



## Filr

As a BOKU member, the Open Enterprise Servers (formerly Novell servers) have been available to you for decades for the secure storage of your data. Filr facilitates access to this data, e.g. when you are away from BOKU. With the Filr Desktop Client for Windows or macOS, you can have selected files with you at all times, even when you are not connected to the Internet. Web interface, WebDAV and apps for Blackberry, Android and iOS provide additional mobility.

You can also use Filr to easily access your data via a web browser, or via WebDAV.

Filr supports collaboration in teams: You can use Filr to share files with BOKU employees or external persons, add comments to these files, and be notified when changes are made.

**Target audience of the documentation:** BOKU employees, BOKU students

**Please send inquiries to:** BOKU-IT Hotline [boku-it@boku.ac.at](mailto:boku-it@boku.ac.at)

### Table of contents

1	Why Filr? - An overview .....	2
2	Access via web browser .....	3
3	Desktop Client (Windows, macOS) .....	4
4	Apps for mobile devices (smartphones, tablets) .....	8
5	Access via WebDAV .....	9
6	Cooperation .....	10
6.1	Create share link .....	10
6.2	Share files and folders with other users .....	10
7	Best Practices .....	13
8	Known problems .....	14

## BOKU-IT

### 1 Why Filr? - An overview

- **Your files always and everywhere accessible**

On your workplace PC you can access your files on the Open Enterprise Server (OES) using the OES client. With the Filr Desktop Client you can mirror selected folders or files locally, e.g. to a notebook, so that you can edit the files even if there is no Internet connection at the moment (the files are synchronized as soon as there is an Internet connection again). You can then find the changed files as usual on the Open Enterprise Server. Likewise, you can access your files with mobile devices (smartphones, tablets) using the Filr app. Of course, access with a normal web browser or WebDAV is also possible. Your files are *always* stored on BOKU servers or on your device - but never in data centers of external providers.

- **Collaboration**

You can share files and folders specifically with BOKU members, but also with external people. The ability to assign comments to files can make collaboration much easier. Finally, you can also be notified automatically when changes are made.

## BOKU-IT

### 2 Access via web browser

#### Login with BOKU account

If you are not at your workstation, you can use any PC and a normal web browser to access your data on BOKU's Open Enterprise servers via Filr (as you may have done so far via NetStorage).

Call the Filr web interface:

- <https://files.boku.ac.at>

and log in with your BOKU account (i.e. with the same username and password you use to log in to BOKUonline):

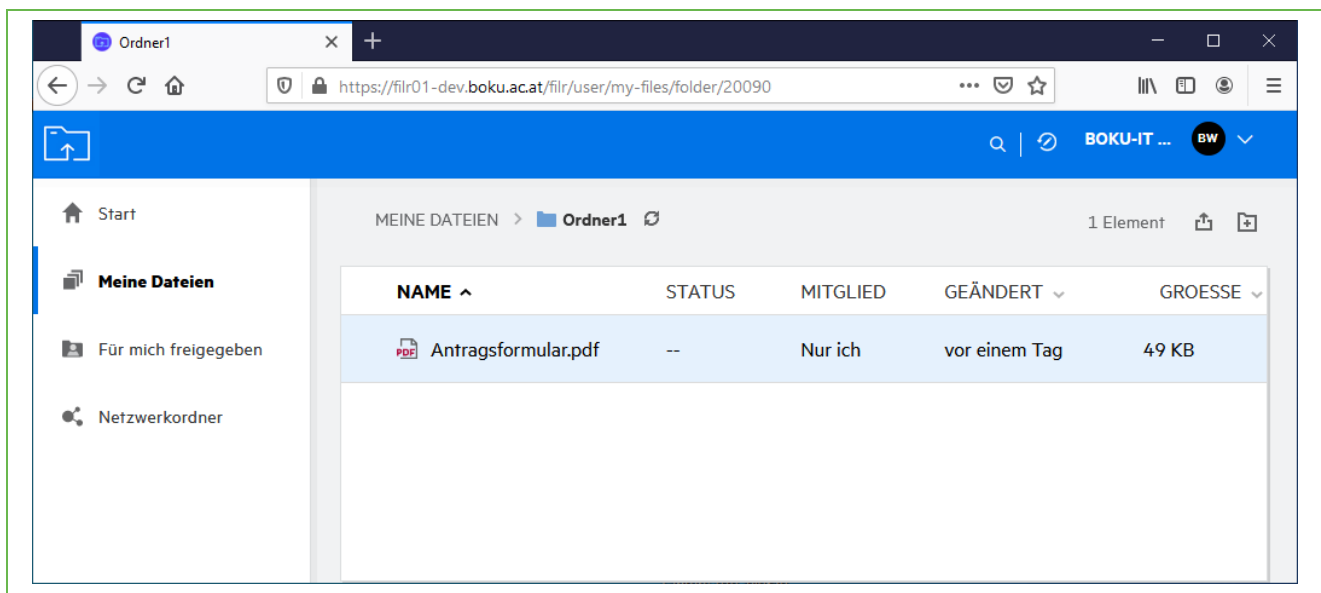


Figure 1

Under 'My Files' you can find the files and folders that you find on your workstation PC under `\SERVERHOME\DATAHOME\HOME\loginname`, generally drive M:.

By the way, this is the same folder where files scanned via BOKUprint end up when using the 'Scan to Home' option. (As author appears here: File synchronization agent).

Again for clarification:

You can access your files as usual at your workstation PC via OES client at drive M: (`\SERVERHOME\DATAHOME\HOME\loginname`), or via web browser, WebDAV, or desktop client or app.

## BOKU-IT

### Login for BOKU-external persons

A BOKU-external person receives an email notification (email invitation) after a release, to the email address for which the release was set, clicks on the link, receives a registration form and can create a profile there with which he can log in to Filr in the future.

Under 'Shared with me' you can see files and folders that have been shared by other people.

### 3 Desktop Client (Windows, macOS)

By default, no files are downloaded at all. If you are connected to the Internet, you can navigate through the folder structure of your local Filr folder, and you may notice slight delays as the file lists are downloaded on the fly. Therefore, please do not be alarmed if 'This folder is empty' appears for a few seconds. Files are not actually downloaded until they are opened. Depending on the file size, you will see a short or slightly longer notification that the file is being downloaded:

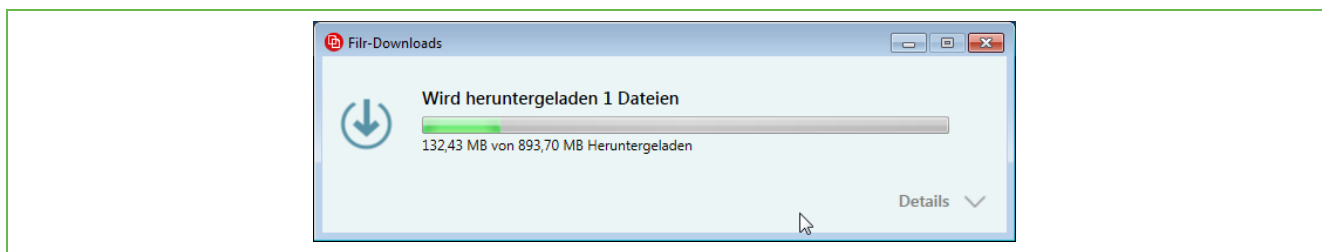


Figure 2

## BOKU-IT

Files downloaded this way remain cached by default for 30 days, so they are available offline for 30 days. You can change this duration in the Filr console if necessary.

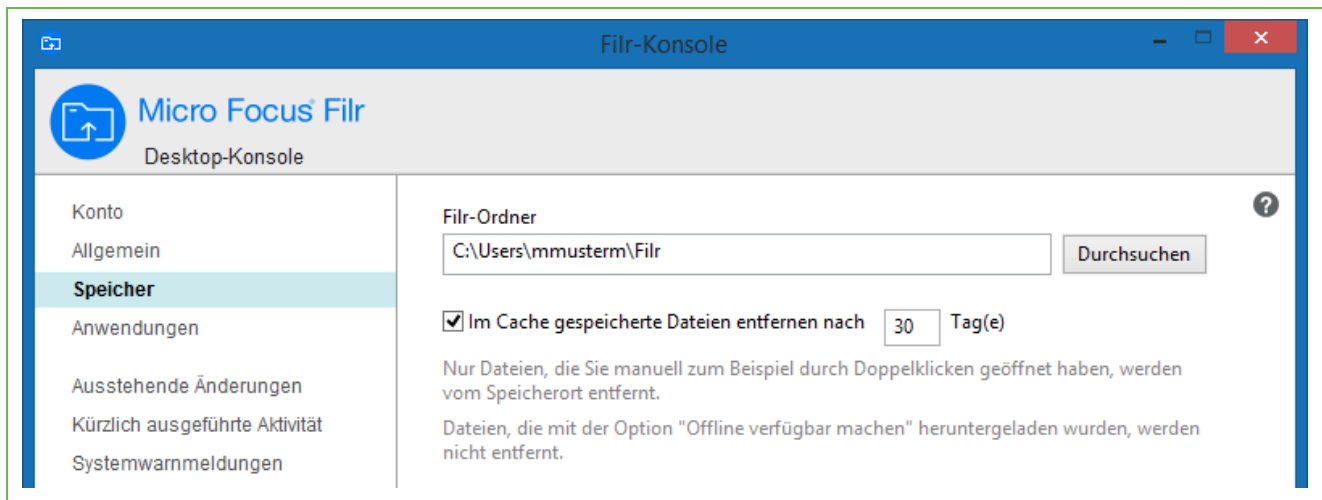


Figure 3

Files and folders that you want to have permanently available even without an Internet connection can be marked with 'Make available offline':



Figure 4

## BOKU-IT

### Typical scenarios

The typical use case is to use the Filr Desktop Client on a notebook (but it is possible to install the Desktop Client on a workstation PC in parallel with the client).

The advantage of using the Filr Desktop Client is that the files can be made available offline, i.e. the client ensures that an up-to-date copy of the files on the server is always also available on the local PC. This means that, unlike the OES client, no permanent Internet connection is required. A **typical scenario** would therefore be use on a **notebook while traveling**, where there is only a limited Internet connection. As soon as the Internet connection is available again, the changes are synchronized to the server, so that when you return to your workstation PC, you will immediately find the current versions of the files edited on the road on the Open Enterprise Server.

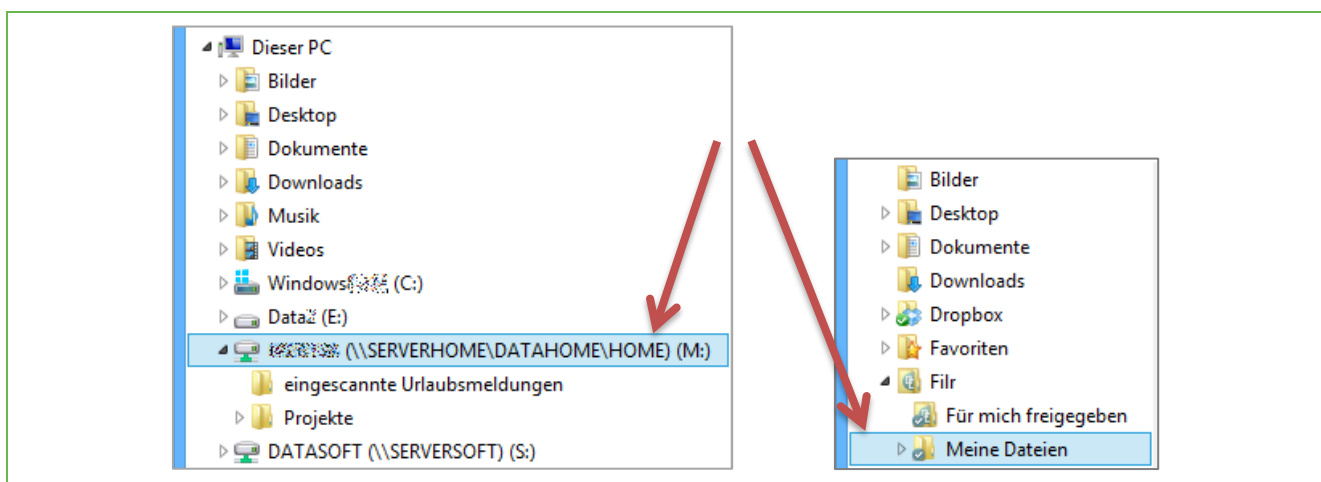


Figure 5

### Please note:

- The advantage of having all data mirrored not only on the access-protected Open Enterprise Server, but also on a notebook can represent an enormous **security risk!** Please be aware of the legal and financial consequences a loss of data on a notebook could have! Therefore, please familiarize yourself with suitable measures for encryption and "endpoint security", although this is admittedly a very complex topic.
- According to previous experience, synchronization of GroupWise archives may cause problems, please make sure not to synchronize these archives under any circumstances!

## BOKU-IT

- When using mixed access from OES client and Filr, please note that the synchronization behaves differently depending on whether you process files classically via OES client, CIFS or AFP mapped drives or via Filr client:
  - Via Filr Client, synchronization is event-driven, so changes you make via Filr Client are immediately synchronized to the central server.
  - Changes you make via OES client, CIFS or AFP will be updated at the latest when accessing the folder/file via Filr Desktop Client.

### Desktop client installation

For the installation you need administrative rights on the local PC. In case of doubt, please contact the **IT managers** of your organizational unit who probably installed and provided you with the PC:

<http://short.boku.ac.at/it-edvv>

Call the Filr web interface:

- <https://files.boku.ac.at>

and log in with your BOKU access data.

On the start page you will be offered client downloads.

### Desktop client installation on Windows

First, the account information is requested:

In the 'Server URL' field, please enter:

**<https://files.boku.ac.at>**

For username and password enter your usual BOKU login data.

In the 'General settings' section you can change the suggested location for the locally synchronized data. You cannot specify a folder that already contains data.

### Remove Local Data / Desktop Client

Important: If you decide that you no longer want to have the data synchronized locally, then please uninstall the desktop client *FIRST*, and only then delete the data!

## BOKU-IT

### 4 Apps for mobile devices (smartphones, tablets)

Launch your favorite store app to install the Filr mobile app on the mobile device. Search for 'Filr' or 'Micro Focus Filr' to find the app. Follow the instructions in the store to download the Filr app.

Enter your BOKU login name and the corresponding password. Please enter as server:

- **files.boku.ac.at**



Figure 6

To conserve mobile data volume, not all files are synchronized to the device immediately, but just as with the desktop client from version 2.0, only individual files and these only when needed.



## BOKU-IT

### 5 Access via WebDAV

To access your data on the BOKU Open Enterprise servers via WebDAV, proceed as follows:

In Windows Explorer, click 'Connect network drive' and enter the following address in the 'Folder' field:

**`https://files.boku.ac.at`**

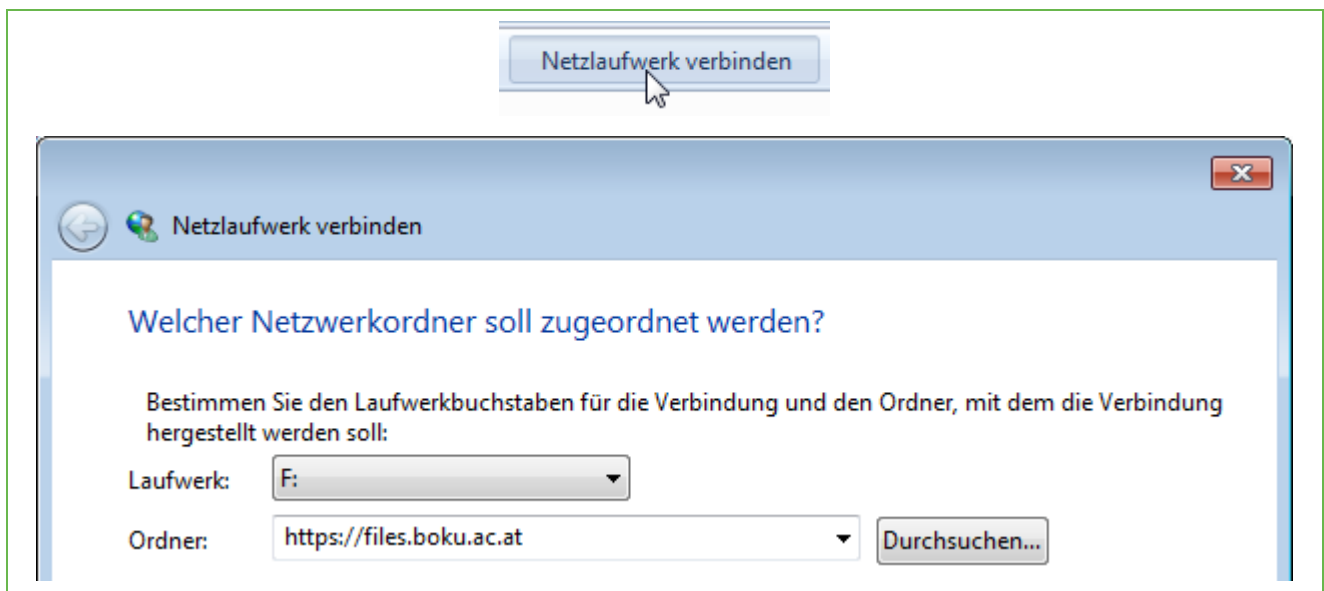


Figure 7

You can choose a drive letter, and specify whether the drive should be reconnected at the next login.

Under macOS select in the Finder: 'Go to' and 'Connect to server' and use analogously the URL `https://files.boku.ac.at`.

## BOKU-IT

### 6 Cooperation

#### 6.1 Create share link

If you create a share link for a file, you can simply send this link to any group of recipients, e.g. by mail. All recipients can use this link to download the corresponding files. No BOKU account is required. Compared to e-mail attachments, this way has the great advantage that neither your mailbox storage nor the storage space of your recipients is significantly burdened.

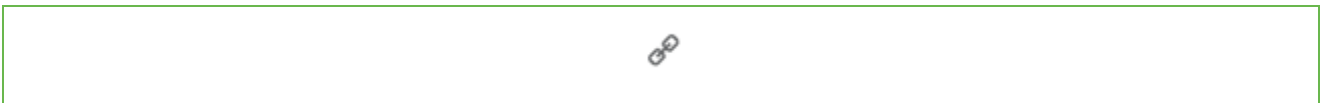


Figure 8

#### 6.2 Share files and folders with other users

You can share folders (only in the HOME folder, not on network drives) or individual files (both in the HOME folder and on network drives) with other users. You can also restrict the access time, and of course also define whether other users may only read or also modify.

##### **Important Notice:**

The Filr shares are NOT reflected in the drives and folders you access via OES client! However, the reverse direction works.

##### 6.2.1 Share folder

Click the share icon next to the folder name:

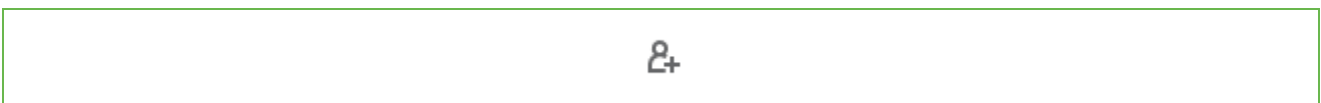


Figure 9

## BOKU-IT

### Sharing rights for folders:

- **Viewer:** Files can be read but not modified.
- **Contributor:** Files and folders can be created, modified, renamed, deleted.
- **Editors:** already existing files can also be modified, but *no new files or folders* can be created.

Please note the following points:

- Problem Desktop Client: Users with the right 'Editor' can create new files and folders on the local file system, but these are *not* synchronized to the server. This can lead to misunderstandings.
- Some programs save MS Office files in such a way that a temporary copy is created by the program, the original is deleted, and the temporary copy is renamed and thus given the original name again. From the point of view of a rights system, however, this is not changing an existing file, but requires rights to create, rename and delete files.

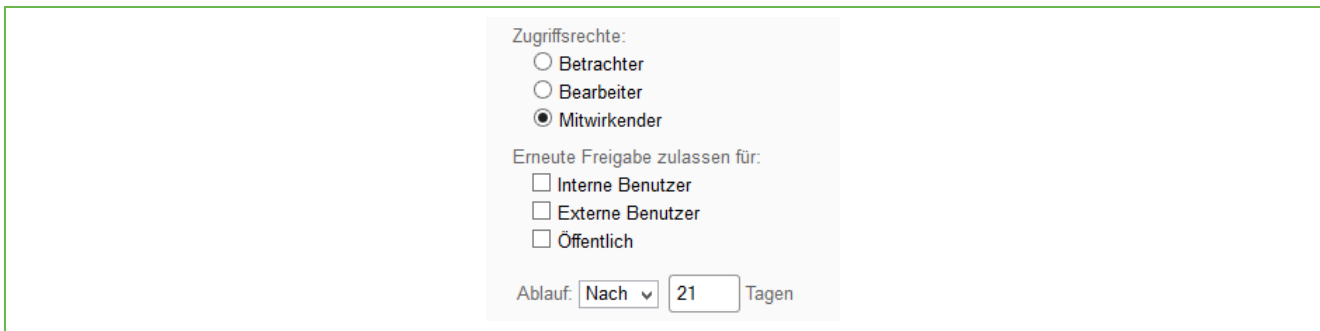


Figure 10

You can also regulate whether release rights may be passed on and from which date or after how many days the release expires.

You can also change the rights later again via the menu item 'Share this folder'.

Please note that these shares are only at filr level, when accessed with OES client these shares are *NOT* visible.

## BOKU-IT

### 6.2.2 Share files

Click the share icon next to the folder name:

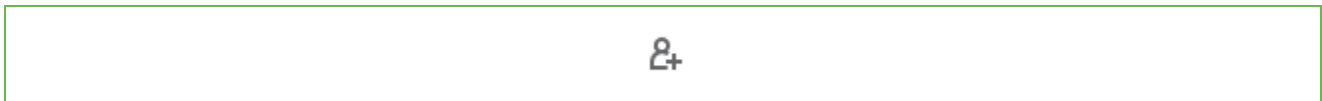


Figure 11

#### Sharing rights for files:

- **Viewer:** files can be read but not modified
- **Editors:** files can also be modified

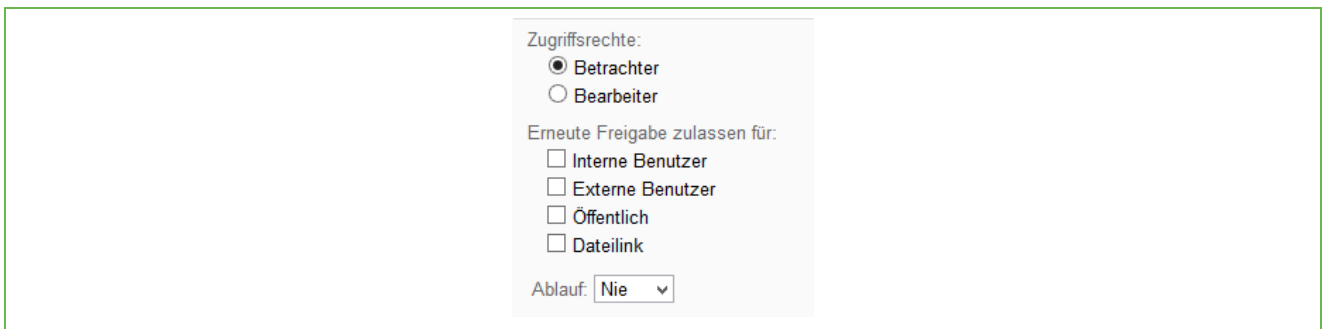


Figure 12

## BOKU-IT

### 7 Best Practices

#### Boundaries

- Maximum file size: currently 15 GB when using the desktop client
- Maximum number of files: tested up to 35,000 files

#### Application scenarios

- You work on a document both at BOKU and on your PC at home, and thanks to synchronization you never have to worry about where the original document is.
- You are traveling with a notebook and want to have selected folders accessible even without an Internet connection.
- Use similar to BOKUbox: you can share a file or folder with other users and do not need to upload it to another server first.
- You are working with several people on a project and all participants should always have access to all current file versions without having to send files around.

In this case, it can be useful to create a separate functional account for the project via the IT managers and to give this functional account access rights to the corresponding project folder on the institute drive via classic OES rights assignment (see <http://short.boku.ac.at/it-oes-rechte> ). External project members can then access via Filr and with the access data of the function account, BOKU members as usual via the mapped OES drives. In addition, Filr sharing of the HOME folder of the function account is of course also possible.

For the creation of a function account and the assignment of rights please contact the EDP responsible of your organizational unit: <http://short.boku.ac.at/it-edvv>

#### Risks

- If *sensitive data* is synchronized from the access-protected Open Enterprise servers to a local device, it is essential that suitable access protection measures (encryption, etc.) are taken on this device!
- Please refrain from synchronizing GroupWise archives in order not to endanger the integrity of the archive!
- If you use the Desktop Client and decide that you no longer want to have the data synchronized locally, then please uninstall the Desktop Client *FIRST*, and only then delete the data, otherwise the data will of course also be deleted on the server.

## BOKU-IT

### Encryption, Endpoint Security

- Now that Filr allows you to synchronize server data locally to your device, it is necessary that you take appropriate measures to ensure data security, such as using encryption software (e.g. BitLocker on Windows or FileVault on macOS).

## 8 Known problems

- Shares from the macOS Filr Desktop Client do not generate mail notifications, even if this would be desired.  
Workaround: Select "All recipients"
- macOS cannot satisfactorily open or unzip files and folders downloaded as ZIP files.  
Possible workarounds:
  - Unzip the file in the terminal using the command line unzip:  
`unzip /path/to/file/file.zip`
- Under certain circumstances, renaming folders from upper to lower case (or vice versa) may cause synchronization problems, so that the folder is deleted from the client. On the server, however, the data is preserved.  
Workaround: Create a new folder and move the contents into it.

## BOKU-IT

### History

**Last change:** 16. April 2021

The **current version** of this documentation can be found on the BOKU-IT service pages at: <http://short.boku.ac.at/it-filr>

Document		Filr	Filr _DE_V.4.0.0_2021-03-14.docx
Source document		BOKU	---
Update date / Author	Version	Changes	
2014-08-22 (RW/ZID)	1.0.0	Documentation created	
2015-06-11 (RW,FE/ZID)	1.1.0	Additions Selective Sync, Endpoint Security, Best Practices	
2015-06-19 (RW/ZID)	1.1.1	Additions Desktop Client Installation	
2015-11-05 (RW,FE/ZID)	1.2.0	WebDAV chapter	
2015-12-28 (RW/ZID)	1.2.1	Problem with El Capitan no longer exists	
2016-05-10 (FE,RW /ZID)	1.2.2	Notes on mixed operation Novell client and Filr; differences sharing home and network drives.	
2016-06-24 (RW,FE/ZID)	2.0.0	Changes Filr 2.0; Best Practice for Project Groups	
2016-08-26 (FE,RW/ZID)	2.0.1	Added notes about the problem with unpacking ZIP files.	
2017-04-04 (RW/ZID)	2.0.2	Replacement Novell to OES; Max. File size for client: 10GB	
2017-12-21 (RW/ZID)	2.0.3	Screenshots updated	
2018-01-12 (FE,RW/ZID)	2.0.4	Minor Changes	
2021-04-16 (RW/BOKU-IT)	4.0.0	Adaptations to Filr version 4	