

**MassTransit**<sup>®</sup>

6

Web Client

Manual

for Macintosh and Windows

**GroupLogic**<sup>®</sup>

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# MassTransit Web Client

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The MassTransit Web Client provides an easy way to transfer files to a MassTransit Enterprise server or to other servers or clients that connect to it. You can log into a MassTransit Enterprise Server using a supported version of Firefox, Safari or Internet Explorer (see the MassTransit ReadMe for current details). Once logged in, you install the MassTransit Web Client Plug-in. With the plug-in installed you will be able to send or receive files and folders easily. The Server administrator may set up a secure connection using Secure Sockets Layer (SSL) which provides you with verification that you are connected to the server's web site. In addition, a secure connection provides encryption of the data you transfer.

Starting with MassTransit 5.1, the plug-in is a Universal binary that runs natively on the current Intel-based Macs or the older PowerPC-based Macs.

You can log into a MassTransit Enterprise Server by typing in the address of the server, or you may have received an email notification that provides a clickable URL to take you to the site.

## Logging into a MassTransit Enterprise Server on the web

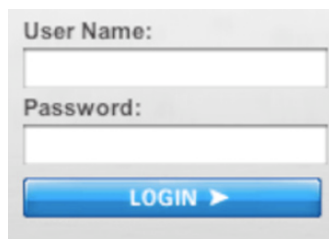
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If you already have the Web Client Plug-in installer, install it before proceeding or download it from the web the first time you sign on to the MTWeb site. Once the plug-in is installed, you can transfer files using the MassTransit Web Client software. If it's not possible or desirable to install the MassTransit Plug-in, you may have an option of using FTP if the FTP Fallback option is enabled for you on the server. Using FTP presents certain security risks and has more limited functionality than the MassTransit Web Client, but it does not necessarily require installation of additional software.

Before attempting to sign in, determine the web address for your MassTransit server.

1. Sign in to the Web Address provided by the Server.

The User Name and Password are those set up for you in MassTransit itself or the ones you normally use to log into the server's domain (if Active Directory authentication was set up). If the server is configured to use Single Sign-On (SSO) and you are already logged into the same domain, you can access the MTWeb site without having to enter your username and password.



The image shows a login form with a light gray background. At the top, there is a label 'User Name:' followed by a white text input field. Below that is a label 'Password:' followed by another white text input field. At the bottom of the form is a blue button with the text 'LOGIN' in white, followed by a white right-pointing arrow.

- If you have installed the Web Client Plug-in already, skip the rest of this section and go to "Transferring Files with the MassTransit Web Client" on page 6.
- If you access the MassTransit web site from a computer without a MassTransit Web Client Plug-in installed, or, if the plug-in is older than the current one, you are prompted to install the latest version of the web client. Follow steps 2 and 3 to continue.
- If your server has provided you with the FTP option, you may use FTP to transfer files. FTP is only recommended for use if the MassTransit Web Client cannot be used due to installation or network configuration problems. For instructions, see the steps in the "Using FTP Fallback" section on the next page.

2. Download and install the plug-in.  
If you're using Firefox or Safari, or the regular installer with Internet Explorer, you will need to quit and re-launch your browser for the plug-in to be active. If you use the automated CAB file installation in Internet Explorer, you do not need to restart your browser.
3. After installing the Web Client Plug-in, sign in to the web address for the MassTransit server again.  
You are ready to transfer files.

**Security** Your server may have required a secure connection. In this case, when you connect to the server's web site you connect using HTTPS (web browsing over SSL) rather than HTTP, much as if you were connecting to a bank. The secure connection uses SSL to provide a server certificate and encryption of all data sent over the connection. If a secure connection is required and you do not use HTTPS, you see a message asking you use it. When you have a secure connection, you see a padlock at the bottom of your window.

Your web browser can verify that the Server's certificate is authentic. The MassTransit Web Assistant receives an encryption key from the server over the authenticated connection and uses it to establish its credentials with the MassTransit server when sending files. This encryption key changes randomly with every transaction. Even if someone intercepted the key by watching the traffic, it is not useful since it is valid only once.

## USING FTP FALLBACK

If the FTP option is enabled, follow these steps to transfer files using FTP. If you would like to use the MassTransit Web Plug-in but are having difficulties, please contact the site administrator for assistance.

1. Sign in to the Web Address provided by the Server.
2. If you do not want to install the MassTransit Web Client, click the Use FTP button to start a new FTP session.



The FTP session may be established in your browser or an FTP client application, depending on your computer configuration. For more information about using FTP Fallback, see the following Group Logic knowledge base article:

[http://www.grouplogic.com/knowledge/index.cfm/fuseaction/view\\_Info/docID/275](http://www.grouplogic.com/knowledge/index.cfm/fuseaction/view_Info/docID/275)

When you use the FTP fallback option, you cannot use key features of the MassTransit Web Client, including the following.

- \* Drag & drop file transfer from the web browser
- \* Protection of folder structures and Macintosh specific file information such as resource forks, Finder icons, and file modification times
- \* Encryption of both user passwords and file content
- \* Built-in lossless compression for faster transfers
- \* Guaranteed delivery of uncorrupted files using checksums and handshakes

## Transferring Files with the MassTransit Web Client

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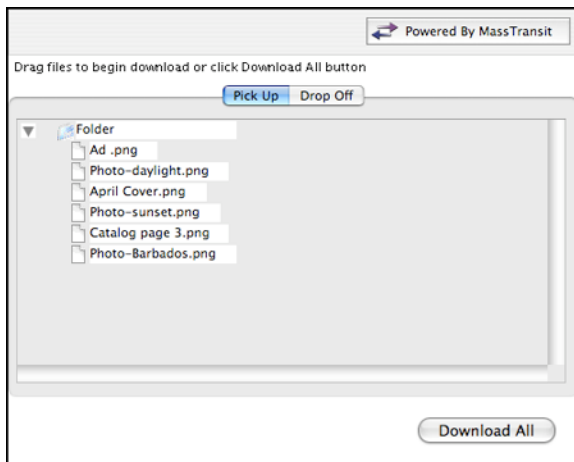
Using the Pick Up and Drop Off tabs you can do the following.

- Pick up files from the Enterprise server
- Drop off files for the Enterprise server and fill out a job ticket if your server has requested one
- Send files to others whose addresses are in the Enterprise server's Address Book if the Enterprise server has given you permission
- Direct files to services the Enterprise server has set up and given you permission to use

## PICKING UP FILES

If someone has sent files or folders to you, they are listed in the Pick Up tab.

1. Go to the Server's Web address and log in.



2. Click on a file or folder and drag it to your hard drive.  
Drag a folder to preserve its hierarchy—to save all files and folders within that folder in the same order.  
—OR—  
Click Download All to download all files and folders.

**Note** If the MassTransit Server has allowed for repeated pickup of files, the files remain in the Pick Up tab after downloading. This allows you to return to the Pick Up tab to download the files again.

## Using an Email Link to Pick Up Files

The MassTransit Server may notify you by email that you have files to pick up; the email can contain a clickable URL that takes you to the web page Pickup tab when you click it. In addition, it may include a one-time passkey so you do not need to enter your user name and password to enter the web site using the URL.

The Server may allow you a limited time period in which to pick up your files.

## SENDING FILES TO THE SERVER

You can send files and folders to your Enterprise Server using the Drop Off tab.

If you want to send files or folders to your Enterprise Server, follow these steps.

1. Go to the Server's Web address and log in.
2. Go to the Drop Off tab.  
If your Server requires a job ticket, it appears; fill out the necessary fields before proceeding to step 3.
3. Drag a file or a folder containing files from the Macintosh Finder or Windows Explorer to the Drop Off tab.  
—OR—  
Click Select Files to browse for files or folders to send. Highlight a file or folder and click Add, or click Add All to add the contents of the displayed folder. Click Done.

Once files and/or folders are selected, they are sent to your MassTransit Enterprise Server. The Web Assistant opens and displays a progress indicator and information about the transfer and keeps a log of events as they happen. See the section "Using the Web Assistant" below.

**Note** If you use Safari on Mac OS X 10.4.4 and later, dragging certain files to the MassTransit Plug-in may not work correctly. A bug in Safari will cause it to display the contents of common file formats such as JPEG and PDF instead of allowing the MassTransit Plug-in to send the files. To work around the issue, simply enclose the file or files in a folder or use the Add button described above.

4. Click the Logout tab to log out.

## SENDING FILES AND FOLDERS TO OTHERS

You may be able to send files and folders to others if your Enterprise Server has given you permission. To send files or folders to someone other than your Server, follow these steps.

1. Go to the Server's web address and log in, then, click on the Transfer tab's Drop Off tab.
2. Choose a name from the Send To menu.  
The names available to you are those chosen by your Enterprise Server.

Send To:

The Send To list contains the names of MassTransit contacts to which you can send files..

3. Drag a file or a folder containing files from the Macintosh Finder or Windows Explorer to the Drop Off tab or click Select Files to select files or folders to send.  
Files are sent to the person you chose in the Sent To menu. A progress indicator on the upper left of the tab indicates that files are being transferred.
4. Click the Logout tab to log out of the MassTransit Web Client.

## SENDING FILES TO A SERVICE

Your Server may set up services to which you can direct files for processing. These may include printers, applications, drop-folders, or scripts. The names assigned to these services are listed in the Remote Service menu in the Drop Off tab. To use a service, follow these steps.

1. Go to the Server's web address and log in, then, click on the Transfer tab's Drop Off tab or folder.
2. Choose a service from the Remote Service menu.  
The services available to you are those set up by your Enterprise Server.

Remote Service:

3. Drag a file or a folder containing files from the Macintosh Finder or Windows Explorer to the Drop Off tab OR click the Select button to select files or folders to send.  
Files are sent to the service you chose in the Remote Service menu. A progress indicator on the upper left of the tab indicates that files are being transferred.

**Note** You may need to send files formatted for the service you are using. For example, printers require a PostScript file. Check with your Enterprise Server for requirements.

4. Click the Logout tab to log out of the MassTransit Web Client.

## Creating Reports

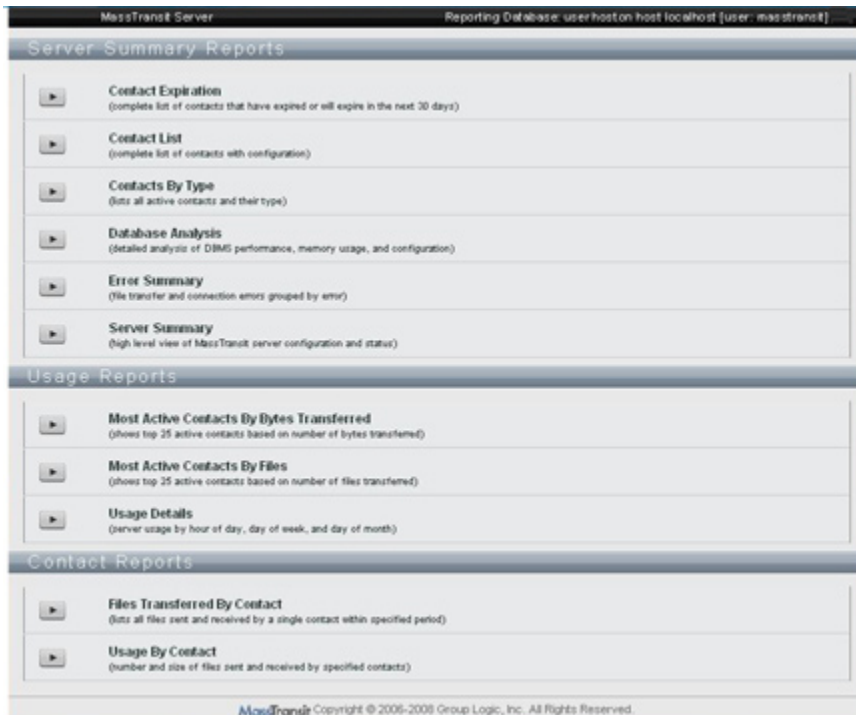
If you have permission to run reports, a Reports tab appears. The tab displays the selection of reports available. Click on the type of report to create, then select a range of dates to create the report. You can export data for most reports to CSV (Comma Separated Values) and XML files. The file is placed in the browser's default download directory. Keep in mind that requests for large amounts of data require additional time to generate.

Reports allow analysis of the following data.

- **Server Summary Reports** provide information and analysis summarizing data relevant to the MassTransit server overall. For instance, a report analyzing the types of errors encountered by the server including a pie chart showing the relative frequency of the errors.
- **Usage Reports** are a series of reports that provide information and analysis regarding the volume of data and files flowing through the MassTransit system over time. For instance, a report can be displayed showing the volume of data in GB transferred per month over a specified time period.
- **Contact Reports** provide information and analysis regarding the Contacts (users and sites) with which the MassTransit Enterprise server can communicate. For instance, these reports include a report on the number of files transferred by each Contact in a specified time period sorted for most to least.

1. Go to the Server's web address and log in, then, click on the Reports tab.
2. Choose a report by clicking on its title  
Some or all of the reports are available depending on your user permissions.

If you have system-wide report access, the following appears.



If you have restricted report access, the following appears. In addition, the reports created are for those contacts the Server has given permission to create reports for.



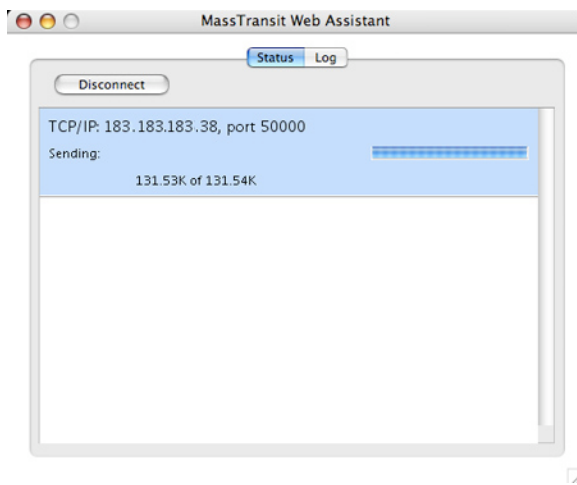
3. The report displays.

## Using the Web Assistant

When you transfer files with the MassTransit Enterprise Server web site, the Web Assistant opens on your computer. The Web Assistant has two tabs, the Status and the Log tabs. You can open the Web Assistant at any time to review the Log.

### THE STATUS TAB

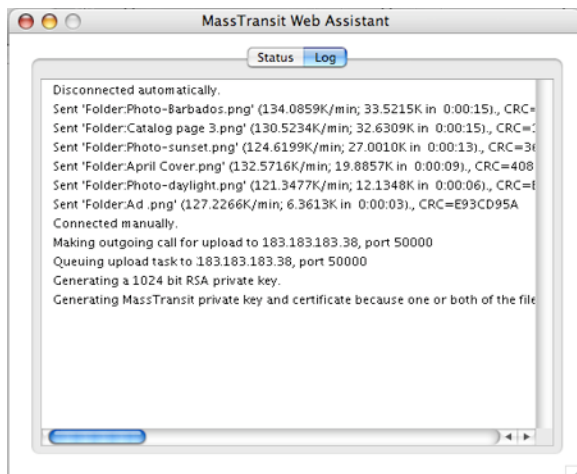
The Status tab allows you to follow the transfer of files. You see a list of the files you are sending to the Enterprise Server a forwarding address or a service.



To stop sending a file, highlight it and select the Disconnect button.

### THE LOG TAB

The Web Assistant Log maintains a list of your Web Client activities.



You can delete events from the Web Assistant Log to reduce the size of the Log file.

1. If necessary, open the Web Assistant and display the Log.
2. Select the log entry or entries you want to remove.  
Press Shift and click to select multiple adjacent entries. You can also press Command (Macintosh) or Control (Windows) and click to select multiple nonadjacent entries. To select all, press Command A (Macintosh) or Control A (Windows).
3. Press the Delete key on your keyboard.

## The Log viewer

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The MassTransit Server may allow you to view the Server Log window. Each communication and file transfer event in MassTransit is noted in the Log window.

The log records the nature of the event, the time and date, and the user with whom the event is associated. In addition, the log notes the type of each event and ranks it according to one of the following three levels.

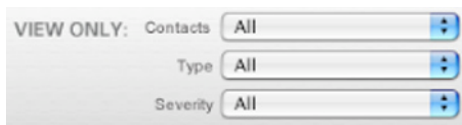
- Info, a message noting significant events in MassTransit including the shutdown of MassTransit
- Warning, a message noting problems that have arisen or may arise due to current system settings
- Error, a message logging problems beyond the control of MassTransit

In addition to the levels listed above, the log uses the following message types, as well as others.

- Connect, indicating the remote MassTransit and user systems successfully initiated a connection
- Transfer, indicating a file was copied from one system to another
- Error, indicating a problem that does not fall into any of the other categories
- Output, indicating a file is being processed by a service
- Summary, giving a summary of files transferred and their size for the preceding transfer

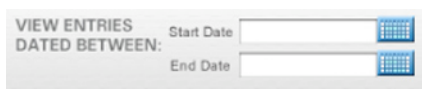
**Note** To see a log of activities for the MassTransit Web Client, open the MassTransit Assistant. Open it from the MassTransit Assistant folder found in the MassTransit Web Client folder.

1. Go to the Log Viewer tab to view the Log.
2. Display sections of the Log using the filter menus.  
Select the name of contacts, the type of log entry, and the severity of the entry from the VIEW ONLY filter.



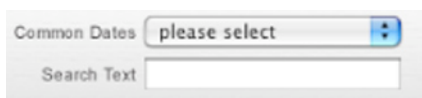
VIEW ONLY: Contacts All  
Type All  
Severity All

Select the starting and ending dates of the log entries you want displayed from the VIEW ENTRIES DATED BETWEEN filter.



VIEW ENTRIES DATED BETWEEN: Start Date  
End Date

Select common dates or a text phrase to search for.



Common Dates please select  
Search Text

Choose to turn real-time refresh on or off.



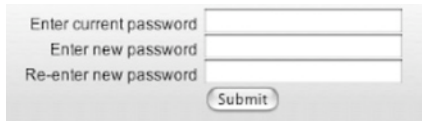
REAL-TIME REFRESH:  ON  OFF

## Changing your password

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Your MassTransit Server may require you to change your password at intervals. You are prompted to enter a new password when one is required or you can change it from the My Account tab.

1. Go to the My Account tab.



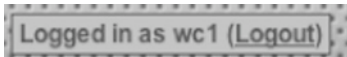
A screenshot of a password change form. It contains three text input fields labeled "Enter current password", "Enter new password", and "Re-enter new password". Below the fields is a "Submit" button.

2. Type your current password, and type your new password twice. Click Submit to change the password.

## Logging out

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Click the (Logout) button to log out of the MassTransit Web Client.



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