OpenText Vibe Desktop FAQ

What You Need to Know

We've made OpenText Vibe Desktop as easy to use as possible, but there are some behaviors you need to be aware of to save you time and potential frustration:

I saved my document, but when I open it again my changes aren't there. Why?

Your changes were probably saved as a local copy of the document (`file_name (Your_name conflicting copy - date).doc`). See the following item for information on how this happened and what you should do now.

How did I get a file named `file_name (Your_name conflicting copy - date).doc`?

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

Why aren't my changes synchronizing to the Vibe site?

This can be for a number of reasons: The document is still open on your desktop, another user modified the file and the file is locked, the Vibe site is currently unavailable, the file hasn't synchronized yet (how frequently files synchronize from Vibe Desktop to the Vibe site is configured by your Vibe administrator), or a number of other reasons. If you can't figure out why your document isn't synchronizing, check the Recent Activity section in the Vibe Desktop Console (read the *OpenText Vibe Desktop for Windows Quick Start* (http:// www.novell.com/documentation/vibe4/vibe4_qs_desktop/data/vibe4_qs_desktop.html) or the *OpenText Vibe Desktop for Mac Quick Start* (http://www.novell.com/documentation/vibe4/vibe4_qs_desktopmac/data/ vibe4_qs_desktopmac.html) to learn how).

Why can't I synchronize my blog folder (or any other type of Vibe folder other than my Files and Photo Album folders)?

You can synchronize only those Vibe folders that require unique filenames. Files folders and Photo Album folders require unique filenames by default. Other folders such as Blog folders and Wiki folders do not require unique filenames by default. If you want to synchronize these types of files, read the *OpenText Vibe Desktop for Windows Quick Start* (http://www.novell.com/documentation/vibe4/vibe4_qs_desktop/data/ vibe4_qs_desktop.html) or the *OpenText Vibe Desktop for Mac Quick Start* (http://www.novell.com/ documentation/vibe4/vibe4_qs_desktopmac/data/vibe4_qs_desktopmac.html) to learn how.

When I try to copy a document from my desktop to Vibe Desktop by dragging and dropping, the document is moved from my desktop. Why?

This is normal Windows behavior if your desktop and the synchronization folder are on the same drive (such as C:). To copy the file, hold the Ctrl key while dragging.

How do I change how frequently files are synchronized?

The synchronization interval can be changed only by the Vibe administrator. The default is every 15 minutes.

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