



## SOFiE – « HowTo » Documentation

Date :	11 / 2009
Version :	1.0
Valid for	SOFiE v3.6 and above

### Multi-users SOFiE Setup

Purpose :	This document explains how to setup SOFiE for a multi-user configuration.
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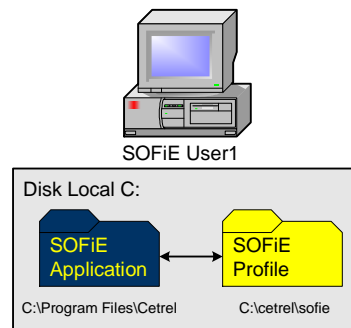
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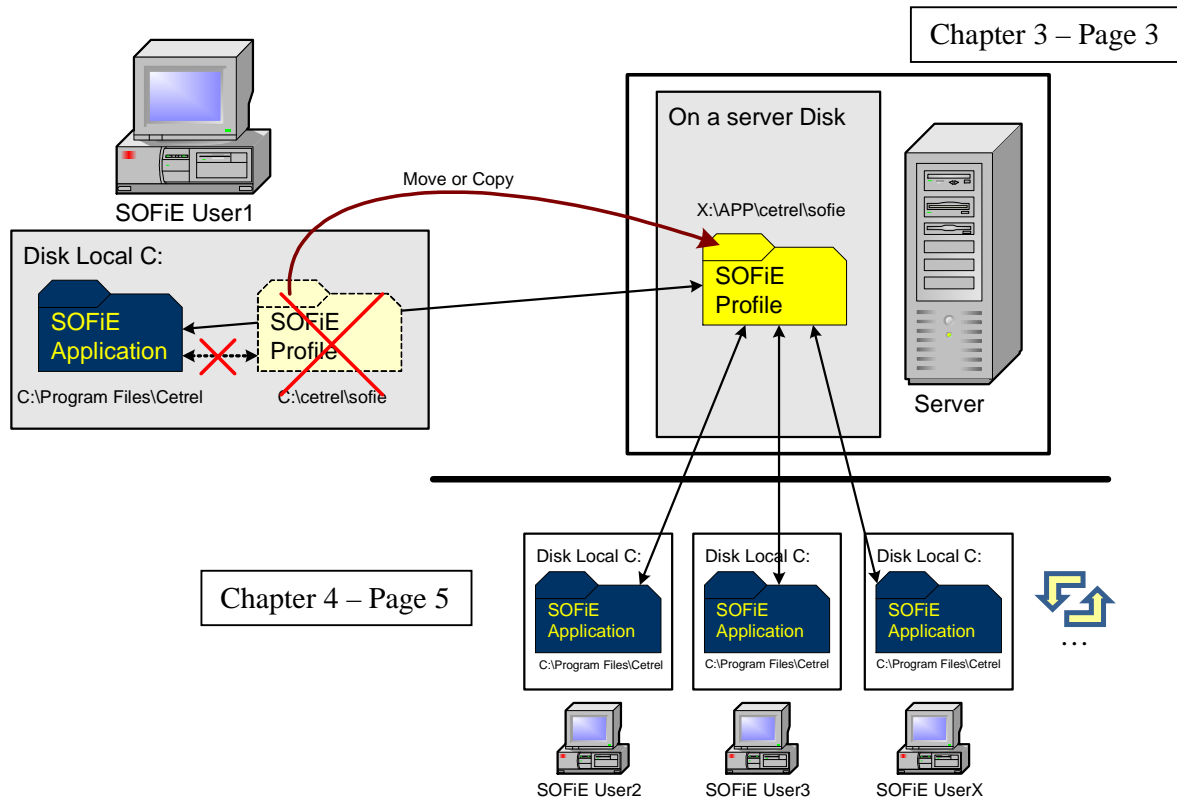
## 1. Context

This document is for Windows platforms running SOFiE in classic GUI mode.

SOFiE can be divided in 2 components : the SOFiE Application and the SOFiE Profile.  
By default SOFiE installs locally and propose to install the Profile on the local workstation drive.



The SOFiE Profile is a critical component. This document first explains how to change the SOFiE Profile's location in order to secure the datas. Furthermore, this change allows to configure it in a multi-user mode.



If your SOFiE installation has already its profile located on a network share, you can directly jump to chapter 4 : Add another user / workstation.

## 2. Benefits of a server configuration

Installing the Profile directory on a network share instead of locally is recommended for the following reasons :

### Security

- Shared directories are usually located on a server, more reliable and backedup
- More controls on access rights granted (internal staff rights)
- Better protected datas (from external sources)

### Integrity

- Server environment is more robust concerning virus or spyware threats
- Better hardware and fault tolerant hardware

### Shared Profile

- Allow multiple workstation to use and connect on SOFiE with the same userID / profile

### 3. Install on a shared directory

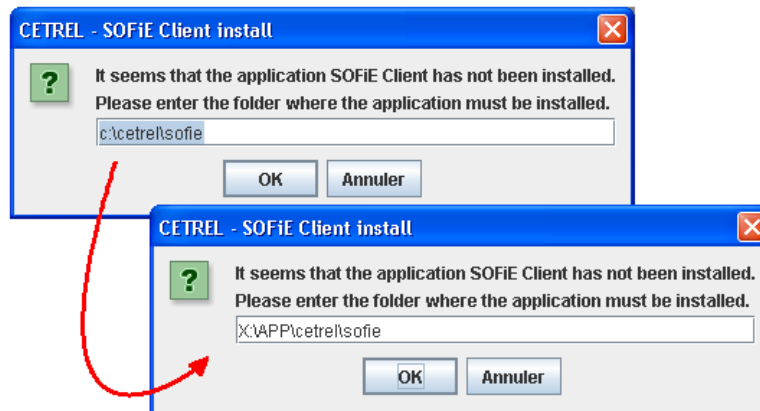
#### a/ New installation and/or profile

We consider SOFiE has just been installed or re-installed on the local workstation.

**Prerequisite** : Create or use a share directory where user has full access, or has full access on a sub-folder of this share where you'll define the SOFiE Profile directory.

Ex : X:\APP\

At first launch SOFiE will display the following window :



Specify the path (on the network share) where you wish to install the profile and click “OK”.

Ex : X:\APP\cetrel\sofie

Then proceed with profile's setup – cf installation document.

#### b/ Moving a profile

We consider that SOFiE is currently being used on a workstation, installed by default, with the Profile directory located locally - we'll use in the following examples the default “C:\cetrel\sofie” directory as the original profile location and “X:\APP\cetrel\sofie” for the new targeted location

**Prerequisite** : Create or use a share directory where user has full access, or has full access on a sub-folder of this share where you'll copy the profile

Perform the following :

**1. Copy the profile directory to the desired shared directory**

Ex: copy “c:\cetrel” to “x:\” or “x:\APP\”

Result is to obtain a path to the new profile directory (ex: X:\cetrel\sofie, X:\APP\cetrel\sofie, ...).

**2. Backup “X:\APP\cetrel\sofie\properties\communication\communication\_default\_http.properties”**

Simply perform a copy of the file in the same directory, in the new profile's location.

### 3. Modify config file “X:\APP\cetrel\sofie\properties\clients\9999xxxxx.client.properties”

Open this file in the new profile’s location (not in the original location) – use an ascii editor.

Modify all lines containing a path to the profile directory in order to specify the new location :

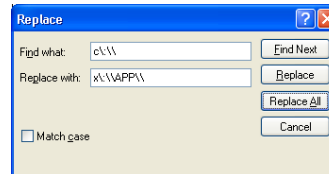
Ex :

*sofie.client.9999xxxxx.filesToDecrypt.folder=c:\.\\cetrel\sofie\data\|99990xxx\|to\_decrypt*

... would become

*sofie.client.9999xxxxx.filesToDecrypt.folder=x:\.\\APP\cetrel\sofie\data\|99990xxx\|to\_decrypt*

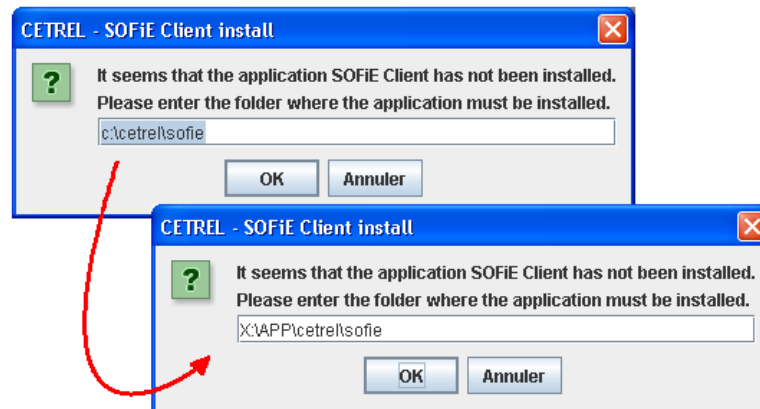
Hint : user notepad, menu Edit → Replace command :



### 4. Delete java cookie directory on the local workstation

Empty the directory “C:\Program Files\Cetrel\jre\cache\javaws\muffins” – delete any file/folder within the directory.

### 5. Start SOFiE and specify the new profile directory on the first screen + click OK



Once in front of the login screen, click Cancel – do not connect yet to SOFiE.

### 6. Compare and restore if necessary the file backedup at point 2

File “..\cetrel\sofie\properties\communication\communication\_default\_http.properties” has to be correct.

### 7. Confirm and verify the change

- a. Start SOFiE, once in front of the login screen open a file explorer and browse to the logs directory of the new profile’s location (“X:\APP\cetrel\sofie\logs” in our example)  
A log named “logDailyRoll..log” has just been written or updated, check if “Date Modified” corresponds.
- b. Start and login into SOFiE –Menu Tools => Options => “Settings for the user 99990xxxx” TAB. Check values for all directory location paths.

## 4. Add another user / workstation

We assume that the SOFiE profile is located on a network share/driver. We'll continue to use the path X:\APP\cetrel\sofie as example.

**Prerequisite** : Ensure that the user (and/or workstation) has the same drive letter where is located the SOFiE profile directory, and has full access rights on it.

Perform the following :

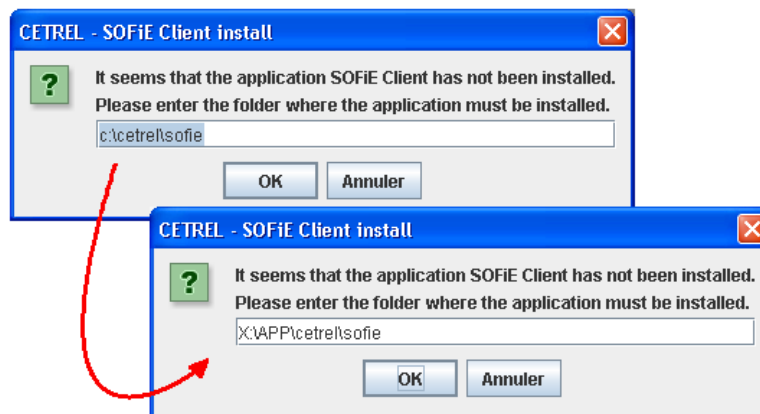
### 1. Install SOFiE on the new workstation

Download latest version on "[www.cetrel.lu](http://www.cetrel.lu) → SOFiE → Installation" and install it locally.

### 2. Backup "X:\APP\cetrel\sofie\properties\communication\communication\_default\_http.properties"

Simply perform a copy of the file in the same directory.

### 3. Start SOFiE and specify the profile directory on the first screen + click OK



Once in front of the login screen, click Cancel.

### 4. Compare and restore if necessary the file backedup at point 2

### 5. Log in SOFiE

Log into SOFiE – You should arrive to the main screen.

You can verify the installation by performing the checks described point 7. top of this page.



**It's done** – you can perform the same operation to add any other user / workstation.



## 5. Recommendations & troubleshooting

1. Do not duplicate or create independent local profile for one SOFiE user. One unique profile has to be shared between the workstations which run SOFiE. Multiple profiles can lead to the following problems :
  - Invalid password problems.
  - Unsynchronized password problems.
  - Certificate renewal problems.
  - “Random location” file reception (if you receive files, first workstation which start download will get them).
  - Profile integrity may vary with time, bringing multiple kind of problems.
2. Grant sufficient rights on the network share where the SOFiE profile is or will be moved to. Ensure to apply rights (we recommend Full Control) to all sub-files and directories of the SOFiE profile (..\cetrel\sofie\\*.\*).
3. Be aware that some files sent or received by SOFiE may be highly confidential. Ensure that only users allowed to manipulate these files (usually SOFiE users) are the only ones to access this shared directory.
4. Grant same “outside” (internet) access rights to all workstation in order to allow SOFiE to communicate with Cetrel. This does not apply for “SOFiE SORT Crypt” account which can work offline.
5. If local user don't have local admin rights, grant him Full Rights access to the SOFiE binary directory “C:\Program Files\Cetrel!” (default) and its sub-directories. This allows SOFiE to automatically update under user's session. Running latest version is recommended.
6. Java cookie set and used to specify the profile directory location can be found at the following (default) directory :
 

Win XP	C:\Program Files\Cetrel\jre\cache\javaws\muffins\http\Dwww.cetrel.lu\P80\DMjws\DMsofie\DMjnlp\DMsofie
Vista or	C:\Users\XXX\AppData\Local\VirtualStore\Program
Win 7	Files\Cetrel\jre\cache\javaws\muffins\http\Dwww.cetrel.lu\P80\DMjws\DMsofie\DMjnlp\DMsofie

Filename : **PMSOFIE\_CLIENT\_COOKIES** – Open with ascii editor.  
 Check for last line : **SOFIE\_CLIENT\_HOME=X\:\APP\cetrel\sofie** (example).  
 Avoid to manually edit this file if the path specified is incorrect. We recommend to delete the file or delete the directory by emptying the ..\muffins\ directory (see page 3) – at re-start SOFiE will ask to specify profile's location.
7. The files located in “ProfileDir\properties\99990xxxx.client.properties” can be configured with relativ path. Here's an example, replacing a part of the path by a dot :  
*sofie.client.9999xxxx.filesToDecrypt.folder=x\:\APP\cetrel\sofie\data\99990xxxx\to\_decrypt*  
 ➔ *sofie.client.9999xxxx.filesToDecrypt.folder=.\data\99990xxxx\to\_decrypt*
8. At login, you receive the message “User unknown – Do you want to create a new profile ?” SOFiE do not find its Profile directory (commonly).
  - UserID typed is the correct one (99990xxxx) ?
  - Check cookie for the SOFiE\_CLIENT\_HOME value.
  - Check rights in the directory specified by the cookie.
  - Check profile directory (logs presence, “..\data\99990xxxx” sub-dir. presence, ...).

## 6. One page checklist

This page can be printed and used as a checklist by any experienced user.

### Move directory location of SOFiE profile

Ok?	Action	Location
1	Copy the profile from old to new location	Old → New dir.
2	Backup communication settings file	New profile dir.
3	Modify paths of the client.properties config file	New profile dir.
4	Delete java cookie	Local WKS
5	Start SOFiE and specify new profile location + stop at login screen	Local WKS
6	Restore communication settings file	New profile dir.
7	Start SOFiE, verify logs update, paths in Tools → Options menu	Local WKS

### Add a new user or workstation to an existing shared SOFiE profile

Ok?	Action	Location
1	Install SOFiE on new workstation	Local WKS
2	Backup communication settings file	Profile dir.
3	Start SOFiE and specify profile location + stop at login screen	Local WKS
4	Restore communication settings file	Profile dir.
5	Start SOFiE, verify logs update, paths in Tools → Options menu	Local WKS

### A question (?)

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