

RMFT Product Suite Installation Guide

Software Version 2.4.2

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This product includes cryptographic software written by Eric Young
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Preface

Purpose

This guide describes how to install the RMFT Product Suite. You can install the entire RMFT Product Suite or specific components according to your needs.

Audience

RMFT administrators.

Scope

This guide does not provide operating instructions for the installed components. For operating instructions, please refer to the relevant user guides.

Related Documentation

- *RMFT Administrator's Guide*
- *RMFT Web Client User Guide*
- *RMFT CLI Reference Guide*
- *RMFT Java CLI Reference Guide*
- *RMFT MS-Cluster Installation Guide*

Introduction

RepliWeb Managed File Transfer (RMFT) is a turnkey solution for managed, enterprise-scale file exchange. RMFT greatly improves the manageability, reliability, efficiency and security of file workflows and file transfers. RMFT's user-friendly Web interface enables end-users to exchange files with ease, while fully automated server-to-server file transfer and automated file processing provide complete "hands-off" operation. By streamlining management and administration of file transfers, RMFT removes key concerns about day-to-day file transfer processes and file workflows, allowing organizations to focus valuable resources elsewhere.

This guide provides complete installation instructions for RMFT Product Suite v2.4.2. RMFT Product Suite consists of various client-side and server-side components, each of which can be installed individually or as part of the overall installation. For example, if you need to set up a machine to receive files sent using SuperFAST (one of RMFT's enhanced transfer protocols), installation of the SuperFAST daemon component is all that is required. Unless you choose not to install a specific component, all RMFT components will be installed.

For a description of each of the available components, see [3. Installing Specific RMFT Components](#) (33).

For proper operation, RMFT must be connected to one of the supported databases (MySQL, MSSQL/SQL Express, or Oracle). You can configure database connectivity either during or after the installation. For more information about RMFT database requirements, see [Database Requirements](#) (9).

Installation at a Glance

RMFT can be installed on a single server, on two servers (one in the intranet and one in the DMZ) or on an MS-Cluster. The type of installation that you choose will largely depend on how RMFT will be used within your organization. For instance, if RMFT is only going to be used for internal file transfer, then installation on a single server should be sufficient. If, however, RMFT is going to be used for both internal and external file transfer then it is recommended to install RMFT on two servers – one located in the intranet and the other in the DMZ.

Before installing RMFT, make sure your system meets the [Minimum System Requirements](#).

Use the following table to help you quickly find the installation instructions for each installation type:

Installation Type	Location of Instructions
Single RMFT Server	Continue from 2. Installing the Full RMFT Product Suite (17).
Two RMFT Servers – One in the intranet and the other in the DMZ.	Continue from 2. Installing the Full RMFT Product Suite (17). After installing RMFT on both servers, refer to the <i>RMFT Administrator's Guide</i> for instructions on setting up the DMZ Front End.
Single RMFT Server installation on an MS-Cluster.	Refer to the <i>Installing RMFT on an MS-Cluster Guide</i> .
Two RMFT Servers (one in the intranet and the other in the DMZ), each installed on a separate MS-Cluster.	Refer to the <i>Installing RMFT on an MS-Cluster</i> . After installing RMFT Server on both MS-Clusters, refer to the <i>RMFT Administrator's Guide</i> for instructions on setting up the DMZ Front End.
Installing RMFT on top of an Existing RMFT Environment.	See B. Installing RMFT in an Existing RMFT Environment .

Changes may also need to be made to your current firewall configuration. The required ports and firewall configuration are determined by several factors such as the type of installation and which protocols will be used to transfer files. For a detailed description of which ports need to be opened, see [A. RMFT Port Requirements](#) (42).

1. Installation Requirements

The following section describes the installation requirements for RMFT Product Suite v2.4.2 and each of its components.

- [Minimum System Requirements](#)
- [Database Requirements](#)
- [IIS Requirements](#)

Minimum System Requirements

Before installing RMFT Product Suite v2.4.2 or any of its components make sure that the following minimum requirements have been met. For information on installing individual components, see [3. Installing Specific RMFT Components](#) (33).

RMFT Server

(Includes all RMFT components)

- Windows Server 2000/2003/2008
- .NET Framework 3.5 Service Pack 1
- [Microsoft IIS 6 or 7](#) (16)
- 3 GHz CPU
- 1 GB of RAM
- Several GB of available hard disk space

RMFT Remote Administration Console

- Windows 2000 and above
- .NET Framework 3.5 Service Pack 1
- Pentium 4
- 512MB of RAM
- 20MB of available hard disk space

RMFT CLI and RMFT Java CLI

- Windows 2000 and above
- Pentium 3/4
- 256MB of RAM
- 10MB of available hard disk space

SuperFAST Daemon or FASTCopy Daemon

- Windows 2000 and above
- Pentium 4
- 512MB of RAM
- 20MB of available hard disk space

Database Requirements

RMFT stores system entities (user profiles, distribution lists, etc.), and package processing data in its database for immediate availability. Thus, to be able to operate properly, RMFT Server must be connected to one of the supported database types. The database can either be installed on the same machine as RMFT Server or on a remote machine.

Note A single database server can be used for multiple installations of RMFT Server. The requirements are as follows:

MySQL and SQL Server - A unique database name should be provided during each installation of RMFT Server.

Oracle - Create multiple Oracle schema and use a different schema for each RMFT Server installation. The TNS name does not have to be unique.

Currently, the following databases are supported:

- MySQL v4.1 and MySQL 5.0.

IMPORTANT: MyODBC 5.1 is *not* supported. For all supported MySQL versions, use MyODBC 3.51.

- SQL Server 2000 and 2005

IMPORTANT: MSSQL and SQL Express should be configured to run in mixed authentication mode and *not* Windows authentication.

- Oracle v9.2 and above (Standard or Enterprise).

Note: The RMFT user name is case sensitive when using Oracle v9.2.

Database Connections Opened by RMFT Server

RMFT opens a maximum of two database connections per logged on user. The actual number of database connections per logged on user depends on how many of the requests are submitted at the same time. The average number of database connections per logged on user is one and a half, taking in to account that not all connection requests will be made at the same time. For example, in a system with 50 logged on users, the connection count can range between 50 to 100 averaging at 75.

Note: These calculations are based on logged on users. Other processes managed by RMFT such as Host-to-Host transfers, inspection policies and inbox processing (if configured) also open database connections. Thus, depending on your specific RMFT configuration, the exact number of database connections established by RMFT may exceed the numbers stated above.

Oracle Prerequisites

If you want RMFT to connect to an Oracle database, you must first perform the tasks described below.

Create a TNS Server Name

Create a TNS server name for RMFT on the Oracle database server. During installation, you will be required to enter the TNS server name.

Grant the Oracle User the Required Permissions

Make sure that the Oracle user is granted the following permissions:

User Role Permissions:

- CONNECT - Default
- RESOURCE - Default

User System Permissions:

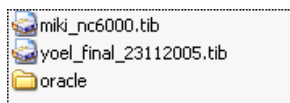
- CREATE ANY VIEW - Default
- SELECT ANY DICTIONARY - Default
- UNLIMITED TABLESPACE - Default

Change the Default Permissions of the Oracle Client Installation Directory

For proper operation, RMFT requires the **Internet Guest Account** and the **Launch IIS Process Account** users to have **Read & Execute, List Folder Contents** and **Read** permissions. The default Oracle client installation does not grant these permissions.

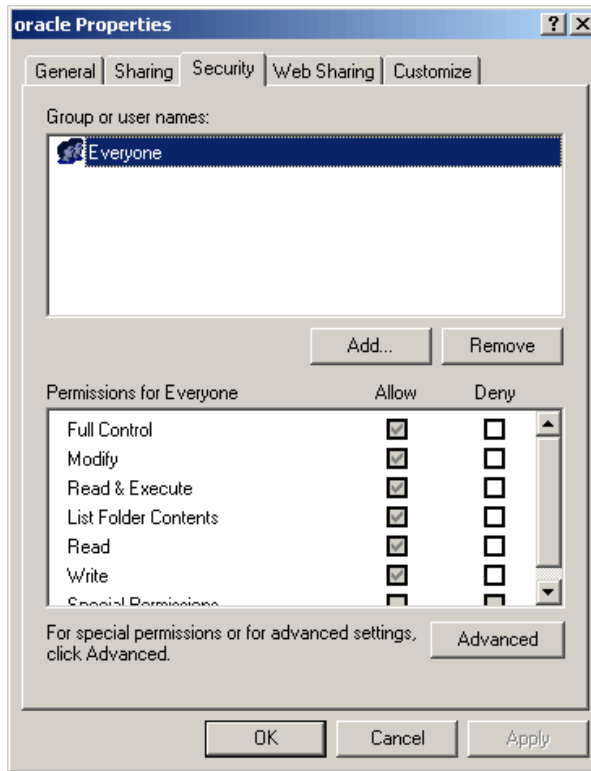
To assign the required permissions:

1. Locate the **oracle** client installation directory on your machine.



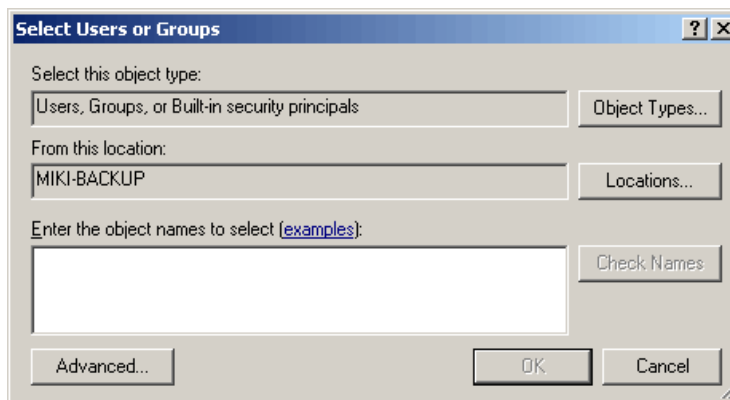
2. Right-click the **oracle** client installation directory and select **Properties**.

The **oracle Properties** dialog box opens.



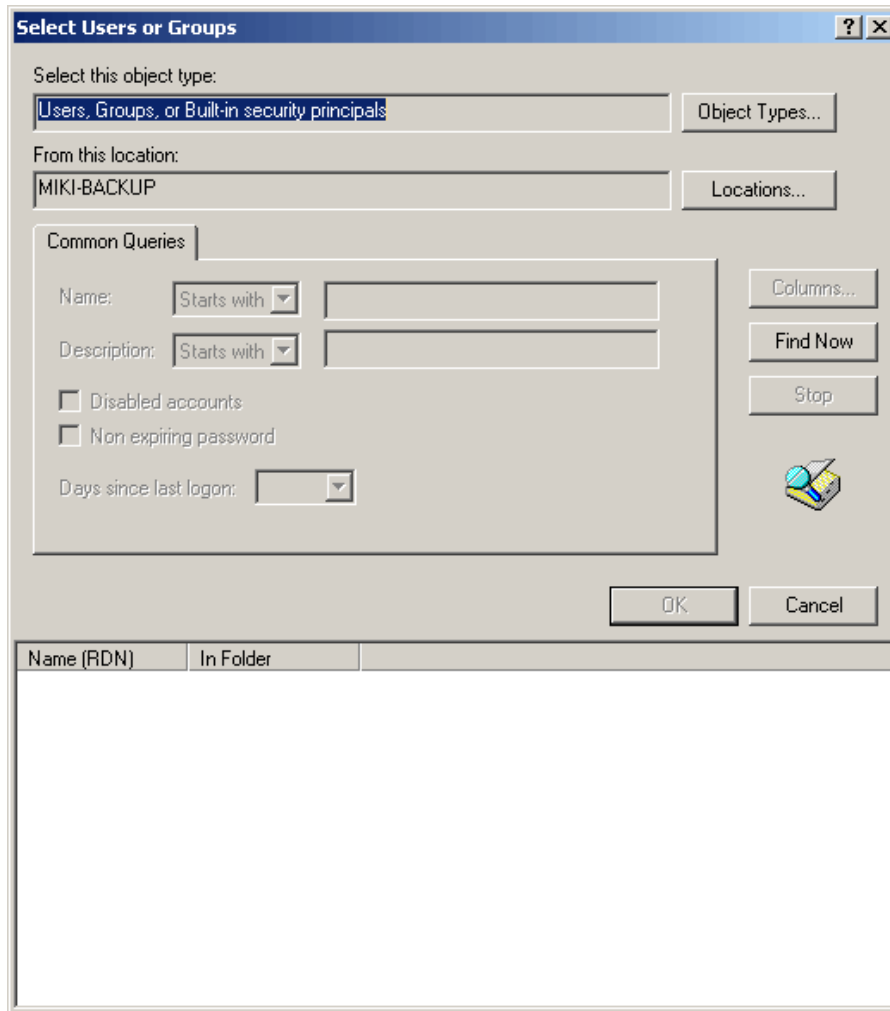
3. Click **Add**.

The **Select Users or Groups** dialog box opens.



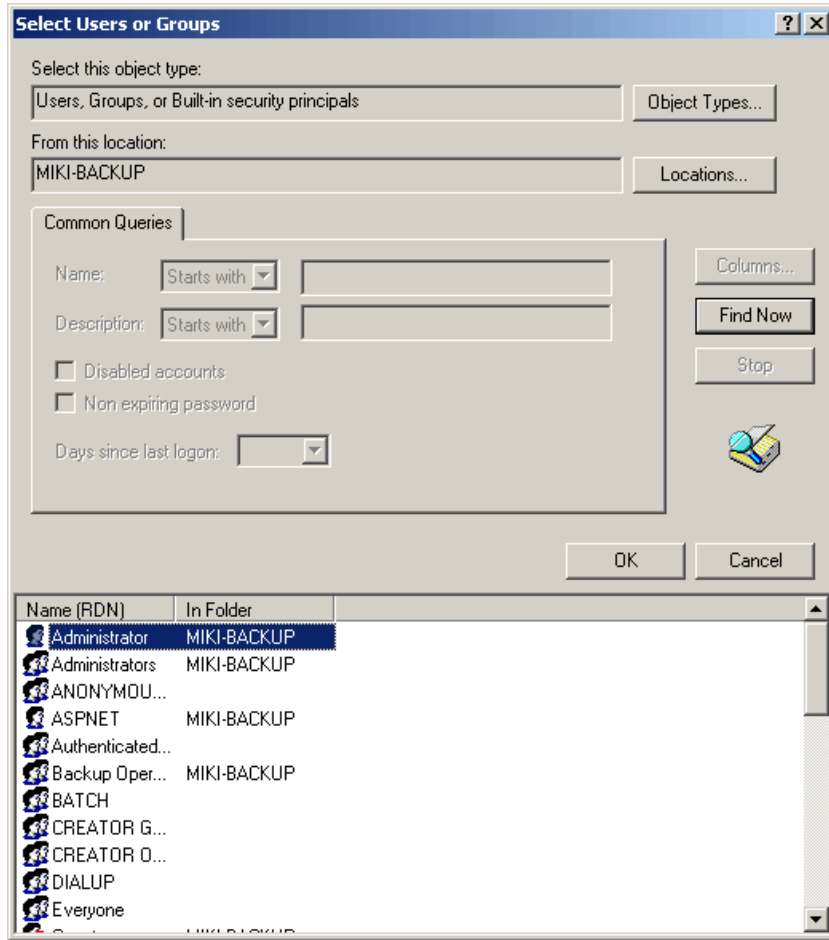
4. Click **Advanced**.

The advanced **Select Users or Groups** dialog box opens.

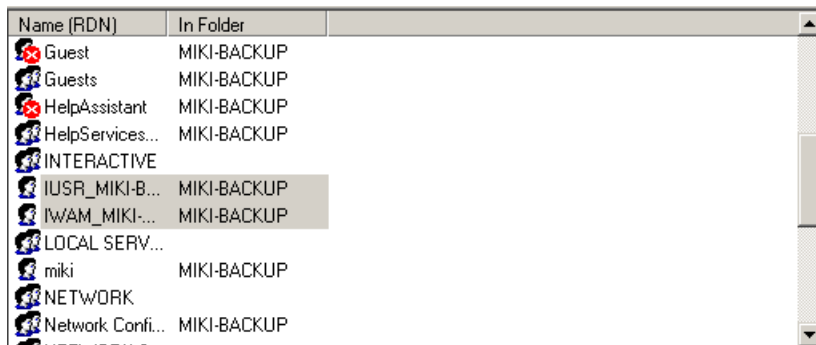


5. Click **Find Now**.

A list of all Users, Groups and Built-in security principals is displayed.

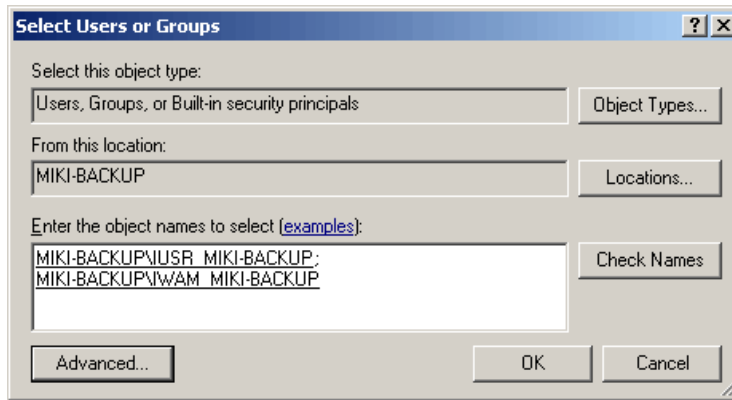


6. Select the names beginning with **IUSR_<user>** and **IWAM_<user>** as shown below.



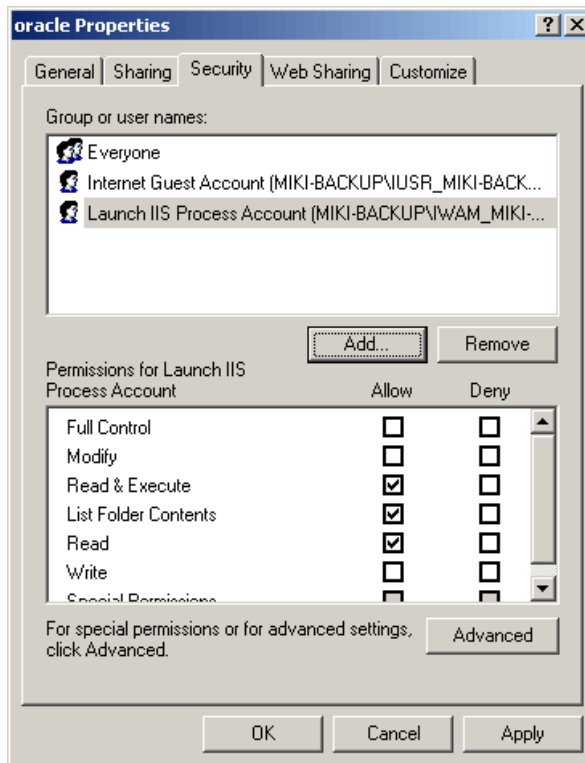
7. Click **OK**.

The names are added to the **Enter the object names to select** list.



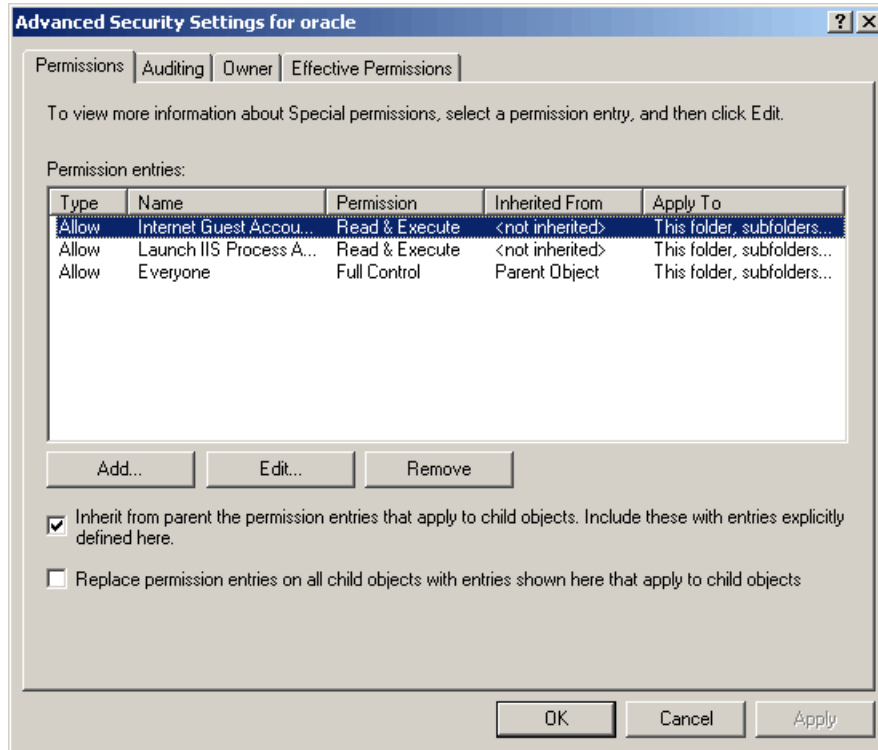
8. Click **OK**.

The user names are added to the **Group or user names** list in the **Security** tab.



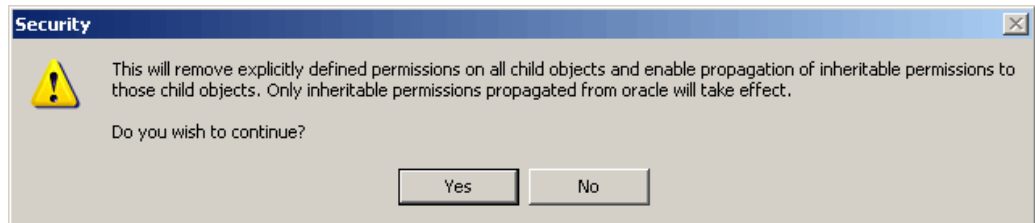
9. Select **Internet Guest Account** and then select the **Read & Execute**, **List Folder Contents** and **Read** check boxes in the **Allow** column. Click **Apply**.
10. Select **Launch IIS Process Account** and then, as before, select the **Read & Execute**, **List Folder Contents** and **Read** check boxes in the **Allow** column. Click **Apply**.
11. Click **Advanced**.

The **Advanced Security Settings for oracle** dialog box opens.



12. Hold the Shift button down and select the **Internet Guest Account** and **Launch IIS Process Account** entries.
13. Select the **Replace permission entries on all child objects with entries shown here that apply to child objects** check box. Click OK.

The following warning is displayed.



14. Click **Yes**.
15. Open the Windows **Services** console and restart the **IIS Admin** service.

IIS Requirements

To enable RMFT Web Client users to upload and download packages/files to/from RMFT Server, Microsoft IIS 6.0 or 7.0 must be installed on the RMFT Server machine *before you install* RMFT Server.

Additionally, if you require users to establish a secure connection to RMFT Server, you must install an appropriate certificate on the Default Web Site of the IIS.

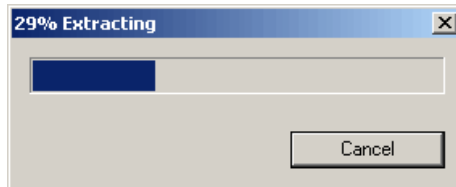
2. Installing the Full RMFT Product Suite

The RMFT Product Suite can also be installed in user mode. This effectively insulates the operating system from RMFT processes.

To install RMFT Product Suite v2.4.2:

1. Copy the RMFT self-extracting installation file (**RMFT_<version>.exe**) to a directory on your computer.
2. Double-click **RMFT_<version>.exe**.

The RMFT Setup files are extracted to a temporary directory:



After the files are extracted the Setup wizard opens and the **Welcome** screen is displayed.

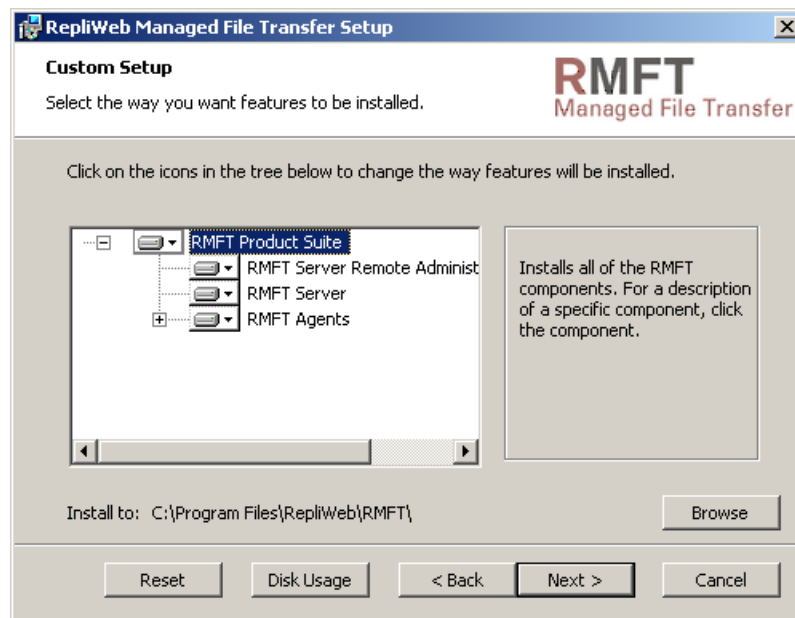
3. Click **Next**.

The **End-User License Agreement** screen is displayed.



4. Select **I accept the terms in the License Agreement** and then click **Next**.

The **Custom Setup** screen is displayed.



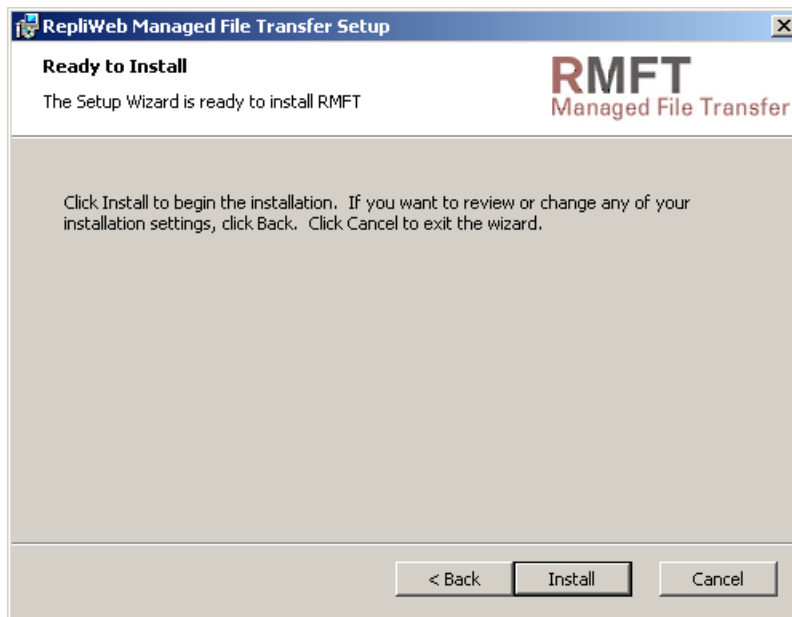
5. To change the default installation directory, click **Browse** and select a different directory.

Note: In addition to the application files, all data transferred using RMFT will also reside on the same drive, but in a different location (specified [at a later stage of the installation](#)). Therefore, make sure that the selected drive has sufficient disk space to store the application files *and* the transferred data. The amount of space required will depend on the volume of data being transferred and the RMFT package purge policy. For more information on defining a package purge policy, refer to chapter 14 of the *RMFT Administrator's Guide: Configuring the Expiration and Notification Process*.

A description of each component is displayed in the area to the right of the available components. If you only need to install specific components see [3. Installing Specific RMFT Components](#) (33).

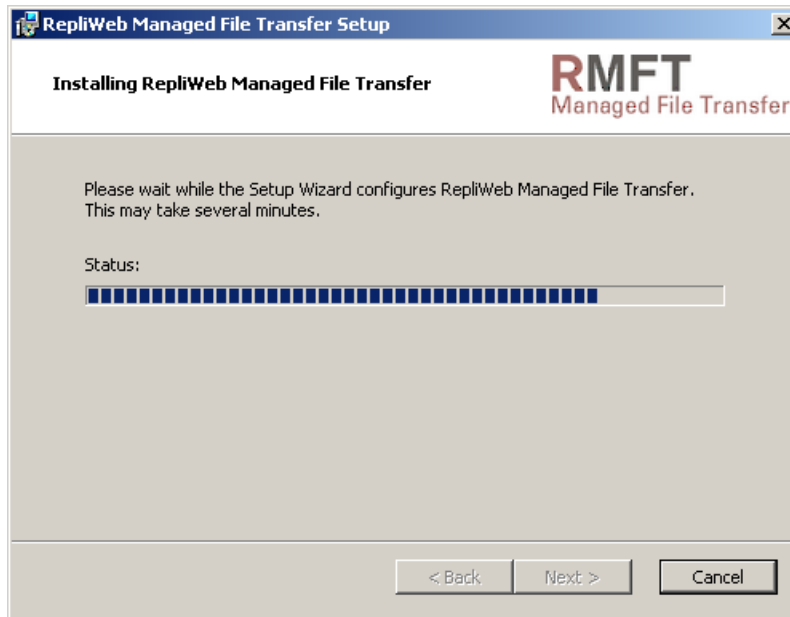
6. To install all of the components, click **Next**.

The **Ready to Install** screen is displayed.

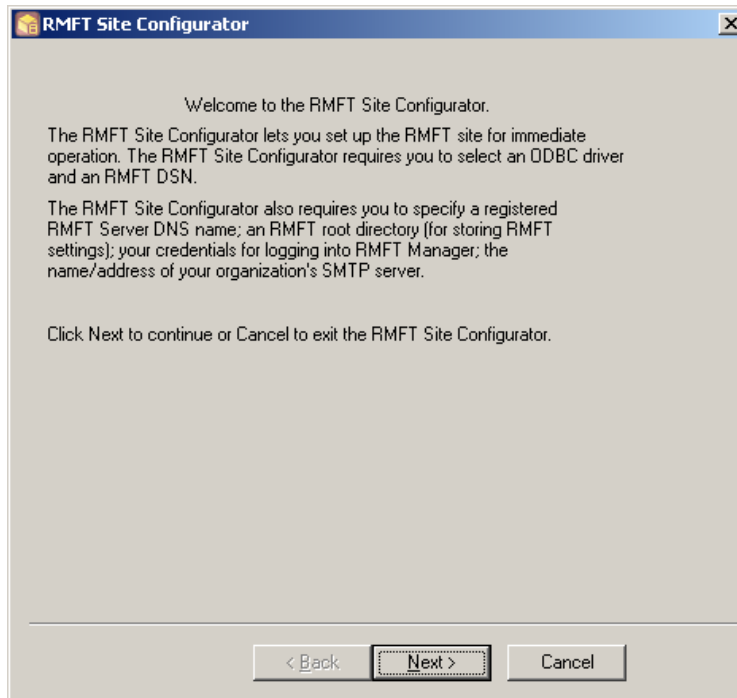


7. Click **Install**.

The RepliWeb RMFT Product Suite installation begins.



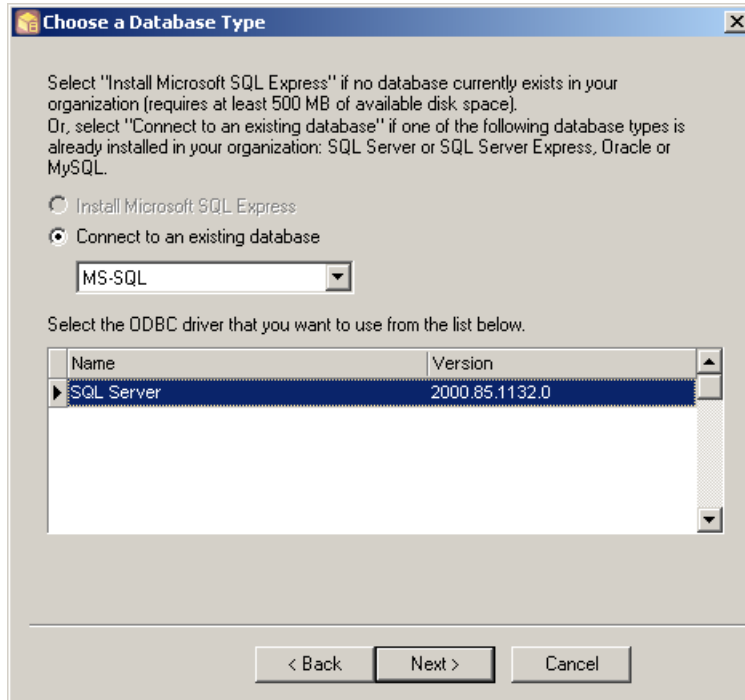
When the installation completes, the RMFT Site Configurator opens.



The RMFT Site Configurator requires you to configure database connectivity, e-mail settings, RMFT Web Site security options, and other site-specific settings. If you quit the RMFT Site Configurator at any time, you will be prompted to run it when you open the RMFT Management Console.

8. Click **Next**.

The **Choose a Database Type** screen is displayed.



9. Choose either:

Install Microsoft SQL Express to install Microsoft SQL Express on the RMFT Server machine.

Note: The Install Microsoft SQL Express option will not be available if one of the supported database types is already installed on the RMFT Server machine.

-OR-

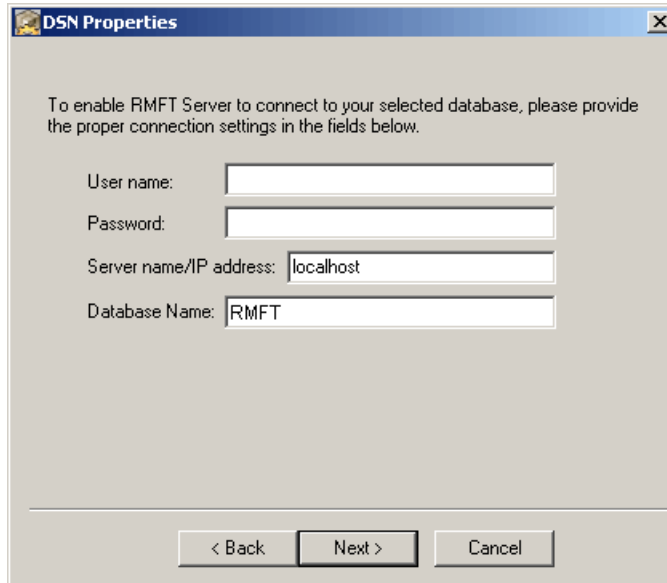
Connect to an existing database to connect to a database within your organization. If you select this option, you must also select a database type from the drop-down list and an ODBC driver from the list that follows **Select the ODBC driver that you want to use from the list below.**

10. Click **Next**. If you selected **Connect to an existing database**, continue below from [The DSN Properties screen is displayed](#). If you selected **Install Microsoft SQL Express**, the **SQL Server Express Details** screen will be displayed.
11. (Skip this step if you selected **Connect to an existing database**) Specify a password for the SQL Server Express `sa` account and, optionally, change the default installation directory. Click **Next** and then continue from [Step 13](#).

The **DSN Properties** screen is displayed.

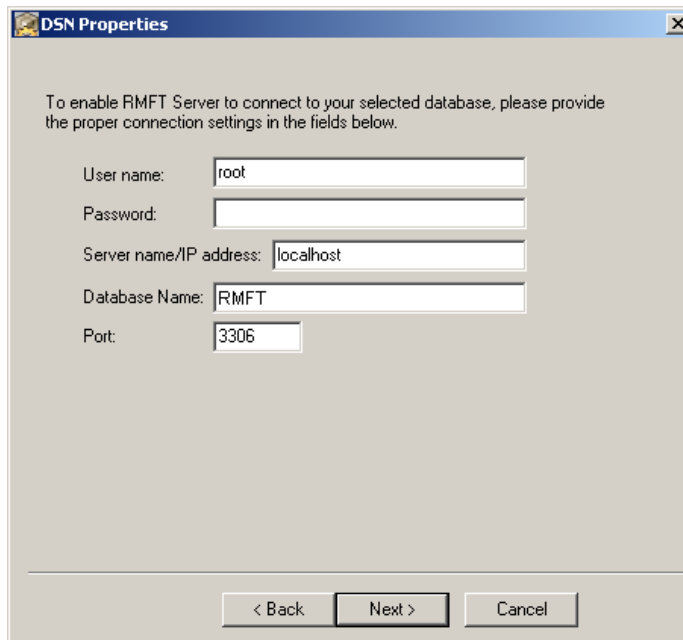
Note: The fields displayed in the **DSN Properties** screen are determined by the database type that you selected. A description of the fields is provided in [step 10 below](#).

If you selected **MS-SQL**, the following screen is displayed.



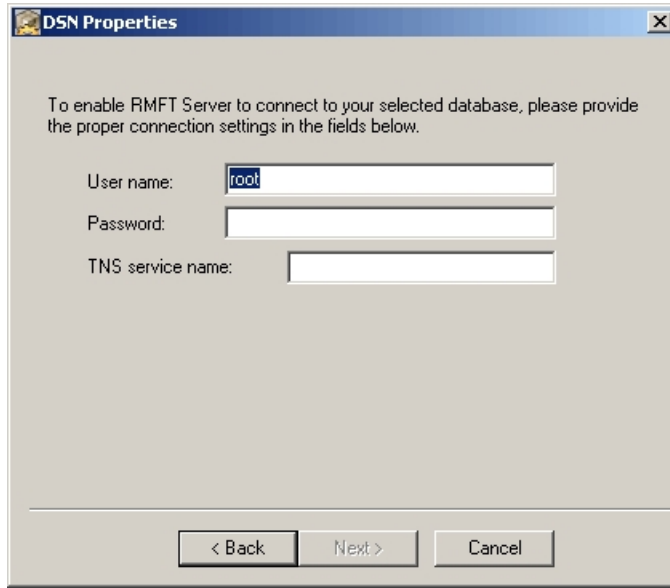
The screenshot shows a dialog box titled "DSN Properties" with a close button (X) in the top right corner. The text inside reads: "To enable RMFT Server to connect to your selected database, please provide the proper connection settings in the fields below." Below this text are four input fields: "User name:" (empty), "Password:" (empty), "Server name/IP address:" (containing "localhost"), and "Database Name:" (containing "RMFT"). At the bottom of the dialog are three buttons: "< Back", "Next >", and "Cancel".

If you selected **MySQL**, the following screen is displayed.



The screenshot shows a dialog box titled "DSN Properties" with a close button (X) in the top right corner. The text inside reads: "To enable RMFT Server to connect to your selected database, please provide the proper connection settings in the fields below." Below this text are five input fields: "User name:" (containing "root"), "Password:" (empty), "Server name/IP address:" (containing "localhost"), "Database Name:" (containing "RMFT"), and "Port:" (containing "3306"). At the bottom of the dialog are three buttons: "< Back", "Next >", and "Cancel".

If you selected **Oracle**, the following screen is displayed.



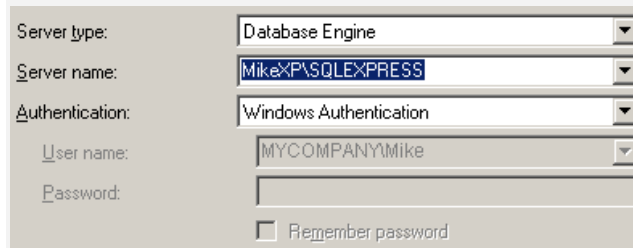
12. To enable database connectivity, complete the fields in the **DSN Properties** screen as follows:
 - a. In the **User name** and **password** fields, specify your database login credentials.
 - b. This step applies to MySQL and SQL Server/SQL Server Express only. In the **Server name/IP address** field, specify the name of IP address of the machine on which the database server is installed.

IMPORTANT: If you are using SQL Express, the **Server name/IP address** should be entered using the following format:

`<machine_name>\<SQLSERVER_instance_name>` (usually SQLEXPRESS)

Example: MikeXP\SQLEXPRESS

If you are unsure what to enter in the **Server name/IP address** field, open the SQL Server Management Studio Express console and copy the text from the **Server name** field.



- c. This step applies to MySQL and SQL Server/SQL Server Express only. In the **Database Name** field, you can either keep the default

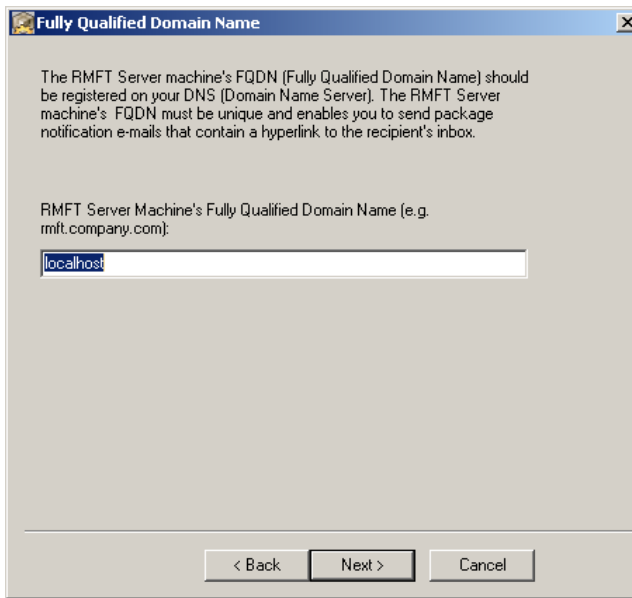
name or change the database name. Setup will create the database with the specified database name.

- d. This step applies to **Oracle** only. In the **TNS service name** field, specify the name of the TNS Service that you created on the Oracle database server.

Note: If you want to connect multiple installations of RMFT Server to the same database server, you need to specify a different **Database Name** (MySQL and SQL Server/SQL Server Express) or **schema** (Oracle) for each installation.

13. Click Next.

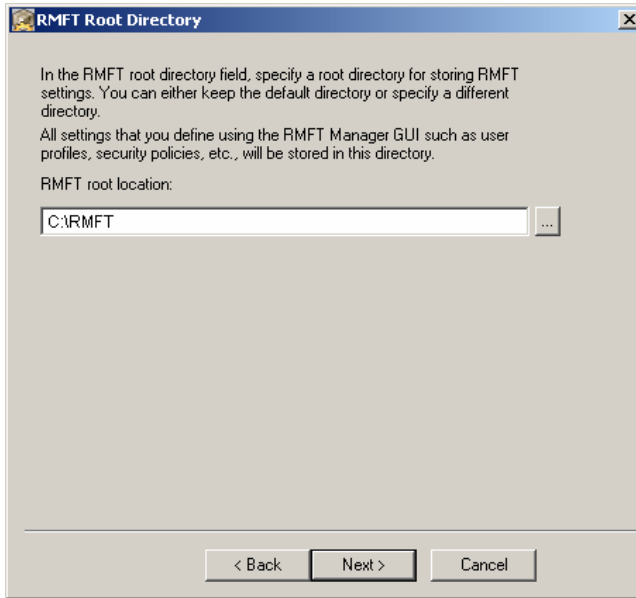
The **Fully Qualified Domain Name** screen is displayed.



The RMFT administrator can configure RMFT Server to notify users when new packages are distributed to their RMFT Server inbox. The notification e-mails can contain hyperlinks that allow users to access the new package directly (after logging in) or download the packages files without logging in. To implement the hyperlink feature, you must specify the RMFT Server machine's Fully Qualified Domain Name as it is registered on your DNS.

14. In the **Registered RMFT Server DNS name** field, specify the RMFT Server DNS name and then click **Next**.

The **RMFT Root Directory** screen is displayed.

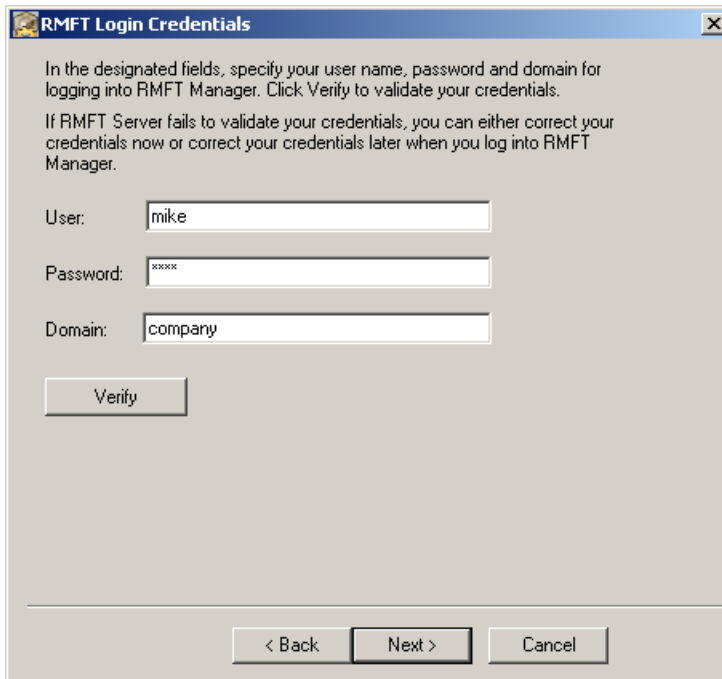


15. Read the embedded text and then either keep the default RMFT root directory or change the RMFT root directory.

Note The root directory must reside on the same drive as the RMFT installation. If you specify a different drive, a warning will be displayed.

16. Click **Next**.

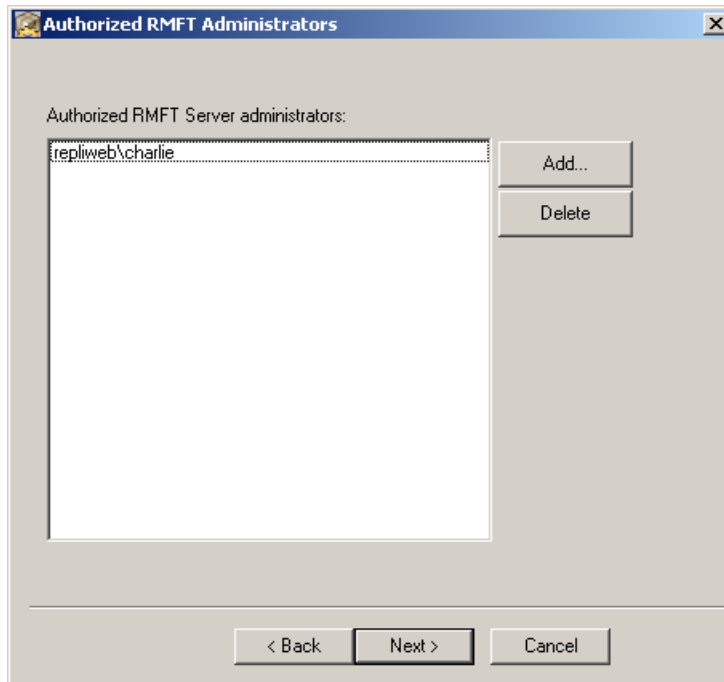
The **RMFT Login Credentials** screen is displayed.



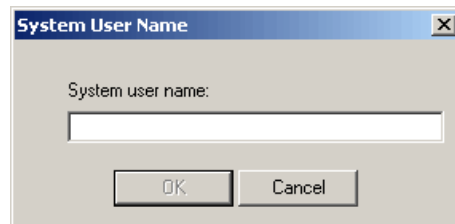
17. In the **User**, **Password** and **Domain** fields, enter the credentials under which you want RMFT Server to run. These are also the default administrator credentials for logging in to RMFT Server. Click **Verify** to confirm the validity of the credentials (recommended).
18. Click **Next**.

The **Authorized RMFT Administrators** screen is displayed.

You can enable other administrators to manage the RMFT application by adding their accounts to the list of authorized RMFT Server administrators. The default administrator account (using the credentials that you entered in the previous screen) can be deleted after you add other accounts.



- a. To add an RMFT administrator, click **Add**:
The **System User Name** dialog box is displayed.



- b. In the **System user name** field, specify the administrator's system user name using the following format:
domain\user name
- c. Click **OK** to add the user to the list of authorized RMFT Server administrators.

- d. To remove an administrator from the list, select the administrator and then click **Delete**.

19. Click **Next**.

The **E-Mail Settings** screen is displayed.

In the SMTP Server field, specify the name or IP address of your organization's SMTP server. If you need a user name and password to access your SMTP server, select the Use authentication option.

Click Verify to check whether you are able to receive e-mails using the specified SMTP server name/address.

If you are unable to receive e-mails, you can either correct the information now or correct the information later using RMFT Manager. In the Send as field, enter the text that you want to be displayed in the From column of the recipient's e-mail client.

SMTP server name/address:

Use authentication

User:

Password:

Send as:

Send system critical notification to:

< Back Next > Cancel

Your e-mail settings are required in order to send e-mails to users notifying them of new or unopened packages. You can also request to receive a notification in the unlikely event that a system failure occurs.

20. Configure e-mail settings as follows:

- a. In the **SMTP server name/address** field, specify the server name or address of your SMTP server.
- b. If your SMTP Server requires a user name and password, select **Use authentication** and then specify your user name and password in the designated fields.
- c. In the **Send as** field, specify the text that you want to be displayed in the **From** column of the recipient's e-mail client.
- d. Optionally, click the **Verify** button.
If you click the **Verify** button, the **SMTP Server Verification** dialog box opens.
- e. Specify an e-mail address in the **E-mail address** field and then click **OK** to send an e-mail using the specified SMTP server.
- f. In the **Send system critical notification to** field, specify an e-mail address to which you want e-mails notifying you of system failure to be sent.

System failure will occur if the RMFT Monitor Server service encounters a problem preventing it from queuing new messages for the database. In such a case, the RMFT Fest Server and RMFT Scheduler services (which are critical for normal operation) will be stopped.

21. Click **Next**.

If you provided your organization's SMTP details, the **Unauthenticated Download** screen will be displayed. If you did not provide your SMTP details, continue from [The RMFT Web Site Setup screen is displayed](#).

22. (Skip this step if you did not provide your organization's SMTP details) To allow users to download files without logging in, select **Allow users to download files without logging in**. To also make the package files available as a zip file, select **Also allow files to be downloaded as a zip file**.

Click **Next**.

Note: Users will not be able to download files without logging in until the "New Package in Inbox (Unauthenticated Download)" notification is enabled in their account settings.

The **RMFT Web Site Setup** screen is displayed.

- a. To install a fully automated system with no user interaction, clear the **Create RMFT Web Site** check box.
- b. To require users to connect using a secure channel (SSL), select the **Require secure channel (SSL)** check box.
- c. Select one of the following options as appropriate:

Ignore client certificates - to prevent users from using a certificate to authenticate their identity to RMFT Server.

Accept client certificates - to enable users to authenticate their identity to RMFT Server, even if not required. This option requires an appropriate certificate to be installed on the IIS Server.

Require client certificates - to require users to authenticate their identity when connecting to RMFT Server (only available if the **Require secure channel (SSL)** check box is selected). This option requires an appropriate certificate to be installed on the IIS Server.

Selecting a Custom Web Site

To access RMFT Web Client, RMFT users need to specify the address of the RMFT Web Site. The default address is:

`http://< RMFT Server Host IP Address/Name>/repliweb-mft`

Base URL Virtual Directory Name

The address consists of a base URL (i.e. the Web site) followed by a virtual directory name. You can select a different Web site and Virtual Directory name to use instead of the defaults. This is especially useful if your users are already familiar with one of your existing Web sites or if you simply want to use your own corporate Web site address as the base URL.

To further simplify access, you can configure IIS to redirect the RMFT Web Site to the RMFT Virtual Directory. This way, users will be able to access the RMFT Web Site without specifying the name of the RMFT virtual directory. For more information, please refer to Appendix L of the *RMFT Administrator's Guide*.

To select a different Web site:

- ◆ From the **Web site** drop-down list, select the Web site that you want to use. The drop-down list displays a list of all Web sites currently configured on your IIS.

Make sure that your DNS Server is configured to resolve the selected Web site with the actual URL that your users need to specify.

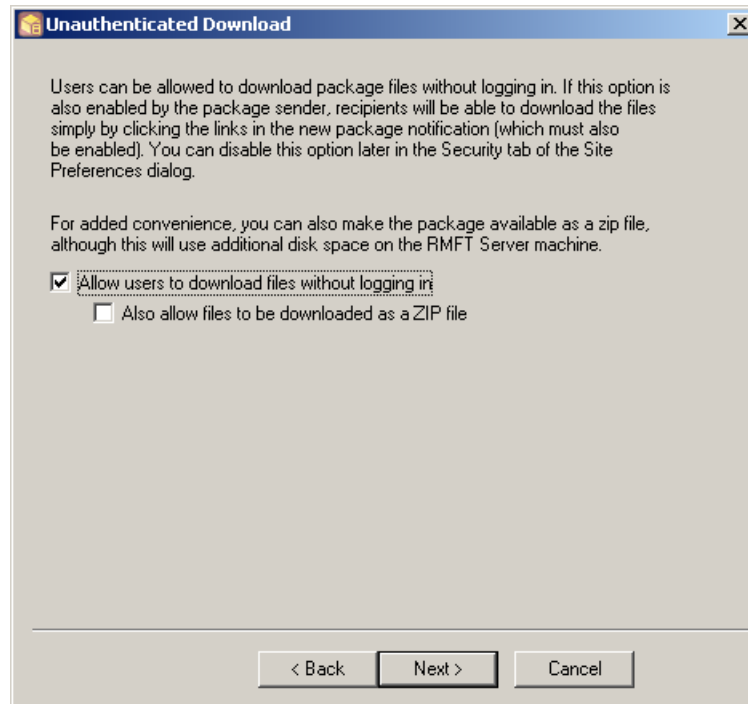
To select a different Virtual directory name:

- ◆ In the **Virtual directory name** field, type the virtual directory name that you want your users to specify after the base URL.

RMFT will create the Virtual directory under the selected Web site.

23. Click **Next**.

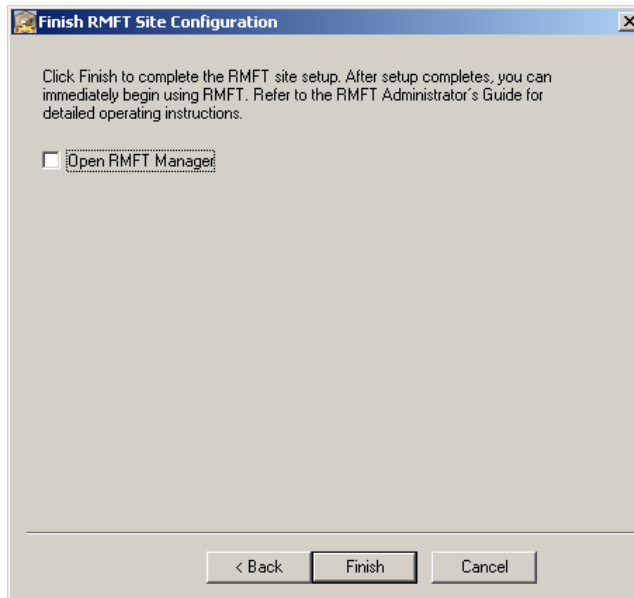
If you configured the **E-mail Settings** screen [in step 20](#), the **Unauthenticated Download** screen will be displayed. Otherwise, the [Finish RMFT Site Configuration](#) screen will be displayed.



By default, users need to authenticate their identity (by entering a username and password) before downloading packages. This ensures that the package will only be downloaded by the intended recipients. In trusted environments however, the security provided by the login process may not be required and may even be a hindrance to non-savvy users. In these and similar cases, you can allow users to download packages without logging in. For more information on enabling the Unauthenticated Download feature, please refer to the *RMFT Administrator's Guide*.

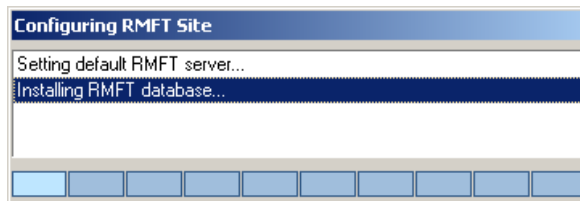
24. To enable users to download files without logging in, select **Allow users to download files without logging in**. To enable users to download package files as a zip file, select **Also allow files to be downloaded as a ZIP file**.

The **Finish RMFT Site Configuration** screen is displayed.



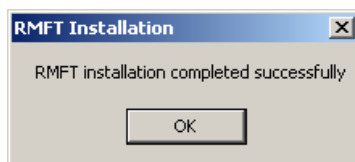
25. To open RMFT Manager when you click the **Finish** button, select the **Open RMFT Manager** check box.
26. Click the **Finish** button.

The **Configuring RMFT Site** progress screen is displayed.



If you selected **Install SQL Server Express** in [Step 9](#), SQL Server Express will be installed at this stage. The installation does not require any user interaction.

When the RMFT installation completes, the following confirmation is displayed.



27. Click **OK**.
The final screen is displayed.
28. Click **Finish** to exit Setup.

To view the RMFT components in the Windows Start menu (excluding CLI components):

- ◆ In the Windows **Start** menu, select **All Programs > RepliWeb > Managed File Transfer**.

For operating instructions, refer to the [related documentation](#) (iv).

3. Installing Specific RMFT Components

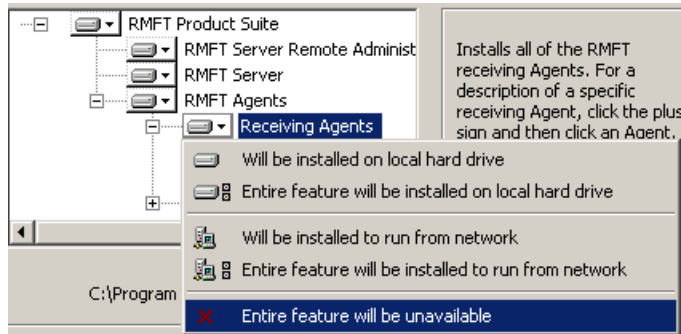
You can install any of the RMFT Product Suite components according to your needs. For instance, if you only need to send packages to an existing RMFT Server, then you should install one or more of the RMFT Sending Agents as appropriate. Likewise, if you only need to receive packages sent using FASTCopy or SuperFAST protocols, then you should install the appropriate RMFT Receiving Agent(s). The table below provides a description of each of the RMFT components as they appear in the Custom Setup screen.

RMFT Product Suite Components:

RMFT Component	Description
RMFT Product Suite	Installs all of the RMFT components. See 2. Installing the Full RMFT Product Suite (17).
RMFT Server	Installs all of the RMFT components. See 2. Installing the Full RMFT Product Suite (17).
RMFT Server Remote Administration Console	Does not install RMFT Server. Only installs the remote administration component. The remote administration component enables you to administrate RMFT Server from a remote machine.
RMFT Agents	Installs all of the RMFT sending and receiving Agents.
Receiving Agents	Installs all of the RMFT receiving Agents.
- SuperFAST Daemon	Enables receipt of files or packages sent using RepliWeb's SuperFAST protocol.
- FASTCopy Daemon	Enables receipt of files or packages sent using RepliWeb's FASTCopy protocol. See also Silently Installing (37).
Sending Agents	Installs all of the RMFT sending Agents.
- Native Agents	Enables packages to be sent using RMFT CLI or RMFT Java CLI.
- FASTCopy Agent	Enables packages to be sent using RMFT CLI or RMFT Java CLI.

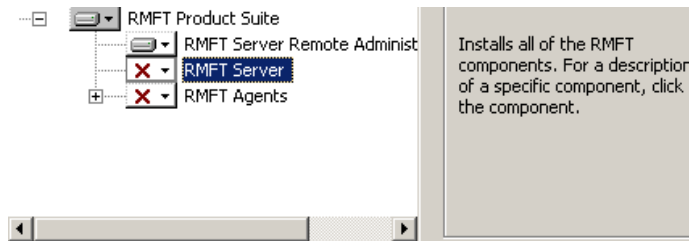
To install specific components:

1. Perform steps 1-5 of [2. Installing the Full RMFT Product Suite \(17\)](#).
2. To install specific components, click each of the components that you *do not* want to install (or - if modifying the installation - that you want to uninstall) and select **Entire feature will be unavailable**.



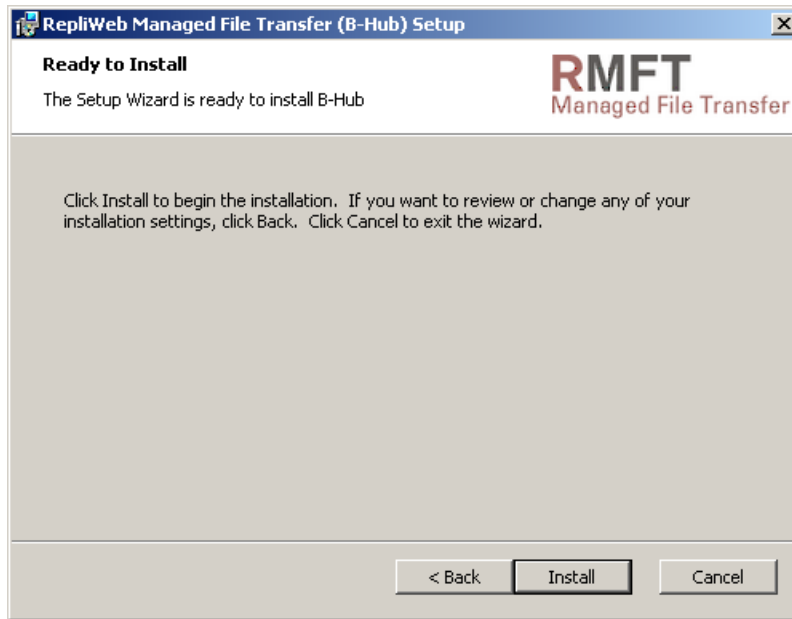
The remaining components will be installed. For a description of each of the components, see [RMFT Components \(33\)](#).

For example, to only install the RMFT Server Remote Administration Console, the **Custom Setup** screen should look like this:



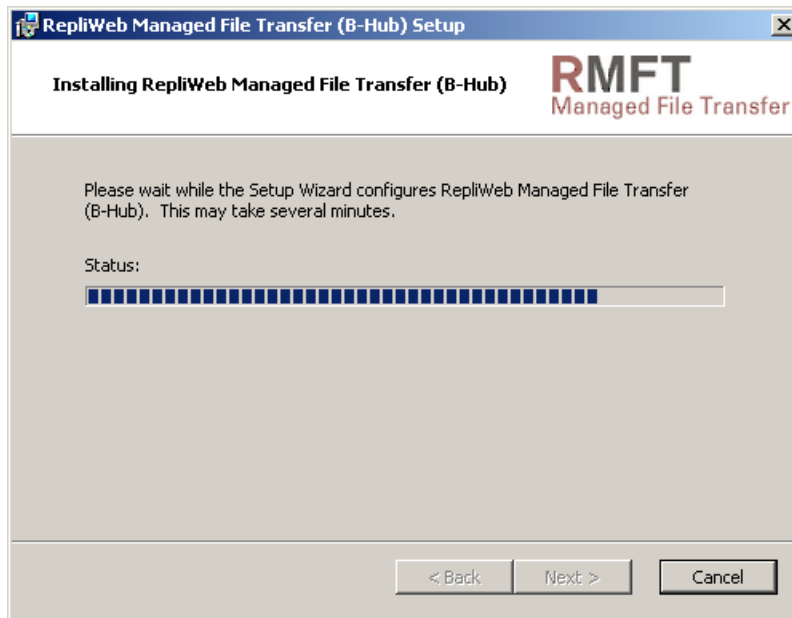
3. After you have selected the components you want to install, click **Next**.

The **Ready to Install** screen is displayed.



4. Click **Install**.

The selected components are installed.



After the selected components are installed, the final screen is displayed.



5. Click **Finish.**

Start Menu shortcuts for the installed RMFT component(s) (excluding CLI components) will be displayed under **Programs > RepliWeb > Managed File Transfer**

For operating instructions, refer to the [related documentation](#) (iv).

Silently Installing RMFT Receiving Agents

RMFT FASTCopy and SuperFAST Receiving Agents can also be installed silently (i.e. without requiring user interaction). This option is useful if you need to install RMFT Receiving Agents on several machines in your organization.

1. Right-click the RMFT self-extracting executable file (RMFT_<version>.exe) and extract the contents to a folder of your choice (using 7-ZIP or similar unzipping software).
2. Open a DOS Prompt, change the working directory to the directory containing the bub.msi file (extracted in the previous step) and then issue the following command:

```
msiexec /i bhub.msi /qb- ADDLOCAL=Fe_Agent,Fe_Receiving_agents,_MainFeature,Fe_SuperFAST_daemon,Fe_FASTCopy_daemon
```

4. Modifying, Repairing or Upgrading the Installation

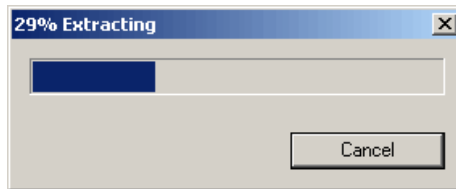
You can modify your installation by removing components that you no longer require or by installing new components. You can also repair an installation (if, for example, one of the installation files is accidentally deleted or becomes corrupted) or upgrade the installation without needing to uninstall the current version.

Modifying the Installation

To modify the installation:

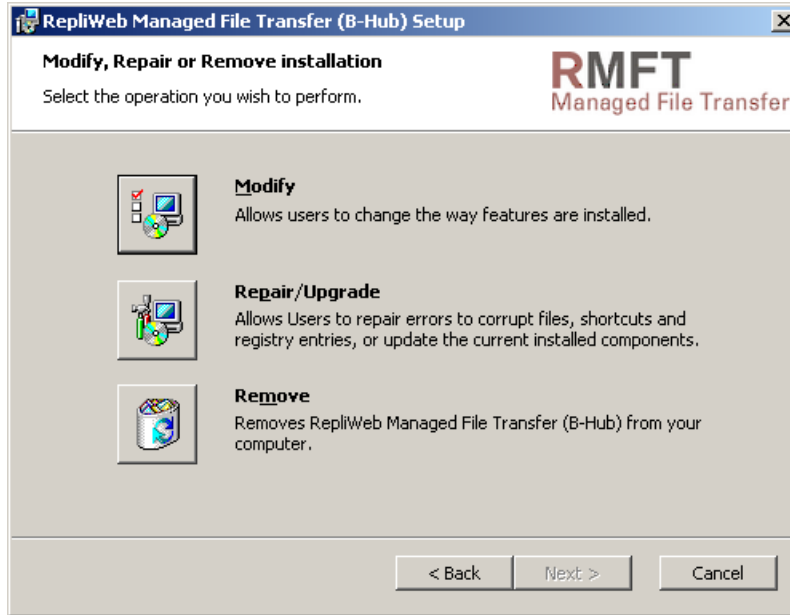
1. Double-click the RMFT installation file (**RMFT_<version>.exe**).

The RMFT Setup files are extracted to a temporary directory:



After the files are extracted, the Setup wizard opens and the **Welcome** screen is displayed.

2. Click **Next**.
3. The **Modify, Repair or Remove installation** screen is displayed.



4. Click **Modify**.
The **Custom Setup** screen is displayed.
A description of each component is displayed in the area to the right of the available components.
5. To change the default installation directory, click **Browse** and select a different directory.
6. To install all of the components, click **Next**.
7. To install or remove specific components, continue from [Step 2 of Installing Specific RMFT Components](#) (34).

Repairing or Upgrading the Installation

The upgrade procedure does not affect existing database connectivity settings or any other settings configured using the RMFT Site Configurator. For more information about RMFT site settings, see [RMFT Site Configurator](#) (20).

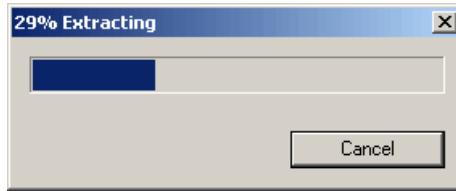
If you need to make any changes to database connectivity, you should uninstall the existing RMFT Product Suite before installing the newer version.

IMPORTANT: In systems consisting of an internal RMFT Server and a DMZ RMFT Server, the DMZ RMFT Server must be upgraded *before* the internal RMFT Server.

To upgrade the currently installed components:

1. Double-click the RMFT installation file (**RMFT_<version>.exe**).

The RMFT Setup files are extracted to a temporary directory:



After the files are extracted the **Welcome** screen is displayed.

2. Click **Upgrade**.
3. Setup updates the currently installed components.

When the currently installed components have been updated, the final screen is displayed.

4. Click **Finish** then restart your computer.

Silently Upgrading a Full Installation

You can silently upgrade a full installation of the RMFT Product Suite. This eliminates the need for any user interaction during the upgrade process. A response file provides all installation information so that no dialog boxes are displayed during the upgrade.

To perform a silent upgrade:

1. Open a Windows DOS prompt.
2. Extract the **.msi** file from the RMFT self-extracting archive (**RMFT_<version>.exe**) by issuing the following command:

Syntax:

```
><full path of RMFT self-extracting archive> -extract_msi=<target directory>
```

Example:

```
>f:\kits\RMFT\RMFT_2.4.114.15307.exe -extract_msi=c:\
```

3. Issue the following command:

Syntax:

```
>Msiexec.exe /fvasmue <full path of .msi> /q
```

Example:

```
>Msiexec.exe /fvasmue c:\rmft.msi /q
```

A. RMFT Port Requirements

The required ports and firewall configuration are determined by three factors:

1. Your specific RMFT deployment (see below).
2. Which transfer protocols are used to pull/push files from/to hosts.
3. How end-users upload packages to RMFT Server (HTTP/S, FASTCopy, or SuperFAST).

Possible RMFT deployments are as follows:

- [Single RMFT Server in the Intranet](#) (42)
- [Single RMFT Server in the DMZ](#) (43)
- [Two RMFT Servers](#) (44)

Taking the above factors into consideration, this section explains how to configure your organization's firewall ports for each of the above deployments.

Single RMFT Server in the Intranet

Note The table below assumes that packages are being exchanged between internal and external users. If RMFT is only used in the internal network the issue of which ports to open is not relevant.

Component/Protocol	Port	Description
GQS	3102	This port only needs to be opened for inbound communication if you are using the RMFT Remote Administration Console to administrate RMFT Server from outside your organization.
Protocol: FASTCopy Used by: RMFT Enhanced CLI.	5745	Open this port for inbound communication if external users are using FASTCopy to upload files to RMFT Server. See also Host Port Requirements (46).
Protocol: SuperFAST Used by: RMFT Enhanced CLI.	5750	Open this port for inbound communication if external users are using SuperFAST to upload files to RMFT Server.

		See also Host Port Requirements (46).
Protocol: HTTP/S (LiteCopy) Used by: RMFT Web Client, RMFT Java CLI and RMFT CLI.	80/443	Open this port for inbound communication if external users are using HTTP/S to upload files to RMFT Server. See also Host Port Requirements (46).
S/MIME	25	Open this port for outbound communication if any of the external user accounts are configured to receive packages by e-mail.
FTP	21	See Host Port Requirements (46).
SSH/SFTP	22	
POP3	110	
IMAP	143	

Single RMFT Server in the DMZ

Component/Protocol	Port	Description
GQS	3102	Firewall between RMFT Server and the internal network: Open this port for outbound communication when administrating RMFT from the internal network. Firewall between RMFT Server and the Internet: Open this port for inbound communication when administrating RMFT from the Internet.
Protocol: FASTCopy Used by: RMFT Enhanced CLI.	5745	Firewall between RMFT Server and the internal network: Open this port for outbound communication if internal users are using FASTCopy to upload files to RMFT Server. Firewall between RMFT Server and the Internet: Open this port for inbound communication if external users are using FASTCopy to upload files to RMFT Server. See also Host Port Requirements (46).
Protocol: SuperFAST Used by: RMFT Enhanced CLI.	5750	Firewall between RMFT Server and the internal network: Open this port for outbound communication if internal users are using SuperFAST to upload files to RMFT Server. Firewall between RMFT Server and the Internet: Open this port for inbound communication if external users are using

		SuperFAST to upload files to RMFT Server. See also Host Port Requirements (46).
Protocol: HTTP/S (LiteCopy) Used by: RMFT Web Client, RMFT Java CLI and RMFT CLI.	80/443	Firewall between RMFT Server and the internal network: Open this port for outbound communication if internal users are using HTTP/S to upload files to RMFT Server. Firewall between RMFT Server and the Internet: Open this port for inbound communication if external users are using HTTP/S to upload files to RMFT Server. See also Host Port Requirements (46).
S/MIME	25	Firewall between RMFT Server and the internal network: Open this port for outbound communication if any of the external user accounts are configured to receive packages by e-mail. Firewall between RMFT Server and the Internet: Open this port for outbound communication if any of the external user accounts are configured to receive packages by e-mail.
FTP	21	See Host Port Requirements (46).
SSH/SFTP	22	
POP3	110	
IMAP	143	

Two RMFT Servers

Due to security and administrative considerations, an increasing number of organizations seek to insulate their internal network from the outside world. RMFT's DMZ Front End module addresses this need through the deployment of two RMFT servers: one in the intranet and the other in the DMZ. This enables internal and external users to exchange files while preventing external users from accessing the internal network.

For a full description of the RMFT DMZ Front End module, refer to the *RMFT Administrator's Guide*.

Internal RMFT Server

Component/Protocol	Port	Description
GQS	3102	<p>Firewall between RMFT Server and the DMZ: This port must be open for outbound communication. The internal RMFT Server connects to the DMZ Front End RMFT Server for the purpose of adding, deleting or editing external entities (users, hosts, etc.).</p> <p>Firewall between RMFT Server and the Internet: Open this port for inbound communication when administrating RMFT Server and the Internet.</p>
FASTCopy	5745	<p>Firewall between RMFT Server and the DMZ: This port must be open for outbound communication.</p> <p>The internal RMFT Server uses FASTCopy to send and retrieve Admin packages to and from the DMZ Front End RMFT Server.</p> <p>See also Host Port Requirements (46).</p>
SuperFAST	5750	See Host Port Requirements (46).
HTTP/S (LiteCopy)	80/443	
FTP	21	
SSH/SFTP	22	
POP3	110	
IMAP	143	

RMFT DMZ Front End Server

Component/Protocol	Port	Description
Protocol: FASTCopy Used by: RMFT Enhanced CLI.	5745	<p>Firewall between RMFT Server and the Internet: Open this port for inbound communication if external users are using FASTCopy to upload files to RMFT Server.</p> <p>See also Host Port Requirements (46).</p>
Protocol: SuperFAST Used by: RMFT Enhanced CLI.	5750	<p>Firewall between RMFT Server and the Internet: Open this port for inbound communication if external users are using</p>

		SuperFAST to upload files to RMFT Server. See also Host Port Requirements (46).
Protocol: HTTP/S (LiteCopy) Used by: RMFT Web Client, RMFT Java CLI and RMFT CLI.	80/443	Firewall between RMFT Server and the Internet: Open this port for inbound communication if external users are using HTTP/S to upload files to RMFT Server. See also Host Port Requirements (46).
S/MIME	25	Firewall between RMFT Server and the internal network: Open this port for outbound communication if any of the external user accounts are configured to receive packages by e-mail. Firewall between RMFT Server and the Internet: Open this port for outbound communication if any of the external user accounts are configured to receive packages by e-mail.
FTP	21	See Host Port Requirements (46).
SSH/SFTP	22	
S/MIME	25	
POP3	110	
IMAP	143	

Host Port Requirements

When pulling or pushing files from/to hosts the following rules are generally applicable. The firewall between RMFT Server and the internal network/Internet (depending on the location of the host) should be configured to allow outbound communication through the protocol port. The firewall behind which the Host is located should be configured to allow inbound communication through the protocol port.

B. Installing RMFT in an Existing RMFT Environment

If disk failure occurs or if the RMFT Server machine has reached End-of-Life and needs replacing, you can install RMFT on top of the existing RMFT environment.

Note: Although the same results can be achieved by performing a complete backup followed by a new installation and restore, such a procedure is less suitable for production systems that require constant availability.

To install RMFT in an existing RMFT environment, the RMFT environment must already contain the following elements:

- The [installation directory](#) defined during the original installation
- The [root directory](#) defined during the original site configuration
- The [RMFT database](#) created during the original installation

IMPORTANT: If any of the above elements is either missing or corrupt, the [procedure described below](#) will not work.

Example of scenarios in which RMFT can be installed on top of an existing RMFT environment are as follows:

- a. RMFT cluster setup – The primary machine has reached End-of-Life and needs to be replaced.
Note: While failover capability can also be achieved without a primary machine (i.e. by installing an additional secondary machine), cluster setups that only contain secondary machines *will not be upgradeable*.
- b. A single RMFT Server machine with two disks – RMFT is installed on disk X. Due to disk failure, disk Y (the system disk) has been replaced.
- c. RMFT DMZ front end setup – Same as **b.** above.

To install RMFT in an existing environment:

1. (Optional but recommended) Back up RMFT Server.

For instructions on backing up RMFT Server, please refer to the *RMFT Administrator's Guide*.

2. Open a command prompt and change the working directory to the directory containing the RMFT setup file.

IMPORTANT: The RMFT setup file must be the same version as the existing installation.

3. Issue the following command:

```
RMFT_<version>.exe -existing_site  
-rmft_installation_directory=<installation directory>  
-rmft_root_directory=<rmft root directory>
```

Note: In a standalone setup, the [<installation directory>](#) must be the directory specified during the original installation. Similarly, the [<rmft root directory>](#) must be the directory specified during the original installation. In a cluster setup, the [<installation directory>](#) should be the existing shared installation path. For instructions on installing RMFT in an MS-Cluster, please refer to the manual: *Installing RMFT on an MS-Cluster*.

The RMFT installation wizard opens.

4. Click **Next** until the installation completes.