

Metalogix® StoragePoint 5.8

FTP Adapter Guide



© 2019 Quest Software Inc. ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.
Attn: LEGAL Dept.
4 Polaris Way
Aliso Viejo, CA 92656

Refer to our Web site (<https://www.quest.com>) for regional and international office information.

Patents

Quest Software is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <https://www.quest.com/legal>.

Trademarks

Quest, the Quest logo, and Metalogix are trademarks and registered trademarks of Quest Software Inc. and its affiliates. For a complete list of Quest marks, visit <https://www.quest.com/legal/trademark-information.aspx>. All other trademarks and registered trademarks are property of their respective owners.

Metalogix® StoragePoint

Updated March 2019

Version 5.8

Contents

FTP Adapter Configuration	4
FTP Adapter Connection String Parameters	6
Example Storage Endpoint using FTP Adapter	11
Appendix: Troubleshooting	12
Problem: Receiving errors on storage or retrieval of externalized content.	12
About Us	13
Contacting Quest	13
Technical Support Resources	13

FTP Adapter Configuration

The FTP adapter for StoragePoint allows you to store SharePoint content on an FTP server.

The StoragePoint team strives to keep things as simple as possible for our customers. However, before the FTP Adapter for StoragePoint will function as described in this document, additional configuration may be required.


NOTE: Do not leave connection opened (with your FTP client software) during writing to FTP type endpoint. It may cause "ghost" folder (duplicate folder with the same name) on FTP storage.

This section will provide you details on how to configure a storage endpoint's connection string to utilize the FTP Adapter. Please refer to the StoragePoint Reference Guide for information on managing Storage Endpoints.

On the Application Management page, click *Storage and Backup Endpoints*.

Click *Create New Endpoint* or click the name of an existing storage endpoint that you want to edit.

Click the *Show* link next to the Advanced Adapter Settings to see the additional fields.

Adapter
Ftp 

Adapter Settings Show Connection String

Protocol
Ftp

Host

Port

Use SSL
True

User

Password

Advanced Adapter Settings *(Hide)*

Default Remote Dictionary

Proxy Type
None

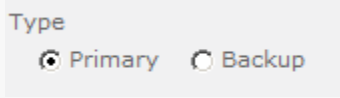
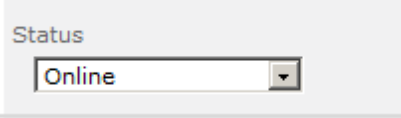
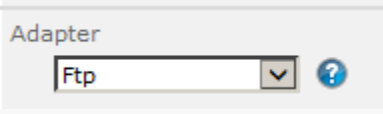

Proxy Host

Proxy Port


Proxy User

Proxy Password

FTP Adapter Connection String Parameters

Setting	Value/Options
<p>Name</p>	<p>Enter the unique name of the Storage or Backup Endpoint.</p>
<p>Type</p>  <p>See Backup Services Settings in the Reference Guide for more information on how Backup Endpoints are used.</p>	<p><i>Primary</i>– this endpoint will be available for externalization when creating storage profiles.</p> <p><i>Backup</i>– this endpoint will be in the Backup Services dropdown on the profile page.</p> <p>The selection is locked down when saving.</p>
<p>Status</p> 	<p><i>Online</i>– Storage Endpoint should be available to associate to a Storage Profile and accept BLOBs. (default)</p> <p><i>Offline (Read Only)</i>– A storage endpoint can be configured, but not made available for externalizing content. The BLOBs already on the endpoint are still read only.</p>
	<p>Select the adapter for the endpoint that is being created.</p>
<p>Protocol</p> 	<p>Select Sftp or Ftp.</p>

Setting	Value/Options
<p>Host</p> <input data-bbox="252 353 973 407" type="text" value="enter a FTP hostname"/>	<p>FTP Host (Server) name. Must be IP address or host name. Required.</p>
<p>Port</p> <input data-bbox="252 537 740 591" type="text" value="990"/>	<p>FTP Port. The default is 21 for unencrypted communication and 990 for encrypted. It must be a number in range 1-65535. Default = 21.</p>
<p>Use SSL</p> <input data-bbox="252 842 379 896" type="text" value="True"/>	<p>True (default) means encrypted communication (SFTP – implicit FTP over STL) will be established. False means “plain” unencrypted FTP communication will be established. Value is set to True and cannot be edited for Sftp protocol</p>
<p>User</p> <input data-bbox="252 1299 970 1352" type="text" value="enter an account username"/>	<p>FTP Account User name. Required.</p>
<p>Password</p> <input data-bbox="252 1473 967 1527" type="text" value="enter an account password"/>	<p>FTP Account User name password. Required.</p>
<p>Advanced Adapter Settings <i>(Hide)</i></p> <p>Default Remote Dictionary</p> <input data-bbox="252 1711 970 1765" type="text" value="enter an account remote dictionary (optional)"/>	<p>Default remote dictionary for FTP user account (not typically necessary to set). Not allowable for Sftp protocol.</p>
<p>Proxy Type</p> <input data-bbox="252 1912 418 1966" type="text" value="None"/>	<ul style="list-style-type: none"> • None (default) • Socks4 • Socks4a • Socks5

Setting	Value/Options
<p>Proxy Host</p> <input data-bbox="252 349 975 405" type="text" value="enter proxy host name (optional)"/>	<p>Proxy Host (Server) name. Must be IP address or host name. Required only if Proxy Type is None.</p>
<p>Proxy Port</p> <input data-bbox="245 562 735 613" type="text" value="enter proxy number (optional)"/>	<p>Proxy Port. It must be a number in range 1-65535. Required only if Proxy Type is None.</p>
<p>Proxy User</p> <input data-bbox="245 779 967 835" type="text" value="enter proxy username (optional)"/>	<p>Proxy Account User name. Required only if Proxy Type is None.</p>
<p>Proxy Password</p> <input data-bbox="245 958 963 1014" type="text" value="enter proxy password (optional)"/>	<p>Proxy Account User name password.</p>
	<p>If the endpoint is on a WORM (Write Once, Read Many) device, Unused BLOB Cleanup will ignore this endpoint.</p>
<p>Folder Content in BLOB Store</p> <input data-bbox="236 1375 323 1413" type="text" value="Yes"/> <p>Folder Scheme</p> <input data-bbox="236 1464 560 1503" type="text" value="YYYY/MM/DD/HH/MM"/>	<p><i>No</i> – Externalized content BLOBs are not placed in folders.</p> <p><i>Yes</i> – Externalized content BLOBs are placed in folders (default).</p> <p>If <i>Folder Content in BLOB Store</i> is <i>Yes</i> then you can select a date/time folder scheme from the dropdown.</p> <p>YYYY/MM/DD/HH/MM is the default.</p>

Setting	Value/Options
<div data-bbox="252 309 544 353" style="border: 1px solid black; padding: 2px; display: inline-block;">Test Storage Settings</div>	<p>The Test Storage Settings button can be used at this point, or after completing the endpoint configuration, to verify that the endpoint is accessible.</p>
<p>Compress Content in BLOB Store</p> <div data-bbox="236 629 320 663" style="border: 1px solid black; padding: 2px; display: inline-block;">No</div> <p><i>Content is compressed using the GZip/Deflate method.</i></p>	<p><i>No</i>– Externalized content BLOBs are not compressed (default).</p> <p><i>Yes</i>– Externalized content BLOBs are compressed.</p>
<p>Encryption Method for Content in BLOB Store</p> <div data-bbox="240 925 440 958" style="border: 1px solid black; padding: 2px; display: inline-block;">None</div>	<p><i>None</i>– Encryption will not be applied to externalized BLOBs (default).</p> <p><i>AES (128 bit)</i>– 128 bit AES encryption will be applied to externalized BLOBs.</p> <p><i>AES (256 bit)</i>– 256 bit AES encryption will be applied to externalized BLOBs.</p>
<p>Encryption Key Passphrase</p> <div data-bbox="236 1397 501 1431" style="border: 1px solid black; width: 166px; height: 15px; margin-bottom: 5px;"></div> <div data-bbox="523 1397 759 1431" style="border: 1px solid black; padding: 2px; display: inline-block; margin-left: 10px;">Generate Key</div> <p><i>Enter a passphrase to be used to generate a key or leave blank to generate a random key. The passphrase entered is not saved with the Endpoint.</i></p>	<p>Enter a passphrase to use when generating the encryption key. Using a passphrase will help you re-create the encryption key if necessary. You can generate a random key by leaving the box blank and clicking the <i>Generate Key</i> button. The encryption key passphrase will be hidden.</p>

Setting	Value/Options
<p>Generate warning notification if:</p> <p><input checked="" type="checkbox"/> <input type="text" value="10"/> or more successive errors are encountered</p> <p><input type="checkbox"/> there is less than <input type="text" value="10"/> <input checked="" type="radio"/> MB <input type="radio"/> % of free space</p>	<p>A warning email can be sent if the endpoint encounters errors.</p>
<p>Automatically take endpoint offline if:</p> <p><input checked="" type="checkbox"/> <input type="text" value="25"/> or more successive errors are encountered</p> <p><input type="checkbox"/> there is less than <input type="text" value="1"/> <input checked="" type="radio"/> MB <input type="radio"/> % of free space</p>	<p>An online storage endpoint can be automatically taken offline if it encounters errors. If a storage endpoint is taken offline automatically, BLOBs that were intended to be written to that endpoint will go to the content database.</p>
<p>Send Offline Notifications to:</p> <p><input checked="" type="checkbox"/> Use Notification Defaults</p> <p>Additional Contacts</p> <p><input type="text" value="admin@company.com"/></p> <p><i>Provide a semi-colon delimited list of e-mail addresses.</i></p>	<p>Default email addresses for system error and offline notification can be entered. Check the box to include the list of Default Notification Contacts specified on the General Settings page.</p>

Example Storage Endpoint using FTP Adapter

Adapter
Ftp ?

Adapter Settings Show Connection String

Host
NY-FTP1.mycompany.internal

Port
990

Use SSL
True

User
user

Password
●●●●●●●●

Advanced Adapter Settings (Hide)

Default Remote Dictionary
/Blobs/2002

Proxy Type
Socks5

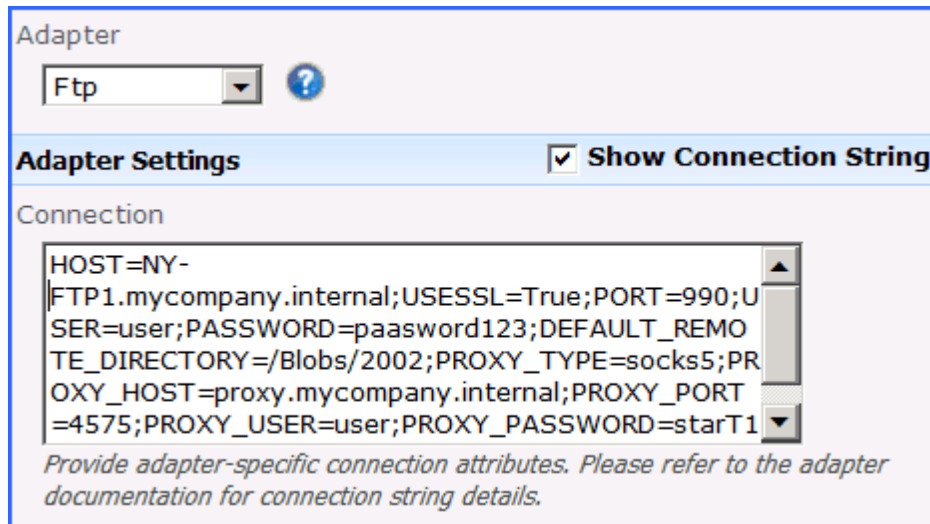
Proxy Host
proxy.mycompany.internal

Proxy Port
4575

Proxy User
user

Proxy Password
●●●●●●●●

The *Show Connection String* checkbox displays connection string for this adapter. Notice that the connection string parameters are name/value pairs separated by semi-colons.



NOTE: Adapter parameters are not case-sensitive.

NOTE: You should always use a passphrase when generating encryption keys. The passphrase gives you a means of re-creating keys should they become unrecoverable or corrupt. It is very important to remember or record the passphrase outside of Metalogix StoragePoint. Otherwise, encrypted content could become irretrievable in the event of a database failure.

If you choose to externalize content you should test the storage profile settings by clicking the *Test Storage Settings* button. A message under the button will indicate whether or not the test was successful. If the test fails the message will include the error that was the root cause of the failure.

NOTE: When testing access to an endpoint from within Central Administration, the Identity of the Application Pool hosting the Central Administration Site is the one that is being used for the test. If there are different Identities used for other Web Applications in the Farm then those identities will also need access but cannot be tested from within Central Admin itself. See BLOB Store Security and Metalogix StoragePoint Required Privileges in the Metalogix StoragePoint Reference Guide.

Appendix: Troubleshooting

Problem: Receiving errors on storage or retrieval of externalized content.

Wherever possible, StoragePoint surfaces error messages returned by the adapter either directly to the user or within the SharePoint ULS logs. You should refer to your storage platform/provider documentation for resolution to errors logged by the adapter.

About Us

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation™.

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece — you — to the community, to the new Quest.

Contacting Quest

For sales or other inquiries, visit www.quest.com/contact.

Technical Support Resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles

- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product