

Dear [Customer_Name],

Thank you for choosing to secure your connection to [Company_Name] with FTP over SSH. 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 SSH server.

You may use either a hostname or IP address to connect to our server. Additionally, you must open a single port in your firewall from your client to our server to allow the secure traffic to pass through.

Firewall Configuration

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

IP Address: _____
SSH Port: 22

Please also make sure our server presents the following SSH Fingerprint when connecting:

SSH Fingerprint: _____

FTP Client Configuration

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

Hostname: _____
Username: _____
Password: _____
Password Reset Contact: _____

Recommended Clients

Any SSH client which supports FTP over SSH should work with our server. However, we recommend the use of the following secure clients if they are available for your operating system. Unfortunately, cryptographic integrity checks are currently not possible when using FTP over SSH transfers:

OpenSSH – Windows/*nix Command-Line Client
Putty PSFTP – Windows GUI Client
Other FTP over SSH 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].