

# iFolder Readme

September 29, 2005

## Overview

This guide reports known issues for the open source project for iFolder.

## 1.0 Known Issues for the iFolder Client

### 1.1 Client Fails to Connect after Install

After iFolder enterprise server is installed and configured, the first client that attempts to connect to the server gets an error message “Object reference is not set to an instance of an object.” Thereafter, clients should be able to connect to the server, even after a system restart.

### 1.2 Problems If Virus Scanner Detects a Virus in ..\Simias\Work Area

Scanning the ..\simias\work area\ directory for viruses causes problems with synchronization if a virus is detected on download. The ..\simias\work area\ directory is where iFolder stages files for download from the server.

To avoid a download looping problem, exclude the ..\simias\work area\ directory from the virus scan. For example, the ..\simias\work area\ directory on Windows is c:\documents and setting\*username*\local settings\application data\simias\work area\simias.wf.guid. The virus scanner can then detect the virus when iFolder moves the infected file from the staging area to the target iFolder.

For information, see “Configuring Local Virus Scanner Settings for iFolder Traffic” in “[Getting Started](http://www.novell.com/documentation/ifolder3/user/data/quickstart.html)” (<http://www.novell.com/documentation/ifolder3/user/data/quickstart.html>) in the *iFolder User Guide for Novell iFolder 3.0*.

### 1.3 Available iFolder Disappears from My iFolders Without Explanation

Sometimes an iFolder appears to be available to an invited member, but when the user attempts to set up the iFolder, it disappears from the list without explanation.

This can occur if the user has been invited to be a member of an iFolder and if the iFolder owner deletes the iFolder before the user accepts the invitation by setting up the iFolder on his or her computer. Currently, subscriptions that have not been accepted or declined are not cleaned out of the invited member’s account when the owner deletes the iFolder. When the user attempts to set up the iFolder, the server finally deletes the invitation from the user’s account.

To avoid this problem, respond to invitations by accepting or declining them in a timely manner.

## 1.4 Some File Sizes Cannot Be Synchronized

Because of a Mono bug, files of size 4294967295, 8589934591, 12884901887, and so on cannot be synchronized.

The formula is  $(4294967295 * n + (n-1))$ .

This results in the lower 32 bits being 0xFFFFFFFF. Mono interprets this as a -1, which indicates an error.

If this error occurs, iFolder reports an Internal Server 500 - System.Net.HttpWebRequest.CheckFinalStatus() error.

## 1.5 Possible Problem Downloading Files Larger than 8 GB to Clients

Users might be able to upload very large file sizes, such as those above 8 GB, but not be able to download them afterwards to another client.

To resolve this problem, restrict users from uploading file sizes above 8 GB to the server.

## 1.6 Novell Linux Desktop Issues

### 1.6.1 KDE Desktop Is Not Supported

iFolder for NLD supports the GNOME desktop. The KDE desktop is not supported; however, beta testers have reported that the iFolder client for Linux also works on KDE.

### 1.6.2 Client Fails to Authenticate If an LDAP Username Uses an International Character

If the LDAP username has an international character in it, the authentication returns an error that the username or password is invalid when the user attempts to authenticate from a Linux computer. This occurs because eDirectory supports only English language characters for usernames and passwords on Linux.

To avoid this problem, make sure your username and password conform to eDirectory naming requirements. Ask your administrator for assistance in resolving username issues.

## 1.7 Mac OS X Issue

### 1.7.1 Possible Certificate Issues with Mac OS X Tiger

When a user initially logs in to a server using the iFolder client for Macintosh OS X, the certificate is not displayed correctly when running on Mac OS\* X Tiger. Accepting the certificate allows the client to continue normally.

## 1.8 Windows Issue

### 1.8.1 Client Is Unresponsive After Adding Several Hundred Members at a Time to an iFolder

When adding members to a shared iFolder, if you add several hundred members at a time, the iFolder client for Windows hangs and is unresponsive.

To avoid this problem, if you need to share an iFolder with more than 100 users, add only up to 100 members at a time.

- 1** In My iFolders, select the iFolder, then click Share, then click Add.
- 2** In the Select User dialog box, select and add up to 100 users to the Selected Users list, then click OK.  
This can take a few seconds.
- 3** In the Sharing window, click Apply, then wait for the state of each of the users to change to Invited.  
It can take several seconds for the invitations to synchronize up to the server.
- 4** Repeat Step 2 and Step 3 until you have invited all the desired users to share the iFolder.

## 2.0 Documentation

- ♦ *iFolder User Guide* (<http://www.novell.com/documentation/ifolders/index.html>)
- ♦ *iFolder Web Site* (<http://www.ifolder.com>)

## 3.0 Documentation Conventions

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