

[SUPNXP-35696] Nuxeo Drive Application Stealing Window Foreground Focus Causing Issues <small>Created: 2021-07-16 Updated: 2023-01-26</small>	
Status:	Reopened
Project:	Support Nuxeo Connect
Component/s:	Drive
Affects Version/s:	10.10 UNMAI
Fix Version/s:	None
Security Level:	Private (Custom)

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Type:	Bug	Priority:	Blocker
Reporter:	Jill Garland	Assignee:	Harlan Brown
Resolution:	Unresolved	Votes:	0
Labels:	featurerequest		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	NuxeoDrive-StealingFocus-...mp4 Screen Recording 2023-01-24 at 7.08.11 PM.mov Screen Recording 2023-01-25 at 9.49.27 AM.mov Screen Recording 2023-01-25 at 9.50.46 AM.mov exit-FullScreen.png
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Issue Links:	Dependency depends on NXDRIVE-2730 [macOS] Fix windows maximization not ... Resolved depends on NXDRIVE-2732 [Direct Transfer] Prevent selection w... Resolved Is related to is related to NXDRIVE-2737 Fix Minimize/maximize issue on Direct... Resolved is related to SUPNXP-44269 Nuxeo Drive Application Stealing Wind... Acknowledged is related to SUPNXP-35689 Apple - Nuxeo Drive - Omnibus Closed		
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Nuxeo Connect support:	Client	Application
	Nuxeo	Connect
	Support	
	Active	OVER from 2012-08-06 to 2020-09-05
	SLA	PremiumPlus
	Hosting	Self Managed
	Storage	VCS Repository PgSQL

Instance Type:	Production
Support Level:	Premium+
Nuxeo Region:	Western Europe
Request participants:	None
Organizations:	None
Additional Participant Groups:	support-apple

Description

Summary:
 Multiple UAT Users have been having a really difficult time with Nuxeo Drive as they are setting up. Application Steals focus. Force quitting with incomplete setup (Finder permissions) cause some critical errors. These are two issues but they end up compounding each other.

Nuxeo Drive Version: Any/All Impacted by window stealing focus.
 macOS version: Users are all running macOS Big Sur latest version.

Steps To Reproduce:

1. Attempt to install Nuxeo Drive on A COMPLETELY CLEAN machine without the macOS Finder disk permissions set up.
2. The Nuxeo Drive setup and Application in general often steal focus on Finder, when prompted to provide Finder permissions on macOS the window can easily be clicked outside of like a popup and then the user can't get back to it.
3. Force Quitting is only possible through Activity Monitor as it is not listed in Force Quit [command + shift + esc]. The user is then in a really difficult loop when they don't have adequate screen real estate to get to the force quit option from Activity Monitor window.

This type of window stealing focus also happens with the Upload Content selection modal in Nuxeo Drive.

Other Notes and Found Workaround:

• We have to spend a tremendous amount of time helping users to force quit the application due to the window focus stealing which seems to impact all versions of Nuxeo Drive.

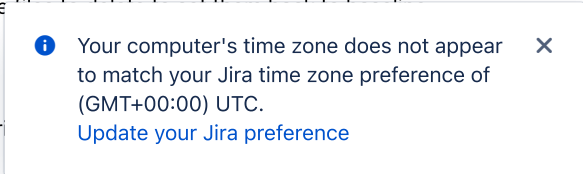
• We have to show users how to find all the files

Files include

~/Library/Application Support/org.nuxeo...

~/nuxeo-drive

~/Nuxeo Drive ~/Nuxeo Drive 1 ~/Nuxeo Drive



Suggestion/Asks:

• Application should not steal window focus.

• An uninstaller script similar to the one that was provided with Aspera Connect should really be present to give people a better uninstallation path with guided options. Having to explain to users all the hidden files is not sustainable from our end nor fitting our standards in terms of ease of use or rectification of problems. Even if we can create a local shell script to help users run to do cleanup that would be tremendously helpful.

Comments

Comment by [Jill Garland](#) [2021-07-16]

[NuxeoDrive-StealingFocus-raja-20210713 0352-1.mp4](#)

Comment by [Harlan Brown](#) [2021-07-16]

Hi Jill, we'll add this to our agenda when we review your issues with our engineers on Monday.

Comment by [Thierry Martins](#) [2021-07-19]

We may need to involve directly the product team and make them meet Apple team to write the complete specifications of the changes which must be done to fit Apple standards.

Comment by [Jill Garland](#) [2021-07-30]

Please see attached exit-FullScreen.png

There is no way to exit a full screen. Esc key does not function.

Comment by [Alain Escaffre](#) [2021-08-09]

added a linked NXDrive ticket "On Mac OS, maximising the transfer pops up can't be undone. Once the user has done this, s.he is in a dead end and the only way to get out of the situation is to use activity monitor to force kill Drive."

Comment by [Alain Escaffre](#) [2021-08-12]

Hi,

We released today in GA the 5.2.5.

The issue reported on this ticket will be fixed in the 5.2.6 that we aim at releasing in Beta tomorrow (and in GA in a couple of weeks). Note that that 5.2.6 release only contains two fixes that you reported as urgent (the maximise problem and the drive window always staying on top).

Comment by [Jill Garland](#) [2021-10-04]

This was not fixed in 5.2.6. It is NOT fixed in 5.2.7.2 either

Comment by [Jill Garland](#) [2022-02-02]

I have tested this in both 5.2.7 and 5.2.8.

Clicking away from the upload window does not work. The upload window still keeps the focus.

The escape key will close the window.

Comment by [vishnuvardhan_rao@apple.com](#) [2022-11-04]

Hi Team,

This issue still reproducible in ND 5.2.10 GA

Steps to reproduce:

1. Open Nuxeo Drive > Upload Content
2. New Transfer
3. Select Add Files and click away from finder window

Actual Results:

Then finder window is now in the foreground and cannot click away from it.

Expected Results:

Clicking on any other window or the desktop should navigate away from the finder window.

Comment by [Manon Lumeau](#) [2022-12-13]

Hi,

The issue you describe is different from the original problem that caused this ticket to be created, and is more an improvement than a bug blocker.

I reproduced your step and I was able to press ESC to close the finder window on the foreground. As you are on the step to select files to add to transfer it's normal that the finder window is on the foreground, like the finder is behaving when you want to add files to an email for example.

Could you please create another ticket to request this improvement so that we can close this one?
I'll check with the Drive team to see what we can do about this improvement.

Thanks,

Manon

Comment by [vishnuvardhan_rao@apple.com](#)

As mentioned above , current issue is diffe

We will create improvement ticket for the s

Comment by [vishnuvardhan_rao@apple.com](#) [2023-01-25]

[Screen Recording 2023-01-24 at 7.08.11 PM.mov](#)

Comment by [vishnuvardhan_rao@apple.com](#) [2023-01-25]

Hi Team,

There are mainly two issues mention in this ticket.

Issue 1 :Nuxeo Drive Application Stealing Window Foreground Focus issue(Specifically when user tries Direct transfer for the 1st time)

->We are still able to reproduce the issue when user tries the direct transfer after installation for the 1st time.

Issue 2 : Under New Transfer ->add files window is stealing window foreground focus

->We are still able to reproduce the issue,This will happing for existing user and new users both.

->As mentioned above we have created the separated ticket for this issue ([SUPNXP-44269](#)[^Screen Recording 2023-01-24 at 7.05.37 PM.mov])

Steps to reproduce(Issue1):

1. Attempt to install Nuxeo Drive on A COMPLETELY CLEAN machine without the macOS Finder disk permissions set up.
- 2.After successful installation and completion of adding account, click on **New transfer** button under direct transfer window
- 3.Click on add files then click on desktop on left side panel of pop window
- 4.User will be promoted with finder permissions
5. When prompted to provide Finder permissions on macOS the window can easily be clicked outside of like a popup and then the user can't get back to it
6. Force Quitting is only possible through Activity Monitor as it is not listed in Force Quit [command + shift + esc]. The user is then in a really difficult loop when they don't have adequate screen real estate to get to the force quit option from Activity Monitor window.

Actual Results:

Then finder window(Specifically when user tries Direct transfer for the 1st time when promoted for finder permissions) is now in the foreground and cannot click away from it.

Expected Results:

Clicking on any other window or the desktop should navigate away from the finder window.

Since the issue1 is still reproducible hence re-opening the ticket.

Please find the attached screen recordings for reference.

Thanks,

Vishnu

Comment by [vishnuvardhan_rao@apple.com](#) [2023-01-25]

[Screen Recording 2023-01-25 at 9.50.46 AM.mov](#) [Screen Recording 2023-01-25 at 9.49.27 AM.mov](#)

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