
UMB Direct File Transfer

User Guide



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File Transfer Overview

This guide will cover the processes that you can use to upload and download files from UMB, using FTP or SFTP, or using our secure website.

NOTE: When transferring files to and from UMB, keep in mind that files are case-sensitive.

Support Information

Address general file transfer support questions to UMB via e-mail at:

- FileTransferSupport@umb.com (for FTP or SFTP questions)
- UMBACH@umb.com (for Secure File Transfer questions).

For issue reporting, please contact the UMB Commercial Support Services Monday – Friday 1 a.m. to 6 p.m. CT.

- Within the Kansas City area call 816.860.3999
- Outside the Kansas City area call 800.821.2171 ext 3999

For critical issues outside of our standard office hours, please call 816.860.1080 and a trouble ticket will be submitted. Please be prepared to provide the following information:

- Company name
- Contact name and phone number
- Brief description of the problem
- Please include file names, user IDs (but no passwords!), and the date and time the problem occurred.

Comparing Transfer Protocols

To help you decide which transfer protocol works best for you and your organization, the table below compares each transfer protocol's ease of use, security, and scripting capabilities.

Protocol	Ease of use	Security	Manual/Automated
FTP	Requires some technical knowledge	Unsecured	Can manually transfer or script for automatic transfer
SFTP	Requires some technical knowledge	Secure	Can manually transfer or script for automatic transfer
HTTPS	Easy-to-use graphical user interface	Secure	Manual process

Specific information and procedures for each protocol are detailed in the following sections.

Using FTP

You can transfer files to and from UMB using secured FTP (SFTP over SSH) or, if not using secure FTP, by sending PGP-encrypted files. You also can perform batch transfers (that is, transfer multiple files at once) by using a command line.

Whichever method you use to transfer your files, you will be uploading files to (and downloading files from) UMB's file transfer server at xfer.umb.com.

The section below details how to use the command line to upload or download individual data files via unsecured FTP, as well as how to create a batch file that will automatically transfer multiple files at once. For information on using SFTP, see the next section, *Using Secure FTP*.

NOTE: If you are using unsecured FTP, your files must be PGP-encrypted.

PGP Encryption

PGP is an application that enables strong file encryption. Sending a file to UMB over standard (non-secure) FTP, requires that file to be encrypted. When you are encrypting a file to send to UMB, you use UMB's public key to encrypt the file. UMB then uses our private key to decrypt the file.

For UMB to properly encrypt the files that are placed on UMB's file transfer server for you to download, you will need to provide us a copy of your public PGP key. When your account is being set up with UMB, you will be provided a copy of UMB's public key, and instructed how to provide UMB a copy of your organization's public key.

UMB's public PGP key is reproduced below. This key is also available at:

<http://pgp.mit.edu:11371/pks/lookup?search=0x298509A1&op=index>

Hex key: 0x298509A1

-----BEGIN PGP PUBLIC KEY BLOCK----- Version: PGP Key Server 0.9.6

```
mQENAZh9DRIAAAEIAK70S+z6ut58gZ2nymHLODG4TJgVFB0SaqCf3DjacJcGatEz3U22Zfu7
xHhjViqdJLQDNKVZVTil681fhJmOjJl2ESiVxmiStOwe/fQiQwWwj1W+BQhw9HlwIBhLJGeV6tuL
MGSuBbCRtxEWJd08RzLrs2ZnUDS1zej0l8ylVkrQ1wU4UdPibxJ6pVHzRSPgL2prmgwCHQiBk
L0yVnQF4GwvpxK37tR6Gh771GzzCLPPwFvlrTdR37XPdGo4eN9c0930/JBBKvTbLEVTf8+U
sxykUuTjykE9y6SDGP+1AjvXuFzCXecvFpjCjLxoQAuMfKR2Zp21p5olracSmFCaEABRG0B21h
aWxib3iJARUDBRA4fQ0SolracSmFCaEABGOB/9YKbaP8FHL9tB1gNpJWUpKzVppWXUU1g
nLsu+R4ZI+owJwhVjVXW1npOl96eJkwD9felBy59fZZv5sDY6
```

```
BQyGn4thDtCKdRj0IWLHQ+9eJlgZoJyZcq+kFkPZG9e5k4HSqFEe5t6eOBSSK2M6CT6F3pJ+
VTxZRG5usNFedXF j/RRYaNHBEzpNrsILiyxC2KB6a83MDIQJhnh9CetelqlonpigseMogwwYtS
/9Os2Zy6H9kdo0hq OBGXTo0JvD3TKpGc5yYk3lznATgsIBE9hGetaOT2GqZem5SXljl+X
ySpZXEGyvj4yA/2XbqqT4glFWad1
/BUTterbttOwlNhUtAtVTUlgTWFpbGJvelkBFQMFEDySAD2iWtpxKYUJoQEBKr4IAKmmMF5lpnk
z81Qp
```

```
1SHtMdP2C2xz00PQ0aGPiXGGdeu2Ycxfj56hCSUVpxn9Uve5eK1SyMtIRv7PKcKHNzhL/z8Sai
svi 9h1urDzWhcOtD4MdV1c5KGNxWxPJsEhF3TotsGN/2QY/fbll040OiXFucw3ihmhl7X2JIM62
jKQplxiYKC/ F/4eTynZyZxTnC5NuwhEfd0+aQjSecIRStJkQ4yQI+LGj7AB2RjM
g45QVv4wn++7p+83tOIGbeuKYIYs GbMBf0bvgqiK+cJ6hijHI7v1BttmshCUulPQ
f7NgSOi9ASgYoZUqydAYsQ/WYQEHNp+Zp7LJl7QykufCUp 8Tf9s==cJA8
```

-----END PGP PUBLIC KEY BLOCK-----

Transferring Individual Files

To log in to UMB's file transfer server and transfer files one at a time, follow the steps below.

1. From the Command Line, type **ftp xfer.umb.com**.

You are connected to UMB's file transfer server. A disclaimer (illustrated below) is displayed, and you are prompted to enter your username.

A screenshot of a terminal window with a black background and white text. The text shows the output of an FTP connection to xfer.umb.com. It includes a version string for Proget Corp. SIFI FTP Server (v. 2.2), a multi-line disclaimer about system restrictions and auditability, and a prompt for the user's name. The prompt shows 'User (xfer.umb.com:(none)):'.

```
Connected to xfer.umb.com.
220-Proget Corp. SIFI FTP Server (v. 2.2)
220-*****
220-* This system is restricted to authorized users for legitimate business
*
220-* purposes and is subject to audit. The unauthorized access, use or
*
220-* modification of computer systems or the data contained therein or in *
220-* transit to/from, is illegal.
*
220 *****
User (xfer.umb.com:(none)):
```

2. Enter your **username** and press **Enter**.
3. Enter your **password** and press **Enter**.

You are logged in to your account on UMB's file transfer server.

Use the put and get commands to upload and download files as necessary.

When you are finished, disconnect from UMB's file transfer server and exit the FTP application by entering **bye** and pressing **Enter**.

Transferring Files in Batch

You may find it more convenient to transfer multiple files at once in a batch. You can easily do this by creating a simple text file (called a batch file) that contains multiple FTP commands. Adding the -s parameter to the FTP command performs the commands in the batch file after it connects to UMB's file transfer server. Use the following format (leaving out the brackets):

```
ftp -s:[batch file name][FTP host]
```

For example, the UMB customer could create a batch file, a simple text file named batch.txt. The command below connects to xfer.umb.com and runs the commands in the file.

```
ftp -s:batch.txt xfer.umb.com
```

The batch.txt file contains the following text:

```
umbcustomer password

get /TransferDirectory/UMBCUSTOMER/ELB.ELB0100.UMBCUSTOMER. BALANCE
q:\DATA\Balance.txt

get /TransferDirectory/UMBCUSTOMER/ELB.ELB0300.UMBCUSTOMER.TRANS
q:\DATA\Trans.txt

put c:\DATA\Contr.txt /TransferDirectory/UMBCUSTOMER/ELB.ELB0060.
UMBCUSTOMER.TRANS

put c:\DATA\Account.txt/TransferDirectory/UMBCUSTOMER/ELB.
ELB0400.UMBCUSTOMER.MAINT

bye
```

The batch file above does the following:

- Enters the username and password (assuming the customer's password is actually the word "password")
- Downloads the ELB0100 file to the Q:\DATA directory and names it Balance.txt
- Downloads the ELB0300 file to the Q:\DATA directory and names it Trans.txt
- Uploads the ELB0060 file (located at C:\DATA\Account.txt) to the appropriate FTP directory
- Uploads the ELB0400 file (located at C:\DATA\Contr.txt) to the appropriate FTP directory
- Disconnects from UMB's file transfer server and exits the FTP application

You can set up an automated process that will run the batch file every day at a given time.

NOTE: To safeguard the security of your data, keep this password confidential. Do not share this password.

FTP Commands

To FTP files via a command line, you must first connect to UMB's file transfer server (xfer.umb.com), then log in using the username and password that UMB provided for your account. Once you have logged in, transferring files via the command line involves two FTP subcommands: put and get.

The Put Command

The put command uploads a file to a specified directory on UMB's file transfer server. Follow the format below when using the put command (leaving out the brackets):

```
put [local file location and file name] [remote file location and file name]
```

For example, the aforementioned UMB customer needs to upload a file containing account information, which is located locally on the user's C: drive in the DATA directory under the name of Account.txt. The user would upload this file to the appropriate directory using the following command:

```
put c:\DATA\Account.txt /TransferDirectory/Filename.txt
```

The above command uploads the file from the user's C: drive to the /TransferDirectory/ directory and names the file Filename.txt.

The Get Command

The get command downloads a file from a specified directory on UMB's file transfer server. Follow the format below when using the get command (leaving out the brackets):

```
get [remote file location and file name] [local file location and file name]
```

For example, the aforementioned UMB customer needs to download a file containing balance information, which needs to be saved locally in the DATA directory on the Q: network drive under the name of Balance.txt. The user would download this file from the appropriate directory using the following command:

```
get /TransferDirectory/Filename.txt Q:\DATA\Balance.txt
```

The above command downloads the file from UMB's file transfer server and saves it in the Q:\DATA folder with the name Balance.txt.

Using Secure FTP

Secure FTP (SFTP) is FTP over Secure Shell (SSH). SSH is a protocol that uses encryption to create a secure “tunnel” between two nodes—in this case, your computer and UMB. Because SSH ensures that the connection between your computer and UMB is secure, the files to be transferred do not need to be encrypted.

As with unsecured FTP, you will be uploading files to (and downloading files from) UMB’s file transfer server at xfer.umb.com.

Working with SFTP Clients

SFTP is not natively supported within Windows, so to transfer files via SFTP you need to use a third-party application that supports FTP over SSH. For information on SFTP clients, see *For More Information*.

SFTP client interfaces will vary, depending on the product you choose. Consult the documentation for your SFTP client.

Public Key Exchange

Note that the first time you access UMB’s file transfer server via SFTP, you are required to accept UMB’s public key and to enter your password. Subsequent connections only require a password.

SFTP Scripting

Many SFTP clients support some form of scripting, enabling you to automate the transfer of files. Some even the GET and PUT commands detailed in the previous section, as well as other commands. See *FTP Commands* section for more information.

Consult your client’s documentation for more information on scripting.

For More Information

The following sites provide more detailed information on subjects covered in this guide.‡

- For in-depth background on SSH:
http://en.wikipedia.org/wiki/Secure_Shell
- For PGP corporation, which produces PGP- encryption products
<http://PGP.com>
- For openPGP Alliance, a site dedicated to the OpenPGP encryption standard:
<http://openPGP.org>

‡ When you click these links, you will leave UMB's Web site and will go to Web sites that are not controlled by or affiliated with UMB. We have provided these links for your convenience. However, we do not endorse or guarantee any products or services you may view on other sites. Other Web sites may not follow the same privacy policies and security procedures that UMB does so please review their policies and procedures carefully.

Using UMB Secure File Transfer

UMB Secure File Transfer is a Java-based interface that you can use to upload and download your files through a secure SSL connection. Supported browsers are:

- Internet Explorer, Version 9 or higher
- Mozilla Firefox
- Google Chrome
- Safari

NOTE: This application is no longer Java based.

This section provides an overview of UMB Secure File Transfer, detailing how to log in to the system and how to use it to transfer files back and forth between your organization and UMB.

Logging In

You must log in to the system before you can begin exchanging files with UMB. To log in to the system, follow the steps below.

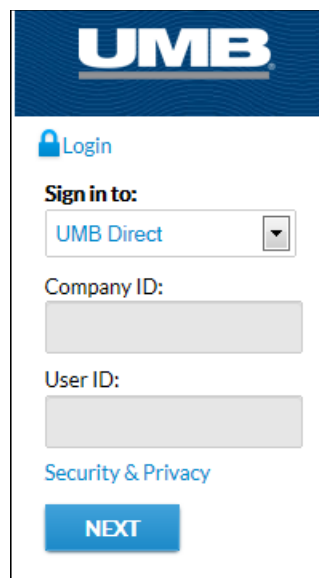
You access SIFT via UMB Direct.

When you log on to UMB Direct you must enter a user ID and password. This prevents others from accessing your information. The highest level of encryption available scrambles the information being sent from your computer. This information can only be decoded by the bank's servers.

In addition to your username and password, you must create a unique security profile. This profile assists UMB in recognizing you and your computer, as well as verify for you that you are on the authentic UMB Web site.

Web Address: www.umb.com/Commercial/index.html

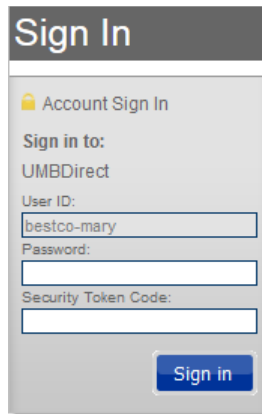
1. Select UMB Direct in the Sign in to: section. Type your **Company ID** and **User ID** and click **Next**.



The screenshot shows the UMB Direct login interface. At the top is the UMB logo. Below it is a 'Login' section. The 'Sign in to:' dropdown menu is set to 'UMB Direct'. There are two input fields for 'Company ID' and 'User ID'. A link for 'Security & Privacy' is located below the input fields, and a blue 'NEXT' button is at the bottom of the form.

2. Enter your **password**, and if required, **token passcode** on the next screen and click **Sign In**.

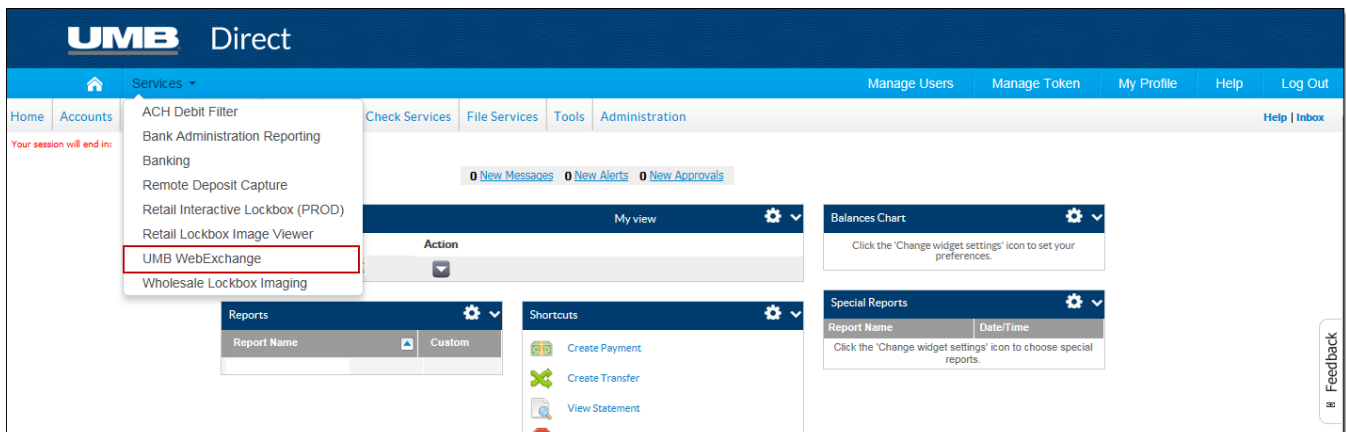
NOTE: If this is your initial login, you will be provided with a temporary password and token code to use. As part of this login, you will be required to establish a security profile and change the password before you see the screen below.



The image shows a 'Sign In' dialog box with a grey background and a dark header. It contains the following fields: 'Account Sign In' (with a key icon), 'Sign in to: UMBDirect', 'User ID:' with a text input field containing 'bestco-mary', 'Password:' with a text input field, and 'Security Token Code:' with a text input field. A blue 'Sign in' button is located at the bottom right.

The UMB Direct landing page is displayed.

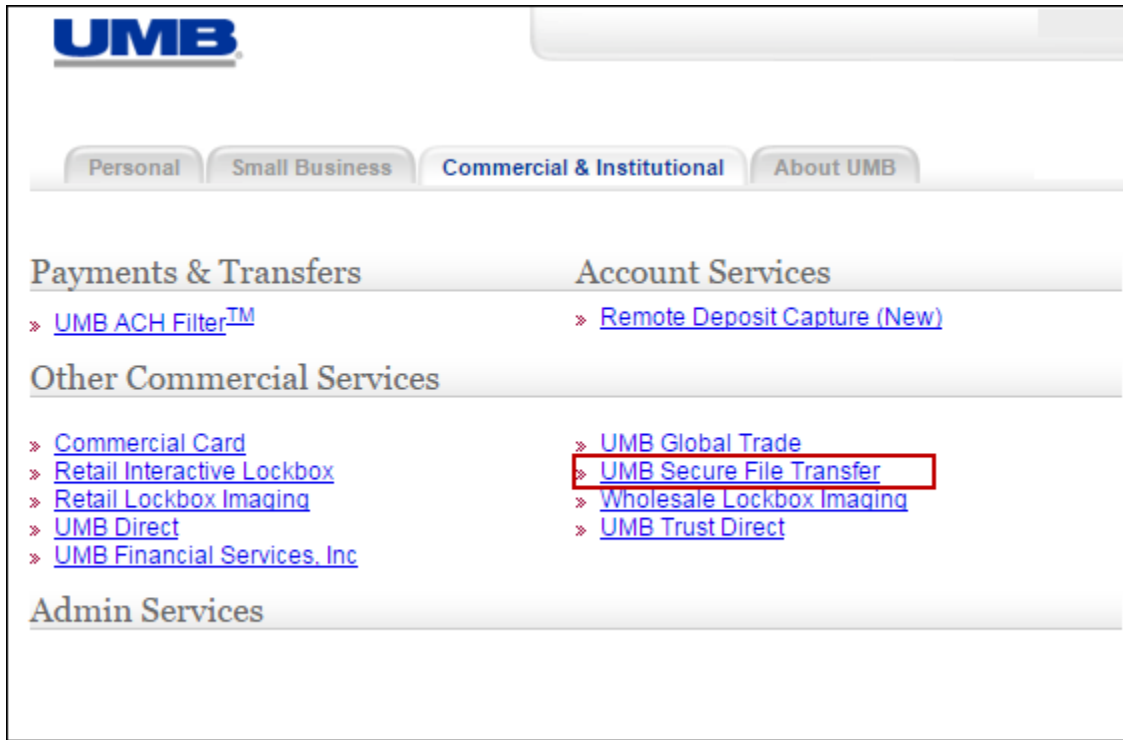
3. Select **Services** to display menu, click **UMB Web Exchange**.



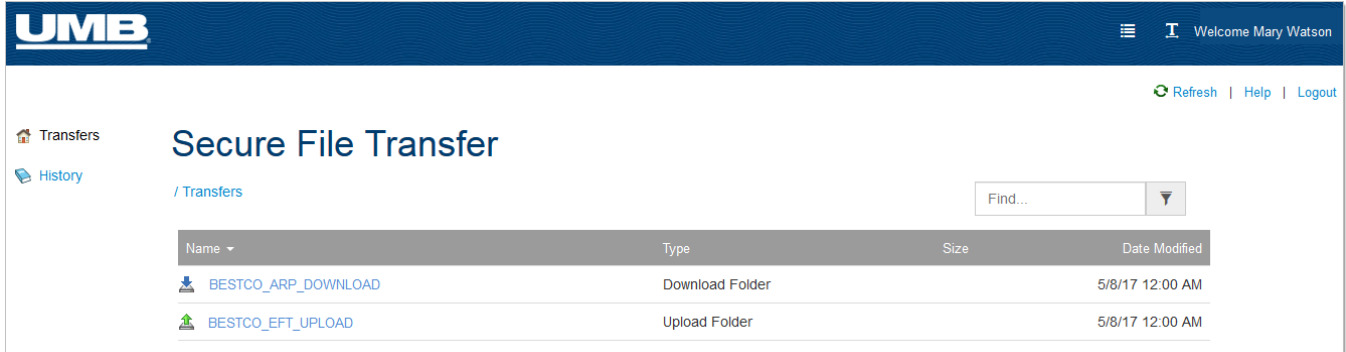
The image shows the UMB Direct landing page. The top navigation bar includes 'Home', 'Accounts', 'Services', 'Check Services', 'File Services', 'Tools', and 'Administration'. The 'Services' dropdown menu is open, showing options like 'ACH Debit Filter', 'Bank Administration Reporting', 'Banking', 'Remote Deposit Capture', 'Retail Interactive Lockbox (PROD)', 'Retail Lockbox Image Viewer', 'UMB WebExchange' (highlighted with a red box), and 'Wholesale Lockbox Imaging'. The main content area features a 'My view' widget, a 'Balances Chart' widget, and a 'Special Reports' widget. A 'Feedback' button is visible in the bottom right corner.

The Web Exchange landing page will display.

4. Click **UMB Secure File Transfer**.

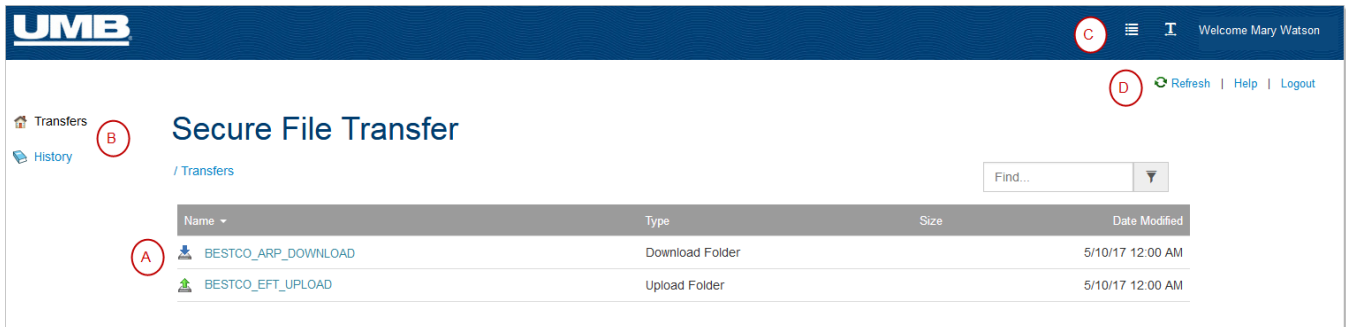


The UMB Secure File Transfer interface (illustrated below) is displayed.



Transferring Files



The file transfer interface will allow you to upload or download files. Depending upon your access, you may only have the ability to upload or download.






The interface displays a list of the files and/or directories your account has been configured to send and receive. For each file or directory, the grid displays a description and the local file name, as well as whether the file or directory is configured for upload (to UMB) or download (from UMB).

Navigating this screen:

- A. The interface displays a list of the files and/or directories your account has been configured to send and receive. For each file or directory, the grid displays a description and the local file name, as well as whether the file or directory is configured for upload (to UMB) or download (from UMB).
- B. The menu on the left allows you to move between the Transfers and History screens.
- C. There are two options on the blue bar at the top right side of the screen.

	This option will move the Transfers and History menu to the top blue bar. The folder section of the screen will expand.
	This option will increase the font size.

- D. Below the blue bar, there are three more options

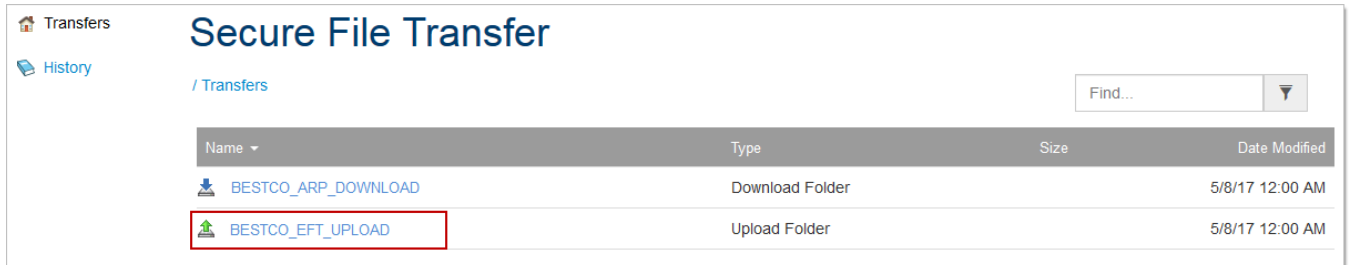
 Refresh	If you are on an Uploads or Downloads folder, Refresh will update the screen and show new files.
 Help	Help will display a quick start guide.
 Logout	Logout will close UMB Secure File Transfer.

Uploading Files

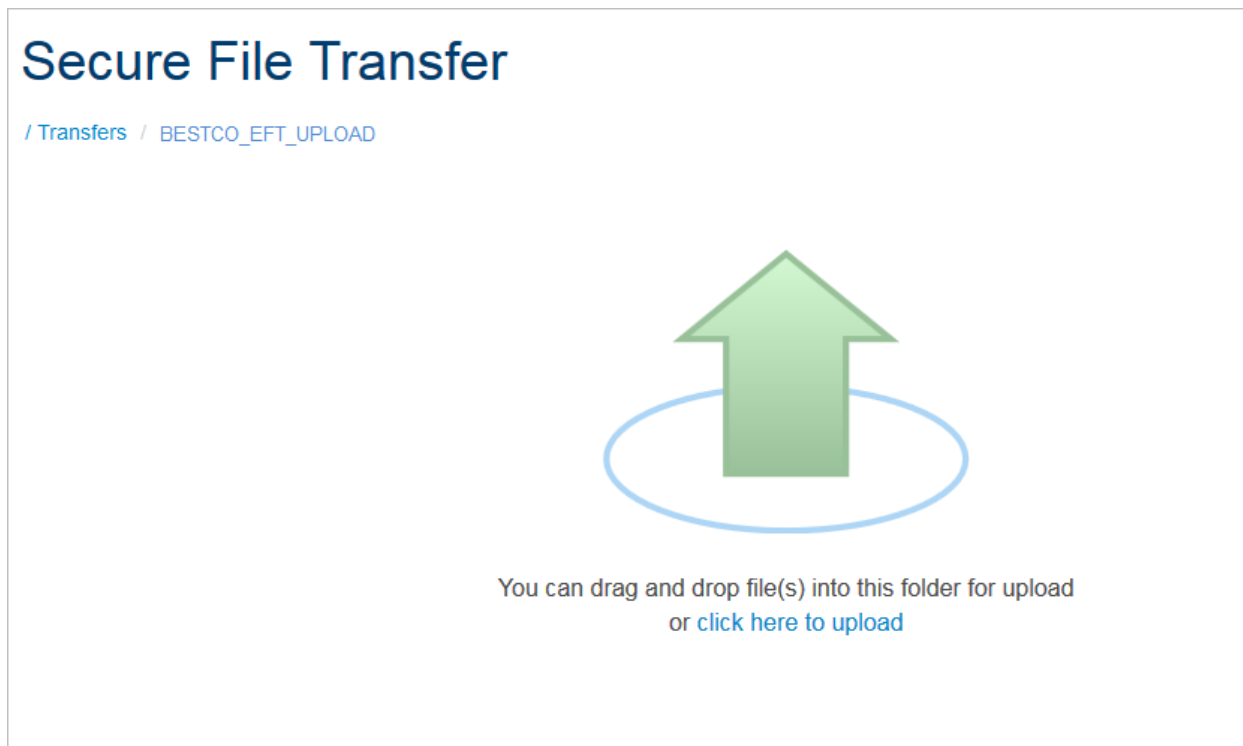
You can upload files by dragging and dropping files into the upload folder or you can use a browse option to locate your files and upload.

Drag and Drop Files for Upload

1. Click an **Upload Folder**.



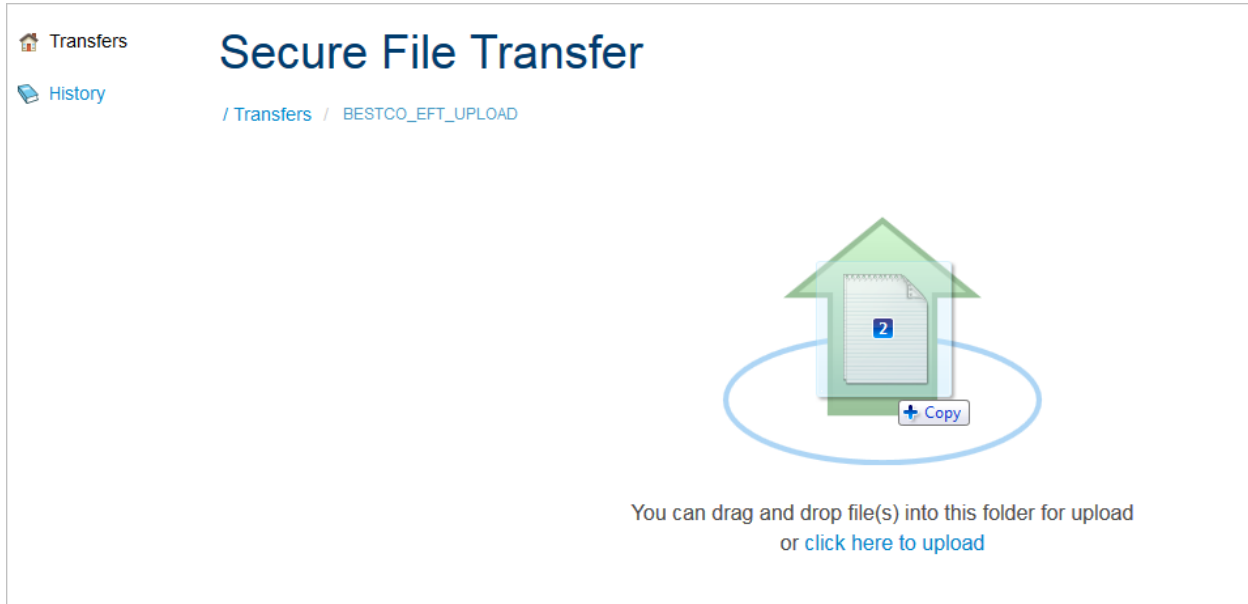
The Upload Folder is displayed.



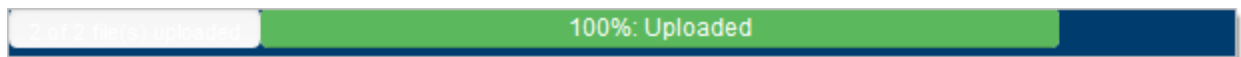
2. Locate your files to upload.

NOTE: You can shrink the secure file transfer window so that you may view your desktop or folders.

3. Drag one or more files to the green **up arrow**.



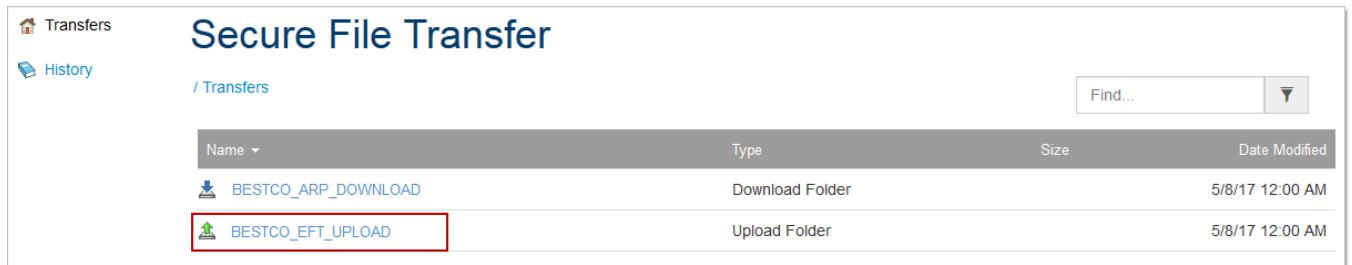
The files will automatically upload. A green bar at the bottom of the screen will show the upload progress.



4. When the files have been uploaded, you can go to **History** to verify your files were successful.

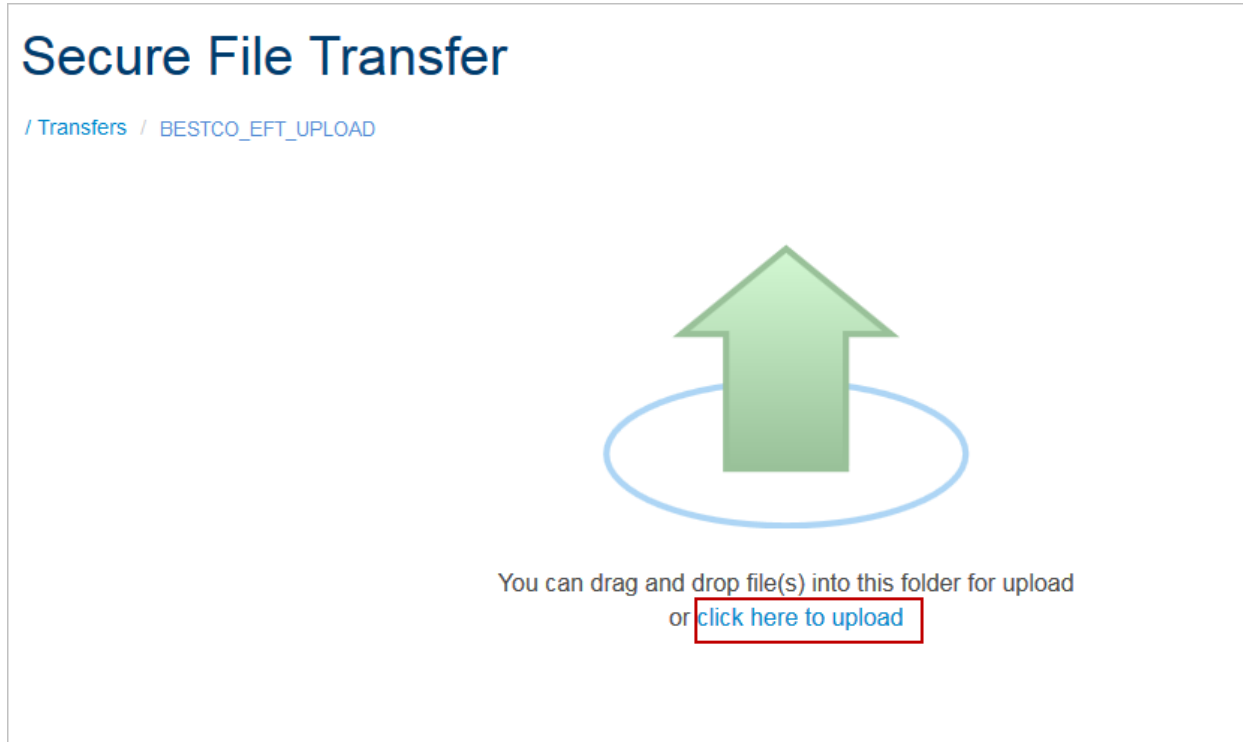
Browse for Files and Upload

1. Click an **Upload Folder**.



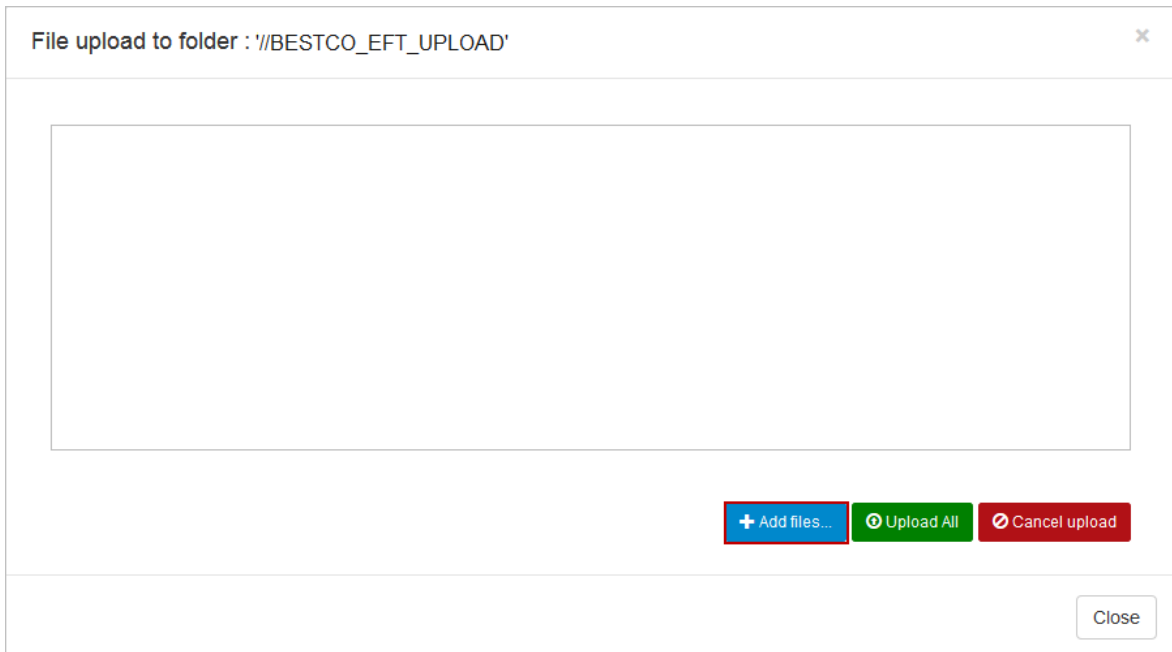
The Upload Folder is displayed.

2. Select the blue link **click here to upload**.

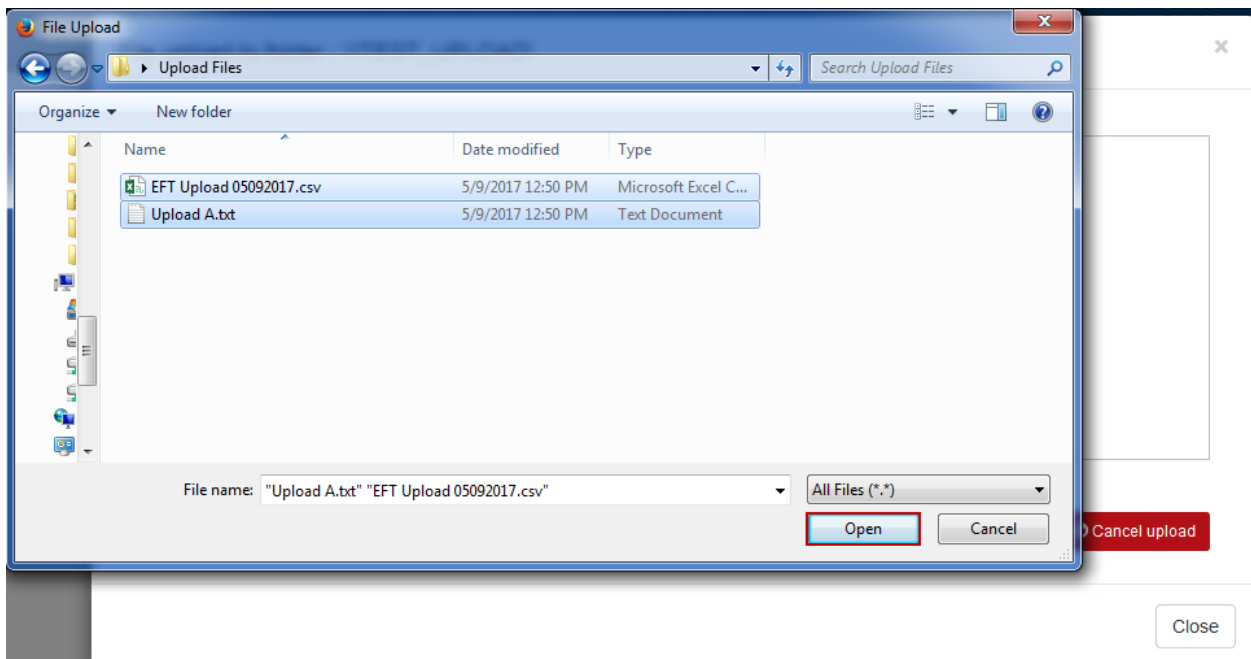


The File Upload dialog box will display.

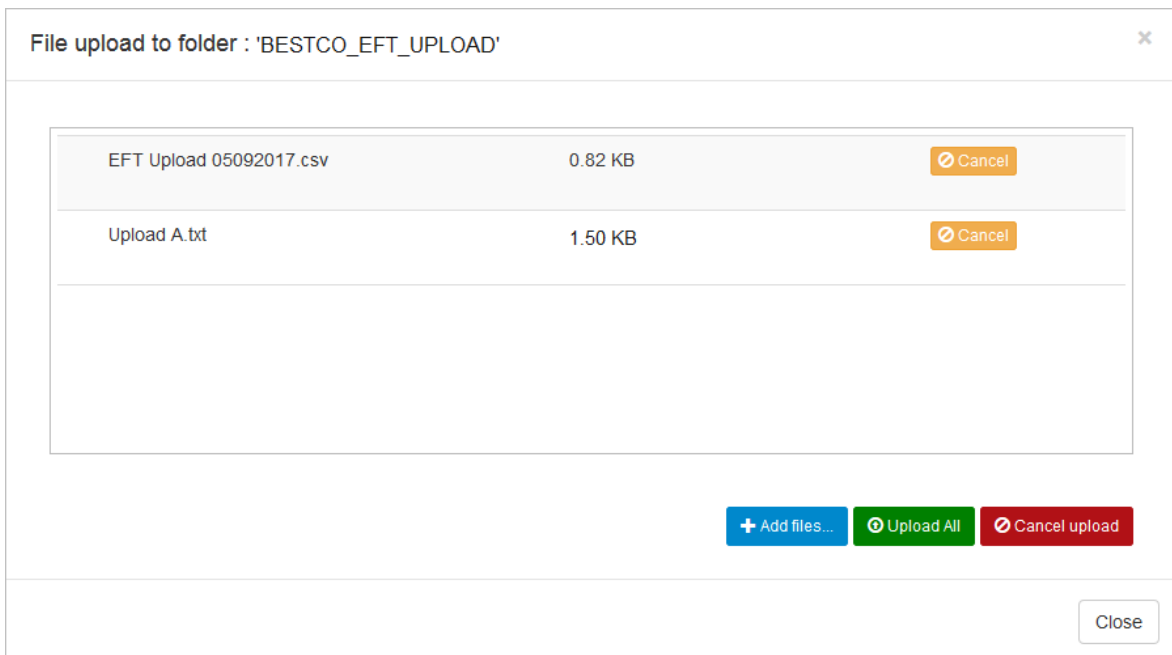
3. Click **+Add files**.



4. Browse to locate the files to be uploaded. You may highlight one or more files. Click **Open** to add the file(s) to the application.

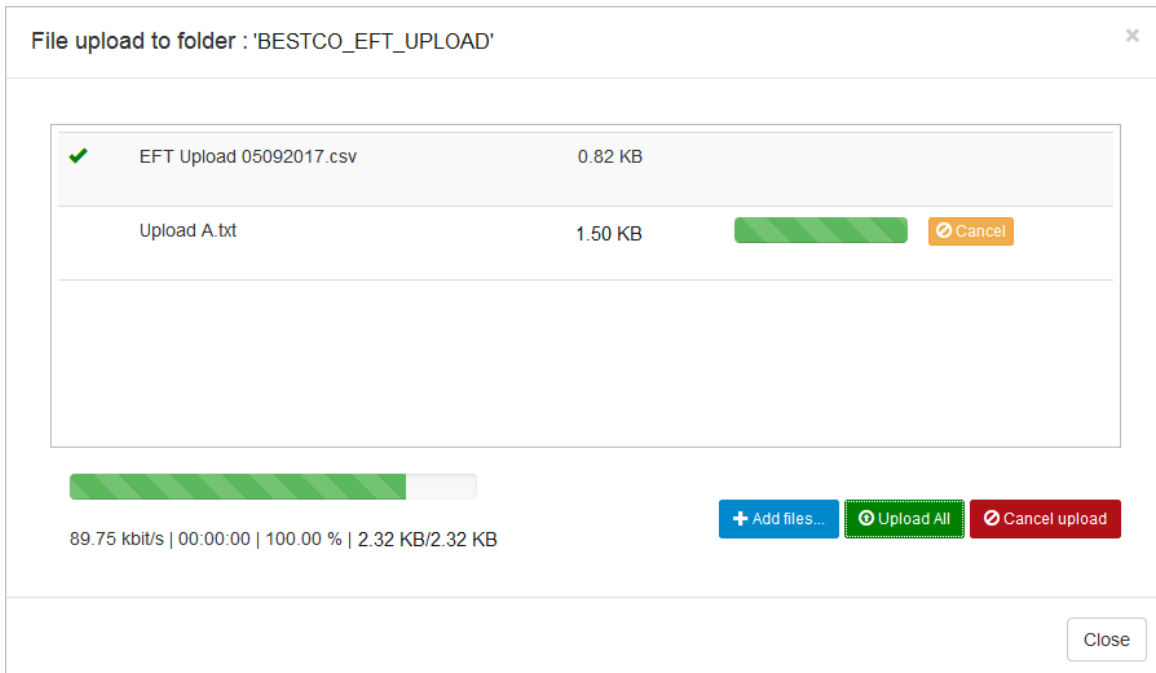


5. The File Upload dialog box will display.
- a. To remove a file, click the **Cancel** button to the right of the file name.
 - b. To remove all files, click **Cancel Upload**.
 - c. To upload all the files, click **Upload All**.



Each file will upload.

- A check mark will display when a file has finished uploading.
- A green status bar will display to show the progress of the file currently uploading. You can cancel a file that has not finished uploading.



6. After all the files have been uploaded, click **Close**. Click **Transfers** from the menu on the left side of the screen.
7. When the files have been uploaded, you can go to **History** to verify your files were successful.

Download Files

Follow the steps below to download files.

NOTE: Below you download your first file, you should check your browser's default Download setting. This setting will allow you to:

- Choose the download location with each file. This option should be used if you need different files to be downloaded to different folders.
- Set a default download location. As you download the files, you will not be prompted to select a download folder. This option can be used if all files will be downloaded to the same location.

Refer to the Default Browser Settings section later in this guide.

1. Click a **Download** folder.
2. The list of files you may download will display.

The files will display in alphabetical order by name. You can change the sort order by clicking an option on the header row.



The screenshot shows the 'Secure File Transfer' interface. At the top, there is a breadcrumb trail: '/ Transfers / BESTCO_ARP_DOWNLOAD'. To the right of the breadcrumb is a search bar labeled 'Find...' and a download icon. Below this is a table with the following columns: Name, Type, Size, and Date Modified. The table contains six rows of files, all with a size of 1 KB. A large green arrow points down towards the table, and a green circle highlights the 'ARP_050917.txt' row.

Name	Type	Size	Date Modified
RETURNS_050917		1 KB	5/9/17 8:48 AM
PAID IMAGES_050917		1 KB	5/9/17 7:22 AM
FILE_050917		1 KB	5/9/17 5:22 AM
ARP_050917	txt	1 KB	5/9/17 6:42 AM
PARP_050917	txt	1 KB	5/9/17 6:32 AM
OUTSTANDING_050917	txt	1 KB	5/9/17 7:14 AM

3. If you mouse over one of the file names, you should see a pop with instructions.



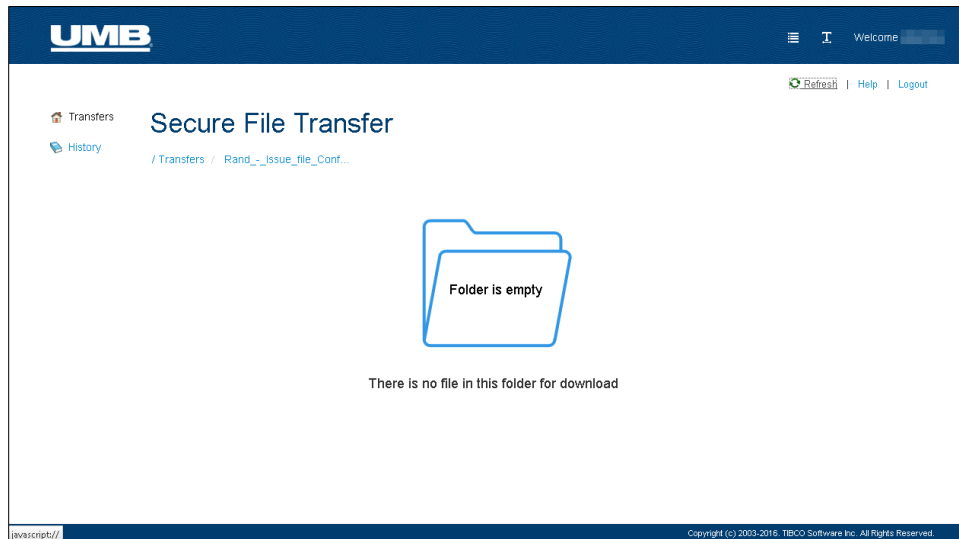
4. To download the file, double click the file **Name**.
5. The file will download in one of two ways:
 - a. If you have set a default download folder in your browser, you will not need to set a download location.
 - b. If you do not have a default folder set, a dialog box will display so that you may select the download location. Browse to locate your folder and click **Save**.

NOTE: Once you have clicked the link and downloaded the file, background processing on the UMB Secure File Transfer system automatically removes that file from the directory and

archives it. Unless you manually refresh the page, however, the link for that file **is still displayed** and it may appear that you have not downloaded it. If you click the link again to download the file, the system will attempt to download a file **that is no longer in that directory**, and will generate a failure error message.

6. Refresh the page by clicking  Refresh in the upper right corner of the screen.

The page refreshes, displaying a list of the files remaining in that folder. If there are no files remaining in that folder, the page will look similar to the example below.




7. To locate the file(s) you downloaded, check your Download directory.
8. If you cannot locate the file(s) you downloaded, please check your Archive folder in UMB Secure File Transfer. You can download the file(s) a second time from this location.

Archive Folders

You may have an archive directory in addition to an upload or download folder. An archive directory will allow you to download previously downloaded or uploaded files.

- An archive folder will display as a second line on the Transfers page. The folder will have the same name as the upload or download folder, but with 'Archive' added to the title.
- When an archive folder is selected, it will show the files that have already been downloaded or uploaded. The file name is a blue hyperlink that when clicked will download the file.
- There are differences between the archive folders and the History screen.
 - The download archive allows you to download a file again, the History screen does not.
 - The archive for an upload folder will allow you to download the file, but will not show you if the original upload failed or was successful. That can only be found on the History screen.

Below is an example of Transfers screen with an archive folder.



The screenshot shows the 'Secure File Transfer' interface. On the left, there are navigation links for 'Transfers' and 'History'. The main area displays a table with the following data:

Name	Type	Size	Date Modified
ARCHIVE_BESTCO_ARP_DOWNLOAD	Download Folder		5/16/17 12:00 AM
BESTCO_EFT_UPLOAD	Download Folder		5/16/17 12:00 AM
BESTCO_ARP_DOWNLOAD	Upload Folder		5/16/17 12:00 AM

Viewing Transfer History

To view the last 14 days of history of your file transfers, follow the steps below.

- Click the **History** button on the menu at the top of the page.

The History page (an example of which is displayed below) opens.

Secure File Transfer

/ History

AuditId	Status	ClientFileName	ServerFileName	Description	Direction	Date and Time	Bytes Transferred
A510H001A08F	Success	EFT Upload 05092017....	EFT Upload 05092017....	BESTCO_EFT_UPL...	UPLOAD	05/10/2017 11:35:58	819
A510H001A091	Fail	Upload A.txt	Upload A.txt	BESTCO_EFT_UPL...	UPLOAD	05/10/2017 10:36:52	1520
A509H0016175	Success	RETURNS_050917	RETURNS_050917	BESTCO_ARP_DOW...	DOWNLOAD	05/09/2017 14:37:26	29

The History page lists, for each file that has been transferred:

- **Audit#** - unique audit ID for tracking purposes
- **Status** - status of the transfer (Success or Fail)
- **Local File Name** - file name
- **Description** - brief description of each file
- **Direction of Transfer** - the direction of the transfer action (upload or download)
- **Transfer Date** - date of the transfer
- **Bytes Transferred** - size of each file

NOTE: Failed transfers will display in red.

Accessing Help


Click the **Help** button on the menu at the top of the page to open a PDF containing brief instructions on using UMB Secure File Transfer.

You may also contact our Customer Support team at 816.860.3999 or 1.888.821.2171 x3999. Instead of calling, you can also send an email to umbdirectsupport@umb.com.


Setting a Default Download Folder

Changing the location of your default Downloads folder for UMB Secure File Transfer will affect all files downloaded using this browser.


Default Download Setting for Internet Explorer

1. Open Internet Explorer, select **Tools**  and then select **View downloads**.
2. In the **View Downloads** dialog box, select **Options** in the lower left hand corner.
3. Choose a different default download location by selecting **Browse**, and then select **OK** when you're done.

Default Download Setting for Chrome

1. Open Chrome and at the top right, click **More** .
2. At the bottom, click **Show advanced settings**.
3. Under the Downloads section, adjust your download settings:
 - To change the default download location, click **Change** and select where you'd like your files to be saved.
 - If you'd rather choose a specific location for each download, check the box next to "Ask where to save each file before downloading."

Default Download Setting for Firefox

1. Open Firefox and click the menu  in the top right corner of the browser.
2. Click **Options**.
3. On the General tab, in the Download section:
 - To change the default download location, click **Browse** and select where you'd like your files to be saved.
 - If you'd rather choose a specific location for each download, check the box next to "Always ask you where to save files."

Troubleshooting -- Clearing Your Cache

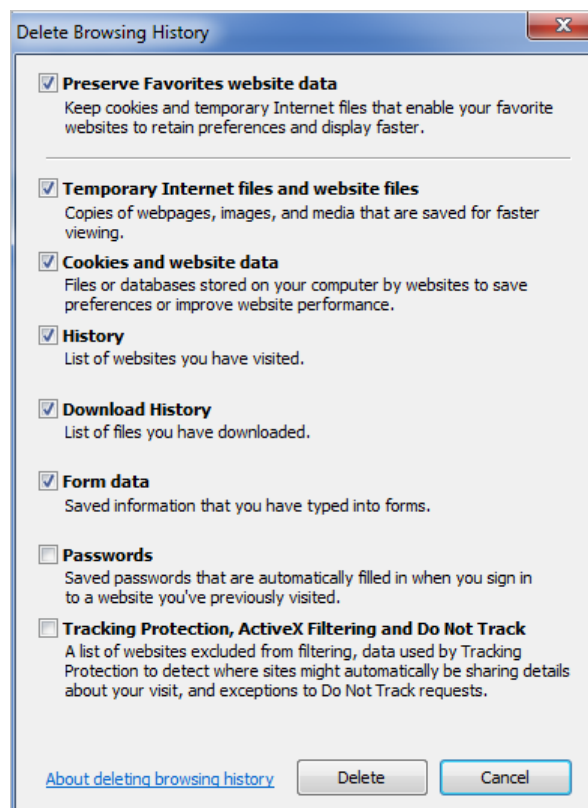
Most performances issue in UMB Secure File Transfer can be resolved by logging off, closing your browser, reopen the browser and log back in.

If this the option above is not successful, clearing the history on your browser may resolve the issue. Steps for clearing the history by browser are shown in the following sections.

If neither of these options work, or you encounter other issues, such as files failing upon upload, you should contact our Customer Support team at 816.860.3999 or 1.888.821.2171 x3999. Instead of calling, you may also send an email to umbdirectsupport@umb.com.


Clearing History in Internet Explorer

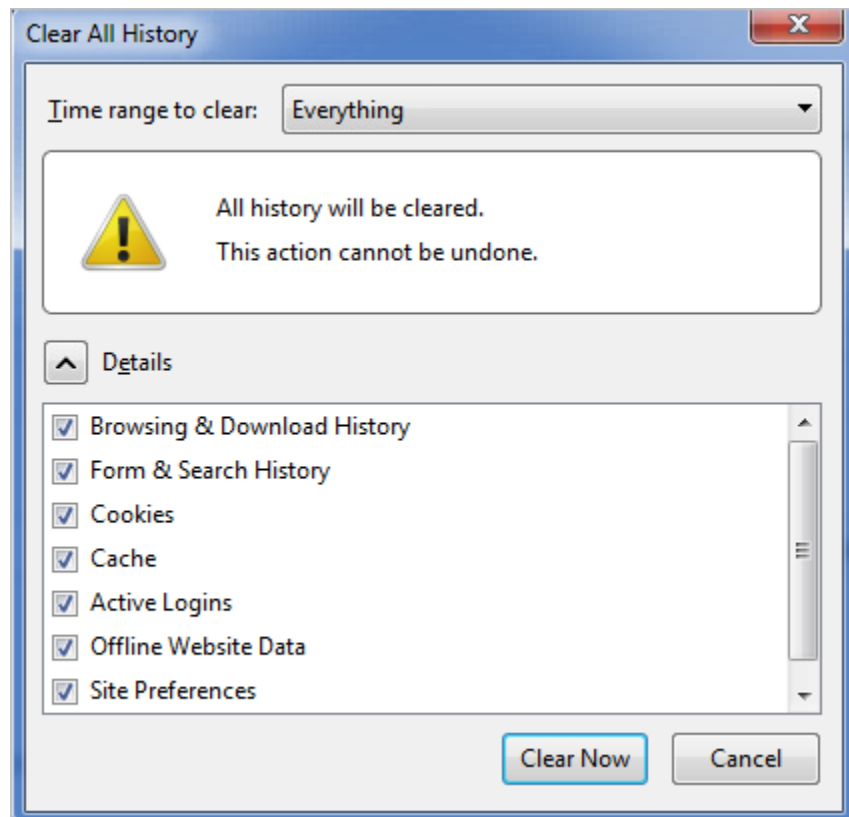
1. From the Tools menu in Internet Explorer, select **Internet Options**.
2. In the Browsing history area, click **Delete**. The *Delete Browsing History* dialog box (illustrated below) is displayed.



3. Select the options shown above and click **Delete**.
4. When the process is complete, click **Close** on the Delete Browsing History and Internet Options dialog boxes.
5. Close Internet Explorer.
6. Restart Internet Explorer and login to UMB Secure File Transfer.


Clearing History in Firefox

1. In the Open Firefox and click the menu  in the top right corner of the browser.
2. Click **History**> **Clear Recent History**. The *Clear All History* dialog box (illustrated below) is displayed.

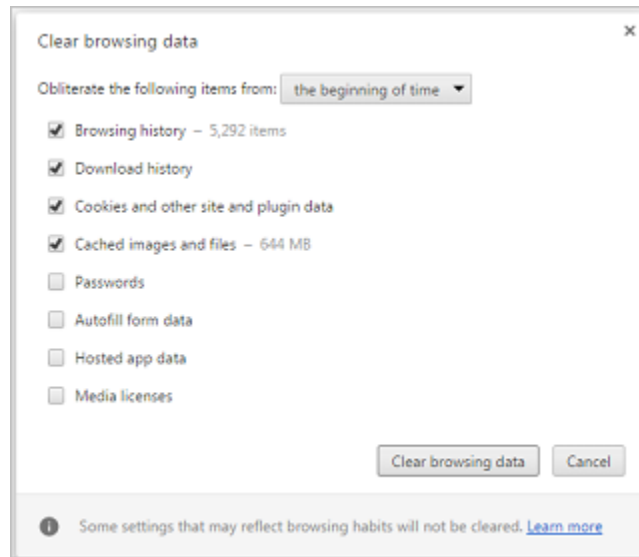


3. Select the options shown above and click **Clear Now**.
4. Close the browser.
5. Restart Firefox and login to UMB Secure File Transfer.

Clearing History in Chrome

1. Open Chrome and at the top right, click **More** .
2. Click **History**>**History**>**History**.

3. Click **Clear browsing data**. The *Clear browsing data* dialog box (illustrated below) is displayed.



4. Select the options shown above and click **Clear browsing data**.
5. When the process is complete, click the browser.
6. Restart Chrome and login to UMB Secure File Transfer.

Exiting UMB Secure File Transfer

When you are finished using UMB Secure File Transfer, exit the application by clicking the **Logout** link on the menu at the top of the page or close your browser.

Once you have exited UMB Secure File Transfer, you must close your browser and re-open it before you can use the application again.

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