

# WEB TRANSFER CLIENT (WTC) v1.2

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## *USER GUIDE*

*(FOR USE WITH EFT™ V7.2)*

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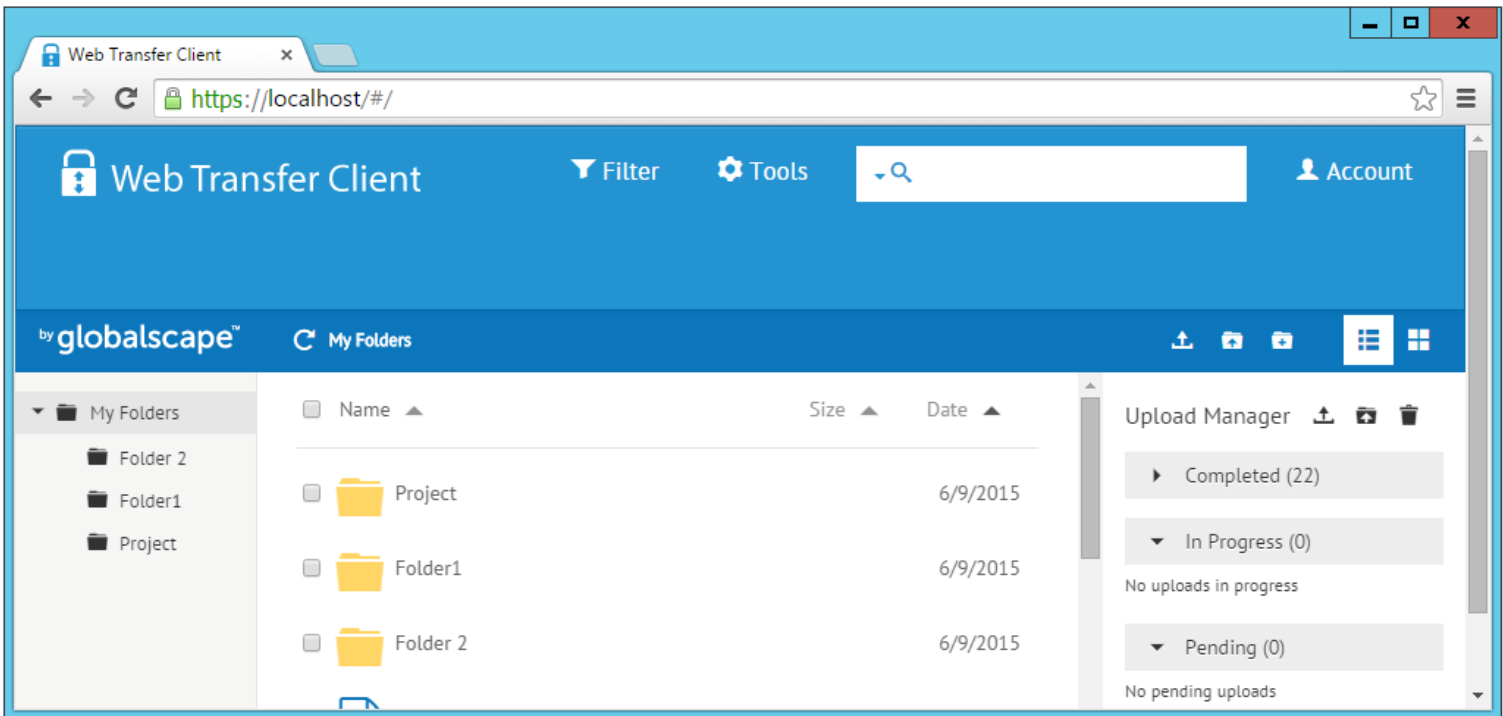


# Web Transfer Client

The procedures for configuring and using the Web Transfer Client are described in the topics below. Refer to the EFT help for information about configuring the Web Transfer Client on EFT.

## Overview of the Web Transfer Client

The *Web Transfer Client* (WTC) is a browser-based file transfer client that allows you to transfer files over HTTPS to and from a server. WTC Advanced is available if a license is available and if the client is enabled for the user on the server. If a license is not available, the advanced WTC features are not available, such as uploading an entire folder and the transfer queue. You can still upload and download with the "Basic" version of the WTC. (Refer to [Web Transfer Client Advanced vs. Basic](#) for more information.)



## Web Transfer Client Advanced vs. Basic

The Web Transfer Client is available in two editions, Web Transfer Client (WTC) Advanced and Basic. WTC Advanced offers the extended features such as the ability to drag a file from your desktop to the client, moving files between folders, and so on. The Basic version is displayed when all licenses for WTC Advanced are in use and when the user is not authorized to use the WTC. (Refer to Web Transfer Client Licensing for details of how WTC is licensed.)

| Features  | WTC Basic | WTC Advanced |
|---|-----------|--------------|
| Upload files using <b>File &gt; Upload</b>                          | Yes       | Yes          |
| Download files  | Yes       | Yes          |
| Rename files  | Yes       | Yes          |
| Move files  | Yes       | Yes          |
| Delete files  | Yes       | Yes          |
| Create sub folders  | Yes       | Yes          |
| Change view (thumbnails, list)                                      | Yes       | Yes          |
| Sort the <b>File Name</b> list by name, size, or date               | Yes       | Yes          |
| Filter <b>File Name</b> , <b>Size</b> , and <b>Date</b> panes       | Yes       | Yes          |
| Change password   | Yes       | Yes          |
| Upload files up to 2GB in size                                      | Yes       | Yes          |
| Upload files larger than 2GB in size                                | No        | Yes          |
| Drag and drop files onto the <b>Transfer</b> pane                   | No        | Yes          |
| Pause and resume transfers  | No        | Yes          |
| View completed, in progress, and pending transfers                  | No        | Yes          |
| Concurrent file transfers   | No        | Yes          |
| Upload entire folder structure (currently available in Chrome only) | No        | Yes          |

## System Requirements for the Web Transfer Client

- The browser running the client must have cookies enabled. (Note that cookies work on IP addresses (e.g., 127.0.0.0) or full domain names (e.g., yourcompany.org), not *Localhost*.)
- The Web Transfer Client has been tested for use with the following browsers:
  - Internet Explorer - v10 or later
  - Firefox - v29 or later
  - Safari - Mac, v6 or later
  - Chrome - v34 or later

(unsupported browsers may force the use of the "[plain-text client](#)," even if WTC licenses are available)

## Enabling JavaScript in the Browser

Many web pages use JavaScript (an entirely different language than Java) to make the user experience more dynamic. The Web Transfer Client uses JavaScript for this very reason. For the Web Transfer Client to work, JavaScript must be enabled in the browser.

Refer to the procedure below to edit the browser's security settings to allow you to use JavaScript. See also [Checking Java Runtime Versions](#).



*You might not have the appropriate permissions to access these settings. If necessary, contact your system administrator for assistance.*

### To edit the browser settings

#### In Internet Explorer:

1. Click **Tools > Internet Options**. The **Internet Options** dialog box appears.
2. Click the **Security** tab, and then click **Custom Level**.
3. In the **Security Settings** dialog box, scroll down to the **Scripting** area, then under **Active scripting**, click **Enable**.
4. Click **OK** to close the **Security Settings** dialog box, and then click **OK** to close the **Internet Options** dialog box.

#### In Firefox:

1. In the address bar, type `about:config`.
2. Scroll down to or search for `javascript.enabled`.
3. Ensure that the **Value** column says "true." If it says, "false," double-click the line to change it to "true."

#### In Chrome:

1. In the upper-right corner, click **Customize and Control Google Chrome** (the icon with 3 horizontal lines), then click **Settings**.
2. In the **Settings** page, scroll to the bottom and click **Show advanced settings**.
3. Under **Privacy**, click **Content settings**. The **Content settings** dialog box appears.
4. Under **JavaScript**, click **Allow all sites to run JavaScript**, then click **Done**.

## Checking Java Runtime Versions

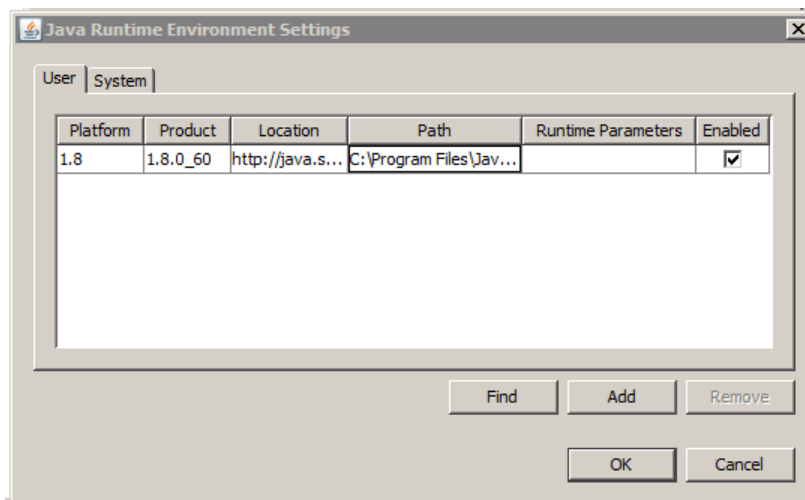
Java Runtime Environment (JRE), installed on most computers to allow applications to run in Internet pages, must be installed on the computer on which the Java-enabled version of the Web Transfer Client is used. You can download the current JRE version at <http://www.java.com/en/download/manual.jsp>.



You might not have the appropriate permissions to access these dialogs. If necessary, contact your system administrator for assistance.

### To view the currently installed version

1. Open the Windows **Control Panel** (**Start > Run**, type `control`, press ENTER), double-click the **Java** icon. (If there is no **Java** icon, Java is not installed.)
2. On the **Java Control Panel**, click the **Java** tab.
3. In the **Java Runtime Environment Settings** area, click **View**. The **Java Runtime Environment Settings** dialog box appears.



The installed versions appear in the table.

## Logging In to the WTC

You can log in to the WTC with any [supported browser](#). The server administrator will provide you with the URL (web address) and your login information.

### To log in to the server

1. Open the web browser.
2. Type or click the web address provided to you by your system administrator. For example, type `https://www.ourfileserv.com`. The login page appears.

Log in

Username:

[Forgot Username](#)

Password:

[Forgot Password](#)



- If you don't know your username, click **Forgot Username**. In the **Lost Username** dialog box, provide your email address and then click **Submit**.

- If you don't know your password, click **Forgot Password**. In the **Lost Password** dialog box, provide your **Username** and **Email** address, then click **Submit**.

Your request is sent to the server and an automated response will email you your username.

3. Provide your **Username** and **Password**, then click **Log In**. When the credentials are accepted by the server, the Web Transfer Client (WTC) appears.

The WTC uses concurrent licensing, which means that a limited number of licenses are available. If a license is not available when you log in, the less featured version of WTC is displayed. You can still upload and download files, but advanced features such as uploading entire folder structures, drag-and-drop, and the **Transfer** pane are not available. You will also be automatically logged out after a period of inactivity to free up licenses for other users.

## Logging Out of the WTC

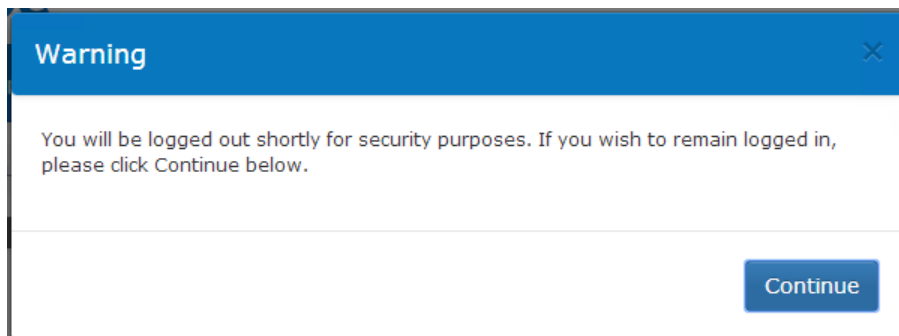
The server ends the session after a period of inactivity. When the session is ended, the directory listing and any other personal information is cleared, and the login page is displayed.

### To log out of the WTC

- Click **Account > Logout**. The WTC closes and the **Log In** page appears.

### Automatic Log Out

After a period of inactivity (approximately 10 minutes), a message appears warning that you are about to be logged out. You can click **Continue** to stay connected.



## WTC Logging

All activity in the WTC is logged in the server. You can view the log of events in the WTC and [export](#) the log to send to the administrator for troubleshooting.

### To view the log

1. Click **Tools > Log**.

The log appears:



| Logged Events       |       |  |
|---------------------|-------|--|
| 06-04-2014 14:40:38 | DEBUG | Adding callback for event [filessystemdirchange]                       |
| 06-04-2014 14:40:38 | DEBUG | Adding callback for event [filessystemupdate]                          |
| 06-04-2014 14:40:38 | DEBUG | Adding callback for event [filessystemdirchange]                       |
| 06-04-2014 14:40:38 | DEBUG | Adding callback for event [filessystemupdate]                          |
| 06-04-2014 14:40:38 | DEBUG | Adding callback for event [filessystemdirchange]                       |
| 06-04-2014 14:40:38 | DEBUG | init method on gsb.timeout called...                                   |
| 06-04-2014 14:40:38 | INFO  | jquery document ready is being called...                               |
| 06-04-2014 14:40:38 | DEBUG | Loading directory based on cookie: /                                   |
| 06-04-2014 14:40:38 | INFO  | Grabbing data from model for: /  |
| 06-04-2014 14:40:38 | DEBUG | cache undefined for path: /  |
| 06-04-2014 14:40:38 | INFO  | Warning user that junior version of application has been provided.     |
| 06-04-2014 14:40:38 | INFO  | Success fetching EFT data.   |
| 06-04-2014 14:40:38 | DEBUG | handleNewData   digests not equal   updating path [/] digest[BAAB406E] |
| 06-04-2014 14:40:38 | INFO  | tree notified of fileSys update of: /                                  |
| 06-04-2014 14:40:38 | DEBUG | call to fileSysModel for update failed.                                |
| 06-04-2014 14:40:38 | INFO  | Breadcrumb notified of directory change                                |
| 06-04-2014 14:40:38 | DEBUG | rendering list view   path: /  |
| 06-04-2014 14:40:38 | DEBUG | updating listView... /   |
| 06-04-2014 14:40:39 | INFO  | tree notified of fileSys dir change to: /                              |
| 06-04-2014 14:40:39 | DEBUG | expandFolders   title: / children: null                                |
| 06-04-2014 14:40:39 | DEBUG | Full path: /   |
| 06-04-2014 14:40:39 | INFO  | Loading tree node: / /   |

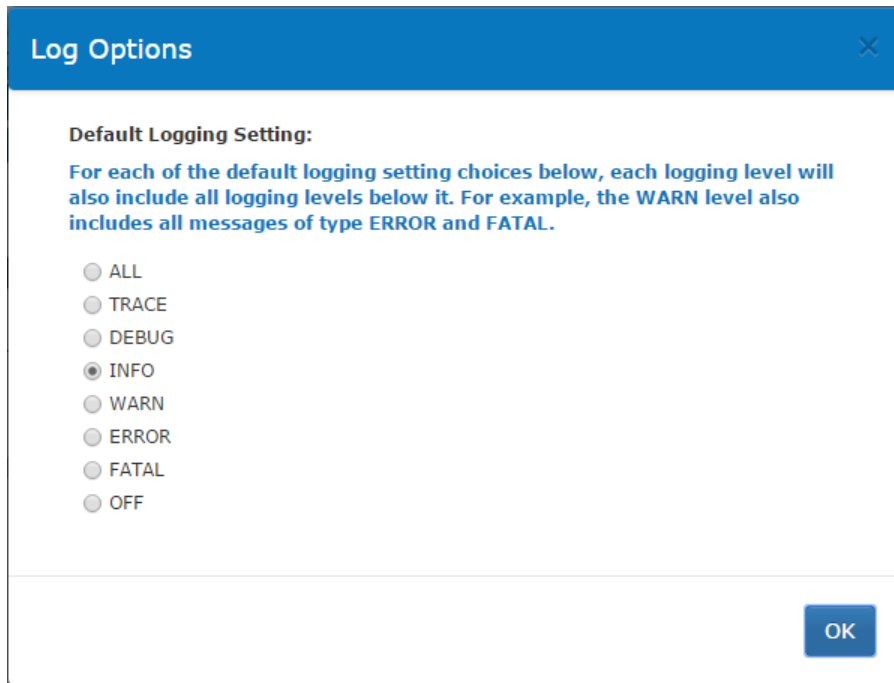
### To export the log

1. Click the **Export** icon in the title of the log window. The log is exported to an HTML file in your browser.
2. Click anywhere in the HTML page of the log, and then:
  - o **In a Windows operating system:** Press CTRL+A to select all, then CTRL+C to copy the contents that are selected. Then, click in an email or text file and press CTRL+V to paste it into the email or text file.
  - o **In a Mac operating system:** Press Command+A to select all, then Command+C to copy the contents that are selected. Then, click in the email or text file and press Command+V to paste it into the email or text file.

### To change logging settings

1. Click **Tools > Log Options**.

The **Log Options** dialog box appears.



2. The default logging level is INFO. to increase or decrease the level of logging, click the desired level. Not that each logging level will include the logging levels below it. For example, INFO includes all WARN, ERROR, and FATAL messages.
  - Click OFF if you want to turn logging off. It is a good idea to leave logging on at the default level in case of errors for which the administrator needs to review the logs.
3. Click **OK** to accept your changes and close the dialog box.

## Uploading Files and Folders




You can upload files and folders from your local computer to a remote server on which you have upload permission.

### To upload files between your local system and the server

- Do one of the following:
  - To transfer files to the server, click **File > File Upload**.
  - To transfer folders to the server, click **File > Folder Upload**.
    - **Folder uploads are available in Chrome or Opera browser only.** If you want to upload folders in other browsers, you must compress them (make a ZIP file) and upload the ZIP file.
  - Click and drag one or more files or folders from your local file system to the file list. (Empty folders will be ignored and not transferred.)
  - In the **Upload Manager** (formerly, the **Transfers** pane), click the **UPLOAD** icon, then select the files and folders that you want to upload.


The **File Name** pane will refresh automatically after the upload is complete.

The **Upload Manager (Transfers** pane) displays the completed transfers, in-progress transfers (up to 5 at once), and pending transfers. The **Upload Manager (Transfers** pane) is cleared when the session ends or you log out.

Upload Manager   

▶ Completed (22)

▼ In Progress (1)

CopyrightsTrademarks.doc (17.13 MB) 

▼ Pending (0)

No pending uploads

- The PAUSE icon allows you to pause an in-progress transfer. If you want to clear the Transfer queue, you can click the CANCEL icon for each transfer or click the CANCEL icon at the top to clear all of the transfers.


**Notes:**

- When the file is transferred, if there is a file with a duplicate name already in your folder on the server, the server will run a comparison on the contents. If the file contents are the same, the file is not uploaded.
- You can upload multiple selected files at once by dragging and dropping from your local system to the WTC **Upload Manager (Transfers** pane), or by clicking **File > Upload** and then selecting multiple files. (WTC Advanced only)
- If you have exceeded your allowed disk quota on the server, a message appears when you attempt to upload more files. To continue to upload files, you must delete some of your old files from the server or ask your administrator to increase your allowed disk quota.
- Before users can log in to the server using the WTC, the administrator must configure the server to allow WTC connections with your account. The server allows users concurrent access to the WTC up to the number of available licenses. If you attempt to access the client when the maximum number of licenses is in use, [WTC Basic](#) appears instead.
- If network connectivity is lost while the WTC is transferring files, you can retry transfers that previously failed or were incomplete. If a file partially transferred before the connection went down, the transfer will be resumed from the point that it left off.

## Downloading Files

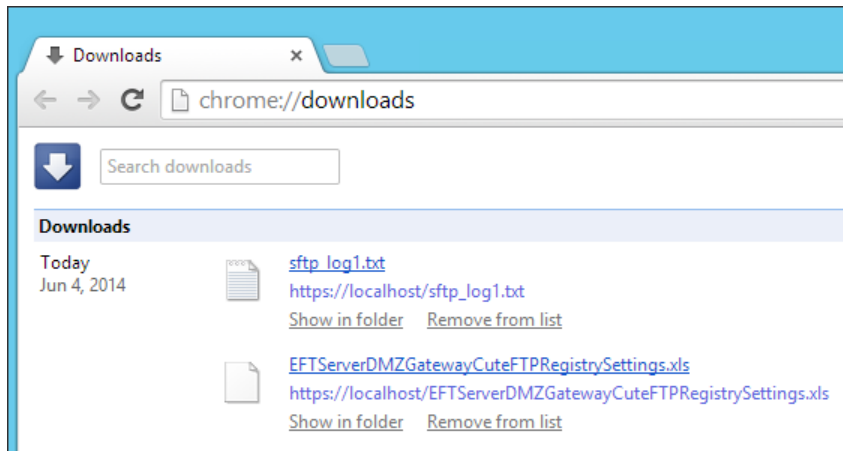
You can download files from the server to your local computer on which you have download permission. The mechanism for downloading files is browser dependent.

### To download files

- In the file list, select the check box of one or more files that you want to download, then click the download icon  on the toolbar.
- The file will download to the folder defined in your browser's configuration (e.g., **C:\Users\myname\Downloads**).

### To open your browser's Downloads folder:

- In Chrome, click the **Settings** icon, then click **Downloads** (or press CTRL+J).



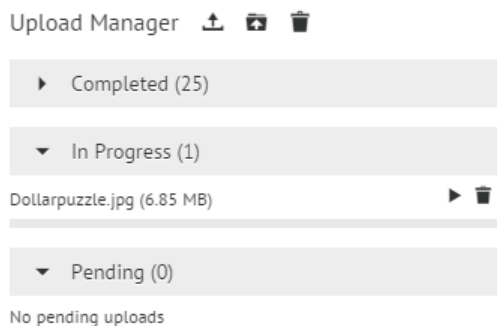
- In Internet Explorer, click the **Settings** icon, then click **View Downloads** (or press CTRL+J).
- In Firefox, click green down-facing arrow to view most recent downloads, or type `about:downloads` in the address bar to view all downloads.

## Canceling a Transfer

Most files that you transfer will transfer so quickly, you won't even notice. Larger files, however, will show progress in the **In Progress** area of the **Upload Manager** (formerly, the **Transfers** pane). (In WTC Advanced only.) You can cancel an in-progress transfer.

### To cancel a transfer

1. In the **Upload Manager** (formerly, the **Transfers** pane), while the transfer is in progress, click the **PAUSE** icon.





2. Click the **Cancel** icon to stop the transfer.

## Clearing the Transfers pane

The **Upload Manager** (formerly, the **Transfers** pane) uploads that are completed, in progress, and pending. The pane will clear automatically when you log out of the Web Transfer Client. (Removing the list of files from the pane only removes it from the display; the file is still saved in the folder into which you transferred it.)

### To clear the Upload Manager (Transfers pane)

Upload Manager   

▶ Completed (25)

▼ In Progress (0)

No uploads in progress

▼ Pending (0)

No pending uploads



- **In version 1.1.3:** After a transfer is completed, the file moves from the **In Progress** queue to **Completed**. Click the DELETE icon to remove all completed transfers from the queue.
- **In version 1.1:** After a transfer is completed, it appears in the pane with an icon next to it. Click the icon to remove the transfer from the queue.

## Resuming Transfers

A file transfer can be interrupted for various reasons, such as a network glitch, or you might pause the transfer yourself. When a transfer is interrupted because of errors, it will resume automatically after network connection is reestablished (up to 10 retry attempts over a 5-minute period).

### To resume a paused transfer

1. Transfers that have been interrupted appear in the **In Progress** queue.

Upload Manager   

▶ Completed (25)

▼ In Progress (1)

Dollarpuzzle.jpg (6.85 MB)



▼ Pending (0)

No pending uploads

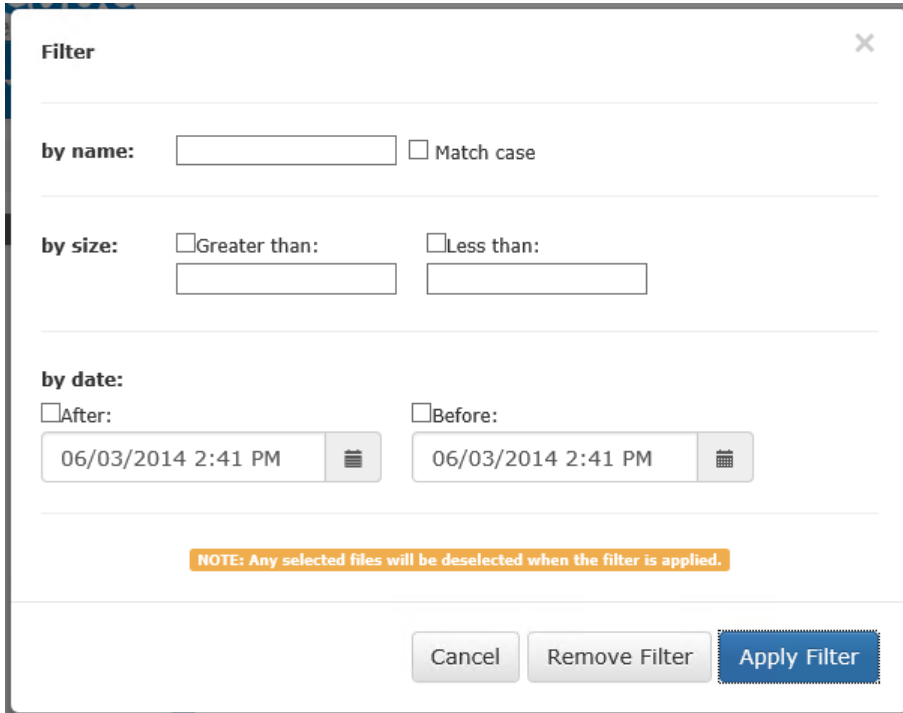
2. Next to the paused file, click the PLAY icon. The transfer will resume where it left off.

## Filtering and Sorting the File Name Pane

You can filter the display of the files to display only the files that you want, by name, file type, size, and/or date modified to limit the display to specific files and folders. Additionally, you can sort the **File Name**, **Size**, and **Date** panes by clicking the arrows in the pane header.

### To filter the File Name pane

1. Click the funnel icon  in the header of the **File Name**, **Size**, or **Date** pane or next to the **Search** box. The **Filter** dialog box appears.



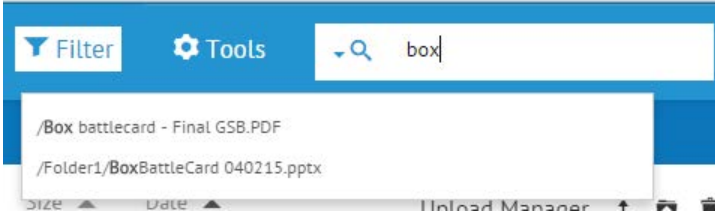
2. Provide filter criteria such as name, size, or date, then click **Apply Filter**.
  - To search for a specific size, click **Greater than** or **Less than** and provide a size to search for.
3. To clear your filter and show all files, in the **Filter** dialog box, click **Remove Filter**.

## Searching for Files

If you have a large number of files and subfolders, you can find file more quickly by using [filters](#) to search by name, size, or date, or typing text in the **Search** box to find the file.

The **Search** box merely matches the text string that you type. For example, it doesn't know the difference between a PDF file and a PNG file (however, if you type png, the search results will show all files with png in the file name, including the extension). It is not case sensitive. Certain [wildcards](#) will return matching results. For example, **w\*n** displays results that have a **w**, one or more other characters, and then an **n**, such as **WEB\_VPN\_Instructions.docx** and **WindowsClustering.pdf**. Wildcards are useful, for example, for finding files when you aren't sure how they were named.

1. In the search box, type your search term in the box, and then press ENTER, or click the down arrow to do a global search.
2. As you type, the WTC will find matches for what you have typed.



3. Click the found item to navigate to it.
4. Click the icon on the toolbar for what you want to do with the file (download, rename, delete, move, etc.).

## Error Messages and File Names

Error messages and prompts appear for a variety of scenarios (e.g., if you attempt to upload a file whose path exceeds the Windows limit; attempt to create a folder when you do not have permission; the path exceeds the Windows limit; a folder with the same name exists; your disk quota is exceeded; and so on). If you have read the error message/prompt and are unable to resolve the error yourself, provide the text of the message to your system administrator.

The most common error is a problem with a file or folder name. Ensure that you have provided a unique name, you have permission to create the folder, and the path length does not exceed Windows limits, as described below.

## WTC File-Naming Conventions

The WTC follows the standard Windows naming conventions, with a few exceptions:

- You can name files using almost any character for a name, except for the following reserved characters:  
< > : " / \ | ? \*
- The maximum length for a path is 255 characters. This limitation includes the drive letter, colon, backslash, directories, subdirectories, filename, and extension.
- UTF-8-encoded characters that are valid for naming files, folders, or shortcuts, plus the following special characters are allowed:

|                                      |                       |
|--------------------------------------|-----------------------|
| ^ Accent circumflex (caret)          | , Comma               |
| & Ampersand                          | ! Exclamation point   |
| ' Apostrophe (single quotation mark) | - Hyphen              |
| @ At symbol                          | # Number sign         |
| { Brace left                         | ( Parenthesis opening |
| } Brace right                        | ) Parenthesis closing |
| [ Bracket opening                    | % Percent             |
| ] Bracket closing                    | . Period              |
| \$ Dollar symbol                     | + Plus                |
| € Euro symbol (v6.1 and later)       | ~ Tilde               |
| = Equal sign                         | _ Underscore          |

For more information regarding file-naming conventions, refer to the *Microsoft Windows Developer Network* article [Naming a File](#) and the *Microsoft TechNet* article [How NTFS Works](#).



## Creating Folders

When you first log in to the Web Transfer Client (WTC), you are in the top folder that you are allowed to view, called your home folder. You can create sub folders within this folder, and those folders can have subfolders.

### To create sub folders

1. In the **Folders** pane, click to select the folder under which you want to create a subfolder.
2. Do one of the following:
  - o In **v1.1.3**, on the toolbar, click the NEW FOLDER icon.
3. Provide a name for the folder, then click **OK**. (Folder names follow standard Windows file naming conventions.)
4. The new folder appears in the **Folders** pane. You can now [move files between folders](#) and [upload files](#) to the new folder.

## Moving Files Between Folders

After you have [created subfolders](#) in your home folder, you can move files between the folders.

### To move one or more files to another folder


1. Select the check boxes of one or more files that you want to move, then do one of the following:
  - o In **v1.1.3**, click the MOVE icon.
2. In the dialog box that appears, select the folder to which you want to move the file(s), then click **OK**.

## Sharing Folders

Users can share an EFT folder with other EFT users through the Web Transfer Client. Additionally, you can, if the EFT administrator allows it, invite external users to share your folders. Users outside of the EFT network who were invited to share a Workspace (externally provisioned users) cannot themselves invite new users.

The invitation recipient clicks the link embedded in the email and then either signs in to EFT if an account has previously been created, or creates an account on EFT. (To share folders, the administrator has to have enabled Workspaces in the EFT administration interface on the **Workspaces** tab of the Site.)

### To share a folder

1. [Log in to the Web Transfer Client](#).
2. Select the check box of the folder that you want to share, then click the **Share Folder** icon , or click **File > Share Folder**.  
In the example below, the "WhitePapers" folder is selected and the **Share Folder** icon appears.

The **Create a Workspace** dialog box appears.


**Create a Workspace**

Share with:


Enter email addresses separated by a comma, space or semicolon.

Assign Permissions:

|  |  |  |
|--|--|--|
| <input checked="" type="checkbox"/> Upload   | <input checked="" type="checkbox"/> Rename | <input checked="" type="checkbox"/> Create Subfolder |
| <input checked="" type="checkbox"/> Download | <input checked="" type="checkbox"/> Delete | <input checked="" type="checkbox"/> Delete Subfolder |

 *The administrator can specify which check boxes are selected by default, if any. The sharing user can still select the check box to enable the permission. Refer to [Workspaces Permissions](#) for details.*

3. Provide up to 10 email addresses of users with whom you want to share the folder. (You can later add more participants, 10 at a time.)
4. Assign permissions by clearing or selecting the check box next to that permission. By default, all permissions are selected (enabled). Clear the check boxes of the permissions that you do not want to assign to the users.

 *Permissions that the administrator assigns to folders override any permissions that you assign. That is, if the folder that you are sharing does not have rename permission, you cannot assign that permission to the folder.*

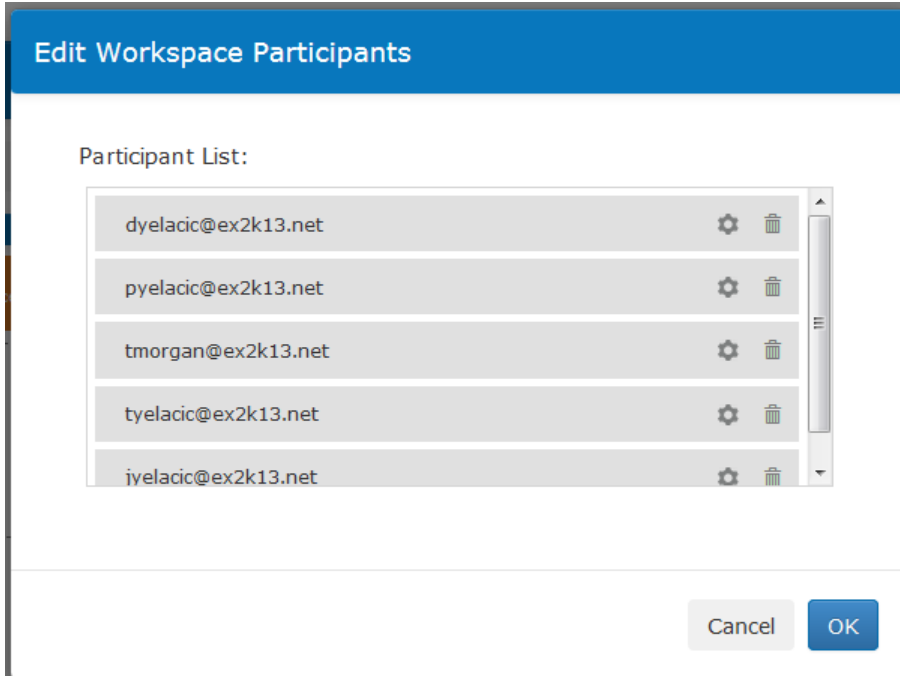
5. Click **Share**


The folder icon changes to indicate that the folder is shared .

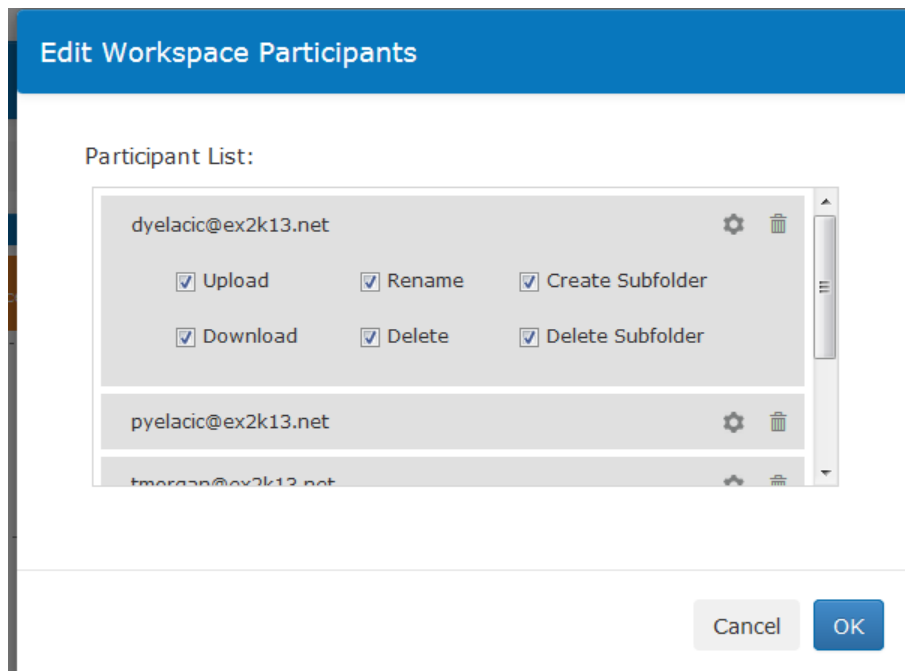
If you click the folder, a message indicates with whom the folder is shared and allows you to add more participants.

6. **To make participant changes** for the shared folder, click the link in the message (in this case "4 more").

The **Edit Workspace Participants** dialog box appears.



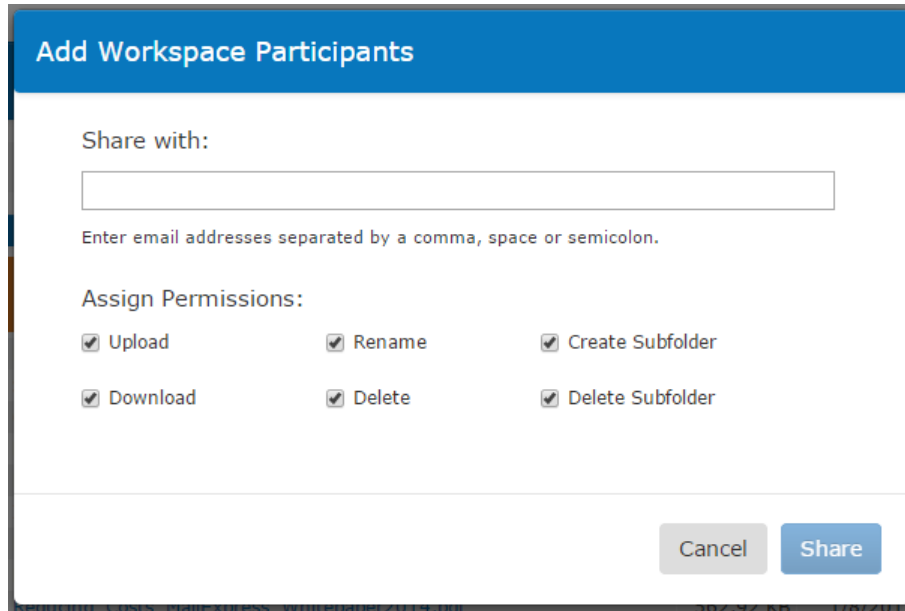
- a. **To view a participant's permissions**, click the gear icon  for that participant.



- b. **To remove a participant** form the list, click the trash can icon  for that participant.

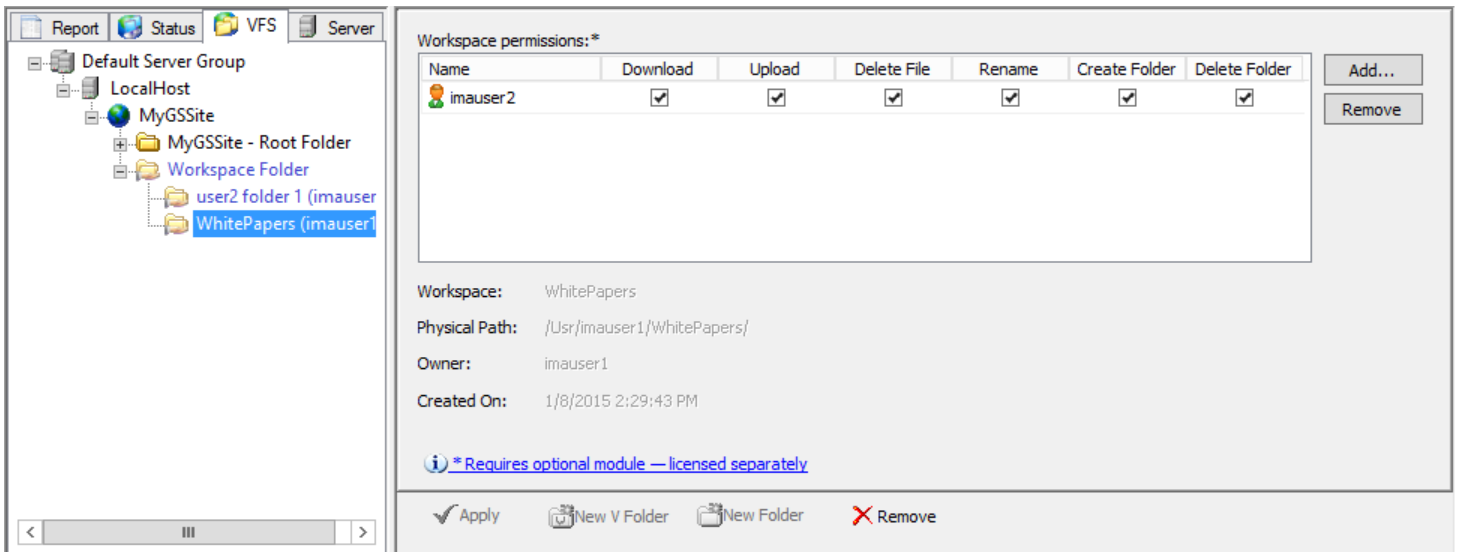
The deleted user(s) will no longer have access to that folder. This action does not delete the user from the system nor prevent the user from accessing other Workspace folders on which they have permissions.


- c. **To add more users** to the shared folder, click **add more participants**.

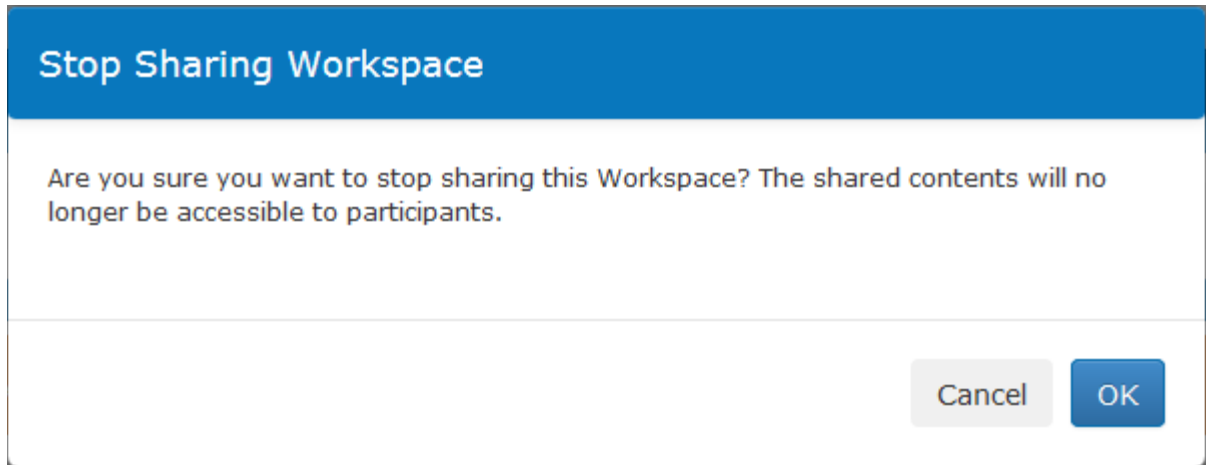


The users with whom you have shared the folder will see the shared folder in their **Joined Workspaces** tree.

In the EFT administration interface, on the VFS tab, the shared folder appears in the **Workspace Folder** tree, and the administrator can see who has shared the folder, who has access to the folder, and what each participants' permissions are. On the **VFS** tab, the administrator can add or remove permissions and add/remove users from the share.



7. To stop sharing the folder, thereby removing the folder from Joined Workspaces, click the stop sharing icon in the banner . The **Stop Sharing Workspace** message appears.



## Renaming a File

You can rename files in your home folder and in subfolders. The WTC follows Windows [file-naming conventions](#). That is, the following characters are invalid for file naming:

< > : " / \ | ? \* %

### To rename a file

1. Select the check box for the file that you want to rename, then do one of the following:
  - In **v1.1.3**, on the toolbar, click the RENAME icon.
2. The **Rename** dialog box appears. Provide a new name for the file, then click **OK**.

## Changing Your Password

The administrator may have set your password to expire periodically. You can change your password within the Web Transfer Client.

### To change your password

1. Do one of the following:
  - In **v1.1.3**, in the upper-right corner, click **Account**, then click **Password**.  
The **Change Password** dialog box appears.
2. Provide your **Current Password** and **New Password**, and then **Confirm Password**. If the administrator requires complex passwords, a message will appear if your password does not meet the complex password or reuse password requirements.
3. Click **OK/Apply**.

## Web Transfer Client Limitations

The Web Transfer Client (WTC) for EFT v7 has the following limitations:

- Folder uploads are only available in Chrome or Opera. In EFT v7.1.1.11 and later, you can enable a message to appear that will inform the end user, if applicable, that their browser does not support folder uploads and will suggest zipping the folder prior to uploading. (See details [below](#).)

### To enable the message

1. Open the configuration file in a text editor. By default, the file is at:

C:\Program Files (x86)\GlobalSCAPE\EFT Server  
Enterprise\web\public\EFTClient\Jument\scripts\39ba4de0.adminConfig.js

2. Change

```
gsb.config.showSiteInitPopups = false;
```

to

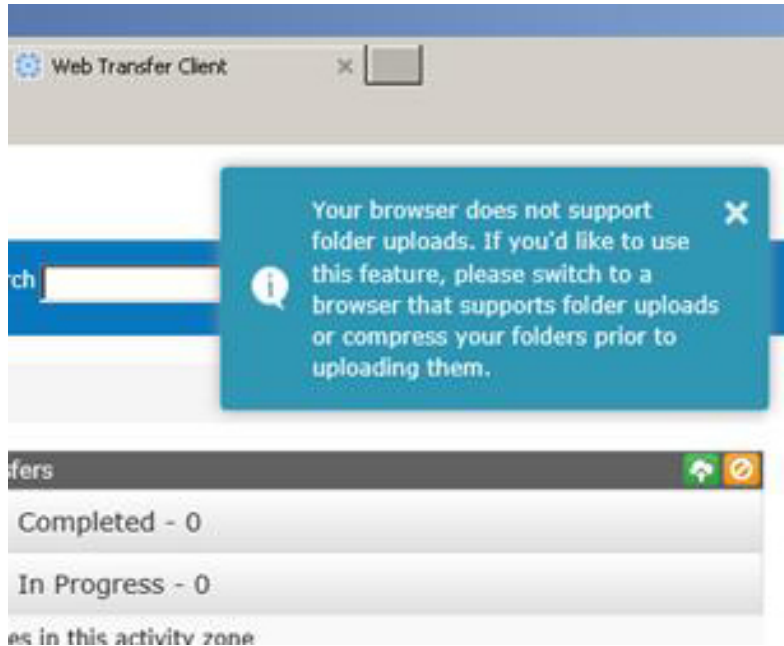
```
gsb.config.showSiteInitPopups = true;
```

**Example:**

```
\Globalscape\EFT Server  
Enterprise\web\public\EFTClient\Jument\scripts\39ba4de0.adminConfig.js  
  
'use strict';  
/* global gsb */  
on initialization (e.g., browser incompatibility for feature). */  
gsb.config.showSiteInitPopups = true;
```

3. Save the file.

A message similar to the following should appear when using Firefox and Internet Explorer:



4. To upload folders, either compress the entire folder and upload the ZIP file, or switch to the Chrome browser.

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