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.
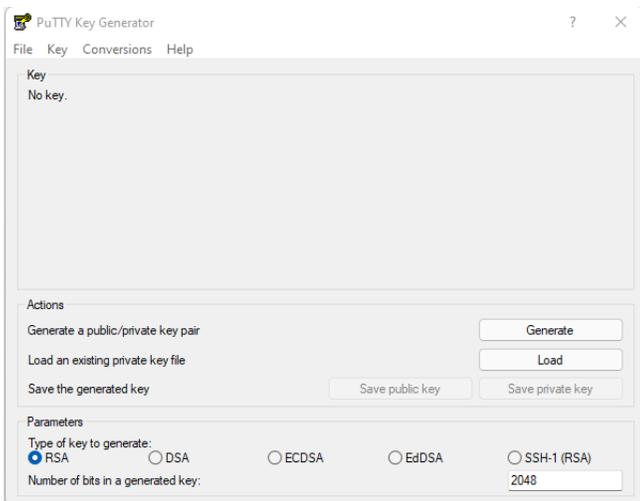
To generate a key (both public & private) move your mouse around on the screen. As you move your mouse, you'll notice the status bar will begin to load. Continue moving your mouse on the screen until the status bar has fully loaded (the status bar will fully turn green once complete). See the screenshot below.
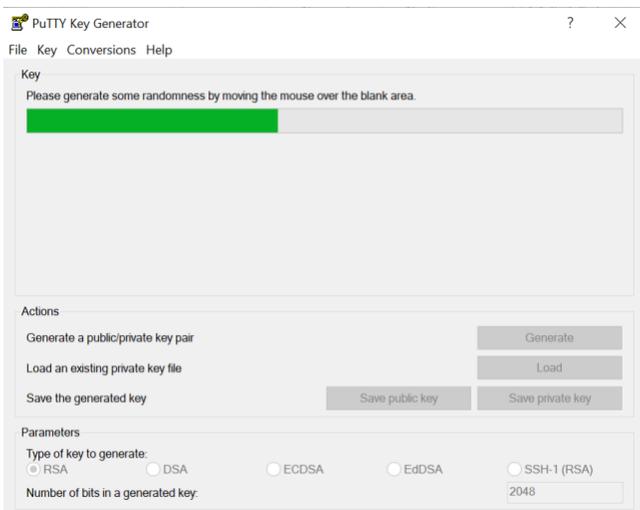
Once the key has been generated it will appear within the "Key" section. See the screenshot below. The first key provided will be your public key. Copy and paste the output of the public key into a text file. This public key **MUST** be provided to ServicePower Servicer Support Representative within a text file once generated (the public key file should be emailed to service@servicepower.com).
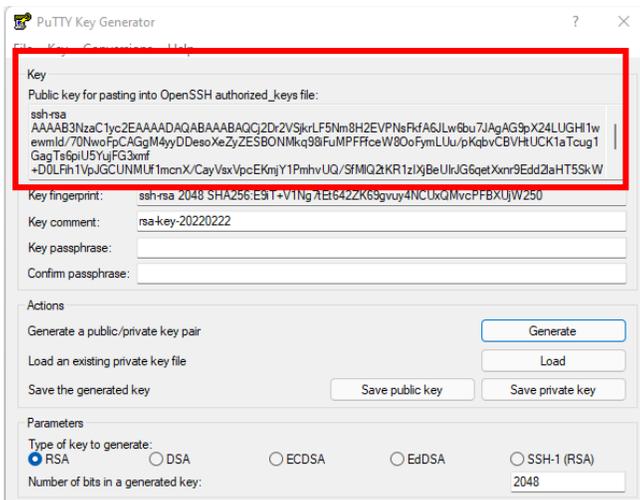
Next, you will need to save only the private key. The key should be saved under a file name that'll indicate the key type. (Example: 'Test_Key_Private')
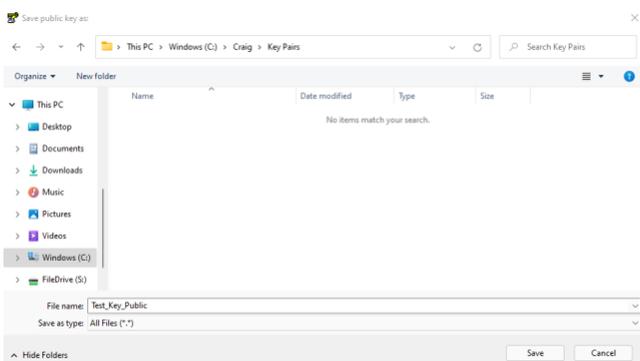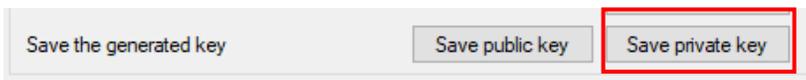
Upon saving the private key, PuTTygen will ask if you wish to choose a passphrase with the saved file. A passphrase is recommended as it provides greater security. If you choose not to enter a passphrase, PuTTygen will ask whether you are certain you wish to proceed without a passphrase, if so select "Yes."
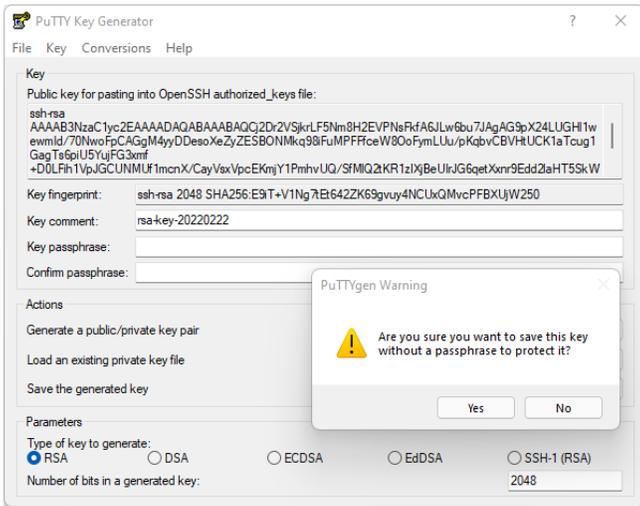
If you choose a passphrase, you will be prompted to also enter the passphrase when connecting to the SFTP server.

When you save the private key, the file type will automatically save as a *.ppk file. See the screenshot below.
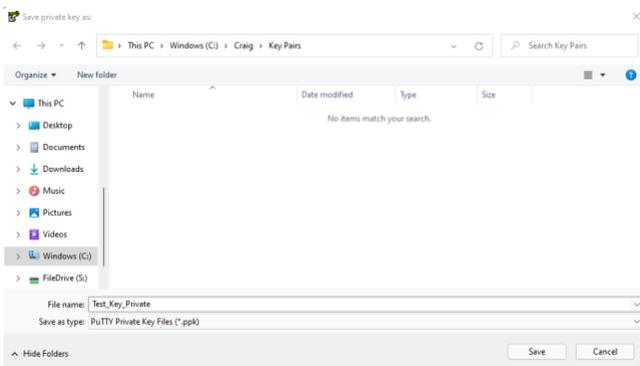
Confirm that the private key has been saved

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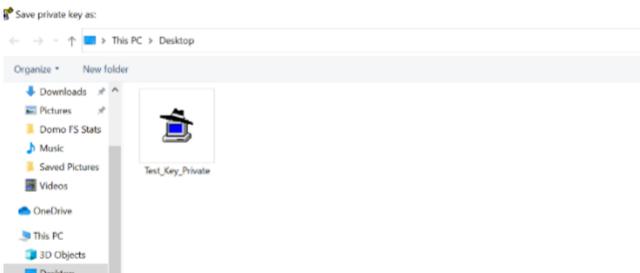
Be sure to provide the public key to a ServicePower Servicer Support Representative to complete the SFTP server configuration via email: service@servicepower.com.

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.
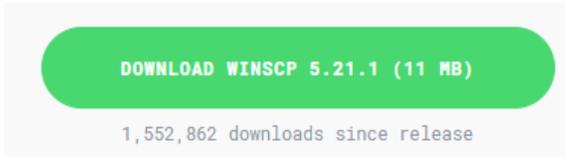
Once WinSCP has been downloaded and installed, launch WinSCP. Once launched in the main menu, select Session > New Site. See the below screenshot. To the right under "File Protocol:" select 'SFTP'. The host's name should be 'sftp.servicepower.com' and the port number should be '22'. Enter your SP Profile ID in the User name section and leave the Password field empty.
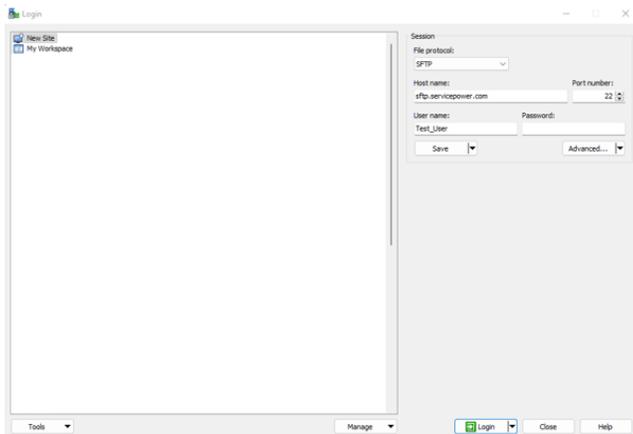
Next, you will use the private key previously generated to connect to the SFTP server. Select the 'Advanced' option at the bottom right of the Session box. See the screenshot below.
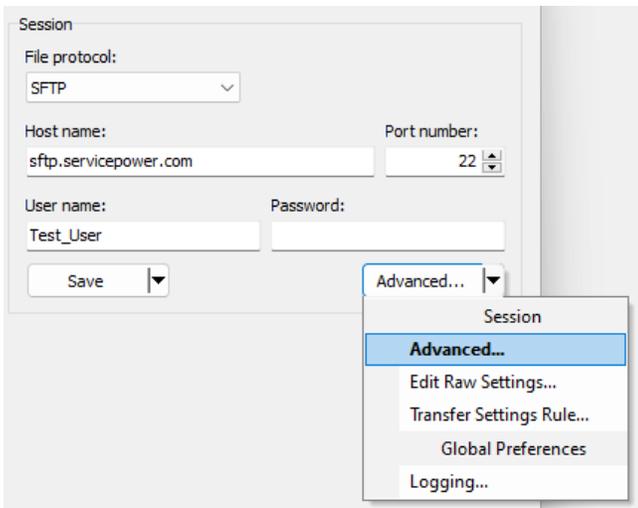
Once you select "Advanced" a menu will appear on the left. See the screenshot below. In that menu select SSH > Authentication then go to the "Authentication parameters" section where you will place the private key you previously generated using the key generator. Confirm that the key is correct, then hit "OK". Press 'Login' on the previous page
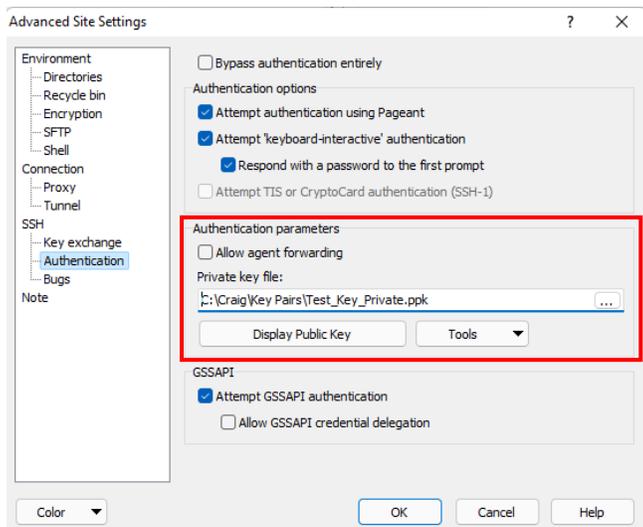
After you log in, a window will display your local files on the left side, and the new SFTP folder structure on the right side depending on the FTP client that you use. **Place your file in the FTPIN folder, and it will be deleted for you once processed.** Continue to use the same filenames as before 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.
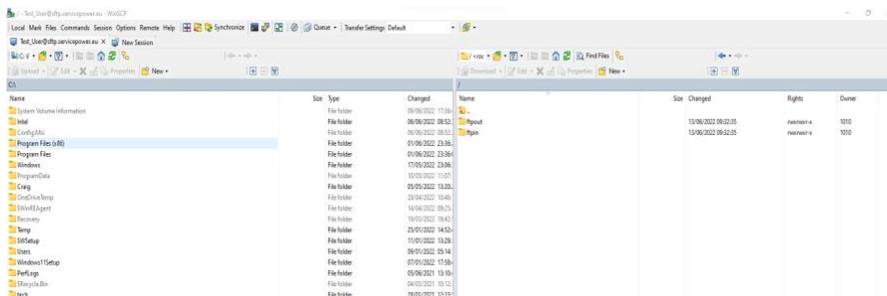
* As a reminder PuTTygen and WinSCP referred to in this document are only recommended applications, and you can use other like applications. If you have questions on compatibility, please ask your ServicePower Servicer Support Representative at 800.377.3678 or service@servicepower.com.