FTP FALLBACK FEATURE CONFIGURATION

FOR MASSTRANSIT ENTERPRISE VERSION 5.1

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Version	Author	Changes	Date
1.0	JLB	Initial document creation for MassTransit 5.1	9/5/2007

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OVERVIEW

MassTransit 5.1 introduces a new feature that allows web client users connecting to the MassTransit MTWeb web interface to use FTP to transfer files. This is ideal in situations where the user is unable to install the MassTransit Web Client Plug-in, such as a public internet terminal, or, if connected using a slower connection, including dial-up or a wireless cellular modem.

Relying on the FTP protocol, the MassTransit FTP Fallback feature enables easy file transfers to and from MassTransit, but does not allow for the advanced functionality provided by the MassTransit Web Client Plug-in. By using FTP, you will *not* be using key features of the MassTransit Web Client, including:

- Drag & drop file transfer from the web browser
- Protection of folder structures and Macintosh specific file information such as resource forks, Finder icons, special characters, and file modification times
- Encryption of both user passwords and file content
- Built-in lossless compression for faster transfers
- Guaranteed delivery of uncorrupted files using checksums and handshakes

For additional information on the FTP Fallback Feature, including known browser and client behavior, please see the document entitled *FTP Fallback Browser and Client Behaviors*. This document can be found on the Group Logic Support Knowledgebase by visiting: http://www.grouplogic.com/knowledge/index.cfm/fuseaction/view_Info/docID/275

CONFIGURING FTP FALLBACK

The MassTransit FTP Fallback feature can be configured on a contact by contact basis, or, for all existing contacts by using a simple MySQL script provided with the application. You can also turn on the FTP Fallback feature globally for all newly created contacts.

BEFORE YOU BEGIN

In order for the FTP Fallback feature to work, MassTransit must be configured with an Incoming Call Listen for FTP Server. If a listen is not available, the FTP Fallback feature will not work.
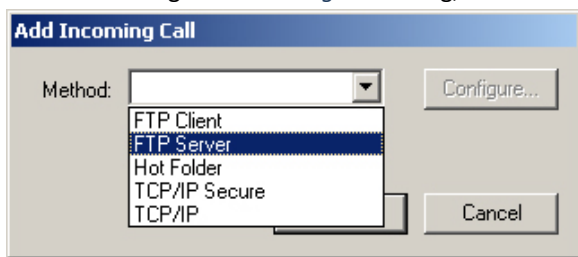
CONFIGURING THE FTP SERVER LISTEN

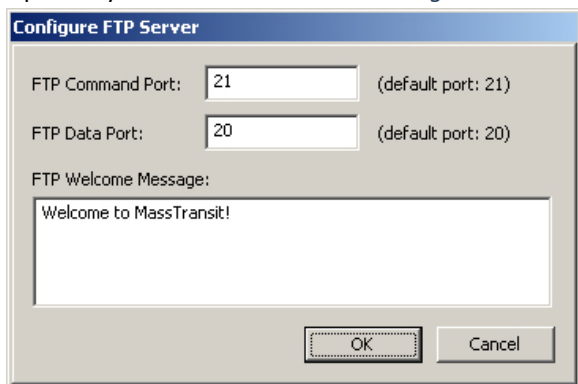To configure the FTP Server Listen, follow these steps:

1. In the *MassTransit Administrator*, click *Setup.*
2. On the *Incoming Calls* tab, click *Add…*
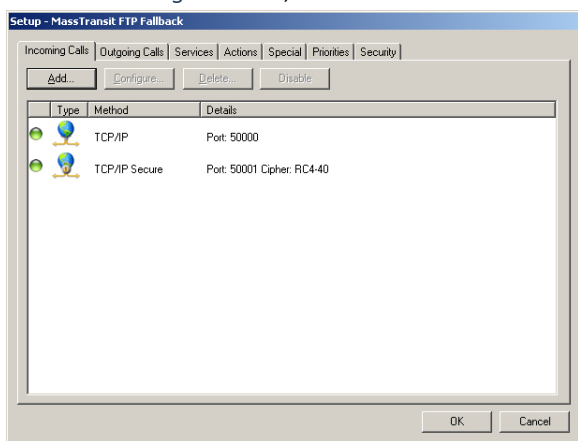
3. On the resulting *Add Incoming Call* dialog, choose *FTP Server* from the *Method* dropdown menu.

4. Specify the FTP Command and Data Ports to use, or leave the defaults.
5. Optionally enter a *FTP Welcome Message*.

6. Click OK, then Click OK again. The FTP Server Listen is now configured and should begin listening for connections.

FTP Server	Waiting for FTP connection (10.10.20.80, port 21)...

   If the FTP Server does not start listening, see Step 8 below.
7. Close the *Setup* window.
8. To verify the FTP Server listen status, click *Status* to open the *Status* window. Select the newly created *FTP Server*, and then click *Start Listening*.

   Start Listening

FTP Server	Waiting for FTP connection (10.10.20.80, port 21)...

The FTP Server listen is now active.

ALTERNATE FTP SERVER PORT CONFIGURATION

If the FTP Server is configured to listen on a port other than the FTP default of 21, MTWeb must be modified to reference the alternate port number.

Using a text editor, open *mtweb.ini*, located in the MTWeb installation folder. Generally, this is *C:\Program Files\Group Logic\MassTransit Server 5* on Windows and *Macintosh HD:Applications:MassTransit Server 5* on Macintosh.

Under the WEBSERVER FOR PLUGIN COMMUNICATION section, uncomment HOST_FTP_PORT and change the value to the port in use by your MassTransit FTP Server listen. Save this file, and quit your text editor.

If this option is left unchanged, the default port of 21 will be used for all FTP communications initiated through MTWeb.

GLOBAL FTP FALLBACK CONFIGURATION

A new configuration option, located in the *MassTransit.cfg* file, allows for the FTP Fallback feature to be turned on by default for all newly created web client contacts. The default behavior is on.

To turn this feature on, edit the *MassTransit.cfg* file, located in the root installation directory for MassTransit. Generally, this is *C:\Program Files\Group Logic\MassTransit Server 5* on Windows and *Macintosh HD:Applications:MassTransit Server 5* on Macintosh.

In the *FTP Server Settings* group of options, uncomment the ON_FOR_WEB_CLIENTS_BY_DEFAULT option by removing the preceding percent symbols (%%). Leave the setting as TRUE to enable this feature, or, set this to FALSE to disable it.

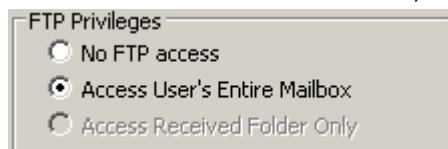When your changes are complete, save the file, and restart the MassTransit Engine to apply the changes.

INDIVIDUAL CONTACT CONFIGURATION

To enable FTP Fallback for a particular client, follow these steps.

1. In the *MassTransit Administrator*, double-click on an existing application or web client contact, or, create a new contact.
2. Click the *Security* tab in the *Contact Information* window.
3. Under *FTP Privileges*, select whether the contact can *Access User's Entire Mailbox*, or *Access Received Folder Only*.

FTP Privileges
- ○ No FTP access
- ⦿ Access User's Entire Mailbox
- ○ Access Received Folder Only

FTP Privileges
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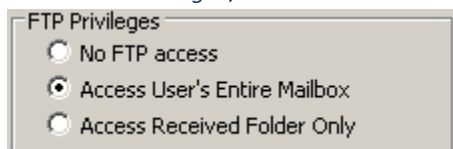
FTP Privileges for Application Clients   *FTP Privileges for Web Clients*

The *Access Received Folder Only* option is available to Application Client contacts only.

4. Click OK to save your settings.

When the web client user connects to the MassTransit MTWeb interface, a new option will appear allowing them to transfer files with FTP if they have a MassTransit Web Client Plug-in installed. The option appears below the MassTransit Web Client Plug-in, as seen below.
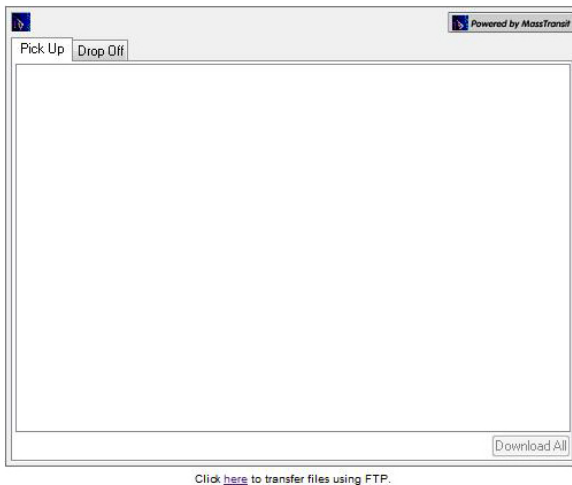
If the user is accessing from a computer without a MassTransit Web Client Plug-in installed, or, the plug-in is older than the current available, they'll be prompted to upgrade. A new option, entitled *Use FTP Instead*, will appear beneath the plug-in download information. Clicking the *Use FTP* link will spawn a new FTP session. Depending on how the system is configured, this will either attempt the FTP connection inside the browser, or the FTP URL will be handed off to a client application. Please see the *Using FTP Fallback to Transfer Files* document for information on supported browsers, FTP clients and known behaviors for this feature.

ACCESS RESTRICTIONS FOR FTP FALLBACK USERS

OVERVIEW

The MassTransit FTP Fallback feature allows FTP users to view their entire mailbox or their received folder only. This is configurable on a per-contact basis and adds an additional level of control for file transfer operations.

ACCESS USER'S ENTIRE MAILBOX

If the *Access User's Entire Mailbox* option is set, the user can see their entire mailbox and folder contents. This includes DROP_OFF, ALREADY_PICKED_UP, FORWARDED, and PICK_UP. This option is available for both application and web client contacts.

The DROP_OFF folder allows FTP users to send files to the MassTransit server. The user has write privileges to this folder, and can upload files, delete files, rename files and create or delete additional folders. Creating an *Output to X* or *Forward to X* folder inside the DROP_OFF folder will allow the FTP user to take advantage of the Services and Forwarding features of MassTransit. (The *X* is used to indicate the name of a Service or Forwarding contact, respectively.)

The ALREADY_PICKED_UP folder is used after a file has been transferred, and the *Allow Repeated Pick Up of Files* option is enabled for the contact. Once the transfer is complete and the user has disconnected, the file(s) previously transferred will be moved to this folder for pick up at a later time, either using FTP or the MassTransit Web Client Plug-in.

The FORWARDED folder contains items forwarded to the user.

The PICK_UP folder contains files sent to the user. Only those files that are physically located in the user's mailbox will be visible in the PICK_UP folder. If *Allow Repeated Pick Up of Files* is enabled, files placed in this folder will be moved to the ALREADY_PICKED_UP folder after a successful transfer and the user disconnects. If this option is not enabled, the file will be removed and no longer available for pick up at a later time.

ACCESS RECEIVED FOLDER ONLY

If the *Access Received Folder Only* option is enabled, the FTP user will only be able to see the contents of their received folder inside their mailbox. The FTP user will be unable to send files to MassTransit for holding or processing.

This option is available to application client contacts only.