

**FORTRA**

# **FileCatalyst**

*FileCatalyst* HotFolder  
*QuickStart Guide*



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# Introduction

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FileCatalyst HotFolder is the most used of the FileCatalyst clients. HotFolder is a highly configurable and feature-rich desktop application that combines the acceleration and optimization of the FileCatalyst core technology, along with automation, monitoring and bandwidth management. File transfers become as easy as saving to a folder that is already part of an existing workflow.

This guide picks up where the FileCatalyst Server QuickStart leaves off; therefore, it is assumed that a FileCatalyst Server is already installed. By the end of the HotFolder QuickStart, you will be able to:

1. Install HotFolder on any supported platform
2. Create a connection to the FileCatalyst Server
3. Define a directory to be used as a HotFolder
4. Schedule bandwidth usage
5. Execute an upload task
6. View transfer activity
7. Remotely administer your HotFolder

For the purpose of visualization, this guide invokes a real-world scenario, only one of many possible ways to use HotFolder:

An example user's HotFolder is configured to upload data to a server at a scheduled interval, only sending files that are new or that have changed. Several other HotFolders monitor the same server and automatically download new content. The example user only needs to place a file in their defined HotFolder, and it is distributed to the rest automatically.

Let's set up the sending user's HotFolder, after which you will understand the fundamentals for creating the receiving HotFolders.

# 1 Installation

FileCatalyst HotFolder is most often run as a desktop GUI application. The following instructions assume that a windowed environment is being used for each operating system.

For Linux and other Unix-like systems, a basic understanding of using the command line is assumed.

## 1.1 Verify System Environment

FileCatalyst HotFolder contains a 64-bit OpenJDK JRE 8 to run the application. Please ensure that you are running on a 64-bit system before installation.

## 1.2 Perform Installation

**Note:** if you have another instance of FileCatalyst HotFolder running, you must exit before continuing with this guide. Be particularly careful to see if it has been started as a service, and stop it accordingly.

### 1.2.1 Windows

1. Download the HotFolder installer (*install\_fc\_hotfolder.exe*) to your desktop
2. Double-click installer icon to launch install wizard (some versions of Windows will require you to trust the application)
3. Step through the wizard to choose installation directory and shortcut options
4. At end of wizard, click “Finish”
5. Locate and launch the application from the Start Menu

### 1.2.2 MacOS X

1. Download HotFolder installer for Mac (*FileCatalyst HotFolder.pkg*) and save it to Desktop
2. Double-click the package to begin installation
3. Step through the installation wizard:
  - a. When asked how to install, select "Install for all users of this computer"
  - b. Choose default installation location to place FileCatalyst HotFolder into the Applications folder
4. At end of wizard, click “Finish”
5. Locate and launch the application from the Applications folder

### 1.2.4 Linux

1. Create directory at `/opt/utechsoft/hotfolder`
2. Download tarball (*fc\_hotfolder.tar.gz*) to this directory
3. Use GUI-based archive tool to unpack the tarball, or open a terminal and enter with the following commands:

```
> cd /opt/utechsoft/hotfolder
> gunzip fc_hotfolder.tar.gz
> tar -xvf fc_hotfolder.tar
```

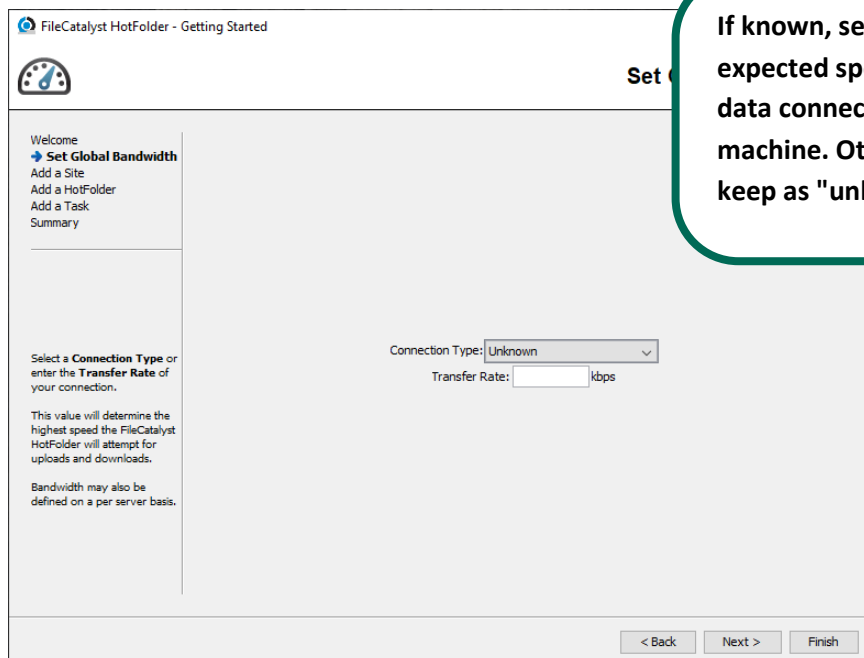
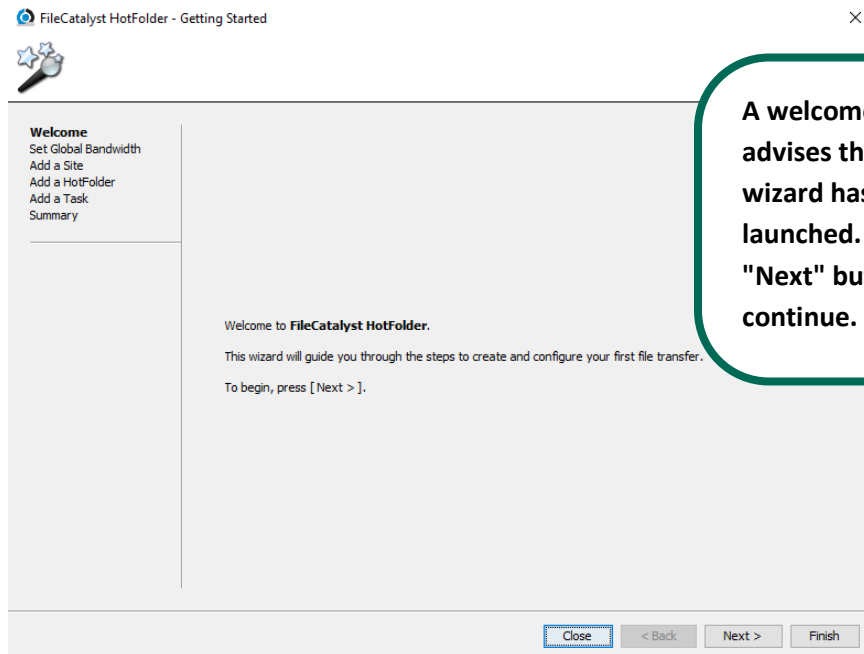
4. With the tarball unpacked, you will now have access to the README file. Open this file and continue following the instructions in order to complete installation
5. Assuming installation is complete and you are in the HotFolder directory, enter the command `./fc_hotfolder.sh` to start the application.

## 1.3 Running as a Service

FileCatalyst HotFolder is most effective when run as a service. As a service, the application will continue with automated tasks after the machine has restarted for any reason. After completing the "QuickStart" document you are currently reading, you should consider referring to the main documentation. The chapter "Running at Startup" describes the procedure to run the application as a service for your given platform.

## 2 First Run Wizard

After installation of the FileCatalyst HotFolder, upon first execution, you will be presented with the First Run Wizard. This wizard will take you through initial steps to set up your bandwidth connection, add a site and a HotFolder and configure a task.





FileCatalyst HotFolder - Getting Started

### Add a Site

Welcome  
Set Global Bandwidth  
➔ **Add a Site**  
Add a HotFolder  
Add a Task  
Summary

**Site ID** is a descriptive name of your choosing.

**Site Type** defines whether you are connecting to a **FileCatalyst Server** or **FileCatalyst Workflow** solution.

**Host** is the domain name, IP address or HTTP address of the server.

**HTTP Transfer URL** is only required for HTTP transfers.

Site ID:

Site Type:

Host:  Port:

Credentials

☒ Anonymous

Username:

Password:

HTTP Transfer URL:

< Back Next >

3

A Site is the server your FileCatalyst HotFolder connects to. You will be able to test these settings after the Wizard completes

FileCatalyst HotFolder - Getting Started

### Validating Connection Settings

Welcome  
Set Global Bandwidth  
➔ **Add a Site**  
Add a HotFolder  
Add a Task  
Summary

Server settings are configured properly. Servlet settings are configured properly.

Please click finish to save this site.

Click next to continue to the next step.

< Back Next > Finish

4

If you have entered valid site information, a confirmation will appear, and you may proceed. Otherwise you must go "Back".

FileCatalyst HotFolder - Getting Started

**Add a HotFolder**

Welcome  
Set Global Bandwidth  
Add a Site  
➔ **Add a HotFolder**  
Add a Task  
Summary

**HotFolder ID** is a descriptive name of your choosing.

**HotFolder Directory** is the location for file operations. It is where transfers will be read from and written to.

HotFolder ID:  
My HotFolder

HotFolder Directory:  
C:\Users\kat-admin\hotfolder Browse...

< Back Next > Finish

5

The HotFolder is the location where your data will come from or synch to. Clicking Next will create the directory.

FileCatalyst HotFolder - Getting Started

**Add a Task**

Welcome  
Set Global Bandwidth  
Add a Site  
Add a HotFolder  
➔ **Add a Task**  
Summary

**Task Name** is a descriptive name of your choosing.

**Select Site and Select HotFolder** specify which profiles to use.

**Schedule** specifies when the task is triggered. **Always On** runs task every second, useful when paired with File System Events. **Once** and **Schedule** follow the specified timetable.

**Monitor File System Events** will cause the system to watch for events after the first execution of the Task

Task Name: My Task

Select HotFolder: My HotFolder

Select Site: My Site (FileCatalyst)

Select Direction: Upload Files to the Server

Source: HotFolder

Destination: Server

Upload

Schedule

☒ User Triggered

☐ Once Sep 29, 2022 at 00:00

☐ Every Minute

☐ Always On + File System Events (see docs for limitations when used with network drives)

☐ Scheduled Execution Edit Schedule...

☐ Monitor File System Events

< Back Next > Finish

6

Configure the task for upload or download, as well as scheduling and behavior options.

FileCatalyst HotFolder - Getting Started

Summary

Welcome  
Set Global Bandwidth  
Add a Site  
Add a HotFolder  
Add a Task  
**Summary**

Global Bandwidth  
Type: Unknown Rate: 1000000

Site  
ID: My Site  
Settings: 10.60.163.200 | 21 | user\_001

HotFolder  
ID: My HotFolder  
Directory: C:/Users/kat-admin/hotfolder/

Task  
Name: My Task  
Settings: Upload | None

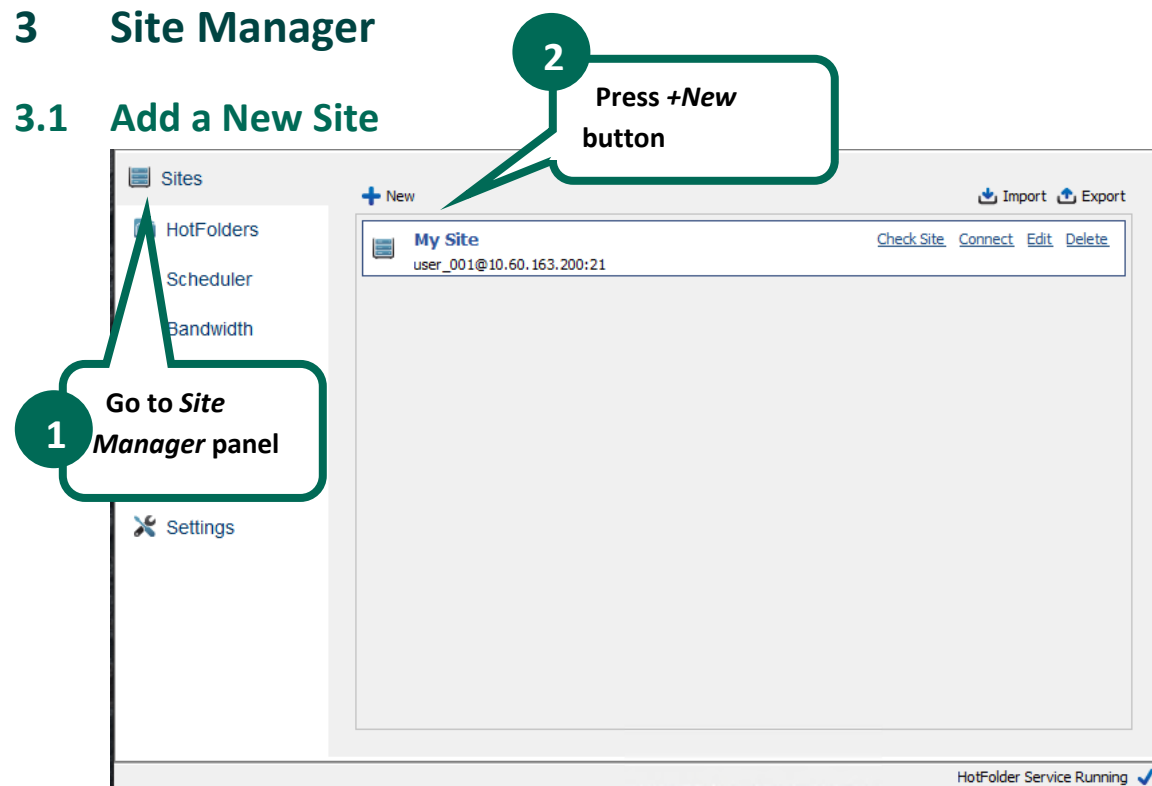
< Back Next > Finish

7

When completed you are presented with the summary. Click Finish when satisfied with the settings.

### 3 Site Manager

#### 3.1 Add a New Site



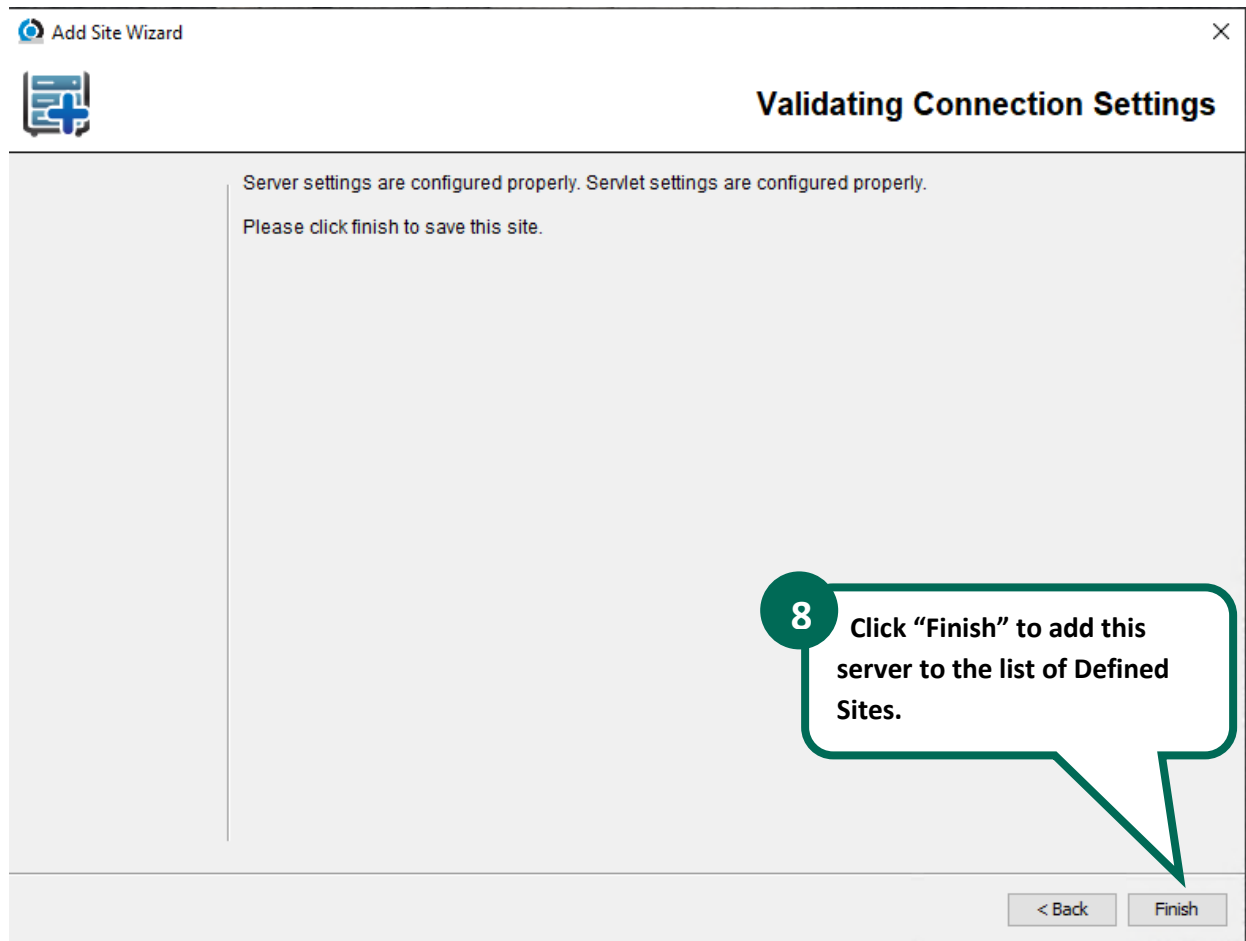
The “Add New Site” Wizard will open:

The screenshot shows the 'Add Site Wizard' dialog box with the following fields and callouts:

- 3** Enter a Site ID of your own choosing. (Points to the Site ID field)
- 4** Set the Host IP and Port for your FileCatalyst Server. (Points to the Host and Port fields)
- 5** Uncheck box to enable authentication. (Points to the 'Anonymous' checkbox)
- 6** Specify the username and password for a test user which already exists on the Server. (Points to the Username and Password fields)
- 7** Click “Next”. (Points to the 'Next >' button)

The dialog box contains the following fields and options:

- Site ID: Site-1
- Site Type: FileCatalyst Server
- Host: [Empty field]
- Port: 21
- Credentials: ☒ Anonymous
- Username: anonymous
- Password: [Empty field]
- HTTP Transfer URL: [Empty field]
- Buttons: Cancel, Next >



The screenshot shows the 'Sites' management page in the FileCatalyst HotFolder interface. On the left is a sidebar with navigation links: Sites, HotFolders, Scheduler, Bandwidth, Administration, Reporting, Central Mgt, and Settings. The main content area has a '+ New' button and 'Import' and 'Export' buttons. Below these is a table of defined sites:

Site Name	User/Address	Actions
My Site	user_001@10.60.163.200:21	<a href="#">Check Site</a> <a href="#">Connect</a> <a href="#">Edit</a> <a href="#">Delete</a>
Site-2	user_002@10.60.163.200:21	<a href="#">Check Site</a> <a href="#">Connect</a> <a href="#">Edit</a> <a href="#">Delete</a>

A callout box with a green border contains the following text:

**Defined Sites appear in this list.  
An individual site may be  
checked, edited, or deleted by  
clicking the appropriate link in its**

At the bottom right of the interface, it says 'HotFolder Service Running' with a green checkmark icon.

### 3.2 Detect Bandwidth for Site

You need not detect bandwidth if you are confident that your settings in Bandwidth Scheduler (**section 4** of this document) will regulate your connection. However, if you are connecting to a site with unknown bandwidth characteristics, you may want to auto-detect.

The image consists of two screenshots from the FileCatalyst HotFolder application, illustrating the steps to detect bandwidth for a site.

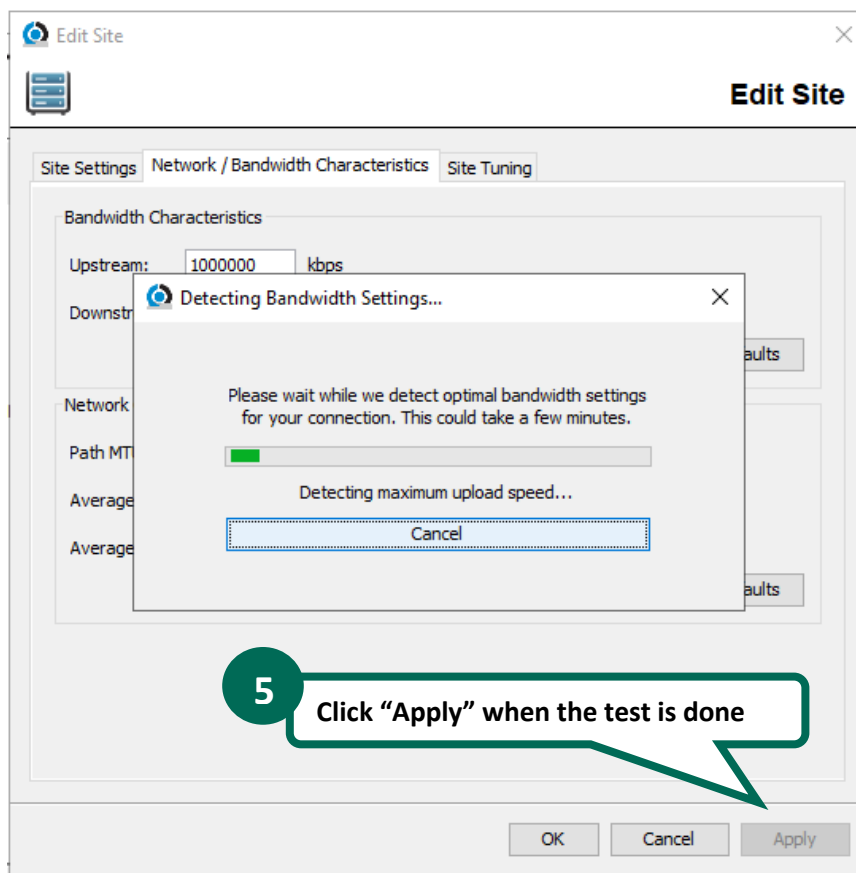
**Top Screenshot: Sites Manager**

- 1 Select "Site Manager"**: A callout points to the "Sites" menu item in the left sidebar.
- 2 Click "Edit"**: A callout points to the "Edit" button in the top right corner of the "My Site" entry.
- The main area shows a list of sites: "My Site" (user\_001@10.60.163.200:21) and "Site-2" (user\_002@10.60.163.200:21). Each entry has links for "Check Site", "Connect", "Edit", and "Delete".
- The bottom status bar indicates "HotFolder Service Running" with a green checkmark.

**Bottom Screenshot: Edit Site**

- 3 Choose "Network/Bandwidth Characteristics tab"**: A callout points to the "Network / Bandwidth Characteristics" tab in the top navigation bar.
- 4 Press "Detect" button. Detection may take a while.**: A callout points to the "Detect" button at the bottom right of the "Bandwidth Characteristics" section.
- The "Bandwidth Characteristics" section contains input fields for "Upstream:" and "Downstream:" both set to "1000000 kbps".
- The "Site Settings" and "Site Tuning" tabs are also visible.

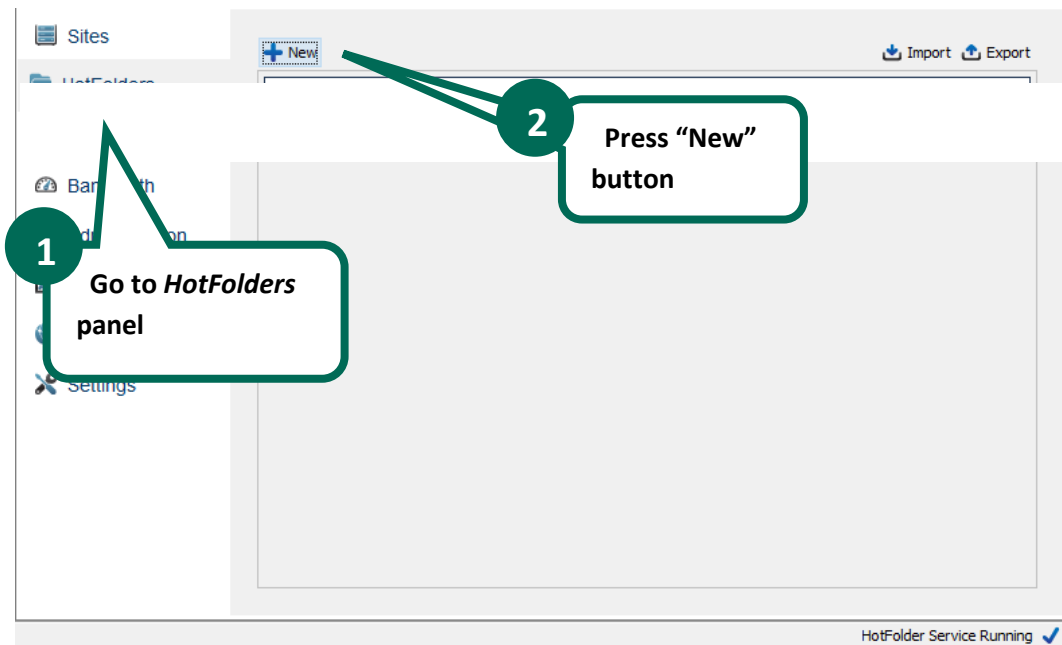




## 4 Define a HotFolder

A “HotFolder” is simply any directory the user wishes to use as the source or destination for uploads and/or downloads. At least one HotFolder must be defined before a task can be created.

You may find it helpful to create a directory in advance or identify an existing folder you wish to use for testing. You may also create a new directory from within the application itself.



The “New” wizard will launch:

The screenshot shows the 'Add HotFolder Wizard' dialog box. The title bar reads 'Add HotFolder Wizard' with a close button. The main area is titled 'HotFolder Settings'. On the left, there is a sidebar with a folder icon and two sections: 'HotFolder ID is a descriptive name of your choosing.' and 'HotFolder Directory is the location for file operations. It is where transfers will be read from and written to.' The main content area has two input fields: 'HotFolder ID:' with the text 'New Hotfolder' and 'HotFolder Directory:' with the text 'C:\Users\kat-admin\hotfolder2'. A 'Browse...' button is next to the directory field. At the bottom right are 'Cancel' and 'Finish' buttons. Three numbered callouts are present: 3 points to the 'HotFolder ID' field, 4 points to the 'HotFolder Directory' field and the 'Browse...' button, and 5 points to the 'Finish' button.

**3** Enter a HotFolder ID of your own choosing.

HotFolder ID is a descriptive name of your choosing.

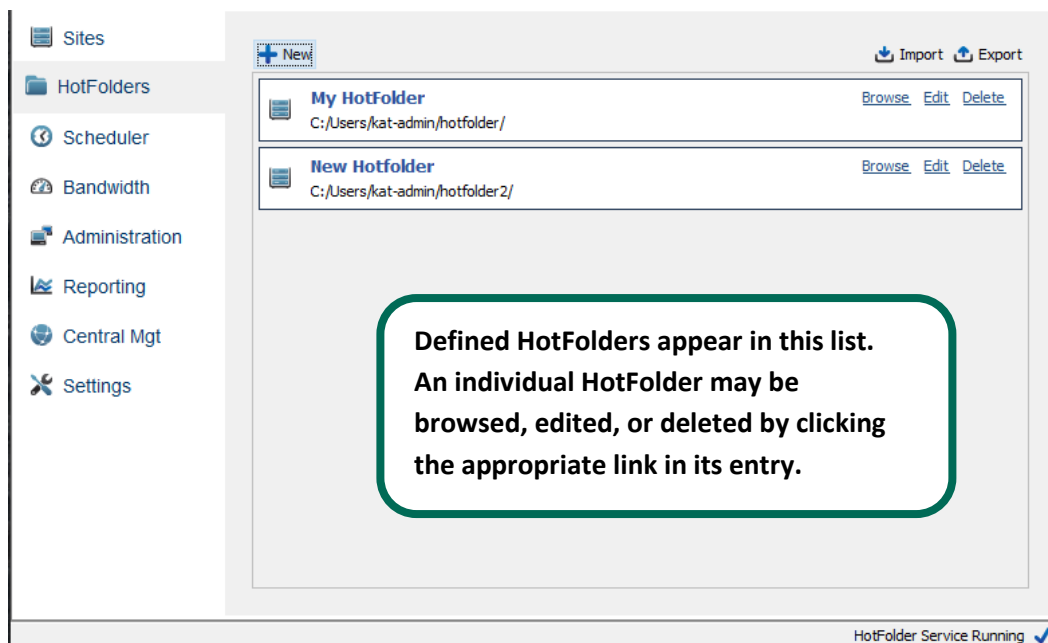
HotFolder ID: New Hotfolder

HotFolder Directory: C:\Users\kat-admin\hotfolder2 Browse...

**4** Set or “Browse” for a HotFolder. This can be an existing directory, or you can create one from the browse window by right-clicking inside

**5** Click “Finish”

Cancel Finish



Adding a directory to the Defined HotFolders list does not modify it in any way. Saving or modifying files in the directory continues as usual and existing workflow does not need to change. By defining a HotFolder, the user is simply showing the application where to find the files for transfer.

## 5 Bandwidth

Although FileCatalyst Server can impose its own bandwidth limitations on users, the HotFolder client application should also have its bandwidth usage set. By default, HotFolder uses 1 gigabit (1000000b).

### 5.1 Bandwidth Scheduler

The example user has far higher available bandwidth and would also like to schedule lower usage during the workday. Let's start by changing the bandwidth for all time slots:

The screenshot shows the 'Bandwidth' panel in the FileCatalyst HotFolder application. The interface includes a sidebar with navigation options: Sites, HotFolders, Scheduler, Bandwidth (selected), Administration, Reporting, Central Mgt, and Settings. The main area displays a bandwidth scheduler table with columns for days of the week (Sunday through Saturday) and time slots (0:00 to 23:00). A context menu is open over the table, showing options for bandwidth rates: No Transfers, 1 Mbps (1000 Kbps), 10 Mbps (10,000 Kbps), 25 Mbps (25,000 Kbps), 50 Mbps (50,000 Kbps), 100 Mbps (100,000 Kbps), 250 Mbps (250,000 Kbps), 500 Mbps (500,000 Kbps), 1 Gbps (1,000,000 Kbps), 2 Gbps (2,000,000 Kbps), 5 Gbps (5,000,000 Kbps), 10 Gbps (10,000,000 Kbps), Custom, and Select All. The status bar at the bottom indicates 'HotFolder Service Running' with a checkmark.

**1** Click to go to “Bandwidth” panel

**2** Click and drag from top-left cell to bottom-right cell to highlight every hour of the week.

**3** Right-click any cell and choose new bandwidth from menu. (click “Select Rate” for

Once this step is completed, HotFolder will be set to always attempt to send at the selected rate (in the example, user will select Fast Ethernet or 100,000 Kbps).

However, there may be times of the day during which lesser or greater bandwidth usage is desirable. Our user only wishes to devote 50,000 Kbps to HotFolder during standard business hours:

**4** Highlight only the hours to be modified.

**5** Right-click any cell and choose "Custom" to reveal the Custom Rate dialog

**6** Enter new rate (e.g. 50000) then click "OK"

Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
1:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
2:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
3:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
4:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
5:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
6:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
7:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
8:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
9:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
10:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
11:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
12:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
13:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
14:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
15:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
16:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
17:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
18:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
19:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
20:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000
21:00	1000000	1000000	1000000	1000000	1000000	1000000	1000000

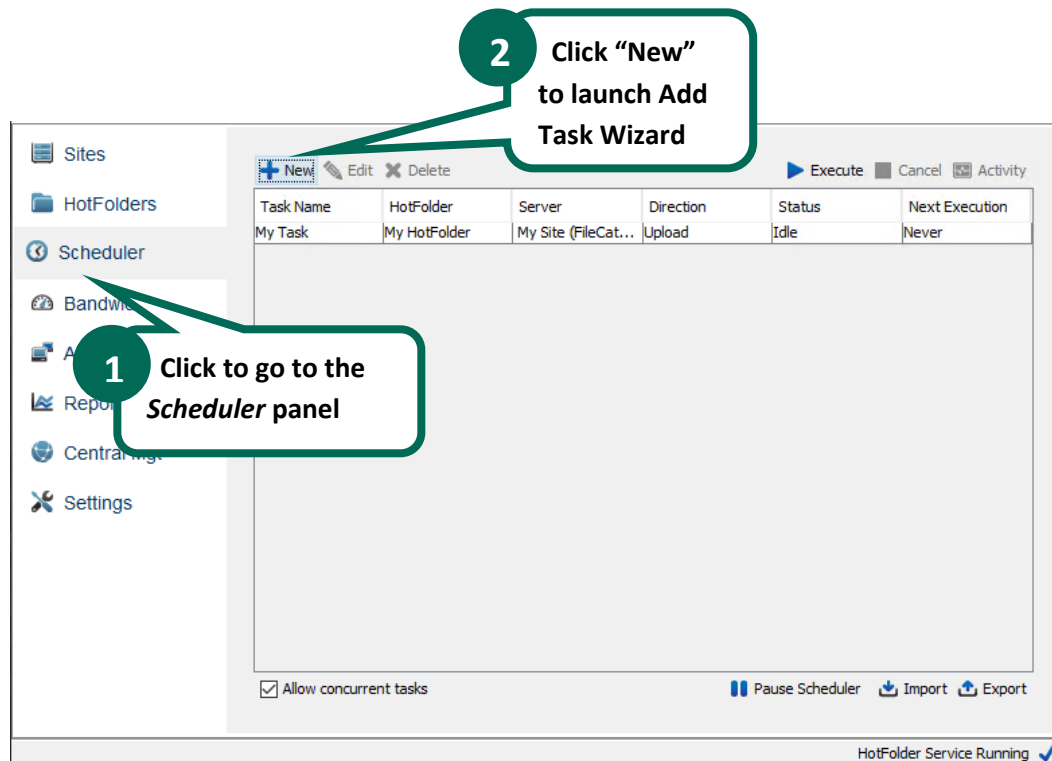
HotFolder Service Running ✓

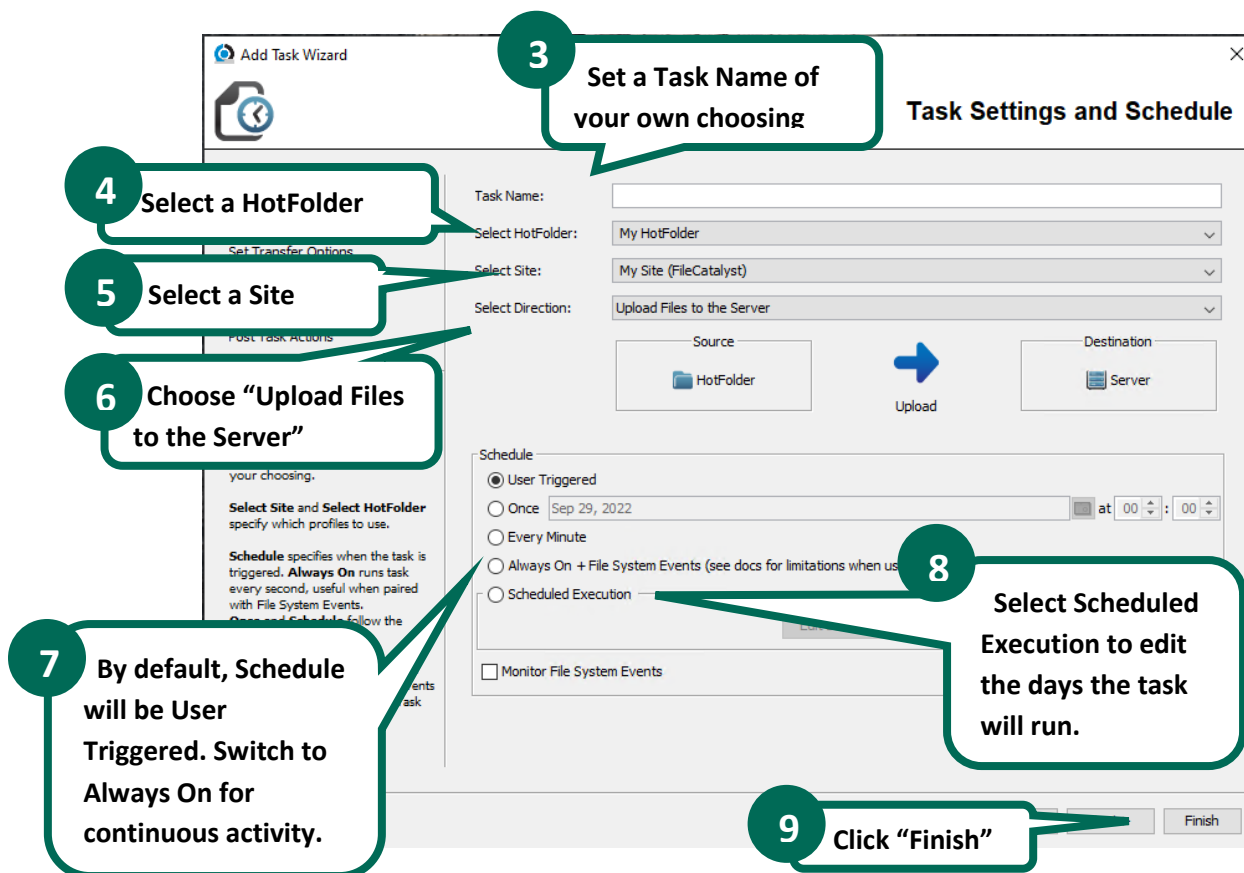
Now HotFolder will attempt to use 50,000 Kbps from 8:00 to 17:00; outside of these hours it will attempt to use 100,000 Kbps.

## 6 Task Scheduler

From the Scheduler pane, you may *Add* new tasks, *Edit* or *Delete* existing tasks, *Execute* or *Cancel* tasks on-demand (overriding the scheduled intervals), and monitor a task's *Activity*.

### 6.1 Add a New Task





With the settings seen above, the task will attempt to upload files from the HotFolder to the Server, once every minute, during the days you define.

**Note:** Because the task is set to run every second, there will be near-continuous transfer activity. This may be desirable in some cases, but more often the user will enable "Incremental" transfer options (described in the user guide) which prevent the sending of files that have not changed.

## 6.2 Transfer files

Transfers are now enabled and will begin automatically. If you have selected or created an empty directory to be your HotFolder, now is the time to drag, save, or copy some test files to this folder. If you have chosen a directory which already contains files, no further action is required. Within one second, you will see transfer activity in the Status column of the Scheduler pane.



## 6.3 Monitor Activity

Individual tasks may be monitored:

The screenshot shows the FileCatalyst HotFolder Scheduler interface. On the left is a sidebar with navigation options: Sites, HotFolders, Scheduler (selected), Bandwidth, Central Mgt, and Settings. The main area displays a table of tasks. The first task, 'My Task', is highlighted in blue. Above the table are buttons for '+ New', 'Edit', 'Delete', 'Execute', 'Cancel', and 'Activity'. Below the table are checkboxes for 'Allow concurrent tasks' and buttons for 'Pause Scheduler', 'Import', and 'Export'. At the bottom right, it says 'HotFolder Service Running' with a checkmark.

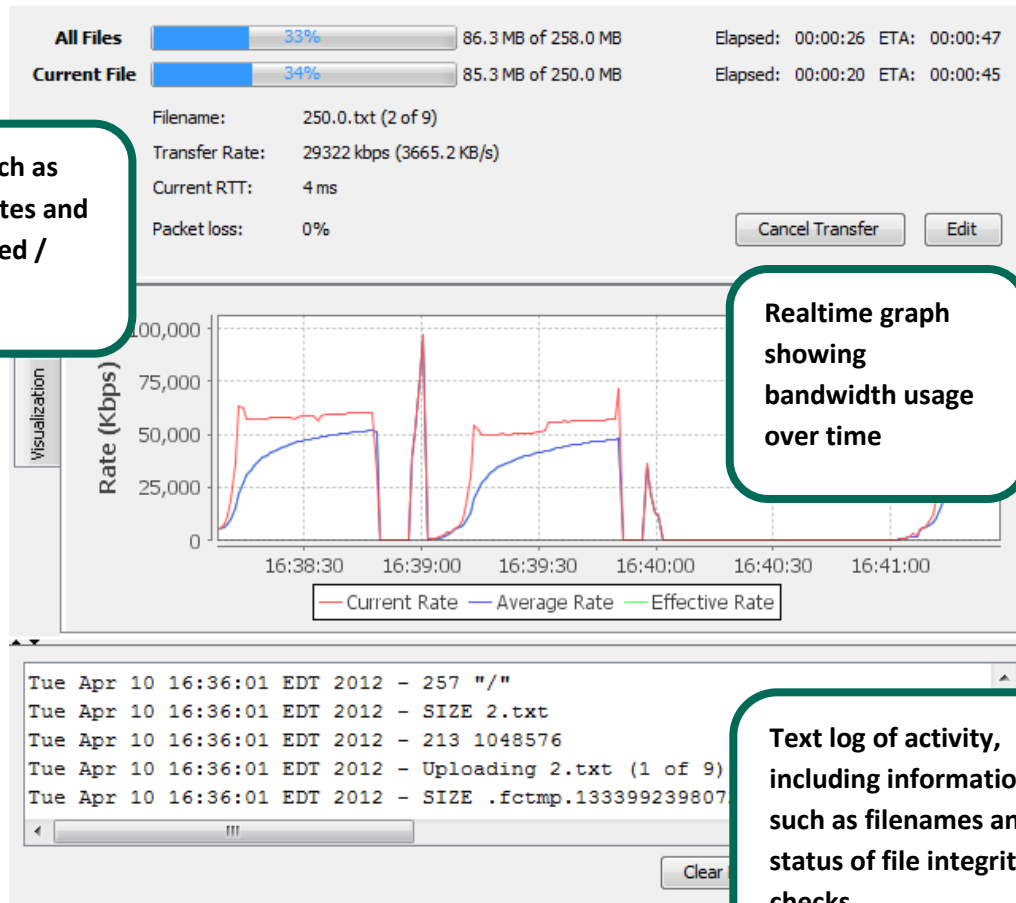
**1** Highlight task to be monitored

**2** If a task is not already running, Click "Execute" to force a transfer.

**3** Click "Activity".

Task Name	HotFolder	Server	Direction	Status	Next Execution
My Task	My HotFolder	My Site (FileCat...	Upload	Idle	Never

HotFolder Service Running ✓



Metrics such as transfer rates and time elapsed / remaining

Realtime graph showing bandwidth usage over time

Text log of activity, including information such as filenames and status of file integrity checks

## 6.4 Edit a Task

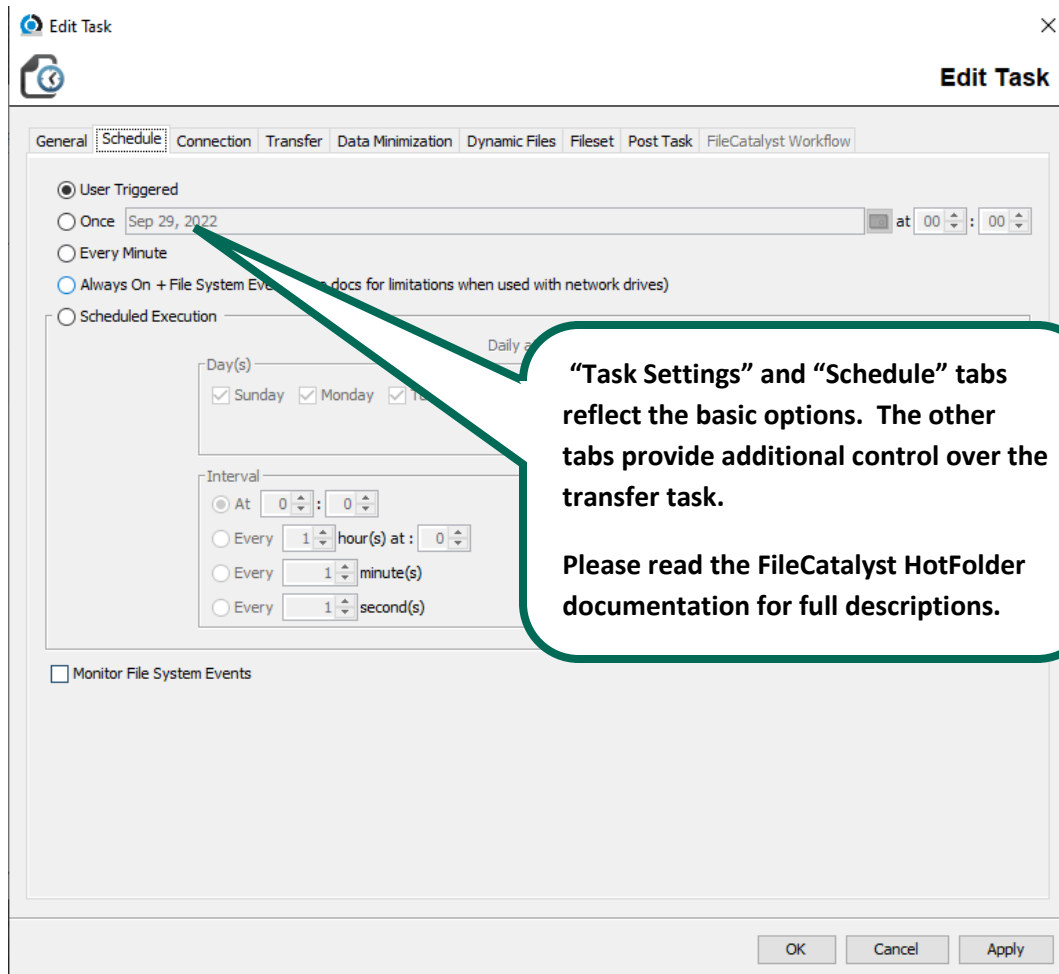
Most of HotFolders' advanced features are accessed by editing a scheduled task:

The screenshot shows the HotFolder Scheduler interface. On the left is a sidebar with navigation options: Sites, HotFolders, Scheduler (selected), Reporting, Central Mgt, and Settings. The main area displays a table of tasks. The first task, 'My Task', is highlighted in blue. Above the table are buttons for '+ New', 'Edit' (with a pencil icon), and 'Delete' (with an 'X' icon). To the right of these buttons are 'Execute' (play icon), 'Cancel' (stop icon), and 'Activity' (monitor icon). The table has columns: Task Name, HotFolder, Server, Direction, Status, and Next Execution. The first row contains: My Task, My HotFolder, My Site (FileCat..., Upload, Idle, and Never. Below the table, there is a checkbox for 'Allow concurrent tasks' which is checked, and buttons for 'Pause Scheduler', 'Import', and 'Export'. At the bottom right, it says 'HotFolder Service Running' with a checkmark. Two green callout boxes with numbers 1 and 2 provide instructions: '1 Highlight task to be monitored' points to the 'My Task' row, and '2 Click "Edit" button.' points to the 'Edit' button.

Task Name	HotFolder	Server	Direction	Status	Next Execution
My Task	My HotFolder	My Site (FileCat...	Upload	Idle	Never

1 Highlight task to be monitored

2 Click "Edit" button.



### 6.4.1 Overview of Edit Task Options

**Connection**—Set properties such as:

- Protocol,
- Start Rate,
- Auto Resume,
- and Progressive Transfer

**Transfer**— Set properties such as:

- File Verification,
- Priority,
- Auto-start Transfer Activity monitor

**Data Minimization**—Enable

- Incremental transfers,
- Enable and adjust the level of Compression and file exclusions for compression.

**Fileset**—Set properties such as:

- remote folder for this transfer
- File Filter to exclude or include file types, and
- Transfer Cache settings

**Post Task**—Choose what to do with the files after transfer:

- Execute a PostURL action
- Enable and configure E-mail alerts

**FC Web**—Configure the FC Web integration settings

## 7 Remote Administration

FileCatalyst HotFolder may be administered remotely, using either a thin client or a web page. Before you can take advantage of HotFolder Admin tool, your HotFolder *must be properly configured* for remote administration.

The screenshot displays the FileCatalyst HotFolder Admin tool interface. On the left is a sidebar menu with the following items: Sites, HotFolders, Scheduler, Bandwidth, Administration (highlighted), Reporting, Central Mgt, and Settings. The main panel is titled 'Admin Settings' and 'Password Policy'. It contains the following sections:

- Enable remote administration of service:** A checkbox that is currently unchecked. Below it is a 'Port Number' field with the value '12505'.
- Login Required for Access:** A checkbox that is currently unchecked. Below it is a 'Username' field with the value 'admin' and a 'Set admin password' button.
- Access Settings:** A section containing:
  - 'Access IP:' with a dropdown menu showing '127.0.0.1' and a 'Bind all interfaces' checkbox that is unchecked.
  - 'Web Port:' with a text field containing '12580'.
  - 'Webroot:' with a text field containing 'http://127.0.0.1:12580'.

At the bottom right of the main panel are 'Apply' and 'Revert' buttons. At the very bottom of the window, a status bar indicates 'HotFolder Service Running' with a blue checkmark icon.

## 7.1 Enable Features

Remote administration options are available from the “Administration” area:

The screenshot shows the 'Administration' section of the FileCatalyst HotFolder interface. The left sidebar lists various management tools: Sites, HotFolders, Scheduler, Bandwidth, Administration (selected), Reporting, Central Mgt, and Settings. The main panel is titled 'Admin Settings' and contains two tabs: 'Admin Settings' and 'Password Reset'. The 'Admin Settings' tab is active and shows the following configuration options:

- Enable remote administration of service:** A checkbox that is checked. A callout (1) points to this checkbox, stating: "Enable the ability and specify a port to use for the connection." Below this checkbox is a 'Port Number' field with the value '12505'.
- Login Required for Access:** A checkbox that is checked. A callout (2) points to this checkbox, stating: "Enable login and create username/password for the remote connection." Below this checkbox is a 'Username' field with the value 'admin' and a 'Set admin password' button.
- Access Settings:** A section containing:
  - Access IP:** A dropdown menu showing '10.60.163.200'. A callout (3) points to this dropdown, stating: "Enable web access and specify an IP or domain and port the remote user will browse to."
  - Bind all interfaces:** An unchecked checkbox.
  - Web Port:** A text field with the value '12580'.
  - Webroot:** A text field with the value 'http://10.60.163.200:12580'.

At the bottom right of the 'Admin Settings' tab, there are two buttons: 'Apply' and 'Revert'. A callout (4) points to the 'Apply' button, stating: "Apply," which also makes the web access link clickable. At the very bottom of the interface, a status bar indicates 'HotFolder Service Running' with a green checkmark.

## 8 Next Steps

By the end of this guide, you should have completed the following:

- Add a FileCatalyst Server as a new site
- Define a directory to be used as a HotFolder
- Tuned or scheduled your bandwidth appropriately for your environment
- Created a basic upload task, which sends files from your HotFolder to an account on the Server
- Enabled Remote Administration

The best way to learn how to use HotFolder is to go ahead and configure some tasks and put HotFolder into use to become familiar with it. Here are some starting points:

### 8.1 Enable Incremental

The Incremental feature is not enabled by default, meaning our test task will attempt to send ALL files every second—which may be undesirable. To manage this constant stream:

1. “Edit” the appropriate scheduled task
2. Go to “Data Minimization” tab
3. Enable Incremental with the checkbox
4. Choose Incremental option:
  - a. Transfer Entire File (if file has changed, send it again in its entirety)
  - b. Transfer File Deltas (send only the parts of a file that have changed)
5. Click “Apply”

### 8.2 Widen transfer interval

1. Edit the appropriate scheduled task
2. Go to “Schedule” tab
3. If one-minute intervals are unreasonable for your environment, select “Scheduled Execution” and modify it to transfer every hour, every day, or weekly.

### 8.3 Read Documentation

1. Under “Help” menu, select “Help Contents”
2. Read about each feature offered in FileCatalyst Direct
3. Modify or create new tasks in order to test options that interest you



## 8.4 Complete the Demo Scenario

Our example describes one user uploading files to the Server, with potentially hundreds of users then downloading those files automatically. We have walked through the upload half of the scenario; configuring the download half is nearly identical:

1. Install another HotFolder elsewhere if you can; otherwise use your existing one.
2. Add a new task in the same way already described; except, choose “Download Files from the Server” for the transfer direction
3. Enable incremental and any other options you found useful or interesting during your exploration.

## 9 Support

Looking for help? We're committed to helping you resolve any issues with your file transfer solutions so you can get back to business. If you've run into an issue, our experienced support team can quickly help you resolve it. And if you need assistance finding product downloads or manuals, we can point you in the right direction.

Available services include:

- Submitting a trouble ticket:
  - To submit a trouble ticket to our Support team, please log in to the [Customer Portal](#), click Support from the top menu bar, and Submit New Case.
- Sending an email:
  - For assistance, send an email to [support.filecatalyst@helpsystems.com](mailto:support.filecatalyst@helpsystems.com)

You can also:

- Search the [Knowledge Base](#) for solutions to common questions
- Contact us at: +1(613) 667-2439 or +1 (877) 327-9387 (toll-free in Canada and USA)