

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, auditing access, and preventing fraudulent activity.

There are two methods to securely connect and transfer files between your site and Gateway. The first method is via HTTPS utilizing a web browser. The second method is via the FTP protocol over TLS/SSL secure channel using a freely available file transfer client which support FTPS (implicit SSL).

Upon request, 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 home folder where you will be able to upload or download files and folders. No one else except for our staff will be able to see or access your data. From your home folder, you will also be able to access any software releases or updates you currently have maintenance on plus valuable documentation to assist you in configuring our software.

Methods of Access – HTTPS

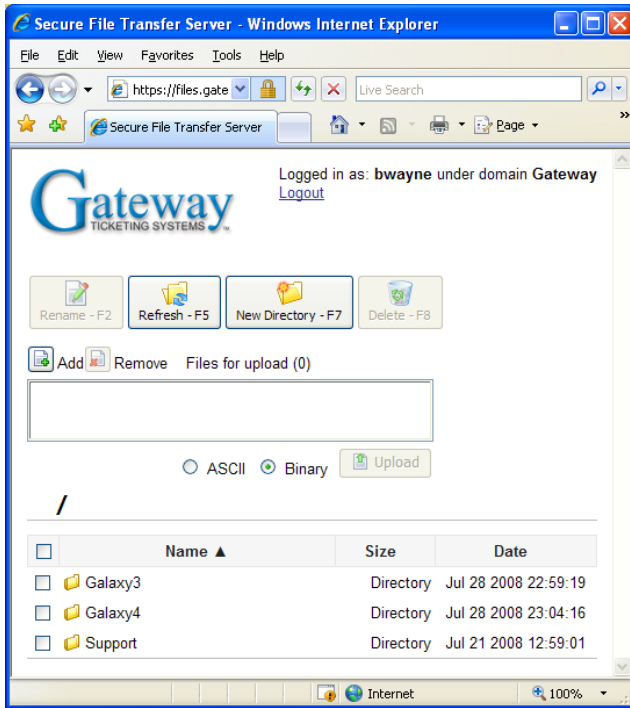
Using your favorite web browser, visit: <https://files.gatewayticketing.com>. Please enter the **Domain:** Gateway, Username: <assigned by Customer Service>, Password: <assigned by Customer Service>.

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 to. The other directories are read-only. You may only download content from them such as new versions, bug fixes or supporting documentation (i.e. Galaxy or Support).



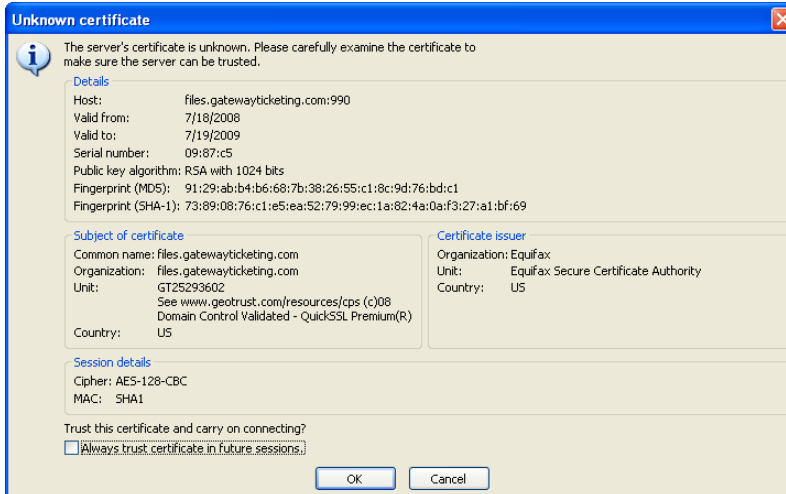
Methods of Access – File Transfer Client

Due to limitations of the web interface and PHP, you may experience difficulty transferring files over 2GB in size. When you need to transfer much larger files, a file transfer client is preferred because of its ability to queue multiple files and re-transmit if an error occurs during transit. Any client used must support FTPS (FTP over IMPLICIT TLS/SSL). Using your favorite client, open the address:

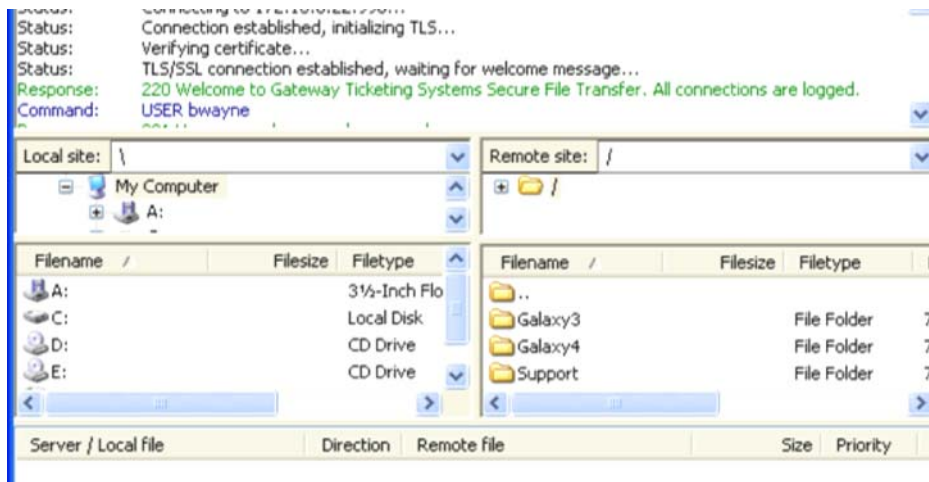
ftps://files.gatewayticketing.com. Alternately you can use the address: **files.gatewayticketing.com** specifying TCP port 990 in your connection string.

Methods of Access – File Transfer Client

When connecting to the server you will be presented with an SSL certificate that must be accepted to fully connect.



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



File Transfer Clients

Recommended file transfer clients include but are not limited to:

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

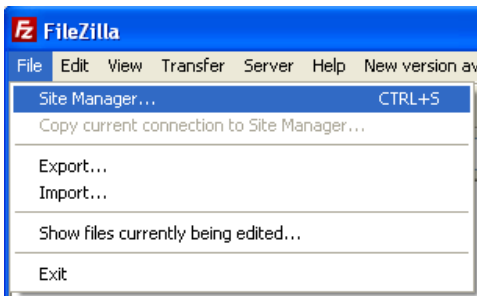
CuteFTP - http://www.cuteftp.com/products/ftp_clients.aspx

WS_FTP - <http://www.ipswitchft.com/>

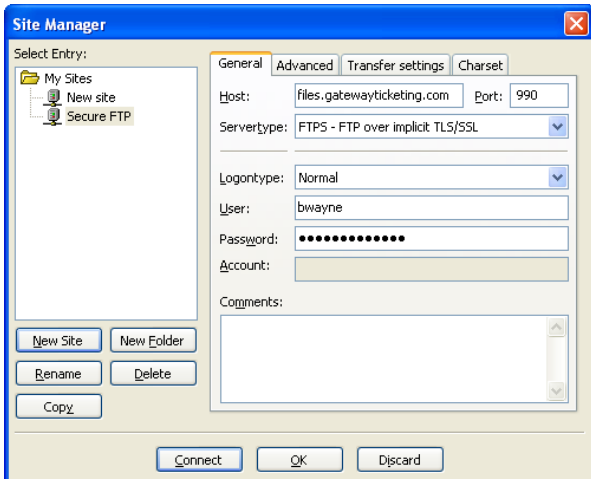
AnyClient - <http://www.anyclient.com/>

File Transfer Client Setup – FileZilla

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

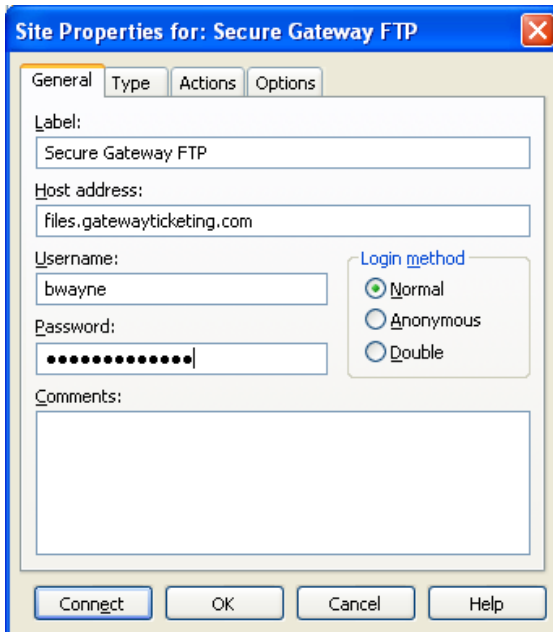


2. Click the button to create a new site. Fill in the information for the connection.
 - a. Host: files.gatewayticketing.com
 - b. Port: 990
 - c. Server type: FTPS – FTP over implicit TLS\SSL.
 - d. Logon type: Must be set to “normal” before the user name and password can be entered. Click ok to save or connect to connect immediately.

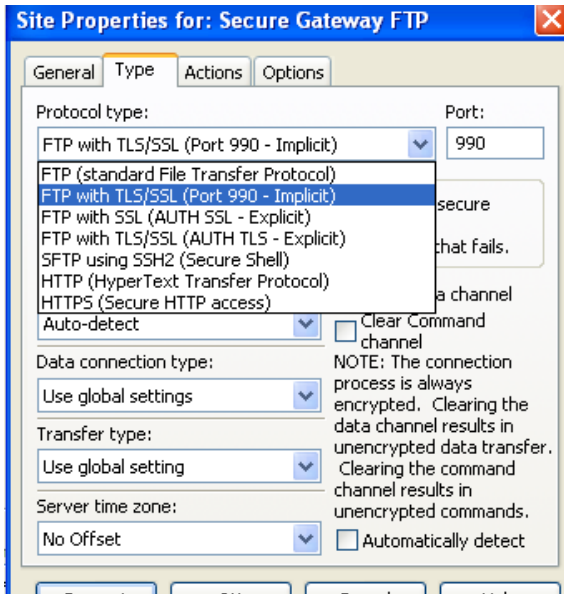


File Transfer Client Setup – CuteFTP

1. Right click in the site manager (displayed by default) and select New> FTP Site
2. Fill in the host address as files.gatewayticketing.com and enter your Username and Password

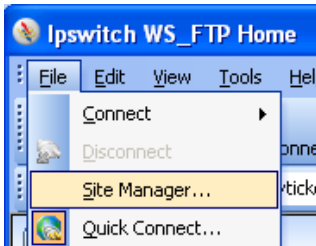


3. Switch to the “Type” tab and select protocol “**FTP with TLS/SSL (Port 990 – Implicit)**”
4. Click ok to save or connect to save and connect immediately.

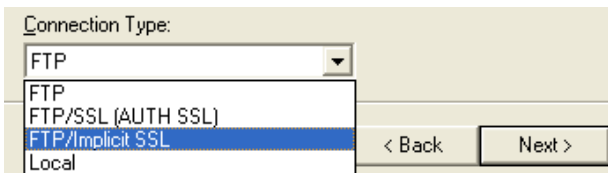


File Transfer Client Setup – WS_FTP

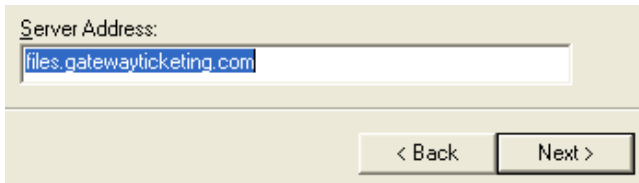
1. Select “Site manager“ from the file menu. Click “create site” on the window that appears.



2. This will open a site creating wizard. Give the site a descriptive name like “Secure Gateway FTP” and click the Next > button.
3. On the connection type screen select FTP/Implicit SSL and click Next > to advance.



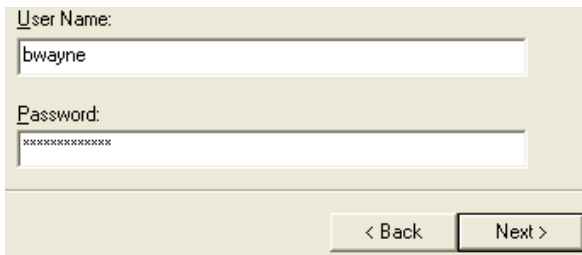
4. On the server address screen set the address to files.gatewayticketing.com and click Next > to advance



Server Address:
files.gatewayticketing.com

< Back Next >

5. Enter your username and password on the next screen and click Next > to advance.



User Name:
bwayne

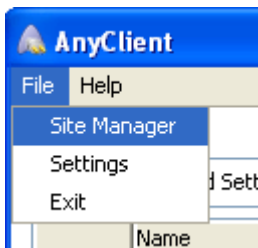
Password:
XXXXXXXXXX

< Back Next >

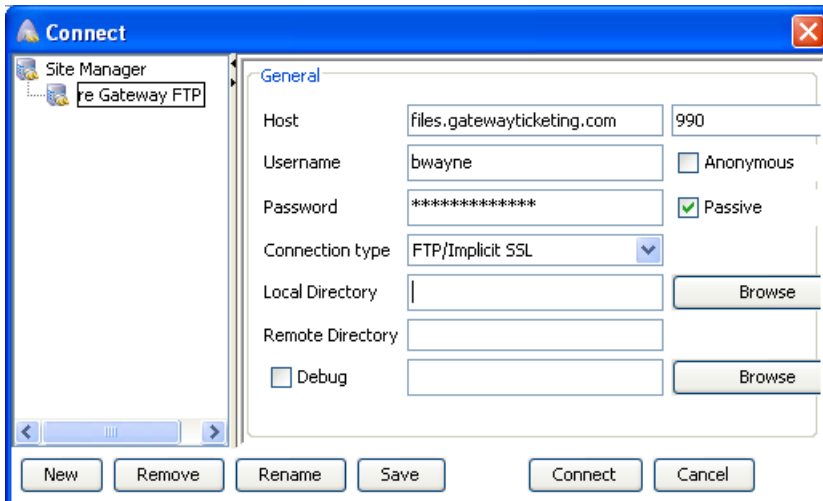
6. On the next screen click finish, and if the option is selected it will connect to the server immediately.

File Transfer Client Setup – AnyClient

1. In the file menu select “Site Manager”



2. Click the “New” button on the site manager window to create a new site entry.



3. Fill in the appropriate information for the connection as follows:
4. Host: files.gatewayticketing.com 990
5. Your username and password
6. Connection type: FTP/Implicit SSL
7. Click save to save the site, or Connect to save and automatically connect to the site.

Troubleshooting Connection Issues

All transfers must be performed over a secure channel, if your site has difficulty complying with these guidelines 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 FTP account, you may 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.



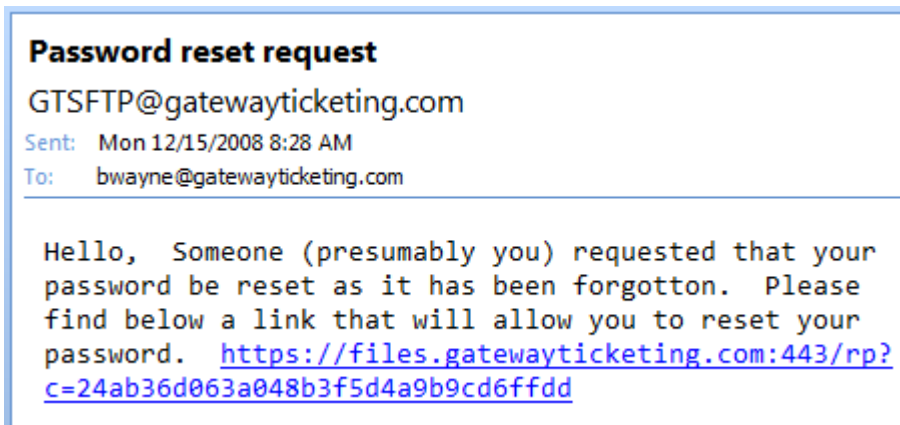
Lost password

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 use your favorite 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



If you receive the message “Username does not have a valid e-mail address”, please e-mail ftpadmin@gatewayticketing.com or contact Gateway Ticketing Systems Customer Service at 610.987.4002 to make sure the correct e-mail address is associated with your login.

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 for assistance.

Domain: *

Username: *

Troubleshooting – Changing your password or associated e-mail.

If you are using the web interface and are currently logged in, choose “My Account” in the upper right hand of the screen.

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

Select "Edit" from the Personal Information heading.

My Account

Personal information - [Edit](#)

Name: Bruce Wayne

Login: bwayne

Email: bwayne@gatewayticketing.com

[Change password](#)

Change your e-mail or name. Usernames must be changed by Customer Service.

My Account

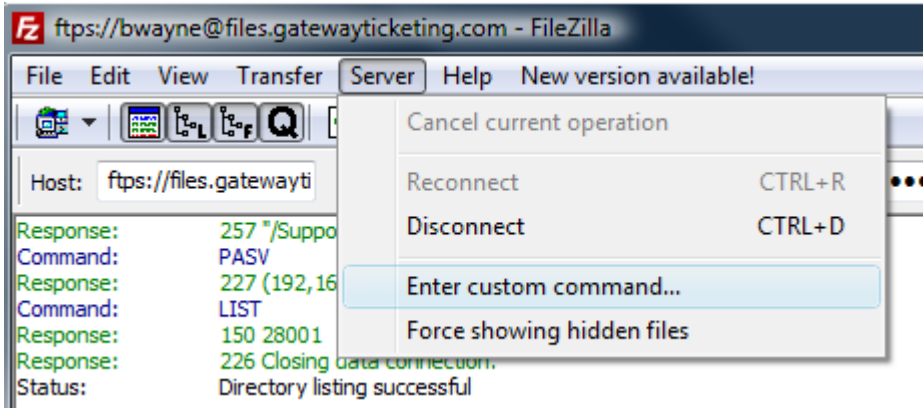
Personal information

Name:

Login:

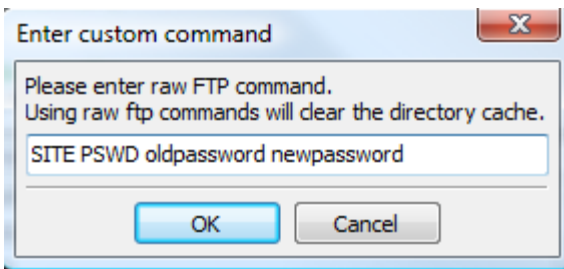
Email:

If you are using a file transfer client which supports raw FTP commands, you may also change your password using the "SITE PSWD" command. The screenshot below shows this process in FileZilla. Go to Server | Enter custom command.



Once the “Enter custom command” window is displayed, type: SITE PSWD <oldpassword> <newpassword> . Then press OK.

Note: <oldpassword> should be replaced with your current password and <newpassword> should be replaced with your new password.



If the command was issued properly and your password met complexity requirements, you should see a “Response 200 Command OK” returned back to your FTP client from the server.

```
Response: 200 Command OK.
```

All transfers must be performed over a secure channel, if your site has difficulty complying with these guidelines please contact Gateway Ticketing Systems Customer Service at 610.987.4002

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 3 passwords
3. Must have an uppercase character

4. Must have a lowercase character
5. 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 typed in. The proper domain name is “Gateway” and the first letter must be capitalized to be recognized correctly.

Troubleshooting – File Transfer Client (530 not logged in)

```
Status:      TLS/SSL connection established, waiting for welcome message...
Response:    220 Welcome to Gateway Ticketing Systems Secure File Transfer. All connections are logged.
Command:     USER bwayne
Response:    331 User name okay, need password.
Command:     PASS *****
Response:    530 Not logged in.
Error:       Could not connect to server
```

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

Troubleshooting – File Transfer Client (421 wrong protocol / service not available)

```
Response:    220 Welcome to Gateway Ticketing Systems Secure File Transfer. All connections are logged.
Command:     USER bwayne
Response:    331 User name okay, need password.
Command:     PASS *****
Response:    421 Service not available, closing control connection.
Error:       Could not connect to server
Status:      Waiting to retry...
```

The 421 error will occur if the incorrect protocol has been selected. The protocol for the connection must be **FTPS Implicit SSL**. Check your settings in the site manager of the client you are using.

Troubleshooting – File Transfer Client (Connection established, initializing TLS... Could not connect to server)

```
Status:      Connection established, initializing TLS...
Error:       Could not connect to server
Status:      Waiting to retry...
Status:      Resolving IP-Address for files.gatewayticketing.com
Status:      Connecting to files.gatewayticketing.com
Status:      Connection established, initializing TLS...
Error:       Could not connect to server
```

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 will 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 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/>