Cannot connect to the Secure Ad Hoc Transfer module or Web Transfer Client websites in Internet Explorer.

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server, all versions

SYMPTOM

Cannot connect to the Secure Ad Hoc Transfer module or Web Transfer Client websites in Internet Explorer.

RESOLUTION

Internet Explorer "Enhanced Security Configuration" prevents your browser from opening sites that it does not recognize as a "Trusted" site. Add the URL of the sites to the Trusted sites zone in Internet Explorer:

1. Visit the site that you want to add.
   - If you are already viewing the site that you want to add, go to step 2.
   - If you know the URL of the site that you want to add, start Internet Explorer, type the site URL in the **Address** bar, and then wait for the site to load.
2. On the **File** menu, click **Add this site to**, and then click **Trusted Sites Zone**.
3. In the **Trusted sites** dialog box, click **Add** to move the site to the list, and then click **Close**.
4. Refresh the page to view the site from its new zone.
5. Check the status bar of the browser to confirm that the site is in the **Trusted sites** zone.

MORE INFORMATION

For more information, refer to the Microsoft Support article at
http://support.microsoft.com/kb/815141.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/10694/Cannot-connect-to-the-Secure...