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Known issues

Version 8, last updated by xjansen at 2014-07-24

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  <p><span style="font-size: 100%;">This page outlines the known issues for the File
Sender </span><b style="font-size: 100%;">1.6 release</b></p><p><span style="backgro
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1.6 contains a number of known issues that we were unable to fix before releasing. Some of these issues are a consequence of certain architectural decisions or deficiencies in technology we depend on. The issues are annoying but not show stopping. The more visible ones you're bound to get questions about are:

1. UTF8: when downloading a filename with international characters other than ISO-8859-1 it will look 'funny' but fully usable when downloaded with Internet Explorer. This is a problem in IE and not in FileSender. See bug ticket #374
2. When a user starts downloading a file, and then cancels the download, a "user has downloaded the file" email is still generated. See bug ticket #307
3. When a user has downloaded a file, the download page is accessible until the user's local browser cache is cleared or the file is deleted on the FileSender server. This is a consequence of the choice to rely on a unique URL for authenticating users to downloads. See bug ticket #187.
4. Safari 5 (Snow Leopard) only: Duplicate mails when resending or deleting a file or voucher with Safari 5. See bug ticket #1062)
5. Safari 5 (Snow Leopard) only: When downloading a small file more than once Safari serves the file from its local cache. No download counters are incremented ad no download emails are sent. See bug ticket #597.
6. Session time-out with SAML2 authentication and long uploads: with uploads that take a long time, say 8 hours or more, a session can time out if a SAML2 Identity Provider is used. See bug ticket #905.

In addition we found a number of smaller issues you're less likely to encounter. Before submitting a bug report please make sure you run the latest FileSender version and check the known issues tickets for version 1.6. If you get helpdesk calls because of a known issue, please let us know as it helps us prioritise!

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