Client 1.5.1

Installation Guide

Windows platform
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1  LEGAL NOTICES

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UNIX is a trademark of the Open Group
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1.4 **Statutory Regulation Compliance**
This document was produced by;

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Registered in England – Company No: 4213930

1.5 **Change History**

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>History</th>
</tr>
</thead>
<tbody>
<tr>
<td>16/01/2008</td>
<td>1</td>
<td>First Issue</td>
</tr>
</tbody>
</table>
2 PREFACE

The information in this manual is intended for personnel who install the SFTPPlus Client software.

This manual describes how to install the SFTPPlus Client software product.

The manual is organised as follows;

Chapter 1 “Legal Notices” provides copyright, trademark and license information.

Chapter 2 “Preface” (This chapter) describes intended audience and a document layout overview.

Chapter 3 “Introduction” is a brief description of the SFTPPlus Client product.

Chapter 4 “Document Conventions” provides information on conventions used in this document.

Chapter 5 “Installation Requirements” provides details on minimum hardware and software pre-requisites.

Chapter 6 “Installing SFTPPlus Client” describes how to install the SFTPPlus software on this platform.

Chapter 7 “Uninstalling/Removing SFTPPlus Client” Provides details how to un-install the SFTPPlus Client software

Chapter 8 “Windows Service Error Codes” Describes the meaning of the error-level codes returned after starting and stopping the SFTPPlus Client service

Chapter 9 “Troubleshooting” Provides information to help solve installation issues.

Chapter 10 “References” provides list of additional documents that the reader may wish to obtain for further information on SFTPPlus Client, other technical information or information regarding the SFTPPlus range of software products. Please see our website www.proatria.com for details.
Chapter 11  “Contact Information” provides information for contacting Pro:Atria Limited through various media for sales, help and support services.
3 INTRODUCTION

SFTPPlus

SFTPPlus Client – a tool for secure file transfers

SFTPPlus Client utilises open standards to implement secure file transfer with controls and audit suitable for the enterprise.

SFTPPlus Client provides a facility to allow any files placed into a directory to be transferred to a configured destination using sftp, ftp, ftps, http or https. All actions are audited, and alerts can be raised for certain conditions. Optionally, a response file can be retrieved after successful upload. All files have a date and time stamp added to avoid duplicate names. All files are also archived after processing.

Pre and post processing is available for transfers.

Also;

SFTPPlus Client (and SFTPPlus Server) is available for many platforms including;

Unix – (Intel) AIX, Solaris (Sparc & x86), HP-UX (Intel & Itanium), Tru64,
Linux – (Intel, PPC, Alpha, Sparc, Alpha) Red Hat, SUSE, Debian, etc
Netware
OpenVMS
os400
z/OS (os390)

We have several platforms under development in 2008 so please check for availability. Under development are Vista and Mac OS X

Please see PDF document “SFTPPlus 1.5.1 - Features & Benefits” for further details.
## 4 DOCUMENT CONVENTIONS

The following conventions are used in this document:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Usage</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bold</strong></td>
<td>Menu’s, GUI elements, strong emphasis or action</td>
<td>Click <strong>Apply</strong> or <strong>OK</strong></td>
</tr>
<tr>
<td><strong>-</strong></td>
<td>Series of menu selections</td>
<td>Select <strong>File -&gt; Save</strong></td>
</tr>
<tr>
<td><strong>Monospace</strong></td>
<td>Filenames, commands, directories, URLs,</td>
<td>Refer to Readme.txt</td>
</tr>
<tr>
<td><strong>Italics</strong></td>
<td>Information that the user must supply or type</td>
<td><strong>dir /s</strong></td>
</tr>
<tr>
<td><strong>Double Quote</strong></td>
<td>Reference to other documents or products, emphasis</td>
<td>See “SFTPPlus User Manual”</td>
</tr>
<tr>
<td><strong>Between bracket</strong></td>
<td>Optional items</td>
<td>[ -s ] [ -f ] [ filename]</td>
</tr>
</tbody>
</table>

---

### Please Note:

Indicates neutral or positive information that emphasizes or supplements important points of the main text. Supplies information that may apply only in special cases.

---

### Caution:

Advises users that failure to take or avoid a specific action could result in loss of data or system corruption.

---

### Windows Only:

---

### Linux Only:

Advises users of information that is platform specific. Other platform graphic logos can be shown.
5 INSTALLATION REQUIREMENTS

5.1 Hardware

<table>
<thead>
<tr>
<th>Minimum Requirement</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hard Disk</td>
<td>50Mb *</td>
</tr>
<tr>
<td>Memory (in addition to OS requirement)</td>
<td>32MB</td>
</tr>
</tbody>
</table>

* Indicates installation requirements only. Ongoing storage requirements will be dependant on various factors such as frequency of transfers, size of files, etc.

5.2 Software Pre-Requisites

<table>
<thead>
<tr>
<th>Software (OS)</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System (OS)</td>
<td>Windows NT</td>
</tr>
<tr>
<td></td>
<td>Windows 2000 Professional SP4</td>
</tr>
<tr>
<td></td>
<td>Windows XP SP2</td>
</tr>
<tr>
<td></td>
<td>Windows 2000 Server SP4</td>
</tr>
<tr>
<td></td>
<td>Windows 2003 Server SP1</td>
</tr>
</tbody>
</table>
6 INSTALLING SFTPPLUS CLIENT

6.1 Pre-Installation Notes
SFTPPlus Client is supplied as a binary executable and is installed into a single directory. There are no changes to systems directories or replacement of system programs (EXE) or program extensions (DLL’s).

There are slight variations in the menu structures with different Windows platforms. The examples shown in this document are based on screen shots from Microsoft Windows XP.

6.1.1 Platform Install Package
You can obtain the correct download install executable package for your platform by sending us an email with your contact details. Our Product Enquiry form can be found at http://www.proatria.com/productenquiry.htm

We will gladly discuss your requirements and offer you a supported trial. We will send you by email an embedded link to download the appropriate installation package for the platform(s) you wish to trial.

6.2 Installation
SFTPPlus does have to make some registry changes;
   a). Installing as a service
   b). event log definitions

Please Note:
Registry entries made by the PuTTY program are only made when remote system logon profiles are created.

Please Note:
To run the service, the user that will run the SFTPPlus service must have ‘Log on as a service’ right.
6.2.1 Executable Installation

You can use the installation executable to install SFTPPlus Client to your Windows platform. Run the setup.exe and follow the prompts. When installed, the installation structure details in “Installation Structure”

6.2.2 Zip File Installation

With the zip distribution, use Winzip or your favourite unzipping utility to unpack the SFTPPlus Client package to the root of your hard drive. This will create the installation structure details in “Installation Structure”

6.2.3 Installation Structure

SFTPPlus installs a simple directory structure. This is illustrated below.

```
  SFTPPlus
  ├── client
  │    ├── archive
  │    ├── conf
  │    │    ├── failed
  │    │    └── inbox
  │    │         ├── inbox
  │    │         └── outbox
  │    └── response
  │        ├── retry
  │        └── tmp
  └── doc
```

The directory structure is defined as follows:

<table>
<thead>
<tr>
<th>Directory name</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>SFTPPlus</td>
<td>Root directory of SFTPPlus Client, default installation normally under “C:\”</td>
</tr>
<tr>
<td>Client</td>
<td>Sub-directory under SFTPPlus root.</td>
</tr>
<tr>
<td>Archive</td>
<td>Stores archive copies of files that have been transferred successfully.</td>
</tr>
<tr>
<td>Conf</td>
<td>Transfer configuration files (.conf) are stored and picked up by the SFTPPlus system service.</td>
</tr>
</tbody>
</table>
Failed | Files that have failed to transfer are copied to this holding directory.

Inbox | Master directory for SFTPPlus which contains subdirectories of transfer files.

Outbox | Temporary directory used whilst SFTPPlus is sending files.

Response | If requested, contains response files from remote systems in subdirectories which should replicate and match the sub-directory structure of Inbox.

Retry | If a file fails to transfer they will be placed in this holding pen for retry attempts.

Tmp | Temporary working area for SFTPPlus Client.

Doc | SFTPPlus documentation directory.

None of these master directories should be deleted or SFTPPlus will stop functioning.

6.2.4 SFTPPlus Client Program Menu

SFTPPlus will create a folder (if the installation executable has been used) under the Windows menu structure which you can drill down to via the START -> All Programs -> SFTPPlus menu.

6.2.5 System Services

SFTPPlus Client requires only one system service to function. This is installed via the START -> All Programs -> SFTPPlus -> Client -> Service Install menu item.

If you installed SFTPPlus Client using the zip file distribution, you will need to run the InstallsFTPPlus.bat command file. This will setup the Windows Service that SFTPPlus Client will run in the background to action your transfer definition files.

6.3 Upgrade

The upgrade of an existing SFTPPlus Client installation is straightforward and is performed in five easy steps;

Step 1 Unzip new version into temporary directory i.e. c:\temp. These files must be accessible to the user that will run the SFTPPlus service.
Step 2

Stop the SFTPPlus service by using the administration tools program 'Services', or Start -> Run and enter services.msc

Step 3

Using Windows Explorer, remove any files from the SFTPPlus outbox or tmp directories (and any subdirectories).

Step 4

Copy the new versions of SFTPPlus.rexx, message.conf and the entire doc directory to replace the installed versions.
Step 5

Restore your data files to the directory structure and restart the SFTPPlus service.

Your updated SFTPPlus Client installation is now ready for use.
7  UN-INSTALLING/REMOVING SFTPPLUS CLIENT

The removal of SFTPPlus Client 1.5.1 is a very simple process and you have three choices to accomplish this;

1. Un-install program
2. SFTPPlus Client Menu removal,
3. SFTPPlus Client Command Prompt removal.

Each un-install method is described below. Choose which method best suits you.

7.1  SFTPPlus Client Un-install Program

Click on Start -> All Programs -> SFTPPlus and select ‘un-install’ as shown below.

This will initiate the SFTPPlus Client 1.5.1 un-install program and remove SFTPPlus completely.

Please Note:

If you have SFTPPlus Server installed on the same machine that you are removing SFTPPlus Client, the un-install program will only remove the SFTPPlus Client system.
7.2 SFTPPlus Client Menu Removal

Follow the steps below to manually remove the SFTPPlus Client system service using the SFTPPlus Client program through Windows program menu.

7.2.1 Stop SFTPPlus Service

Click on Start -> All Programs -> SFTPPlus -> Client and select ‘service stop’

A command prompt window will appear and stop the SFTPPlus Client system service. Press any key to continue and close the command prompt window.

7.2.2 Remove SFTPPlus Service

Click on Start -> All Programs -> SFTPPlus -> Client and select ‘service remove’

A command prompt window will appear and remove the SFTPPlus Client system service. Press any key to continue and close the command prompt window.
7.2.3 **Delete SFTPPlus Directories**

The last task to do is use Windows Explorer to delete the SFTPPlus Client Directories.

Select the **SFTPPlus** folder by a single left mouse click, right click and select **Delete** from the drop down menu.

Confirm the delete by clicking on the Yes button in the Confirm Folder Delete dialogue box;

SFTPPlus Client has been completely removed from your system.
7.3 SFTPPlus Client Command Prompt Removal

Follow the steps below to manually remove the SFTPPlus Client system service.

7.3.1 Open command prompt

Open a command prompt windows by clicking on **Start -> Run** at the Windows Status bar and enter **cmd**

A command prompt window will appear. Note the default command prompt string., in the case below “C:\Documents and Settings\Kevin>”;
7.3.2  Change current directory location
Set your default location to the SFTPPlus client directory by typing;

\textit{cd \textbackslash sftpplus\textbackslash client}

You will see that your command prompt string will have changed (now set to “C:\SFTPPlus\client>”).

![Command Prompt]

7.3.3  Stop the SFTPPlus Client system service
Stop the SFTPPlus Client system service by typing;

\textit{regina.exe SFTPPlus.rexx stop}

![Command Prompt]
A stop service return code of 0 (zero) indicates that the SFTPPlus Client system service has been successfully stopped.

7.3.4 Remove the SFTPPlus Client system service

Remove windows service by typing the following at the command prompt;

```
regina.exe SFTPPlus.rexx remove
```

You will see a stop service return code -4 because the service has already been stopped in the previous step.

A remove service return code of 0 (zero) indicates that the SFTPPlus Client system service has been successfully removed. The removal of the two registry key should also generate a return code of 0 (zero) which confirms successful removal.
7.3.5  *Delete SFTPPlus directories*

The last task is to use Windows Explorer to delete the SFTPPlus Client Directories.

Select the *SFTPPlus* folder by a single left mouse click, right click and select *Delete* from the drop down menu.

Confirm the delete by clicking on the Yes button in the Conform Folder Delete dialogue box;

SFTPPlus Client has been completely removed from your system.
8  WINDOWS SERVICE ERROR CODES

SFTPPlus interacts with Windows services. When a program either starts or stops it produces an exit code. The expected behaviour is to return a zero (0) exit code when a program start or stops successfully, and a non-zero exit code when there is a problem. These error codes are listed below.

Windows Services Error codes

<table>
<thead>
<tr>
<th>Code Number</th>
<th>Error Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Completed successfully</td>
</tr>
<tr>
<td>1</td>
<td>Service already installed and started</td>
</tr>
<tr>
<td>-4</td>
<td>Service has already been stopped</td>
</tr>
</tbody>
</table>
9 TROUBLESHOOTING

No software is 100% bug free, unfortunately things can go wrong. We do make strenuous efforts to ensure that our software is as stable and reliable as possible. Support is guaranteed for a minimum of 2 years after a subsequent version is announced. Support has never been refused to a customer who has made reasonable steps to upgrade.

The SFTPPlus Client User Manual contains lots of useful information that should help you diagnose most problems. If however you cannot find a resolution, you can count on our world class technical support service.

9.1 Technical Support

First and foremost, we would like to thank you for using SFTPPlus products.

Technical support is a vital part of the total Pro:Atria customer experience. We want you to get the most from our products long after the initial sale and installation. We are dedicated to ensure that every issue is resolved expeditiously and to your satisfaction. To enable you to maximise the return on your investment, we offer a suite of support offerings designed to meet your business needs.

This chapter provides an overview of the SFTPPlus support offerings and how to use them.

9.1.1 Trial Support

Whilst you are trialling SFTPPlus Client, you are entitled to full technical support to enable you to install, configure and perform test transfers on your platform(s). We will endeavour to help you at every step to ensure you can complete your trial successfully. Our normal terms for trials are 30 days but this can be extended on agreement. We will always make reasonable efforts to assist you to integrate and setup SFTPPlus in your business during the trial period.

9.1.2 Annual Maintenance Support

Payment of the annual maintenance fee entitles you to full technical support via email, telephone support (and when required) and software updates.
9.1.3 General Support Information
We would normally conduct technical support via various media but we do have preferred routing in the order of;

- Email
- Telephone

and where practical/possible
- Site visit

To help us assess any issues that may arise, it will be helpful to us, and speed up diagnostics, if you would send relevant information pertaining to the issue. This should include;

- Your platform that SFTPPlus Client is running on
- The target platform you are connecting to
- Version of SFTPPlus Client you are running
- Rexx version – using vi or kate, etc, look at the first line of SFTPPlus.rexx, please supply the details after the $Id, for example
/* $Id: SFTPPlus.rexx, v x.xx yyyy/mm/dd
- Copy of Message.log
- Any screen output that you may have
- Trace output from debug mode (this can be switched on manually but please speak to us first regarding this)

In the first instance, sending us this information should help us diagnose the problem and identify a solution for you as quickly as possible.

Upon receipt of the above information, we will respond by confirming that we have received your enquiry and it is receiving attention. We will then look through the information supplied and diagnose the problem. When a solution is found we will email or telephone you with a detailed solution.
10 REFERENCES

There are other documents available to help with the trial or usage of the SFTPPlus Client and SFTPPlus Server products. These documents may also be referenced within this document for further information.

SFTPPlus Client 1.5.1 User Manual
PuTTY User Manual 0.60

For the most up-to-date list of documents, please visit our website www.proatria.com
11 CONTACT INFORMATION

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