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:

In Internet Explorer:

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

In Firefox:

1. Click **Tools > Options**. the **Options** dialog box appears.

2. Click **Content**.
3. Select the **Enable JavaScript** check box.
4. Click **OK**.

In Chrome:

1. Click Tools (the wrench icon). The **Options** tab appears.
2. Click **Under the hood**, then click **Content Settings**.
3. In the **JavaScript** area, click **Allow all sites to run JavaScript**. (Enabled by default.)
4. Click the **X** in the upper right corner to close the **Content Settings** page.
5. Close the **Options** tab.