FileCentral Desktop

User's Guide –
Version 1.0 – 2010-11-05

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Background

FileCentral (http://www.filecentral.se) is a web-based service for sending files that are too large to send by e-mail. The service primarily targets professional users with a need to send large documents and files in their daily work.

There are some technical limitations when using upload services that rely on the upload functionality of web browsers. Files cannot normally exceed 2 GB in size and the upload is sensitive to disruptions. A small connectivity issue can cause that the upload needs to be restarted. This can be very annoying, especially for users handling large files and with limited bandwidth. It is also common with limitations and restrictions imposed by firewalls etc.

FileCentral Desktop is an application that is installed on the computer and which addresses most of these issues. By partitioning (splitting) the file into smaller parts during upload and in addition adding functionality such as automatic retries the reliability during upload is greatly improved.

System requirements

FileCentral Desktop is available for Windows and Mac.

Installation

The application is installed by downloading and running the installer for the operating system.

When the application is run the first time the user will end up on the account settings tab where server, language, username and password is entered. The username and password is the same information that is used on the web site, http://www.filecentral.se. If you have not yet registered on the web site you need to do that before being able to proceed.

By clicking "Test login" you can verify that the account details entered works.

If you change language the language used in the application user interface will switch immediately. The languages available are English and Swedish.

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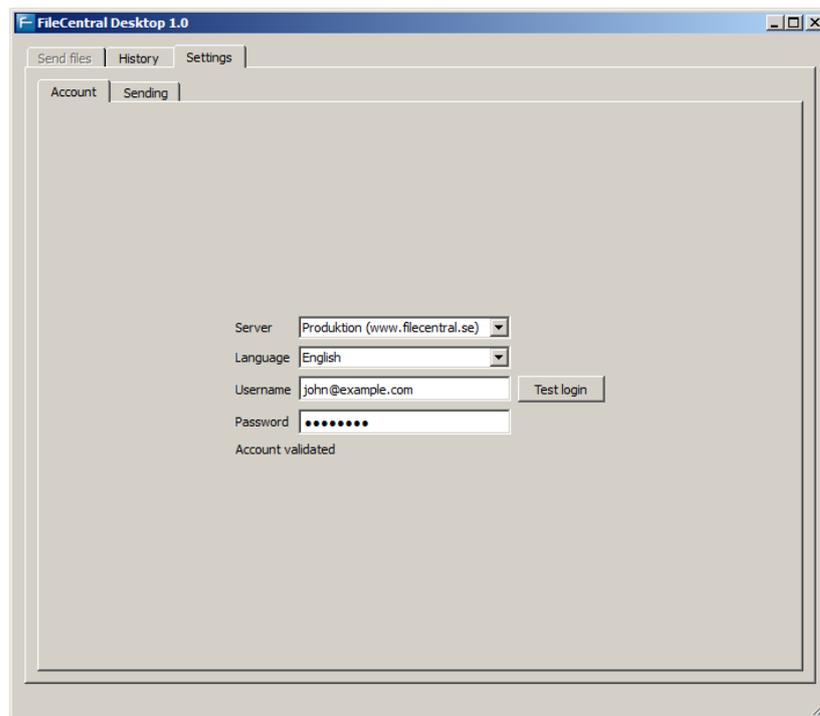
Send files

You create a send job and start the upload on the "Send files" tab. You can add one or more files and one or more recipients. It is also possible to enter a message that will be included in the e-mail sent to the recipients. It is possible to add files either by clicking "Select file(s)" or by dragging files from the desktop into the file list.

The account level (free or paid) determines how many files and recipients can be added.

By right-clicking on a file or recipient a context menu opens up where additional functionality can be accessed. For example deleting rows in the lists can be done.

Once all files and recipients have been added the "Play"-style button in the lower right corner is clicked and the upload starts. A progress bar will indicate the upload status and progress. The "Play" button turns into a "Pause"-button which can be used to temporarily stop the upload.

One an upload is finished (or paused) the "Clear" button can be used to clear the job and start a new upload job.

Similar to the web based service it is possible to choose the language used for e-mails sent to recipients as well as whether a notification is requested when the recipients download the first file.
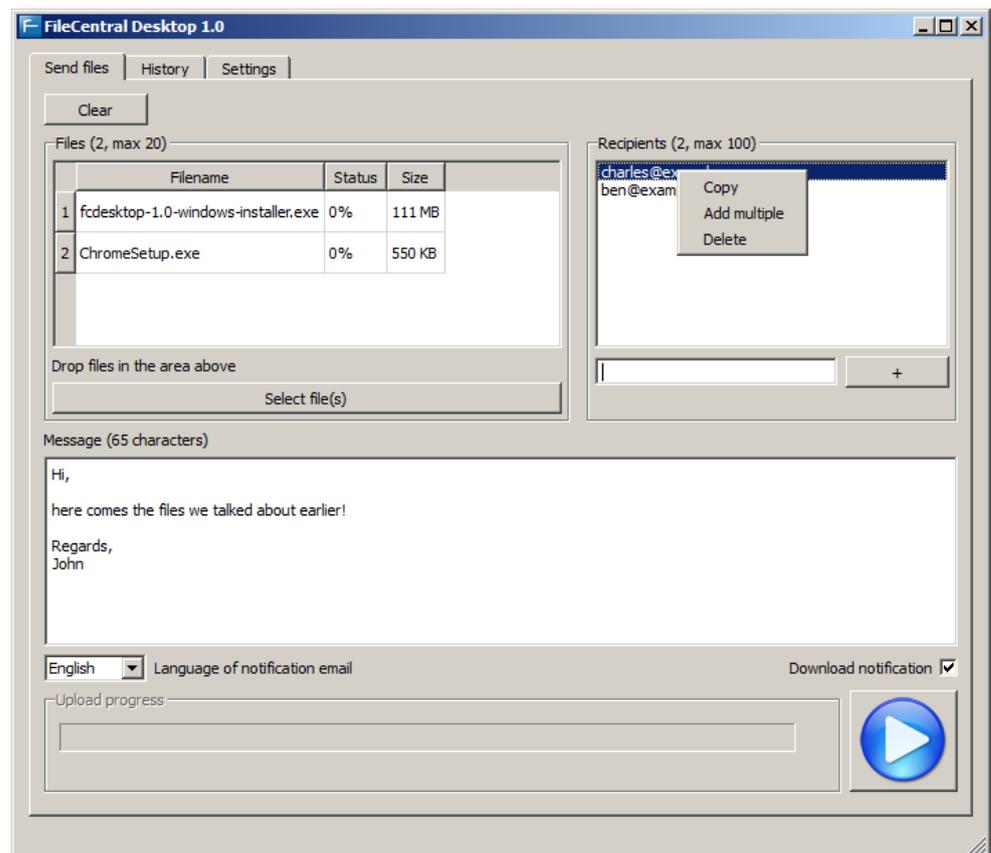
History

On the history tab we will add the possibility of showing all sent files. But for the time being you need to log in at http://www.filecentral.se in order to see this information. When logged in you can also cancel active jobs as well as clear ongoing uploads which was incorrectly interrupted.

Interrupted uploads

If an upload is incorrectly aborted the upload job may still be left. When logged on to the web site it is possible to see these entries under "Sent files":

Pågående uppladdning. Startades 2010-11-03 15:42. Ta bort »

Pågående uppladdning. Startades 2010-11-02 21:21. Ta bort »

If you know that there are no ongoing uploads you can safely remove these. Ongoing uploads will be automatically cleared after 24 hours.

Other

When the application is closed the information entered is saved and restored next time the application is started. If a file is being uploaded when application is shut down it will have the same effect as pausing the upload and closing the application.

We recommend to not use national characters in file names. Especially in the Mac version these characters may be displayed improperly after upload.