

How to Use Secure FTP with Actinic Sellerdeck

IMPORTANT: Before making changes to your Actinic/Sellerdeck Network Setup, please save a site snapshot, or export network settings, so that settings can be restored in the event of any unforeseen issues.

About

Actinic/Sellerdeck (up to Sellerdeck 2013) does not provide any configuration options for secure file transfer to the website. Data is transferred without encryption, this includes your FTP account user name and password. Hopefully, Sellerdeck will address this shortcoming in future versions.

More and more web hosting providers are disabling unencrypted 'Plain FTP' as improved security practices are adopted across the industry. Consequently, owners of Sellerdeck e-commerce websites face having to change hosting provider and the potential disruption this causes.

A Better Solution

If the current provider allows FTP access using TLS then there is no need to change hosting provider.

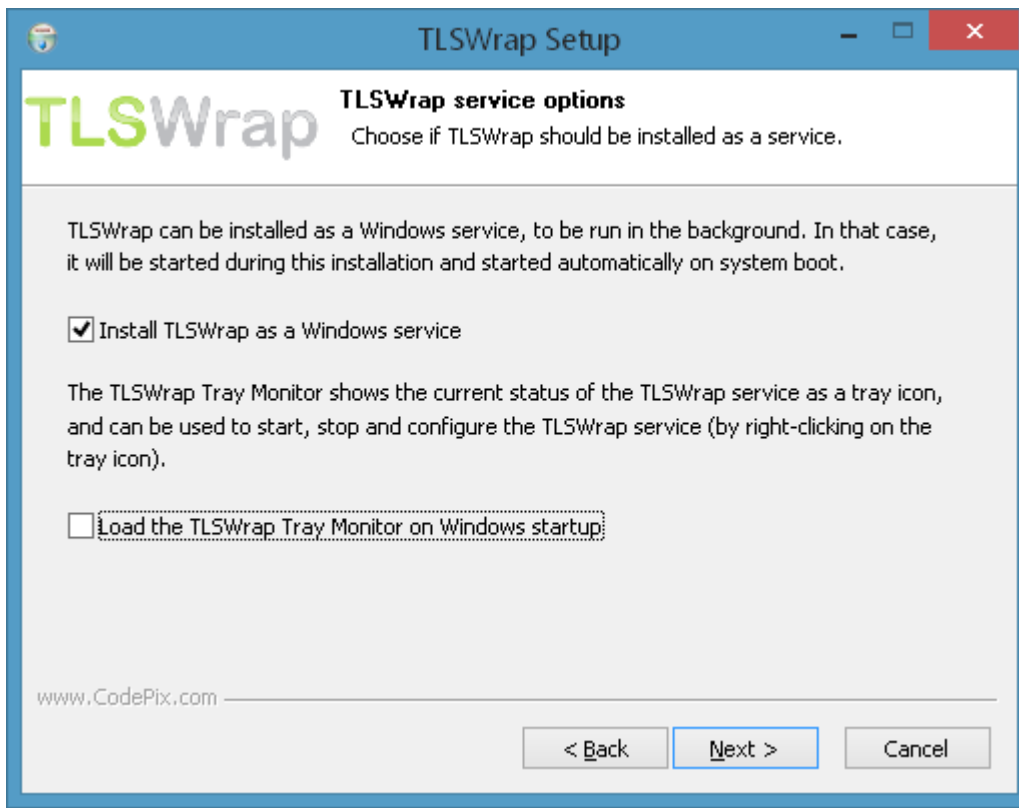
The solution is to use a FTP proxy service configured to connect securely to your hosting account using a TLS connection, and then configure Actinic/Sellerdeck to connect via the proxy service.

A Windows program called TLSWrap can be used as a local FTP proxy service. (You could use another FTP proxy service or you may already have one that can be configured for TLS connection.)

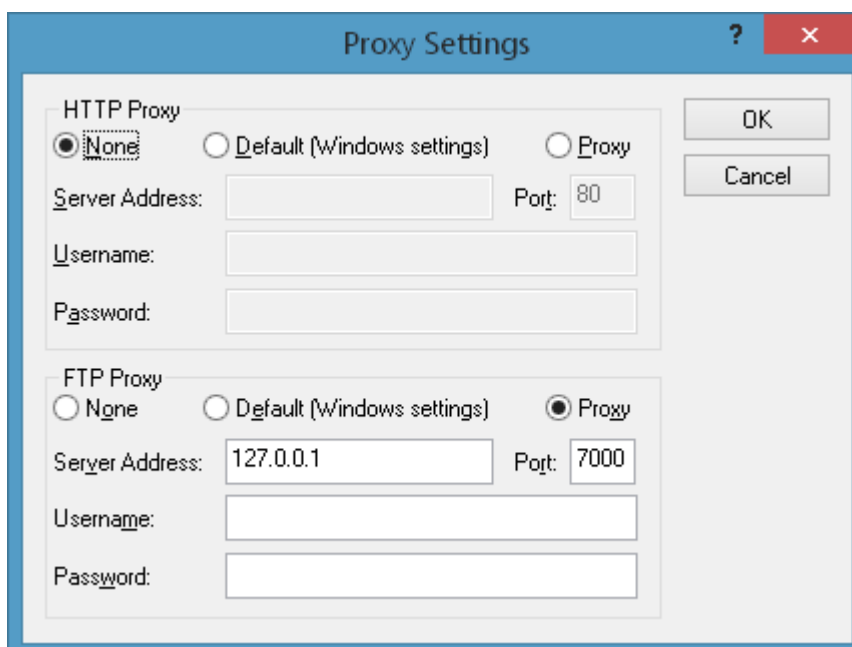
To effect this solution using TLSWrap for Windows XP, Vista, 7, or 8, please do the following:

1. Download TLSWrap from: <http://www.tlswrap.com/tlswrap-1.04-x86-setup.exe>
2. Run the downloaded file on the same PC as Actinic/Sellerdeck is installed. (On Windows Vista and higher you may be prompted by Windows to allow the program to be installed)

- When presented with options during installation, please un-tick 'Load TLSWrap tray monitor'. (It requires Administrator rights to run on Windows Vista and higher which can cause start-up error message, so we choose not to configure it for start-up.)



- Once installation is completed, you may be presented with a Windows compatibility dialog. Please indicate that the program runs okay.
- Now open Actinic/Sellerdeck.
- Go to Web->Network Setup.
- Click on the 'Proxy...' button. The following dialog is shown:



8. Set FTP proxy from None to Proxy. Enter the server address 127.0.0.1 and port 7000. As shown above. Click OK.
9. In the Network Setup dialog, please change the FTP username as follows:
Add '+1' before the username. (*Refer to TLSWrap docs for why we do this*)
If the username contains an '@' sign, replace it with a '+' sign.
Add '@ftp.(your website)' and then ':21' on the end of the username.
For example, if the username is:
`account@website.co.uk`
The new username should be:
`+1account+website.co.uk@ftp.website.co.uk:21`
Or, if there is no @ sign in the username, for example the username is simply:
`account`
The new username should be:
`+1account@ftp.website.co.uk:21`
10. Now tick 'Use passive FTP transfers'. (*Otherwise it won't work*)
11. And un-tick 'Use enhanced FTP'. (*Otherwise it won't work*)
12. Your FTP settings should look something like:

The screenshot shows a dialog box with two main sections: 'FTP Details' and 'Upload settings'. On the right side, there is a vertical column of buttons.

FTP Details:

- Server Host: `ftp.domain.co.uk`
- Username: `+1site-ftp+domain.co.uk@ftp.`
- Password: (masked with 15 dots)
- Path to CGI-BIN: `/cgi-bin/`
- Path from CGI-BIN to Online Store Folder as Viewed by the FTP Server (leave blank unless advised): `/acatalog/`
- Use Passive FTP Transfers

Upload settings:

- Ignore Passive Transfer Errors
- Use Enhanced FTP

Buttons on the right: OK, Cancel, Apply, Proxy..., FTP Options..., Cart Options, Import..., Export..., Wizard..., Test, How Do I?

If you have an SSL tab in Network settings, i.e. you use HTTPS in your online shop checkout, then please ensure the new FTP settings are also applied in that tab.

13. Now click the 'Test' button and it should pass the email test and you will receive a test email to the email address defined in your Business Settings.

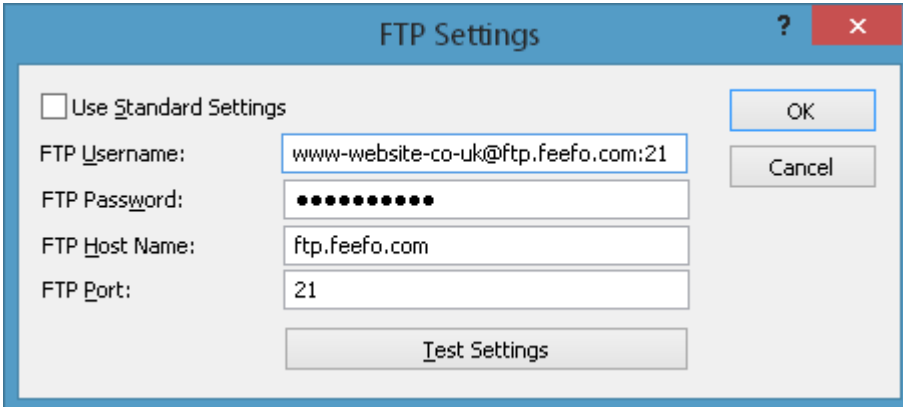
You should also be able to Publish to web.

14. If this fails, then please check the new FTP username is correct. Also check that your firewall or internet security software is not blocking Actinic/Sellerdeck or TLSWrap.

Feefo Customer Feedback

If you use Sellerdeck's built in Feefo feature, then you will need to edit 'FTP Settings...' accessed via the Customer Feedback Configuration dialog.

1. Uncheck Use Standard Settings.
2. Change the username to `www-yourwebsite-co-uk@ftp.feefo.com:21`



3. Click OK.
4. Click OK in the Customer Feedback Configuration dialog.

NOTE: If you own Actinic version 10 I'm afraid the edit 'FTP Settings...' does not exist, and you will have to find another solution.