Remote Folder Access in FreeFlow Core
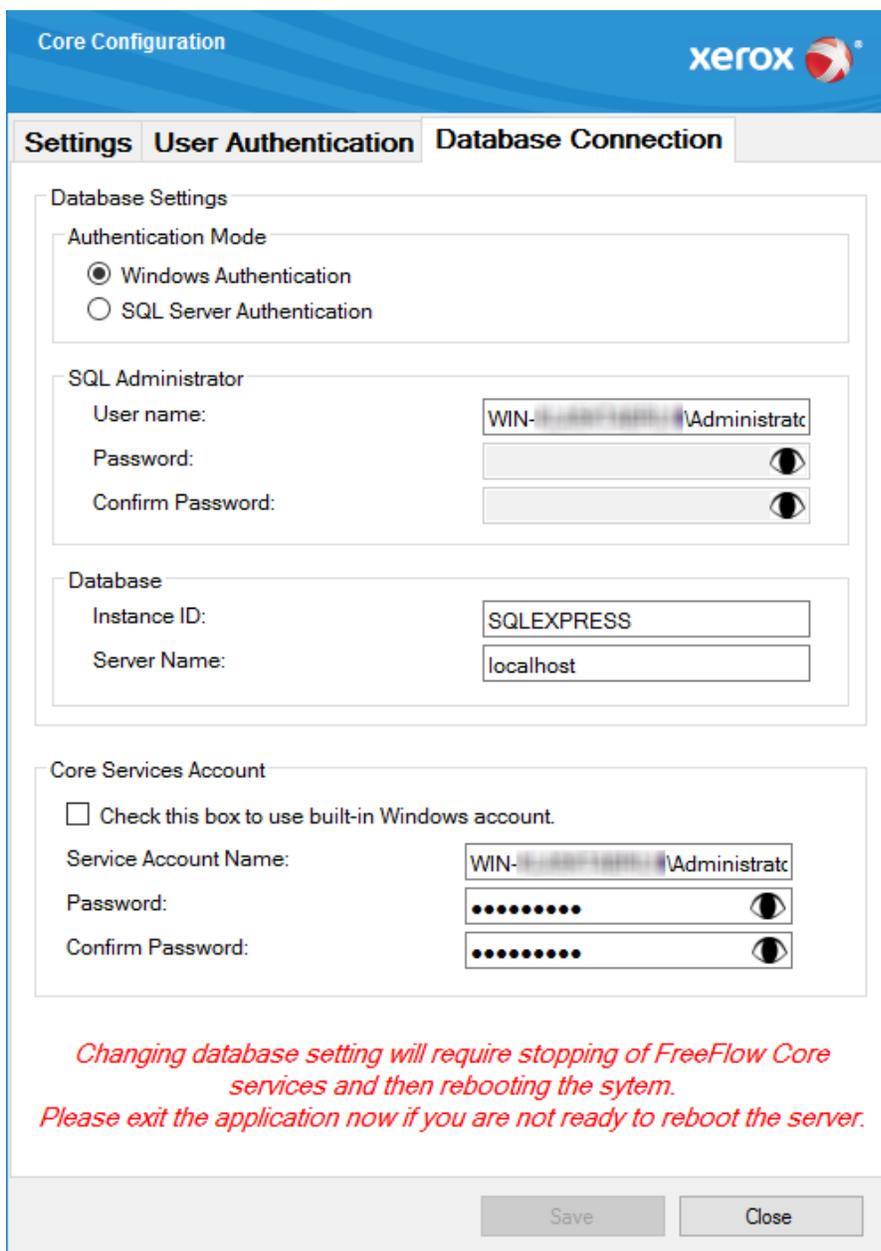
Here are screen shots showing a working setup of a remote folder. This would apply to hot folders, save destinations, MAX file references, and VIPP configuration.

Please refer to section 3 of the Installation Guide, Optional Installation Procedures - Windows Shared Folders. These steps illustrate and follow the documentation.

Setting the Log On Properties for Core Services and Setting the Message Queuing Security can now be done automatically using Core Configure. To manually verify these settings, use the steps in the installation guide. It is suggested to add a dedicated user account, such as ffcore, rather than using the administrator account, as there may be some restrictions placed on the administrator account. This user should be a member of the local administrator group.
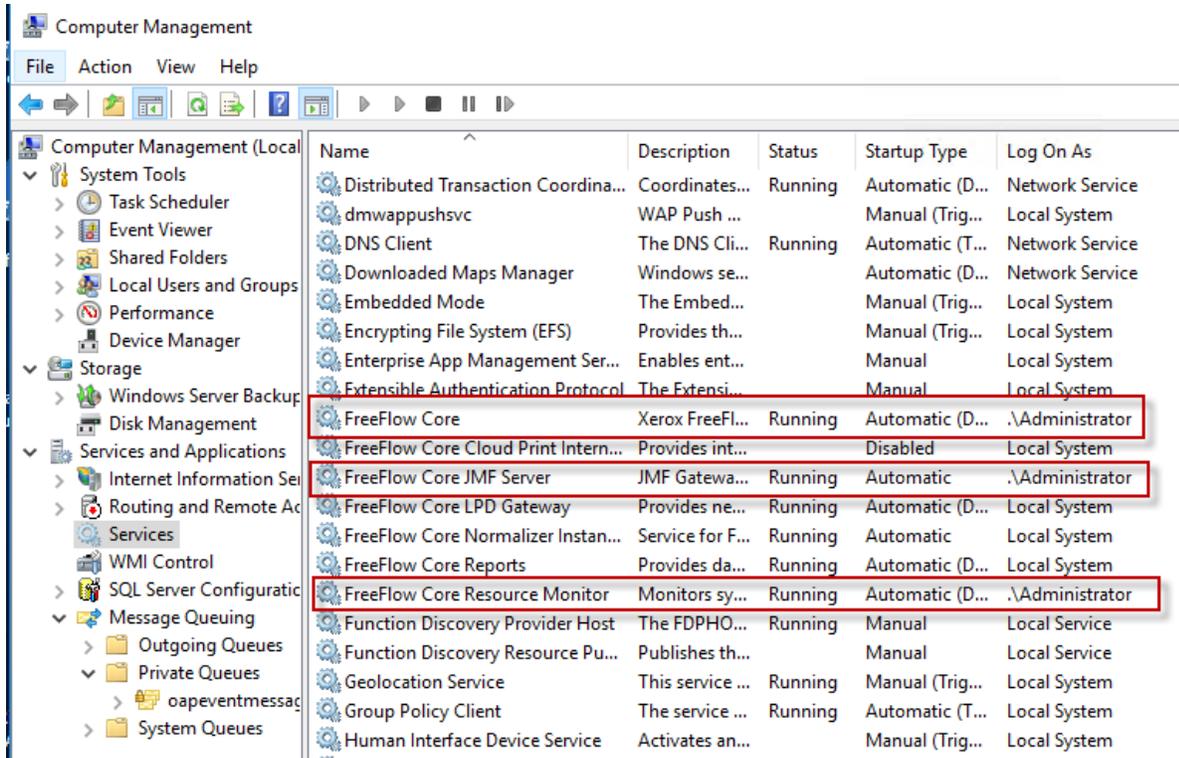
Core Configure

These 3 services should use the new service account logon.

The OAPEventMessageQueue. The service account should have full permissions.
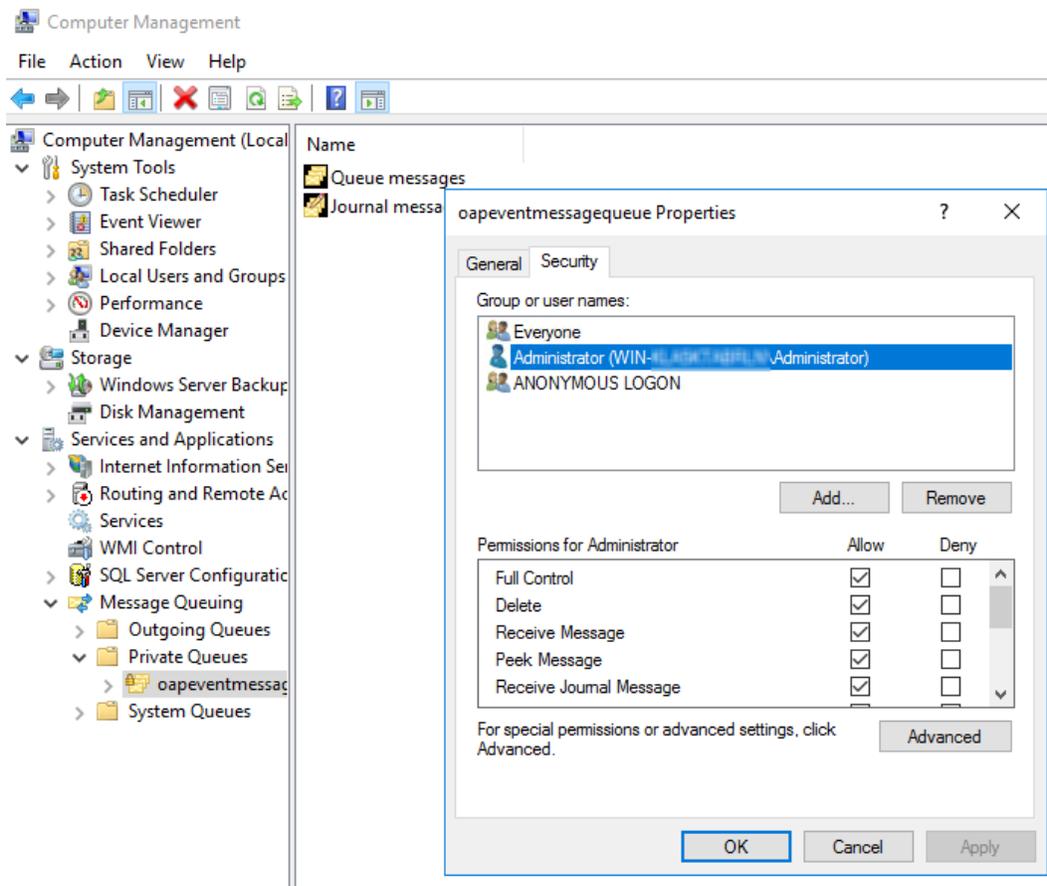
To validate access to a shared folder:

In file explorer, type \\ and the UNC to a folder or file in the shared directory and press enter.

The file or folder should open without prompting for credentials.

Note: Shared folders must be UNCs (for example: \\<server>\<path>\file.ext). Mapped drives are not supported.
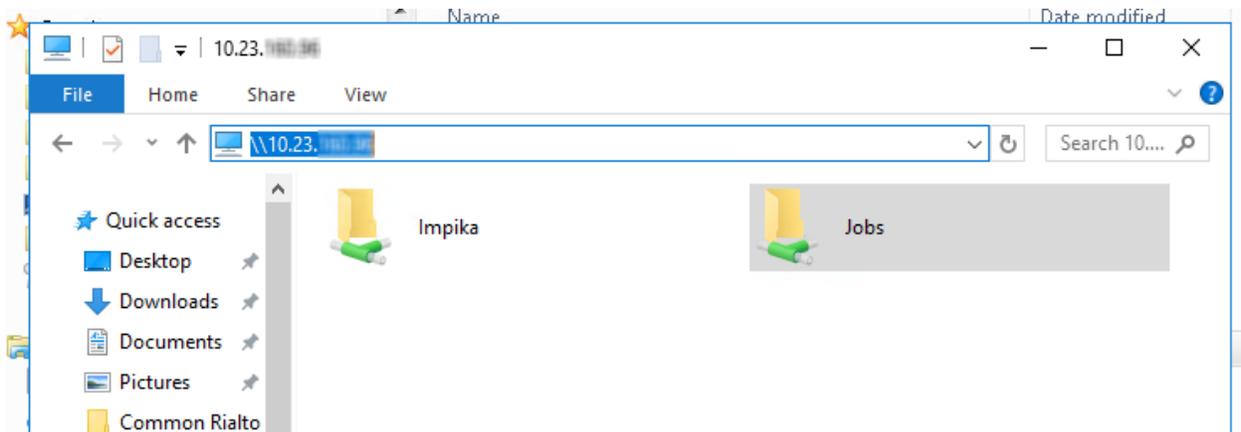
It may be necessary to configure access using the credential manager on the Core server, to add your user's Windows credentials for the remote server.

On the Remote Server

Due to the complexities of Windows security, it is often necessary to add a user with identical credentials to the remote machine on which you wish to access the shared folder.
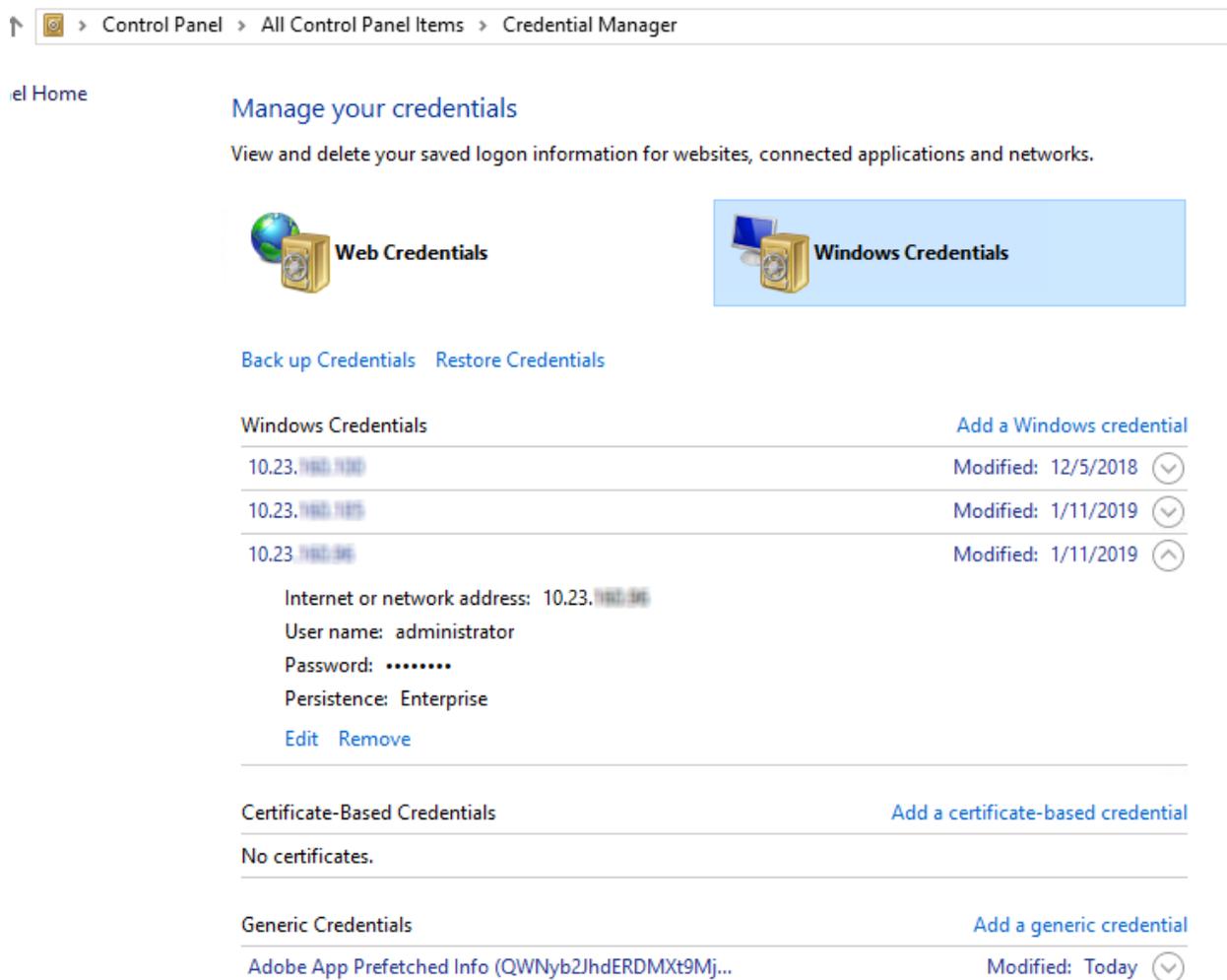
Also, on the remote machine, ensure the folder is shared. The following settings work, assuming Windows security, firewall settings and network policies are not blocking the connection.

Sharing the Jobs folder on the Rialto server. Advanced Sharing settings were not required. In security, all users were granted full control, and the service account user was explicitly added.
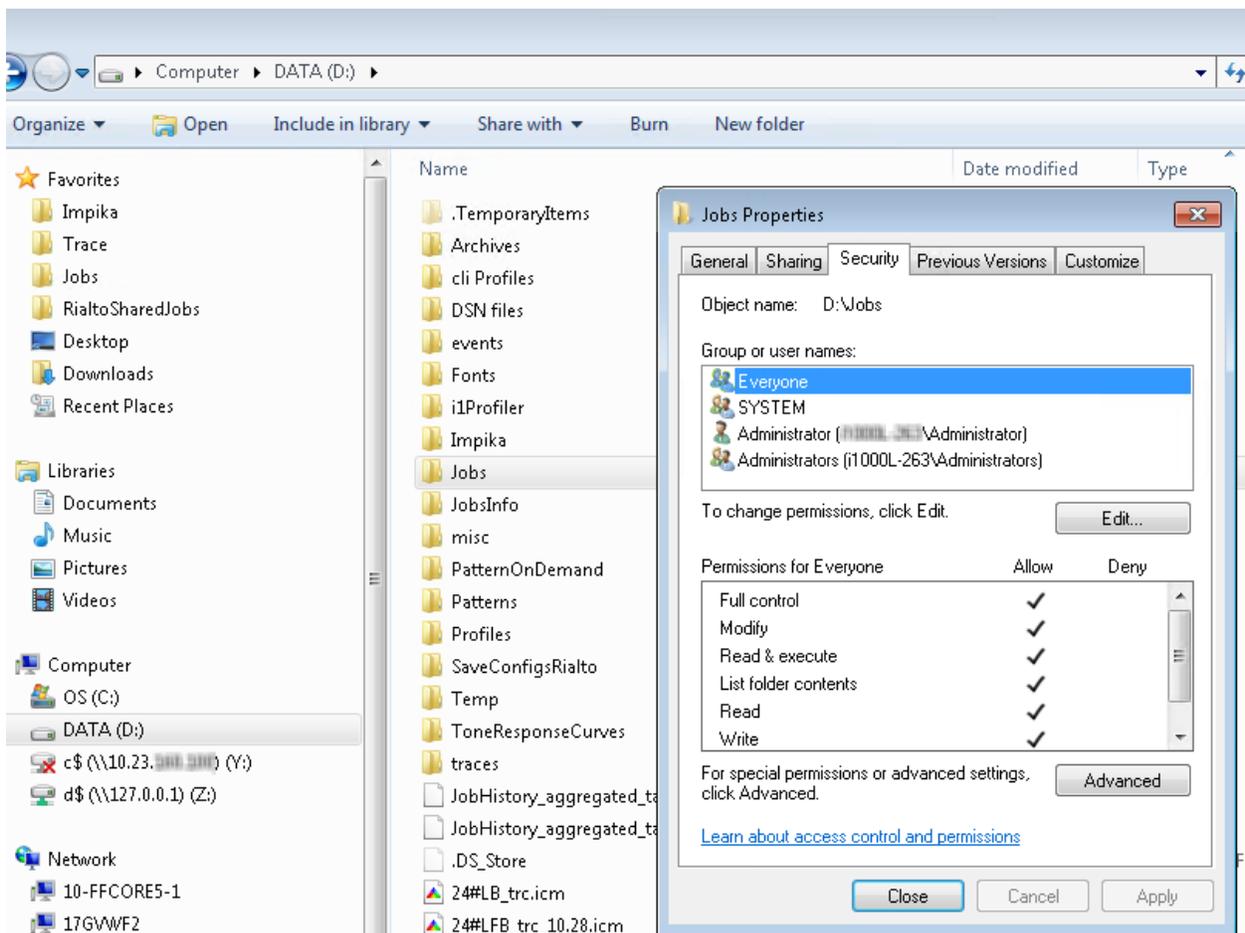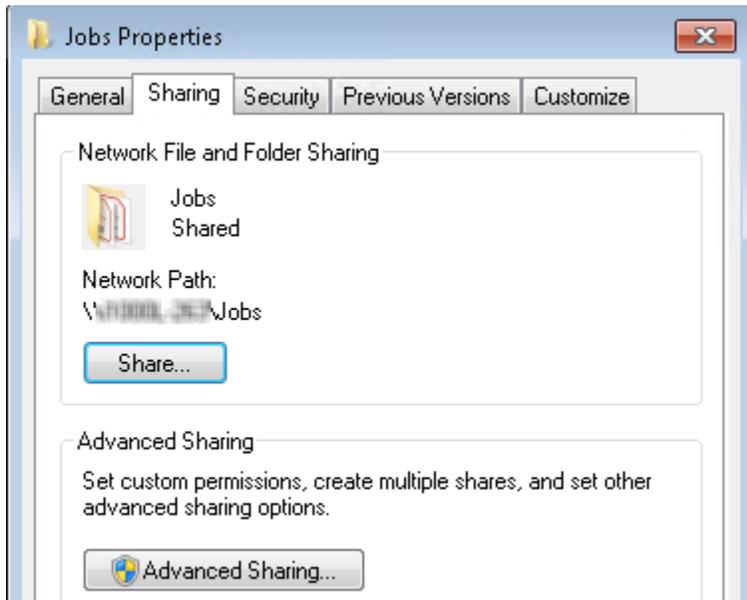
If everything is set correctly, you should now be able to add the remote save location in your Core workflow. Note that the file location is typed the same as you put it in the Windows File Explorer.
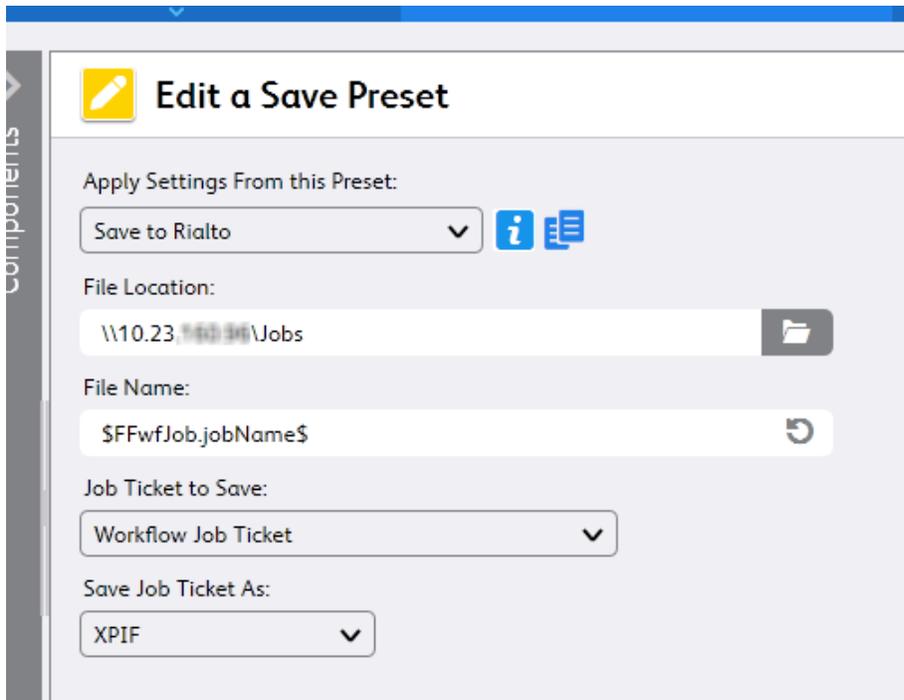
If you get no error when you click Save, you are good to go!

If everything is set as above, and you still get an error:

- Check Microsoft patches, especially on the remote machine. Recent Microsoft updates have broken security settings, particularly on Windows 7 (see MS update KB4487345).
- Check application settings on the remote machine. If the application controls a hot folder which you are trying to access, make sure it is not set to read-only.
- Try creating a new test folder in Windows (not the application) to share, setting it up as above.
- Re-check that Windows security, firewall settings and network policies are not blocking the connection. It may be helpful to temporarily disable Windows Firewall on both machines.
- In earlier versions of Core, it was also necessary to manually set the SQL database owner to the service account user, for the OAPPlatformDataBase and OAPMasterDataBase. This is not always necessary, but it may help to set it for troubleshooting.