File Exchange with ServicePower using SFTP

Servicers uploading claims files, or parts distributors uploading PPV files via FTP, will now be required to connect to the new ServicePower SFTP server using an SSH key pair (public & private key) instead of a password, also known as SFTP. This document provides steps on how to generate an SSH key using an application called PuTTYgen and how to connect to the SFTP server using the FTP client, WinSCP.

How to create SSH keys for sFTP authentication:

A key generator like PuTTYgen is required and can be downloaded here:

https://the.earth.li/~sgtatham/putty/latest/w64/putty-64bit-0.77-installer.msi

Once PuTTygen has been installed, launch PuTTygen, and on the main screen select "Generate." See the screenshot below.

rann key benefator			
e Key Conversions Help			
Key			
No key.			
Actions Generate a public/private key pair			Generate
Actions Generate a public/private key pair Load an existing private key file			Generate
Actions Generate a public/private key pair Load an existing private key file Save the generated key		Save public key	Generate Load Save private key
Actions Generate a public/private key pair Load an existing private key file Save the generated key Parameters		Save public key	Generate Load Save private key
Actions Generate a public/private key pair Load an existing private key file Save the generated key Parameters Type of key to generate: DSA	⊖ ECDSA	Save public key	Generate Load Save private key

To generate a key (both public & private) move your mouse around on the screen. As you move your mouse, you'll notice the status bar will begin to load. Continue moving your mouse on the screen until the status bar has fully loaded (the status bar will fully turn green once complete). See the screenshot below.

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PuTTY Key Generator			
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Көу			
Please generate some randomness by moving the m	nouse over th	e blank area.	
Actions			
Actions Generate a public/private key pair			Generate
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Actions Generate a public/private key pair Load an existing private key file Save the generated key Parameters Type of key to generate:		Save public key	Generate Load Save private key
Actions Generate a public/private key pair Load an existing private key file Save the generated key Parameters Type of key to generate:	ECDSA	Save public key	Generate Load Save private key SSH-1 (RSA)

Once the key has been generated it will appear within the "Key" section. See the screenshot below. The first key provided will be your public key. Copy and paste the output of the public key into a text file. This public key **MUST** be provided to ServicePower Servicer Support Representative within a text file once generated (the public key file should be emailed to service@servicepower.com).

PuTTY Key Gene	rator			? >
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Kev				
Public key for pastir	ng into OpenSSH aut	horized keys file:		
ssh-rsa AAAAB3NzaC1yc2 ewmld/70NwoFpC GagTs6oiU5YuiFG	EAAAADAQABAAAE AGgM4yyDDesoXeZ 3xmf	JAQCj2Dr2VSjkrLF5Nr JZESBONMkq98iFuN	n8H2EVPNsFkfA6JLw6bu IPFFfceW8OoFymLUu/pK	7JAgAG9pX24LUGHI1w qbvCBVHtUCK1aTcug1
+DŐLFih1VpJGCUI	NMUf1mcnX/CayVsx	VpcEKmjY1PmhvUQ/	SfMIQ2tKR1zIXjBeUlrJG6	getXxnr9Edd2laHT5SkW
Key fingerprint:	ssh-rsa 2048 SHA	256:E9iT+V1Ng7tEt64	12ZK69gvuy4NCUxQMvcF	FBXUjW250
Key comment:	rsa-key-20220222			
Kennenskeren				
Ney passprirase.				
Confirm passphrase	:			
Actions				
Generate a public/p	orivate key pair			Generate
Load an existing priv	vate key file			Load
Save the generated	key		Save public key	Save private key
Parameters				
Parameters Type of key to gene RSA	mate:	CECDSA		SSH-1 (RSA)

Next, you will need to save only the private key. The key should be saved under a file name that'll indicate the key type. (Example: 'Test_Key_Private')

Save the generated key		Save public key	Save private key
$\mathbf{g}^{\mathbf{r}}$ Save public key as: $\leftarrow \rightarrow \lor \uparrow $ $\stackrel{\frown}{\Longrightarrow}$ This PC \Rightarrow Windows (Cc) \Rightarrow Craig	> Key Pairs	✓ Č	×
Organize 🔻 New folder		≡ .	- 👴
Warne Name > ■ Desktop > > ■ Documents > > ▲ Downloads > > ▲ Pictures > > ■ Yetures >	Date modified 5p	ne Szer earok	
File name: Test_Key_Public			~
Save as type: All Files (*.*)			~
∧ Hide Folders		Save Ca	ncel

Upon saving the private key, PuTTygen will ask if you wish to choose a passphrase with the saved file. A passphrase is recommended as it provides greater security. If you choose not to enter a passphrase, PuTTygen will ask whether you are certain you wish to proceed without a passphrase, if so select "Yes."

😴 PuTTY Key Generator			? ×
File Key Conversions Help			
Key			
Public key for pasting into OpenSSH	authorized_keys file:		
ssh-rsa AAAAB3NzaC1yc2EAAAADAQAB/ ewmld/70NwoFpCAGgM4yyDDesc GagTs6piU5YujFG3xmf +D0LFih1VpJGCUNMUf1mcnX/Ca	AABAQCj2Dr2VSjkrLF5Nm81 XeZyZESBONMkq98iFuMPF yVsxVpcEKmjY1PmhvUQ/Sf	H2EVPNsFkfA6JLw6b FfceW8OoFymLUu∕p MIQ2tKR1zIXjBeUIrJG	u 7JAgAG9pX24LUGHI1w KqbvCBVHtUCK1aTcug1 6qetXxnr9Edd2laHT5SkW
Key fingerprint: ssh-rsa 2048	SHA256:E9iT+V1Ng7tEt6422	K69gvuy4NCUxQMvc	PFBXUjW250
Key comment: rsa-key-20220)222		
Key passphrase:			
Confirm passphrase:	DuTD.	laan Warning	
Actions	Full	gen wanning	
Generate a public/private key pair Load an existing private key file	4	Are you sure you without a passp	u want to save this key hrase to protect it?
Save the generated key			Yes No
Parameters			
Type of key to generate: SA	⊖ ECDSA	○ EdDSA	SSH-1 (RSA)

* If you choose a passphrase, you will be prompted to also enter the passphrase when connecting to the SFTP server.

When you save the private key, the file type will automatically save as a *.ppk file. See the screenshot below.



Confirm that the private key has been saved

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*Be sure to provide the public key to a ServicePower Servicer Support Representative to complete the SFTP server configuration via email: service@servicepower.com.

How to connect to the sFTP server using WinSCP:

The FTP client WinSCP can be downloaded here: https://winscp.net/download/

Please note: the download page consists of advertisements. Make sure you are selecting the correct download button pictured below.

DOWNLOAD WINSCP 5.21.1 (11 MB)

Once WinSCP has been downloaded and installed, launch WinSCP. Once launched in the main menu, select Session > New Site. See the below screenshot. To the right under "File Protocol:" select 'SFTP'. The host's name should be 'sftp.servicepower.com' and the port number should be '22'. Enter your SP Profile ID in the User name section and leave the Password field empty.

New Site	Session	
My Workspace	File protocol:	
	SFTP	~
	Host name:	Port or miner
	sftp.servicepower.co	m 22 m
	User name:	Password:
	Test_User	
	Save 💌	Advanced

Next, you will use the private key previously generated to connect to the SFTP server. Select the 'Advanced' option at the bottom right of the Session box. See the screenshot below.

File protocol:		
SFTP ~		
Host name:		Port number:
sftp.servicepower.com		22 💌
User name:	Password:	
Test_User		
Save 💌		Advanced
		Session
		Advanced
		Edit Raw Settings
		Transfer Settings Rule
		Global Preferences
		Logging

Once you select "Advanced" a menu will appear on the left. See the screenshot below. In that menu select SSH > Authentication then go to the "Authentication parameters" section where you will place the private key you previously generated using the key generator. Confirm that the key is correct, then hit "OK". Press 'Login' on the previous page



After you log in, a window will display your local files on the left side, and the new SFTP folder structure on the right side depending on the FTP client that you use. **Place your file in the FTPIN folder, and it will be deleted for you once processed.** Continue to use the same filenames as before i.e., your SP Profile ID for claims files and KPIPPVUPD for PPV files. If you have chosen to have your claim status report delivered via FTP, it will be placed in the FTPOUT folder. See the screenshot below. For parts distributors, the KPIPPV.txt file will be placed in the FTPOUT folder.

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Local Mark Files Commands Session Options Remote Help 📑 🚟	🔁 Synchronize 🔳 🦑 🛃 🛞 🥩	Jueue • Transfer Settin	gi Default -	<u>g</u> -					
📮 Test_User@sttp.servicepower.eu 🗙 💕 New Session									
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Program Files (x86)		Filefolder	01/06/2022 23:36.						
Program Files		Filefolder	01/06/2022 23:36/						
Windows		Filefolder	17/05/2022 23:06:						
ProgramData		File folder	10/05/2022 11:07						
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Recovery		File folder	18/05/2022 18/42						
Terrap		File folder	25/01/2022 14:52-						
SWSetup		File folder	11/01/2022 13:29						
Users		File folder	09/01/2022 05:14						
Windows11Setup		File folder	47/01/2022 17:58-						
Peflog		Filefolder	05/06/2021 13:10-						
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tech		File folder	28/01/2021 12:13:						

* As a reminder PuTTygen and WinSCP referred to in this document are only recommended applications, and you can use other like applications. If you have questions on compatibility, please ask your ServicePower Servicer Support Representative at 800.377.3678 or service@servicepower.com.