

# Web Browser Problems and Solutions

On rare occasions issues may arise when trying to use your FileTransfers.net web site, such as not being able to upload files successfully. Internet Explorer is most likely to cause these types of problems (see below) but sometimes other web browsers may have issues as well. These problems can typically be resolved by clearing the cache and cookies in your browser.

Find out how to remedy these problems for:

- Internet Explorer (Below)
- Chrome (Page 5)
- Firefox (Page 6)
- Safari (Page 7)

**IMPORTANT NOTE FOR WINDOWS XP USERS.** You can no longer use Internet Explorer on Windows XP with your FileTransfers.net site. This is because FileTransfers.net no longer supports RC4, an antiquated security protocol that puts customer's files at risk. Windows XP users can still use FileTransfers.net simply by installing and using either Chrome or Firefox, both of which support more modern and secure protocols.

## Internet Explorer

*Note: This pertains to Internet Explorer versions 9-11. Versions prior to 9 are not supported.*

Due to certain default settings, Internet Explorer is not optimized for use with software that runs from the web, like FileGenius, Google Apps, and others. Firefox, Chrome, Safari, and other browsers do not use Internet Explorer's default settings and do not typically experience problems with web applications.

Over 90% of file transfer support calls involving something not working properly are due to problems with Internet Explorer. These problems can be remedied by doing some quick and simple maintenance and then changing one setting. This maintenance and setting change will NOT adversely affect using Internet Explorer with any other websites or applications.

**The browser issues discussed in this document, especially about Microsoft's Internet Explorer (all versions), may impact privacy and security regarding your site and files. Proactively, it's of utmost importance to change Internet's Explorer's settings for content handling as this represents the overwhelming majority of all known browser-related problems. These are NOT FileTransfers.net specific issues; they are applicable to any software that executes via a web browser.**

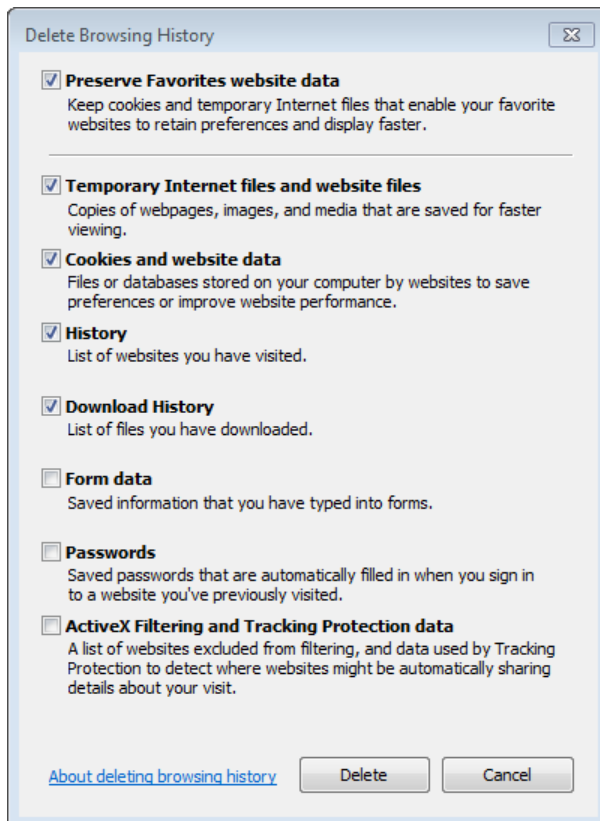
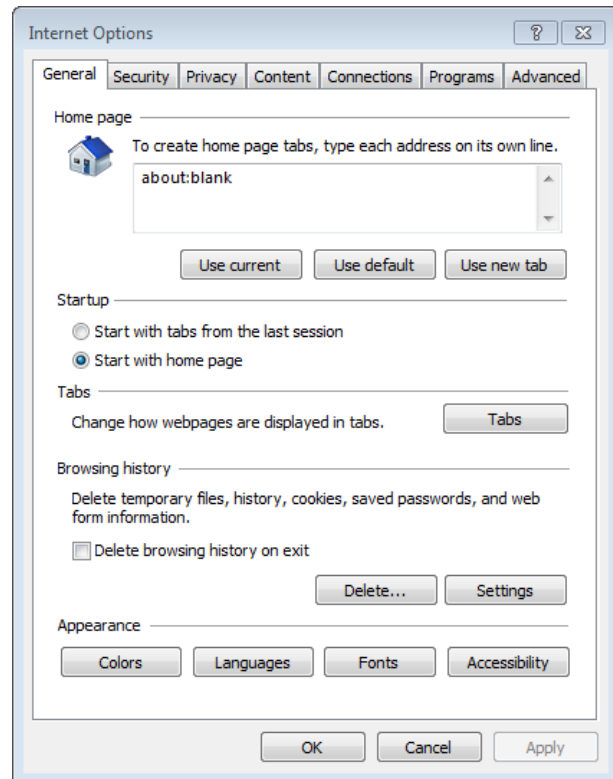
## Web Browser Problems and Solutions

To get started, be sure you have logged out of the file transfer site. After successfully doing so, locate the **Tools** menu in Internet Explorer and select **Internet Options**. This will open the window below or one similar to it (different versions may vary slightly in appearance).

Select the **General** tab, locate the Browsing history section and click on the **Delete...** button.

The window below will open. Note the various options of file types or browser elements to delete.

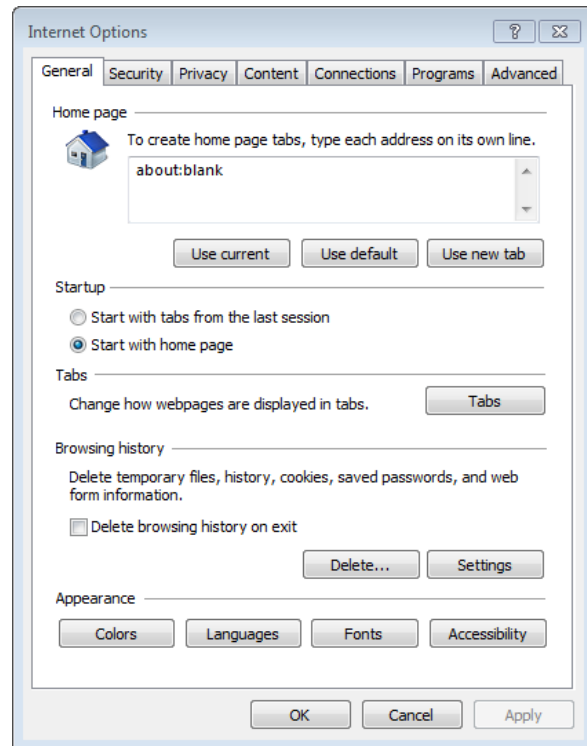
Delete only those items checked above. Deleting Form data and Passwords may prevent access to key, critical websites or their content. Click the Delete button and return to the Internet Options windows.



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Again, on the General tab, locate and click the **Settings...** button under Browsing history. The window below will open. Change the setting "Check for newer versions of stored pages" to "**Every time I visit the webpage**" and click on the **OK** button.

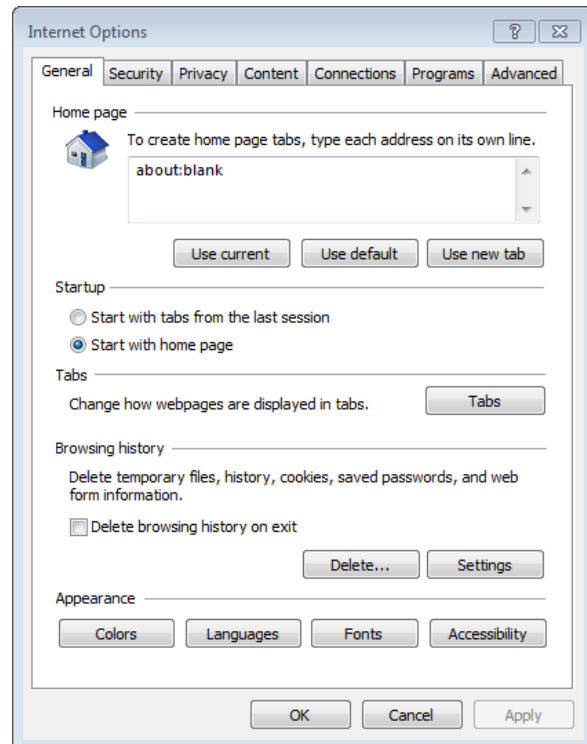
After doing this, quit Internet Explorer and relaunch it. Then proceed to your FileTransfers.net site, log in and try your transaction again. It should run successfully now. If you are still having problems, you will need to do a reset of Internet Explorer (see next page).



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Again, going to the Tools menu and selecting **Internet Options** will result in the previously seen window. This time select the tab **Advanced** and look for the **Reset** button below the "Restore advanced settings" button. Click here and apply the reset. **After doing so, log out of the file transfer site, quit Internet Explorer and then relaunch Internet Explorer.**


Log back into the file transfer site and try your transaction again. If the transaction still fails, contact your site administrator or email [support@filetransfers.net](mailto:support@filetransfers.net) and describe your problem, indicating the type of transaction that failed and, if applicable (such as upload is failing) the exact workspace and folder name to which you are trying to upload, copy, or move your file(s).

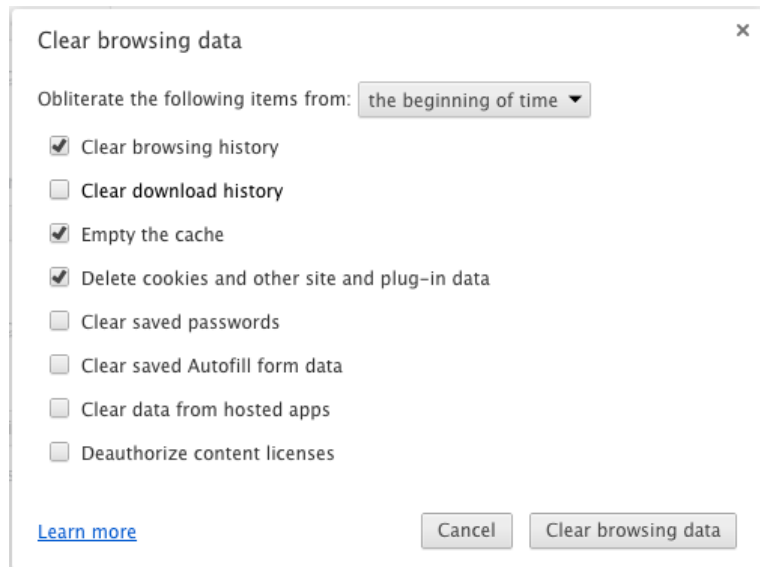


# Web Browser Problems and Solutions

## Chrome

### Mac OS X and Windows

1. Click the Chrome menu  on the upper-right corner of the browser and select "**Settings**".
2. Select "**Tools**" --> "**Clear browsing data...**"
3. When the window opens check the same items you see in the image at right and then click on the button "**Clear browsing data**" in the lower right area of the window.
4. It will take a few moments, depending on how much data you have to clear. When finished it will return to the main Preferences screen.
5. **Make sure you are logged out of your file transfer site and then quit Chrome.** Re-launch Chrome and log back into your file transfer site.



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## Firefox

### Mac OS X

1. To clear the page cache or contents in Firefox it's only necessary to click on the circular "**Reload Current Page**" arrow button:
2. Having done this, **log out of the file transfer site** and back in to insure you have cleared the page content successfully.
3. To clear the cookies in Firefox, select "**Preferences...**" from the Firefox menu in the upper left-hand portion of your screen, next to the Apple menu.
4. When the Preferences window opens select "**Privacy**" from the icons at the top of the window. Look for the button in the lower right side of the window named "**Show Cookies...**" or "**remove individual cookies**" and click on it.
5. Search on "**filetransfers.net**" in the Search field at the top of the window. Select any cookies that result from the search and click "**Remove Cookies**".
6. If you have not yet cleared the cache (see instructions above) do so now. Log out of the file transfer site, quit Firefox and re-launch it. You may then log back in.

### Windows

1. To clear the page cache or contents in Firefox it's only necessary to click on the circular "**Reload Current Page**" arrow button:
2. Having done this, **log out of the file transfer site** and back in to insure you have cleared the page content successfully.
3. To clear the cookies in Firefox, select "**Tools**" --> "**Options**".
4. When the Options window opens select "**Privacy**" from the icons at the top of the window. Look for the button/link in the lower right side of the window named "**Show Cookies...**" or "**remove individual cookies**" and click on it.
5. Search on "**filetransfers.net**" in the Search field at the top of the window. Select any cookies that result from the search and click "**Remove Cookies**".
6. If you have not yet cleared the cache (see instructions above) do so now. Log out of the file transfer site, quit Firefox and re-launch it. You may then log back in.

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## Safari

### Mac OS X Only

1. Clear cache by going to the top menu and click "**Safari**" --> "**Empty Cache...**" and then click "**Empty**".
2. Clear the cookies by going to the top menu and click "**Safari**" --> "**Preferences**".
3. Click the "**Privacy**" tab.
4. Click the "**Remove All Website Data...**" button (to remove all cookies) or click the "Details..." button, search for "filetransfers.net" and delete the found cookies.
5. Log out of the file transfer site, quit Safari and re-launch it. You may then log back in.