

Quick Tip Guide

Secure File Transfer Protocol (sFTP)



SSH Keys

What format of key is supported?

- ▶ Movelt accepts SSH Keys in RSA format.
- ▶ The SSH Key pair comes with a **public** and **private** key.
 - The **public** key, sometimes called Host Keys, should be sent to HTLF to add to the user profile.
 - The **private** key is retained by the client/sender and should **not** be shared with anyone. The private key will be used to connect to the host server after the public key has been added to the Movelt profile.

How do I locate my SSH Key?

- ▶ Every software is different, and we recommend working with your software provider or your business IT Department to gather this information.

Connecting using sFTP automation

I cannot connect to HTLF hosted Movelt server.

- ▶ Double check the hostname/IP and port settings are configured correctly in your sFTP software/application.
- ▶ If SSH requirements are enabled (yes for most clients), then the username, password, and SSH key are all required to connect. Please verify all three are being used when connecting.
- ▶ If the client/sender is connecting from an international server, please notify bank to add the client's IP to HTLF's firewall or select a server IP from within the US to complete the transmission.

Is there a workaround for connecting via web browser, until automation issues are resolved?

- ▶ Yes, files can be manually uploaded via web browser <https://ftp.htlf.com> using your username and password. SSH keys are not required for this type of connection.

File uploads

My file did not get picked up by HTLF for processing.

- ▶ Verify you are uploading to the correct production directory.
- ▶ Test directories (usually home folders) are not monitored for production files and files will not be picked up for processing.

File names.

- ▶ It is recommended that you add the date and time in the file name to prevent issues using a duplicate file name.

FTP History

Can I verify my upload/download history?

- ▶ Yes, user logs are accessible via web browser using the Logs link along the left navigation bar. 30 days of history is available.

FTP History

How long will files/reports remain available for download on the FTP site for retrieval?

- ▶ Movelt default automated settings will delete files after 14 days.