

RFG Secure FTP

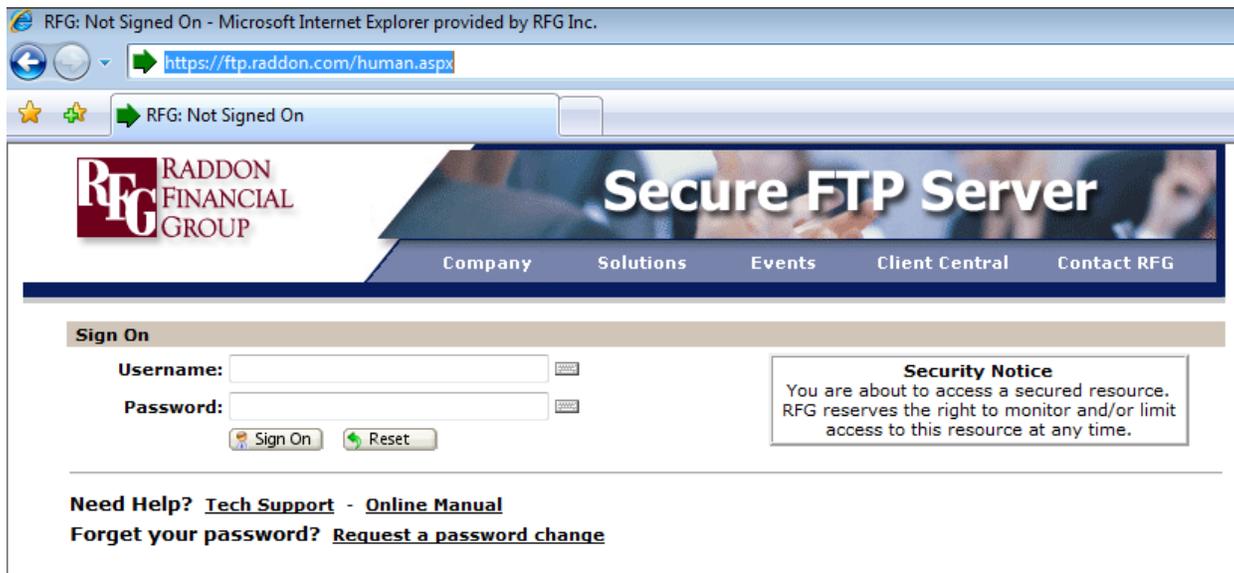
Web Interface

Step 1: Getting to the Secure FTP Web Interface:

Open your preferred web browser and type the following address:

<http://ftp.raddon.com>

After you hit enter, you will be taken to the Sign On page which looks like this:



The screenshot shows a Microsoft Internet Explorer browser window with the title "RFG: Not Signed On - Microsoft Internet Explorer provided by RFG Inc." and the address bar containing "https://ftp.raddon.com/human.aspx". The page features the RFG logo (RADDON FINANCIAL GROUP) and a navigation menu with links for "Company", "Solutions", "Events", "Client Central", and "Contact RFG". The main content area is titled "Sign On" and contains two input fields: "Username:" and "Password:". Below the "Password:" field are "Sign On" and "Reset" buttons. To the right of the input fields is a "Security Notice" box stating: "You are about to access a secured resource. RFG reserves the right to monitor and/or limit access to this resource at any time." At the bottom of the page, there are links for "Need Help? Tech Support - Online Manual" and "Forgot your password? Request a password change".

You'll notice that the webpage's URL has changed to a secure https URL. Https is a secure web protocol under which web traffic is encrypted using SSL encryption. All traffic from your location to RFG therefore is encrypted.

Step 2: Signing In:

In order to sign in, you'll need a Username and Password. If you've never logged into this site before, a member of the Client Services team will be able to provide you with your username and initial password.

Enter your username in the first field. You can type your username OR click the keyboard icon to the right of username for a point and click keyboard. This feature is there to help thwart keystroke loggers.

Enter your initial password in the password box. If you entered the correct username and password, when you click Sign On (or hit Enter) you will be authenticated and allowed to continue.

Step 3: Changing your initial password:

If this is the first time you've logged into RFG's Secure FTP web interface, you will be asked to change your password. This is for your security as after you've changed your password, no RFG employee will know your password. The screen will look like this (with your name in place of the fictional Jim Smith):



The screenshot shows a Microsoft Internet Explorer browser window with the address bar displaying <https://ftp.raddon.com/human.aspx?r=1813182818>. The page title is "RFG: Jim Smith". The website header includes the RFG logo (RADDON FINANCIAL GROUP) and a navigation menu with links for "Company", "Solutions", "Events", "Client Central", and "Contact RFG". A status bar indicates the user is signed on as "RFG as Jim Smith (jsmith)" with links for "Account Options" and "Sign Out".

The main content area features a navigation sidebar with links for "Home", "Logs", "Need Help?", "Online Manual", and "Tech Support". A central message box with an information icon states: "You are required to change your password now." Below this, a section titled "Change Password..." contains two input fields: "Enter your New Password:" and "Enter your New Password Again:". A button labeled "- Change Password -" is positioned below the second field.

Enter a new password and verify it in the second box. For your institution's security there are password complexity rules in place to ensure that a secure password is used. Your new password must:

- Contain at least 8 characters
- Contain at least 1 upper case letter
- Contain at least 1 lower case letter
- Contain at least 1 number
- And can't be similar to your username or any other common word found in the dictionary.

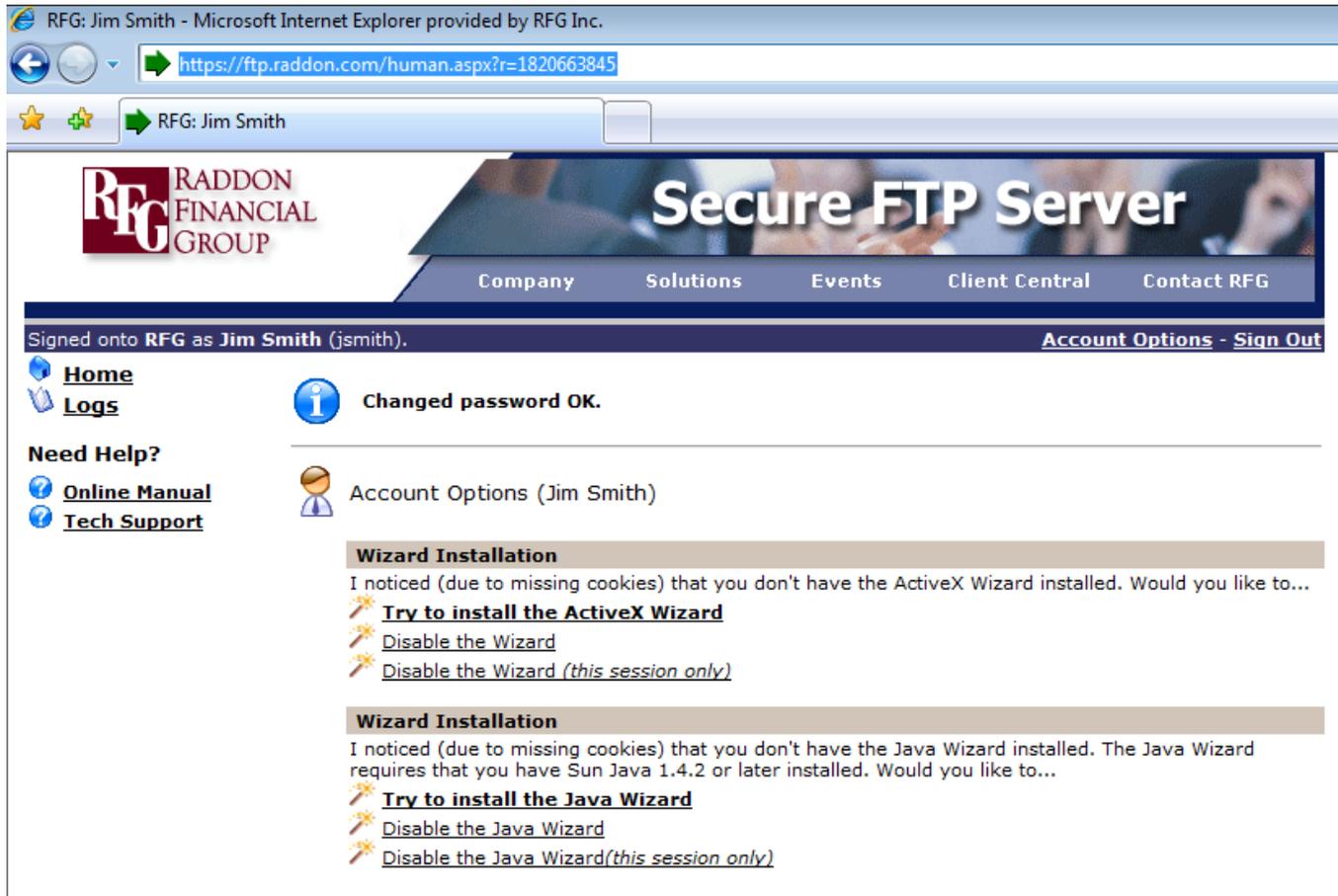
The most difficult part of this is the dictionary rule. Since you can't use common words, it can be difficult to create a password that is easy to remember. One trick you can do is to replace a letter or letters in a dictionary word with a symbol or a number. For example you might replace the letter O with a zero or replace the A with the '@' symbol.

If you don't enter a password that meets the complexity rules above, you will be presented with the following message and will not be allowed to continue until you create a password that abides by the rules above:

It must contain at least 8 characters, at least one uppercase letter, one lowercase letter and one number, and cannot be similar to your username or any other common 'dictionary' word.

Step 4: Installing the Wizard:

The web interface to the Secure FTP has an upload/download wizard that we recommend you install. The wizard isn't required, but does make uploading and downloading easier. It also compresses data on the fly which results in faster uploads and downloads. Some institutions may have security policies in place that could block the install. This may require you to work with your IT department to get the wizard installed. Depending on your browser version you may see one or both of the following Wizard Installation Options.



The screenshot shows a Microsoft Internet Explorer browser window displaying the RFG Secure FTP Server interface. The address bar shows the URL <https://ftp.raddon.com/human.aspx?r=1820663845>. The page header includes the RFG logo and navigation links for Company, Solutions, Events, Client Central, and Contact RFG. A status bar indicates the user is signed on as Jim Smith (jsmith). The main content area features a navigation menu with Home, Logs, and Need Help? (Online Manual, Tech Support). A notification states "Changed password OK." Below this, the user's account options are listed. Two wizard installation prompts are visible: one for ActiveX and one for Java. Each prompt includes a "Try to install" link and two "Disable the Wizard" options (one for the current session).

Select the appropriate "Try to install" option. It will attempt to install and will walk you through things to try if unsuccessful.

Installing ActiveX Wizard

The "Upload/Download Wizard" allows you to upload/download files faster, upload/download multiple files at once, zip/unzip files on the fly and perform integrity checks to ensure file non-repudiation. The ActiveX Wizard requires Internet Explorer.

The Wizard is installing. Please wait...

When prompted, please answer YES to the following dialog.
(You may also check the "always trust content from Standard Networks" box.)



Step 5: Viewing your “Home” Folder:

Each FTP account has its own home folder for transferring files to and from RFG. After a successful login, you are able to view this folder for new files or upload files to RFG.

Note: Each FTP account only has access to his/her own home FTP folder. Employees of the same institution will not be able to access each other’s folders nor will they be able to access an institution level distribution folder.

There are two main sections to the home folder. The “New Files” section will appear if there are new files available for you to download. The “Upload a File Now” section allows you to upload a file to RFG. The home location will look like the screenshot below.

RFG: Dan Lotspeich(11953) - Microsoft Internet Explorer provided by RFG Inc.
https://ftp.raddon.com/human.aspx?r=1954977994

RFG: Dan Lotspeich(11953)

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Secure FTP Server

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Signed onto RFG as **Dan Lotspeich(11953)** (11953dlotspeich.mu). [Account Options](#) - [Sign Out](#)

[Home](#)
[Folders](#)
[Logs](#)

Find File/Folder:
Find File

Go To Folder:
./11953dlotspeich.mu...
Go To

Need Help?
[Online Manual](#)
[Tech Support](#)
[RFG Secure FTP User Guide](#)

Welcome to RFG's Secure FTP Server! For your security, please ensure any file you upload to RFG is encrypted by PGP or WinZip (using the AES encryption option along with a secure password)

Home

New Files

Home/11953dlotspeich.mu

ENCRYPTED FILE 20121105_171930.zip (Uploaded by RFG on 11/5/2012 5:16:51 PM) - [Download](#)

20121102_124321_From_DLOTSPEICH.zip (Uploaded by RFG on 11/2/2012 12:42:25 PM) - [Download](#)

[Go To Your Home Folder](#) - [Browse Other Folders](#)

[Mark All Files Not New](#)

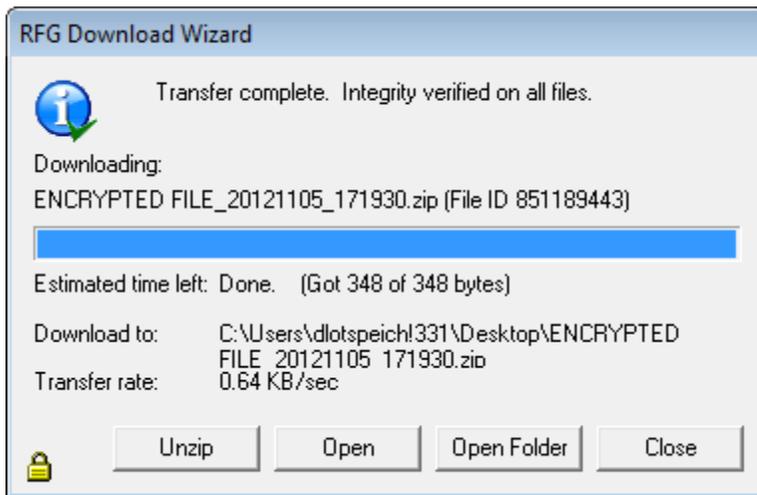
Upload a File Now...

Select a folder: Home / 11953dlotspeich.mu

[CLICK HERE to Launch the Upload Wizard...](#)

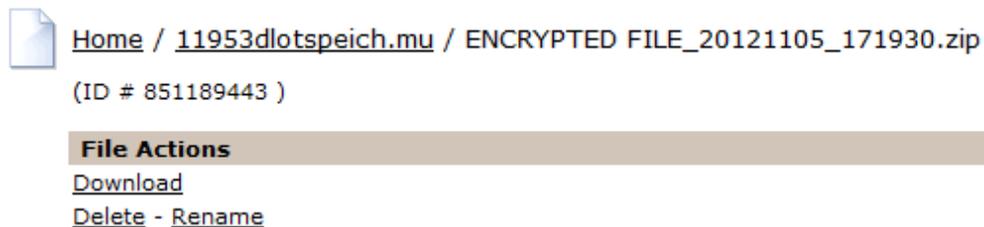
Step 6: Downloading a file from RFG:

Downloading a file is the same as downloading any file from the internet. In the above screenshot, you’d click the “Download” link to the file called “ENCRYPTED_FILE_20121105_171930.zip”. A screen will pop up asking you where you’d like to download the file to (on your machine/network). Select the appropriate location and the file will save there. If you installed the wizard in step #4, the wizard will display the progress of the transfer as it happens:



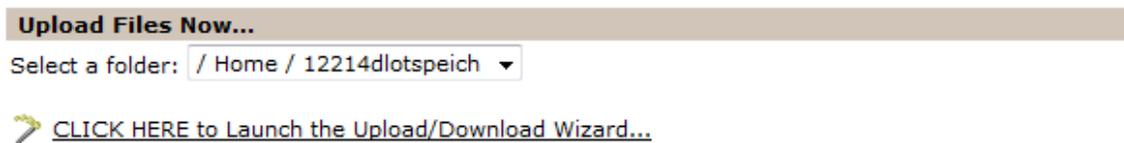
After the download is complete, you will have options at the bottom of the wizard to: Unzip the file (if zipped), Open the file, Open the folder where you downloaded the file, or to close the wizard.

Prior to closing the Secure FTP Web interface, RFG recommends that you delete the file you just downloaded from the Secure FTP site. To do this you'd click the filename you downloaded and select the delete option. The screenshot below shows what file actions you have available when you click a file on the site. Notice the Delete option:

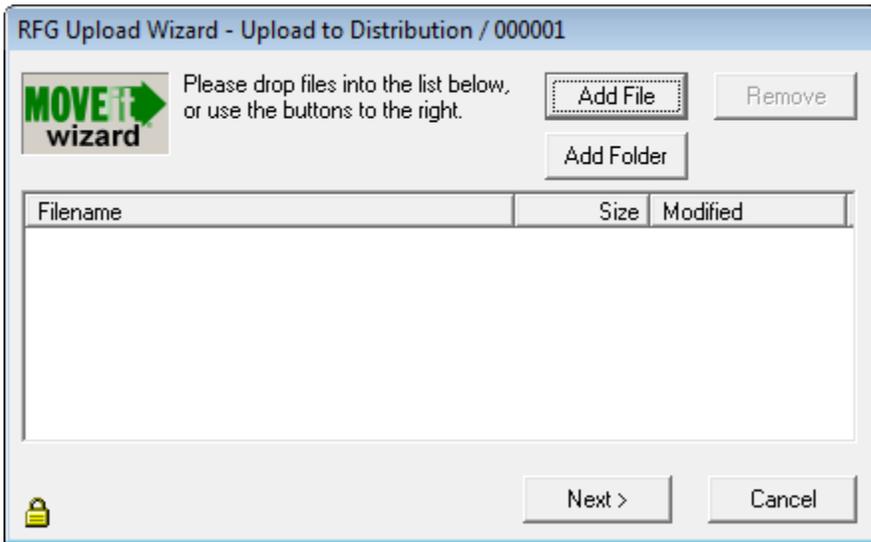


Step 7: Uploading a file to RFG (with the wizard):

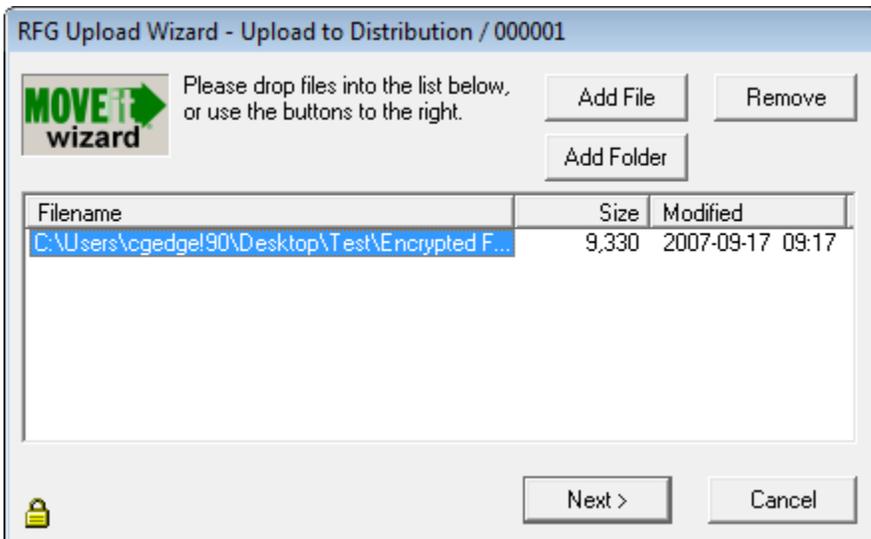
Uploading a file with the wizard is very easy. Click the "CLICK HERE to Launch the Upload Wizard" link:



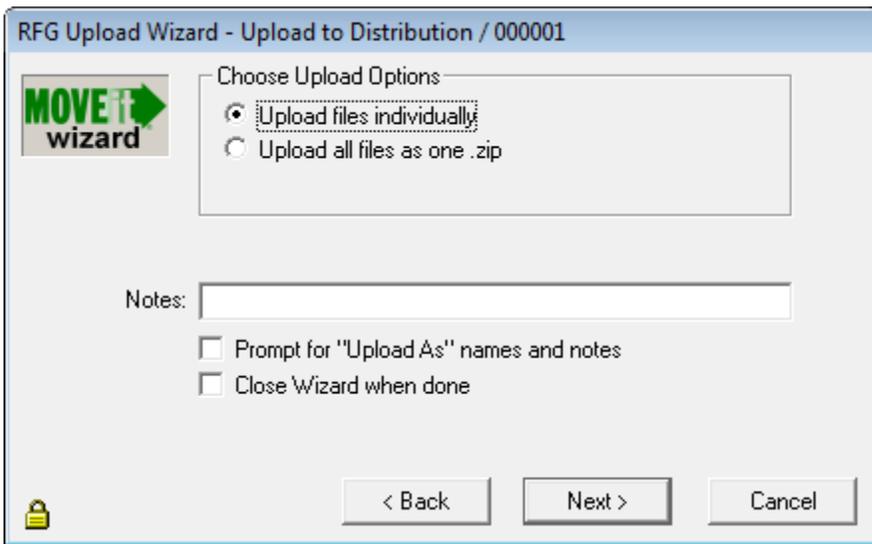
The wizard will pop up (as shown below). Click the Add File button to add files to send to RFG.



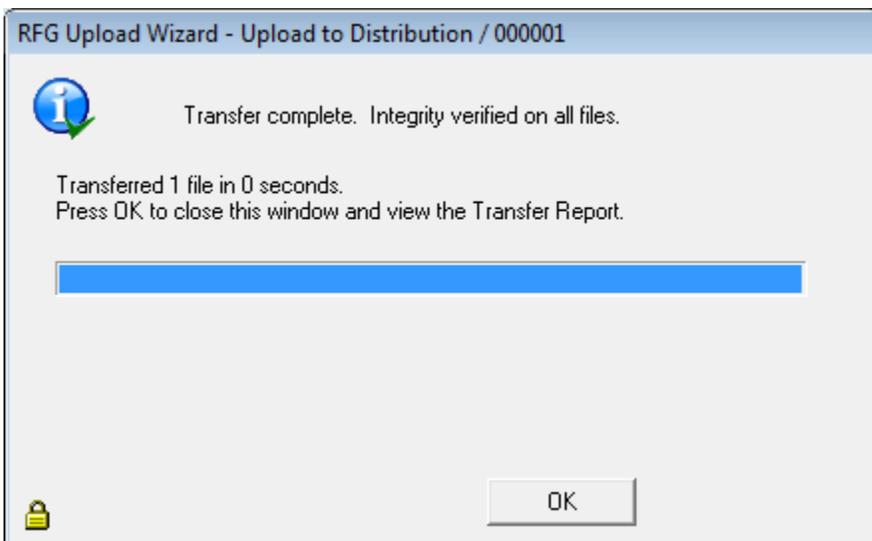
A normal windows browse window will pop up allowing you to select a file or files to send to RFG. Please note, RFG does recommend that files sent to RFG be encrypted either with PGP or with WinZip using AES encryption and a strong password. After you select the file or files to be sent, they will be reflected in the Wizard's file list:



Click Next to continue:



This screen allows you to upload all the files individually or to combine in a zip. Since the wizard already compresses the data on the fly, you should select the “upload files individually” option. You can also add a note as to what the upload contains. If you want the wizard to automatically close when complete, check the appropriate box. When you click next, the transfer will start and progress will be displayed in the wizard.



Once the transfer is complete, the Wizard will confirm that the transfer ended and that the uploaded file(s) integrity was verified on the server.

Step 7: Uploading a file to RFG (WITHOUT the wizard):

Uploading a file without the wizard is easy. That said, the wizard is still the preferred method of uploading due to increased performance and file verification, but if you are unable to use the wizard for any reason, you still can upload a file to RFG. The screen without the wizard installed will look something like this:



Home

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 Home Folder](#) - [Browse Other Folders](#)

Upload Files Now...

Select a folder: ▾

Pick a file with the "Browse" button:

Enter any applicable notes:

...and then press the "Upload" button:

1. Click the Browse button to select a file to upload. You can only select a single file using this method. When you click browse, a normal Windows Browse screen will appear. Select the file you wish to send and click Open/Ok.
2. Enter any notes about the file in the notes field.
3. Click the Upload button. Since this doesn't use the wizard, you will have no indicator as to the progress of the transfer. Since large file transfers can take a long time (sometimes hours), you'll need to leave this page on the web browser undisturbed. Closing the page during the transfer will cause the transfer to fail. If the transfer using this method is successful, you'll see a note that looks something like this:



Uploaded new file with ID #'359480177' OK.

Step 8: Resetting a forgotten password:

In the event that you forget your password, the system has functionality to reset it. Since RFG Employees can't look up your password (they can only look up your ID), this is the method to use to reset your password. On the Log On screen click the link to "Request a Password Change". You will be taken to the page below:

RFG: Not Signed On - Microsoft Internet Explorer provided by RFG Inc.

<https://ftp.raddon.com/human.aspx?r=940097305&Arg12=passchangerequest>

File Edit View Favorites Tools Help

RFG: Not Signed On

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? Forget your password?

Password Change Request

Please enter your username below and then click the Request Password Change button. An email message with more information about the password reset process will be sent to your registered email address (if any). This message may ask you to click on a link to reset your password. If it does, you have 20 minutes to do so before the link expires. If no link is provided in this message, or if you do not receive a message in 10 minutes, you will need to contact your administrator to reset your password.

Username:

[Return to the sign on page](#)

Enter your username in the "Username" box and click the "Request Password Change" button. If you entered your username correctly, you should receive an automated email within 10-15 minutes with instructions to change your password. The email will contain a link (if clicked within 20 minutes) that will log you in and allow you to enter a new password. The password rules are the same as in step #3 above.

If you don't remember your username OR you don't receive an email within 10-15 minutes, please contact RFG Support (877-RADDON-1) for additional assistance.

SECURITY INFORMATION:

The following security features are functions of RFG's Secure FTP software and exist in addition to the hardening of the operating system and associated application services.

Transport Encryption

During transport the secure ftp software uses SSL or SSH to encrypt communications. The minimum strength of the encryption used during web transport (e.g., 128-bit").

Storage Encryption

The secure ftp software stores all files on disk using FIPS 140-2 validated 256-bit AES (<http://csrc.nist.gov/encryption/aes>), the new (US) federal standard for encryption. The encryption engine, on which the secure ftp software relies, is only the tenth product to have been vetted, validated and certified by the United States and Canadian governments for cryptographic fitness under the rigorous FIPS 140-2 guidelines.

The secure ftp software also overwrites just-deleted files with random bytes to prevent even encrypted files from lingering on a physical disk after users thought them to have been destroyed.

Precautions Taken During Transport-Storage Exchange

If files received by the secure ftp software were simply copied to a large clear-text memory buffer, Trojan programs could potentially "sniff" sensitive files out of these spaces.

Instead the secure ftp software spools pieces of files received into much smaller buffers, encrypts them and writes them to disk almost immediately. Spooling files in this manner reduces overall exposure in two ways: 1) reduces amount of information exposed and 2) reduces time information is exposed. (This technique also yields some important performance gains.)

(A frequently asked question regarding this issue is "why not just store the file using SSL or SSH" - a short answer to this question is: SSL or SSH uses temporary keys which are renegotiated each time a client establishes a new connection, and we need "more permanent" keys for storage.)

Integrity Checking

When certain file transfer clients are used with the secure ftp software, the integrity of transferred files will be confirmed. The web-based clients (including the upload/download Wizard) support integrity checking.

To perform an integrity check, both the client and the server obtain a cryptographic hash of the transferred file as part of the last step of the transfer. If the values agree, both sides "know" that the file transferred is completely identical to the original. The results of any integrity check are not only displayed to the user of the file transfer client but stored for ready access on the secure ftp server.

Immediate Transfer off Server

Files sent to RFG are automatically moved within the RFG Firewall within 15 minutes of delivery. This prevents even encrypted files from remaining on the server for longer than absolutely necessary.

Transfer Resume

The secure ftp software supports file transfer resume on both its HTTPS and FTPS interfaces. In addition to being useful during transfers of multi-gigabyte file, this feature is also a secure feature in the sense that it makes large file transfers less susceptible to denial-of-service attacks.

Password Aging

Users are forced to change their passwords at least every 90 days. Users will also be warned (via email) several days in advance of actual expiration, and notified again when their password expires.

Password History

Passwords can't be reused when changing an existing password.

Password Strength Requirements

To ensure a strong password, the selected password must meet the following minimum requirements:

- Contain at least 8 characters
- Contain at least 1 upper case letter
- Contain at least 1 lower case letter
- Contain at least 1 number
- And can't be similar to your username or any other common word found in the dictionary.

Account Lockout

If someone attempts to sign on to a valid account with an incorrect password too many times, their account will be locked out.

IP Lockout

A very real concern of administrators of any authenticated resource which supports account lockouts is that someone will get a list of valid usernames and lock all of them out. To mitigate this risk, the secure ftp software offers a feature which will prevent a machine with a specific IP address from making any further requests of the system if the secure ftp software sees too many bad sign-on attempts. Administrators will also be notified via email when this occurs.

Detailed, Tamper-Evident Audit Logging

The secure ftp software logs not only sign-on and sign-off events, but permission changes, new user additions and other actions which directly affect the security of the system. Real-time views of this audit trail as well as detailed query tools are available on the Logs and Report pages. All log entries are cryptographically chained together in a way that makes any tampering (add, delete, change) of audit logs evident.

Web Browser "Clickable Keyboard" Keystroke Logging Protection

To prevent keystroke logging software and hardware from capturing the keystrokes used to sign on to the secure ftp software using a web browser, a clickable keyboard is provided as an alternate method of data entry. The same keyboard also protects other password fields used throughout the application to protect other users as well.