Filr 3 Desktop Application Release Notes

June 2017

MICRO FOCUS®

Filr 3 Desktop Application introduces new features, improves usability, and resolves several previous issues.

Many of these improvements were made in direct response to suggestions from our customers. We thank you for your time and valuable input. We hope you continue to help us ensure that our products meet all your needs.

The documentation for this product is available on the Novell website in HTML and PDF formats on a page that does not require you to log in. If you have suggestions for documentation improvements, click **comment on this topic** at the bottom of any page in the HTML version of the Filr Desktop Application documentation posted at the Filr 3 Documentation website.

1   What's New in Filr 3.2 Desktop Application

The following sections outline the key features and functions provided in this release. For more information, see the Filr Desktop Application For Windows Guide and Filr Desktop Application For Mac Guide on the Filr 3 documentation website.

1.1   Advanced Authentication Support for LDAP Users

Filr 3.2 introduces Advanced Authentication support for LDAP synchronized Filr desktop users. An LDAP user is prompted for additional authentication steps in addition to the typical username and password authentication to log in to Filr desktop provided the Filr administrator has enabled multi-factor authentication on the Filr server.

This functionality is only available on Filr Advanced Edition.

1.2   Integration with Microsoft Office as a Storage Service

Filr enables you to work with files that are on a Filr server directly from a Microsoft Office 2013 and 2016 application such as Word, Excel, or PowerPoint. From the Microsoft Office application, you can easily browse to a file that is located on a Filr server, open the document, edit it, and then save it back to the Filr server. See Working with Filr Files Directly From Microsoft Office in the *Filr Desktop Application For Windows Guide*.

1.3 Support for TLS 1.2

Filr 3.2 introduces support for TLS 1.2 to enhance the security for communications between the Filr desktop clients and the Filr server.

1.4 Preventing Users from Editing Uploaded Files of Blacklisted Type or Non-Whitelisted Type

Filr 3.2 enhances the File Type Blocking functionality to prevent Filr users from editing a file that has been already uploaded if the file is of a type that is either blacklisted or not listed in the Whitelist.

2 What's New in Filr 3.1 Desktop Application

The following sections outline the key features and functions provided in this release. For more information, see the Filr Desktop Application For Windows Guide and Filr Desktop Application For Mac Guide on the Filr 3 documentation website.

- Section 2.1, "Allowing or Blocking Files From Being Uploaded," on page 2
- Section 2.2, "Enabling or Disabling the Desktop Balloon Notifications," on page 2

2.1 Allowing or Blocking Files From Being Uploaded

Filr Administrator can now allow or block the type of files that Desktop users can upload.

If your Filr administrator has restricted the uploading of a type of file, any attempt to upload the restricted type of file is blocked. An error message displays in the Recent Activity page of the desktop console and a balloon notification displays on the desktop if your Filr Administrator has allowed balloon notifications. See "Uploading a File" in the *Filr Desktop Application For Windows Guide* and *Filr Desktop Application For Mac Guide*.

2.2 Enabling or Disabling the Desktop Balloon Notifications

Filr administrators can now enable or disable balloon notifications on the desktop client.

If your Filr administrator has disabled balloon notifications, you can use the Filr Desktop Console to view the information about the notifications and take appropriate action. See "Balloon Notifications Might Not Display" in the *Filr Desktop Application For Windows Guide* and *Filr Desktop Application For Mac Guide*

3 What's New in Filr 3.0 Desktop Application

The following sections outline the key features and functions provided in this release. For more information, see the Filr Desktop Application For Windows Guide and Filr Desktop Application For Mac Guide on the Filr 3 documentation website.

- Section 3.1, "Sharing Folders within Net Folders," on page 3
- Section 3.2, "Customizing the Desktop Application Branding," on page 3
- Section 3.3, "Rebranding from Novell to Micro Focus," on page 3
- Section 3.4, "Modify the Life Time of the Cached Files," on page 3
- Section 3.5, "Platform Support," on page 3

3.1 Sharing Folders within Net Folders

Filr 3.0 enhances the Net Folder sharing to include the sharing of folders in addition to the sharing of files. Users can now share folders within their assigned Net Folders using a Filr client (web, mobile, desktop) of their choice when allowed to by Filr administrators.

3.2 Customizing the Desktop Application Branding

Filr Administrator can now modify the appearance of your desktop application to match the look and feel of your corporate identity. The branding changes are not effective on your desktop unless you log in and log out of the desktop application. See *Customizing the Branding of the Desktop Application* in the Filr Desktop Application For Windows Guide and Filr Desktop Application For Mac Guide.

3.3 Rebranding from Novell to Micro Focus

Filr 3.0 Desktop Application has been rebranded from Novell Filr to Micro Focus Filr.

3.4 Modify the Life Time of the Cached Files

Desktop users can modify the lifetime of the cached files when allowed to by Filr administrators. See *Removing Cache Files* in the Filr Desktop Application For Windows Guide and Filr Desktop Application For Mac Guide

3.5 Platform Support

Filr 3.0 Desktop Application includes support for the following platform:

- Macintosh OS X 10.12 (macOS Sierra)

4 Supported Environments

The following platforms are supported:

Windows

- Windows 10, 8.1, 7

Macintosh

- OS X 10.12 (macOS Sierra)
- OS X 10.11 (El Capitan)

5 Downloading and Installing Filr Desktop Application

For information about downloading and installing Filr 3.0 Desktop Application, see *Downloading and Installing the Filr Desktop Application* in the Filr Desktop Application For Windows Guide and Filr Desktop Application For Mac Guide on the Filr 3 documentation website.

6 Upgrading to Filr Desktop Application 3.0

You can upgrade your Filr Desktop Application from version 2.0 to 3.0.

IMPORTANT: Before you upgrade the Windows Desktop Application, you must do the following to exit the Filr client:

1. Press and hold Shift, then right-click the Filr icon in the Windows system tray.
2. Click **Exit**.

If you upgrade the Filr Desktop Application while a previous version is running, the overlay icons might not display. For more information about this issue, see "Overlay Icons Might Not Display After Upgrading the Filr Desktop Application Version" on page 9.

7 Known Issues

The following issues are being currently researched:

7.1 Common Issues

The following issues are applicable both on Windows and Macintosh platforms:

7.1.1 Attempting to Log into Filr Desktop Client Using an Incorrect Password Redirects User to Advanced Authentication Login Page

If you enter a wrong password while logging in to Filr server that has advanced authentication enabled, no error message displays and you are redirected to the Advanced Authentication login page. On entering the Advanced Authentication login details, you are redirected to Filr login page with an error that you have entered an incorrect password.

7.1.2 Out-of-Sync State in the Desktop Client When Renaming a Folder in the Web Client and Changing Only the Case

When renaming a folder in the Filr web client and changing only the case (for example, renaming `marketing` to `Marketing`), the change is not synchronized to the Filr desktop client, and the desktop client displays the folder in an out-of-sync state.

To bring the folder back in sync, rename the folder in the web client and change more than the case (for example, rename `Marketing` to `Marketing_Notes`).

7.1.3 Installation Location Cannot Be a Folder That Includes Extended Characters

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

7.1.4 Email Addresses in Share Dialog Cannot Contain Extended Characters

When specifying an email address in the Share dialog, if the email address contains extended characters (such as an apostrophe), an error message is displayed indicating that the item cannot be shared with the specified user.

7.1.5 Cannot Comment On or Get File Link for Documents Created with Apple iWork Applications

When using the Filr desktop application, you cannot comment on or get the File Link for documents that were created with Apple iWork application such as Pages and Keynote.

This is a technical limitation because files created with iWork applications are stored as folders, and Filr does not support performing these actions on folders.

7.1.6 Unable to View the Context Menu and Overlays Icons on Editing the Filr Storage Location

If you change the location for the storage of Filr files, the context menu and the overlay icons do not display.

Workaround: Quit and relaunch the desktop client.

7.1.7 Working With a File Using Third Party Applications Might Trigger Automatic Download of Other Files

If you use third party applications such as Microsoft Office to launch a file or LibreOffice to save a file, one or more files within the folder that contains this file might get automatically downloaded.

7.1.8 Unable to Create a File Or Folder Within an Online SharePoint Net Folder

If you attempt to create a file or folder within an online SharePoint Net Folder, the file or folder creation fails.

Workaround: Make at least one file within the Net Folder offline and then create the file or folder.

7.1.9 Cannot Copy or Email File Links of Files Residing Within the Folders Shared With You

The **Shared with Me** area on the Filr site displays the files that have been shared with you. You can neither copy or email file links of the files that reside within the shared folders of the **Shared with Me** area.

7.2 Macintosh Issues

The following issues are applicable on Macintosh platforms:

7.2.1 Moving the Filr Application File from the Default Directory (/Applications) on Mac Results in Errors

The Filr application file (`Filr.app`) does not function properly if it is moved from its default installation location of `/Applications`.

7.2.2 Overlay Icons and Context Menu Might Not Display on a Mac Computer

The overlay icons and context menu might not display in the following scenarios:

- After you upgrade the Filr Desktop Client.
- When you edit the user account information or the Filr storage location.
- When you mount or unmount Filr on a Mac 10.11 computer.

NOTE: We recommend that you must not mount or unmount Filr on a Mac computer.

Workaround: Restart the Filr desktop client. If the overlays icons are still not visible, do one of the following:

- Open **System Preferences**, deselect the **Filr** > **Finder** option and select it again. Then, relaunch Finder.
- Reboot the computer.

7.2.3 Listing Files on a Mac Computer Might Take Some Time

When you navigate for the first time through a folder in the Filr area on a Mac computer, you might experience a delay in the listing of the files in the folder.

Workaround: Click some other Filr folder and then click this folder again.

7.2.4 Multiple Filr Icons Within Favorites on a Mac Computer

When you install Filr 2.0 on a Mac computer, multiple Filr icons are displayed within the Favorites.

Workaround: There is no functionality loss. Log out of the computer and log in again.

7.2.5 Saving Photo Library in Filr Location On Mac Computer Fails

On a Mac computer, if you use the Photos application to create a photos library, you cannot save the library in the Filr location.

7.2.6 Compressing Online Files Fails on a Mac OS X 10.11 Computer

If you attempt to compress an online file on a Mac OS X 10.11 computer, the file compression fails.

Workaround: Make the file offline and then compress the file.

7.2.7 Browsing a Folder Containing Application Files on a Mac Computer Downloads the Application Files

If you browse through a folder that contains `.app` files on a Mac computer, all the `.app` files within the folder gets automatically downloaded.

7.2.8 Clicking the Balloon Notification on Mac 10.12 Computer Fails to Initiate the Action Associated With the Notification

When you click the balloon notification on a Mac 10.12 computer, the action (such as executing the system alerts, synchronizing the pending changes, or launching a web page) associated with the notification fails to execute. Use the Filr Desktop Console to view the information about the notification and take appropriate action.

7.3 Windows Issues

The following issues are applicable on Windows platforms:

7.3.1 Files and Folders Do Not Synchronize When Full Path Exceeds 225 Characters on Windows

When the full path to a file or folder on the Windows file system exceeds 225 characters, the file or folder does not synchronize to the Filr desktop application.

The full path includes all characters in the path, such as `C:\Users\`*`username`*`\Filr\My Files\Meeting Notes` and so forth.

7.3.2 System Alert Notifications Not Displayed on a Windows 10 Computer

On a Windows 10 computer, system alerts notifications does not display. However, the alert messages are displayed in the **System Alerts** tab.

Workaround: Restart the computer.

7.3.3 Incorrect Error Displayed When Moving Large Files

When you move Windows files with size greater than 1 GB from one Filr area to another Filr area, an `Access Denied` error is incorrectly displayed. Ignore the message and click **Cancel** to close the message.

7.3.4 Moving Online Windows Files or Folders From Filr to Non-Filr Area Copies Them

When you move online Windows files or folders from the Filr data area to non-Filr data area, the files or folders are copied from the source location to the target location.

7.3.5 Launching Files Using Metro Apps On Windows 8.1 Fails

On a Windows 8.1 computer, if you double-click a file to launch the file in the default application, the file fails to launch. For example, double-clicking an online music or movie file to play in Xbox player fails to play the file.

Workaround: Use a commonly used application to launch the file. For example, use a commonly used media player such as Windows Media Player to play the music or movie file.

7.3.6 Unable to Edit Microsoft Office 365 and Microsoft Office 2016 Files

If you choose to edit Microsoft Office 365 or Microsoft Office 2016 files in the Filr area, you might encounter issues such as:

- Saving XLS and PPTX files might create Temp files such as `~`*`filename`*`.pptx` and `~`*`filename`*`.xls`.
- Saving the edited file on a Windows 10 computer deletes the file.

7.3.7 Unable to Reset the Attributes of a Offline File to the Default Setting

If you change the attribute of an offline file, the attribute is set. However, the properties dialog of the file does not reflect the change. So, you cannot reset the attribute to the default attribute. For example, if you set the attribute of a file as **Read-only**, the **Read-only** option in the properties dialog of the file does not get selected. So, you cannot reset the attribute of this file.

7.3.8 Overlay Status Icons Incorrectly Show Files and Folders As Pending

When moving or copying a file or folder into the root of the Shared with Me area in the Filr desktop application for Windows, the overlay status icons incorrectly show the file or folder as pending synchronization. Moving or copying a file or folder to the root of the Shared with Me area is not supported and therefore the files and folders cannot be synchronized. For more information about which folders are synchronized, see *Which Folders Are Synchronized* in the Filr Desktop Application For Windows Guide on the Filr 3 documentation website

To resolve the pending status, remove the pending files or folders from the root of the Shared with Me area.

7.3.9 Overlay Icons Might Not Display After Upgrading the Filr Desktop Application Version

If you upgrade the Filr Desktop Application while a previous version is running, the overlay icons might not display.

Workaround: Restart the Explorer.

7.3.10 Windows Desktop Might Hang When Upgrading the Desktop Application

When you upgrade the Filr Desktop Application on a Windows desktop, the client installer might hang.

Workaround: Perform the following steps:

1. Manually kill the client installation process:
   a. Launch the Windows Task Manager.
   b. Right-click the `msisexec.exe*32` process and then click **End Process Tree**.
2. Restart the computer.
3. Launch the upgrade process again and follow the system prompts to complete the upgrade.

8 Legal Notice

For information about legal notices, trademarks, disclaimers, warranties, export and other use restrictions, U.S. Government rights, patent policy, and FIPS compliance, see https://www.novell.com/company/legal/.

Copyright © 2017 Novell, Inc., a Micro Focus company. All Rights Reserved.