

## 3 Installation Instructions

Complete installation instructions are available in the [Novell Filr 1.1 Installation and Configuration Guide](https://www.novell.com/documentation/novell-filr-1-1/filr-1-1_inst/data/bookinfo.html) ([https://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_inst/data/bookinfo.html](https://www.novell.com/documentation/novell-filr-1-1/filr-1-1_inst/data/bookinfo.html)).

## 4 Installation Issues

- [Section 4.1, “Error When Configuring Secondary Hard Disk \(/vastorage\) on Xen,” on page 2](#)
- [Section 4.2, “Changing Second SCSI Controller to Paravirtual Can Result in Appliance Not Rebooting,” on page 2](#)

### 4.1 Error When Configuring Secondary Hard Disk (/vastorage) on Xen

When installing the Filr, search index, or database appliances on Xen, configuring hard disks (/vastorage or /var) during the Filr installation program can result in the following error:

```
PCI: Fatal: No config space access function found.  
Unable to read sysrq code in control/sysrq  
i8042: No controller found  
end_request:I/O error, dev xvda 18576
```

This issue can cause a small delay; however, the server will operate normally.

Verify that the disks are added as expected by running the following command from the appliance console:

```
df -h  
  
/dev/xvda1      20G  5.5G  14G  30% /  
/dev/xvdc1     12G  2.0G  9.4G  18% /vastorage  
/dev/xvdd1     2.0G  257M  1.7G  14% /var
```

### 4.2 Changing Second SCSI Controller to Paravirtual Can Result in Appliance Not Rebooting

When installing or upgrading an appliance, changing a SCSI controller to *VMware Paravirtual* can result in an out of order condition, and the appliance cannot be rebooted successfully.

To change a SCSI controller to *VMware Paravirtual* in a way that is compatible with the Filr appliance:

- 1 Add the new disk to the appliance and select the new SCSI controller.
- 2 Power on the appliance (completing the installation or upgrade process if necessary). Ensure that all appliances in the Filr system are running by logging in to Filr as the Filr administrator at port 8443.
- 3 Shut down each appliance in the Filr system. (For information about how to safely shut down an appliance, see [“Shutting Down and Restarting the Novell Appliance”](#) in the *Novell Filr 1.1 Administration Guide*.)
- 4 Change the controller to *VMware Paravirtual*.
- 5 Power on each appliance in the Filr system.

## 5 Upgrade Issues

- [Section 5.1, “Rolling Upgrades Are Not Supported in a Clustered Environment,” on page 3](#)
- [Section 5.2, “Missing Files Due to an Accent Character Need to Be Re-Synchronized after Upgrade,” on page 3](#)
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- ♦ [Section 5.5, “Settings Are Not Preserved on Upgrade,” on page 4](#)

## 5.1 Rolling Upgrades Are Not Supported in a Clustered Environment

Rolling upgrades (upgrading one Filr or search index server while another continues to serve clients) are not supported when upgrading from Filr 1.0.1 to Filr 1.1 in a clustered environment.

You must shut down all Filr and search index appliances before you begin the upgrade process. Then re-start the appliances after the upgrade is complete.

This issue does not affect small or non-clustered large installations.

For information about how to upgrade Filr, see “[Upgrading Filr](#)” in the *Novell Filr 1.1 Installation and Configuration Guide*.

## 5.2 Missing Files Due to an Accent Character Need to Be Re-Synchronized after Upgrade

In the initial Filr release, Filr did not distinguish accent characters in file names. As a result, if one file was synchronized from the file system to a Net Folder and then another file with the same name (except for the presence of an accent character) attempted to synchronize, the synchronization would fail.

This issue was fixed in Filr 1.0.1. Now, separate files or directories with names that are identical other than an accent character can be synchronized to Filr from the file system.

To enable these types of files to synchronize after upgrading from Filr 1.0 to later versions, do one of the following:

- ♦ Enable Just-in-Time synchronization (JITS) on the Filr site if it is not enabled already. Then navigate to the folder that contains the files, in order to trigger JITS and update the contents of the folder. See “[Enabling Just-in-Time Synchronization](#)” in the *Novell Filr 1.1 Administration Guide*.
- ♦ Perform a full synchronization on the Net Folder that contains the files. See “[Synchronizing a Net Folder](#)” in the *Novell Filr 1.1 Administration Guide*.

## 5.3 OES 11 SP1 Servers Must Be Updated before Upgrading to Filr 1.1

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**IMPORTANT:** Failure to update your OES 11 SP1 servers can cause the configured eDirectory (LDAP) servers to fail.

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Scalability and performance improvements provided in Filr 1.1 require that Filr-targeted servers be able to handle increased file service and other requests.

The NCP server that shipped with OES 11 SP1 cannot handle the increased requests.

If you have any OES 11 SP1 servers that match the following criteria, you must update the OES 11 SP1 server before upgrading to Filr 1.1:

- ♦ Host Net Folders or Personal Storage Home folders
- and
- ♦ Do not have the December 2012 Scheduled Maintenance Update applied

To prepare the OES 11 SP1 servers to handle Filr 1.1:

- 1 Ensure that all Filr-targeted OES 11 SP1 servers have at least the December 2012 Scheduled Maintenance Update applied.

This updates the NCP server to a newer version that is capable of keeping up with the increased service requests of Filr 1.1.

- 2 Proceed with the upgrade to Filr 1.1.

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**NOTE:** OES 11 SP2 contains the updated NCP server by default and is able to meet all Filr 1.1 service demands.

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## 5.4 Updating Password When Using Non-English Keyboard Results in Unknown Password

When updating the root and vaadmin passwords during the Filr upgrade when using a non-English keyboard, the passwords are recorded as if you were using an English keyboard.

To work around this issue, specify 1234 as the root and vaadmin passwords during the upgrade process (or use another simple password that uses the same keys regardless of the keyboard language). After the system is successfully upgraded, change the password as described in [“Changing Administrative Passwords”](#) in the *Novell Filr 1.1 Administration Guide*.

## 5.5 Settings Are Not Preserved on Upgrade

When upgrading the Filr system, some settings might not be preserved. The following settings are not always preserved after upgrading to Filr 1.1:

- ♦ SSH
- ♦ Ganglia
- ♦ WebDAV authentication method
- ♦ Requests and Connection settings

After upgrading to Filr 1.1, verify that all settings are as desired.

# 6 Appliance Issues

- ♦ [Section 6.1, “VMware Snapshots and Appliance Backup,”](#) on page 4
- ♦ [Section 6.2, “Cannot Expand Storage for /var Partition on Xen,”](#) on page 5

## 6.1 VMware Snapshots and Appliance Backup

Do not use VMware snapshots as a backup method for Filr. Doing so inhibits your ability to upgrade Filr in the future.

If you do use snapshots, you must remove them before upgrading to a new version of Filr.

For more detailed information about how to back up various Filr components, see [“Backing Up Filr Data”](#) in the *Novell Filr 1.1 Administration Guide*.

## 6.2 Cannot Expand Storage for /var Partition on Xen

When running Filr in Xen environment, storage for the /var partition cannot be expanded after Filr installation.

The process for expanding storage for the /var and /vastorage partitions after installation is described in “[Managing Storage](#)” in the *Novell Filr 1.1 Administration Guide*.

## 7 Configuration Issues

- ♦ [Section 7.1, “User Name Character Restrictions for LDAP Synchronization and Login,”](#) on page 5
- ♦ [Section 7.2, “User Names That Are Synchronized from LDAP Are Not Case Sensitive for Filr Login,”](#) on page 5
- ♦ [Section 7.3, “Restrictions on Applet Support,”](#) on page 5
- ♦ [Section 7.4, “Access Based Enumeration Is Not Supported When Using DFS for Windows Namespace,”](#) on page 6
- ♦ [Section 7.5, “NFS Support,”](#) on page 6
- ♦ [Section 7.6, “Reverse Proxy Configuration Must Be Updated after Applying Security Update 1 \(POODLE Fix\),”](#) on page 6
- ♦ [Section 7.7, “Access Manager Issues,”](#) on page 6

### 7.1 User Name Character Restrictions for LDAP Synchronization and Login

LDAP user names must contain only numerical values 0 - 9 and upper-case and lower-case letters (A-Z). User names that contain special characters (for example, / \ \* ? " < > : | ) cannot be used as Novell Filr user names. If your LDAP directory includes user names with these characters, they synchronize to the Filr site, but the associated users cannot log in.

These characters cannot be used in a Filr user name because a Filr user name becomes the user’s workspace title, and the workspace title becomes an element of the hierarchical path that leads to the workspace. These characters are not legal characters in Linux and Windows pathnames.

### 7.2 User Names That Are Synchronized from LDAP Are Not Case Sensitive for Filr Login

User names that are synchronized from an LDAP directory are not case sensitive when users log in to the Filr system.

Local user accounts (user accounts that are created in Filr and not synchronized from an LDAP directory) are case sensitive. Login credentials for local user accounts are stored in the MySQL database.

### 7.3 Restrictions on Applet Support

Applets are not supported on 64-bit Firefox on a system with a Java Runtime Environment (JRE) earlier than 1.6.0\_12.

On a 64-bit operating system, updating to JRE 1.6.0.12 or later enables the applets to work.

For example, multi-file drag-and-drop from the desktop, file paste from the desktop, Edit-in-Place, and the graphical display in the workflow editor do not work where applets are not supported.

## 7.4 Access Based Enumeration Is Not Supported When Using DFS for Windows Namespace

When using Distributed File System (DFS) for Windows namespace, Microsoft's Access Based Enumeration (ABE) is not supported.

## 7.5 NFS Support

NFS file system mounts are supported for placing the Filr file repository on a remote server from where Filr is running.

## 7.6 Reverse Proxy Configuration Must Be Updated after Applying Security Update 1 (POODLE Fix)

After applying the Security Update 1 (POODLE fix) for Filr 1.1, you must update the advanced settings in your reverse proxy provider (such as NetIQ Access Manager or Apache).

For systems fronted by Apache:

- 1 Add the following setting to the `/etc/httpd/conf.d/ssl.conf` file:

```
SSLProxyProtocol ALL -SSLv2 -SSLv3
```

For systems fronted by NetIQ Access Manager:

- 1 Add the following advanced option (You can access the *Advanced Options* from the *Proxy Service* tab):

```
SSLProxyProtocol +TLSv1
```

## 7.7 Access Manager Issues

- ♦ [Section 7.7.1, "Cannot Use Multiple Identity Injection Policies Simultaneously,"](#) on page 6

### 7.7.1 Cannot Use Multiple Identity Injection Policies Simultaneously

When NetIQ Access Manager is configured to front Filr, you cannot use multiple identity injection policies simultaneously.

## 8 Net Folder Issues

- ♦ [Section 8.1, "SharePoint 2013 Issues,"](#) on page 7
- ♦ [Section 8.2, "Sharing Folders from the Home Folder with Active Directory Can Result in Files Not Being Displayed,"](#) on page 7
- ♦ [Section 8.3, "Internal or System Errors on OES Server Can Result in Incorrect Information in Net Folders,"](#) on page 7
- ♦ [Section 8.4, "Moving or Renaming a File from the File Server Removes Shares,"](#) on page 7
- ♦ [Section 8.5, "Testing the Connection for the Net Folder Server Is Successful When Incorrect Path Information Exists,"](#) on page 8

- ♦ [Section 8.6, “Folder Path in Filr Cannot Exceed 48 Levels,” on page 8](#)
- ♦ [Section 8.7, “Net Folder Server Path Cannot Contain a Trailing Backslash,” on page 8](#)
- ♦ [Section 8.8, “Users Cannot Access Files on Non-English Windows Server When Access Comes through Certain Groups,” on page 8](#)
- ♦ [Section 8.9, “Must Restart the FAMT Service after Running “Test Connection” during Net Folder Configuration,” on page 8](#)

## 8.1 SharePoint 2013 Issues

- ♦ [Section 8.1.1, “Cannot Rename a Document Library,” on page 7](#)

### 8.1.1 Cannot Rename a Document Library

After synchronizing a document library from the SharePoint server to the Filr desktop application and then renaming the document library in Filr, the updated name is not synchronized to the SharePoint server.

This issue will be addressed in a future beta release.

## 8.2 Sharing Folders from the Home Folder with Active Directory Can Result in Files Not Being Displayed

There are many ways to configure Windows file servers to support user Home folders. In general, folder sharing from Filr for Active Directory users works successfully. However, if NTFS permissions on a Windows file system are not set up in a way that is compatible with Filr, when Active Directory users share a folder from their Home folder with another user, files in the shared folder might not be visible.

To ensure that files within a folder (in an Active Directory user’s Home folder) are shared when a folder is shared, ensure that inheritance is disabled for each user’s Home directory. You must also explicitly grant rights for subfolders in the Home directory.

In addition, Filr supports Microsoft’s Access Based Enumeration (ABE), which is available on Windows Server 2003 through Windows Server 2012. Home folder shares work properly when the Windows file system is set up using ABE.

## 8.3 Internal or System Errors on OES Server Can Result in Incorrect Information in Net Folders

If the OES file server is online and Filr can communicate to that server through NCP or CIFS, Filr might retrieve incorrect information from that server if it has internal or system errors (such as NDS being down). If Net Folders do not appear to have the correct contents in Filr, check the health of the file server and ensure that it is configured and running as expected.

## 8.4 Moving or Renaming a File from the File Server Removes Shares

If a user moves or renames a file directly from the file server (instead of using a Filr client to do the move or rename), any shares that are associated with that file in Filr are removed. This means that users who gained access to a file via a share in Filr no longer have access to the file if the file was moved or renamed from the file server. Additionally, the file is not displayed in users’ Shared by Me and Shared with Me views.

If this situation occurs, files must be re-shared in Filr.

## 8.5 Testing the Connection for the Net Folder Server Is Successful When Incorrect Path Information Exists

When testing the connection for a Net Folder Server, the test connection is successful when the path in the *Server Path* field contains forward slashes (/). However, files and folders are not successfully synchronized to Filr through the Net Folder Server. Instead, backslashes (\) must always be used in the *Server Path* field when configuring a Net Folder Server.

## 8.6 Folder Path in Filr Cannot Exceed 48 Levels

When folders on the file system are synchronized to a Net Folder, the folder path in Filr cannot exceed 48 levels deep (nested sub-folders). The file synchronization code will reject any sub-folder whose depth will cause the corresponding Filr folder path to exceed the sub-folder limit of 48.

When the Filr system encounters the limit of 48 folder levels, the sync code returns the following message and the folder is not created:

```
The folder xxx has reached the allowed path maximum depth. Its sub-folders will not be added in the system.
```

## 8.7 Net Folder Server Path Cannot Contain a Trailing Backslash

When specifying the server path for a Net Folder Server, the server path cannot contain a backslash at the end of the path in the *Server path* field.

For example, `\\server_DNS\volume` is supported, and `\\server_DNS\volume\` is not.

## 8.8 Users Cannot Access Files on Non-English Windows Server When Access Comes through Certain Groups

When using some non-English versions of Windows Server (such as French and Italian), users cannot access files when rights have been granted via the `Everyone` or `Domain Users` groups (for example, in French, these are the `Tout le Monde` or `Utilisateurs du Domaine` groups).

## 8.9 Must Restart the FAMT Service after Running “Test Connection” during Net Folder Configuration

After testing the connection of a Net Folder that is referencing an OES Volume, and when *Microsoft Windows* is selected in the *Server type* drop-down list, you must restart the FAMT service.

After the FAMT service is restarted, ensure that *Novell Open Enterprise Server* is selected in the *Server type* drop-down list before re-testing the connection to the OES Volume.

For information about how to restart the FAMT service, see [“Changing System Services Configuration”](#) in the *Novell Filr 1.1 Administration Guide*.

# 9 Filr Issues

- ♦ [Section 9.1, “OpenID Authentication via Google and Yahoo Is Being Deprecated,”](#) on page 9
- ♦ [Section 9.2, “Reporting Issues,”](#) on page 9
- ♦ [Section 9.3, “My Files Storage Directory Is Displayed in Search,”](#) on page 10
- ♦ [Section 9.4, “Sharing Issues,”](#) on page 10

- ♦ [Section 9.5, “Editing an .rtf File Results in an Editing Conflict Error,” on page 11](#)
- ♦ [Section 9.6, “LDAP Synchronization Issues,” on page 11](#)
- ♦ [Section 9.7, “Password-Protected Files Cannot Be Viewed,” on page 12](#)
- ♦ [Section 9.8, “Folder Nesting Issue,” on page 12](#)
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- ♦ [Section 9.10, “Cannot Upload Documents Created with Apple iWork \(Pages, Keynote, etc.\) or .app Documents to the Filr Web Client,” on page 13](#)
- ♦ [Section 9.11, “Cannot Drag and Drop Files into a Folder When Using Safari on Windows,” on page 13](#)
- ♦ [Section 9.12, “Cannot Extract ZIP File after Downloading on Mac,” on page 14](#)
- ♦ [Section 9.13, “File Name Should Not Be More Than about 200 Characters,” on page 14](#)
- ♦ [Section 9.14, “WebDAV Issues,” on page 14](#)
- ♦ [Section 9.15, “Viewing a Filr Folder through Windows Explorer Displays an Additional Folder on Windows XP,” on page 17](#)
- ♦ [Section 9.16, “Cannot Log in to Web Client with Long User ID or Password,” on page 17](#)
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- ♦ [Section 9.18, “Cannot View ODP and ODG Files That Contain Charts, Graphs, and Tables When Viewing in HTML Format,” on page 17](#)
- ♦ [Section 9.19, “User Home Directories Are Not Synchronized until Trustee Cache Information is Updated,” on page 18](#)
- ♦ [Section 9.20, “Filr Does Not Support Aliases That Have Been Configured in the LDAP Directory,” on page 18](#)
- ♦ [Section 9.21, “Cannot Use Text Editors Such as Notepad or Wordpad as a Document Editor,” on page 18](#)
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- ♦ [Section 9.23, “Must Restart Filr System after Network Failure with Microsoft SQL,” on page 18](#)

## 9.1 OpenID Authentication via Google and Yahoo Is Being Deprecated

Prior to Filr 1.1, users could log in to the Filr site with their Google or Yahoo account. This functionality is no longer available to new Filr users in Filr 1.1.

Users whose Filr accounts were created by logging in to Filr with their Google or Yahoo accounts prior to Filr 1.1 are able to continue accessing Filr via their Google or Yahoo accounts in Filr 1.1. However, because the OpenID authentication service that this functionality is based on is being deprecated by Google, Filr will be moving to other, more relevant authentication mechanisms in the future. Filr versions later than 1.1 will not support any OpenID authentication for new or existing users.

## 9.2 Reporting Issues

- ♦ [Section 9.2.1, “Email Report Is Missing Items from the Last Day of the Report,” on page 10](#)
- ♦ [Section 9.2.2, “License Report Issues,” on page 10](#)

## 9.2.1 Email Report Is Missing Items from the Last Day of the Report

When running an email report (as described in “[Email Report](#)” in the *Novell Filr 1.1 Administration Guide*), emails are not displayed for the last day of your report date range.

For example, if you are running an email report between February 3 and April 26, the email report does not show emails from April 26.

## 9.2.2 License Report Issues

The License Report currently counts Administrator, Guest, and three internal users (`_emailPostingAgent`, `_jobProcessingAgent`, and `_synchronizationAgent`) as local users. The Administrator counts as an active user, but the other four local users do not count against your Filr license usage.

For information about how to generate a license report, see “[License Report](#)” in the *Novell Filr 1.1 Administration Guide*.

## 9.3 My Files Storage Directory Is Displayed in Search

When Personal Storage is disabled and Home folders have not been configured, users can find a directory called My Files Storage when clicking in the global Search field and pressing the Spacebar. This is normally a hidden directory, but can it be displayed under these special circumstances.

When you click *My Files Storage*, it can take you to either your My Files area or to the profile of another user (depending on where you are when you do the search).

## 9.4 Sharing Issues

- ♦ [Section 9.4.1, “Users Cannot Subscribe to a File or Folder That Has Been Shared with Them,” on page 10](#)
- ♦ [Section 9.4.2, “External Users Cannot Browse to a Folder When Moving or Copying a File from a Shared Folder,” on page 10](#)

### 9.4.1 Users Cannot Subscribe to a File or Folder That Has Been Shared with Them

Users cannot subscribe to a folder or file that has been shared with them if they do not already have native rights to the folder or file; however, folder owners can still configure email notifications to be sent to you, as described in “[Configuring Folders to Send Email Notifications to Other Users](#)” in the *Novell Filr 1.1 Web Application User Guide*.

For more information about subscribing to folders or files, see “[Subscribing to a Folder or File](#)” in the *Novell Filr 1.1 Web Application User Guide*.

### 9.4.2 External Users Cannot Browse to a Folder When Moving or Copying a File from a Shared Folder

External users who have Contributor rights in a folder that has been shared with them are not able to browse to a destination folder when moving or copying a file. Instead, external users must specify the name of the folder where they want to move or copy the file in the *Destination Folder* field, as described in “[Moving Files](#)” and “[Copying Files](#)” in the *Novell Filr 1.1 Web Application User Guide*.

## 9.5 Editing an .rtf File Results in an Editing Conflict Error

After editing an `.rtf` file from Filr in a text editor (such as Microsoft Word), saving the file results in a message indicating that the file has been changed by another author. In this case, select the option to combine your changes with the other author's changes, then click *OK*.

Changes that you make to the file are saved to Filr as expected.

For more information about editing files in Filr using Edit-in-Place functionality, see ["Editing Files with Edit-in-Place"](#) in the *Novell Filr 1.1 Web Application User Guide*.

## 9.6 LDAP Synchronization Issues

- ◆ [Section 9.6.1, "Issues When Deleting Users through LDAP," on page 11](#)
- ◆ [Section 9.6.2, "Issues with Initial Synchronization of Filr Users," on page 11](#)
- ◆ [Section 9.6.3, "Sub-Groups Are Not Included in Group Membership during the Initial Synchronization," on page 11](#)
- ◆ [Section 9.6.4, "Default Groups and Containers in Active Directory Are Not Synchronized to Filr through LDAP," on page 12](#)
- ◆ [Section 9.6.5, "Issues with Renaming and Moving Users in Your LDAP Directory," on page 12](#)
- ◆ [Section 9.6.6, "Users Cannot Log in to the Filr Mobile App or Desktop Application with New Name or Password after Changed in LDAP," on page 12](#)
- ◆ [Section 9.6.7, "Active Directory Cross Forest Trust Relationship Is Not Supported," on page 12](#)

### 9.6.1 Issues When Deleting Users through LDAP

Novell recommends that you never select the option to delete users that are not in LDAP when configuring your LDAP synchronization. This feature will either be enhanced or removed in future Filr releases. User accounts that are deleted cannot be recovered. As a best practice, select the option to disable the account rather than deleting it.

### 9.6.2 Issues with Initial Synchronization of Filr Users

The LDAP value of the attribute you specify for the LDAP configuration setting *LDAP attribute for the Filr account name* must be unique throughout your LDAP directory. For example, if you specify `cn`, all users in the LDAP directory might not have a unique value.

To resolve this issue, use an attribute whose value is always unique across all containers, such as `emailAddress`.

### 9.6.3 Sub-Groups Are Not Included in Group Membership during the Initial Synchronization

When synchronizing groups that contain sub-groups to the Filr site from an LDAP directory, the sub-groups are not included in their parent group's membership during the initial synchronization.

Perform an additional LDAP synchronization to ensure that group membership contains all expected sub-groups.

## 9.6.4 Default Groups and Containers in Active Directory Are Not Synchronized to Filr through LDAP

Membership of groups that are located in the Default Users OU (such as the Domain Users group) in Active Directory are not synchronized to Filr through LDAP.

## 9.6.5 Issues with Renaming and Moving Users in Your LDAP Directory

In order to rename or move users in your LDAP directory, ensure that you have specified a value for the setting *LDAP attribute that uniquely identifies a user or group*, as described in “[Configuring User Synchronization Options](#)” in the *Novell Filr 1.1 Administration Guide*. If a value is not specified for this setting, renaming or moving users in your LDAP directory might result in new users being created in Filr or in the existing user account being deleted.

## 9.6.6 Users Cannot Log in to the Filr Mobile App or Desktop Application with New Name or Password after Changed in LDAP

After a user is renamed in the LDAP directory or after a user’s password is changed in the LDAP directory, the user must use the old user name or password when logging in to the Filr mobile app or the Filr desktop application until one of the following occurs:

- ◆ An LDAP synchronization is run
- ◆ The user logs in to the web client using the new user name or password

A user can use the old or new user name or password when logging in to Filr from the web client.

## 9.6.7 Active Directory Cross Forest Trust Relationship Is Not Supported

Cross Forest Trust relationships in Active Directory are not supported in Filr.

## 9.7 Password-Protected Files Cannot Be Viewed

Files that have been password-protected in the application where they were created cannot be viewed on the Novell Filr site. This is working as designed.

## 9.8 Folder Nesting Issue

Because of database restrictions, the maximum number of nested folders that Filr allows is 45. For example, you can create a folder within a folder, and then create a folder within that folder, and so forth, until the folder structure is 45 levels deep. You cannot exceed 45 levels in the folder structure.

## 9.9 Email Issues

- ◆ [Section 9.9.1, “Cannot Communicate with an External Outbound Mail System,”](#) on page 13
- ◆ [Section 9.9.2, “Test Connection Fails without User Name and Password Even When Authentication Is Not Required,”](#) on page 13

### 9.9.1 Cannot Communicate with an External Outbound Mail System

If you cannot get your Filr site to communicate with an external outbound mail system (such as Novell GroupWise), you might need to configure the Filr outbound email server with TLS over SMTP. If your email application requires this type of configuration, you can configure Filr with TLS over SMTP by using STARTTLS, as described in “[Configuring Outbound Email with TLS over SMTP](#)” in “[Managing Email Configuration](#)” in the *Novell Filr 1.1 Administration Guide*.

### 9.9.2 Test Connection Fails without User Name and Password Even When Authentication Is Not Required

When configuring Filr to use an external outbound mail system (such as Novell GroupWise), the *Test Connection* button fails when no user name and password is specified, even when the *Authentication required* option is not selected.

For information about how to configure Filr to use an external outbound mail system, see “[Changing Outbound Email Configuration Settings](#)” in the *Novell Filr 1.1 Administration Guide*.

## 9.10 Cannot Upload Documents Created with Apple iWork (Pages, Keynote, etc.) or .app Documents to the Filr Web Client

When uploading a document that was created with one of the following types of files, you get an error indicating that the file or folder cannot be uploaded when attempting to upload to the Filr web client:

- ♦ iWork document (such as a Pages, Keynote, or Numbers document)
- ♦ Mac application file (a document with the .app extension)

The Filr web client is not able to upload these types of documents because the document architecture for these documents more closely resembles a folder, and you cannot upload folders using the Filr web client.

You can upload these types of documents to the Filr site by using the Filr desktop application or the Filr mobile app.

For information about how to upload documents using the desktop application or mobile app, see the *Novell Filr Desktop Application for Windows Quick Start* ([http://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_qs\\_desktop/data/filr-1-1\\_qs\\_desktop.html](http://www.novell.com/documentation/novell-filr-1-1/filr-1-1_qs_desktop/data/filr-1-1_qs_desktop.html)), the *Novell Filr Desktop Application for Mac Quick Start* ([http://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_qs\\_desktopmac/data/filr-1-1\\_qs\\_desktopmac.html](http://www.novell.com/documentation/novell-filr-1-1/filr-1-1_qs_desktopmac/data/filr-1-1_qs_desktopmac.html)), and the *Novell Filr Mobile App Quick Start* ([http://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_qs\\_mobile/data/filr-1-1\\_qs\\_mobile.html](http://www.novell.com/documentation/novell-filr-1-1/filr-1-1_qs_mobile/data/filr-1-1_qs_mobile.html)).

## 9.11 Cannot Drag and Drop Files into a Folder When Using Safari on Windows

You cannot drag and drop files into a folder (as described in “[Adding Files to a Folder](#)” in the *Novell Filr 1.1 Web Application User Guide*) when using Safari on Windows.

This is because the drag-and-drop window for adding files to folders in Filr uses HTML 5 functionality, which is not currently supported with Safari on Windows.

## 9.12 Cannot Extract ZIP File after Downloading on Mac

After downloading a single file or multiple files as a .zip file (as described in “[Downloading Files](#)” in the *Novell Filr 1.1 Web Application User Guide*), the file can be extracted only when using third-party tools such as iZip Unarchiver.

This issue is due to the fact that OS X does not currently handle ZIP64, the technology that is used to create the .zip file.

## 9.13 File Name Should Not Be More Than about 200 Characters

The exact maximum file name length depends on the configuration of the Filr server, but generally it is about 200 characters. If file names are too long, files cannot be added to Filr.

## 9.14 WebDAV Issues

- ◆ [Section 9.14.1, “Cannot Edit a File through WebDAV \(Edit-in-Place\) When the User Password Contains a Space,”](#) on page 14
- ◆ [Section 9.14.2, “Cannot Rename a File When Editing through WebDAV \(Edit-in-Place\),”](#) on page 14
- ◆ [Section 9.14.3, “WebDAV Limitations on Windows,”](#) on page 14
- ◆ [Section 9.14.4, “WebDAV Limitations on Mac,”](#) on page 16

### 9.14.1 Cannot Edit a File through WebDAV (Edit-in-Place) When the User Password Contains a Space

If you try to edit a file through WebDAV (as described in “[Editing Files with Edit-in-Place](#)” in the *Novell Filr 1.1 Web Application User Guide*) when your user password contains a space, the authentication fails.

To edit files through WebDAV, ensure that your user password does not contain a space.

### 9.14.2 Cannot Rename a File When Editing through WebDAV (Edit-in-Place)

When using Edit-in-Place functionality to edit a file (as described in “[Editing Files with Edit-in-Place](#)” in the *Novell Filr 1.1 Web Application User Guide*), you cannot click *Save As* and rename the file. Doing so results in an upload error, and changes to the file are not synchronized to Filr.

### 9.14.3 WebDAV Limitations on Windows

- ◆ [Section 9.14.3.1, “Windows Update for WebDAV Functionality for Windows Vista and Windows XP,”](#) on page 14
- ◆ [Section 9.14.3.2, “WebDAV/Edit-in-Place Issues with Microsoft Windows Vista and Microsoft Office,”](#) on page 15

#### 9.14.3.1 Windows Update for WebDAV Functionality for Windows Vista and Windows XP

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**IMPORTANT:** Install this update only on Windows Vista and Windows XP. Do not install this update on Windows 7.

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In order to use the Novell Filr Edit-in-Place feature in your browser on Windows Vista and Windows XP, you must install the following Windows WebDAV update:

Software Update for Web Folders (KB907306) (<http://www.microsoft.com/downloads/details.aspx?familyid=17C36612-632E-4C04-9382-987622ED1D64&displaylang=en>).

This Windows update enables OpenOffice.org and Microsoft Office to interact correctly with the Filr Edit-in-Place feature.

### 9.14.3.2 WebDAV/Edit-in-Place Issues with Microsoft Windows Vista and Microsoft Office

Microsoft Windows Vista has some issues with WebDAV access that affect all WebDAV interactions. In addition, a Vista-specific issue with applets can prevent the Novell Filr Edit-in-Place feature from working properly. Ensure that you are running the latest version of Vista. Ensure that you have installed the Windows WebDAV update described in [Section 9.14.3.1, "Windows Update for WebDAV Functionality for Windows Vista and Windows XP,"](#) on page 14.

Windows Vista users who are using Internet Explorer might see a Java warning when they try to use Edit-in-Place. (Firefox users do not see this error.)

To configure Internet Explorer to support the Filr Edit-in-Place feature:

- 1 In Internet Explorer, click *Tools > Internet Options*.
- 2 Click *Security*, select *Trusted Sites*, then click *Sites*.
- 3 In the *Add this website to the zone* field, specify the URL of your Filr server, then click *Add*.
- 4 Select or deselect *Require server verification (https:) for all sites in this zone*, as appropriate for your Filr server.
- 5 Click *Close*, then click *OK* to save the security settings.

To configure Windows Vista to support the Filr Edit-in-Place feature in Microsoft Office, you must add new keys to the Windows registry for each Microsoft Office application.

- 1 In Windows Explorer, navigate to `Program Files/Microsoft Office/Office12`.
- 2 Scroll down to each Microsoft Office `.exe` in turn:  
  
`excel.exe`  
`powerpnt.exe`  
`winword.exe`  
`...`
- 3 Right-click each executable, then click *Properties*.
- 4 Click *Compatibility*.
- 5 Select *Run this program in compatibility mode for*, then select *Windows XP (Service Pack 2)* from the drop-down list.
- 6 Reboot the computer.

You should now be able to use the Filr Edit-in-Place feature with Microsoft Office files.

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**NOTE:** Although these steps enable Edit-in-Place for Filr, they do not fix Vista's inability to attach via WebDAV in Filr.

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For additional information on applets, view the following Sun bulletins:

- ♦ [Bug 6440902](http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6440902) ([http://bugs.sun.com/bugdatabase/view\\_bug.do?bug\\_id=6440902](http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6440902))
- ♦ [Bug 6432317](http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6432317) ([http://bugs.sun.com/bugdatabase/view\\_bug.do?bug\\_id=6432317](http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6432317))

## 9.14.4 WebDAV Limitations on Mac

When you use WebDAV functionality in a Mac environment, you encounter the following limitations:

- ♦ [Section 9.14.4.1, “Limitations When Editing Files on Mac through WebDAV,” on page 16](#)
- ♦ [Section 9.14.4.2, “Cannot Edit a File through WebDAV \(Edit-in-Place\) When Using LibreOffice on a Mac,” on page 16](#)
- ♦ [Section 9.14.4.3, “Using WebDAV to Access the Filr folder \(via Mac Finder\) Is Read Only,” on page 16](#)
- ♦ [Section 9.14.4.4, “Cannot Edit a File through WebDAV \(Edit-in-Place\) When Using Safari 7.x with OS X 10.9.x,” on page 16](#)

### 9.14.4.1 Limitations When Editing Files on Mac through WebDAV

Edit-in-Place functionality is not supported on a Mac when you use Microsoft Office as your document editor. To use Edit-in-Place functionality on a Mac, you must use OpenOffice or LibreOffice as your document editor.

### 9.14.4.2 Cannot Edit a File through WebDAV (Edit-in-Place) When Using LibreOffice on a Mac

If you are accessing Filr from a Mac and using LibreOffice as your document editor, you cannot edit files through WebDAV using Edit-in-Place functionality (as described in [“Editing Files with Edit-in-Place”](#) in the *Novell Filr 1.1 Web Application User Guide*).

If you are using Apache to front the Filr system, users are able to edit files through WebDAV when accessing Filr from a Mac and using LibreOffice as the document editor.

### 9.14.4.3 Using WebDAV to Access the Filr folder (via Mac Finder) Is Read Only

When using WebDAV to access the Filr desktop application Filr folder via Mac Finder, access is Read Only.

### 9.14.4.4 Cannot Edit a File through WebDAV (Edit-in-Place) When Using Safari 7.x with OS X 10.9.x

When accessing Filr with Safari 7.x and OS X 10.9.x, using Edit-in-Place functionality to edit a file (as described in [“Editing Files with Edit-in-Place”](#) in the *Novell Filr 1.1 Web Application User Guide*) results in an error and you are not able to edit the file.

To configure Safari 7.x and OS X 10.9.x to support the Filr Edit-in-Place feature and to support adding files to folders when using a browser that does not support HTML 5:

- 1 With the Filr site open, in Safari, click *Menu > Preferences*.
- 2 Click the *Security* tab, then click *Manage Website Settings*.
- 3 Select *Java*, then click the drop-down arrow next to the Filr site URL and select *Run in Unsafe Mode*.
- 4 Click *Done*.

## 9.15 Viewing a Filr Folder through Windows Explorer Displays an Additional Folder on Windows XP

On Windows XP, when you view a Filr folder through Windows Explorer, an additional sub-folder with the same name as the parent folder might be displayed.

To resolve this problem:

- 1 Launch a web browser.
- 2 Navigate to the Microsoft Download Center and install the Software Update for Web Folders (KB907306) (<http://www.microsoft.com/downloads/details.aspx?FamilyId=17C36612-632E-4C04-9382-987622ED1D64&displaylang=en>).
- 3 Follow the on-screen instructions to install the software update.

## 9.16 Cannot Log in to Web Client with Long User ID or Password

Users cannot log in to the Filr web client if the user ID exceeds 128 characters or the password exceeds 64 characters.

## 9.17 Display Issues Due to Third-Party Software

- ♦ [Section 9.17.1, "Scroll Bars That Serve No Purpose Are Sometimes Displayed," on page 17](#)
- ♦ [Section 9.17.2, "Filr Is Not Displayed Correctly When the Ask Toolbar Is Installed on Chrome," on page 17](#)

### 9.17.1 Scroll Bars That Serve No Purpose Are Sometimes Displayed

Scroll bars that serve no purpose are sometimes displayed in certain folders and collection views. This issue is only occasionally seen and is not harmful.

### 9.17.2 Filr Is Not Displayed Correctly When the Ask Toolbar Is Installed on Chrome

When the Ask toolbar is installed on a Chrome browser, it inhibits users from being able to view all of the Filr masthead. The Ask toolbar is not a Chrome-sanctioned toolbar and should not be installed on a Chrome browser.

## 9.18 Cannot View ODP and ODG Files That Contain Charts, Graphs, and Tables When Viewing in HTML Format

ODP and ODG files that contain charts, graphs, or tables are not displayed when viewing files by using the HTML view, as described in the following situations:

- ♦ When viewing the file in a browser  
For more information, see "[Viewing the File in Your Web Browser](#)" in the *Novell Filr 1.1 Web Application User Guide*.
- ♦ When viewing a file from the Filr mobile app and clicking *Generate Online Preview*

## 9.19 User Home Directories Are Not Synchronized until Trustee Cache Information is Updated

When you add a user to your LDAP directory, the user's Home directory in Filr is not displayed immediately after running the LDAP synchronization.

You must wait for the trustee cache information to be refreshed on the file system before Home directory information is displayed in Filr. (The default rights cache refresh interval is every 5 minutes. You can modify this interval as described in "[Setting Global Net Folder Configuration Options](#)" in the *Novell Filr 1.1 Administration Guide*.)

## 9.20 Filr Does Not Support Aliases That Have Been Configured in the LDAP Directory

If your users have aliases associated with their user account in the LDAP directory, the alias is not synchronized to Filr during the LDAP synchronization. This means that users are not able to log in to the Filr site with their alias.

## 9.21 Cannot Use Text Editors Such as Notepad or Wordpad as a Document Editor

Filr allows you to change the default application that is used for editing files (as described in "[Changing the Default Editor Settings for a Single File Type](#)" in the *Novell Filr 1.1 Web Application User Guide*). However, you cannot use text editors such as Notepad or Wordpad as the default document editor for editing files because these applications do not support WebDAV.

## 9.22 Edit-in-Place and Other Applets No Longer Work on Chrome

The ability to edit documents in place (as described in "[Editing Files with Edit-in-Place](#)" in the *Novell Filr 1.1 Web Application User Guide*) and other Filr applets no longer works on Chrome version 35 and later.

Other Filr applets include the dragging and dropping of files in the following circumstances:

- When clicking Add Files in older browsers that do not support HTML 5
- When pressing the Ctrl key when clicking Add Files in any browser (this invokes the file upload applet rather than leveraging HTML 5 to do the upload, which allows you to upload folders, as described in "[Adding Folders](#)" in the *Novell Filr 1.1 Web Application User Guide*)

## 9.23 Must Restart Filr System after Network Failure with Microsoft SQL

If your Filr system is leveraging a Microsoft SQL database and you experience a network failure, you must restart all appliances in the Filr system in order for Net Folders to become fully operational.

## 10 Database Issues

- ♦ [Section 10.1, “Filtr Installation Program Cannot Create the Filr Database in Microsoft SQL When the Database Name Begins with a Number,” on page 19](#)

### 10.1 Filr Installation Program Cannot Create the Filr Database in Microsoft SQL When the Database Name Begins with a Number

In the configuration wizard when configuring a large deployment (as described in “[Configuring a Large Deployment for the First Time](#)” in the *Novell Filr 1.1 Installation and Configuration Guide*), the database name that you specify in the *Database Name* field cannot begin with a number when using a Microsoft SQL database. If the name does begin with a number, the configuration wizard does not allow the database to be created. For example, `1Filr` is not accepted, but `Filr1` is.

## 11 Search Index Issues

There are currently no known search index issues.

## 12 Desktop Application Issues

The Novell Filr desktop application allows you to synchronize your Novell Filr files with the file system on your computer and then modify the files without accessing the Filr site directly. Additions and modifications are synchronized between Filr and your computer.

For information about how to set up the Filr desktop application for your organization and perform other administrative tasks, see “[Configuring the Filr Desktop Application to Access Files](#)” in the *Novell Filr 1.1 Administration Guide*.

For information about how to install and run the Filr desktop application, see the *Novell Filr Desktop Application for Windows Quick Start* ([http://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_qs\\_desktop/data/filr-1-1\\_qs\\_desktop.html](http://www.novell.com/documentation/novell-filr-1-1/filr-1-1_qs_desktop/data/filr-1-1_qs_desktop.html)) and the *Novell Filr Desktop Application for Mac Quick Start* ([http://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_qs\\_desktopmac/data/filr-1-1\\_qs\\_desktopmac.html](http://www.novell.com/documentation/novell-filr-1-1/filr-1-1_qs_desktopmac/data/filr-1-1_qs_desktopmac.html)).

For specific issues related to end users of the Filr desktop application, see the *Novell Filr Desktop Application Readme* ([http://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_readme\\_desktop/data/filr-1-1\\_readme\\_desktop.html](http://www.novell.com/documentation/novell-filr-1-1/filr-1-1_readme_desktop/data/filr-1-1_readme_desktop.html)).

- ♦ [Section 12.1, “Logging in to the Filr Desktop Application Fails after User Name Changes in LDAP,” on page 19](#)
- ♦ [Section 12.2, “Client Issues,” on page 19](#)

### 12.1 Logging in to the Filr Desktop Application Fails after User Name Changes in LDAP

If a user’s user name changes in the LDAP directory, the login to the Filr desktop application fails until the next time the LDAP sync runs or until the user logs in to the Filr web client.

### 12.2 Client Issues

For a list of issues related to the Filr desktop application (for Windows and Mac clients), see the *Filr Desktop Application Readme* ([https://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_readme\\_desktop/data/filr-1-1\\_readme\\_desktop.html](https://www.novell.com/documentation/novell-filr-1-1/filr-1-1_readme_desktop/data/filr-1-1_readme_desktop.html)).

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**IMPORTANT:** You should become familiar with all client-related issues. If you believe any issues will be particularly troublesome for your users, you need to make users aware of the issues before users install the Filr desktop application on their individual workstations.

Issues related to client installation are also discussed in the *Filr Desktop Application Readme* ([https://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_readme\\_desktop/data/filr-1-1\\_readme\\_desktop.html](https://www.novell.com/documentation/novell-filr-1-1/filr-1-1_readme_desktop/data/filr-1-1_readme_desktop.html)).

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## 13 Mobile App Issues

For information about how to install and run the Filr mobile app, see the *Novell Filr Mobile App Quick Start* ([https://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_qs\\_mobile/data/filr-1-1\\_qs\\_mobile.html](https://www.novell.com/documentation/novell-filr-1-1/filr-1-1_qs_mobile/data/filr-1-1_qs_mobile.html)).

Following are known issues in the Filr mobile app:

- ◆ Section 13.1, “Files in Downloads Area Are Not Synchronized with Just-in-Time Synchronization,” on page 20
- ◆ Section 13.2, “Files from the Home Folder in the Downloads Area Are Removed after Personal Storage Is Enabled,” on page 20
- ◆ Section 13.3, “Files from Net Folders Are Removed from the Downloads Area after Being Renamed or Moved,” on page 21
- ◆ Section 13.4, “Folders in Net Folders That Contain More Than 500 Folders Are Not Displayed,” on page 21
- ◆ Section 13.5, “Cannot Open Files in Another App with BlackBerry OS 10.0,” on page 21
- ◆ Section 13.6, “Windows Phone Users See an Authentication Error When the Filr Site Has a Self-Signed Certificate,” on page 21
- ◆ Section 13.7, “Email Addresses in Share Dialog Cannot Contain Extended Characters,” on page 21
- ◆ Section 13.8, “MobileIron Issues,” on page 21

### 13.1 Files in Downloads Area Are Not Synchronized with Just-in-Time Synchronization

Accessing a file from the *Downloads* area from the mobile app does not trigger Just-in-Time synchronization.

If you have configured only Just-in-Time synchronization (scheduled synchronization is not enabled), files that are located in a Net Folder that have been added to the *Downloads* area on the mobile app are not automatically updated with changes made from the file system. The file is updated in the *Downloads* area only after a user uses one of the Filr clients to browse to the Net Folder that contains the file.

### 13.2 Files from the Home Folder in the Downloads Area Are Removed after Personal Storage Is Enabled

If users have added files from their Home folder to the Downloads area on the mobile app, and then the Filr administrator enables personal storage (as described in “[Setting Up Personal Storage](#)” in the *Novell Filr 1.1 Administration Guide*), files from the Home folder are removed from the Downloads area on the mobile app.

### **13.3 Files from Net Folders Are Removed from the Downloads Area after Being Renamed or Moved**

If users have added files from a Net Folder to the Downloads area on the mobile app, and then the file is renamed or moved on the OES or Windows file system, the file is removed from the Downloads area on the mobile app.

### **13.4 Folders in Net Folders That Contain More Than 500 Folders Are Not Displayed**

Folders in Net Folders are not displayed in the mobile app if the Net Folder contains more than 500 folders. Instead, a message is displayed indicating that users must use the search functionality to locate files and folders within the Net Folder.

### **13.5 Cannot Open Files in Another App with BlackBerry OS 10.0**

You cannot open Filr files in another app when using BlackBerry OS 10.0.

To resolve the issue, update your device to BlackBerry OS 10.1, uninstall the Filr app, then re-install it.

### **13.6 Windows Phone Users See an Authentication Error When the Filr Site Has a Self-Signed Certificate**

If the Filr site is configured with a self-signed certificate, Windows Phone users see an authentication error when attempting to access the Filr site by using the Windows Filr mobile app.

You can resolve this issue in either of the following ways:

- ♦ (Recommended) Configure your Filr site to use an official certificate, as described in [“Replacing the Self-Signed Digital Certificate for an Official Certificate”](#) in the *Novell Filr 1.1 Administration Guide*.
- ♦ Send a copy of the self-signed certificate via email to each Windows Phone in your system. Users must then open the email and click the certificate attachment. After users click the attachment, the self-signed certificate is installed on the phone. When the certificate is installed, users are able to log in to the Filr app without seeing the authentication error.

### **13.7 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.

### **13.8 MobileIron Issues**

- ♦ [Section 13.8.1, “Cannot Open Files from Filr to Another App When Using the MobileIron-Wrapped Filr App for Android,” on page 22](#)
- ♦ [Section 13.8.2, “64-Bit Devices Running Android 5.0 Crash When Launching Filr,” on page 22](#)

### 13.8.1 Cannot Open Files from Filr to Another App When Using the MobileIron-Wrapped Filr App for Android

When using the MobileIron-wrapped Filr mobile app (available for download from the Filr download site on [novell.com \(https://download.novell.com\)](https://download.novell.com)), users cannot open files from Filr into another app on the device (as described in “Editing or Viewing a File in an External Application ([https://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_qs\\_mobile/data/filr-1-1\\_qs\\_mobile.html#b12mwbb3](https://www.novell.com/documentation/novell-filr-1-1/filr-1-1_qs_mobile/data/filr-1-1_qs_mobile.html#b12mwbb3))” in the *Novell Filr Mobile App Quick Start* ([https://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_qs\\_mobile/data/filr-1-1\\_qs\\_mobile.html](https://www.novell.com/documentation/novell-filr-1-1/filr-1-1_qs_mobile/data/filr-1-1_qs_mobile.html))).

Users can open files from Filr into third-party apps only if the third-party apps are also wrapped and deployed by MobileIron.

The Filr app that is available in the Google Play store maintains the ability to open files from Filr into most third-party file apps.

### 13.8.2 64-Bit Devices Running Android 5.0 Crash When Launching Filr

64-bit devices that are running Android 5.0 (Lollipop) crash when launching the MobileIron-wrapped Filr app.

## 14 Localization Issues

- ♦ [Section 14.1, “Chinese Characters in Activity Logs,” on page 22](#)

### 14.1 Chinese Characters in Activity Logs

When a `report.csv` file for an activity report is opened in Microsoft Excel, Chinese characters do not display correctly, even though the `report.csv` file has been created correctly. This is because Excel always reads the file using the ISO Latin character set.

One workaround is to use the OpenOffice.org Calc spreadsheet program instead of Excel. It displays Chinese characters correctly.

As a workaround in Excel:

- 1 Import the `report.csv` file into Excel by using *Data > Import External Data > Import Data*.
- 2 Select the `report.csv` file, then click *Open*.
- 3 Select *Delimited*, select *UTF-8*, then click *Next*.
- 4 Select *Comma* as the delimiter, click *Next*, then click *Finish*.

Excel should now display the Chinese characters correctly.

## 15 Security Issues

- ♦ [Section 15.1, “Users Are Able to View the Existence of Files and Folders via the Home Folder Interface if Multiple Users Have the Same Home Folder Path,” on page 23](#)
- ♦ [Section 15.2, “Logout Does Not Happen When Filr Is Accessed Directly and Is Fronted by Access Manager,” on page 23](#)

## 15.1 Users Are Able to View the Existence of Files and Folders via the Home Folder Interface if Multiple Users Have the Same Home Folder Path

If multiple users in your organization have the same Home folder path (for example, `//server/share/data`), with file system access rights distinguishing which files and folders users have access to, users have access within Filr to see the personal files and folders of other users. However, users do not have the ability to view the contents of the files and folders that they do not have access rights to.

## 15.2 Logout Does Not Happen When Filr Is Accessed Directly and Is Fronted by Access Manager

When Filr is fronted by NetIQ Access Manager, only the Filr administrator is able to access Filr directly. When Filr is accessed directly in this configuration, simultaneous logout for the Filr system is not successful.

After the Filr administrator logs in directly to Filr (and Filr is configured with Access Manager), all browser sessions should be immediately closed to ensure logout.

## 16 Filr 1.1 Bug Fixes

For a list of bugs that have been fixed since Filr 1.0.1, see the [Novell Filr 1.1 Bug List \(https://www.novell.com/documentation/novell-filr-1-1/filr-1-1\\_fixes/filr-1-1\\_fixes.html\)](https://www.novell.com/documentation/novell-filr-1-1/filr-1-1_fixes/filr-1-1_fixes.html). For more information about each bug, you can look up the bug numbers in [Bugzilla \(https://bugzilla.novell.com/\)](https://bugzilla.novell.com/).

## 17 Filr Documentation

The following sources provide information about Novell Filr 1.1:

- ♦ Online product documentation: [Novell Filr 1.1 Documentation Web Site \(http://www.novell.com/documentation/novell-filr-1-1/\)](http://www.novell.com/documentation/novell-filr-1-1/).
- ♦ Help system. Click your linked name in the upper-right corner of the Filr interface, then click *Help*.

The following provide additional information about Filr 1.1:

- ♦ [Novell Filr product site \(http://www.novell.com/products/filr/\)](http://www.novell.com/products/filr/)
- ♦ [Novell Filr Cool Solutions \(http://www.novell.com/communities/cool solutions/filr/\)](http://www.novell.com/communities/cool solutions/filr/)
- ♦ [Novell Filr Support Forum \(http://forums.novell.com/forums/novell-product-discussions/collaboration/filr\)](http://forums.novell.com/forums/novell-product-discussions/collaboration/filr)

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