

### Overview

Gateway Ticketing Systems provides a secure method for exchanging files over the Internet. Our server uses the latest technology to isolate users, transmit information over secure channels, audit access, and prevent fraudulent activity.

There are two methods to securely connect and transfer files between your site and our SFTP site. The first method is via [HTTPS](#) utilizing a web browser as your connection client. The second method is via the [SFTP](#) protocol using most any available file transfer client which support SFTP (SSH File Transfer Protocol).

Upon request, the Gateway Ticketing Systems Customer Service Department will supply you with a username and password to access the site. Once connected you will be logged in to a private virtual home folder where you will be able to upload or download files and folders. From your home folder, you will also be able to access any software releases or updates plus valuable documentation to assist you in configuring our software.

### Methods of Access – HTTPS

To connect, use your favorite web browser and visit: <https://files.gatewayticketing.com>. Enter the **Domain:** Gateway, **Username:** <assigned by Customer Service>, **Password:** <assigned by Customer Service>.

*Note: Domain must read “Gateway” with the first letter capitalized and the other letters lower-case. Username and password are case-sensitive as well.*



## Methods of Access – HTTPS

You will be logged in directly to your secure home folder where you can create more folders or upload files. The other directories you will see are read-only and you may only download content such as new versions, bug fixes or supporting documentation (i.e. Archive, Current, or Support).

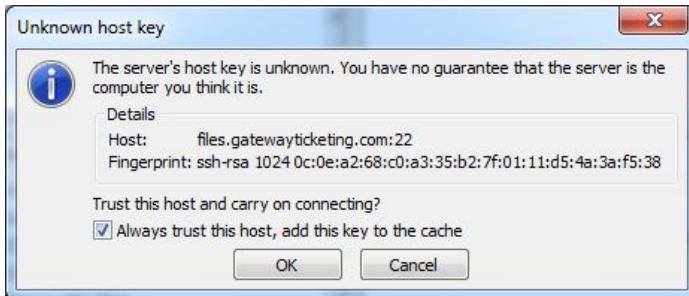


## Methods of Access – File Transfer Client

Due to limitations of the web interface and PHP, you may experience difficulty transferring files over 2GB in size. When you need to transfer files this size or larger, a file transfer client is preferred because of its ability to queue multiple downloads and re-transmit if an error occurs during transit. Please note that any client used must support SFTP ([SSH File Transfer Protocol](#)). Using your favorite client, open the address: **sftp://files.gatewayticketing.com**. Alternately you can use the address: **files.gatewayticketing.com** specifying TCP port 22 in your connection string. Username: <assigned by Customer Service>, Password: <assigned by Customer Service>.

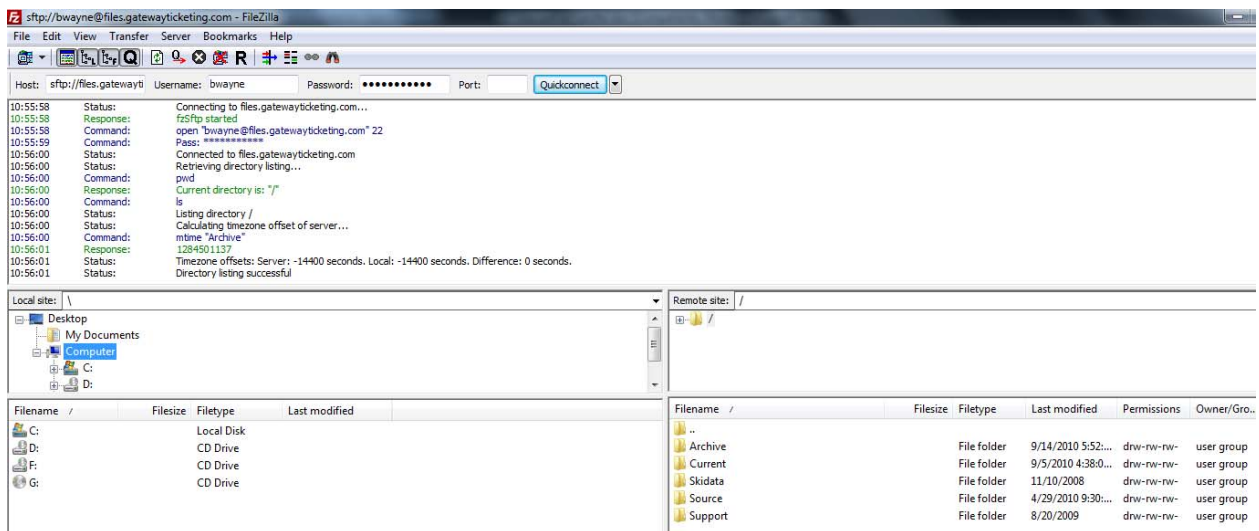
## Methods of Access – File Transfer Client

The first time you connect, you will be presented with the server's encryption key.



Check the 'Always trust this host, add this key to the cache' option and click OK. This message will not appear on subsequent connections

Once the connection is established, you will be logged in directly to your secure home folder where you can create more folders or upload files. The other directories you will see are read-only and you may only download content such as new versions, bug fixes or supporting documentation (i.e. Archive, Current, or Support) from them.



## File Transfer Clients

Recommended file transfer clients include but are not limited to:

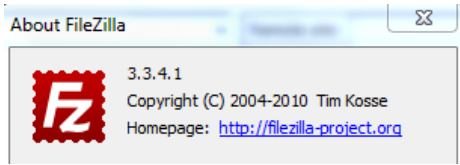
FileZilla - <http://filezilla-project.org/>

CuteFTP - [http://www.cuteftp.com/products/ftp\\_clients.aspx](http://www.cuteftp.com/products/ftp_clients.aspx)

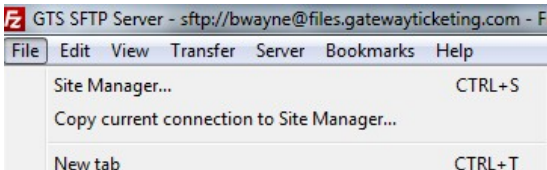
WS\_FTP - <http://www.ipswitchft.com/>

## File Transfer Client Setup – FileZilla

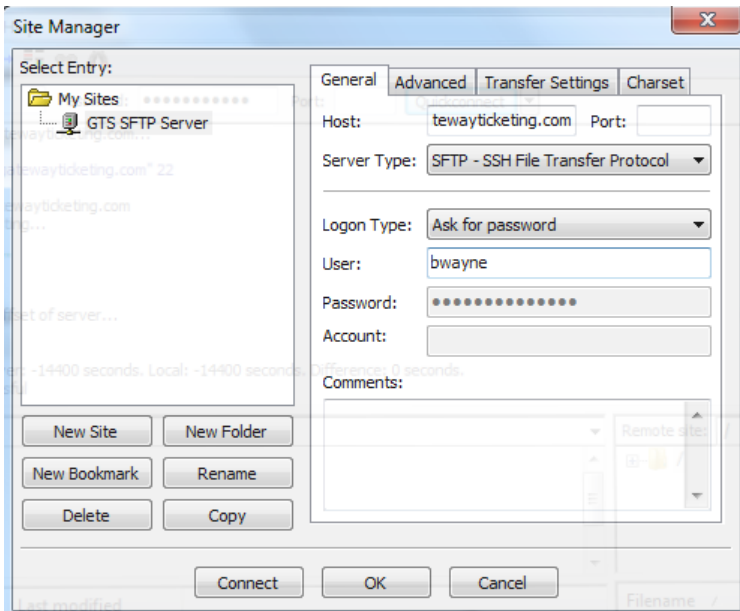
1. Install FileZilla accepting the defaults. Version used at time of writing is 3.3.4.1.



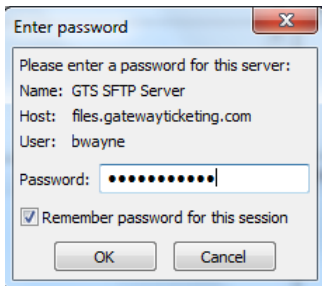
2. Open the Site Manager by clicking File > Site Manager... (or pressing CTRL+S)



3. Click the button to create a new site. Fill in the information for the connection.
  - a. Host: **files.gatewayticketing.com**
  - b. Server type: **SFTP** – SSH File Transfer Protocol.
  - c. Logon type: Must be set to “normal” or “ask for password”. Click OK to save or CONNECT to connect immediately.



4. If using “ask for password” when connecting, the following screen will appear where you can enter your password.



## Troubleshooting Connection Issues

If you have difficulty connecting, please contact Gateway Ticketing Systems Customer Service at 610.987.4002.

## Troubleshooting – Forgotten Password – Password Reset

If your e-mail address is correctly associated with your SFTP account, you must use the web interface at: <https://files.gatewayticketing.com> to reset your password. Choose the “Lost Password” link from the login page.



[Lost password](#)

Next, enter the Domain and Username information

*Note: Domain must read “Gateway” with the first letter capitalized and the other letters lower-case. Username is case-sensitive as well.*



## Lost password

To reset your password, enter your domain and username. An email message will be sent to the email address associated with your username along with instructions on how to reset your password.

Domain: *	<input type="text" value="Gateway"/>
Username: *	<input type="text" value="bwayne"/>
<input type="button" value="Reset Password"/> <input type="button" value="Cancel"/>	

An e-mail will be sent to the e-mail address associated with the account with reset instructions.



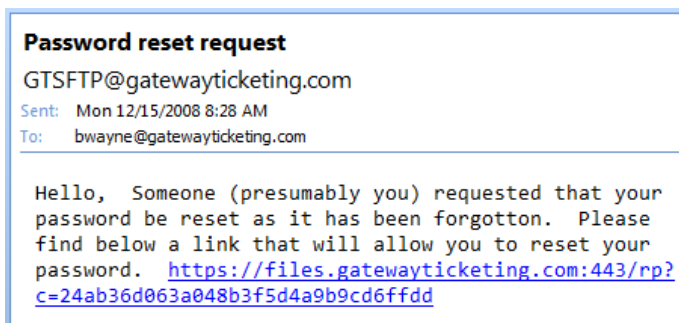
## Lost password

An email message has been sent to the address **bwayne@gatewayticketing.com** with instructions on how to reset your password.

E-mail will look like this as the sender.



The body of the e-mail will contain a link. Click the link to reset your password.



Type in a new password.



## Reset lost password

To reset your password, enter your new password in the fields below.

Password: \*

Confirm: \*

A message will indicate that your password has been reset and you are now ready to log in to the web interface or to use a file transfer client.

## Secure File Transfer Server

Enter domain, username and password and click Login.

Password has been successfully reset.

Domain: \*

Username: \*

Password: \*

User Interface:  HTML  Java Applet

Login

If you receive the message "Username does not have a valid e-mail address", please e-mail [ftpadmin@gatewayticketing.com](mailto:ftpadmin@gatewayticketing.com) or contact Gateway Ticketing Systems Customer Service at 610.987.4002 with the correct e-mail address.

## Lost password

To reset your password, enter your domain and username. An email message will be sent to the email address associated with your username along with instructions on how to reset your password.

**A problem occurred with your request:**  
Username does not have valid email address. Please e-mail [ftpadmin@gatewayticketing.com](mailto:ftpadmin@gatewayticketing.com) for assistance.

Domain: \*

Username: \*

## Troubleshooting – Changing your password or associated e-mail.

If you want to change your account information, you are using the web interface, and are already logged in, click on “My Account” in the upper right hand of the screen.

Logged in as: **bwayne** under domain **Gateway**  
[My Account](#) | [Logout](#)

## My Account

### Personal information - [Edit](#)

**Name:** Bruce Wayne  
**Login:** bwayne  
**Email:** bwayne@gatewayticketing.com  
**Phone:**

[Change password](#)

Select “Edit” from the Personal Information heading to Change your e-mail or name. Usernames (Logins) must be changed by a FTP administrator.

## My Account

### Personal information

Name:

Login:

Email:

Phone:   x

Select "Change Password" to change your password.

## My Account

### Change password

New Password: \*

Confirm password: \*


## Troubleshooting – Password Complexity

When changing your password, you must choose a password which meets the server's complexity requirements. Those requirements are:

1. Minimum length of 8 characters
2. Password must not match previous 4 passwords
3. Maximum password age of 60 days
4. Must have an uppercase character
5. Must have a lowercase character
6. Must have a numeric character (0-9)

## Troubleshooting – HTTPS / Invalid Domain error

Enter domain, username and password and click Login.

 **A problem occurred with your request:**  
Invalid domain.

Domain: \*   
Username: \*   
Password: \*

This error will occur when the Domain has not been correctly entered. The proper domain name is "Gateway" and the first letter must be capitalized to be recognized correctly.

## Troubleshooting – File Transfer Client (Authentication failed)

```

11:59:12 Status: Connecting to files.gatewayticketing.com...
11:59:12 Response: fzSftp started
11:59:12 Command: open "bwayne@files.gatewayticketing.com" 22
11:59:13 Command: Pass: *****
11:59:13 Error: Authentication failed.
11:59:13 Error: Critical error
11:59:13 Error: Could not connect to server

```

This error will occur when the wrong user name or password has been entered.

## Troubleshooting – File Transfer Client (Could not connect to server)

```

12:03:26 Status: Connecting to files.gatewayticketing.com...
12:03:26 Response: fzSftp started
12:03:26 Command: open "bwayne@files.gatewayticketing.com" 22
12:03:27 Command: Pass: *****
12:03:27 Error: Authentication failed.
12:03:27 Error: Critical error
12:03:27 Error: Could not connect to server

```

Assuming your username and password is correct, this error will occur when you have been locked out of the server for attempting to reconnect too many times with an incorrect password.

Depending upon how many times you've attempted to connect, your IP address may also be blocked from connecting to our servers.

Before contacting our Customer Service Department to unlock your account, you may need to know the external IP address you used to connect to our server. The easiest way to find the IP address is to visit the website: <http://whatismyip.com> from the machine you are connecting from or ask your Network Administrator. This will save time if we need to unlock your account and / or unblock your IP address.

Security is important to Gateway and this is one step of many to catch fraudulent use of accounts.

## Troubleshooting – Issues sending large files

Gateway recommends using a program such as WinZip or WinRAR to compress and break up very large files into smaller pieces before uploading to our FTP site.

Generally any files over 250MB should be compressed and broken up into 100MB "chunks".

WinRAR - <http://www.rarsoft.com/>

WinZip - <http://www.winzip.com/>

IZArc - <http://www.izarc.org/>