



## Filr

The Open Enterprise Server (formerly Novell File Server) has been available to safely secure your data as BOKU member for decades. Filr facilitates access to these data, for example, when you are outside BOKU. With the Filr Desktop Client for Windows or Mac you have your selected files with you at all times – even when you do not have an internet connection right where you are. Web Interface, WebDAV and apps for Blackberry, Android and iOS ensure additional mobility.

With Filr you can also easily access your data via a web browser or WebDAV.

Filr supports collaboration in teams: via Filr you can easily release files for BOKU staff members or even external persons, add comments to these files and receive notifications upon changes to these files.

**Documentation target group:** BOKU staff members, BOKU students

**For requests please contact:** ZID Hotline [hotline@boku.ac.at](mailto:hotline@boku.ac.at)

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## Information Technology Services (ZID/BOKU-IT)

### 1 Why Filr? – An Overview

- **Access Your Files from Anywhere at Any Time**

You can access your files on the Open Enterprise Server via OES Client on your workplace computer. With the Filr Desktop Client you can mirror selected files locally, for example on a notebook. This allows you to also work on your files even when there is no internet connection at that time (the files are synchronized as soon as an internet connection is again available). You can find the changed files on your usual Open Enterprise Server. Likewise, you can access your files from mobile devices (such as smartphones, tables, etc.) via the Filr App. Of course, access with a regular web browser or WebDAV is possible too. Your files are *always* on BOKU's servers or your device – but never on an external provider's electronic data processing center.

- **Collaboration**

You can specifically release files or folders for BOKU members or even external persons. The option to comment on files can significantly enhance collaboration. Additionally, you can also decide to receive automatic notification on changes to files.

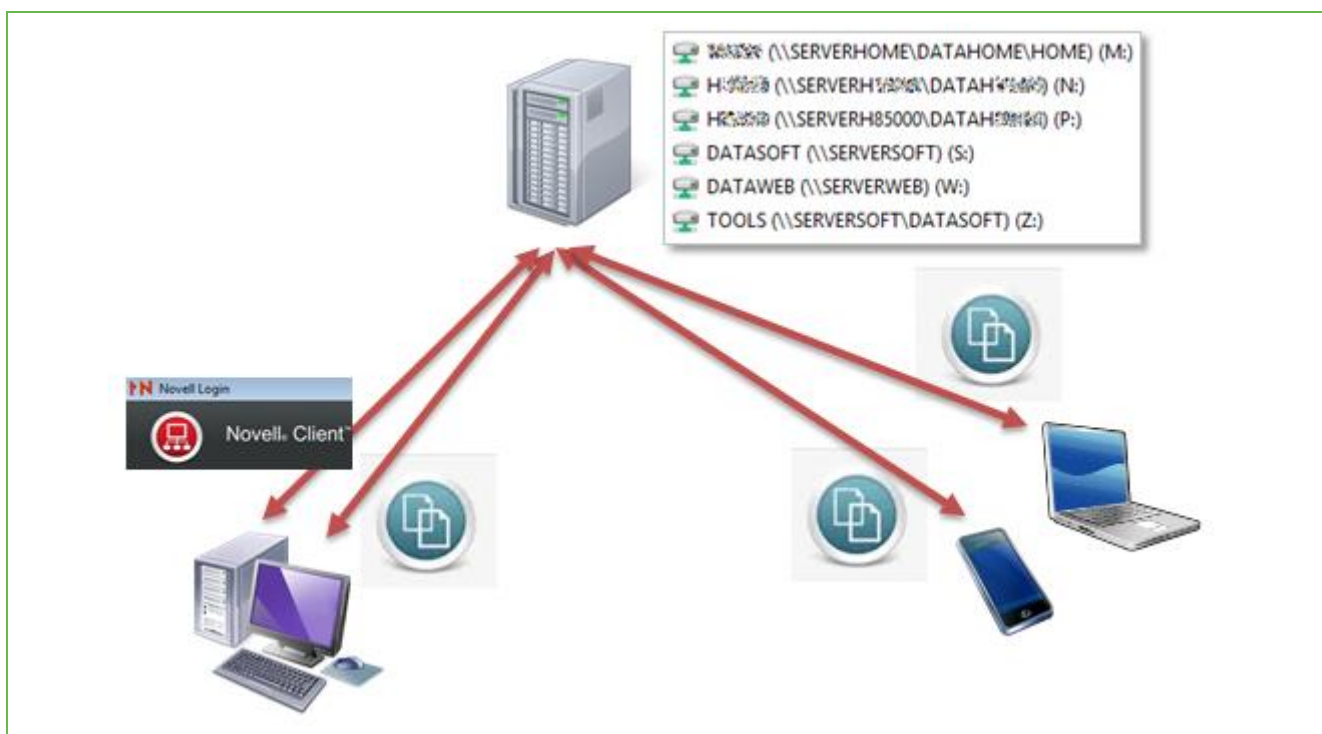


Illustration 1

## Information Technology Services (ZID/BOKU-IT)

### 2 Access Using a Web Browser

#### Login Using a BOKU Account

In case you are not at your workplace, you can also use any computer and a regular web browser to access your files on BOKU's Open Enterprise Servers via Filr (as you might already have done via NetStorage).

Access the Filr web interface:

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

and log in using your BOKU account (with the same user name and password that you use to log in on BOKUonline):

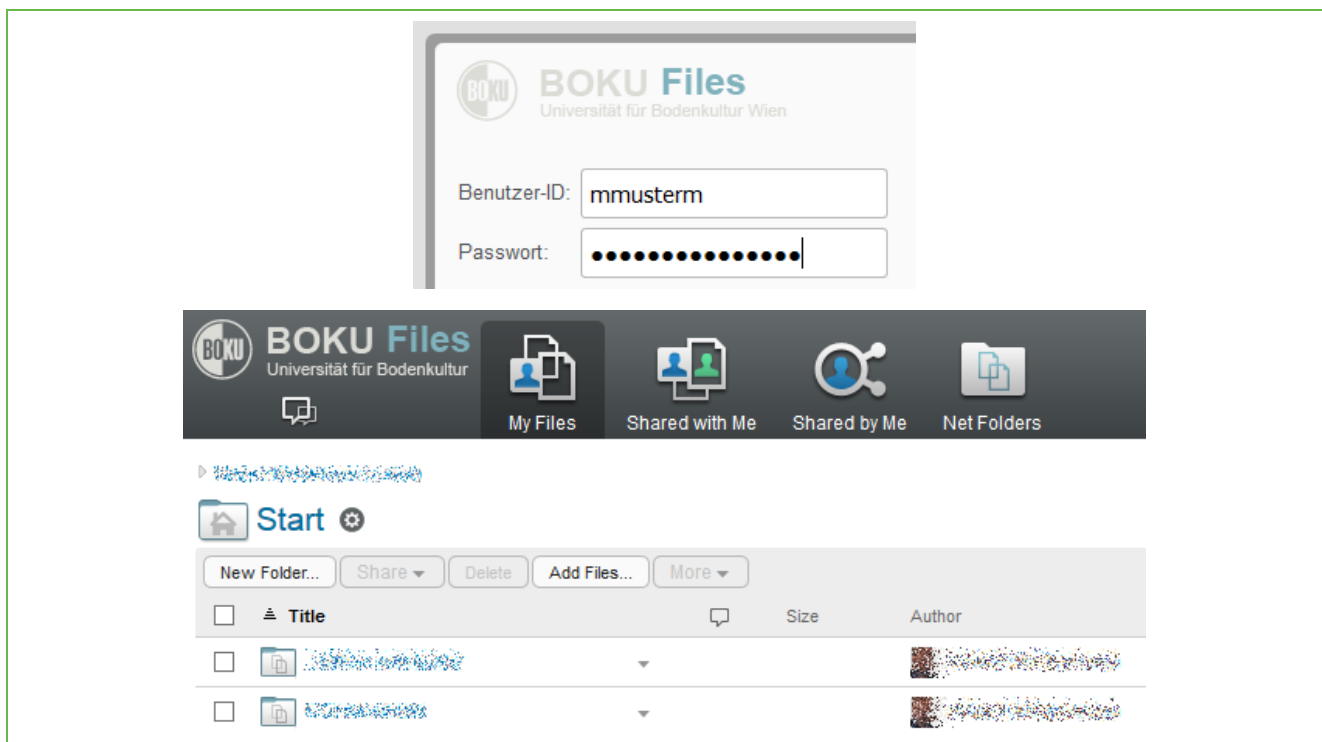


Illustration 2

Under 'My Files' you can find the files and folders that can be found on your workplace computer at \\SERVERHOME\DATAHOME\HOME\loginname, generally on drive M:.

By the way, this is also where files arrive when they are scanned via BOKUprint using the option 'Scan to Home' (As an author it will say: 'Dateisynchronisierungs-Agent').

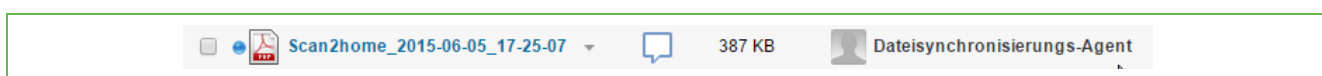


Illustration 3

## Information Technology Services (ZID/BOKU-IT)

Once again, for clarification purposes:

You can access your files as usual on your workplace computer via OES Client on drive M: (\\SERVERHOME\DATAHOME\HOME\loginname ) or via a web browser, WebDAV, Desktop Client or app.

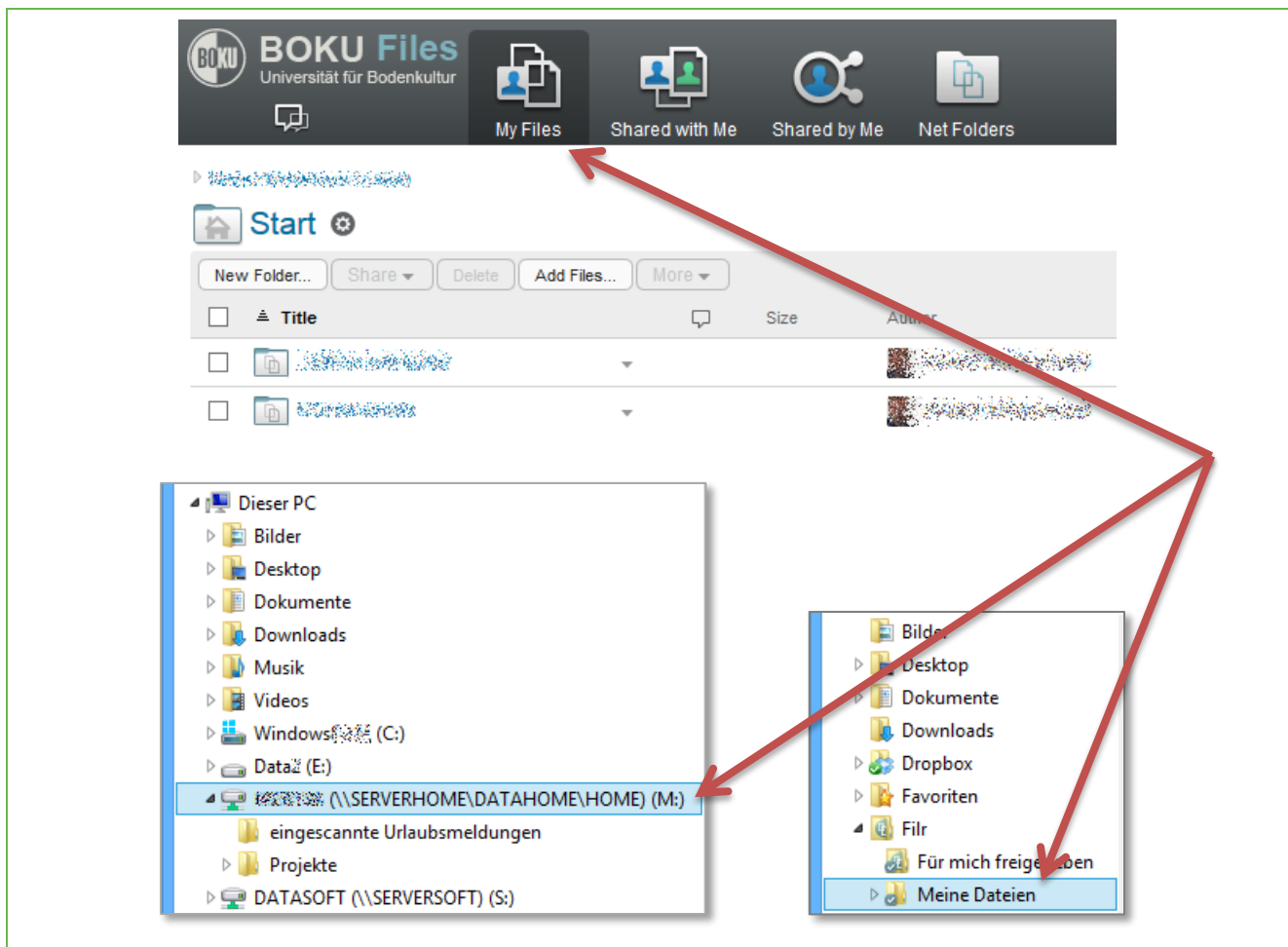


Illustration 4

### Login for BOKU-External Persons

Upon release, BOKU-external persons receive an e-mail notification (e-mail invitation) sent to the e-mail address used for the approval. The e-mail contains a link which leads to a registration form. A profile can be created which allows external persons to log in on Filr from then on.

Under 'Shared with Me' you can find the files and folders that other users have chosen to share with you.

## Information Technology Services (ZID/BOKU-IT)

### 3 Desktop Client (Windows, Mac OS X)

Supported platforms:

Windows 7,8, 8.1, 10

Mac OS X 10.10 „Yosemite“, Mac OS X 10.11 „El Capitan“, macOS Sierra, macOS High Sierra

#### Changes with the new Filr 2.0 release

With Filr 1.x all your Files within a selected folder were mirrored locally, so the first synchronization took some time.

Beginning with Filr 2.0, the Desktop Client works different: per default no files are mirrored locally. When an active internet connection is available, browsing through the folder structure of your Filr Folder is possible. You might notice that you see all files available on the server within the directory you are browsing at the very moment.

Files will be downloaded upon access. Depending on the size of the File you are accessing you'll see a notice:

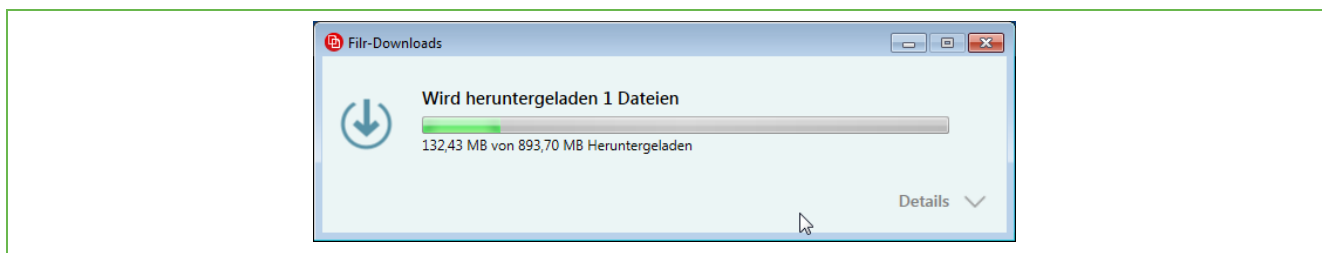


Illustration 5

In the following example you can see a listing of a directory, with only picture 1 and 3 opened previously. Therefore they were downloaded and are now available offline:

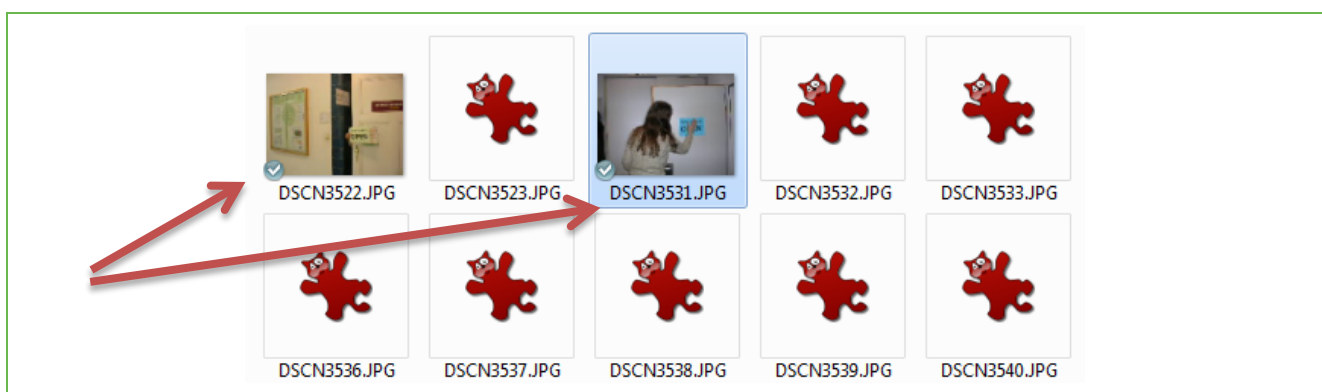


Illustration 6

## Information Technology Services (ZID/BOKU-IT)

Files downloaded this way will stay available offline in a local Cache for 30 days. You can change this period in the Filr Console depending on your needs:

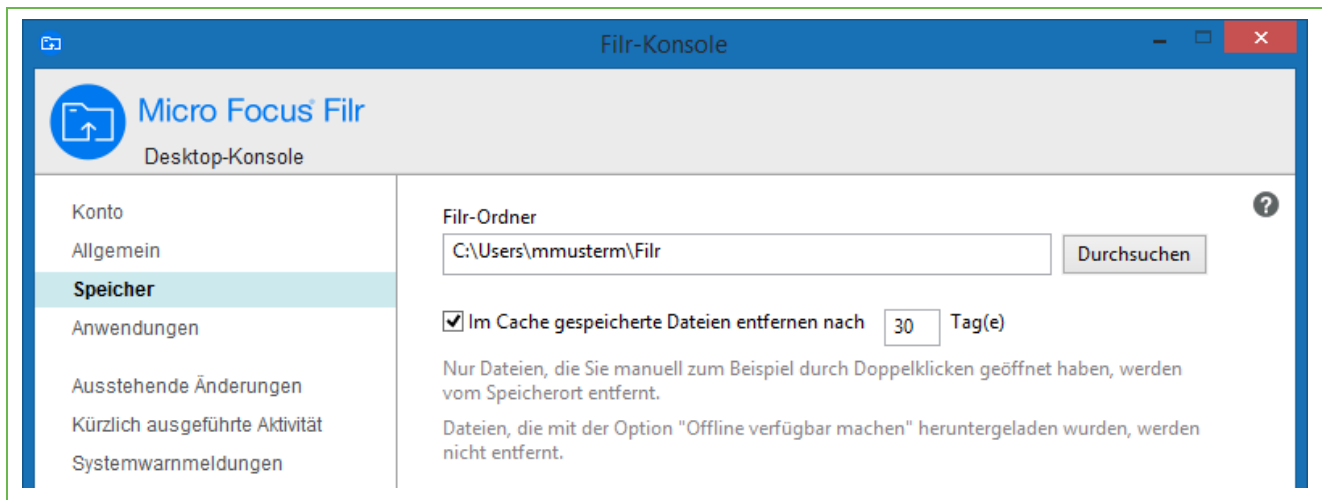


Illustration 7

You can make files and folders accessible offline permanently if you choose to do so in the context menu:

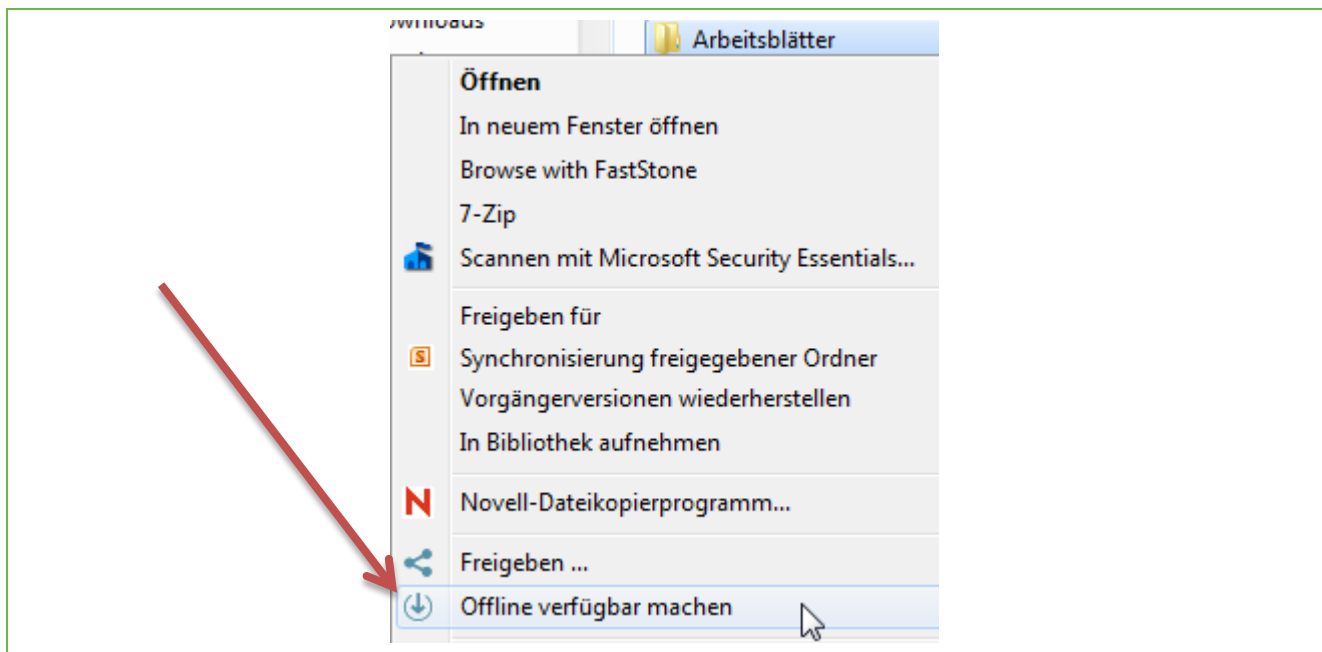


Illustration 8

## Information Technology Services (ZID/BOKU-IT)

### Typical Scenarios

The typical application scenario is the use of the Filr Desktop Client on a notebook (it is, however, also possible to install the desktop client on a working place computer parallel to the OES Client).

The advantage of using the Filr Desktop Client is that the files are mirrored locally. This means that the client takes care that the most current copy of the file stored on the server is also available on the local computer. Thus, in contrast to OES Client, no permanent internet connection is required. A **typical application scenario** would for example be the use of a **notebook while traveling** with only restricted internet access being available. As soon as there is an internet connection, the changes on the server are synchronized. This way it is ensured that on your Open Enterprise Server you can find the same, current versions of the files you worked on while traveling once you return to your workplace computer.

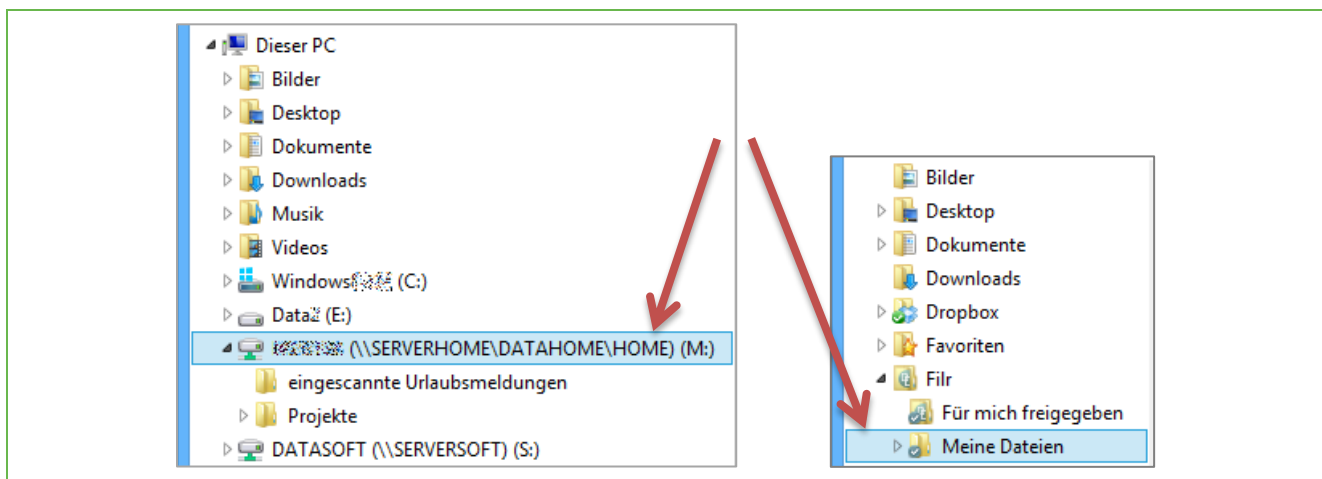


Illustration 9

### Please note:

- The advantage that all data is not only available on your access-protected Open Enterprise Server but is also mirrored on a notebook may pose a massive **safety risk!** Please be aware which legal and financial consequences data loss on a notebook might have! Please make yourself familiar with suitable measures for encryption and „Endpoint Security“. Admittedly, these are very complex issues.
- Previous experience shows that problems may occur upon synchronizing of GroupWise archives. Please ensure never to synchronize these archives!

## Information Technology Services (ZID/BOKU-IT)

- If you access your Files via OES Client and Filr at the very same time please note that the synchronization, depending on whether you edited your Files via OES Client, CIFS/AFP mapped Drive or Filr Client, behaves slightly different:
  - changes done via Filr Client are event driven - changes will be applied instantly on the server side.
  - changes done via OES Client, CIFS or AFP will take effect on the Filr Client latest upon the next directory access

### Desktop Client Installation

In order to install, you need the administrative rights on your local computer. When in doubt, please turn to the **IT representative** of your organizational unit who most likely installed your computer and made it available to you:

<http://www.boku.ac.at/en/zid/themen/at-your-service/support/edv-verantwortliche/>

Visit the Filr web interface:

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

and log in using your BOKU account:

Click on the **user name menu in the top right corner** and choose the menu item **'Download Filr Desktop App'**.

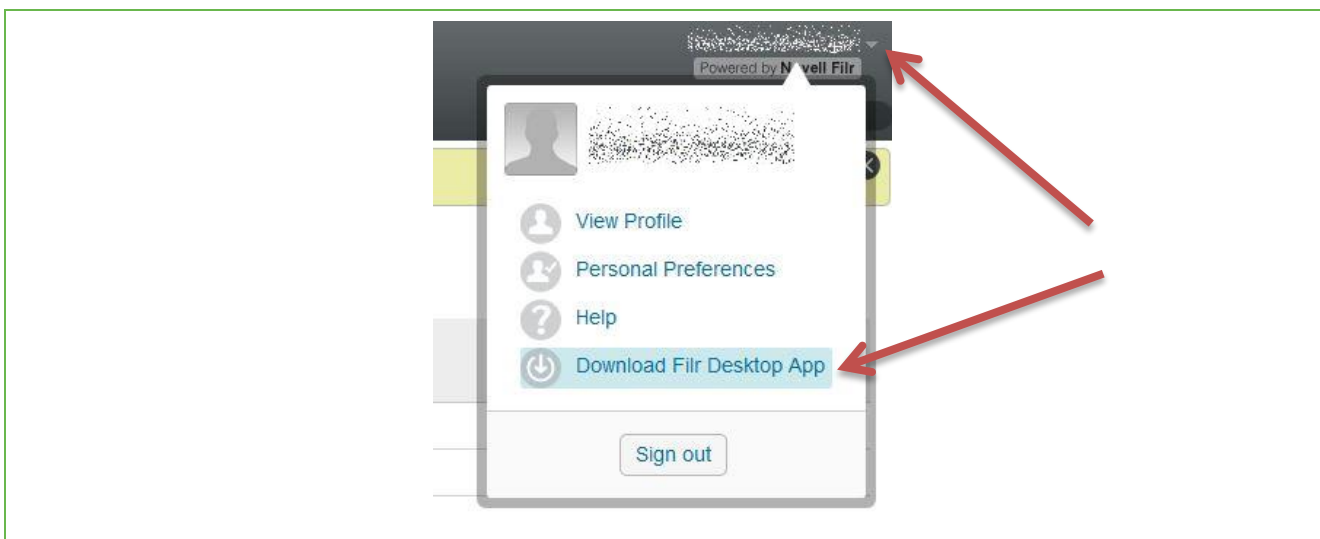


Illustration 10

Download the client onto your particular operating system and start the installation program.



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### Desktop Client Installation in Windows

In Windows you might be asked if you wish to install 'Visual C++ Runtime Libraries'. Agree by clicking on the button 'Install', tick the checkbox 'I agree to the license terms and conditions' and again click on 'Install'.

Initially, account information is requested:

In the field 'Server-URL' please enter:

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

For user name and password please use your usual BOKU login data:

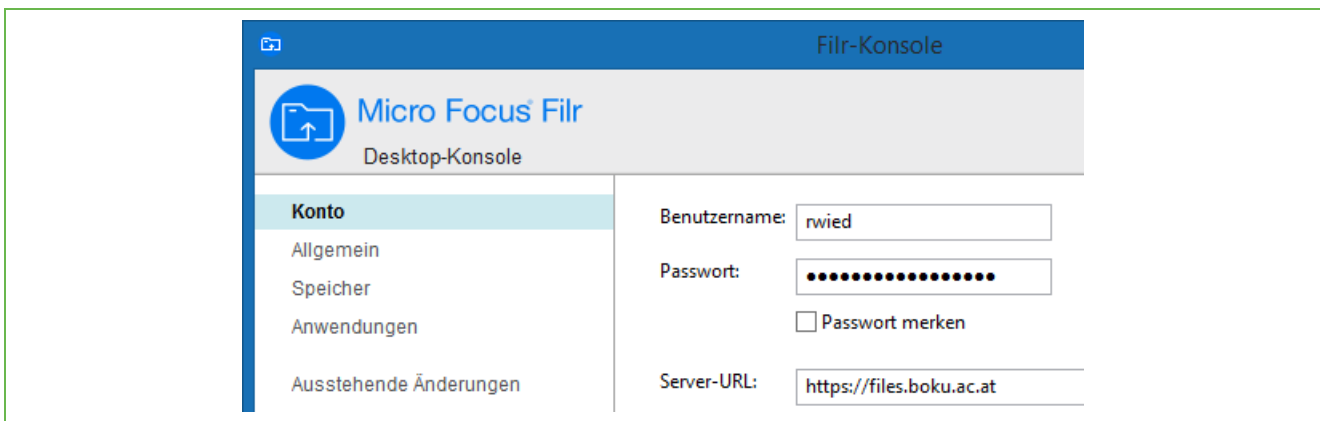


Illustration 11

You can adjust the default location where your synchronized data will reside.  
Please note: It is not possible to choose a folder that already holds data.

### Delete local Data / Desktop Client

Important: If you decide to end synchronization of data completely, please uninstall Filr Desktop Client first. Please do not delete any synchronized local data until you have completed this step.

## Information Technology Services (ZID/BOKU-IT)

### 4 Apps for Mobile Devices (Smartphones, Tablets)

Start your preferred store app in order to install the mobile Filr app on your mobile device. Search for 'Filr' resp. 'Micro Focus Filr' to find the app. Follow the directions in the store to download the Filr app.

Please enter your BOKU login name and the corresponding password.  
In the field for server please enter: **files.boku.ac.at**



Illustration 12

Considering data volume, the app does not immediately synchronize all files on the device. Like with the Desktop Client, only individual files are synchronized on request.

## Information Technology Services (ZID/BOKU-IT)

### 5 WebDAV access

To access your files on BOKU's Open Enterprise Servers via WebDAV use the following URL:

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

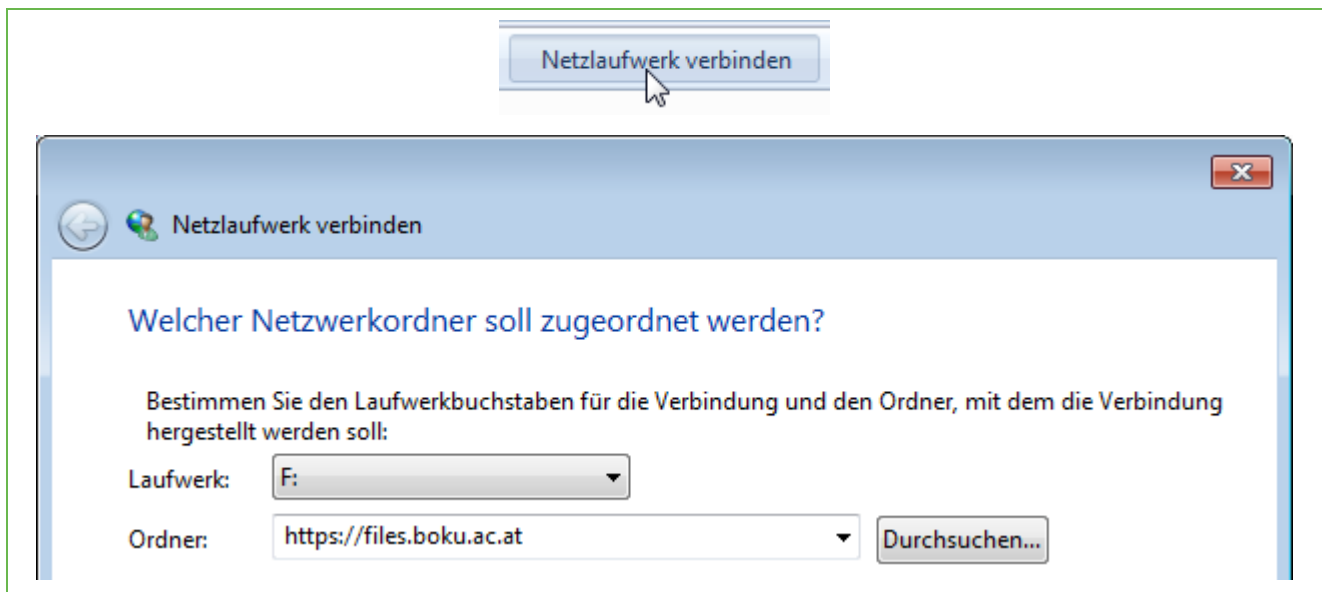


Illustration 13

## Information Technology Services (ZID/BOKU-IT)

### 6 Collaboration

Options such as releasing and subscribing to comments are available via both the Filr web interface and the Filr Desktop Client.

#### 6.1 Share Files and Folders with Other Users

You can release folders or individual files specifically for other users. You can also allow temporary access only and, of course, decide whether other users may only read or also change content.

##### Important Note:

The Filr release is NOT mirrored in the drives and folders which you access via OES Client! The opposite direction does work, though.

##### 6.1.1 Share Folders

Click on the cog wheel symbol next the folder's name and select the menu item 'Share This Folder':

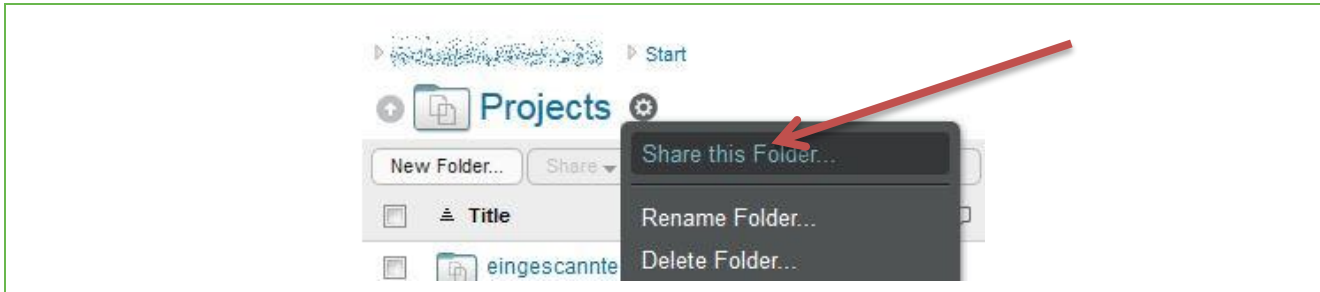


Illustration 14

In order to release it for **BOKU accounts**, please select the name from the list.

For **BOKU external participants**, please click on the envelope symbol: 

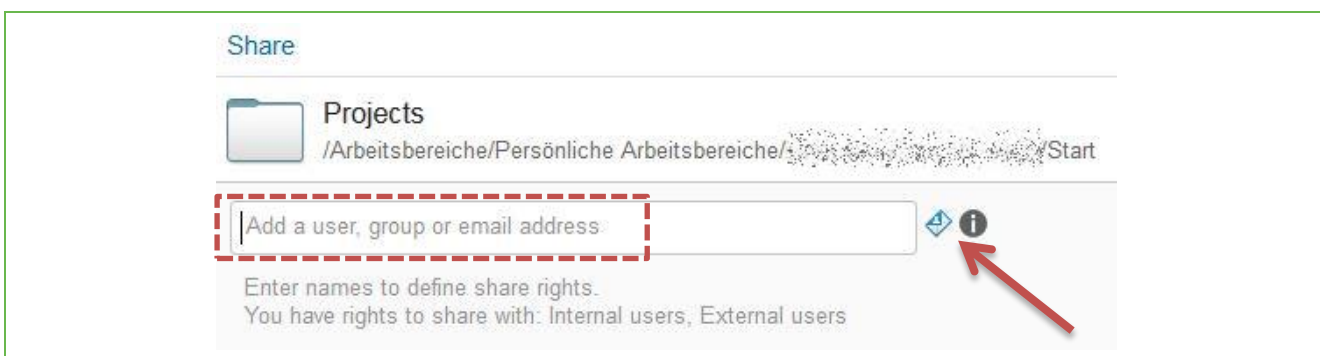


Illustration 15

## Information Technology Services (ZID/BOKU-IT)

### Sharing Permission for Folders:

- **Viewer:** Files may be read but cannot be changed.
- **Contributor:** Files and folders may be created, changed, renamed and deleted.
- **Editor:** Already existing files may be changed. However, *new files or folder cannot be created.*

Please note the following:

- Desktop Client problem: users with the right Editor' may create new files and folders in the local file system. However, these are then *not* synchronized on the server. This may lead to misunderstandings.
- Some programs save MS Office files by creating a temporary copy, deleting the original and renaming the temporary copy so that it has the original name again. From an access rights point of view, this, however, is not changing an existing file but requires the rights to create, rename and delete files.

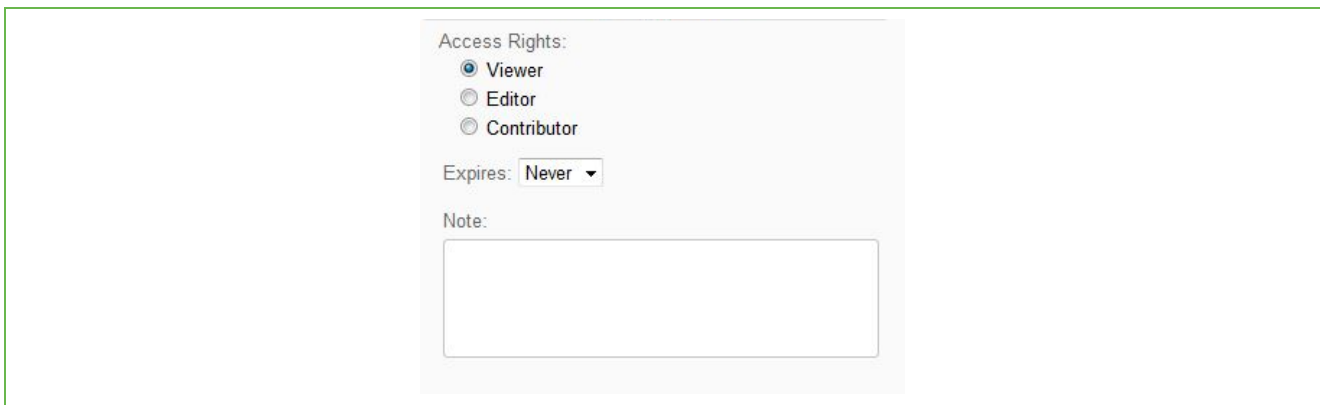


Illustration 16

You can also decide whether sharing permissions may be passed on, from which date onwards or after which period of time a sharing permission expires.

You may also subsequently change these permissions under the menu item 'Share This Folder'.

Please note that this approval only applies to the Filr level. When accessed via OES Client these permissions are *NOT* visible.

## Information Technology Services (ZID/BOKU-IT)

### 6.1.2 Share Files

In order to share individual files, please click on the arrow pointing down next to the file name: ▾

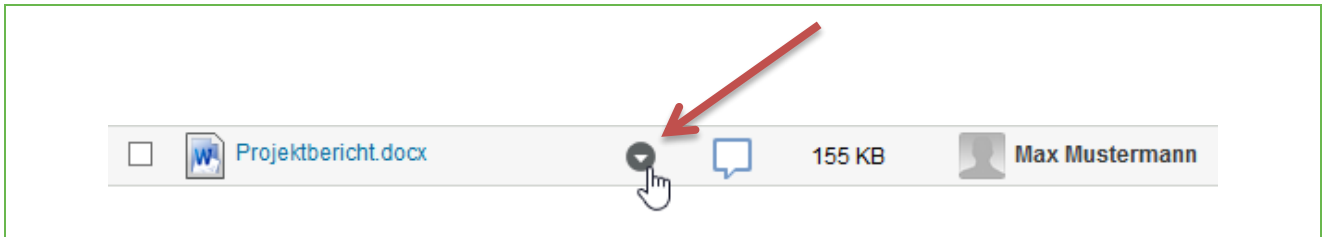


Illustration 17

Please select the menu item 'Share File...':

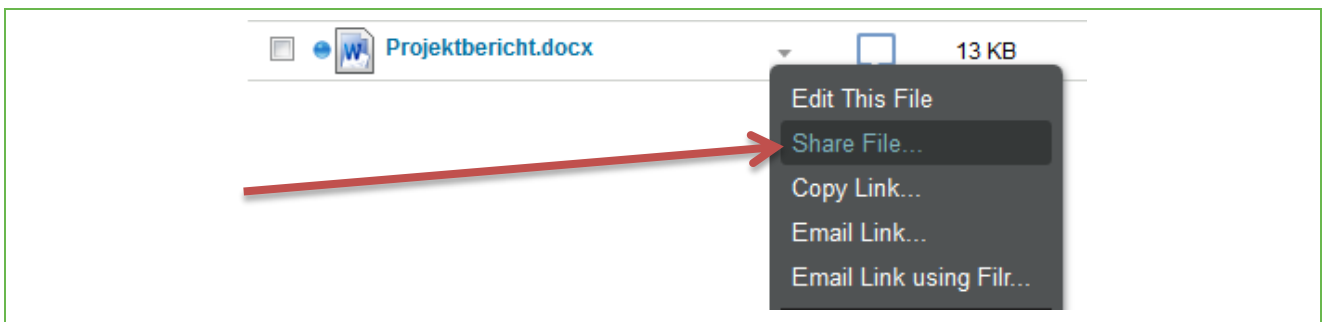


Illustration 18

#### Sharing Permission for Files:

- **Viewer:** Files may be read but cannot be changed.
- **Editor:** Files may also be changed.

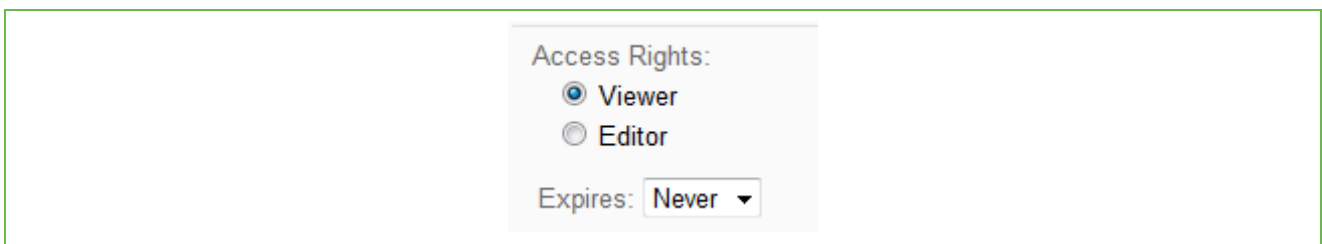


Illustration 19

## Information Technology Services (ZID/BOKU-IT)

### 6.2 Add Comments

Comments may facilitate cooperation immensely. Click on the speech bubble symbol to activate comments:

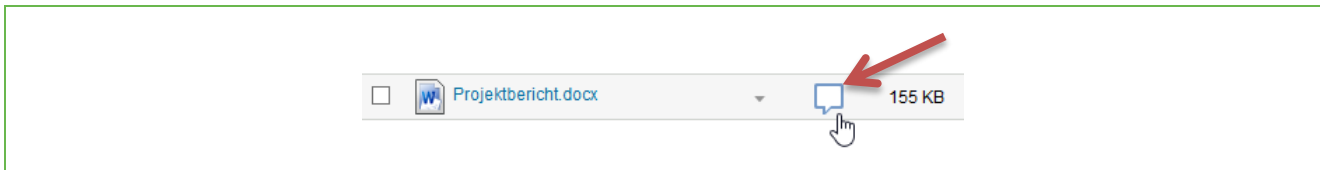


Illustration 20

### 6.3 Subscribe (Notification of Changes)

You can decide to automatically receive notifications when other users make changes to files:

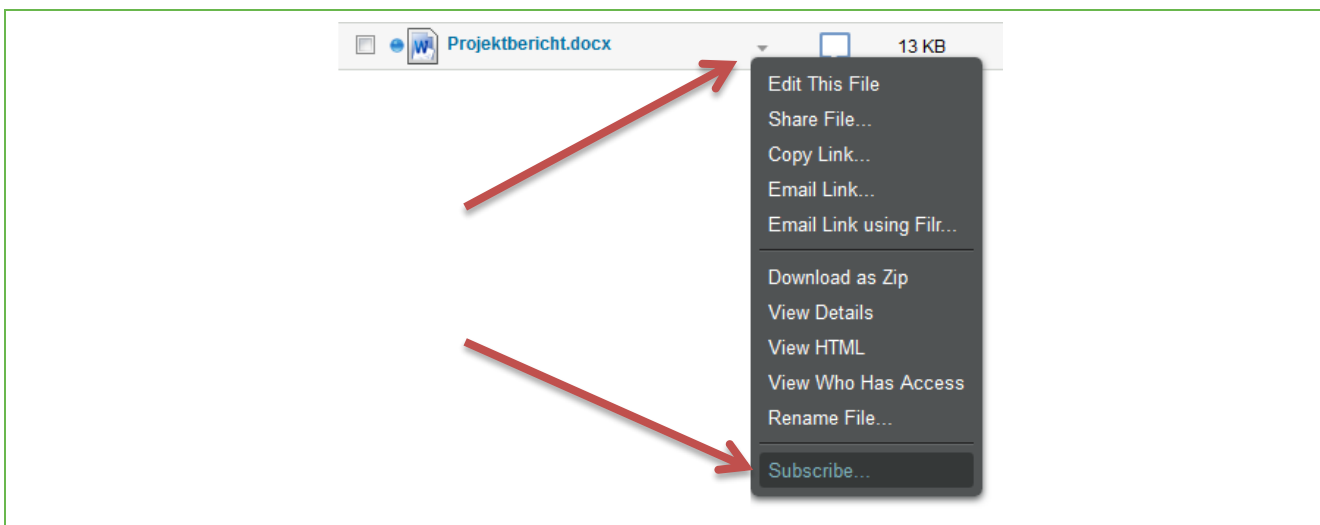


Illustration 21

### 6.4 Permalinks (the Fastest Way to Your Files)

Permalinks are URLs which remain constant over the entire time and are used as reference point for individual folders. You can use them as bookmarks or send them to others via e-mail.



Illustration 22

## Information Technology Services (ZID/BOKU-IT)

### 7 Best Practices

#### Limits

- Maximum file size: currently 15 GB when using the Desktop Client (no limit when using a web interface and mobile apps)
- Maximum number of files: tested up to 35.000 files

#### Application Scenarios

- You travel with your notebook and wish to access (some or all of) your folders without internet connection.
- You work on a document at BOKU as well as on your computer at home and never need to worry about the location of your original document thanks to the synchronization process.
- You work on a project together with several others. All participants should always have access to the most current file versions without having to send files around via e-mail.
- Use similar to BOKUbox: You can release a file or folder for other users and need not upload it onto another server before doing so.
- You work on a project with several persons (including some external persons), all members should have access to the latest versions of your files, without sending files around via e-Mail.

To do so, you may create an account for special purposes ("Funktionsaccount") via your "EDV-Verantwortlichen" (see <http://short.boku.ac.at/it-edvv> ). Grant access to your project folder(s) to that account using OES rights (see <http://short.boku.ac.at/it-oes-rechte> )

External project members are now able to gain access using this account and FiLR, internal members can access via mapped drives as usual.

Furthermore it is possible to work with FiLR sharing within the account's HOME Folder.

#### Risks

- In case *sensitive data* from an access-restricted Open Enterprise Server are synchronized on a local device, it is essential that suitable measures are taken to secure access protection on this device (such as encrypting, etc.)!
- Please do not synchronize GroupWise archives as this threatens the archive's integrity!

#### Encryption, Endpoint Security

- As Filr provides the option to synchronize server files on your local device, it is necessary for you to take suitable measures to ensure data security. This could, for example, be done by using encryption software (such as BitLocker for Windows or FileVault for Mac OS X).



## Information Technology Services (ZID/BOKU-IT)

### 8 Known Problems

- File sharing from the OS X Filr Desktop Client generates no e-mail notification even if this was actually desired.

Workaround: select 'Alle Empfänger' ('All Recipients')

- Mac OS X fails to correctly unpack files and directories downloaded as compressed archives.

Workarounds:

- Use an alternative archiver, for example Keka: <http://www.kekaosx.com/>
- Use the Terminal and the command unzip:  
`unzip /path/to/file/file.zip`

- 

- Under certain conditions synchronization problems may occur when changing file names to upper or lower case. This means that the folder is deleted from the client. The files remain on the server, though.

Workaround: create new folders and move content there.

## Information Technology Services (ZID/BOKU-IT)

### History

**Last Change:** 12/01/2018

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

Document		Filr	Filr_EN_V.2.0.4_2018-01-12.docx
Source document		BOKU	---
Update date /author	Version	Changes	
2014-08-24 (MO/ZID)	1.0.0	Translation adjusted.	
2015-11-05 (RW,FE/ZID)	1.2.0	WebDAV	
2015-12-28 (RW/ZID)	1.2.1	Problem with EI Capitan solved	
2016-06-28 (FE,RW/ZID)	2.0.0	Changes with Filr 2.0; Best practice for workgroups	
2016-08-19 (FE,RW/ZID)	2.0.1	Notes on unpacking ZIP files	
2017-04-04 (RW/ZID)	2.0.2	Replaced Novell with OES; Max. file size for client sync: 10GB	
2017-12-21 (RW/ZID)	2.0.3	Screenshots updated	
2018-01-12 (FFE/RW)	2.0.4	Minor Changes	