

# USING scCLIENT

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*USER GUIDE*

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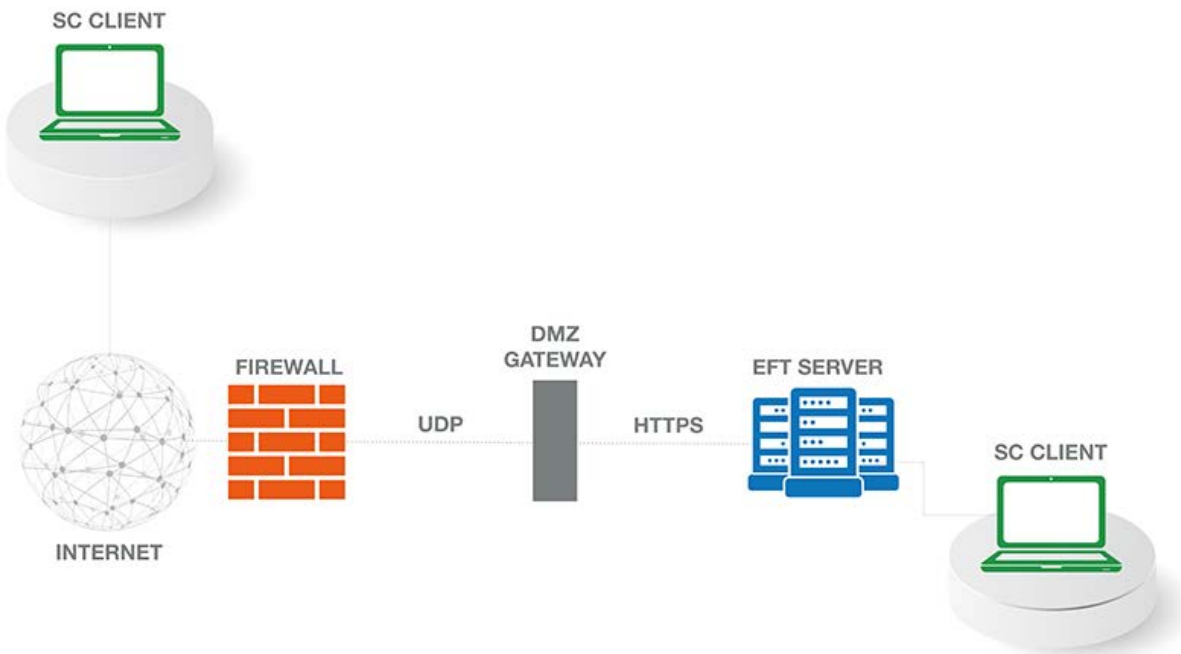
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## Introduction

When the Accelerate module for EFT is enabled, the EFT administrator can copy an scClient installer link from the administration interface and paste it into any supported browser or email it to end users to install on their desktops and laptops. scClient licenses are concurrent. That is, if you purchase 5 licenses, 5 people can log in at a time. If a 6th person logs in, a message appears stating that no licenses are available.

When the scClient is downloaded, the IP address of EFT is coded in the installer. You can only upload and download files to/from EFT at that IP address. You cannot specify a different IP address or port.



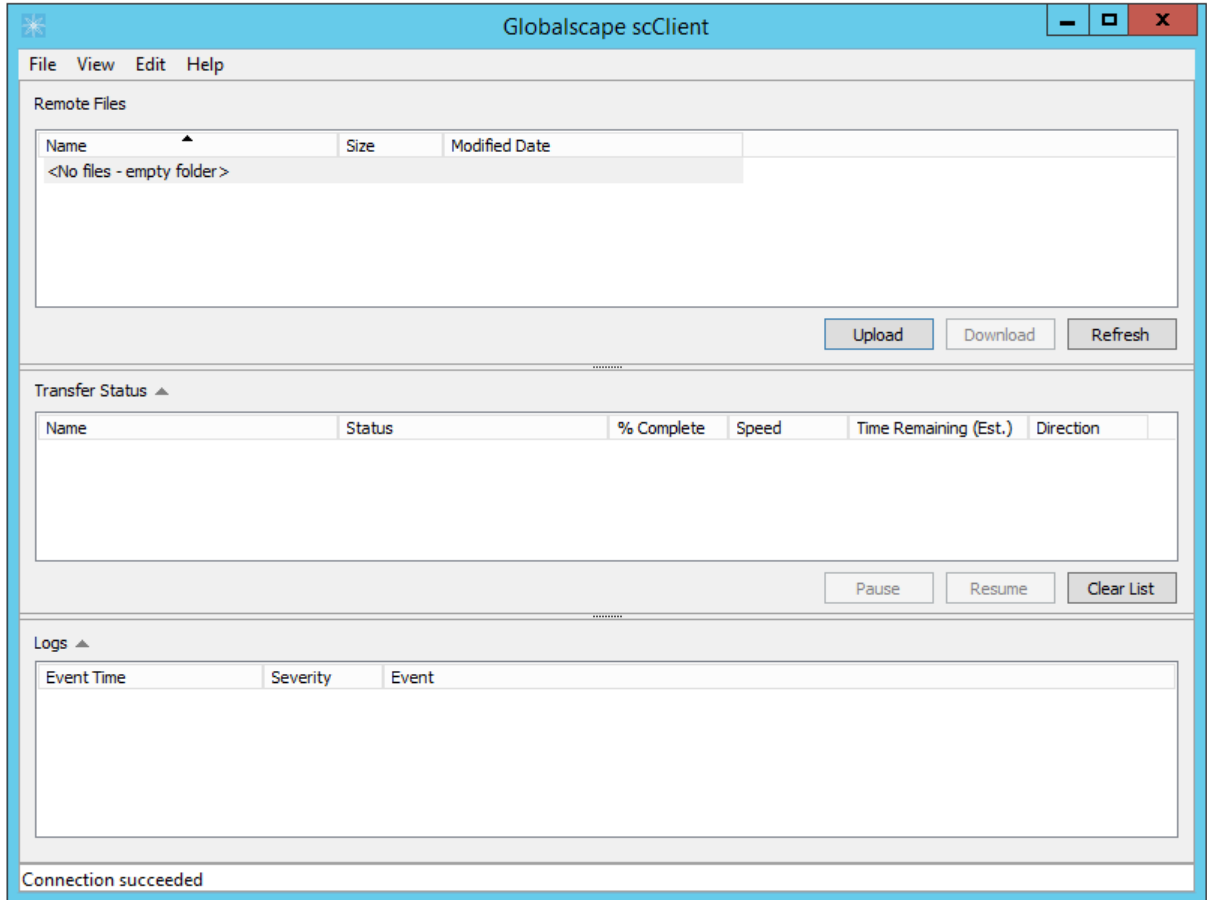
## Logging in to scClient

### To use scClient

1. Open the web browser and type or paste the web address provided by your EFT administrator into the address bar of your browser.
2. The installer, scClient.exe, is downloaded to the **Downloads** folder of your browser (e.g., C:\Users\myname\Downloads).
3. Double-click the executable to open the client.



4. Login with your EFT login credentials (provided by your administrator).  
The scClient interface appears.



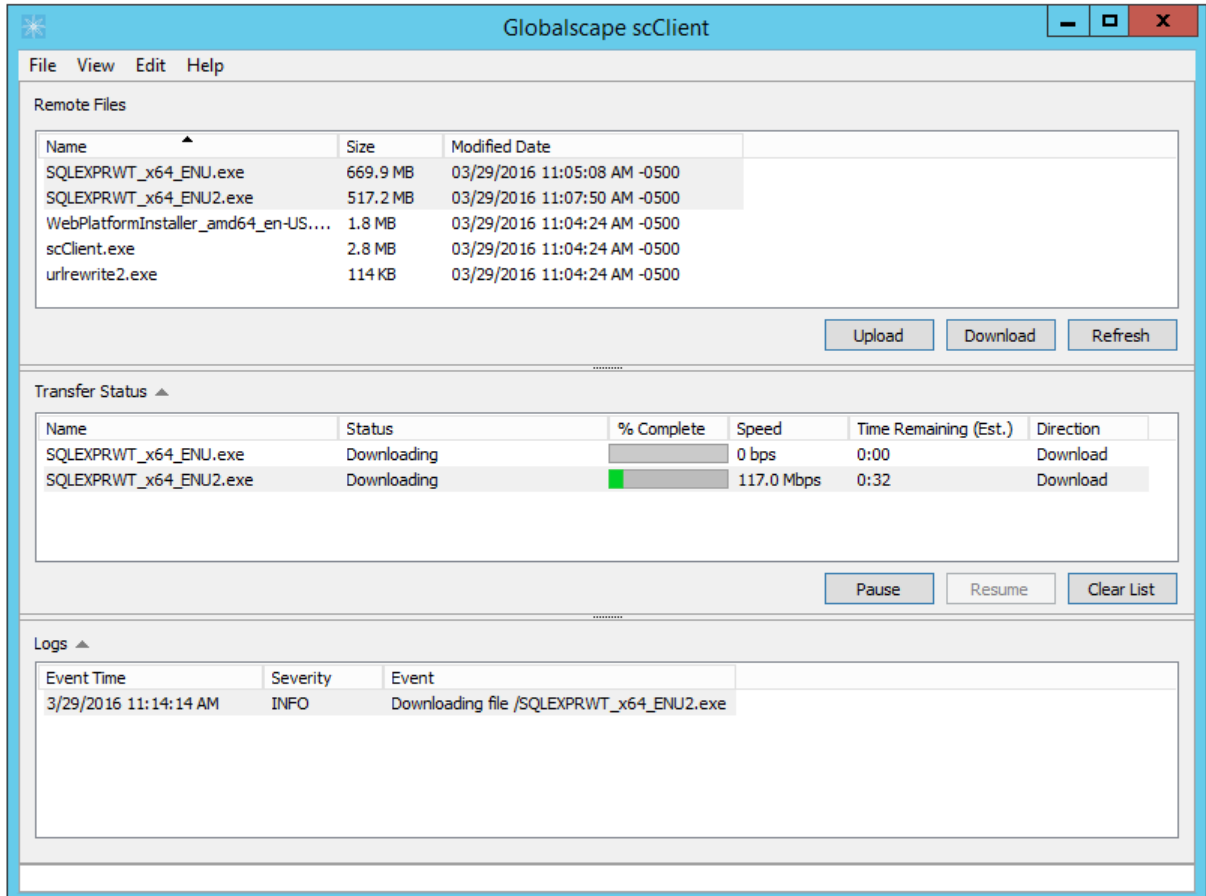
## Menu Options

Item	Description
<b>File &gt; Exit</b>	Close scClient
<b>View &gt; Show Application Log</b>	Displays scClient history in the Logs pane
<b>Edit &gt; Options</b>	Displays message box to enable or disable acceleration transfers and tells you that outbound UDP port 8443 must be open for accelerated transfers. Do not change any setting unless your EFT administrator asks you to change it.
<b>Help &gt; About</b>	Displays the version number of scClient.
<b>Upload</b>	Displays the Open dialog box in which you can select files to upload.
<b>Download</b>	Displays the Select dialog box in which you can select files to download from the server.
<b>Refresh</b>	Refreshes the display of remote files.
<b>Pause</b>	Pauses a transfer in progress
<b>Resume</b>	Resumes a paused transfer
<b>Clear List</b>	Clears the Transfer Status pane

## Downloading Files

### To download files

1. In the **Remote Files** pane, select one or more files to download, then click **Download**. The Windows **Select Folder** dialog box appears.
2. Specify the folder to which you want to download the file(s), then click **Select Folder**. The files immediately begin to download. You can track the download status in the **Transfer Status** pane.



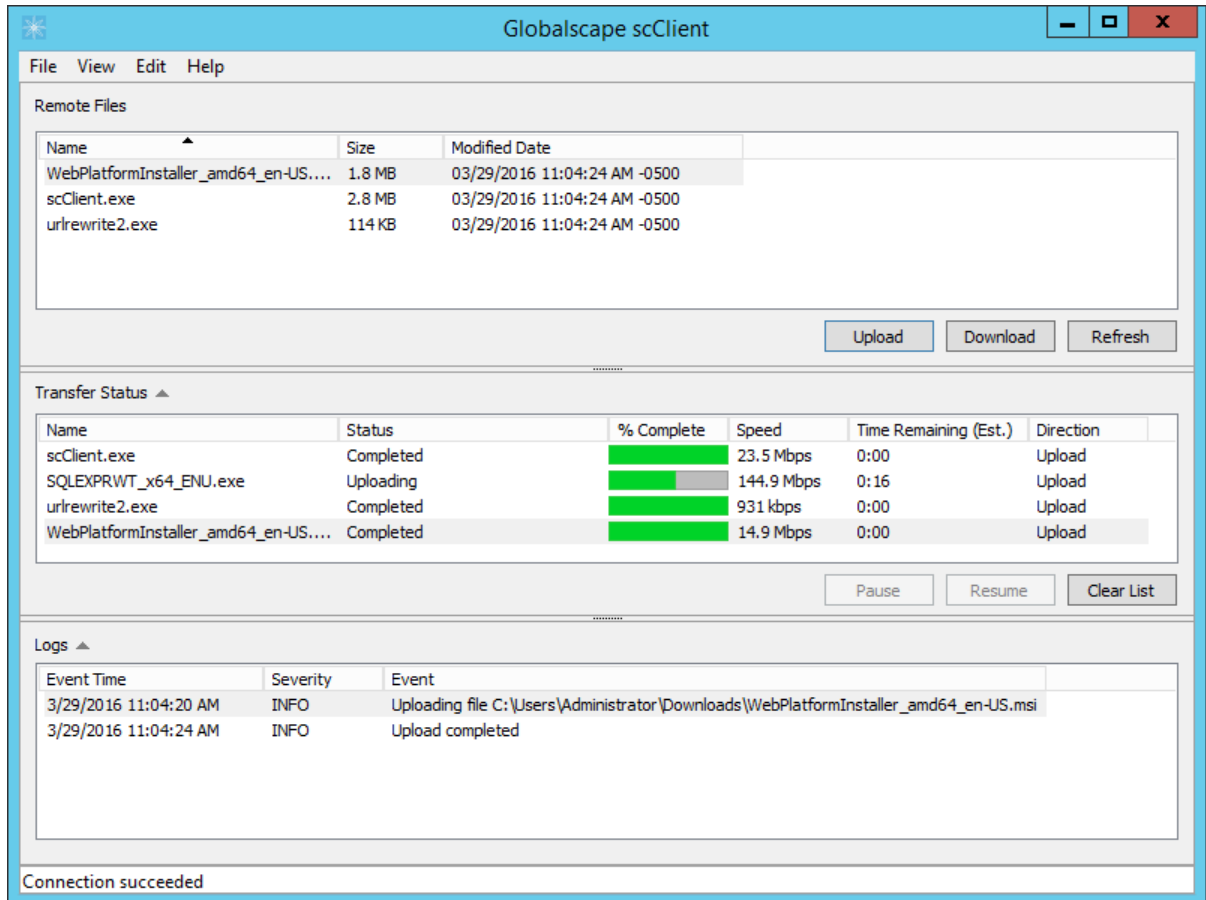
- To cancel a download, right-click the file in the **Transfer Status** pane, then click **Remove from list** or press DELETE.
- To view the folder into which the file is being downloaded, right-click the file in the **Transfer Status** pane, then click **Open folder location**.



## Uploading Files

### To upload files

1. Click **Upload**. The Windows **Open** dialog box appears.
2. Browse for and select the file(s) that you want to upload, then click **Open**. The files immediately begin to upload. You can track the upload status in the **Transfer Status** pane.



- To cancel an upload, right-click the file in the **Transfer Status** pane, then click **Remove from list** or press DELETE.
- To view the folder into which the file is being uploaded, right-click the file in the **Transfer Status** pane, then click **Open file location**.

## Troubleshooting

The scClient log in **C:\ProgramData\Globalscape\scClient\scClient-log.txt** provides details, such as login failures. An example is shown below:

```
Logging started at (local time) Wed Oct 04 10:33:50 2017 -0500
Wed Oct 04 10:33:50 2017 INFO Success initializing Acceleration DLL
Wed Oct 04 10:33:52 2017 INFO [Listing task 1]Getting contents of /
Wed Oct 04 10:33:52 2017 INFO [Listing task 1]A certificate is required to complete
client authentication
Wed Oct 04 10:33:52 2017 ERROR [Listing task 1]Task Failed: A certificate is
required to complete client authentication
Wed Oct 04 10:34:11 2017 ERROR Error during logout: A certificate is required to
complete client authentication
```