MOVEit® DMZ Manual

v7.0

User Guide for Secure File Transfer

Getting Started - Sign On

The Sign On page is the first page you will see from the MOVEit DMZ site. This page contains fields for your Username and Password and a "Sign On" button to send this information to MOVEit DMZ.

Sign On

Username:	⌨
Password:	⌨
🔧 Sign On	

Security Notice
You are about to access a secured resource. DoxOrg reserves the right to monitor and/or limit access to this resource at any time.

Need Help? Tech Support - Online Manual

Clicking on the keyboard icons next to the username and password fields will open a clickable keyboard which can be used to enter your authentication information. Using the clickable keyboard can help thwart keystroke loggers. If you are logging on to the MOVEit DMZ site from a public computer, it is highly recommended you use the clickable keyboard to enter your username and password.
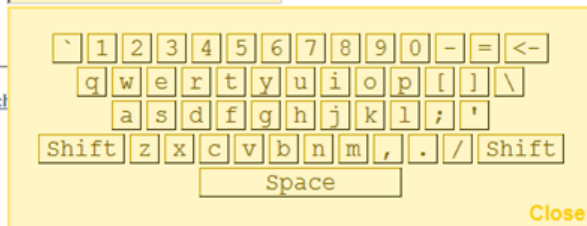
Sign On

Username:	⌨
Password:	⌨

```
` 1 2 3 4 5 6 7 8 9 0 - = <-
q w e r t y u i o p [ ] \
a s d f g h j k l ; '
Shift z x c v b n m , . / Shift
Space
                              Close
```

Security Notice
You are about to access a secured resource. DoxOrg reserves the right to monitor and/or limit access to this resource at any time.
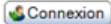
Need Help? Tech

If your organization supports multiple languages, MOVEit DMZ will provide links to switch the displayed language. Clicking one of the links will change the Sign On page to display in that language, and set a cookie so your language choice is used the next time you sign on.

English - Français - Deutsch - Español

Connexion

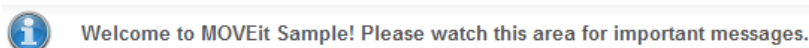|	
Nom d'utilisateur:	⌨
Mot de passe:	⌨
🔧 Connexion	

Avis de sécurité
Vous êtes sur le point d'accéder à une ressource sécurisée. DoxOrg se réserve le droit de surveiller et/ou limiter l'accès à cette ressource à tout moment.

When you press the Sign On button, your username and password are transmitted securely (via HTTPS) to MOVEit DMZ. If your sign on attempt fails, you will see an error message. If you attempt to sign on too many times in a short period of time you may get locked out of the system altogether. If you need assistance, use the "Tech Support" link on the Sign On page to contact someone who can help you.

⚠ Invalid username/password or not allowed to sign on from this location.
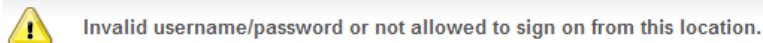
If your sign on succeeds you will be rewarded with a success message.

ℹ Welcome to MOVEit Sample! Please watch this area for important messages.

The page you will see immediately after signing on depends on how you got to the sign on page in the first place. If you clicked a link from your web browser or typed a short URL into your browser, you are now most likely at the Home Page. If you clicked a link from an email notification, you are now either looking at a package or file.

Common Reasons Access is Denied

For security reasons, the SAME message is displayed to anyone who fails to sign on for any of the following reasons. (You will only be told that access was denied, not WHY access was denied!)

- Username is incorrect
- Password is incorrect
- Account has been suspended (for too many bad signon attempts, password aging, or manual administrator action)
- Account is not allowed to sign on from this IP address
- IP address has been locked out (for too many bad signon attempts, often with different usernames)
- Client certificate has not been provided when one is required, or a bad client certificate has been provided.

Requesting a Password Change

Some organizations may allow you to request an automatic password change if you have forgotten your password, to avoid a round trip though technical support staff. If this option is enabled, a "Request a password change" link will be present at the bottom of the signon page.

Sign On

| Username: | [   ] | ▦ |
| Password: | [   ] | ▦ |

[⬆ Sign On]

Security Notice
You are about to access a secured resource.
DoxOrg reserves the right to monitor and/or
limit access to this resource at any time.

Need Help? Tech Support - Online Manual
Forget your password? Request a password change

Clicking this link will open the Password Change Request page. This page will prompt you for your username and provide instructions for completing the password change process. Once you enter your username and click the Request Password Change button, an email will be sent to your registered email address, if your account has one, either with instructions for completing the password change, or a notice that the password change was denied.

Client Certificates

Your organization may require you to authenticate to MOVEit DMZ with an SSL (X.509) client certificate ("client cert"). This is common when "two-factor authentication" is required.

All client certs are either "self-signed" or "CA-signed". The "CA-" indicates that a "Certificate Authority" has signed the client cert and vouches for the identity of the bearer. Furthermore, CAs are divided into "commercial CAs" that sell client cert issue and signing services to the general public (e.g., Thawte, GeoTrust, etc.) and "corporate CAs" that perform the same client cert functions for their own users.

MOVEit DMZ supports self-signed certs, commercial CA-signed certs and corporate CA-signed certs, but only your organization can tell you which client certs it will accept for authentication. Your client cert may be delivered to you as a "*.pfx" file with a password or it may be your responsibility to request a client cert from a CA; again only your organization knows the details of this process.

Various browsers have different ways to install client certs. Internet Explorer (IE) uses the Windows Certificate Store; you can either install and manage client certs through IE's "Certificate" dialog (located on the "Content" tab under IE7's "Tools" menu). Windows will also launch a client cert import wizard that will automatically install most client certs into IE if you just double-click "*.pfx" client cert file.

The Mozilla/Firefox line of browsers uses its own client cert store. To install client certs in these browsers you must use their "Certificate Manager". In Mozilla (1.7), this facility is found in the "Privacy & Security" options tree. In Firefox (2.0), this facility is found in the "Encryption" options tab ("View Certificates" button).

Various browsers also have different ways to select client certs for authentication. The most common way is for the browser to simply ask you (via a pop-up dialog) about which client cert to use. When connecting to a MOVEit DMZ server, you may be prompted through your browser to select a client cert after you fill in your username and password or before you view the sign on screen.

However, most browsers also have options to automatically present a client cert if you only have one installed or not ask you about picking a client cert if you did not present one. In these cases you may be using client cert authentication behind the scenes (in the "one cert, so don't ask" case) or not at all (in the "no certs installed, so don't ask" case).

Finally, the private key on your client cert may be password protected. If this is the case you may need to type in the password you created when you opted to protect this client cert or key store as well. (Usually, such prompting takes place once per session.)

Home Page Navigation

Once you have logged in you will be welcomed to the Home page. You can return to the Home page at any by clicking the link at top left. The Home page contains Navigation links located at left, Search tools at left middle area and Help area at left bottom. The right side of the page is divided into two sections: **Browse Files and Folders**, and **Upload Files Now…**

Upload a file to PH Tech

- Under **Upload Files Now**…use **Select a folder** to choose the destination for your file. i.e. If you are in testing with PH Tech you will select the folder To_PHTech\Test, and if you have a production 837 claim file you would select X12.
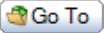
Choose **Launch the Upload/Download Wizard** and follow the instructions. Select **Add File** to navigate to the desired file, choose Next button. Under **Choose Upload Option** choose "Upload file individually" and select Next again. File will begin to upload and prompt user when finished. Once the file has finished uploading you will select OK to return to Home page.

MOVEit Upload Wizard - Upload to /Home / deschutes_cdo / To_PH...

MOVEit wizard

Please drop files into the list below, or use Add File.

Add File   Remove

Filename	Size	Modified

Next >   Cancel

MOVEit Upload Wizard - Upload to /Home / deschutes_cdo / To_PH...

MOVEit wizard

Choose Upload Option
- Upload files individually
- Upload all files as one .zip

Notes:

☐ Prompt for "Upload As" names and notes
☐ Close Wizard when done

< Back   Next >   Cancel

MOVEit Upload Wizard - Upload to /Home / deschutes_cdo / To_PH...

✓ Transfer complete. Integrity verified on all files.

Transferred 1 file in 0 seconds (560.85 KB/sec).
Press OK to close this window and view the Transfer Report.

OK

phtech
performance health technology

Results will be display at bottom of Home page under Upload Wizard Transfer Report. Any successful files will be displayed, or error messages if there were any to report.

Success Results example:

Upload Wizard Transfer Report

Local File	Status
X:\PHTECH Documents\IT\IS\Help Desk\Documentation\Software\MOVEitDMZManual.pdf	Uploaded to / Home / Entities / _____ / _____ / To_PHTech / TEST OK (ID #652276416)

Or Error Results example:

Upload Wizard Transfer Report
Some files were not uploaded.
A file with the name 'MOVEitDMZManual.pdf' already exists in this folder.

Local File	Status
X:\PHTECH Documents\IT\IS\Help Desk\Documentation\Software\MOVEitDMZManual.pdf	Not uploaded: A file with the name 'MOVEitDMZManual.pdf' already exists in this folder.

Download a file from PH Tech

- Under **Browse Files and Folders**…choose **Browse Other Folders** and navigate to the deso choose the destination for your file. i.e. If you are in testing with PH Tech you will select the folder To_PHTech\Test, and if you have a production 837 claim file you would select X12.

Browse Files and Folders...

To **search for a particular file**, enter the file name or file ID in the Find File box on the left side of the page and press the "Find File" button.

Go To Your Default Folder - Browse Other Folders

- Use either the **Go To Folder:** drop down menu to view your folder list and select one of the folders; or under **Folders and Files** click through the folders to find the correct folder.

/Home/Entities/ _____ /
_____/From_PHTech/Reports/

Go To Folder: [/] [Go To]
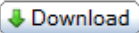
Folders and Files

Name	Created	Size/Contents	Creator	#	Actions
🔼 Parent Folder					
☐ 📄 **MOVEitDMZManual.pdf**	10/8/2010 2:37:21 PM	298.4 KB	_____	-	Delete - Download

Select Files: All - New - Old - None

Selected File/Folder Actions:

Perform Action: [   ] [Copy] [Move] [Download]

Copy/Move Options: To Folder:
[/ Home / Entities / _____ / To_PHTech / TEST ▾]

Advanced Copy/Move Options >>

- Under **Folders and Files** check the desired file to mark it for download. Choose **Download** and browse to a location on your computer or network. Repeat if necessary to download all desired files.

Results for download example.

Logs

As a user you can view the logs for your account and view all activity to the folders assigned to your organization/entity. Choose **Logs** link in the top left navigation pane on the **Home** page.

Logs

Customize View - Edit Filter - Favorite Filters - Save Current View To Favorites

Current Filter(s): Filename contains/is MOVEit

Log Entries

Date and Time ▽	Action	User Full Name	File Name	File ID	Folder Name	IP Address
10/8/2010 2:09:27 PM	Upload File (integrity OK)	PH Tech Test User	MOVEitDMZManual.pdf	652276416	/Home/Entities /To_PHTech/TEST	10.0.55.1
10/6/2010 9:52:18 AM	Upload File (integrity OK)	PH Tech Test User	test_MOVEit09222010.txt	651843204	/Home/Entities/ To_PHTech/X12	10.0.55.1
9/28/2010 3:49:52 PM	FAILED: Upload File	PH Tech Test User	TEST_MOVEit_File_Upload_20100928.txt		/Home/Entities/ 'To_PHTech/Test	10.0.55.1
9/28/2010 3:48:45 PM	Upload File (integrity OK)	PH Tech Test User	TEST_MOVEit_File_Upload_20100928.txt	649810253	/Home/Entities/l /To_PHTech/Test	10.0.55.1
9/28/2010 1:52:41 PM	Upload File (integrity OK)	PH Tech Test User	TEST_MOVEit_File_Upload_20100928.txt	649615889	/Home/Entities/ 'To_PHTech/Test	10.0.55.1

Page 1 of 1 *(Log Entries 1 to 5 of 5 total)*

Customize View - Edit Filter - Favorite Filters - Save Current View To Favorites