

Micro Focus Filr - Frequently Asked Questions (FAQ)

This section provides frequently asked questions on the tasks performed by using the Filr Web Client.

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What is displayed in the Home page?

After logging in to Filr, the Home page is the default landing page for all the users (except the external users). An external user is a user who accesses Filr via self-registration email.

The Home page consists of:

RECENT FILES: The files that are accessed in the last 7 days. Maximum of 10 files are listed.

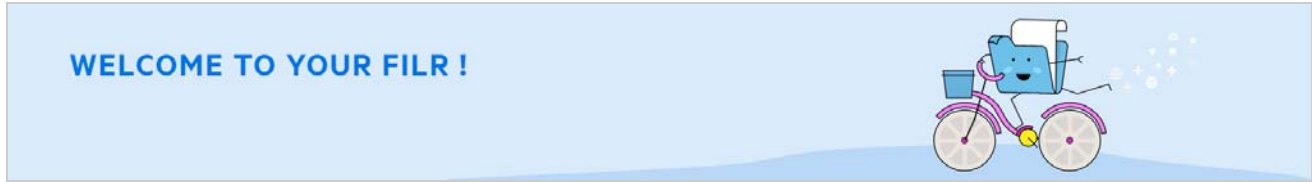
CLIENT DOWNLOADS: Information about the native Filr client, download links to other Filr clients, and Office and Outlook plugins.

QUOTA: The Filr administrator can enable and limit the amount of data an individual user can store on Filr.

Based on the what access is enabled by your Filr administrator, you will find different information on your Home page.

For example, when you are logging in for the first time to the Filr Site, you will see a Welcome screen like below.

Figure 1 Home page




What are the Filr work areas?

- ♦ “My Files (All Files, Shared By Me, and Deleted Items)” on page 2
- ♦ “Shared With Me” on page 3
- ♦ “NetFolders” on page 3

My Files (All Files, Shared By Me, and Deleted Items)

- ♦ “All Files” on page 2
- ♦ “Shared By Me” on page 2
- ♦ “Deleted Items” on page 2



To view **My Files** area, click  on the left side pane. By default, files and folders in this area are visible only to you and your administrator determines the sharing rights for them. All your personal files and folders are stored in one convenient location.

The **My Files** area contains:

- ♦ **Personal Storage:** Lists files and folders that you have uploaded to the Filr site.
- ♦ **User Home Directory:** Lists files or folders from your organization’s file system.

All Files

All your personal files and folders are available in one location. The items that you uploaded to Filr or that are shared by you are listed under this section.

Shared By Me

Lists all the files and folders that you have shared with other users. Use this area to manage the rights that the other users have on the files that you have shared with them. You can revoke rights, grant additional rights, and so forth.


Deleted Items

Lists all the files or folders that are deleted by you. Filr enables you to retrieve the files and folders from trash and restore them to their previous location. When you restore a file, all associated comments are also restored.

NOTE: You cannot restore files that are located in Net Folders or in your user Home directory.


Shared With Me



To view **Shared With Me** area, click  on the left side pane. Lists the files and folders that other users have shared with you.

NetFolders



To view **NetFolders** area, click  on the left side pane. Net Folders provide access to your organization's file system. The Filr administrator defines which Net Folders you can see and the sharing rights you have in them. This section is not available if the Filr administrator has not assigned any Net Folders.

What are the columns available in the Filr work areas?

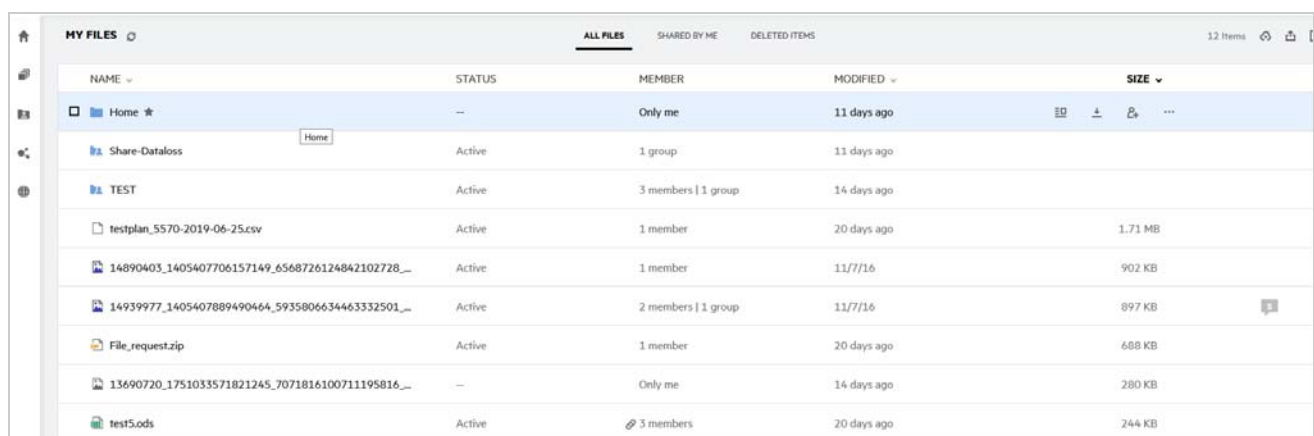
- ♦ [“My Files and NetFolders” on page 3](#)
- ♦ [“Deleted Items” on page 4](#)
- ♦ [“Shared With Me” on page 4](#)

My Files and NetFolders

The **My Files** (**All Files** and **Shared By Me**) and **NetFolders** area includes the following columns:

- ♦ **Name:** The name of files or folders.
- ♦ **Status:** Status of file or folder - Expired or Active.
- ♦ **Member:** Member of the file or folder. If shared, the number of users or groups.
- ♦ **Modified:** Displays when the file or folder was last modified.
- ♦ **Size:** Displays the size of the file.

Figure 2 My Files Area



NAME	STATUS	MEMBER	MODIFIED	SIZE
Home	—	Only me	11 days ago	
Share-Dataloss	Active	1 group	11 days ago	
TEST	Active	3 members 1 group	14 days ago	
testplan_S570-2019-06-25.csv	Active	1 member	20 days ago	1.71 MB
14890403_1405407706157149_6568726124842102728_...	Active	1 member	11/7/16	902 KB
14939977_1405407889490464_5935806634463332501_...	Active	2 members 1 group	11/7/16	897 KB
File_request.zip	Active	1 member	20 days ago	688 KB
13690720_1751033571821245_7071816100711195816_...	—	Only me	14 days ago	280 KB
test5.ods	Active	3 members	20 days ago	244 KB

Figure 3 Shared By Me Area

MY FILES

ALL FILES

SHARED BY ME

DELETED ITEMS

7 Items








NAME	STATUS	MEMBER	MODIFIED	SIZE
 TEST	Active	3 members 1 group	14 days ago	
 14890403_1405407706157149_6568726124842102728_...	Active	1 member	11/7/16	902 KB
 File_request.zip	Active	1 member	20 days ago	688 KB
 datamodel stderrout.out	Active	1 member	25 days ago	19 KB
 fg n (4).txt	Active	1 member	14 days ago	11 KB
 transparent.png	Active	1 member	22 days ago	<div><div></div><div></div><div></div><div></div></div>
 file295.doc	Active	2 members 1 group	7 days ago	1 KB

Figure 4 NetFolders Area

NETFOLDERS

19 Items

NAME ^	STATUS	MEMBER	MODIFIED ^
<div>Netfolders</div> 123	Active		10/23/19
<div></div> CIS	Active		8/2/19
<div></div> CIS_NSSAD	Active		2/27/20

Deleted Items

The **Deleted Items** includes the following columns:

- ♦ **Name:** The name of files or folder stored in the deleted Items.
- ♦ **Deleted:** The time when the file and folder is deleted.
- ♦ **Deleted By:** User information who deleted the item.
- ♦ **Location:** Displays the location of the file and folder.

Figure 5 Deleted Items Area

MY FILES				ALL FILES		SHARED BY ME	DELETED ITEMS
NAME ^	DELETED ^		DELETED BY		LOCATION		
Folder-ST	a few seconds ago		venkat18 member		My Files/Folder-ST		
1mb_test_file.doc	14 days ago		venkat18 member		My Files/TEST		
Error.png	14 days ago		venkat18 member		My Files/TEST		

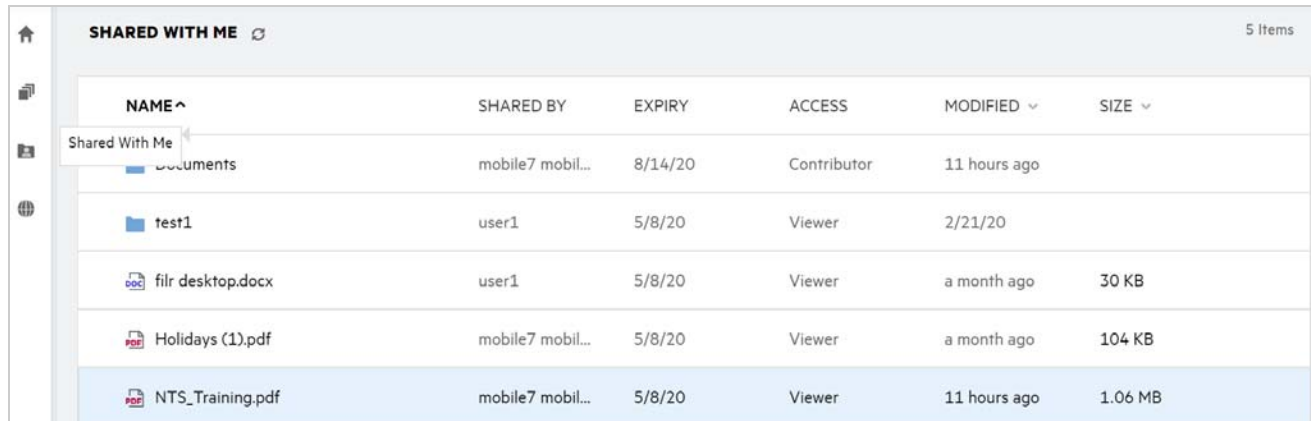
Shared With Me

The **Shared With Me** includes the following columns:

- ♦ **Name:** The name of files or folders.

- ♦ **Shared By:** The users who shared the item with you. If more than one user has shared a particular item with you, each user is listed.
- ♦ **Expiry:** The date of share expiry. After this date, you no longer have access to the shared item.
- ♦ **Access:** The level of access that you have to the shared item. Depending on the access rights that you have been granted to the item, you can view, edit, or share the item. If the item that was shared with you is a folder, you might also be able to manage files within the folder.
- ♦ **Modified:** Displays when the file or folder was last modified.
- ♦ **Size:** Displays the size of the file.

Figure 6 Shared With Me Area



NAME ^	SHARED BY	EXPIRY	ACCESS	MODIFIED v	SIZE v
Shared With Me Documents	mobile7 mobil...	8/14/20	Contributor	11 hours ago	
test1	user1	5/8/20	Viewer	2/21/20	
filr desktop.docx	user1	5/8/20	Viewer	a month ago	30 KB
Holidays (1).pdf	mobile7 mobil...	5/8/20	Viewer	a month ago	104 KB
NTS_Training.pdf	mobile7 mobil...	5/8/20	Viewer	11 hours ago	1.06 MB

What is Recent Files List?

The list of files accessed by the users in the last 7 days. The maximum number of files that are listed is 10. If you or other users (shared files) have uploaded, renamed, commented, edited, shared or restored a file, then those are listed under **Recent Files**.

All the files that you or other users access frequently are listed in this area. There is no need to browse the individual folders to access those files.

The list displays:

- ♦ Who has modified the file
- ♦ What is the operation performed on the file

You can also perform some basic operations on the file directly from the list:

- ♦ **Preview file** – HTML view for the files that can be rendered via browser.
- ♦ **Shown in its location** – Displays file in the folder.
- ♦ **Downloaded File** – Downloads the file.
- ♦ **Edit Online** – Edit file by using Micro Focus Content Editor. This option needs to be enabled by the Filr administrator.
- ♦ **Edit with application** – Edit the file by using the native application like Microsoft Office.
- ♦ **Share** – Opens the share dialog to share the file.

Figure 7 Recent Files Listing

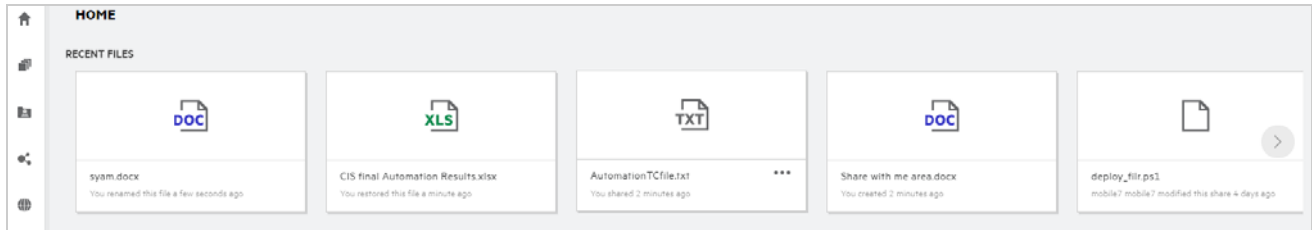
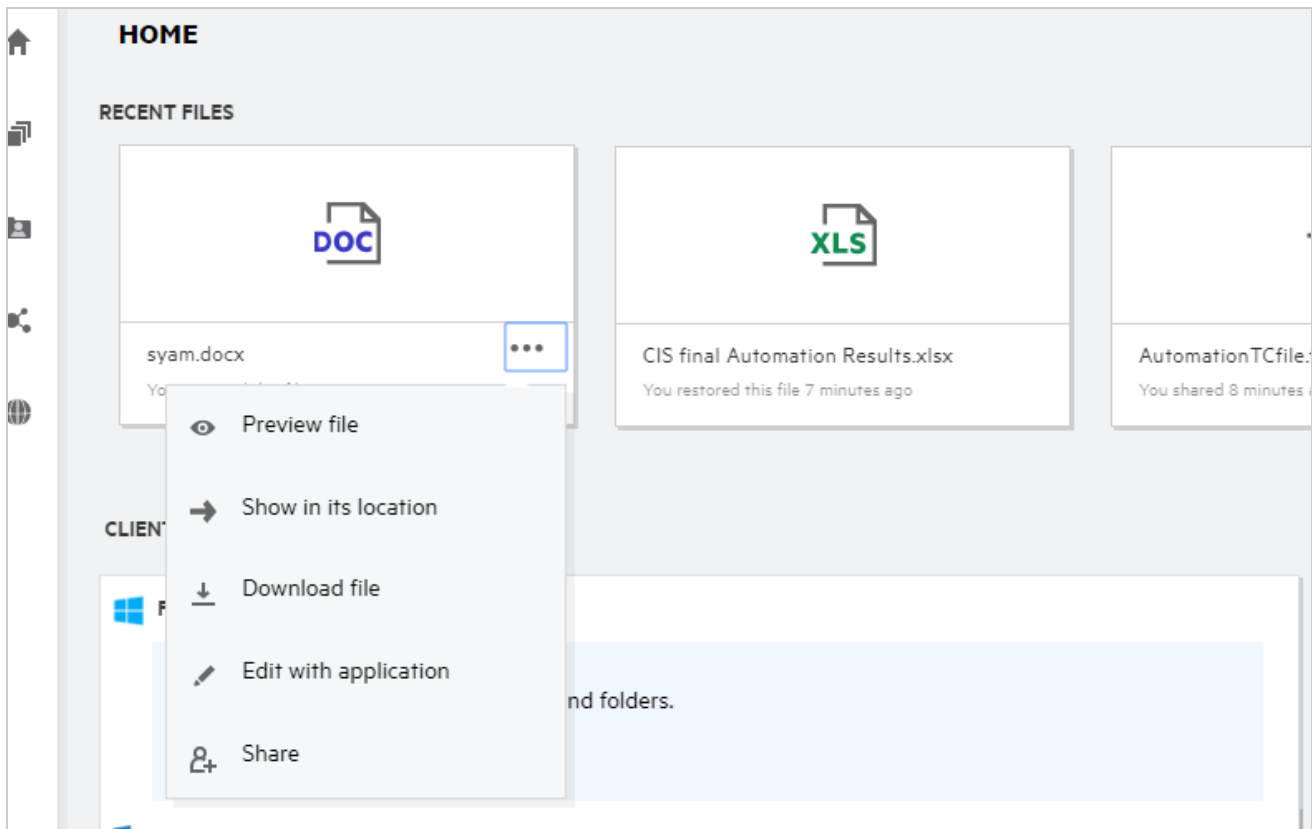


Figure 8 Recent Files Operations



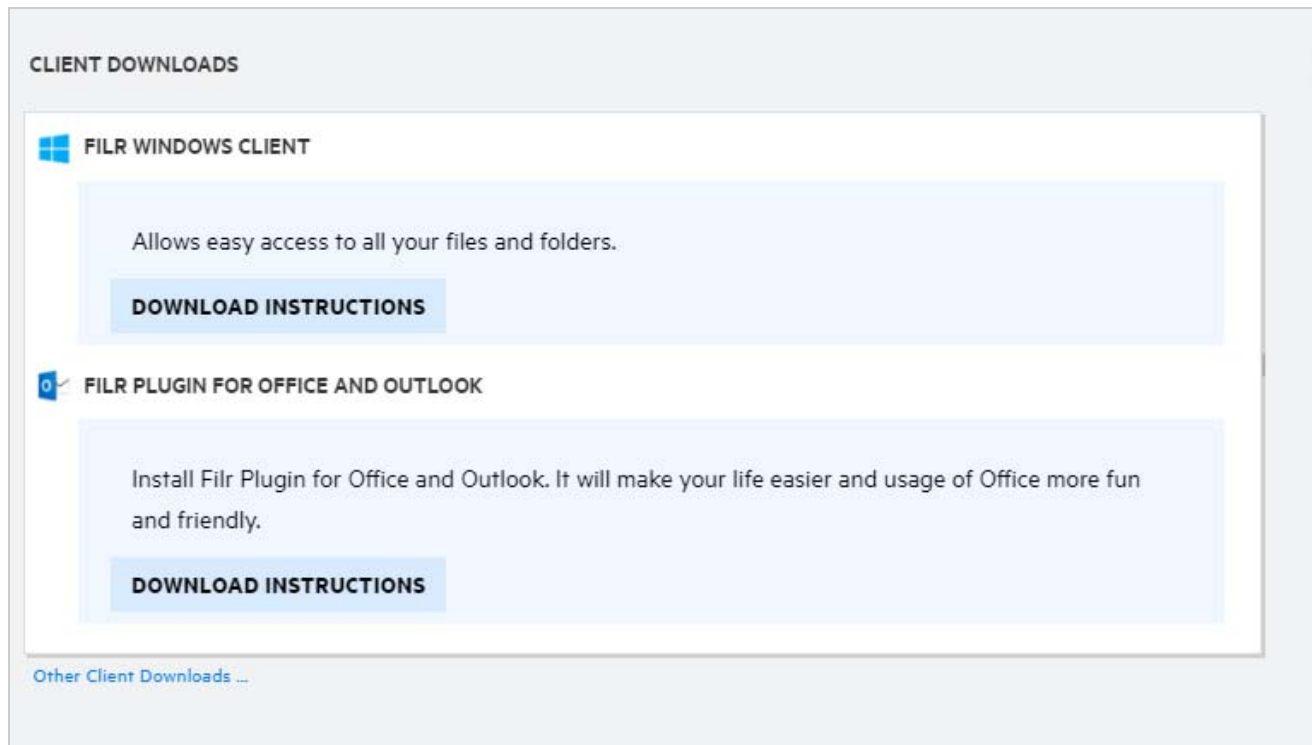
What is Client Downloads?

This section includes information about the native Filr client, download links to other clients, install instructions, and link to the documentation. This section is available only if the Filr administrator has enabled permission to download and install the Filr Client.

Based on the operating system, the appropriate client executable is available to download. For example, accessing web client from a Windows machine displays Windows executables.

To download other clients, click on the link [Other Client Downloads ...](#)

Figure 9 Client Downloads



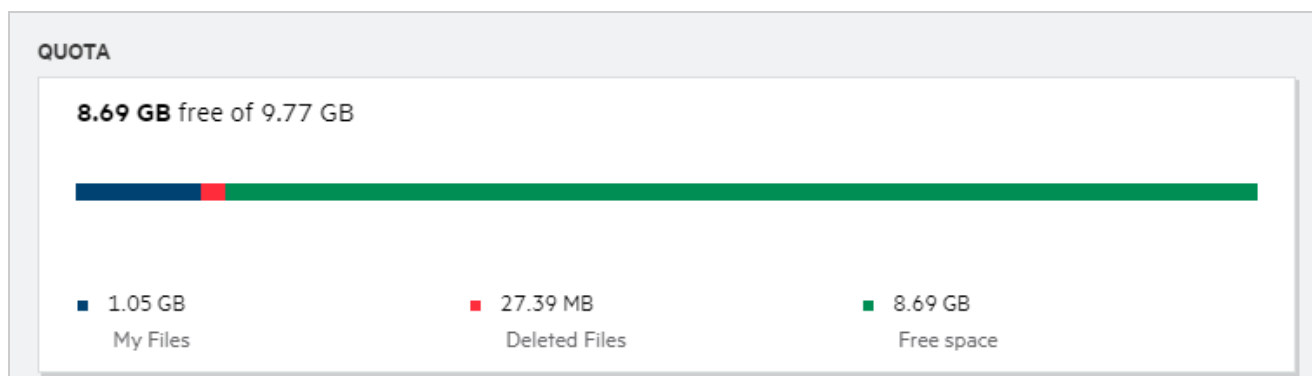
What is Quota?

Quota limits the amount of data, individual users can add to the Filr site. Files in Net Folders (including your Home directory) do not count towards your quota. Quota section is available when it is enabled by your Filr administrator.

Quota shows the used space on Filr:

- ♦ The blue color bar shows the amount of data in **My files**.
- ♦ The red color bar shows space consumed by the deleted files. The files and folders that are moved to trash are listed under **Deleted files**.
- ♦ The green color bar shows available space.

Figure 10 Home Quota



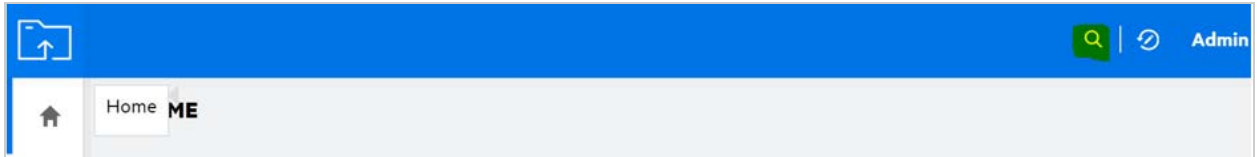
How does the Search Work in Web Client?

You can perform search operations on file and folders based on the ACLs, you have on each item. The Search string should contain minimum of 3 characters for Filr to start searching the content.

To use the Search option,

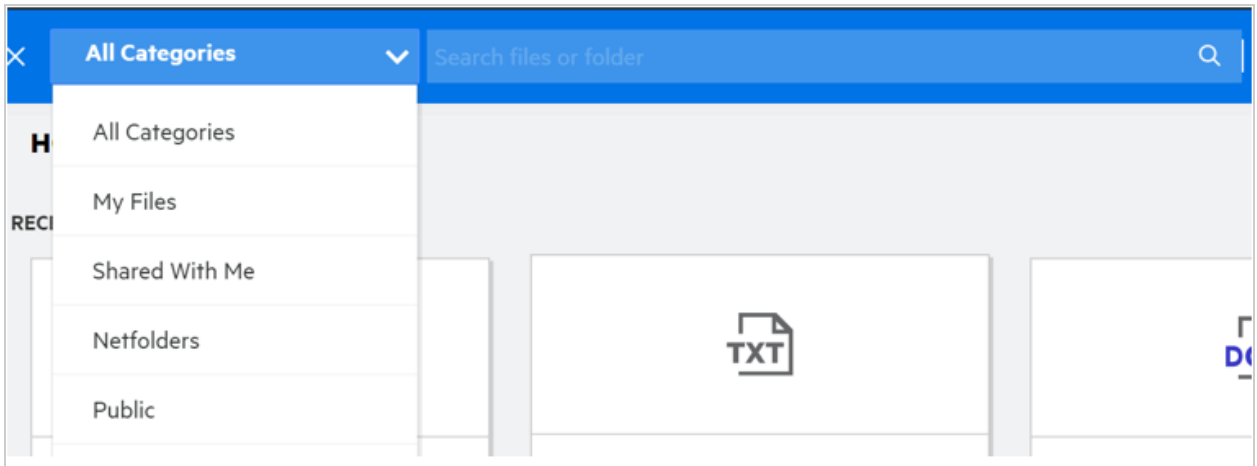
- 1 Click the search icon on the top right of the **Home** page.

Figure 11 Search Icon on Home page



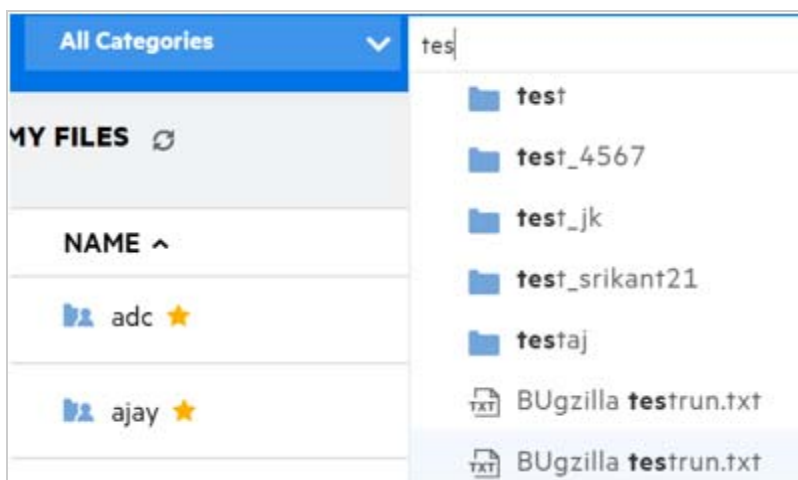
- 2 From the **All Categories** list, select a category and specify a search string.

Figure 12 Category List



- 3 Filr populates the list of items matching to the search string. Clicking on the folder or file takes you to the exact location where the item is present.

Figure 13 Search String



Additional Information on Search Operations:

- ♦ The **Search Results** page is a consolidated view of search items inside a specific location selected by you.

Figure 14 Search Results

SEARCH RESULTS FOR "pptx" 58 Items					
NAME ^	STATUS	MEMBER	MODIFIED ^	LOCATION	SIZE ^
<input type="checkbox"/> 1.pptx ★	--	Only me	15 days ago	Shared with Me/1.pptx	
1.pptx	--	Only me	21 days ago	Public/1.pptx	1.68 MB
111111-CEAppliance.pptx	--	Only me	21 days ago	Shared with Me/Docs/1...	401 KB 1
111111-CEAppliance.pptx ★	--	Only me	21 days ago	My Files/ajaycopy/111...	401 KB 1
111111111111.pptx ★	--	Only me	17 days ago	My Files/copy500/1/1/...	406 KB
111111111111.pptx	--	Only me	17 days ago	Public/1/1/11111111...	406 KB 1
111111111111.....0000	--	Only me	16 days ago	Public/1/1111111111	406 KB 1

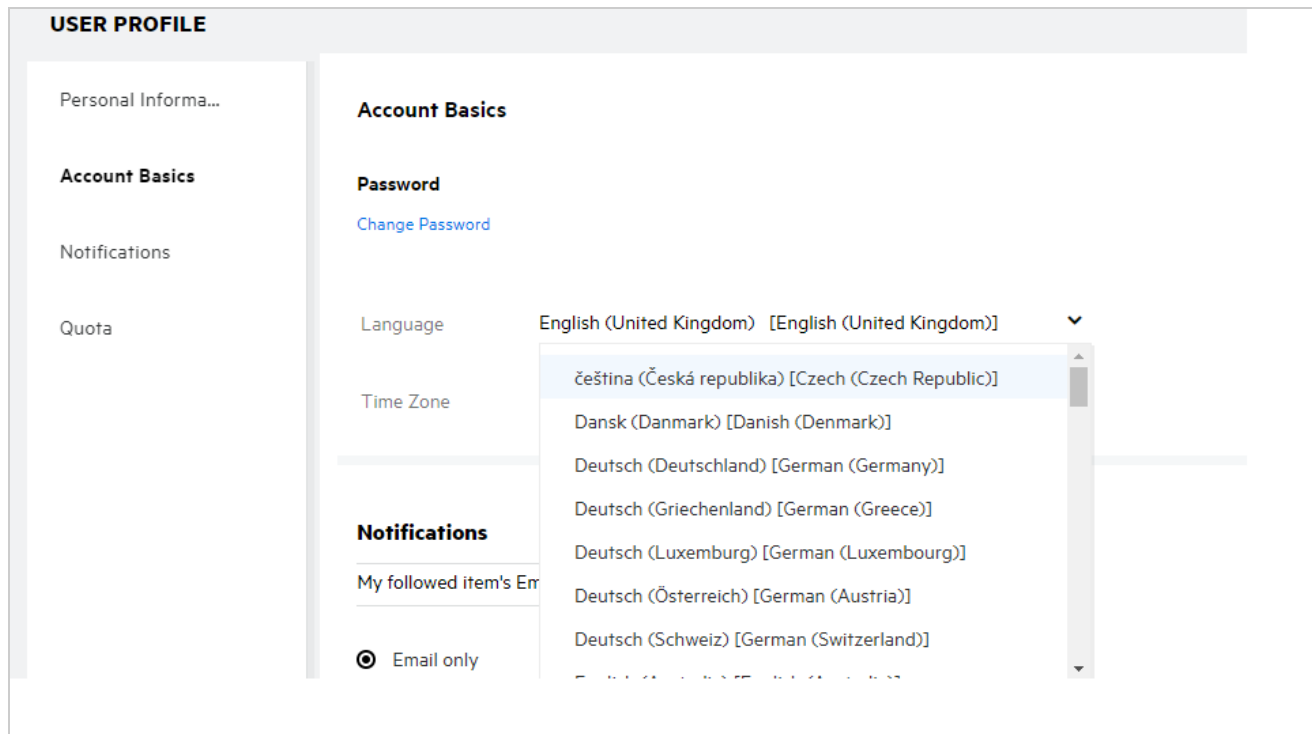
- ♦ The **Location** column displays the location of each item.
- ♦ You can perform all operations on file and folders based on ACLs, you have on each item.

What is User Locale and how to access them?

User Locale (Language) is a drop-down option located in the **User Profile** under **Account Basics**. It enables you to change the language of the Web Client in your preferred language.

Users can access the User Profile by clicking on their name on the top right corner and click **View profile**.

Figure 15 Change Language

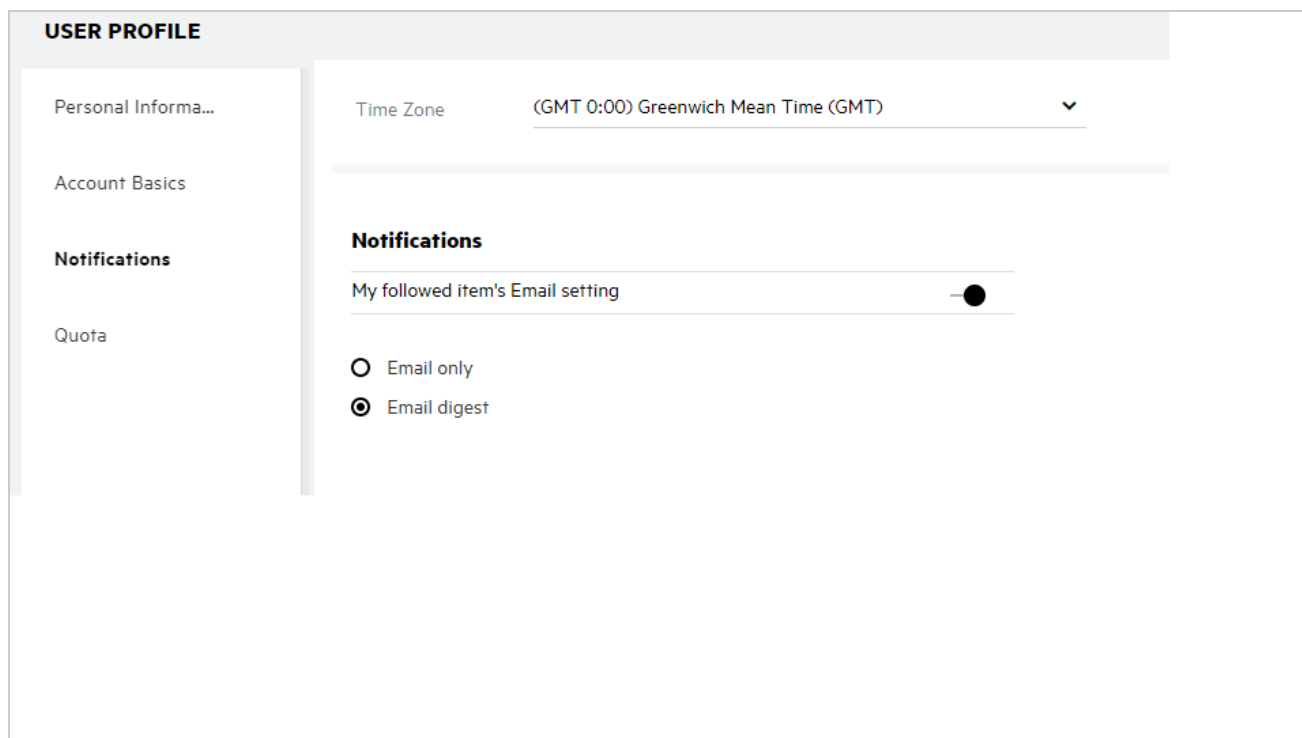


What is Follow Notification Settings and how to access them?

Follow Notification Settings is present in **User Profile** under **Notifications**.

When you mark a file or folder as **follow**, you will receive email notifications when any changes are made to that file or folder.

Figure 16 Follow Notifications



If the notification setting is disabled, then the user does not have an option to follow a file or folder. On enabling the setting, you must specify your email address to receive the notifications.

You can add your email in the **User Profile > Personal Information**. If the details in **Personal Information** is grayed out, contact your administrator to add the email address.

The following actions trigger the notification:

- ♦ Uploading a file
- Adding a comment to a file
- Editing a File
- Renaming a File

The notifications setting has two options:

Email Only:

- ♦ Email Notification applies both to folders and files.

- ♦ Filr sends one email message for every new or changed file. The email message does not include an attachment of the actual file, but include information about the file and the activity that occurred.
- ♦ Email notification is sent every time an activity happens.

Email Digest:

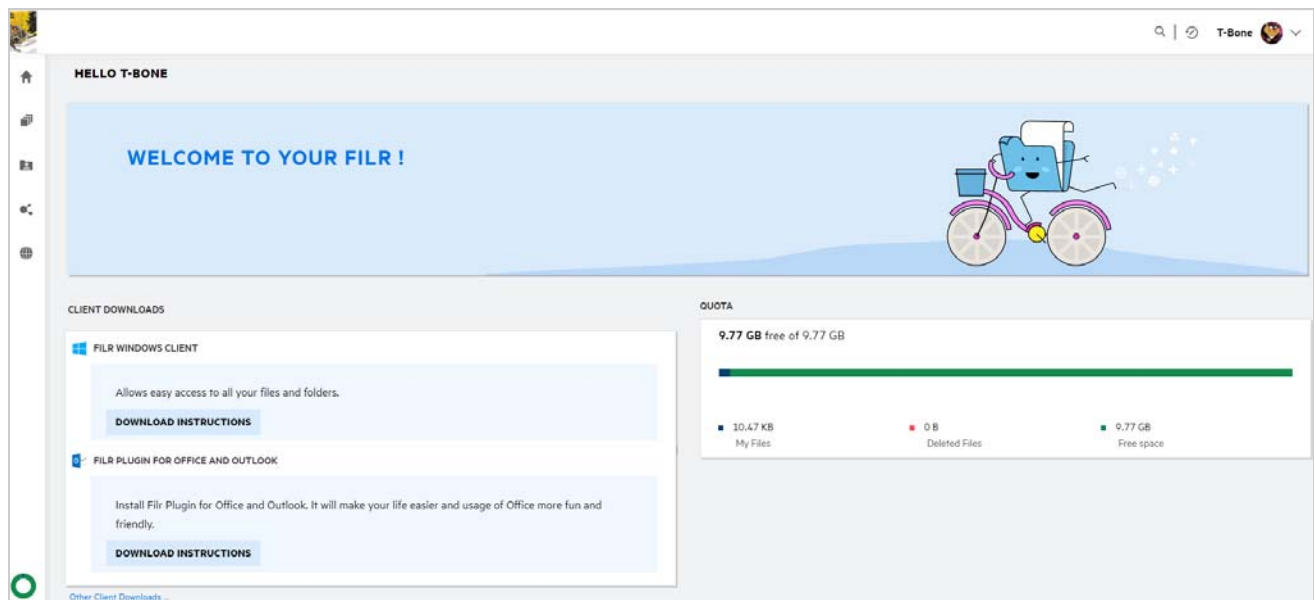
- ♦ Digest Notification applies only to folders and not files.
- ♦ By default, Email Digest is enabled when the user enables the notification.
- ♦ Filr sends Digest notifications at a schedule time set by the Filr administrator.
- ♦ File sends one Email that summarizes all the activity in the folder and its sub-folder during the specific interval.

How to login to FILR and navigate to the Administration Console?

Filr users and administrators use this console to manage the files from their Filr and Net Folder work area.

- ♦ **Login to Filr:** https://filr_appliance_ip_or_dns:8443/.
- ♦ If Filr is configured for port redirection, then there is no need to specify the port number in the URL.

Figure 17 Filr Home Page



To access the Administration Console, click on **Username > Administration Console**.

Filr administrators use this console to manage all the aspects of the Filr services.

Figure 18 Navigate to the Filr Administration Console

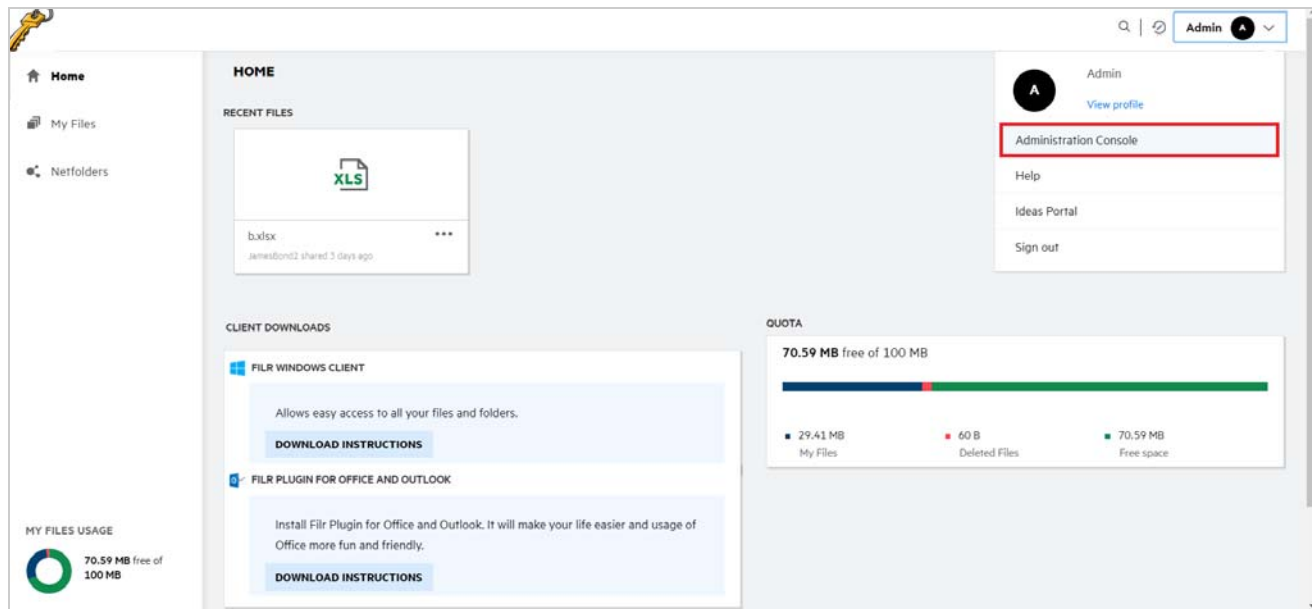
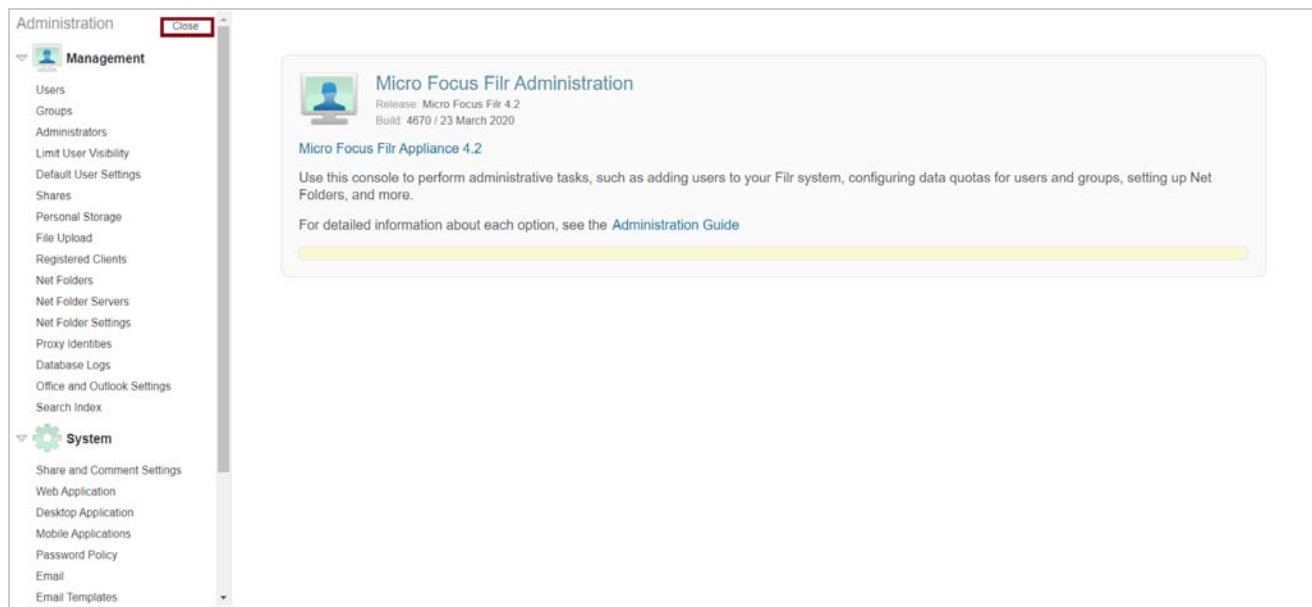


Figure 19 Filr Administration Console



Click on the **Close** button to close the Administration Console.

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