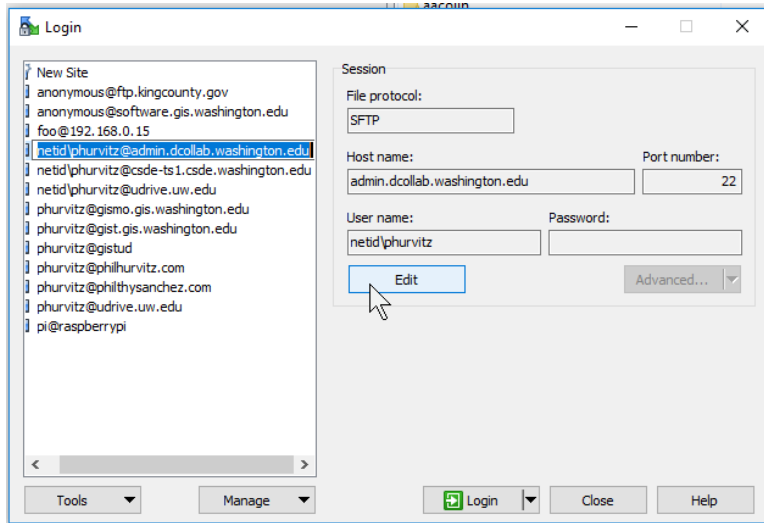


Increasing SFTP Timeout Instructions  
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2020-11-13

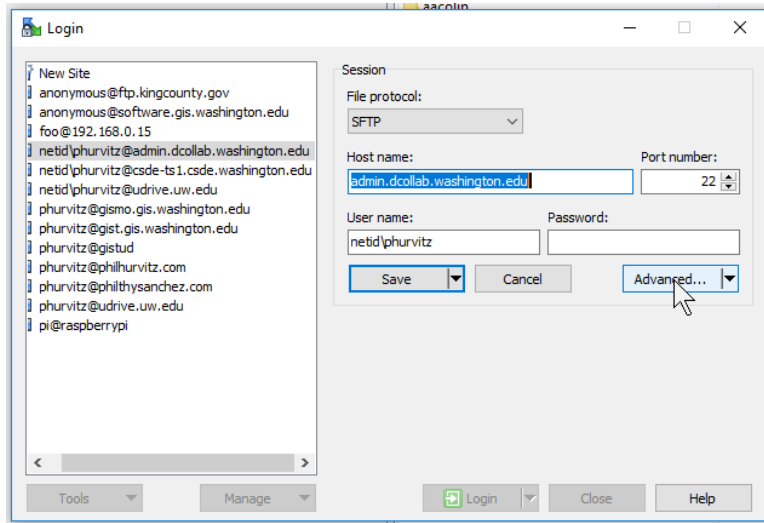
If SFTP connections to `admin.dcollab.washington.edu` do not complete due to timeout errors, you can adjust the default timeout settings for WinSCP and FileZilla.

### WinSCP:

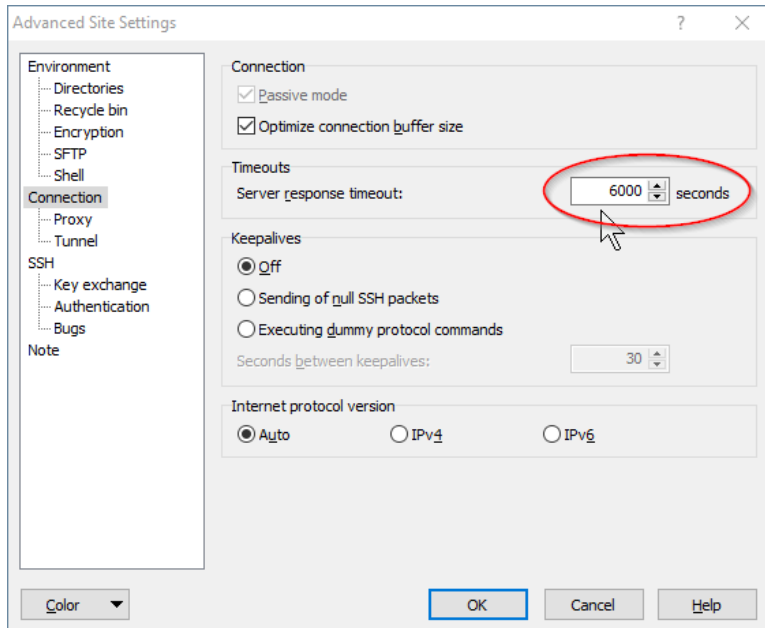
The timeout controls are specified for each connection. In the list of connections under the *Login* window, select the entry for `admin.dcollab` and click **Edit**.



Click **Advanced....**



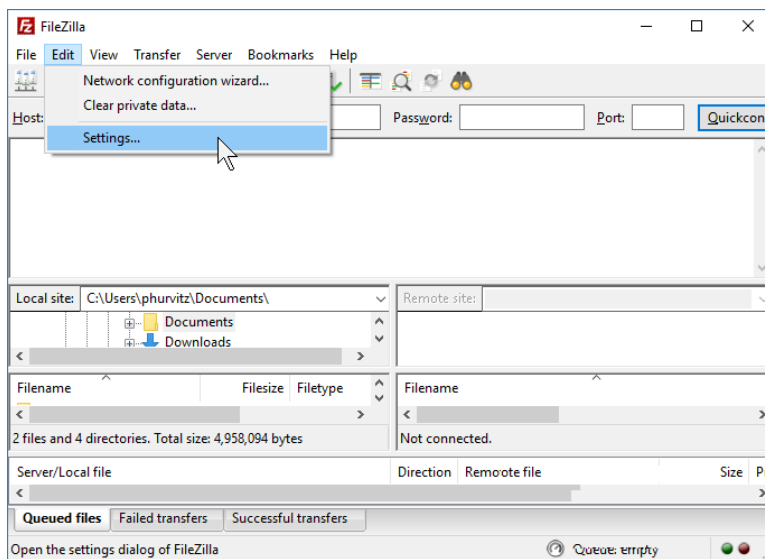
In the *Connection* section, you will see the *Timeouts* section. Increase the value to 6000 (the maximum).



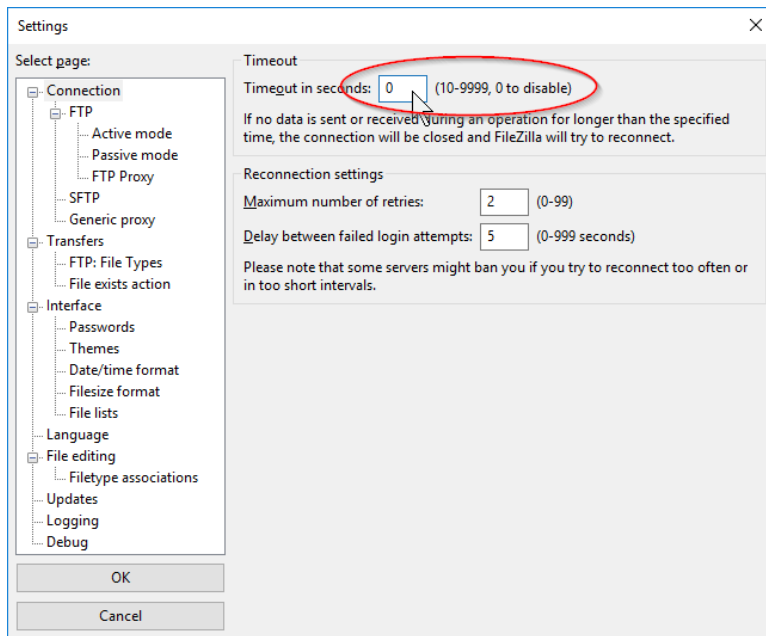
Click **OK** and then **Save**.

**FileZilla:**

Click **Edit > Settings...**



In the *Settings* dialog, under the *Connection* setting, change the Timeout value to 0. This will disable the timeout, so as long as the server is functioning properly, a connection should eventually be made.



Click **OK**.