

Web Transfer Client/Plain Text Client Session Timeout

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server version 5
- In 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.

You can control this timeout in the Windows registry on the EFT Server 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.

In v5 - v7.4.x:

```
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).

In v8:

The advanced property `WTCTimeout` can be added to the `AdvancedProperty.json` file. Refer to https://help.globalscape.com/help/eft8-0/#t=Advanced_Properties.htm for details of adding an advanced property.

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**)
- `WTCTimeOut` and `idlePeriodBeforeLogoffMS` are related but not the same.

Web Transfer Client/Plain Text Client Session Timeout

- o **WTCTimeOut** is related to how long **EFT** keeps client sessions alive without activity before destroying them.
- o **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**.
 - o You should set the keep alive ping time lower than the **WTCTimeOut**, or else you might run into client sessions dropping unexpectedly.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10504/Web-Transfer-ClientPlain-Tex...>