

vIP-FileTransfer Large-Volume File Transmission Service

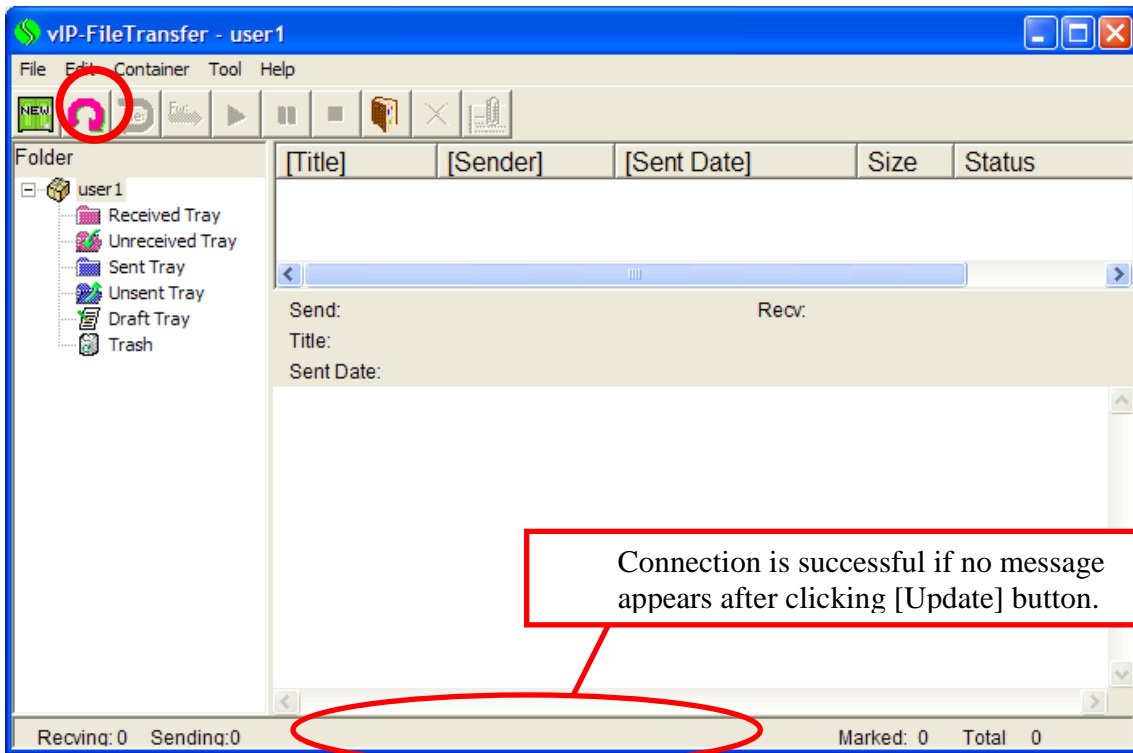
CUSTOMER FAQ

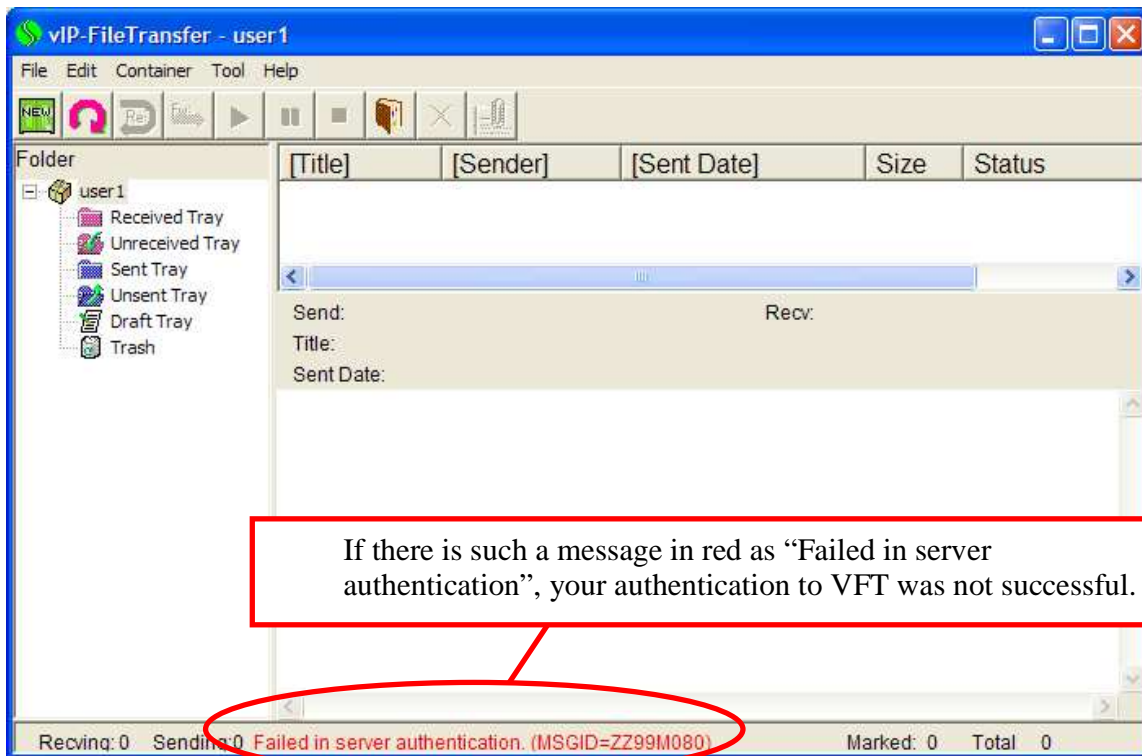
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1 Cannot establish connection to server?

Click [Update] button in the toolbar.





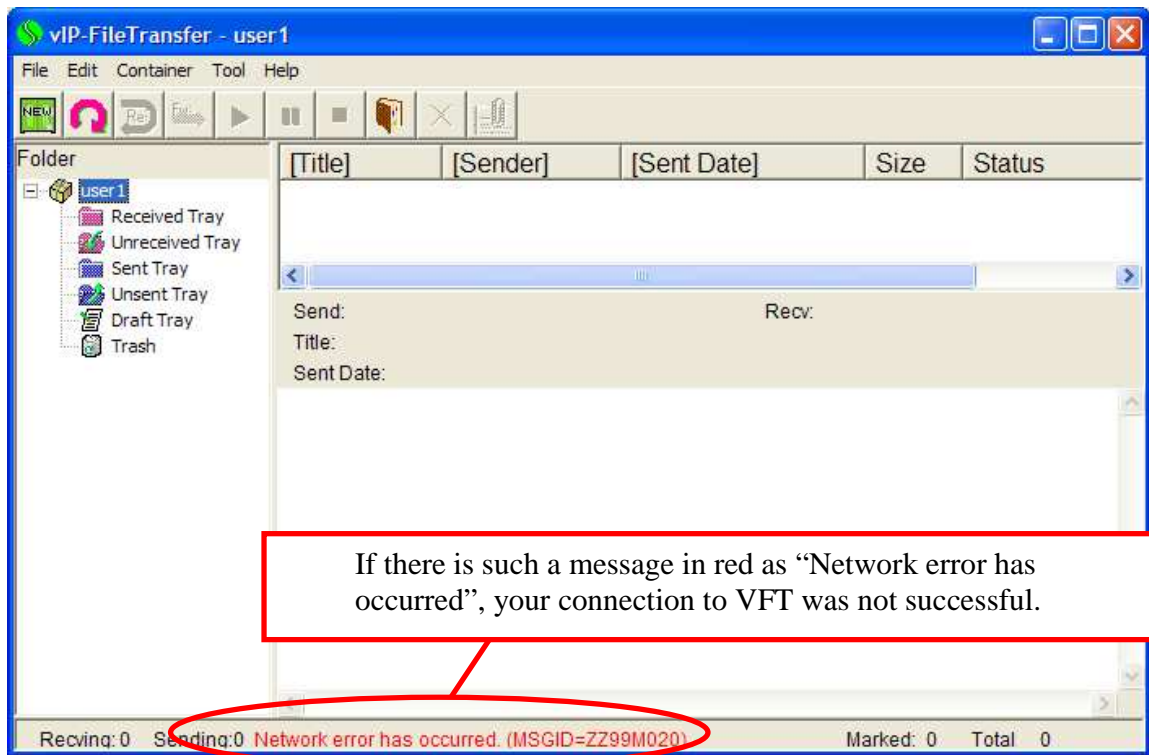
If there is such a message in red as “Failed in server authentication”, your authentication to VFT was not successful.

[Check Items in Failure of VFT Authentication]

- (1) Make sure if user address and user password are appropriately input.***
- (2) Make sure the Additional Installation Procedures have been done for user who has changed the default destination folder for installation.^**
- (3) Make sure if VFT server address is appropriately input.***

*for details, please refer to User Guide

^ for details, please refer to Client Installation Guide



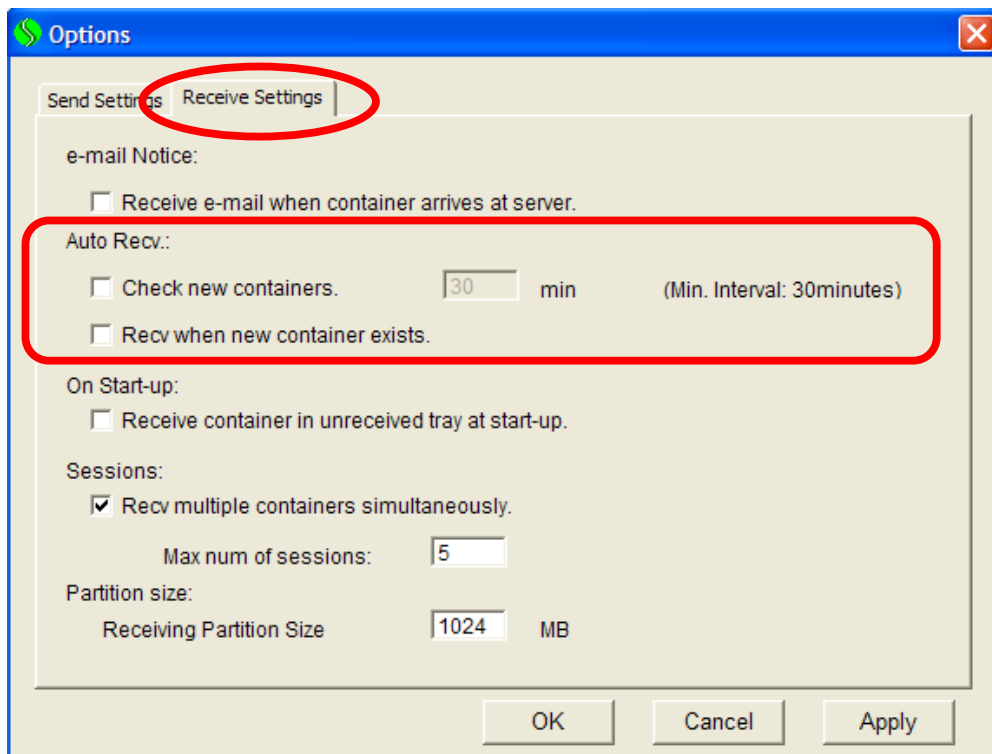
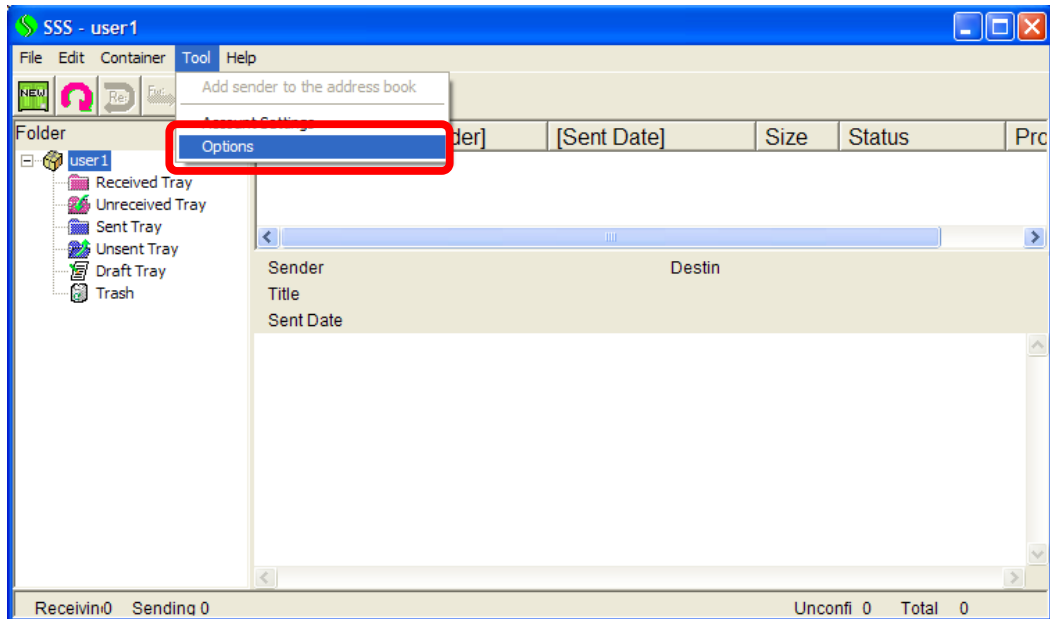
[Check Items in Failure of VFT Connection]

- (1) Make sure if VFT server address is appropriately input.*
- (2) Confirm if proxy setting is required.* (This depends on your network.)
- (3) Try to see your connection to other websites by regular Internet settings.

*for details, please refer to User Guide

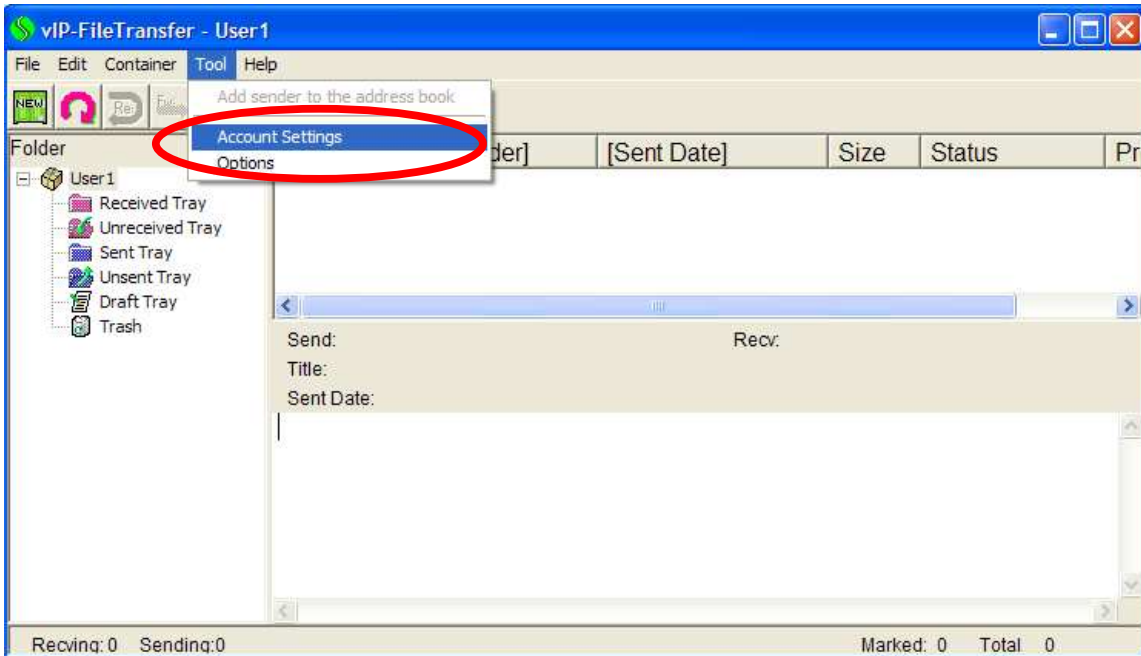
2 Cannot change Server Address, Proxy Server Info, Login Name or Password?

Please make sure all auto receive settings in [Tool] → [Options] → [Receive Settings] are turned off before changing Server Address, Proxy Server Info, Login Name or Password.

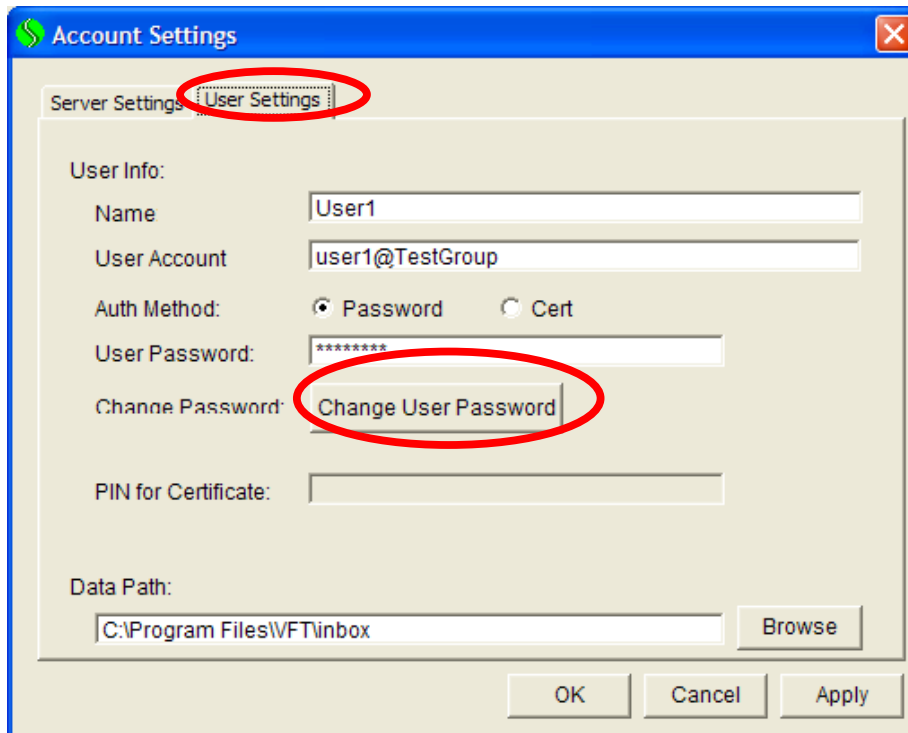


3 How to change user password?

To change user password, press [Tool] → [Account Settings] in menu bar.

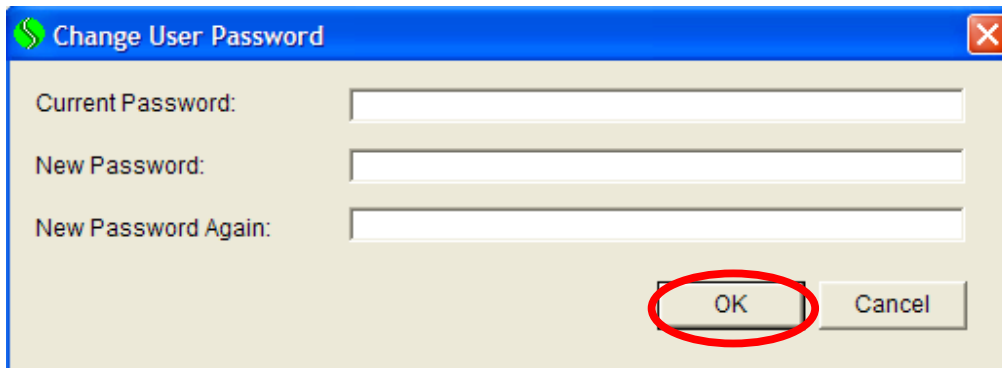


Go to Tab [User Settings] and press [Change User Password].



In the first field, input current user password. Then, input new user password in second field and input new user password again in the third field for confirmation.

Then, press [OK] to complete change password.



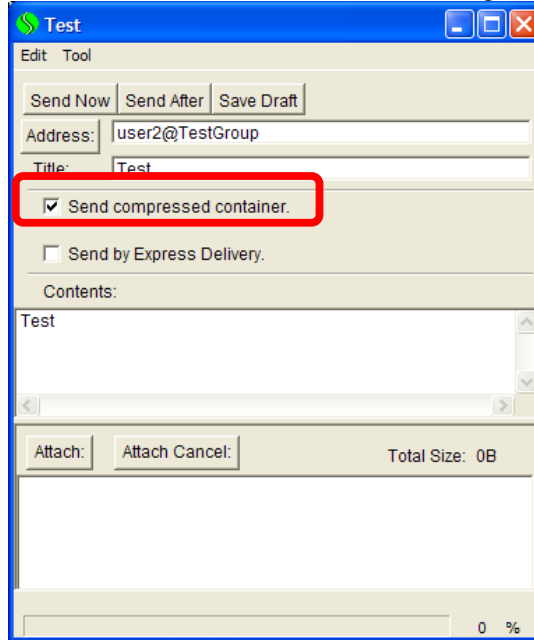
The image shows a screenshot of a 'Change User Password' dialog box. The dialog has a blue title bar with a green icon on the left and a close button on the right. Below the title bar, there are three text input fields. The first is labeled 'Current Password:', the second is labeled 'New Password:', and the third is labeled 'New Password Again:'. At the bottom right of the dialog, there are two buttons: 'OK' and 'Cancel'. The 'OK' button is circled in red.

4 How to reset user password?

If user password is lost, please contact your administrator in “Authorized Contact” as stated in service order. He/She will then place a request to us for password reset.

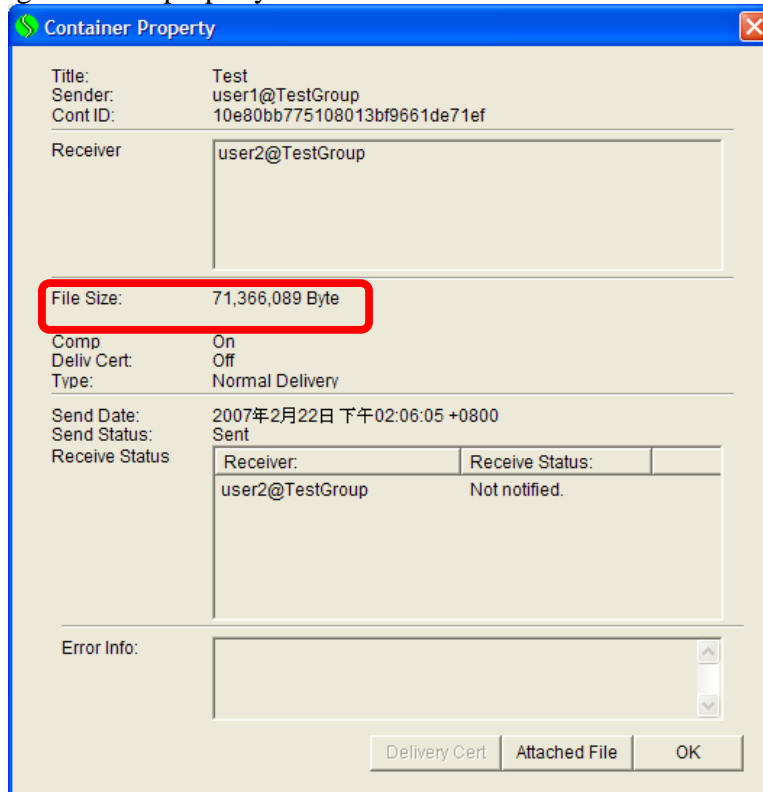
5 What is “Send compressed container”?

Features “Send compressed container” can be turned on during creation of container.

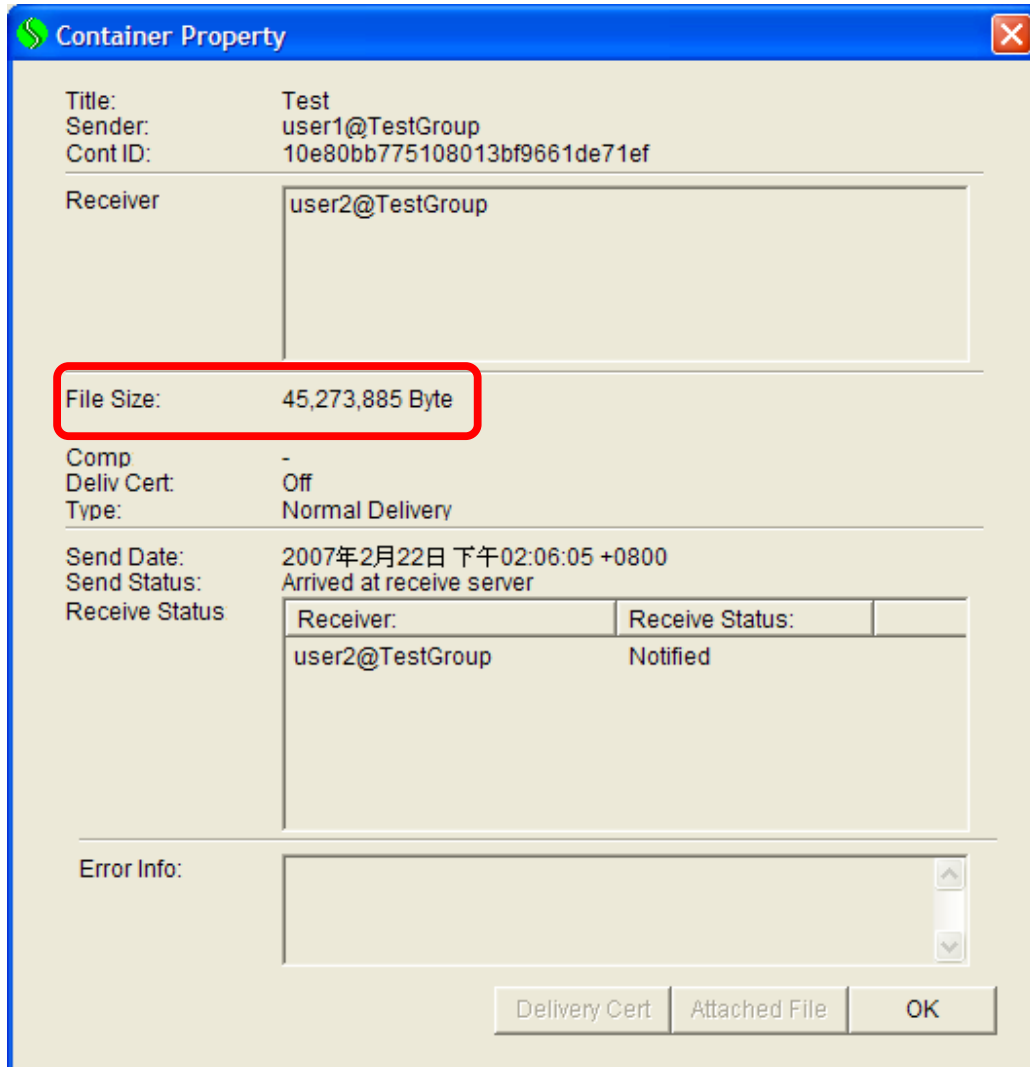


Then, compressed container will be sent out.

The following container property shows that the sent container size is 71,366,086 Byte



On the recipient side, it is found that the size of container in [Unreceived Tray] becomes smaller (i.e. 45,273,885 Byte).

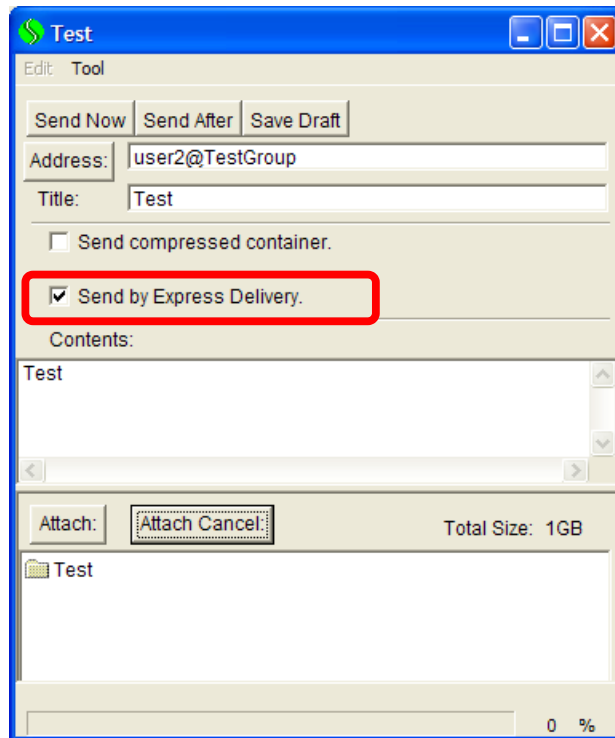


The container compression help to reduce the transmission time.

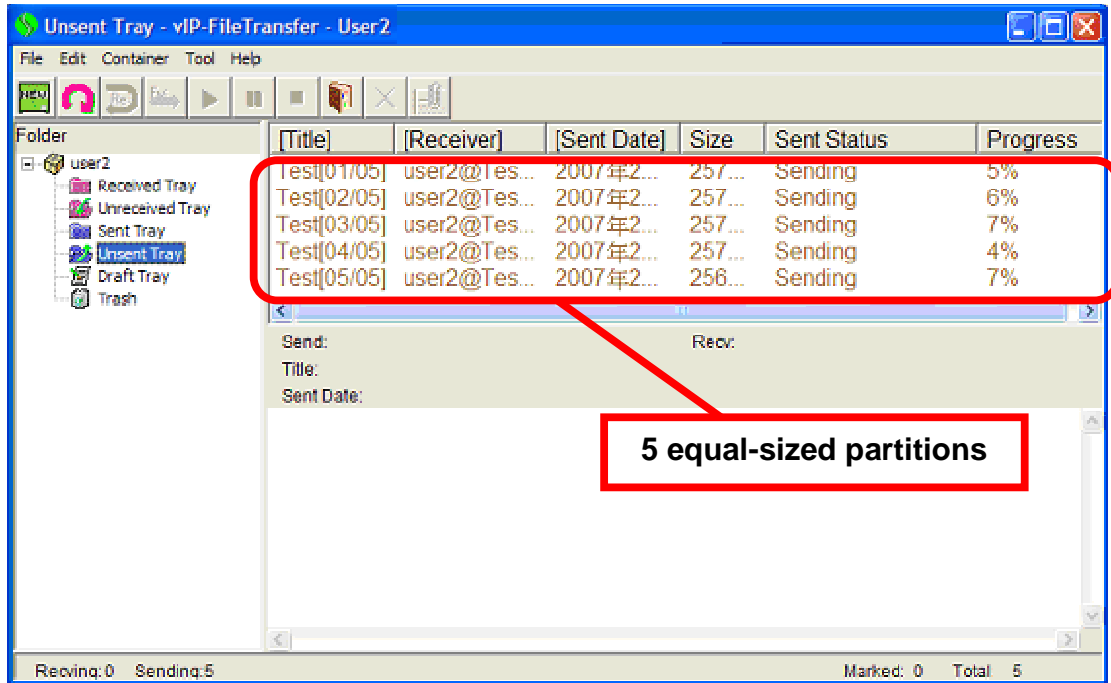
6 What is Express Delivery?

If user send a container with Express Delivery, the container will be separated into five equal-sized partitions.

Note that this function is applicable only for data size over 1GB and does not support multiple recipients send.

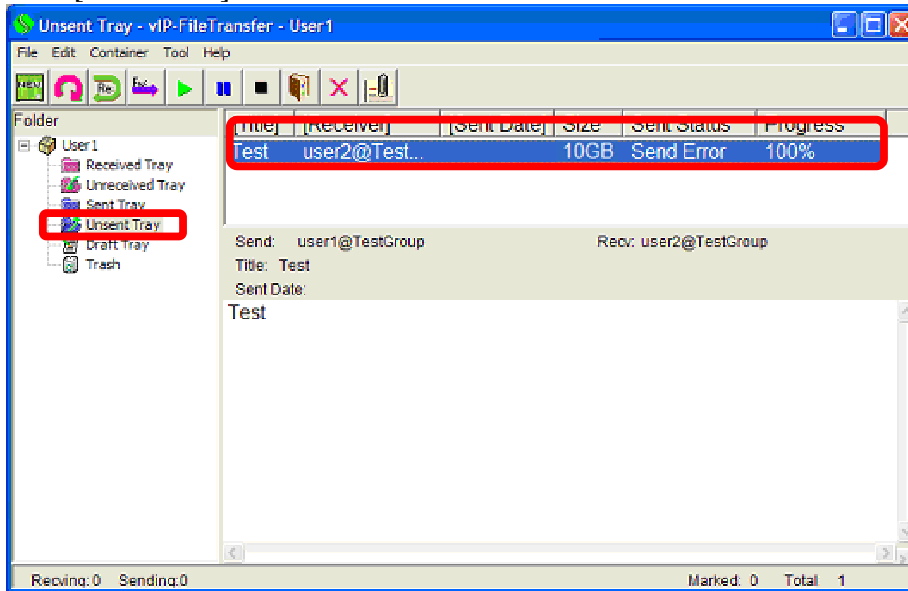


Then, the 5 partitions would be sent out simultaneously and speed up the container transmission.

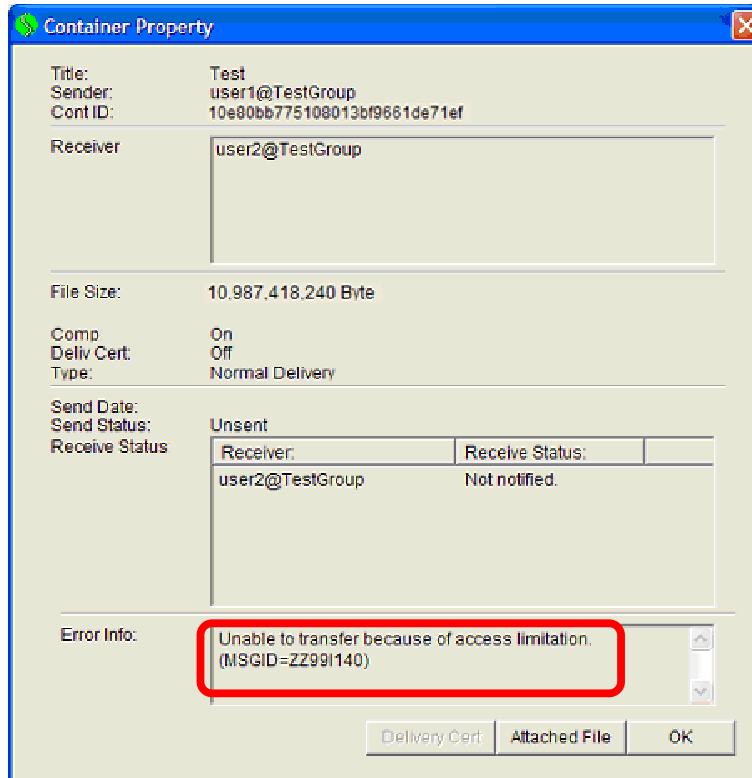


7 What happens if container size is larger than 10GB?

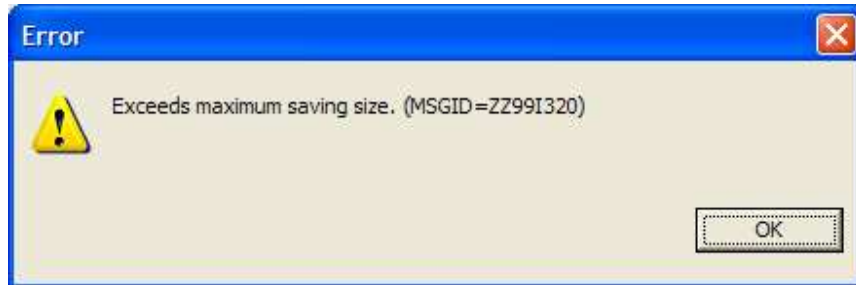
If user send a container which size is over 10GB, then [Sent Status] in [Unsent Tray] changes to [Send Error].



Following error message appears in container property as well. In this case, the container cannot be sent.

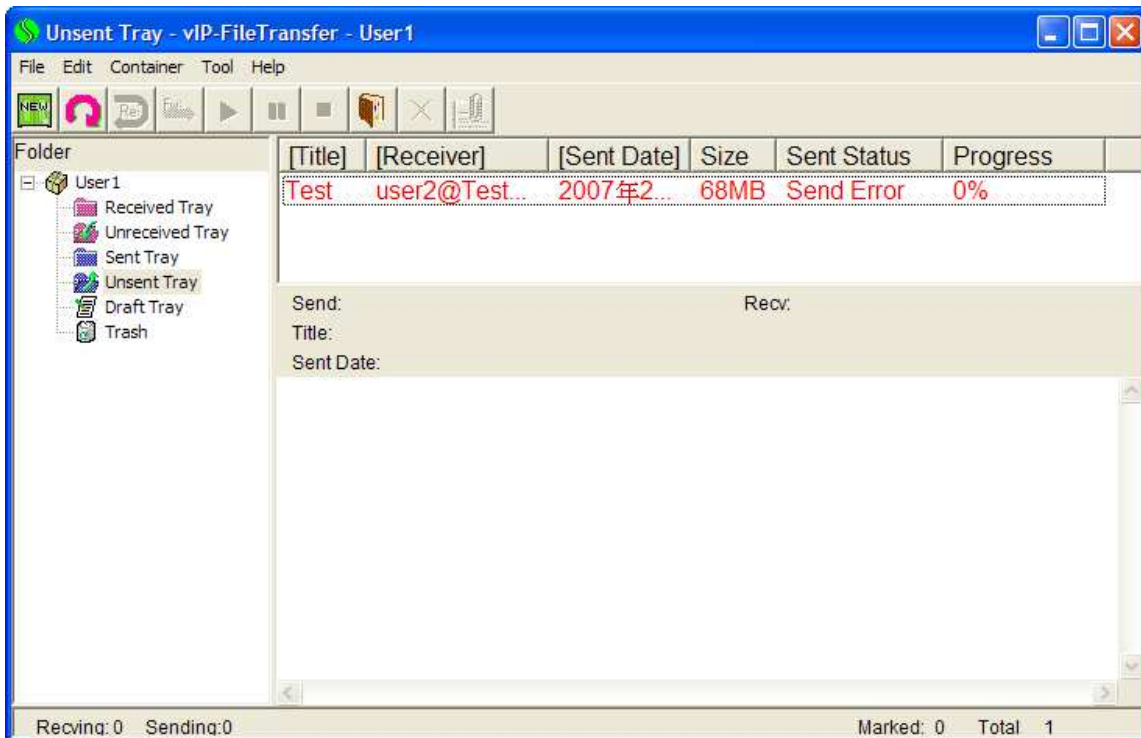


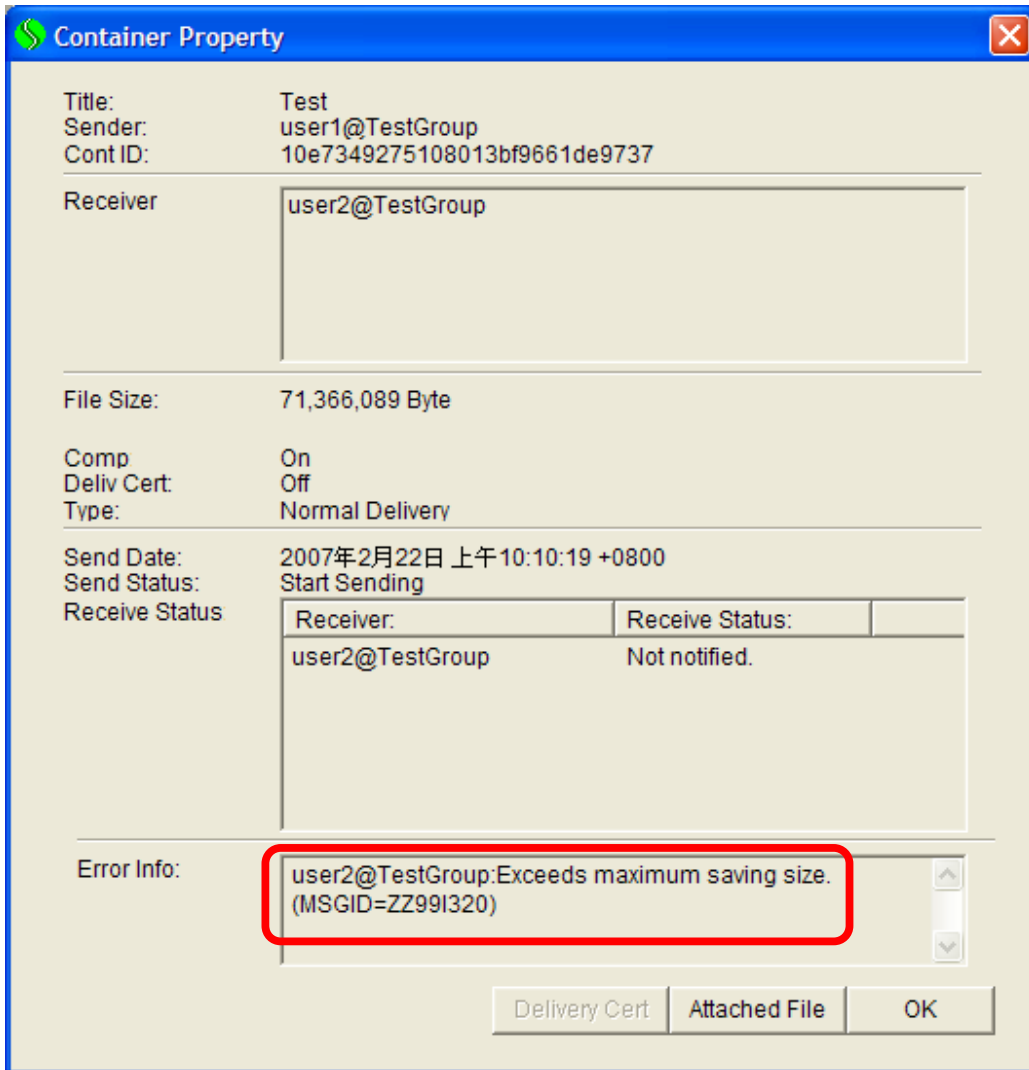
8 Why error message “Exceeds maximum saving size” appears?



This error message appears when the maximum saving size for user’s group on server has been reached.

Please try to receive all unrecived container to free the saving size on server and try to send the container again.



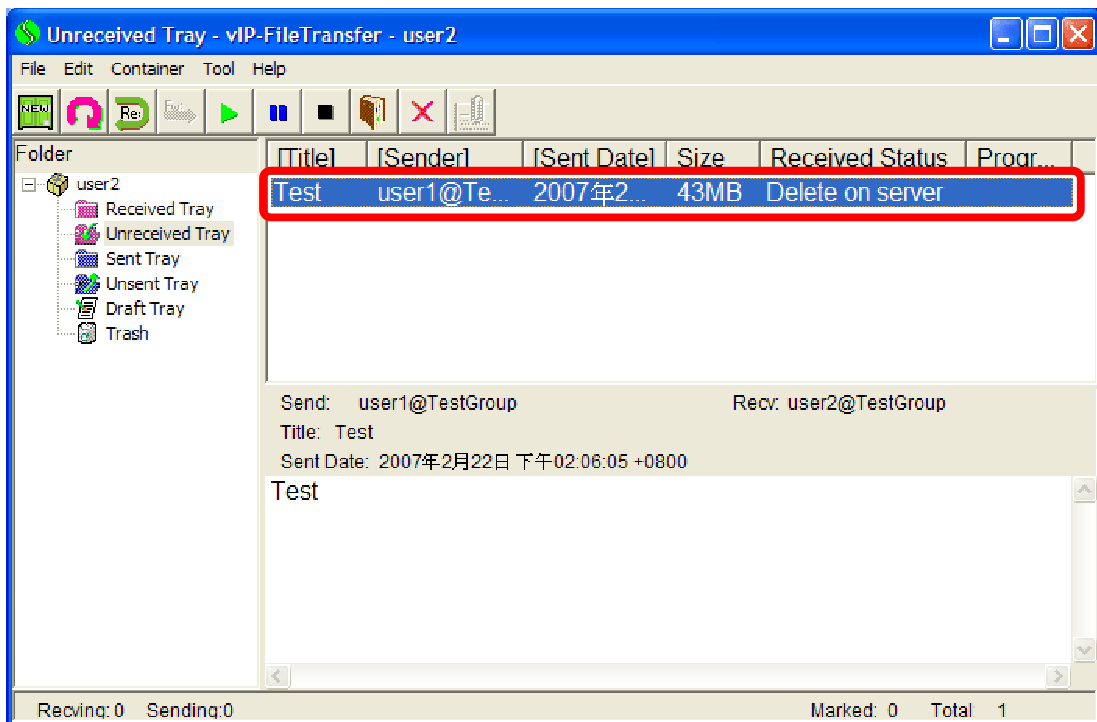


9 Why Received Status becomes “Delete on server”?

This happens if the notice message is received in [Unreceived Tray] and the container is not downloaded for a long time.

As server deletes unreceived container periodically, that unreceived container is deleted and then status becomes “Delete on server”.

In this case, the container cannot be downloaded any more. User may seek the sender to send it again.



10 How to “pause & resume” or “stop & restart”

Please refer to section 6.2 and 7.2 in vIP-FileTransfer User Guide.

11 How to change language in VFT client

Language cannot be changed directly in VFT client. User can try to select the preferred language during re-installation of VFT client.

12 Can I sent containers to other Group

For security reason, inter-group containers transmission is prohibited.

However, if two groups have mutual consent on transmission and reception of container among themselves, please submit the “vIP-FileTransfer Change Request Form” to activate the inter-group container transmission.