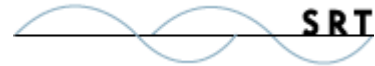




# CornerstoneMFT

## Installation & Getting Started Guide Version 8

February 2010



## Notices

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## Getting Started

### Welcome to Cornerstone MFT

Cornerstone MFT is enterprise class managed file transfer solution. The Cornerstone solution allows you to add specific modules that address your security, process, and data intelligence needs. Cornerstone add-on modules allow you to customize your Cornerstone solution, allowing the solution to evolve as your business needs change.

### Cornerstone Modules

- [Real-Time PGP](#), an encryption module for data at rest.
- [FIPS 140-2 Compliance module](#), a module that helps ensure FIPS compliance for government customers.
- [QuickSend Ad Hoc File Transfer module](#), to avoid the security and performance issues associated with emailing attachments while enabling users to work in the ways they are accustomed to working.
- [StatsTrack Reporting and Auditing module](#) provides unprecedented visibility into data flows and system activity to enable decision makers to anticipate rather than react.
- [Web User Interface module](#) that provides simple access to files without the requirement of installing software on individual PCs.

Cornerstone MFT also works with SRT's [DMZedge Server](#), which reduces the risk of network intrusion, and the [WebDrive](#) virtual drive technology. WebDrive is a unique and innovative way to access files in Cornerstone, and other remote locations, from the convenience and familiarity of a drive letter.

## System Requirements

### Supported Platforms

The following Windows platforms are supported:

- Windows Server 2008®, 32-bit or 64-bit
- Windows Server 2003®, 32-bit or 64-bit

### Requirements & Limitations

Cornerstone MFT (Managed File Transfer) is a multi-threaded, dynamic MFT server solution for the Windows operating system. While it is designed to handle an unlimited number of user connections and servers, it is limited by the resources of the computer; most notably, those limitations imposed by the Windows Sockets (WINSOCK) Library.

#### **The minimum software requirements for Cornerstone are:**

- .NET framework v.2.0
- Microsoft SQL Server Management Studio Express\*

\*If you are installing SQL Server Express 2005 you must download the SQL Server Management Studio Express so that you can manage your database. For more information, see <http://www.microsoft.com/downloads/details.aspx?FamilyId=C243A5AE-4BD1-4E3D-94B8-5A0F62BF7796&displaylang=en>

#### **The minimum hardware requirements for Cornerstone MFT are:**

- A 2GHz Pentium® class processor
- 2GB of RAM is required, 4GB is recommended, especially if SQL Server is installed on the same computer
- Minimum 100MB of disk space for the Cornerstone program and 100MB for each server configuration
- Minimum SVGA (800x600) resolution is required to run the Administration program

## ODBC Database Support for User Authentication


32-Bit	64-Bit
<ul style="list-style-type: none"><li>• SQL Server 2005 or later</li><li>• SQL Server Express 2005 or later</li></ul>	<ul style="list-style-type: none"><li>• SQL Server 2005 or later</li><li>• SQL Server Express 2005 or later</li></ul>

## QuickSend Module

Outlook® 2003 or later

## Browser Requirements


- Microsoft Internet Explorer v7.0 or later
- Firefox v3.5 or later
- Safari v4.0 or later



- If you plan to use ODBC user authentication, you must use SQL Server 2005 or later or SQL Server 2005 Express or later; test or production environment. No other databases are supported.
- All Windows Service Packs and Hot Fixes **must** be applied to the computer prior to installing Cornerstone MFT.
- For more information about the Cornerstone Web interface, see the [Cornerstone MFT Web Interface User's Guide](#).

## Installing Cornerstone MFT Overview

1. Make sure that you have the most recent version of Cornerstone MFT. You can download the most recent version from our Web site at <http://www.southernrivertech.com/>
  2. Double-click the installation file to start the installation process. The installer will give you the option to either install SQL Server Express 2005 during the Cornerstone MFT install process or you can choose use an existing SQL database or install SQL later. If you select **Install SQL Server Express 2005 now**, the installation wizard will guide you through the process. If you are installing **SQL Server Express**, you must also install Microsoft SQL Server Management Studio Express. For more information, see <http://www.microsoft.com/downloads/details.aspx?FamilyId=C243A5AE-4BD1-4E3D-94B8-5A0F62BF7796&displaylang=en>
- NOTE:** You must have administrator rights to install. If you are installing Cornerstone on **Windows Server 2008**, you must right-click the **Installation/Setup file** and select **Run As Administrator**.
3. When the installation process is complete, you must **restart Windows**.
  4. After Windows has restarted, the Cornerstone Server Service will be running. The Cornerstone Service runs as a system service and starts when the operating system loads. You can monitor the status of the Cornerstone Service using the Windows Services applet in the Administrative Tools folder in the Windows Control Panel.
  5. Once Cornerstone has been installed, you can begin to configure your servers. To configure your servers, use the Cornerstone Administrator program located in the Cornerstone program group. All **Cornerstone modules** are included in the trial version of the Cornerstone software. The trial version expires 60 days from the date of installation.

A small icon of a red pushpin with a silver fastener, used to highlight important information.

- You must have administrator rights to install. If you are installing Cornerstone on Windows Server 2008, you **MUST** run the installer AS ADMINISTRATOR; simply using an account with Administrative Privileges is not sufficient. Right-click on the Installation/Setup file and select **RUN AS ADMINISTRATOR**.
- The 32-bit version of Cornerstone must be installed on a 32-bit operating system. The 64-bit version of Cornerstone must be installed on a 64-bit operating system.

## Installing Cornerstone with SQL Server Express 2005

Once you have downloaded Cornerstone MFT, double-click the installer icon to launch the installer. The Wizard will walk you through the steps to install Microsoft SQL Server 2005 Express and Cornerstone MFT. Install SQL Server 2005 Express using the default values.

**NOTE:** If you are installing Cornerstone with SQL Server Express, you **must also download Microsoft SQL Server Management Studio Express** so that you can manage your database. For more information, see <http://www.microsoft.com/downloads/details.aspx?FamilyId=C243A5AE-4BD1-4E3D-94B8-5A0F62BF7796&displaylang=en>

For information about Cornerstone MFT server configuration options, see the [Cornerstone MFT Administrator User's Guide](#).

## Installing Cornerstone using an existing SQL Server

Once you have downloaded Cornerstone MFT, double-click the installer icon to launch the installer. The Wizard will walk you through the steps to install Cornerstone MFT and configure your existing SQL server to work with Cornerstone. When the SQL database screen appears, select **Use my own SQL Server or install later**.

When the installation is complete, click **Finish. Restart** your computer. You can now configure your SQL database to work with Cornerstone MFT.

For information about configuring your Cornerstone servers, see the [Cornerstone Administrator User's Guide](#).

## Upgrading from Titan MFT Server v.7 to Cornerstone MFT v.8

**NOTE:** This process requires a **restart**. **Do not begin this process** until you are able to **restart your computer**.

1. Back up the Registry. To back up the registry:
  1. Open **Regedit**.
  2. Go to **HKLM\Software\South River Technologies\**.
  3. From the main menu, select **File>Export**.
  4. Save the file in "**Win 9x/NT**" format.

All existing configuration information will be retained by Cornerstone MFT.

2. Install Cornerstone MFT. Make sure that you have the most recent version of Cornerstone MFT. You can download the most recent version from our Web site at:

<http://www.southrivertech.com>

3. Double-click the installation file to start the installation process. The installer will give you the option to either install SQL Server Express 2005 during the Cornerstone MFT install process or you can choose use an existing SQL database or install SQL later. If you select **Install SQL Server Express 2005 now**, the installation wizard will guide you through the process. If you are installing **SQL Server Express**, you must also install Microsoft SQL Server Management Studio Express. For more information, see <http://www.microsoft.com/downloads/details.aspx?FamilyId=C243A5AE-4BD1-4E3D-94B8-5A0F62BF7796&displaylang=en>

**NOTE:** You must have administrator rights to install. If you are installing Cornerstone on **Windows Server 2008**, you must right-click the **Installation/Setup file** and select **Run As Administrator**.

4. When the installation is complete, you **MUST RESTART** the computer. Once you have **restarted your computer**, launch the Cornerstone Administrator and **deactivate** your old Titan MFT v.7 registration code. To deactivate your old registration code, click **License Details**, and then click **Deactivate**.
5. Now you must reactivate your new Cornerstone license. Click **Reactivate License**. When the License Activation Wizard appears, you must copy and paste your new Cornerstone MFT v.8 registration codes into the Registration Code field(s). To do this, copy your registration codes to your clipboard, and then click **Get from Clipboard**. Cornerstone will apply the appropriate registration code(s) to the appropriate field(s). When you are finished, click **Activate**.
6. When the installation process is complete, you **must restart Windows** again.
7. Once Cornerstone has been upgraded, you can use your existing servers or you can configure new servers.



- In Titan MFT Server v.7, the [Web Interface module](#) registration information was included in the main product registration code. In Cornerstone MFT, the Web Interface module requires a separate registration code. If you purchased Titan MFT Server v.7 with Web Interface, you must replace your single “Titan MFT Server v.7 with Web Interface” registration code with a registration code for Cornerstone platform and a registration code for the Web Interface module.
- The 32-bit version of Cornerstone must be installed on a 32-bit operating system. The 64-bit version of Cornerstone must be installed on a 64-bit operating system. This applies even if you are currently running 32-bit Titan MFT Server on a 64-bit platform.
- For more information about configuring Cornerstone MFT, see the [Cornerstone MFT Administrator User’s Guide](#).

## Applying your Registration Codes

1. To activate your registration code, launch the Cornerstone Administrator, when the Cornerstone splash screen appears, click **Activate License**.
2. When the Product License Information screen appears, copy and paste your Cornerstone MFT v.8 registration codes into the Registration Code field(s). To do this, copy your registration codes to your clipboard, and then click **Get from Clipboard**. Cornerstone will apply the appropriate registration code(s) to the appropriate field(s).
3. Once you have pasted your registration codes into the Product License Information screen, click **Finish**.

You can also activate your registration code by selecting **File>Licensing Information** from the main menu in the Cornerstone Administrator.

## Starting the Cornerstone Service

Cornerstone MFT is designed to run as a system service or background process. You can configure Cornerstone so that it starts when Windows starts or you can configure it to be started manually.

To check and/or modify the startup setting for the Cornerstone Server Service

1. Click **Start** and then click **Control Panel**.
2. Double-click **Administrative Tools** and then double-click **Services**.
3. Right-click on **Cornerstone Daemon**, and click **Properties**.



The Cornerstone Service will be installed to run under the context of the standard **LocalSystem** or **LocalService** Windows User Account. When a user connects to the Cornerstone server, all file access is normally performed by the Windows User Account on behalf of the logged in MFT client user. This means that if there are files on a UNC that Cornerstone will be accessing, the Cornerstone Service must be re-configured so that it uses a Windows User Account that has proper NTFS permissions to the UNC share.

## Program Group Items

The Cornerstone installation program will install Cornerstone on the local computer. As part of the installation process, the Cornerstone Program Group will be created.

A standard Cornerstone installation produces a program group containing the following entries:

**Administrator** - Launches the Cornerstone Administrator program. This is the main program used to configure and administer all aspects of Cornerstone. Using the Administrator, you can connect to the Cornerstone Service, add/delete/modify or monitor servers. The Administrator program is also used to configure groups, users, permissions, and access options. A shortcut to the Administrator program is also added to the Windows desktop by the Cornerstone Installer.

**Buy Cornerstone** - Launches your browser and opens the Cornerstone MFT Pricing/Purchasing page of our Web site. To obtain a fully functional trial version of Cornerstone MFT, contact our [Sales department](#).

**Check For Program Update**- This icon, which is installed with the retail version only, will allow users to go online and check for new releases of the software.

**Online Help** - Launches the Cornerstone MFT Help System. The Cornerstone Help System describes all aspects of using Cornerstone and the Administrator program.

**Pricing** - Launches your browser and opens the Cornerstone MFT pricing page of our Web site. To obtain a fully functional trial version of Cornerstone MFT, contact our [Sales department](#).

**Quick Start Guides** – Launches your browser and opens the Quick Start Guide and White Paper page on our Web site.

**Release Notes** - Launches the release notes. Please review the release notes each time you install a new/upgrade build of Cornerstone. The release notes contain important information about bug fixes, known issues, and other important information not found in the online help.

**Technical Support** - Launches your browser and opens the main Support page.

**Cornerstone Homepage** - Launches your browser and opens the Cornerstone MFT home page.

**Cornerstone Tray Applet** - Launches the tray application. You can use the tray application to monitor the status of the Cornerstone Server Service.

**Uninstall** - Launches the Cornerstone Uninstaller. This program will uninstall Cornerstone and remove all components from your computer.

**Version History** - Launches your browser and displays the complete version history for Cornerstone MFT. This page shows past versions and the features, changes, and fixes that appeared in those versions.

## Terminology

**Administrator** - The Administrator program allows you to configure all aspects of Cornerstone MFT. Installed as part of a standard Cornerstone installation, the Administrator program displays the configuration elements/options for each Domain, Server, Group, and User. The Administrator program is used to configure servers on both the Local and Remote Domains.

**Cornerstone Service** - The Cornerstone Service is the main program/service/daemon that runs on the computer and manages the various server instances that have been configured. In the Cornerstone Administrator, the Cornerstone Service is represented by the root/top node in the tree, which is labeled **Cornerstone Domains**.

**Domain** - A domain is defined as the physical computer on which the Cornerstone Service is running. The Cornerstone Administrator program can connect to the local domain or to a remote Cornerstone domain. For each domain, you can define zero or more MFT server instances. Each MFT server instance is identified by a unique IP Address/Port combination. In the Cornerstone Administrator, domains are represented by a blue computer monitor icon located directly under the Cornerstone Domains node in the menu tree.

**Local Domain** - The local computer on which the Cornerstone Service is executing. In most instances, the Cornerstone Administrator operates on the local domain. In the Cornerstone Administrator, the local domain is represented by a blue computer monitor icon located directly under the Cornerstone Domains node in the menu tree. There will only be one local domain listed.

**Remote Domain** - A remote computer on which the Cornerstone Service is executing. You can connect to a remote domain using the Cornerstone Administrator program. See the [Remote Administration](#) topic for more information.

**MFT Server** - The Cornerstone Service manages the various MFT Server instances that are defined within the local domain. Each server instance is identified by a unique IP Address/Port combination, providing the ability to have multiple MFT Servers all running at the same time. For example, you can configure a production MFT server to be listening on IP address 192.168.1.1 (Port 21), and also have a staging server (or test server) listening on Port 2100. If your computer has multiple NIC interfaces (192.168.1.1 and 205.1.2.3), you can set up an MFT Server to listen on 192.168.1.1:21 and configure another MFT server instance to listen on 205.1.2.3, Port 21.

**Groups** - For each server instance, Cornerstone provides the ability to define one or more groups. Groups are a way to categorize users who share common attributes. Define a group, add users, and then set various permissions and attributes that will be applied to any user in that group. By default, each server instance is pre-configured with a general group called **Everyone**. This is a system level group and cannot be deleted. All users are members of the **Everyone** group, so be careful when you are adjusting the permissions for the **Everyone** group.

**Users** - For each server instance, the Cornerstone Administrator gives you the ability to add new users and to configure the access rights granted to these users. By default, Cornerstone automatically creates an **Anonymous** user and grants it access to the server. The Anonymous user can be disabled by the System Administrator.

**WebDrive®** - South River Technologies' **WebDrive** client; the universal file access client that maps a drive letter to FTP, SFTP and WebDAV Servers. FTP Client through a virtual drive.

## Launching the Administrator

The Cornerstone MFT Administrator program is used to configure **Servers**, **Groups**, and **Users**, both locally and remotely.

To start the Administrator program, double-click the **Administrator** icon in the Cornerstone MFT **Program Group**. There is also a shortcut to the Administrator program on your Windows desktop.

The Administrator program is designed as a standard Windows application and contains a split screen with two panes separated by a vertical resizing bar. The left pane of the screen, or **Tree Pane**, displays the overall Cornerstone hierarchy of **Domains**, **Servers**, **Groups** and **Users** (see [Terminology](#)). The right pane of the screen, or **Tab Pane**, displays configuration information and options based on what is currently selected in the **Tree Pane**. When you click on different items in the **Tree Pane**, the **Tab Pane** changes and different **Dialog Tabs** are displayed. Each **Dialog Tab** in the **Tab Pane** displays information and options relevant to the selected item.

## Apply/Revert

Many of the dialog tabs in the Administrator program have two buttons labeled **Apply** and **Revert**, located at the bottom of the screen. **Apply** and **Revert** provide the ability to apply new settings or revert to previously saved settings. When a configuration option is modified on a dialog tab, the **Apply** and **Revert** buttons are enabled. To save changes, click **Apply**. If you make changes that you do not want to keep, click **Revert** and the current tab will be reloaded with the currently saved settings. **Note:** If you make changes on a dialog tab, and then switch to another dialog tab, or select a different item in the Tree Pane, your changes are applied and saved automatically.

## Real Time Effectiveness

In most cases, modifications that you make at the **Server**, **Group**, or **User** level become effective once you click **Apply**. When a configuration option is modified at any level, the Cornerstone Service is notified that the configuration has been modified and Cornerstone will reload that information at the next available opportunity. For example, if someone is logged onto the server as **Anonymous**, and the Administrator disables the Anonymous account, the Cornerstone Service will accept the change and disconnect the anonymous user from the system.

## Navigation

The Administrator program uses standard Windows navigation keys.

**Menu Bar** - To access the menu options in the Administrator, hold down the <ALT> key to activate the menu bar, and then click on the underlined letter of the desired menu item.

**Toolbar** - The toolbar contains buttons for some of the more common features of the Cornerstone MFT Administrator. Different toolbar buttons are enabled and disabled depending on the item that you have selected in the Tree Pane. Commands associated with the tools on the toolbar can also be accessed from the main menu bar.

**Context Menus** - You can also access Tree item command options by right-clicking on that item. When you right-click on an item in the tree, a context menu is presented that contains options specific to the selected item.

**Switching Panes** - Use <F6> to switch or toggle between the Tree Pane and the Tab Pane. You can also select the desired pane by clicking the pane with your mouse.

**Switching Tabs** - Use the left and right arrow keys on your keypad to switch between the various tabs in the Tab Pane.

**System Menu** - The Administrator program has the Windows standard minimize, maximize, restore, and close functionality built into the System menu. Since some of the configuration dialogs, such as the **Server Configuration** dialog, have many tabs, it may be easier to maximize the Administrator so that all of the tabs are visible.

## Domain Overview

In Cornerstone MFT, the term domain refers to the physical computer on which Cornerstone is installed. The primary use of the domain is to provide a grouping for the server or servers that run on that computer. You will use the [Cornerstone MFT Administrator](#) program to connect to the domain and to configure your servers.

The first time the Administrator is executed, the **Local Domain Wizard** will be launched. The **Local Domain Wizard** ensures that your computer is properly configured. Along with other configuration options, you will need to specify the username and password that you will use for local administration. Save this information because each time you run the Administrator program and connect to the local domain, you will be prompted for the username and password for authentication.

### Configuring the Domain

#### Local Domain Properties

**Local Domain Name** - This name represents the local domain. By default, this is the same name as the physical computer. However, you can change this name to any text name. The local domain is not displayed to the client by default, but you can configure custom messages to display the name of the domain. See the Custom Variables topic on the [Cornerstone Administrator User's Guide](#) for more information. Once you have connected, the domain name is displayed in the Tree Pane of the Administrator.


**Local Domain Description** - This text box provides you the option to further describe the domain.

**Data Directory** - The domain **Data Directory** setting defines the default storage location for server data. This value is used to prime the MFT Server **Data Directory** entry in the **Server Wizard**. For each new MFT Server, the domain data directory and the new server name will be concatenated to produce the full path to the data directory where the MFT server data will be stored. This value can be either a fully qualified path such as **C:\Mydata\** or a UNC name such as **\\Server\Share\MyData\**.

**Log Directory** - The domain **Log Directory** setting defines the default storage location for MFT Server logs. This value will be used to prime the MFT Server **Log Directory** entry in the **MFT Server Wizard**. For each new MFT server, the domain log directory and the new server name will be concatenated to produce the full path to the log directory where the MFT Server logs will be stored. This value can be either a fully qualified path such as **C:\MyLogs\** or a UNC name such as **\\Server\Share\MyLogs\**.

**Start MFT Service when Windows Starts** - This option allows you to configure whether or not the Cornerstone Service will start automatically when Windows starts. If this option is enabled, the Cornerstone Service starts automatically when Windows starts. Once the Service starts, any MFT servers that you have configured to start when the Cornerstone Service starts will also launch. The Cornerstone Service is installed as a Windows Service and follows the rules for starting automatically.

**Run Tray Applet when Windows Starts** - This option allows for the automatic launching of the Tray applet used to **display/start/stop** the MFT Service.

	<p>When specifying a Directory or Path in Cornerstone MFT, only use fully qualified Local Paths or UNC shares. Do not specify a mapped drive because these are not accessible from within the Cornerstone Service.</p>
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## Local Administration Properties

**Administrator Username** - Enter the username that will be used to log on to the local domain. This username can be any combination of letters/numbers, but cannot contain spaces. The maximum limit for the administrator username is 128 characters. This username is **case sensitive**.

**Administrator Password** - Enter the password that will be used in conjunction with the Administrator username to confirm access to the local domain. The password can be any combination of letters/numbers, but cannot contain spaces. The maximum limit for the password is 128 characters. The Administrator password is **case sensitive**.

**Local Administration Port** - The Cornerstone Administrator communicates with the Cornerstone Service using a connection on the **localhost/127.0.0.1 loopback** address. The local administration port specifies the port number to be used with the loopback address to be used by the Cornerstone Service for listening for the Administrator.

## Remote Administration Properties

**Allow Remote Administration** - You can use the Cornerstone Administrator to connect to a Cornerstone Service installed on a remote computer, either on your intranet, or over the Internet. Before you can connect to this local domain from a remote location, you need to enable the **Remote Administration** feature for the local domain. Enabling remote administration will allow you to connect to this local domain and make changes from another location.

**Administration IP Address** - This is the address that the local domain will listen on for remote administration connections.

**Administration Port** - This is the port that the local domain will listen on for remote administration connections. This port cannot be the same port that is used for local administration. For example, if you have remote administration enabled, the Cornerstone Service will open two separate listener sockets, one on the **loopback:localport** for local administration and one on the **remoteaddress:remoteport** for remote administration.

## Domain Activity Tab

The **Domain Activity** tab will display a list of servers currently configured and running on the domain to which the Administrator application is connected. If the Cornerstone MFT Administrator application is connected to a remote domain, servers configured and running on the remote domain will be displayed on this tab.

To access the **Domain Activity** tab, click **Domain Activity** in the tree pane and then click the **Domain Activity** tab.

For each server configured and running on the domain, this list will display the time the server was started, in local time, the number of active connection, total number of bytes sent from the server to the client(s), the total number of bytes received by the server from the client(s) since the server was started, the total number of files uploaded to the server, the total number of files downloaded from the server, and the overall average Kilobytes per second processed (sent and received) during execution.

**Server Name** - This is the name of the server as defined on the domain.

**Start Time** - This column contains the date and time that the server was started, in local 24-hour time.

**Connections** - This column displays the total number of active connections on the server.

**Bytes Sent** - This column displays the total number of bytes that have been sent by the server to the various client connections.

**Bytes Received** - This column displays the total number of bytes that have been received by the server from the various client connections.

**Total Uploads** - This column displays the total number of files that have been successfully uploaded to the server since the server was started.

**Total Downloads** - This column displays the total number of files that have been successfully downloaded from the server since the server was started.

**Average KPS** - This column displays the average kilobytes per second for data transferred to and from the server since the server was started.

## Domain IP/Ports In Use Tab

The **IP/Ports In Use** tab displays the IP addresses and ports that are currently in use by the Cornerstone system.


To access the **IP/Ports In Use** tab, click **Domain Activity** in the tree pane and then click the **IP/Ports In Use** tab.

**Local Administration Server** - This is an internal system server that is used to interact with the Local Cornerstone **Administrator**. By default, this internal server will listen on IP address **127.0.0.1 (localhost)**, port **31000**.

**Remote Administration Server** - This is an internal system server that is used to interact with the Cornerstone Service from a remote Cornerstone Administration console. If **Remote Administration** is enabled on the domain, this server will listen on **port 31001** for incoming connections from the Remote Cornerstone Administration utility.

There will be zero or more servers listed, depending on how many servers are configured on this domain. For each server defined on the domain, FTP, FTPS and/or SFTP may be listed.

This utility will not show non-Cornerstone IP addresses and ports that are in use. To display a complete list of all **IP addresses** and **ports** that are in use on the local computer, open a **command prompt** and use the **NETSTAT** utility. The **-b** command line argument can be used with **NETSTAT** to display the process/executable that is currently using the IP/port combination. This is a good way to diagnose which application may be using a port.

	Use the command line utility <b>NETSTAT</b> with the <b>-b</b> argument to display a list of IP addresses and ports that are in use on the computer. The <b>-b</b> argument will display the executable that is using the IP address/port. This is a good way to diagnose which application may have a port in use.
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## Configuring Servers

### Servers Overview

Cornerstone MFT supports the ability to configure multiple server instances under a single domain or physical computer. Each server instance listens on its own distinct IP address/port combination, which provides the ability to have a virtually unlimited number of servers running simultaneously.

Each server can be configured to store data in its own separate data directory, either on your local hard drive, or on a shared network drive. Cornerstone MFT supports both standard DOS path syntax and UNC paths. **NOTE:** Do not use mapped drives or paths that point to a mapped drive because these are not accessible from the Cornerstone service; use a UNC path instead.

To create a new server configuration, simply launch the New Server Wizard from the main menu, toolbar or via the right-click context menu for the domain under which you want the server to reside. The New Server Wizard will walk you through the steps involved in configuring your server. Once the New Server Wizard has completed, your new server will be created and you can start using it immediately. For more information about how to create new servers, see the [Cornerstone Administrator User's Guide](#).

The New Server Wizard will help you setup the initial configuration for your server, but there are additional configuration options available once the server is created. Using the Administrator program, server properties can be modified on the fly.

1. Launch the **Cornerstone Administrator**.
2. Connect to the **domain**.
3. Select the **server** in the Tree Pane.
4. Once the desired server has been highlighted in the Tree Pane, a list of Dialog Tabs will be displayed in the **Tab Pane**. The numerous configuration options are grouped under the various tabs. Select the **tab** and make the necessary changes. Once you have made the configuration changes, click **Apply** to save the changes. The Administrator will save the configuration changes and notify the Cornerstone Service that it needs to reconfigure the server with the new settings.

You can also use the Administrator program to delete MFT servers. You cannot delete an MFT Server if it is running. You must stop the server before deleting it. Use the right-click context menu to stop the server. Once the server has been deleted, all associated Groups and Users will also be deleted from the system. **Note:** in order to protect from any possible data loss, the Cornerstone Administrator program will **not** delete the contents of the MFT Server Data directory or the Log directory; you must delete that information manually if it is no longer needed.



For detailed information about configuring servers and users, see the [Cornerstone MFT Administrator User's Guide](#).

## Troubleshooting

### SRT Knowledgebase

Visit our Knowledgebase to read help desk articles and answers to frequently asked questions.

### Reporting Problems

To report a problem, visit the Cornerstone support site at <http://www.SouthRiverTechnologies.com/support/>.

Please furnish our Support Engineers with the following information:

- The Windows platform you are running.
- The Cornerstone server version that you are using.
- Client used and version.
- A detailed description of the problem. Include file name and complete sub-directory name, if applicable.
- Attach a copy of the log file to your e-mail.

### Uninstalling/Removing Cornerstone

1. From the Windows Start menu, click **Control Panel** to open the Windows Control Panel.
2. Double-click on the **Add/Remove Programs** icon in the Control Panel.
3. Select **Cornerstone MFT**.
4. Follow the instructions on the dialog screens to remove Cornerstone from your machine.
5. Close the **Add/Remove Programs** applet.

You must **restart Windows** to have Cornerstone completely removed from your machine.

## Contact Information

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## **About South River Technologies**

South River Technologies is an innovator in secure file management and collaboration software. The Company's software allows users to access, manage, and share files over the Internet in order to automate and streamline business processes and enhance productivity. SRT's products enhance customers' existing applications by instantly enabling secure access and Internet file sharing within those applications. More than 65,000 customers in over 112 countries use SRT's software to make remote file access and collaboration more efficient for their customers, partners, and distributed workforce. For more information, please visit [www.southernrivertech.com](http://www.southernrivertech.com).