# Safari and Chrome browsers do not disconnect properly from the Web Transfer Client when the user logs out

**THE INFORMATION IN THIS ARTICLE APPLIES TO:**

- EFT Server and the Web Transfer Client

**SYMPTOM**

Safari and Chrome browsers do not disconnect properly from the Web Transfer Client when the user logs out.

**RESOLUTION**

We recommend that you use Internet Explorer or Firefox. If you are using Safari or Chrome, always close the browser or tab after you have logged out.

**MORE INFORMATION**

After you have logged out or your session has expired in Internet Explorer and Firefox browsers, if you click **Forward** and **Back** in the browser, you should receive a 401 error. You must log back in to re-establish a session with EFT Server.

After you have logged out or the session has expired, you should always close the browser to clear your cache, which contains session and authentication details.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/10514/Safari-and-Chrome-browsers-d...