



FileGenius®

Support FAQ, Version 3.0



applied answers

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Support FAQ



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How do I log in to my new FileGenius site?

When you signed up for your Free Trial or bought a site from us, you received an email containing a username and temporary password. Using that information, with your javascript-capable browser, navigate to the web address (URL) you requested and was confirmed for you in the same email mentioned above. When you enter your username and temporary password (passwords are case sensitive) for the first time, you will be greeted with the “Change Your Password” screen that gives you the opportunity to change your password to one of your choosing. Be sure your password is at least 6 characters and does not contain any illegal characters (punctuation or special key characters).

I looked in my email but didn't get my login information. What happened?

Many spam and junk email filters today automatically reject mail from addresses from which you've never received mail before. It may be necessary to “white list” (allow) our mail domain, **@filetransfers.net**, or allow for our notification address, **notifications@filetransfers.net**. When something doesn't happen as expected please contact us at 1-888-753-2245, ext. 702 or email us at support@appliedanswers.com. We're here to help.

Now that I'm logged in as the Admin, I want to create some new users. How do I do that?

Under the Control Panel, click on Users on the left-side of your Admin screen. A new user form will come up. You must enter the items with an asterisk by the field, but you'll probably want to enter the other information as well as it will be exclusively for your convenience. You may also want to join your users to various workspaces, if you've already created some. None of the user information you enter on the site is at risk as we do not store passwords. We set a single cookie, a session cookie, that is deleted each time you log out of the site.

While creating a new user I did not see a place to assign a password. How do I assign a password?

For absolute security, we let the system assign a temporary and unique base64, 32-bit, SHA-1 hashed password to each new user — and send it directly to your new user by way of the email address you indicated for that user in the new user form. When a new user logs into your file transfer site for the very first time, they will be asked to enter the temporary password and then given a chance to change the password to one of their choosing (as long as it fits our password security criteria).

When a new user is confronted with the screen “Change Your Password” can they just re-enter the temporary one already assigned? I like the idea of the randomness and the security of the passwords automatically generated, especially since the user can elect to keep it a secret.

Of course. All the user has to do is simply enter the very same password they initiated their first login with and it will become their “permanent” password, at least until they forget it or need to change it again.

How do I make sure a new user can see files and folders and do other things with the site?

You need to assign privileges to a new user, in the same view/interface where you first created the user. If a new user needs access to every file and folder on your site, no matter which workspace the files and folders may belong to, then you should assign them to all workspaces. Note that even when assigning this permission, you can still restrict their ability to upload, download, delete, and create folders. Delete folders is not available to ANY user except an Admin level user. You will need to assign permissions for users because FileGenius uses a granular permission scheme that eliminates the laborious practice that requires assigning permissions to every file and folder. Handling it at the user/application level also eliminates the potential problem created when a user assigns “lock-out” type permissions to a file or folder to which he or she has exclusive access.

I tried to make a new user a member of a workspace but couldn’t see any workspaces in the “Add User to Workspaces” section. What do I do now?

You haven’t created any workspaces yet. Under the Control Panel look over at the list of options on the left-hand side and you’ll see that the first one is “Workspaces.” Select this and you will be presented with a list view called “Workspaces”. Note the blue action button in the grey bar at the top, “Add Workspace”; click it and you’ll see the Create New Workspace window. Your new workspace can have a maximum of 30 characters, including spaces. Punctuation or special keyboard characters are not allowed and the system will conveniently bar you from using an illegal character that could damage your site or affect its performance.

I want to allow individuals without user accounts to send files to us. Can I do that securely?

The perfect way to receive files from a non-registered individual is by using the DropBox* feature in FileGenius. Log in as an admin, go to the Control Panel and select “Settings” in the left menu. The first sub-menu option is named “DropBox.” By clicking on it you will see displayed the settings to turn DropBox ON or OFF. Select the radio button for “Turn ON DropBox” and click on the Save button. If you log out now you should see the link in your login window to pull up the DropBox feature. You’re now set to accept guest uploads until you decide to turn it OFF (done from the same

Settings view described above). All DropBox uploads will go directly to a workspace automatically created when you enable the feature, called DropBox and visible in the Workspace menu in the Files view. Don't create a workspace called DropBox, it may create a conflict with the actual DropBox workspace.

**Your DropBox uploads are protected by the same SSL encryption afforded to user uploads, transfers, and downloads.*

We need to temporarily make our site unavailable while we do some housekeeping. Can we do that?

Yes, by using the Temporary Site Disable* feature. Log in as an admin, go to the Control Panel and select "Settings" in the left menu. The second sub-menu is called "Temporary Site Disable". Clicking on this button will display the setting to turn OFF or ON your site regarding non-Admin user access. If you select the radio button to turn OFF user access you will disable your site temporarily, now allowing for Admin-only access to rectify your file problem. By merely re-visiting this Setting you can then turn your site back ON when you are ready. Also, don't forget that you can email your entire sales workspace members from the Control Panel page to let them know what's happening.

**Temporarily disabling your site will not adversely affect users on the site at the time or any ongoing transfers. Should users come to the site and need to contact you there is a convenient link provided to email the site Admin.*

Is there some way we can make one or more individuals "coordinators" of the activity on our site, such that they will always be notified about uploads, transfers?

Yes. Log in as an admin, go to the Control Panel and select "Users" in the left menu. In the Actions menu to the right of each user select "Edit". When the user edit screen comes up look about 2/3 down the page and you'll see check boxes to enable/disable upload and download notification. Simply check the appropriate box and this user will now be able to monitor all upload and/or download traffic for the workspaces to which they belong.

We need to change some contact information and our subscription details. How do we do this?

Log in as an admin, go to the Control Panel and select "Account Management" in the left menu. On the left side you can click "Edit" next to the information you wish to change. On the right side are links to email forms to allow you to change or update credit card or payment information, change your storage capacity, or change your subscription length.

We didn't find a formal support page or forms on the FileGenius web site. Where is Support and how do we contact Support?

Log in as an admin, go to the Control Panel and select "Support/Contact Us" in the left menu which will display the convenient support options and tools at your disposal. All contact information is provided in the Support section.

We're concerned about how much of our allotted space we're using. How will we know how much we're using and if we're getting close to being full?

In both the Control Panel and the file and folder view for users there is an indicator in the upper right of the browser page (under your username) that says, "Storage space used: XX%." Your storage percentage used will always be indicated here and will also show up as bright red when your storage reaches 60% or higher, as a reminder to start planning to do a bit of housekeeping by deleting files. In the Control Panel you'll also see the actual storage used and remaining (in MB or GB).

How do we tell when our subscription is up or will automatically renew? Is this evident for both monthly and annual subscribers?

On the Control Panel screen (only), there is an indicator in the upper right of the browser page (under the logout button) that says, "Subscription renews: mm/dd/yy." If you have a monthly subscription this is the date of your next renewal and billing date and your file transfer services will be continued at least through that date. Should you be a 6-month or annual subscriber the date will indicate the next anniversary of your subscription and the date your subscription will automatically renew for all term lengths.

How do I upload a file to the system when I'm logged in as a user?

If you are a site Admin make sure you are in the File/Folder View by clicking on the "Files" icon in the tool bar, upper right, or the last item under Control Panel, on the left-hand side of the screen. Once in the File/Folder view you'll notice, directly above the file listing display, a darker blue button named "Upload/Send Files." Clicking here will display a pop-up window with the means to upload one or more files, add a file ID (of your choosing), and a Comment to the file you are uploading. You will also be able to send this file to others, supplying them with a secure link to download the file and/or visit the site if they are a registered user with access to that secure workspace.

I want to upload a lot of files at once but want them to appear as separate files and folders on the site. Can I do this?

Yes, you can "batch" upload a zip archive that will automatically expand and place the files and folders on your site, just as they were on your own computer prior to zipping up the archive. You do this by clicking on the Batch Upload button, the large blue button at the top of the Files view, just to the right of the Upload/Send Files button. When it opens you'll see a Browse or Choose button to

allow you to navigate to the zip archive on your own computer and select it for upload. There are also links to assist you, should you or any of your users need help, regarding how to create a zip file on both the Windows and Mac OS X platforms. You can also send and download large numbers of files at once using the batch feature. Simply click on the check box by the files and folders you want to batch send or download and then click on the appropriate icon found just under the breadcrumb path and just above the list display of files and folders, for the batch task you want to complete. You can also batch move, copy, and delete (if your user account has been granted permission to do these things).

A user can't upload a file, said she couldn't see the "Upload File" button. What's wrong?

Your user has not been granted permission to upload a file. When a user is not granted various permissions or combinations of permissions, the functions they are denied are not displayed to them when they are logged in. This is to prevent unnecessary complaints to the site Admin that the "button doesn't work" or "I can see the feature, it just doesn't work for me." If you wish to enable file upload for this particular user, log on to the site as the site Admin and, in the Control Panel, click on "Users" on the left-hand side of the screen. Locate the user in the User listing and click on the pencil icon (Edit) to display the Edit User screen. There, under the right-hand column called "Permissions," you'll see check boxes to enable or disable various permissions. Place a check in the box "Upload Files" and click on the button named "Update." Your user, on their next login, will now be able to upload files.

Some of our clients are assigned to various workspaces and it would be very useful to be able to send all of them a group email. Is this possible?

Yes. Log in as Admin, go to the Control Panel and select "Workspaces" in the left menu. The Workspace list view will be displayed. On the right hand side, beside each Workspace's name, are several icons. By clicking on the second one (the mail icon), you will bring up a pop-up form to compose and send a message to everyone belonging to that workspace.

We wanted to use a different logo for our site branding. I uploaded it but there was no change. I saw the confirmation message that said, "Account Info Updated." What did I do wrong?

There was additional information in the message that would have proved helpful to you. When you update the Site Customization Information, from the Account Management options, under Control Panel, you may need to refresh your web browser page (empty the cache) before you see the changes take place. This is especially true with a logo change or update. At the top of most web browsers there is usually a symbol like a circular arrow, somewhere to the left of your URL or address field, that when clicked on will reset or refresh/empty your page cache. If you don't see this on your particular browser consult the browser's Help information or ask your IT or help desk people for some assistance with this.

As the admin of our site I just updated some of my own user information but it's not showing up in the listing views or in the banner information, top right. I tried refreshing my browser's page and emptied my browser's cache completely. What's wrong?

Nothing. While many changes require you to refresh your web browser page (empty the cache) before you see a change, this change requires you to log out and log back in. When you're logged in as the site Admin, there are built in protections against changing things that might interrupt your session or cause a problem with your activity on the site then. You must, as a built-in site protection, log out and log back in to see any changes to your own user account. Likewise for any user who is logged in while the site Admin is making changes to his or her user account — these changes will only be visible on a subsequent login to the site.

One of our users just sent a file to someone. An email notification went to the individual with a download link to retrieve the file, but he said the file would not download. He got the error message, "The file you tried to download is unavailable, please contact the sender for more details." What happened, did the link "expire"?

No, secure download links do not expire at FileGenius until you move or delete the linked file OR you set a link expire time, a feature available in the upload/send or send window. When you get this error message it's almost a certainty that the file was moved or deleted sometime BEFORE the recipient attempted to download the file by way of the link provided by FileGenius. The link is "path sensitive" and the file must be in the same place if the link is to work. This problem could also occur if the file was renamed or even replaced with a different file of the same name, even if it's in the same location (the system, like your computer, knows each file by an ID number, making each file unique, regardless of the name). The links you send to others by way of the FileGenius system are, at least in this respect, just like the other links on the web. The file must be in that location and still named the same as when the link was sent in order for the file retrieval to work properly.

Our last file transfer system limited us to only one recipient per upload or transfer. Can we transfer to more than one recipient at a time?

Some file transfer solution providers claim it's necessary to limit file recipients to a single address, to eliminate the chance that spammers will use the system to distribute files to many people at once. At FileGenius, we don't restrict the number of recipients. First, limiting the number of recipients to one address does NOT restrict spam since the one address could be a listserv address as easily as it could be a single individual, allowing the file to be distributed to thousands of people. Second, FileGenius does not allow free accounts or non-business accounts. We do not "entertain" thousands of users whose primary file transfer purposes are NOT legitimate business activity and are therefore more likely to abuse this feature.

I just experienced what seemed like a loss of connection to our file transfer site. Is my site down or experiencing problems?

It's likely it has nothing to do with your site. When using the web, no one can say they haven't experienced some loss of service problems. We're dedicated to being immediately aware of problems and addressing issues that we can control within moments of their occurrence. The Internet is a complex, interwoven pattern of endless networks, switching sites, routers, and servers. Some locations can be fine while others are off-line. Our monitoring systems check in on our servers and each individual customer site every 7 minutes, staggered to help determine if it's just one site or the entire network. We do not make the mistake of monitoring your systems from within our own. We utilize more than 30 servers dotted around the US — some probably in your area — as monitors, so we know when whole regions have trouble. Likewise, our voice and fax lines are also routinely checked by outside sources to be sure you can always reach us.

I was uploading a file and decided to go check out another web site while I was waiting for it to finish. I somehow lost my site page and now that I'm logged back in and my file isn't there. What happened?

When you open a web page you open a network connection to that page. With a web application like FileGenius, the page you open is a direct network connection to a software program (just like launching Microsoft Word on your computer). When you're uploading a file or doing anything else on your FileGenius site, you must leave that page open to the function or feature you are currently using in FileGenius. You can go to another web site or page, but you must do so by opening another page or tab in your web browser. You may want to check how your browser is configured and be sure it's set up to force all clicks on bookmarks, favorites or links to other sites to open a new page or tab (a tab is a separate connection or process, just like a page). This will insure that your FileGenius upload will not be interrupted. This does not apply, however, to downloads from your site as your browser allows for this to continue whether or not the web page which you started the download is open or not.

I was uploading a large file to our file transfer site and my co-worker remarked that his online work slowed down a good bit while I was doing this. Why does this happen?

FileGenius does not throttle or restrict your upload or download speed (bandwidth). Your organization probably uses an ASYNCHRONOUS Internet service, which means that the download and the upload speeds are not the same, with typically the download speed being as much as 10 times faster than the upload. The way an asynchronous connection works is that whoever first grabs the bandwidth (the "speed corridor") gets as much as his or her current task consumes. A good example would be a large file upload. More sophisticated synchronous connection configurations typically offer more intelligent switching or allocation of bandwidth or speed such that this phenomena does not occur with the same impact. Typically synchronous connections (same high

rate of speed for both download and upload) cost more than asynchronous ones. Most of us are familiar with asynchronous connections since the cable or DSL connections available for home and often business service are asynchronous.

I downloaded a file I'd stored on my site the other day and it would not launch properly? Can my file transfer site corrupt my files while they are being sent to the site?

No. Your FileGenius site has no means of altering or corrupting a file. Due to a process called "octet streaming" all files transferred to your site are done so as binary files. There are some browsers, like Internet Explorer, that can corrupt a zip file IF it's transferred as an ASCII-type file. We know this and make it impossible for a file to transfer any other way than as a binary-type file. If a file you uploaded is subsequently downloaded and found to be corrupt this means the file was corrupt in some way prior to you uploading it. This also applies to files enclosed in a zip archive as one file in a zip archive can be corrupt while others in the same archive continue to be okay. The fact a file can be opened on your computer does not exclude it from being corrupt. It's actually quite common for a corrupt file to be opened until it reaches a point of being too corrupt to open. This progression of corruption can be caused by moving the file to another location to upload, dropping it into a folder for a batch upload, or compressing it in a zip archive prior to uploading or sending the file from your own computer. Another way a file can become corrupt is to use an illegal character to name the file. Some of these characters can actually be used to name a file on your Windows or Mac computer but they can cause problems despite this. Your site's support page has a link to download a file about file handling and naming which lists these illegal characters.

I was having some problems using the site and switched browsers from Internet Explorer to Firefox. Is FileGenius not compatible with Internet Explorer?

FileGenius is compatible with over 34 different browsers, including Internet Explorer versions 6, 7, and 8. Our commitment to Internet Explorer is strong. Over 70% of our customer base successfully uses a version of Internet Explorer with FileGenius, tens of thousands of times per day. We have also written code specific to Internet Explorer to doubly insure our compatibility. Internet Explorer has long-standing, well-known problems with software that runs from the web, like FileGenius. This is because Internet Explorer, to an extent unlike any other browser, "records" content, features, graphical elements, etc. on any particular visit to your FileGenius site (or any other software running from the web). This is called "caching" and Internet Explorer does not routinely, like other browsers, flush this content when it comes to your site and finds new files (as there will be constantly) or there are upgrades to the software running the site. This causes Internet Explorer to react and behave as if the site were not dynamic, with constant changes regarding your own content you manage and store on FileGenius.

Microsoft is well aware of these problems (but will likely not address them anytime in the near future), so they've made available the information below, regarding how to routinely maintenance Internet Explorer to minimize these problems.

Maintaining Optimal Functionality with Internet Explorer

Clear your cache and cookies

To clear your cache in Internet Explorer please follow these instructions:

To reload a page and bypass the cache:

- either: Hold the Ctrl key, and press F5.
- or: Hold the Ctrl key, and click the Refresh button on the Start bar.

To completely clear the cache (see note above):

Internet Explorer 8

- Click "Safety" and select "Delete Browsing History", make sure "Temporary Internet Files" and "History" is checked, then click "Delete". If you want, you can also opt to delete cookies.

Internet Explorer 7

- Click "Tools" and select "Internet Options", choose the "General" tab and click "Delete Files" under the Temporary Internet Files section. If you want, you can also opt to delete cookies and browsing history.

Older versions

- Click on 'Tools' and then 'Internet Options' and choose the 'General' tab. Then click on "Delete..." under "Browsing history". In the 'Temporary Internet files' section, click 'Delete Files...'. You will then get a dialogue box asking if you want to delete just the temporary files, or all offline content. Choose the latter and click 'OK'.

To change cache settings (only do this if you are reasonably confident of what you are doing):

- Selecting 'Tools' > 'Internet Options' > 'Temporary Internet files' > 'Settings...' allows you to make advanced configuration changes to the cache.

There is an option labeled "Check for a new version of stored pages:" This does not bypass the cache, it merely determines how often the browser asks if there is a newer version available.