W E B   C L I E N T   U S E R ' S   G U I D E

Axway SecureTransport

Version 5.2

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This documentation describes the following Axway software:

Axway SecureTransport

Contents

Introduction

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The *SecureTransport Web Client User's Guide* describes how to use the following web-based browser clients for viewing and managing files on the Axway SecureTransport server:

- Axway SecureTransport Browser Client

- Axway SecureTransport Web Access Plus

This guide is intended for users who want to access the SecureTransport server through a web browser. It assumes that the reader is familiar with using a web browser and with file transfer actions. Users of this guide include:

- System Administrators

- Employees of companies using SecureTransport for managed file transfer

- External customers of companies using SecureTransport for managed file transfer

SecureTransport web clients overview

SecureTransport is a family of products that offers a robust solution for file transfer that meets the needs of enterprises for security, automation, and application integration.

Axway SecureTransport offers two different browser-based clients for managing files on the Axway SecureTransport server:

- Axway SecureTransport Browser Client

- Axway SecureTransport Web Access Plus

Your SecureTransport administrator controls which of the client types you can access. The principal characteristics of each client option are described in the following sections.

Axway SecureTransport Browser Client

SecureTransport Browser Client is a file transfer browser-based client that provides a light-weight, convenient interface to Axway SecureTransport. When you log into SecureTransport Browser Client to work with Secure Transport, you can:

- View folder and sub-folders

- Upload and download files using ASCII or binary transfers

- Delete files

- Perform integrity checks using the Web Client Control

- Perform checkpoint restart using the Web Client Control

Axway SecureTransport Web Access Plus

SecureTransport Web Access Plus is a file transfer client that provides centralized administration, configuration, and monitoring of file transfer activity and applications.

When you use Web Access Plus to work with Secure Transport, you can:

- Use a browser to connect to a Secure Transport Server

- Execute either ASCII or binary transfers

- Transfer (send or receive) single or multiple files

- Transfer files by dragging them to or from the local computer

- Pause, resume, or add a file transfer

- Add, rename, and delete files

- Change the look of the client by manually customizing its view

- Use the applet to view the local site (files on your computer)

- View both the local site (files on or accessible from your computer) and the server file directories

- Add folders

- Access a light version of the Web Access Plus with limited functionality when the full version of the client cannot be started (in case you do not have Java installed locally or the Java you use is out of date). The light version of the client does not present the local view of your computer.

- Reset your password

Refer to the following section for the available Light Web Access Plus features.

Web Access Plus versus Light Web Access Plus

The following table compares the available features for the Web Access Plus with those for the Light Web Access Plus:

Feature	Web Access Plus	Light Web Access Plus
Upload and download files	✓	✓
Create new files and folders on the SecureTransport Server	✓	✓
Sort the contents of your current directory on the SecureTransport Server and change the view to either list or icons	✓	✓

Feature	Web Access Plus	Light Web Access Plus
View contents of files on the SecureTransport Server	✓	✓
Rename and delete files on the SecureTransport Server	✓	✓
Delete empty folders on the SecureTransport Server	✓	✓
Move files or folders on the SecureTransport Server using cut-and-paste and drag-and-drop operations*	✓	✓
Move files or folders on the SecureTransport Server using copy-and-paste operations	✓	—
Transfer files based on recipient email address, using attachments	✓	✓
Compose file transfer emails and manage them using Drafts, Inbox, Sent, Search, and Manage Folders views	✓	✓
Add attachments from the local computer to file transfer emails using drag-and-drop, copy-and-paste, and cut-and-paste operations*	✓	—
Transfer files from and to the local computer using drag-and-drop, copy-and paste, and cut-and-paste operations*	✓	—
Create new files and folders on the local computer	✓	—
Rename, delete, and add files and folders on the local computer using drag-and-drop, copy-and-paste, and cut-and-paste operations*	✓	—
View the Transfer Queue; pause, restart, and cancel transfers	✓	—
View transfer information and sort it by certain criteria	✓	—

* Drag-and-drop operations are not supported when the browser is Microsoft Internet Explorer.

Supported web browsers

The Axway SecureTransport web-based clients enable you to communicate with a Axway SecureTransport Server or SecureTransport Edge, using HTTP or HTTP/S. This is

particularly useful in environments where thick, stand-alone clients are not practical. The Axway SecureTransport Browser Client and Web Access Plus support the following web browsers:

- Apple Safari 5.x, 6.x

- Google Chrome 22.x

- Microsoft Internet Explorer 8, 9 (Compatibility View is not supported)

- Mozilla Firefox 4.x to 13.x

SecureTransport documentation set

SecureTransport provides the following documentation:

- *SecureTransport Administrator's Guide* – Describes how to use the SecureTransport Administration Tool to configure and administer your SecureTransport server. The content of this guide is also available in the online help.

- *SecureTransport Capacity Planning Guide* – Provides information useful when planning your production environment for SecureTransport.

- *SecureTransport Web Client User's Guide* – (This guide.) Describes how to use the SecureTransport Web Access Plus and Browser Client to transfer files between your local computer and your SecureTransport server. The applicable content from this guide is also available as online help for the Web Access Plus.

- *SecureTransport Developer's Guide* – Explains how to use rules, rule packages, and agents to customize SecureTransport. Additional information includes an explanation of how to use the application framework.

- *SecureTransport Installation Guide* – Explains how to install, upgrade, and uninstall SecureTransport server on Unix-based platforms, Microsoft Windows, and Axway Appliances.

- *SecureTransport Release Notes* – Contains information about new features and enhancements, late-breaking information that could not be included in one of the other documents, and a list of known and fixed issues.

- SecureTransport Software Developer Kit (SDK) online help – The SDK includes an HTML-based API reference developers can use while customizing SecureTransport.

Axway Global Support

Axway Global Support offers technical support for Axway products.

Axway also offers product customization and special services through The Axway Professional Services Organization. Contact Axway Global Support for more information.

When contacting Axway Global Support, please have the following information:

- Product version and operating system version.

- The text of the error or warning message.

- A description of the problem and attempts made to fix the problem.

You can contact Axway Global Support using one of the following methods:

Online

https://support.axway.com

Email

support@axway.com

Phone

Go to https://support.axway.com. Click the **Contact Axway Support** link to display our list of regional support contact phone numbers, and then locate the phone number appropriate for your location.

Logging in to the client

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This chapter describes how to log in to a SecureTransport web client from a web browser.

Prerequisites

Before you can log in to SecureTransport and open a session in a web client, your administrator must create a user account for you, specifying your login requirements and the type of web client to use. In addition, you must have cookies and JavaScript enabled.

For detailed descriptions of SecureTransport Server administrative procedures, refer to the *SecureTransport Administrator's Guide*.

Logging in

To connect to SecureTransport using a web client, enter the URL of your SecureTransport installation in a standard browser. You can connect using either of the following protocols:

- HTTP
- HTTPS

HTTPS is the only *secure* way to connect to the SecureTransport server.

Note To use the SecureTransport Web Client Control, log in with Internet Explorer and download the control. Your SecureTransport Administrator needs to enable the control before you can use it.

Depending on your user account characteristics, you log into the SecureTransport Server using either a client certificate or a password. The certificate, a `PK12` file, is provided by a SecureTransport administrator and added to your certificate store.

Logging in using a password

1. Open your browser.
2. Type the URL for the SecureTransport Server.

Note The URL for the web client is a value set using the SecureTransport Administration tool.

For HTTP or HTTPS protocols, use the following URL format only:

`protocol://hostname:port`

where *protocol* is `HTTP` or `HTTPS`, *hostname* is the host name or IP address of the SecureTransport system, and *port* is the port for the relevant server.

For example,

`https://st.example.com:447`

Note SecureTransport web clients only support the HTTP and HTTPS transfer protocols.

You see the *Login* page.

3. Enter either your user name or email address, depending on how your user account was configured, and password, and click **Log In**.

Your authorized web client starts.

Resetting your password

If the SecureTransport administrator has configured Web Access Plus as the default web browser client, the login page includes a panel you can use if you forget your password.

If you have an email address configured in your SecureTransport account, you can reset your password from the login page. If not, contact your SecureTransport administrator to reset your password.

1. From the login page, click **Forgot Your Password?**

The login page displays an additional panel.

2. In the **User ID** field, enter either your user name or email address, depending on how your user account was configured, and click **Reset Password**.

SecureTransport sends an email with password reset instructions to your configured email address.

Logging in using a certificate

1. Open your browser.

2. Type the URL for the SecureTransport Server.

Note The URL for the web client is a value set using the SecureTransport Administration tool.

For HTTP or HTTPS protocols, use the following URL format only:

`protocol://hostname:port`

where `protocol` is `HTTP` or `HTTPS`, `hostname` is the host name or IP address of the SecureTransport system, and `port` is the port for the relevant server.

For example,

`https://st.example.com:447`

Note SecureTransport web clients only support the HTTP and HTTPS transfer protocols.

The browser prompts you to choose the login certificate.

3. Select a certificate, and click **OK**.

Your authorized web client starts.

After logging in

Once you have logged in, you are presented with a client interface that is based on the type of client that has been linked to your user account by your administrator.

Client interfaces

During login, SecureTransport analyzes your account attributes and the client skin that is linked to your account. The server opens a web client session for you in one of the following interfaces:

- SecureTransport Browser Client

- SecureTransport Browser Client + Web Control (Internet Explorer only)

- SecureTransport Web Access Plus Client

- SecureTransport Light Web Access Plus Client - can transfer multiple files at a time (depending on the browser used), cannot show the file directory in the My Computer pane; cannot drag and drop files, or pause and resume a file transfer.

Note If you do not have Java installed on your computer, or the Java version is older than 1.5, a message informs you that Java is missing or you have an incorrect version. Computers without the correct Java version will run the Light Web Access Plus Client. The message also states that you should install Java 1.5 (Java 5). If you have Java 1.5 or later (Java 5 or Java 6), the Web Access Plus Client is fully

functional.

All SecureTransport web clients support uploading and downloading multiple files. But this feature is *not* supported by Microsoft Internet Explorer. This is a known Internet Exporer limitation.

Main interface screens

Depending upon the type of client that was linked to your user account by your administrator, the first screen you see when you open a SecureTransport web client session is either the Browser Client or Web Access Plus. Use to the procedures later in this guide for the interface you are using.

Browser Client

If your account authorizes you to log into a Browser Client session, depending on the server setting and your account settings you see one of the following main screens:

Figure 1. Main screen of the Axway Default HTML template
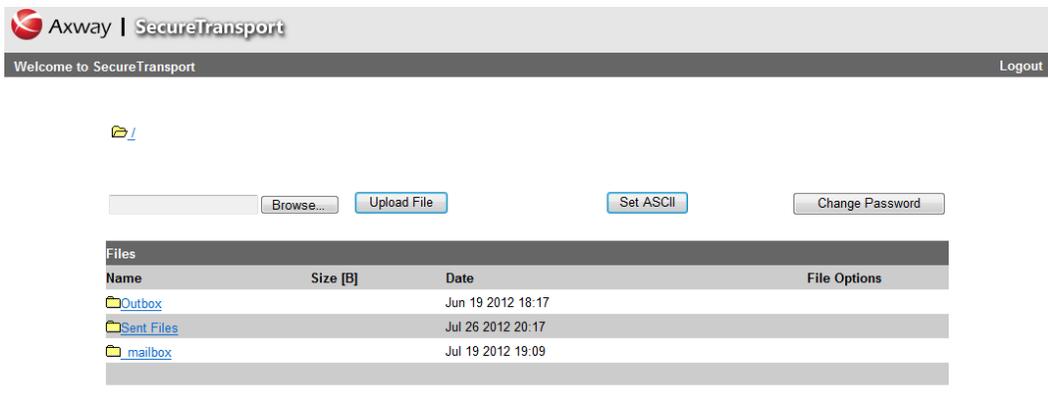
Figure 2. Main screen of the Axway Box and Stripe in Blue HTML template

Figure 3. Main screen of the Axway Jelly Ball 9 HTML template
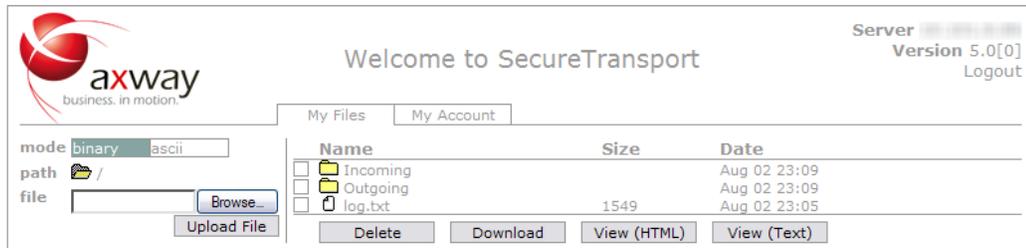
If you have authorization to use the extended functions of the Web Client Control (ActiveX) with the Browser Client, the first time you successfully log in, a message invites you to download the File Transfer Module.

Web Access Plus

If your account authorizes you to log into a Web Access Plus session, the default main screen is similar to the following:

Figure 4. Web Access Plus main screen
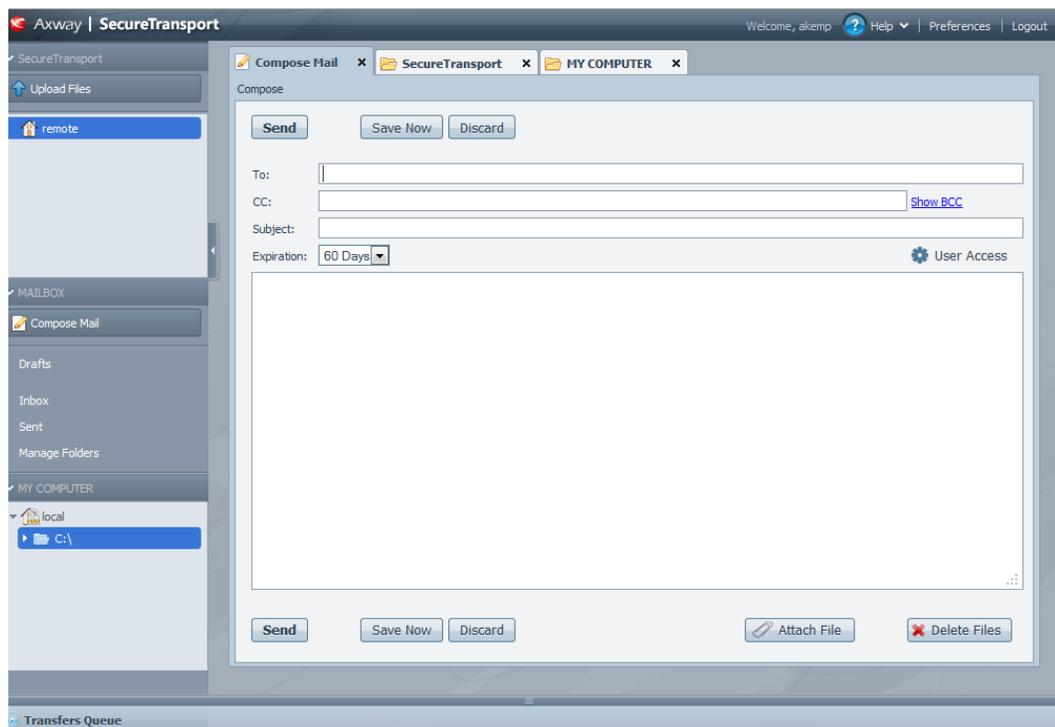
Using the SecureTransport Browser Client

3

This chapter describes file transfer methods using the SecureTransport Browser Client.

Browser Client operations

The Welcome page displays links to the directories and files that you can access on the server. The directory folders are displayed at the top of the screen. The contents of the selected directory are displayed below the **Files** heading.

Figure 5. The Browser Client Interface
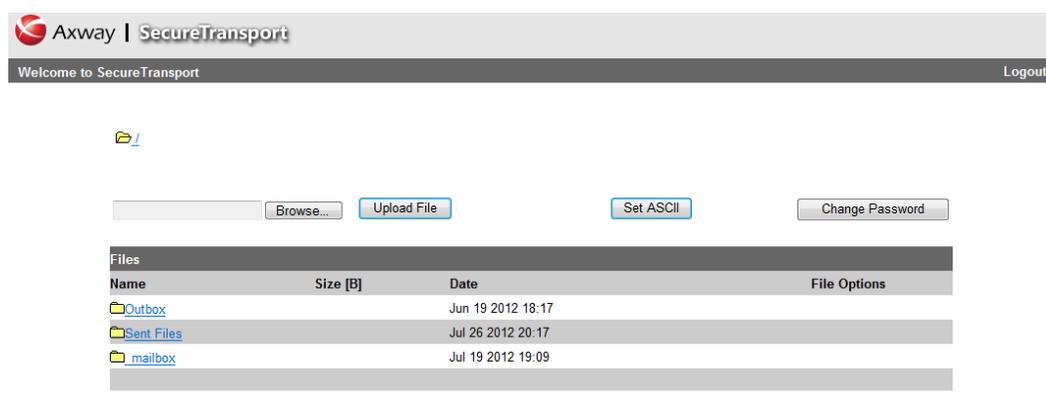
Navigating

To navigate the site:

1. Click a folder or directory link to display its contents.

2. Click a file to display it.

Note   This feature only works if the file extension (the file type) is recognized by your browser, such as a `.txt` or `.doc` file.

Changing transfer mode

The browser client supports ASCII and binary transfers. Use ASCII mode for plain text formats such as an XML, HTML, or TXT. Use Binary mode for all other file types.

- To change the mode, click **Set ASCII** or **Set Binary**.

Logging out

You can log out of SecureTransport in either of the following two ways:

- Click **Logout**.
- Close the browser window

Downloading or deleting a file

If you have the appropriate permissions you can download or delete a file from the server.

1. Browse to locate the file to download.
2. Click **File Options** to the right of the file link.

   SecureTransport displays the Download and Delete Files page.
3. Click the desired download or delete option:

   - Download as application/octet-stream to save to disk.

     a. In the **Save as** window enter the filename, and if needed, select the location on your local computer to save the file.

     b. Click **OK**.

   - Download as text/plain to view text in the browser window.

   - Download as text/html to view an HTML file in the browser window.

   - Delete to remove the file from the server.

Uploading a file

If you have the appropriate permissions you can upload a file to the server.

1. From the initial browser client page, navigate to the directory where you want to upload a file.
2. Click the desired folder.
3. (Optional) Click **Browse** to use the Choose File window to locate the desired file.
4. (Optional) Select the file and click **OK** to enter the file and path name in the **Upload File** field.

   Note   Use the Files of Type drop down list to select the appropriate file type.

5. Click **Upload File**.

The file is uploaded and the screen refreshes to display the file name in the list.

Changing your password

Changing your password is fairly straightforward. The difference depends on the template (or skin) you are using. For example, in the Axway Jelly Ball 9 template you must select the *My Account* tab instead of clicking **Change Password**.

Note If the password is stored externally from SecureTransport, then you cannot change it. Logging in as virtual user allows you to change the password. Contact your SecureTransport administrator if you cannot change your password.

1. Click **Change Password**.

2. Enter your old password.

3. Enter and confirm your new password.

4. Click **Set Password**.

   Your password is changed.

5. Log out and log back in to continue your work.

   This is necessary once your password has been changed.

Installing the SecureTransport Web Client Control

The SecureTransport Web Client Control provides additional browser client features such as integrity checking (MD5) and checkpoint restart. The SecureTransport Web Client Control (ActiveX) is configured and enabled on the server side. If enabled by your SecureTransport Admin, log in with Internet Explorer and download the control.

Note The SecureTransport Web Client Control only supports the HTTP and HTTPS protocols.

Installation requirements

The following requirements are necessary in order to use the SecureTransport Web Client Control.

- The SecureTransport Web Client Control must be enabled by the SecureTransport Server administrator. For more information on enabling the SecureTransport Web Client Control (ActiveX), refer to the *SecureTransport Administrator's Guide*.

- You must have administrator privileges on the computer where you install the Web Client Control.

- The computer where you install the Web Client Control must have cookies and JavaScript enabled.

Downloading the SecureTransport Web Client Control

1. Log in to the SecureTransport server from a Web browser.

2. Download the Web Client Control.

   The control is signed by an Authenticode certificate. The first time you download the control from the SecureTransport Server, a security warning dialog box appears and asks you to accept the control signed by Axway.

3. Click **OK** to accept the download.

Using the SecureTransport Web Client Control

The SecureTransport Web Client Control works similarly to the regular browser client.However, instead of using the browsers File Download Dialog Box, the client uses its own, which allows you to perform different actions during file transfer.

You can perform multiple simultaneous transfers by using multiple instances of the browser. You can do the following for the transfers:

- Use the same login session (by creating a new browser instance using Ctrl-N).
- Start a new session (by starting the browser and logging in again).

Downloading or viewing a file

1. Navigate to the file to download.

2. Click the link for the file. (Downloading the file from its options page does not use ActiveX control.)

   The File Download dialog box is displayed:

3. Perform one of the following tasks:

   ○ To open the file, click **Open** to open the file in the appropriate utility, based on the file's extension (and your system setup).

   ○ To download the file, click **Save** and specify the local folder to which you want to save the file.

Uploading a file

1. In the directory window, click **Upload file** to browse for a file.

2. Select the file you want to upload.

   The Upload dialog box is displayed.

The Status dialog box

The SecureTransport Web Client Control displays the progress of file transfers in the Status dialog box. If integrity checking is enabled, the status box also displays the progress of integrity checks (checksums).

Click the buttons below the progress bar to:

- Cancel a transfer or integrity check.

- Pause a transfer

- Resume a paused transfer

- Be informed in case the integrity check has passed/failed.

If the Checkpoint Restart feature is enabled, the control uploads or downloads the file from where the transfer was interrupted.

Figure 6. The SecureTransport Web Client Control Status Dialog Box
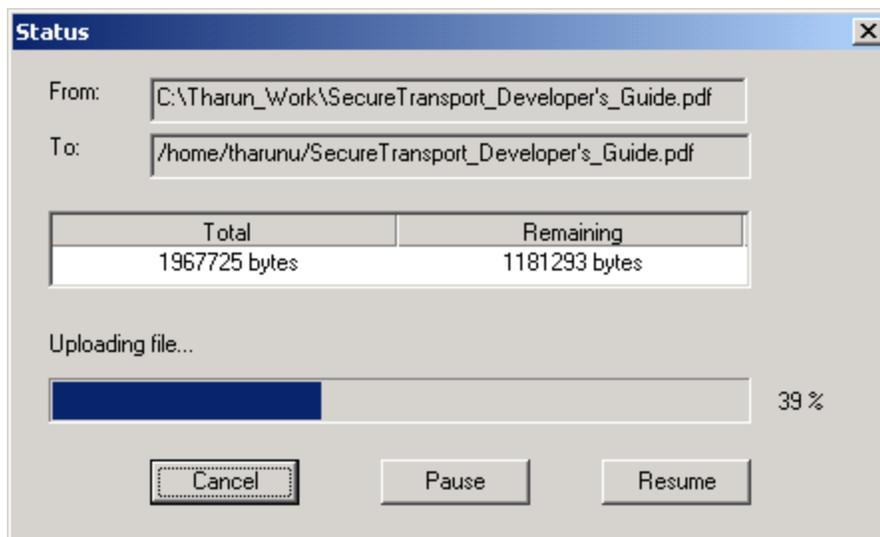
Using the SecureTransport Web Access Plus

4

This chapter describes file transfer methods using the Web Access Plus user interface.

Web Access Plus overview

You can use the Web Access Plus to perform the following functions:

- Browse local computer or view the content of files on the SecureTransport Server
- View files and folders on the SecureTransport Server for specific information such as size, path, link, modification time, permissions, access, and so on
- Sort the current directory content by different criteria
- Upload and download files using a drag-and-drop user interface
- Sending and receiving email with attachments
- Create, rename, and delete folders and files on both the local computer and the Axway SecureTransport Server
- View the status and details of transfers
- Pause, restart, and cancel transfers

The Web Access Plus user interface consists of seven main areas.

Figure 7. Web Access Plus user interface
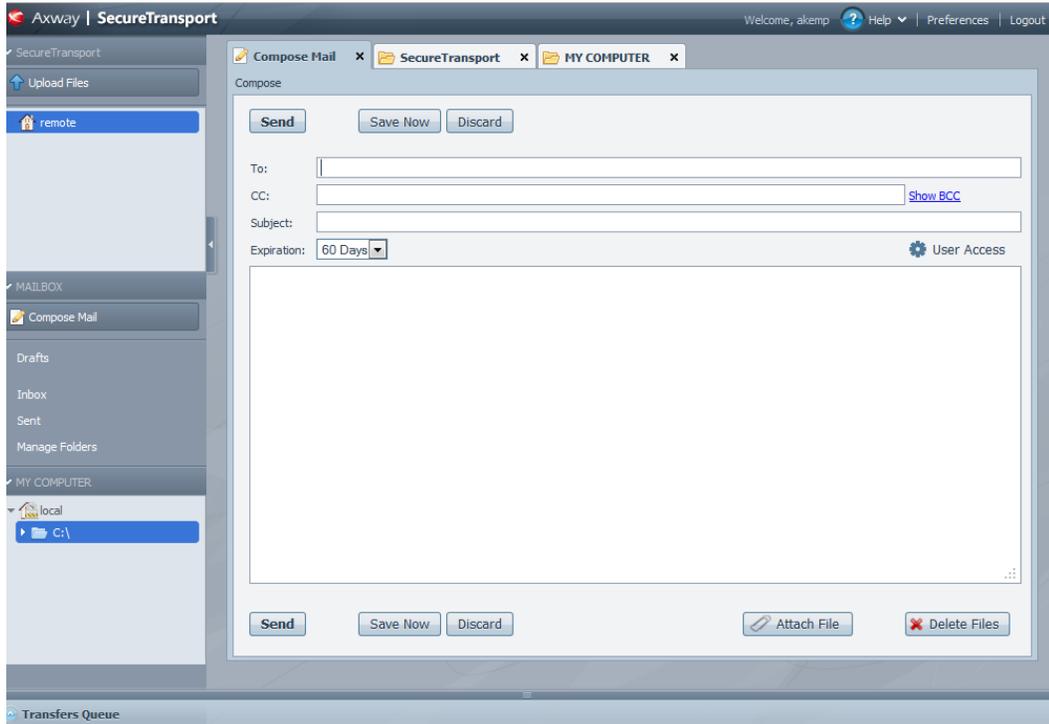
The following table describes the Main areas of the Web Access Plus user interface:

Pane/Area	Description
Compose button	Displays an email composition page, which includes a User Access link, allowing you to select the user access restrictions for your message and attachment.
My Computer	Allows you to view, delete, copy and move the files and folders on your local computer.
SecureTransport	Allows you to view, delete, copy, and move the SecureTransport Server files.
Mail	Includes Inbox, Sent, and Draft folders as well as Search and Manage Folders functions.
Transfers Queue	Shows a list of active, paused, canceled and finished transfers.
Transfer Details	Shows additional information for Status, Job, Direction, Start Time, Speed, and priority of the queued transfers.
Toolbar (top)	Includes the following options:

Pane/Area	Description
	● **Help**: Opens online help.
	● **Logout**: Logs off of the SecureTransport Server.
	● **Preferences**: Opens the Preferences page.

Transferring files

The main function of the Web Access Plus is to view and transfer files.

Browsing local and remote sites

Folders on the local computer and the Axway SecureTransport Server are displayed using a hierarchical tree which shows level by level the contents of the folders. When your mouse is over a file or folder, the respective branch in the tree is highlighted.

You can perform the following from the user interface:

Task	Action
Open or close a folder	Double-click the folder or click the gray triangle.
Select multiple files	Press the Ctrl or Shift keys while selecting the files.
Reorder files and folders by name, file size, or modification date	Click the column name.
Resize columns	Move the cursor between the borders of the columns until a double-headed arrow displays, then click and drag to resize them.
Resize the Panes	Click the vertical bar that separates the local and remote sites and drag it right or left. Click the horizontal bar that separates the panes from the Transfer Queue and drag it down or up to make the panes longer or shorter.

Note When using the Light Web Access Plus, you can resize the local and remote panes only using the horizontal bar.

Hiding the panes

● Click the arrow on the vertical bar that separates the List Pane and Mail Pane to hide the List Pane.

- Click the arrow for My Computer, Secure Transport, or Mail to hide the section you want to hide.

- Click the arrow for Transfers Queue to hide or open the Transfers Queue pane.

Hiding the Transfers Queue and Transfer Details

- Click the arrow to open the Transfers Queue and show Transfer Details.

- Click the arrow again to hide Transfers Queue and Transfer Details.

Setting the transfer mode

- Set the transfer mode to **ASCII** or **Binary** by selecting the mode from the menu in the upper right corner.

  Use ASCII mode when you have files using plain text formats such as an XML, HTML, or TXT. Use Binary mode when you are transferring all other file types.

Working with your files and folders

From the My Computer and Secure Transport sites you can upload and download files, create files and folders, and delete files and folders. You can transfer files to recipients based on email addresses by attaching files to the emails sent from your account.

Uploading files using Web Access Plus

1. Select one or more files from the local site.

   To select multiple files, press Ctrl or Shift while selecting the files.

2. Choose from the following options:

   - Drag the selected files to the Secure Transport pane or tree.

   - Copy or cut the files and paste them into an opened directory in the Secure Transport pane or tree.

   - Click the right mouse button and select **Upload files** from the context menu.

   - Click **Upload file** on the Secure Transport tab view, and select files from the browse dialog box to upload, and click **Open**.

   A new item displays in the Transfer Queue with a green arrow indicating the transfer direction.

   If you are uploading multiple files, the files are uploaded one by one, ordered by name. (If you are uploading files by using the **Upload files** button, they are uploaded with a single request.) When a file is very large or the connection between your computer and the SecureTransport server is slow, a progress bars displays showing how much of the file has been transferred.

Downloading a file using Web Access Plus

1. Select one or more files from the Secure Transport pane.

   To select multiple files, press Ctrl or Shift while selecting the files.

2. Choose from the following options:

   o Drag the selected files to the My Computer pane.

   o Copy or cut the files and paste them into an opened directory in the My Computer pane or tree.

   o Click **Download file**, available only for the My Computer tab view, and select files from the browse dialog box to upload, and select a location to download them.

   A new item is displayed in the Transfer Queue with a green arrow indicating the transfer direction.

   If you are downloading multiple files, the files are downloaded one by one, ordered by name. When a file is very large, a progress bars displays showing how much of the file has been transferred.

Creating files or folders

1. (Optional) In either the My Computer or Secure Transport pane, select a folder to be the parent of the new folder.

2. Choose from the following options:

   o Click the icon for **New text file** or **New folder**.

   o Right click and select **New text file** or **New folder**.

   You see an untitled folder in the Secure Transport pane.

3. Enter a name for the new file or folder.

   If you enter only a folder name, the new folder is created in the currently selected folder.

   Alternatively, you can use a full or relative path from the current folder to create a folder in another location.

Renaming a file or folder

1. In either the Secure Transport or My Computer pane, select a file or folder to rename, and click the icon for **Rename**.

   Alternatively, you can right click on the file or folder and select **Rename** from the drop-down list.

2. Enter a new name for the file or folder .

   You see the renamed file or folder in the pane from which you selected it.

Deleting a file or folder

1. In either My Computer or Secure Transport pane, select one or more files or folders. Folders must be empty to be deleted.

   To select multiple items, press Ctrl or Shift while selecting the files.

2. Click the icon for **Delete** or right-click the selected files and select **Delete**.

Sending files to other SecureTransport users

SecureTransport Web Access Plus allows you to transfer files based on the specified email address of the recipient. SecureTransport attempts to match the email address to either an existing SecureTransport account or an entry in an LDAP system, Active Directory, (or some other repository that contains a list of names, IDs and passwords) that SecureTransport is configured to work with.

If SecureTransport does not find a match, and if your Administrator has configured permissions to allow you to send emails to arbitrary users, SecureTransport creates an account for the recipient, known as an unlicensed user. Once there is an account, SecureTransport transfers the files and notifies recipients via the email address that you specify. The recipient receives two notification emails:

- The first email contains the primary password that can be changed after the first login.

- The second email contains a link of the attachment that redirects the user to the SecureTransport login page.

The recipient can click the link to login to Secure Transport, open and view the message, begin the process of downloading the attachments, and reply to the sender only once.

To send files to other SecureTransport Users

1. Click **Compose Mail**.

2. Enter one or more recipient email addresses in the **To** field. You can also enter email addresses into the **CC** and **BCC** fields.

3. Enter a subject in the **Subject** field.

4. Click **User Access.**

   The User Access dialog box is displayed.

5. Select user access restrictions for this message. The options available to you might be different from those shown here. The available settings are configured by the SecureTransport administrator.

   - **Send attachment link only** – The recipients receive a link to the attachments

   - **Protect attachment link with security question** – You specify a question and answer and the recipients reply answer correctly to retrieve the attachments

   - **Send to existing users only** – The recipients must be users of the SecureTransport system

   - **Allow recipients to enroll as new Unlicensed Users** – The recipients must enroll as restricted users of the SecureTransport system who can only receive and reply to messages

   - **Allow recipients to enroll as new Full Licensed Users**– The recipients must enroll as unrestricted users of the SecureTransport system

6. Click **Attach File**.

7. (Optional) Set expiration period for the message sent to the recipient from the drop-down list of values. The default value configured by the SecureTransport administrator.

   Additionally you can save the message to a Drafts folder, move emails to different folders, forward or reply to all, and delete messages.

8. Click **Send**.

   You see a message confirming that your transfer has been scheduled.

Viewing and working with transfers

Use the Transfer Queue to view the list of active, paused, or finished file transfers. You can sort the items in the Transfer Queue by: status, name, size, direction, start time, or time elapsed by clicking on the appropriate tab.

You can also pause, resume, delete, and change the priority order of the items in the Transfer Queue. You can select multiple transfers by clicking Ctrl to select them then perform the same action on all at once.

Note The Light Web Access Plus does not have a transfer queue.

Pausing a file transfer

1. From the Transfer Queue, select an active transfer.
2. Click **Pause**.

   The status of the file transfer is Paused.

Resuming a file transfer

1. Select one or more paused transfers from the Transfer Queue.

   To select multiple files, press Ctrl or Shift while selecting the files.
2. Click **Resume**.

   The progress bar is active again and the file transfers are resumed.

Note The Web Access Plus supports an automatic resume of partially transferred files. If a file has been partially transferred and removed from the Transfer Queue or stopped for some other interruption reason, the transfer is resumed when a transfer of the same file is initialized again. The Light Web Access Plus does not support checkpoint restart of a cancelled transfer, so an interrupted transfer will start from the beginning.

Canceling a File Transfer

1. Select an active transfer from the Transfer Queue.
2. Click **Cancel**.

   The item is removed from the Transfer Queue and the file transfer is canceled.

Note The portion of the file transferred before the transfer is cancelled remains on the site.

Reordering the Transfer Queue

1. Pause each active file transfer.
2. Select one or more items and drag them up or down in the Transfer Queue.
3. Select all the items in the queue and click **Resume**.

   The file transfers are resumed with the new priority order.

Note Reordering items in the Transfer Queue is available only when file transfers are paused.

Changing your password

You can change your current password using the Web Access Plus.

1. Click **Preferences** in the upper right corner.

2. Type your existing password in the **Current Password** field.

3. Type the new password in the **New Password** field, then type it again in the **Re-enter Password** field.

4. Click **Save** to change the password.

Proxy support

The Web Access Plus supports accessing the SecureTransport Server through an anonymous proxy server.

Configure the proxy server in the web browser by using one of the following:

- For Internet Explorer:

    Tools > **Internet Options** > **Connections** > **LAN Setting**

or

- For Firefox:

    Tools > Options > Advanced > Network > Connection > Settings

Session timeout

The Web Access Plus keeps the local site accessible even when the login session has timed out. When you try to browse the remote site, a warning message displays stating that the session has timed out and prompts you to log in again.

After you log back in, the Web Access Plus returns you to the screen it was displaying when the session timed out.

Logging out

- You can log out from Secure Transport Server by clicking **Logout** in the upper right corner.

    The Login page displays after you log out.

Troubleshooting

If you have problems using the Web Access Plus, try the following:

1. Restart the web browser.

2. Clear the web browser and JRE caches.

3. If you are unable to complete a transfer; contact the SecureTransport administrator to make sure you have the correct file system permissions on the server.

4. If the problem still persists, collect the log files, screenshots, and any other data and contact Axway Global Support.