

Web Transfer Client/Plain Text Client Session Timeout

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server version 5
- In v8, this advanced property was renamed to "idlePeriodBeforeLogoffMS": 300000 and should be added to the admin-configuration.json file

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 was renamed to "idlePeriodBeforeLogoffMS"

Add the advanced property to C:\Program Files (x86)\Globalscape\EFT Server Enterprise\web\public\EFTClient\shadowfax\wtc\assets\admin-configuration.json.
For example:

```
"idlePeriodBeforeLogoffMS": 300000,
```

replacing the value of 300000 with your desired timeout.

Restart the server service for the change to take effect.

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GlobalSCAPE Knowledge Base

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