

Attunity RepliWeb (A-RMFT) Frequently Asked Questions (FAQ)

<https://filetransfer.usace.army.mil>

Q. What is this software?

A. Attunity RepliWeb Managed File Transfer is the File Transfer Protocol (FTP) replacement allowing secure sending and receiving of large files to internal and external users.

Q. Why do we have it?

A. Because use of anonymous and unsecure FTP (File Transfer Protocol) jeopardized the security and integrity of Corps data and was inconsistent with Army and DoD Guidance. OPORD 2011-55, directed disabling of non-secure ad hoc file transfer through FTP. Attunity RepliWeb provides Managed File Transfer with end to end encryption to secure data. Attunity RepliWeb delivers from an authenticated sender to authenticated receivers, further securing Corps information and meeting Army and DOD security requirements.

Q. Who can use it?

A. Any Corps employee and any external customer or business partner who receives an email invitation from a Corps user.

Q. How do I get an Attunity RepliWeb account?

A. Two ways:

1. Ask another Repliweb user to send you an invitation from within RepliWeb, by typing your full email address in the TO: line. You will receive an Outlook email notification that contains instructions and a link to access Repliweb to setup your account and password.

2. Call the ESD at 1-866-562-2348 and request for a Repliweb account. ESD will send you an invitation from within Repliweb.

The sender for both ways is USACE.Repliweb@usace.army.mil or Repliweb@usace.army.mil. If you do not receive this Outlook email notification, please check your Junk Mail folder.

Q. What is the format for user account names and passwords?

A. When a new internal account is created, the user will be prompted to create a password. The user account name will be the full email address, i.e., randy.mendenhall@usace.army.mil. For new external accounts, an internal user will need to send an invitation to the external user and this invitation will have a temporary password and a link for external user. The external

user will click on the link and use the temporary password to login. Passwords follow the format according to AR-25-2, i.e., 8 characters; 2 uppercase, 2 lowercase, 2 numeric, and 2 special characters.

Q. What happens if you forgot your user account name or password?

A. To reset password, click on “Forgot your password or username?” A link and a temporary password will be emailed to your Outlook email automatically after you enter username or email address associated with the username. After clicking on the link, you will be prompted to enter the temporary or current password then enter a new password twice.

Q. What happens when I receive a non-delivery message? What does that mean?

A. The most likely cause is an incorrect recipient’s email address. Please verify the recipient email address and try to resend the message.

Q. How do I get help or support?

A. There are a quick start guide, Training Video, User guide, and a USACE User Guide, FAQ, located on ACEIT Online.

Here is the link: <https://aceit.usace.army.mil/support/Software/Pages/RepliWeb.aspx>

There is also a Help button located on the top right hand corner next to LOGOUT in RepliWeb. ESD staff will also be able to answer any question you may have.

Q. What are the differences between existing software and A-RMFT?

A. Both require passwords, but A-RMFT accounts will expire and accounts will need to be enabled and passwords will be reset. A-RMFT allows for secure connection and encrypted files to be exchanged. A-RMFT has the “look and feel” of MS Outlook email. With Attunity RepliWeb files will be directed to specific recipients. No file storage will be accessible to any others than a files sender and named and recognized recipients.

Q. In the in box on the left hand side of an entry, there is a blank check box. What is its purpose?

A. The box allows user to delete selected entries by checking the boxes and clicking the delete button on the top of the page.

Q. How do you tell which messages in your in-box have already been read, and which are unread?

A. The read messages are shown in as grayed-out entries. The unread messages are shown as dark bold entries.

- Q. Are there size limitations in the files/packages?
- A. No.
- Q. What are the limiting factors in the use of A-RMFT?
- A. Speed is dependent on file size and network traffic. There may be a disk space problem on the servers.
- Q. What happens when I am transferring a large file and my PC 'goes to sleep'?
- A. Your PC should not go to sleep if it is processing the file that you wish to transfer.
- Q. Why is A-RMFT more secure than FTP?
- A. A-RMFT allows secured connection for file transfers internally as well as externally. The files are encrypted and will not be shared with unknown recipients. There are 2 servers centrally/enterprise managed at the processing center; one to handle internal transfers and the other is a DMZ server that will handle external file transfers.
- Q. What happens when I am expecting an invitation or a package/file for the first time and it does not arrive in my Outlook email?
- A. Check your Junk email box. If you find something from A-RMFT, right click on the entry and click on Junk email, then click on mark not Junk email.
- Q. What happens when I get a message that says file has expired?
- A. Please re-send the message. Please verify your recipient can receive email from you.
- Q. What happens when I get a message that says my account has expired?
- A. Please contact the ESD who will re-enable your account.
- Q. How long will files be available to a recipient? Also known as 'time to live'.
- A. The files will be available to a recipient for 7 days, which is the default.
- Q. Do I have any control over how long a file I send is available to those I send it to?
- A. Yes, the expiration of the files sent can be changed to a maximum of 30 days in the Advanced tab at the top of the "New package" screen. Click on the Advanced tab and click on "Priority and Expired Preferences". You can choose an expiration period of days, hours and/or minutes. After changing the expiration period, the package can be sent immediately or cancelled. Click on the Package tab on the top of the screen to return to the "New package" screen.

Q. What is the meaning of the term “invitation”?

A. Attunity RepliWeb does not install any software on a user’s computer. The invitation is an e-mail exchange that is a method of creating an account on the software on the server. No one can access Attunity RepliWeb without an initial invitation, starting up an account. If you want to exchange files with someone who does not have an account; you must send them an “invitation” to establish an account on the server.

Q. I tried to send a file or package to 100 users at one time and the whole process failed. What happened?

A. There seems to be a limit on the number of recipients at one time. Sixty (60) recipients (separated with commas) have been successful. This may not be related to this actual application but to other considerations within the USACE infrastructure.

Q. I was told I was going to get an account and nothing happened. What should I look for? What should I do?

A. You should have received an email. First, check your Junk mail folder in Outlook. Second, check your inbox again, as the email may arrive from a sender’s name you are not familiar with. Third, check with the sender to ensure that they have your correct email address. Also, ask the sender to check the audit tab to check if there is a Yes in Notified by Mail Recipients category. If it shows No, then it is more than likely that the email address is not correct. Check the Outlook Properties for other email aliases. Fourth, you or the sender can call the ESD and ask them to check the logs to see what might have happened.

If you’re pretty sure a ‘package’ has been sent, you can try the lost password trick. From your browser, log directly into the URL. <https://filetransfer.usace.army.mil>. If it lets you into the application; that means it thinks it recognizes you. Then enter your user name, which is your complete email address and click on lost password. The system will send you an email with a new and temporary password, which you can use to create a new password and input the rest of the required information to establish your account.

Q. How can I select multiple files to send without doing it one by one?

A. Ctrl A

Q. Text/Font is too small or does not fit on my page. What can I do?

A. Ctrl + will increase the size with each click. Ctrl – will reduce the size.

Q: What are system requirements for the external user or customer?

A: It is recommended that 32-bit Internet Explorer (IE) be used by the external user.

Q. My business partner outside the Corps says they didn't receive the 'package' I sent to them. They are a new user. What happened?

A. Things to check. Make sure you have sent the package to the correct email address.

Look in the Audit Tab to ensure that the package was delivered.

Ask your partner to check their Spam or Junk email folder?

Ask your partner to check for emails they may have received with a name that is not yours – such as RepliWeb USACE. The first email sent to a new account is automatically generated by the application and requests verification of the recipients email address. Once the recipient verifies their email address, a second email is sent and that provides the link to the actual application.

There exist such a large number of browsers and email systems that we cannot be sure what is happening on the recipient's end.

Some browsers don't like the Java applet that powers the link to Attunity RepliWeb and different email systems (sometimes AOL for example) have different rules about handling Junk mail and protecting their users from spam and hacking.

If your business partner has any kind of technical support; it would be good for your partner to check with them on what the problem might be.

Q. Does removing your CAC card from your PC during a file transfer disrupt the transfer?

A. It will stop with the following error message:

“RMFT: 2.5.424.J

Connecting to server...

Sending Hello message

Logging in

Disconnecting...

Error: SLException: Error signing certificate verify”

You must press “Done” button and restart download.

Q. When I'm asked to choose a certificate, two certificates are displayed. Which one do I choose?

A. This is a part of CAC authentication. Actually you can choose either certificate. The common practice is to choose the certificate with the word email in it.

Q. Can I access Attunity RepliWeb on my work laptop using VPN?

A. Yes, but you may have difficulties if you try to access a non-governmental email address you have and then connect. As long as you are using your CAC and VPN; your machine reports that you are connected to Corpsnet and it will connect you with the A-RMFT internal server.

If you establish an account in A-RMFT for your personal email address; it will not be recognized unless you access Attunity RepliWeb through a device that is viewed as an external device with an address that is viewed as external, so that the request for recognition goes to the DMZ server, which is our interface with the non-Corps world

Q. I'm trying to establish an account and I can only access the Lite version. What's happening?

A. It could be that you are operating with the 64 bit version of Internet Explorer (IE) as your browser.

Here's how to tell. In Internet Explorer, click on Internet Explorer Help and About Internet Explorer and it will show 64-bit Edition after the version number. Although when they are going in, the 2nd Repliweb error message that appears will state the issues with the 64-bit client as well.

If you are using 64-bit Edition, you will need to switch to 32-bit Edition. Also, you will have to follow the following steps after logging onto Repliweb:

Open RepliWeb as usual

Click on Preferences

Click on Transfer

Under Operating mode Select the Java applet radio button

Click Apply

Logout

Login to Repliweb with 32 bit IE browser (not the 64 bit)

Q. I sent a file to a person in A-RMFT and now I want to send the same file to another person. Can I transfer the file, within RepliWeb from one message to another? How do I do that?

A. The only way you can do that is to forward your original message to the other intended recipient. You can erase text in the message portion of the forwarded file to preserve anonymity between recipients.

Q. Can I transfer another file to a person who doesn't have an Attunity RepliWeb account?

A. The Ad Hoc user creation process can be summed up as follows:

1. A user or host sends a package to an e-mail address.
2. A-RMFT Server checks that the e-mail does not belong to an existing user and that the sender has permission to create Ad Hoc users.
3. Once the above is verified, the Ad Hoc user enrollment process begins:

a. (Optional) A-RMFT Server sends an e-mail to the Ad Hoc user requesting him/her to verify that he/she is the intended recipient.

At this stage the user's status is Pending Verification.

b. A-RMFT Server send an e-mail invitation to the Ad Hoc user containing his/her user name and password as well as a link to the Login Page.

At this stage the user's status is "Invited".

The user's status changes to "Enabled" as soon as he/she logs in to his/her account

Q: Why is it important to check the Audit Tab after sending a package?

A: In general it is a good idea to check the Audit Tab to see the status of the packages. Under "Recipients", it will show whether the package was distributed to the user, whether the user was notified by email, whether the package was opened and whether files were downloaded. There have been rare occasions when the recipient has not received notification of a package even though the package was delivered to the intended recipients. An existing user can always go directly to the website and login to receive their packages without receiving notification. In the event this happens with a new user, additional steps need to occur. They will need to go to website and select "Forgot your password or username?" They will be taken to an additional screen where they must fill in the User Name or Email which in our case are the same. They then select the Submit Button. They will then be sent an email with a temporary password which they will use after selecting the link in the email. They will then be asked to reset their password when they get into the program. After resetting the password, they will then be able to access their files. The link to access the program: <https://filetransfer.usace.army.mil>

Q: Will I be receiving a notification when my password expires?

A: You will not be receiving an email message warning you that your Repliweb password will expire. Your A-RMFT account settings may require you to periodically renew your password. If your password has expired, you will be prompted to provide a new password when you attempt

to login. You will see a statement, "Your current password is no longer valid. Please enter a new password below". You will enter the current password, then enter and re-enter a new password.

Q: What do I do if my account is locked, i.e., I type my username/email address or password incorrectly more than 3 times.

A: You can wait for 30 minutes to try again, or you can request a new password by clicking on Forgot password or you can contact ESD.

Glossary

A-RMFT – Attunity Repliweb Management File Transfer – This is installed on the internal and external servers and will allow users to transfer files securely.

Account – There are several types of user accounts (internal, external, ad hoc, A-RMFT and Active Directory). Users who are enrolled in A-RMFT will have a A-RMFT account.

Ad hoc users – Recipients who are not A-RMFT users need to be invited to enroll to A-RMFT and can download the packages sent to them by an A-RMFT user. Ad Hoc user accounts are created “on-the-fly: when authorized users or hosts send packages to an email address that does not belong to an existing A-RMFT user. Both users and administrators benefit from Ad Hoc functionality. Administrators are no longer burdened with the task of creating new accounts every time such a need arises; authorized users are given the freedom to send packages to anyone with a valid email address.

Address Book – This contains the names of all the A-RMFT users or distribution lists to which you are permitted to send packages. The address Book is divided into three tabs: **Users, Distribution Lists** and **Hosts**. In each of these tabs, the procedure for selecting and searching for recipients is identical. The right side of the tab lists the recipients that you are permitted to send packages to while the left side of the table enables you to search for recipients.

Advanced Tab – Here is where you can set preferences for the current transfer. Any preferences that you set will override the equivalent default preferences. Available preferences are Security Preferences, Package Notifications, Priority and Expiration Preferences, and Compression and Verification Preferences.

Audit Tab – In the package **Audit** tab (displayed when you click the package subject) provides the information about the status of sent packages including:

- Which recipients opened the package and/or downloaded the package files
- Whether the package was successfully delivered to hosts
- Which files were downloaded by each recipient (and when)
- The package audit trail on A-RMFT Server

Disabled (users/accounts) - Not active and may be expired, i.e. not usable.

DMZ – Demilitarized Zone – Area on Corpsnet that contains servers which interface securely with internal servers and external user/customers. DMZ Front End A-RMFT Server validates the user’s identify and optionally applies administrator-defined policies to the package. These may include checking the files for viruses, content validation, and so on.

Enabled (users/accounts) – Active and usable.

Enhanced - Your A-RMFT Web Client operating mode should be configured as “LITE” (see below) or “Enhanced”. If your operating mode is “Enhanced”, java components should already be installed on your computer. This provides enhanced functionality, enabling you to pause and resume transfers, easily manage the download of multiple files, recover transfers, encrypt/decrypt files and access shared folders. This will also allow you to send files greater than 2 GIG. Despite the benefits that A-RMFT’s active components provide, you may not need the functionality that they provide. If this is the case, you can change your operating mode to “Lite”.

Expired (users/accounts/package) - The date after which the package will no longer be available for download.

External server – Server in the DMZ that non-Corpsnet users would login to as A-RMFT users.

External user – Non-corpsnet users or customers.

FTP – File Transfer Protocol – RFMT replaces FTP which is a non-secure way to transfer files

Hosts – Hosts are computers either within or outside an organization that your A-RMFT administrator has enabled you to send files to or receive files from.

Internal server – Server on Corpsnet that Corps users login to as A-RMFT users.

Internal users - Corps users or users on Corpsnet

Inviting Users – If permitted by your A-RMFT administrator, you can send packages to recipients who are not A-RMFT users. These recipients, known as Ad Hoc users, will receive an email, sent on your behalf, inviting them to enroll to A-RMFT and download the package using A-RMFT Web Client.

Lite – Your A-RMFT user account should be configured as “Lite” or “Enhanced” (see above). If your account is configured as “Lite”, you will only be able to send packages (2 GB) and download files sent to you by other A-RMFT users or hosts.

Package – Files are sent in *packages*. When sending files, A-RMFT Web Client creates a special folder known as a *package* that contains your files as well as various information required to process the package such as the names of the package recipients, when the package expires, and so on. After you send a package, it is uploaded to A-RMFT Server where it undergoes sorting and processing before being downloaded by the recipients and/or delivered to hosts.

Sending a Package – Packages can contain files or a message or a combination of both. To send a package you must, as a minimum requirement, specify a recipient. You can also choose additional transfer and security options as described in Advanced Tab.