FORTRA

# GoAnywhere MFT Outlook Plugin User Guide

## Version 3.3.0

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# Welcome

The GoAnywhere Outlook Plugin allows you to send secure messages and attachments via GoAnywhere MFT using Microsoft Outlook®. The GoAnywhere Outlook Plugin also allows sending file attachments of any size. Additionally, the GoAnywhere Outlook Plugin is not restricted by file extension rules and can send files with extensions commonly blocked by email servers.

When the GoAnywhere Outlook Plugin is installed, you can create an email as you normally would, but clicking the "Send Secure Mail" button sends the message and its contents securely. The GoAnywhere Outlook Plugin automatically processes your email and makes its content available to the recipients via a secure link from the GoAnywhere server.

# Installation Requirements

- GoAnywhere Web User account with the Send Secure Mail permission.
- Microsoft Windows® operating system.
- Microsoft Outlook®desktop versions 2010 and later.

> **NOTE:**
> The following applications are prerequisites and will be installed automatically if not present:
>
> - Microsoft .Net® Framework 4.6.1 or later.
> - Microsoft Visual Studio 2010® Tools for Office Runtime.
> - Microsoft Office 2010® Primary Interop Assemblies.

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# Administration

The Administration section outlines the installation and maintenance of the GoAnywhere Outlook Plugin.

# Install GoAnywhere Outlook Plugin

The GoAnywhere Outlook Plugin can be installed on any Windows computer running Outlook desktop versions 2010 and later. The installation can be performed on an individual computer or via a Windows Server to multiple users using a group policy to install the Windows installer package.

Before installing the GoAnywhere Outlook Plugin, it is recommended to close Outlook, otherwise you will need to restart Outlook for the changes to take effect. After the GoAnywhere Outlook Plugin is installed, follow the Configuration steps to configure the plugin for use within Outlook.

Follow the instructions below to install the GoAnywhere Outlook Plugin on a single computer. The GoAnywhere Outlook Plugin installer verifies your computer's configuration and only downloads and installs the files you need. You may not need to complete Step 2, Step 3 or Step 4 based on the applications already installed on your computer. You may need to restart your computer during the installation.

## Step 1 - Launch the Installation Package

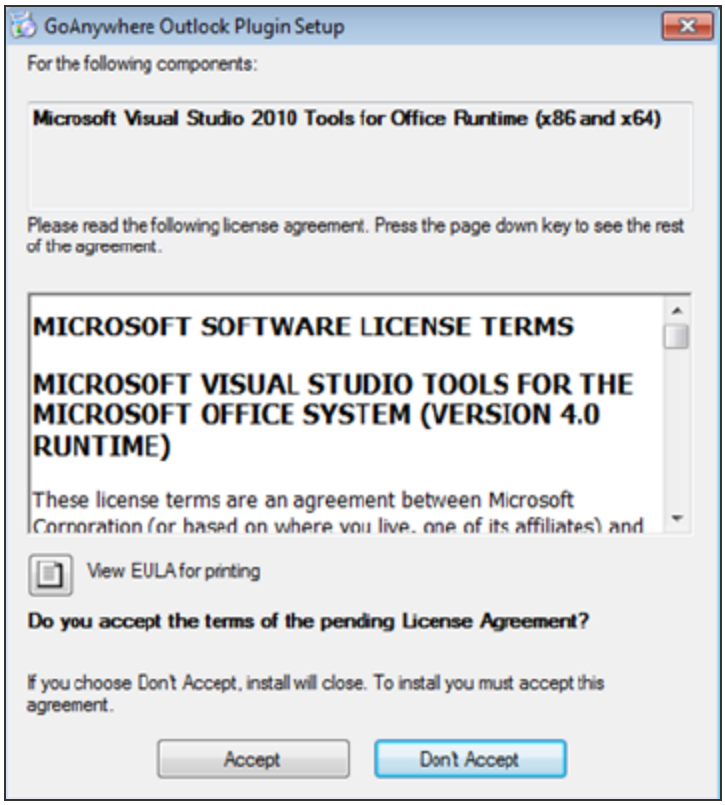
Locate and double-click the installation file on your computer (the default file name is "gaoutlook_3_3_0_windows.exe"). If a Security Warning appears, click the **Run** button to confirm you wish to install the GoAnywhere Outlook Plugin.

## Step 2 - Microsoft .Net Framework

Microsoft .Net Framework version 4.6.1 or later is required by GoAnywhere Outlook Plugin. Follow the steps in the .Net InstallShield Wizard to complete the installation.

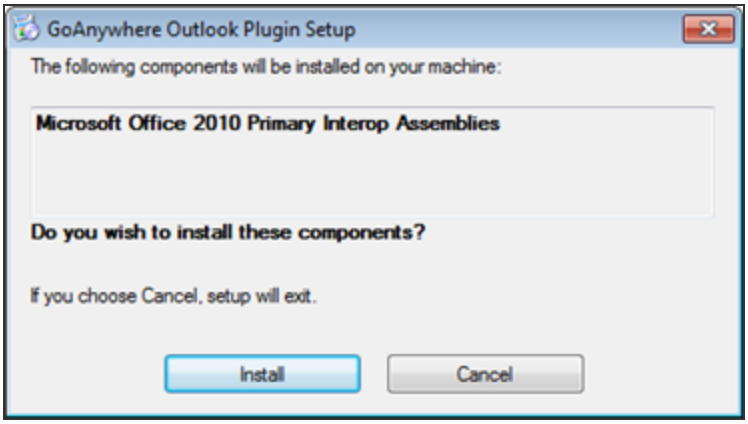
## Step 3 - Microsoft Visual Studio 2010 Runtime

The Microsoft Visual Studio 2010 Tools for Office Runtime is required by GoAnywhere Outlook Plugin. Click the **Accept** button to install the Microsoft Visual Studio 2010 Tools for Office Runtime.



## Step 4 - Microsoft Office 2010 Primary Interop Assemblies

The GoAnywhere Outlook Plugin requires the Microsoft Office 2010 Primary Interop Assemblies. Click the **Install** button to continue.




> **NOTE:**
> If at anytime you wish to cancel the installation, click the **Cancel** button.

## Step 5 - Setup Wizard Welcome

The GoAnywhere Outlook Plugin installer launches and confirms you wish to continue. Click the **Next** button to continue.

## Step 6 - License Agreement

After reviewing the license agreement, select **I Agree**, and then click the **Next** button to continue.

## Step 7 - Installation Confirmation

The GoAnywhere Outlook Plugin installer confirms you wish to continue. Click the **Next** button to install the GoAnywhere Outlook Plugin or click the **Back** button to make any changes to the installation settings. The Outlook Plugin will be installed in the *C:\Users\[UserName]\AppData\Local\HelpSystems\GoAnywhere Outlook Plugin* directory.

### Step 8 - Installation Complete

After the GoAnywhere Outlook Plugin installation completes, click the **Close** button.

---

# GoAnywhere Outlook Plugin Silent Install

The installation of the GoAnywhere Outlook Plugin can be automated by using a silent install option. Silent install uses the Windows command line with optional parameters to execute the installation.

Use the following instructions to perform a silent install of the GoAnywhere Outlook Plugin:

1. Close Microsoft Outlook.
2. Download the GoAnywhere Outlook Plugin from www.GoAnywhere.com/download.
3. Unzip the downloaded file, and then copy the gaoutlook_3_3_0_windows.msi file to a file or network location of your choice.
4. Open a command prompt and enter the msiexec command using your specific connection parameters.
5. Launch Microsoft Outlook and complete the Outlook Plugin configuration options.

## Commands and Parameters

The following command is used to silently install GoAnywhere Outlook Plugin:

```
msiexec /qn /i [path+executable]
```

The following table contains the required and optional parameters for a silent install:

| Parameter Name | Description | Required? |
|---|---|---|
| /qn | Displays no user interface. | Yes |
| /i | Installs the product. | Yes |
| path+executable | The directory path to the gaoutlook_3_3_0_windows.msi installation file. | Yes |
| GA_URL | The web address to access the GoAnwhere Web Client. If this field is not used, the user will need to configure the outlook plugin after it is installed. | No |
| GA_USERNAME | The user name of the Web User. If this parameter is not used, the user will need to configure the outlook plugin after it is installed. | No |
| GA_WINDOWS_AUTH | This determines if the Web User will be authenticated using the user's network login credentials (Windows Authentication) or their Web User username and password. Valid values are 'true' or 'false'. The default value is 'true'. | No |
| REINSTALL=ALL | Forces all files to be reinstalled. | No |
| REINSTALLMODE=vomus | Rewrites all computer or user-specific registry, cache, and shortcuts, as well as update from older versions. | No |
| /x | Uninstalls the product.<br><br>**NOTE:**<br>You must use the same msi installer to uninstall the product that was used to install the product. | No |

### Performing a New Silent Install Using Windows Authentication

Windows Authentication is enabled by default for new installs. The following command is used to silently install GoAnywhere Outlook Plugin where Windows Authentication is desired:

```
msiexec /qn /i [path+executable] GA_URL="[Server Address]"
```

> EXAMPLE:
> **msiexec /qn /i C:\install\gaoutlook_3_3_0_windows.msi GA_URL="https://10.1.1.104:443"**

### Performing a New Silent Install with Username and Password Authentication

The following command is used to perform a silent install when windows authentication is not enabled:

```
msiexec /qn /i [path+executable] GA_URL="[Server Address]" GA_USERNAME="[Username]" GA_WINDOWS_AUTH="[true or false]"
```

> EXAMPLE:
> **msiexec /qn /i C:\install\gaoutlook_3_3_0_windows.msi GA_URL="https://10.1.1.104:443" GA_USERNAME="kharris" GA_WINDOWS_AUTH="false"**

### Updating or Repairing a Silent Install (of the same version)

The following command is used to update or repair an installation of the GoAnywhere Outlook Plugin. Repairing an installation is typically used to update the URL for the Web Client. The update will only overwrite the new properties, other user configurable settings will not be changed.

```
msiexec /qn /i [path+executable] REINSTALL=ALL
REINSTALLMODE=vomus GA_URL="[Server Address]"
```

> EXAMPLE:
> **msiexec /qn /i C:\install\gaoutlook_3_3_0_windows.msi REINSTALL=ALL REINSTLALLMODE=vomus GA_URL="https://portal.example.com"**

### Upgrading to a New Version of the GoAnywhere Outlook Plugin

The following command is used to upgrade an existing installation to a new version of the GoAnywhere Outlook Plugin. User configurable settings will not be changed.

```
msiexec /qn /i [path+executable]
```

> EXAMPLE:
> **msiexec /qn /i C:\install\gaoutlook_3_3_0_windows.msi**

# Uninstall

The GoAnywhere Outlook Plugin uninstalls using the Programs and Features option in the Windows Control Panel. The user settings are retained during the uninstallation process to assist with setup when the GoAnywhere Outlook Plugin is reinstalled. Follow the instructions below to uninstall the GoAnywhere Outlook Plugin:

1. Close Microsoft Outlook.
2. From the **Start** menu, open the **Control Panel**.
3. In the **Control Panel**, either click the **Uninstall a program** link in the Programs section or click the **Programs and Features** icon.

4. From the list of available programs, click to select the GoAnywhere Outlook Plugin and then from the sub-menu bar click **Uninstall**.
5. The GoAnywhere Outlook Plugin (including all previous settings) is removed.

# Upgrade

When upgrades are available, simply install the new version. None of your settings are removed when upgrading the GoAnywhere Outlook Plugin, so after installing the new upgrade, your connection and Secure Mail settings will stay the same.

# Manage Outlook Add-Ins

If the GoAnywhere Outlook Plugin is disabled within Outlook, follow the steps below to enable it. Outlook can automatically disable a plugin if there were errors.

1. In Outlook, click the **File** tab above the ribbon.
2. On the left menu, click **Options**.
3. In the **Outlook Options** screen, from the left menu, click the **Add-Ins** group.
4. The Add-Ins screen displays the Active, Inactive and Disabled Add-Ins. Verify the status of the GoAnywhere Outlook Plugin add-in. If a change is required, click the **Go** button.
5. In the COM Add-Ins screen, click to select or deselect the Add-Ins you wish to activate or inactivate, and then click **OK**.

> **NOTE:**
> You may need to start Outlook as an Administrator to make changes to the Outlook Add-Ins. Contact your IT help desk for assistance with Outlook Add-Ins if required.

## Slow Start Up Errors

In certain cases, Outlook may disable the GoAnywhere Outlook Plugin on start up. This can occur when there is a delay in loading the .NET framework and validating the publisher certificate against the latest information from the Certificate Authority. If the

GoAnywhere Outlook Plugin is disabled in this way, follow the above instructions to enable it.

To prevent this error from occurring, a System Administrator can set up a group policy that adds the GoAnywhere Outlook Plugin to the list of managed add-ins with a setting of always enabled. Please refer to Microsoft's documentation for the exact registry settings that need to be applied for your version of Office.

# Logging

The GoAnywhere Outlook Plugin maintains logs that records the plugin activity. The log files record a timestamp and description of each action performed. A new log file is created each time the current log file reaches the size defined in the log configuration.

### View Logs

1. Navigate to C:\[InstallFolder]\logs folder (where [InstallFolder] is the installation location for the GoAnywhere Outlook Plugin).
2. Double-click the **gaoutlook.log** file to open the GoAnywhere Outlook Plugin log file. By default, this file opens in Notepad.

### Change Log Level

1. Navigate to C:\[InstallFolder]\config folder (where [InstallFolder] is the installation location for the GoAnywhere Outlook Plugin).
2. Open the **log4netconfig.xml** file using an XML editor or Notepad.
3. Toward the bottom of the file, change the value for `<level value="INFO">` to `<level value="DEBUG">`.
4. Save the changes to the log configuration and close the editor.
5. Restart Outlook for the new changes to take effect.

# Localization

The GoAnywhere Outlook Plugin provides multi-lingual support.

To update the language for buttons, menus, and other controls:

1. Click **File** > **Options**.
2. In the Outlook Options dialogue box, click **Language** in the left menu bar.
3. In the **Office Display Language** section:
    a. If your desired language is present in the selection window, select it and click **Set as Preferred**.
    b. If your desired language is not present in the selection window, click **Add a Language** and select your language. Ensure the **Set as Office Display Language** check box is selected. Click **Install** and run the language installation. Outlook will have to restart for the changes to take effect.

The following languages are currently supported:

- English
- German
- Japanese
- Portuguese
- Indonesian
- Chinese
- Danish
- Dutch
- Hungarian
- Italian

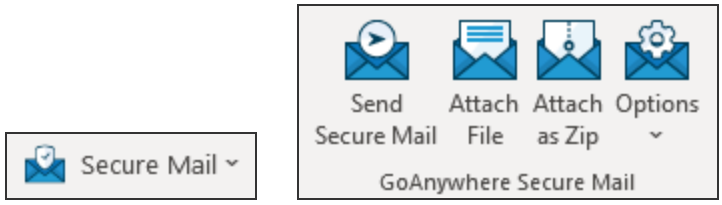
- Spanish
- French

# Secure Mail Plugin

This section details the process and steps required to send a Secure Mail message using the GoAnywhere Outlook Plugin.

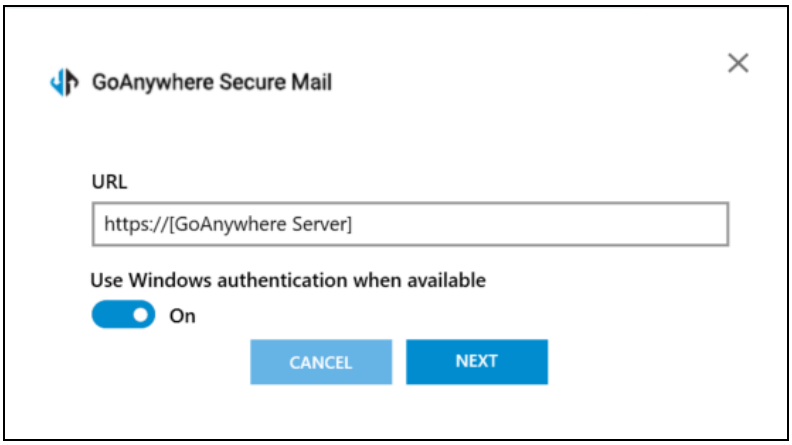
# Configuration Options

The configuration options in the GoAnywhere Outlook Plugin are based on the Web User account and Secure Mail settings in GoAnywhere. Changes to the settings on the configuration tabs must fall within the ranges set in the GoAnywhere Secure Mail settings. The configuration options can be set from the Secure Mail section of the ribbon in Outlook or when composing an email from the GoAnywhere Secure Mail section of the ribbon. Click the Secure Mail button and then click the Settings option from the drop-down menu to make changes to the settings for the GoAnywhere Outlook Plugin.

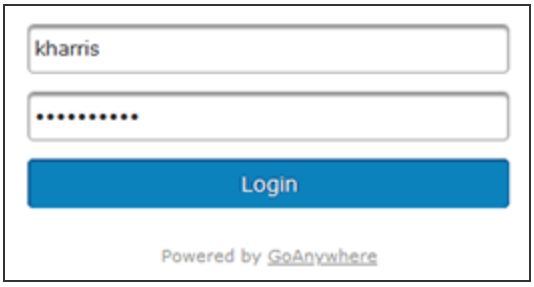



## Plugin Settings

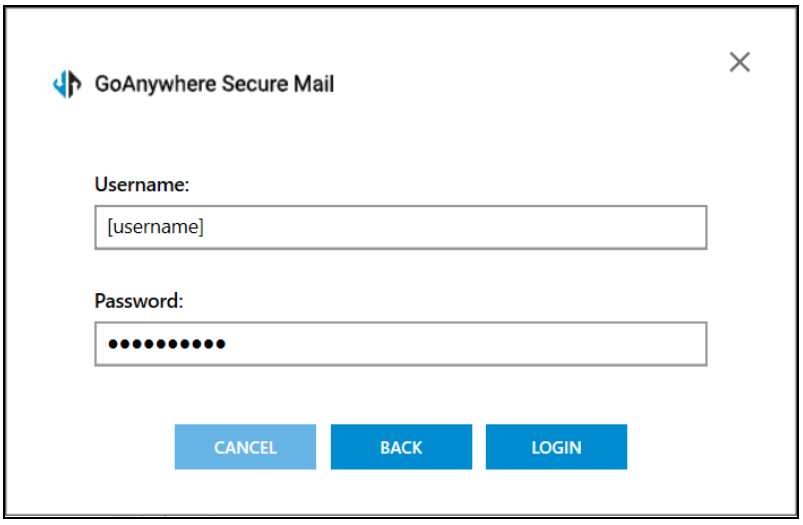
The first time you use the GoAnywhere Outlook Plugin, you must supply the GoAnywhere URL and specify if you will use Windows authentication to automatically log in with your network username and password.




If Windows authentication is not enabled, you will be redirected to the Web Client URL specified above. Enter a User Name and Password. If you are not sure of your credentials, contact your GoAnywhere administrator.




The GoAnywhere Outlook Plugin remembers your credentials after the initial login. If you need to change the server name or Web User account, click the link available on the Account Information tab.



### URL

The URL of the GoAnywhere server. The URL is in the format: **https://[server][:port]** (where [server] is the IP address or domain name of the GoAnywhere server and [port] is the HTTPS port used by the server).

### Use Windows Authentication When Available

If enabled by the administrator, this setting will automatically authenticate the Secure Mail Plugin using your network credentials.

### Username

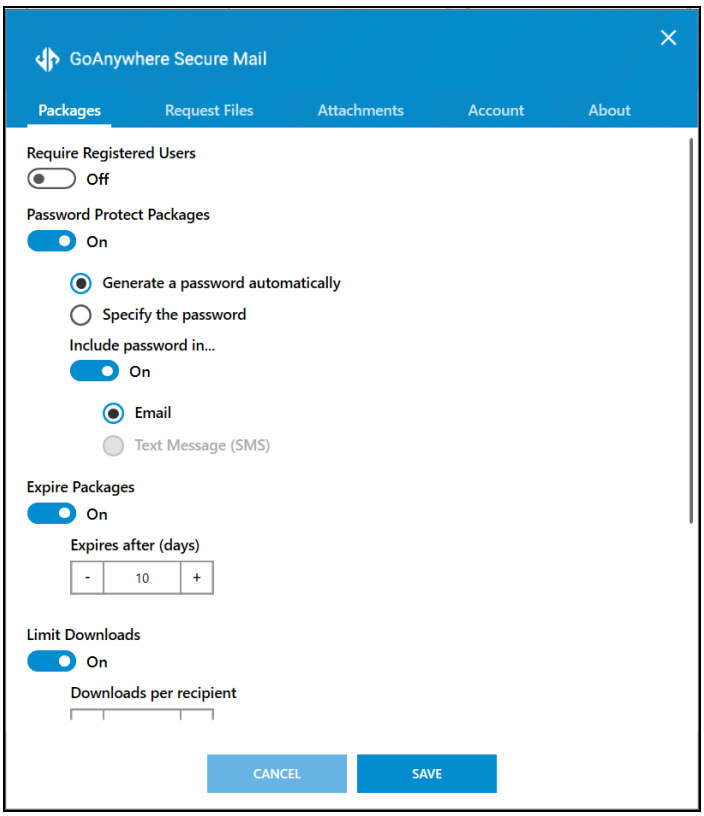
The Web User name with the Send Secure Mail feature in GoAnywhere.

### Password

The Web User's password.

# Packages

The options available on the Packages tab are defined by the GoAnywhere administrator. You may configure the available options to meet the requirements for each Secure Mail message sent.




**NOTE:**
Not all of the following options may be available based on the Secure Mail settings in GoAnywhere. If needed, contact your GoAnywhere administrator with any questions.

## Require Registered Users

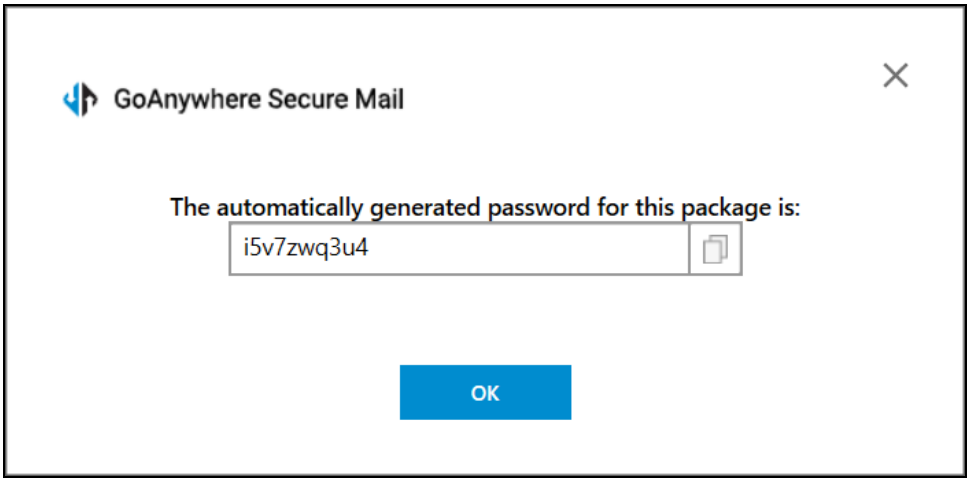
When Certified Delivery is enabled by the Product Administrator, you can specify if your recipients must be registered users. If the recipient is not a registered user, the link in the email will take them to the Self-Registration page. The Package will appear in the Web User's Web Client Secure Mail Inbox.

### Password Protect Package

All files in a Package are protected by a unique URL, however the package can be further protected using a password. Passwords that are generated automatically are a lower-case 10-byte alpha-numeric code. If you do not send the password to the recipient in the email, you will need to communicate the password to them. This option is not available when registered users are required.

#### Generate a password automatically

When a package contains an automatically generated password that is not included in the email, the password is displayed in a pop-up window when the Secure Mail Package is sent.




#### Specify the password

Provide a specific password.

#### Include password in...

The password may be included in the email or sent via text message (SMS).

### Expire Package

The number of days before the Package expires and the files can no longer be downloaded.

### Limit Downloads

The number of times each file can be downloaded per recipient. This option is not available when registered users are required.

### Allow Reply

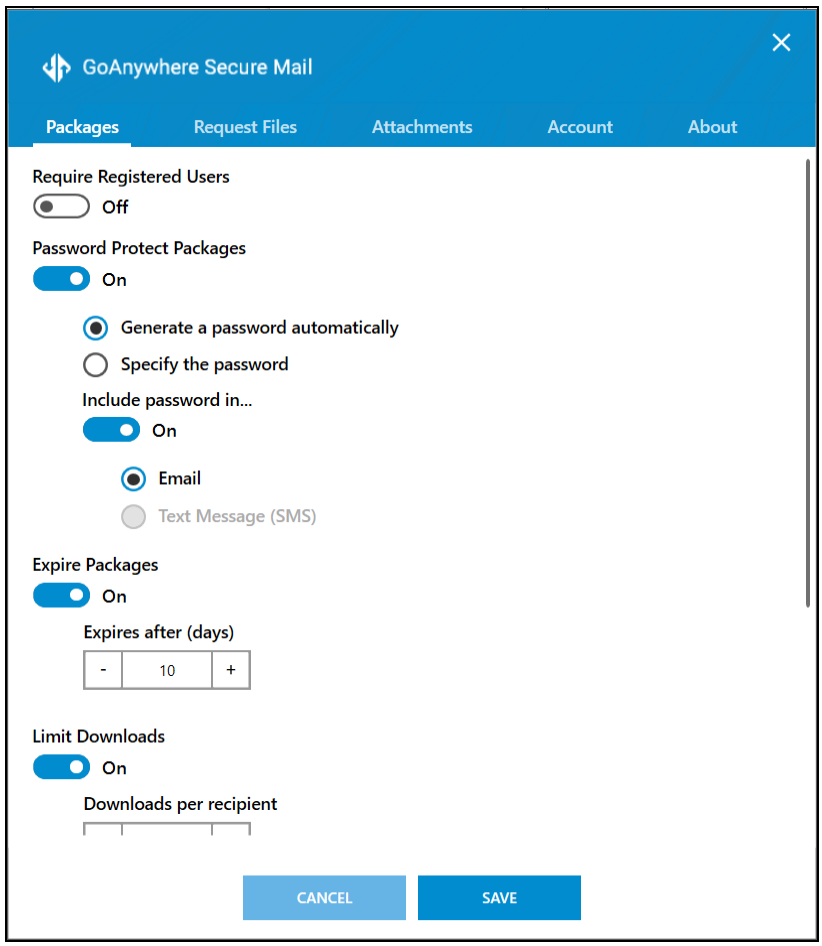
When enabled by the Product Administrator, recipients of this Package can reply back with a message and one or more attachments. Recipients do not need to be registered users to send a reply message. Message replies will appear in your Web Client Secure Mail Inbox. This option does not appear when registered users are required.

### Request Receipt

If selected, an email will be sent to you the first time each recipient opens the Package.

### Ask For Settings Before Sending

When enabled, the Outlook Plugin will display the default package settings before the Secure Mail message is sent. The user can modify the settings for the package before it is sent. The settings modified by the user on this prompt are not saved for future packages. The prompt contains the same settings that appear on the **Packages** tab:

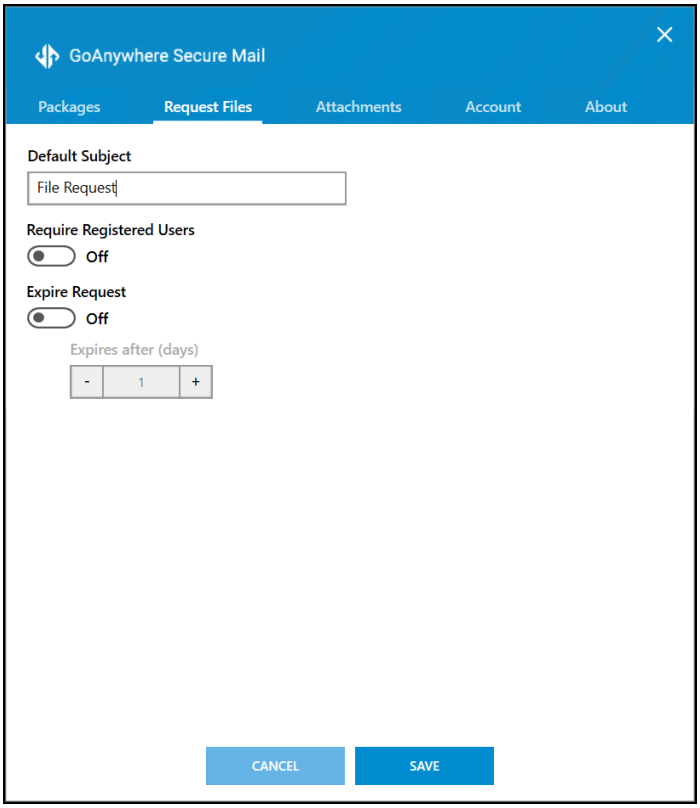



### Enable HTML Format

When enabled, the HTML version of the message will be used instead of plain text. This setting is to allow for basic formatting of the message to be persisted, but more complex features in Outlook may not render correctly because they do not use standard HTML.

# Request Files

The options on the Request Files tab allow you to configure settings for each request file message sent.




## Default Subject

Specify the default text that will appear in the Subject field when composing a request file message.

## Require Registered Users

When Certified Delivery is enabled by the Product Administrator, you can specify if the recipient of the file request must be a registered user. If the recipient is not a registered user, the link in the email will take them to the Self-Registration page. The Package will appear in the Web User's Web Client Secure Mail Inbox.

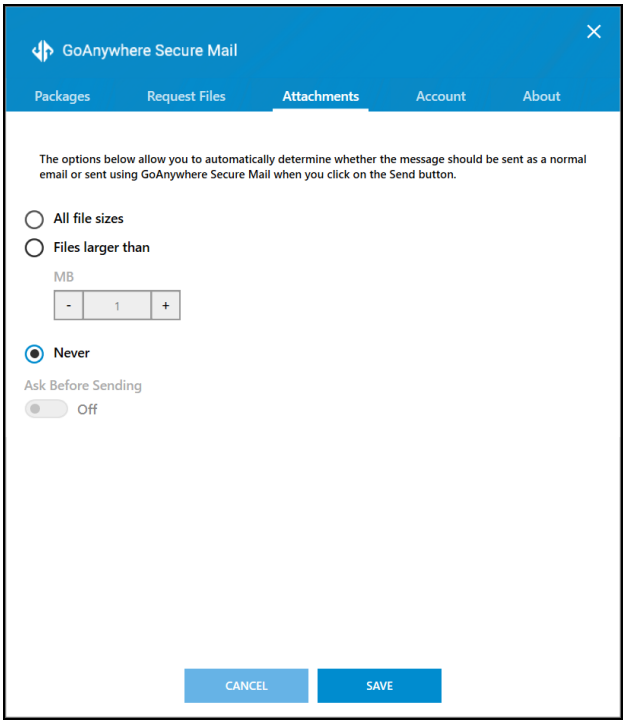
### Expire Request

The number of days before the file request message expires.

# Attachments

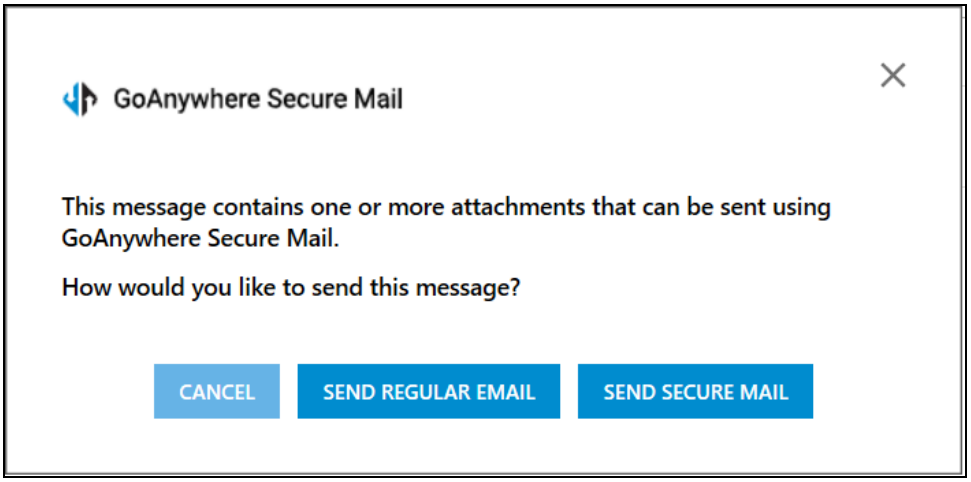
The options on the Attachments tab allow you to configure how the GoAnywhere Outlook Plugin handles file attachments when the default Send button is clicked. Select an option from the list to set how you would like the GoAnywhere Outlook Plugin to process messages containing attachments. Select the **Ask before sending** checkbox to prompt you when sending an email to verify if the attachments should be handled by the GoAnywhere Outlook Plugin or normally through Outlook. These settings may be not available based on the Secure Mail policies in your organization.

> **NOTE:**
> Messages that do not contain attachments are sent normally through Outlook when the **Send** button is clicked.



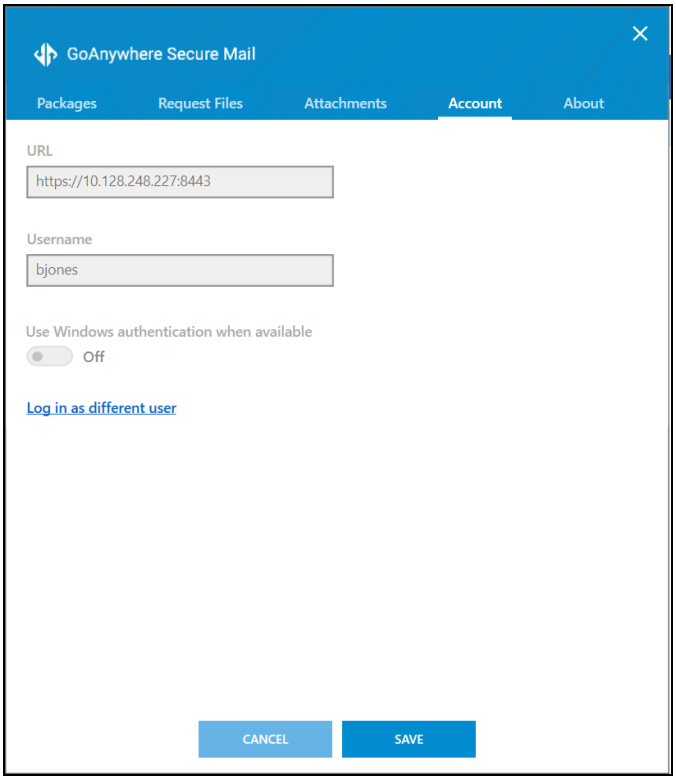
### Send Method Confirmation

When the **Ask before sending** option is selected, a confirmation appears after clicking Outlook's Send button. The confirmation only opens if the message contains attachments meeting the selected size criteria.



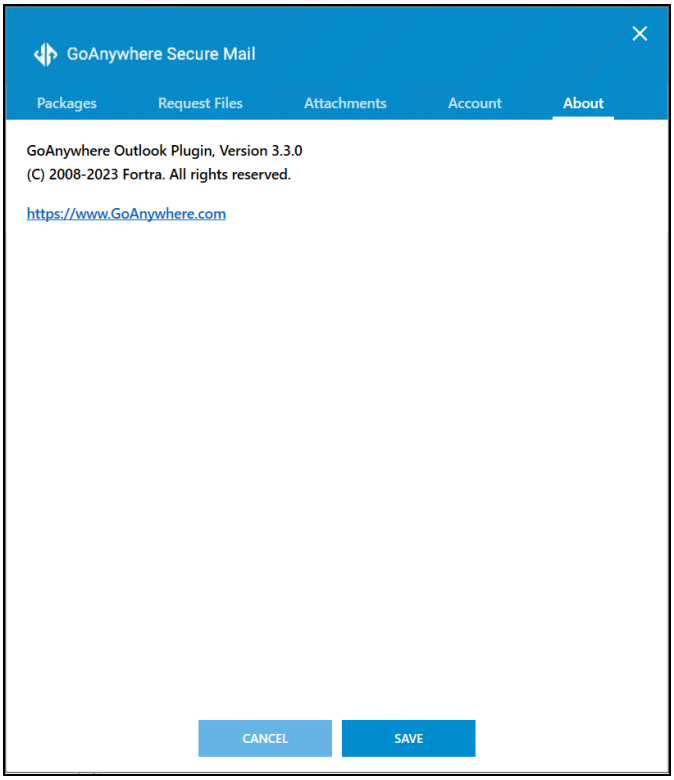
# Account Information

The Account Information tab displays the current Login URL and Web User account for the GoAnywhere server. Click the **Login as a different user** link to change the login settings.



## About

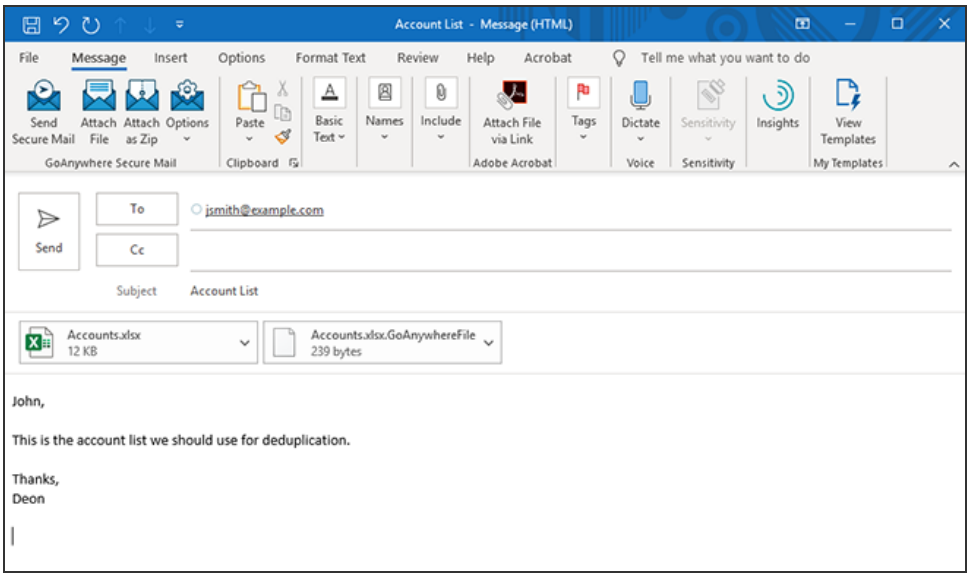
The About tab displays information about the GoAnywhere Outlook Plugin. The GoAnywhere Outlook Plugin version and a link to the GoAnywhere website are located on the About tab.




# Compose New Message

When using the GoAnywhere Outlook Plugin, start composing an email as you normally would. The only differences are how you can attach files and the manual options for sending your message normally through Outlook or sending the message securely through the GoAnywhere Outlook Plugin.

> **TIP:**
> You can send a new Secure Mail message and request files through the Outlook **New Items** menu.




The GoAnywhere Secure Mail options in the ribbon allow you to manually send the message via the GoAnywhere Outlook Plugin, attach files or configure the options for the GoAnywhere Secure Mail message.

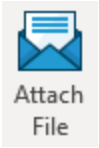
# Send Secure Mail

Click the **Send Secure Mail** button to send the Outlook message via the GoAnywhere Outlook Plugin. When this icon is clicked, the GoAnywhere Outlook Plugin creates a new Secure Mail Package in GoAnywhere, copies any attachments to the Package and then sends the recipient(s) an email including a link to the Secure Mail Package on the GoAnywhere server.

If the **Ask For Settings Before Sending** option is enabled, you will be presented with a list of package security options. Modify the settings or leave the default options, and then click **Send**. The settings you modify on this prompt are not saved for future packages.

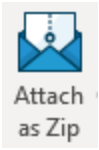
The message will appear in the Secure Mail Outbox in Outlook while the files are uploaded, before placing a message in the Outlook Sent Items folder.

# Attach File



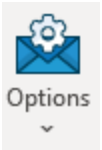

Use the **Attach File** button to attach files that must be sent using Secure Mail or for files that exceed the Outlook size limit. Files attached using this method can only be sent via the GoAnywhere Outlook Plugin. Essentially the attachment is a placeholder for the file that will be uploaded to the Secure Mail Package. Files attached in this manner receive the **.GoAnywhereFile** extension. In the example above, the same file was added twice - once using the **Attach File** icon and the second using the drag and drop method in Outlook. Both files will be sent in the Secure Mail Package.

# Attach as ZIP




Use the **Attach as Zip** button to attach multiple files or folders to a Secure Mail message as a Zip file. Clicking the Attach as Zip button opens a dialogue window for selecting files or folders and naming the attachment. As with the Attach File option, the attachment is a placeholder for the file that will be uploaded to the Secure Mail Package and will receive the **.GoAnywhereFolder** extension.

# Options

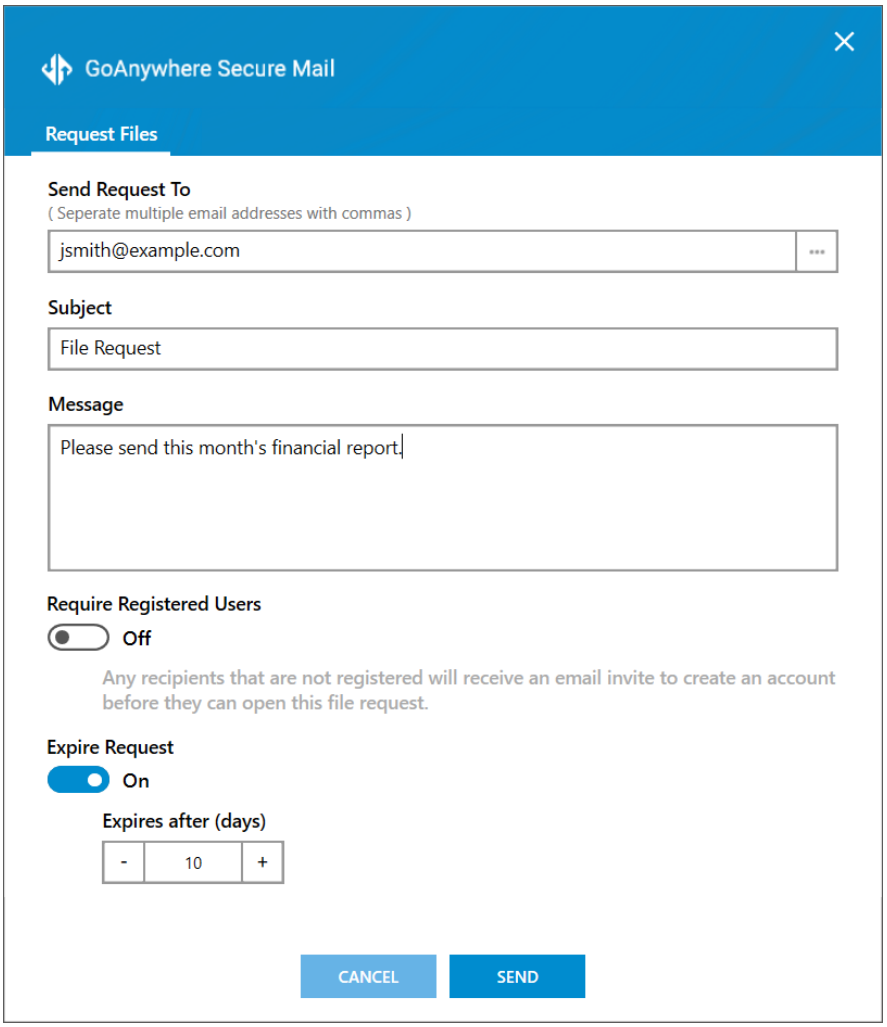



The GoAnywhere Outlook Plugin Settings and the Show Progress forms can be selected from the **Options** drop-down menu. Use the **Show Progress** link to monitor the progress

of attachments being uploaded. The file attachment process can also be monitored in the Secure Mail Outbox folder.

# Request Files

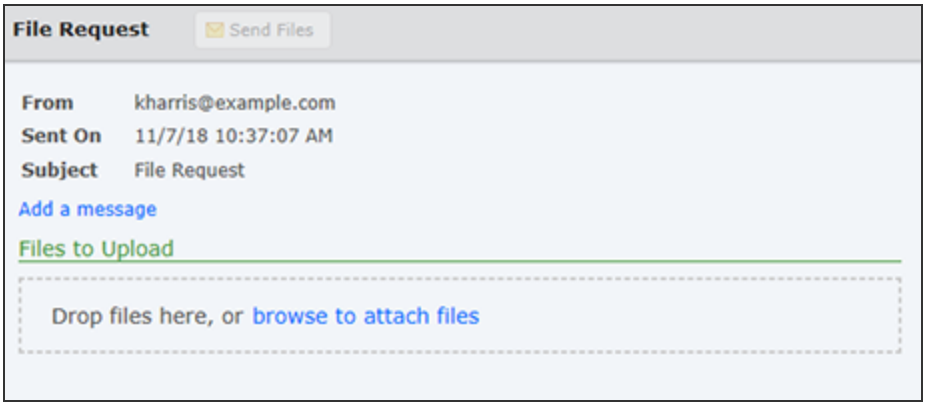
The GoAnywhere Outlook Plugin allows you to request files from recipients. To use the request files feature, click on the **Secure Mail** button in the Outlook ribbon and select **Request Files**. The request files compose page will appear.




You may require that the recipient be a registered user by selecting **Require Registered Users** or set an expiration on the request by selecting **Expire Request** and specifying the number of days the request will remain active.

## Responding to a File Request

Recipients of a file request will receive a secure link where they may upload the requested file.




# Secure Mail Outbox

The Secure Mail Outbox appears in the folder tree of Microsoft Outlook after the GoAnywhere Outlook Plugin is installed. This folder temporarily holds messages while file attachments are uploaded to a Secure Mail Package in GoAnywhere. The subject line of the message automatically updates the upload progress of attachments (for example, Sending 2 of 5 Files). When all the attachments are successfully uploaded, a receipt is generated and is placed in the Outlook Sent Items folder.

If an error occurs while a file is being uploaded (for example, operating system failure or Outlook is closed before the file upload is complete), messages with a status of Failed may appear in the Secure Mail Outbox folder. These messages will need to be resent.

# Sent Items

Messages sent using the GoAnywhere Outlook Plugin are designated in the Outlook Sent Items folder with a icon. The example message on the Compose New Message page produced the following receipt.

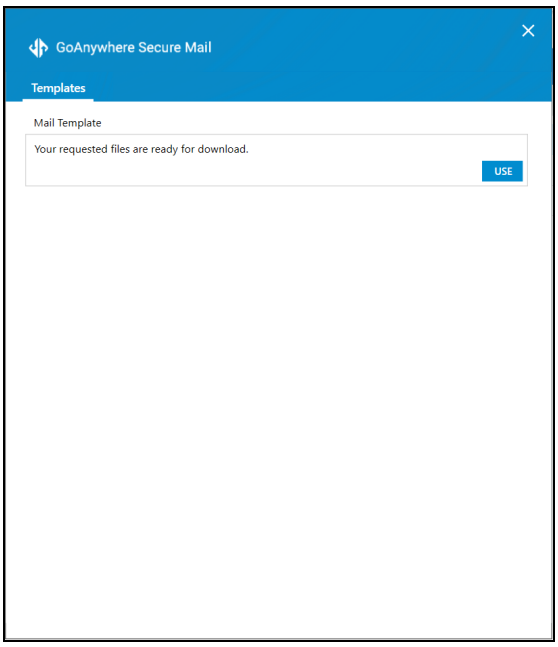
**NOTE:**
The GoAnywhere Outlook Plugin will automatically rename duplicate files.

# Mail Templates

Mail templates allows users to compose a mail message from an existing GoAnywhere Web Client template.

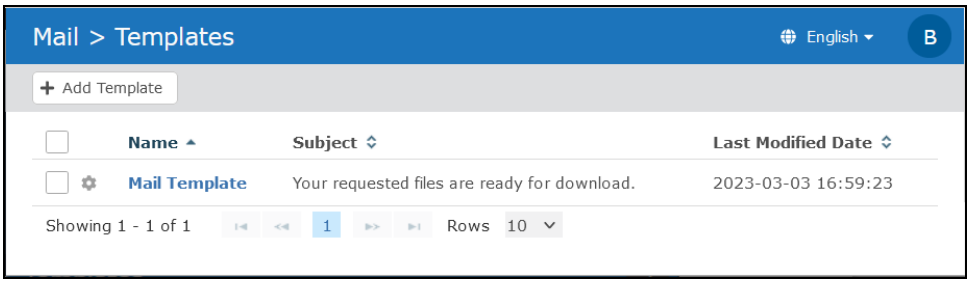
To add a Web Client template to your email, in Outlook, navigate to the **Home** menu, select the drop down arrow under **Secure Mail** and select **Templates**.

Update the content of the template you wish to use and click **Use**.




In the mail dialog box that opens, you can click **Send Secure Mail** or **Send** to manage Package Settings for your email before sending.

To add additional GoAnywhere Web Client Templates to select from, in the GoAnywhere Web Client, go to **Templates** and select **Add Template**. See the GoAnywhere Web Client guide for more information.


Mail > Templates
English
B
Add Template
Name
Subject
Last Modified Date
Mail Template
Your requested files are ready for download.
2023-03-03 16:59:23
Showing 1 - 1 of 1
1
Rows
10