

TIBCO Slingshot

User Guide

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Preface

Slingshot integrates seamlessly with enterprise e-mail systems, as a plug-in to Microsoft Outlook or through a standard Web browser. This means users can easily share and transfer files of any size – internally and externally.

This guide is a quick reference on how to use either the Slingshot Outlook Plug-in or the Slingshot Web Browser Interface. For any additional help needed please see your local Slingshot Administrator for assistance.

Topics

- *Related Documentation*
- *How to Contact TIBCO Customer Support*

Related Documentation

This section lists documentation you may find useful.

TIBCO Slingshot Documentation

The following documents form the TIBCO Slingshot documentation which can be viewed and downloaded from <https://docs.tibco.com/products/tibco-slingshot-1-9-4>:

- *TIBCO Slingshot Release Notes* Read the release notes for a list of new and changed features. This document also contains lists of known issues and closed issues for this release.
- *TIBCO Slingshot Installation Guide* Read this manual for instructions on site preparation and installation.
- *TIBCO Slingshot Administrator Guide* Read this manual for instructions on configuring the Slingshot Server after the installation.
- *TIBCO Slingshot User Guide* Read this manual for instructions on using the product to perform file transfer requests and more with Slingshot browser and Outlook Plug-in interfaces.

How to Contact TIBCO Customer Support

For comments or problems with this manual or the software it addresses, contact TIBCO Support, as follows:

- For an overview of the TIBCO Support and information on getting started with TIBCO Support, visit <http://www.tibco.com/services/support>

- If you already have a valid maintenance or support contract, visit <https://support.tibco.com>

Entry to this site requires a user name and password. If you do not have login credentials, click Register with Support.

- Technical Support email address support@tibco.com
- Technical Support Call Centers:
 - North and South America: +1.650.846.5724 or +1.877.724.8227 (1.877.724.TACS)
 - EMEA (Europe, Middle East, Africa): +44 (0) 870.909.3893
 - Australia: +61.2.4379.9318 or 1.800.184.226
 - Asia: +61 2 4379 9318

Slingshot Outlook Plug-in

Slingshot will integrate seamlessly with MS Outlook. The plug-in provides you with a familiar way to view your Slingshot emails. This section explains how to use the Slingshot Outlook Plug-in after it has been installed on an end user's desktop.

Topics

- *Outlook Plug-in Login*
- *Sending Files*
- *Receiving Files*
- *Advanced Find*
- *Slingshot Options*
- *Password Reset*
- *Forgot User Name*

Outlook Plug-in Login

When your Outlook has been configured to work with the Slingshot plug-in you will be prompted to configure the Slingshot server connection information the first time you login in to Outlook as seen in the following screenshot below:

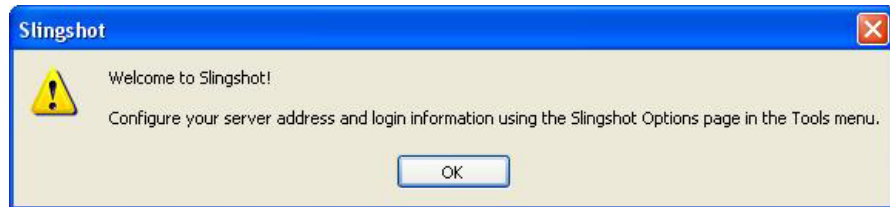

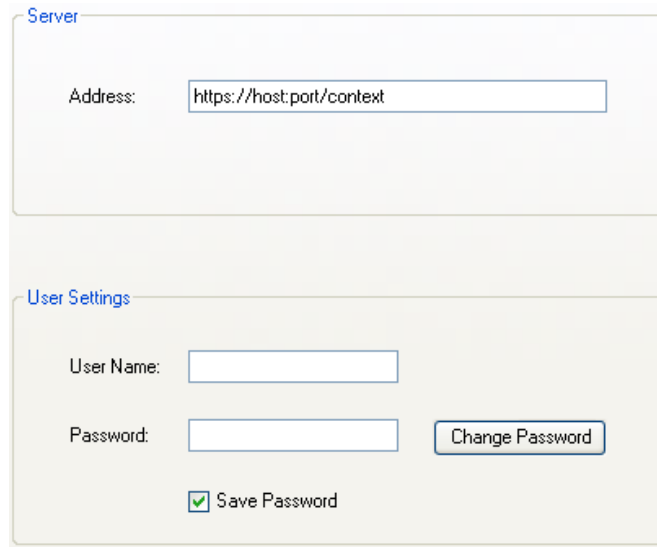


Figure 1

Note: You may not see the screen above as your Slingshot plug-in may have already been configured for you.

Go to your Tools menu as instructed in the message above and click on  **Slingshot Options...** from the menu. On the Server tab you will find the server connection fields that need to be configured (See Figure 2 below). The connection information needed to be setup at this time consists of just the Server Address (Host URL which is the IP, Port, and context) of the Slingshot server and your user name and password. Please consult your local Administrator to obtain this information if you do not have it already.



Server

Address:

User Settings

User Name:

Password:

Save Password

Figure 2

Once you have configured the Slingshot server information and click the Ok button you will be prompted to restart Outlook:

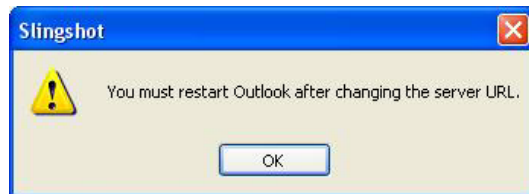


Figure 3

Note: The restart is necessary for the Plug-in to have new information to be distributed through the program, if this is not done some of the programs functions will not perform correctly.

When you restart Outlook you will now be prompted to login to the Slingshot Server. You may receive a Security Alert after logging in similar to the one below:



Figure 4


This window is informing you the certificate being used to connect to the Slingshot server is not in your predefined list of trusted authorities or there is a difference in the connection information you have in your URL from the Slingshot server's certificate. Contact your local Administrator if you have questions about this process.

Click the Yes button if you want to accept the certificate and then you will be able to send secure file transfers using Slingshot.

Sending Files Using Outlook Plug-in


To send an email file attachment securely using Slingshot, open a new email window in Outlook as you normally would

In Outlook 2007 and 2010, you have to navigate to the 'Add-Ins' tab on a new email. You will see the same Slingshot buttons as above.


Click on the Address Book icon, , to select one or more email recipients you would like to send to. If you do not see the user you would like to send an email to and you are defined as a Full or Power user, then click the button and manually type the new users email address in the To: field.




Attach one or more files by clicking the attachment icon, .

NOTE: When attaching a large file in Outlook (over 2gb), the file size may be displayed incorrectly on the compose email page.

When your email is complete, click the  button to send it through Slingshot, depending on how the Slingshot server is configured you can also use the Outlook **Send** button (*The plug-in will decide if the message gets automatically sent through Slingshot, consult your administrator for more details*). If you had defined a new recipient in the To, CC, or BCC fields to be added to the address book you will be prompted to fill in the new recipients Full Name (required), Company (optional) and Telephone number (optional).

NOTE: Embedded images will not be displayed in a Slingshot email, or attached as an attachment.

Menu Bar Icon	Definition
 Address Book	When you want to send an email click on the address book to reveal a pre-defined contacts list of authorized Slingshot users. Insert one or more recipients in the To, CC, and BCC fields.

Menu Bar Icon	Definition
 Check Names	When you type in a recipient name in the To, CC or BCC fields and you want to make sure they exist in the Slingshot contacts you can click this icon. If the user is found you will receive Check Names successful message. If it does not find a match you will receive a message it was not found.
 Attach File	Use this button to attach a file to your email.
 Send	Click this button to send the email with the file attachment via Slingshot.

Direct Email Link

Slingshot provides the ability to create a customized URL that is a direct email link to insert into an email or signature. The URL gives the ability for other users to automatically compose an email message to you after clicking on the link. A user must first have an account with Slingshot before trying to send an email using a URL for the direct email link.

The format for creating an email link URL is as follows:

[https://\[DNS_HostName\]:\[httpsPort\]/\[context\]/db/\[EMailAddress\]](https://[DNS_HostName]:[httpsPort]/[context]/db/[EMailAddress])

For Example, to create an email link for email address "JohnSmith@tibco.com", use the following URL format:

<https://yourcompany.com:8443/cfcc/db/JohnSmith@tibco.com>

Receiving Files Using Outlook Plug-in

When a Slingshot email with a file attachment is sent to you an email will be sent to your Outlook Inbox as with any other email you receive. The email will tell you who sent it and will contain a list of the file(s) available for you to download. See Figure 6 for an example email.

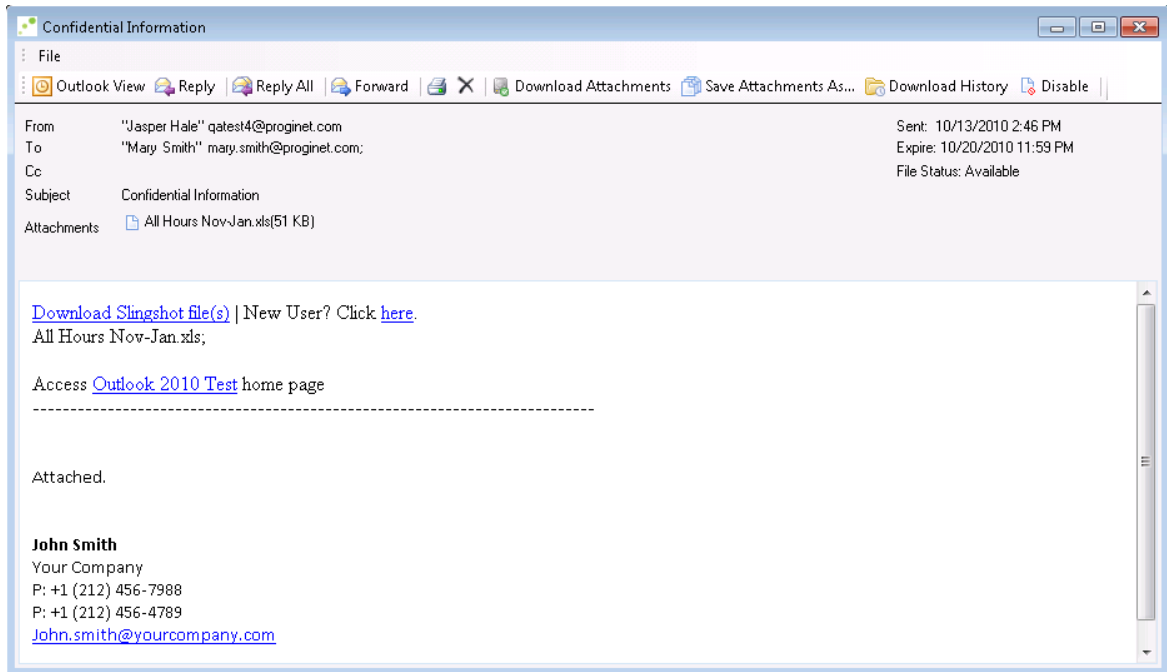


Figure 5

First time users must click on the 'New User' link in an email to configure their account. A password **MUST** be configured before you will be able to download files. The only time this rule does not apply is if a password has been pre-defined for you by your Administrator.

As displayed in the screen shot above, Slingshot emails will not automatically store embedded images as attachments. If you click the 'Outlook View' you will be able to see the embedded image in the signature as you normally would. These images will not be visible from the Slingshot view.

NOTE: Make sure to check your junk email in Outlook if you are not receiving Slingshot emails.

Four Ways to Download a file

- 1) Double click on the email and then double click the attachment in the email header, the same as you would in Outlook.
- 2) Double click on the email and then right click the attachment in the email header. A drop down menu will appear with options to download your attachment.
- 3) Click on the [Download Slingshot file\(s\)](#) link to open your browser to log into Slingshot's Web Browser Application (For more information see the Web Browser Quick Start Guide) in order to download the file(s).
- 4) Double click on the email and the window will open with the following menu which will allow you to download the file(s):



Figure 6

Junk Folder

Should any Slingshot emails get placed in the Outlook Junk folder right click on the email and select: Junk E-Mail > Never Block Sender

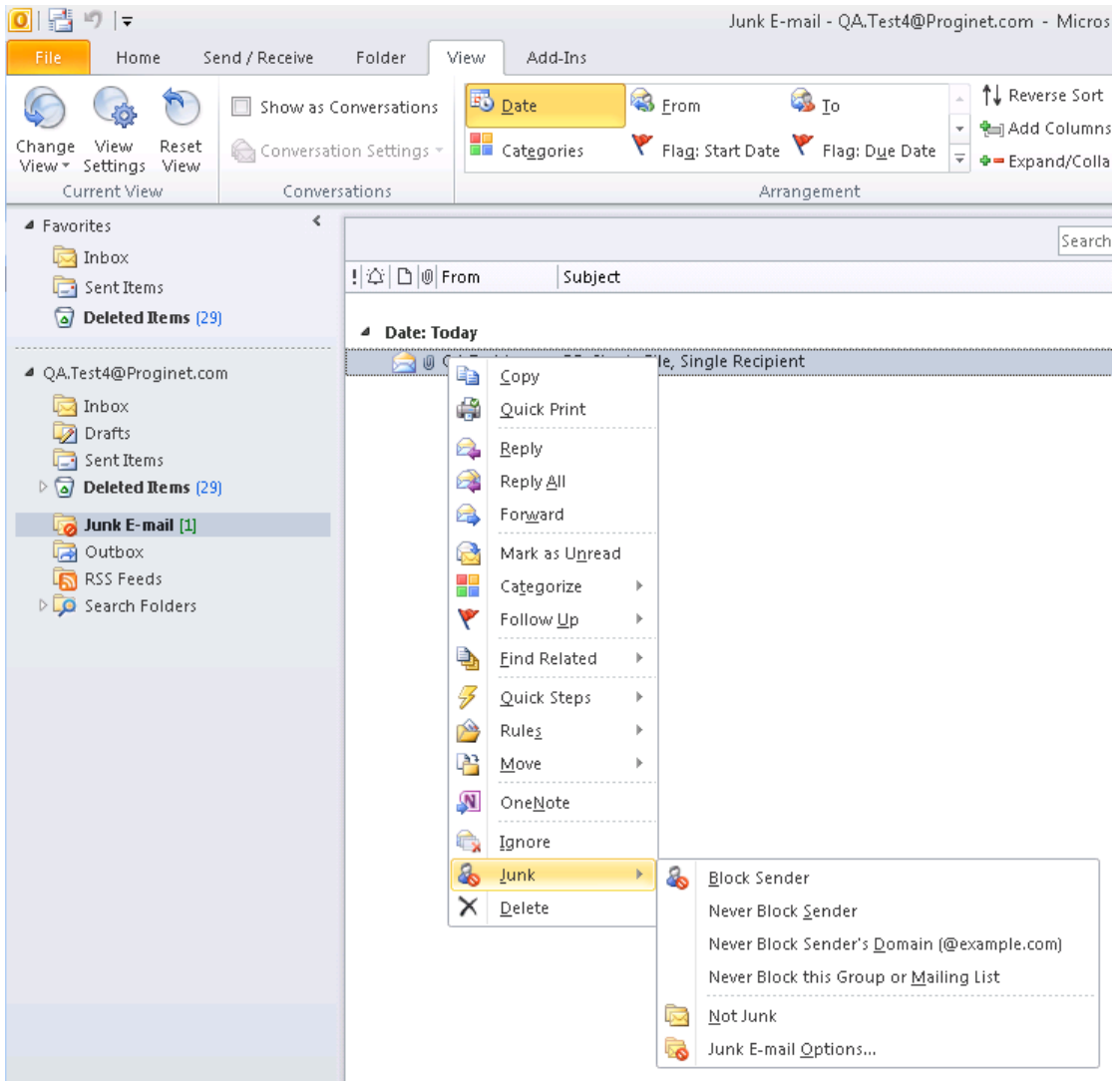


Figure 7

Advanced Find

If you have many emails you can click on the **Advanced Find** icon to search through your emails and attachments. See Figure 8 below.

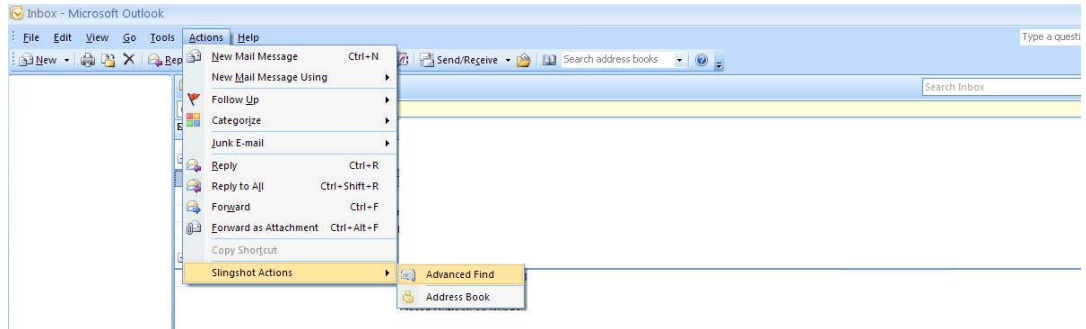


Figure 8

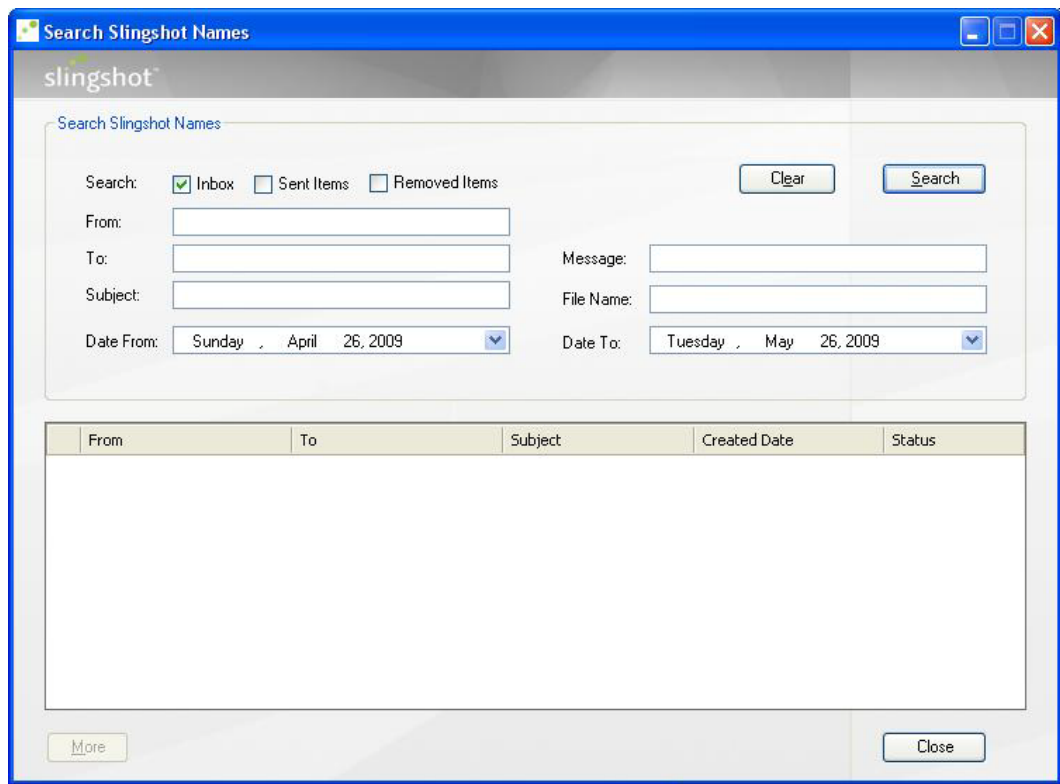


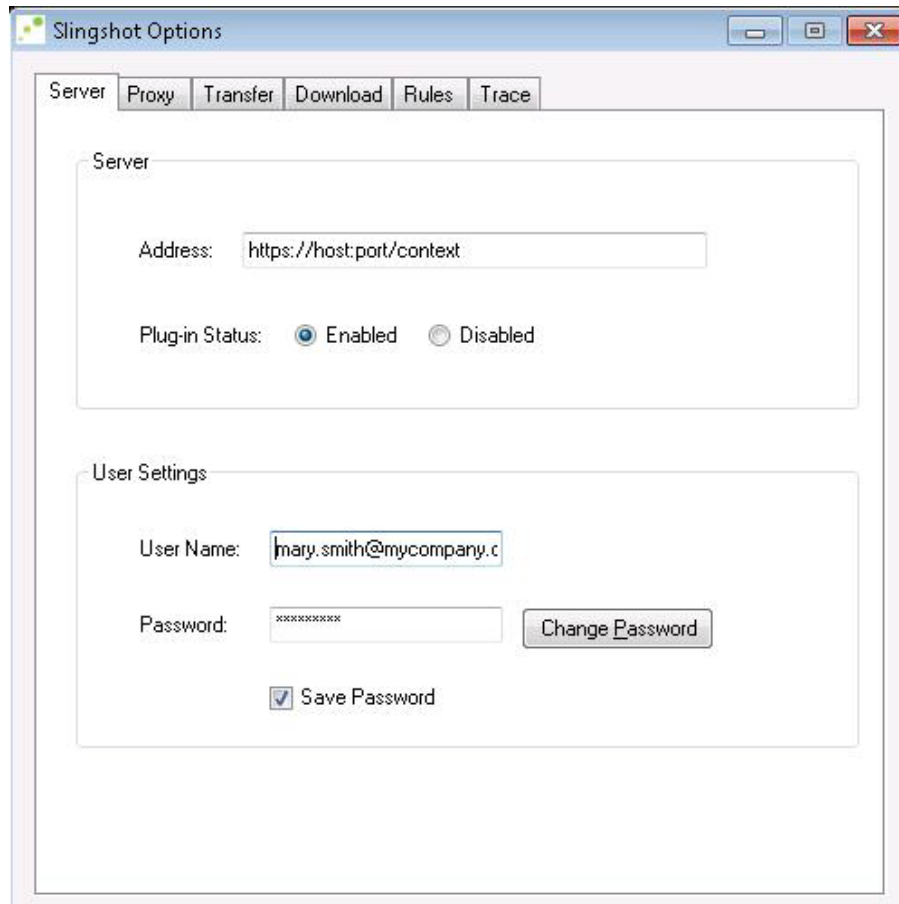
Figure 9

The Advanced Search in Slingshot is very powerful and provides several different search criteria to choose from. The default search will search only for e-mails sent on the current day. You can further refine your search by filling in data in any of the available fields on the page. When you enter search criteria, you can enter all or partial (*use * for wildcard*) data to conduct your search with. Click the button to begin your search.

The matches will display in the section below the search criteria.

Slingshot Options

This section describes the configurable options available with the Slingshot Outlook plug-in. If you dropdown your Tools Menu in Outlook and click Slingshot Options. The following window will open:



The screenshot shows the 'Slingshot Options' dialog box with the following fields and controls:

- Server** (selected tab)
- Address:**
- Plug-in Status:** Enabled Disabled
- User Settings**
 - User Name:**
 - Password:**
 - Save Password

Figure 10

The Server tab allows you to change your Slingshot server host URL and your login user id and password. *Consult your local administrator before changing the Server information fields.*

On the Proxy tab you would configure the proxy information for your environment. *Consult with your local administrator to set your Proxy information if needed.*

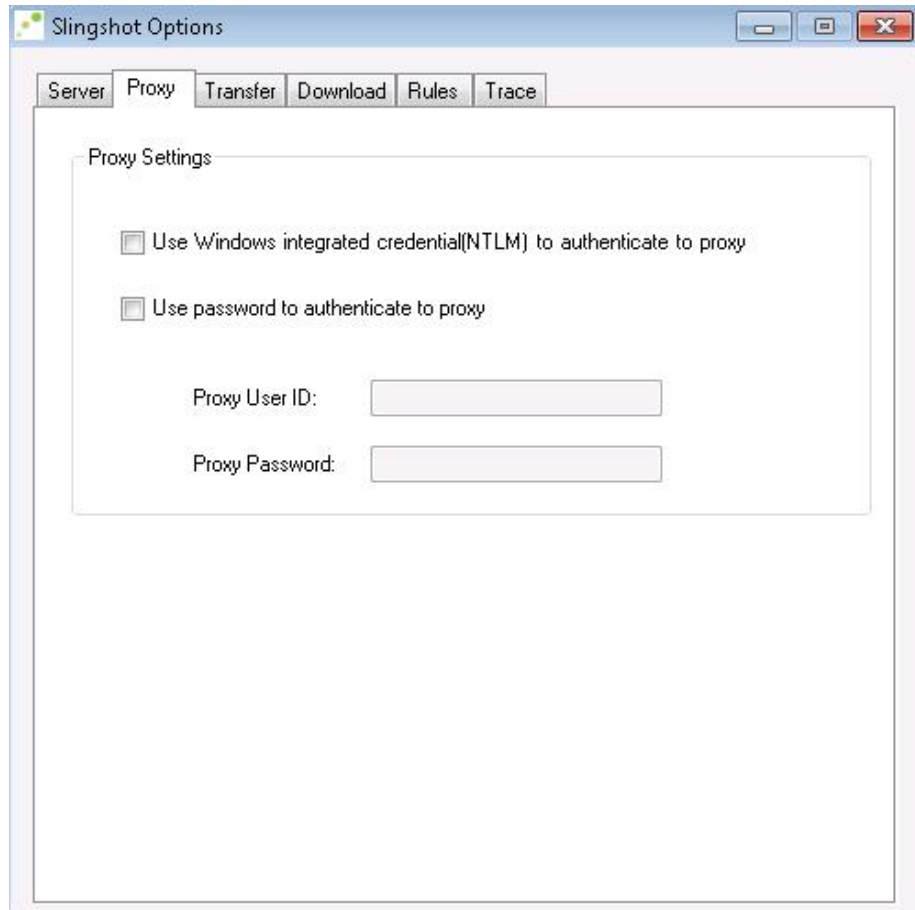


Figure 11

On the Transfer tab you would set specific requirements for each Slingshot email that is sent out to recipients by you as seen below:

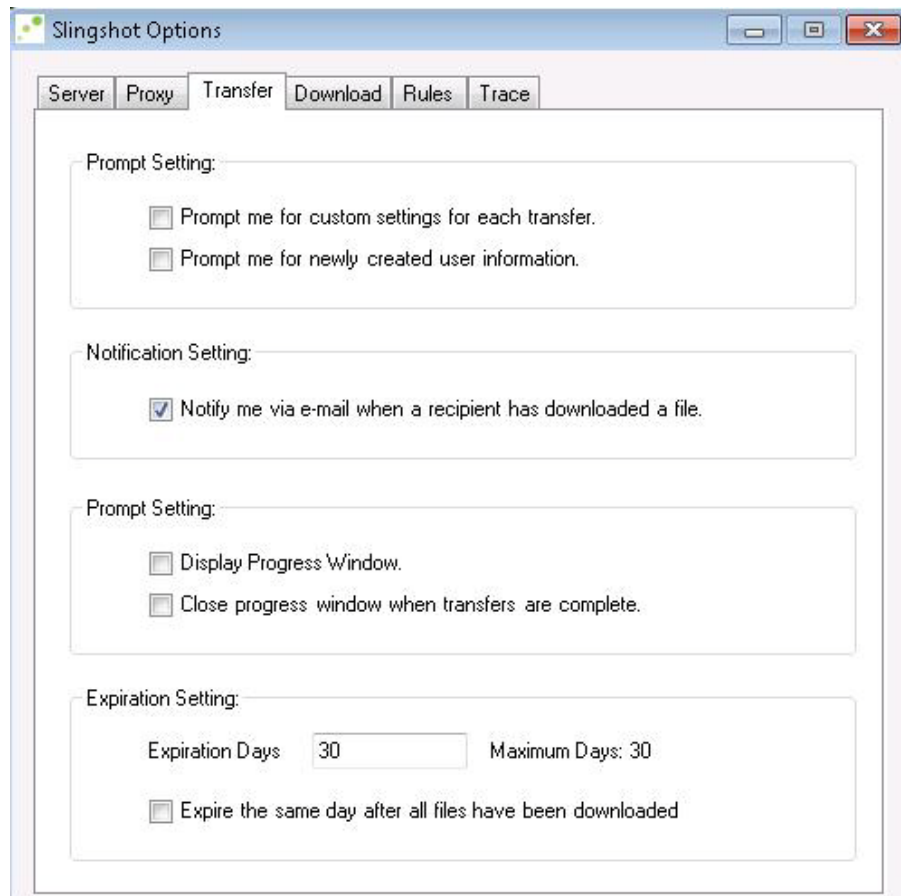
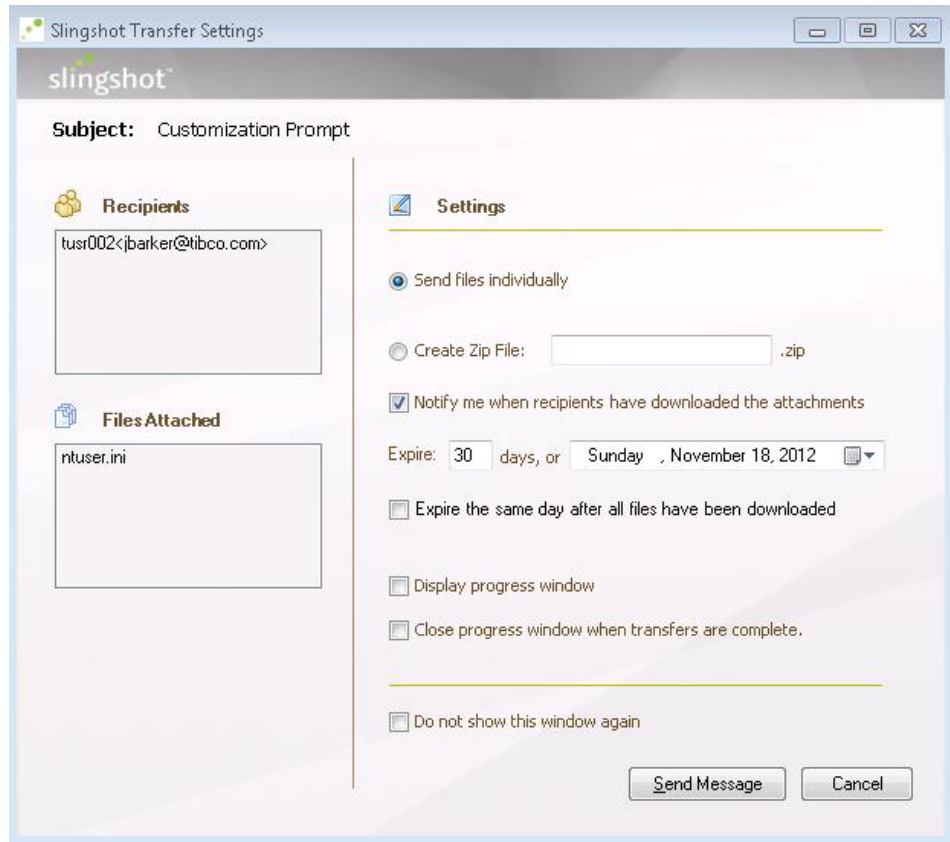


Figure 12

Note: If large files or multiple files are sent per email we recommend using the create zip file functionality that is available when the **Prompt me for custom settings for each transfer** is enabled. Below is the window you will receive when sending a file with this prompt enabled:



The Downloads tab contains the path for your downloaded files to be placed.

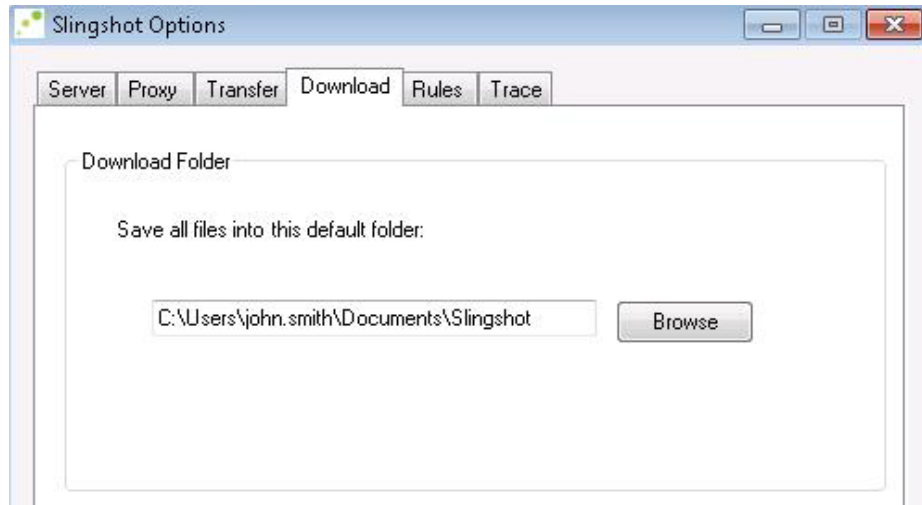


Figure 13

The Rules tab contains settings for warning messages you want to receive when certain actions take place. By default all the messages are not enabled.

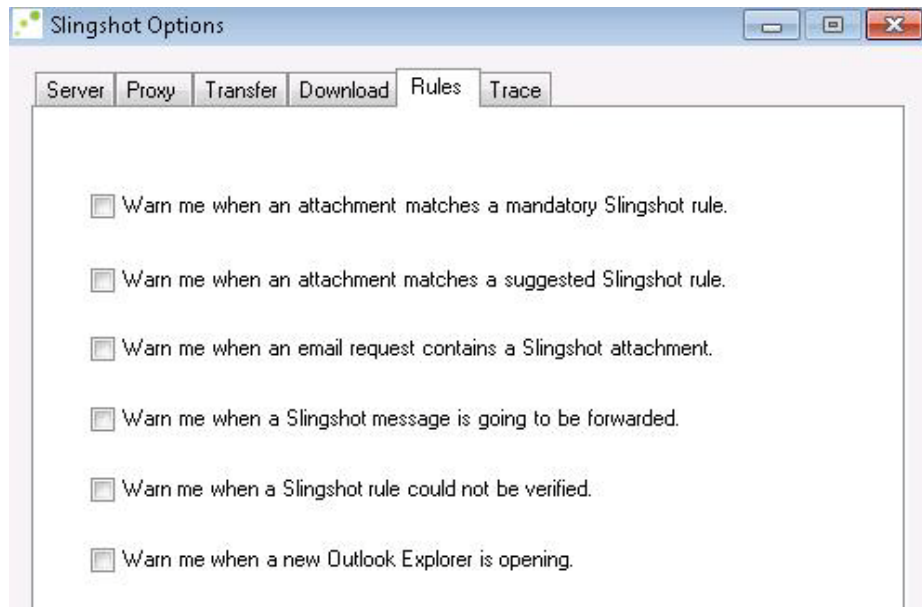


Figure 14

Consult your local Administrator about changing your Trace File and Level Settings under the Trace tab.

Password Reset

In order to reset your password, access your Slingshot login page and click [I need help accessing my account](#).

You will be taken to a page that provides the option to reset your password.

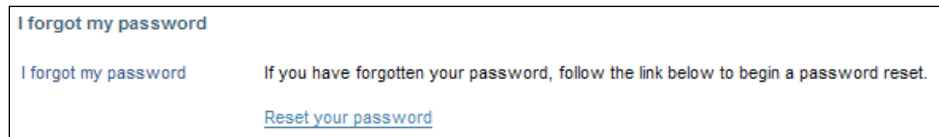


Figure 15

After you click the link, a web browser window will open prompting you to enter your email address:

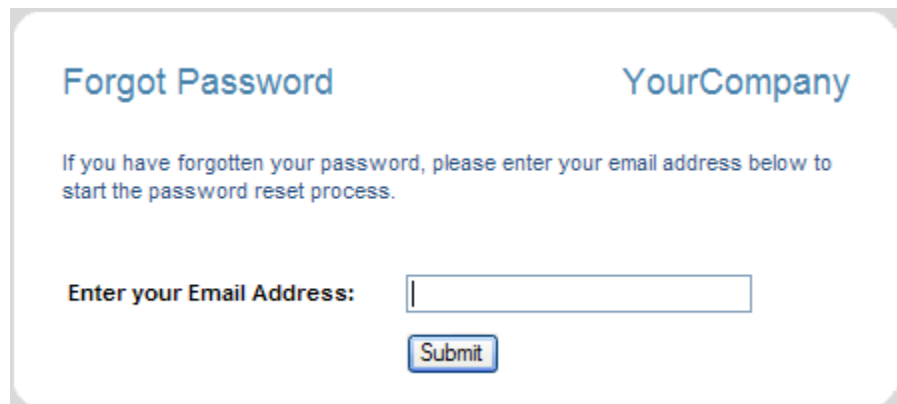
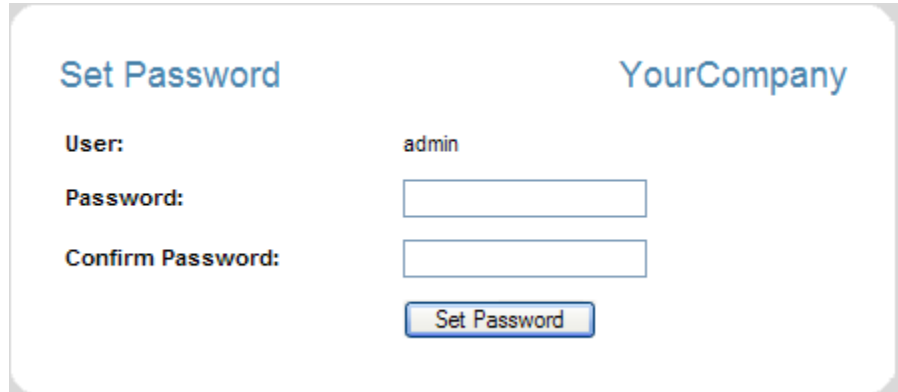


Figure 16

Once you enter your email address, an email will be sent to you containing instructions on how to set a new password. Click the link in the email and you will be directed to the following page:



The screenshot shows a web form titled "Set Password" for "YourCompany". The form contains the following elements:

- User:** A text field containing the value "admin".
- Password:** An empty text input field.
- Confirm Password:** An empty text input field.
- Set Password:** A blue button with the text "Set Password".

Figure 17

Once you set a new password, you should be able to log in to Slingshot.

NOTE: In the event that you have more than one user id assigned to the same e-mail address, the password for those users cannot be reset.

Forgot User Name

In order to reset your password, access your Slingshot login page and click [I need help accessing my account](#).

You will be taken to a page that provides the option to retrieve your username.

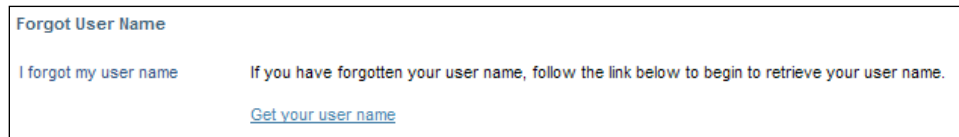


Figure 18

After you click the link, a web browser window will open prompting you to enter your email address:

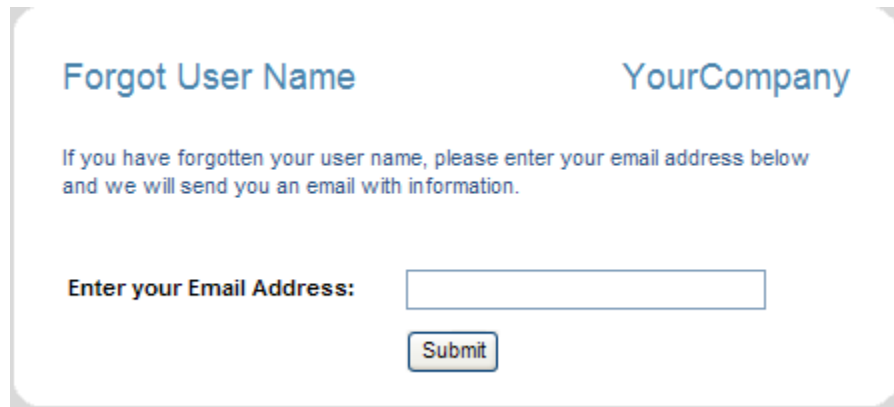


Figure 19

Once you enter your email address, an email will be sent to you containing your User Name.

Slingshot Browser Interface

Slingshot supports most major web browser applications. Please consult your local Administrator to obtain the URL needed to access Slingshot via a web browser.

Topics

- *Browser Interface Login*
- *Sending Files Using Browser*
- *Receiving Files Using Browser*
- *Contacts*
- *My Account*
- *Password Reset*
- *Forgot User Name*
- *Search*
- *Search Text Box*
- *Show Search Options (Advanced Search)*

Browser Interface Login

Slingshot has both the Outlook Plug-in as well as a Web Browser Interface for end users to send and receive files. If you are already a registered user in the Slingshot Database, use the following URL to connect through the Slingshot Browser Interface:

[https://\[DNS HostName\]:\[httpsPort\]/\[context\]/control?view=am/start.jsp](https://[DNS HostName]:[httpsPort]/[context]/control?view=am/start.jsp)

or

[https://\[DNS HostName\]:\[httpsPort\]/](https://[DNS HostName]:[httpsPort]/)

Contact your Slingshot Administrator for the DNS Hostname, HTTPS Port, and context used for your environment.

If you have received an email from another Slingshot user to download files, simply click on the [Download Slingshot file\(s\)](#) link which will take you to the Slingshot Browser Interface to login.

First Time Users

New users can be added to the Slingshot Database when they are sent an email from another Slingshot user containing a link to download a file(s). New users must setup a password for their account before they will be able to download files. To set a password for a new user:

- 1) Click on the “[New User? Click here](#)” link as seen in the Slingshot email that was received.
- 2) A web browser window will open to verify your email address.
- 3) Another email will be sent containing a link to set a new password.
- 4) Follow the link and choose a password and click the “Set Password” button.
- 5) Now login to Slingshot using your userid and new password. Upon a successful login the Inbox web page will be displayed allowing you to view the available emails with file attachments to download. See the Section Inbox for more detailed information regarding this web page.

Self Registration

A Slingshot Administrator can enable User Self Registration. This allows end users to register an account to begin sending and receiving files attachments using Slingshot. To Self Register an account do the following:

- 1) From the Slingshot Browser Login page, click the [First time user? Register Here](#) link.
- 2) At the Self Registration page, enter your email address and click
- 3) An email will be sent to you to validate your account. Continue to the next step by following the instructions in the email.
- 4) At the Self Registration Confirmation page, provide the necessary information and click after reading the Terms of Service.
- 5) Use the link on the following page to login to Slingshot. A Welcome to Slingshot email will be sent to the new user if the account was successfully created.

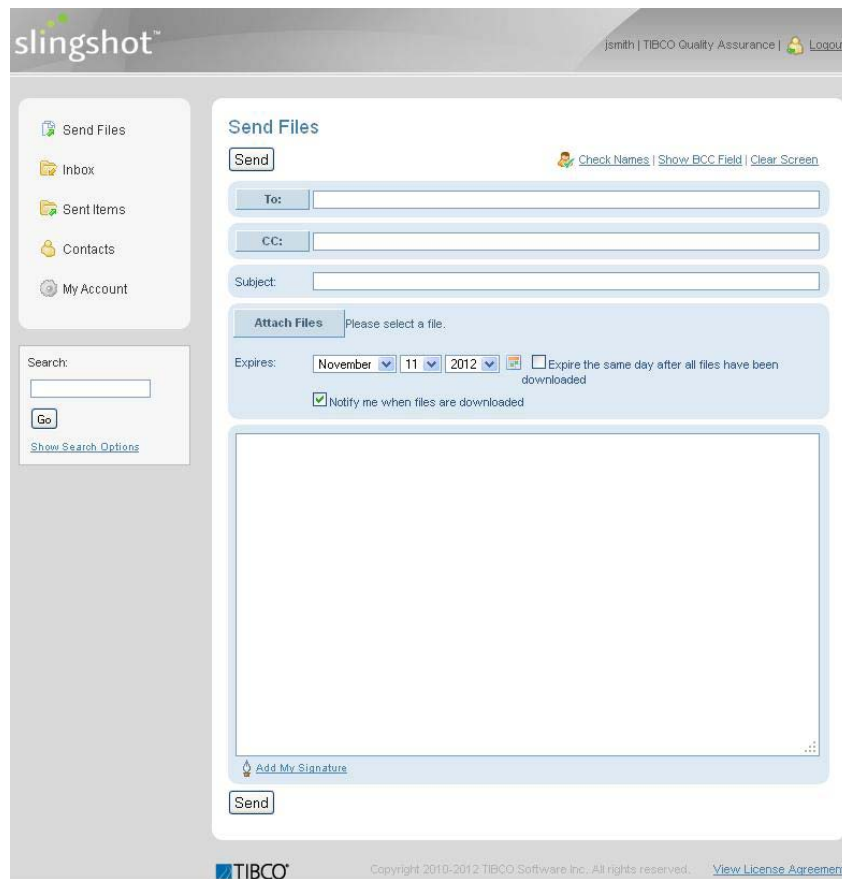
Sending Files Using Browser

Clicking the Send Files link in the left navigation will load the Send Files screen. From this screen you will be able to send secure attachments to a specified recipient. You must attach at least one file to use Slingshot.

Java version 1.5 or higher must be used to utilize all of the features of Slingshot.





NOTE: Standard browsers are typically limited to 2 GB uploads. Use the Outlook plug-in to send files over 2 GB.



NOTE: Embedded images will not be displayed in a Slingshot email, or attached as an attachment.



The screenshot displays the 'Send Files' web interface. On the left is a navigation sidebar with links for 'Send Files', 'Inbox', 'Sent Items', 'Contacts', and 'My Account'. Below the sidebar is a search box with a 'Go' button and a link to 'Show Search Options'. The main content area is titled 'Send Files' and includes a 'Send' button at the top left. To the right of the 'Send' button are links for 'Check Names', 'Show BCC Field', and 'Clear Screen'. Below these are input fields for 'To:', 'CC:', and 'Subject:'. An 'Attach Files' section contains a file selection area with the text 'Please select a file.' and an 'Expires:' dropdown menu set to 'November 11, 2012'. There are checkboxes for 'Expire the same day after all files have been downloaded' and 'Notify me when files are downloaded'. A large empty text area is provided for the message body, with an 'Add My Signature' link at the bottom left. A 'Send' button is located at the bottom of the main content area. The footer of the page includes the TIBCO logo, copyright information for 2010-2012, and a link to the 'View License Agreement'.

Figure 20

Send File Fields and Buttons	Definition
	<p>Click the To button to insert one or more recipients from the predefined list of contacts (Search For Recipients). Otherwise, if you know the parties email address you want to use you may type it in the input field to the right of this button. If you are sending an email attachment to a new recipient (someone who is not pre-defined in the system) you will be prompted to fill in the recipients Full Name (required), Company (optional) and Telephone number (optional).</p> <p>Note: If you are a Guest user you may respond only to the sender who has added you. Only Full or Power users may create new user accounts.</p>
	<p>The Carbon Copy (CC) and Blind Carbon Copy (BCC) buttons work the same as the To button. By default the BCC button is hidden. To enable the button click on the Show BCC Field link in the top right corner.</p>
	<p>Enter the subject of the email for the recipient to see when they receive the email with the attachment.</p>
	<p>Click on the Attach Files button each time you want to add a file attachment to your email. This button may appear differently between browsers.</p>

Send File Fields and Buttons	Definition
	<p>By clicking this link the pre-defined Default Signature from the My Accounts web page will be placed in the Message portion of the email. (Maximum of 255 characters.)</p>
	<p>When you click the send button your email with its attachments will be sent securely to the specified recipients.</p>
Notify me when files are downloaded" data-bbox="254 444 586 474"/>	<p>If this option is selected, you will receive a download notification e-mail each time a recipient downloads the attachment(s) in your email.</p> <p>Note: You must have a valid e-mail address setup in order to receive this notification e-mail. The notification e-mail will not be viewable from the browser client.</p>

Direct Email Link

Slingshot provides the ability to create a customized URL that is a direct email link to insert into an email or signature. The URL gives the ability for other users to automatically compose an email message to you after clicking on the link. A user must first have an account with Slingshot before trying to send an email using a URL for the direct email link.

The format for creating an email link URL is as follows:

[https://\[DNS_HostName\]:\[httpsPort\]/\[context\]/db/\[EMailAddress\]](#)

For Example, to create an email link for email address "JohnSmith@tibco.com", use the following URL format:

<https://yourcompany.com:8443/cfcc/db/JohnSmith@tibco.com>

Sent Items

The **Sent Items** box contains the list of emails and their email attachments you have sent out. From the details page of a sent item you can Disable/Enable a file attachment. When a file attachment is disabled the recipient can still see the email sent to them but will not be able to download the attachment until it is Enabled again. You can also Disable and Enable a file attachment by right clicking on one of the items in the summary list.

Receiving Files Using Browser

Inbox

The **Inbox** contains the emails and their attachments that have been sent to an end user via Slingshot.



Figure 21

To view the details of an email and download the file attached click on the **Subject** of the email you want to view.

Another alternative to show the email details is to right click on the message to display a menu and choose **Show Details**.

Warning: In a multi server, multi database environment, you will not be able to see emails in your Inbox by users located on another server. For example, if John on Server 1, Database 1 sends an email to Eric on Server 2, Database 2, Eric will not be able to see John's email because that email record resides on a different database. In order to read that email, John would need to connect to Server 2's Slingshot web browser interface and look in that server's Inbox.

Figure 22 below shows the details of an email that was sent to Jane Smith. For Jane to download the attached file she would click directly on the attach file link **mft710.xmt**. Once the file is downloaded refresh the web page to see the Download Status has updated to Completed.

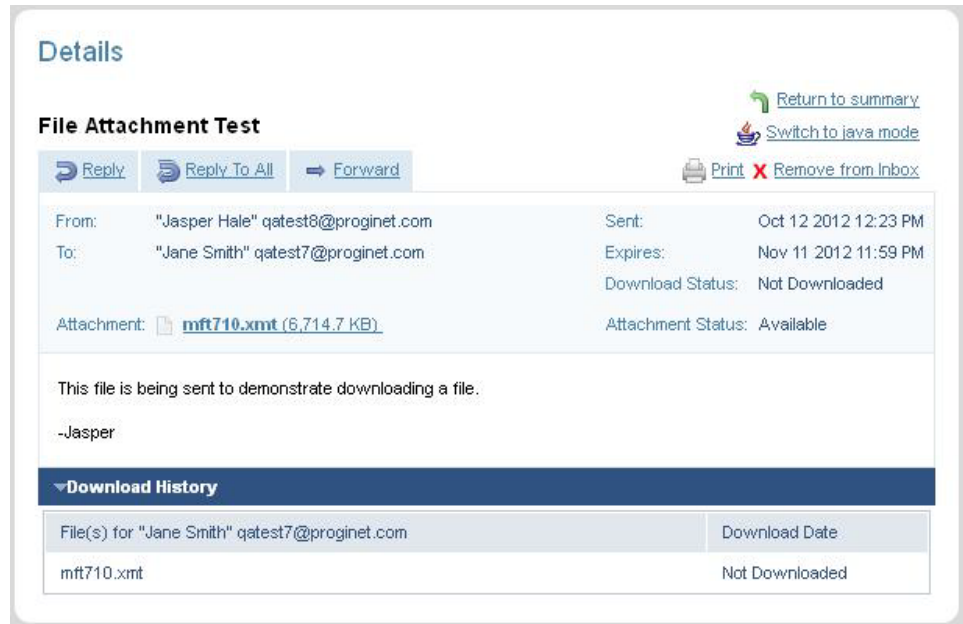


Figure 22

If you have many emails in your Inbox you can run a more detailed search by Selecting options **All**, **None**, **Completed**, **Not Downloaded** or **Partial** from the Inbox window (See Figure 21).

When using the links [Reply](#), [Reply To All](#), and [Forward](#) you must attach a file to the email in order to send.

To print the details of an email, including the download history of the secured attachment; click the Print link [Print](#).

NOTE: Make sure to check your junk email if you are not receiving Slingshot emails in a third party email application.

Contacts

The **Contacts** link contains a listing of all of the email contacts to whom you have access to through Slingshot.

You may search for a specific user by entering all or part of a name (*use '%' for wildcard*) in the search box. This will limit the listing to show only those recipients whose names match your search criteria.

Click on a name or names to highlight them and click the Send File(s) link to bring up the **Send Files** email form with the contacts you have selected already populating the To box. Double clicking a single contact will do the same.

You may also right click on a contact's name and use the popup menu to open the **Send Files** form. Using the right click option enables you to insert the selected recipient into the To, CC or BCC boxes.

My Account

The **My Account** page allows you to change a password. Add a detailed Signature to be used in emails sent out and to download the Outlook Plug-in to install in your environment when needed.

My Account

Change Password:

Current Password:

New Password:

Confirm New Password:

Signature:

Default Signature:

Jane Smith
MyCompany.com
631-111-2222

Add signature automatically to new messages

Download Slingshot Plug-in:

[32 bit Outlook Plug-in Zip File](#) [64 bit Outlook Plug-in Zip File](#)

This download contains the Outlook plug-in for Slingshot in a zip file format and includes all necessary prerequisites.

Figure 23

Search

There are 2 ways to search for messages, through the **Search Text Box** or through the **Show Search Options** link.

Warning: In a Slingshot multiple server, multi database environment, you will only be able to search for items in your Inbox or Sent items from users located on the same server. For example, if John on Server 1, Database 1 sends an email to Eric on Server 2, Database 2, Eric will not be able to search for John's email because that email record resides on a different database. In order to search for that email, John would need to connect to Server 2 and then perform the search.

Search Text Box

Use this text box to quickly search for messages by the **From, To** or **Subject** fields (by default it will search through the last 30 days of emails). This search only searches your Slingshot Inbox and Sent items; it does not search the Slingshot archive.

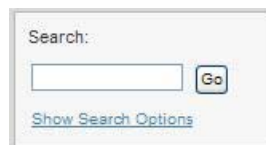
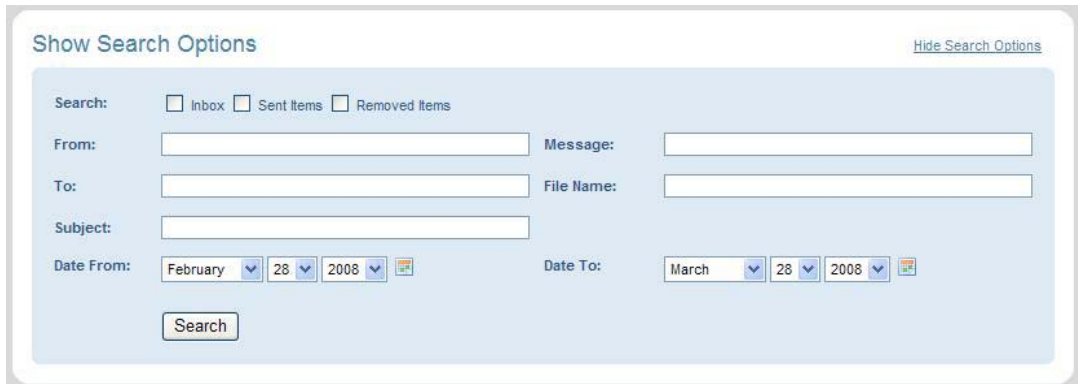


Figure 24

Show Search Options (Advanced Search)

The Show Search Options window allows a user to do a more advanced search on email items.



The screenshot shows a search interface titled "Show Search Options" with a "Hide Search Options" link in the top right. The interface includes several search criteria:

- Search:** Three checkboxes for "Inbox", "Sent Items", and "Removed Items".
- From:** A text input field.
- Message:** A text input field.
- To:** A text input field.
- File Name:** A text input field.
- Subject:** A text input field.
- Date From:** A date range selector with dropdowns for "February", "28", and "2008", and a calendar icon.
- Date To:** A date range selector with dropdowns for "March", "28", and "2008", and a calendar icon.

A "Search" button is located at the bottom center of the form.

Figure 25

You would check one of the Search boxes or a combination of Inbox, Sent Items, or Removed Items and click the **Search** button. You can further define your search by filling in data in any of the other fields on the web page and clicking on the **Search** button. When you enter data to search for you can enter all or part of the data to conduct your search with.

The matches will display below the selected criteria.