FileCloud Server 18.2 Release Notes

 18.2

Overview

Release Date: September 27, 2018

Release Type: Major

→ New Features

→ Enhancements

→ Issues Resolved

→ Known Issues

Release Summary

To help FileCloud administrators protect their systems, this update includes new antivirus integration. More tools have also been added to this update to help you manage your FileCloud deployment, such as better error reporting, more control over notifications, and better monitoring of MongoDB clusters.

For the FileCloud user, this updates makes it easier than ever before to integrate FileCloud with your business needs. The new DocIQ assistant integrates directly into Microsoft applications, the FileCloud Drive and Sync clients now provide the same functionality as the User Portal, and you can now access FileCloud options directly in Sales Force. In addition to direct integration, this update also provides support for more file types, such as viewing medical files, and previewing more types of Adobe files.

Customers are CodeLathe's #1 priority, so this update includes a substantial amount of customer requests and bug fixes to ensure FileCloud performs reliably and efficiently for you.

Upgrade to 18.2

Upgrading from 18.1 to 18.2

- There are no operating system or software update requirements, so you can upgrade Windows and Linux using the Admin Portal.

Upgrading from 17.3 or older to 18.2

- **The following requirements have changed and a full system upgrade is required for all existing installations.**
    a. FileCloud 18.2 now requires PHP 7.1 on both Windows and Linux.
    b. Apache and PHP are fully 64 bit on Windows
    c. Mac OSX is supported only from Sierra and above

→ Upgrading

New Features

Module	Feature Name	Description

Antivirus Integration	Internet Content Adaptation Protocol (ICAP) Anti-Virus Scanning Support	Administrators now have a more flexible, scalable, mechanism to integrate any of the existing antivirus products in the market into FileCloud to address security concerns. This feature was built to handle scenarios where an enterprise has already purchased (or plans to purchase) their own anti-virus solution and want to use it with their FileCloud installation (and somehow the use of a free anti-virus product like ClamAV is not suitable).

Bullet points under Antivirus Integration:

- The antivirus security feature works on both Linux and Windows servers.
- The antivirus security feature applies only for uploaded files, that is when files are uploaded to a FileCloud server instance.
- The virus scanning of a file is scheduled as soon as the file upload is completed.
- Virus scanning is managed by the FileCloud server itself.
- The antivirus product may or may not be deployed on the same server as the one running the FileCloud server instance.

This newly introduced antivirus integration feature uses Internet Content Adaption Protocol (ICAP). This is a generic protocol that allows web servers to offload specialized tasks. This delegation is helpful when the tasks require custom-built servers. Examples of such specialized tasks include DLP (data loss prevention) based content scanning, URL filtering, and antivirus scanning.

DocIQ	NEW Feature to enhance client experience	DocIQ is an office integration add-in for FileCloud Sync and FileCloud Drive clients. DocIQ supports automatic file-lock management, collaboration through comments, share management and version visibility for Word, Excel and PowerPoint documents.
Search	New PII Search feature	The PII (Personally Identifiable Information) Search is intended to address data privacy compliance regulations (for example, GDPR in Europe) by providing a regular expressions based federated search facility in the Admin Portal. This search allows a FileCloud Admin to search and display documents containing PII data (about which the users who uploaded those documents to the FileCloud server may or may not be aware of). The Admin can pick from a pre-defined list of regular expressions, shipped with FileCloud 18.2, or create their own as necessary.
File Formats	Support for Viewing Medical Files in DICOM (.dcm) format	A new feature was added that allows users to store, preview, view and share medical files such as X-rays, CT scans, Ultrasounds and MRIs securely in FileCloud. Users can now share these DICOM files with a file extension of .dcm.

When a user logs in to the User Portal, they can upload a medical file. In the file listing, when the user clicks on a file with the .dcm extension, they will have the option to Preview the file. In Preview mode, the medical file is rendered as an image with special viewing options that are exclusive to viewing DICOM files.

Admins can read more about Enabling Document Preview

Users can read more about Previewing Documents

Sales Force	FileCloud integrates seamlessly with Sales Force	Integration with Salesforce allows you to efficiently store, access and share your FileCloud data as you are working in the Salesforce interface. You can configure the Salesforce object types that will be automatically handled in FileCloud Server, which include the following Page Layouts: • Account • Case • Contact • Lead • Opportunity If you use more than one Lightning App, you now have the ability to add FileCloud to any of them.
Shares	New features to manage shares for visibility and access	Based on share permissions, users can manage shares created by other users. • Share Owners can view and manage shares created from their shared folders by other users. • Share Owners can assign managers to view and manage shares created from their shared folders by other users.
FIPS	FileCloud Server now recognizes FIPS licenses	The Federal Information Processing Standard (FIPS) Publication 140-2, (FIPS PUB 140-2), is a U.S. government computer security standard used to approve cryptographic modules. Protection of a cryptographic module within a security system is necessary to maintain the confidentiality and integrity of the information protected by the module. This standard specifies the security requirements that will be satisfied by a cryptographic module. The standard provides for increasing qualitative levels of security intended to cover a wide range of potential applications and environments. Enterprises who are subject to the FIPS regulations must install and run a FIPS-enabled operating system. For example, CentOS in FIPS mode. When using a FIPS-enabled license, FileCloud Admins will now see in the following changes in the Admin Portal: • Running in FIPS mode is prominently displayed • SSO features are hidden • Storage encryption option is always shown Admins can read more about: ➡ Installation Requirements ➡ Setting up Managed Disk Storage Encryption

Enhancements

Module	Feature Name	Description

Sync	Sync users can now see Details and Metadata tabs without using a browser	In previous versions of FileCloud Sync, if a user wanted to access information about files such as the file size, creation date, or if a Sync user wanted to access metadata information, the Sync user would have to log in to the User Portal. Here the User Dashboard would display file information on the Details tab and metadata information on the Metadata tab. Now the same information accessed from the browser is available directly in Sync. To see this information, users can right-click in the FileBrowser window and select the Properties option. It is also available in the right-click meu on a file or folder from File Explorer. The Properties window that opens displays all the same file details and metadata as is shown in the User Portal. The sharing, versions, and comments section will be made available in later versions. ➡ Administrators can read more about Managing Metadata Permissions. ➡ Users can read more about Managing Files in File Explorer.
Drive	New option to disable notifications on the Drive Loading screen	When a user opens or restarts Filecloud Drive, by default the user will see a notification that the drive is loading and it lasts for approximately 15-30 seconds. To bypass this time when the user is waiting for the notification to disappear before using Drive, an option has been added to mute the notifications. This option is available in the user's system tray icon by selecting FileCloud Drive, Advanced, and then Mute All Notifications. ➡ Users can read more about Installing and Starting FileCloud Drive
Drive	New options available when DocIQ is enabled	After a Drive user installs the update, and enables DocIQ, when they open a Microsoft Office document such as Word, Excel, or PowerPoint, the user now sees a new FileCloud panel in the Microsoft application. The new panel, called DocIQ, displays information about the file, such as: • Locking • Version • Shares • Comments • Metadata All of these options provide the user with more information about their files and folders, as well as the ability to manage that information. ➡ Users can read more about Enabling DocIQ and Managing Shares

Drive	Users can now share a link with a user that doesn't have a FileCloud account.	Now a user working in FileCloud Drive and Sync can share a link with any user, even if they do not have a FileCloud account. Previously this could only be done through the User Portal web interface. When a Drive/Sync user right-clicks a file or folder, they will see a Share option. If they click Advanced options in the Share dialog, they can send an email invitation to users without an account to log in with a newly-created Guest account and that user will be added to the share. When the user without a FileCloud account accepts the email invitation and logs in, they can access the shared file or folder. If the user does have a FileCloud account, an email notification that a file or folder is being shared will still be sent, and the contents will have the share URL. ➡ Drive Users can read more about Managing Shares
Drive CL-3068 (Anis)	Animated windows tray icon support	When a user performs an action like copy or delete, the cursor icon will animate until all operations are committed to the FileCloud Server. When the action is complete, it will stop animating. ➡ Drive Users can read more about Working with FileCloud Drive
Error Reporting	Improved Error Reporting	Whenever FileCloud encounters an error it records the issue in the log files with an error code. A new error coding system has been implemented to categorize and document errors to provide more information via error code(s) when troubleshooting errors. ➡ Admins can read more about FileCloud Server Troubleshooting
File Formats	Document Converter upgrades	Support was added for viewing Adobe PSD and AI file formats. ℹ Java 10 and above is required for PSD viewing. A PSD file is a layered image file used in Adobe PhotoShop. PSD, which stands for Photoshop Document, is the default format that Photoshop uses for saving data. PSD is a proprietary file that allows the user to work with the images' individual layers even after the file has been saved. An AI format is a proprietary file format developed by Adobe Systems for representing single-page vector-based drawings in either the EPS or PDF formats. ➡ Admins can read about using Document Converter ➡ Users can read more about Previewing Documents

Languages	Support for additional languages	In previous versions, users in Drive and Sync client applications could select from the following languages: • English • French • Dutch Now Drive and Sync users can also choose from: • German • Italian • Portuguese In total, FileCloud Drive and Sync client applications now support 6 languages.
Licenses	New display of license information	Advanced FileCloud features such as SalesForce Integration and Pattern Search requires an Enterprise license or specific license entitlements. The type of license (BASE, ENTERPRISE) and license entitlements (SALESFORCE, PATTERNSEARCH, SERVERLINK) are displayed in the Admin Portal by selecting Settings, and then License. Admins can read about Viewing License Properties
MongoDB	Monitoring MongoDB clusters	Support was added so that administrators can monitor MongoDB clusters without having to manually log in to the Admin Portal every day. This feature was added to prevent loss of data. For example, if you have a High Availability (HA) deployment, and one day after a VM in the cluster dies you discover that the master MongoDB node replication failed weeks ago, then you would not be able to recover all of your data. This feature allows you to enable email notifications when one of the cluster instances is down. Since FileCloud uses a cron job (on Linux) or Windows Task Scheduler (on Windows) to perform certain ongoing maintenance tasks, you will need to configure cron or Task Scheduler to perform this monitoring. Admins can read more about Enabling Email Notification If a Cluster is Down
Passwords	A new limit has been set on the amount of time between reset requests	A limit has been added to enforce the time allowed between requests to reset a user password. When a user opens a browser and navigates to the User Portal, if the user has forgotten their password, they can choose the More options and select Forgot Password. This action causes FileCloud Server to send an email to the user about how to reset their password. The user can send a request once per specified period and the time interval is configurable in the Admin UI. Admin can read about Resetting a User Password Users can read about Logging in to Your User Account

Policies	Policy users are now sorted alphabetically	Previously, all users of a policy were sorted in the order they were added to the policy. Now when an administrator logs on to the Admin portal, selects the Settings tab and then the Policies tab, in the Manage Policy Users section the user names are sorted alphabetically. This allows an administrator to be more efficient when managing and searching through a large number of users. In MongoDB, sorting is case-sensitive. That means uppercase letters will be listed before lowercase letters. ➡ Admins can read more about Policies.
User Accounts	New Subscribe or Unsubscribe Options	After a user logs in, they can add themselves to FileCloud's email notification list by selecting Subscribe. The user can also remove themselves from FileCloud's email notification list by selecting Unsubscribe. A user can only manage subscriptions for the account they provide credentials for when they log in, and cannot change subscriptions for any other user. Administrators, however, can manage all user subscriptions from the Admin Dashboard. ➡ Admins can read more about Email Notifications ➡ Users can read more about Managing Email Settings
User Portal	New link for deleting files	When a user opens a browser and logs in to the User Portal, they can click on Settings to see their Disk Usage. Previously, a user could not clear the files in the folders to recover space in the Disk Usage display. They would have to navigate to the actual folder and then clear the contents. Now a new column has been added called Actions that allows user to clear files in the following folders from the Disk Usage display: • Previous Versions • Partial Incomplete Uploads • Deleted Files

Issues Resolved

Module	Issue	Description

| Active Directory | Need to automate removing users not in group during AD group import | Issue: During AD import, if a user is not in a group, the account is not removed automatically from the FileCloud group. This logic is based on the scenario where an administrator adds other users, not in the group, manually and those users should not be removed. However, for a scenario where an enterprise uses a large number of temporary workers, such as a construction company that uses a large number of contractors, if they import a large number of users based on groups, when a group of contractors is no longer employed and, and therefore not a member of that group, there is no way to automate the large number of group account changes.

Resolution: This issue has been fixed by adding a checkbox to the *AD Group Members* Import dialog box called Remove members not found in AD group. This allows admins who need to remove accounts on import to do so automatically. If you have manually created accounts that you don't want deleted but aren't a member of a group, then you would not select this option and the accounts will be imported.

➡ Administrators can read more about Group Settings |
|---|---|---|
| Admin Dashboard | Dashboard Quota Usage value is incorrect | Issue: On the Admin dashboard, below the System Summary chart, the Quota Usage shown is incorrect.

Resolution: This issue has been fixed to correct the Quota Usage calculation.

> For multi-tenant:
> - If the Site Quota = 0, then it is an unlimited quota.
> - If the Site Quota 0, then Site Quota will be displayed and used for Quota Usage percent calculation.
>
> For non-multi-tenant:
> - If the Site Quota is set to zero, then it is an unlimited quota.
> - If the Site Quota is not set to zero, then the Site Quota is the sum of all user's allocated quota will be used for Quota Usage percent calculation.
>
> If the Site Quota is unlimited, then the percent will be displayed as NA.

➡ Administrators can read more about Changing User Quotas and Dashboard Reports. |
| Admin Dashboard | User detail dialog doesn't refresh after a storage quota update | Issue: After an Administrator sets a user's storage quota to unlimited, the Total Quota is displayed as zero. Then, after the admin changes the same user's policy to 2GB of storage quota, the Total Quota is still displayed as zero.

Resolution: This issue has been fixed to correct the Total Quota display.

➡ Administrators can read more about Changing User Quotas. |

Admin Dashboard	Errors displayed when clearing a recycle bin with more than 110K of files and 1000 folders	Issue: When a User logs into the User Portal and selects the option to Empty the Recycle Bin, if it contains more than 100K of files and 1000 folders, then the files are being deleted but the Administrator will see errors on the Admin Dashboard. Resolution: A new tool has been added to empty recycle bins with more than 100K of files and 1000 folders. ➡ Users can read more about Emptying the Recycle Bin ➡ Administrators can read more about Manually Clearing Large Recycle Bins
Admin Dashboard	Pagination problem in Manage Files	Issue: When a user opens a browser and logs in to the User Portal, they can create a new folder and copy files or folders, and the folders and subfolders display without any issues. However, when an Administrator opens a browser and logs into the Admin Portal, and browses to the newly created folder via User Properties, the new folder will show as blank. Resolution: This issue has been fixed so that the Admin Dashboard displays the files and subfolders correctly. ➡ Administrators can read more about Managing User Folders and Files
Admin Dashboard	Avoid reporting location as unknown	Issue: When an Administrator logs on to the Admin Portal, the user interface will display a location as unknown if the GEO IP is not available. Resolution: This issue has been fixed so that in the Admin Portal, if the GEO IP is not available, then the user interface displays the location as the IP address from the most recent connection. ➡ Administrators can read more about Dashboard Reports and GEO IP
Audit Logs	Audit log Filter search showing results out of range	Issue: When an administrator logs onto the Admin Portal, selects Audit, and then chooses a range, for example July 1 to July 20, results include events not in the range, in our example from June as well. Resolution: This issue has been fixed so that the results are not out of the specified range. ➡ Administrators can read more about Audit Logs
Audit Logs	Filtered audit log results don't match the exported log file	Issue: When an administrator logs onto the Admin Portal, selects Audit, and then adds a filter, the results that display are not all included when exporting to a file. For example, if the administrator uses a filter that returns 9 results and then exports them, the exported file may only include 2 of the 9 results. Resolution: This issue has been fixed so that all results are included in the export file. ➡ Administrators can read more about Audit Logs

Audit Logs	Audit filtering not working for deleted events	Issue: When an Administrator logs on to the Admin portal, and from the left navigation pane, under *MISC.*, selects *Audit*, the Audit Log entries can be filtered. If, in *Filter*, the administrator selects *Operation Filter : Deleted*, no deleted events are shown. Resolution: This issue has been fixed to show the deleted events in the filtered Audit Logs section. ➡ Administrators can read more about Audit Logs
Branding	Email template for workflow notifications	Issue: Previously, Administrators were provided with an email template used to notify users whose accounts are inactive and will be disabled. There was no email template for notifications to users with active accounts. Resolution: This issue has been fixed by adding a Workflow Generic Email template that can be used for general notifications for active accounts. ➡ Administrators can read more about Email Templates
Device Security	Email notification showing the system of the user is confusing	Issue: In the following scenario: 1. The Admin blocks a device for admin approval. For example, Windows 10. 2. The User tries to log in with the device. 3. The Admin receives email about the connection attempt. For example, Windows NT. In the email, the user's system information does not match exactly what the admin configures. For example, in the Admin's email, it lists the device as Windows NT, instead of Windows 10. This is confusing because although Microsoft reports Windows 10 as Windows NT, it doesn't match exactly what the Administrator blocked. Resolution: This issue has been fixed to report the device in the Admin's email exactly as it was configured. ➡ Administrators can read more about Managing Client Devices
Document Settings	Enabling document thumbnails should display a warning	Issue: When an administrator enables the use of document thumbnails, performance issues can be seen if you have a large number of files. Resolution: This issue has been fixed so that now when an admin enables the use of document thumbnails, a warning will display informing the admin that enabling document thumbnails can cause high resource usage on the server. ➡ Administrators can read more about Enabling Document Converter and Thumbs

| Drive | Drive crashes when transferring data with the activity tab open | Issue: When a user is being very active by navigating into a large number of folders, or copying a large number of files with the Activity panel open, and then the user tries to transfer data, Drive may crash.

Resolution: This issue has been fixed to allow a large number of entries to be logged in the open Activity panel while transferring data.

➡ Users can read more about using FileCloud Drive |
|---|---|---|
| Drive | Adobe Acrobat issues | Issue: When a user double-clicks on one PDF, the file is opened. However, if the user double-clicks on a second PDF, the file is not opened.

Resolution: This issue has been fixed so that after one PDF is opened, other PDF files may also be opened.

➡ Users can read more about Working with FileCloud Drive |
| Drive | Right-Click Options don't match Sync | Issue: The right-click options in Drive that perform the same actions in Sync are worded slightly differently and don't match.

Resolution: This issue has been fixed by updating all right-click options in Drive to use the following options:

- Share FileCloud Link
- Create Direct FileCloud Link
- View FileCloud Properties
- View in FileCloud Site
- Search FileCloud Site
- Lock FileCloud Folder
- Unlock FileCloud Folder

These options are exactly the same in Sync when you access the right-click menu.

➡ FileCloud Drive users can read about Managing Shares

➡ FileCloud Sync users can read more about Managing Shares in File Explorer |
| Drive | Email login with a plus "+" in the email ID fails | Issue: When a user launches FileCloud Drive, a login dialog box opens. If the user types in an Email ID with a plus sign "+" in the name, the login fails.

Resolution: This issue has been fixed by allowing Email IDs to include a "+" sign.

➡ Users can read more about using FileCloud Drive |
| Drive | Messages are blocked behind each other | Issue: When a FileCloud Drive user logs in, the appearance of the Login ID Blocked message is hidden behind the Mounting Mapped Drive message.

Resolution: This issue has been fixed by staggering the appearance of messages that pop up when a FileCloud Drive user is logging in so that no messages are hidden.

➡ Users can read more about using FileCloud Drive |

Drive	Not Possible to rename a share or Team Folders in Drive	Issue: When a Drive user has read and write permissions, they cannot rename a Share or Team folder from Drive if the Allow Delete checkbox is not checked.
		Resolution: This issue has been fixed so that a Drive user with read and write permissions can rename a Share or a Team folder even if the Allow Delete checkbox is not checked.
Email Notifications	No email alerts sent for Clam AV virus detection (s)	Issue: When FileCloud users upload files, some may contain a virus. When CLAM AV detects a virus it makes entries in the log files and in the audit table, but does NOT send out any email notifications. To alert the administrator, FileCloud Server sends an email message every time a virus is detected. However, if a large number of files are being uploaded and contain viruses, the administrator will receive a proportional number of email notifications, which is too overwhelming for the administrator.
		Resolution: When a user uploads a file and CLAM AV detects a virus, FileCloud Server records the information in the Audit Logs. At then end of the day, one summary email notification will be sent to the Administrator containing all of the CLAM AV antivirus alerts for the last 24 hours.
		➡ Admins can read more about Email Notifications
Encryption	When storage encryption fails, the unencrypted file is deleted	Issue: An Administrator can enable the Encryption Module, then log in to the Admin Portal, and in the Manage Settings window select the Storage, and then My Files tab. If the Admin clicks Manage, and then fills out the Manage Storage Encryption form, the Admin can click Enable Encryption. If storage encryption fails, for example, if a password is being used and MemCache crashes, then the files being encrypted will be deleted and that data will be lost.
		Resolution: This issue has been fixed so that if encryption fails, the data is not deleted.
		➡ Administrators can read more about Enabling Storage Encryption
Error Codes	Error reporting system doesn't return error codes in response XML messages	Issue: The error reporting system does not return the error code in all error messages visible to the user.
		Resolution: This issue has been fixed. Error codes are displayed in all error messages visible to the user.
		➡ Administrators can read more about Error Codes

Export	Export tool not accepting target path parameter	Issue: When exporting files and using the following path:
| | | ```
:/var/www/html/resources/backup#
php ./exportfs.php
``` |
		the administrator gets the following error:
		Invalid export target path specified. Please check the path.
		Resolution: The path to the exportfs.php file has been changed from
| | | ```
var/www/resources/tools/fileutils
``` |
| | | to |
| | | ```
/WWWROOT/resources/tools
/fileutils
``` |
		➡ Administrators can read more about Exporting Files
MacDrive	The Date Modified is not displayed correctly for files and folders	Issue: When a user opens FileCloud MacDrive, in the window that provides a virtual view of the user's FileCloud files, the date in the Date Modified column displays the current date instead of the date that the file was actually modified.
		Resolution: This issue has been fixed to display the correct Date Modified.
		➡ Users can read about FileCloud MacDrive
MacDrive	Mac drive multi-window refresh issue	Issue: When multiple finder windows are open, file and folder lists will have issues.
		Resolution: This issue has been fixed so that when multiple finder windows are open, file and folder contents are listed correctly.
		➡ Users can read about FileCloud MacDrive
Managed Storage	File upload fail for large files on hosted sites (Amazon S3)	Issue: File upload fails for files larger than 195 GB files on hosted sites.
		Resolution: This issue has been fixed so that files larger than 195 GB can be uploaded using a special configuration key.
		➡ Administrators can read about Setting up FileCloud Managed S3 Storage
Mass Deployment	Expanded path is not recognized correctly when specified instead of absolute path	Issue: In the Mass Deployment config file, when specifying the syncfolderlocation value, Default, Absolute Full Paths, and Expanded paths are allowed. However, when an expanded path is specified, the absolute path is still being used.
		Resolution: This issue has been fixed so that when an Expanded path is specified for syncfolderlocation, it is used.
		➡ Administrators can read more about Mass Deployment

Metadata	ServerLink exception when synchronizing metadata values	Issue: When FileCloud Server is synchronizing metadata attached to files, the user may encounter an error which might prevent ServerLink from working.
		Resolution: This issue has been fixed so that Metadata syncing completes without errors.
		➡ Administrators can read more about FileCloud ServerLink.
Metadata	Adding and editing a metadata attribute wasn't logged	Issue: After a user adds or edits a metadata attribute to a document, the action was not recorded in the user's Activity log.
		Resolution: This issue has been fixed. The action now appears in the Activity log.
		➡ Administrators can read more about Managing Metadata Permissions.
		➡ Users can read more about Adding Metadata.
Multi Tenancy	Show storage usage in superadmin panel	Issue: After logging in to the Admin Portal as superadmin, the admin can't see how much storage each site uses.
		Resolution: The superadmin dashboard has been updated to show how much storage each site uses.
		➡ Administrators can read more about Managing Sites.
Multi Tenancy	Multi-node systems: Log cleanup problem	Issue: A system with multiple nodes uses cron jobs to run in each of the nodes. However, when one node runs the cron job to clean the log files, the value for the last time a cleanup ran is not being set correctly and the other nodes cannot clean up their log files, resulting in that node running out of space.
		Resolution: This issue has been fixed so that when one node runs the cron job to clean the log files, the value for the last time a cleanup ran is being set correctly. This allows the other nodes to run the cron job to clean up their log files, and prevents that node running out of space due to log file size. This also requires each node to have unique hostname.
		➡ Administrators can read more about Managing Sites.
Policies	Out of Memory error	Issue: When an Administrator opens a browser and logs on to the Admin Portal, they can manage a user's policy by selecting the Users tab, selecting a user, clicking Edit User, then Manage Policies. In some situations this causes an out of memory error. The same issue can apply to Groups.
		Resolution: This issue has been fixed by changing the User Policy dialog to display the necessary information without causing an error.
		➡ Administrators can read more about Managing a User's Policies

Policies	Adding a User to the Global Policy (from user level) removes all other users from the policy	Issue: If an administrator adds users to the quota policy by opening the Policy and then adding users, it works fine. However, if an administrator clicks Users, selects a user and then clicks Edit User, they can select Manage Policy. When the user is added to the policy this way, removes all other users in the quota. Resolution: Adding a user to a policy by selecting the user instead of the policy no longer removes the other users. ➡ Administrators can read more about Managing a User's Policies
Proxy Settings	Global proxy settings configured in Admin Portal are not being used by all components	Issue: After the Administrator configures global proxy settings, they are not able to check if upgrades are available. Resolution: This issue has been fixed, and all available updates will show up even if FileCloud is hosted behind a proxy. ➡ Administrators can read more about Using a Proxy Server
Reports	Report For Emails Sent in the Last 24 Hours is Not Functional	Issue: When an admin logs in to the Admin Portal, under the Misc tab they can click Reports. On the Manage Reports screen they can run a FileCloud report called Get number of emails sent, grouped by sender. If the administrator sets the hours to 24, the report should contain the number of emails sent in the last 24 hours. However, the report process times-out and the data in the report and the display on the Admin dashboard are not correct. Resolution: This issue has been fixed to that the report content is accurate with correct username and number of emails, and the Admin dashboard is correct when the report is run for the past 24 hours. ➡ Administrators can read about Reports
Search	Search string with ampersand (&) in the name returned irrelevant results	Issue: When a user opens a browser and logs in to the User Portal, from the left navigation panel they can select Search. If, in the Search box the user types in a string that includes an ampersand (&), then the results returned to the user are not relevant to the search string. Resolution: This issue has been fixed to return relevant results for the search string containing an ampersand. ➡ Users can read about Search
Search	Search is not working for certain files in shared paths	Issue: When a user searches for a filename, keyword, or metadata string, any results in the Shared with Me folder are not returned. Resolution: This issue has been fixed to return relevant results for the search string in all folders including the Shared with Me folder. ➡ Users can read about Search

Search	SOLR search fails if search result limit is set to unlimited	Issue: After an Administrator enables SOLR search, when the User logs on to the User Portal and performs a search with the *Advanced* setting, *Results Count,* set to *All*, no results are returned in the Search results.
		Resolution: This issue has been fixed to return relevant results for the search when SOLR search is enabled and the user is requesting all results.
		➡ Administrators can read more about [Setting Up Content Search for Documents](#)
		➡ Users can read about [Search](#)
Search	Search doesn't work for shared Network files and folders	Issue: When a user, for example Jane, has access to the Network Folder and she shares one of the files with another user, for example Steven, that file doesn't appear in his search results even though he can access it.
		Resolution: This issue has been fixed so that when a file is shared from the Network Folder it will appear in the user's search results.
		➡ Users can read about [Search](#)
Security	Issue with encryption on Windows Servers	Issue: In php7.1 the default path to SSL configuration changed. When FileCloud Server attempts to encrypt the storage, it fails with the following errors:
		ERROR : Missing SSL configuration file :C:\xampp\php\extras\openssl\openssl.cnf ERROR : Please override variable SSL_CONF_FILE to specify the correct path for the file. ERROR : NOTICE | 2018-05-15 14:21:31 | 8 | Undefined offset:2 | C:\xampp\htdocs\storage\cryptfs\crypt.class.php:166
		Resolution: This issue has been fixed so that the correct path is referenced and encryption of storage completes without errors.
		➡ Administrators can read more about [Setting up Managed Disk Storage Encryption](#).
ServerSync	ServerSync cannot import permissions on a folder with a name that contains the percent (%) character	Issue: When a user is in the ServerSync Import Permission window, with remote and local folders configured for permission sync, if a folder name includes the percent character at the end, then the user receives an error.
		Resolution: This issue has been fixed. ServerSync was modified to accept folder names that contain the percent (%) character without encountering errors.
		➡ Users can read more about [ServerSync](#)

ServerSync	Network folder contents are not sorted in alphabetical order	Issue: When a user adds any Network/Backup /Advanced Offline/Selective Sync folder, the contents are not listed in alphabetical order.
		Resolution: This issue has been fixed so that Network, Backup, Advanced Offline and Selective Sync folders are all sorted alphabetically. And, in Server Sync, sorting is done based on Remote Path.
		➡ Users can read more about Browsing Folders
ServerSync	Email login with a plus "+" in the email ID fails	Issue: When an admin logs in to ServerSync, if the Email ID with a plus sign "+" in the name, the login fails.
		Resolution: This issue has been fixed by allowing Email IDs to include a "+" sign.
		➡ Administrators can read more about using ServerSync
Shares	Upload Size Limit not applied for public folder shares	Issue: It was possible to upload a file that exceeded any set limits or the remaining space. In this scenario the next upload would fail. For example, when a FileCloud Server user publicly shared a folder allowing uploads, and then sets a size limit for uploaded files to 2 MB, a 4 GB file exceeding that limit can still be uploaded.
		Resolution: This issue has been fixed so that if a user tries to upload a file(s) that exceeds the limit, the upload will fail.
		➡ Users can read about the Upload Size Limit Option.
Shares	Private share names that contain special characters do not display correctly in the notification email	Issue: When a user shares a file or folder privately with another user, if the file or folder contains a special character like an ampersand (&), then the Share Notification email sent by FileCloud Server does not display the name of the shared item correctly.
		Resolution: This issue has been fixed to correctly display the name of the shared item with the special character in the Notification email.
		➡ Users can read about Sharing Files and Folders
Shares	A new private share is visible as a public share until the view is refreshed	Issue: When a user shares a file or folder privately with another user, as soon as the user closes the quick share dialog, the file is shown with a public share icon until the view is refreshed.
		Resolution: This issue has been fixed to correctly display the privately shared item with the private share icon after the user closes the quick share dialog.
		➡ Users can read about Sharing Files and Folders

Shares	Download option shown even if the share doesn't have download permissions	Issue: When one user, Jane for example, shares a file privately with another user, Joe, for example, Jane clears the checkbox for the Download option. This means that Joe has not been granted permission to download the file. When Joe accesses the file, he is given the Download option anyway. Resolution: This issue has been fixed so that if Download permissions are not granted on a share, the user it is shared with does not see the download option. ➡ Users can read about Sharing Files and Folders
Shares	Downloading a zip file with dot "." in the name to a Network share displays an incorrect name	Issue: When a user opens a browser and logs on to the user portal, they can compress a folder into a zip file from the user dashboard. If this folder or the zip file contains a dot "." in the name, then after the file is downloaded to a Network share, the name is displayed incorrectly. Resolution: This issue has been fixed so that if a zip file contains a dot "." in the name, then after the file is downloaded to a Network share, the name is displayed correctly. ➡ Users can read about Sharing Files and Folders
Site Names and URLs	Multi-site host name and URL allows space at the end	Issue: In the multi-tenancy admin portal, when a SuperAdmin creates a site name or URL, any blank spaces at the end are preserved. When the multi-site host name or URL contains space at the end, it will cause various errors and issues. Resolution: This issue has been fixed by having FileCloud Server remove any blank spaces at the end of a site name and URL when adding and updating this information in the multi-tenancy admin portal as a SuperAdmin. ➡ Administrators can read more about Multi-Tenancy Settings
Storage	User Storage quota overrides the Site Quota	Issue: When an administrator logs in the Admin Portal as superadmin, the admin can set the site quota, for example to 1GB. Then the admin can log in the Admin Portal as an admin, and set the storage quota to 3GB for a particular user. When that user logs in to the User Portal, they can upload multiple files that exceed the site quota, that is 1GB in the example. The user can in fact upload files until their user quota is full instead of until the site quota is full. In the example, that means the user can upload 3 GB instead of being limited to the site quota of 1 GB. Resolution: This issue has been fixed so that the user is limited to the site quota no matter what an admin sets in a specific user's quota. ➡ Administrators can read more about Storage Settings

Sync	Sync should delete files to recycle bin for Windows	Issue: When a file is deleted on the server, during the Sync operation, the file is deleted and completely removed from the Sync folder. However, it should be placed in the recycle bin if it needs to be recovered at a later date.
		Resolution: This issue has been fixed so that when a file is deleted on the server, the file is moved to the Recycle Bin instead of deleting it completely from the system.
		Administrators can read more about Storage Settings
Sync	**Desktop Search dialog doesn't search after typing in a term and pressing enter**	Issue: When a FileCloud user accesses the Sync Search window in the following ways, a Search window opens:
		• Right-clicking the icon tray, and then selecting Search the Cloud • In the File Browser window, right-clicking a folder, and then selecting Search
		When the user types in search terms and then presses Enter, the user interface does not respond.
		Resolution: This issue has been fixed and the user interface now displays the search results.
		Users can read more about Search Options
Sync	Network folder contents are not sorted in alphabetical order	Issue: When a user adds any Network/Backup /Advanced Offline/Selective Sync folder, the contents are not listed in alphabetical order.
		Resolution: This issue has been fixed so that Network, Backup, Advanced Offline and Selective Sync folders are all sorted alphabetically. And, in Server Sync, sorting is done based on Remote Path.
		Users can read more about Browsing Folders
Sync	Right-Click Options don't match Drive	Issue: The right-click options in Sync that perform the same actions in Drive are worded slightly differently and don't match.
		Resolution: This issue has been fixed by updating all right-click options in Sync to use the following options:
		• Share FileCloud Link • Create Direct FileCloud Link • View FileCloud Properties • View in FileCloud Site • Search FileCloud Site • Lock FileCloud Folder • Unlock FileCloud Folder
		These options are exactly the same in Drive when you access the right-click menu.
		FileCloud Drive users can read about Managing Shares
		FileCloud Sync users can read more about Managing Shares in File Explorer

Sync	Email login with a plus "+" in the email ID fails	Issue: When a user logs in to Sync, if the Email ID with a plus sign "+" in the name, the login fails. Resolution: This issue has been fixed by allowing Email IDs to include a "+" sign. Users can read more about using Sync
Sync	Locked File & Sync Client - Unclear Error	Issue: A user, User1, shares a folder with another user, User2. Now User1 locks one of the files, and then modifies it. When User2's Sync client is on and tries to sync, it fails with an unclear message as to why it actually failed. Resolution: The message is now changed saying the file is locked and therefore syncing of that file failed. Users can read more about using Sync
Upgrade	Update doesn't work if the scratch and config folders are not in the htdocs folder	Issue: For an existing installation of FileCloud, if an Administrator moves the config and scratch folders outside of the htdocs folder, then when update is running, the Administrator will see an error. Resolution: This issue has been fixed to warn the Administrator at the beginning of the update to move the folders back to the correct location. The Administrator will see the following information in the Update Tool: - Required file C:\xampp\htdocs\config\cloudconfig.pho is missing. Please change this file to the expected or standard location and rerun the upgrade. - If you have changed the location of the cloudconfig location via localconfig, please change it back to standard location and try again. - Failed to find required files in the old installation. Please ensure these files are available before re-attempting installation. Administrators can read more about Upgrading FileCloud
User Portal	Direct Link option is available when it doesn't apply	Issue: When a user opens a browser and logs on to the User Portal, the Direct Link option is available in Public Share folders, including My Files and Network shares. When the user tries to select the Direct Link option for a file in a Public Share folder, the user sees an error that the action is Invalid. By design, the Direct link option can only be used for Private Shared Folders (that includes team folders). Resolution: This issue has been fixed to only display the Direct Link option for Private Shared Folders (that includes team folders). Users can read more about Sharing Files and Folders

User Portal	Custom page size value does not persist	Issue: When a user opens a browser, logs on to the User Portal, and from the left navigation menu selects Files, they can click the Sort icon to access a sorting menu. This menu includes options to set the Page Size to list a specific number of items or to a custom value. If the user selects Custom and specifies the page size, then logs out or refreshes the web page, the page size previously selected is lost and page size is reset to the default value. Resolution: This issue has been fixed so that the custom value is retained even after the user logs out or refreshes the browser. Users can read more about Sorting items in a folder
User Portal	Favorites and shortcuts are not updated correctly	Issue: When the user opens a browser and logs on to the User portal, in the dashboard they see the following behavior for Favorites and Shortcuts: • W\hen a share is renamed, the shortcuts and favorites are not updated (old versions remain in the database) • When user tries to access the Shortcuts and Favorites list, the data is hidden from the user (the renamed paths that are not longer valid are deleted from the database). Resolution: This issue has been fixed so that when a share is renamed it is still accessible to the user. Users can read more about the User Dashboard
User Portal	A user's email address is truncated is when it is too long	Issue: When a user opens a browser and logs on to the User Portal, in the dashboard they will see a truncated email address in Shared Files when the user's email address is too long to fit in the column. This behavior is not seen anywhere else in the dashboard, such as Network Folders, Team Folders, Shared with Me, etc. Resolution: This issue has been fixed so that the user can hover over the email with their cursor to see the complete email address. Users can read more about the User Dashboard
User Portal	A user with a limited account sees an option they cannot use	Issue: A user with a Limited Access account (only view/upload/download content shared with them) can log in to the User Portal and on the Activity panel, click Share. However, the user then sees a warning that this is not allowed. Resolution: This issue has been fixed so that a user with a Limited Access account does not see the Share button. Users can read more about Accessing FileCloud

| User Portal | Users with names that contain a dot "." are unable to edit Shared Files | Issue: When a user opens a browser and logs on to the User Portal, if their account name contains a dot "." then when the user opens a file in Shared Files, they will not be able to edit it even if they have permission.

Resolution: This issue has been fixed so that a user with an account name contains a dot "." opens a file in Shared Files, they can edit itif they have permission.

➡ Users can read more about the User Dashboard |
|---|---|---|
| Video Files | Public shared videos with permission to download reverts to a non-downloadable restricted mode | Issue: FileCloud uses the following two operating modes when downloading videos:

- No Restrictions - allows any user to download the video
- Restrict To - allows only specific users to download the video

If a video in a public share with No Restrictions is downloaded, then the video file's permission incorrectly switches to Restricted To mode and the video file can no longer be downloaded.

Resolution: This issue has been fixed so that after a video in a public share with No Restrictions is downloaded, the video file's permission of No Restrictions is retained.

➡ Users can read more about Sharing Video Files |
| Workflow | Workflow for file download not working | Issue: In a workflow where a file is being downloaded, the workflow is showing as triggered and the last action is showing the updated date, however the file is not actually getting moved.

Resolution: This issue has been fixed. The file is now being moved.

➡ Administrators can read more about Workflows. |

Workflow	When workflow is set up to perform a copy or move action, the email and activity show the user performing the action as 'unknown'	Issue: If an Administrator creates a workflow where a file is being copied or moved, when the user views the Activity log or receives an email notification for the file action, the user performing the copy or move is listed in Unknown.
		For example, a company creates the following workflow for new hardware requests:
		1. A user, JaneD, fills out the request form. 2. JaneD uploads the request form to the Uploads folder. 3. The workflow moves the file from the Uploads folder to a New Request folder. 4. In her Activity panel, Jane sees the file move being completed by Unknown.
		Resolution: This issue has been fixed. When the user views the Activity log or receives an email about a file operation, the user performing an operation in a workflow is listed. For example, a company creates the following workflow for new hardware requests:
		1. A user, JaneD, fills out the request form. 2. JaneD uploads the request form to the Uploads folder. 3. The workflow moves the file from the Uploads folder to a New Request folder. 4. In her Activity panel, Jane sees the file move being completed by herself: JaneD/Web browser.
		➡ Administrators can read more about Workflows.
		➡ Users can read more about how to View recent Files and Activities.
Workflow	Workflow option is not visible in FileCloud Server hosted mode	Issue: When hosted mode is enabled and the Administrator logs in to the Admin Portal, in the left side panel, the Workflow option does not display.
		Resolution: This issue has been fixed. The Workflow option now displays.
		➡ Administrators can read more about Workflows.
Workflow	Unsubscribe link should be removed from workflow email template	Issue: Although workflows are run from the system level and no real user is involved, there is an unsubscribe link in the email notification for a user to click.
		Resolution: This issue has been fixed by removing the unsubscribe link from the system email notification.
		➡ Administrators can read more about Workflows.

Known Issues

FileCloud Drive	Multiple attachments cannot be saved directly to FileCloud Drive from Outlook	Issue: When a user who is working in Microsoft Outlook tries to save multiple attachments to Filecloud Drive, the files are not being saved. The user does not see any error on screen or in the log files. This issue occurs in Microsoft Outlook version 16.0.8518.1000 and higher.
		ℹ Note that when a user who is working in Microsoft Outlook tries to save a single attachment, the file is being saved. Also, when a user who is working in Microsoft Outlook tries to save to the local hard drive the file is being saved.
		Cause: This is an Outlook issue that Microsoft is aware of.
		Because of the many variables involved in saving files to a files system (network versus local, security implications, permission requirements, etc.), the technology that is used by Microsoft Outlook in this feature set area does not enable successful saves in all scenarios in older builds.
		Starting with version **1806** (build **10228.20080**), most Save All scenarios should work successfully.
		➡ To check the Outlook build, see What version of Outlook do I have? for details.
		➡ For an update history for Office 365 ProPlus, please see Update history for Office 365 ProPlus (listed by date).
		Workaround: A new implementation of the attachment-save feature set has been implemented in Microsoft Outlook. If you are using an older build, or if you can't save an attachment to a network drive that has been mapped, you may work around this problem by saving the files to a temporary local location and then using the usual Windows methods to copy the files to the network location. In many scenarios, you can also drag the attachment to the destination successfully.
		➡ To read more about this issue on Microsoft's support page, see Various attachment-save scenarios do not work as expected in Outlook 2016
MongoDB	On FileCloud for Windows, MongoDB crashes at regular intervals	Issue: On FileCloud for Windows, the Mongo database may continually crash at regular intervals.
		Cause: The log files will show errors similar to the following:
| | | ```
**aborting after fassert() failure
``` |
| | | Workaround: On FileCloud for Windows, verify you are running MongoDB version 3.4.16. If you are not, go to the MongoDB web site to upgrade. |
| | | ➡ Administrators can read more about Installing MongoDB as a Service on Windows |