

# Enclave 2.0 File Transfer System

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## Purpose

This document provides the step-by-step instructions for transferring (uploading and downloading) files between the VDI and your endpoint devices (laptop or desktop computer and supported tablets or mobile phones)

## Introduction

The file transfer feature allows for the transfer of both in-bound files (files uploaded from the laptop, PC, or tablet to the Enclave VDI) and out-bound files (files downloaded from the Enclave VDI to external locations (endpoint device)).

- All end users can upload files from their endpoint devices to the Enclave VDI.
- Downloading files is restricted and only the project's principal investigator (PI), Project Lead (PL) or the PI's designee can move files out of the Enclave platform i.e. download files or documents.
- This file transfer system supports many file types.
- You can download an individual file of up to 500 MB or several files (not folders) with a cumulative size of up to 500 MB per load.
- You can upload an individual file of up to 2 GB or several files (not folders) with a cumulative size of up to 2 GB per load.

## Prerequisites

- Ensure that you have the Mass General Brigham (MGB) credentials (username and password) before trying to connect to the Enclave platform.
- Ensure that you have established a MGB VPN connection. Review the ServiceNow article on [HOWTO: Connect to VPN \(KB0023967\)](#)

## Supported Web Browsers

For best experience, use the latest versions of the supported browsers:

- Microsoft Edge, Mozilla Firefox, or Google Chrome browser (Microsoft *Internet Explorer is not recommended or supported*)
- Safari on iOS, and Safari 8, do not support file upload.

### Please take note of the following:

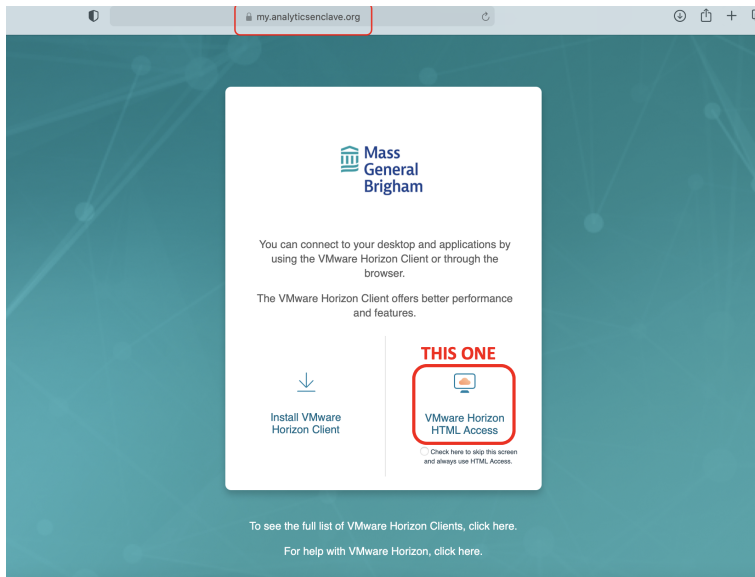
You will receive an error message when:

- You attempt to upload a file with Internet Explorer 11
- You attempt to upload a file with Chrome on a Chromebook
- If you attempt to upload files zero size or files that are larger than 2 GB
- If you attempt to download files or folders of zero size or larger than 500 MB

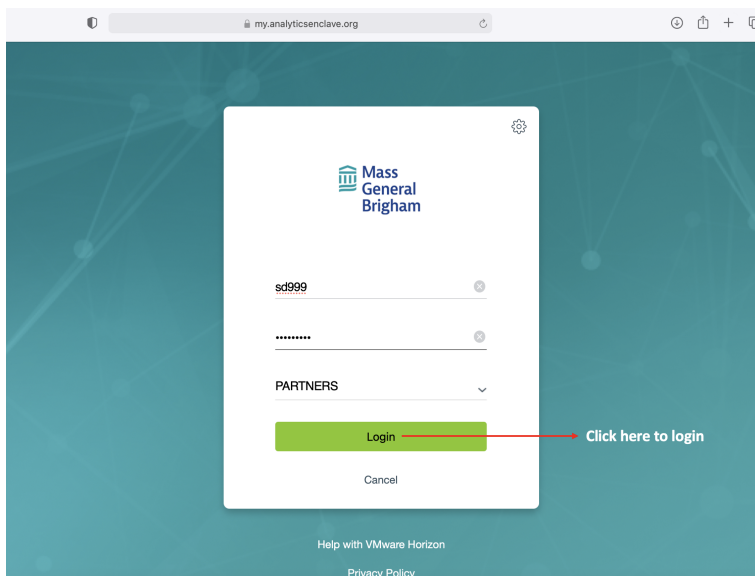
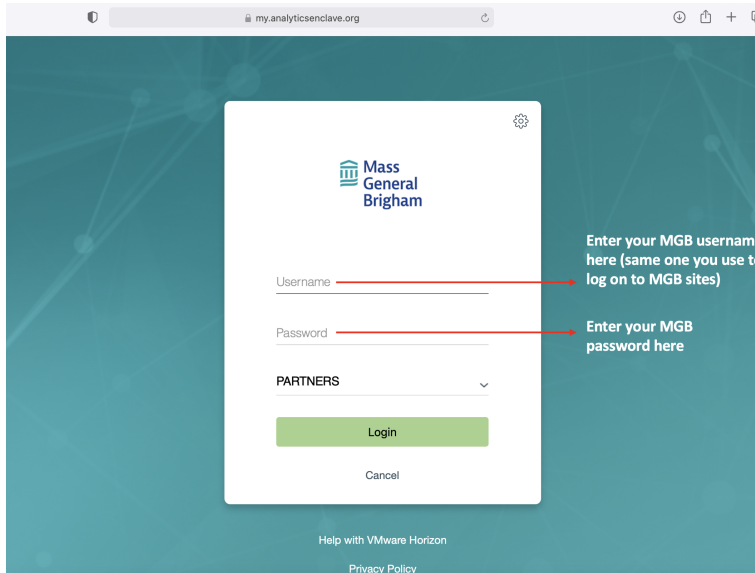
## UPLOADING FILES to the Enclave VDI - Applies to ALL END USERS

### Instructions

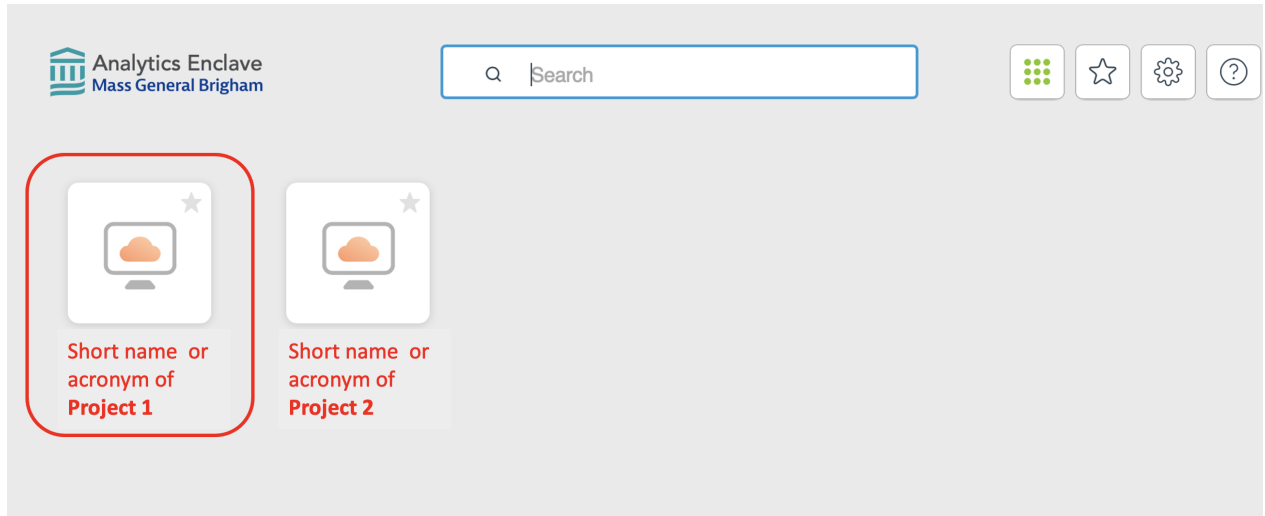
1. Open Google Chrome or supported browser and go to <https://my.analyticssenclave.org/>. Select **VMware Horizon HTML Access** or go directly to <https://my.analyticssenclave.org/portal/webclient/index.html#/>.
  - a. For best experience, use the recommended and supported browsers.



2. Enter your MGB username and password and click on **Login**.



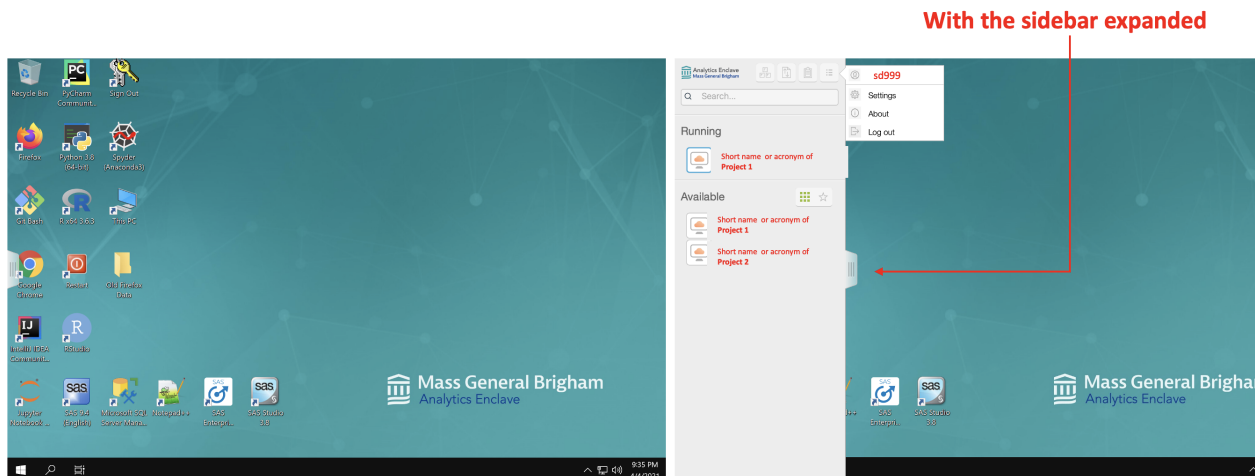
3. Upon successful completion of the steps above, you will see icon(s) labeled with the short version of your project name. One icon per project. When you hover the cursor over the icon you see the full label if the project name is lengthy.



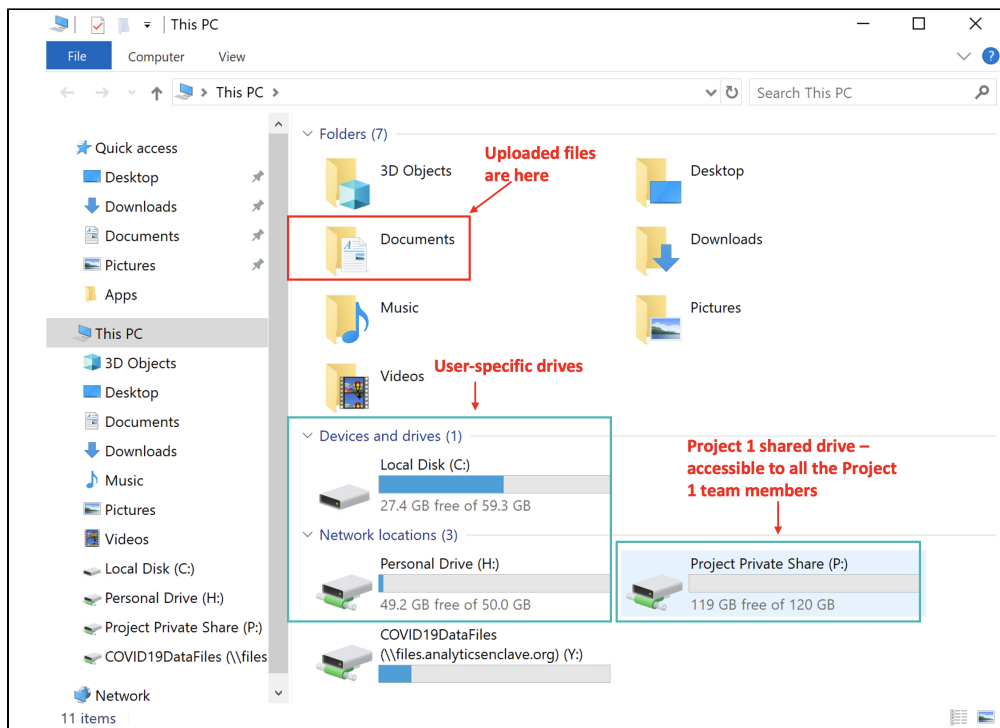
4. Click on the specific project icon to launch the corresponding VDI on your endpoint device. It may take about 15 seconds to connect.

5 .

a. Your connection is successful when you land on the desktop as shown below.



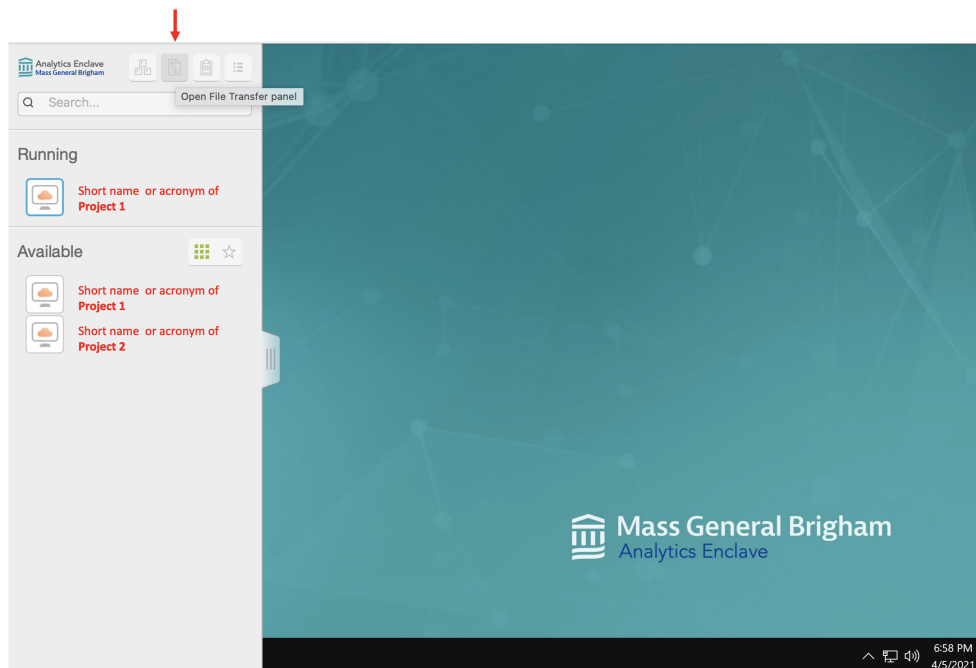
b. The drives available to you are shown below.



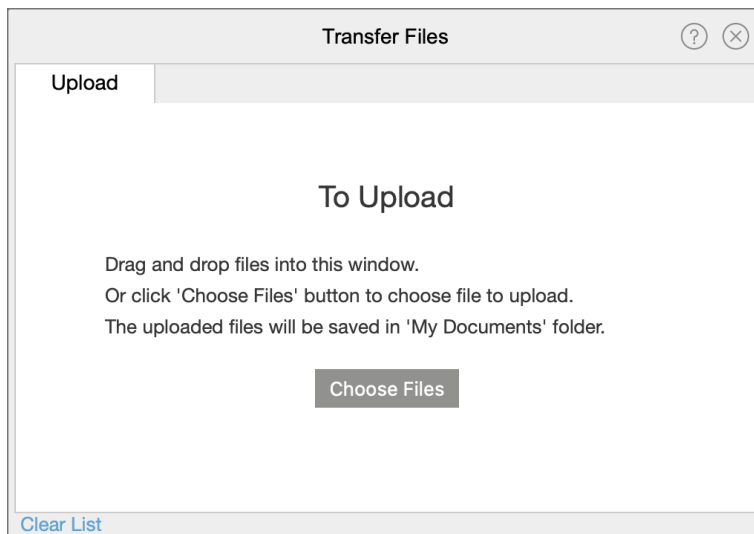
### Single User Project

Any project with a single user does not have the project-specific shared P: Drive

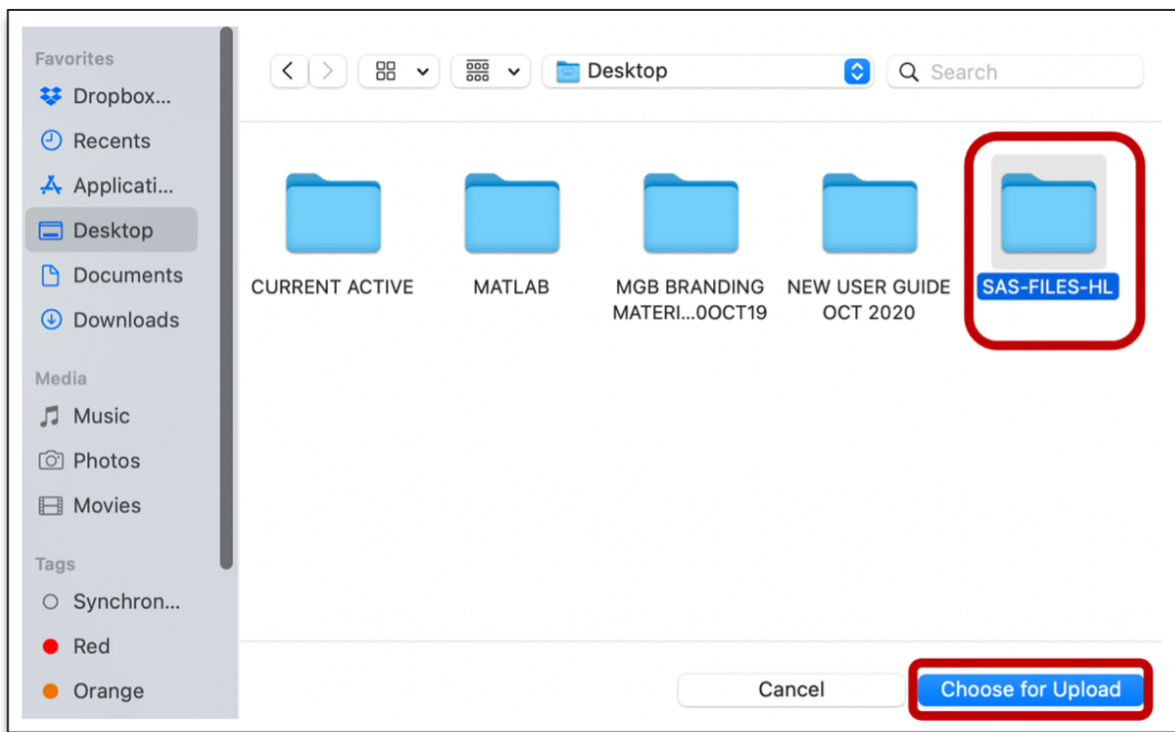
6. Click on the file transfer icon at the top of the sidebar. If you hover over the icon, you will see "Open File Transfer panel"



7. The **Transfer Files** window will appear. To upload files, drag and drop the files to the **Upload** tab in the **Transfer Files** window, or click on **Choose Files** and select the files you want to upload.

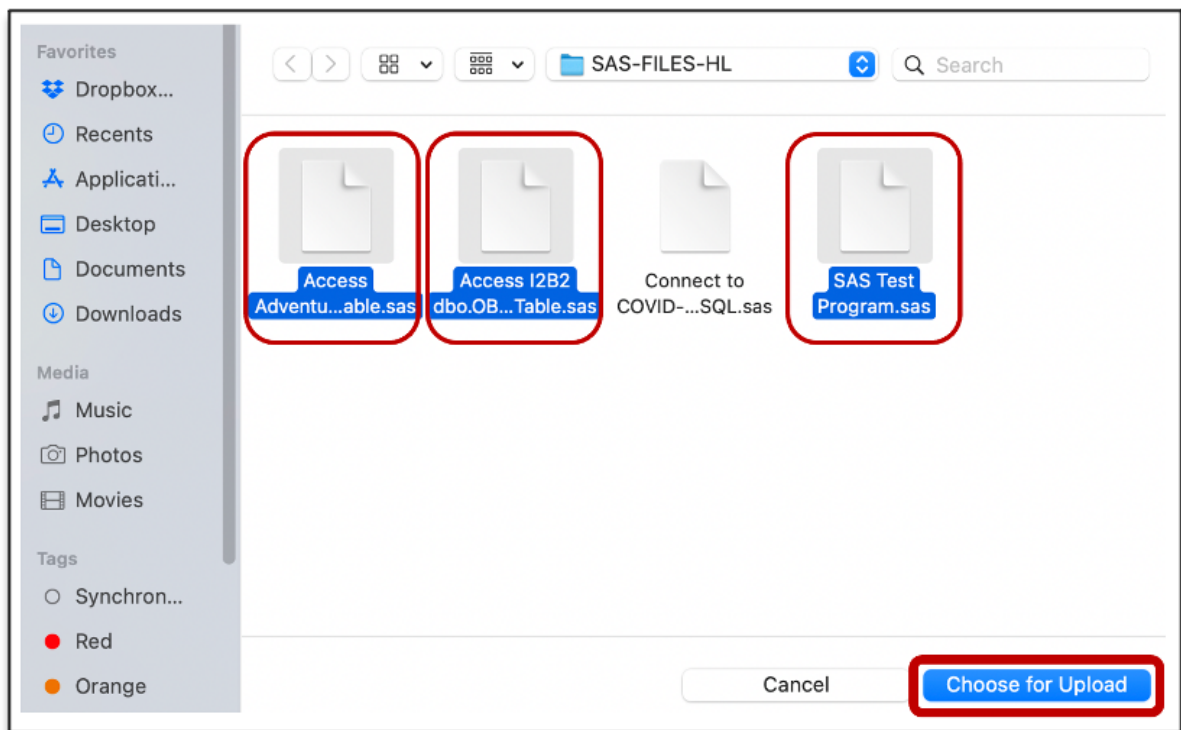


8. In this example, the files are selected from the **SAS-FILES-HL** folder on a local computer desktop.



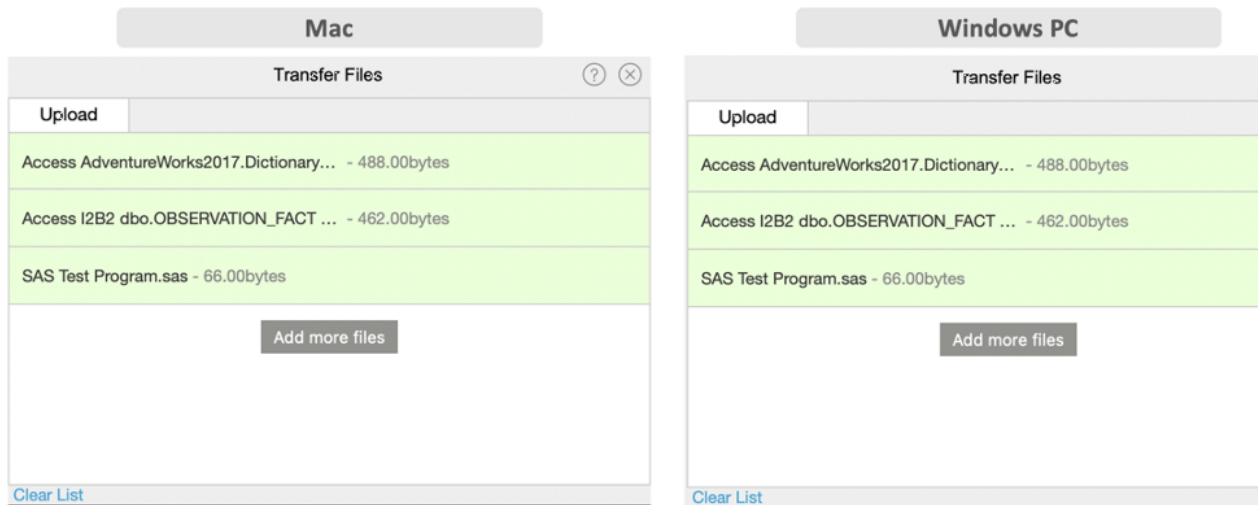
9. Select the specific files that you want to upload.

**The cumulative file size per load should not exceed 2 GB and individual files size up to 2 GB is supported**

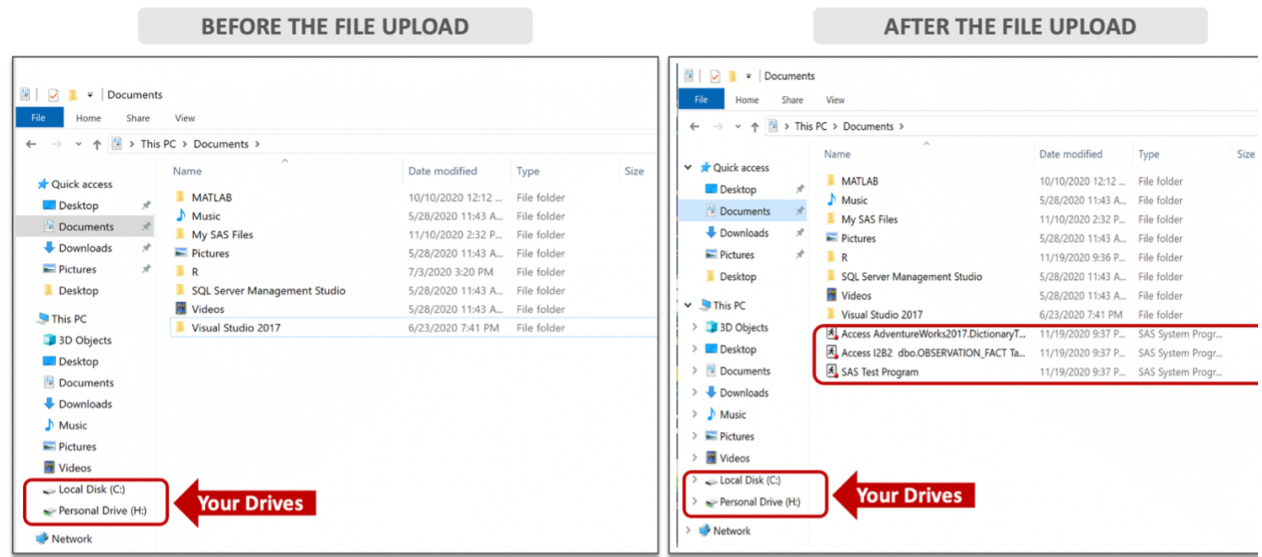


10. The progress of the file transfer will be tracked at the top of the tab.

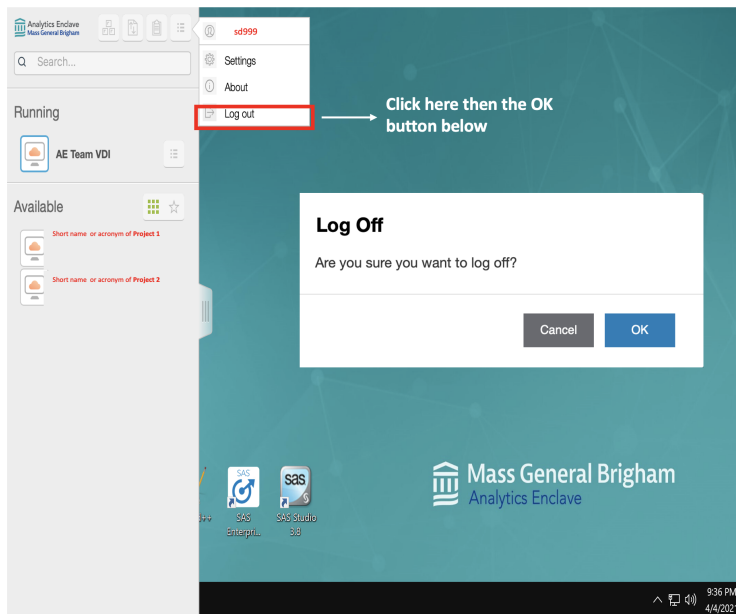
- a. If you click on the icon Å at the top right corner, the upload will still progress.
- b. For the Windows PC users, if you click on icon to the right of the file name, the transfer of the corresponding file will be terminated.



11. When the file transfer is completed, the uploaded files will be saved in the **Documents** folder the VDI.



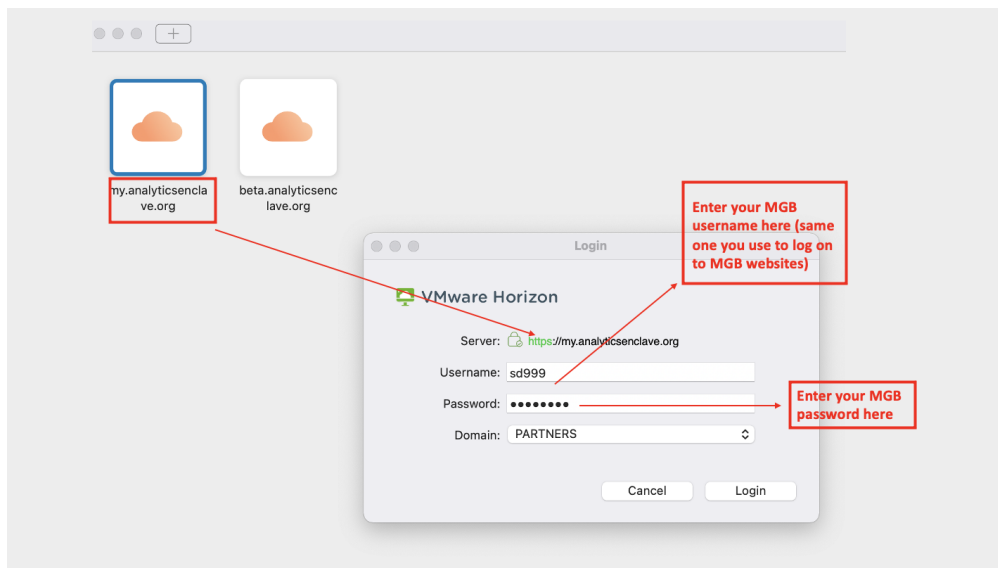
12. Remember to **log out** of the desktop upon completion of your routine work.



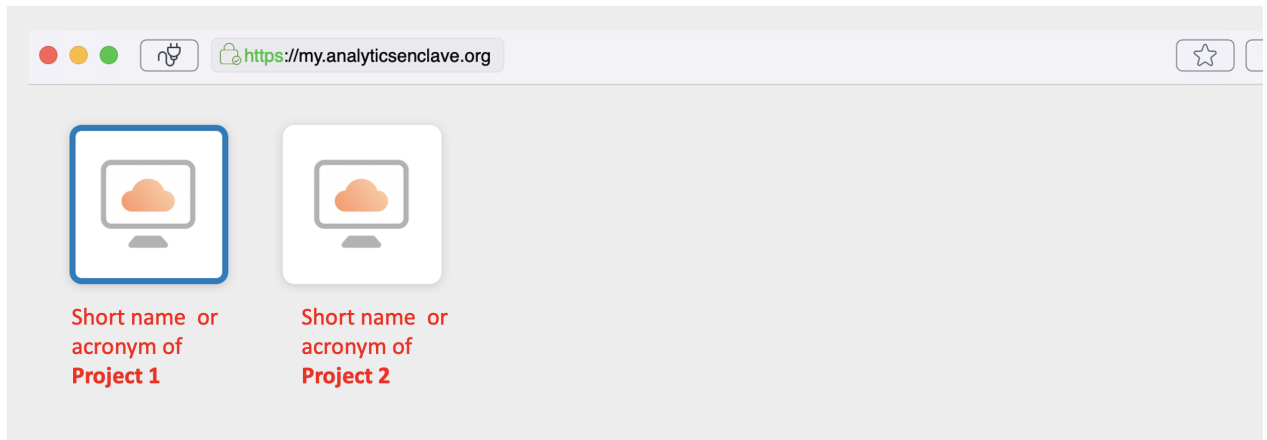
## DOWNLOADING FILES from the Enclave VDI - Applies to Principal Investigators, Project Leads, and their Designees ONLY

### Instructions

1. Log on to your the VMware Horizon Client using your Mass General Brigham (MGB) username and password.
  - a. If you are logging on to the VDI for the first time, please follow the instructions for **"Getting Started With Analytics Enclave Platform 2.0 (Enclave 2.0)"** and download **VMware Horizon Client**.

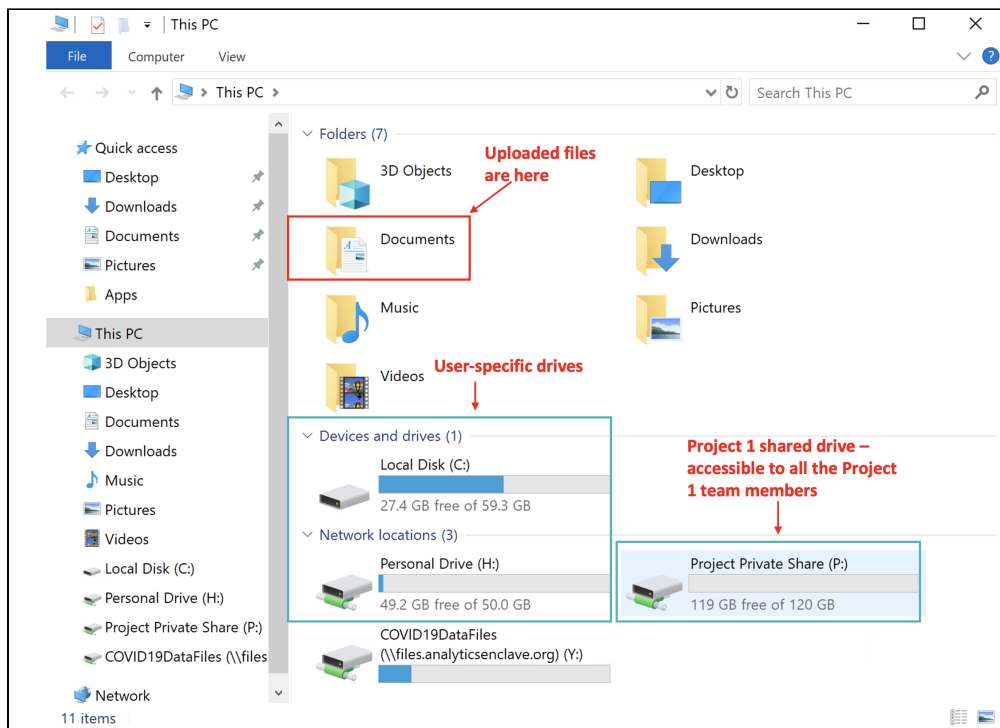


2. Upon successful completion of the step above, you will see icon(s) labeled with the short version of your project name. One icon per project. When you hover the cursor over the icon you see the full label if the project name is lengthy.

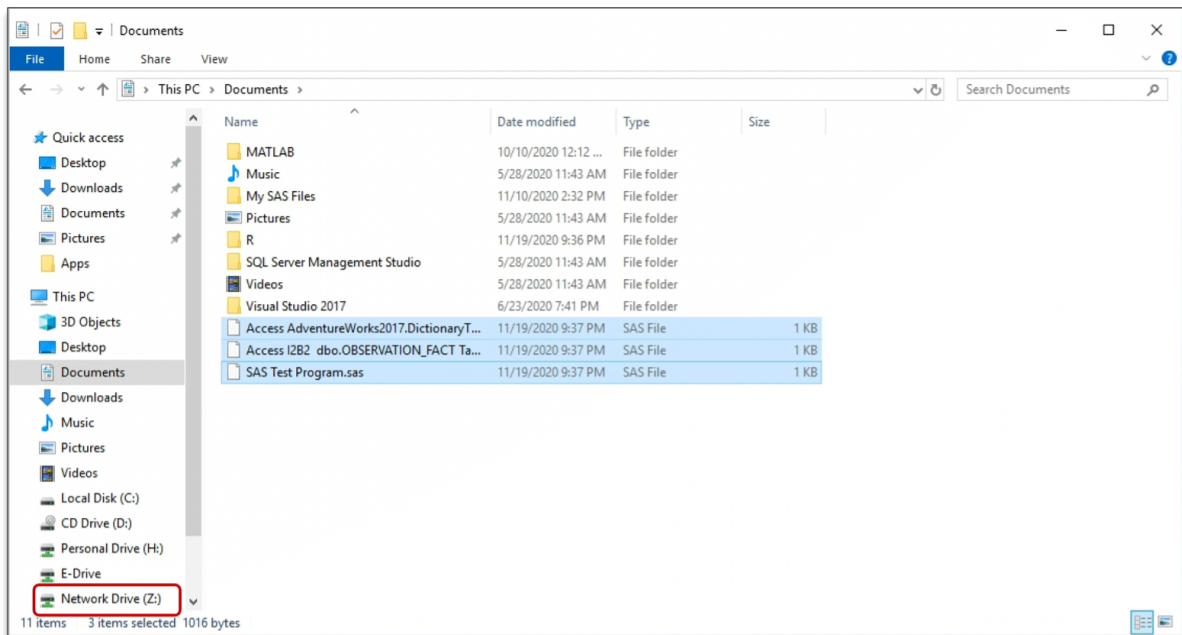


3. Go to "This PC". You will see the Drive (Z) which maps to the local Disk (C) of your endpoint device.



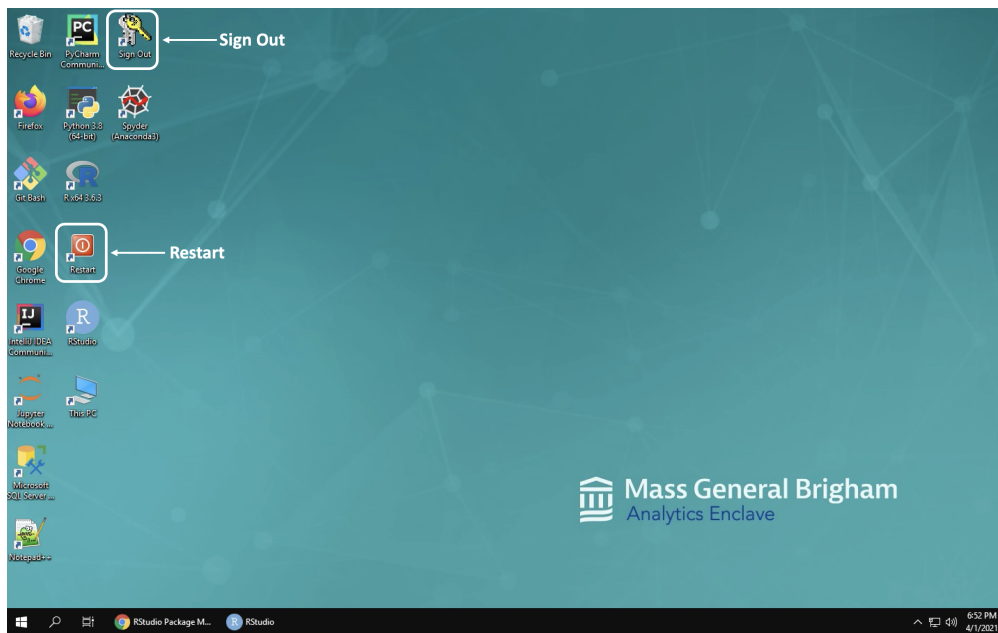


4. Select the files that you want to download from the VDI and move them to the local Disk (C) of your endpoint device. The cumulative file size per load should not exceed 500 MB and individual files size up to 500 MB is supported.



5. Similarly, select the files that you want to upload from your endpoint device to the VDI. The cumulative file size per load should not exceed 2 GB and individual files size up to 2 GB is supported.

6. Remember to **log out** of the desktop upon completion of your routine work.



## Limitations of the File Transfer System

1. You can download files up to 500 MB and upload files up to 2 GB.
2. You cannot download or upload folders or files that have a size of zero.
3. For 32-bit Internet Explorer 11, downloading a file larger than 300 MB might not work. To resolve the issue, run Internet Explorer 11 in 64-bit mode.
4. If a file transfer is in progress in a remote session and you open a connection to a second remote session, and if a security warning will appear. If you ignore the warning and continue to connect to the second remote session, the file transfer in the first session will be terminated.
5. You cannot use this feature with Linux remote desktops or Android devices.