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OpenText Filr 23.4
Desktop Application Guide for Linux

October 2023

Legal Notice

Contents

About This Guide

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

Audience

This guide is intended for Filr 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 *Filr Administrative User Interface Reference* and other documentation, visit the Filr Documentation website.

1 Overview

OpenText 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.

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 OpenText Filr 23.4 - Frequently Asked Questions.
- From a mobile device, as described in the OpenText Filr 23.4 Mobile App.

You can synchronize your 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 *OpenText Filr 23.4: Administrative UI Reference*.

2 Installing and Configuring the Filr Desktop Application

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

- *"Support Matrix" on page 9*
- *"Supported Languages" on page 9*
- *"Downloading and Installing the Filr Desktop Application" on page 10*
- *"Launching the Filr Desktop Application" on page 11*
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- *"Configuring the Filr Desktop Console" on page 12*

Support Matrix

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

Linux Platform	◆ Ubuntu 16.04.4 LTS (Xenial Xerus)
	NOTE: Supports Unity graphical desktop environment
	◆ SLED 12 SP4
	NOTE: Supports only the default GNOME graphical desktop environment
Filr Server	◆ Filr 23.4

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	

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.

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

3 Click the **Linux Client** link to download the application, which is a tar file.

4 Open a terminal and perform the following:

4a Run the following command to untar the downloaded file and create the `FilrLinuxClient` directory:

`tar -xvf FilrLinuxClient.tar.bz2`

where `FilrLinuxClient.tar.bz2` is the name of the downloaded tar file.

4b To install the Linux client, navigate to the `FilrLinuxClient` directory and run the following command as a root user:

`sudo sh filrClient.sh --install`

Ubuntu: To install Linux client on Ubuntu, use the bash shell to run the command as a root user:

`sudo bash filrClient.sh --install`

NOTE: Ubuntu support is only available from Linux client version `0.2` which is available with `Filr 3.4` server. To verify the version, run the following command from the `FilrLinuxClient` directory: `sudo bash filrClient --version`

Table 2-1 *Additional Options for the Script*

`-i`	`--install`	Installs the Filr Desktop Client
`-r`	`--uninstall`	Uninstalls the Filr Desktop Client
`-v`	`--version`	Displays the version information and exits
	`--help`	Displays help message and exits
	`--verbose`	Enables verbose output

    4c Accept the license agreement.

5 Log off and log into the computer again. The Filr Desktop application automatically launches.

> **NOTE:** If you do not re-login the computer, some of the features will not function as intended.

6 Log into the Filr desktop application. See "Logging in the First Time" on page 12

Launching the Filr Desktop Application

To manually launch the desktop application:

- In the Linux Client GUI, click **Applications** > **Other** > **Micro Focus Filr**.
- Launch a command line terminal and run the following command:

```
filrClient
```

Logging in to the Filr Desktop Application

When you log in to the Filr Desktop Application, you might be prompted for additional authentication steps in addition to the typical username and password authentication if your Filr administrator has enabled multi-factor authentication. For more information about multi-factor authentication, see Using Multi-Factor Advanced Authentication with Filr in the OpenText Filr 23.4: Maintenance Best Practices Guide.

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.

- "Logging in the First Time" on page 12
- "Logging in After the Desktop Is Configured" on page 12
- "Logging in as a Different User" on page 12

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 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 (Conditional) If your Filr administrator has enabled multi-factor authentication, provide the additional authentication details in addition to the typical username and password authentication details.

3 Click **Login**.

   The Filr desktop application is now running, and the **Filr** icon is visible in the notification area.

4 In the Filr Console that automatically launches, you are prompted to add folders that you want to synchronize with your workstation. For information about configuring folders for synchronization, see "Configuring Folders Synchronization to Your Workstation" on page 20.

Logging in After the Desktop Is Configured

To log in to the Filr application subsequent to the first time login, right-click the **Filr** icon in the notification area and click **Login**.

Logging in as a Different User

To login as a different user, see "Changing Your Filr Account Information" on page 24.

Configuring the Filr Desktop Console

You can use the Filr Desktop Console to configure information such as login details and whether or not to automatically launch Filr when computer starts. 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 "Logging in to the Filr Desktop Application" on page 11.

2 Right-click the **Filr** icon ⊡ in the notification area 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 "Logging in to the Filr Desktop Application" on page 11.

- **Edit the general Filr details:** The **General** tab lets you specify whether you want Filr to automatically launch when the computer starts. By default, Filr files are synchronized to the following folder on your file system and this cannot be changed:

  `/home/`*`username_of_the_user_logged_into_the_computer`*`/Filr`

- **Edit the synchronization of folders to the desktop:** The **Folders to Sync** tab lets you add Filr folders that you want to synchronize to your desktop or remove the already synchronized folders.

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.

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

  `/home/`*`username`*`/`*`Filrfoldername-and-timestamp`*

  where timestamp is the filr uninstallation date in yyyy_mm_dd__hh_mm_ss format.

  Example: `home/`*`username`*`/`*`Filr2017_10_26__18_27_19`*

  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:

1. Launch the command line terminal.
2. Run the following command as a root user:

   `sudo /opt/novell/filr/bin/filrClient --uninstall`

IMPORTANT: If you choose to uninstall the desktop application when the disk space on the desktop computer is very less (around 200 MB), the uninstall might not remove the following RPMs:

- filr-linux-desktop
- filr-linux-desktop-nautillus

To perform a clean uninstallation, perform the following steps to manually remove the RPMs:

1. Launch a terminal.
2. Run the below commands as a root user:
   - `# sudo zypper remove filr-linux-desktop`
   - `# sudo zypper remove filr-linux-desktop-nautillus`
   - `#sudo rm -r /tmp/filr-installed`

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4 Understanding Filr Desktop Application Operations

Understanding Synchronization

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 18.

Which Folders Are Synchronized

Filr synchronizes files to your workstation when the files are located in the My Files, Shared With Me, Public, and Net Folders area that you have configured for synchronization. For information about configuring folders to synchronize to your workstation, see "Configuring Folders Synchronization to Your Workstation" on page 20.

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
- 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

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 Right-click the **Filr** icon 🗗 in the notification area, 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 **Filr > Synchronize now**.

Viewing Pending Synchronization Changes

1 Right-click the **Filr** icon 🗗 in the notification area, then click Open Filr console.
2 Click **Pending Changes**.

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 notification area. Clicking ⊞ opens the Filr folder. You can do the following:

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

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

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

- To manually synchronize all your files, right-click ⊞ and then click **Synchronize now**.

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

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

- To view the Filr version, right-click ⊞ and then click **About Micro Focus Filr**.

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

- To exit from the application, right-click ⊞ and then click **Exit**.

Understanding the Filr Desktop Console

The Filr Desktop Console include the following options:

Account

- Allows you to change the user account information. For more information, see "Changing Your Filr Account Information" on page 24.
- Displays your data quota. For more information, see "Understanding and Viewing Your Data Quota" on page 24.

Folders to Sync

- Allows you to download and synchronize the Filr folders in the My Files, Shared With Me, Public, and Net Folders area to your workstation. For more information, see "Configuring Folders Synchronization to Your Workstation" on page 20.

General

◆ Allows you to specify whether you want Filr to automatically launch when the computer starts. By default, Filr files are synchronized to the following folder on your file system and this cannot be changed.

```
/home/username_of_the_user_logged_into_the_computer/Filr
```

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 25.

Recent Activity

◆ Displays activity that has recently taken place in the Filr desktop application. For more information, see "Viewing Recent Activity" on page 26.

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 26.

Configuring Folders Synchronization to Your Workstation

You can configure which folders and its contents must be synchronized to your computer and also choose to remove the folders from being synchronized to your computer.

Review the following sections:

◆ "Adding Folders for Synchronizing to Computer" on page 20
◆ "Removing Folders from Synchronizing to Computer" on page 22

Adding Folders for Synchronizing to Computer

When you login into Filr desktop application for the first time you are prompted to configure Filr folders in the My Files, Shared With Me, Public, and Net Folders area to synchronize the folders to your workstation. You can configure the folders to be synchronized with your workstation either during the initial login or any time after the initial login.

To configure Filr folders that you want to synchronize to your workstation:

1 Launch the Filr desktop application.

   ◆ For the first time:

      1. In the Linux Client GUI, click **Applications** > **Other** > **Micro Focus Filr**.

2. Click **Login** and specify the login information.

3. You are prompted to add folders that you want to synchronize with your workstation. Click **OK** and then skip to Step 2

- For logins subsequent to the first time login:

  1. Click the **Filr** icon ⊞ in the notification area, then click **Open Filr console**.

  2. Click **Folders to Sync** to display the folders that are currently being synchronized.

2 Click **Add**.

The Add Micro Focus Filr Folders dialog box is displayed.

3 Select the **My Files**, **Shared with Me**, **Net Folders**, or **Public** tab, depending on the location of the folder that you want to synchronize.

4 (Optional) Click a folder name to navigate to subfolders.

5 Click the **Download** icon ⊙ next to the folder that you want to synchronize.

or

Click the **Download** icon ⊙ at the top of the folder list to synchronize all folders.

When you select a folder to synchronize, subfolders are also synchronized.

The Filr administrator must enable Net Folders and files that have been shared with the public to be synchronized to the Filr desktop application. If the administrator has not enabled a Net Folder to be synchronized, a red icon is displayed next to the folder and you cannot synchronize it.

Files in a Net Folder might not synchronize immediately, depending on the way your Filr administrator implemented file synchronization. If there are files in a Net Folder that are not synchronized, try accessing those files first from the Filr web application or the Filr mobile app. If files still fail to synchronize to the Filr desktop application, contact your Filr administrator.

6 Repeat Step 3 through Step 5 to synchronize additional folders in your **My Files**, **Shared with Me**, **Net Folders**, or **Public** locations.

7 (Optional) Click the **Synchronized** icon ☑ next to any folder that you want to stop synchronizing.

You cannot stop synchronizing a subfolder if the parent folder is being synchronized; you must stop synchronizing the parent folder.

or

Click the **Synchronized** icon ☑ at the top of the folder list to stop synchronizing all folders.

8 Click **OK**.

The folders that you have selected to be synchronized are listed on the Folders to Sync page.

9 Ensure that you want to synchronize the folders that are listed, then click **Apply**.

If you have selected a folder that is over 500 MB, the folder name changes to red color. For large folders, it might take some considerable time for the folder name to be displayed in red color.

Removing Folders from Synchronizing to Computer

To remove folders from being synchronized to your computer.

1 Launch the Filr desktop application.

2 Click **Folders to Sync**.

3 Select the folders that you no longer want to synchronize with your computer.

4 Click **Remove**.

> **NOTE:** The **Remove** option is not accessible when the folders are still being synchronized to your computer.

5 Click **Apply**.

6 Review the warning message and click **Continue** to remove the selected folders.

Understanding Filr Operations

The following sections provide information about the various Filr operations:

Synchronize Now

Synchronizes the selected files and folders

- To synchronize specific file or folder, right-click the file or folder and click **Filr > Synchronize now**.
- To synchronize all files and folders, right-click the Filr icon in the notification area and click **Synchronize now.**

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 **Filr** > **Undo local changes**.

Viewing Filr Files from Your Computer

1 Click the **Filr** icon 🗗 in the notification area.

or

Right-click the **Filr** icon 🗗 in the notification area, then click **Open Filr folder**.

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

The Filr folder is also located in your Bookmarks.

For specific information about file synchronization between your workstation and Filr, see "Understanding Synchronization" on page 17.

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 Right-click the **Filr** icon 🗗 in the notification area, 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 **Filr >Synchronize now**.

Launching Filr in a Browser from the Filr Desktop

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

1 Right-click the **Filr** icon 🗗 in the notification area, then click **Visit Filr on the web**.

Uploading a File

By default, Filr does not restrict uploading files based on the file type. However, Filr administrators do have the facility to allow or block the types of files that 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 Recent Activity page of the desktop console.

Working With the Filr Desktop Console

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

- "Changing Your Filr Account Information" on page 24
- "Understanding and Viewing Your Data Quota" on page 24

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 Right-click the **Filr** icon ⧉ in the notification area, 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**.

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 Right-click the **Filr** icon in the notification area, 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.

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 25

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 26.

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 Right-click the **Filr** icon in the notification area, then click **Open Filr console**.

2 Click **Recent Activity**.

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 Right-click the **Filr** icon in the notification area, then click **Open Filr console**.

2 Click **System Alerts**.

5 Troubleshooting

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

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 Right-click the **Filr** icon in the notification area, then click **Open Filr console**

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

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 **Filr** > **Undo local changes**.

Log Files

The following are the log files:

The installation and uninstallation logs of the Linux client are located in `/var/opt/novell/filr`

All the other log files are located in `/home/username/.novellfilr`. You can access the logs by using the terminal.