Web Transfer Client/Plain Text Client Session Timeout

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server version 5
- In EFT v8, this in an Advanced Property instead of a registry setting

DISCUSSION

By default, if the Web Transfer client (WTC) (or, in v6.3 and later, the Plain Text Client (PTC)) is idle for 5 minutes, the session is released. That is, if no activity occurs during this time frame, the session is closed. This time out is for security purposes and, for the WTC, so that others can use one of the concurrent licenses. You may want the time to be longer or shorter, depending upon expected usage.

In v8.0 and later, add the name:value pair to the advancedproperties.json file as described in the "Advanced Properties" topic in the online help for your version of EFT.

```
{
"WTCTimeout":5
}
```

In versions prior to v8.0, you can control this timeout in the Windows registry on the EFT computer by creating a new DWORD value that indicates the number of minutes that you want the session to be active, but idle, before the session is released.

```
HKEY_LOCAL_MACHINE\Software\Wow6432Node\GlobalSCAPE Inc.\EFT Server 3.0\
```

Create the DWORD WTCTimeout and set the value to the number of minutes that a session can remain idle before it is released. The default value is 5 minutes (00000005).

Other settings can also affect the WTC timeout:

- (does not apply to v8.0.5 and later) **idlePeriodBeforeLogoffMS** (client inactivity) is a setting in the client **adminConfiguration.json** file (**C:\Program Files (x86)\Globalscape\EFT Server Enterprise\web\public\EFTClient\shadowfax\portal\assets**)

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- **WTCTimeOut** and **idlePeriodBeforeLogoffMS** are related but not the same.
  - **WTCTimeOut** is related to how long **EFT** keeps client sessions alive without activity before destroying them.
  - **idlePeriodBeforeLogoffMS** is how long the **WTC** waits for inactivity before automatically logging a user out.
- If you are comparing v8 to pre-v8, v8's **idlePeriodBeforeLogoffMS** is roughly equivalent to pre-v8's **idlePeriodBeforeLogoffSec**.
- v8's **keepAlivePingMS**, also in the **adminConfiguraiton.json** file, (or pre-v8's **keepAlivePingSec**) is what is most closely related to **WTCTimeOut**.
  - You should set the keep alive ping time lower than the **WTCTimeOut**, or else you might run into client sessions dropping unexpectedly.

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