# Cannot access Java-based web client

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

All Globalscape products that use Java

See also KB article "Extra Java security warnings appear when trying to run the application," https://kb.globalscape.com/KnowledgebaseArticle11152.aspx.

### **SYMPTOM**

Cannot access the JavaScript-based clients.

#### **RESOLUTION**

Enable JavaScript in your web browser.

#### **MORE INFORMATION**

## To edit the browser settings:

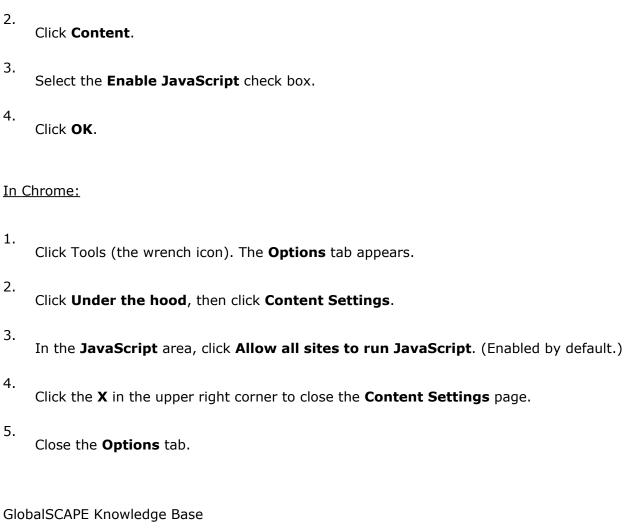
### <u>In Internet Explorer:</u>

- Click Tools > Internet Options. The Internet Options dialog box appears.
- Click the **Security** tab, then click **Custom Level**.
- In the Security Settings dialog box, scroll down to the Scripting area, then under Active scripting, click Enable.
- Click **OK** to close the **Security Settings** dialog box, then click **OK** to close the
  Internet **Options** dialog box.

### In Firefox:

Click Tools > Options. the Options dialog box appears.

# Cannot access Java-based web client



https://kb.globalscape.com/Knowledgebase/10697/Cannot-access-Java-based-web...