# Frequently Asked Questions

## Rumpus launches fine, but users can't connect.  What should I do?

By far the most common problem administrators have when getting started with Rumpus is not with Rumpus at all, but in setting up their network to accept connections from outside clients.  This requires configuring your router and working with your ISP to ensure external clients get properly routed to your server.  While this setup isn't technically part of Rumpus administration, we have developed a number of helpful resources to clarify what needs to be done.

First, open the "Get Connected" window.  (In Rumpus for Mac, choose "Get Connected" from the "Help" menu.  In Rumpus for Windows, click the "Get Connected" button on the main Rumpus Administration window.)  Follow the instructions presented there to test connections via Web browser and/or FTP client running on another computer on the same local network.  Once you have confirmed local access (using the local address of the server), you can move on to getting external users connected.

On the Get Connected window, flip to the "From Outside Your LAN" tab.  The information there explains at a high level how your network needs to be configured based on your current Rumpus settings.  Maxum also maintains a "Get Connected" page on our Web site, which includes a dynamic troubleshooting guide to help you identify and resolve problems, along with additional details about how external users are routed to your Rumpus server.

    http://www.maxum.com/Rumpus/GetConnected.html

In addition, FTP and the networking needed to support it is described in fairly technical terms in the "FTP Technical Overview" article in the Helpful Info folder of this package.  System administrators interested in the details of how FTP works will find this article very helpful.

Please review these resources for help in diagnosing any "failed connection" problems.  Of course, if trouble persists, contact Maxum Technical Support at "support@maxum.com".


## Why do users have problems accessing certain files or folders on my system?

There are a few restrictions on the characters that can be used in file and folder names transferred with FTP (or the WFM).  In particular, slashes ("/") represent file and folder name separators in Unix paths, so they aren't allowed.  (The Mac OS X Finder does allow slashes in filenames, but the filename doesn't actually contain the slash, which is  recorded as a colon in the file system).  Another common problem is file and folder names that begin or end with a space or other "white space" character.  Since FTP directory listings use spaces to pad the columns between listing fields, FTP clients will often be unable to recognize these spaces, and will therefore be unable to access the file or folder.

## Most Web browsers seem to work fine and can connect without trouble to the Rumpus WFM, but a few of my clients can't make a connection at all. What can I do?

The most common reason why some clients can't connect to the WFM when most can is that the client is behind a firewall that is blocking the connection. The usual reason for this is that Rumpus has been assigned a non-standard Web server port, and the firewall only allows clients to access Web servers on the standard port of 80. If you are not running another Web server on the Rumpus computer, or on the same external Internet address used to connect to Rumpus, we strongly recommend that you choose port 80 for the Rumpus Web server port. Be sure to have your router/firewall configured to allow and forward the correct port to the Rumpus server, whether it is 80, 8000, or some other value.

## Most FTP clients seem to work fine with my Rumpus server, but a few display listings incorrectly or can't download files. How can I make Rumpus work with these clients?

Reset the "Reported FTP Server Name" on the "Advanced" tab of the FTP Settings window. The server name "MACOS Peter's Server" is a well-known signal that many FTP clients rely on in order to parse Mac OS directory listings correctly. This phrase wasn't established by Maxum, and "Peter" refers to the author of the first popular FTP server for the Mac OS, back in the mid 1990s.

## My Rumpus server is configured to allow both FTP and Web (WFM) access. Some Web browsers, however, won't display the WFM interface, and instead either fail to connect or look really bad. What is the problem?

Rumpus is actually multiple servers in one... It contains a complete FTP server and a complete HTTP (Web) server. When users connect to the server, they may enter URL that begins "ftp://" or "http://", which specifies whether an FTP or Web connection should be made. Many users will commonly leave off this portion of the URL, in which case the browser selects the protocol for the session.

Most Web browsers default to HTTP, since they are designed to be HTTP clients. However, many will automatically connect using FTP when the domain name begins "ftp.".

So, when attempting to connect to a Rumpus server using the Web File Manager with a domain name that begins "ftp.", be sure to specify the URL with the leading "http://" to ensure that your Web browser connects via HTTP. If you need to allow clients to connect without using the leading "http://", then populate another domain name for the server that doesn't begin "ftp.", such as "files.yourcompany.com" or "webftp.yourcompany.com".

### At seemingly random times, some users become unable to log into their user account. I checked the User Accounts window, and discovered that the "Permit Login" privilege is disabled for the affected user accounts. What happened?

Rumpus includes a feature which will deactivate user accounts when users appear to be guessing to determine their password. If numerous incorrect password entries are received for the same account without a successful login, Rumpus disables the user account by removing the "Permit Login" privilege. The intention is to keep would-be hackers from setting up automated robots that repeatedly guess at user passwords to gain access to the server. To disable this feature, uncheck the "Disable User Accounts After Several Failed Login Attempts" option on the "Security" tab of the "FTP Settings" window.

### Most users can connect to my Rumpus server, but a few can't. The user account looks OK, and I can even log in to their account from my computer. What should I check next?

In addition to the "Disable User Accounts After Several Failed Login Attempts" feature mentioned above, Rumpus also includes "Automatic Hack Attempt Recognition". This feature watches for numerous incorrect login attempts from the same client computer within a short period of time, and automatically adds the client IP address to the "Blocked List" when this occurs. Open the "Blocked Clients" window in Rumpus, and remove the addresses of known users if they appear. To disable the "Hack Attempt Recognition" feature, or to make it less sensitive, see the related options on the "Security" tab of the FTP Settings window.

### I can't seem to get Event Notices working. Any suggestions?

When creating e-mail Event Notices, be sure to use the "Test Notice" button to generate a test e-mail message after defining the notice on the Upload Notices window. The test function not only attempts to send the e-mail message, but checks for numerous common problems, and will include details on resolving the problem when possible. While this is a valuable test tool, there are also a few common problems you should be careful to avoid.

The most common problem with Event Notices is an incorrectly set SMTP username and password. If your mail server doesn't require SMTP authentication, it may return an error when Rumpus attempts to log in. If you entered a name and password on the Event Notice window, try blanking these fields, as most mail servers will accept mail from the local network without authentication. To reliably delete the contents of a field, be sure to use the tab key to move into it, and then press "delete". Tabbing automatically selects the entire field contents, including spaces, returns and other invisible characters that can be missed when using the mouse to select text.

If your mail server does require SMTP authentication for all mail sent, then the Event Notice username and password are required. Check to be sure you have entered the name and password correctly, and that they match a valid account on the mail server.

To see exactly what is happening, switch to the "Logs" tab in the Rumpus control application, choose to view the log "Debug" and set the "Debug Level" to "Debug". Then upload a file and reload the log. You should see a transcript of the e-mail message sent, and all responses, including errors, being returned by the mail server. If you continue to have trouble, copy and paste the relevant portion of the Debug log into an e-mail message (which also describes the problem) to "[support@maxum.com](mailto:support@maxum.com)".

## I am moving my Rumpus server to another Mac. How can I preserve my user accounts and other settings?

All Rumpus configuration files are stored in the directory "/usr/local/Rumpus", and can be copied normally for backup purposes, or to move settings from one machine to another. Easy access to this directory in the Finder is available by choosing the "Open Config Folder" from the "File" menu in Rumpus. The "Rumpus.users" file is usually the most important, as it contains all of the user account definitions.

These files can be moved from one Mac to another, but there are a couple of things to watch out for. The biggest issue is that the FTP Root folder and user Home Folder paths will almost certainly change when moving the server to another machine, though other differences between the old and new computers may cause problems as well.

When moving your server (or re-installing after a system cleaning), we recommend that you start by downloading the latest version of Rumpus from the Maxum Web site. Next, launch the Rumpus control application and complete the setup assistant as if you were installing a brand new server. After completing the setup assistant, start the server and log in, to confirm the installation.

With the new server functional, stop the server and copy the "Rumpus.users", "Rumpus.notices", and other required files to the "/usr/local/Rumpus" directory. It is usually best to copy only the files you need, to minimize the chance of conflicting with server-specific settings. Be sure to check your user accounts, especially the "Home Folder" paths to make sure the account settings make sense on the new server. Finally, use the Self-Diagnostic tool in Rumpus to check for common problems.

With the necessary files replaced, start the server, and log in to at least a couple of user accounts to make sure the server is functioning perfectly.