

USING CUTEFTP® WITH DMZ GATEWAY® FOR TESTING REMOTE EFTTM CONNECTIONS

Abstract Debugging Event Rules is made easier by connecting and testing remote connections. Using CuteFTP from EFT makes this easy!

Configuring CuteFTP®

EFT in most corporate environments generally does not have Internet access. This is why DMZ Gateway[®] is used in conjunction with EFT. However, troubleshooting the Event Rules in EFT can be painfully at times, as the steps to troubleshoot them can be lengthy.

With CuteFTP and DMZ Gateway, you can connect to the remote server to test the connection details, folder paths, or to check if a file is ready to be picked up or delivered.

Let's assume that CuteFTP has been installed on EFT. And don't worry, CuteFTP will not cause any issues or conflicts with EFT or other modules, as it is designed to work alongside all other Globalscape products.

Connection <u>W</u> izard	Ctrl+J	_	
<u>N</u> ew	×	🛛 🗽 TappIn Site	4
Se <u>c</u> urity	•	FTP Site Ctrl+N	
		- 👌 FTPS with TLS/SSL (Port 990 - Implicit) Site	2
Import FTP Sites		FTPS with SSL (AUTH SSL - Explicit) Site	
Export Sites as <u>T</u> ext		FTPS with TLS/SSL (AUTH TLS - Explicit) Site	1
Export Sites as <u>U</u> RL		SFTP(SS <u>H</u> 2) Site	4
Find Text in Site Manager	Alt+F3	HTTP Site	
Find Ne <u>x</u> t	F3	MTTPS(SSL) Site	
Add Current Session to SM		🚰 F <u>o</u> lder Ctrl+M	- 4
Save <u>L</u> ocal Path as Default			- 11
Save <u>R</u> emote Path as Default			
<u>B</u> ookmark Current Folder		-	1
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1. Let's create a new connection in CuteFTP:

You can use the Connection Wizard or right-click and then click the protocol you would like to connect to the remote system.

The **Site Properties** dialog box appears:

Site Properties for: tech.globalscape.co	m X
General Actions Type Options	
Label:	
tech.globalscape.com	
Host address:	
tech.globalscape.com	
Username:	Login method
UserID	Normal
Password:	Anonymous
••••••	O Double
Comments:	
Connect OK Ca	ancel Help

- 2. Type in the required information. Click **OK**.
- 3. Click the **Options** tab.

Site Properties for: tech.globalscape.com				
General Actions Type Opti	ons			
Site specific configuration options:				
Use site specific option	▼			
Apply auto-rename scheme to	o transfers			
Use NLST instead of LIST (ret	rieves an abbreviated listing)			
Use the logical parent (not ph	ysical parent) on CDUP			
Site specific firewall settings				
Proxy Socks				
Retry attempts:	30			
Delay between retries:	30			
Site max concurrent transfers:	4			
Filename encoding:	O UTF-8 O ASCII			
Connect OK	Cancel Help			

4. In the Site specific configuration options list, select **Use site specific option**, then click **SOCKS**. The **Socks** dialog box appears.

Socks	×
Socks type: SOCKS5	•
Host name: dmzserver	Port: 44500
Use authentication Username:	
Password:	
ОК	Cancel

- 5. In the Socks type list, click **SOCKS5**.
- 6. Provide the **Hostname** and **Port** that is specific to your DMZ Gateway, then click **OK**.
- 7. In the **Site Properties** dialog box. click **Connect**.
- 8. The connection should be working now to the remote system.

*** CuteFTP 9.0 - build Jun 25 2013 ***

STATUS'>	[5/12/2015 10:17:33 PM] Getting listing ""
	[5/12/2015 1017:22 DM] Becching that none tack global can com
STATUS.2	[5/12/2015 10.17.55 Pivi] Resolving host name tech.globalscape.com
STATUS:>	[5/12/2015 10:17:33 PM] Host name tech.globalscape.com resolved: ip = 127.0.0.1.
STATUS:>	[5/12/2015 10:17:33 PM] Resolving host name dmzserver
STATUS:>	[5/12/2015 10:17:33 PM] Connected to SOCKET5 host
STATUS:>	[5/12/2015 10:17:33 PM] Resolving host name tech.globalscape.com
STATUS:>	[5/12/2015 10:17:33 PM] Host name tech.globalscape.com resolved: ip = 127.0.0.1.
STATUS:>	[5/12/2015 10:17:33 PM] Connecting to SFTP server tech.globalscape.com:22 (ip = 127.0.0.1)
STATUS:>	[5/12/2015 10:17:38 PM] Getting working directory
STATUS:>	[5/12/2015 10:17:38 PM] Home directory: /
STATUS:>	[5/12/2015 10:17:38 PM] Connected successfully.
STATUS:>	[5/12/2015 10:17:38 PM] Getting listing for directory '/'
STATUS:>	[5/12/2015 10:17:38 PM] Getting working directory
STATUS:>	[5/12/2015 10:17:38 PM] Directory listing completed.

9. DMZ Gateway should now indicate that the remote server has connected.

tech.globalscape.com						
J 1						
🗵 Name	Size	Туре	Modified	Attributes	Description	Owner
]] Inbound	0 bytes	File Folder	4/14/2015 1:56:0	drwxrw-r		user
🔚 filename0001 (1).zip	1.07 MB	WinRAR ZIP ar	4/3/2015 2:02:00	-rw-rw-r		user

The connection tests the username and password, and the remote system connects to DMZ Gateway. This test connection should help identify whether connection problems are caused by EFT settings or the remote system.

After you have verified its ability to connect, a file transfer to the remote system or a download of a remote file would also help identify the correct permissions, or what is needed for the transfer on the remote system.

If you are not familiar with CuteFTP or EFT error codes for file transfer, please review the following:

CuteFTP WebHelp:

http://help.globalscape.com/help/cuteftp9/

EFT log Explained:

http://kb.globalscape.com/KnowledgebaseArticle10262.aspx

FTP Error Codes:

http://kb.globalscape.com/KnowledgebaseArticle10142.aspx