



First Look: Managed File Transfer (MFT) with Interoperability Productions

Version 2018.1
2018-11-30

First Look: Managed File Transfer (MFT) with Interoperability Productions

InterSystems IRIS Data Platform Version 2018.1 2018-11-30

Copyright © 2018 InterSystems Corporation

All rights reserved.



InterSystems, InterSystems Caché, InterSystems Ensemble, InterSystems HealthShare, HealthShare, InterSystems TrakCare, TrakCare, InterSystems DeepSee, and DeepSee are registered trademarks of InterSystems Corporation.



InterSystems IRIS Data Platform, InterSystems IRIS, InterSystems iKnow, Zen, and Caché Server Pages are trademarks of InterSystems Corporation.

All other brand or product names used herein are trademarks or registered trademarks of their respective companies or organizations.

This document contains trade secret and confidential information which is the property of InterSystems Corporation, One Memorial Drive, Cambridge, MA 02142, or its affiliates, and is furnished for the sole purpose of the operation and maintenance of the products of InterSystems Corporation. No part of this publication is to be used for any other purpose, and this publication is not to be reproduced, copied, disclosed, transmitted, stored in a retrieval system or translated into any human or computer language, in any form, by any means, in whole or in part, without the express prior written consent of InterSystems Corporation.

The copying, use and disposition of this document and the software programs described herein is prohibited except to the limited extent set forth in the standard software license agreement(s) of InterSystems Corporation covering such programs and related documentation. InterSystems Corporation makes no representations and warranties concerning such software programs other than those set forth in such standard software license agreement(s). In addition, the liability of InterSystems Corporation for any losses or damages relating to or arising out of the use of such software programs is limited in the manner set forth in such standard software license agreement(s).

THE FOREGOING IS A GENERAL SUMMARY OF THE RESTRICTIONS AND LIMITATIONS IMPOSED BY INTERSYSTEMS CORPORATION ON THE USE OF, AND LIABILITY ARISING FROM, ITS COMPUTER SOFTWARE. FOR COMPLETE INFORMATION REFERENCE SHOULD BE MADE TO THE STANDARD SOFTWARE LICENSE AGREEMENT(S) OF INTERSYSTEMS CORPORATION, COPIES OF WHICH WILL BE MADE AVAILABLE UPON REQUEST.

InterSystems Corporation disclaims responsibility for errors which may appear in this document, and it reserves the right, in its sole discretion and without notice, to make substitutions and modifications in the products and practices described in this document.

For Support questions about any InterSystems products, contact:

InterSystems Worldwide Response Center (WRC)

Tel: +1-617-621-0700

Tel: +44 (0) 844 854 2917

Email: support@InterSystems.com

Table of Contents

First Look: Managed File Transfer (MFT) with Interoperability Productions.....	1
1 Benefits of Using MFT with InterSystems IRIS	1
2 How Does it Work?	1
3 Trying MFT: Create an MFT-Enabled Production	2
3.1 Before You Begin	2
3.2 Create an SSL/TLS Configuration	2
3.3 Register Your InterSystems IRIS Instance at the Transfer Service	2
3.4 Add Directories at the Transfer Service	3
3.5 Add Directories Locally	3
3.6 Create the MFT Connection	3
3.7 Get an Access Token	4
3.8 Create the Namespace	4
3.9 Create the Production	4
3.10 Create Business Operations and Business Services	5
3.11 Test the Production	7
4 Learn More About MFT	8

First Look: Managed File Transfer (MFT) with Interoperability Productions

This First Look guide introduces the Managed File Transfer (MFT) integration option in InterSystems IRIS™, which enables easy inclusion of a third-party file transfer service directly into an InterSystems IRIS production. This First Look guide also includes step-by-step directions for using MFT with a new production.

1 Benefits of Using MFT with InterSystems IRIS

Many sites that have an InterSystems IRIS production also use a file transfer service such as Box, Dropbox, or Accellion kiteworks for secure, HIPAA-compliant file sharing. However, use of such services is dependent on the end-users being willing and also remembering to use it. And when there is no enforcement, they may easily forget to do so or sometimes simply opt to send a file as an attachment. By integrating an MFT service into your production, you can ensure that files are always sent securely. An additional benefit is that there is less risk of misplaced or misdirected files, since the production can automatically route sensitive files as needed to and from the correct locations, and follow proper workflows.

Consider the following example: An employment agency contracts out routine physicals or drug tests on prospective employees to an outpatient medical testing facility. Both the testing facility as well as the employment agency are responsible for ensuring secure data transfers of private information to and from each other. However, while the medical facility may already have in place procedures for HIPAA compliance and may already use a secure file transfer service, the employment agency may not have the infrastructure in place to handle the required level of security. An MFT-enabled InterSystems IRIS production set up at either end simplifies the use of a standardized file transfer service for all such communications.

MFT is also very useful for an organization that needs to submit the same file to both internal and external locations, or when a single department receives files that need different processing depending on the sender. For example, suppose a car dealership needs to transmit signed customer financial documents to both their headquarters as well as to a financial institution. Suppose additionally that the Sales department has different processes than the Leasing department, even though both departments must submit the same types of information to the same bank. These differences could lead to confusion and misplaced or misrouted paperwork. Further, the dealership cannot and should not send customers' signed financial or other personal data as attachments to regular emails. Using an InterSystems IRIS production with MFT integration simplifies the submission and routing procedures, so that the correct documents go to the correct department for the appropriate processing, thus reducing the chances of lost documents.

2 How Does it Work?

InterSystems IRIS provides business hosts that you can add to productions and configure, with no programming needed. These business hosts support the Box, DropBox, and Accellion kiteworks services. Once you have added these business hosts and configured them, the production can easily retrieve files from end-user accounts, or put files into those accounts, or both.

InterSystems IRIS authorizes access to the third-party transfer services using the Open Authorization Framework version 2.0 (known as OAuth 2.0). When you configure the InterSystems IRIS production to use the transfer service, you establish that production as an authorized user of the transfer service account. This allows the production to pull files from and place

files into any of the directories under that account, such as those assigned to individual end-users. Access by these individual end-users are not affected at all in any way, and they can continue to place and retrieve files as before.

3 Trying MFT: Create an MFT-Enabled Production

Integrating MFT into an InterSystems IRIS production requires only a few steps: first, create and initialize the connection to the transfer service, and then include the appropriate business hosts that enable the production to talk directly with the transfer service. You can see just how easy it is by following the steps in this section to create a production that copies files between your Accellion kiteworks account and your local desktop system. If you are more comfortable with or already have access to Box or DropBox, just substitute the items for your service wherever kiteworks is used.

Important: The production created using these instructions uses default settings for the sake of simplicity. When creating a live production, InterSystems highly recommends that you adjust the settings as appropriate for your environment, particularly those related to security and your own particular InterSystems IRIS instance. For example, the **Redirect URL** mentioned below uses `http` (instead of `https`), `localhost`, and port `52773`. On a live system, you will want to use `https`, replace `localhost` with the fully qualified domain name (FQDN) of the system hosting InterSystems IRIS instance, such as `systemname.yourcompany.com`, and use the appropriate port number for your instance.

3.1 Before You Begin

To perform these steps, you'll need a single Windows machine with all of the following elements configured:

1. A running, licensed instance of InterSystems IRIS.
2. Administrative access to an account on Accellion kiteworks.

3.2 Create an SSL/TLS Configuration

First, log into the InterSystems IRIS Management Portal and navigate to the SSL/TLS configuration page (**System Administration > Security > SSL/TLS Configurations**). Click **Create New Configuration** and for the **Configuration Name** field, enter `MFTTLSConfig`. Leave all other fields as is, and click **Save** to save this new configuration.

3.3 Register Your InterSystems IRIS Instance at the Transfer Service

You will next need to create an app (entry) for this MFT production on the transfer service itself. In a separate browser window or tab, go to the management page for Accellion kiteworks and perform these steps.

1. Go to the **Customs Applications** page, which is under **Application > Client Management** (for version `kw2017.02.04`).
2. Add a new entry, and specify a name for the application such as `ISCSFileTransferApp`.
3. Make sure **Authorization Code** and **Enable Refresh Token** are selected.
4. In the **Redirect URI** field, enter:

```
http://localhost:52773/csp/sys/oauth2/OAuth2.Response.cls
```

This is the path that kiteworks uses to contact the InterSystems IRIS instance.

5. Click **Add Application** and record the security tokens (**Client Application ID** and **Client Secret Key**) that is displayed. You will use this information later, when creating the SSL/TLS connection on InterSystems IRIS.

Important: This information is available to you *only* at this time, so you must record it *immediately*. If you do not have this information when creating the SSL/TLS connection on the InterSystems IRIS production, then you must generate this information again and use the new values to create the SSL/TLS connection.

3.4 Add Directories at the Transfer Service

Now navigate to the main kiteworks (non-administrative) **Folders** page which displays your files and directories, and create two new top level directories, one named `FilesReceived` in which to receive files, and one named `FilesToSend` from which files are sent.

3.5 Add Directories Locally

You should now identify and if necessary create the folders on your local desktop system where the files will be accessed. This exercise assumes that the following are used:

- `C:\InterSystems\ToRemote`
- `C:\InterSystems\FromRemote`

3.6 Create the MFT Connection

Next, you need to register the transfer service on InterSystems IRIS by creating an MFT connection object. To do this, return to the InterSystems IRIS Management Portal, and go to the **Managed File Transfer Connections** page (**System Administration > Security > Managed File Transfer Connections**). Click **Create Connection**. Specify values for the fields as follows, then click **Save**:

Field Name	Value
Connection Name	KiteSecured
File management service	Kiteworks
SSL/TLS configuration	MFTTLSConfig
Email address	The email address of your kiteworks administrator, such as <i>MFTadmin@yourcompany.com</i>
Base URL	The root URL to kiteworks for your organization, such as <i>https://yourcompany.kiteworks.com/</i>
OAuth 2.0 application name	ISFileTransferApp
OAuth 2.0 client id	The Client Application ID retrieved earlier from kiteworks
OAuth 2.0 client secret	The Client Secret Key retrieved earlier from kiteworks
OAuth 2.0 redirect URL	Leave blank. Once you fill in the Host name and Port , this field automatically populates with the Redirect URI value provided earlier.
Use TLS/SSL	<i>(clear check box)</i>
Host name	localhost
Port	52773
Prefix	<i>(leave blank)</i>

3.7 Get an Access Token

The **Managed File Transfer Connections** page is displayed again with all available connections, including the new one that you just created. If that connection's status is `Not Authorized`, then:

1. Click **Get Access Token** to display the OAuth consent page from kiteworks, which identifies the name of the app as you had registered it earlier (`ISCFileTransferApp`).
2. Click **Grant Access** to authorize the access. This redisplay the **Connections** list, with the status of the new MFT connection now listed as `Authorized`.

3.8 Create the Namespace

You now need to create a namespace for your production from within the InterSystems IRIS Management Portal.

1. Navigate to the **Namespaces** page (**System Administration** > **Configuration** > **System Configuration** > **Namespaces**).
2. On the **Namespaces** page, click the **Create New Namespace** button. This displays the **New Namespace** page.
3. On the **New Namespace** page, enter a **Name of the namespace** such as `ForMFT`.
4. Next to the **Select an existing database for Globals** drop-down list, click the **Create New Database** button. This displays the **Database Wizard**.
5. In the **Enter the name of your database** field, enter `MFTdatabase`.
6. In the **Database directory** field, also enter `MFTdatabase`. Doing so will warn you that a new directory is about to be created. This is OK, so click **Next** to get to the database details page.
7. No changes are needed on the database details page, so click **Finish** to skip the rest of the configuration and exit the wizard. This returns you to the **New Namespace** page.
8. Leave all other fields alone on the **New Namespace** page, and click the **Save** button near the top of the page. This displays a page showing the progress of enabling the namespace. Scroll to the end of this page and click **Close**.
9. The **Namespaces** page is displayed again, with an entry for the new namespace.

For more details about creating a namespace and its associated databases, see “[Create/Modify a Namespace](#)” in the “Configuring InterSystems IRIS” chapter of the *InterSystems IRIS System Administration Guide*.

3.9 Create the Production

Next, you need to switch into the new namespace to create the new production itself.

1. Go to the home page of the InterSystems IRIS Management Portal, and locate the namespace identifier in the center part of the top banner. Click the **Switch** link to bring up the **Namespace Chooser**.
2. Select the namespace you just created (`ForMFT`), and click **OK**.
3. Now navigate to the **Production** page (**Interoperability** > **Configure** > **Production**).
4. Click **New** to bring up the **Production Wizard**.
5. For **Package**, select **INFORMATION** from the pulldown.
6. Enter a **Production Name** such as `NewMFTProduction`.
7. Leave the **Production Type** as **Generic**, and click **OK** to create the production.

For more information about productions, see “Introduction to Productions” in the “Introduction to InterSystems IRIS Interoperability” chapter of the *Introducing Interoperability Productions* guide.

3.10 Create Business Operations and Business Services

Remain in the newly-created production and add the four business operations and services required for file transport (one business operation and one business service for each direction):

Name of Business Host	Host Type	Use For
SecureToRemoteOffice	Business Operation	Sending files to transfer service
GatherLocalFiles	Business Service	Sending files to transfer service
StoreFilesLocally	Business Operation	Receiving files from transfer service
ReceiveFromRemoteOffice	Business Service	Receiving files from transfer service

3.10.1 Create and Configure: SecureToRemoteOffice

SecureToRemoteOffice is the business *operation* for sending files to the transfer service. To add this to the production:

1. Click the plus sign next to **Operations**.
2. Select the **Operation Class** `EnsLib.MFT.Operation.Passthrough`.
3. Enter the **Operation Name** `SecureToRemoteOffice`.
4. Make sure that **Enable Now** is unchecked, and leave the other fields alone.
5. Click **OK** to add the operation.
6. Select the operation, then from the panel on the right-hand side go to the **Settings** tab.
7. In the **Basic Settings** section, configure the following only:

Field Name	Value	Description
Enabled	<i>(check the box)</i>	Enables this business host
MFT Connection Name	<code>KiteSecured</code>	Name of the SSL/TLS configuration created earlier
Default MFT Folder	<code>/FilesReceived/</code>	Name of the top level <i>receiving</i> directory at the transfer service
Default Filename Specification	<code>%f</code>	Template for creating the name of the received file

8. Leave all other fields with their default settings, and click **Apply** to save your changes.

3.10.2 Create and Configure: GatherLocalFiles

GatherLocalFiles is the business *service* for gathering the files to send from InterSystems IRIS. To add this to the production:

1. Click the plus sign next to **Services**.

2. Select the **Service Class** `EnsLib.File.PassthroughService`.
3. Enter the **Service Name** `GatherLocalFiles`.
4. Make sure that **Enable Now** is unchecked, and leave the other fields alone.
5. Click **OK** to add the service,
6. Select the service, then from the panel on the right-hand side go to the **Settings** tab.
7. In the **Basic Settings** section, configure the following only:

Field Name	Value	Description
Enabled	<i>(check the box)</i>	Enables this business host
File Path	<code>C:\InterSystems\ToRemote\</code>	Directory on your local system containing the files to send
File Spec	*	Regular expression for the names of files to send
Target Config Names	<code>SecureToRemoteOffice</code>	Business host that accepts input from this business service

8. Leave all other fields with their default settings, and click **Apply** to save your changes.

3.10.3 Create and Configure: StoreFilesLocally

StoreFilesLocally is the business *operation* for storing the received files in InterSystems IRIS. To add this to the production:

1. Click the plus sign next to **Operations**.
2. Select the **Operation Class** `EnsLib.File.PassthroughOperation`.
3. Enter the **Operation Name** `StoreFilesLocally`.
4. Make sure that **Enable Now** is unchecked, and leave the other fields alone.
5. Click **OK** to add the operation.
6. Select the operation, then from the panel on the right-hand side go to the **Settings** tab.
7. In the **Basic Settings** section, configure the following only:

Field Name	Value	Description
Enabled	<i>(check the box)</i>	Enables this business host
File Path	<code>C:\InterSystems\FromRemote\</code>	Directory on your local system to store the received files
File Name	<code>%f_%Q%!+(_a)</code>	Syntax for the names of files to send. For uniqueness, InterSystems recommends incorporating a date and timestamp into the filenames.

- Leave all other fields with their default settings, and click **Apply** to save your changes.

3.10.4 Create and Configure: ReceiveFromRemoteOffice

ReceiveFromRemoteOffice is the business *service* for receiving files from your transfer service. To add this to the production:

- Click the plus sign next to **Services**.
- Select the **Service Class** `EnsLib.MFT.Service.Passthrough`.
- Enter the **Service Name** `ReceiveFromRemoteOffice`.
- Make sure that **Enable Now** is unchecked, and leave the other fields alone.
- Click **OK** to add the service.
- Select the service, then from the panel on the right-hand side go to the **Settings** tab.
- In the **Basic Settings** section, configure the following only:

Field Name	Value	Description
Enabled	<i>(check the box)</i>	Enables this business host
MFT Connection Name	<code>KiteSecured</code>	Name of the SSL/TLS configuration created earlier
MFT Source Folders	<code>/FilesToSend</code>	Name of the top level <i>sending</i> directory at the transfer service
Files to Retrieve	<i>(leave blank)</i>	Template for the name (types) of files to collect from the remote location
Target Config Names	<code>StoreFilesLocally</code>	Business host that accepts input from this business service

- Leave all other fields with their default settings, and click **Apply** to save your changes.

3.11 Test the Production

Now that you've created the production, it's time to try it out! Just drag and drop a file into the designated folders at your local directory and at the third party transfer services, and watch them appear at the other location.

- Start the production by clicking the **Start** button along the top, and then **OK** on the **Start Production** dialog.
- To verify sending a file to kiteworks:
 - Using your operating system's directory explorer, navigate to `C:\InterSystems\ToRemote\` (the directory you specified in the **FilePath** field when adding the *GatherLocalFiles* business service).
 - Place a file in that location.
 - Go to kiteworks and navigate to the `/FilesToRemote/` folder, (the directory you specified in the **Default MFT Folder** field when adding the *SecureToRemoteOffice* business operation).
 - Refresh your view of the folder until the new file appears. This is usually within a few seconds, if not sooner.

3. To verify receiving a file from kiteworks:
 - a. Go to kiteworks and navigate to the `/FilesToCentral` folder (the directory you specified in the **DefaultMFTFolder** field when adding the *ReceiveFromRemoteOffice* business service).
 - b. Place a file in that location.
 - c. Using your OS directory explorer, navigate to `C:\InterSystems\FromRemote\` (the directory you specified in the **FilePath** field when adding the *StoreFilesLocally* business operation).
 - d. Refresh your view of the directory until the new file appears. This is usually within a few seconds, if not sooner.

Congratulations, you've just successfully created a working production using MFT!

4 Learn More About MFT

For more information, see:

- [Video Introduction to Managed File Transfer](#)
- [Enabling Productions to Use Managed File Transfer Services](#)