

RMFT 2.5 Release Notes

July 2011

RepliWeb-MFT is a comprehensive managed file transfer solution that allows organizations to govern all aspects of A2A, Host, and Ad-Hoc file transfer processes. RMFT enables security policy enforcement, guaranteed and accelerated transfers, process automation, and audit across each stage of the file transfer process.

RMFT 2.5 introduces major new features, especially in the areas of security and management - several of which are the result of customer requests - as well as improvements to existing features. The new FTP feature eases management by enabling FTP sites and folders to be created and managed directly from the RMFT Management Console, thereby providing a single point of control for all corporate file transfers. FTP Audit provides a detailed and filterable record of all FTP folder events. The new File Encryption feature makes RMFT even more secure by enabling PGP encryption of package files residing on RMFT Server. Custom Active Directory Queries allow query-based synchronization of Active Directory users. Admin Notes allows administrators to add notes to *any* RMFT entity such as recording what modifications were made on a specific date.

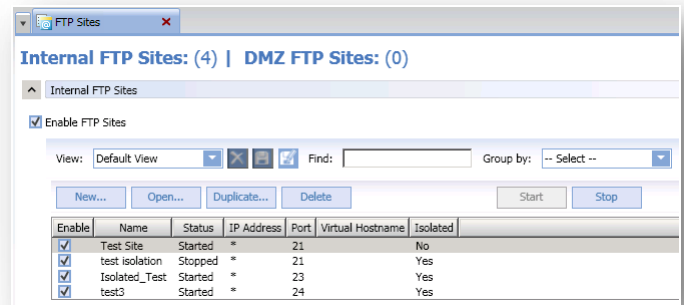
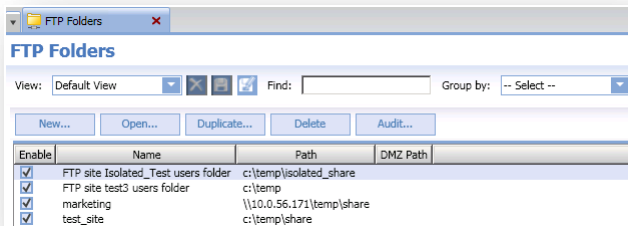
Performance enhancements mean that RMFT is now even more responsive during heavy load. For more information about a particular feature, please refer to the *RMFT Administrator's Guide*.

Key features include:

- **FTP Management** – Enables authorized RMFT entities to upload/download files to the RMFT Server machine using FTP protocol. According to their permissions, users may also be able to delete files/folders and create new folders using any FTP Client.
- **FTP Audit** – Provides a record of all FTP folder events including uploads, downloads and folder creation.
- **File Encryption** – Provides an additional layer of security by enabling PGP encryption of package files residing on RMFT Server.
- **Custom Active Directory Queries** – Custom queries can be used to synchronize users based on specific criteria such as only synchronizing users with an email address.
- **Admin Notes** – Enables RMFT administrators to keep a record of modifications made to RMFT entities.
- **SharePoint File Metadata Push** – In addition to the actual file, it is now possible to push file metadata (i.e. column information) to SharePoint Sites.
- **Web Customization** – Easily changeable themes for improved corporate branding.

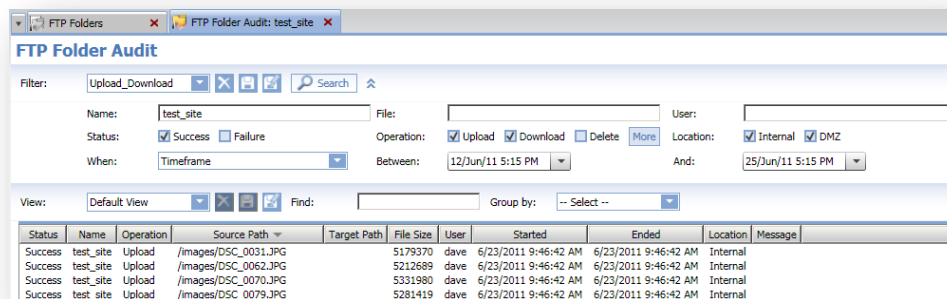
FTP Management

Sites and Folders – This version includes the ability to create and manage FTP sites and folders via RMFT Manager. Authorized users will be able to perform supported operations (upload, download, delete, rename and new folder creation) using any FTP Client, according to their folder access permissions. The optional user isolation feature prevents users from viewing or overwriting other users' content by restricting users to their own home directory.




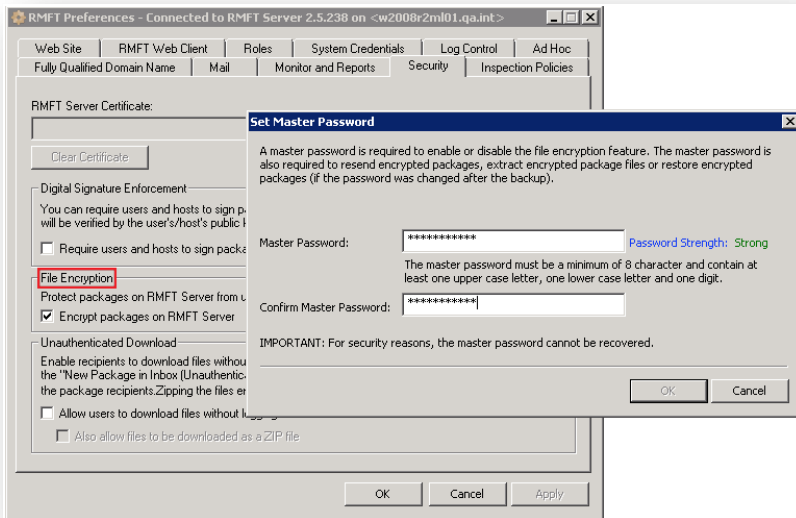
Note: This feature requires IIS 7.5 with FTP 7.5 to be installed on the internal and/or DMZ RMFT Server machines.








Audit – The FTP Folder Audit provides a detailed record of FTP folder activity such as uploads, downloads and file deletion. The list of events can be filtered using various criteria including timeframe, user, file name, operation type and more. Audit information can either be accessed from the User context menu (to see operations performed by a specific user) or from the FTP Folder context menu (to see all operations for a specific folder).



File Encryption

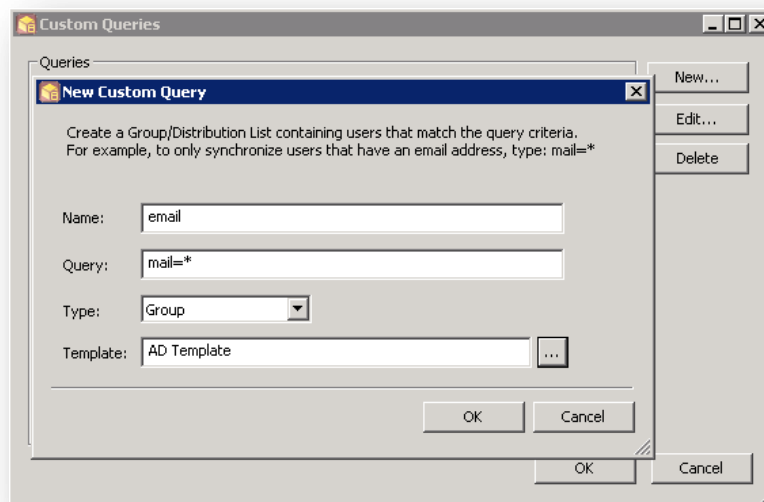
The option to encrypt package files on the RMFT Server machine has been added. The File Encryption feature is protected by a master password, which must be entered when turning the feature on or off or when performing administrative actions on encrypted files. Encrypted packages are indicated by a  icon in the Package Monitor.



| Status | Resent | Encrypted by Server | From |
|---|---|---|------|
|  |  |  | dave |
|  | |  | dave |
|  | |  | dave |

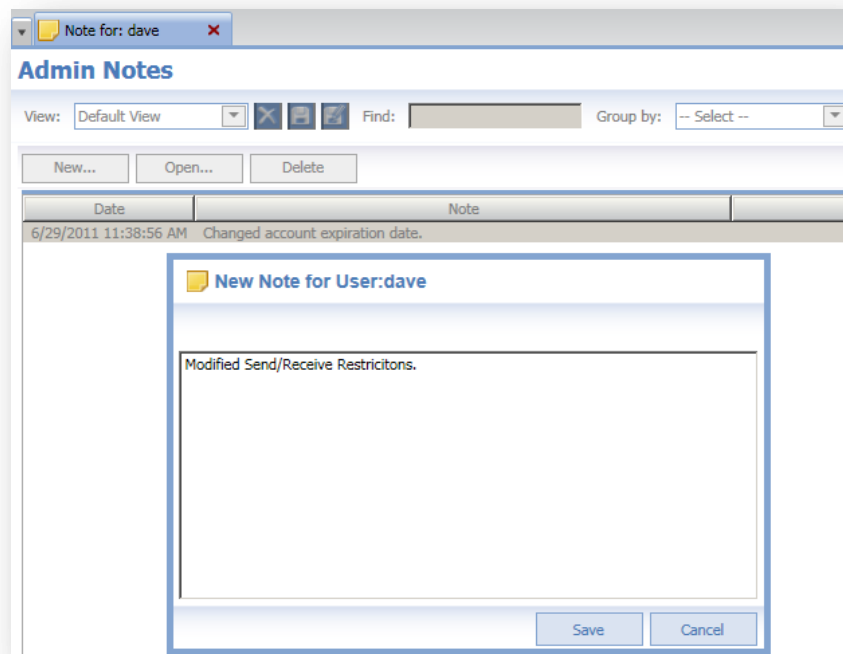
Custom Active Directory Queries

Custom queries can be used to synchronize Active Directory users according to specific criteria such as only synchronizing users with an email address. Custom queries offer a good way of preventing non-user accounts from being synchronized and can be used independent of or in addition to group synchronization.



Admin Notes

Admin Notes provide administrators with a quick and convenient way of recording changes made to RMFT entities (Users, Hosts, Inspection Policies, etc.). Notes can be easily added and managed by simply right-clicking an entity and selecting **Add note** or **Manage notes** from the context menu.

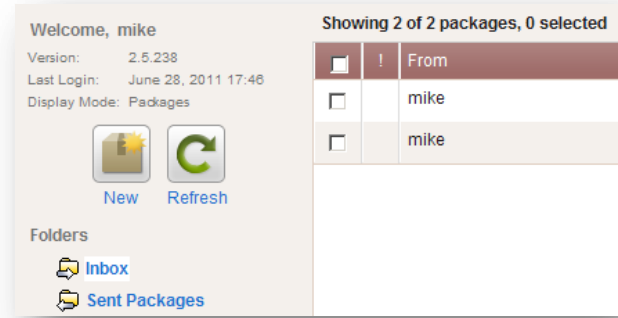
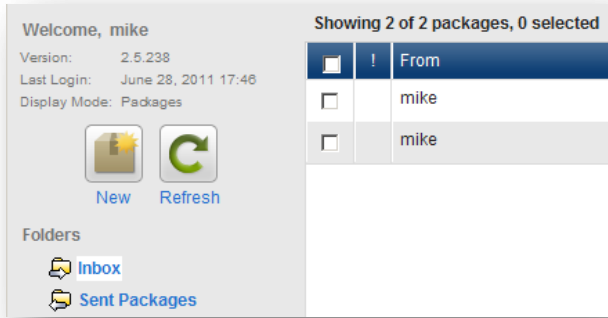


SharePoint File Metadata Push

In addition to the actual file, it is now possible to push file metadata (i.e. information related to the file) to SharePoint Sites, thereby preserving the context of the source files. The metadata is extracted from a specially formatted XML file that contains the names of existing columns (on the SharePoint site) and the information that each column should display. The metadata file can either be prepared manually before the transfer or prepared on-the-fly using a pre-packaging process.

RMFT Web Client Themes

A choice of seven different themes allows organizations to customize RMFT Web Client to match their corporate colors or simply according to personal preference.



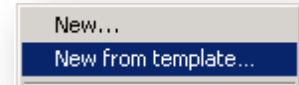
Web Services

RMFT Web Services has been extended to include the following functionality:

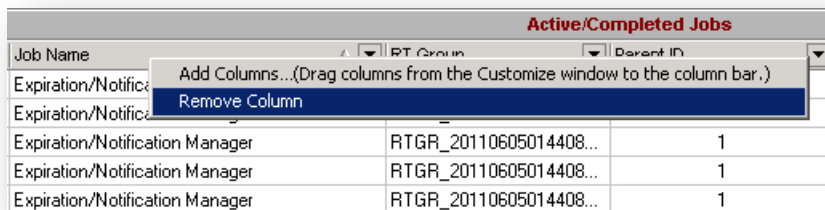
- FTP site and folder creation
- FTP audit
- Package forwarding
- Zipping package files before sending to recipients
- Ability to create an authenticated download link

Other Features

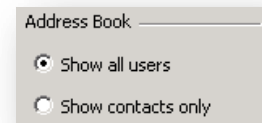
New User from Template – New user accounts can be created from predefined templates. This offers a convenient way of quickly creating multiple user accounts with the same settings.



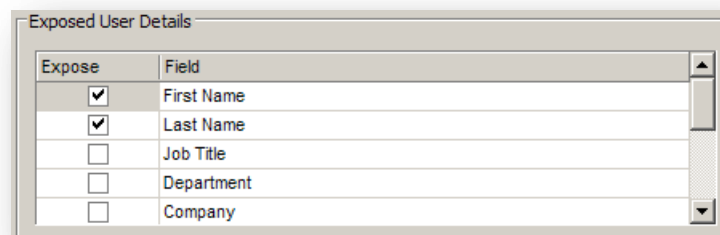
Customizable Columns – The ability to hide or show columns in the Monitoring Views (Packages, Scheduled Jobs, Active/Completed Jobs, etc.) and Entity Lists (Hosts, Users, etc.) has been added, thereby enabling Administrators to choose which columns to display according to importance.



Restricted Address Book – An option has been added to the user account settings that allows administrators to determine whether all users should be visible in the user's address book or only users to whom the user sends packages.



Exposed User Details – Personal details of exposed internal users can now be exposed to external users. This will allow external users to more easily locate internal users in their address book (by specifying the exposed details as search criteria).



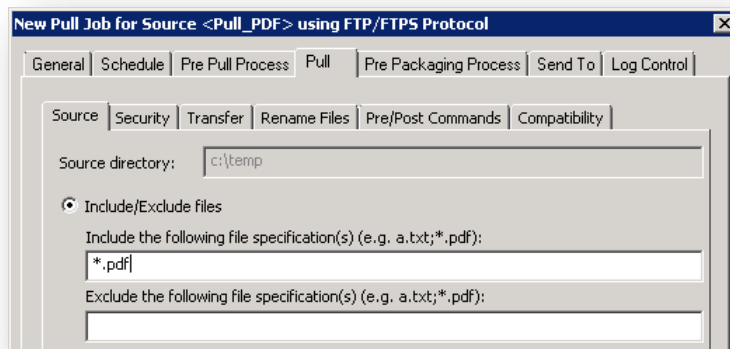
Medium Load Reporting – Medium load reporting joins the existing heavy load reporting feature. RMFT Server maintains responsiveness by automatically activating load control when the number of active Jobs reaches a predefined threshold. RMFT will report to Windows Event Viewer if Medium Load control is active for longer than a predefined time period. After the initial report, it will continue reporting at regular predefined intervals until Medium Load control is deactivated (which will also be reported). The default reporting intervals can be changed by editing the [Load Control] section in ~\RepliWeb\RMFT\scheduler\config\server.conf

Package Resend – The package resend feature has been expanded to include the following functionality:

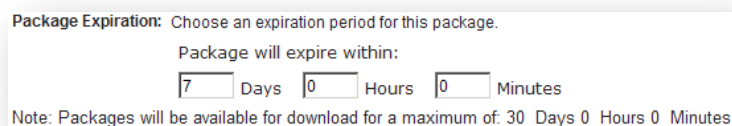
- **Resent Indication** - A resend icon indicating which packages have been resent
- **Multiple Resend** - The ability to resend several packages simultaneously.

| Packages | | | | | |
|----------|--------|---------------------|------|-------|---|
| Status | Resent | Encrypted by Server | From | To | Subject |
| | | | dave | jane; | [Resent by the RMFT Administrator]Large Files |
| | | | dave | jane; | [Resent by the RMFT Administrator]Large Files |
| | | | dave | jane; | [Resent by the RMFT Administrator]Large Files |
| | | | dave | jane; | [Resent by the RMFT Administrator]Large Files |
| | | | dave | jane; | [Resent by the RMFT Administrator]Large Files |
| | | | dave | jane; | [Resent by the RMFT Administrator]Large Files |


Exclude/Include Files – Administrators can now specify which files to include/exclude from the transfer. This feature has been added to the following protocols: **FTP/FTPS, SMB, and SFTP.**



Maximum Package Expiration –The maximum package expiration period (defined on RMFT Server) has been added as read-only information to RMFT Web Client's 'Package Expiration' option. Users who want to change the expiration period when sending a package will now be aware that they cannot exceed the maximum expiration period.



Package Processing Statistics – The status bar now shows the number of packages displayed in the Package Monitor as well as their completion status. The number of expired packages will also be shown if the **Show Expired** option is enabled.

Packages: 5 Completed: 5 (Success: 5, Warning: 0, Error: 0, Aborted: 0) Expired: 1 RMFT Health: 

Known Issues

The following section lists the known issues with RMFT 2.5. Where applicable, a workaround is provided to resolve the issue.

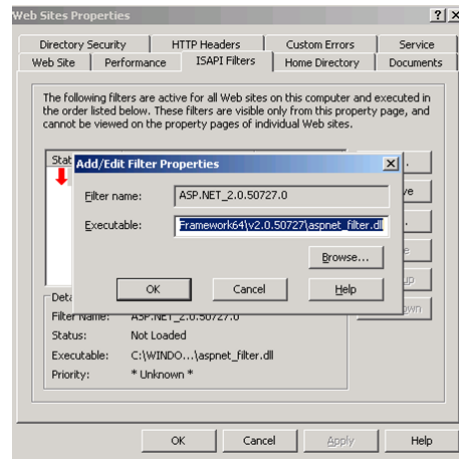
- **Missing FTP Client IP Address** – In the **Sessions** pane, the FTP client IP address is not shown in the **Client IP** column. Microsoft has released a "hotfix" which resolves this issue. For more information, visit: <http://support.microsoft.com/kb/2550766>
- **Google Chrome** - The RMFT Java Applet may fail to load when RMFT Web Client is run on Google Chrome for the first time. Pressing F5 will resolve the problem. (Although you usually only need to press F5 once, you may need to keep pressing F5 until the RMFT Java Applet is successfully loaded).
- **Oracle 11.1 Compatibility** – RMFT is compatible with the patched version of Oracle 11.1. For information on which patch you need for your specific platform, you need to open a service request with Oracle Support for "patch 9064352 for <platform>" where <platform> is your OS and exact Oracle version (e.g. Oracle 11.1.0.7). You also need to attach the current list of one-off patches to the service request (obtained by running the `opatch lsinventory` command). Oracle 11.2 is not currently supported.
- **RMFT Web Site Support on 64-Bit Machines** – By default, the **RMFT Website** ISAPI filter on 64-bit machines is a 64-bit DLL. In order for the RMFT Website to work on 64-bit machines, the ISAPI filter path needs to be changed so that it points to the 32-bit DLL.

Note: IIS cannot operate in 32-bit and 64-bit modes simultaneously. In other words, applications that require 64-bit functionality should not be run on the same IIS as the RMFT Web site.

To change the ISAPI filter path:

1. Open IIS.
2. In the left pane, right-click the **Web Sites** and select **Properties**.
The **Web Site Properties** dialog box opens.
3. In the **ISAPI Filters** tab, click **Edit**.

The **Web Site Properties** dialog box opens.



4. In the **Executable** field, change the ISAPI filter path from:
`~\Framework64\<version>\aspnet_filter.dll`
to:
`~\Framework\<version>\aspnet_filter.dll`
 5. In the left pane, right-click **DefaultAppPool** and select **Recycle**.
 6. Right-click **DefaultAppPool** and select **Stop**, then, right-click **DefaultAppPool** again and select **Start**.
- **“HTTP 413 Request Entity too Large” error** – Occurs when RMFT Desktop Client users try to send a package using “IIS Secure” mode or when RMFT Web Client users try to send a package using Java secure mode. This issue can be resolved by increasing the default IIS request size. For full instructions, please refer to:
http://www.repliweb.com/resources/faq/managed_file_transfer/faq_531.php
 - **Non-English Characters are Displayed Incorrectly** – RMFT Desktop Client and RMFT Web Client in Lite Mode both allow the sending of files whose names contain non-English characters. However, such files will not be displayed correctly in RMFT Manager (Package Audit) or RMFT Web Client (non-English characters will be replaced with random characters). This is also the case regarding non-English characters in the package subject and message.
RMFT Web Client in Enhanced Mode does not allow the transfer of files with non-English characters in their names.
 - **Reinstalling the DMZ RMFT Server to a Different Path** - In a setup involving an internal RMFT Server and a DMZ RMFT Server, the DMZ RMFT Server’s installation path is stored in a configuration file on the internal RMFT Server machine. If, for whatever reason (e.g. hardware

failure), the DMZ RMFT Server needs to be reinstalled, installing it to a different path requires you to also perform a special procedure. For detailed instructions, please refer to the *RMFT Product Suite Installation Guide*.

- **RMFT Desktop Client Installation Privileges** – RMFT Desktop Client installation privileges are environment-specific. For full details, please refer to the *RMFT Desktop Client Installation Guide*.
- **Incorrect “Delivery to Hosts” Status for Restored Packages** – The “Delivery to Hosts” event for packages restored from earlier RMFT versions may be shown as “Running” on the DMZ RMFT Server even though its actual status is “Success”.

Note: Upgrade from the RC version to the GA (General Availability) version is not supported.

Bug Fixes

Issues resolved in RMFT 2.5 include:

- RMFT upgrade would fail with a "name is already used by an existing object" database error.
- Safari in Java Mode on Windows machines would occasionally crash when clicking 'Done' after sending a package.
- A RMFT Web Client error contained user password information.
- Active Directory users would encounter a "RMFT Server is temporarily unavailable" error when trying to log in to their accounts.
- The status of packages running for a long time would change to "warning" and could not be aborted.
- The external RMFT database would be synched with unnecessary records, making the database size increase significantly.
- RMFT first time registration error messages could not be deciphered by the user.
- The RMFT FES Server service would crash occasionally.
- Using RMFT Web Client with Safari or Firefox browsers on a Mac would cause successfully sent packages not to appear in the Sent folder or the RMFT Server Package Monitor.
- A "Exception has been thrown by the target of an invocation" message would sometimes be encountered when trying to view package details.
- RMFT Web Client Lite users would encounter an error when clicking a link in a notification email.
- MS-SQL errors would occasionally be encountered when logging to RMFT manager (in Windows Authentication Mode).
- SMB jobs would not close sessions on remote machines.
- FTP push of a resent package would fail with a "Another command is currently pending, please try again later" error.
- Enrollment invitation would fail when the email address was enclosed with single quotes.
- The Java CLI "Scramble Password" option would generate a different string each time.
- The FASTCopy SSL Private key phrase was stored in clear text in the RMFT backup XML.
- When creating a new package in Lite Mode, the browse button position would cause the file name and path to be only partially displayed.
- SFTP connection would fail when using a certificate and password.
- Files specifications with spaces and wildcards would remain in the Hot Directory.
- The RMFT Monitor Server would crash every few seconds when processing package with large message on Oracle.

- A very long default expiration period would cause packages not to be displayed in the Package Monitor or RMFT Web Client.
- A checksum error would be encountered when trying to download files in ActiveX non-chunked mode.
- Filters could not be deleted and Filter Control buttons were not displayed properly in RMFT Web Package Monitor.
- Specifying the `-before` and `-after` CLI qualifiers would not have any effect.
- In Lite mode, selecting a distribution list with a space in its name would cause an error.
- FASTCopy ASCII mode would cause files to grow to enormous sizes (e.g. 58 GB).
- Invalid characters in AD account settings would cause the AD import to fail even if some user accounts had valid characters.
- The Web Service API would not allow user type to be changed from exposed or external to internal.
- Package resend would occasionally fail with an invalid recipient error.
- AD synchronization would fail when group name contained an ampersand.
- The `bhub_cli.jar` would not work on UNIX machines.
- The Web Package Monitor would not load if more than 8 filters were defined.
- Using RMFT Web Client to send files with long file names would cause FEST to enter a retry loop and prevent the sending of any more packages.
- After performing a restore, the expiration job settings were only restored after the job was restarted.
- An error would be displayed when pushing files to a host using FASTCopy protocol if no password was set in the login defaults.
- MAC OS, Firefox and Safari would stop responding during package download.
- RMFT database sessions would accumulate on Oracle when using RMFT Desktop Client in Windows Authentication Mode.
- RMFT Manager would occasionally stop responding when updating a host.
- RMFT Web UI in Lite mode - The transfer status indicator bar would not indicate transfer progress.
- RMFT Web UI logon page would not load in Firefox when clicking a link that opened a new tab to the RMFT site.
- When there was a long list of active/completed jobs you could not scroll to the jobs at the top of the list.
- Pull job would go into recovery when the resultant job family was still running.
- Certificates for Active Directory users could not be imported to RMFT Server.

- Issues with SFTP password authentication.
- Unclear error message when logging in to web client with the incorrect username format.
- RMFT Web Client Customization: The option to hide the "Advanced" tab was not implemented.
- RMFT Web Client Customization: The option to hide the "From" column was not implemented.
- Ad-Hoc users with an apostrophe in their email address would be required to enter all details, even though the RMFT Server settings did not require them.
- When creating/updating a user template a "Bad parameter: SQL Command is too long" error would sometimes be shown.
- On selecting a host source directory, pull jobs that were not associated with the selected source directory would be shown.
- The FASTCopy Extra Qualifiers field was missing from the source directory settings.
- FASTCopy recovery took longer with pull jobs than with push jobs.
- Timeframe filter would not work properly when two expressions were specified.