WEB TRANSFER CLIENT v1.2.1

USER GUIDE

globalscape™

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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.)
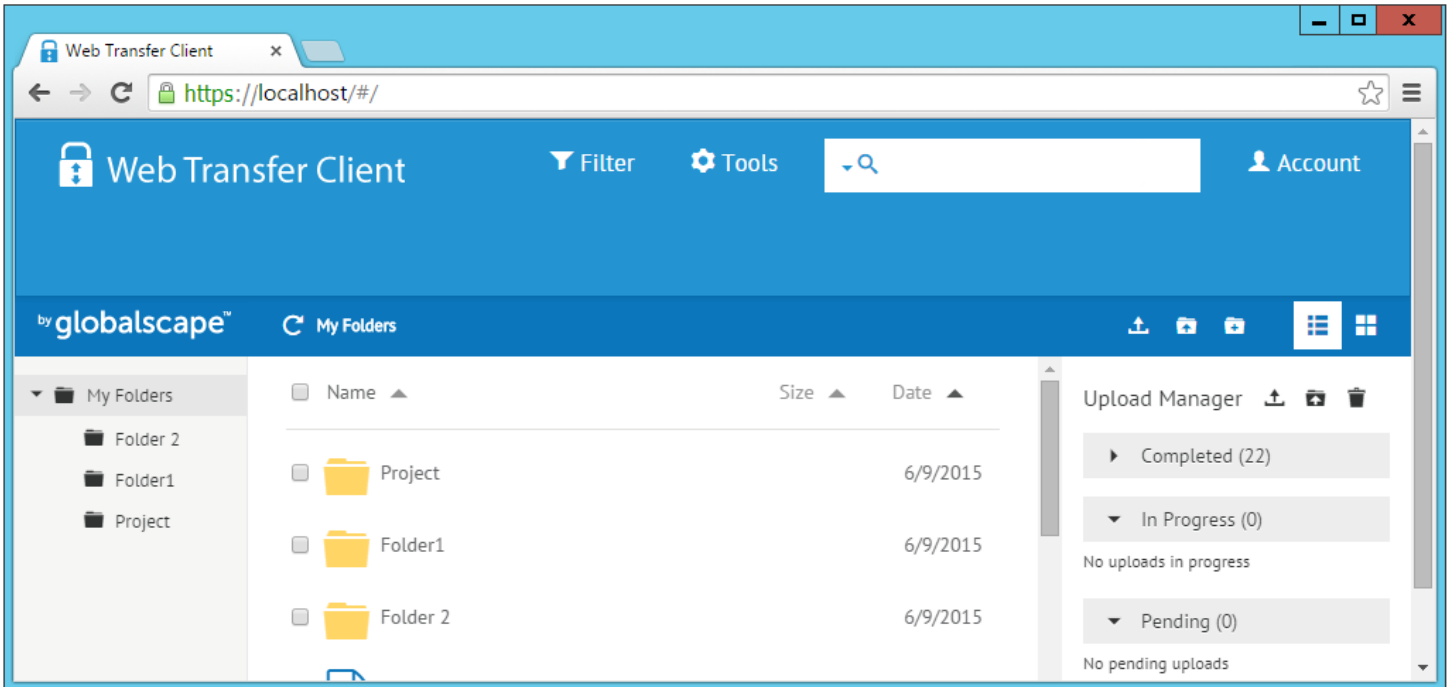
Instead of a file menu, this version has moved almost all functions onto the tool bar, and icons appear or are hidden depending on what you have selected. For example, if you select a folder, the New Folder icon appears. The log display and log options were moved to the Tools menu.

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 File > Upload	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 File Name list by name, size, or date	Yes	Yes
Filter File Name, Size, and Date 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 Transfer 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

Web Transfer Client Licensing

Use of WTC Advanced requires the purchase of a license. Licenses for WTC Advanced are for *concurrent* users; that is, any number of users can have access, but only the number specified by the license can use the WTC at the same time (concurrently). Session use is cookie based. If the license number is exceeded, the user is automatically directed to the less-featured version of WTC. Refer to Web Transfer Client Advanced vs. Basic for a discussion of available features in WTC Advanced vs. Basic.

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:

    o Internet Explorer - v10 or later

    o Firefox - v29 or later

    o Safari - Mac, v6 or later

    o Chrome - v34 or later

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

Enabling JavaScript in the Browser

Certain features of the Web Transfer Client (WTC), such as changing your account password, requires that JavaScript be enabled in the browser.

To enable JavaScript in Internet Explorer

1. On the **Tools** menu, click **Internet Options**, and then click the **Security** tab.

2. Click the **Internet** zone.

3. Click **Custom Level**.

4. Scroll down to the **Scripting** section and for **Active Scripting** click **Enable**.

5. Click **OK** to save the changes. Click **OK** again to close the **Internet Options** dialog box.

To enable JavaScript in Firefox

1. In the address bar, type `about:config`, and then press ENTER.

2. Click **I'll be careful, I promise**.

3. In the search bar, search type `javascript.enabled`.

4. If the **Value** pane displays **false**, JavaScript is disabled.

5. Right-click the **javascript.enabled** line, then click **Toggle**.

    The **Value** pane should now display **true**.

To enable JavaScript in Chrome

1. Click the **Settings** icon, then click **Advanced Settings**.

2. Under **Privacy**, click **Content settings**.

3. Under **JavaScript**, click **Allow all sites to run JavaScript**.
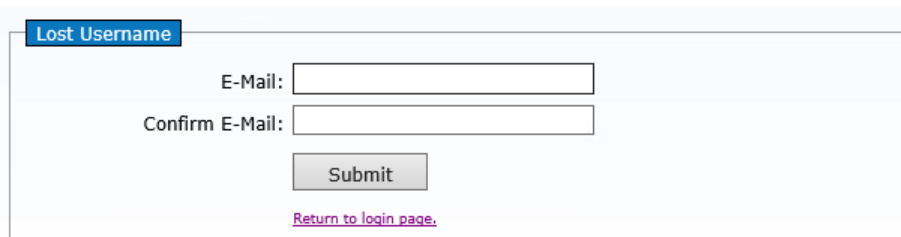
4. Click **Done**.

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.
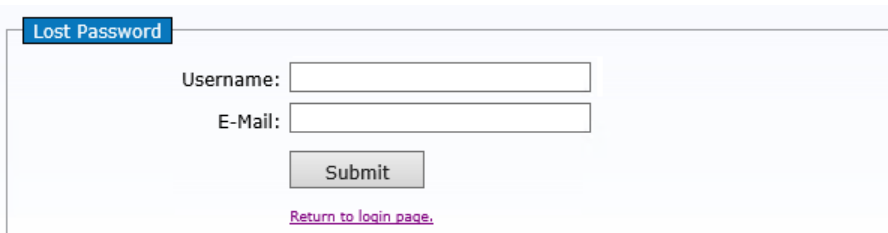
To log in to the server

1. Open the web browser.

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

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

   o 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.
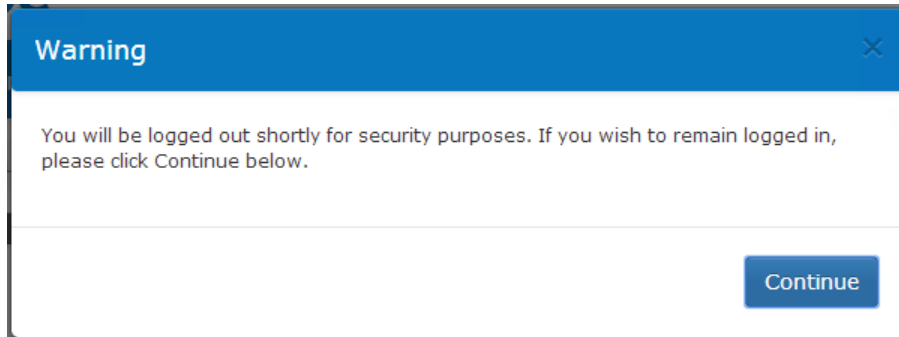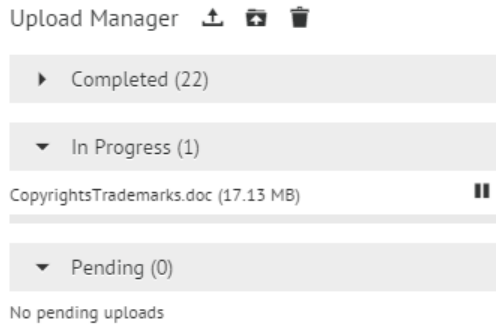

Uploading Files and Folders

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:

  -
    o To transfer files to the server, click **File > File Upload**.
    o 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.
    o 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.)
    o 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.

> ℹ The HTML5 version of the Web Transfer Client does not support a CRC-check for downloaded files because of the limited access of html/js to the client file system. The process of initiating a download is human driven and can NOT be intercepted by a JavaScript API; it is wholly managed by the browser itself, for security reasons. Further, the browser cannot arbitrarily read files on the local file system (for obvious security reasons), so EFT cannot read contents of downloaded files to do CRC32, and thus cannot issue a follow-up HEAD request to verify the integrity of the download.

To download files

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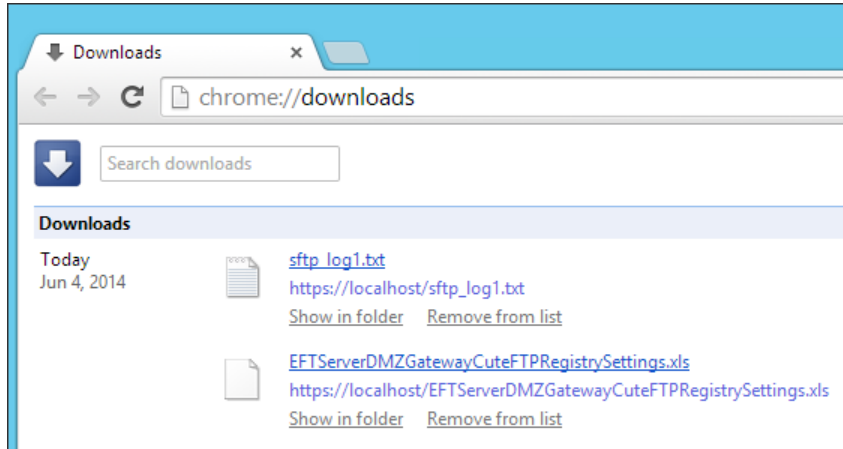
- In Internet Explorer, click the **Settings** icon, then click **View Downloads** (or press CTRL+J).
- In Firefox, click green down-facing arrow to view most recent downloads, or type `about:downloads` in the address bar to view all downloads.

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**, while the transfer is in progress, click the PAUSE icon.

2. After the transfer is paused, a **Play** and a **Cancel** icon appear.

3. Click the **Cancel** icon to stop the transfer.
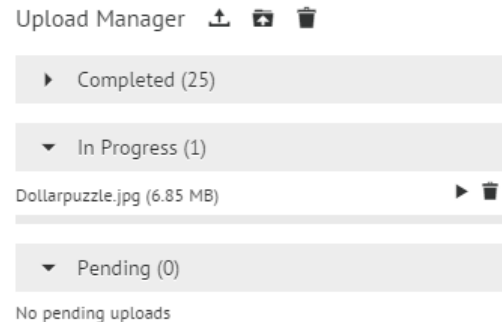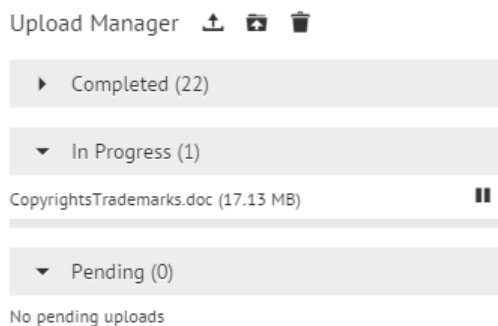
Clearing the Transfers pane

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.)
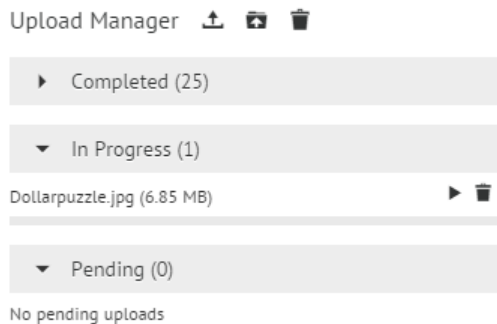
To clear the Upload Manager (Transfers pane)

Upload Manager

▶ Completed (25)

▼ In Progress (0)

No uploads in progress

▼ Pending (0)

No pending uploads
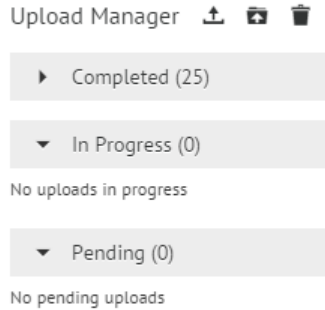
After a transfer is completed, the file moves from the **In Progress** queue to **Completed**. Click the DELETE icon to remove all completed transfers from the queue.

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)   ▶ 🗑

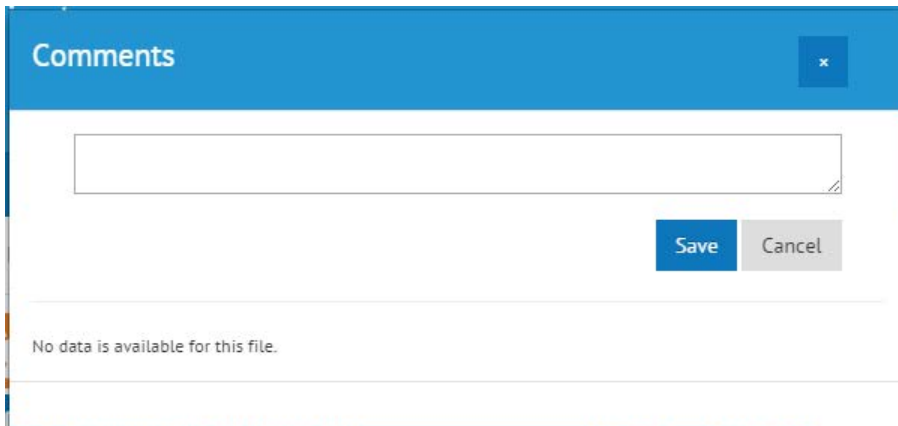▼ Pending (0)

No pending uploads

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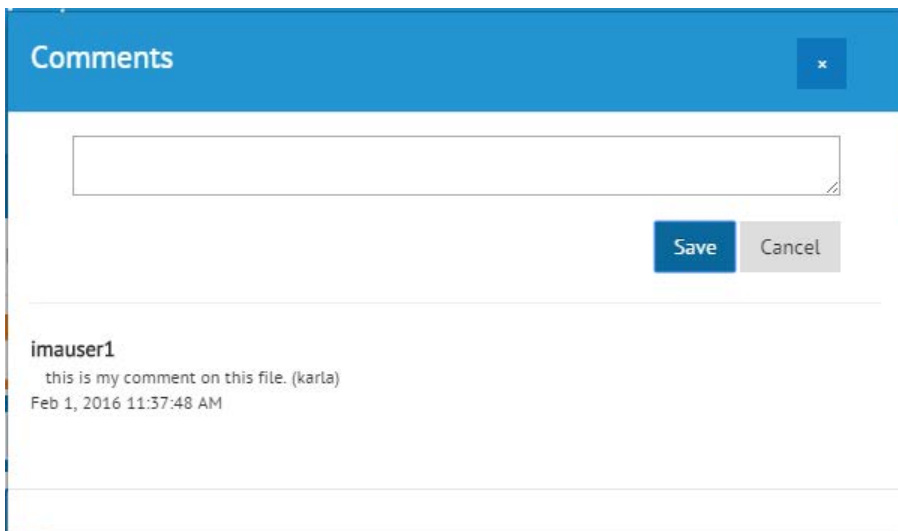
File Comments

In EFT v7.2.1 and later, you can add and view comments on files in a shared Workspace.

To view or add comments to a shared Workspace

1. In a shared folder, select the check box next to a file. (NOTE: Clicking the file will attempt to open it.) The toolbar updates to show more options.

2. With the file selected, click the Comments icon ▣. The **Comments** dialog box appears.

3. If no comments have been added, the **Comments** dialog box is blank.

4. To add comments, type in the text box, then click **Save**.

5. The dialog box updates to display the comment, the username of the user who entered the comments, and the date and time the comments was added.

6. Click the **X** in the top right corner to close the dialog box. (**Cancel** is used to clear a comment before you click **Save**. Once you click **Save**, the comment is added.)

Filtering and Sorting the File List

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.
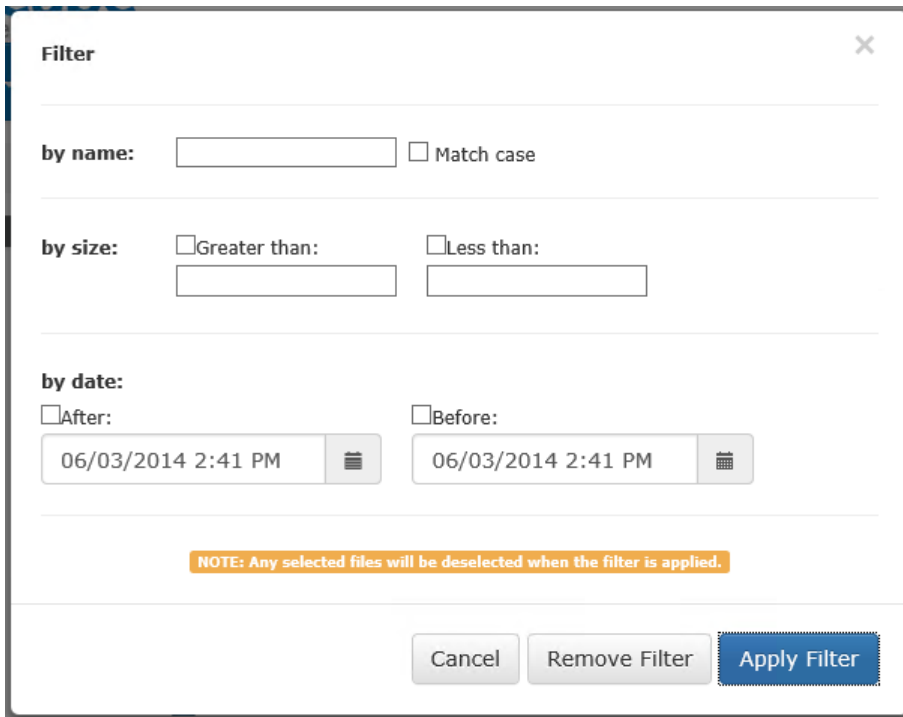

2. Provide filter criteria such as name, size, or date, then click **Apply Filter**.

   - 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 **W**EB_VP**N**_Instructions.docx and **Win**dowsClustering.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.
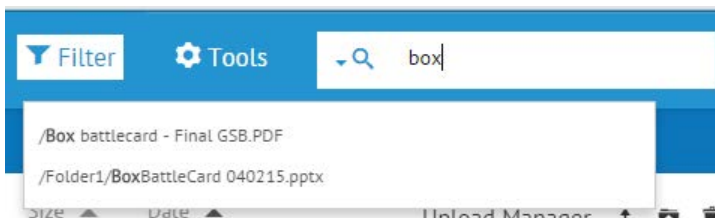
3. Click the found item to navigate to it.

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

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. 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 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.

> ℹ 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.

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.

> ℹ 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. (In EFT v7.2.1 and later) To specify a date on which the shared folder will expire, select the Workspace expiration check box and then click the calendar icon to select a date. (If the **Workspace expiration** check box is not visible, the EFT administrator has not enabled Workspace expiration.

6. 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.

7. **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.
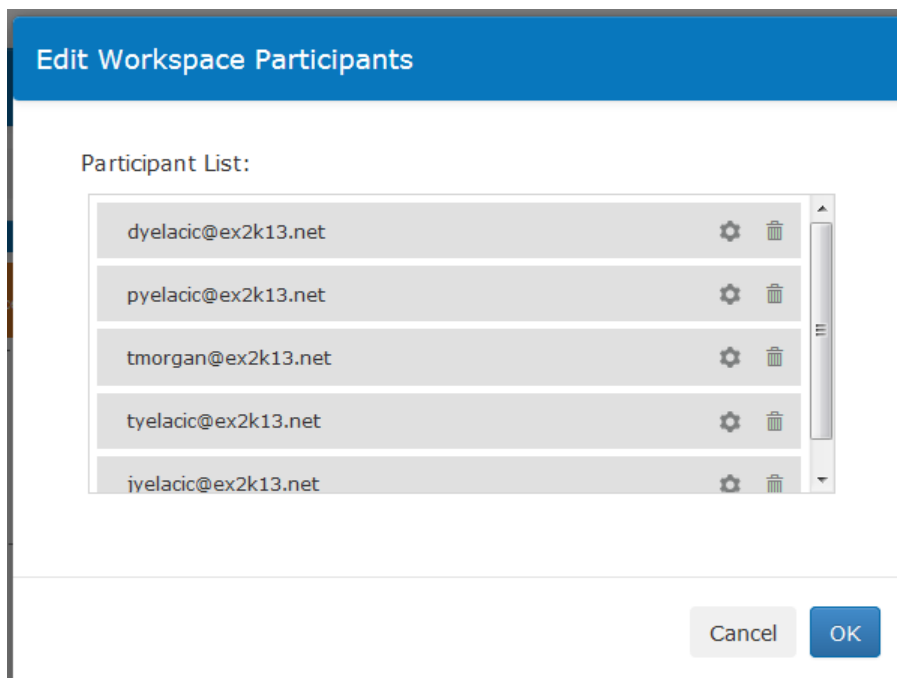
a. **To view a participant's permissions**, click the gear icon ⚙ for that participant.
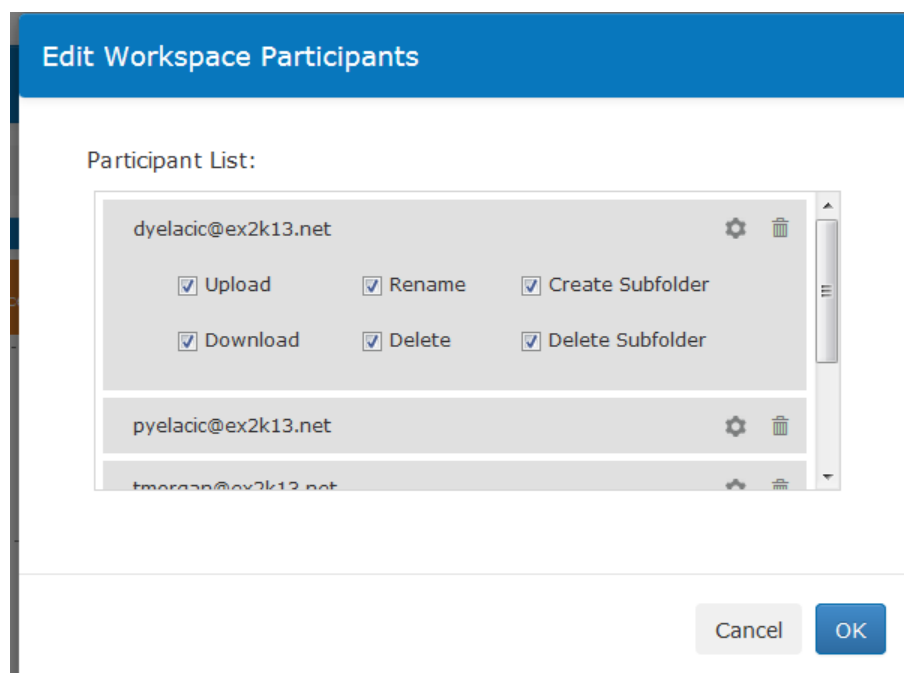
b. **To remove a participant** form the list, click the trash can icon 🗑 for that participant.

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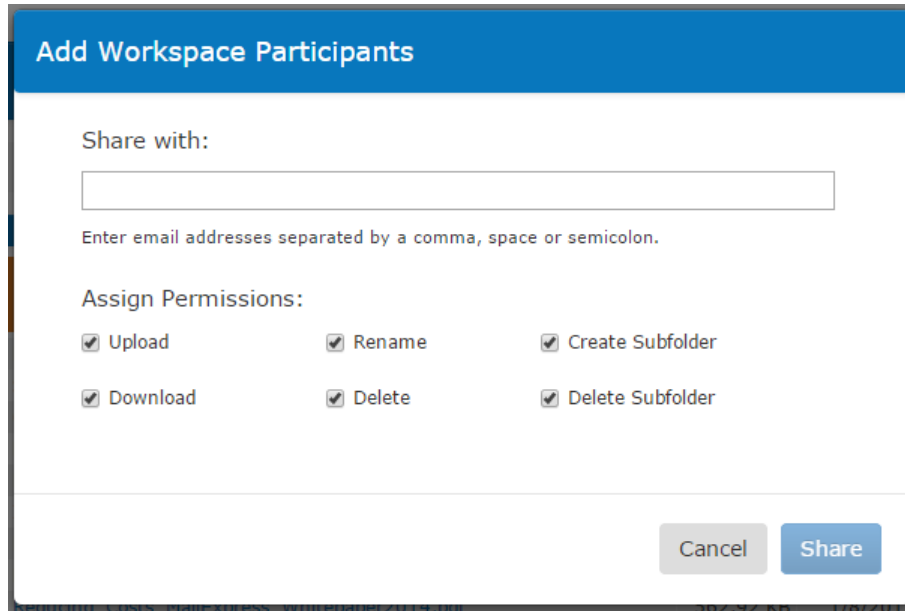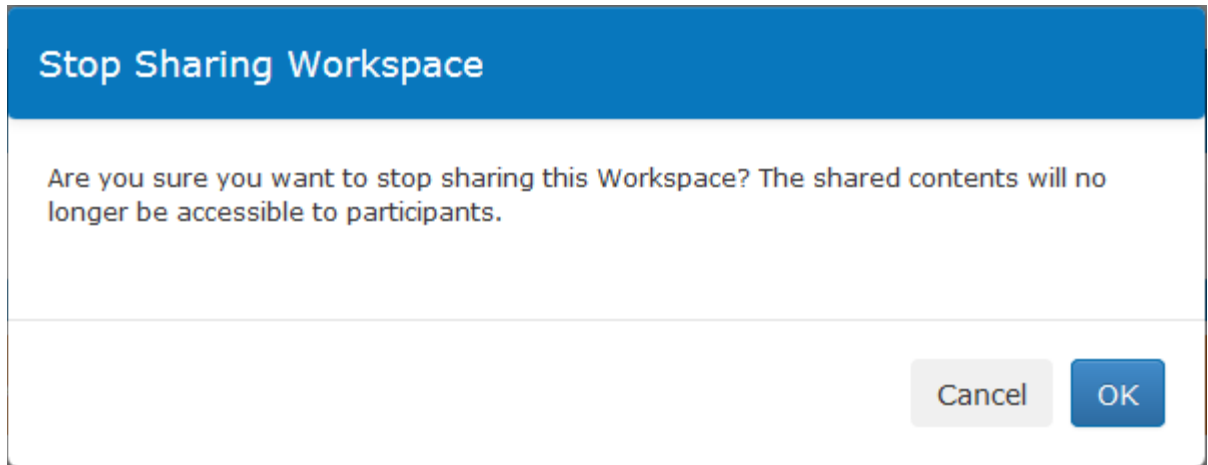
The users with whom you have shared the folder will see the shared folder in their **Joined Workspaces** tree.

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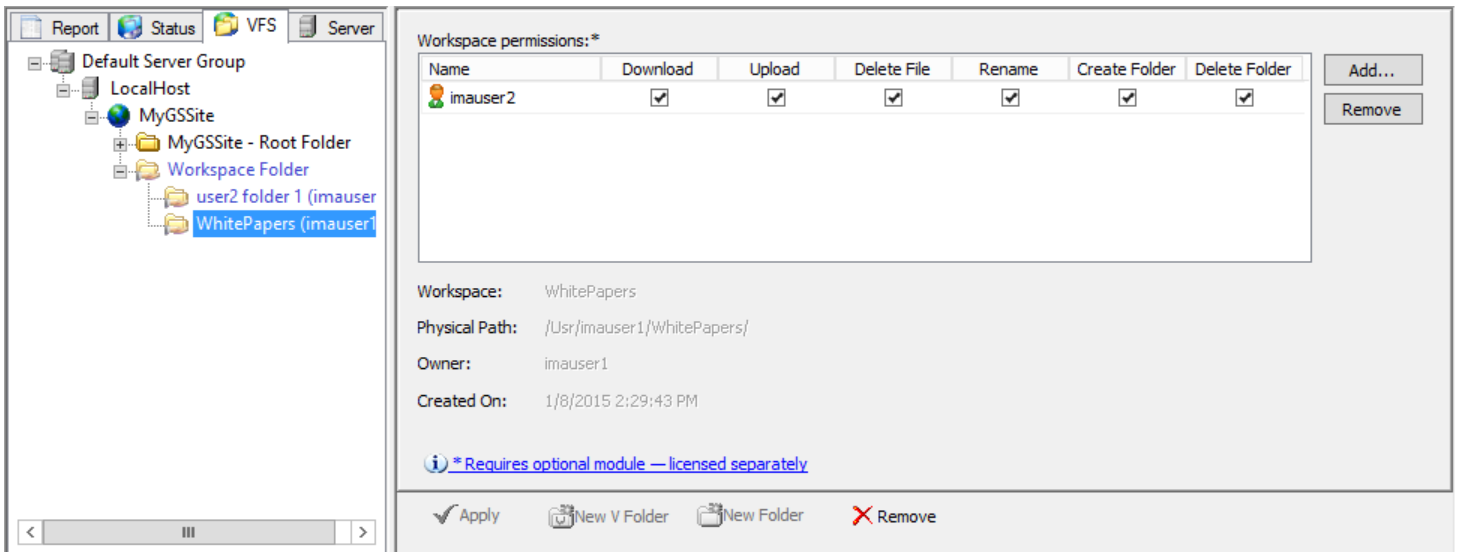
8. **To stop sharing the folder**, thereby removing the folder from Joined Workspaces, click the stop sharing icon in the banner . The **Stop Sharing Workspace** message appears.
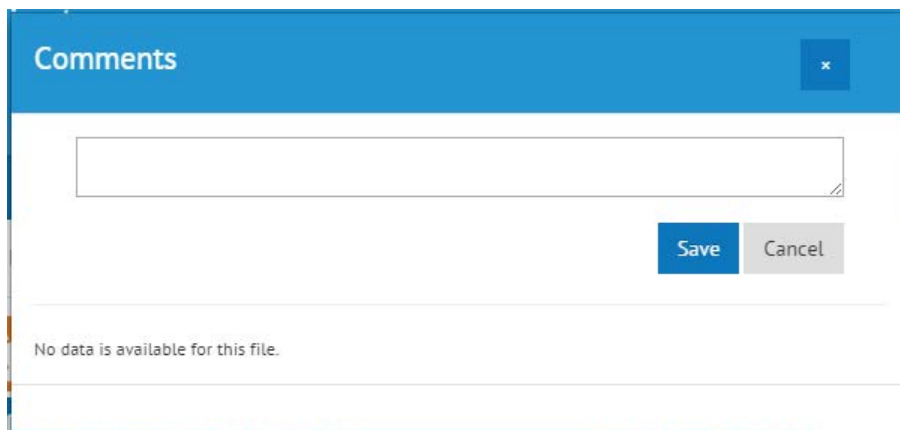
Stop Sharing Workspace

Are you sure you want to stop sharing this Workspace? The shared contents will no longer be accessible to participants.
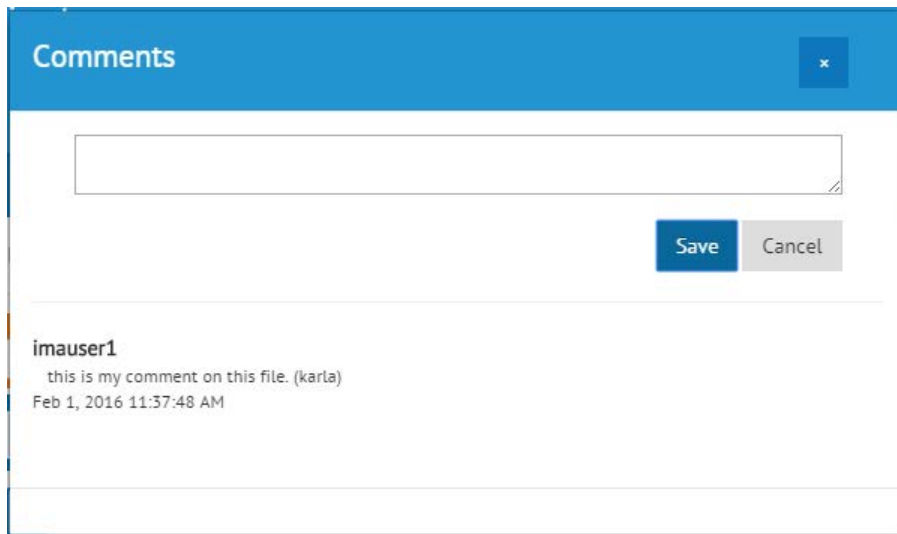
Cancel   OK

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2. With the file selected, click the Comments icon 🖻. The **Comments** dialog box appears.

Comments

Save   Cancel

No data is available for this file.

3. If no comments have been added, the **Comments** dialog box is blank.

4. To add comments, type in the text box, then click **Save**.

5. The dialog box updates to display the comment, the username of the user who entered the comments, and the date and time the comments was added.

6. Click the **X** in the top right corner to close the dialog box. (**Cancel** is used to clear a comment before you click **Save**. Once you click **Save**, the comment is added.)

Renaming a File or Folder

You can rename folders and 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 or folder

1. Select the check box for the folder or file that you want to rename.

2. On the toolbar, click the RENAME icon ▨.

3. The **Rename** dialog box appears. Provide a new name, then click **OK**.

Deleting a Folder or File

You can delete folders and files in your home folder and in subfolders.

To delete a file or folder

1. Select the check box for the file or folder that you want to delete.

2. On the toolbar, click the DELETE icon ▢.

3. The **Delete confirmation message** appears. 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. 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**.

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.

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.

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**.
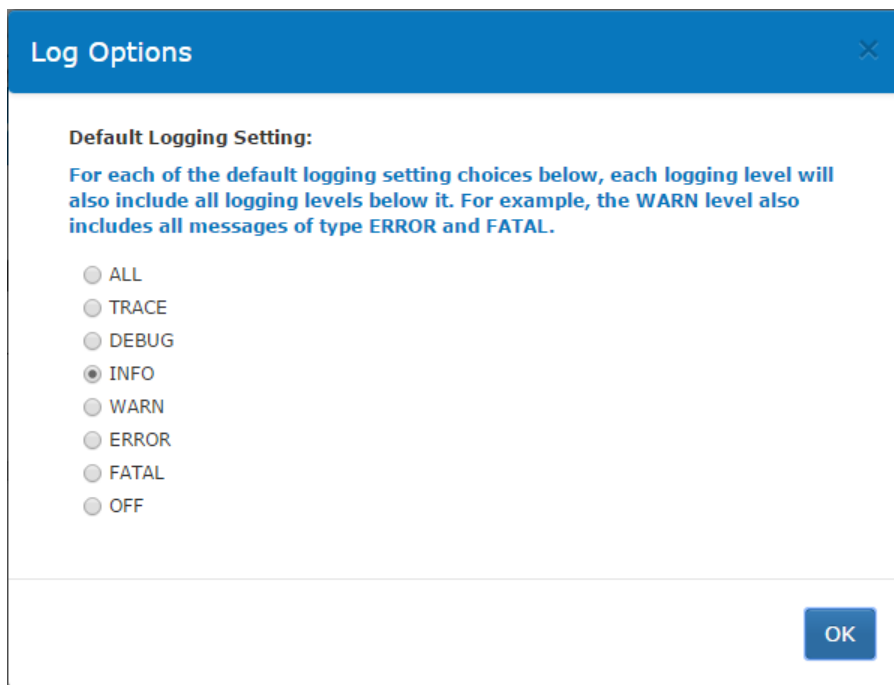
   The log appears:

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.

   Log Options

   Default Logging Setting:

   For each of the default logging setting choices below, each logging level will also include all logging levels below it. For example, the WARN level also includes all messages of type ERROR and FATAL.

   - ◯ ALL
   - ◯ TRACE
   - ◯ DEBUG
   - ⦿ INFO
   - ◯ WARN
   - ◯ ERROR
   - ◯ FATAL
   - ◯ OFF

   OK

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.

   o 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.

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