



# Filr 3.4

## User Access Guide

June 2018

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# About This Guide

This guide explains how to use Filr from a web browser.

You can also access Filr in the following ways:

- ♦ From a mobile device, as described in the *Filr Mobile Quick Start* (<http://www.novell.com/documentation/filr-3/filr-qs-mobile/data/filr-qs-mobile.html>)
- ♦ From your desktop, as described in the following guides:
  - ♦ **Linux:** *Filr Desktop Application for Linux Guide* (<https://www.novell.com/documentation/filr-3/filr-desktop-linux/data/bookinfo.html>)
  - ♦ **Mac:** *Filr Desktop Application for Mac* (<https://www.novell.com/documentation/filr-3/filr-desktop-mac/data/bookinfo.html>)
  - ♦ **Windows:** *Filr Desktop Application for Windows Guide* (<https://www.novell.com/documentation/filr-3/filr-desktop/data/bookinfo.html>)

This guide includes the following topics:

- ♦ Chapter 1, “Getting Started,” on page 9
- ♦ Chapter 2, “Getting Informed,” on page 17
- ♦ Chapter 3, “Sharing Files and Folders,” on page 29
- ♦ Chapter 4, “Managing and Using Folders,” on page 41
- ♦ Chapter 5, “Performing Administrative Tasks on Your Folders,” on page 53
- ♦ Chapter 6, “Working with files,” on page 55
- ♦ Chapter 7, “Using Filr on Your Mobile Device,” on page 67
- ♦ Chapter 8, “Managing Filr Files from Your Desktop,” on page 69
- ♦ Chapter 9, “Restoring Items from the Trash,” on page 71
- ♦ Chapter 10, “Managing Your Data Quota,” on page 73
- ♦ Appendix A, “Troubleshooting,” on page 77
- ♦ Appendix B, “Accessibility for People with Disabilities,” on page 85

## Audience

This guide is intended for all Filr users.

## Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the **comment on this topic** feature at the bottom of each page of the online documentation.

## Documentation Updates

For the most recent version of this manual, visit the [Filr Documentation website](https://www.novell.com/documentation/filr-3/) (<https://www.novell.com/documentation/filr-3/>).

## **Additional Documentation and Resources**

You can find more information in the Filr documentation, which is accessible from the [Filr Documentation website \(https://www.novell.com/documentation/filr-3/\)](https://www.novell.com/documentation/filr-3/).

To access the *Filr User Guide* from within Filr, click the **Help** icon (question mark).



# 1 Getting Started

- ◆ [“About Filr” on page 9](#)
- ◆ [“Accessing Filr” on page 10](#)
- ◆ [“Accessing Filr from a Web Browser” on page 12](#)
- ◆ [“Getting to Know the Filr Web Interface and Its Features” on page 12](#)
- ◆ [“Changing Your Password” on page 14](#)
- ◆ [“Modifying Your Profile” on page 15](#)
- ◆ [“Displaying Help Documentation” on page 16](#)
- ◆ [“Logging Out” on page 16](#)

## About Filr

Filr lets you do the following:

- ◆ **Access the files you need** from
  - ◆ A web browser
  - ◆ Your desktop
  - ◆ A mobile device

For more information, see [“Accessing Filr” on page 10](#).

- ◆ **Share files** with co-workers.

### **Grant rights to shared files**

For example:

- ◆ Share a file with User A and grant Read-Only access.
  - ◆ Share the same file with User B and grant Edit access.
- ◆ **View what has been shared** with you and by you.  
For more information, see [Chapter 3, “Sharing Files and Folders,” on page 29](#).
  - ◆ **Collaborate through comments** on shared files.  
Users with the share can see comments and make comments.  
For more information, see [“Commenting on a File” on page 56](#).

Filr makes files available through

- ◆ [Net Folders](#)
- ◆ [My Files](#)

## Net Folders

Net Folders provides access to your organization's file system. Your Filr administrator defines which Net Folders you can see and the sharing rights you have in them.

For more information about Net Folders, see [“Accessing Files and Folders in Your Organization's File System \(Net Folders\)”](#) on page 20.

## My Files

Your My Files area can contain one or both of the following, as defined by your Filr administrator:

- ♦ **Personal Storage** for files and folders that you want to upload directly to the Filr site.
- ♦ **Your Home Directory** on your organization's file system.

Files and folders that are located in your My Files area are visible only to you by default. Your administrator determines your My Files sharing rights.

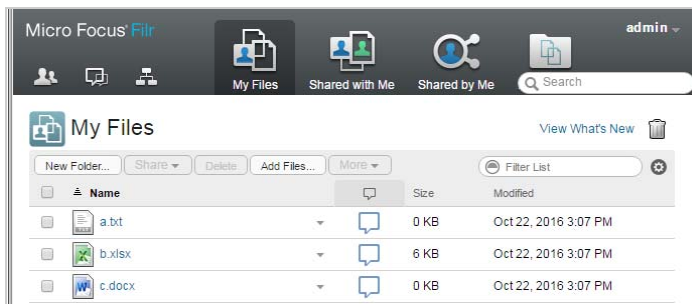
## Accessing Filr

Filr provides three convenient access methods:

- ♦ [“Accessing Filr from a Web Browser”](#) on page 10
- ♦ [“Accessing Filr from Your File System”](#) on page 11
- ♦ [“Accessing Filr from a Mobile Device”](#) on page 11

## Accessing Filr from a Web Browser

This guide focuses on accessing Filr from a web browser.



## Supported Browsers

- ♦ Safari
- ♦ Internet Explorer
- ♦ Google Chrome
- ♦ Mozilla Firefox
- ♦ Microsoft Edge

## Accessing Filr from Your File System

You can access Filr directly from the file system on your computer (Windows or Mac).

For more information, see the *Filr Desktop Application for Windows* (<http://www.novell.com/documentation/filr-3/filr-desktop/data/bookinfo.html>) and the *Filr Desktop Application for Mac* (<http://www.novell.com/documentation/filr-3/filr-desktop-mac/data/bookinfo.html>).

## Accessing Filr from a Mobile Device

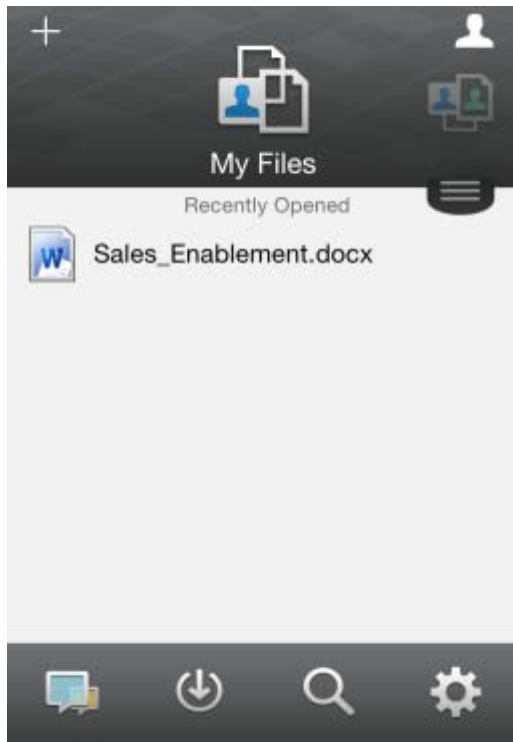
There are native iOS, Android, and Windows Phone mobile apps for accessing the Filr site. Accessing Filr through a web browser on a mobile device is not supported. Instead, download the Filr mobile app that is compatible with your mobile device.

For more information, see the *Filr Mobile App Quick Start* (<http://www.novell.com/documentation/filr-3/filr-qs-mobile/data/filr-qs-mobile.html>).

- ♦ “Mobile Phone Interface” on page 11
- ♦ “Tablet Interface” on page 11

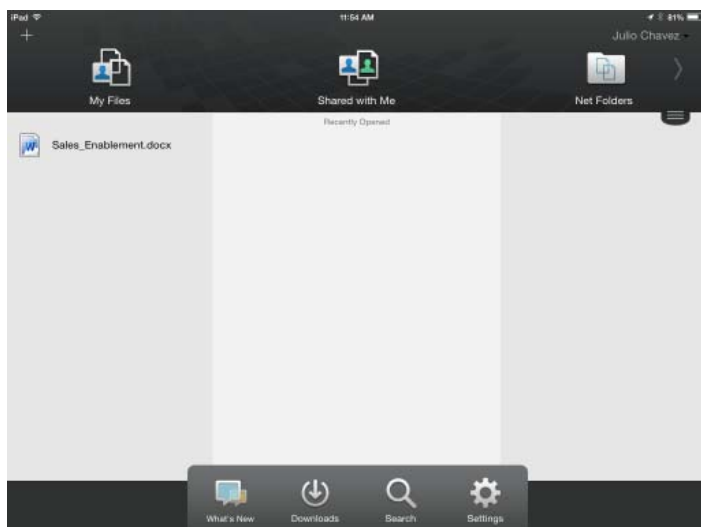
### Mobile Phone Interface

This example shows Filr on an iOS device. The look and feel differs on Android and Windows devices.



### Tablet Interface

This example shows Filr on an iOS device. The look and feel differs on Android and Windows devices.



## Accessing Filr from a Web Browser

In addition to starting Filr from a web browser as discussed in this section, you can also access Filr from your desktop or from a mobile device, as described in [“Accessing Filr from Your File System” on page 11](#) and [“Accessing Filr from a Mobile Device” on page 11](#).

To start Filr from a web browser:

- 1 Launch a web browser.
- 2 Go to the URL of your corporation’s Filr site.  
Filr GUI is displayed in the language set for the web browser. If the browser language is not supported it defaults to the language set on the Filr server. To change to a supported language, see [“Modifying Your Profile” on page 15](#).
- 3 (Conditional) If Guest access has been enabled on your Filr site, you can click **Enter as guest** on the login dialog box to log in to the Filr site as the Guest user. (Only items that have been shared to the public are available to the Guest user.)
- 4 In the **User ID** field, specify your Filr user name.
- 5 In the **Password** field, specify your Filr password.

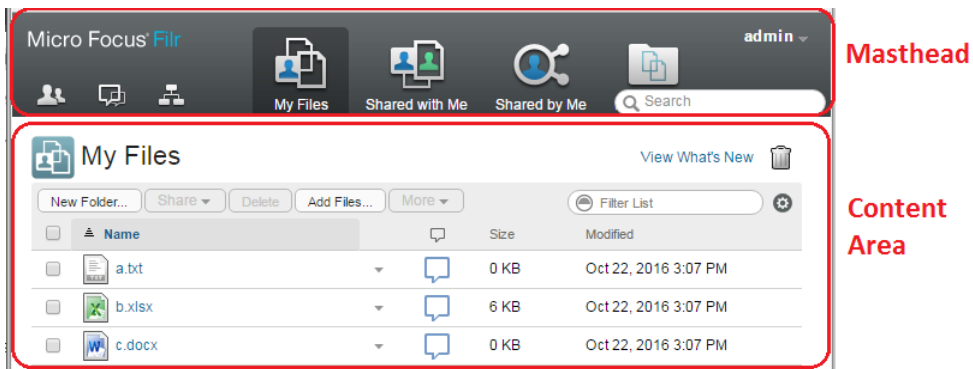
If you do not know your Filr user name and password, contact your Filr administrator.

The **Forgot your password?** button applies only if you are an external user (you were invited to the Filr site through an email invitation). If this is your company’s Filr site, you are most likely an internal user and you cannot change your password by using this feature.

- 6 Click **Sign In**.

## Getting to Know the Filr Web Interface and Its Features


When you first launch Filr in a web browser, you see the My Files page. You can manage all of the files that you have created from this page.




- ◆ [“Understanding the Masthead” on page 13](#)
- ◆ [“Understanding the Content Area” on page 14](#)

## Understanding the Masthead

The Masthead contains the following features:

**People:** Click the **People** icon  to see a list of all users in your system.

**What’s New:** Click the **What’s New** icon  to see an up-to-date view of the latest changes that are happening in the Filr site.

Use this area to view the latest changes to documents that you have access to. New files and modified files are displayed here, along with information about which users modified the files.

For more information about this feature, see [“Finding What’s New” on page 17](#).

**My Files:** Manage all the files that you have created.

For more information about this feature, see [“My Files” on page 10](#).

**Shared with Me:** View all the files that other users have shared with you.

For more information about this feature, see [“Viewing Items Others Have Shared with You” on page 36](#).

**Shared by Me:** Manage all the files that you have shared with other users.

Use this area to manage the rights that other users have to the files that you have shared with them. You can revoke rights, grant additional rights, and so forth.

For more information about this feature, see [“Viewing Items You Have Shared” on page 35](#).

**Net Folders:** View all the files and folders that you have access to on your corporate file system.

For more information about this feature, see [“Accessing Files and Folders in Your Organization’s File System \(Net Folders\)” on page 20](#).




**Public:** View all the files and folders that have been shared with the public. This area is available only if sharing with the public has been enabled for the Filr site.

For more information about this feature, see [“Accessing Public Files and Folders” on page 21](#).

**Name Link:** Click your linked name in the upper right corner of any Filr page to view the following options:

- ◆ **Data Quota information:** (Conditional) Your current data quota and the amount of your quota that you have used are displayed.

If this option is not displayed, the Filr administrator has not restricted you to a data quota. For more information about data quota in Filr, see [Chapter 10, “Managing Your Data Quota,” on page 73](#).

- ◆ **View Profile:** Displays your Filr profile.
- ◆ **Personal Preferences:**  Displays your personal preferences. You can configure the following personal preferences:
  - ◆ **Items per Folder Page:** Specify how many files you want to appear on a given page. For more information, see [“Configuring the Number of files to Display on a Folder Page” on page 49](#).
  - ◆ **When clicking a file:** Specify the default behavior when clicking a file name. For more information, see [“Changing the Default Behavior When Clicking a File Name” on page 58](#).
  - ◆ **Hide ‘Public’ Collection:** Select this option to hide the **Public** icon  in the masthead so that it is no longer displayed in the web client. For more information about viewing files that have been shared with the public, see [“Accessing Public Files and Folders” on page 21](#).
  - ◆ **Define Editor Overrides:** This feature lets you change the default editor settings for editing files. For more information, see [“Unable to Edit Files” on page 79](#).
- ◆ **Change Password:** Specify your current and new password. For more information, see [“Changing Your Password” on page 14](#).
- ◆ **Help:**  Displays the *Filr Web Application User Guide*.
- ◆ **Download Filr Desktop App:** (Conditional) Displays the Filr desktop app download page. If this option is not available, the Filr administrator has not enabled it.
- ◆ **Sign out:** Signs you out of the Filr site.

**Search Field:** A global search that searches all content within the Filr site, including file metadata and content within files.

For more information about searching in Filr, see [“Searching for Information” on page 21](#).

## Understanding the Content Area

The Content Area in Filr is where the majority of information is displayed.

## Changing Your Password

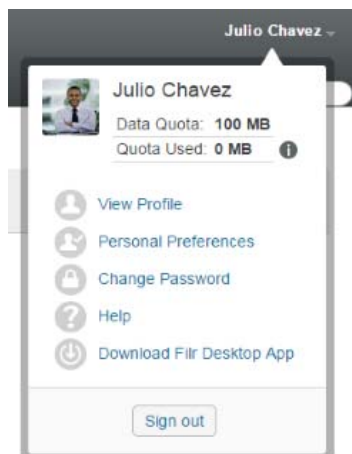
Only local and external users can change their passwords as described in this section. If you cannot change your Filr password as described, contact your Filr administrator.

- 1 Click your linked name in the upper right corner of any Filr page.
- 2 Click **Change Password**.  
The Change Password dialog box is displayed.
- 3 Specify your current password, then specify and confirm the new password.
- 4 Click **OK**.

# Modifying Your Profile

You might need to manually update your profile in order for important contact information to be seen, such as your email address, phone number, and picture.

- 1 Click your linked name in the upper right corner of any Filr page.



- 2 Click **View Profile**.
- 3 Click **Edit**, make any necessary changes, then click **OK**.

Available fields:

- ◆ User Id

- ◆ Password

This information might not be available for you to modify if your information is being synchronized from your corporate directory.

- ◆ First Name

- ◆ Last Name

- ◆ Picture

When you update your profile picture, the updated picture can take up to an hour to be updated in the Filr mobile app.

- ◆ Time zone

Do not change this setting; it is overridden by your browser time zone setting each time you start Filr.

- ◆ Locale

Filr now has the ability to detect the user's locale and display the Filr web interface in the language set by the user. If the browser language is not supported by Filr, it defaults to the language set on the Filr server.

You can modify the browser locale using this option.

- ◆ Job Title

- ◆ About Me

- ◆ Email

- ◆ Phone

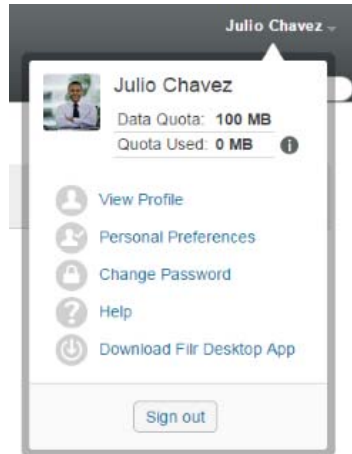
If you have a phone number specified in your profile, you can elect to have file subscription notifications sent to you via text message, as described in [“Subscribing to a Folder or File” on page 26](#).

- ◆ Text Messaging Email

If you are unable to edit any fields, it is probably because they are being synchronized from your corporate directory.

## Displaying Help Documentation

- 1 Click your linked name in the upper right corner of any Filr page.

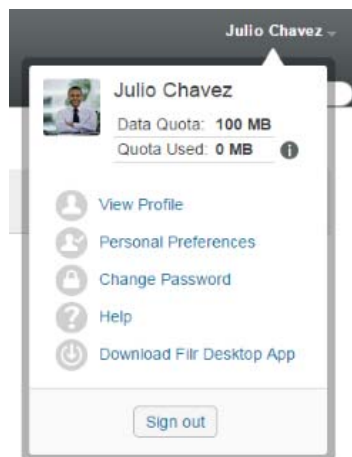


- 2 Click the **Help** icon 

Filr displays the *Web Application User Guide* in a new browser window.

## Logging Out

- 1 Click your linked name in the upper right corner of any Filr page.



- 2 Click **Sign out**.



# 2 Getting Informed

Filr provides numerous methods to help keep you informed of what's going on in your organization.

- ◆ “Finding What’s New” on page 17
- ◆ “Accessing Shared Files and Folders” on page 20
- ◆ “Accessing Files and Folders in Your Organization’s File System (Net Folders)” on page 20
- ◆ “Accessing Your Personal Files and Folders (My Files)” on page 21
- ◆ “Accessing Public Files and Folders” on page 21
- ◆ “Searching for Information” on page 21
- ◆ “Subscribing to a Folder or File” on page 26

## Finding What’s New


One key to effective and efficient teamwork is knowing what people are working on and what they are saying. Filr enables you to view and act on new files by using the What’s New page. You can view new files, comment on them, and more. (To perform actions on files, you must have appropriate rights. For more information about rights, see “[Understanding Shared-Access Rights](#)” on page 29.)

For information about how to find what’s new from within the Filr mobile app, see the *Filr Mobile App Quick Start* (<http://www.novell.com/documentation/filr-3/filr-qs-mobile/data/filr-qs-mobile.html>).

In a web browser, access the Filr site as described in “[Accessing Filr from a Web Browser](#)” on page 12, then see the following sections:

- ◆ “Viewing New Files” on page 17
- ◆ “Marking a File as Unread” on page 18
- ◆ “Commenting on a New File” on page 18
- ◆ “Subscribing to a New File” on page 18
- ◆ “Sharing a New File” on page 19
- ◆ “Downloading a New File” on page 19
- ◆ “Displaying Only Unread Files” on page 19
- ◆ “Pausing Updates on the What’s New Page” on page 20
- ◆ “Configuring How Many Files Are Displayed on a Page” on page 20

## Viewing New Files

- 1 Click the **What’s New** icon  in the masthead to access the What’s New page and view the newest files that you have access to.

By clicking the appropriate category in the What’s New navigation panel on the left side of the page, you can view new entries for any of the following categories:

- ◆ **Current location:** Displays new entries in the area that you are in when you click **What’s New**.


- ♦ **My Files:** Displays new files that have been added to your My Files area.
- ♦ **Shared with Me:** Displays files that have most recently been shared with you.
- ♦ **Shared by Me:** Displays files that you have most recently shared.
- ♦ **Net Folders:** Displays new files that have been added to Net Folders.
- ♦ **Public:** Displays new files that have been shared with the public.


This category is available only if your Filr administrator has enabled files to be shared with the public.

- ♦ **Site Wide:** Displays new entries that have been added anywhere in the Filr site.

- 2 (Optional) If a category contains subcategories, you can expand the category in the What's New navigation panel to view new entries in a more specific location.

## Marking a File as Unread

After you view a file from the What's New page, the file is marked as Read. You can mark a file as Unread directly from the What's New page .


- 1 Click the **Actions** drop-down arrow  next to the file that you want to mark as Unread.
- 2 Click **Mark as unread**.


You can mark the file as Read by clicking the **Actions** drop-down arrow  next to the file, and then clicking **Mark as read**.

For information about how to display only unread files on the What's New page, see [“Displaying Only Unread Files” on page 19](#).

For information about how to mark a file as Unread when you are not on the What's New page, see [“Marking a Filr as Unread” on page 65](#).


## Commenting on a New File


You can comment on files directly from the What's New page .

- 1 Click the **Actions** drop-down arrow  next to the file that you want to comment on.
- 2 Click **Comment**.  
A comment field is opened in-line on the What's New page.
- 3 Specify your comment in the provided field, then click **Send**.

For information about how to comment on a file when you are not on the What's New page, see [“Commenting on a File” on page 56](#).

## Subscribing to a New File

You can subscribe to files directly from the What's New page .

- 1 Click the **Actions** drop-down arrow  next to the file that you want to subscribe to.
- 2 Click **Subscribe**.  
The Subscribe dialog box is displayed.


- 3 Select the email addresses or phone numbers where you want the notifications to be sent. You can subscribe to email only, email with attachments, or text messages.
- 4 Click **OK**.

You can update the email addresses and phone numbers that Filr uses to send you notifications by modifying your personal profile, as described in [“Modifying Your Profile” on page 15](#).


For information about how to subscribe to a file when you are not on the What’s New page, see [“Subscribing to a Folder or File” on page 26](#).

## Sharing a New File

You can share files directly from the What’s New page. 

- 1 Click the **Actions** drop-down arrow  next to the file that you want to share.
- 2 Click **Share**.  
The Share dialog box is displayed.
- 3 Continue with [Step 3](#) in [“Sharing Files and Folders” on page 30](#).

## Downloading a New File

You can download files directly from the What’s New page .

- 1 Click the name of the file that you want to download.  
Depending on the browser, the file is either downloaded or opened in a new tab.  
Downloads are done via a pop-up. If you are having trouble downloading a file, ensure that pop-ups are enabled.
- 2 (Conditional) If the file is not downloaded when you click the file name, right-click the file name, then click **Save Link As**.
- 3 Save the file to your workstation. You can rename the file or keep the original name.
- 4 (Optional) You can now edit the file and save it back to Filr, as described in [“Downloading and Editing a File” on page 57](#).

## Displaying Only Unread Files



You can display only unread files on the What’s New page . By default, all files are displayed.

- 1 On the What’s New page, click **Showing all entries** in the upper right corner.
- 2 Click **Show unread**.

For information about how to mark files as Unread after you have read them when you are not on the What’s New page, see [“Marking a File as Unread” on page 18](#).

## Pausing Updates on the What's New Page

By default, the What's New page is automatically updated with the latest comments and files every 60 seconds. You can temporarily stop the What's New page from updating. This can be helpful if you need more time to look at current files.

- 1 Click the **Pause** icon  in the upper right corner of the What's New page.  
To resume updates on the What's New page, click the **Play** icon .



## Configuring How Many Files Are Displayed on a Page

You can configure how many files you want to show on a single page in the Filr interface by modifying your personal preferences, as described in [“Configuring the Number of files to Display on a Folder Page” on page 49](#).

## Accessing Shared Files and Folders

Files and folders that you have shared with others are stored in one convenient location. Files and Folders that others have shared with you are stored in another location.

You can view files and folders that others have shared with you or that you have shared with others.

- 1 In the masthead, click **Shared with Me**  to see files and folders that have been shared with you. Click **Shared by Me**  to see files and folders that you have shared with others.


For more information about sharing, as well as how to view shared files and folders, see [Chapter 3, “Sharing Files and Folders,” on page 29](#).

For information about how to access your shared files and folders from within the Filr mobile apps, see the [Filr Mobile App Quick Start \(http://www.novell.com/documentation/filr-3/filr-qs-mobile/data/filr-qs-mobile.html\)](http://www.novell.com/documentation/filr-3/filr-qs-mobile/data/filr-qs-mobile.html).

## Accessing Files and Folders in Your Organization's File System (Net Folders)

Net Folders are folders and files on your organization's network file system. These 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 network files that you have access to through Filr are defined by your Filr administrator.

Files in Net Folders might or might not be fully indexed and searchable in Filr, depending on configuration settings made by the Filr administrator.

- 1 In the masthead, click **Net Folders** .

For more information about Net Folders, see [“Net Folders” on page 10](#).


For information about how to access Net Folders from within the Filr mobile app, see the [Filr Mobile App Quick Start \(http://www.novell.com/documentation/filr-3/filr-qs-mobile/data/filr-qs-mobile.html\)](http://www.novell.com/documentation/filr-3/filr-qs-mobile/data/filr-qs-mobile.html).

# Accessing Your Personal Files and Folders (My Files)

All your personal files and folders are stored in one convenient location.

Personal files (My Files) include files that you upload to the Filr site and other personal files that are associated with your Home directory on a network server.

To access your My Files:

- 1 In the masthead, click **My Files** .


For more information, see “My Files” on page 10.

For information about how to access your personal files (My Files) from within the Filr mobile app, see the *Filr Mobile App Quick Start* (<http://www.novell.com/documentation/filr-3/filr-qs-mobile/data/filr-qs-mobile.html>).

## Accessing Public Files and Folders

Public files are files that have been shared with the public. The ability to make files and folders available to the public must be enabled by your Filr administrator.

To access public files and folders:

- 1 In the masthead, click **Public** .

You can hide this option so that it is no longer displayed in the web client:

- 1 Click your linked name in the upper right corner of any Filr page.
- 2 Click **Personal Preferences**, then select **Hide ‘Public’ Collection**.
- 3 Click **OK**.

For information about how to make a file or folder publicly available, see “Sharing Files and Folders” on page 30.

Users who do not have a Filr user account can enter the Filr site as a guest user (as described in “Accessing Filr from a Web Browser” on page 10) and view all items that have been shared with the public.

## Searching for Information

The Search functionality in Filr enables you to discover what information is available about a particular topic.

If you want to quickly sift through information in a folder or area by typing a portion of a word or phrase, you can filter the list, as described in “Filtering a Folder List” on page 49.

For information about how to perform a search from within the Filr mobile app, see the *Filr Mobile App Quick Start* (<http://www.novell.com/documentation/filr-3/filr-qs-mobile/data/filr-qs-mobile.html>).

When you perform a search in Filr, Filr searches the following content:

- ♦ Folder names
- ♦ File names and file content

- ♦ Comments on files
- ♦ Net Folders

Searches file names by default. Depending on configuration settings set by the Filr administrator, file content might or might not be searched.

If you have access rights to view a file but you do not have access rights to view the folder where the file is located, the file is not listed in search results.

The following topics describe how to use the Search functionality:

- ♦ [“Using Search” on page 22](#)
- ♦ [“Frequently Used Words That Are Not Recognized in a Search” on page 25](#)
- ♦ [“Special Characters in Search” on page 26](#)

## Using Search

- ♦ [“Searching the Entire Site” on page 22](#)
- ♦ [“Searching in a Specific Location” on page 22](#)
- ♦ [“Using Wildcards and Operators in a Search” on page 23](#)

## Searching the Entire Site

To perform a site-wide search:

- 1 In a web browser, access the Filr site as described in [“Accessing Filr from a Web Browser” on page 12](#).
- 2 Type the words or quoted phrases into the **Search** field, then press Enter.

## Searching in a Specific Location

To perform a search in a specific area, such as in your My Files, in Net Folders, or in Shared with Me:

- 1 Perform a site-wide search, as described in [“Searching the Entire Site” on page 22](#).
- 2 On the search results page, in the **Search** field, specify what you want to search for.
- 3 Select one of the following options:
  - Search Entire Site:** Searches the entire site. This option is already selected if you just performed a site-wide search.
  - Search My Files:** Searches only files and folders that are located in your My Files area.
  - Search Net Folders:** Searches only files and folders that are located in Net Folders that you have access to.
  - Search Shared with Me:** Searches only files and folders that are located in your Shared with Me area.
  - Search Shared by Me:** Searches only files and folders that are located in your Shared by Me area.
  - Search Current Folder:** Searches only files and folders that are located in your current folder. Select **Include Sub-Folders** to also search sub-folders of the current folder.
- 4 Click **Search**.

## Using Wildcards and Operators in a Search

Filr enables you to refine your search in numerous ways. The wildcards and operators described in the following table can be used when you search Filr in a web browser or on a mobile device.

*Table 2-1 Supported Operators and Wildcards for Search*

Search Capability	Function	Example
AND, OR, and NOT between two terms	<p>Searches for Filr files where two terms or phrases:</p> <ul style="list-style-type: none"> <li>◆ Both exist (AND)</li> <li>◆ Either exist (OR)</li> <li>◆ One exists but not the other (NOT)</li> </ul> <p>By default, Filr uses AND when you do not specify an operator between two terms.</p>	<p><code>sales NOT figure</code> searches for Filr files that contain the term "sales" but not the term "figure."</p>
Double quotation marks surrounding a phrase	Groups words together to make a phrase.	<code>"marketing meeting notes"</code>
Field name followed by a colon, followed by brackets that contain a date range	<p>Searches a specific field that contains values within a specific date range.</p> <p>Fields you can search on:</p> <p><code>_creationDate</code>  <code>_creatorName</code>  <code>_modificationDate</code>  <code>_modificationName</code>  <code>_ownerName</code>  <code>_fileName</code> (includes file extension)  <code>_fileExt</code>  <code>_loginName</code>  <code>_groupName</code>  <code>firstName</code>  <code>middleName</code>  <code>lastName</code>  <code>emailAddress</code>  <code>txtEmailAddress</code>  <code>mobileEmailAddress</code>  <code>title</code></p>	<p><code>_creationDate:{20110503* TO 20130608*}</code> searches all files whose <code>_creationDate</code> field contains values greater than 5/3/2011 and less than 6/8/2013. Use curly brackets if you want to exclude the beginning and ending dates from the search, as in the above example. Or, use square brackets if you want to include the beginning and ending dates that you specify.</p> <p>For example,  <code>_creationDate:[20110503* TO 20130608*]</code> searches all files whose <code>_creationDate</code> field contains values of 5/3/2011 or greater and 6/8/2013 or less.</p>
Asterisk (*) after word fragments	<p>Searches for words that begin with the word fragment that you specify.</p> <p>You cannot put an asterisk before word fragments.</p>	<p><code>work*</code> searches for words such as "workspace" and "workshop."</p> <p><code>*space</code> does not search for words ending in "space," such as "workspace."</p>

Search Capability	Function	Example
Question mark (?) as a replacement for any single character	Replaces any single character in your search. You can use multiple question marks to replace multiple characters.  You cannot use a question mark as the first character in a search.	t??e returns all results containing the words "true," "tree," and so forth.
Tilde (~) after a term	Searches for approximate matches for a single word.	roam~ finds matches such as "foam" and "roams."
Tilde (~) after a group of words, followed by a number	Searches for instances of the words that you specify that are within a certain distance.	"marketing notes"~5 searches for instances where the words "marketing" and "notes" appear within 5 words of each other.
Caret (^) after a term	When you search for more than one word, using the caret (^) symbol after a word gives higher relevance to the word (files with more occurrences of the term are displayed first in the search results). Adding a number after the caret symbol gives even higher relevance to the word.  By default, the relevance factor is 1. For example sales is the same as sales^1.	sales^ figure finds matches for "sales" and "figure," giving higher relevance to the term "sales" (files with more occurrences of the term "sales" are displayed first in the search results). To give even higher relevance, sales^2 is higher than sales^, and sales^3 is higher than sales^2, and so forth.  You can also give relevance to phrases. For example, "sales figure"^2 "marketing figure"
Minus (-) before a word	Excludes the word from the search.	-tree excludes all items containing "tree," "Tree," "TREE," and so on.



Search Capability	Function	Example
Field name followed by a colon, followed by what you want to search for	<p>Searches a specific field. When you search a specific field, you must search on the data name of the field. Data names resemble the true names found in the interface.</p> <p>Fields you can search on:</p> <ul style="list-style-type: none"> <li>_creationDate</li> <li>_creatorName</li> <li>_modificationDate</li> <li>_modificationName</li> <li>_ownerName</li> <li>_fileName (includes file extension)</li> <li>_fileExt</li> <li>_loginName</li> <li>_groupName</li> <li>firstName</li> <li>middleName</li> <li>lastName</li> <li>emailAddress</li> <li>txtEmailAddress</li> <li>mobileEmailAddress</li> <li>title</li> </ul> <p>When you search in a specific field, the field name is always case sensitive. For example, when searching the <b>_fileName</b> field, you must type <b>_fileName</b> rather than <b>_filename</b>.</p>	<p><code>title:meeting</code> finds instances of the word “meeting” in the file’s <b>Title</b> field.</p> <p><code>emailAddress:jchavez*</code> finds instances of “jchavez” in the <b>Email Address</b> field.</p>

## Frequently Used Words That Are Not Recognized in a Search

**NOTE:** This section applies only to English. Frequently used words in languages other than English are not removed when performing a search.

Filr removes frequently used words that have no inherent meaning when you perform a search. Words that are not recognized in a search are: a, an, and, are, as, at, be, but, by, for, if, in, into, is, it, no, not, of, on, or, such, that, the, their, then, there, these, they, this, to, was, will.

This includes when you perform a search with quotation marks. For example, searching for “sell the products” in quotation marks will return all of the following: “sell their products,” “sell with products,” “sell the products,” and so forth. However, it will not return “sell products.”

## Special Characters in Search

Filr views the underscore ( `_` ) character as a break in the word. For example, if you enter `market_analysis` into the **Search** field, Filr returns items with `market` and `analysis`. If you want Filr to return only items with the entire name `market_analysis`, you need to wrap the name in quotes ("`market_analysis`").

## Subscribing to a Folder or File

You can receive email notifications for folders and their subfolders or for individual files. These notifications can be set up in either of the following ways:

- ♦ You can subscribe to the folders or files (as described in the following sections).
- ♦ Folder owners can configure Filr to send email notifications to you (as described in [“Configuring Folders to Send Email Notifications to Other Users” on page 53](#)).

If you are particularly interested in a specific folder or file, you might want to subscribe to that folder or file. When you subscribe to a folder or file, Filr notifies you of the activity that takes place in the folder or file.

You must have an email address in your Filr profile in order to subscribe to files and folders. If you do not already have an email address specified in Filr, modify your profile as described in [“Modifying Your Profile” on page 15](#).

- ♦ [“Subscribing to a Folder or File” on page 26](#)
- ♦ [“Overriding Higher-Level Subscription Settings” on page 27](#)
- ♦ [“Adding and Modifying Delivery Destinations” on page 28](#)


## Subscribing to a Folder or File

To subscribe to receive email notifications about changes that occur in a folder or file:

- 1 Select one or more files and folders that you want to subscribe to, then click **More > Subscribe**.

If you subscribe to more than one file or folder simultaneously, the subscription settings you make apply to all of the folders and files that you select.

or

Click the drop-down arrow  next to the file or folder that you want to subscribe to, then click **Subscribe**.

The Subscribe dialog box is displayed.

- 2 Select an email address or phone number where you want the notifications to be sent.

You can select multiple email or phone number delivery destinations for each notification type.

You can select these delivery destinations in any of the provided sections. The section where you make your selections designates the type of notification that you are subscribing to. You can subscribe to the following types of notifications:

**Digest:** (Available when subscribing to single folders only) Filr sends one message that summarizes all of the activity in the folder and its subfolders. Filr sends digest notifications at a schedule established by your site administrator.

**Email only:** Filr sends one email message for every new or changed file. The email messages do not include an attachment of the actual file, but include information about the file and the activity that occurred. Filr sends all types of individual notifications every five minutes.

**Email with Attachments:** Filr sends one email message for every new or changed file and messages include an attachment of the actual file.

**Text Message:** Filr sends a message suitable for viewing as a text message. The content of the message includes only the linked title of the new or changed file. Filr sends text-message notifications up to every five minutes.

You must have a phone number specified in your user profile. For information about how to update your user profile, see [“Modifying Your Profile” on page 15](#).

- 3 (Conditional) If you are subscribing to multiple files or folders, you also see the following options beneath each notification type:

**Clear item subscriptions:** Clears the subscription for all folders or files that are selected. For example, if you are modifying the subscription settings for two files and you select **Clear item subscriptions** beneath the **Digest** option, all digest subscriptions for all selected files and folders are removed.

**No changes:** This option is selected by default when you subscribe to multiple files and folders. When it is selected, no changes are made to previously defined subscription settings for any of the files or folders that are selected.

- 4 (Optional) Select **Override preset subscription settings** if you want your selections to override those made by the administrator or folder owner.

This option is available only when subscribing to a single folder.

For more information, see [“Overriding Higher-Level Subscription Settings” on page 27](#).

- 5 Click **OK**.

## Overriding Higher-Level Subscription Settings

If a folder owner or administrator has configured a folder to send you email notifications, you can override the higher-level settings.

- 1 Select the check box to the left of a single folder where you want to override the higher-level subscription settings.

You cannot select more than one folder when overriding higher-level subscription settings.

- 2 Click **More > Subscribe**.

The Subscribe dialog box is displayed.

- 3 Select the kind of notifications that you want to receive.

- 4 Select **Override preset subscription settings**.

- 5 Click **OK**.

If you want to receive no email notifications:

- 1 Select the check box to the left of a single folder where you want to override the higher-level subscription settings.

You cannot select more than one folder when overriding higher-level subscription settings.

- 2 Click **More > Subscribe**.

The Subscribe dialog box is displayed.

- 3 Ensure that no email address is selected in any of the sections.

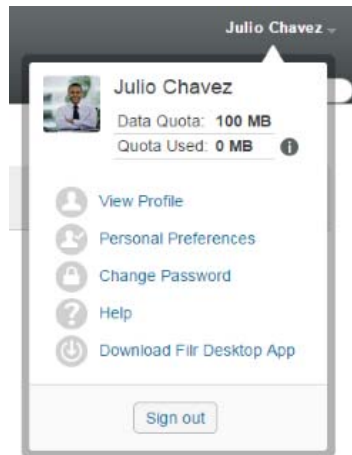
- 4 Select **Override preset subscription settings**.

- 5 Click **OK**.

## Adding and Modifying Delivery Destinations

You can add and modify your email and phone number contact information in your Personal Profile.

- 1 Click your user name in the upper right corner of any Filr page, then click **View Profile**.



- 2 Click **Edit**.
- 3 Specify the appropriate delivery destination information in the **Email** field.
- 4 Click **OK**.

Now, when you select your notification types and delivery destinations as described in [“Subscribing to a Folder or File” on page 26](#), the new or modified contact information is displayed.

# 3 Sharing Files and Folders

Micro Focus Filr lets you share folders and files with other Filr users as well as users external to your organization.

This functionality must first be enabled by your Filr administrator. If you cannot share files and folders as described in this section, the ability has not been enabled.

- ◆ [“Understanding Shared-Access Rights” on page 29](#)
- ◆ [“Understanding Sharing Options” on page 30](#)
- ◆ [“Sharing Files and Folders” on page 30](#)
- ◆ [“Distributing a Link to a File” on page 32](#)
- ◆ [“Sharing with People Outside Your Organization” on page 34](#)
- ◆ [“Viewing Items You Have Shared” on page 35](#)
- ◆ [“Viewing Items Others Have Shared with You” on page 36](#)
- ◆ [“Hiding Items in the Shared with Me and Shared by Me Views” on page 37](#)
- ◆ [“Modifying or Removing a Share” on page 38](#)
- ◆ [“Unsharing Files and Folders” on page 38](#)
- ◆ [“Obtaining URLs \(Permalinks\) of Shared Files and Folders” on page 39](#)

## Understanding Shared-Access Rights

Shared-access rights are how you define which users are allowed to do what with the files and folders that you share with them.

You can grant users the following rights when you share files and folders with them:

**Viewer:** Users can do the following:

- ◆ **Shared Folders:** View
- ◆ **Shared Subfolders:** View
- ◆ **Files in Folders and Subfolders:** View and Read

**Editor:** Users can do the following:

- ◆ **Shared Folders:** View
- ◆ **Shared Subfolders:** View
- ◆ **Files in Folders and Subfolders:** View, Read, and Write

**Contributor (Applies only to folders in My Files):** Users can do the following:

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**IMPORTANT:** Exercise caution when granting Contributor shared-access rights because share recipients can rename, copy, and even delete the folder from your My Files area.

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- ◆ **Shared Folders:** View, Rename, Delete, or Copy
- ◆ **Shared Subfolders:** View, Rename, Delete, Copy, and Move

- ♦ **Files in Folders and Subfolders:** View, Rename, Delete, Copy, Move, Read, and Write

**Allow re-share with:** If you want to allow the share recipient to share the item with other users, you can select from the following re-share rights:

- ♦ **Internal users:** Can re-share items with internal Filr users.
- ♦ **External users:** Can re-share items with external Filr users.
- ♦ **Public:** Can re-share items with the public.
- ♦ **File Link:** Can re-share items by distributing a File Link, as described in [“Distributing a Link to a File” on page 32](#).

## 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 sharing 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 also assign one of the shared-access rights defined in [“Understanding Shared-Access Rights” on page 29](#).

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.

For more information, see [“Sharing Files and Folders” on page 30](#)

- ♦ **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 to view the file.

For information about how to distribute a File Link, see [“Distributing a Link to a File” on page 32](#)

- ♦ **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.

For information about how to share files and folders with the Public, see [“Sharing Files and Folders” on page 30](#)

## Sharing Files and Folders

You can share folders and files with both internal and external users.


To share folders and files:

- 1 Navigate to the folder that you want to share or navigate to the folder that contains the files that you want to share.

Assuming you have rights to share, you can share folders and files in your **My Files** , **Shared with Me** , **Shared by Me**  tabs, or **Net Folders**  area.

- 2 Select one or more files and folders that you want to share, then click **Share > Share**.

or

Click the drop-down arrow  next to the file or folder that you want to share, then click **Share File** or **Share Folder**.


The Share dialog box is displayed.

**3** You can share with internal Filr users, external users, and the public:

- ◆ To share with internal Filr users, begin typing the name of the user or group with whom you want to share the file or folder, then click the name when it appears in the drop-down list.
- ◆ To share with users external to your organization, specify a user's email address, then press Enter.

or

Click the **External User** icon , then specify the user's email address and click **OK**.


Your Filr administrator must enable this functionality. To see if you have rights to share with external users, hover over the **Information** icon  next to the input field.

For more information about sharing with external users, see [“Sharing with People Outside Your Organization” on page 34](#).

- ◆ To share with the public, click **Make Public** in the upper right corner of the Share dialog box.

Users who do not have a Filr user account can enter the Filr site as a guest user (as described in [“Accessing Filr from a Web Browser” on page 10](#)) and view all items that have been shared with the public.

External users do not have access to view items that have been shared with the public. In order for external users to view items that have been shared with the public, they must log in to the Filr site as the Guest user.

Your Filr administrator must enable this functionality. To see if you have rights to share with the public, hover over the **Information** icon  next to the input field.

- ◆ To quickly share with many users, you can copy user email addresses from one location and paste them into the **Add a user, group or email address** field on the Share dialog box. Email addresses can be for internal or external users and must be separated by a comma (,) or a space.

**4** In the **Shared With** column, click the name of the users or groups whose share settings you want to modify. You can select multiple users and modify the share settings simultaneously.

The share settings for the user you most recently added to the **Shared With** column are already displayed.

**5** Select the shared-access rights that you want to grant to the user or group (see [“Understanding Shared-Access Rights” on page 29](#)).

---

**NOTE:** You cannot assign shared-access rights when sharing with the public or when distributing a File Link.

---

**6** In the **Allow re-share with** section, select whether you want them to be able to share with internal users, external users, the public, or via a File Link.

**7** In the **Expires** field, select from the following options:

- ◆ **Never:** The share never expires.
- ◆ **On:** Select a given day for the rights to expire.  
Rights expire at the beginning of the day that you select.

- ◆ **After:** Specify a certain number of days for the rights to remain active. Each day is counted as a 24-hour period from the time that you set the expiration.

The default share expiry is set to 30 days.

- 8 If you want to include a personal note in the share, specify a note in the **Note** field.

Only the users and groups that you share with can read the note.

The share note cannot exceed 255 characters in length.

- 9 Select from the following notification options:

- ◆ **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 recipients whose share rights you are modifying are notified.
- ◆ **None:** No notifications are sent.

Notifications contain the following information:

- ◆ A link to the shared item
- ◆ The note that was entered specifically for the user that the item is being shared with (see [Step 8](#))
- ◆ When the share expires (See [Step 8](#))

- 10 Click **Share Access Report** to view the share access details of the sharee.

The Access report displays the following information:

- ◆ **User:** Name of the user who has accessed the share
- ◆ **IP Address:** The IP address of the device that was used to access the share
- ◆ **First Access Time:** The date, time, and timezone when the share was first accessed. No information is received when the share is accessed again.
- ◆ **Group:** If the user has shared to a group, then the name of the group is displayed that the user is part of.

The sharer receives an email notification with access details when the share is accessed by the sharee. A report is generated per share when the following conditions are satisfied:

- ◆ Users having Filr 3.4 Advanced Edition license
- ◆ File or folder shared with Filr 3.4 or later

- 11 Click **OK**.

## 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.


- ◆ [“Copying a File Link” on page 33](#)
- ◆ [“Emailing a File Link” on page 33](#)
- ◆ [“Editing or Removing a File Link” on page 34](#)



## Copying a File Link

You can copy the File Link and distribute it in whatever manner you prefer. For example, you might copy the link and send it as part of an instant message or text message.

1 Navigate to the file for which you want to copy the File Link.

2 Click the drop-down arrow  next to the file, then click **Copy Link**.

or

Select multiple files, then click **Share > Copy Link**.

The Copy File Link dialog box is displayed.

3 (Conditional) If a link has not been previously generated for the file, click **Get File Link**.

4 Copy either of the following links:

Separate links are available for each file that you selected.

**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.

**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.

5 Click **Close**.


## Emailing a File Link

You can email a File Link either by using Filr's built-in email system or by using your default email client (such as Novell GroupWise).

- ♦ [“Using Filr’s Built-In Email System to Email a File Link” on page 33](#)
- ♦ [“Using Your Default Email Client to Email a File Link” on page 34](#)

## Using Filr’s Built-In Email System to Email a File Link

1 Navigate to the file for which you want to email the File Link.

2 Click the drop-down arrow  next to the file, then click **Email Link using Filr**.

or

Select multiple files, then click **Share > Email Link using Filr**.

The Email File Link dialog box is displayed.

3 Specify the email address where you want to send the File Link, a personal message to include, and when the link will expire.


4 Click **Send**.

The following links are included in the email:

**View:** 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.

**Download:** 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.

## Using Your Default Email Client to Email a File Link

- 1 Navigate to the file for which you want to email the File Link.
- 2 Click the drop-down arrow  next to the file, then click **Email Link**.

A new email is displayed, with the following URLs included in the message body:

**View:** 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.

**Download:** 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.


- 3 Specify the users who you want to email, then send it.

## Editing or Removing a File Link

After a File Link has been distributed either by copying the link or by emailing it, you can modify it if you have appropriate rights. 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 who have access to the file via the link.

- ♦ [“Editing the Expiration Date or Deleting the File Link” on page 34](#)
- ♦ [“Editing the Note Associated with a File Link” on page 34](#)

## Editing the Expiration Date or Deleting the File Link

- 1 Navigate to the file for which you want to edit the File Link.
- 2 Click the drop-down arrow  next to the file, then click **Edit Link**.  
The Edit File Link dialog box is displayed.
- 3 (Conditional) To edit the expiration date for the File Link, click the drop-down arrow next to the **Expires** field, then select the day that the link will expire or the number of days before the link expires.
- 4 (Conditional) To delete the File Link, click **Delete > Yes**.

## Editing the Note Associated with a File Link

To edit a note associated with a File Link, you must also have Share rights on the file. To edit the note, you modify the File Link via the Share dialog, as described in [“Modifying or Removing a Share” on page 38](#).

You can also modify the expiration date or delete the File Link via the Share dialog.

## Sharing with People Outside Your Organization

---

**NOTE:** This functionality must first be enabled by your Filr administrator before you can share with users outside your organization.

---

Filr enables you to designate specific users who are not part of your organization and grant them access to view and collaborate on your corporate files.

When you share an item with a user external to your organization, a Filr account is automatically created for that user by using the user's email address. The user must then register on the Filr site.

- ♦ [“Logging in As an External User to See a Shared Item” on page 35](#)
- ♦ [“Making Files Accessible to the Public” on page 35](#)

## Logging in As an External User to See a Shared Item


When a user external to the Filr site receives a shared item, a Filr account is automatically created for that user by using the user's email address.

The user must then register on the Filr site in order to log in.

At least one unexpired item must be shared with you for you to be able to log in to the Filr site.

- 1 In the email notification that you received notifying you about the shared item, click the link to the shared item.
- 2 On the Filr login page, specify your first and last name, then create a password. Your User ID is your email address where the shared item was sent and cannot be changed.
- 3 Click **Register**.

You are authenticated to the Filr system and the shared item is displayed.

- 4 (Optional) In addition to items that have been shared with them, external users can view all items that have been made publicly available by clicking **Public**  in the masthead.

The ability to make files and folders available to the public must be enabled by your Filr administrator.

## Making Files Accessible to the Public

You can make files and folders available for public access outside your organization. For information about how to share files or folders with the public, see [“Sharing Files and Folders” on page 30](#).

The following types of users can see items that have been shared with the public:

- ♦ All internal users
- ♦ Users who log in to the Filr system as the Guest user

Users who do not have a Filr user account can enter the Filr site as a guest user (as described in [“Accessing Filr from a Web Browser” on page 10](#)) and view all items that have been shared with the public.

---

**NOTE:** External users do not have access to view items that have been shared with the public. In order for external users to view items that have been shared with the public, they must log in to the Filr site as the Guest user.

---

## Viewing Items You Have Shared

Filr makes it easy to see items that you have shared. You can quickly adjust users' access rights to shared items, send notes to those you are sharing with, and so forth.

- 1 Click **Shared by Me**  from any Filr page.

All files and folders that you have shared are displayed, along with the following information:

**Comments:** Comments associated with the shared item.

**Shared with:** The users who you shared the item with. If you shared the item with more than one user, each user is listed.

**Shared on:** The date and time the item was first shared.

**Expire:** The date the share expires. After this date, users no longer have access to the shared item.

**Access:** The level of access that users have to the shared item. Depending on the access rights that users have been granted to the item, they can view, edit, or share the item. If the item that you shared is a folder, users might also be able to manage files within the folder.

For more information about the various levels of access, see [“Understanding Shared-Access Rights” on page 29](#).

**Note:** A note specifically for any user who receives the share. Only the users and groups who receive the share can read the note.

## Viewing Items Others Have Shared with You

Filr makes it easy to find items that others have shared with you. You might also receive an email notification with a link to the shared item.

- 1 Click **Shared with Me**  from any Filr page.

All files and folders that have been shared with you are displayed, along with the following information:

**Comments:** Comments associated with the shared item.

**Shared by:** The users who shared the item with you. If more than one user has shared a particular item with you, each user is listed.

**Shared on:** The date and time the item was first shared with you.

**Expire:** The date the share expires. After this date, you no longer have access to the shared item.

**Access:** The level of access that you have to the shared item. Depending on the access rights that you have been granted to the item, you can view, edit, or share the item. If the item that was shared with you is a folder, you might also be able to manage files within the folder.

For more information about the various levels of access, see [“Understanding Shared-Access Rights” on page 29](#).

**Note:** A note specifically for you and any other user who receives the share. Only the users and groups who receive the share can read the note.

# Hiding Items in the Shared with Me and Shared by Me Views

You can hide files and folders that have been shared with you or that you have shared with others. Hidden files and folders are no longer displayed by default in your **Shared with Me** and **Shared by Me** views in the web client, the Filr desktop application, and the Filr mobile app.

After you have marked shared items as hidden, you can manage them by displaying hidden items in addition to items that have not been hidden, or you can display only hidden items.

- ♦ [“Hiding Shared Items” on page 37](#)
- ♦ [“Displaying Hidden Items” on page 37](#)
- ♦ [“Displaying Only Hidden Items” on page 37](#)


## Hiding Shared Items

To hide items in your **Shared with Me** and **Shared by Me** views:

- 1 Navigate to the **Shared with Me** or **Shared by Me** view.
- 2 Select the check box next to the files and folders that you want to hide, then click **More > Hide Selected Shares**.



## Displaying Hidden Items

You can display hidden items in your **Shared with Me** and **Shared by Me** views. This means that hidden items are displayed in addition to items that have not been hidden.

- 1 Navigate to the **Shared with Me** or **Shared by Me** view where the hidden items are located.
- 2 Click the drop-down arrow  in the upper right corner of the view, next to the filter, then click **Show Hidden Shares**.
- 3 (Optional) To make hidden files and folders visible again, select the check box next to the files and folders that you want to make visible, then click **More > Unhide Selected Shares**.


## Displaying Only Hidden Items

You can display only hidden items in your **Shared with Me** and **Shared by Me** views. This means that items that have not been marked as Hidden are not displayed.


- 1 Navigate to the **Shared with Me** or **Shared by Me** view where the hidden items are located.
- 2 Click the drop-down arrow  in the upper right corner of the view, next to the filter, then select **Show Hidden Shares**.
- 3 Click the drop-down arrow  in the upper right corner of the view, next to the filter, then deselect **Show Unhidden Shares**.

# Modifying or Removing a Share

If you have granted a user access to a file through sharing, you can modify or revoke the user's access.

- 1 Click **Shared by Me**  from any Filr page.
- 2 Select one or more files or folders being shared with one or more users whose access you want to modify or remove, then click **Share > Share**.

or

Click the drop-down arrow  next to the file or folder that is being shared with one or more users whose access you want to modify or remove, then click **Share File** or **Share Folder**.

The Manage Shares dialog box is displayed.

- 3 (Conditional) To modify user access:
  - 3a Select the users whose access rights you want to change, then select the new level of access in the **Access Rights** section. For more information, see ["Understanding Shared-Access Rights" on page 29](#)
  - 3b In the **Allow re-share with** section, select whether you want them to be able to share with internal users, external users, the public, or via a File Link.
  - 3c In the **Expires** field, select from the following options:
    - ♦ **Never:** The share never expires.
    - ♦ **On:** Select a given day for the rights to expire.  
Rights expire at the beginning of the day that you select.
    - ♦ **After:** Specify a certain number of days for the rights to remain active.  
Each day is counted as a 24-hour period from the time that you set the expiration.
  - 3d If you want to include a personal note in the share, specify a note in the **Note** field.  
Only the users and groups that you share with can read the note.  
The share note cannot exceed 255 characters in length.
- 4 (Conditional) To remove user access, select the share that you want to remove, then click **Delete**.
- 5 Click **OK**.





# Unsharing Files and Folders

You can unshare files and folders that you previously shared with internal users, external users, and user groups. When you unshare a folder, only the folder is unshared. This unsharing action is not recursive and does not apply to any of the sub folders or files that have been separately shared.

For example, consider a folder named `folder1` containing files `file1`, `file2`, `file3`, and `file4`. Assume that you have shared the `folder1` with some users. You have also shared `file2` and `file3` with some users. If you unshare `folder1`, the sharing of `file2` and `file3` is not affected.

To unshare files and folders:

- 1 Navigate to the file or the folder that you want to unshare.

Assuming you have rights to unshare, you can unshare files and folders in your **My Files** , **Shared with Me** , **Shared by Me** , and **Net Folders**  area.

- 2 Select one or more files or folders that you want to unshare, then click **Unshare**.
- 3 To unshare the selected files or folders, click **OK** else click **Cancel**.

## Obtaining URLs (Permalinks) of Shared Files and Folders


Filr assigns URLs to each file and folder in the Filr system. You can use these URLs (called Permalinks) as a quick way to either point users to a file or folder or to download a file that is located in the Filr system.

---

**IMPORTANT:** Users must already have access to the file or folder via an individual share or a public share in order to access the file or folder from a permalink. The fact that a user has a permalink to a file or folder does not necessarily mean that the user has access to view the file or folder or to download it. To grant access to a file or folder, you should either share it (as described in [“Sharing Files and Folders” on page 30](#)) or distribute a File Link (as described in [“Distributing a Link to a File” on page 32](#)).

---

To obtain a permalink for a file or folder:

- 1 Navigate to the location of the file or folder for which you want to obtain the permalink.
- 2 (Conditional) To obtain a permalink for a file, click the drop-down arrow  next to the file, then click **View Details**.
- 3 (Conditional) To obtain a permalink for a folder, click the folder name.
- 4 Click the **Permalinks** link at the bottom of the page.
- 5 Copy one of the available permalinks. After a user clicks the permalink, the function of the permalink differs depending on which link is used:

**Permalink:** Links to the file or folder in Filr. Users who are not already logged in are prompted to log in, unless the file or folder is shared with the public.

**File Download Permalink:** (Does not apply to folders) Depending on browser settings, users are either prompted to download or open the file, or the file is automatically opened. This link allows users to access the file directly.





# 4 Managing and Using Folders

The topics in this section describe how to perform management functions for folders in Filr.


- ◆ “Creating a New Folder” on page 41
- ◆ “Renaming a Folder” on page 41
- ◆ “Deleting a Folder” on page 42
- ◆ “Recovering a Folder from the Trash” on page 42
- ◆ “Copying a Folder” on page 43
- ◆ “Moving a Folder” on page 43
- ◆ “Downloading Files” on page 44
- ◆ “Adding Files to a Folder” on page 45
- ◆ “Adding Files to a Folder through WebDAV” on page 45
- ◆ “Viewing Who Has Access to a Folder” on page 46
- ◆ “Subscribing to Email Notifications from a Folder” on page 47
- ◆ “Configuring Folder Columns” on page 47
- ◆ “Configuring the Number of files to Display on a Folder Page” on page 49
- ◆ “Using Filters on Folders” on page 49
- ◆ “Sending an Email to Folder Contributors” on page 51


## Creating a New Folder

Filr enables you to create folders and subfolders in any workspace or folder where you have appropriate rights.

- 1 Navigate to the folder or location where you want to create the new folder.
- 2 Click **New Folder**.  
The New Folder dialog box is displayed.
- 3 Specify the name of the new folder.
- 4 Click **OK**.

## Renaming a Folder

- 1 Navigate to the folder or location that contains the folder that you want to rename.
- 2 Click the drop-down arrow  next to the folder name, then click **Rename Folder**.  
or

If you are in the folder that you want to rename, click the **Configure** icon  next to the folder name, then click **Rename Folder**.


- 3 Specify a new name for the folder, then click **OK**.

# Deleting a Folder

Folders in the My Files area can be moved to the trash and then restored at a later time. Folders in Net Folders must be deleted and cannot be recovered.

- 1 Navigate to the folder or location that contains the folder that you want to delete.
- 2 Select the check box next to the folder that you want to delete, then click **Delete**.

or

If you are in the folder that you want to delete, click the **Configure** icon  next to the folder name, then click **Delete Folder**.

- 3 (Conditional) To move the folder to the trash, select **Move to trash**, then click **OK**.

Selecting this option removes the folder from its current location without permanently deleting it from the Filr system.

- 4 (Conditional) To permanently delete the folder and its contents, select **Delete**.

---

**IMPORTANT:** Deleted items cannot be recovered.

---


- 5 Click **OK**.

For information about how to recover a folder from the trash that has been deleted from the My Files area, see [“Recovering a Folder from the Trash” on page 42](#).

# Recovering a Folder from the Trash

Filr enables you to retrieve a folder from the trash and restore it to its previous location.

- 1 Navigate to the folder or location where the trashed folder previously resided.  
For example, if you want to restore a folder in your My Files area, navigate to your My Files area.

- 2 Click the **Trash** icon , located in the upper right corner of the page.

The Trash page displays all folders and files that have been trashed in or below the current folder. Items that have been deleted are not displayed because they are unrecoverable.

- 3 Select the folder that you want to restore.
- 4 Click **Restore**.

The folder is restored to its previous location. Contents of the folder are not automatically restored.

- 5 (Optional) Click **Restore All** to restore everything currently in the trash to its previous location.

For more information about undeleting, see [Chapter 9, “Restoring Items from the Trash,” on page 71](#).

# Copying a Folder

Filr enables you to copy a folder into any folder where you have appropriate rights, including to and from Net Folders.

The access control settings for the files are changed to match the access control settings of the destination folder.

- 1 Navigate to the folder or location that contains the folder that you want to copy.
- 2 Select the check box next to the folder that you want to copy, then click **More > Copy**.


or

If you are in the folder that you want to copy, click the folder name, click the **Configure** icon  next to the folder name, then click **Copy Folder**.

The Copy page is displayed.

- 3 In the **Destination Folder** field, begin typing the name of the folder where you want to copy the folder, then click the folder name when it appears.

or

Click the **Browse** icon  and click on the location where you want to copy the folder.

- 4 Click **OK**.

# Moving a Folder

Filr enables you to move a folder into any folder where you have appropriate rights. The access control settings for the folder are changed to match the access control settings of the destination folder.

---

## NOTE

- ◆ You cannot move a Net Folder into a Filr folder (non-Net Folder).
- ◆ The **Move** option is not available for folders in the **Shared with Me** area. Instead, you can use the **Copy** option to copy the folder to the desired location and delete the folder from the **Shared with Me** area.

- 
- 1 Navigate to the folder or location that contains the folder that you want to move.
  - 2 Select the check box next to the folder that you want to move, then click **More > Move**.


or

If you are in the folder that you want to move, click the folder name, click the **Configure** icon  next to the folder name, then click **Move Folder**.

The Move page is displayed.

- 3 In the **Destination Folder** field, begin typing the name of the folder where you want to move the folder, then click the folder name when it appears.

or

Click the **Browse** icon  and click on the location where you want to move the folder.

- 4 Click **OK**.

# Downloading Files

- ♦ [“Downloading All Files in a Folder” on page 44](#)
- ♦ [“Downloading the Contents of a Folder as a CSV File” on page 44](#)


## Downloading All Files in a Folder

This section describes how to download all files in a folder as a `.zip` file. For information about how to download specific files within a folder or area, see [“Downloading Files” on page 60](#).

Consider the following when downloading files in a folder:

- ♦ You cannot download a folder that contains a total of more than 1,000 files. (Files can be located in the folder itself and any sub-folders.)
- ♦ When downloading files as a `.zip` file from Filr, you must have an unarchiving utility on the workstation where you are downloading the file that understands the Zip64 extension.

To download all files in a folder:

- 1 Navigate to the folder or location that contains the files that you want to download.
- 2 Click the drop-down arrow  next to the folder name, then click **Download All Files as Zip**.

or

If you are in the folder where you want to download all files, click the **Configure** icon  next to the folder name, then click **Download All Files as Zip**.

- 3 Save the `.zip` file to your workstation, then extract it.

Any folder hierarchy is maintained in the `.zip` file.

---


**NOTE:** If the folder name includes multi-byte characters, then the name of the downloaded folder will be `folder.zip`. You can rename the folder later.

---

- 4 (Optional) You can now edit the files and save them back to Filr, as described in [“Downloading and Editing a File” on page 57](#).

## Downloading the Contents of a Folder as a CSV File

You can download the contents of a folder. The content for any subfolders that are contained in the folder are not downloaded.

- 1 Navigate to the folder or location that contains the folder content that you want to download.
- 2 Click the drop-down arrow  next to the folder name, then click **Download Folder Contents as CSV File**.

or

If you are in the folder where you want to download the files, click the **Configure** icon  next to the folder name, then click **Download Folder Contents as CSV File**.

A CSV file is downloaded. You can open the CSV file in a spreadsheet editor such as Microsoft Excel to view the contents. The CSV file includes various information about each entry in the folder, such as the ID, tile, author, creation date, description, and more.

# Adding Files to a Folder

Filr enables you to import files and folders from any location and add them to a Filr folder.

- ♦ [“Adding Files” on page 45](#)
- ♦ [“Adding Folders” on page 45](#)

## Adding Files

- 1 Navigate to the folder or area where you want to add the files.
- 2 Drag a file from one location, such as your desktop, and drop it into a folder or area (such as the My Files area or a folder within the My Files area).

or

Click **Add Files** in the Folder toolbar, then click **Browse** and browse to the file to add it.

If a file with the same name already exists in the folder, a File Conflicts dialog box is displayed, asking if you want to overwrite the existing file.

## Adding Folders

- 1 Navigate to the folder or area where you want to add the folder.
- 2 Hold the Ctrl key while clicking **Add Files** in the Folder toolbar to launch the Add Files applet.
- 3 Drag the folder from the location on your workstation to the folder icon in the Add Files window.

# Adding Files to a Folder through WebDAV

WebDAV is a standard collaborative editing and file management protocol. Filr supports the use of WebDAV tools and enables you to manage your Filr files through WebDAV. Filr utilizes WebDAV when editing files with Edit-in-Place and when browsing files and folders in Filr through a WebDAV interface.

If you are using WebDAV on Windows 7, you or your Filr administrator must ensure that your workstation meets all the necessary prerequisites in order to support WebDAV, as described in [“WebDAV Authentication Configuration Settings”](#) in the *Filr 3.4.1: Administrative UI Reference*.

If you cannot use WebDAV as described in the following sections, consult your Filr administrator.

- ♦ [“Browsing Files and Folder through a WebDAV Interface” on page 45](#)

## Browsing Files and Folder through a WebDAV Interface

You can use WebDAV to browse your Filr files and folders. When configuring WebDAV with Filr as described in the following sections, you see all of the files and folders that you have access to on your Filr site.

- ♦ [“Viewing the Filr Folder in Your Windows Environment” on page 46](#)
- ♦ [“Viewing the Filr Folder in Your Linux Environment” on page 46](#)

## Viewing the Filr Folder in Your Windows Environment

You can view the Filr folder in your Windows environment in either of the following ways:

- ♦ [“Creating a Mapped Drive to the Filr Folder” on page 46](#)
- ♦ [“Adding a Filr Folder as a Network Place” on page 46](#)

### Creating a Mapped Drive to the Filr Folder

---

**NOTE:** If you are using Windows XP as your client operating system, creating a mapped drive to the Filr folder as described in this section does not work. Instead, add the Filr folder as a network place, as described in [“Adding a Filr Folder as a Network Place” on page 46](#).

---

- 1 Map a drive to the top-level Filr folder. (For example, `https://filr_server:8443`.)  
You accomplish this by using the Map Network Drive feature for Windows.
- 2 Specify your Filr credentials, then complete the setup process.  
You see all of the files and folders that you have access to on your Filr site.

### Adding a Filr Folder as a Network Place

---

**NOTE:** If you are using Windows Vista as your client operating system, adding a Filr folder as a network place as described in this section does not work. Instead, create a mapped drive to the Filr folder, as described in [“Creating a Mapped Drive to the Filr Folder” on page 46](#).

---


- 1 Add the top-level Filr folder as a network place. (For example, `https://filr_server:8443`.)  
You accomplish this by using the My Network Places feature for Windows.  
You see all of the files and folders that you have access to on your Filr site.

## Viewing the Filr Folder in Your Linux Environment

You can view the Filr folder in your Linux environment.

- 1 Use either Nautilus or Konqueror to access the top-level Filr folder. (For example, `https://filr_server:8443`.)  
For specific information on how to use Nautilus or Konqueror, consult your Linux documentation.
- 2 Specify your Filr credentials, then complete the setup process.  
You see all of the files and folders that you have access to on your Filr site.

## Viewing Who Has Access to a Folder

- 1 Navigate to the area or folder that contains the folder where you want to view who has access. For example, if the folder is in your My Files area, navigate to your My Files area.
- 2 Click the drop-down arrow  next to the folder name.
- 3 Click **View Who Has Access**.  
The Who Has Access dialog box is displayed, listing the users and groups who have access to the folder.

# Subscribing to Email Notifications from a Folder

You can configure a folder to send you email notifications to inform you about activity that takes place in the folder.

For information about how to subscribe to receive email notifications from a folder, see [“Subscribing to a Folder or File” on page 26](#).

## Configuring Folder Columns

Filr enables you to configure table columns in folders.


- ♦ [“Showing and Hiding Columns” on page 47](#)
- ♦ [“Renaming Columns” on page 47](#)
- ♦ [“Changing the Column Order” on page 48](#)
- ♦ [“Adjusting the Column Width” on page 48](#)
- ♦ [“Restoring Column Defaults” on page 48](#)

## Showing and Hiding Columns


By default, these columns are available:

- ♦ **Title:** Displays the title of the file.
- ♦ **Comments:** Displays how many comments have been made on the file.
- ♦ **Size:** Displays the file size of the file.
- ♦ **Author:** Displays the author of the file.
- ♦ **Date:** Displays when the file was last modified or commented on.

To show or hide table columns in a folder:


- 1 Navigate to the folder where you want to show or hide the table columns.
- 2 Click the **Configure** icon  in the upper right corner of the page next to the filter, then click **Edit Column Layout**.
- 3 In the **Show** column, select the columns that you want to show and deselect the columns that you want to hide.
- 4 (Optional) Select **Set as default folder columns for all users** if you want all users to see only the columns that you have selected.
- 5 Click **OK**.

## Renaming Columns


- 1 Navigate to the folder where you want to rename the table columns.
- 2 Click the **Configure** icon  in the upper right corner of the page next to the filter, then click **Edit Column Layout**.
- 3 In the **Custom Label** column, specify the new column name in the available field.

- 4 (Optional) Select **Set as default folder columns for all users** if you want all users to see the column names that you have specified.
- 5 Click **OK**.

## Changing the Column Order


- 1 Navigate to the folder where you want to change the order of the table columns.
- 2 Click the **Configure** icon  in the upper right corner of the page next to the filter, then click **Edit Column Layout**.
- 3 Select the radio button on the left side of the table for the column whose order you want to change.
- 4 Click the Up Arrow and Down Arrow icons in the **Order** area to move the column up or down.
- 5 (Optional) Select **Set the default folder columns for everyone** if you want all users to see the column order that you have defined.
- 6 Click **OK**.

## Adjusting the Column Width

- 1 Navigate to the folder where you want to adjust column widths.
- 2 Click the **Configure** icon  in the upper right corner of the page next to the filter, then click **Edit Column Sizes**.
- 3 In the **Resize** column, click and drag the arrow icons to resize each column. You can see the columns resize in real time.  
or  
Adjust the numbers in the **Size** column for each column that you want to resize, then use the **Unit** column to specify whether the numbers represent pixels or percent.  
If all the column widths are set to a fixed pixel value, the rightmost column is automatically overridden to use 100%.
- 4 Click **OK**.

## Restoring Column Defaults

You can restore the column defaults if you have made changes to the columns that you no longer want to retain.

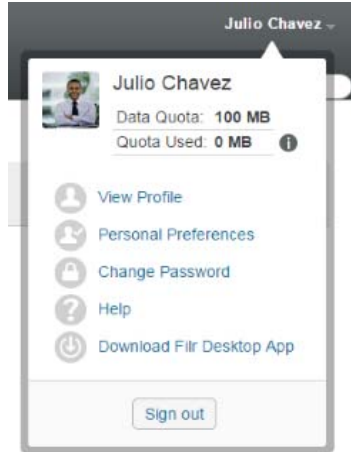
- 1 Navigate to the folder where you want to restore the defaults for columns.
- 2 Click the **Configure** icon  in the upper right corner of the page next to the filter, then click **Edit Column Layout**.
- 3 Click **Restore Default Settings**.




# Configuring the Number of files to Display on a Folder Page

You can select how many files per page you want to be displayed in each folder on the Filr site.

- 1 Click your linked name in the upper right corner of any Filr page.



- 2 Click the **Personal Preferences** icon .  
The Personal Preferences dialog box is displayed.
- 3 In the **Items per Folder Page** field, specify the maximum number of items that you want to be displayed on each page in the Filr site.  
The default is 25.
- 4 Click **OK**.

## Using Filters on Folders

Folders in Filr provide a filter that helps you quickly sift through information in your folder.

- ♦ [“Filtering a Folder List” on page 49](#)
- ♦ [“Creating a Preconfigured Filter” on page 50](#)
- ♦ [“Applying a Preconfigured Filter” on page 50](#)
- ♦ [“Modifying a Preconfigured Filter” on page 50](#)
- ♦ [“Copying a Preconfigured Filter” on page 51](#)
- ♦ [“Deleting a Filter” on page 51](#)

### Filtering a Folder List

To quickly sift through information in a folder or area by typing a portion of a word or phrase:


- 1 Navigate to the area or specific folder where you want to filter the information, such as the Shared with Me area or the My Files area.
- 2 In the upper right corner of the page, click the **Filter List** field.

- 3 Type the portion of the word or phrase that you want to filter, then press Enter.  
Only folders or files whose titles contain exact matches of what you typed are displayed.

For a more robust search experience, you can perform a search, as described in [“Searching for Information” on page 21](#), or you can create a filter, as described in [“Creating a Preconfigured Filter” on page 50](#).

## Creating a Preconfigured Filter

Filter enables you to create multiple filters in your folder. You can easily apply those filters to help you quickly sift through items in the folder.

- 1 Navigate to the folder where you want to create the filter.
- 2 Click the drop-down arrow  next to the **Filter List** field, then click **Manage Filters**.
- 3 Click **Add a New Filter**.

**Filter Name:** Specify a name for the filter.

**Make This Filter Available to Everyone:** Select this option if you want the filter to be available to all users who visit the folder. If this option is not selected, the filter is available only to the user who created it.

**Search Text:** Enter the specific text that you are searching for.

For more information about the various ways that you can refine a text-based search, see [“Using Search” on page 22](#).

**Authors:** Search for items based on the author.


**Last Activity in Days:** Select to search for items that have been active in the last 1, 3, 7, 30, or 90 days.

**Creation Dates:** Search for items based on when the items were created. In the fields provided, specify the start and end dates of the desired interval.

**Modification Dates:** Search for items based on when the items were last modified. In the fields provided, specify the start and end dates of the desired interval.


- 4 Click **OK > Close**.

## Applying a Preconfigured Filter

- 1 Navigate to the folder where you have already created the filter that you want to apply.
- 2 Click the drop-down arrow  next to the **Filter List** field, then click the name of the filter.  
The filter is applied to the folder.
- 3 Repeat [Step 2](#) to apply multiple filters to the folder.

After you apply a filter, items that do not match the filter criteria in that folder are not displayed in the folder listing. To remove a filter, click the x next to the filter name.

## Modifying a Preconfigured Filter

- 1 Navigate to the folder where you want to modify a filter that has already been created.
- 2 Click the drop-down arrow  next to the **Filter List** field, then click **Manage Filters**.
- 3 In the **Personal Filters** section or the **Filters That Everyone Can See** section, click the drop-down list and select the filter that you want to modify.


- 4 Click **Modify**.
- 5 Make the modifications that you desire, then click **OK > Close**.

## Copying a Preconfigured Filter

You can re-use a filter by copying it from one folder to another.


- 1 Navigate to the folder where you want to copy the filter.
- 2 Click the drop-down arrow next to the **Filter List** field, then click **Copy Filters**.  
The Copy Filters dialog box is displayed.
- 3 In the **Copy Filters From** field, begin typing the name of the folder from which you want to copy a filter, then click the name when it appears in the drop-down list.  
or  
Click the **Browse** icon next to the **Copy Filters From** field, then browse to and select the folder from which you want to copy a filter.
- 4 Select one or more filters to copy, then click **OK**.

## Deleting a Filter

- 1 Navigate to the folder where you want to delete a filter that has already been created.
- 2 Click the drop-down arrow  next to the **Filter List** field, then click **Manage Filters**.
- 3 In the **Personal Filters** section or the **Filters That Everyone Can See** section, click the drop-down list and select the filter that you want to delete.
- 4 Click **Delete**, then click **OK** to confirm that you want to delete the filter.
- 5 Click **Close**.

## Sending an Email to Folder Contributors

You can send an email to all users who have added files to the folder. A link to the folder is automatically created in the **Message** field in the email message, and users who have added files to the folder are automatically added to the recipient list. This can be a quick way to contact all users who have an interest in the specific folder.

- 1 Navigate to the folder where you want to send an email to folder contributors.
- 2 Click the **Configure** icon  next to the folder name, then click **Send e-mail to contributors**.  
The Send Email window is displayed. A link to the folder is automatically created in the **Message** field in the email message, and users who have added files to the folder are automatically added to the recipient list.
- 3 Continue filling out the Send Email form, then click **Send**.



# 5 Performing Administrative Tasks on Your Folders

If you are the owner of a folder that is used by others, you might want to configure folders to send email notifications to other users.

- ♦ [“Configuring Folders to Send Email Notifications to Other Users” on page 53](#)

## Configuring Folders to Send Email Notifications to Other Users

As a folder owner, you can configure Filr to send other users email notifications, in order to inform them of any activity in the folder and any subfolders of the folder. If a user does not want to be informed of activity in the folder, the user can change the notification settings. A user’s individual settings override or cancel notifications established by folder owners.


You cannot directly configure a subfolder to send email notifications; instead, you must configure the parent folder.

---

**NOTE:** To receive notifications, users must have a valid email address in their Filr accounts.

Filr doesn’t verify that valid email addresses exist in target user accounts as a prerequisite for their being included in a notification list.

---

- 1 Navigate to the folder from where you want to send the email notifications.
- 2 Next to the folder name, click the **Configure** icon  , then click **Subscribe Others to Folder**. The **Subscribe Others to Folder** page is displayed.
- 3 In the **Subscribe Notification Type** section, select the type of email notification that you want to send.
  - ♦ **Digest Email (includes all changes in the folder):** Filr sends one message that summarizes all of the activity in the folder and its subfolders (available for folders only). Filr sends digest notifications at a schedule established by your site administrator.
  - ♦ **Email with Attachments:** Filr sends one message for every new or changed file and messages include an attachment of the actual file.
  - ♦ **Email Only (each time a change occurs):** Filr sends one message for every new or changed file. The email messages do not include an attachment of the actual file, but include information about the file and the activity that occurred. Filr sends all types of individual notifications every five minutes.
  - ♦ **Text Message:** Filr sends a message suitable for viewing as a text message. The content of the message includes only the file title and a link to the new or changed file. Filr sends all types of individual notifications every five minutes.
- 4 Specify the users who you want to receive the email notifications.

You can specify specific email addresses, users, or groups.
- 5 Click **Apply > Close**.

To configure the folder to stop sending email notifications:

- 1 Ensure that no email addresses, users, or groups are specified.
- 2 Click **Apply** > **Close**.

# 6 Working with files

In addition to working with files within Filr as described in the following sections, you can also use the Filr desktop application to synchronize Filr files with your desktop. You can create files, edit files, and much more. For more information, see the following guides:

- ♦ **Linux:** *Filr Desktop Application for Linux Guide* (<https://www.novell.com/documentation/filr-3/filr-desktop-linux/data/bookinfo.html>)
- ♦ **Mac:** *Filr Desktop Application for Mac* (<https://www.novell.com/documentation/filr-3/filr-desktop-mac/data/bookinfo.html>)
- ♦ **Windows:** *Filr Desktop Application for Windows Guide* (<https://www.novell.com/documentation/filr-3/filr-desktop/data/bookinfo.html>)

Filr gives you easy access to folders and files on your corporate file system. The corporate files that you have access to are defined by your Filr administrator. In Filr, these corporate files are located in an area called Net Folders.

In addition to files in Net Folders, you can also upload files to other areas on the Filr site for easy storage and access. You can even share files with your co-workers and have discussions about them.

For more information about Net Folders and other types of files in Filr, see “[Accessing Files and Folders in Your Organization’s File System \(Net Folders\)](#)” on page 20 and “[Accessing Your Personal Files and Folders \(My Files\)](#)” on page 21.

- ♦ “[Uploading a File](#)” on page 56
- ♦ “[Commenting on a File](#)” on page 56
- ♦ “[Editing or Deleting a Comment](#)” on page 56
- ♦ “[Editing a File](#)” on page 56
- ♦ “[Viewing Files in Read-Only Mode](#)” on page 57
- ♦ “[Changing the Default Behavior When Clicking a File Name](#)” on page 58
- ♦ “[Viewing Who Has Access to a File](#)” on page 59
- ♦ “[Downloading Files](#)” on page 60
- ♦ “[Renaming Files](#)” on page 61
- ♦ “[Moving Files](#)” on page 61
- ♦ “[Copying Files](#)” on page 62
- ♦ “[Deleting a File](#)” on page 62
- ♦ “[Recovering a Filr from the Trash](#)” on page 63
- ♦ “[Requesting a File](#)” on page 63
- ♦ “[Marking a File as Read](#)” on page 64
- ♦ “[Marking a Filr as Unread](#)” on page 65
- ♦ “[Subscribing to Email Notifications about a Filr](#)” on page 65
- ♦ “[Sending an Email to File Contributors](#)” on page 66

## Uploading a File


Depending on your access rights, you can upload files to your My Files area, to a folder that another user has shared with you, and to a Net Folder.

My Files is your personal file area on the Filr site and can be accessed by clicking **My Files** from any page in Filr. (For more information about My Files, see [“My Files” on page 10.](#)) Net Folders are folders on your corporate file system and can be accessed by clicking **Net Folders** from any page in Filr. (For more information about Net Folders, see [“Net Folders” on page 10.](#))

For information about how to upload a file, see [“Adding Files to a Folder” on page 45.](#)

## Commenting on a File

People often post a file to generate ideas and obtain feedback. Filr enables you to comment on files so that you can share your ideas and provide input.


- 1 Navigate to the file that you want to comment on, then click the **Comment** icon  next to the file that you want to comment on.
  - 2 Specify your comment, then click **Send**.
- or
- To reply specifically to an existing comment, click **Actions** > **Comment** next to the comment, then add your comment and click **Send**.

For information about how to comment on a file as you view it, see [“Viewing the File and Its Metadata” on page 58.](#)

For information about how to comment on a file from within the Filr mobile app, see the [Filr Mobile Quick Start](#) (<http://www.novell.com/documentation/filr-3/filr-qs-mobile/data/filr-qs-mobile.html>).

## Editing or Deleting a Comment

If you have posted a comment that you want to change or remove, do the following.

- 1 Navigate to the file with the comment that you want to change or remove, then click the **Comment** icon  next to the file.
- 2 Click the Actions drop down list and select either Edit or Delete.
- 3 Edit the comment, then click **Send**.

or

If you chose to delete the comment, Click **OK** to confirm that you want the comment removed.

## Editing a File

When possible, Micro Focus recommends using the Filr Desktop Client, which facilitates editing through standard desktop applications and ensures that file changes are automatically synchronized on the network.

You can also download a file to your workstation to edit it, or, depending on the browser you are using, you might be able to edit it by using Filr’s edit-in-place functionality.



---

## IMPORTANT

- ◆ We recommend that you do not use the edit-in-place functionality in combination with the Micro Focus Filr Plugin for Microsoft Office to edit Office files. For more information about editing files using Microsoft Office application, see [Editing and Saving a File to the Filr Server](#) in the [Filr 3.4: Using Micro Focus Filr with Microsoft Office and Outlook Applications](#) guide.

After you edit an Office file using the edit-in-place functionality, you must use the **File > Save** option in the Office application to save the file. Do not use the Save option available in Micro Focus Filr Plug-in menu to save the file.

- ◆ You can use the edit-in-place functionality to edit a file only if your Filr Administrator has enabled WebDAV on the Filr site.

- 
- ◆ [“Downloading and Editing a File” on page 57](#)

## Downloading and Editing a File

To download and edit a file through your web browser, do the following:

- 1 Download the file to your workstation, as described in [“Downloading Single Files” on page 60](#).
- 2 Edit the file as desired, then save the file with the original name.
- 3 In Filr, navigate to the folder where the file is located, then click **Add Files**.  
A drag-and-drop window is displayed.
- 4 Drag the file into the drag-and-drop window.
- 5 In the File Conflicts dialog box that appears, click **Overwrite Files** to replace the file that is currently in Filr with the one you are uploading.  
The file is replaced with the file that you uploaded.

## Viewing Files in Read-Only Mode

Filr enables you to easily view files.

The following sections describe how to view files in a text editor or in your web browser in HTML format:

- ◆ [“Viewing a File in a Text Editor” on page 57](#)
- ◆ [“Viewing the File in Your Web Browser” on page 58](#)

## Viewing a File in a Text Editor

When you view a file that you don't have rights to modify in a text editor, the file is opened in Read-Only mode.

- 1 Navigate to the file that you want to view.
- 2 Click the name of the file.

## Viewing the File in Your Web Browser

If you want to quickly view a file, you can view it in HTML format in your web browser.

Some file types cannot be viewed in HTML format, such as PNG, JPG, GIF, and PDF.

File types that can be viewed in HTML format: .123, .bmp, .db, .doc, .docx, .dotm, .drw, .dxf, .htm, .html, .lwp, .odf, .odg, .odp, .ods, .odt, .pct, .ppt, .pptx, .prz, .qpw, .rtf, .sdw, .shw, .swx, .tif, .txt, .vsd, .wpd, .xls, .xlsx, .sxi

If files are too large or complex, the request times out after 30 seconds and the file is not displayed.

You can view only the file itself or the file and its metadata:

- ♦ [“Viewing the File” on page 58](#)
- ♦ [“Viewing the File and Its Metadata” on page 58](#)

## Viewing the File

To view a file in HTML format:

- 1 Navigate to the file that you want to view.
- 2 Click the drop-down arrow ▼ next to the file that you want to view, then click **View HTML**.

## Viewing the File and Its Metadata

You can view the file along with the file’s metadata in your web browser. As you view the file, you can view **Shared with** and **Shared by** information related to the file and make comments on the file.

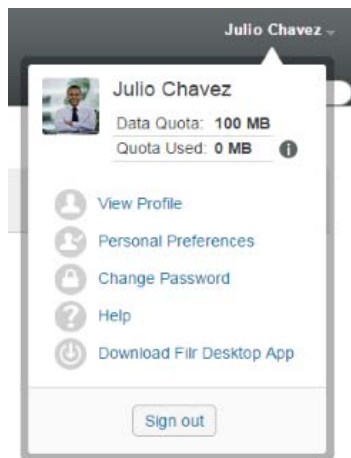
- 1 Navigate to the file that you want to view.
- 2 Click the drop-down arrow ▼ next to the file that you want to view, then click **View Details**.

## Changing the Default Behavior When Clicking a File Name

When you click a file name, the default behavior is to either download the file and open it in an appropriate application or open it in a new browser tab, depending on the type of file.

To change this behavior:

- 1 Click your linked name in the upper right corner of any Filr page.



- 2 Click **Personal Preferences**.
- 3 In the **When clicking a file** drop-down list, select one of the following options:
  - ◆ **Download or open the file:** Files are either downloaded or opened in a new browser tab. (This is the default option.)
  - ◆ **View the details page:** The file is displayed on the details page.  
The details page displays the file in HTML format. This page also includes file metadata, such as comments made on the file and **Shared with** and **Shared by** information.
  - ◆ **View as HTML (if supported); otherwise, view details:** The file is displayed in HTML format if the file type supports HTML preview. (To see a list of file types that support HTML, see [“Viewing the File in Your Web Browser” on page 58.](#)) If the file type cannot be displayed in HTML format, the details page is displayed.  
The details page displays the file in HTML format. This page also includes file metadata, such as comments made on the file and **Shared with** and **Shared by** information.
  - ◆ **View as HTML (if supported); otherwise, download or open:** The file is displayed in HTML format if the file type supports HTML preview. (To see a list of file types that support HTML, see [“Viewing the File in Your Web Browser” on page 58.](#)) If the file type cannot be displayed in HTML format, files are either downloaded and opened in an appropriate application, or opened in a new browser tab.
- 4 Click **OK**.

## Viewing Who Has Access to a File

- 1 Navigate to the file for which you want to view who has access, then click the drop-down arrow next to the file name.
- 2 Click **View Who Has Access**.  
The Who Has Access dialog box is displayed, listing the users and groups who have access to the file.

# Downloading Files

You can download individual files or multiple files simultaneously.

Downloads are done via a pop-up. If you are having trouble downloading a file, ensure that pop-ups are enabled.

- ♦ [“Downloading Single Files” on page 60](#)
- ♦ [“Downloading Multiple Files and Folders” on page 60](#)

## Downloading Single Files

- 1 Navigate to and open the folder or area that contains the file that you want to download.
- 2 Click the name of the file that you want to download.

Depending on the browser, the default behavior is to either download the file or open it in a new tab. You can modify this default behavior, as described in [“Changing the Default Behavior When Clicking a File Name” on page 58](#).

- 3 (Conditional) If the file is not downloaded when you click the file name, click the drop-down arrow ▼ next to the file name, then click **Download File as Zip**.

When using the **Download File as Zip** command in Filr, you must have an unarchiving utility on the workstation where you are downloading the file that understands the Zip64 extension.

---

**TIP:** This is a faster way to download files if you have a slow connection to the Filr server or if the file size exceeds 4 GB.

---

or

Right-click the file name, then click **Save Link As**.

- 4 Save the file to your workstation. You can rename the file or keep the original name.

---

**NOTE:** If the file name includes multi-byte characters, then the name of the downloaded file will be `download.zip`. You can rename the file later.

---

- 5 (Optional) You can now edit the file and save it back to Filr, as described in [“Downloading and Editing a File” on page 57](#).


## Downloading Multiple Files and Folders

You can download multiple files and folders as a `.zip` file. Consider the following when downloading multiple files and folders:

- ♦ When you download a folder that contains sub-folders, the folder hierarchy is retained in the `.zip` file.
- ♦ You cannot download a folder that contains a total of more than 1,000 files. (Files can be located in the folder itself and any sub-folders.)
- ♦ When downloading files as a `.zip` file from Filr, you must have an unarchiving utility on the workstation where you are downloading the file that understands the Zip64 extension.

To download multiple files and folders:

- 1 Navigate to the folder or location that contains the files that you want to download.
- 2 Click the drop-down arrow ▾ next to the folder name, then click **Download All Files as Zip**.  
or

If you are in the folder where you want to download all files, click the **Configure** icon  next to the folder name, then click **Download All Files as Zip**.

- 3 Save the **.zip** file to your workstation, then extract it.  
Any folder hierarchy is maintained in the **.zip** file.
- 4 (Optional) You can now edit the files and save them back to Filr, as described in [“Downloading and Editing a File” on page 57](#).

## Renaming Files

- 1 Navigate to the location that contains the file that you want to rename.
- 2 Click the drop-down arrow ▾ next to the file name, then click **Rename File**.
- 3 Specify a new name for the file, then click **OK**.

If the file is located in a Net Folder and if a user that you have shared the file with is editing the file at the time you rename it, a new file is created with the original name when the user editing the file saves the changes.

## Moving Files

Filr enables you to move files into any folder where you have appropriate rights, including to and from Net Folders. The access control settings for the file are changed to match the access control settings of the destination folder.

---


### IMPORTANT

- ♦ Any shares associated with this file are removed when moving a file from your **My Files** area to a **Net Folder**, or from a **Net Folder** to your **My Files** area. This means that this file will no longer be displayed in users' **Shared by Me** areas after it is moved.
- ♦ The **Move** option is not available for files in the **Shared with Me** area. Instead, use the **Copy** option to copy the file to the desired location and delete the file from the **Shared with Me** area.

---

If you do not have sufficient rights, this option is not available to you.

- 1 Navigate to the folder that contains the files that you want to move.
- 2 Select one or more files that you want to move.
- 3 Click **More > Move**.
- 4 Choose one of the following actions:
  - ♦ In the **Destination Folder** field, begin typing the name of the folder where you want to move the files, then click the folder name when it appears.

- ◆ Click the **Browse** icon  and browse to and select the folder where you want to move the files.
- ◆ If the location where you want to move the file is already displayed in the **Current Destination Folder** field, you do not need to make any selection. The **Current Destination Folder** field displays the destination where you most recently copied or moved an item.

5 Click **OK**.

## Copying Files


Filr enables you to copy files into any folder where you have appropriate rights, including to and from Net Folders. The access control settings for the file are changed to match the access control settings of the destination folder.

If you do not have sufficient rights, this option is not available to you.

- 1 Navigate to the folder that contains the files that you want to copy.
- 2 Select one or more files that you want to copy.
- 3 Click **More > Copy**.

The Copy dialog box is displayed.

4 Choose one of the following actions:

- ◆ In the **Destination Folder** field, begin typing the name of the folder where you want to copy the files, then click the folder name when it appears.
- ◆ Click the **Browse** icon , then browse to and select the folder where you want to copy the files.
- ◆ If the location where you want to copy the file is already displayed in the **Current Destination Folder** field, you do not need to make any selection. The **Current Destination Folder** field displays the destination where you most recently copied or moved an item.

5 Click **OK**.

## Deleting a File

Filr enables you to delete files from any folder where you have appropriate rights. If you do not have sufficient rights, the option is not available to you.

- 1 Navigate to the folder or area that contains the files that you want to delete.
- 2 Select one or more files that you want to delete.
- 3 Click **Delete**.
- 4 (Conditional) To move the files to the trash, select **Move to trash**, then click **OK**.

Selecting this option removes the files from their current location without permanently deleting them from the Filr system.

This option is available only for files in your personal storage. Files from Net Folders cannot be moved to the trash.

- 5 (Conditional) To permanently delete the files, select **Delete**.

---

**IMPORTANT:** Deleted items cannot be recovered.

---

6 Click **OK**.

For information about how to delete a file from within the Filr mobile app, see the *Filr Mobile Quick Start* (<http://www.novell.com/documentation/filr-3/filr-qs-mobile/data/filr-qs-mobile.html>).

## Recovering a Filr from the Trash


Filr enables you to retrieve a file from the trash and restore it to its previous location.

You cannot recover a file that was deleted from a Net Folder.

This functionality is available only from the web interface.

1 Navigate to the folder or location where the folder or file previously resided before it was moved to the trash.

For example, if you want to restore a folder in your My Files area, navigate to your My Files area.

2 Click the **Trash** icon , located in the upper right corner of the page.

The Trash page displays all folders and files that have been moved to the trash in or below the current folder or area. Items that have been deleted are not displayed because they are unrecoverable.

3 Select the folders and files that you want to restore.

4 Click **Restore**.

or

Click **Restore All** to restore all the folders and files from the trash.

The folders and files are restored to their previous locations. If the folder containing the files has also been deleted, it is restored when you restore the files.

For more information about restoring files and folders, see [Chapter 9, “Restoring Items from the Trash,”](#) on page 71.

## Requesting a File

You can request files from other users provided the Filr Administrator has enabled this functionality on the Filr appliance. The user to whom you send the file request receives an email with an upload request link to the location where you want the file to be uploaded. On receiving the email, the recipient can just click the link in the email to upload the requested file without having to log in to the Filr server. All the file upload restrictions set on the Filr server are applicable for uploading the file.

Review the following sections:

- ♦ [“Requesting Users to Upload Files to Filr Server”](#) on page 63
- ♦ [“Receiving Files Uploaded to Filr Server”](#) on page 64

## Requesting Users to Upload Files to Filr Server

1 Navigate to any folder or your Home directory within the MyFiles area where you want the requested file to be uploaded.

The upload request link in the file request email points to this folder from where you requested the file.

**2** Click **File Request**.

**3** In the Request File dialog, specify the email addresses of the users to whom you want to send the file request. The email addresses can include internal or external users and must be separated by a comma (,).

**4** Click **OK**.

**5** Specify the following information that will be displayed in the file request email:

- ♦ **Note:** Specify the content that must be displayed in the email body.
- ♦ **Expires On:** Specify the expiry date for the upload request link sent in the email.

The **Apply to all recipients** option is selected by default, which implies that the same note and expiry date is applicable for all the email recipients. To specify a different note and expiry date for every recipient, deselect the **Apply to all recipients** option.

**6** Click **OK** to send an email to the listed recipients requesting them to use the upload request link to upload the requested file to Filr server.

The email is sent with the subject: *name* has requested you to upload a file.

where *name* is your filr login name.

## Receiving Files Uploaded to Filr Server

When the user to whom you sent the upload file request successfully uploads a file, the file is uploaded to the requested location with the name: *email-filename*.

where:

- ♦ *email* is the email id of the user who uploaded the file.
- ♦ *filename* is the name of the file that the user uploaded.
- ♦ The email and the filename are separated with a hyphen.

For example: if a user with email id as *abc@xyz.com* uploads a file named *123.txt*, then the file is uploaded as *abc@xyz.com-123.txt*.

An email notification with following information is sent to your registered email address:

- ♦ **Subject:** *email* has uploaded the requested file.

where *email* is the email id of the user who uploaded the file.

- ♦ **Date:** *Date and time*.

where *Date and time* is the time when the requested file has been uploaded.

- ♦ **Body:** *file* is available in *folder*.

where *file* is the name of the uploaded file and *folder* is the location of the folder where the requested file is uploaded.

## Marking a File as Read


- ♦ [“Marking an Individual File as Read” on page 65](#)
- ♦ [“Marking All Files in a Folder as Read” on page 65](#)



## Marking an Individual File as Read

- 1 Navigate to the location of the file that you want to mark as Read.
- 2 Do one of the following:
  - ♦ Click the name of the file to download and view it in a text editor.
  - ♦ Click the drop-down arrow ▼ next to the file that you want to mark as Read, then click **View Details**.
  - ♦ Click the blue circle to the left of the unread file.

## Marking All Files in a Folder as Read

- 1 Navigate to the folder that contains the files that you want to mark as Read.
- 2 Click the **Configure** icon  next to the folder name, then click **Mark Folder Contents as Read**.


## Marking a Filr as Unread

- ♦ [“Marking Individual Files as Unread” on page 65](#)
- ♦ [“Marking All Files in a Folder as Unread” on page 65](#)

## Marking Individual Files as Unread

- 1 Navigate to the location of the files that you want to mark as Unread.
- 2 Select one or more files, then click **More > Mark as Unread**.

## Marking All Files in a Folder as Unread

- 1 Navigate to the folder that contains the files that you want to mark as Read.
- 2 Click the **Configure** icon  next to the folder name, then click **Mark Folder Contents as Unread**.

## Subscribing to Email Notifications about a Filr

If you are particularly interested in a specific file, you can subscribe to that file. When you subscribe to a file, Filr notifies you of any activity that takes place in the file.

For information about how to subscribe to receive email notifications about a file, see [“Subscribing to a Folder or File” on page 26](#).

# Sending an Email to File Contributors

You can send an email to all users who have commented on a certain file. A link to the folder is automatically created in the **Message** field in the email message, and users who have commented on the file are automatically added to the recipient list.

This can be a quick way to contact all users who have an interest in the specific file.

- 1 Navigate to the folder or area that contains the file where you want to send an email to contributors.
- 2 Click the drop-down arrow ▼ next to the file name, then click **View Details**.
- 3 Click **More > Send email to contributors**.

The Send Email window is displayed. A link to the folder is automatically created in the **Message** field in the email message, and users who have commented on the file are automatically added to the recipient list.

- 4 Continue filling out the Send Email form, then click **Send**.

# 7 Using Filr on Your Mobile Device

You can access Filr from your iOS, Android, and Windows Phone mobile device. Access to the Filr site through the app can be deactivated by your Filr administrator. If you are unable to access Filr through the app, consult your Filr administrator.

For more information about exactly which procedures are supported when accessing Filr from a mobile device, tap **Settings** > **Help** from the mobile app, or see the *Filr Mobile Quick Start* (<http://www.novell.com/documentation/filr-3/filr-qs-mobile/data/filr-qs-mobile.html>).



# 8

## Managing Filr Files from Your Desktop

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

The Filr Desktop Application is available for Windows and Mac. For more information, see the following guides:

- ♦ **Linux:** *Filr Desktop Application for Linux Guide* (<https://www.novell.com/documentation/filr-3/filr-desktop-linux/data/bookinfo.html>)
- ♦ **Mac:** *Filr Desktop Application for Mac* (<https://www.novell.com/documentation/filr-3/filr-desktop-mac/data/bookinfo.html>)
- ♦ **Windows:** *Filr Desktop Application for Windows Guide* (<https://www.novell.com/documentation/filr-3/filr-desktop/data/bookinfo.html>)



# 9 Restoring Items from the Trash

Filr enables you to retrieve files and folders from the trash and restore them to their previous location. When you restore a file, all associated comments are also restored.

Items that have been permanently deleted cannot be recovered.

- ♦ [“Rights Associated with Restoring Items from the Trash” on page 71](#)
- ♦ [“Restoring Folders and files” on page 71](#)
- ♦ [“Restoring Files in Net Folders” on page 72](#)

## Rights Associated with Restoring Items from the Trash

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**IMPORTANT:** You cannot use the Filr interface to restore files that are located in Net Folders or in your user Home directory.

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As a general rule, if you have rights to move an item to the trash in Filr, you also have rights to restore that item.

Remember the following when restoring items:

- ♦ You can restore an item that another user moved to the trash, if you have appropriate rights.
- ♦ When you restore a folder, the contents of the folder are not automatically restored. You need to restore the contents of the folder separately.
- ♦ When you restore a file in a folder that was moved to the trash, the folder is automatically restored. However, if you do not have rights to restore the folder, you cannot restore the file.


## Restoring Folders and files

If you have the appropriate rights, you can retrieve any folder or file from the trash and restore it to its previous location.

This functionality is available only from the web interface.

- 1 Navigate to the folder or location where the folder or file previously resided before it was moved to the trash.

For example, if you want to restore a folder in your My Files area, navigate to your My Files area.

- 2 Click the **Trash** icon , located in the upper right corner of the page.

The Trash page displays all folders and files that have been moved to the trash in or below the current folder or area. Items that have been deleted are not displayed because they are unrecoverable.

- 3 Select the folders and files that you want to restore.

- 4 Click **Restore**.

or

Click **Restore All** to restore all the folders and files from the trash.

The folders and files are restored to their previous locations. If the folder containing the files has also been deleted, it is restored when you restore the files.

## Restoring Files in Net Folders

Restoring files that have been deleted in a Net Folder or in your Home directory is not supported in Filr. Files that are deleted through a Net Folder cannot be recovered via the Filr interface.



# 10 Managing Your Data Quota

Data quotas can be enabled by your Filr administrator in order to limit the amount of data that is stored on the Filr site. (For information on how the Filr administrator can enable data quotas, see [“Managing and Restricting Filr-Based Storage”](#) in the *Filr 3.4.1: Administrative UI Reference*.)

If data quotas have been enabled on your Filr site, you need to understand what counts toward your data quotas, 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 delete files and folders that you have previously moved to the trash.

- ♦ [“Understanding Data Quotas”](#) on page 73
- ♦ [“Viewing Your Data Quota”](#) on page 73
- ♦ [“Adding Files to the Filr Site When You Are Over Your Quota”](#) on page 74
- ♦ [“Using Net Folders When You Are Restricted by a Data Quota”](#) on page 74
- ♦ [“Adding Files Through WebDAV When You Are Restricted by a Data Quota”](#) on page 74
- ♦ [“Making Disk Space Available by Deleting Trashed Items”](#) on page 75

## 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.

If you have exceeded your allotted data quota, you should delete items that you have previously moved to the trash, as discussed in [“Making Disk Space Available by Deleting Trashed Items”](#) on page 75.

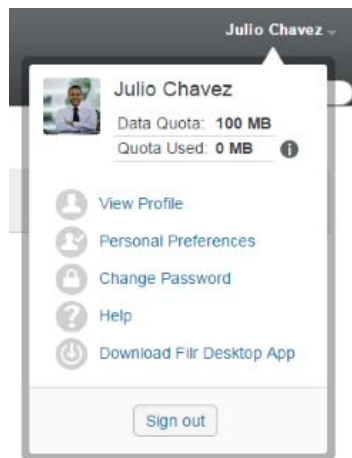
- ♦ [“Viewing Your User Data Quota”](#) on page 73

## Viewing Your User Data Quota

If your administrator has set a user data quota and if you are an active contributor to your Filr site, you might want to periodically view your current data quota to ensure that you are not approaching the user limit.

To view your current data quota and how much you are currently using:

- 1 Click your linked name in the upper right corner of any Filr page.



Your data quota is displayed, along with the amount you are currently using.

## Adding Files to the Filr Site When You Are Over Your Quota

If you have exceeded your data quota but you still need to add files to the Filr site, you can decrease your disk usage by deleting files that you have previously moved to the trash.

For information on how to delete trashed items, see [“Making Disk Space Available by Deleting Trashed Items” on page 75.](#)

## Using Net Folders When You Are Restricted by a Data Quota

Files stored in Net Folders (including your Home directory) do not count against your data quota because they are not uploaded into the Filr site.

For more information about Net Folders, see [“Accessing Files and Folders in Your Organization’s File System \(Net Folders\)” on page 20.](#)

## Adding Files Through WebDAV When You Are Restricted by a Data Quota

When you add files to the Filr site through WebDAV, the files still count against your data quota, just as if you had added the files through the regular Filr interface.

# Making Disk Space Available by Deleting Trashed Items

Files that have been moved to the trash still count toward your data quota. Folders that do not contain files do not count toward your data quota. If you have reached your allotted data quota, you need to delete files that have been moved to the trash.

You can delete any item that you have rights to delete.

---


**IMPORTANT:** Deleted items cannot be recovered. When you delete items from the Filr site, remember the following:

- ◆ Deleting a file also deletes all comments and replies.
- ◆ Deleting a folder also deletes all files and subfolders that are associated with that folder.

---

**1** Navigate to the folder where the trashed item that you now want to delete previously resided.

For example, if you want to delete a file that was in your My Files area, navigate to the appropriate folder in your My Files area.

**2** Click the **Trash** icon  in the upper right corner of the page.

The Trash page displays all folders and files that have been moved to the trash in or below the current folder.

**3** Select the item that you want to delete.

**4** Click **Delete > Yes**.

The item is deleted from the Filr site and cannot be recovered.



# A Troubleshooting

The following sections provide guidance for issues you might encounter when using Filr:

- ♦ [“Unable to Edit Files on Windows 7 with Microsoft Office 2007 or Later” on page 77](#)
- ♦ [“You Are Unable to Change Your Filr Password” on page 77](#)
- ♦ [“Files Disappeared from Shared with Me or Shared by Me” on page 77](#)
- ♦ [“Too Many Sign-Ins for WebDAV” on page 78](#)
- ♦ [“WebDAV Phantom Folders” on page 78](#)
- ♦ [“Unable to Open Pictures from WebDAV in Microsoft Office Picture Manager” on page 78](#)
- ♦ [“Unable to Move Files and Folders within the WebDAV Interface” on page 78](#)
- ♦ [“Unable to Edit Files” on page 79](#)
- ♦ [“Cannot Upload a File Because it Is Too Large” on page 81](#)
- ♦ [“Files that Contain Extended or Double-Byte Characters in the File name Are Corrupt After a ZIP File Is Extracted” on page 82](#)

## Unable to Edit Files on Windows 7 with Microsoft Office 2007 or Later

**Problem:** When you are using Microsoft Office 2007 or later as your document editor on a Windows 7 workstation, you cannot edit files by using the Edit-in-Place feature as described in [“Editing a File” on page 56](#).

You might need to perform some additional configuration procedures. For more information, see [“WebDAV Authentication Configuration Settings”](#) in the *Filr 3.4.1: Administrative UI Reference*.

## You Are Unable to Change Your Filr Password

**Problem:** You cannot change your Filr password as described in section [“Modifying Your Profile” on page 15](#).

If you cannot modify your Filr password, it is probably because your personal information is being synchronized from an external directory server. You must consult your Filr administrator to make any changes.

## Files Disappeared from Shared with Me or Shared by Me

**Problem:** Files that were once in your Shared with Me or Shared by Me area are no longer there.

If a file was removed from your Shared with Me area, it is likely that the share expired or that the share was revoked by the user who shared it with you.

If a file was removed from your Shared by Me area, the file might have been moved to another location. When a file is moved from a Net Folder to a My Files area, or from a My Files area to a Net Folder, the file is no longer displayed in your Shared by Me or Shared with Me area.

For more information about moving a file, see [“Moving Files” on page 61](#).

## Too Many Sign-Ins for WebDAV

**Problem:** When you use WebDAV, you must specify your Filr user name and password more than once.

This is expected behavior for WebDAV. WebDAV requires that you sign in each time you access a separate program (for example, your web browser and Filr). It might ask you to sign in again to access a file.

If you are using Windows Authentication, you might not experience this problem.

## WebDAV Phantom Folders

**Problem:** When you use Filr to access a WebDAV folder, you might see a link to a subfolder that does not exist (a phantom folder). Clicking the link to the phantom folder returns you to your current folder. Therefore, it has no effect.

This error is caused by an interaction between WebDAV and Windows Explorer. It does not occur consistently, and there is no Filr solution for this problem. Simply ignore phantom folders if you encounter them.

## Unable to Open Pictures from WebDAV in Microsoft Office Picture Manager

**Problem:** When you attempt to open pictures from WebDAV in Microsoft Office Picture Manager, you see the following error message:

`Picture Manager is unable to open pictures over the Internet that are not from a Windows SharePoint Services picture library. Please specify a valid picture library and try again.`

This message occurs because Microsoft Office Picture Manager does not support the standard WebDAV protocol.

To work around this problem:

- 1 Copy the picture file to your local machine, then open the file using whatever photo viewer you want.

## Unable to Move Files and Folders within the WebDAV Interface

**Problem:** You cannot drag and drop or otherwise move files from one folder to another within the WebDAV interface.

Moving files and folders within the WebDAV interface is not supported in Filr. If you want to move files and folders within Filr, you must use the regular Filr interface, as described in [“Moving a Folder” on page 43](#) and [“Moving Files” on page 61](#).

## Unable to Edit Files

**Problem:** You cannot edit files.

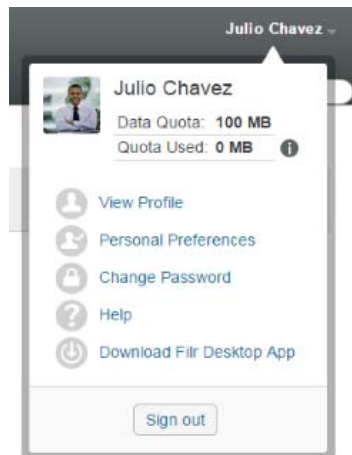
If you cannot edit a file, Filr might not be configured to support the editing application that is installed on your computer. For example, if Filr is configured to use Microsoft Word as the default editor for all text files, but you have OpenOffice instead of Microsoft Word installed on your computer, Filr displays an error and won't edit the document.

To fix this problem, Filr enables you to override the default editor setting.

- ♦ [“Viewing Which File Types Are Supported for Edit-In-Place” on page 79](#)
- ♦ [“Changing the Default Editor Settings for a Single File Type” on page 79](#)
- ♦ [“Changing the Default Editor Settings for All File Types” on page 80](#)
- ♦ [“Changing the Default Editor Settings When the Editor is Not Installed in the Default Location” on page 81](#)

## Viewing Which File Types Are Supported for Edit-In-Place

- 1 Click your linked name in the upper right corner of any Filr page.

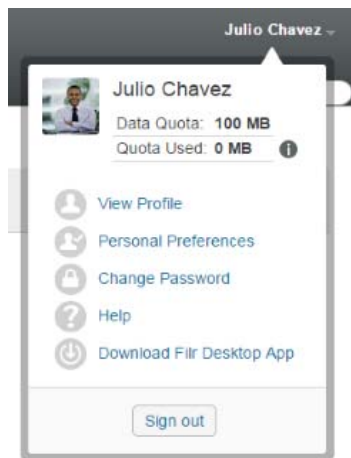



- 2 Click the **Personal Preferences** icon  to display the Personal Preferences dialog box.
- 3 Click **Define Editor Overrides**.
- 4 Click **Add**.
- 5 Click the drop-down menu in the **Extension** column. The supported extensions are listed.

## Changing the Default Editor Settings for a Single File Type

You can change the default editor that Filr uses to edit specific types of files.

- 1 Click your linked name in the upper right corner of any Filr page.

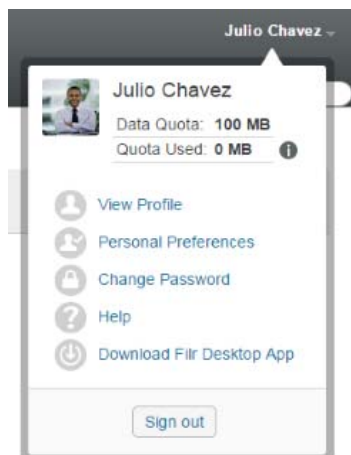


- 2 Click the **Personal Preferences** icon  to display the Personal Preferences dialog box.
- 3 Click **Define Editor Overrides**.
- 4 Click **Add**.
- 5 From the drop-down list, select the file extension for which you want to change the default editing application.  
The application must support editing using WebDAV URLs. For example, Notepad does not support editing using WebDAV URLs, and therefore cannot be used.
- 6 In the **Application** field, specify the name of the application that you want to use to edit the type of files that you selected in [Step 5](#).  
If the application you specify is in the system path environment variable, you specify only the application name; if the application is not in the system path environment variable, you must specify the full execution path.
- 7 Select the check box, then click **OK**.


## Changing the Default Editor Settings for All File Types

You can configure Filr to use the same editing application for all file types.

- 1 Click your linked name in the upper right corner of any Filr page.

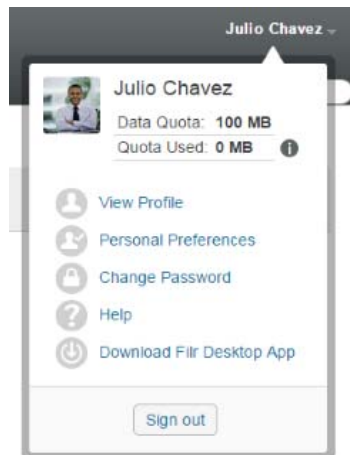





- 2 Click the **Personal Preferences** icon  to display the Personal Preferences dialog box.
- 3 Click **Define Editor Overrides**.
- 4 Click the **Use** drop-down list, then select the application that you want Filr to use to edit all file types.
- 5 Select the check box to the left of **Extension**, then click **OK**.

## Changing the Default Editor Settings When the Editor is Not Installed in the Default Location

- 1 Click your linked name in the upper right corner of any Filr page.



- 2 Click the **Personal Preferences** icon  to display the Personal Preferences dialog box.
- 3 Click **Define Editor Overrides**.
- 4 In the **Extension** column, ensure that the correct file extension is selected in the drop-down list.
- 5 In the field in the **Application** column, specify the path to the application that you selected in [Step 4](#).  
For example, if your OpenOffice application is installed in a location other than the default location and you want Filr to recognize the unique location, specify the path name to the OpenOffice application.
- 6 Click **OK**.

## Cannot Upload a File Because it Is Too Large

**Problem:** You are having trouble uploading a file because the file is too large.

You might be able to fix this problem by increasing the default amount of memory used by Java applets.

- ♦ [“Increasing the Default Memory Amount on Windows” on page 82](#)
- ♦ [“Increasing the Default Memory Amount on Linux” on page 82](#)

## Increasing the Default Memory Amount on Windows

- 1 Navigate to the Control Panel.
- 2 Double-click **Java**.  
The Java Control Panel is launched.
- 3 Select the **Java** tab.
- 4 In the **Java Applet Runtime Settings** section, click **View**.
- 5 For each of your Java Runtime Versions, add `-Xmx256m` as a Java Runtime Parameter.
- 6 Click **OK**.

After increasing the default memory size for Java applets, you must exit all browsers and restart them before the change can take effect.

This setting causes the applet used for uploading files into a Filr folder to start up with 256 MB of memory. If the applet still indicates that there is not enough memory to run the applet, you might need to reduce this number.

## Increasing the Default Memory Amount on Linux

- 1 Locate the JRE or JDK being used for the browser plug-in.  
The location of the JRE or JDK varies, depending on your system.
- 2 In the `bin` directory of the JRE or JDK, run the `ControlPanel` file.  
The Control Panel is launched.
- 3 Select the **Java** tab.
- 4 In the **Java Applet Runtime Settings** section, click **View**.
- 5 For each of your Java Runtime Versions, add `-Xmx256m` as a Java Runtime Parameter.
- 6 Click **OK**.

After increasing the default memory size for Java applets, you must exit all browsers and restart them before the change can take effect.

This setting causes the applet used for uploading files into a Filr folder to start up with 256 MB of memory. If the applet still indicates that there is not enough memory to run the applet, you might need to reduce this number.

## Files that Contain Extended or Double-Byte Characters in the File Name Are Corrupt After a ZIP File Is Extracted

**Problem:** When Filr is used to create a ZIP file with files that contain extended or double-byte characters in the file name, the downloaded file names are corrupted when either of the following methods is used to unzip the downloaded ZIP file:

- ♦ Native Windows Explorer on Windows XP and Windows 7
- ♦ File Roller from the graphical interface on SUSE Linux Enterprise Server (SLES) 11

To successfully unzip the downloaded ZIP file on Windows XP and Windows 7, use a different program such as Winzip, 7-Zip, or ZipGenius.

To successfully unzip the downloaded ZIP file on SLES 11, use File Roller from the command line with the `-s` switch.



# B Accessibility for People with Disabilities

Users with disabilities can use assistive technology such as a screen reader to access pages in Filr. Assistive technology users must adapt to the following Filr functionality:

- ♦ [“New Windows Opened without Notification” on page 85](#)
- ♦ [“Text Added to a Page Is Not Conveniently Available” on page 85](#)
- ♦ [“Drop-Down List Access” on page 85](#)

## **New Windows Opened without Notification**

When you click certain areas in Filr, the Filr interface opens new windows. However, Filr does not notify the assistive technology user that it is opening a new window. As assistive technology users become familiar with Filr, they identify and remember where new windows are opened.

## **Text Added to a Page Is Not Conveniently Available**

For some actions, Filr adds text to a page that is already displayed. However, assistive technology software is not able to recognize that new text has been added unless the page is refreshed. After the page refreshes, the newly added text is available at the bottom of the page. The assistive technology user must move to the bottom of the page and then move backwards up through the new content.

## **Drop-Down List Access**

In fields where you type text and a drop-down list appears, press Enter to move the focus into the list. Press Tab to move down through the list, then press Enter to select an item in the list.

