



## SecureFTP Procedure for Alma Implementing Customers

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Document released: February 2019

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# 1

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## Overview of Secure FTP

- New Secure FTP servers (sFTP/FTPS protocol) have been setup to allow files to be transferred to Ex Libris securely during the implementation process. This solution is closed upon go-live with Alma.
- Ex Libris Alma customers connect with their Salesforce username they receive from Ex Libris
- To gain access during your Alma implementation, your Ex Libris project manager will solicit your outgoing IP address in order to open the Ex Libris secure FTP firewall to your institution's IP address. Additionally, you will need to ensure that outgoing communication is possible on port 10022 (sFTP) and 10021 (FTPS) is possible. No additional account setup is required.

## The New FTP

Ex Libris has implemented a secure file transfer process for implementing Alma customers. The goal is to create a secure and encrypted process for users to upload files to the Ex Libris cloud which may be needed by your Ex Libris project team or which your Ex Libris project team may need to provide you; including raw data from your source systems and other files needing to be delivered to Ex Libris during the implementation project. This secure FTP solution is temporary and will not be available for use after going live with Alma and does not replace the need to provide your institution's FTP solution for ongoing file-based integrations. No Alma setup for your institution should utilize this temporary FTP solution. Customers have temporary read and write access to a dedicated partitioned disk with 50GB of storage capacity. This storage area cannot be accessed by other customers. The system purges files that are older than 45 days.

# Customer Access

A user account is setup automatically when the customer logs in for the first time. The customer should use their Ex Libris credentials (the same as the Salesforce username and password). When the customer logs in for the first time, the account is setup automatically.

The customer can log using either the web interface by putting the hostname into the browser and logging on, with the sFTP/FTPS clients, or with command lines / scripts using any of the above options.

## Prerequisites

Secure FTP is secured by the Ex Libris firewall and is only accessible to specific IPs and IP ranges. When the customer starts implementation, the Ex Libris project team will solicit the customer's outgoing IP range and open an internal request to open the FW access to the customer's IP for the specific regional FTP hostname to which access should be granted. (ports: 10021 & 10022).

## Access Details

- EU customers (EU00, EU01, EU02): sftp-eu.hosted.exlibrisgroup.com
- NA customers:
  - NA01, NA02, NA03: sftp-na.hosted.exlibrisgroup.com
  - NA04, NA05, NA06, NA07: sftp-naw.hosted.exlibrisgroup.com
  - FedRAMP (NA91): sftp-fed.hosted.exlibrisgroup.com
- APAC customers (AP01): sftp-apac.hosted.exlibrisgroup.com
- Canada DC customers (CA01): sftp-ca.hosted.exlibrisgroup.com
- China DC customers (CN01): sftp-ch.hosted.exlibrisgroup.com
- FedRamp customers in NA (NA04): sftp-fed.hosted.exlibrisgroup.com

The following ports are used to access the Ex Libris secure FTP solution. Ex Libris uses a high range of ports (10021/10022) rather than the standard port 21/22 for secure FTP access to ensure the highest level of security and adherence to best practices and standards.

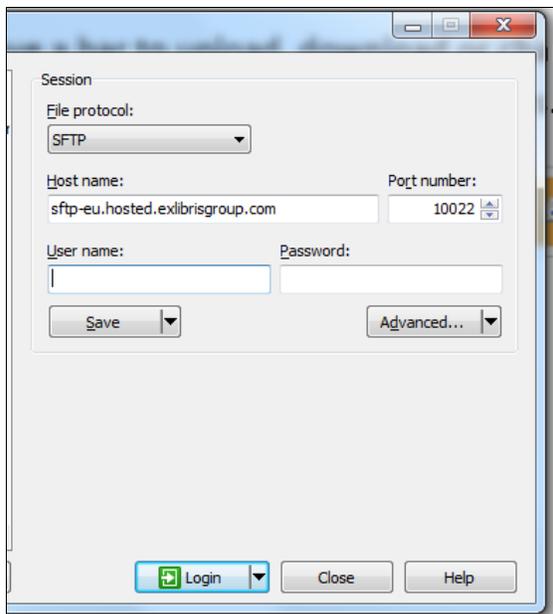
Protocol	Port	Application
sFTP	10022	Command line or sFTP application
FTPS	10021	Command line or FTP application

## Secure FTP Tutorial

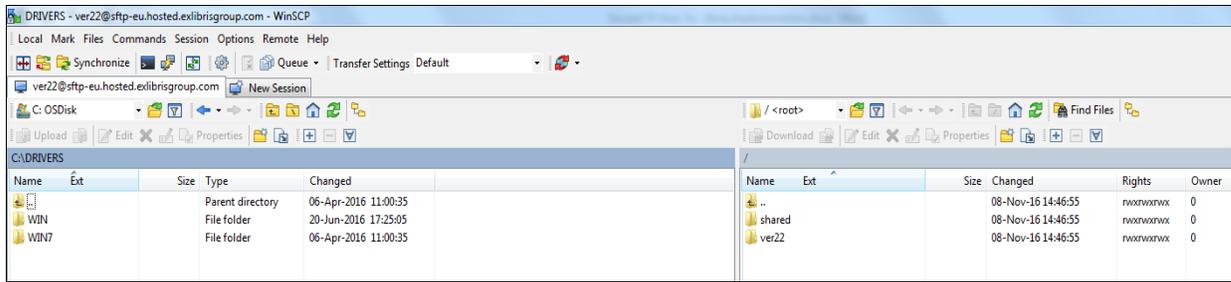
Customers have two folders. One is a read/write folder for uploading files to Ex Libris and the second is a shared folder with read-only access used by Ex Libris to send files to customers. Note that you have to browse to the folder with the customer name in order to upload files or create directories. This is the only directory with read/write access.

### Using the sFTP/FTPS Client

In your sFTP/FTPS client, fill in the FTP hostname (According to your region as noted above) on the correct port (10021 for FTPS or 10022 for sFTP), the username, and password, and click **Login**.



Upon successful login with sFTP/FTPS, both folders appear and files may be read/uploaded as needed.



## Linux Command Line

From a Linux machine in your institution's IP range, the following syntax may be used:

```
> sftp -oPort=10022 user@<regional ftp hostname>
```

port = 10022 (sFTP protocol)

<user> = <Your institution's Salesforce username>

<regional ftp hostname> (per your region as noted above)

For example:

```
>sftp -oPort=10022 UniABC@sftp-eu.hosted.exlibrisgroup.com
```

## Troubleshooting

### Cannot Connect to the Server

If your institution is implementing Alma and not yet live and you get an error message such as The site can't be reached or host does not exist you should first make sure your IP is authorized to access the secure FTP server. Verify that your outgoing IP is the same as the one you gave to Ex Libris and was added to the Ex Libris firewall policy.

- To get the outgoing IP – from a browser, go to <http://whatismyipaddress.com/>
- To get the outgoing IP – from Linux, there are many commands, for example:
 

```
curl ipinfo.io/ip
```
- Verify that you can ping the server (change ftp server name according to the one in your region):
 

```
ping sftp-eu.hosted.exlibrisgroup.com
```
- Run tracert / traceroute (change ftp server name according to the one in your region):
 

```
tracert sftp-eu.hosted.exlibrisgroup.com
```

If you cannot connect to the server, contact your Ex Libris project manager with your outgoing IP address to make sure it was added to the FTP firewall policy.

## **You Can Access the FTP Server, but Cannot Log In**

If you get a login error message, check the following:

- Your username and password is correct and still valid for your Ex Libris Salesforce account.
- Log in again from another tool.
- If the above are unsuccessful, contact Ex Libris support with the details and the error message that appears.

## **You Uploaded Files, but They Do Not Appear**

- Make sure the files are not older than 45 days
- Make sure the files do not exceed the capacity of 50GB.
- Although large files are supported, try uploading smaller files
- Scan the file with Anti-Virus as it might be blocked by Ex Libris Anti-Virus
- If the above are unsuccessful, contact Ex Libris support with the details and the error message that appears.