

## **RMFT 2.4.3 Release Notes**

### **March 2010**

RMFT allows organizations to architect efficient workflows and facilitates user-friendly file exchanges so IT resources can focus elsewhere. As a secure communications platform, RMFT offers key features such as authentication, file access authorization, encrypted transport, and comprehensive auditing over the file transfer process. As an automation solution, RMFT allows organizations to schedule and execute end-to-end transfer processes with guaranteed delivery using standard and/or proprietary protocols.

RMFT 2.4.3 introduces several new features as well as improvements to existing features. Console administration improvements enable administrators to quickly locate relevant packages and review package audit events. A new Java SDK facilitates seamless integration of RMFT's client and auditing capabilities with other applications. Enhanced support for corporate installation procedures enables smooth and rapid deployment of RMFT components within the organization. The end-user experience is now even more versatile with the addition of new login options. Additionally, RMFT 2.4.3 has been reviewed and accredited by a leading information security firm.

Key features include:

- A redesigned Package Audit interface, enabling RMFT administrators to easily review package events and troubleshoot any problems.
- New "Operator" role enabling authorized Windows users to monitor RMFT jobs and package transfers.
- Shared RMFT Desktop Client profiles for easy distribution within the organization.
- Silent installation of RMFT Desktop Client and other RMFT components.
- Java SDK for integrating RMFT's package sending and auditing capabilities into third-party applications.
- Package auditing capabilities added to the RMFT .Net SDK.

Significant improvements have also been made to stability and performance.

For more information about a particular feature, please refer to the *RMFT Administrator's Guide*.

## Monitoring and Auditing

**RMFT Manager** - The new Package Audit interface (shown below) provides RMFT administrators with a detailed report of the events that occurred both during (server events) and after (recipient actions) package processing.

**Package Audit**

Options: Properties, Status, Events

**Properties**

From: a  
 To: a;b;c;d;Sales;  
 Subject: Help Documentation  
 Size: 695.93 KB  
 Unauthenticated Downloads: No Hide Recipients: No

**Status**

Package ID: a\_8UKRTFUFOQT14E2QFV0N5LECM4  
 State: Success  
 Processing Started: 11/29/2009 5:23:01 PM Processing Ended: 11/29/2009 5:23:08 PM  
 Expiration: 12/6/2009 5:23:03 PM (Not Expired)

**Events**

Files:

| Name              | Size      | Downloaded By | Name | Type |
|-------------------|-----------|---------------|------|------|
| Documentation.hhp | 15.56 KB  | No Recipients | a    | User |
| Documentation.hhc | 66.54 KB  | No Recipients | b    | User |
| Documentation.hhk | 111.78 KB | No Recipients | c    | User |
| Documentation.chm | 502.05 KB | No Recipients | d    | User |

Recipients:

| Name | Type |
|------|------|
| a    | User |
| b    | User |
| c    | User |
| d    | User |

Success Failure Download Notification More Filters Clear Filter

| Status  | Start Time            | End Time              | Event Type         | Entity Name       | File Name |
|---------|-----------------------|-----------------------|--------------------|-------------------|-----------|
| Success | 11/29/2009 5:23:02 PM | 11/29/2009 5:23:08 PM | Package Processing |                   |           |
| Success | 11/29/2009 5:23:06 PM | 11/29/2009 5:23:07 PM | Delivery to Users  |                   |           |
| Success | 11/29/2009 5:23:07 PM | 11/29/2009 5:23:07 PM | Delivery to User   | a                 |           |
| Success | 11/29/2009 5:23:07 PM | 11/29/2009 5:23:07 PM | Delivery to User   | b                 |           |
| Success | 11/29/2009 5:23:07 PM | 11/29/2009 5:23:07 PM | Delivery to User   | c                 |           |
| Success | 11/29/2009 5:23:07 PM | 11/29/2009 5:23:07 PM | Delivery to User   | d                 |           |
| Success | 11/29/2009 5:23:03 PM | 11/29/2009 5:23:04 PM | Inspection Policy  | inspection policy |           |
| Success | 11/29/2009 5:23:01 PM | 11/29/2009 5:23:01 PM | Package Validation |                   |           |

Figure 1: New Package Audit Window

**Quick Filter Toolbar** – Package filtering has been enhanced through the addition of a Quick Filter Toolbar to the **Packages** pane. Using the Quick Filter Toolbar, administrators can quickly find relevant packages by overriding the **From**, **To** and **Subject** settings of the currently selected filter.

RMFT Manager - Connected to RMFT Server 2.4.3147 on <localhost>

File View Manage Monitor Help

From: Brian To: jane Subject: Financial Report 2010

Hide Expired

RMFT

Settings Packages

Drag a column header here to group by that column

| Status  | From  | To                | Subject               | Arrived               | Size | Last Status |
|---------|-------|-------------------|-----------------------|-----------------------|------|-------------|
| Success | brian | brian;jane;peter; | Financial Report 2010 | 2/18/2010 11:16:59 AM | 620  | 2/18/2010 1 |

**POP3/IMAP** - An option to include a message's .eml file and its attachments in the package has been added to the **Include** tab of POP3/IMAP protocol. The .eml file contains all of the message properties such as who sent the mail, the CC recipients and more.

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

## RMFT Client SDK

This version includes a Java SDK for integrating RMFT's package sending and auditing capabilities into third-party applications. The Java SDK complements the .NET SDK whose existing functionality has been extended to support package auditing.

## Installation and Upgrade

**Silent Installation** - Silent installation of RMFT components has been expanded to support RMFT Receiving Agents, RMFT Desktop Client and the RMFT Administration Console.

**Upgrade to 2.4.3** - In RMFT 2.4.3, the package auditing information has been extended to include additional package events. These changes affect both the backup procedure and the related upgrade procedure.

- **Backup** - Before beginning the upgrade, use the modified backup utility provided with the RMFT 2.4.3 installation kit to back up your existing packages and settings. For information on replacing the backup utility, please refer to the readme file. Note that if you back up your packages and settings using the existing backup utility, the additional auditing information introduced in RMFT 2.4.3 will not be available for restored packages.
- **Database Upgrade** – During upgrade, the existing RMFT database tables will be modified to support the new auditing information. Setup will calculate the estimated duration of the database modification process. If it is estimated to take more than 10 minutes, you will be asked whether you want to continue the upgrade or perform the upgrade later (when there is less system activity).

## FTPS Security and Transfer

**Security** – The addition of several new security protocols (SSLv2, SSLv3, SSLv23, TLSv1), ensures compatibility when transferring files to/from FTP servers

**Transfer** – The **Transfer** tab now includes a **Send “Keep Alive” command every [ ] seconds** option, enabling uninterrupted transfers of large files.

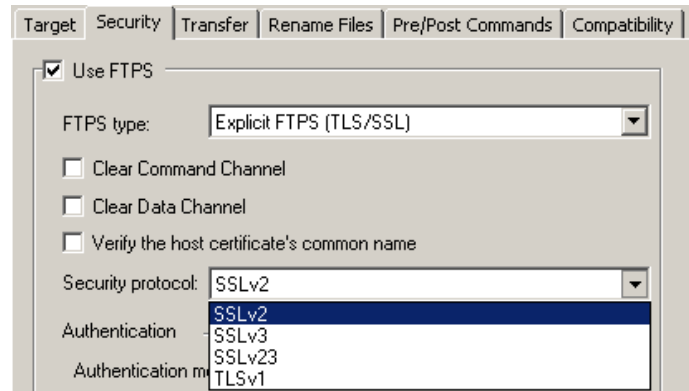
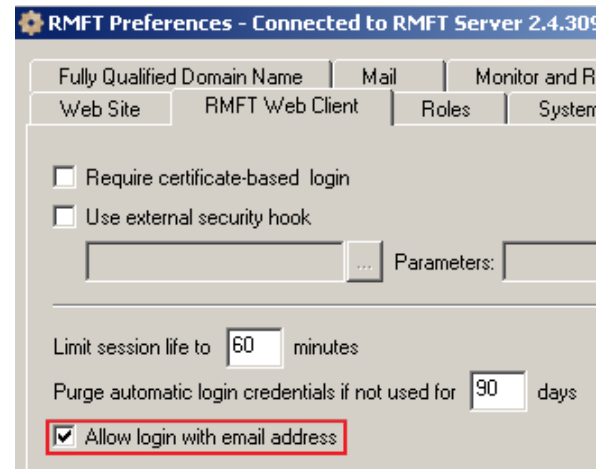


Figure 2: New FTPS Security Protocols

## Email Login

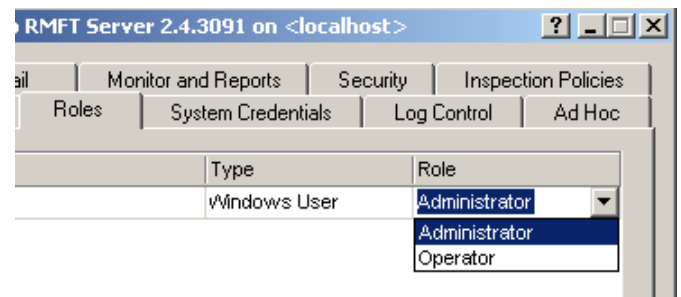
To further enhance the user experience, users whose account settings include an email address can now log in with their email address as well as their user name. This requires the **Allow login with email address** feature to be enabled in the RMFT Web Client tab.



## Operator Role

A new “Operator” role has been added to complement the Administrator and Group Administrator roles. RMFT Operators are able to perform monitoring-related tasks such as viewing, holding and aborting jobs and transfers.

To reflect this change, the **Administrators** tab has been redesigned and renamed **Roles**.

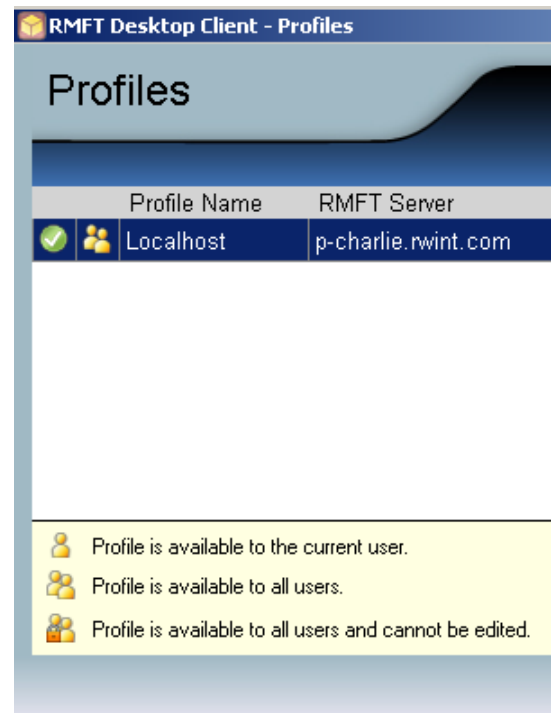


## Shared RMFT Desktop Client Profiles

**RMFT administrators** can now create RMFT Desktop Client profiles offline and then distribute them to computers within their organization using a suitable application (e.g. Active Directory). This is especially useful when performing a silent installation of RMFT Desktop Client (since the silent installation does not install any profiles). RMFT administrators can also prevent users from editing the shared profile by giving the profile file read-only permissions.

**RMFT users** can also create profiles and make them available to other users on the same computer by selecting the new **Shared profile** option in the **Edit/New Profile** dialog box.

The profile permissions are indicated by an icon (as shown in the image on the right).



## Comprehensive Security Assessment

During the development of RMFT 2.4.3, RepliWeb enlisted the services of a leading security information company to perform a comprehensive security assessment of the application. The assessment was based on widely recognized standards, including those published by OWASP and NIST. The security assessment report concluded that RMFT 2.4.3 does not contain any vulnerabilities that could be exploited by an attacker to impact the integrity or confidentiality of the applications, application data, or client systems. A certification letter can be obtained by contacting [support@repliweb.com](mailto:support@repliweb.com).

## Additional Features and Improvements

- Support for Windows Server 2008 R2 Cluster.
- Support for SQL Server 2008.
- Support for AES 256-bit encryption.
- Faster download speed in RMFT Web Client Lite mode.

## Known Issues

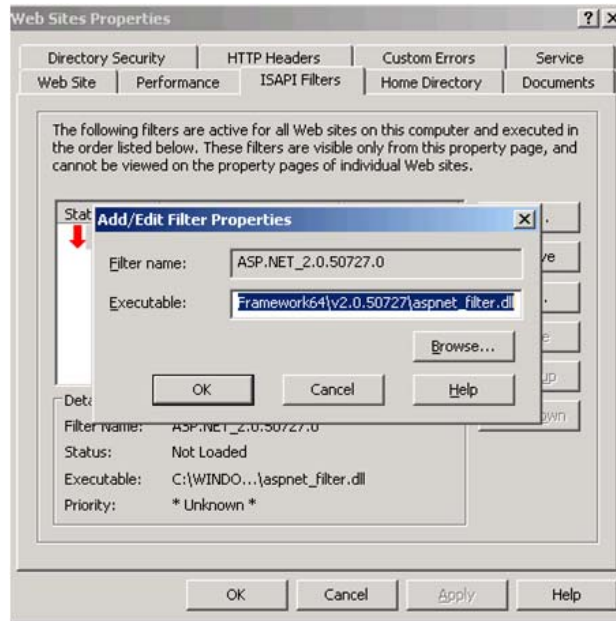
The following is a list of known issues with RMFT 2.4.3. Where applicable, a workaround is provided to resolve the issue.

- **Google Chrome** - The RMFT Java Applet may fail to load when RMFT Web Client is run on Google Chrome for the first time. Pressing F5 will resolve the problem. (Although you usually only need to press F5 once, you may need to keep pressing F5 until the RMFT Java Applet is successfully loaded).
- **Oracle 11g Compatibility** – RMFT is compatible with the patched version of Oracle 11g. For information on which patch you need for your specific platform, you need to open a service request with Oracle Support for “patch 9064352 for <platform>” where <platform> is your OS and exact Oracle version (e.g. Oracle 11.1.0.7). You also need to attach the current list of one-off patches to the service request (obtained by running the `opatch lsinventory` command).
- **RMFT Web Site Support on 64-Bit Machines** – By default, the **RMFT Website** ISAPI filter on 64-bit machines is a 64-bit DLL. In order for the RMFT Website to work on 64-bit machines, the ISAPI filter path needs to be changed so that it points to the 32-bit DLL.

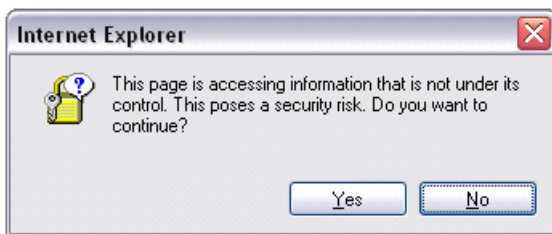
**Note:** IIS cannot operate in 32-bit and 64-bit modes simultaneously. In other words, applications that require 64-bit functionality should not be run on the same IIS as the RMFT Web site.

### To change the ISAPI filter path:

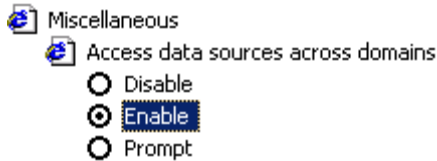
1. Open IIS.
2. In the left pane, right-click the **Web Sites** and select **Properties**.  
The **Web Site Properties** dialog box opens.
3. In the **ISAPI Filters** tab, click **Edit**.



4. In the **Executable** field, change the ISAPI filter path from:  
`~\Framework64\v<version>\aspnet_filter.dll`  
to:  
`~\Framework\v<version>\aspnet_filter.dll`
  5. In the left pane, right-click **DefaultAppPool** and select **Recycle**.
  6. Right-click **DefaultAppPool** and select **Stop**, then, right-click **DefaultAppPool** again and select **Start**.
- **IE6 on Windows Server 2003** – IE6 users may encounter the following error when attempting to log in to RMFT Web Client on Windows Server 2003:



To resolve this issue, users need to change the **Access data sources across domains** security setting to **Enable** (**Tools > Internet Options > Security > Select a Zone > Custom Level**).



- **“HTTP 413 Request Entity too Large” error** – Occurs when RMFT Desktop Client users try to send a package using “IIS Secure” mode or when RMFT Web Client users try to send a package using Java secure mode. This issue can be resolved by increasing the default IIS request size. For full instructions, please refer to:

[http://www.repliweb.com/resources/faq/managed\\_file\\_transfer/faq\\_531.php](http://www.repliweb.com/resources/faq/managed_file_transfer/faq_531.php)

- **Non-English Characters are Displayed Incorrectly** – RMFT Desktop Client and RMFT Web Client in Lite Mode both allow the sending of files whose names contain non-English characters. However, such files will not be displayed correctly in RMFT Manager (Package Audit) or RMFT Web Client (non-English characters will be replaced with random characters). This is also the case regarding non-English characters in the package subject and message.  
RMFT Web Client in Enhanced Mode does not allow the transfer of files with non-English characters in their names.
- **Reinstalling the DMZ RMFT Server to a Different Path** - In a setup involving an internal RMFT Server and a DMZ RMFT Server, the DMZ RMFT Server’s installation path is stored in a configuration file on the internal RMFT Server machine. If, for whatever reason (e.g. hardware failure), the DMZ RMFT Server needs to be reinstalled, installing it to a different path requires you to also perform a special procedure. For detailed instructions, please refer to the *RMFT Product Suite Installation Guide*.
- **RMFT Desktop Client Installation Privileges** – RMFT Desktop Client installation privileges are environment-specific. For full details, please refer to the *RMFT Desktop Client Installation Guide*.
- **Incorrect “Delivery to Hosts” Status for Restored Packages** – The “Delivery to Hosts” event for packages restored from earlier RMFT versions may be shown as “Running” on the DMZ RMFT Server even though its actual status is “Success”.
- **Usernames Containing Single Quotes** – Packages sent by users whose username contains single quotes (e.g. **mike'b** or **jane''a**) cannot be downloaded using RMFT Web Client.

## Bug Fixes

The following issues have been resolved in RMFT 2.4.3

- When installing RMFT on Windows 2008 R2 64-bit, the user was prompted for .Net 3.5 SP1 despite it being a built-in feature of Windows 2008 R2 64-bit.
- An “system cannot find the file specified” error would appear in System Health under the Hot Directories section, but would remain even after the problem was resolved.
- Using the package override process, the package message would display the HTML tags instead of being interpreted as XML tags.
- The ‘temp’ and ‘buff’ variables were declared unnecessarily, resulting in the unnecessary allocation of memory for their usage.
- When the user’s account capabilities were set to Shared Folders only, the option to work in Lite mode was available when it should not have been.
- The Ad-Hoc enrollment invitation would show the server’s email address instead of the package sender’s email address.
- A "Directory traversal is not allowed" error would be returned if the path in the pre-packaging xml files contained a "..\"
- When trying to send a read-only file using ActiveX, the operation would fail with a “Permission denied” error.
- Uninstalling RMFT on a cluster and then reinstalling to a new path would cause some of the RMFT components to fail.
- Copying and pasting the email address of Active Directory users within RMFT Manager was not supported
- The SMB Hot Directory File Spec filter window could not be resized or edited.
- Sent time of email sent using the “Deliver new packages to user by email” option was incorrect.
- Package containing files with non-English characters that were sent with “Unauthenticated Download” enabled, would sometimes cause the Job Handler process to crash.
- File list for HTTP pull did not support relative paths.
- No error was displayed when there was a problem reading the bh\_packages DB table.
- Sending a package from a DMZ host to an exposed host without specifying the specific target would fail.
- Packages may not be expired/deleted from disk if the bhub\_job\_handler process is unable to connect to the DB or if it crashes. A retry mechanism was added to the bhub\_job\_handler process. The defaults of 10 retries at 30 second intervals can be changed via the registry.
- If the delivery of files succeeded, but an error occurred while updating the database, package processing would end with failure. It now ends with a warning.

- If a username contained a “@”, the part of the username after the “@” would not be saved in the RMFT client cookie.
- In Lite mode, no warning was displayed if a package message exceeded its maximum permitted size.
- Pre-Packaging Override XML using the <body-file> tag would add HTML to the package message. The HTML property was added to the BODY element to enable embedding of HTML files, for example, <BODY-FILE HTML="true">my\_html\_message.html</BODY-FILE>
- FASTCopy would not allow the source path to be empty when using the -list qualifier.
- The Clear Channel Command (CCC) FTP/S option would not work sometimes.
- In the SMB Hot Folder Pull Filters dialog, the file size setting would sometimes not reflect changes.
- Domain specified in the Ad Hoc external domains list would be created as internal. Explanation regarding wildcard syntax was cut off in the GUI.
- AD Sync GUI would take too long after selecting a group and clicking OK.
- The Web Client "help" icon could not be hidden in languages other than English.
- An error would occur when connecting to FTPS servers that did not support the SSLv2 method. Administrator can now choose which protocol to use when connecting to an FTP Server.
- RMFT Web Client Customization - Adding a default recipient to the "To" field and defining display="no" would generate the following error: "Please fill in the following field: To:"
- When paths exceeded 180 characters, a "File names cannot exceed 180 characters" error would be generated when using RMFT Web Client in ActiveX mode on Internet Explorer.
- RMFT Web Client Customization - Using all uppercase characters when specifying a default domain name would not work.
- SFTP errors would mistakenly contain "FTPS".
- FTP Pull – FTP was unable to pull by type from directories containing over 32767 files.
- Sorting job would fail with an "ambiguous certificate" error if the user's certificate subject contains the same prefix as another user's certificate.
- RMFT Web Client was not compatible with Firefox 3.6.