

# GlobalSCAPE<sup>®</sup> Web Transfer Client

*User Guide*

Module for  
EFT Server  
6.0



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## ADMINISTRATORS--READ THIS!

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The Web Transfer Client (WTC) help topics are for end users who need to access EFT Server via the Web Transfer Client. If you are the administrator of EFT Server and are looking for information about configuring the Web Transfer Client, customizing/rebranding the Web Transfer Client, or other administrative tasks, please refer to the following topics in the "Configuring the Web Transfer Client" section of the EFT Server help:

- Enabling User Access to EFT Web Transfer Client
- Web Transfer Client Licensing
- Rebranding (Customizing) the Web Transfer Client
- Web Transfer Client Session Status
- Web Transfer Client Memory Use
- Editing the Number of Files Displayed in the Client
- Changing an AD Password via the Web Transfer Client

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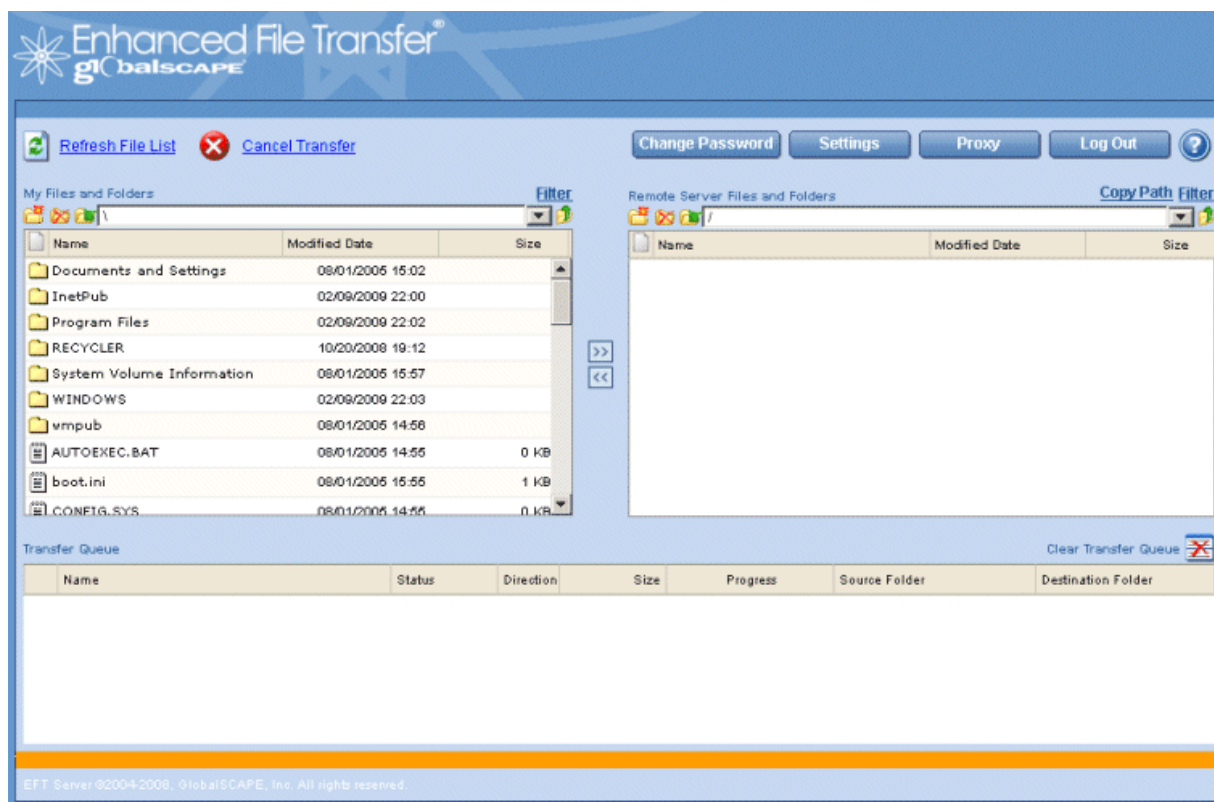
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## OVERVIEW OF THE WEB TRANSFER CLIENT

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EFT Server optionally includes the *Web Transfer Client*, which is a browser-based file transfer client that allows users to transfer files over HTTP or HTTPS using a Web browser to and from EFT Server. The client deploys automatically if you have a license for the client and the client is enabled for the user in the Administrator.

- The [left pane](#) displays files on the user's computer.
- The [right pane](#) displays the files accessible to the user on EFT Server.
- The [bottom pane](#) displays the items being transferred.



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## SYSTEM REQUIREMENTS FOR THE WEB TRANSFER CLIENT

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- Java 1.5 (J2SE) or greater is required for the computer running the Web Transfer Client. You must accept a security prompt (click **Yes**) to enable the Java applet that drives the client application.
  - For optimal performance and capabilities, be sure you have the [latest JRE](#). (Windows Vista does not support older versions of Java.)
- The browser running the client must have JavaScript enabled.
- The browser running the client must have cookies enabled. Note that cookies work on IP addresses or full domain names, not *Localhost*.
- The Web Transfer Client has been tested for use with current versions of Internet Explorer, Firefox, Safari, and Chrome browsers. (As of this release, Internet Explorer 7, Firefox 3.0, Safari 3.1.1, and Chrome 0.2.149.30)

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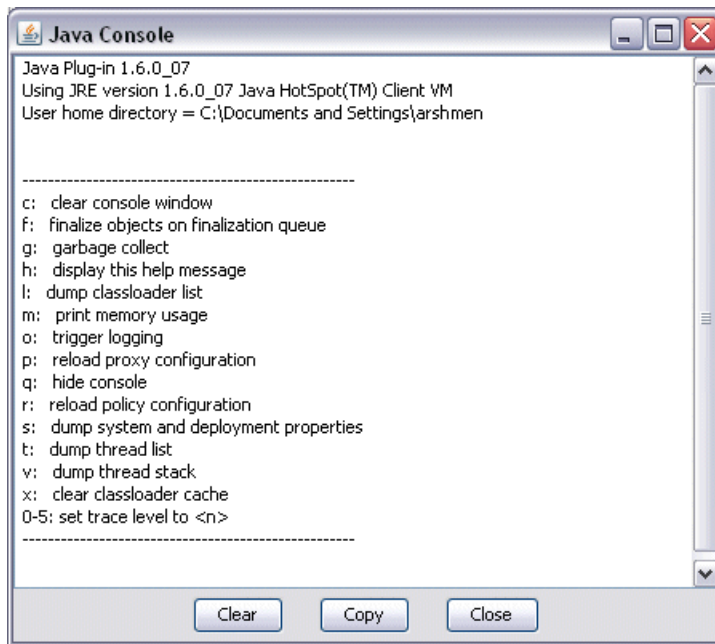
## CHECKING JAVA RUNTIME VERSIONS

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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 Web Transfer Client is used. You can download the current JRE version by testing your Java Virtual Machine (JVM) at <http://www.java.com/en/download/installed.jsp>.

### To view the Java runtime version your browser is using

- **Internet Explorer and Firefox** - Click **Tools > Sun Java Console**. The plug-in version number displays at the top of the console.




- **Safari** - Click **Help > Installed Plugins**.
- **Google Chrome** - Plug-ins are enabled by default. If plug-ins are enabled and Google Chrome detects a missing plug-in for a web page, it'll prompt you to install the plug-in at the top of web page.

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## CONNECTING TO AND LOGGING OFF OF THE WEB TRANSFER CLIENT

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Before users can log in to EFT Server using the Web Transfer Client, the EFT Server administrator must configure EFT Server to allow Web Transfer Client connections. EFT Server allows users concurrent access to the Web Transfer Client up to the number of available licenses. If you attempt to access the client when the maximum number of licenses is in use, the HTML Listing and Upload form appears instead.

 *Ensure the Windows Firewall on the EFT Server computer is not blocking Web access. In most Windows operating systems, the Windows Firewall is turned on by default.*

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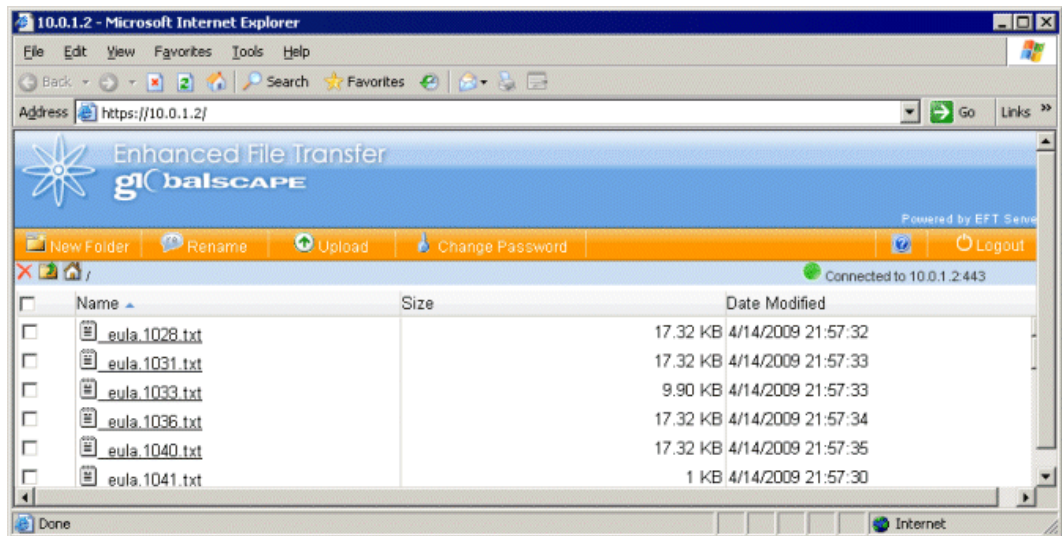
### To connect to the Web Transfer Client

1. Type in the URL (web address) provided to you by the EFT Server administrator, then press ENTER.
2. Do the following:
  - If a login dialog box appears, type the username and password provided to you by the EFT Server administrator. You might have to type the domain in front of your username. For example, `globalscape\WTCuser`.

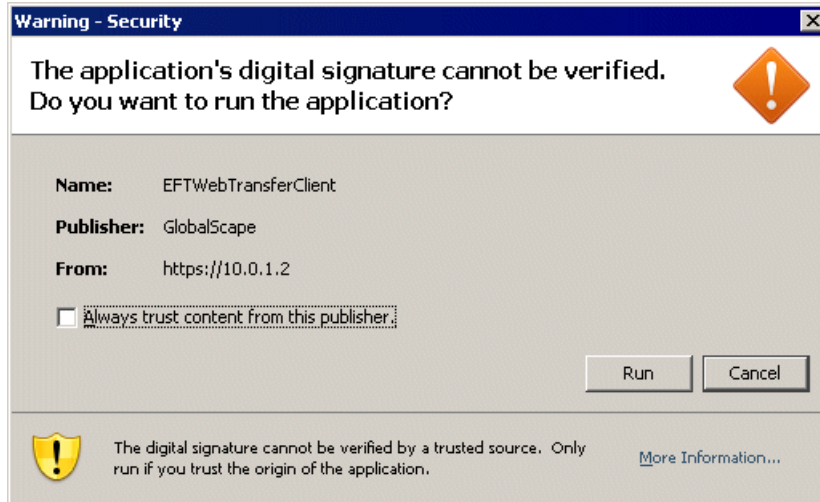




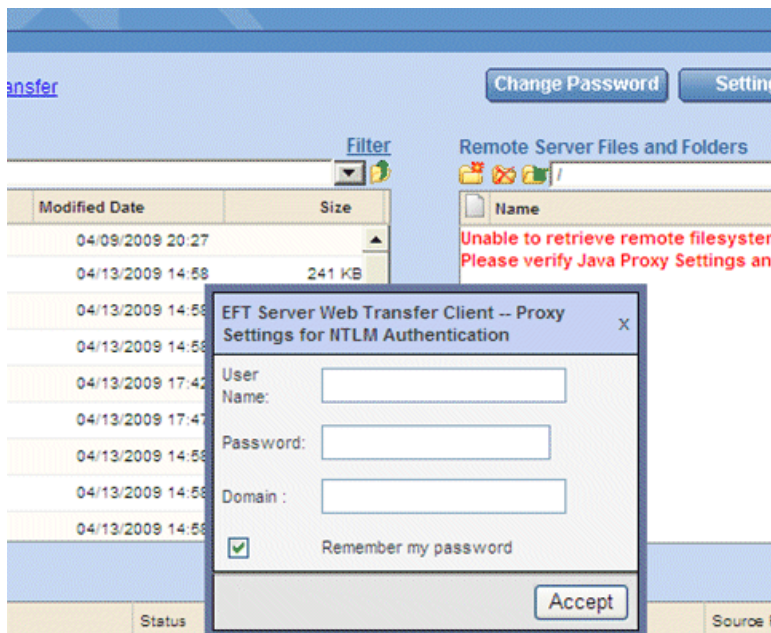
- If all Web Transfer Client licenses are in use, you will see a message stating so and will be redirected to the HTML Listing and Upload form, where you can still browse and upload files.



- If a message appears that says "Your security settings do not allow Web sites to use Active X controls installed on your computer," close the popup bar and reset the Internet Explorer security settings back to medium. (Click **Tools > Internet Options > Security > Custom Level > Reset.**)
- If the correct [version of Java](#) is not installed, a message might appear asking you to install it. Click the link to install Java. If you are unsure which version to install, or you do not have permission to install applications, contact your network administrator.
- If you receive a message regarding the certificate, accept it (click **Run**). If there is an **Always accept certificates from this publisher** check box, select it, and then you will not have to accept the certificate every time you connect to the WTC.





- If the **Proxy Settings for NTLM authentication** dialog box appears, provide the Username, Password, and Domain provided to you by your EFT Server administrator. Select the **Remember my password** check box so that you do not have to provide this information every time you log in. (If you clear your cookies, the prompt will appear again when you attempt to connect.)



After you are connected to EFT Server, the folders and files in your local file system and remote filesystem appear in their respective panes.

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 Each refresh of the browser counts as one session, so do **not** click the browser's **Refresh** icon or F5. Click the **Refresh icon**  in the WTC instead, which refreshes the display without requesting a new session.

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### To log off of the Web Transfer Client

- Click **Log Out**. A confirmation message appears.

Directory listings and other screens are often retained in the browser's history. If your directories contain sensitive data, such as customer information, you should delete temporary files/clear the browser's cache.

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When the browser is closed, the session expires within 5 minutes. The timeout is not user configurable. When your WTC session ends, the [Transfer Queue](#) is cleared automatically. That is, if you were to log back in immediately, the **Transfer Queue** would be empty.

- To log back in, close the browser, then reopen the browser and connect to EFT Server.

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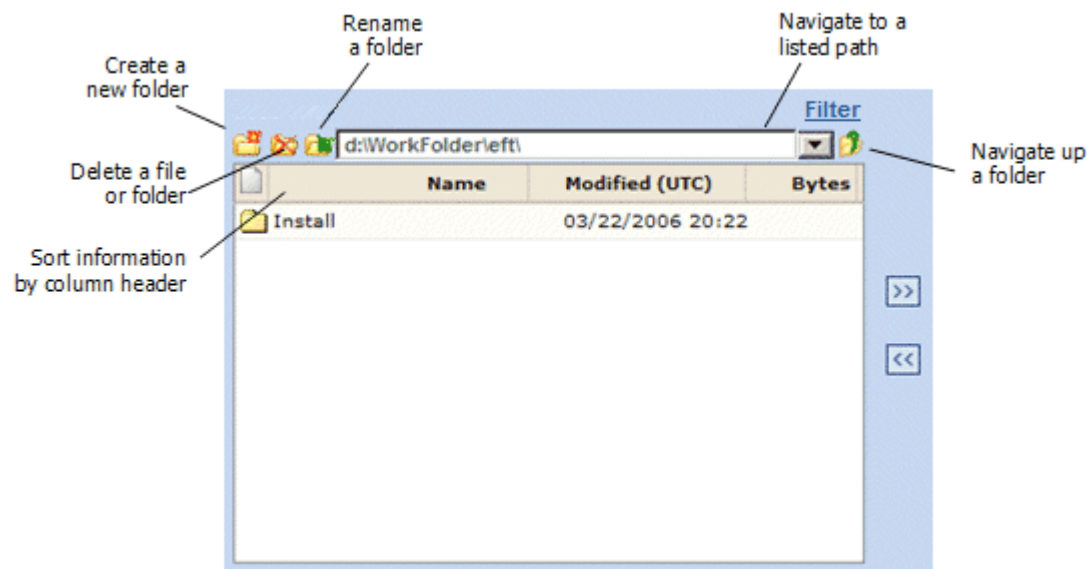
## MY FILES AND FOLDERS (THE LOCAL FILESYSTEM)

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The **My Files and Folders** pane displays the files on your local computer, the last time each file was modified, and the file's size.

In the **My Files and Folders** pane, you can:

- [Create](#) a new folder
- [Delete](#) a file or folder
- [Rename](#) a folder
- [Navigate](#) within the filesystem
- [Navigate up](#) a folder
- [Sort](#) information by type, name, date modified, or bytes (click column header to sort by that category)
- [Filter](#) the pane to display only the files you want



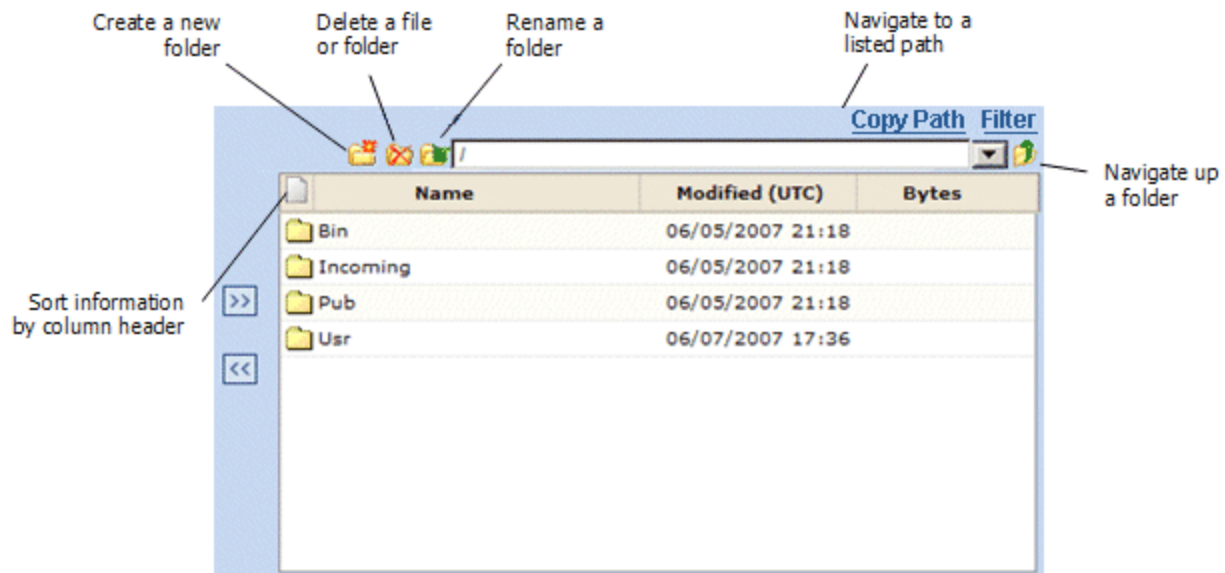
## REMOTE SERVER FILES AND FOLDERS

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The **Remote Server Files and Folders** pane displays the files on EFT Server you are connected to, the last time each file was modified, and the file's size.

In the **Remote Server Files and Folders** pane, you can:

- [Create](#) a new folder
- [Delete](#) a file or folder
- [Rename](#) a folder
- [Navigate](#) within the filesystem
- [Navigate up](#) a folder
- [Sort](#) information by type, name, date modified, or bytes (click column header to sort by that category)
- [Filter](#) the pane to display only the files you want
- [Copy the remote path](#) to the Clipboard



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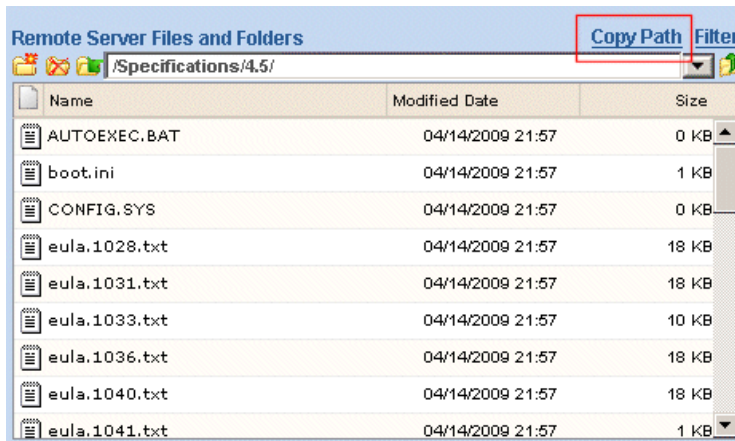
## COPYING THE REMOTE PATH

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When you are connected to EFT Server, as you browse your remote folders, you can copy the path to the remote folder to the Windows Clipboard, and then paste the text into another document or e-mail. For example, if you want to tell coworkers the location of a shared file, you can copy the path and then send it to them in an e-mail.

### To copy a remote folder path

- In the **Remote Server Files and Folders** area, click **Copy Path**.






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## TRANSFER QUEUE



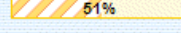
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The **Transfer Queue** lists the transfers from the current session. In the **Transfer Queue**, you can view the following information about files transferred or pending transfer:

- **Name** - File name
- **Status** - Whether the transfer has completed, failed, and so on
- **Direction** - Whether file is an upload or download  
- **Size** - The total size of the file
- **Progress** - Indicates the percentage completed
- **Source Folder** - The local path of the file
- **Destination Folder** - The remote path of the file
- **Clear Transfer Queue** - Click the  icon to clear all failed and completed transfers from the queue. (The queue will also clear automatically when you close the WTC.)



The transfer progress appears in the **Transfer Queue**.

Transfer Queue						Clear Transfer Queue 	
Name	Status	Direction	Size	Progress	Source Folder	Destination Folder	
compare_clients.pdf	UPLOADING		123 KB	 51%	c:/documents and settings/kmarsh/desktop/	/	

If the network is lost while the Web Transfer Client is transferring files, it waits for a timeout period (30 seconds) and the **Status** column in the Transfer Queue pane indicates that the transfer failed. If you want to attempt to transfer the file again, you must login again when the network is available. After the Web Transfer Client reconnects, it resumes the transfer from where it stopped.

## ERROR MESSAGES

Error messages appear if you attempt to upload a file whose path exceeds the Windows limit or attempt to create a folder when you do not have permission, the path exceeds the Windows limit, or a folder with the same name exists.

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.

## FILE-NAMING CONVENTIONS

EFT Server and the Web Transfer Client follow the standard Windows naming conventions, with a few exceptions (such as no support for Unicode characters).

For example:

- 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.
- Characters that are valid for naming files, folders, or shortcuts include any combination of letters (A-Z) and numbers (0-9), plus the following special characters (unicode characters are not supported).

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

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](#).

## FILTERING THE FILESYSTEM LIST

You can filter the display of the files and folders in the **My Files and Folders** (the Local Filesystem) and **Remote Server Files and Folders** panes 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.

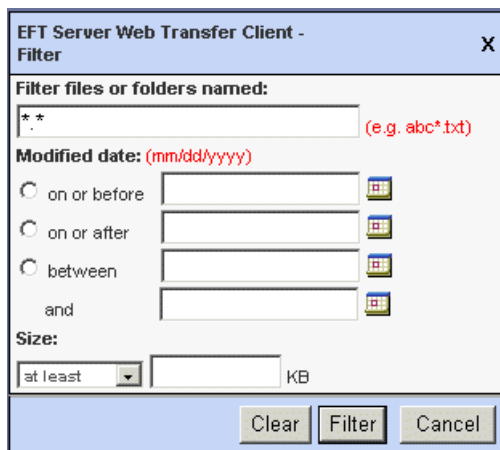
By default, the WTC is designed to automatically filter the file list and display only the first 499 files and folders. Once that limit is reached, the WTC will prompt you to use filtering to find the files that you want.

Limiting the file list to 499 files helps to avoid performance issues when browsing folders that contain very large numbers of files and folders. Depending upon the size of the folder and the capabilities of the computer running the browser, performance of the system can degrade significantly.

On the EFT Server computer, EFT Server administrators can change the threshold at which this automatic filtering is enforced. For details, refer to the Knowledge Base article, <http://kb.globalscape.com/article.aspx?id=10371>, *Automatic Filtering in the Web Transfer Client*.


### To filter the filesystem list

1. Click the **Filter** link in the upper right corner of the filesystem pane. The **Filter** dialog box appears.

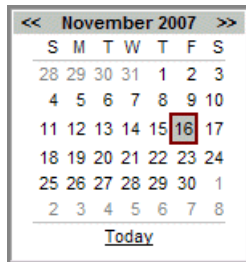



2. In the **Filter files or folders named** box, type the name and/or type of file, or leave the default of **\*.\*** to filter all files. For example:
  - To display only text files, type **\*.txt**.
  - To display any file called abc with any file extension, type **abc.\***.
  - To display any file that starts with abc, type **abc\*.txt**.

(Optional) In the **Modified date** area, click an option (**on or before**, **on or after**, **between/and**) and then specify to display only files that were modified on a particular date or date range. Do one of the following:

- In the box next to the option you selected, type the date in the format **MM/DD/YY**.
- Click the **Calendar** icon , then click a date on the calendar. Use the left- and right-facing arrows to scroll between months.





- Click the **Calendar** icon , then click **Today** to use today's date.

(Optional; however, you have to specify a date or date range if you want to specify the file size.) In the **Size** area, specify whether to display files that are **at least** or **at most** <n> KB. For example, if you specify **at least** 1 KB, the client will display any files that are more than 1 KB, but not less; if you filter for files that are **at most** 1 KB, the client will display any files that are up to 1 KB, but not more.

To apply the filter, click **Filter**, or click **Cancel** to close the dialog box.

To clear your filter and show all files, click the **Filter** link, then in the **Filter** dialog box, click **Clear**, then click **Filter**.

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## MANAGING FOLDERS IN THE WEB TRANSFER CLIENT

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Using the Web Transfer Client (WTC) you can manage the files and folders both on your local system and on the remote system(s) to which you have access. The procedures below describe how to:

- [Create a new folder](#)
- [Delete a file or folder](#)
- [Rename a folder](#)
- [Navigate within the local or remote filesystem](#)
- [Navigate up a folder](#)
- [Sort](#) information by type, name, date modified, or bytes (click column header to sort by that category)


### To create a new folder

1. In the upper-left corner of the pane, click the **New Folder** icon . A dialog box appears into which you can type a name for the folder. The default name is `New Folder`.
2. Type a name for the folder, then click **OK**. The new folder appears in the pane in which it was created.

### To delete a folder

1. In the upper-left corner of the pane, click the **Delete Folder** icon . A confirmation message appears.
2. Click **OK**. The folder is removed.

### To rename a folder

1. In the upper-left corner of the pane, click the **Rename Folder** icon . A dialog box appears into which you can type a name for the folder. The default name is `New Folder`.
2. Type a name for the folder, then click **OK**. The new folder appears in the pane in which it was created.


## To navigate within the local or remote filesystem

- In the text box at the top of the pane, type or browse for the location, then press enter.



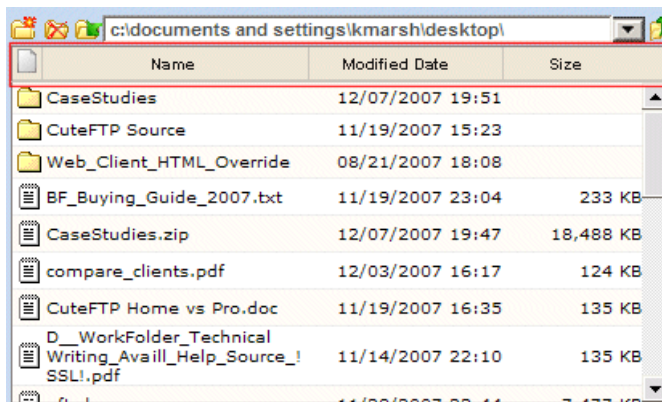
The files and folders for the location appear in the pane (if you have permission to access it).

## To move up one folder

- In the upper-right corner of the filesystem pane, click the **Up Folder** icon .

## To sort the files and folders within the local or remote filesystem

- Click the column header of the column by which you want to sort the list.



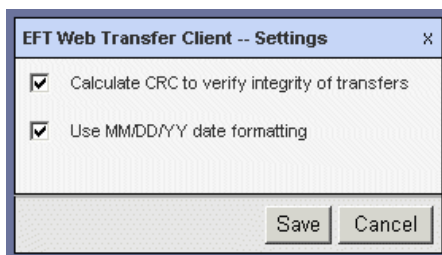
For example, to sort by file type, click the page icon in the far left column; to sort by date, click **Modified**.


## CHANGING THE DATE FORMAT

The Web Transfer Client can display the date files were modified with the month first (MM/DD/YY) or the day first (DD/MM/YY).

## To change the format of how dates are displayed

1. Click **Settings** . The **Web Transfer Client - Settings** dialog box appears.



2. The **Use MM/DD/YY date formatting** check box is selected by default. Clear the check box if you want it to display the day/month/year (e.g., 28/05/2008) instead of month/day/year (e.g., 05/28/2008).
3. Click **Save** to save changes or **Cancel** to keep existing settings.
4. Refresh the display using the WTC's refresh icon . The refresh icon in the WTC refreshes the display without requesting a new session. Each refresh of the browser counts as one session, so do not use the browser's refresh icon or F5.

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## XCRC INTEGRITY CHECKING IN THE WEB TRANSFER CLIENT

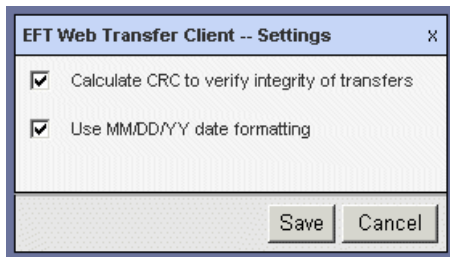
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The Web Transfer Client can validate the integrity of files transferred to and from EFT Server. Cyclical Redundancy Check (CRC32) is enabled on the Web Transfer Client by default. The EFT Server administrator must have enabled XCRC on the Site in its FTP configuration to take advantage of this feature.

With CRC enabled, when the Web Transfer Client transfers a file to or from EFT Server, it automatically queries EFT Server for the CRC value of the file, then compares it to the CRC value for the local file. If they match, the transfer is reported as successful. If they do not match, the **Queue** pane reports "CRC Failure." The user can then retry the transfer, if necessary. The client does not automatically retry the transfer if they do not match.


### To disable CRC from the Web Transfer Client

1. Click **Settings** . The **Web Transfer Client - Settings** dialog box appears.



2. The **Calculate CRC to verify integrity of transfers** check box is selected by default. Clear the check box if you do not want to use CRC.
3. Click **Save** to save changes or **Cancel** to keep existing settings.

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 *If you receive the error "Undefined integrity error" when you upload files to EFT Server, the EFT Server administrator should refer to the topic "Undefined integrity error when Transferring a File with the Web Transfer Client" in the EFT Server help documentation.*

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## CHANGING YOUR PASSWORD IN THE WEB TRANSFER CLIENT

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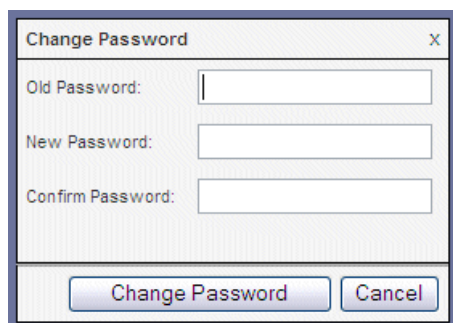
You can change the password you use to log in to the Web Transfer Client from within the Web Transfer Client.

 *If the EFT Server administrator has configured complex password settings, the new password must meet the complex password settings (e.g., must not match the last <n> passwords, must contain a mixture of character types, etc.).*

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### To change your password

1. Click **Change Password** . The **Change Password** dialog box appears.



2. In the **Old Password** box, type the password that you used to log in to the Web Transfer Client.
3. In the **New Password** box, type a new password.
4. In the **Confirm Password** box, type the new password again.
5. Click **Change Password** to verify the new password or **Cancel** to keep your current password.
  - If the new and confirm passwords do not match, an error message appears. Click **OK** to try again.
  - If the new password is the same as any of your previous passwords (depending on password history settings), a message appears and the password is not changed. Click **OK** to try again.
  - If the new password is accepted, the **Password Accepted** message appears and you are logged out of EFT Server. Click **OK** to continue.
6. The login dialog box appears. Type your new password, then click **OK** to log back in to EFT Server.

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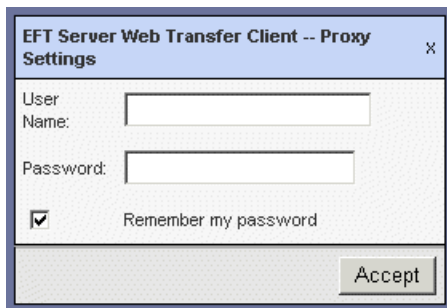
## ACCESSING EFT SERVER THROUGH A PROXY

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The Web Transfer Client (WTC) can connect to EFT Server through a proxy. If you are accessing EFT Server through a proxy server, the user must enter a username and password for the proxy server to allow the Web Transfer Client to negotiate the connection.

### To log into a proxy from the Web Transfer Client

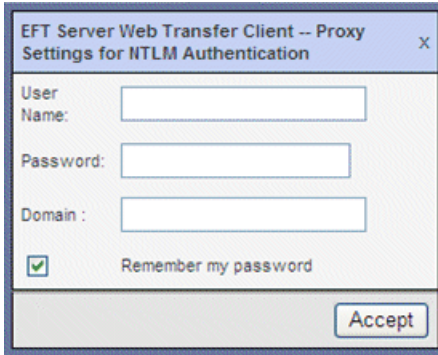
1. Click **Proxy** . The **Web Transfer Client - Proxy Settings** dialog box appears.




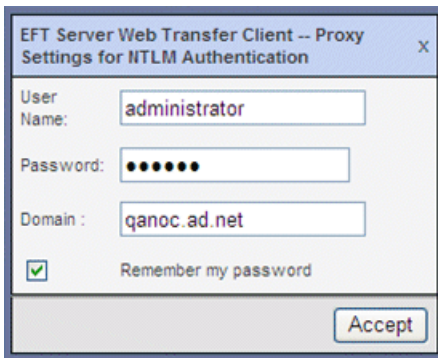
2. In the **User Name** box, type the username that you use to log into the proxy server.
3. In the **Password** box, type the password that you use to log into the proxy server.
4. The **Remember my password** box is selected by default. Clear the check box if you do not want the Web Transfer Client to remember your password for subsequent logins to the proxy.
5. Click **Accept** to save the settings or click the **X** in the upper right corner to cancel.

### To log into a proxy requiring NTLM authentication

1. When you log in to EFT Server from the Web Transfer Client for the first time, a dialog box appears in which you must provide the username, password, and domain of the proxy, as provided to you by your EFT Server administrator.



2. In the **User Name** box, type the username that you use to log into the proxy server.
3. In the **Password** box, type the password that you use to log into the proxy server.
4. The **Remember my password** box is selected by default. Clear the check box if you do not want the Web Transfer Client to remember your password for subsequent logins to the proxy.
5. Click **Accept** to save the settings.
6. You will not have to log in to the proxy each time you connect (unless you clear the browser's cookies). If you want to view or change the proxy settings, click **Proxy** . The **Web Transfer Client - Proxy Settings** dialog box appears.



7. Make the necessary changes, then click **Accept**.

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## WEB TRANSFER CLIENT MEMORY USE

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When a user connects to the Web Transfer Client (WTC), EFT Server downloads a jar file, various HTML/JavaScript/CSS files, and some images. When the browser launches the applet and files are being transferred, then the browser (through DHTML) and the Java Virtual Machine will also consume memory, and that memory will increase as more transfers are initiated. If you count the Java Virtual Machine (which becomes a child process for the Web browser) and WTC logic, then Internet Explorer consumes approximately 55MB. This is primarily because the Java Runtime Environment (JRE) is about 40MB, which must be loaded into browser memory to execute Java applications. But this is only in-memory utilization, NOT downloaded from EFT Server.

- The WTC jar file is loaded once into the cache of the connecting browser, and is 462 KB.
- The various HTML/JavaScript/CSS files that are deployed total 323 KB.
- Images, some of which show up immediately and others of which are only loaded at certain times (like progress bars), total about 60 KB.