MOVEit® DMZ Manual

v7.5

# Contents

Introduction

MOVEit® DMZ Enterprise is a secure file transfer server. It is a vital component of the MOVEit® family of secure file processing, storage, and transfer products developed by Ipswitch, Inc.. These products provide comprehensive, integrated, standards-based solutions for secure handling of sensitive information, including financial files, medical records, legal documents, and personal data.
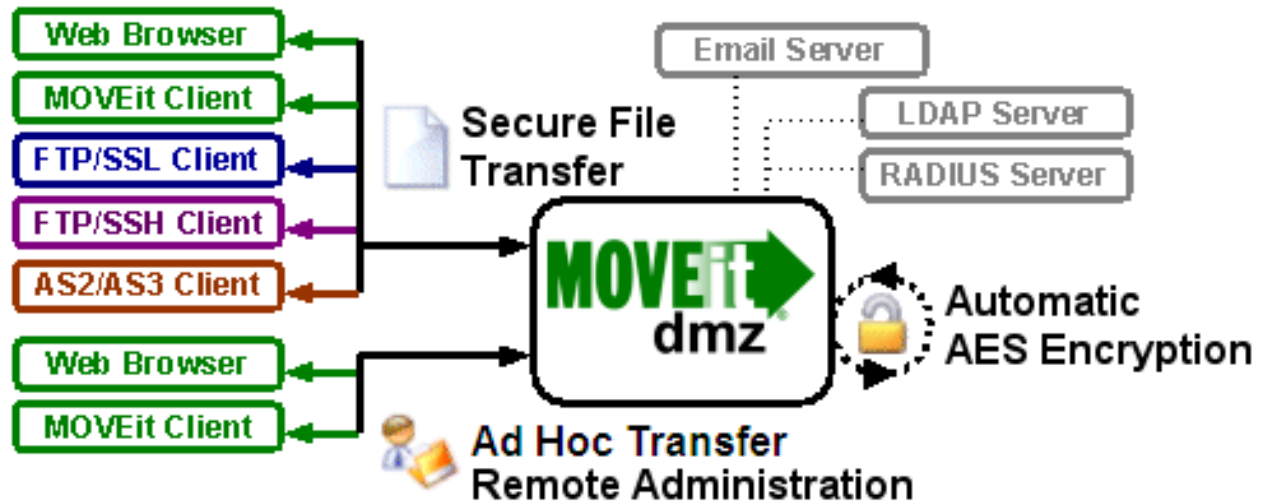
MOVEit DMZ safely and securely collects, stores, manages, and distributes sensitive information between your organization and external entities. Web browsers and no cost/low cost secure FTP clients can quickly, easily, and securely exchange files with MOVEit DMZ over encrypted connections using the HTTP over SSL (https), FTP over SSL (ftps) and FTP over SSH (sftp) protocols. And all files received by MOVEit DMZ are securely stored using FIPS 140-2 validated AES encryption, the U.S. Federal and Canadian government encryption standard.

In addition, a web interface offers easy online administration and monitoring of MOVEit DMZ activities while a programmable interface (via MOVEit DMZ API Windows and MOVEit DMZ API Java) makes MOVEit DMZ accessible to custom applications.

MOVEit DMZ includes an optional MOVEit Wizard plug-in that works with Internet Explorer, Firefox and Mozilla to help web-based users to quickly upload and download large and/or multiple files and folder trees to and from MOVEit DMZ.

Encryption capabilities throughout the MOVEit product line are provided by MOVEit Crypto. The AES encryption in MOVEit Crypto has been FIPS 197 validated. The entire cryptographic module has been FIPS 140-2 validated after rigorous examination by cryptographic specialists in the United States' National Institute of Standards and Technology (NIST) and Canada's Communications Security Establishment (CSE).

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MOVEit DMZ also has an approved Certificate of Networthiness (CoN) from the United States Army. This certification involves a review of how MOVEit DMZ meets Army requirements for network security, integration, interoperability, and ease of management and support.

Physical Specifications

The MOVEit DMZ software itself resides on a Microsoft Windows Server platform hardened against threats from the Internet and trusted networks. Organizations that need to support very large volumes of file transfers and/or many users may require additional hardware, but for many organizations the minimum recommended specifications of a MOVEit DMZ should suffice:

- 2 GHz Pentium-compatible CPU
- 80 GB SATA or SAS Hard Drive
- 1 GB RAM
- 100/1000 Mb TCP/IP-capable ethernet interface

The latest production recommendations can be found in the online Support Knowledge Base.

Network Specifications

In a typical network topology MOVEit DMZ is best located on a secured "DMZ" segment accessible to both internal and external users."DMZ" is short for DeMilitarized Zone - a network "no man's land" where both internal and internet hosts are allowed to connect. By default, connections originating from a DMZ network segment are not to be trusted and are usually not allowed unless there is a compelling case to allow a particular service through.
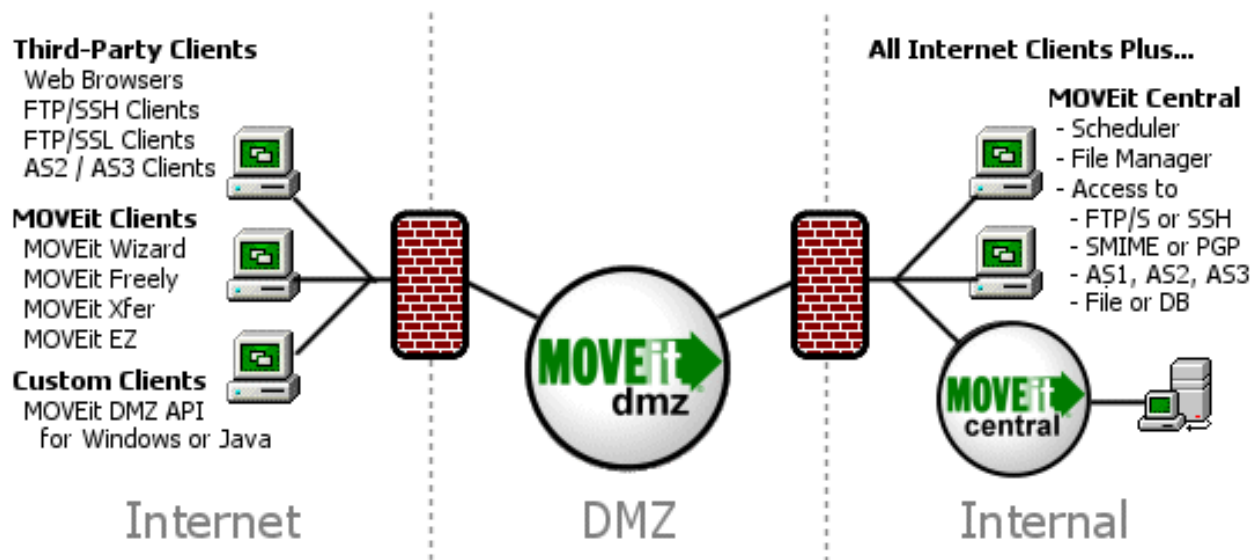
Web and secure FTP clients can upload and download files to MOVEit DMZ from internal and external networks. For security reasons, MOVEit DMZ is NOT permitted to establish connections with or push files to systems on either your internal network or on an external network. (If a "proxy push" or "proxy store-and-forward" solution is desired, MOVEit Central can be used with MOVEit DMZ to fill this role.)

MOVEit DMZ's Security Advantages Over Other "Secure FTP" Solutions

There are three "areas" where files are at risk when transferred between an external network (such as the Internet) and your internal network:

- When transferred over the INTERNET to a system in your DMZ.
- When temporarily stored on a system in your DMZ.
- When transferred from the system in your DMZ to a system on your internal network.

Most secure Web and FTP file transfer products reside on a system in a DMZ and use industry-standard SSL or SSH to provide secure transfers between the INTERNET and DMZ. (MOVEit DMZ does as well.) Unfortunately, that is as far as most products go; they fail to secure files stored on the DMZ (at risk if the DMZ box gets hacked) and fail to secure files being transfered between DMZ and MY ORG (at risk if a hacker sets up a sniffer inside the DMZ).

MOVEit DMZ secures all three areas by using SSL/SSH-encrypted transfers for ALL transfers and by using FIPS 140-2 validated AES encryption to secure files on disk.

In addition, only MOVEit DMZ offers complete end-to-end file integrity over FTP. In other words, files transferred with secure FTP or web clients which support file integrity checks through the MOVEit system can be proven to be 100% identical to their source files through the use of SHA-1 cryptographic hashes. (When combined with authentication, complete file integrity provides non-repudiation.)

Accessing MOVEit DMZ

Introduction

"Client" access to MOVEit DMZ is available through several interfaces, including HTTPS, FTP over SSL, and FTP over SSH.

The built-in web interface provides access to anyone with a desktop web browser (see the complete list of supported browsers). Authorized administrators may configure the MOVEit DMZ server from authorized locations while customers and partners use a simpler portal to move files in and out of the MOVEit DMZ system.

Also available through the web interface, the optional MOVEit Upload/Download Wizard provides for faster and more reliable file transfers using the web than are normally available through "stock HTTP". The MOVEit Wizard is also the only browser-based client that supports file integrity checking.

A secure FTP interface is also available on the MOVEit DMZ server for people or programs with secure FTP clients. The MOVEit family offers two free, scriptable command-line clients, MOVEit Freely (FTP) and MOVEit Xfer (HTTPS) both of which support file integrity checking. Ipswitch also offers WS_FTP Professional, a Windows file transfer client with a robust feature set, which also supports file integrity checking. Many third-party companies manufacture secure FTP clients for desktops and servers which will also interface with MOVEit DMZ's secure FTP over SSL and FTP over SSH servers.

For IT departments who desire more control over the MOVEit DMZ environment than the FTP protocol can provide, the MOVEit DMZ API products provide easy access to and control of MOVEit DMZ via a COM object (for Windows) or Java classes (for *nix, Windows, IBM, etc.). MOVEit DMZ API also supports file transfers with full integrity checking and ships with several command-line utilities for administrators who would rather script than program.

If desktop-to-server automation or the ability to access MOVEit DMZ as a local folder is desired, consider using MOVEit EZ. MOVEit EZ is a "tray icon application" which synchronizes content between a user's desktop and MOVEit DMZ and schedules transfers.

When coupled with MOVEit Central and the appropriate licensing, MOVEit DMZ supports AS2 and AS3 file transfer. (MOVEit DMZ can be used as a standalone AS3 server, but without MOVEit Central it has no way of encrypting or decrypting specific messages.)

More information about these clients and the dozens of third-party clients which can also be used to securely exchange files with MOVEit DMZ can be found in the "Client Support" document.

Ad Hoc Transfer

The Ad Hoc Transfer Module, which requires a separate license, provides a secure way to do person-to-person file transfers. Large files and multiple attachments can be sent quickly and securely, avoiding the limitations of a mail server. Registered MOVEit DMZ users can use a browser or an Outlook plug-in to send files and/or a message (which is called a 'package') to an email address.

Composing a MOVEit package that includes files is like composing an email with attachments. However, there are differences. File attachments sent as part of a package are uploaded to a MOVEit DMZ server. A 'new package notification' email will be sent to the recipients, to inform them that a package is waiting for them. Recipients can click on the web link in this notification, sign on to MOVEit DMZ, and view the package, where they can download the files. If enabled, a recipient can also reply to a package and send additional attachments, which will also be uploaded to the file transfer server.

The organization administrator can set options that determine who can send and receive packages. An

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option enables unregistered users to be recipients, and another option unregistered users to self-register and send packages. Other options include user- and package-level quotas, and package expiration and download limits.

MOVEit Central

If more than ten scheduled file transfers, immediate movement of files to/from backend servers from MOVEit DMZ, or connectivity to other servers is desired, MOVEit Central is the best tool to use.

MOVEit Central can support thousands of file transfer tasks and is used in production to securely move hundreds of thousands of files a day at major data centers. MOVEit Central instantly knows when a file has arrived on MOVEit DMZ or a Windows file system and can immediately begin transferring that file to its final destination. MOVEit Central supports the most popular secure protocols used across industries, including FTP, SSH, FTP over SSL, SMIME, PGP, email and AS1/AS2/AS3.

In short, when paired with MOVEit DMZ, MOVEit Central completes a secure transfer system which can securely receive, record and send files to and from almost anyone supporting a secure transfer protocol.

Getting Started - Sign On

The Sign On page is the first page you will see from the MOVEit DMZ site. This page contains fields for your Username and Password and a "Sign On" button to send this information to MOVEit DMZ.

Clicking on the keyboard icons next to the username and password fields will open a clickable keyboard which can be used to enter your authentication information. Using the clickable keyboard can help thwart keystroke loggers. If you are logging on to the MOVEit DMZ site from a public computer, it is highly recommended you use the clickable keyboard to enter your username and password.

If your organization supports multiple languages, MOVEit DMZ will provide links to switch the displayed language. Clicking one of the links will change the Sign On page to display in that language, and set a cookie so your language choice is used the next time you sign on.

When you press the Sign On button, your username and password are transmitted securely (via HTTPS) to MOVEit DMZ. If your sign on attempt fails, you will see an error message. If you attempt to sign on too many times in a short period of time you may get locked out of the system altogether. If you need

assistance, use the "Tech Support" link on the Sign On page to contact someone who can help you.

⚠️ **Invalid username/password or not allowed to sign on from this location.**

If your sign on succeeds you will be rewarded with a success message.

ℹ️ **Welcome to MOVEit Sample! Please watch this area for important messages.**

The page you will see immediately after signing on depends on how you got to the sign on page in the first place. If you clicked a link from your web browser or typed a short URL into your browser, you are now most likely at the Home Page. If you clicked a link from an email notification, you are now either looking at a package or file.

Common Reasons Access is Denied

For security reasons, the SAME message is displayed to anyone who fails to sign on for any of the following reasons. (You will only be told that access was denied, not WHY access was denied!)

- Username is incorrect
- Password is incorrect
- Account has been suspended (for too many bad signon attempts, password aging, or manual administrator action)
- Account is not allowed to sign on from this IP address
- IP address has been locked out (for too many bad signon attempts, often with different usernames)
- Client certificate has not been provided when one is required, or a bad client certificate has been provided.

Requesting a Password Change

Some organizations may allow you to request an automatic password change if you have forgotten your password, to avoid a round trip though technical support staff. If this option is enabled, a "Request a password change" link will be present at the bottom of the signon page.

Sign On

Username:		
Password:		
	Sign On	

Security Notice
You are about to access a secured resource.
DoxOrg reserves the right to monitor and/or limit access to this resource at any time.

Need Help? Tech Support - Online Manual
Forget your password? Request a password change

Clicking this link opens the Password Change Request page. This page will prompt you for your

username and provide instructions for completing the password change process. Once you enter your username and click the Request Password Change button, an email will be sent to your registered email address, if your account has one, either with instructions for completing the password change, or a notice that the password change was denied.

Password Change Request

This page is displayed if you click a "Request a password change" link at the bottom of the signon page.

Enter your username in the field and then click the "Request Password Change" button.

An email message with more information about the password reset process will be sent to your registered email address. This message may ask you to click on a link to reset your password. If it does, you will have the specified amount of time to do so before the link expires. If no link is provided in the message, or if you do not receive a message within 15 minutes, you will need to contact your administrator to reset your password.

Registering and Sending Files

Some organizations may allow you to self-register in order to send a package. Self-registering users are handled according to the organization's configuration as either one-time guest users or limited-time temporary users. If this option is enabled, a "Register and Send Files" link will be present at the bottom of the signon page.

Getting Started - Sign On

Clicking this link will open the Register and Send Files page. This page has fields for your recipient's email address as well as for your email address.

Register and Send Files

Separate multiple emails with a comma

Recipient Email(s): [   ]

Your Email: [   ]

[Register and Send Files]

Security Notice
You are about to access a secured resource. DoxOrg reserves the right to monitor and/or limit access to this resource at any time.
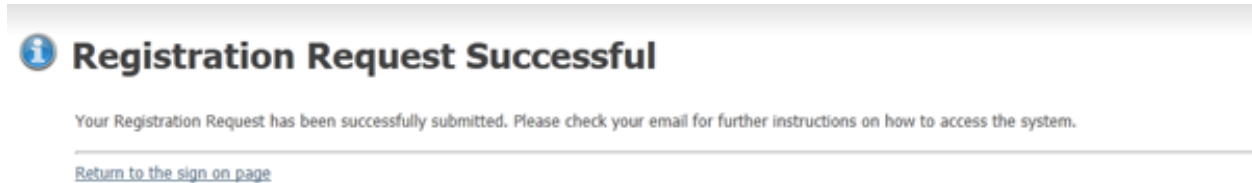
Return to the sign on page

Need Help? **Tech Support**

Depending on how the organization has set this up, the page might also offer a "Captcha" box to provide verification that you are a person and not an automated process.

Register and Send Files

Separate multiple emails with a comma

Recipient Email(s): [   ]

Your Email: [   ]

Answer Question:

ABSIS. *hicknor*

Type the two words: [   ]

reCAPTCHA™
stop spam.
read books.

[Register and Send Files]

Security Notice
You are about to access a secured resource. DoxOrg reserves the right to monitor and/or limit access to this resource at any time.

Return to the sign on page

Need Help? **Tech Support**

Once you enter the requested information and click the Register and Send Files button, you will either be

signed in immediately or you will receive a page explaining that an email is being sent to your email address with information and instructions for completing the registration.

Registration Request Successful

Your Registration Request has been successfully submitted. Please check your email for further instructions on how to access the system.

Return to the sign on page

Client Certificates

Your organization may require you to authenticate to MOVEit DMZ with an SSL (X.509) client certificate ("client cert"). This is common when "two-factor authentication" is required.

All client certs are either "self-signed" or "CA-signed". The "CA-" indicates that a "Certificate Authority" has signed the client cert and vouches for the identity of the bearer. Furthermore, CAs are divided into "commercial CAs" that sell client cert issue and signing services to the general public (e.g., Thawte, GeoTrust, etc.) and "corporate CAs" that perform the same client cert functions for their own users.

MOVEit DMZ supports self-signed certs, commercial CA-signed certs and corporate CA-signed certs, but only your organization can tell you which client certs it will accept for authentication. Your client cert may be delivered to you as a "*.pfx" file with a password or it may be your responsibility to request a client cert from a CA; again only your organization knows the details of this process.

Various browsers have different ways to install client certs. Internet Explorer (IE) uses the Windows Certificate Store; you can either install and manage client certs through IE's "Certificate" dialog (located on the "Content" tab under IE7's "Tools" menu). Windows will also launch a client cert import wizard that will automatically install most client certs into IE if you just double-click "*.pfx" client cert file.

The Mozilla/Firefox line of browsers uses its own client cert store. To install client certs in these browsers you must use their "Certificate Manager". In Mozilla (1.7), this facility is found in the "Privacy & Security" options tree. In Firefox (2.0), this facility is found in the "Encryption" options tab ("View Certificates" button).

Various browsers also have different ways to select client certs for authentication. The most common way is for the browser to simply ask you (via a pop-up dialog) about which client cert to use. When connecting to a MOVEit DMZ server, you may be prompted through your browser to select a client cert after you fill in your username and password or before you view the sign on screen.

However, most browsers also have options to automatically present a client cert if you only have one installed or not ask you about picking a client cert if you did not present one. In these cases you may be using client cert authentication behind the scenes (in the "one cert, so don't ask" case) or not at all (in the "no certs installed, so don't ask" case).

Finally, the private key on your client cert may be password protected. If this is the case you may need to

type in the password you created when you opted to protect this client cert or key store as well. (Usually, such prompting takes place once per session.)

Getting Started - Uploading Files

There are 2 quick ways to upload files to MOVEit DMZ through the web interface:

Upload Wizard *(Internet Explorer, Mozilla, Firefox, Netscape or Safari only)*:

Upload Files Now...

Select a folder: / Home / John Smith

CLICK HERE to Launch the Upload/Download Wizard...

Upload Form *(If not using the MOVEit Upload Wizard)*:

Upload a File Now...

Select a folder: / Home / John Smith

Pick a file with the "Browse" button: C:certreq.txt   Browse...

Enter any applicable notes: Certificate request file

...and then press the "Upload" button: - Upload -

The upload wizard and/or form is available in three different locations:

- Your **Home page**. Click on the "Home" link on the left side of the screen. Scroll down to the "Upload" section on your Home page and pick the person/folder the file should go to.
- Any **folder view page** into which you are allowed to upload. If it is available, click the "Folders" link on the left side of the screen and then "click into" the folders displayed until you find the folder into which you would like to upload your file. Scroll down to the "Upload" section on this Folder's page.
- The **New Package page**, if Ad Hoc Transfer is enabled. In the "Package Actions" section of the Home page, click on Send a New Package; in the Files section, you can use the Upload wizard to add files to the package.

File Notifications

These options are set by the Organization administrator.

Upload Confirmation: You may get an email message called an "upload confirmation" when you upload your file. (This option is turned off by default.)

New File Notification: Other users may get an email message called a "new file notification" when you upload your file. (This option is turned on by default.) However, you will NOT get a new file notification if you upload a file into your OWN home folder.

Delivery Receipt: When someone downloads your file from MOVEit DMZ, you may also get a "delivery receipt" message. (This option is turned off by default.)

File "Not Downloaded" Warning: If your file has not been downloaded within a set amount of time, you may also get a "not downloaded yet" message to warn you that the person or process you expected to pick up your file has not yet picked it up. (This option is turned off by default.)

Delivery Notification: If Ad Hoc Transfer is enabled, you may get an email message called a "delivery notification" when a recipient reads a package or downloads a file from the package.

Getting Started - Downloading Files

There are several ways to download files from MOVEit DMZ through the web interface. The general rule of thumb is to click the "Download" link next to or under the file you wish to download. If installed, the MOVEit Download Wizard will automatically help download your selected file; otherwise your browser will handle it directly.

Folders and Files

	Name	File ID	Created	Size/Contents	Creator	# ⌱		Actions
	📁 Parent Folder							
☐	📄 MOVEitDMZ_AdditionalDocumentation.htm	590885080	2/16/2010 11:15:08 AM	3.5 KB	John Smith	-		Delete - Download

Select Files: All - New - Old - None   📁 Add Folder (📁 Add Virtual) - Permissions and Settings

There are several ways to find the file you need to download:

- If you received a **new file notification**, click (or copy into your browser) the link sent in the email. This link will take you directly to the file referenced in the email. (After signing on, if necessary.)

- If you received a **new package notification**, click (or copy into your browser) the link sent in the email. This link will take you directly to the package referenced in the email. (After signing on, if necessary.) See Getting Started - Viewing Packages for more information.

- If you know the name of the folder in which your file is located, click the **Folders link** and navigate to the appropriate folder. A list of files will be displayed - download the one you are interested in.

- If you do not know where the file is, type EITHER the NAME of the file (i.e. "readme.txt") or the FILEID (e.g., "1234567") into the **Find File/Folder** box on the LEFT side of the page and click the "Find File" button.

Getting Started - Viewing Packages

A package can contain a message and/or attached files. To view a package, click on the linked subject of the package. Links to packages can be located in several different places:

- New packages will usually be displayed on your Home page. Simply click on the subject of any package to view the whole package.
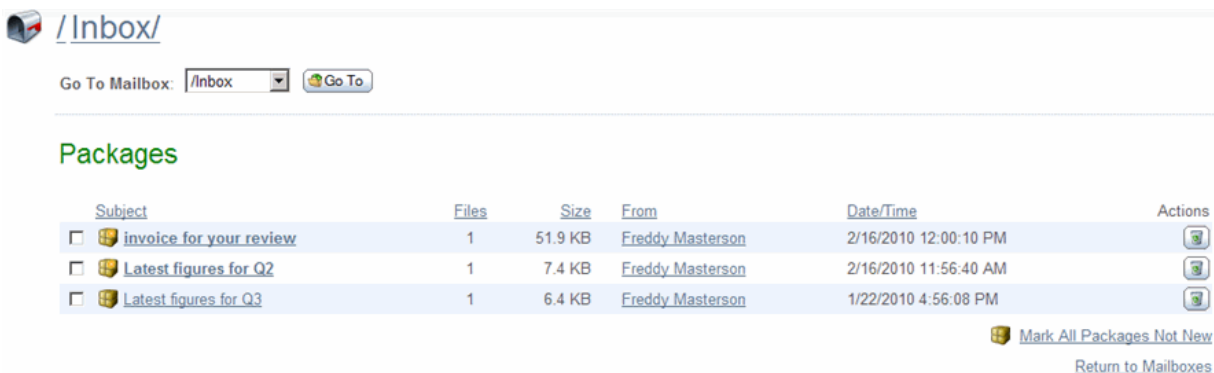

- Newly received packages will always be in your Inbox. Other packages may have been moved to other mailboxes. To list your mailboxes, click on the Packages link on the left-hand navigation section. Your mailbox list will be shown, indicating the number of new packages and total packages in each. Click on a mailbox to view its contents, and click on a package subject to read an individual package.

If you received a **new package notification**, click (or copy into your browser) the link provided in the email. The link will take you directly to the package referenced (after signing on, if necessary).

Package View

Clicking on a package subject from any package list will display the actual package.

Information such as the sender, the recipients, the subject, and the current mailbox are shown in the package header section. Below that, the message body is shown, followed by a list of attachments, if there are any. Clicking on an attachment name will lead to a page with information about the attachment file. A Download button is provided, along with a Download All button if the Upload/Download Wizard is installed and enabled.

Getting Started - Viewing Packages

Package from Helga Finlayson

Trash | Reply | Reply All | Forward

To: John Smith
From: Helga Finlayson at 3/2/2010 3:58:15 PM
Subject: latest figures for Q2
 Mailbox: / Inbox/

John,

Here are the Q3 figures for your review.

Helga

Files:
Verkauf19June.xls (1.6 MB) Download
Total: 1.6 MB

Trash | Reply | Reply All | Forward

View Package History - View Print Friendly

The Package Options section of the page displays the actions that can be performed on the current message. These actions will include some or all of the following:

- **Trash** - Move the package to the Trash mailbox.
- **Delete** - Only available to packages in the Trash mailbox, this permanently removes the current package from the Trash mailbox.
- **Reply** - Start composing a new package to the sender of the current package. The body of the current package will be retained and each line marked with the ">" character.
- **Reply All** - Start composing a new package to the sender of the current package, as well as the recipients of the current package. As with Reply, the body of the current package will be retained and each line marked with the ">" character.
- **Forward** - Start composing a new package with no recipient. As with Reply and Reply All, the body of the current package will be retained and each line marked with the ">" character. Unlike Reply and Reply All, any attachments in the current package will be copied to the new package.
- **Move/Restore** - In all mailboxes except Trash, this will be "Move". In Trash, it will be "Restore". They both function the same way, allowing the user to select a mailbox to move the current package to.
- **View Send Receipt** - View the Send Receipt, which shows the subject, sent date and time, recipients, any attached files, and any options, such as expiration and quota, set for this package.
- **View Package History** - View any audit log entries associated with the current message.
- **View Print Friendly** - View the package in a printer friendly format. (Navigation is suppressed and the package is forced into a 660 pixel-wide page.)

Getting Started - Sending Packages

Sending a new package is like sending an email with attachments. As such, it is a familiar process, and uses a form similar to a compose email form. The "Package Actions" section may appear on the home page and/or the main packages page.

1. To get started, click **Send a new package**. The Package compose page opens.

Getting Started - Sending Packages

2.   Enter the intended recipients, a subject, and a note (the note may be optional depending on the Organization settings, which are set by your Administrator).

Add recipients in the **To** field by entering a valid email address. Separate multiple entries with a comma. If your Administrator has configured it, you may also see the Address Book options for adding recipients. You can enter yourself as a recipient.

In the **Subject** field, enter a description of the package (the subject will usually be included in the 'new package notification' email).

Use the **Note** field to enter a note for recipients. (The note may be optional depending on the organizational settings.) This note will appear in the package, it does not appear as part of a new package notification email.

Depending on the Organization settings, you may see a rich text editor where you can type your note. In this editor, buttons above the editing box let you change the font, size, style, alignment, indentation, and even color of the text you enter. You can also enter links and lists.

You may also have a Check Spelling button available, which will check the spelling of both the package subject and the note. Misspelled words will be highlighted and you may use your left mouse button to select appropriate replacements.

Click the Preview button to see what your note will look like to your recipient(s). Clicking the Edit button from the Preview page will let you continue working on your note.

3.   Add files. To add file attachments to your package, click the Browse button. If the Upload/Download Wizard is installed and enabled, you can use it to upload your files, while making sure they are integrity checked. Otherwise, you can select your files by using the browser's file selection interface, then click **Upload**.

4.   Select any options for this package. To make sure you get notified when your recipient(s) read the package, check the **Delivery Receipt(s)** checkbox. See Web Interface - Packages - Sending for more information about the packages options.

5.   When you are done composing your package and uploading any attachments, click **Send** to send the package. Once sent, a copy is saved to your Sent mailbox for future reference.

A 'new package notification' email will be sent to your recipients, to inform them that a package is waiting for them. Recipients can click on the web link in this notification to connect to the site and view the package.

Note: Depending on the Organization settings, you may need to set a password that unregistered recipients (recipients that are not MOVEit DMZ users) will use to access the package. You may also need to send the password manually to these recipients. For more information about password options, see Web Interface - Packages - Sending.

Getting Started - Sign Off

You may be signed off for one of two reasons:

- You clicked the "Sign Off" link found near the top of the page. Typically, a "Signed off successfully" message will appear at the top of the screen to confirm a proper sign off.

- You have done NOTHING for the last XX minutes (usually, 20 minutes) and you were signed off automatically for security reasons. Often, a "signout by timeout" will result in less friendly "You already signed off" or "Session has expired" messages at the top of the screen.

- An administrator terminated your session.

No matter how you are signed off the system, you will be returned to the Sign On page. If you attempt to "re- sign on" from this page, you will usually be returned to the page you were viewing before you signed off. Also, with few exceptions, pressing the "BACK" button on your browser will not allow to see MOVEit DMZ content unless you sign back on.

General Information - Client Support

The following list of clients includes those which have been tested against MOVEit DMZ by Ipswitch and our customers. However, because MOVEit DMZ conforms to HTTP, FTP, SSL and SSH standards, we continue to add to this list as new clients are discovered, developed and/or tested.

In several cases below, the terms "Linux" and "BSD" (two Unix variations) are used interchangeably; please consult the individual vendor's literature for the exact list of platforms supported. Likewise, "Windows" generally covers Microsoft's 32-bit operating systems from Windows 98 through Windows 7, but the exact list of supported operating systems should be obtained from the individual client vendor. (All MOVEit clients have been tested and approved for use under Windows 7.)

Supported Web Browsers

MOVEit DMZ has been tested against and fully supports the following major browsers:

- Microsoft Internet Explorer (IE) 7.0, 8.0, 9.0 (on Windows only)
  - when using MOVEit Upload/Download Wizard (ActiveX or Java)

- Mozilla FireFox (FF) 3.6, 4.x, and 5.0 (on Windows, Macintosh and RedHat Linux)
  - when using MOVEit Upload/Download Wizard (Java - Windows/*nix/Mac OS X)

- Google Chrome 13.x (on Windows only)
  - when using MOVEit Upload/Download Wizard (Java - Windows/*nix/Mac OS X)

- Apple Safari 4.x and 5.x (on Macintosh only)
  - when using MOVEit Upload/Download Wizard (Java Only)

= Indicates this client ensures the integrity of transferred files and proves who uploaded and who downloaded a specific file (non-repudiation).

Use of the MOVEit Java Wizard on the Macintosh version of Firefox requires that you use the Java Preferences applet to select Java 1.5 (rather than 1.4.2).

Supported Secure FTP/SSL Clients

MOVEit DMZ has been tested against and fully supports a large number of secure FTP clients using FTP over SSL:

- MOVEit Freely (free command-line)
- MOVEit Buddy (GUI)
- MOVEit Central (w/Admin)
- WS_FTP Professional and WS_FTP Home (GUI, version 7 and higher, Windows) (version 12 and higher)

General Information - Client Support

- SmartFTP (GUI, version 1.6 and higher, Windows)
- SmartFTP (free GUI, version 1.0 and higher, Windows)
- Cute FTP Pro (GUI, version 1.0 and higher, Windows)
- BitKinex (GUI, version 2.5 and higher, Windows)
- Glub FTP (GUI, Java 2.0 and higher)
- FlashFXP (GUI, version 3.0 and higher)
- IP*Works SSL (API, Windows, version 5.0)
- LFTP (free command-line, Linux, Unix, Solaris, AIX, etc.)
- NetKit (command-line, Linux, Unix, Solaris, etc.)
- SurgeFTP (command-line, FreeBSD, Linux, Macintosh, Windows, Solaris)
- C-Kermit (command-line; v8.0+, AIX, VMS, Linux, Unix, Solaris)
- AS/400 native FTPS client (OS/400 minicomputer)
- z/OS Secure Sockets FTP client (z/OS mainframe)
- TrailBlazer ZMOD (OS/400 minicomputer)
- NetFinder (GUI, Apple)
- Sterling Commerce (batch, various)
- Tumbleweed SecureTransport (4.2+ on Windows, batch, various)
- Cleo Lexicom (batch, various)
- bTrade TDAccess (batch, AIX, AS/400, HP-UX, Linux, MVS, Solaris, Windows)
- cURL (command-line, AIX, HP-UX, Linux, QNX, Windows, AmigaOS, BeOS, Solaris, BSD and more)
- South River Technologies "WebDrive" (Windows "drive letter" - requires "passive, implicit and 'PROT P'" options)
- Stairways Software Pty Ltd. "Interarchy" (Mac "local drive" and GUI)

FTP Client Developers: Please consult the "FTP - Interoperability - Integrity Check How-To" documentation for information about how to support integrity checks with your FTP client too.

Supported Secure FTP/SSH (and SCP2) Clients

MOVEit DMZ has been tested against and fully supports the most popular secure FTP clients using FTP over SSH as well:

- OpenSSH sftp for *nix (free command-line, Unix - including Linux and BSD, password and client key modes)
- OpenSSH for Windows (free command-line, Windows, password and client key modes)
- OpenSSH sftp for Mac (preinstalled command-line, Mac, password and client key modes)
- OpenSSH sftp for z/OS (part of "IBM Ported Tools for z/OS", z/OS 1.4+, password and client key modes)
- Putty PSFTP, (command-line, Windows, password and client key modes)
- WS_FTP (GUI, Windows, version 7.0 and higher; version 7.62 has a compression-related bug which prevents it from uploading large, highly compressible files)
- BitKinex (GUI, version 2.5 and higher, Windows)

General Information - Client Support

- F-Secure SSH (command-line, 3.2.0 Client for Unix, password and client key modes)
- FileZilla (GUI, Windows)
- SSH Communications SSH Secure Shell FTP (GUI, Windows, password and client key modes; requires setting # of transfers to 1)
- SSH Tectia Connector (Windows)
- SSH Tectia Client (Windows,AIX,HP-UX,Linux,Solaris)
- J2SSH (free Java class - requires Java 1.3+)
- Net::SFTP - Net::SSH::Perl (free Perl module for Unix)
- MacSSH (GUI, Mac, password mode only)
- Fugu (free GUI, Mac, password mode only)
- Cyberduck (free GUI, Mac, password and client key modes)
- Rbrowser (GUI, Mac, password mode only)
- Transmit2 (GUI, Mac, password and client key modes)
- gftp (GUI, Linux, password and client key modes)
- Magnetk LLC sftpdrive (Windows "drive letter", password mode only)
- South River Technologies "WebDrive" (Windows "drive letter", password mode only)
- Cyclone Commerce Interchange (Solaris, client key mode only)
- Stairways Software Pty Ltd. "Interarchy" (Mac "local drive" and GUI, password mode only)
- Miklos Szeredi's "SSH FileSystem", a.k.a. "SSHFS" (*nix "mount file system" utility, password and client key modes; requires OpenSSH and FUSE)
- Tumbleweed SecureTransport (4.2+ on Windows, batch, various)

Note: Two of the clients above, (OpenSSH for Windows & SSH Communications), are capable of uploading files using multiple independent threads which may send blocks of data non-sequentially. This mode is not supported by MOVEit DMZ SSH and should be disabled using the "-R1" command-line option.

In addition to the SFTP clients listed above, MOVEit DMZ has limited support for some SCP clients. This list of clients is limited to those that implement the SCP2 protocol, which uses SFTP as its underlying transfer mechanism. MOVEit DMZ has been successfully tested with these SCP clients:

- PSCP, (command-line, Windows, password and client key modes)
- F-Secure SCP2 (command-line, 3.2.0 Client for Unix, password and client key modes)
- WinSCP (command-line; SFTP mode)

= Indicates this client ensures the integrity of transferred files and proves who uploaded and who downloaded a specific file (non-repudiation).

MOVEit Central and MOVEit DMZ is the FIRST client and server solution to offer FTP over SSL (ftps) and FTP over SSH (sftp) support in a single product. MOVEit was also the first family of Windows-based products to support all three modes of FTP over SSL transport. Our commitment to full implementation of industry security standards ensures that a wide variety of clients using the FTP protocol over SSL or/and SSH can exchange files with MOVEit DMZ.

Additional FTP over SSL Information:

The three modes of FTP over SSL are:

* TLS-P (aka "Explicit, Always", "SSL" and "TLS")
* TLS-C (aka "Explicit, Negotiate")
* Implicit (usually connected over port 990)

Most administrators prefer their clients to connect to MOVEit DMZ using the IMPLICIT mode of FTP over SSL (TCP port 990). There are two advantages implicit mode enjoys over the other two modes due to its requirement to establish a secure channel before passing any commands at all. (The other two modes connect insecurely on TCP port 21, then build up a secure channel before passing sensitive information.)

* Implicit mode offers fewer interoperability problems because there are almost no options to haggle over during the connection.
* Implicit mode protects against the case where a fumble-fingered user or a poorly written script "leaks" a username, password or other information during the non-secure negotiation of the channel.

Please see the "FTP Server" section of this manual for additional information about supported FTP clients as well as a technical description of secure FTP and what a secure FTP client must do in general to be supported by MOVEit DMZ's secure FTP server.

Supported AS2/AS3 Clients

MOVEit DMZ supports any AS2 client that has been "Drummond" or "eBusinessReady" certified; the software MOVEit DMZ uses to handle incoming AS2 files and MDNs has itself been certified "eBusinessReady" under a program now managed by Drummond.

AS3 clients are just FTP/SSL clients as far as MOVEit DMZ is concerned. MOVEit Central handles the encryption/decryption, signing and verification of AS files in either case.

User Automation

MOVEit EZ is a Windows desktop client which automatically and securely moves files between MOVEit DMZ and a user's local machine or remote server. End users or applications simply copy files to a designated folder on their local machine and they are whisked away to MOVEit DMZ. Files which are uploaded for that user to MOVEit DMZ are automatically downloaded and placed on their local machine.

Note: ALL MOVEit EZ clients will need to be updated to MOVEit EZ V.6.5 or later to work with MOVEit

DMZ V.6.5 or later. Because of problems with older MOVEit EZs unique handling of MOVEit DMZ folders, MOVEit DMZ will now prevent sign-ons from pre-6.5 versions of MOVEit EZ and will display a message to the end user telling them to upgrade to MOVEit EZ 6.5 or later.

MOVEit EZ normally runs as an icon in the tray of an end user, but it is often also installed as a service. During file transfers it will pop open status balloons like the one pictured below to let the end user know it is working. When new files have arrived, the MOVEit EZ icon will change (similar to an email client) to let the end user know something new has arrived.
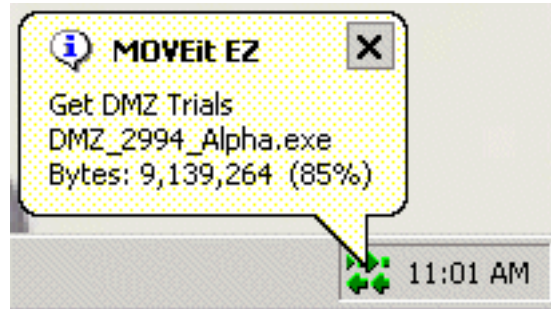
MOVEit EZ supports the concept of guaranteed delivery, which means that it will only accept files which pass a cryptographic integrity check, will resume incomplete transfers and will retry failed transfers.

More information on MOVEit EZ is available on the MOVEit EZ web site. 30-day, self-installing evaluations can be obtained from this page. Site licensing and customized redistribution options (including custom application name and icons) are also available.

Batch File Transfers Involving MOVEit DMZ

Many administrators like to use ".bat" scripts for FTP transfers. (.bat files are easy to debug, simple to read and can make use of the built-in ftp.exe client Microsoft ships with every operating system.) Unfortunately, these batch files are limited by ftp.exe itself; specifically, ftp.exe lacks the ability to do passive FTP transfers (often necessary if transferring through firewalls) and secure FTP transfers (recommended for sensitive transmissions over the Internet or other untrusted networks).

MOVEit DMZ normally accepts only secure connections, so ftp.exe itself cannot be used to FTP files to and from MOVEit DMZ. However, the MOVEit family provides a free and secure alternative for ftp.exe called "MOVEit Freely" (aka "ftps.exe"). If you would prefer to use FTP over SSH transmissions, free scriptable clients are available for almost every version of Unix ever invented as well as most Windows operating systems from OpenSSH.

To avoid several all-too-common firewall issues with the FTP/SSL protocol, Ipswitch also offers a free HTTPS-based command-line utility called **MOVEit Xfer** that accepts the same syntax and commands as MOVEit Freely and Microsoft's ftp.exe client. Available in both Windows and Java 1.4.2+ versions, this scriptable utility provides single-port secure file transfer on a wide variety of platforms including *nix, Windows, Macintosh and some mainframes.

Copies of MOVEit Xfer and MOVEit Freely are available from the MOVEit support site or from the MOVEit product information site.

Programmatic Control of MOVEit DMZ with MOVEit DMZ API

MOVEit DMZ offers two programming interfaces to Windows and Unix programmers.

MOVEit DMZ API Win(dows)

MOVEit DMZ API is a Windows COM object which lets developers build applications and scripts to exchange secure files with MOVEit DMZ servers, as well as administer folder settings, folder permissions, users and group membership.

MOVEit DMZ API Java (*nix, Windows, Macintosh, Mainframe, etc.)

MOVEit DMZ API Java is a Java class which lets developers build applications and scripts to exchange secure files with MOVEit DMZ servers, as well as administer folder settings, folder permissions, users and group membership.

As these products are separately licensed from MOVEit DMZ, you may contact Ipswitch directly for more information about either of the MOVEit DMZ API products.

Scheduled and Audited File Transfers Involving MOVEit DMZ with MOVEit Central

MOVEit Central is an enterprise file transfer manager capable of simultaneous file transfers to and from hundreds of Windows file systems, FTP/FTPS/SFTP servers, mail servers, web servers, MOVEit DMZ servers and AS1/AS2/AS3 partners.

Included are a full featured task scheduler, guaranteed delivery, instant (event-driven) transfers, multiple sources/destinations in a single task, the ability to run custom VBScripts against processed files in a fault-tolerant sandbox, and custom event log and/or email notification support. Security features include secure channels for remote control/configuration and AES encryption of configuration information, including remote host credentials.

Note: ALL MOVEit Central clients will need to be updated to the following patched versions of the most recent releases to work with MOVEit DMZ V.6.5 or later. Because of problems with older MOVEit Centrals using the improved folder structure added in MOVEit DMZ V.6.5, MOVEit DMZ will now prevent sign-ons from older versions and will display a message to the end user telling them to upgrade to one of the following patched versions.

- If you are running version 6.0.0.0 or version 6.0.0.1, you will need to upgrade to version 6.0.0.2 or later to access MOVEit DMZ 6.5 or later.
- If you were given a special version of MOVEit Central, please contact MOVEit Support for an appropriate upgrade version.
- All other releases of MOVEit Central should upgrade to version 7.0.2.0 or later to access MOVEit DMZ 6.5 or later.

General Information - Security

The following security features are functions of the MOVEit DMZ software and exist in addition to the hardening of the operating system and associated application services.

Transport Encryption

During transport MOVEit DMZ uses SSL or SSH to encrypt communications. The minimum strength of the encryption used during web transport (e.g., 128-bit) is configurable within the MOVEit DMZ interface.

This value is configurable by organization. To configure this value for any particular organization, sign on as a SysAdmin, view the organization for which this value should be set, and click the "Change Req" link to set the value. NOTE: If you set the minimum encryption value of the "System" organization (#0), you will be given the chance to apply your setting to ALL organizations in the system.

Storage Encryption

MOVEit DMZ stores all files on disk using FIPS 140-2 validated 256-bit AES (http://csrc.nist.gov/encryption/aes), the new (US) federal standard for encryption. MOVEit Crypto, the encryption engine on which MOVEit DMZ relies, is only the tenth product to have been vetted, validated and certified by the United States and Canadian governments for cryptographic fitness under the rigorous FIPS 140-2 guidelines.

MOVEit DMZ also overwrites just-deleted files with random bytes to prevent even encrypted files from lingering on a physical disk after users thought them to have been destroyed.

Precautions Taken During Transport-Storage Exchange

If files received by MOVEit DMZ were simply copied to a large cleartext memory buffer, trojan programs could potentially "sniff" sensitive files out of these spaces.

Instead MOVEitDMZ spools pieces of files received into much smaller buffers, encrypts them and writes them to disk almost immediately. Spooling files in this manner reduces overall exposure in two ways: 1) reduces amount of information exposed and 2) reduces time information is exposed. (This technique also yields some important performance gains.)

(A frequently asked question regarding this issue is "why not just store the file using SSL or SSH" - a short answer to this question is: SSL or SSH uses temporary keys which are renegotiated each time a client establishes a new connection, and we need "more permanent" keys for storage.)

Integrity Checking

When certain file transfer clients are used with a MOVEit DMZ server, the integrity of transferred files will be confirmed. All MOVEit secure FTP, API and web-based clients (including the upload/download Wizard) support integrity checking. Other FTP clients can also take advantage of integrity checks; see "FTP - Interoperability - Integrity Check How-To" for more information.

To perform an integrity check, both the client and the server obtain a cryptographic hash of the transferred file as part of the last step of the transfer. If the values agree, both sides "know" that the file

transferred is completely identical to the original. The results of any integrity check are not only displayed to the user of the file transfer client but stored for ready access on the MOVEit DMZ server.

Immediate Transfer off Server

When used with MOVEit Central, MOVEit DMZ supports "event-driven" transfers which allow files to begin spooling to internal servers as soon as they land on an Internet-facing MOVEit DMZ server. This prevents even encrypted files from remaining on the server for longer than absolutely necessary.

Transfer Resume

MOVEit DMZ supports file transfer resume on both its HTTPS and FTPS interfaces. In addition to being useful during transfers of multi-gigabyte file, this feature is also a secure feature in the sense that it makes large file transfers less susceptible to denial-of-service attacks.

Folder Quotas

Enforceable folder size quotas can be set on various folders to prevent system storage from being exhausted.

User Quotas

Enforceable user size quotas can be set on various users to prevent them from exhausting system storage.

Delegation of Authority

Individual end-user members of a group can be designated as Group Admins. These users then are able to administrate the users, folder permissions and address books in their group, subject to various parameters set by organization administrators.

Administrative Alerts

Email notifications are sent to administrators when users are locked out, when the internal consistency checker notices something amiss with the database, etc.

One-Way Workflows

MOVEit DMZ can be configured to never allow users to download what they have just uploaded into the system. This configuration alone can prevent users from misusing MOVEit DMZ as a repository of personal or restricted materials. (Another common way to handle this scenario is through the use of IP restrictions.)

Password Aging

Users can be forced to change their passwords periodically with MOVEit DMZ's password aging features. Users will also be warned (via email) several days in advance of actual expiration, and notified again when their password expires.

Password History

MOVEit DMZ can be configured to remember a certain number of passwords and prevent users from reusing those passwords.

Password Strength Requirements

Various password complexity requirements can be set on MOVEit DMZ, including number/letter, dictionary word and length requirements.

Account Lockout

If someone attempts to sign on to a valid account with an incorrect password too many times, their account can be locked out and administrators will be notified via email.

IP Lockout

A very real concern of administrators of any authenticated resource which supports account lockouts is that someone will get a list of valid usernames and lock all of them out. To mitigate this risk, MOVEit DMZ offers a feature which will prevent a machine with a specific IP address from making any further requests of the system if MOVEit DMZ sees too many bad signon attempts. Administrators will also be notified via email when this occurs.

Restricted IP/Hostname Access

Specific users or classes of users can be restricted to certain ranges of IP addresses and/or hostnames.

Detailed, Tamper-Evident Audit Logging

MOVEit DMZ logs not only signon and signoff events, but permission changes, new user additions and other actions which directly affect the security of the system. Realtime views of this audit trail as well as detailed query tools are available on the Logs and Report pages. All log entries are cryptographically chained together in a way that makes any tampering (add, delete, change) of audit logs evident.

Remote Authentication

MOVEit DMZ's RADIUS and LDAP clients support any standard RADIUS and LDAP servers, including Microsoft's Internet Authentication Server, Novell's BorderManager, Microsoft Active Directory, Novell eDirectory, Sun iPlanet and IBM Tivoli Access Manager (SecureWay).

Obscured Product and Version Identity

MOVEit DMZ does not reveal its product name to unauthorized users via the SSH and FTP interfaces and can be configured to hide this information from web users as well. Version numbers are also only available to authorized users. Obscuring this information prevents hackers from figuring out what they are attacking without doing a fair amount of research.

Client Certificates and Client Keys

All major interfaces of MOVEit DMZ (SFTP, FTPS, HTTPS) support the use of SSL (X.509) client certificates and SSH client keys. SSL client certs and SSH client keys are usually installed on individual machines, but SSL client certificates are also available as hardware tokens.

Multiple Factor Authentication

When used with a username, IP addresses, passwords and client keys/certs offer one-, two- or three-factor authentication.

External Authentication

Organizations worried about storing username-hash combinations on MOVEit DMZ's protected database can use the External Authentication feature and move all non-administrative usernames and passwords to RADIUS or LDAP servers. (Access to the remaining administrative usernames can be locked to specific, internal-only IP addresses.)

Not-In-DMZ Storage Option

There is a way to store MOVEit DMZ encrypted files in a location that is not in a DMZ. It is to deploy MOVEit DMZ on a piece of an existing storage area network (SAN).

Web Browser "Clickable Keyboard" Keystroke Logging Protection

To prevent keystroke logging software and hardware from capturing the keystrokes used to sign on to a MOVEit DMZ using a web browser, a clickable keyboard is provided as an alternate method of data entry. The same keyboard also protects other password fields used throughout the application to protect other users as well.

Cross-Frame Scripting Protection

To help prevent cross-frame scripting attacks against MOVEit DMZ, the web interface will prevent itself from being loaded in a frame or iframe window. This can be overridden using the "contentonly" flag, if the goal is to integrate MOVEit DMZ with an existing portal application using frames. See the URL Crafting doc page for further details.

General Information - Regulations - Privacy/Security/Auditing

This guide answers some questions regarding MOVEit DMZ's expected conformance to HIPAA, FDIC, OCC, G-L-B Act, California SB 1386, Canadian PIPEDA, Payment Card Industry ("PCI"), Sarbanes-Oxley (a.k.a. "SARBOX") and other regulations. Please consult with Ipswitch for the latest information about how MOVEit helps its security-conscious customers achieve their file transfer and storage privacy and security standards as well as relevant contractual, industry and regulatory requirements.

- **"Data at Rest"** - MOVEit DMZ satisfies this requirement by encrypting all files stored on disk with FIPS 140-2 validated 256-bit AES encryption. MOVEit Crypto (the encryption module which powers MOVEit DMZ) is only the tenth product to have been vetted, validated and certified by the United States and Canadian governments for cryptographic fitness under the rigorous FIPS 140-2 guidelines.

- **"Data in Motion"** - MOVEit DMZ satisfies this requirement by using encrypted channels (SSL or SSH) when sending or receiving data.

- **"Tamper-Evident Audit Trail"** - MOVEit DMZ maintains a full audit trail of not only every file transfer but every administrative action as well. All entries are cryptographically chained in a way that makes log tampering (i.e., adding, deleting or changing entries) evident. Scheduled "tamper checks" are run automatically and may also be run manually whenever needed.

- **"Integrity Checking"** - MOVEit DMZ and MOVEit file transfer clients including the Upload/Download Wizard, EZ, Xfer, Freely, Central, API Windows and API Java use cryptographic hashes to verify the integrity of files throughout the transfer chain.

- **"Non-repudiation"** - MOVEit authentication and integrity checking allows people to prove that certain people transmitted and/or received specific files.

- **"Guaranteed Delivery"** - When MOVEit non-repudiation is combined with MOVEit transfer restart and transfer resume features, it satisfies the requirements for a conglomerate concept called "guaranteed delivery".

- **"Obsolete Data Destruction"** - MOVEit DMZ overwrites all deleted files with cryptographic-quality random data to prevent any future access. Specifically, MOVEit DMZ meets the requirements of NIST SP800-88 (data erasure).

- **"Need-To-Know Access Only"** - MOVEit DMZ user/group permissions allow specific access to only those materials users should access.

- **"Good Password Protection"** - MOVEit DMZ requires tough passwords, prevents users from reusing passwords and periodically forces users to change their passwords.

- **"Good Encryption"** - MOVEit DMZ uses SSL to communicate across networks. This "negotiated" protocol can be enforced to connect with 128-bit strength, the maximum currently available. MOVEit DMZ uses MOVEit Crypto's FIPS 140-2 validated 256-bit AES to store data on disk. (This algorithm has been selected by NIST to replace DES, and is faster and more secure than Triple-DES.)

- **"Denial of Service Protection"** - MOVEit DMZ is resilient to DOS attacks caused by resource exhaustion through credential checks or other resources available to anonymous users. ("Nuisance" IP addresses will be locked out.)

- **"Hardening"** - Installation of MOVEit DMZ involves a multi-step (and FULLY documented) hardening procedure which covers the operating system, web service environment, permissions and extraneous applications.

- **"Firewall"** - MOVEit DMZ comes with a detailed firewall configuration guide to minimize confusion on the part of firewall administrators. MOVEit DMZ also supports the use of native IPSec as a

"poor-man's" (packet filtering) firewall as a second line of defense.

- **"Code Escrow"** - The complete source code and build instructions of major (i.e. "3.2") versions of MOVEit DMZ are escrowed with a third-party.

- **"Code Review and Regression Testing"** - All MOVEit DMZ code passes through a code review and change control is maintained with the help of Microsoft's SourceSafe application. Regression testing is performed on each release with an ever-increasing test battery which now includes several thousand tests.

- **"Multiple Factor Authentication"** - When used with a username, IP addresses, passwords and client keys/certs offer one-, two- or three-factor authentication.

Web Interface - Home Page - Overview

The home page is designed to be a "friendly" starting point for both administrators and users. From this page you can see any new files which have been uploaded or posted for you, browse to various folders to retrieve "old" files, or upload a file into the system. If Ad Hoc Transfer is enabled, you can also send a file package to one or more individuals, and you will see any new packages sent to you.

Changed user language setting OK.

Home

Announcements

This server will be offline for routine maintenance on April 1, from 25:00 to 29:00.

Posted by Helga Finlayson at 3/2/2010 5:12:25 PM

'East Coast' Group Announcement

Folder permissions will be changed as of April 1.

Posted by Helga Finlayson at 3/2/2010 5:17:46 PM

Browse Files and Folders...

To **search for a particular file**, enter the file name or file ID in the Find File box on the left side of the page and press the "Find File" button.

Go To Your Home Folder - Browse Other Folders

New Packages

WTM diagram (1 file) (from Helga Finlayson at 3/5/2010 3:55:32 PM)

AHT diagram (1 file) (from Helga Finlayson at 3/5/2010 3:54:44 PM)

Mark All Packages Not New

Upload Files Now...

Select a folder: / Home / John Smith

CLICK HERE to Launch the Upload/Download Wizard...

Package Actions

Send a new package... - Manage your address book...

Announcements

Some organizations will post an announcement for all users to see after they sign on. The name of the person who posted the announcement as well of the time of the announcement will appear immediately below the announcement itself.

Announcements

This server will be offline for routine maintenance on April 1, from 25:00 to 29:00.

Posted by Helga Finlayson at 3/2/2010 5:12:25 PM

'East Coast' Group Announcement

Folder permissions will be changed as of April 1.

Posted by Helga Finlayson at 3/2/2010 5:17:46 PM

Groups may also post announcements to their members. Group announcements will appear here along with the name of the group the announcement belongs to. As with the organization announcement, the name of the person who posted the announcement as well as the time of the announcement will appear immediately below the announcement itself.

New Files

If any new files have been uploaded recently, they will be listed in this section. New files will be organized by folder (clicking on a folder will take you to the folder view). Clicking on the file name will take you to the file view. Clicking on the name of the person who uploaded the file will take you to a brief user profile. Clicking on the "Download" link will pop up a "save as..." dialog which lets you save the file to your local hard drive. Several links are also shown. One link will take you to your home folder, another will take you to the main folder list. The third link will mark all the new files listed as Not New, so that they will no longer appear in this list.

New Files

📁 **/Home/John Smith**

📄 **AHT_ProjectSchedule.xls** (Uploaded by Helga Finlayson on 3/8/2010 2:42:31 PM) - Download

📁 Go To Your Home Folder - 📁 Browse Other Folders

📄 Mark All Files Not New

Browse Files and Folders...

If you currently have no new files to download, the "Browse Files and Folders..." section will be displayed instead. This section provides a hint about using the Find File box to locate files and two links. One link will take you to your home folder, the other will take you to the main folder list.

Browse Files and Folders...

To **search for a particular file**, enter the file name or file ID in the Find File box on the left side of the page and press the "Find File" button.

📁 Go To Your Home Folder - 📁 Browse Other Folders

New Web Posts

If you are "interested in" the collected results in a webpost folder, all folders with new webposts will be listed in this section. Clicking on a folder link will take you to the folder view, from which you may select to download or view the new web posts. A link is also available that will mark all the new webposts listed as Not New, so that they will no longer appear in this list.

New Web Posts

📁 WebPosts/Grape Survey (1 new posts)

📄 Mark All Webposts Not New

New Packages

If Ad Hoc Transfer is enabled, any new packages for you will appear in this section. (A package can contain a secure message and/or attached files.) This list will include any unviewed package that is not currently located in your Trash mailbox. Clicking on the package subject will take you to the package view, where you can view the package and then perform an action on it, such as downloading files, or moving or replying to the package.

New Packages

📦 **WTM diagram** (1 file) (from Helga Finlayson at 3/5/2010 3:55:32 PM)

📦 **AHT diagram** (1 file) (from Helga Finlayson at 3/5/2010 3:54:44 PM)

📦 Mark All Packages Not New

Upload a File Now...

The form in this section allows Users to upload files with minimum hassle. Simply follow the steps (notes are optional) and press the upload button to upload a file into the system.

Upload/Download Wizard

The "Launch the Upload/Download Wizard" link kicks off the MOVEit Upload/Download Wizard, a tool which makes web transfers faster and adds the ability to collect several files in a single archive before transfer. (More information about the Wizard can be found in the Wizard section.)

Without the Upload/Download Wizard

The Upload/Download Wizard works with most modern browsers. If your browser does not support the Upload/Download Wizard, the following dialog will be displayed instead:

Package Actions

From this section, you can click "Send a new package" to display the form that lets you create a new package. You can also click "Manage Address Book" to view and edit your list of contacts.

Package Actions

Send a new package... - Manage your address book...

Web Interface - Home Page - Wizard Install

The first time a user signs on to MOVEit DMZ, MOVEit DMZ will notice that the Upload/Download Wizard is not installed, and will send the user to a page from which they can install the Wizard, or choose to disable it.

Internet Explorer

Internet Explorer users will be sent to the ActiveX Wizard Installation page, which gives options to install the ActiveX Wizard, disable it, or disable it and install the Java Wizard.
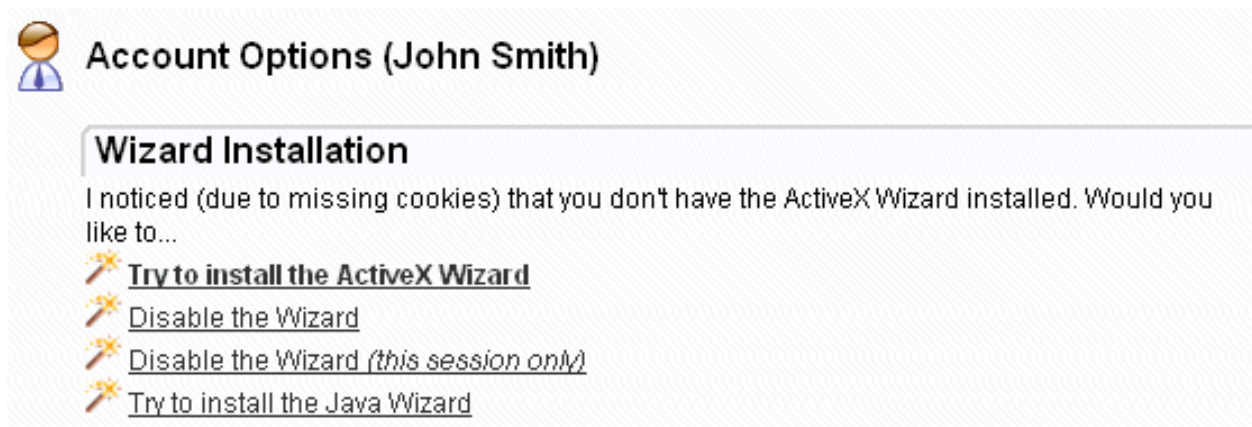
If you choose Try to install, you will be sent to a page which will attempt to download the ActiveX control. This may take several seconds. You may need to alter your browser's security settings to permit signed ActiveX controls to be installed in order to successfully complete the process.

If you choose Disable, you will not be prompted to install the ActiveX Wizard again unless you explicitly request it via the Account Options page. If you choose Disable (this session only), during the next browser session, you will be shown a link to install the Wizard.

Internet Explorer 7.0 (on Windows Vista)

If you are running Internet Explorer 7.0 on Windows Vista, you may have to perform an extra step before you can use all the features of the Wizard, such as the ability to download multiple files at once. This extra step is to add any MOVEit DMZ site you communicate with into your Internet Explorer list of "Trusted Sites".

To change your security settings in this way, double-click on the "Internet" label (with the globe) at the bottom of your IE browser window.

An "Internet Security Properties" dialog window will be displayed. Click the "Trusted Sites" icon (the green

checkmark) and then click the "Sites" button. A list of existing trusted sites will appear and your MOVEit DMZ site should be listed in the "Add this website to the zone" text box. Click the "Add" button to finish trusting your MOVEit DMZ site, and use the "Close" and "OK" buttons to leave the window behind.

When complete, you should see a "Trusted sites" label (with a green checkmark) in place of the "Internet" label (with the globe) at the bottom of your IE browser window.
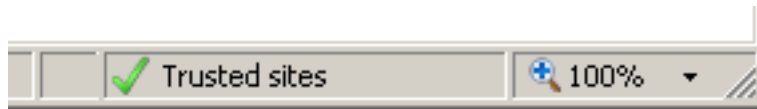
Other Browsers

The first time a user signs on to MOVEit DMZ with a browser other than Internet Explorer (e.g. Firefox), MOVEit DMZ will display a slightly different page with a link to install the Java Upload/Download Wizard. The Java Upload/Download Wizard is a component very similar to the ActiveX Wizard, designed for environments that can't run ActiveX controls.

The choices are similar to those for the ActiveX Wizard. If Java is not installed, the user can simply choose Disable to avoid being prompted to install the Java Wizard in subsequent sessions.

Java can be downloaded from Sun's Java website.

Web Interface - Common Navigation - Top Bar

Organizational branding and information about your account fill the top of every screen.

"Skip Repetitive Navigation" Link - Optional link which allows disabled readers to quickly skip past the common top and side links and get instead to "the page content." *Admins: enable or disable this link from the "Appearance" section on your "Settings" page.*

(Organizational Logo) - A wide logo (typically 800 pixels or more) which effectively brands this and every other page used by this organization.

"Account Bar" or "User Bar"

Identity Message - A brief "signed onto [Organization Name] as [Full Name]" message reminds users who they are. (Especially those with multiple accounts on the same machine!) If the user's username is different than that user's full name, the username will be displayed in parenthesis here as well.

My Account - A link to YOUR account options.

Sign Out - A link which allows YOU to sign out now.

SysAdmins Only: **Act as SysAdmin** - A link which allows a SysAdmin acting as an "Org Admin" to resume full SysAdmin rights. A large and often red statement reminding you to not use your extremely powerful SysAdmin account for daily user and folder maintenance will also appear in the user bar when you are signed on as a SysAdmin.

Web Interface - Common Navigation - Find File/Folder

The Find File/Folder box (typically located in a colored box on the LEFT SIDE of the screen) lets you search the MOVEit DMZ system for files and folders using either an ID (e.g., "1234567") or a name (e.g., "myfile.txt").
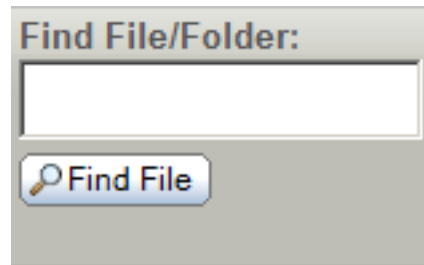
Name wildcards ("*") are allowed and their use in encouraged. For example, you may wish to search for "*.pdf", "myfile*.*" or "Home/John Smith/*".

Results from searches are displayed as soon as the "Find File" button is pressed.

The resulting file list has several columns:

- **File Name:** The folderpath and name of the file. If the folderpath is clicked, the user will be taken to a view of this folder. If the name of the file is clicked, the user will be taken to a view of the file.
- **Date and Time:** When the file was uploaded (or created).
- **From:** The full name of the person (or device) who uploaded or created this file. If clicked, this link will go to a view of this user.
- **Action:**
  - **Download:** Downloads this file (in its original format)
  - **Delete:** Deletes this file

The resulting folder list has only one column, containing the full path of the folders matching the search

string. Clicking on a folder path will take you to a view of the folder.

Automatic Wildcards

There are two cases where wildcard characters will automatically be added to a search term in order to find results:

- If a search term does not return any results, an asterisk wildcard character will automatically be appended to the search term if one does not already exist, and the search will be retried.

- If a search term containing a slash ("/") does not return any results, and the same search term with an asterisk appended also does not return any results, an asterisk will be prepended to the search term if one does not already exist, and the search will be retried. This allows users to search for partial folderpaths and successfully find them.

Web Interface - Common Navigation - Go To Folder

The Go To Folder box (typically located in a colored box on the LEFT SIDE of the screen) lets you quickly jump to your favorite folders. If you have a home or default folder defined, and have permissions to that folder, it will automatically be pre-selected here.
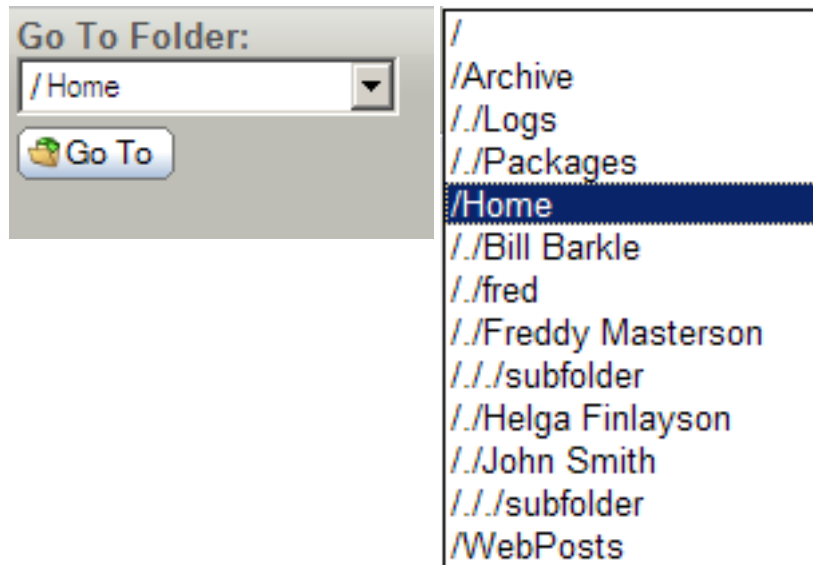
When the "Go To" button is pressed, a view of the selected folder (including a list of any subfolders and files, if applicable) will be displayed.

Note that this list shortens the full paths of folders and long folder names as well. In the example above, the drop-down list represents the following full folder tree:

/
Archive
Archive/Logs
Archive/Packages
Home
Home/Bill Barkle
Home/fred
Home/Freddy Masterson
Home/Freddy Masterson/subfolder
Home/Helga Finlayson
Home/John Smith
Home/John Smith/subfolder
WebPosts

If you have access to a large number of folders, the "Go To Folder" drop-down will not be displayed. Instead, you can type in the first few letters of the folder you are looking for into the "Find File/Folder" box.

Web Interface - Common Navigation - My Account

The My Account page exists to allow anyone to change his or her own password or email address without having to contact an administrator. It also provides a place to edit personal display settings, such as how many files or folders are shown on file/folder list pages, and whether or not to use the Upload/Download Wizard for uploading and downloading files. If Ad Hoc Transfer is enabled, you can select to always receive a delivery receipt, and you can enter a signature for packages. The page can be accessed from the user bar which appears at the top of each and every screen.

"Expiration Details" Section

If an expiration policy is assigned to your user account, the details of when the user account will expire will be shown here. An information string states when the user account will be expired according to the current policy.

* NOTE * This section will not appear if no expiration policy is assigned to the user.

Expiration Details...

Your account will expire...

on 3/7/2010 9:31:58 PM unless account is used again *(7 day(s) after last signon)*

"Change Your Password..." Section

This section lets you change your own password. You must type your old password where prompted, and either select the suggested password, or choose to enter a custom password, and then press the "Change Password" button. If password aging has been enabled, an additional aging status message will be displayed to show how long it has been since the last password change and note when you must change your password.

Change Your Password...

Enter Your **Old Password:**

Suggested Password: brgu5x

New Password: ⦿ Use Suggested Password
○ Type Custom Password

Now press the "Change Password" button: - Change Password -

* NOTE * This section will not appear if the Disallow User Password Changing feature has been enabled.

Please see the "Settings" help page for more information.

* NOTE * You need to read the password rules shown here (and also shown when an attempt to change your password fails). Depending on site specifics, passwords may be disallowed because they are too short, contain variations of the username, contain common words or are otherwise too easy to guess or crack.

"Edit Your Notification Settings..." Section

This section lets you change your email address. You may specify multiple email addresses for a single account. In this case, email addresses should be separated with commas. You may also change your preferred format for notification emails that you receive. Available formats are HTML and Text.

Edit Your Notification Settings...

Email Address(es): fmasterson@ipswitch.com

You may specify multiple email addresses - separate each address with a comma (,).

Preferred Email Format: ● HTML   ○ Text

Now press the "Change Notification" button: - Change Notification -

"Edit Your Language..." Section

If multiple languages are enabled, end users and temporary users will be able to change their language in this section. Changing this setting saves the new language in the user's profile, and also changes the current session to use the new language.

Edit Your Language...

Language: English ▾

Now press the "Change Language" button: - Change Language -

"Edit Your Display Settings..." Section

This section lets you configure how many entries will appear on file and folder list pages. Administrators and Group Admins will also be allowed to change how many entries appear on user or group list pages.

Edit Your Display Settings...

User/Group Entries Per Page: `10`

File/Folder Entries Per Page: `100`

Now press the "Change Display" button: - Change Display -

"Edit Your Ad Hoc Transfer Settings..." Section

This section lets you change personal package settings. The "Enable Delivery Receipts by Default" option lets the you determine whether the Delivery Receipts option will be enabled by default when you create a new package or reply or forward an existing package. The Signature field can be used to create an automatic custom signature which will be appended to all new packages that you create.

Edit Your Ad Hoc Transfer Settings...

☐ **Enable Delivery Receipts by default**

Ad Hoc Transfer Signature:

Now press the "Change Ad Hoc Transfer Settings" button: - Change Ad Hoc Transfer Settings -

Upload/Download Wizard Status

This section contains information about how the Upload/Download Wizard is configured for the current user. There are two versions of the Wizard: ActiveX and Java. The ActiveX version is available only to users of Internet Explorer. The Java version is available only if Sun Java 1.5 or later is installed on the user's computer.

Included in this section is information about whether each component is installed on the current browser, and if so, whether it is currently enabled for use. The Change Wizard Status link, when clicked, takes you to a page which lets you change these settings.

Upload/Download Wizard Status:
The Upload/Download Wizard is Installed and Enabled *(for this session only)*
➢ Change Upload/Download Wizard Status (ActiveX Version)
The Wizard is Disabled *(for this session only)*
➢ Change Upload/Download Wizard Status (Java Version)

There are separate but similar configuration pages for the ActiveX and Java Wizards:

ActiveX Wizard Settings
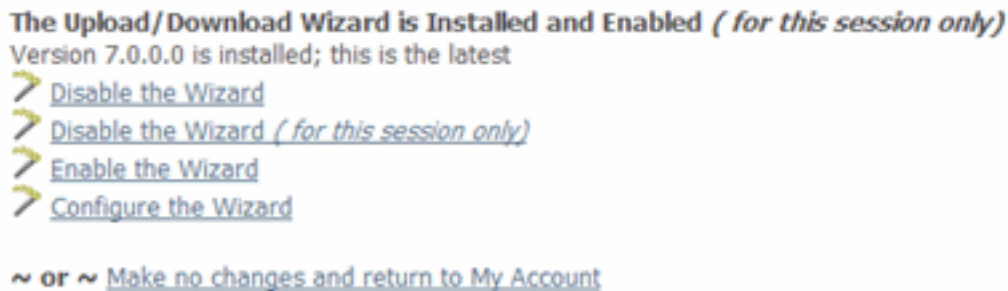
The ActiveX Upload/Download Wizard page, which is available only to Internet Explorer users, allows the user to enable or disable the ActiveX Wizard, and change settings.

If the ActiveX Wizard is not installed on the current browser, the user will be given a link which will go to a page from which the Wizard can be installed. There, the user will be prompted to download and install the Upload/Download Wizard component, and notified when the installation is complete.

If the Wizard is installed and enabled, the options include:

- **Disable the Wizard:** Disables use of the Wizard permanently. The Wizard can be re-enabled by going back to the Account Options page and clicking the Change Wizard Status link.
- **Disable the Wizard** *this session only***:** Disables the use of the Wizard for this session only. The user will be asked at the beginning of the next session whether they would like to enable the Wizard or not.
- **Configure the Wizard:** Displays a dialog allowing you to edit the default download actions, by file extension. The Wizard allows you to specify that all files with a given extension be saved to a temporary directory and immediately opened, OR saved to a user-specified directory with no further action taken. The Configure the Wizard option allows you to later change your mind regarding what actions should be taken for different file extensions.

A link is also provided to return to the My Account page.

Java Wizard Settings

The Java Upload/Download Wizard page allows the user to enable or disable the Java Wizard, and change settings. The options are similar to those for the ActiveX Wizard, but the Configure the Java Wizard option also gives the option of configuring proxy settings. (The ActiveX Wizard gets its proxy settings directly from Internet Explorer.)

The Java Wizard is Installed and is Enabled

Disable the Java Wizard

Disable the Java Wizard*(this session only)*

Configure the Java Wizard

~ **or** ~ Return to your Account Options
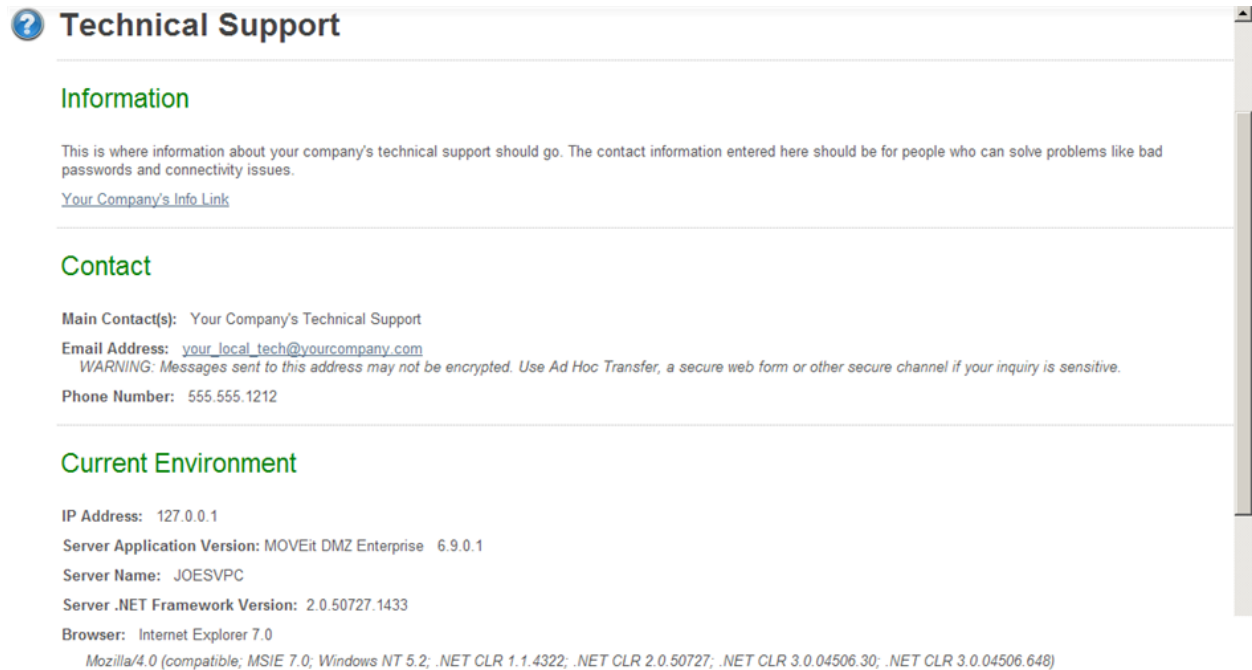
Return To Home Page

Under some combinations of custom Display Profile options, navigation links can be hidden. Thus, a user on the My Account page would not be able to navigate anywhere else after performing any account maintenance necessary. A Return To Home Page link is provided at the bottom of the My Account page to avoid this circumstance. Clicking it will return the user to their home page.

Web Interface - Common Navigation - Tech Support

The technical support page provides information about and a point of contact for technical support at YOUR organization. (People who may reset your password, find out why a particular file was not delivered, etc.)

The "Current Environment" section provides specific information about the site software, your browser and your address which may be useful to your local technical support personnel.

NOTE: The Server Application Version is only visible to authenticated users. The Server Name and Server .NET Framework Version are only visible to authenticated Admins and SysAdmins.

ADMINs ONLY: *You can change the information on the Technical Support page online. On the Home page, click the "Settings" link, then, in the "Appearance" section, click the "Tech Support" link to edit this information. Typically, the values here should help point end users to your help desk.*

Web Interface - Common Navigation - Upload/Download Wizard

Upload Wizard

The MOVEit Upload Wizard affords web users a faster method to transfer files over the web than the usual web transfers performed via the built-in "upload" button, through the use of compression-on-the-fly. It also offers the ability to upload entire folder trees or bundle multiple files into a ZIP archive before transfer, and displays transfers using a progress bar instead of the usual "spinning icon" in the corner of your web browser. Finally, the Upload Wizard provides integrity checking; it proves that the file or files which were just uploaded to the server are exactly the same as the files which exist on your local hard drive.

As discussed below, there are two versions of the Wizard: ActiveX and Java. However, they look and act very similarly.

1. Start the Upload Wizard

   The MOVEit Upload Wizard will be presented as an option to users who have enabled it via the My Account page. It will appear on all pages from which uploads are normally permitted. To start the Wizard:

   1. Select the folder into which you would like to upload files.
   2. Click the "CLICK HERE to Launch the Upload Wizard..." link.

2. Select Files to Be Uploaded to MOVEit DMZ
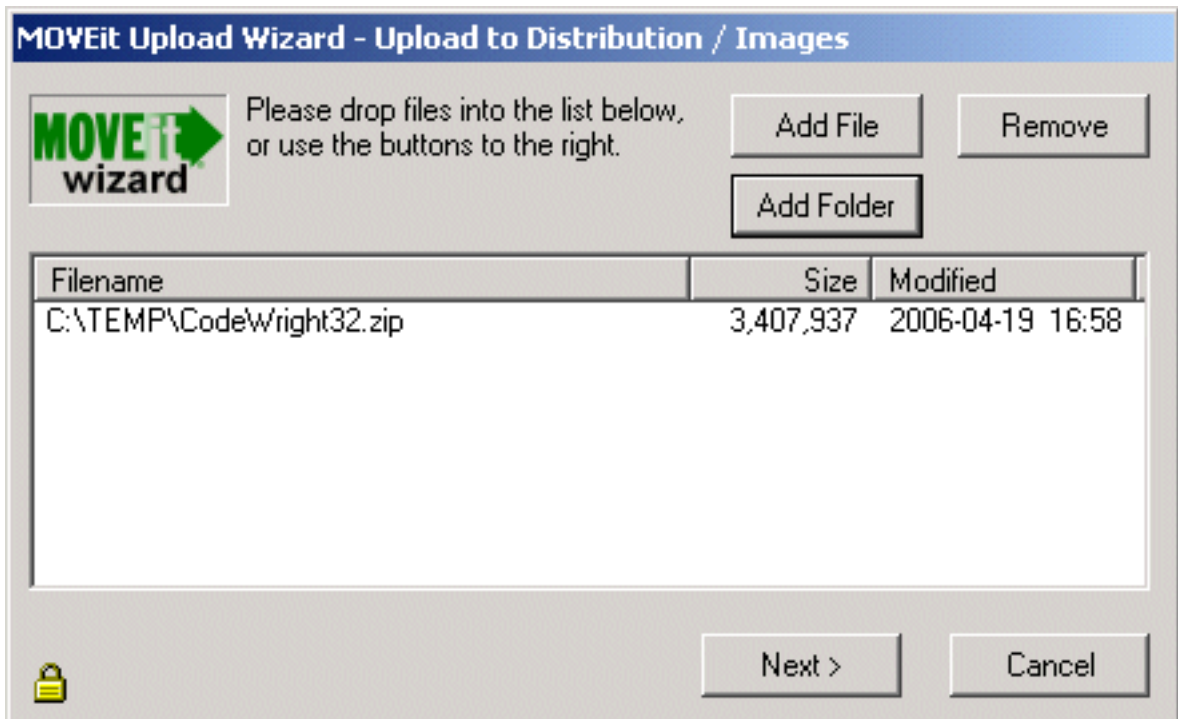
Files to be uploaded may be selected several different ways.
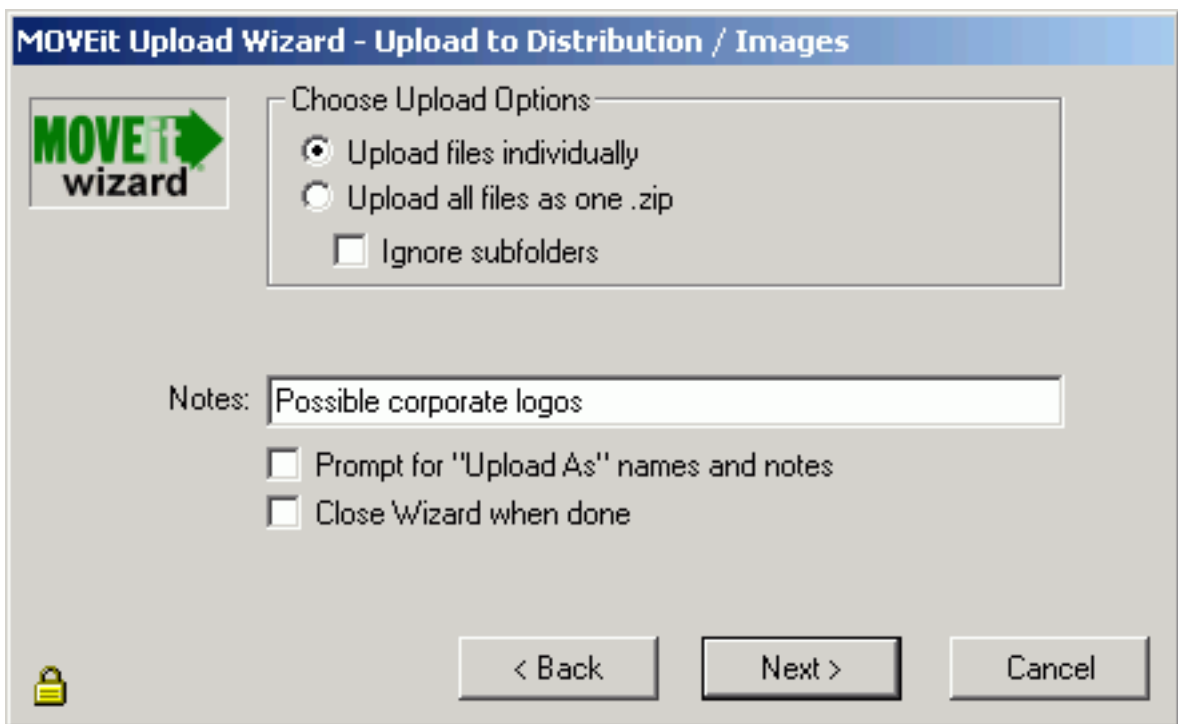
- Press the "Add File" button and "double-click" files from the navigation to select individual files.
- Press the "Add File" button and "CTRL-click" files from the navigation to select multiple files from the same folder.
- Press the "Add Folder" button and select a folder to recursively upload.
- Drag-n-drop files and/or folders from an Explorer window onto the list of files in the Wizard.

Note that selected files DO NOT have to be from the same directory - the Upload Wizard can handle files from several different directories, even drives at the same time.

Press the "Next >" button to continue...

3. Select Upload Options

You may choose to upload your selected file(s) in one of two different ways. You may upload each file individually...
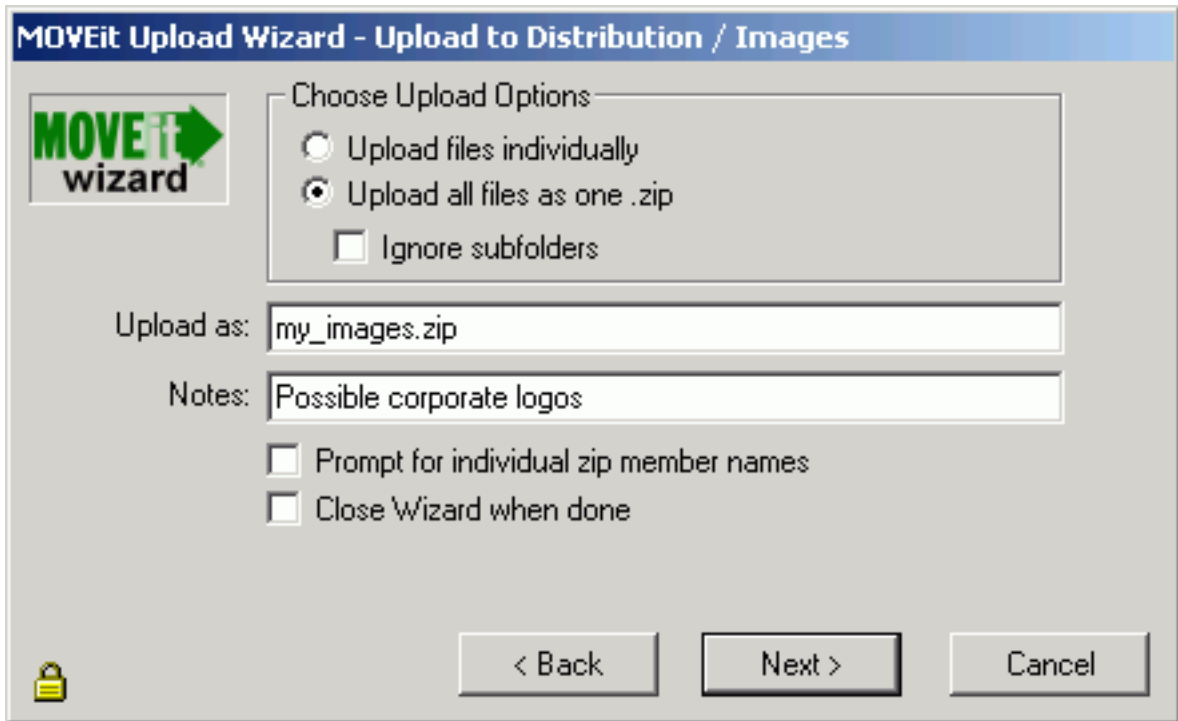
...in which case each file will be logged on the MOVEit DMZ with a separate file ID. Because each entry will retain its own notes, you ALSO have the ability to check the "Prompt for 'Upload As' names and notes" box and fill out custom notes for each and every file uploaded in the collection. The "Ignore Subfolders" box will cause all files to be uploaded to the same folder, even if they are in different folders on your computer. The "Close Wizard when Done" box will cause the Wizard to close itself when the transfer is complete.

Alternatively, you may upload all files as a ZIP archive bundle...

...in which case each file will become a member of a new zip file. (Note: The .zip file format cannot accommodate zipfiles larger than 4GB, so the Wizard will refuse to create a .zip file if the total size of the data files is greater than about 4 billion bytes.) Although you only have the opportunity to specify the upload notes for the zip file itself, you do have the opportunity to change the names the files stored in the archive will use if the "Prompt for individual zip member names" button is checked. The "Ignore Subfolders" box will cause no subfolder names to be included in the zip file, even if the files are in different folders on your computer. Again, the "Close Wizard when Done" box will cause the Wizard to close itself when the transfer is complete.

Press the "Next >" button to begin the transfer...

4.   Watching the Upload

As soon as the transfer begins, a progress bar will appear to show you how much of your transfer has been completed. (The same information will also be displayed in a short text area nearby.) When it is complete, you will see a transfer summary displayed.
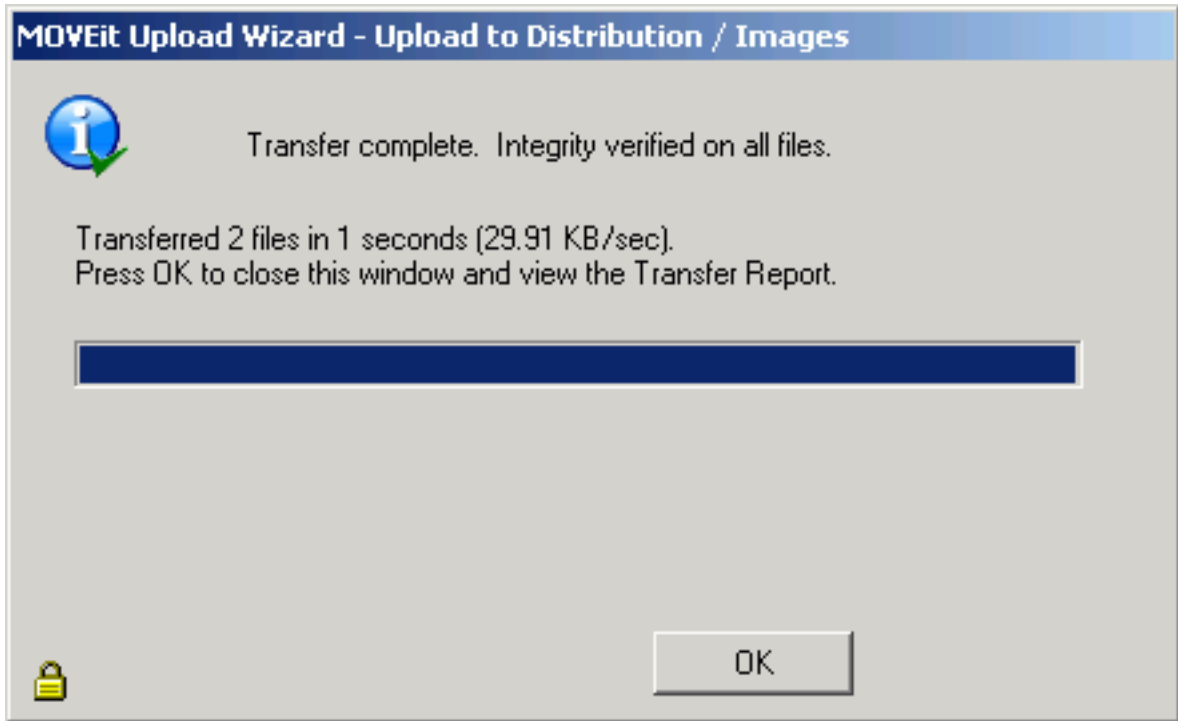
Upload Wizard Transfer Report

When you click the "OK" button to leave the Wizard, you may see an Upload Wizard Transfer Report which provides more information about and links to the folders and files affected or created by the upload. This report is displayed only if you are uploading files from your home page; if you are already viewing the folder into which you uploaded your files the page view will simply refresh to show the files you uploaded.

After transferring files individually, your Upload Wizard Transfer Report will resemble this example:

After transferring files in a single zip file, your Upload Wizard Transfer Report will resemble this example:

If you cancel the upload wizard before attempting to transfer any files, your Upload Wizard Transfer Report will resemble this example:

Upload Wizard Transfer Report
The upload was cancelled before any transfers began.

Content Scanning for Viruses

If you have enabled content scanning, and a virus is detected in one of the files you selected for upload, the Upload Wizard will proceed differently depending on the version of the wizard you use. If you use the Java version, the Upload Wizard will upload all but the infected file. If you use the ActiveX version, the Upload Wizard will stop uploading files when it finds an infected file, so any files that follow the infected file will not be uploaded.

Download Wizard

The MOVEit Download Wizard affords web users a faster method to transfer files over the web than the usual web transfers performed via built-in download facilities, through the use of compression-on-the-fly. It also provides the ability for a user to download more than one file at one time and download entire folders, using the Advanced File List page. In addition, the Download Wizard displays the progress of transfers using a progress bar and provides Open File, Open Folder and Unzip File buttons when transfers are complete. Finally, the Download Wizard provides integrity checking; it proves that the file or files which were just downloaded from the server are exactly the same as the files which exist on the server.

1. Start the Download Wizard.

    The MOVEit Download Wizard is automatically invoked when a Download link is chosen. It is also invoked when clicking the Download button on the File List page.

2. Open or Save.

    If you are running version 3.2 or later of the Download Wizard, the first dialog you see will ask whether to open or save the file. "Opening" the file means the file will be downloaded to a temporary directory, and after successful completion, the associated application (based on file extension) will be run without any further prompting. "Saving" the file means that you will be prompted for a directory into which the file should be placed. The associated application will not be run automatically.
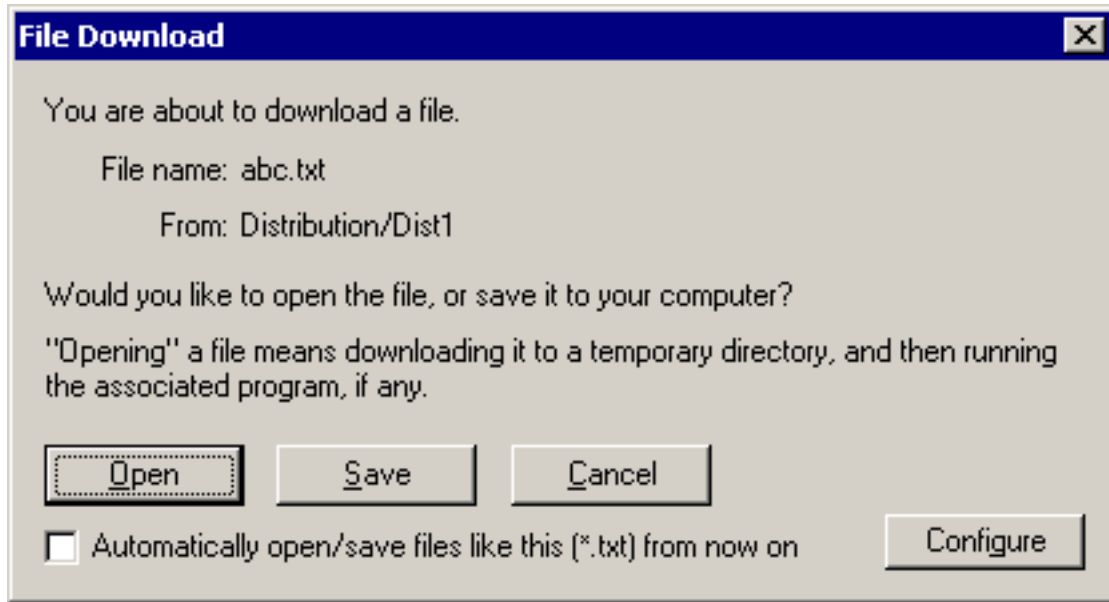
If you choose "Automatically open/save files like this from now on", in the future, this dialog will not appear for files with the same extension as this one.

The Configure button allows you to change your mind regarding what should be done with files with a given extension. The configuration dialog is also available via the Account Options page.

3.   Select Download Destination.

If you choose Save, the download wizard asks into which folder the download should be saved as well as what filename to use. (If an existing file of the same name already exists in this location, you will be asked if you want to overwrite the existing file.)
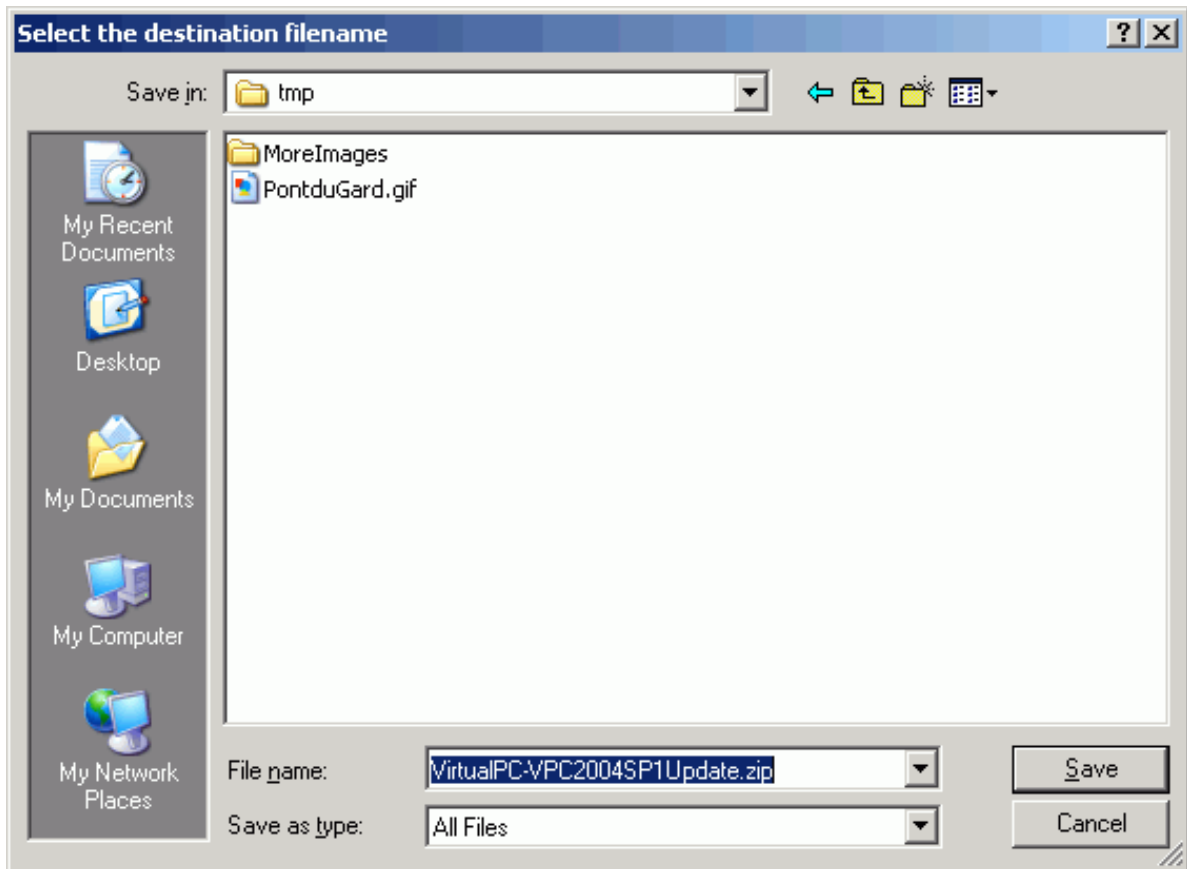
4. Watching the Download.

    The download wizard will display a progress bar, the size of the download, the amount currently downloaded, an estimate of the transfer speed and an estimate of the amount of time required to complete the download while the download is occurring.
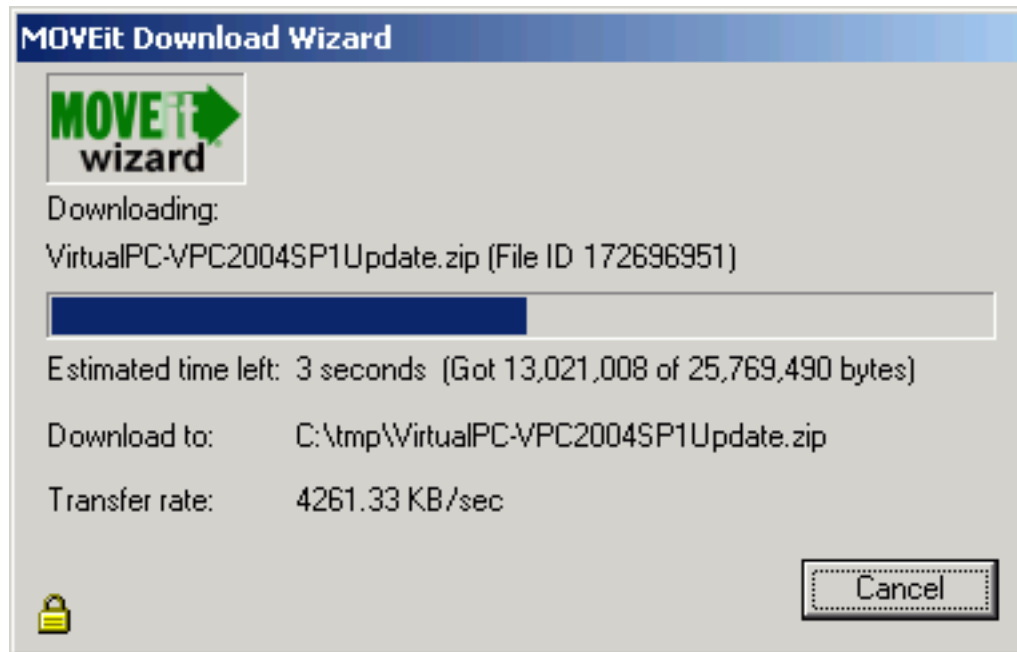
When complete, the integrity of the downloaded file will be checked. (This ensures that the file just downloaded is completely identical to the file on the server.) At least three buttons will also be displayed if the transfer was successful:

- **Open**: Opens the file just downloaded, using any file associations currently available.
- **Open Folder**: "Browses" to the folder into which the file was just downloaded.
- **Close**: Closes the download wizard immediately.
- *Unzip*: *ZIP file downloads only.* Pops up an additional dialog which allows you to choose into which folder the Download Wizard should expand the contents of the ZIP archive.
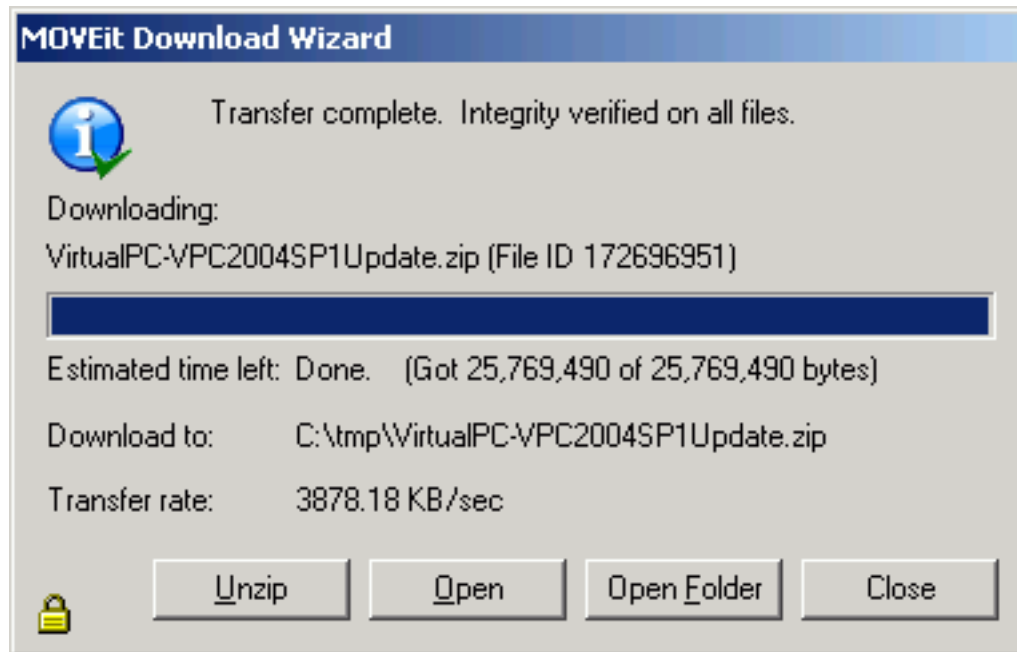
Wizard Requirements

The Upload/Download Wizard comes in two versions: an ActiveX control, which is only usable by Internet Explorer 7.0 or higher running on Windows, and a Java Applet, which can be run on most browsers that support java applets.

The ActiveX version of Upload/Download Wizard is available only when using Internet Explorer version 7.0 or higher. In addition, Internet Explorer MUST be configured to accept SIGNED ActiveX controls and run JavaScript, and the end user working with Internet Explorer must manually click a "Yes" button to download/accept/install the Upload/Download Wizard ActiveX control. Under Windows Vista/Windows 7 with IE7 or later, the ActiveX version also requires the end user to mark their MOVEit DMZ site as an IE Trusted Site to take full advantage of Wizard capabilities such as multiple file download.

The Java version of Upload/Download Wizard requires Sun's Java2 version 1.5 or higher runtime environment. Java applet support MUST be enabled in the browser, as well as JavaScript support. Finally, the end user must click the "Yes" or "Always" button when asked whether they wish to trust the Upload/Download Wizard applet. (Warning: the Java version does not currently run under IE7 on Windows Vista; use the ActiveX version instead here.)

Install/Uninstall the Wizard

The Upload Wizard and Download Wizard are really two interfaces of the same program. When using the ActiveX version of the Wizard, this means that there is only one control to install and uninstall. When using the Java version, this means there is only one JAR file to download.

Install the ActiveX Wizard

Web Interface - Common Navigation - Upload/Download Wizard

When a user visits their Home page on the MOVEit DMZ server for the first time, they will be prompted to install the Upload Wizard or disable it, provided their browser meets the requirements above.

Clicking on the installation link will take the user to the Upload/Download Wizard installation page.

At this point, the Upload/Download Wizard will be installed, and the user will be notified when the process is complete. The user will then be returned back to their Home page, where they can continue on to other things. Upload/Download Wizard can also be re-installed or configured from the My Account page if necessary. See the My Account manual page for further details.

Windows 7 and Windows Vista Users

Please see additional installation/trust instructions for Windows 7/Windows Vista with IE7 or later in the "Web Interface - Home Page - Wizard Install" documentation.

Windows XP Service Pack 2 and Windows 2003 Users

Windows XP Service Pack 2 and Windows 2003 users will often need to perform a few extra steps to install the ActiveX Upload/Download Wizard.

First, you will be presented with a dialog that explains that installation of an Active X control was blocked. Click "OK" on this dialog.
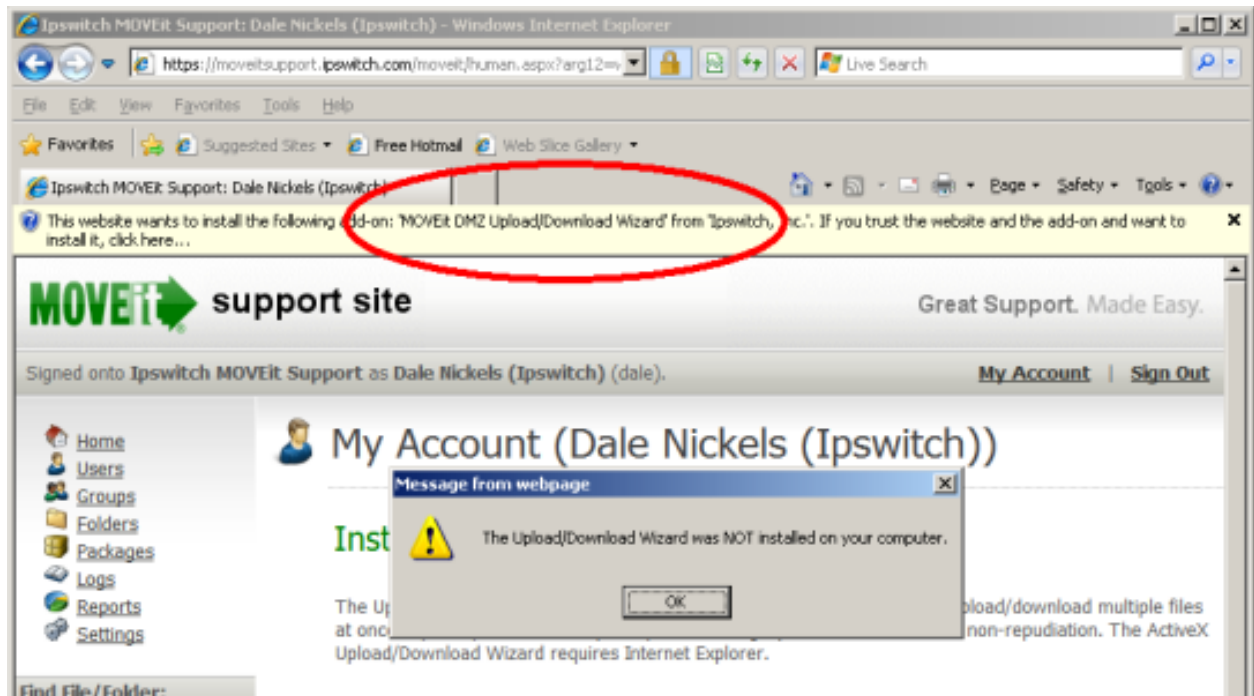
Click on the (usually, yellow) banner at the top of the page to get a pop-up menu and then select the "Install ActiveX Control..." option.
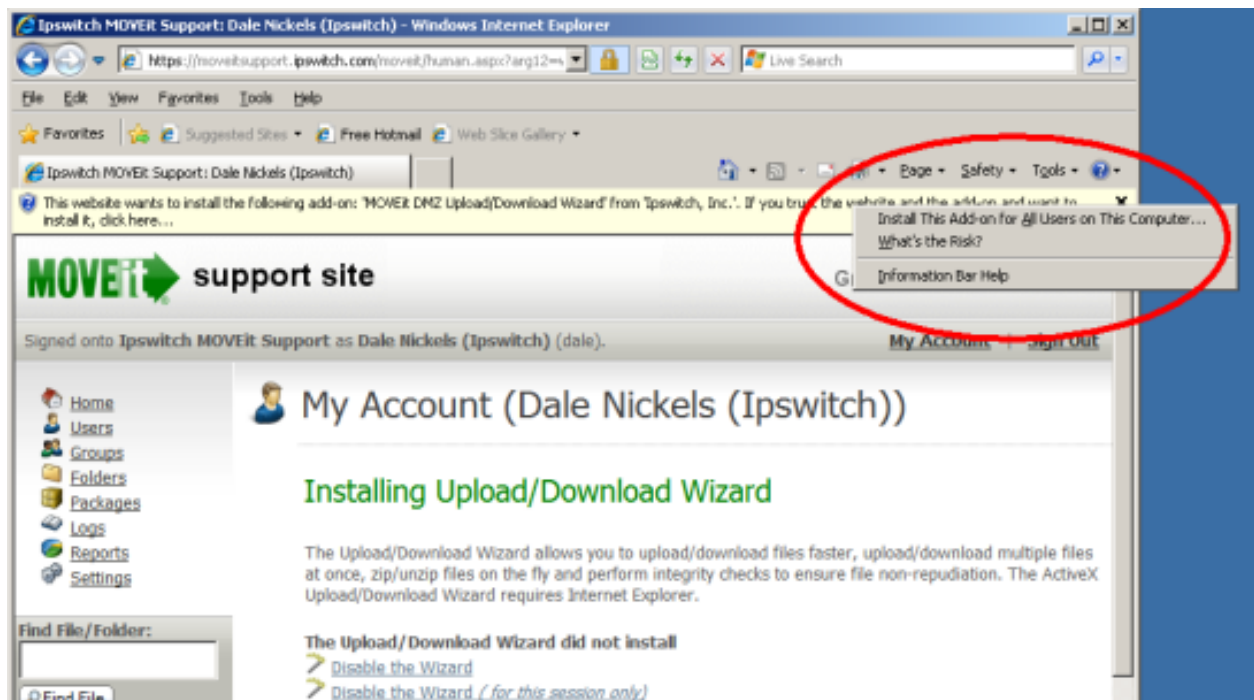
Next you will get a dialog with a yellow shield (this indicates that the Upload/Download Wizard ActiveX

control has been cryptographically signed and validated). Click the "Install" button.
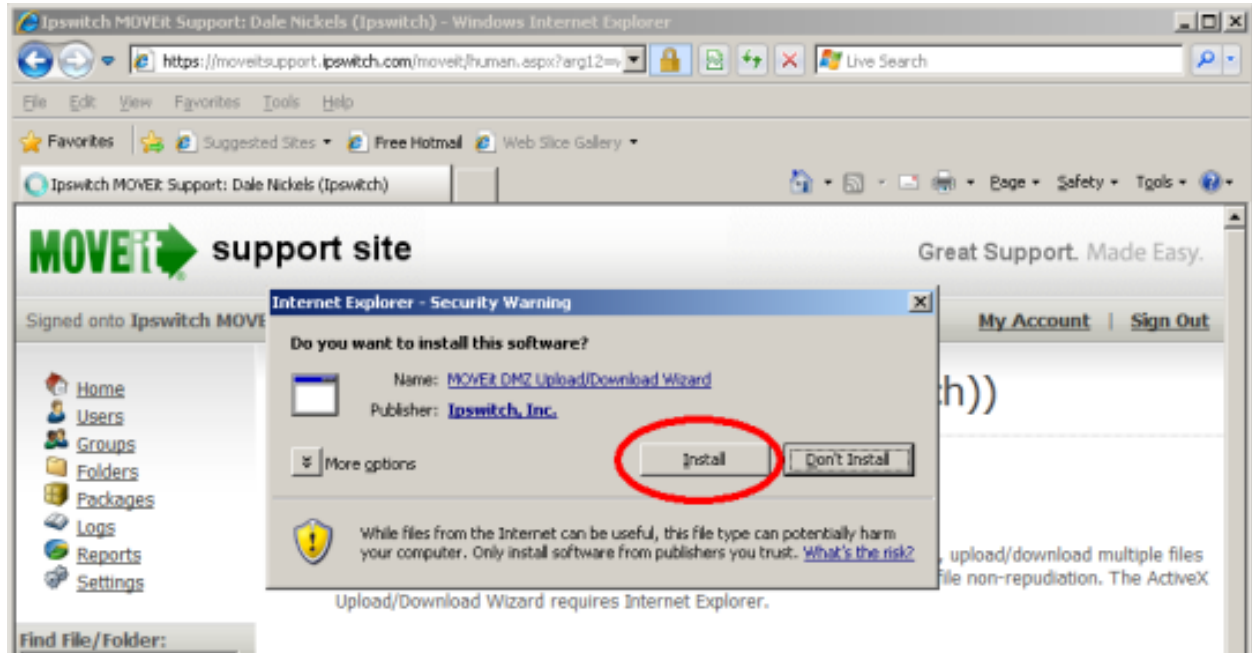
After you complete these extra steps, the Wizard should automatically finish installing.

Install the Java Wizard

Installation of the Java version of Upload/Download Wizard is generally performed automatically by the browser. The user will initially be presented the following window, asking if the user wants to run the applet. The user should click "Run" here to allow the Java Wizard to run. Checking the "Always trust content..." box is also recommended.
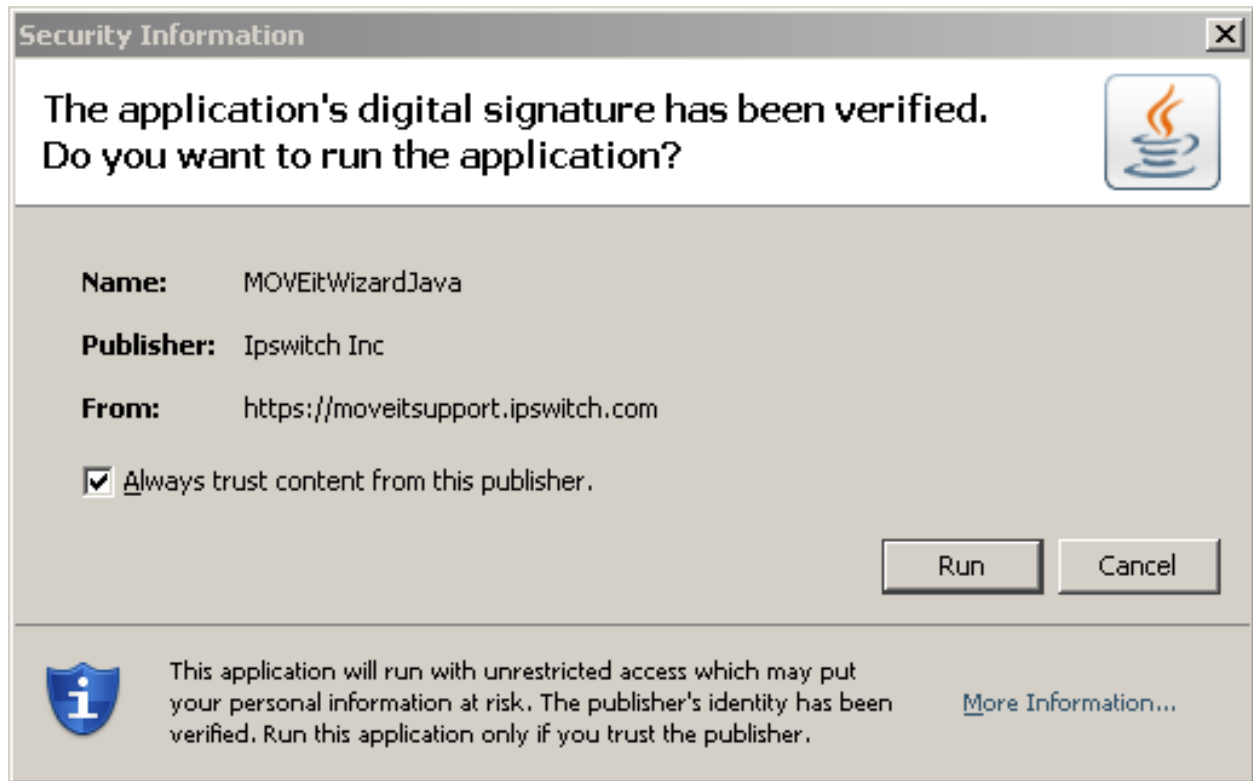
"Pre-Install" the Wizard

Windows administrators may "pre-install" the Upload/Download Wizard on selected Windows platforms by downloading the appropriate Upload/Download Wizard "MSI" (MicroSoft Installer - "*.msi") package from the MOVEit support site and distributing it using standard MSI utilities.

Uninstall the Wizard - Manually

Uninstallation of the Upload/Download Wizard is only necessary for the ActiveX version. The Java version is not actually installed on the local machine, so it never needs to be uninstalled.

To uninstall the ActiveX Wizard using **Internet Explorer 7**...

1.   Click Tools | Manage Add-Ons | Enable or Disable Add-Ons
2.   Select "Downloaded ActiveX Controls (32-bit)"
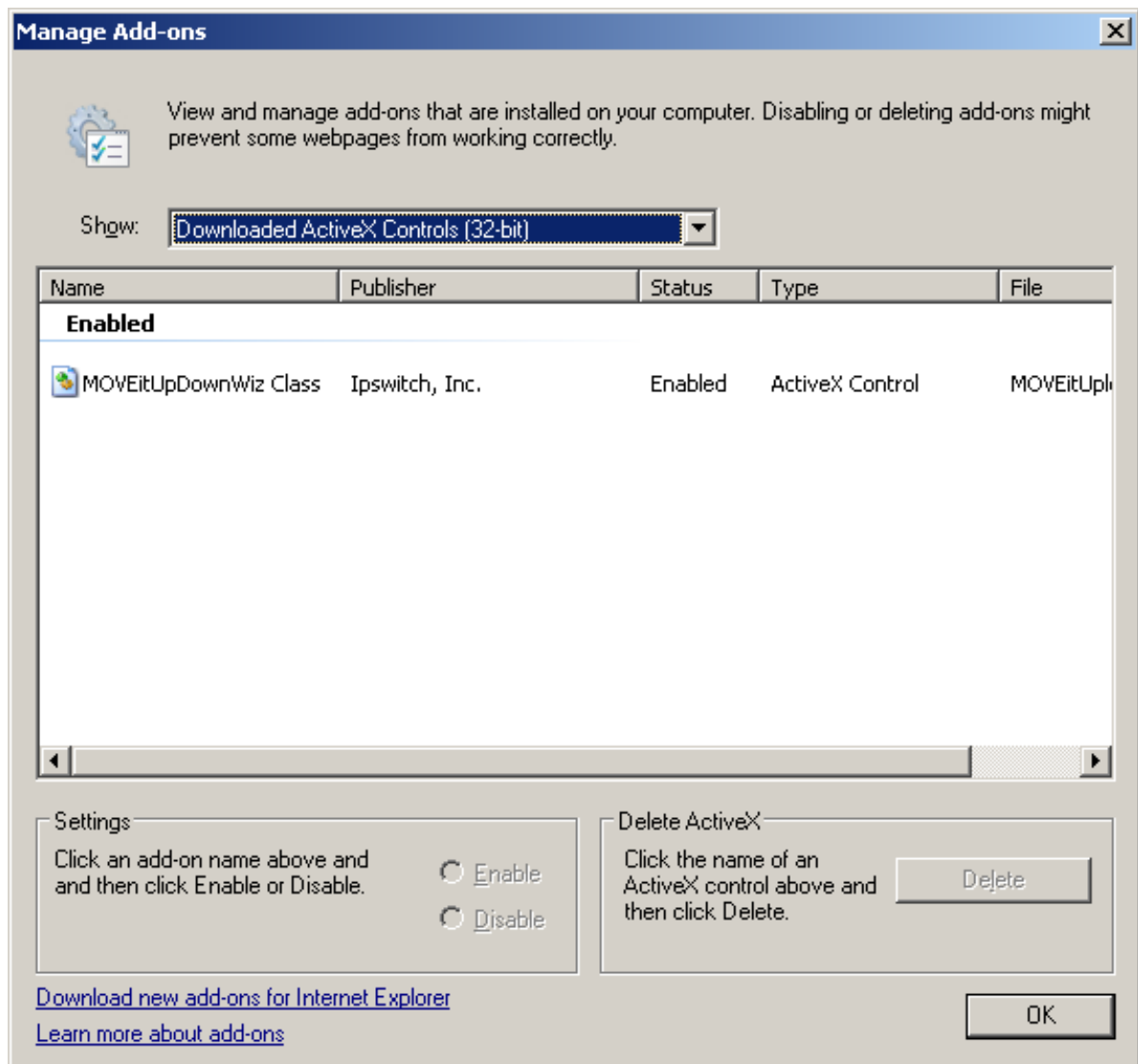
3.   Select the MOVEitUpDownWiz Class and click the Delete button.

To uninstall the ActiveX Wizard using **Internet Explorer 8**...

1.   Click Tools | Manage Add-Ons
2.   Select "Currently loaded add-ons"
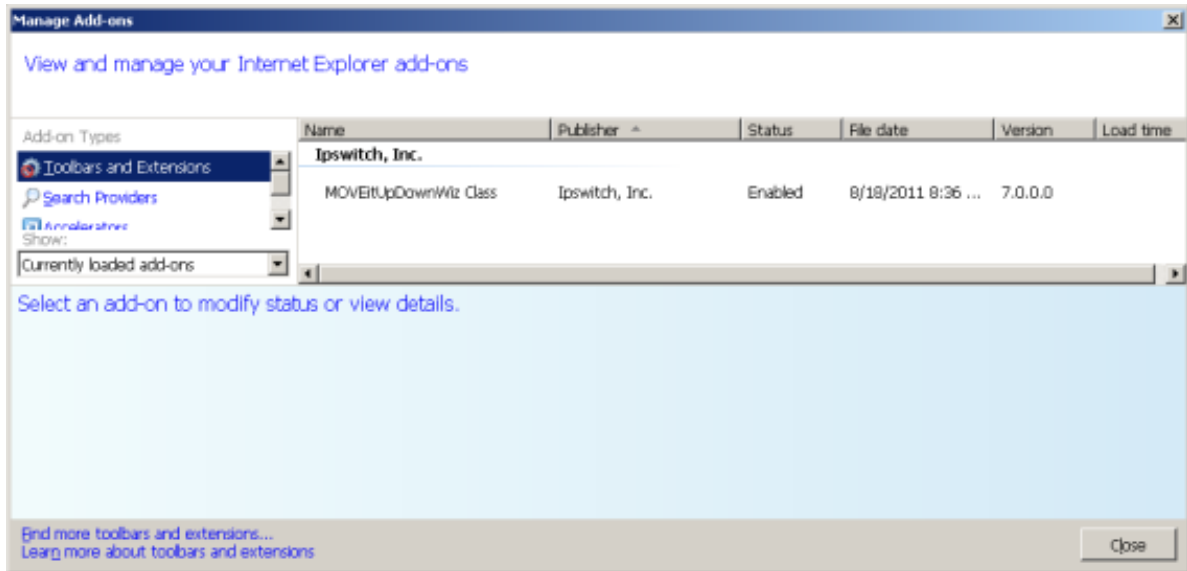
3.   Select the MOVEitUpDownWiz Class and click the Delete button.

If you want to reinstall the wizard, restart Internet Explorer and sign on to MOVEit DMZ again - on the first page with upload options the MOVEit Upload Wizard will be downloaded and automatically installed again.

Configuring the Wizard

The Upload/Download Wizard can be configured by choosing My Account, then Change Wizard Status (ActiveX or Java). See My Account. Both Wizards allow you to configure the default action, per file extension, for downloaded files.

Both Wizards will automatically read the settings from supported browsers, so there is no need to configure settings for HTTP/S proxy and client certificates.

Wizard Technical Hints

- After launching the Upload Wizard, hold down the CTRL key while you click the "Next >" button to get version information.
- After launching the Upload Wizard, hold down the SHIFT key while you click the "Next >" button to get an additional "debugging" window.
- To ensure that the Wizard is made available to all Internet Explorer users, make sure the Content Expiration value is set to no less than 30 days on the COM web folder in your IIS settings. A setting of "Immediately" in this folder has been known to keep end users from downloading and installing the Upload/Download Wizard.
- Starting in version 3.2, Upload/Download Wizard gained the ability to remember whether files with certain extensions should be opened or saved automatically. These settings are stored in two different places depending on whether the Java or ActiveX versions of the Wizard are used. The Java settings are stored in a file called ".miwizrc" in an end user's home folder. (On Windows, this is the path listed in the "USERPROFILE" variable, e.g. "C:\Documents and Settings\JSmith") The ActiveX settings are

stored in the registry key "HKEY_CURRENT_USER\SOFTWARE\Standard Networks\MOVEitUploadWizard\ExtensionHandling". (This is a unique tree for each user.)

- **Advanced hint:** Some firewalls or proxy servers block the "Transfer-Encoding: chunked" header used by the Upload Wizard. When the Upload Wizard detects this situation, it reverts to a different upload protocol. (This alternative protocol is not used by default, because it does not allow compression or the creation of .zip files.) If you have software or network devices that block "Transfer-Encoding: chunked" headers, and find that the MOVEit Wizard is not able to detect this, you can force the Upload Wizard to use the alternative protocol by creating a value in the registry of the computer that is running Internet Explorer.
Run RegEdit and navigate to HKEY_CURRENT_USER\Software\Standard Networks\MOVEitUploadWizard. (If this key does not exist, create it.) Then create a DWORD value named ForceNonLumpHashMode and give it a value of 1. This will force the Upload Wizard to use the less efficient but more widely-accepted alternative upload protocol.
This must be done on every end-user's computer. Setting this value on the MOVEit DMZ server itself has no effect unless you actually use Internet Explorer on the server.

- Organizations that wish to predistribute the ActiveX version of the Wizard or want to allow the control to be "preinstalled" for all users by an Administrator account through a "normal" installation package can obtain a simple Upload/Download Wizard "ActiveX" installation package from the MOVEit support site.

Web Interface - Folders - Overview

Files are stored in MOVEit DMZ folders, which are stored in the **Root folder** for an Organization. The Root folder is created when an organization is created. General use, or "shared" folders, can be created by the Administrator. Folder features include:

- **Root folder** - The Administrator can set any permissions for the Root folder, and folder permissions can be propagated to subfolders. The Administrator can allow uploads to and downloads from the Root folder, and can allow recursive downloads of first-level folders (those folders that are subfolders of the root folder) in the MOVEit DMZ web interface. Users can copy existing folders and files to the root folder.

- **General use folders** - Administrators can set up their own directory structures to collect files from and distribute files to a variety of users and groups. In previous versions of MOVEit DMZ, the "Distribution" folder was created by the install and was a restricted folder type. With version 6.5 or later of MOVEit DMZ, administrators can set up any folder, under the Root folder, or use the Root folder itself as a shared folder.

  Note: If you upgraded from a previous MOVEit DMZ version, the Distribution folder remains in place. As before, the Distribution folder can be renamed.

- **Virtual folders** - A Virtual folder is a folder that links to another real folder in the MOVEit DMZ folder tree, allowing a user to see the contents of the target folder in a different location. By creating a virtual folder, you can make an existing folder available to a user, without allowing access to the target folder's parent folder or subfolders. For example, you can create a virtual folder named Images in the user's home folder that points to the target folder /Tools/Images. This virtual folder would appear to a user as /Home/UserID/Images and would appear to the user to contain the contents of /Tools/Images. Virtual folders appear in a folder listing with a blue folder icon.

- **User Home folders** - A User Home folder is, normally, the folder that the user gets to navigate to and upload to by default. The user home folder can be set by the default setting for the organization, or can be set by the Administrator to any folder, provided it is not a restricted type, in the organization. For more information about setting up user home folders, see "Adding a User" in the Web Interface - Users - Overview topic. By default, each user has an individual home folder that is created within the top-level Home folder for the organization. The permissions given to owners of home folders can vary by organization, but often an owner is allowed to read and write to their home folder, as well as receive notifications if someone uploads a file to their home folder.

Restricted Folders

Restricted folders are created by the MOVEit DMZ installation, and can be one of following types:

- **Archive** - The Archive folder contains folders in which various archived materials are kept. The Logs subfolder collects log extracts automatically generated before online logs are purged. The Secure Messages subfolder collects secure message archives automatically generated before secure message files are purged.
- **WebPosts** - Webpost folders are used to collect data posted from various non-MOVEit web forms by anonymous users. MOVEit DMZ offers online preview and individual or collective extraction of these posts as CSV or XML files.
- **AS2** - AS2 folders collect incoming messages and MDNs from AS2 trading partners. (Read more in "Advanced Topics - AS2 and AS3".)

These folders are displayed at the "root" level when someone clicks on the "Folders" link on the left side of the page. If a Distribution folder was created, it is also displayed. Archive, WebPosts, and AS2 folders are displayed with an orange folder icon to indicate their "restricted access" status.

SubFolders List

Within most folders (except Archive Webposts, and AS2 folders), there can be one or more subfolders. These folders are displayed with counts of subfolders and files in that folder. (New file counts are also displayed here.)

The "Add Folder" link at the bottom of the list allows the user to add a new subfolder to the current folder.

The "Add Virtual" link lets the user add a new virtual folder as a subfolder to the current folder.

The "Permissions and Settings" link appears at the bottom of the list in a folder, and allows administrators to change the settings of the folder and propagate those changes to any subfolders in the folder.

Because there may be many folders on the system, the list of folders will be limited to a configurable number per page (Settings-Appearance-Display-Max List Counts). Page navigation links will be provided if the number of folders exceeds this limit. The value is configurable in the Account Options page. Links to add and delete subfolders may also be visible, depending on your current privileges.

Adding a Folder

Upon clicking the "Add Folder" link, the user will be taken to the Add New Folder page. Here, the user will be prompted to enter a name for the new folder. If the parent folder is not a root folder, the user will also be prompted to decide how the new folder should inherit any explicit permissions from the parent. Most other folder settings will be automatically copied from the parent to the new folder.

The three inheritance options are:

- **Always inherit from parent:** This option turns on the Inherit Access From Parent option on the new folder. This will cause the new folder to inherit existing and future explicit permissions from the parent.
- **Copy from parent but do not inherit future changes from parent:** This option causes the existing explicit permissions on the parent folder to be copied to the new folder, but does not turn on the Inherit Access From Parent option. This will cause the new folder to inherit existing explicit permissions from the parent, but not be affected by future changes to the parent's permissions.
- **Clear and do not inherit future changes from parent:** This option causes the new folder to be created without copying any permissions from the parent, and without turning on the Inherit Access From Parent option.

Adding a Virtual Folder

A Virtual folder is a folder that links to another real folder in the MOVEit DMZ folder tree, allowing a user to see the contents of the target folder in a different location.

Click the "Add Virtual" link to open the Add New Virtual Folder page.

Add New Virtual Folder

Name:	
Permissions:	Always inherit from parent
Target:	/FT Tools/PermTemps

Add Virtual Folder

- **Name:** Enter a name for the new folder.
- **Permissions:** The three inheritance options are the same as described above for a normal folder.
- **Target:** This option shows the available folders (for the current user, based on permissions) which can be selected as the target for the virtual folder. The contents of the target folder will appear in the folder tree under the folder name selected for the virtual folder. (For performance reasons, if the current user is an admin user, the virtual folder will instead show a link to the target folder.) Navigation of the target folder and any subfolders will be relative to the virtual path.

  Note: To create a virtual folder, the current user needs to have administrative permissions on the target folder. Also, "Subs" permissions are required in the folder where the virtual folder is created.

Folder View

When a user "pulls up" or "opens" a folder, he or she will see a folder view which consists of one or more of the following:

Web Interface - Folders - Overview

- A list of subfolders and/or files.
- Links to add a new subfolder or virtual folder.
- Buttons for the actions that can be performed on a file or folder (such as Move, Copy, Delete).
- A link to Edit permissions and settings (if the user has adequate permissions to do so).
- An Upload A File Now section (if enabled in the Display settings).

/Home/John Smith/

Go To Folder: [/ ▾] [Go To]

Folders and Files

Name	File ID	Created	Size/Contents	Creator	#	Actions
📁 Parent Folder						
☐ 📁 Images	595340237	3/5/2010 2:35:47 PM				Delete - Settings
☐ 📁 subfolder	594817708	3/3/2010 10:31:10 AM				Delete - Settings
☐ 📄 AHT_deployment.png	594628731	3/2/2010 5:20:18 PM	144.8 KB	Helga Finlayson	2	Delete - Download
☐ 📄 AHT_ProjectSchedule.xls	596265044	3/8/2010 2:42:31 PM	31 KB	Helga Finlayson	-	Delete - Download

Select Files: All - New - Old - None
Select Folders: All - Empty - Not Empty - None

📁 Add Folder (📁 Add Virtual) - Thumbnail File List - Permissions and Settings

Selected File/Folder Actions:

Perform Action: [✖ Delete] [📄 Copy] [➡ Move] [📨 Send Files...] [⬇ Download]
Copy/Move Options: To Folder: [/ ▾]
Advanced Copy/Move Options >>

# Web Interface - Folders - File List

Folders and Files

This section contains a list of subfolders of this folder, and all files stored in this folder. The information available is configurable by the administrator, and may contain one or more of the following columns. Clicking on the column headers will sort the list by the values in that column. Clicking the same column header again will reverse the sorting of the list.

- **(Checkbox)**: Used to indicate which folders and/or files are affected by the action selected in the "Selected File/Folder Options" section.
- **Name:** The name of the folder or file. New files are marked with an envelope icon and bold text. Files whose integrity was verified during upload are marked with the integrity icon. Clicking on a folder name will open the folder, while clicking on a file name will either open the file view, or download the file, depending on the organization settings.
- **File ID:** The unique ID of the file. (WebPost filelists will see this column in place of the Name column)
- **Created:** The date and time the folder was created, or the file was uploaded or created.
- **Size/Contents:** For folders, the number of subfolders and/or files in the folder will be shown, if any exist. For files, the bytecount of the file will be shown.
- **Creator:** The name of the user who uploaded or created the file.
- **Uploading IP/Agent:** (WebPosts only) The IP address and agent (often a browser) used to upload this file.

- **Downloads** (): Displays the total number of times this file has been downloaded. (Note: Even though someone else has downloaded a certain file, it may still be "new to you") This statistic is often used to quickly see what the most popular downloads in a given folder are.
- **Integrity** (): If this file was uploaded with integrity checking, an icon is displayed here.
- **Actions:**
  - Delete - Deletes this file (after confirmation)
  - Download - Downloads this file to your local machine
  - Settings - Displays folder properties, which can be edited.

There are also two sets of four "Check" links which will automatically select various combinations of folders and files. Available links for files are "All", "New", "Old", and "None". Available links for folders are "All", "Empty", "Not Empty", and "None". (Javascript must be enabled for these links to function properly)

Checked File Actions

- **Delete**: Deletes selected folders and/or files after a short confirmation.
- **Copy**: Copies selected folders and/or files to another folder (the originals remain intact), or to the same parent folder (the copy will be created with a new name, appending "Copy" to the old name, to differentiate it from the original).
- **Move**: Moves selected folders and/or files to another folder.
- **Send Files**: Attaches selected files to a new Secure Message.
- **Download**:
  - *WebPost and Archived Logs folders*: Downloads selected files as a single bundle file using the As Format option to determine the format of the resulting file. This download process does not use the MOVEit Download Wizard.
  - *Other folders*: Downloads selected folders and/or files using the MOVEit Download Wizard; not available unless the Wizard is installed. If folders are checked, these folders and all their subfolders and all files in these folders will also be downloaded.

- **Download All** (WebPost folders only): Downloads all webpost files in the folder as a single bundle file using the As Format option to determine the format of the resulting file. This download process does not use the MOVEit Download Wizard.

Advanced Copy / Move Options

The following options will appear when the Advanced Copy / Move Options link is clicked. These options apply to Copy and Move operations only for most folders. For WebPost folders, the As Format option also applies when downloading multiple files.

- **As Format** (WebPost and Archived Logs folders only): This option defines how the selected webpost or log files will be copied, moved, or downloaded. Available formats are:
  - *Single XML Bundle*: Selected files will be converted into a single XML file containing the data from each file in a separate node.
  - *Single CSV Bundle*: Selected files will be converted into a single Comma Separated Value (CSV) text file containing the data from each file in a separate row.
  - *Individual XML files*: Selected files will be individually copied or moved to the target folder as XML files. This option is not allowed when downloading multiple files.
  - *Individual CSV files*: Selected files will be individually copied or moved to the target folder as CSV text files. This option is not allowed when downloading multiple files.

- **Creation Information**: These options define whether the original uploader information is kept with the file, or replaced by the current user's information. Note that folder creation information is not retained.
- **Folder Permissions**: For copied or moved folders, these options define whether the existing permissions are retained, or whether the permissions of the new parent folder are applied.

Upload a File Now...

The dialog you will see when uploading files to MOVEit DMZ will be different depending on which browser you use. If you have installed the Upload Wizard (ActiveX or Java), you will see a section like:

If the Upload Wizard is not installed, you will see a section like:

Upload a File Now...

Select a folder: / Home / John Smith

Pick a file with the "Browse" button: C:certreq.txt Browse...

Enter any applicable notes: Certificate request file

...and then press the "Upload" button: - Upload -

The differences between the two are:

- Upload Wizard
  - No maximum size (files larger than 4 gigabytes are allowed)
  - Faster uploads due to compression on the fly (ActiveX only)
  - Cryptographic quality (FIPS 140-2 SHA-1) integrity check
  - Transfer resume avoids resending lost pieces of large files
  - Option to zip multiple files into a single file before transferring
  - Option to send multiple files in single transfer session

- No Upload Wizard
  - Works on ANY modern browser (including Opera, Netscape, Mozilla, etc.)

Web Posts

Below is the alternate file list used when viewing web posts; the file list of the built-in Archive folders will also have a different layout. Note the different types of "agents" logged. (From top: MOVEit DMZ API, MOVEit Central, Firefox Browser, Mozilla Browser, MOVEit Wizard, MOVEit DMZ FTP, Internet Explorer, Netscape Navigator, Opera Browser.)

WebPosts / Grape Survey

Folders and Files
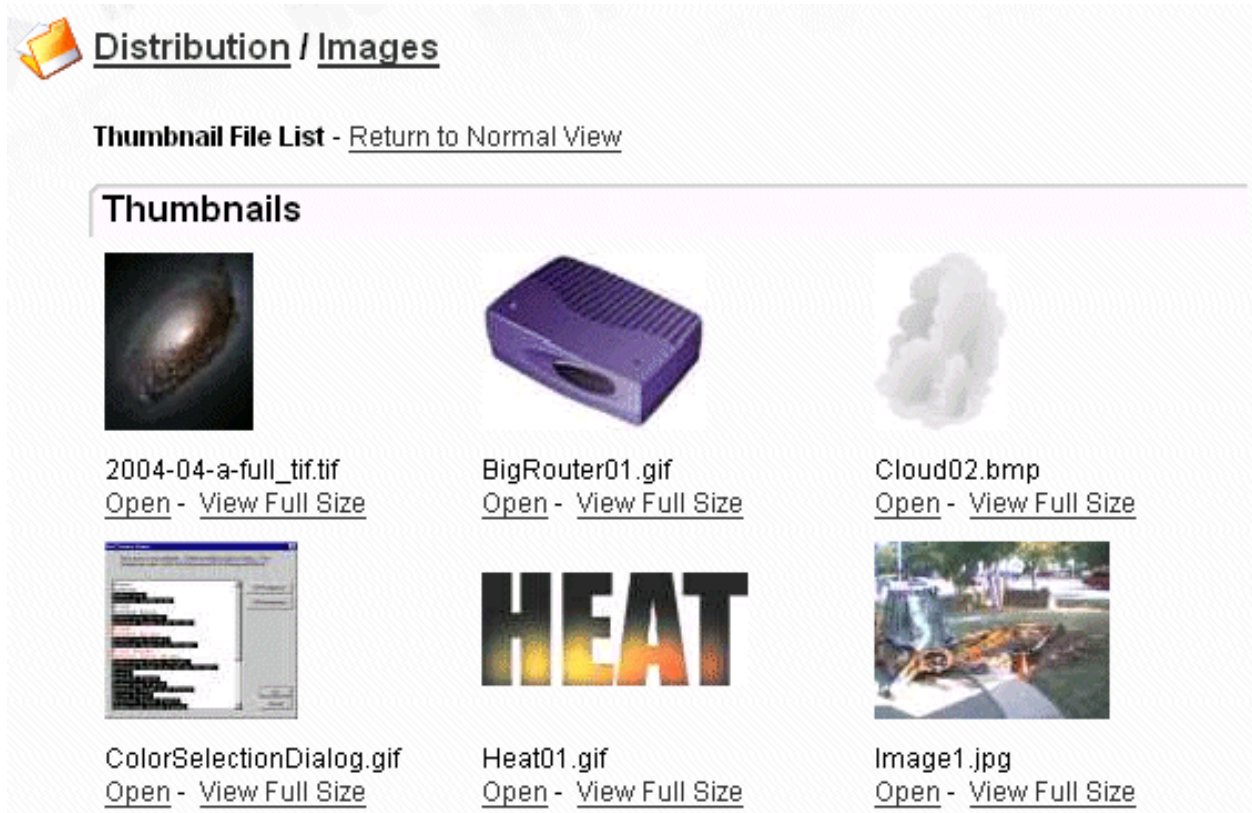
File ID	Created	Uploading IP / Agent	Actions
Parent Folder			
181641180	11/7/2005 4:34:58 PM	192.168.3.170 / 3.0	Delete
181491795	11/7/2005 1:51:52 PM	192.168.3.170 / 3.0	Delete
180426054	11/3/2005 4:24:54 PM	192.168.3.170 / 1.0.7	Delete
5406392	5/3/2005 2:33:41 PM	192.168.3.170 / 1.7.7	Delete
9845618	4/20/2005 1:14:27 PM	192.168.3.170 / 3.0	Delete
8042221	4/8/2004 3:48:31 PM	192.168.3.170 / 3.0	Delete
5402027	4/8/2004 3:44:43 PM	192.168.3.170 / 6.0	Delete
7907716	4/8/2004 3:43:31 PM	192.168.3.170 / 6.0	Delete
3341294	4/2/2004 3:35:16 PM	192.168.3.170 / 6.0	Delete

Advanced View - Permissions and Settings

Thumbnail File List

The thumbnail file list is available only on folders for which thumbnails have been made available.
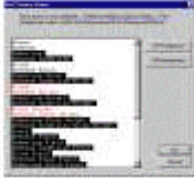
Under each thumbnail, the name of the file is listed and two links are provided. "Open" pulls up the normal file view and "View Full Size" downloads the complete file and renders it in the browser.

Partial Files

When a file is still in the process of being uploaded, it will be displayed in a directory listing as a partial file with a red, "broken file" icon. While a file is in the partial state, it may continue to receive appending content (i.e., grow larger), but only the original user who began the upload will be allowed to add this content. (Once a file is closed and made ready for download, no additional content may be appended, not even by the original uploader.)

Partial files may not be downloaded by anyone, and will be hidden from some file list views, including FTP directory lists performed by users other than the original uploader. Partial files may be deleted, however, if the user viewing the partial file entry has sufficient permissions. Partial files will also usually be deleted from the system within 24 hours. (In other words, broken uploads must be resumed without 24 hours; otherwise there will be no file on the server for a client to resume an upload to.)

Web Interface - Folders - File View

File view pages display current and historical information about a specific file as well as provide links to download it.

(Links from email new file notifications and upload confirmations will also frequently point to file view pages.)

⬜ / Home/ John Smith/ AHT_deployment.png
(ID # 594628731)

File Actions

Download - View Online - Mark As Viewed - Send As Attachment
Delete - Rename - Renew

File Information

Uploaded by Helga Finlayson (helga) at 3/2/2010 5:20:18 PM from 156.21.3.165 via ▷ MOVEit Wizard Win 6.8.0.12

File Size: 148,257 bytes **# of Downloads:** 2
Integrity Verified: Yes A SHA-1 hash has automatically been used to confirm this file is identical to the original file from which it was uploaded.

Thumbnail: View Online

File Log

Time/Date	User	Action
3/3/2010 2:31:24 PM	John Smith	File downloaded previously at 2010-03-03 14:31:24 integrity checked
3/3/2010 2:31:24 PM	John Smith	Downloaded as raw file from 156.21.3.165; download took 0.14 seconds (1,058,979 bytes/second)
3/2/2010 5:24:44 PM	John Smith	File downloaded previously at 2010-03-02 17:24:44 integrity checked
3/2/2010 5:24:44 PM	John Smith	Downloaded as raw file from 156.21.3.165; download took 0.141 seconds (1,051,468 bytes/second)
3/2/2010 5:20:18 PM	Helga Finlayson	Uploaded file "AHT_deployment.png" from 156.21.3.165; integrity verified; upload took 0.13 seconds (1,140,438 bytes/second)

File Actions

Several different links may appear in this section:

- **Download** - The standard "download this now" link. Downloads the file to your local machine.
- **Download as XML** (WebPosts & Logs only) - Downloads this file in XML format.
- **Download as CSV** (WebPosts & Logs only) - Downloads this file in comma-separated format.
- **Mark as Read** (WebPosts & Logs only) - Makes this file "not new" to you and logs an entry noted you viewed the file online without downloading it to your hard drive.
- **Mark as Viewed** (Image files with Thumbnail Previews only) - Makes this file "not new" to you and logs an entry noted you viewed the file online without downloading it to your hard drive.
- **View Online** (Image files with Thumbnail Previews only) - Displays the image file in the current browser window. An online view counts as a single download of the image.
- **Send As Attachment -** If the Ad Hoc Transfer option is enabled, opens the Compose page and attaches the selected file.
- **Delete -** Deletes this file after a brief confirmation.
- **Rename -** Renames this file.
- **Renew -** Allows an administrator to edit the list of users to whom this file appears marked "New". Renewing a file for a MOVEit EZ user (or MOVEit Central version earlier than 3.2) will cause the file to be downloaded again if the client is configured to only download new files. This allows administrators to "re-queue" a file transfer that has already occurred without having to re-upload the file.

File Information

The file information consists of a brief sentence describing how the file was created or uploaded, as well as the file size and number of times it has been downloaded.

A file integrity section notes whether or not MOVEit has authoritatively determined if its copy of this file is identical to the original. (This is an important element of non-repudiation.) This field will normally display a value of NO if a non-IE web browser was used to upload the file, a non-MOVEit FTP client was used to upload the file, or the upload was made through a version of MOVEit DMZ before 2.4.

If any comments were provided while the file was uploaded, they will appear in the lower half of this section below a small dividing line.

If this file is an image file and a thumbnail for it exists on disk, this image will also be displayed here.

File Log

The file log displays a complete history of events regarding this file. When a file is deleted, the file log is the only section still available to display the history of a particular file.

End users will usually see less information displayed here than admins would when the folder's Hide History option is enabled. Usernames, full names, and email addresses of uploaders, downloaders, and users who performed other actions on the file will be hidden in various circumstances to ensure security.

WebPosts

The File View page for a WebPost file is slightly different; see the sample below. Note the additional "File Preview" section and the choice of file formats in the download section (which are also available for Audit Log archive files). Also notice the "Print and Mark as Read for All" link. Clicking this will initiate a Print Page operation in the browser (provided JavaScript is enabled), and then clear all New File entries for this file.

WebPosts / Grape Survey /

(ID # 181491795)

File Actions

Download as XML - Download as CSV - Mark As Read
Print and Mark as Read For All
Delete - Renew

File Information

Posted by (Anonymous) at 11/7/2005 1:51:52 PM from 192.168.3.170 via 🦊 Firefox Browser 1.0.7

File Size: 132 bytes   **# of Downloads:** 0

File Preview

Field Name		Value
email	=	stephen@stdnet.com
fruit	=	pear
fruit	=	banana
vegetable	=	carrot
vegetable	=	cabbage

File Log

Time/Date	User	Action
11/7/2005 1:51:54 PM	Automation	Sent new webpost notification to Recipient freddy (fmasterson@standardnetworks.com)
11/7/2005 1:51:53 PM	Automation	Sent webpost confirmation to Sender stephen@stdnet.com
11/7/2005 1:51:53 PM	Anonymous	Posted from 192.168.3.170

Web Interface - Folders - Settings

Admins, FileAdmins and Users/Groups with explicit folder Admin permissions have the power to make changes to the way folders behave through the folder settings page.

Edit General Information...

Edit General Information...

Name:	FT Tools
Description:	
Created:	3/3/2010 1:40:56 PM
Last Changed:	3/3/2010 5:10:02 PM

- Update Information -

The folder name and description may be changed here, and the folder's creation and last change timestamps are shown. Note that changing a folder's name MAY cause certain external automated procedures to break if the automated client is looking for specific folder names.

All characters in the ISO-Latin-1 (ISO/IEC 8859-1) set are allowed in folder names, with the exception of the following:

\ / " <> |

Also, folder names must be less than 256 characters long.

NOTE: Folder names may not begin with the characters "@!", for internal reasons.

If the folder is a virtual folder, a user with administrative permissions can also change the target folder, which will be shown under Edit General Information.

Edit Folder Access...

Edit Folder Access...

Explicit permissions can be granted to various other users. (As noted, Admins and FileAdmins always have "full permission.")

☐ **Inherit Access From Parent**   [- Change Value -]

User	Read	Write	Delete	List	Notify	Subs	Admin	Action
(FileAdmins/Administrators)	X	X	X	X		X	X	
Freddy Masterson	X			X	X			Edit - Remove
John Smith	X			X	X			Edit - Remove
Barkle fred Helga Finlayson GROUP: East Coast GROUP: West Coast	☐	☐	☐	☐	☐	☐	☐	[Add Access]

Specific access to various folders may be granted. The types of access which may be granted are:

- **Read:** Allows this user/group to read files from this folder.
- **Write:** Allows this user/group to upload files into this folder.
- **Delete:** Allows this user/group to delete files from this folder.
- **List:** Allows this user/group to list which files are in this folder.
- **Notify:** Sends an email notification to this user/group if new files are uploaded to this folder. Notify permissions work a little differently if used on home folders: files uploaded to home folders are only considered new to non-owners if they are uploaded by folder owners. For example, if "George" uploads a file into "Fred's" home folder and "Jane" has notify permission, "Jane" will not get a notification. However, if Fred uploads a file into his home folder, "Jane" will get a notification.
- **Subs:** Allows this user/group to add, rename, and remove subfolders in this folder.
- **Admin:** Allows this user/group to manage the settings of this folder. If you wish to delegate the ability to designate who should be able to access this folder (i.e., change folder permissions) to particular users, you must also promote those users to GroupAdmins.

"Extra Delete Permission" Rule: Although DELETE permissions can be explicitly assigned, they are often enjoyed as derived permissions instead. The following rule is used to award additional delete permissions:

- If a user is granted ADMIN permission to a folder, that user or group will be granted DELETE permissions as well.

"Limited List Permission" Rule: Although LIST permissions can be explicitly assigned, they are also enjoyed as derived permissions instead. The following rule is used to award additional LIST permissions on "write-only" folders:

- If a user is granted WRITE permission to a folder (and only write permission), that user or group will be granted limited LIST permission to that folder as well. Specifically, the limited LIST permission granted on the folder in this case allows users to see all files that user has uploaded, but no files that anyone

else has uploaded. This behavior may be turned off on a user-by-user basis by checking the "shared" flag on any user account; when the user-level "shared" setting is checked, the related user will never enjoy limited LIST permissions.

Implicit permissions will be shown without any Actions available, as they cannot be changed or removed. Explicit permissions have two possible Actions. The Edit link allows you to change the permissions assigned to that user or group. The Remove link allows you to remove the permissions assigned to that user or group.

NOTE: Instead of granting USERs permission, you can also grant GROUPs permission. In fact, the preferred method of granting access is to set up groups, add users to groups and grant folder permissions to groups.

If multiple type of access to a folder are granted to a single user (for example, through user AND a group), file permissions will be combined.

Edit Folder Access...

Explicit permissions can be granted to various other users. (As noted, Admins and FileAdmins always have "full permission.")

☑ **Inherit Access From Parent**   - Change Value -

Subfolders may have an "Inherit Access From Parent" option. When checked, this option will cause access to this folder to be completely controlled by the access settings of this folder's parent folder. (i.e. "ActiveHEAT\Release" access might be controlled by "ActiveHEAT" access rules.) This option MUST be UNCHECKED (if available) if subfolder permissions should override parent folder permissions.

Home Folder Permissions Override

Edit Folder Access...

Explicit permissions can be granted to various other users. (As noted, Admins and FileAdmins always have "full permission.")

☐ **Inherit Access From Parent**   - Change Value -

User	Read	Write	Delete	List	Notify	Subs	Admin	Action
(FileAdmins/Administrators)	X	X	X	X		X	X	
Home: John Smith	X	X	X	X	X	X	X	Override
Freddy Masterson Helga Finlayson John Smith GROUP: East Coast	☐	☐	☐	☐	☐	☐	☐	Add Access

The default permissions applied by the organization to a home folder owner can be added to or overridden for individual users. The Edit Folder Access section for home folders will display the current

default permissions for the home folder owner, along with a link to override those permissions.

Edit Folder Access...

Set the desired permissions for this user or group, then click the Change Permissions button.

User	Read	Write	Delete	List	Notify	Subs	Admin
John Smith	☑	☑	☑	☑	☑	☑	☑

Permission Behavior:
⦿ Override inherited permissions ○ Add to inherited permissions

`- Change Permissions -`

Clicking the Override link will create an explicit set of permissions for the owner for their home folder, and prompt the user to edit that permissions entry. The explicit permissions entry will supplement the default organization permissions if the "Add to inherited permissions" option is selected, or replace the default organization permissions if the "Override inherited permissions" option is selected.

NOTE: If all permissions are removed here, the user will NOT be able to upload to, download from, or even see their home folder.

Change Miscellaneous Settings...

Change Miscellaneous Settings...

The "hide history" setting prevents people from viewing information about other people who have downloaded files from this folder in file histories. (This setting applies only to Users, not to FileAdmins or Admins.)

Hide History: ● No ○ Yes

Set the "create thumbnails" setting to "Yes" to have MOVEit DMZ create thumbnail images of any images that are uploaded to this folder. For users with read access to this folder, a separate "Thumbnail File List" link will appear which will show the thumbnails of the images in this folder.

Create Thumbnails: ○ No ● Yes

Set the "enforce unique filenames" setting to "Yes" to have MOVEit DMZ check for an existing file with the same name during file uploads. Folders with this setting enabled will look more normal to an FTP client, as the FileID will not be appended to the file name in a directory listing.

Enforce Unique Filenames: ○ No ● Yes

Set the "allow file overwrite" setting to "Yes" to allow users to overwrite existing files on upload. This setting only has an effect when "enforce unique filenames" is set to "Yes" as well. If a file exists in a folder with the same name as that which is being uploaded, this setting will cause the old file to be deleted, and the new file to be allowed to upload successfully.

Allow File Overwrite: ● No ○ Yes

When a custom sort field is selected for this folder, that selection will override users' normal folder sorting preferences, causing items in the folder to be sorted the selected way regardless of how other folders appear to the user. Users will still be able to override this value by clicking a column header in the folder list to sort by that column.

Custom Sort Field: None ▼

- Update Miscellaneous Settings -

Hide History: Information about user downloads and viewings may hidden from end users using this feature. When set to "Yes", end users will not be shown usernames and IP addresses of those users who have downloaded or viewed a specific file in the folder under that file's History heading. (This setting is YES by default.)

Create Thumbnails: Allows MOVEit DMZ to detect "image file" uploads into this folder and to make thumbnails for image files. The following image formats are supported: BMP, GIF, JPG, PNG, TIF. (Thumbnails are always created as JPG images.) After this setting is changed to YES or NO, an additional page will ask if you want to delete all existing thumbnails (if NO) or create new thumbnail for all existing images (if YES). (This setting is NO by default.)

Enforce Unique Filenames: When set to "YES" prevents users from uploading multiple files of the same name into this folder. This setting also affects the display of filenames via the FTP and SSH interfaces:

- "NO" - Format is "[Filename]_[FileID].[FileExt]" - i.e. "readme_1234567.txt"
- "YES" - Format is "[Filename].[FileExt]" - i.e. "readme.txt"

Allow File Overwrite: When set to "YES" and if Enforce Unique Filenames is enabled, if a user tries to upload a file with the same name as a file already in the folder, the file in the folder will be deleted, and the new file allowed to upload. This can be beneficial for FTP users, as it makes DMZ behave like other FTP servers. When set to "NO", files will not be overwritten, and an error will be issued if a user tries to upload a file with the same name as an existing file.

Custom Sort Field: By default, Distribution and Home folders are sorted based on the organization's

default folder sort setting. Users may then re-sort folders to a different method, which is remembered in a cookie for the user. Sometimes, however, an individual folder may need to be sorted differently than the default, and than the user's normal sorting selection. This setting allows a folder to be sorted in a way which overrides the organization and user selections. Users may still choose to sort the contents of the folder differently by clicking one of the column headers, but this choice will not be remembered between sessions. Custom sort field options are:

• **None** - Do not use any custom sorting for this folder. This is the default option.
• **Name** - Sort folder contents by name in ascending order.
• **Created** - Sort folder contents by creation timestamp in descending order.
• **Size/Contents** - Sort folder contents by size (files) or contents (subfolders) in ascending order.
• **Creator** - Sort folder contents by creator username in ascending order.
• **Download Count** - Sort files in folder by number of times downloaded in descending order.

Change Notification...

Change Notification...

The Notification Style setting determines whom notifications are sent to when a new file is uploaded.

Notification Style: ⊙ Normal   ○ Inbox/Outbox

A "sender" is someone who uploads a file into this directory; senders get "upload confirmation" notices. A "recipient" is an owner or someone with NOTIFY permission to this folder; recipients get "new file" notices. "Delivery Receipt" sends an email message back to the "sender" when someone first downloads or deletes a file they uploaded.

Upload Confirmation to Sender:
⊙ No ○ Yes (immediately)
○ Yes (include in upload summary after [60] minutes)

New File Alert to Recipient:
○ No ○ Yes (immediately)
⊙ Yes (include in upload summary after [15] minutes)

Delivery Receipt to Sender:
⊙ No ○ Yes (immediately)

Alert Sender if File is Not Downloaded:
⊙ No ○ Yes (after [30] [Days ▾])

[- Update Notification Settings -]

Notification settings control how "new file" and "upload confirmation" messages are sent for this folder. Note that these notifications also work with virtual folders.

"Notification style" determines who notifications are sent to when a new file is uploaded:

• **Normal** - Notifications about new files uploaded by someone other than the folder owner are sent to the sender and the folder owner.
• **Inbox/Outbox** - Notifications about new files uploaded by someone other than the folder owner are

sent to the folder owner only.

Senders are people who upload into this folder; they get "upload confirmations." Recipients are people/groups with NOTIFY permissions to this folder; they get "new file" notices.

Two more types of automated messages can be sent back to users who upload files. The first, called a "Delivery Receipt", is sent when another user downloads a file (delivery receipts are also sent back to the user who uploaded a file if the file was deleted from MOVEit before being read). The second, controlled by the "Alert Sender if File is Not Downloaded" option, is sent after the specified period of time if no users have downloaded a file.

Notification messages are sent one of several ways:

* **No** - These messages are never sent. (Good if a "user" is really an automated procedure.)
* **Yes (immediately)** - Messages are sent as soon as a file is successfully uploaded. (Ideal for most "human users.")
* **Yes (include in Upload Summary after X Minutes)** - Every X minutes, an automated process looks for new messages and collects a list of them in a single email message. (Best for extremely busy folders - often webposts.)
* **Yes (after X (Days|Hours|Minutes))** - The message is sent after the configured number of days, hours, or minutes. This method is only available for alerts if the file is not downloaded.

Change Automated Maintenance Settings...

Maintenance settings control the cleanup of old files, empty subfolders, the aging of "new" files, and the file quota of the folder. Automated cleanups take place as part of the scheduled "nightly" tasks; quotas

are always live and enforced immediately.

Old files (defined as being "not new" to everyone in the folder) can be deleted automatically after a certain number of days. The old file cleanup option is available on all folder types.

Empty subfolders can also be deleted automatically after a separately configurable number of days. The empty subfolder cleanup option is available on the Distribution and WebPosts root folders, and Distribution and Home subfolders. Setting a value of 0 for the "Delete empty subfolders after" setting will disable this feature, even while the Cleanup option is enabled. Folders are deleted after they have been empty for a period of time greater than the configured number of days in this setting. Every time a file or subfolder is added or removed from a folder, an internal timestamp is updated. Thus, folders will only be automatically deleted when they are empty and their internal "last activity" timestamp is older than the configured setting value.

New files remain new for each user until that user downloads (or marks as read) that file OR a certain number of days have passed since the file was uploaded. The number of days setting is controlled here.

A file quota may be configured for general use folders, including user home folders. The file quota can be set to a given number of kilobytes, or megabytes. File uploads, copies to, and moves to will generate errors if they would exceed the configured quota. Set the quota level to zero (0) to disable the quota.

Change Allowed File Masks...

Change Allowed File Masks...

Enter a comma-delimited list of filemasks below. Each file uploaded, moved, or copied into this folder will be checked against the list of filemasks. (e.g., *.mp3, report.*, data??.ach) Depending on the mask rule setting, matched files will either be allowed or denied. Filemask comparisons are case insensitive. The macro text [USERNAME] will be replaced by the username of each user that uploads a file to this folder.

Mask Rule:
- ⦿ Allow All Files Except...
- ○ Deny All Files Except...

```
*.exe,file???.ach,[USERNAME].txt
```

- Update Filemasks -

Folders can be configured to allow or deny files matching certain filemasks. Filemasks using the "*" multi-select or "?" single-select wildcard characters may be entered in this section as a comma-delimited list. Any instances of the macro string [USERNAME] will be replaced by the uploading user's username during filemask checking. The Mask Rule setting determines whether files that match at least one of the masks are allowed or denied.

Change File and Folder Name Character Restrictions

Change File and Folder Name Character Restrictions...

Change this setting to restrict characters allowed in file and folder names to the selected character set. Whenever a file or folder is uploaded, moved, or copied into this folder, the name will be checked for illegal characters. By default, file and folder names are not restricted (exception: the characters /\ are never allowed in file names and the characters /\"<>| are never allowed in folder names, for internal reasons).

Character Set:
- ⦿ Do not restrict file and folder names
- ○ Allow only valid Windows NTFS characters in file and folder names, i.e. don't allow /\"<>|:?*
- ○ Use a custom defined character set

[Update Character Restrictions]

Windows clients can have difficulty reconciling illegal (for NTFS) characters in filenames when downloading from MOVEit DMZ, which has fewer restrictions when it comes to filenames.

You can use these folder-level settings for enforcing Windows NTFS characters in file/folder names. You can also use these options for defining a custom character set. If a user attempts to upload/copy/move/rename a file or folder that contains illegal characters, an error will be returned. Enabling character restrictions on a folder will also check all existing immediate files/sub folders for illegal characters, and if found, will prompt the user if they want to automatically replace illegal characters (this is for existing files/folders only, there is no auto replacement for incoming files/folders.

When defining a custom character set, folder and file names can be configured to allow or deny matching characters.

Change Web Post Response... (WebPosts Only)

Change Web Post Response...

When a web form is submitted to this folder, by default users will see this organization's logo and a brief message. The "web response" settings allow these defaults to be overridden with a form-specific banner, thank you message, and URL to which the user will be redirected.

URL: [   ]

Redirect:

○ Go to (URL) immediately.

● Go to (URL) after [10   ] seconds.

Subject: [[ORGNAME] Thanks You   ]

Message:

[   ]

- Update Web Response Settings -

These settings are used to control the content returned in response to web form posts (webposts). More information on these settings can be found in the WebPosts Feature Focus page.

The URL, Response Subject, and Response Message fields support intra-string language tags.

After customizing your web response settings, press the "Update Web Response Settings" button above BEFORE selecting and uploading your custom response banner. (You may also "reset" your banner to the organizational logo by pressing the "Clear Banner" button.)

Current Banner: [MOVEit ...] [Secure in Transit ...] [Secure at Rest ...] (scaled)

Step 1: Select a *.gif file: [   ] Browse...

Step 2: - Upload Custom Banner -

~ OR ~ - Clear Banner -

Web Interface - Packages - Overview

MOVEit packages are similar to email messages. Packages are composed and sent to specific people or groups. Packages can be sent with a message and file attachments, or with just a message.

However, there are differences as well. File attachments sent as part of a package are uploaded to a MOVEit DMZ server. A 'new package notification' email will be sent to the recipients, to inform them that a package is waiting for them. Recipients can click on the web link in this notification, sign on to MOVEit DMZ, and view the package, where they can download the files.

If enabled, a recipient can also reply to a package and send additional attachments, which will also be uploaded to the file transfer server. The organization administrator can set options that determine who can send and receive packages, enforce user- and package-level quotas, and control package expiration and download limits.

Users can click on the 'Packages' link in the left-navigation to display the Packages page. This page displays the current user's mailboxes, any custom mailboxes, and the Package Actions section.

For information about mailboxes, see the Web Interface - Packages - Mailboxes section.

For information about sending a package, see the Web Interface - Packages - Sending section.

Web Interface - Packages - Mailboxes

Each user may have the five standard mailboxes (depending on the organization settings): Inbox, Drafts, Templates, Sent, and Trash. Each user can also have an unlimited number of custom mailboxes. These custom mailboxes can be nested like folders.

Packages

Mailboxes

Mailbox	New Packages	All Packages	Action
Drafts	-	-	
Inbox	2	5	
Sent	-	-	
Templates	-	-	
Trash	-	2	

Add Mailbox...

For each mailbox, the number of new packages, and the number of total packages will be displayed. Folders that contain new packages will be highlighted in bold as a reminder.

Each mailbox may also have a short list of actions that can be performed on it. For standard mailboxes, only Trash has an action, "Empty", which removes all packages contained in it. For custom mailboxes, the following actions are available:
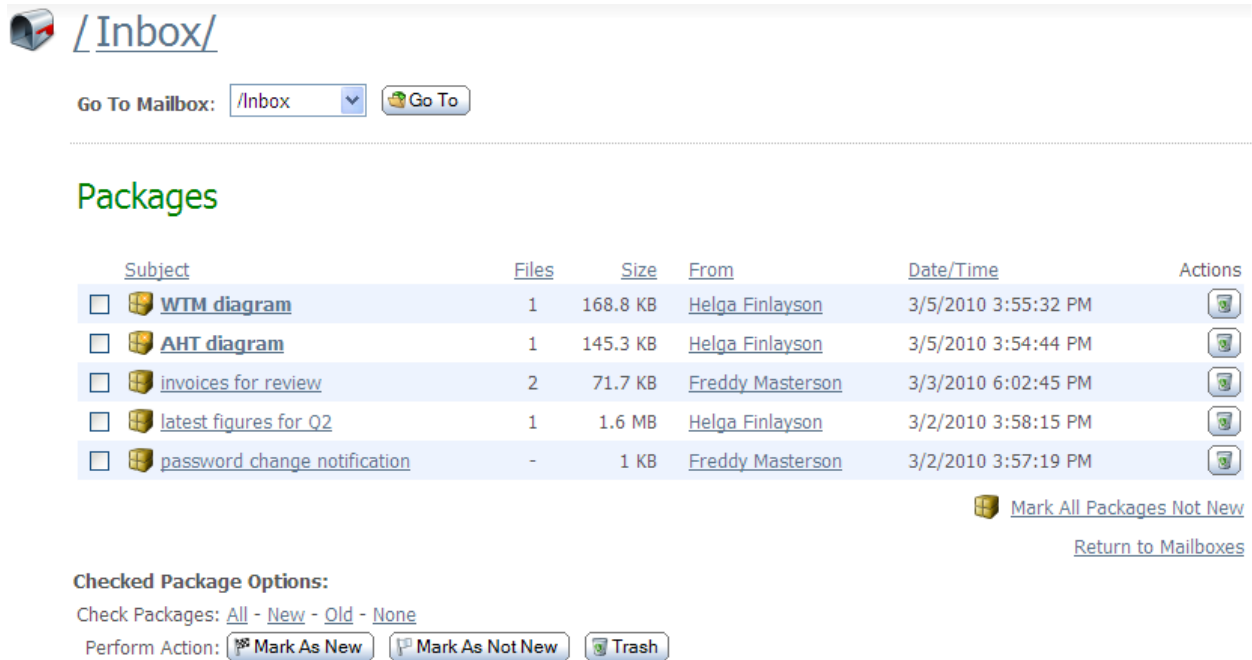
- **Delete** - Deletes the mailbox and any packages and mailboxes contained within it. Confirmation will be asked for.
- **Rename** - Allows the user to change the name of the mailbox.
- **Add Box** - Adds a mailbox within the selected mailbox.

Finally, if the organization is configured to clean up old packages, a note will be displayed indicating the age limit for old packages before they are deleted, and whether or not the packages will be archived before they are deleted.

Package List

Clicking on a mailbox in the Mailbox List brings up a list of packages in that mailbox. The subject, sender, number of files in the package, total size of files, and date/time sent are displayed for each package, as well as a short list of actions that can be performed on that package. Clicking on a package subject views that package. Packages can be sorted by clicking on the hyperlinked column headers.

Additional columns may also be shown, depending on the mailbox that is being listed:

- **Read Status ( ):** This column is only visible in the Sent mailbox. The icon displayed in this column denotes the "read status" of the package. One of three read status icons will be displayed:
  - All recipients of the package have viewed the package.
  - Some but not all of the recipients of the package have viewed the package.
  - None of the recipients of the package have viewed the package.

- **To:** This column is only visible in the Sent mailbox. It replaces the usual From column, and lists the major recipients of the package.

Various actions are available to packages depending on which mailbox they are in. For most mailboxes, the only action available is "Trash". This moves the package to the Trash mailbox, from where it can be permanently removed. The Drafts and Templates mailboxes provide "Edit" and "Delete" actions. The "Edit" action will open the draft or template up for further editing, while the "Delete" action permanently deletes the draft or template.

Actions can be performed on packages that are selected (to select a package, check the box associated it). Those actions include Mark As New, Mark As Not New, Trash, Delete (only available in the Trash mailbox), and Move (not available in Drafts and Templates mailboxes). The Mark As New and Mark As Not New buttons will mark the selected packages as new or not new, respectively. Trash will send the selected packages to the Trash mailbox. Delete will permanently remove the selected packages from the Trash mailbox. Move will move the selected packages to the mailbox chosen from the dropdown menu.

Four advanced selection links are provided to assist in selecting larger numbers of packages. "All" will

select all packages, "New" will select all new packages, "Old" will select all non-new packages, and "None" will de-select all packages. A dropdown menu, at the top of the page, is provided for changing mailboxes.

Web Interface - Packages - Viewing Packages

Package View

Clicking on a package subject from any package list will display the actual package.

Information such as the sender, the recipients, the subject, and the current mailbox are shown in the package header section. Below that, the message body is shown, followed by a list of attachments, if there are any. Clicking on an attachment name will lead to a page with information about the attachment file. A Download button is provided, along with a Download All button if the Upload/Download Wizard is installed and enabled.

The Package Options section of the page displays the actions that can be performed on the current package. These actions will include some or all of the following:

- **Trash** - Move the package to the Trash mailbox.
- **Delete** - Only available to packages in the Trash mailbox, this permanently removes the current package from the Trash mailbox.
- **Reply** - Start composing a new package to the sender of the current package. The body of the current package will be retained and each line marked with the ">" character.
- **Reply All** - Start composing a new package to the sender of the current package, as well as the recipients of the current package. As with Reply, the body of the current package will be retained and

each line marked with the ">" character.

- **Forward** - Start composing a new package with no recipient. As with Reply and Reply All, the body of the current package will be retained and each line marked with the ">" character. Unlike Reply and Reply All, any attachments in the current package will be copied to the new package.

- **Move/Restore** - In all mailboxes except Trash, this will be "Move". In Trash, it will be "Restore". They both function the same way, allowing the user to select a mailbox to move the current package to.

- **View Send Receipt** - View the Send Receipt, which shows the subject, sent date and time, recipients, any attached files, and any options, such as expiration and quota, set for this package.

- **View Package History** - View any audit log entries associated with the current package.

- **View Print Friendly** - View the package in a printer friendly format. (Navigation is suppressed and the package is forced into a 660 pixel-wide page.)

Web Interface - Packages - Sending

Send a New Package...

Sending a new package is like sending an email with attachments. As such, it is a familiar process, and uses a form similar to a compose email form. The "Package Actions" section may appear on the home page and/or the main packages page.

Package Actions

Send a new package... - Manage your address book...

1. To get started, click **Send a new package**. The Package compose page opens.

2.   Enter the intended recipients, a subject, and a note (the note may be optional depending on the organization settings).

   • **To** - Use the To field to enter an email address for one or more recipients. Separate multiple entries with a comma. As with conventional email, a recipient can be classified as "To", "CC", or "BCC". BCC recipients are "hidden" recipients: only the package sender can see them; none of the recipients can see or reply to any of the BCC recipients. If your administrator has configured it, you may also see the Address Book option for adding recipients. This option lets you click on the "To", "CC", or "BCC", then select an address from a list of contacts. You can add yourself as a recipient.

   • **Subject** - Enter a description of the package (the subject will usually be included in the 'new package notification' email). It is also used to identify the package in package lists.

   • **Note** - Enter a note for the recipients. (The note may be optional depending on the organizational settings.) This note will appear in the package, it does not appear as part of a new package notification email.

   Depending on organization settings, you may see a rich text editor where you can type your note.

In this editor, buttons above the editing box let you change the font, size, style, alignment, indentation, and even color of the text you enter. You can also enter links and lists.

You may also have a Check Spelling button available, which will check the spelling of both the package subject and the note. Misspelled words will be highlighted and you may use your left mouse button to select appropriate replacements.

3. Add files. In the **Files** section, you can select files from your computer and add files up to the limits set by your administrator. If the Upload/Download Wizard is installed and enabled (see My Account), you can use it to upload your files, while making sure they are integrity checked. Otherwise, you can upload your files using the browser's file selection interface, then clicking **Upload**.

The files list will show the size of each attached file and the total size for all attached files. If per package quotas have been set by the administrator, the quota for file size per package will also be shown. If the quota for total packages on the server is set, the lower of this quota and the per package quota is shown.
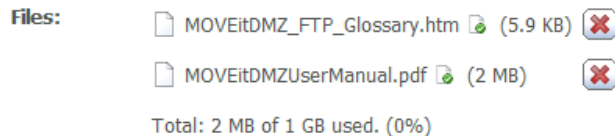
When a file is added to the package, the file is uploaded to the MOVEit DMZ Server. If you click 'Cancel' to stop composing the package, the file is removed from the server. If you click 'Save as draft' or 'Save as template' the file remains on the server.

4. Set options for this package. These options will include some or all of the following:
   - Select the **Delivery Receipt(s)** option to receive a notification email when each recipient of your package reads it for the first time, and when a recipient downloads a file.
   - Select the **Prevent "Reply All"** option if you do not want the recipients of your package to be able to Reply All to the package. This can be useful for administrators who want to send information to a large group of people, but do not want that group messaging each other.
     - Select the **Prevent all replies** option if you do not want the recipients of your package to be able to reply to the package.
   - **Limit downloads to nn per file** - Sets the maximum number of times recipients can download a given transferred file. The maximum that you can specify is also shown.
   - **Package will expire after nn days** - sets the number of days that the package will be available to recipients.

   If an option has been 'locked' by the administrator, the value will be displayed, but you will not be able to change it.
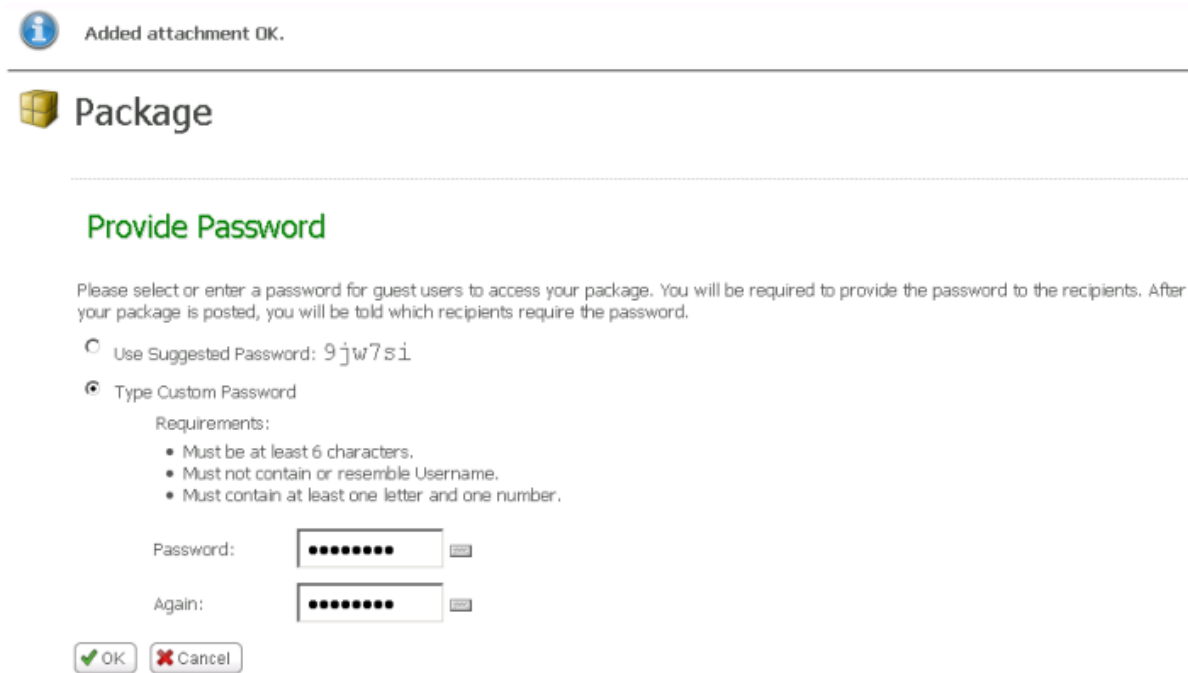
5. Send the package. When you are done composing your package and uploading any attachments, click the 'Send' button to send your package. Once sent, a copy is saved to your Sent mailbox for future reference.

   A 'new package notification' email will be sent to your recipients, to inform them that a package is waiting for them. Recipients can click on the web link in this notification to connect to the site and

view the package.

If you have sent the package to unregistered recipients (recipients that are not a MOVEit DMZ user), you may be prompted to provide a password, as shown:

Depending on the Organization settings, you may also be asked to send the password manually to unregistered recipients. In this case, you will need to open the sent message to view the password, which you will need to provide to unregistered recipients by sending it as a separate email, a phone call, fax, etc. in accordance with your organization's security policy.

Actions

Several package actions are provided at the top of the page:

- **Preview** - Shows a preview of how the package will look to its recipients.
- **Send** - Send the package.
- **Check Recipients** - checks that email addresses you have entered in the "To", "CC", or "BCC" fields are valid addresses. This action will automatically try a wildcard search if an exact match was not found on a recipient. Specifically, if a recipient in the list has no matches, and doesn't already have a wildcard (*), email (@) or leading quote (") character, it will search again with a leading and trailing wildcard (*).
- **Edit** - Displayed on the "preview" page. Allows the user to return to a page which will allow them to edit the text of the message.
- **Cancel** - Discontinue creating this package.
- **Save As Draft** - Displayed on the "compose" page. Saves the current package as a draft. Drafts can

be opened later, edited, and then either re-saved as a new draft, or sent. Once a draft has been sent, it is deleted from the Drafts mailbox. After a draft is saved, use the "click here to return to packages" link to quit editing the current draft (and save it for later) or continue editing and send the package to remove the draft.

- **Save As Template** - Displayed on the "compose" page. Saves current package as a template. Templates can opened later, edited, and then either re-saved as a new template, or sent. When a package created from a template is saved or sent, the original template is not altered.

Recipient Reconciliation

When the "Send" button is clicked, DMZ will attempt to reconcile the email address(es) into an existing user, using the following rules:

1. If two or more users reconcile to the same email address, a page will be presented asking to select the user to send a package to. If only one such user is found, that user will be silently added as a recipient to the package.

2. If no registered users in the user's address book are found to match the given email address, but a temporary user is found, that temporary user will be silently copied in as the recipient of the package.

    In all of the above cases, only users who are active will be selectable as a recipient. If one or more registered or temporary users are found that match the search term, but are not currently active, an error message will be displayed indicating this fact.

3. If no existing user is found matching the given email address, DMZ creates a temporary user based on that email address. By default, passwords are automatically generated and emailed to the user, "full names" are initially assumed to be the same as the the email address, and the language of the recipient is initially assumed to be the same as the sender.

Role of Address Books

The Address Book is a list of users and groups to whom the user may send packages. If enabled, users can also send packages to registered users not in their Address Book, and also to unregistered users, in which case MOVEit DMZ creates a temporary user. Upon receiving a package from a user who is not in the recipient's address book, an entry will be added in the recipient's address book so that replies are possible. Another option lets users send packages to an unregistered user with a "package password," in which case, a temporary user is not created. A "package password' provides access to the package sent only, and can be used for a one-time, or infrequent, correspondence with recipient(s).

The following options are set (by the administrator) in Ad Hoc Transfer, Access settings for Registered Senders, and determine who can send a package and to whom a package can be sent.

- Which users may send packages to registered users not listed in their address book? - When this option is set to allow a user to send packages, the user will still see the members of their address book when adding a new recipient, but the user will also be allowed to include any registered user in the organization as a package recipient by entering a username, real name, or email address into the search box.
- Which users may send packages to recipients who are not currently registered users? - When this option is set to allow a user to send packages, when the user sends a package to an unregistered recipient, DMZ will check each recipient email address and see if it already entered as an unregistered recipient in the user's address book. If it is not, the address will be added automatically. The user will

be able to fill out the details of that entry at a later time. Users can also add an entry to their Address Book by clicking 'Manage your address book' which is available on the Home page and the Packages page.

Note: These same options can be configured so that the administrator controls the Address Book entries, and users can send packages only to a user found in their address book. In this way, the administrator can allow only registered users to send and receive packages.

Groups may also have address books, and the entries in a group's address book are automatically available to the members of that group. If you are an administrator interested in managing user and group address books, please see the User and Group manual pages.

NOTE: Inactive, suspended, or expired users will not be available as package recipients, even if they are present in a user or group address book.

In addition to the above options for registered user senders, the following options apply to unregistered user senders who become temporary users. These options are set (by the administrator) in Ad Hoc Transfer, Access settings for Unregistered Senders. (These options are only available if - on the Unregistered Recipients page - "Temporary Users" is selected instead of "Package Passwords" and if - on the Unregistered Senders page - unregistered users are allowed to send packages to registered users).

- Can unregistered users send packages to temporary users? - When this option is set to allow unregistered users to send to temporary users, the unregistered sender will - when adding a new recipient - be allowed to include any temporary user in the organization as a package recipient by entering a username, real name, or email address into the search box.
- Can temporary users send packages to additional registered users? - When this option is set to allow temporary users to send packages to additional registered users, the unregistered user will - when adding a new recipient - be allowed to include any registered user in the organization as a package recipient by entering a username, real name, or email address into the search box.

Rich Text Editor

For editing the body of the message, two editors are available, depending on the user's browser, and that browser's configuration. Users of Internet Explorer, Firefox or Mozilla browsers, with JavaScript enabled, will be able to use a rich text HTML editor. This editor allows the user to add color, change fonts, and add bold, underlined, and/or italicized text to their message, and see what it will look like immediately. A "Clear Formatting" link is also provided to remove all HTML formatting, to facilitate copying in content from various different sources, and making it all look the same.

Spell Check

Also available under the rich text editor is a spell-checking option which checks the spelling of the message subject and body. To run the spell-checker, click the "Check Spelling" link. Misspelled words are highlighted, and left-clicking a highlighted word will bring up a set of recommended replacements, as well as options to ignore that specific word, or all instances of that word. Clicking the "Finish" link will finish the spell-checker.

NOTE: The spell-checker will not run against messages that contain one or more sequences of characters that are longer than 1,000 characters and are not separated by spaces. If such sequences are detected, an error message will be returned and the spell-check will be aborted.

Text-Only Editor

Users who are not able to use the rich text editor will be provided a standard text box in which they may edit their package. This text box allows the entry of standard HTML tags for use of color, bold, underlines, and italics, but the text will all appear plain.

Web Interface - Packages - Reviewing

When a package is sent, a copy of the package is saved to the sending user's Sent mailbox. Often, the sender of that package will want to check up on the history of the package, including whether notifications about the package were sent, and which recipients have read it. Clicking into the Sent mailbox and clicking the desired package subject will open the Package View window, where this information can be found.

The Sender can also "recall" a package, so that it is no longer available to the recipients.

Send Receipt

The Send Receipt shows the subject, sent date and time, recipients, any attached files, and any options, such as expiration and quota, set for this package.

Package History

A list of events related to the package can be viewed by clicking the View Package History link at the bottom of the page. This list will include the original package posting event, any notifications that were sent out, and any views of the package or any of its attachments.

📖 "Latest figures for Q4"

Package History

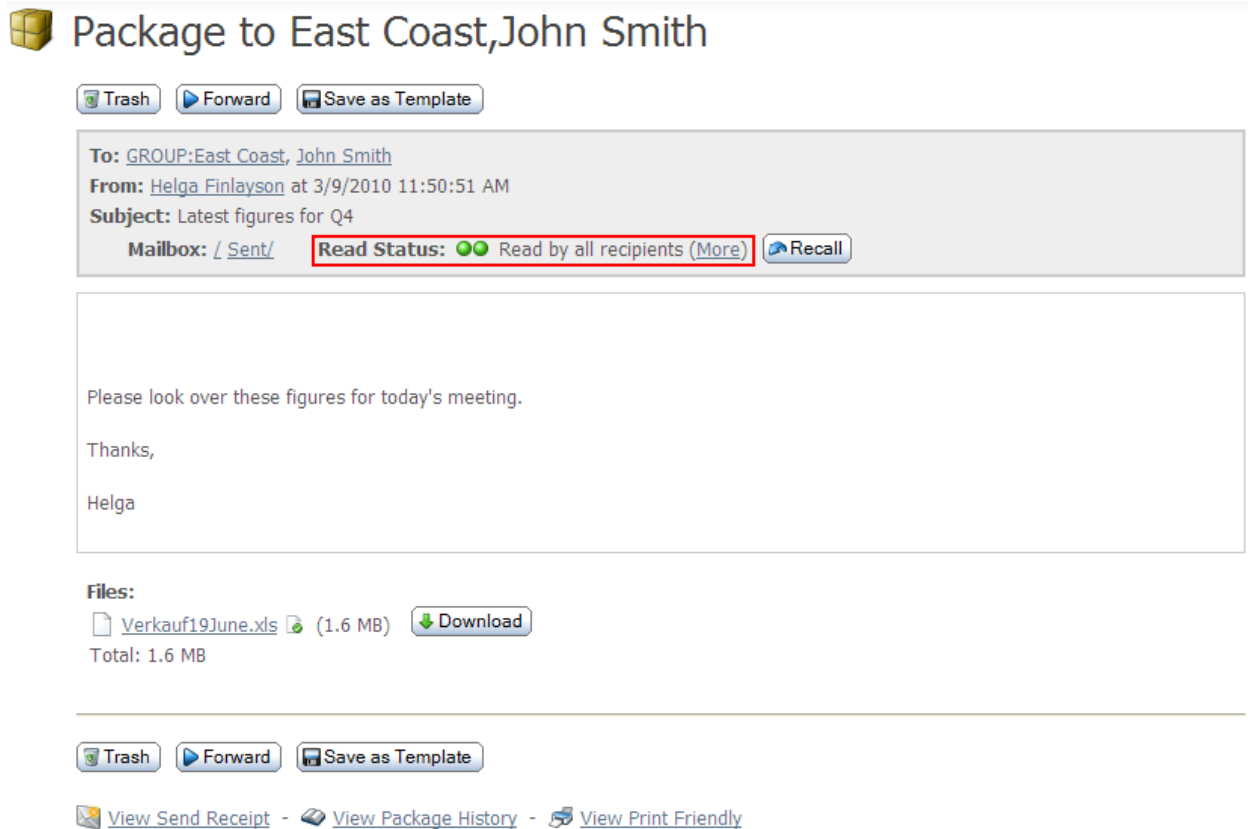| Time	Entry
3/9/2010 11:50:51 AM	Attachment added to Package
3/9/2010 11:50:52 AM	FAILED: Sent new package notification to Recipient Freddy Masterson
3/9/2010 11:50:52 AM	FAILED: Sent new package notification to Recipient John Smith
3/9/2010 11:50:52 AM	Package posted by Helga Finlayson
3/9/2010 11:51:11 AM	FAILED: Sent delivery receipt to Sender Helga Finlayson
3/9/2010 11:51:11 AM	Viewed by Freddy Masterson
3/9/2010 11:51:22 AM	Attachment downloaded by Freddy Masterson
3/9/2010 11:51:22 AM	Integrity Checked for Download at 3/9/2010 11:51:22 AM
3/9/2010 11:51:25 AM	Viewed by Freddy Masterson
3/9/2010 11:51:42 AM	FAILED: Sent delivery receipt to Sender Helga Finlayson
3/9/2010 11:51:42 AM	Viewed by John Smith
3/9/2010 11:51:51 AM	Attachment downloaded by John Smith
3/9/2010 11:51:52 AM	Integrity Checked for Download at 3/9/2010 11:51:51 AM
3/9/2010 11:51:53 AM	Viewed by John Smith
3/9/2010 11:52:25 AM	Viewed by Helga Finlayson
3/9/2010 11:52:40 AM	Viewed by Helga Finlayson
3/9/2010 11:54:25 AM	Viewed by Helga Finlayson

🎁 Return to Package

The Package History page will be available to all recipients of the package. However, only the sender will
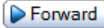
be able to see all the events. Recipients will only see the events that pertain to them, though all recipients will see the initial package posting event.

Recipient List

Senders of packages will see an additional piece of information in the header section of the package, called Read Status. This is a quick indicator of how many of the package recipients have viewed the package. The possible status indicators are All, Some, or None.
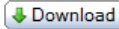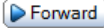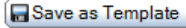

A more fine-grained list of the Read Status of the package can be found by clicking the "More" link next to the Read Status indicator on the package. This leads to the Recipient List, which lists all recipients of the package, including members of groups marked as "Expansion Allowed" in the sender's address book, along with whether or not they have viewed the package.

Package Recipient List

Recipient List for "Latest figures for Q4"

Recipient	Read Status
John Smith	●
East Coast	●●
Freddy Masterson	●
Helga Finlayson	●
John Smith	●

Return to Package

Recalling a Package

Senders of packages will also see the Recall button, which will recall a sent package, so that it is no longer available to the recipients. To use this feature, click **Recall**. You will be asked to confirm the selection. A recalled package will be removed from the MOVEit DMZ server and will not be available for download by the recipients. The recalled message will still appear in the Sent Mailbox, where it can be viewed, trashed, or resent with edits to any of the options available when sending a package (recipients, message, attachments, etc).

Note: Recalling a package has no affect on package quotas, so cannot be used to "recover" quota.