

SFT User Manual SFTP

Secure File Transfer with SSH FTP

Author:	Worldline Financial Services
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1 Introduction

This manual provides information regarding Worldline Secure File Transfer services, in particular the SSH FTP (SFTP) connection type.

1.1 Maintenance of this document

This document is managed and maintained by Worldline File Transfer team. Amendment and publication of this document may be carried out solely by this team.

New versions of this document will be made available as PDF files.

We would be grateful for any feedback regarding any unclear or incorrect information found in this manual. Please send your response to the department Client Service Desk of Worldline (for contact details, see chapter [6](#), Support processes: questions and changes).

1.2 Target groups

This manual is primarily intended for network specialists, functional and technical designers and administrators, ICT architects and programmers who are involved in the implementation and use of the SFTP connection.

Please note:

Worldline has given the file transfer platform the name: Secure File Transfer (SFT).
SFTP (file transfer using the SSH protocol) is not to be confused with FTPs (FTP over SSL/TLS).

1.3 Test versus Production environment

Worldline Secure File Transfer has two separate environments: a Test/Acceptance environment and a Production environment. The credentials for Test/Acceptance are different from the credentials for the Production environment.

On the test/acceptance environment NO production data is allowed. You should test using test/dummy data.

2 SFTP network variants and infrastructure

2.1 Two network variants

Two network variants can be used for the connection to Secure File Transfer:

- SFTP via internet
- SFTP via a private E-Line.

With a connection via the internet there is no guaranteed availability and bandwidth by Worldline, but it has the advantage of cost effective high-speed transfers. Furthermore, if you already have an internet connection, the costs will naturally be lower.

If you opt for a more robust connection, then the private E-Line is a good solution, although this will involve additional costs ensuing from the management of the E-Line by the connection provider.

The two network variants will be discussed in the subsequent sections.

2.2 SFTP via internet

This network variant is the preferred choice of both Worldline and the majority of users. Its characteristics are as follows:

- The file transfer speed will depend on the internet connection bandwidth. Please note: As a rule, the available bandwidth cannot be guaranteed in the event of internet use.
- Securing your internet-linked infrastructure will be your responsibility, in addition to which Worldline strongly recommends using firewalls.

2.3 SFTP via E-Line

For banks and large corporations, Worldline offers the option of connecting via an E-Line. E-lines are based on a dedicated network and are therefore separate from the internet. One of the advantages of an E-line is that, service level agreements can be made with the connection provider with regard to guaranteed bandwidth and connection availability (up to 99,999%). As a result, such connections are more robust and have a higher level of security. The E-Line connection can be scaled from 2MB/second up to 100 MB/second. This type of connection can also be useful if you exchange multiple types of traffic with Worldline.

From a technical point of view, this type of connection is very similar to an internet connection.

Given the fact that these connections are always tailor-made, please contact Customer Services department for additional information. This will not be discussed in any further detail in this manual.

2.4 Configuration of your firewall

In order to be able to connect to the Worldline Secure File Transfer system, you will need to open some TCP ports in your firewall.

The technical details for the configuration will be provided during the on-boarding process.

3 Security

SFTP provides a secure option through the strong level of data encryption.

3.1 Introduction

Agreements and technical facilities will ensure that Secure File Transfer secures your data at all times. The security aspects are as follows:

Authenticity

Authenticity will be ensured by means of the following:

- Public key verification and validation
- Username and public key checks
- Whitelisting source IP-address

Confidentiality

Confidentiality regarding public and internal connections will be guaranteed through the use of a SSH secured channel for FTP.

Integrity

The integrity of the data that is to be transported will be guaranteed via the message authentication codes in SSH-2.

Authorisation

Authorisation will be granted by means of the following:

- Username
- Public key verification
- Contract conclusion checks (processing contracts)

3.2 Username and password management

The registered contact person is responsible for the management of the username and password within their organisation. Access to SFT will only be possible with the pre-shared public key, a username and valid password. Only a limited number of persons within the organisation should be authorised to use SFTP. Worldline will not allow the sharing of the credentials between multiple individuals. This will prevent unauthorised use and internal fraud.

3.3 Password specifications

Although a password does not expire, you are advised to change your password at set times.

A password must comply with the following specifications:

- A password must comprise of letters and digits (case sensitive)
- A password must comprise of a minimum of twelve and a maximum of twenty-eight characters
- A password that has already been used cannot be used for the following twenty password changes
- Your account will be locked after three incorrect logins (log in using an incorrect password). In case you have forgotten the correct password you will need to request a new password. The contact person will need to contact Customer Services department to request a new password form

4 File naming convention and routing mechanism

4.1 Introduction

When you wish to exchange files with Worldline via SFTP, the file names should preferably comply with a specific naming convention.

Files sent in will be routed to the appropriate processing system on the basis of the file name. We will not be able to route sent files if their name differs from the naming convention and will therefore be unable to process them. In such cases you will receive an error message by e-mail.

4.2 Standard file name convention

The following standard will apply within Secure File Transfer with regard to the structure of file names:

<SENDER>.<DESTINATION>.<TYPE>.<REFERENCE>.<EXTENSION>

Field	Format	Length	Description
<SENDER>	UPPERCASE, alpha-numeric	1-8	The ID (router address) of the submitting party. This will be assigned by Worldline and made known to the customer.
<DESTINATION>	UPPERCASE, alpha-numeric	1-8	The ID (router address) of the destination. Use 'SFT' unless another specific value has been assigned by Worldline.
<TYPE>	UPPERCASE, alpha-numeric	1-8	The ID of the file type being exchanged. The file type determines the type of processing by Worldline. The file types to be used will be assigned by Worldline.
<REFERENCE>	UPPERCASE, alpha-numeric	1-8	A unique alpha-numeric file reference ID assigned by the submitting party. The field must be unique for the submitting party within a time frame of at least 35 days.
<EXTENSION>	UPPERCASE, alpha-numeric	1-8	The file name suffix, assigned by the submitting party indicating the format of the file. Important extensions include the following: <ul style="list-style-type: none"> TXT ('readable'/ASCII data) DAT (binary) PDF (Adobe Acrobat Reader format, binary) XLS (Microsoft Excel format, binary) XML (Extensible Mark-up Language format, binary) ZIP (compressed files, binary)

Specifications:

- Each field is mandatory with a dot '.' as separator

Below is an example of a complete file name for a file sent from <SENDER> R0001234 to <DESTINATION> SFT:

R0001234.SFT.PACS008.C1234567.XML

4.2.1 Receipt of different file types

A customer will be able to receive numerous file types via Secure File Transfer. Each type will be processed by a specific application on the side of the customer.

The customer must have a mechanism that ensures that each file type is routed to the correct application on the basis of the field <TYPE>.

4.2.2 Multiple destination id's (optional)

Worldline can only issue multiple <DESTINATION> id's (router addresses) to a customer in complex cases (for example, if a group has numerous offices, all of which process the same file types and also share the same connection). The customer will then be able to route internally on the basis of the <DESTINATION> id in the file name.

Additional <DESTINATION> id (router address) requests can be subject to extra charges, please contact Customer Services for more information.

4.3 Custom file name convention

However we prefer the standard naming convention, we can agree on a custom specific naming convention. Please contact Customer Services for additional information if you are unable to comply to the standard naming convention.

5 File Transfer

5.1 Introduction

Once logged in, you will be positioned to a file-area reserved for your User-id. Each partner sends and receives data in their own virtual '/' root directory.

Files for retrieval are placed in your root directory. After a file is retrieved by the partner, SFT moves the file to the /ARCHIVE directory where it is available for retransmission for a limited period of time.

When a file is send it must be put in your root directory. After transmission a routing process picks up the file and the file is no longer visible.

Since the root directory is used for both retrieval and sending of files it is advised to schedule retrieval of files ahead of the sending of files towards Worldline.

Please note: The maximum file size for the SFT platform is 2 GB (uncompressed).

5.2 File transfer test

The connection can be tested with e.g. TELNET. File transfer can be tested by sending a file to yourself. This connection test and file transfer test, can simply be carried out in the Worldline production environment.

File transfer tests consists of sending a file to yourself.

Please do this in the following manner:

- Prepare a test file and change its name according to the naming convention.
For <DESTINATION> enter the same as for <SENDER>, SELFTEST value for <TYPE>
Example filename: R0001234.R0001234.SELFTEST.TEST1234.TXT
- Put the file into your root directory in the SFT platform.
- Wait for at least 2 minutes for the routing process to complete.
- Collect the file.

The test has been completed successfully once you have collected the file.

5.3 Using compressed files

Files can be compressed (zipped) in order to reduce their size and therefore the amount of time that it takes for them to be transmitted. File compression can be used under the following conditions:

- Your compression programme must be compatible with PKZIP version 2.04g
- Compressed files must be indicated with the <EXTENSION> 'ZIP'
- The compressed file that you wish to send must not contain more than one data file.
- Use the name of the file being compressed in the archive file name. For example: If you were to compress the file R0001234.SFT.PACS008.A1234567.XML, the compressed file will be named R0001234.SFT.PACS008.A1234567.ZIP.

6 Support processes: questions and changes

6.1 Secure File Transfer availability

Secure File Transfer will be available 24/7.

Maintenance will be scheduled between Saturday 7:00a.m. and Sunday 4:00p.m.

Worldline will have two identical environments; a primary location and a secondary location, both with a backup facility. Under normal circumstances each customer will have a connection with the primary location.

In the event of a network failure at the primary location the system will automatically use the network infrastructure at the secondary location. With the exception of a brief hiccup, the customer will not notice a difference.

In the event of a total failure at the primary location, a procedure will be started in order to summon the secondary location as the fall-back location.

A number of procedures will ensure that the traffic for the different network variants is routed to the secondary location. During these procedures it will not be possible to connect to Worldline. The customer will not notice a difference after activation of the fall-back location and does not need to make any changes.

6.2 Contact information Client Service Desk

Support for File Transfer products will be provided by the department Client Service Desk:

- Telephone (local rate) 0900 – 0660
- Telephone from abroad +31 (0)88 385 6860
- Business days Monday to Friday
- Trading hours 08.00 AM - 06.00 PM
- E-mail clientservicedesk-fs-nl@worldline.com

The support will encompass the following:

- Answering questions by telephone and e-mail
- Dealing with incidents
- Processing new password requests
- Monitoring the file exchange and any underlying network connections

Please note:

The support that Client Service Desk will provide is intended for situations involving a standard connection to SFTP. In other instances, Client Service Desk will not provide any support for matters relating to the client's domain.

6.3 Information on the Worldline website

On www.financial-service.worldline.com (Contact & Support - User downloads) you will find the following information regarding Secure File Transfer and the various connection types:

- Manuals
- Forms

6.4 Changing connection specifications

You can use the 'Service Request Form SFTP' to do the following:

- Submit a request for:
 - A username and password for the production environment
 - A username and password for the test environment
- Register a contact person. In case of an existing connection the contact person will be replaced by the new contact person
- Change contact details:
 - Organisational information
 - Telephone number and/or e-mail address of the contact person
- Change service specifications:
 - Whether you want to receive compressed files
 - Whether you want to receive output messages (e-mail messages stating an output file is ready for retrieval)
 - At which e-mail address you would like to receive error messages (i.e. e-mail messages that inform you of a file that could not be processed, for example, because using an incorrect file name has been used)

You must fill in and send a separate copy of the form for each request and/or change! This form can be downloaded from our website: On www.financial-service.worldline.com (Contact & Support – User downloads) This Service Request Form only concerns the *transport* of files/data. For the *processing* of data files you are sending/receiving, you will need to make agreements with the appropriate (processing) department of Worldline.

6.5 Changing connection type

If you wish to deliver data using a connection type other than SFTP, please contact the Client Service Desk.

6.6 Terminating the connection

The SFTP agreement must be terminated by means of a written request. Please use the Service Request Form to request a termination of the SFTP agreement.

When terminating the connection you must ensure that all streams you use with SFTP are migrated in a timely fashion. This means that the relevant processing agreements must be amended.

6.7 Changing processing agreements

You must arrange changes or termination of your processing agreements with your bank and the Worldline business unit that carries out the processing activities, in accordance with the relevant procedures.