Filr 3.0
Desktop Application Guide for Mac

February 2017

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Contents

About This Guide

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This guide is for Filr 3.0 and Filr 3.1 desktop users and covers the following topics:

Audience

This guide is intended for Filr 3.0 desktop 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** link at the bottom of each page of the online documentation.

Documentation Updates

For the most recent version of the *Micro Focus Filr 3.0 Administrative User Interface Reference* and other documentation, visit the Filr 3.0 Documentation website (http://www.novell.com/documentation/filr-3).

Additional Documentation

You can find more information in the Micro Focus Filr documentation, which is accessible from the Filr 3.0 Documentation website (http://www.novell.com/documentation/filr-3).

1 Overview

Micro Focus Filr allows you to easily access all your files and folders from your desktop, browser, or a mobile device. In addition, you can promote collaboration around your files by sharing files and folders with others. For a more detailed overview of Micro Focus Filr, see About Filr in the Filr 3.0: User Access Guide.

In addition to accessing Filr from your desktop, you can also access it in the following ways:

- From a web browser on your workstation, as described in the Filr 3.0: User Access Guide.
- From a mobile device, as described in the Micro Focus Filr Mobile App 3.0 Quick Start.

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

Your Filr administrator must enable the Filr desktop application to be used with the Filr site before it can be used. For more information, see "Desktop Access—Default Settings" in the *Filr 3.0: Administrative UI Reference*.

2 Installing, Configuring, or Upgrading the Filr Desktop Application

This section details the system requirements and steps for installing and configuring the Filr Desktop application.

2.1 Support Matrix

The following table list the prerequisites for installing the Filr 3.0 Desktop application:

Macintosh Platforms	◆ OS X 10.12 (macOS Sierra)
	◆ OS X 10.11 (El Capitan)
Filr Server	◆ Filr 3.1

2.2 Supported Languages

The default language that the Filr desktop application is displayed in is defined by the language set on the workstation where the application is running.

The Filr desktop application supports the following languages:

◆ Czech	◆ Hungarian
◆ Chinese (Simplified)	◆ Italian
◆ Chinese (Traditional)	◆ Japanese
◆ Danish	◆ Polish
◆ Dutch	◆ Portuguese (Brazil)
◆ English	◆ Russian
◆ Finnish	◆ Spanish
◆ French	◆ Swedish
◆ German	

2.3 Downloading and Installing the Filr Desktop Application

1 On your workstation, access the Filr web application from a browser.

For information about how to start Micro Focus Filr from a browser, see Accessing Filr from a Web Browser in the Filr 3.0: User Access Guide.

2 Click your linked name in the upper right corner of the page, then click **Download Filr Desktop App**.

3 Click the `NovellFilr-version.pkg` file to download it.

4 After the download completes, open the `MicroFocusFilr-version.pkg` file.

5 Click **Continue**.

6 Select the language to view the license agreement, click **Continue,** then click **Agree**.

7 Change the installation location for the Filr desktop application, or click **Continue** to accept the default location.

8 Click **Install**.

9 After the installation finishes, click **Close**.

10 Start Filr by running it manually from Launch Pad or from `/Applications/Filr`, then continue with "Logging in the First Time" on page 10.

2.4 Logging in to the Filr Desktop Application

Depending on whether you are logging in to Filr for the first time, logging in after the desktop is configured, or logging in as a different user, review the following sections:

- Section 2.4.1, "Logging in the First Time," on page 10
- Section 2.4.2, "Logging in After the Desktop Is Configured," on page 11
- Section 2.4.3, "Logging in as a Different User," on page 11

2.4.1 Logging in the First Time

After you download and install the Filr desktop application, you are prompted to log in to the application. For more information about downloading and installing the Filr desktop application, see "Downloading and Installing the Filr Desktop Application" on page 10.

To log in to the Filr Desktop Application:

1 In the Micro Focus Filr Login dialog, specify the following information:

Username: Specify the Filr user name that you use to log in to the Filr site.

Password: Specify the Filr password that you use to log in to the Filr site.

Remember password: Select this option to have the Filr desktop application remember your password.


NOTE: The Filr administrator can disable this option.

Server URL: Specify the URL for the Filr site where you want to synchronize files to your computer. For example, `https://Filr.mycompany.com:8443`.

2 Click **Login**.

The Filr desktop application is now running, and the **Filr** icon ⧉ is visible in the menu bar.

2.4.2 Logging in After the Desktop Is Configured

To log in to the Filr application subsequent to the first time login, click the **Filr** icon ⧉ in the menu bar and click **Login**.

2.4.3 Logging in as a Different User

To login as a different user, see "Changing Your Filr Account Information" on page 25.

2.5 Configuring the Filr Desktop Console

You can use the Filr Desktop Console to configure information such as login details and file storage location. You can also use the console to view information about the pending synchronization changes, the recent Filr activities, and system alerts:

1 Log into the Filr Desktop Application.

For information about logging into the desktop application, see Section 2.4, "Logging in to the Filr Desktop Application," on page 10.

2 Right-click the **Filr** icon ⧉ in the menu bar and click **Open Filr console.**

3 In the Filr Desktop Console, you can configure the following:

 ◆ **Edit the login details:** The **Account** tab displays the login information that you specified during the previous login. You can edit the login information as per your requirement. For more information, see Section 2.4, "Logging in to the Filr Desktop Application," on page 10.

 ◆ **Edit the general Filr details:** The **General** tab lets you specify whether you want Filr to automatically launch when the computer starts.

 ◆ **Edit the storage location:** The **Storage** tab lets you specify the location for synchronizing the Filr files. By default, Filr files are synchronized to the `/Users/username/Filr` folder on your file system.

You can also use the console to view the following information:

 ◆ **The pending synchronization changes:** The **Pending Changes** tab lets you view the synchronization changes that are in progress.

 ◆ **The recent activities:** The **Recent Activity** tab lets you view the activities that were performed recently.

 ◆ **The system alerts:** The **System Alerts** tab lets you view the alerts that the desktop application generates.

2.6 Upgrading the Filr Desktop Application

(Applicable for Filr 3.0) Use the Filr 3.0 desktop software to upgrade your existing installation of Filr 2.0 desktop application with the latest patch installed.

(Applicable for Filr 3.1) Use the Filr 3.1 desktop software to upgrade your existing installation of Filr 3.0 desktop application with the latest patch installed.

IMPORTANT: Before you upgrade the 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 the *Filr Desktop Application Release Notes* on the Filr 3.0 Documentation website.

3 Uninstalling the Filr Desktop Application

Before you uninstall the Filr desktop application, close all the open Filr files and applications.

Uninstalling the Filr desktop application:

- Removes all Filr application files and configuration data.
- Does not remove files and folders that were made available offline (synced to your local disk) through Filr.

  As part of the uninstall, previously downloaded and synchronized files and folders are moved to the following folder:

  `/Users/UserName/Library/Filr Storage (Archived_date)`

  where *date* is the filr uninstallation date in ddMMMHHmm format.

  You can delete the folders if you no longer need them. However, the files and folders still exist on the Filr server.

To uninstall Filr desktop application, do the following:

IMPORTANT: Dragging **Applications > Filr** to the trash does not completely remove Filr.

1 Open Finder and browse to **Applications**.
2 Right-click **Filr**, then select **Show Package Contents**.
3 Browse to **Contents/Resources**.
4 Run **Filr Uninstaller**.

4 Understanding Filr Desktop Application Operations

4.1 Understanding Synchronization

4.1.1 When Synchronization Occurs

Synchronization from the Filr desktop application to the Filr server occurs immediately after the file is saved and closed; synchronization from the Filr server to the Filr desktop application occurs at an interval designated by your Filr administrator. The default is every 15 minutes. If the server becomes unavailable, the desktop client attempts to contact the server every minute until a connection is re-established.

You can manually synchronize files if you do not want to wait for the scheduled synchronization. For more information, see "Manually Synchronizing Files and Folders" on page 16.

4.1.2 Which Folders Are Synchronized

Filr synchronizes files to your workstation when the files are located in the following locations:

My Files: Files that are located in your My Files area on the Filr site are synchronized to your workstation by default. When you add files to the My Files folder from your workstation (`/Users/username/Filr/My Files`), the files are automatically synchronized to Filr at the next synchronization.

Shared with Me: Files that are located in your Shared with Me area on the Filr site are synchronized to your workstation by default. You can edit files in your Shared with Me area and the edits are synchronized to Filr, if you have Editor or Contributor rights. However, you cannot add files to the root

of the **Shared with Me** folder from the Filr desktop application on your workstation (`/Users/`*`username`*`/Filr/Shared with Me`). If you do, the files are not synchronized to Filr. You can add files to folders that have been shared with you, if you have Contributor rights to the folder.

Net Folders: Files that are located in Net Folders are not synchronized to your workstation by default.

Net Folders are folders and files on your corporate file system. Corporate files 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 corporate files that you have access to are defined by your Filr administrator.

Files located at the root of the `/Users/`*`username`*`/Filr` folder cannot be synchronized. Instead, add files to one of the appropriate subfolders (**My Files** or **Net Folders**).

4.1.3 What Actions Are Supported

When you perform any of the following actions on folders and documents within the Filr folder on your file system, the action is synchronized between your computer file system and the Filr server at the next synchronization:

- ◆ Create documents and folders
- ◆ Copy documents and folders
- ◆ Comment on documents
- ◆ Delete documents and folders

  Documents and folders that you delete from the Filr desktop application are also deleted on the server, as long as you have rights to delete it. However, this is not always true when deleting documents from the Shared with Me area.

  If you delete a document or folder from the Shared with Me area and that document or folder has been directly shared with you, it is no longer synchronized to the Filr desktop application and the documents and folders remain on the server.

  If you delete a document or folder that is a subfolder of a folder that was shared with you, or if the document is located in a folder that was shared with you, the document or folder is deleted from server if you have sufficient rights to delete it.

- ◆ Modify documents
- ◆ Move documents and folders
- ◆ Rename documents and folders
- ◆ Share documents and folders

4.1.4 Manually Synchronizing Files and Folders

You can manually synchronize files and folders between Filr and your computer if you do not want to wait for the scheduled synchronization. Files must be closed before they can be synchronized.

To manually synchronize all your files:

1 Click the **Filr** icon in the menu bar, then click **Synchronize now**.

To manually synchronize an individual file or folder:

1 Navigate to the file or folder that you want to synchronize.

2 Right-click the file or folder, then click **More Filr Options > Synchronize Now**.

4.1.5 Viewing Pending Synchronization Changes

1 Click the **Filr** icon ⊞ in the menu bar, then click **Open Filr console**.

2 Click **Pending Changes**.

4.2 Working With the Filr Desktop Application

After you install the Filr desktop application and log in to the application, the Filr desktop application runs and the **Filr** icon ⊞ is visible in the menu bar. Clicking ⊞ opens the Filr folder. You can do the following:

 * To open the Filr folder, click ⊞ and then click **Open Filr folder**.

 * To launch the Filr console, click ⊞ and then click **Open Filr Console**.

 * To access Filr using a browser, click ⊞ and then click **Visit Filr on the Web**.

 * To manually synchronize all your files, click ⊞ and then click **Synchronize Now**.

 * To logout of the Desktop Application, click ⊞ and then click **Logout**.

 * To log into the Desktop Application, click ⊠ and then click **Login**

 * To view the Filr version, click ⊞ and then click **About** *Company Name* **Filr**.

 * To view the help file, click ⊞ and then click **Help**.

NOTE: When you click ⊞, the **Quit** option is no longer listed. To quit the Filr desktop application, press `Option` key and click ⊞. Then, click **Quit**.

4.3 Understanding the Filr Desktop Console

The Filr Desktop Console include the following options:

4.3.1 Account

 * Allows you to change the user account information. For more information, see "Changing Your Filr Account Information" on page 25.

 * Displays your data quota. For more information, see "Understanding and Viewing Your Data Quota" on page 25.

4.3.2 General

 * Allows you to specify whether you want Filr to automatically launch when the computer starts.

4.3.3 Storage

- Allows you to specify the location for synchronizing the Filr files. By default, Filr files are synchronized to the `/Users/Username/Filr` folder on your file system. For more information, see "Storage" on page 18

- Allows you to specify how long locally cached files are retained after they were last accessed or modified. For more information, see "Removing Cache Files" on page 26.

4.3.4 Application

- Filr now lets your system administrator control application-driven downloads and prevent Filr from filling up local disks. The Application page summarizes the action that your administrator has taken. If restrictions are in place, the page has a link for viewing the applications that are allowed, blocked, or both. For more information, see "Preventing Application-Driven Downloads From Filling Up the Local Disk" on page 26.

4.3.5 Pending Changes

- Displays information about sync actions that did not complete successfully. You can retry sync actions or undo changes to the Filr workspace. For more information, see "Understanding and Resolving Synchronization Issues" on page 27.

4.3.6 Recent Activity

- Displays activity that has recently taken place in the Filr desktop application. For more information, see "Viewing Recent Activity" on page 28.

4.3.7 System Alerts

- Displays various alerts such as new software updates, expired passwords, server downtime, and so forth. For more information, see "Viewing System Alerts" on page 28.

4.4 Understanding Filr Operations

The following sections provide information about the various Filr operations:

4.4.1 Filr Operations Summary Matrix

Operation	Folders	Files
Comment		✓
Get file link		✓
Get Filr information	✓	✓
Make available offline	✓	✓
Make available online only	✓	✓
Share	*✓	✓
Synchronize now	**✓	**✓
Undo local changes	***✓	***✓

* You cannot share folders from within Net Folders.

** You can synchronize only offline files and folders.

*** You can undo local changes only if the changes made to offline files have not yet synchronized with the server.

4.4.2 Make Available Offline

Filr downloads the selected file or the selected folder and its contents to your local disk.

Available-offline files and folders are periodically synchronized with Filr so that you can access them on your local disk, even when you are not logged in to Filr.

To make a file or folder available offline:

1 Right-click the file or the folder.

2 Click **Make Available Offline**.

4.4.3 Make Available Online Only

Filr removes the copy of the file or folder from the local disk. However, the file or folder remains online.

To make a file or folder available online only:

1 Right-click the file or the folder.

2 Click **Make Available Online-Only**.

4.4.4 Remove Cache Files

When an online file, which is not yet available offline, is accessed either by an application or by double-clicking, a copy of the file is cached locally. You can specify how long locally cached files are retained after they were last accessed or modified. For more information, see "Removing Cache Files" on page 26.

4.4.5 Synchronize Now

Synchronizes the selected files and folders that are available offline.

You can synchronize offline files and folders to the Filr server:

* To synchronize specific offline file or folder, right-click the file or folder and click **Synchronize Now**.

* To synchronize all offline files and folders, click the Filr icon in the Mac menu bar and click **Synchronize Now.**

4.4.6 Undo Local Changes

To revert any changes made to a file or folder that cannot be synchronized to the Filr server, do the following:

1 Right-click the file or the folder.

2 Click **Undo Local Changes**.

4.4.7 Viewing Filr Files from Your Computer

1 Click the **Filr** icon in the menu bar, then click **Open Filr folder**.

You can access the Filr folder directly from your file system. The Filr folder is in the `/Users/Username/Filr` directory.

For information on how to change the default location, see "Storage" on page 18.

For specific information about file synchronization between your workstation and Filr, see "Understanding Synchronization" on page 15.

4.4.8 Manually Synchronizing Offline Files and Folders

You can manually synchronize files and folders between Filr and your computer if you do not want to wait for the scheduled synchronization. Files must be closed before they can be synchronized.

To manually synchronize all your files:

1 Click the **Filr** icon in the menu bar, then click **Synchronize Now**.

To manually synchronize an individual file or folder:

1 Navigate to the file or folder that you want to synchronize.

2 Right-click the file or folder, then click **Synchronize Now**.

4.4.9 Launching Filr in a Browser from the Filr Desktop

You can launch Filr in a browser by using the Filr desktop application.

1 Click the **Filr** icon ⊕ in the menu bar, then click **Visit Filr on the Web**.

4.4.10 Commenting on a File and Viewing Comments

You can comment on a file or view the comments only if your Filr administrator has enabled you to do so.

1 Navigate to the file that you want to comment on or view comments for.

2 Right-click the file, then click **Comment**.

The Filr Comments dialog box is displayed, listing all existing comments that are associated with the file.

3 In the comment field, specify your comment, then click **Send**.

or

To reply to an existing comment, click the **Reply** icon ↖ next to the comment that you want to reply to, then click **Send**.

4.4.11 Sharing A File or Folder

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.

You can share files and folders directly from the Filr desktop application:

1 Navigate to the file or folder that you want to share.

2 Right-click the file or folder, then click **Share**.

The Filr Share dialog box is displayed.

3 In the **Add a User, Group, or Email** option, begin typing the name of a user or group that you want to share with, then click the name when it appears in the drop-down list.

or

Specify the complete email address of the external user that you want to share with, then press Return.

4 (Optional) Repeat Step 3 to share with additional users.

5 (Conditional) To modify access settings for an individual user:

5a In the **Shared with** section, select the user whose access settings you want to modify.

5b Choose from the following access settings to modify:

Access Rights: Grant Viewer, Editor, or Contributor access rights. (Contributor applies only to folders.)

Expires: Specify when the share will expire.

You can configure the share to expire either after a given number of days (each day is counted as a 24-hour period from the time that you set the expiration) or on a specific day (rights expire at the beginning of the day that you select).

Internal Users: Allow share recipients to re-share the item with internal users.

External Users: Allow share recipients to re-share the item with external users.

All Public: Allow share recipients to re-share the item with the public.

File Link: Allow share recipients to re-share the item via a File Link.

For more information about File Links, see "Distributing a Link to a File" on page 23.

Note: Include a personal note to the share recipients. Only share recipients can read the note.

6 (Conditional) To modify access settings for multiple users simultaneously:

6a Hold the Command key and select the users in the **Shared with** section whose access settings you want to modify.

6b Choose from the following access settings to modify.

Access settings that you leave undefined retain any individual access settings that are present on a given user. Access settings that you define are modified for each user that is currently selected.

Access Rights: Grant one of the following access roles to the user or group:

- 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.

- 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.

- 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.

Expires: Set a date when the share will expire.

You can configure the share to expire either after a given number of days (each day is counted as a 24-hour period from the time that you set the expiration) or on a specific day (rights expire at the beginning of the day that you select).

Internal Users: Allow share recipients to re-share the item with internal users.

External Users: Allow share recipients to re-share the item with external users.

All Public: Allow share recipients to re-share the item with the public.

File Link: Allow share recipients to re-share the item via a File Link.

For more information about File Links, see "Distributing a Link to a File" on page 23.

Note: Include a personal note to the share recipients. Only share recipients can read the note.

7 (Optional) Click **Make Public** 🌐 to make the item publicly available. Then in the **Shared with** section, tap the **all users** user that was just added and set the access control settings for the public.

8 (Optional) In the Notify section, click the drop-down list and choose from the following notification options:

None: Send no notifications.

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 those whose share rights you are modifying are notified.

9 Click **Save**.

4.4.12   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.

1 Navigate to the file or folder for which you want to distribute a link.

2 Right-click the file or folder, then click **Get File Link**.

The File Link dialog box is displayed.

If a File Link has not been previously generated for the file, click **Get File Link**.

The following URLs are created for accessing the file:

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.

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.

The File Link is now included in the Share dialog. 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 with the link by accessing the Share dialog, as described in "Sharing A File or Folder" on page 21.

3 (Optional) Click the drop-down arrow next to **Expires** to set a date for the share to expire.

You can configure the share to expire either after a given number of days (each day is counted as a 24-hour period from the time that you set the expiration) or on a specific day (rights expire at the beginning of the day that you select).

4 Choose from the following actions for distributing the File link:

- **Copy:** Allows you to select either the Download or View link to copy and copies the link to the clipboard. You can then paste the link into another application.

- **Email:** Uses your workstation's default email application to email the link. Both the Download links and the View links are included in the email.

- **Filr Email:** Uses Filr's built-in email system to email the link. Both the Download links and the View links are included in the email.

- **Delete:** Deletes the File link so that users are not able to access the file by using the current links.

5 (Optional) After you create the File Link, you can modify user access and perform other management functions for the File Link by accessing the Share dialog, as described in "Sharing A File or Folder" on page 21.

4.4.13 Uploading a File (Applicable for Filr 3.1)

By default, Filr does not restrict uploading files based on the file type. However, beginning with Filr 3.1, Filr administrators can modify this.

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 Recent Activity page of the desktop console and a balloon notification displays on the desktop if your Filr Administrator has allowed balloon notifications.

4.4.14 Viewing Filr Properties for a File or Folder

You can view the following Filr properties that are associated with your files and folders:

- File name
- File path (this is the path to the file or folder from within the Filr system)
- File size (applies to files only, not folders)
- User who created the file or folder
- Date the file or folder was created
- Date the file or folder was modified
- User who shared the file
- Users who the file is shared with

To view Filr properties for a file or folder:

1 Right-click the file or folder for which you want to view the Filr properties.
2 Click **Get Filr Info**.

   The Filr properties for the file or folder are displayed in the Filr Info dialog box.
3 (Optional) If you have rights to share the file or folder, you can click **Share** to launch the Filr Share dialog box.

4.5 Working With the Filr Desktop Console

Review the following sections for working with the Filr Desktop Console:

4.5.1 Changing Your Filr Account Information

When you first configure the Filr desktop application, you specify your account information and Filr server information. You can change the information at any time after the initial configuration:

1 Click the **Filr** icon ⊞ in the menu bar, then click **Open Filr Console**.

2 In the Desktop Console, Click **Account**.

3 Specify the following information:

   Username: Specify the Filr user name that you use to log in to the Filr site.

   Password: Specify the Filr password that you use to log in to the Filr site.

   Remember password: Select this option to have the Filr desktop application remember your password. (This option can be disabled by your Filr administrator.)

   Server URL: Specify the URL for the Filr site where you want to synchronize files to your computer. For example, `https://Filr.`*`mycompany`*`.com`.

4 Click **Apply**.

4.5.2 Understanding and Viewing 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.

If data quotas have been enabled on your Filr site, ensure that you understand what counts toward your data quotas, the different kinds of data quotas that exist, 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 purge files and attachments that you have previously deleted.

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.

You can view your data quota directly from the desktop application:

1 Click the **Filr** icon ⊞ in the menu bar, then click **Open Filr Console**.

2 In the Desktop Console, Click **Account**.

   Your data quota is displayed with the amount that you have currently used. The max file size is also displayed; this is the largest size of file that you are allowed to upload to the Filr site.

For more information, see "Managing Your Data Quota" in the *Filr 3.0: User Access Guide*.

4.5.3 Changing the Location on Your File System Where Filr Files Are Synchronized

By default, Filr files are synchronized to the `/Users/username/Filr` folder on your file system.

When you first configure the Filr desktop application, you can specify the installation location on your file system. You can change the location of the Filr folder at any time after initial configuration.

IMPORTANT: You should not synchronize files to a location on a network that can be accessed by multiple computers. If the Filr folder is on a network location that is accessed by multiple computers, synchronization issues can occur when Filr files accessed from either computer are out of sync with each other and with the Filr server.

To change the location of the Filr folder:

1 Click the **Filr** icon in the menu bar, then click **Open Filr Console**.

2 In the Desktop Console, click **Storage**, then click **Browse** to browse to the new location on the file system where you want the Filr folder to reside.

3 Click **Open** > **Apply**.

4.5.4 Removing Cache Files

When an online file, which is not yet available offline, is accessed either by an application or by double-clicking, a copy of the file is cached locally.

The **Storage** tab in the Desktop Console specifies the default number of days that your Filr Administrator has set for the locally cached files to remain on your desktop after they are no longer being accessed or modified.

You can modify the number of days for which you want the locally cached files to remain on your desktop after they are no longer being accessed or modified only if your Filr Administrator has enabled you to do so. To modify the lifetime of the cached files, do the following:

1 Click the **Filr** icon in the menu bar, then click **Open Filr Console**.

2 In the Desktop Console, click **Storage**.

3 (Conditional) If your Filr administrator has enabled you to modify the lifetime of the cached files, select the **Remove cached files after _ days** option and specify the modified number of days.

4.5.5 Preventing Application-Driven Downloads From Filling Up the Local Disk

Filr now lets your system administrator control application-driven downloads and prevent Filr from filling up local disks. For more information, see Controlling File Downloads by the Filr Desktop Applications in the Filr 3.0: Maintenance Best Practices Guide.

To see the application-driven download restrictions that apply to your workstation, do the following:

1 Click the **Filr** icon in the menu bar, then click **Open Filr Console**.

2 Click **Applications** and then click **View applications**.

Based on the option that your Filr administrator has applied, one of the following is applicable:

- **No restrictions:** All applications are allowed to download files through Filr.
- **Allowed applications:** Lists the applications that your Filr administrator has allowed to download files through Filr.

  When an application that is not allowed attempts to download files, you are notified that the application is blocked from downloading the files and a message is displayed in the **System Alerts** tab. You can choose to dismiss this alert. If the alert for an application already exists in the **System Alerts** tab and this application attempts to download files again, then no notification displays.

  If you no longer want the alert to be displayed again for an application, select the **Do not show again for** *application name* option.

  If you believe that another application should be allowed to download files through Filr, contact your Filr administrator.

- **Blocked Applications:** Lists the applications that are blocked from downloading files through Filr.

  When an application that is blocked runs, you are notified that the system administrator has blocked the application from downloading the files. You can choose to dismiss this alert. If the alert for an application already exists in the **System Alerts** tab and this application attempts to run again, then no notification displays.

  If you no longer want the alert to be displayed again for an application, select the **Do not show again for** *application name* option.

- **Allowed and Blocked applications:** Lists all the applications that your Filr administrator has allowed and blocked from downloading files.

  The **Application** tab also displays your local **Allowed** and **Blocked** lists that lets you manage unidentified applications that have neither been allowed or blocked by your Filr administrator. When an unidentified application attempts to download files through Filr, it is added to your local blocked list that you control and a notification appears. An alert message also displays in the **System Alerts** tab with an option to allow the application to download. If you click **Allow**, the application is moved from your local Blocked list to your local **Allowed** list in the **Application** tab.

  You can also move applications between the local **Allowed** and **Blocked** lists by using the right (>>) and left (<<) buttons.

4.5.6 Understanding and Resolving Synchronization Issues

Most synchronization issues can be resolved through the Pending Actions section of the Filr Console. If issues require further investigation, you can check the desktop logs.

- "Understanding Pending Actions" on page 27
- "Understanding Document Conflicts" on page 28

Understanding Pending Actions

You might encounter any of the following synchronization issues, indicated by one of the following icons:

: There is an upload error.

: There is an upload warning.

: There is a download error.

: There is a download warning.

: There are upload and download errors.

: There are upload and download warnings.

: The client has not yet attempted to upload or download the file.

If you are unsure why a document is not downloading or uploading, view the recent activity, as described in "Viewing Recent Activity" on page 28.

Understanding Document Conflicts

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 Filr. Other versions of the file are saved under different file names and uploaded to Filr. Only the original file maintains any file comments and share information.

For example, suppose that User A and User B begin editing `file1.doc` at the same time on different workstations. User A saves his changes and closes the file. The file is saved to Filr with User A's changes and with the original file name (`file1.doc`). User B then saves her changes and closes the file. User B's file is renamed to `file1 (User B's conflicting copy date).doc` and uploaded to Filr. User B's desktop then downloads User A's version of `file1.doc`, and User B is notified that her file has been renamed.

IMPORTANT: A renamed file can be uploaded only if the user who created it has Contributor rights to the folder where the file originated. For example, if a file was shared with User B, and User B has only Editor rights to the file (not Contributor rights), the file cannot be uploaded to Filr after it is renamed.

4.5.7   Viewing Recent Activity

You can view activity that has recently taken place in the Filr desktop application. For example, you can see the date and time that Filr folders were synchronized, which files were modified, and information about any synchronization issues you might be experiencing.

To view recent activity:

1 Click the **Filr** icon ⊞ in the menu bar, then click **Open Filr Console**.

2 Click **Recent Activity**.

4.5.8   Viewing System Alerts

The Filr desktop application might need to make you aware of various alerts, such as new software updates, expired passwords, server downtime, and so forth.

When system alerts are available, this information icon ⓘ flashes over the **Filr** icon ⊞.

To view system alerts:

1 Click the **Filr** icon in the menu bar, then click **Open Filr Console**.

2 Click **System Alerts**.

4.6 Customizing the Branding of the Desktop Application

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 out and log in the desktop application again. When you log into the desktop application again, a message that your Filr administrator has customized the user interface is displayed. You must manually relaunch the desktop application.

4.7 Balloon Notifications Might Not Display (Applicable for Filr 3.1)

By default, Filr displays balloon notifications on your desktop when certain events occur, such as when the Filr application is launched, a file or folder is shared, file or folder is made online or offline, a blacklisted application is opened, or a desktop client upgrade is available.

However, beginning with Filr 3.1, Filr administrators can enable or disable balloon notifications on users' desktop.

If your Filr administrator has disabled balloon notifications, you can use the Filr Desktop Console to view the following information about the notifications and take appropriate action.

- **Recent Activity:** Displays recent activities in the desktop application, such as file or folder operations.
- **System Alerts:** Displays various alerts such as new software updates, expired passwords, server downtime.

5 Troubleshooting

The following sections provide troubleshooting information about the scenarios that you might encounter when using the Filr desktop application:

5.1 Out of Sync Files

The **Pending Changes** view in the Filr console sometimes contains useful information about sync actions that did not complete successfully.

1 Click the **Filr** icon in the menu bar, then click **Open Filr Console**

2 From the pending changes view, you can retry sync actions, or undo changes to the Filr workspace.

With Filr 2.0 and later, you can also use the right-click menu to undo the changes that cannot be synchronized with the server:

1 Right-click the file or the folder.

2 Click **Undo Local Changes**.

5.2 Log Files

The log files are located in `/Users/username/Library/Logs/Novell/Filr`.

The `Library` folder is hidden.To access the folder, open Finder and press `Shift-Cmd-G`. Then, type

`~/Library/Logs/Novell/Filr`.