

General Dynamics Land Systems Canada File Transfer User Guide

Signing On

The Sign On page is the first page you see on the MOVEit site. This page contains fields for your **Username** and **Password** and a **Sign On** button to send this information to MOVEit.

A screenshot of the Sign On page. At the top center is a purple padlock icon. Below it are two input fields: the first is for the Username and the second is for the Password. Below the password field is a green 'Sign On' button. At the bottom is a 'Security Notice' box with a scroll bar, containing the text: 'Security Notice This computer system is provided for business use by authorized personnel. All information...'. Below the form are links for 'Online Manual' and 'Tech Support', and language options: 'Français - Deutsch - Español'.

Common Reasons Access is Denied

For security reasons, the *same* message is displayed to anyone who fails to sign on for any of the following reasons. (You will only be told *that* access was denied, not *why* access was denied.)

- Username is incorrect
- Password is incorrect
- Account has been suspended (for too many bad signon attempts, password aging, or manual administrator action)
- Account is not allowed to sign on from this IP address
- Your account is already signed in, multiple sessions are not allowed

Install the Upload/Download Wizard

Depending on how your system is configured, the first time you sign on to MOVEit you may see the **Upload/Download Wizard** page. The Upload/Download Wizard is a useful browser add-on tool that helps you transfer files faster and more efficiently. If your company security policies allow, it is recommended that you install the Wizard for your browser. The wizard is required to transfer files larger than 2GB

Internet Explorer

Internet Explorer users will see the ActiveX Wizard Installation or Java Wizard page, which gives options to install the ActiveX Wizard (if it's not installed yet), enable the Wizard, enable the Wizard for

this session only, or disable the Wizard.

ActiveX Upload/Download Wizard

The Upload/Download Wizard is a browser add-on that allows you to:

- Transfer files faster
- Transfer files greater than 2GB
- Transfer multiple files at once
- Perform automatic integrity checking to ensure file non-repudiation
- Compress/Uncompress data on the fly
- Add files via drag-and-drop

The ActiveX version of the Upload/Download Wizard requires Internet Explorer.

The ActiveX Upload/Download Wizard is NOT Installed and is Disabled

 **Install the Upload/Download Wizard (ActiveX)**

~ OR ~ [Return to My Account](#)

 You will NOT be able to install the ActiveX Wizard on some computers.

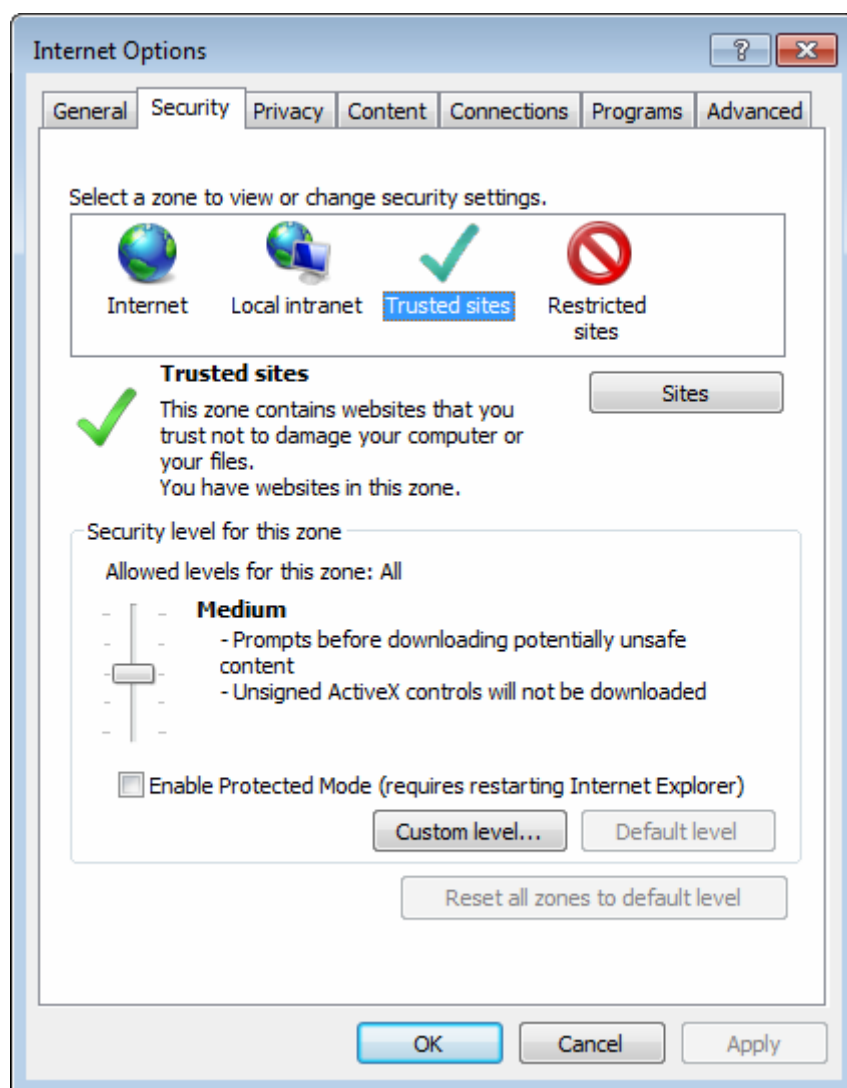
- You must have administrative privileges on your machine to install the ActiveX Wizard. (Many users, especially home users, already enjoy these rights. Most 'public terminal' users, however, will not have these rights. Ask your IT department if you are unsure.)
- Internet Explorer must be configured to allow you to install SIGNED ActiveX controls. (This right has been the default for some time, but some recent versions of IE have been restricting this right to 'Trusted' or 'Intranet' sites only. If this is the case, please add this site to your list of 'Trusted' or 'Intranet' sites.)

If you choose **Install the Upload/Download Wizard (ActiveX)**, you will be sent to a page which will attempt to download the ActiveX control. This may take several seconds. You may need to alter your browser's security settings to permit signed ActiveX controls to be installed in order to successfully complete the process.

If you choose **Disable the Wizard**, you will not be prompted to install the ActiveX Wizard again unless you explicitly request it via the Account Options page. If you choose **Disable the Wizard (for this session only)**, during the next browser session, you will be shown a link to install the Wizard.

If you are running Internet Explorer, you may have to perform an extra step before you can use all the features of the Wizard, such as the ability to download multiple files at once. This extra step is to add any MOVEit site you communicate with into your Internet Explorer list of "Trusted Sites".

To change your security settings in this way, from the **Tools** menu select **Internet Options** and then select the **Security** tab.



Click the **Trusted Sites** icon (the green check mark) and then click the **Sites** button. A list of existing trusted sites will appear and your MOVEit site should be listed in the **Add this website to the zone** text box. Click **Add** to finish trusting your MOVEit site, and then click **Close**.

Other Browsers (excluding Google Chrome)

The first time a user signs on to MOVEit with a browser other than Internet Explorer (e.g., Firefox), MOVEit will display a slightly different page with a link to install the Java Upload/Download Wizard. The Java Upload/Download Wizard is a component very similar to the ActiveX Wizard, designed for environments that can't run ActiveX controls.

Install the Upload/Download Wizard

It is recommended that you install the Upload/Download Wizard, a browser add-on that allows you to:

- Transfer files faster
- Transfer files greater than 2GB
- Transfer multiple files at once
- Perform automatic integrity checking to ensure file non-repudiation
- Compress/Uncompress data on the fly
- Add files via drag-and-drop


The Java version of the Upload/Download Wizard requires Java 6 or later.

 **Install the Upload/Download Wizard (.Java)**

~ OR ~

Disable the Wizard

Disable the Wizard (for this session only)

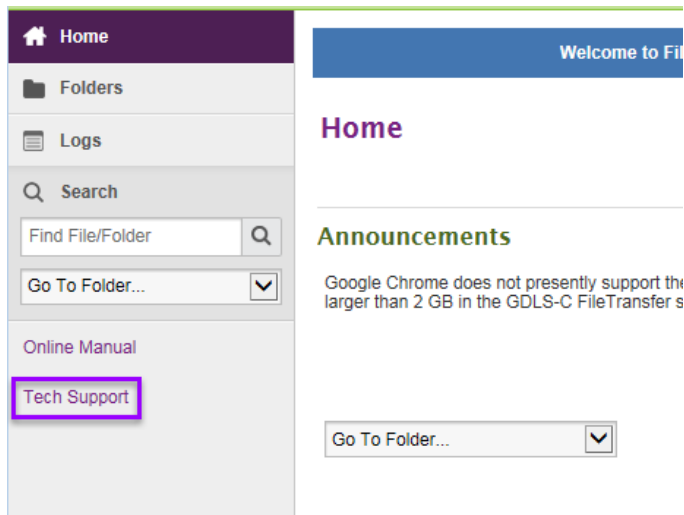
 If you disable the Upload/Download Wizard or are unable to install it, you can re-enable or try re-installing through your My Account page.

The choices are similar to those for the ActiveX Wizard. If Java is not installed, the user can simply choose Disable to avoid being prompted to install the Java Wizard in subsequent sessions.

Java can be downloaded from [Sun's Java website](#).

Getting Help/Tech support:

To assist with errors, please contact support. Phone and email numbers have been included on this website, accessible from the sign in page and from the tech support link



Main Contact(s): GDLS HelpDesk

Phone Number: 860-425-5002 or 1-866-221-2372 x6888

