

Novell Filr 1.0.2 Desktop Application Readme

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Novell®

1 Product Overview

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.

2 System Requirements

- ♦ [Section 2.1, "On Windows," on page 1](#)
- ♦ [Section 2.2, "On Mac," on page 1](#)

2.1 On Windows

The Novell Filr desktop application is supported for the following versions of the Windows operating system:

- ♦ Windows XP SP3 32-bit or later
- ♦ Windows Vista SP2 32-bit or 64-bit or later
- ♦ Windows 7 SP1 32-bit or 64-bit or later
- ♦ Windows 8 and the latest update
- ♦ Windows 8.1 and the latest update

2.2 On Mac

The Novell Filr desktop application on Mac requires Mac OS X 10.7 64-bit or later.

3 Issues

Following are known issues for the Novell Filr 1.0.2 desktop application:

- ♦ [Section 3.1, "Installation Issues," on page 2](#)
- ♦ [Section 3.2, "Synchronizing a File after Modifying It on the File Server File System Can Result in an Error Message," on page 3](#)
- ♦ [Section 3.3, "Microsoft Office Files Edited from Web Client Are Not Always Synchronized to Filr Desktop Application," on page 3](#)
- ♦ [Section 3.4, "Cannot Paste Text into a Comment Window Using Keyboard Shortcut on Mac," on page 3](#)
- ♦ [Section 3.5, "Open Dialogs Are Not Closed after Logging Out," on page 3](#)

3.1 Installation Issues

- ♦ [Section 3.1.1, "Installation Location Cannot Be a Folder That Includes Extended Characters," on page 2](#)
- ♦ [Section 3.1.2, "Installation or Upgrade Fails after Installing Microsoft .NET Framework and Rebooting the Workstation," on page 2](#)
- ♦ [Section 3.1.3, "The Filr Folder Cannot Be Configured to the Same Network Location on Multiple Computers," on page 2](#)
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3.1.1 Installation Location Cannot Be a Folder That Includes Extended Characters

When installing the Filr desktop application, the folder where you choose to install the application cannot contain extended characters in the folder name.

3.1.2 Installation or Upgrade Fails after Installing Microsoft .NET Framework and Rebooting the Workstation

If the Microsoft .NET Framework is already installed on the workstation and is currently in use by another application at the time that you install or update the Filr desktop application, an error occurs after the workstation reboots, and the Filr desktop application does not install correctly. The error is as follows:

```
An error occurred attempting to install Novell Filr.  
Unable to locate application file 'NovellFilr-x86-version.msi'
```

```
The following components were successfully installed:  
- Visual C++ 2013 Runtime Libraries (x86)
```

To finish installing Filr correctly, run the `NovellFilrSetup-x86.exe` file for a second time, after the workstation reboots.

3.1.3 The Filr Folder Cannot Be Configured to the Same Network Location on Multiple Computers

When selecting a location for the Filr folder, you should not configure the Novell Filr desktop application on multiple computers to use the same shared location on the network. This is because the Novell Filr desktop application does not synchronize files properly if two instances are synchronizing to the same shared location, even if the instances are not running simultaneously. Because of this, avoid configuring the Filr folder to be on a network drive.

3.1.4 Cannot Uninstall Filr if Microsoft .NET Framework Has Been Removed

You cannot uninstall the Filr desktop application if Microsoft .NET Framework has been removed from the workstation.

3.1.5 Default Windows Desktop Background Is Displayed During Installation

During the Filr desktop application installation, the Windows Desktop background might temporarily revert to the default Windows background. You can safely ignore this issue.

3.1.6 Security Products Restrict The Filr Desktop Application from Being Installed

Some security products (such as certain anti-virus software products) can prevent the Filr desktop client from being installed. If this occurs, disable the problematic security product and run the desktop client installation again.

3.2 Synchronizing a File after Modifying It on the File Server File System Can Result in an Error Message

If a file is modified on the Net Folder's file system outside of Filr, an error might be displayed the next time it is synchronized to your the Filr desktop application, indicating that the file has been corrupted. This occurs because the Filr server's metadata does not match the file on the Net Folder's file system.

Depending on how your Filr administrator has configured synchronization between Net Folders and Filr, doing one of the following will resolve the issue:

- ♦ Access the file from the Filr Web client. After accessing the file, the change might be reflected in the Filr desktop application.
- ♦ Wait for the Filr server to detect the change on the Net Folder file system and update its metadata. The update frequency depends on the Net Folder synchronization schedule, which is configured by your Filr administrator. By default, changes are synchronized every 15 minutes.

3.3 Microsoft Office Files Edited from Web Client Are Not Always Synchronized to Filr Desktop Application

If you have edited Microsoft Office files from the Filr web client, changes are not always synchronized to the Filr desktop application.

To work around this issue:

- 1 Edit the same file in the desktop client.
- 2 Right-click the Filr icon in the system tray, then click *Open Filr console*.
- 3 Click *Pending Changes*.
- 4 Click *Resolve conflict*, then select to download the server copy of the file.

3.4 Cannot Paste Text into a Comment Window Using Keyboard Shortcut on Mac

You cannot paste text into a comment window of the Filr desktop application for Mac using the keyboard shortcut Command+v.

To work around this issue, right-click inside the window, then click *Paste*.

This issue will be resolved in a future release.

3.5 Open Dialogs Are Not Closed after Logging Out

Dialogs that are open when you log out of the Filr desktop application remain active. You must complete the action and then manually close the dialogs after logging out of the Filr desktop application.

4 Filr Desktop Application Documentation

For information on how to install, configure, and use the Novell Filr desktop application on your computer, see the *Filr Desktop Application for Windows Quick Start* (http://www.novell.com/documentation/novell-filr1/filr1_qs_desktop/data/filr1_qs_desktop.html) or the *Filr Desktop Application for Mac Quick Start* (http://www.novell.com/documentation/novell-filr1/filr1_qs_desktopmac/data/filr1_qs_desktop.html).

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