

Dear [Customer\_Name],

Thank you for choosing to secure your connection to [Company\_Name] with FTP over SSL. This document describes what software you may use with our server and firewall changes you may have to make to connect to our server.

While your files are resident on our server, we use 256-bit, FIPS 140-2 validated AES validated encryption to protect your files from unauthorized use, theft, hacking and/or viewing. Additionally, depending on the client you choose, you may be able to take advantage of the file integrity and transfer resume features which are native to our FTP over SSL server.

When you connect to our server, the FTP over SSL protocol prefers if you connect via hostname rather than by IP address. Additionally, you must open a certain, fixed range of ports in your firewall from your client to our server to allow the control and data connections to pass through. (Even "FTP Aware" firewalls cannot open dynamic ports for FTP channels encrypted with SSL!)

## Firewall Configuration

Please make sure your firewall rules allow the following ports to connect from your FTP client(s) to the FTP server listed below.

IP Address: \_\_\_\_\_  
"Explicit Mode" Control Port: 21  
"Implicit Mode" Control Port: 990  
Data Port Range \_\_\_\_\_ to \_\_\_\_\_

## FTP Client Configuration

To access our FTP over SSL server, you will need to sign on with a username and password. These credentials, and a contact person with the authority to reset these credentials, are provided below.

Hostname: \_\_\_\_\_  
Username: \_\_\_\_\_  
Password: \_\_\_\_\_  
Password Reset Contact: \_\_\_\_\_  
Passive or "Firewall Friendly" Mode: ON  
Preferred FTP over SSL Mode: Implicit

## Recommended Clients

Any FTP over SSL client which supports any of the various modes of FTP over SSL ("Implicit / SSL Connect", "Explicit / AUTH SSL / AUTH TLS") should work with our server because it supports all known modes of FTP over SSL. However, we recommend the use of the following secure clients if they are available for your operating system:

MOVEit Freely – Windows Command-Line Client (Integrity Checks and Transfer Resume)  
MOVEit Buddy – Windows GUI Client (Integrity Checks and Transfer Resume)  
Z/OS Secure Sockets – z/OS Command-Line Client  
Other FTP over SSL Client – Various OSs (May Support Transfer Resume)

## File Download

As per our agreement, files with the following characteristics will be made available on our server.

[Transfer Name #1]  
Description: \_\_\_\_\_  
Path: \_\_\_\_\_  
Filename(s): \_\_\_\_\_  
Time Available: \_\_\_\_\_

[Transfer Name #2]  
Description: \_\_\_\_\_  
Path: \_\_\_\_\_  
Filename(s): \_\_\_\_\_  
Time Available: \_\_\_\_\_

[Pick phrases from below as appropriate!]

You are expected to delete your files from our server after each successful transfer.

You will not be allowed to delete your files from our server.

Your files will be automatically be purged off the system after X days.

When new files are available in these folders, you will automatically receive a “new file” message via email.

An archive copy of your files will be available for X days in the “\_\_\_\_\_” folder.

## File Upload

As per our agreement, you will upload files with the following characteristics from our server.

[Transfer Name #1]  
Description: \_\_\_\_\_  
Path: \_\_\_\_\_  
Filename(s): \_\_\_\_\_  
Time Available: \_\_\_\_\_

[Transfer Name #2]  
Description: \_\_\_\_\_  
Path: \_\_\_\_\_  
Filename(s): \_\_\_\_\_  
Time Available: \_\_\_\_\_

[Pick phrases from below as appropriate!]

We will delete your files from our server after each successful transfer.

You will not be allowed to delete your files from our server.

Your files will be automatically be purged off the system after X days.

When you upload files to our server, you will automatically receive a “confirmation” message via email.

When we download your files from our server, you will automatically receive a “delivery receipt” message via email.

An archive copy of your files will be available for X days in the “\_\_\_\_\_” folder.

## Questions

For additional information, please contact [Contact\_Name] at [Contact\_Info].