

On IE 9, after moving EFT Server to a domain, users cannot log in to EFT Server from the WTC or PTC; received 302 error

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server, all versions

SYMPTOM

On Internet Explorer 9, after moving EFT Server to a domain (changing IP address to static and changing DNS), users cannot log in to EFT Server from the Web Transfer Client (WTC) or Plain-Text Client (PTC); received 302 error.

RESOLUTION

Clear the cache in Internet Explorer, then reload the page.

MORE INFORMATION

This issue is (possibly) caused by the new redirect caching mechanisms in Internet Explorer version 9:

"Internet Explorer 9 now supports caching of HTTP redirect responses, as described by RFC 2616. Responses with ... Temporary Redirect status (302 or 307) are cacheable if there are headers which permit it."

For details, refer to

<http://blogs.msdn.com/b/ie/archive/2010/07/14/caching-improvements-in-internet-explorer-9.aspx>.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11122/On-IE-9,-after-moving-EFT-Se...>