



## Configuring for SFTP

June 2017

## Overview

You can upload files to and download files from Paysafe securely via SFTP.



*In order to be configured to upload and download files via SFTP, contact Technical Support at [technicalsupport@paysafe.com](mailto:technicalsupport@paysafe.com).*

### **Steps required to use SFTP with Paysafe:**

1. Create two new folders on your PC, where you will keep the files we email you, as well as the files you upload to Paysafe.
2. Create a security key, using an application we supply to you, that allows you to create a secure FTP connection between you and Paysafe. See *Creating your security key* on page 3.
3. Configure WinSCP, which is an application we supply to you. You will use it to upload files. See *Configuring WinSCP* on page 6.



*You only have to complete steps 1–3 once, to configure your system to upload files securely.*

4. Store your files in the designated folder.
5. Upload your files to Paysafe.

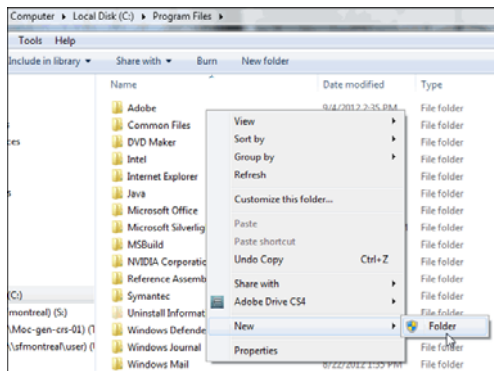
## Creating your folders

In order to be able to install and configure the applications we have sent you and to upload files, we recommend that you create two folders (or directories):

- You will use the first to store the two files we will provide to you upon request (*puttygen.exe* and *WinSCP.exe*), and to store your security key, once you have created it (see *Creating your security key* on page 3).
- You will use the second – which will be a subfolder of your first folder – to store your files before using WinSCP (a secure FTP protocol we provide) to upload them.

**To create your new folders:**

1. On your PC, go to C:\Program Files.
2. Right-click with your mouse, and select New>Folder.



3. Type "SFTP" to name the folder you have just created. You should now copy the two files that Paysafe emailed you (*puttygen.exe* and *WinSCP.exe*) into this folder.
4. Open the new folder named "SFTP".
5. Right-click with your mouse, and select New>Folder.
6. Type the name you prefer for the new folder you have just created. We recommend that you use this folder to keep your files in, as this will simplify the task of uploading them.


## Creating your security key

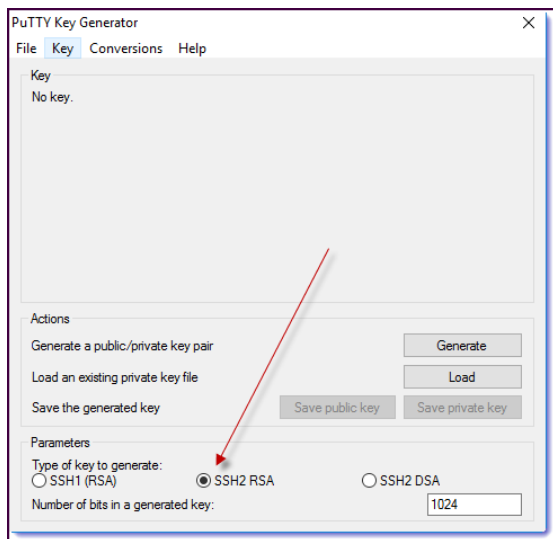
When you upload files, they contain sensitive merchant data. For this reason, it is necessary to upload these files over a secure FTP connection. Part of this process includes creating a security key, which is used by WinSCP when connecting with Paysafe. This security key actually has two parts: a private key, which you keep on your PC, and a public key, which you will upload to Paysafe using the merchant back office.



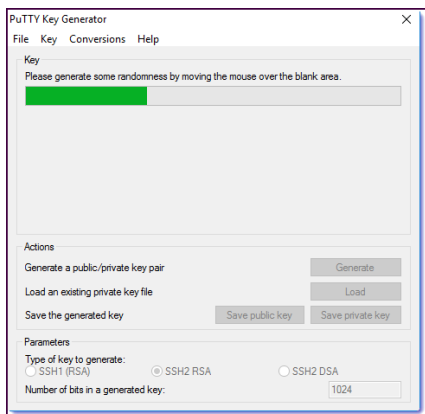
*Paysafe recommends puttygen because it is freeware. However, you can use whatever key-generation utility you prefer.*

**To create your security key:**

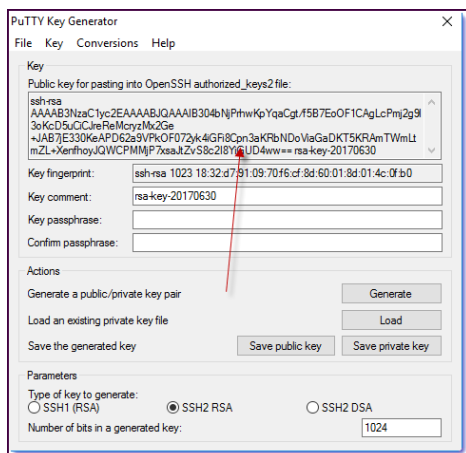
1. In your folder “sftp”, double-click the *puttygen.exe* icon . The PuTTY Key Generator window opens.



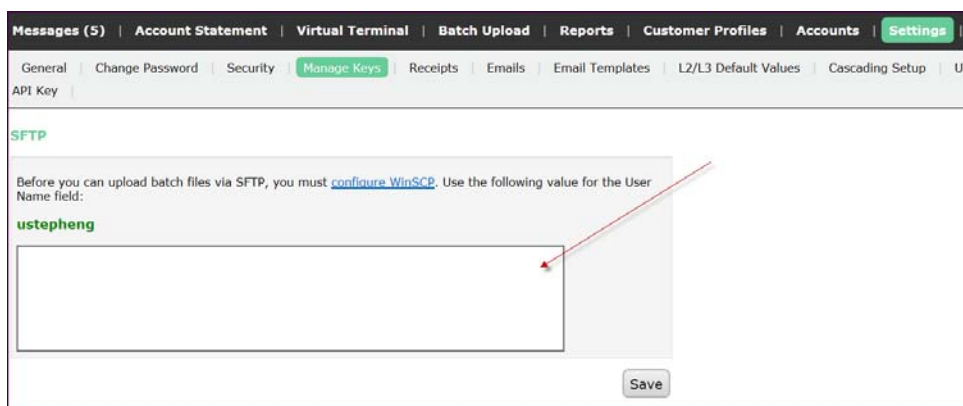
2. Select the SSH2 RSA radio button.
3. Click Generate. The key generator begins to generate a security key.



- While the security key is generating, move your cursor around the screen until the status bar is completed. This action contributes to the randomness of the security key.



- Copy all the data (which is, in fact, the key) from the field named “Public key for pasting into OpenSSH authorized\_keys file”.
- In the Paysafe merchant back office, go to the Manage Keys submenu of the Settings tab and paste the public key data in the data field there, and then click Save at the bottom right. (If you cannot see the Settings tab or the Manage Keys submenu, contact Technical Support.)



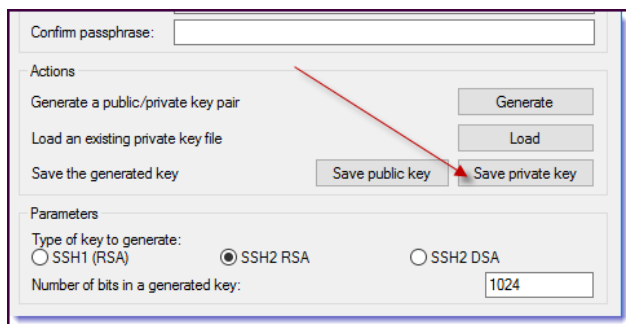
Make sure you copy all of the information in this field in the PuTTY Key Generator application to paste in the SFTP Public Key field in the merchant back office.

- In the PuTTY Key Generator application, enter a password in the “Key passphrase” field.
- Re-enter this password in the “Confirm passphrase” field.

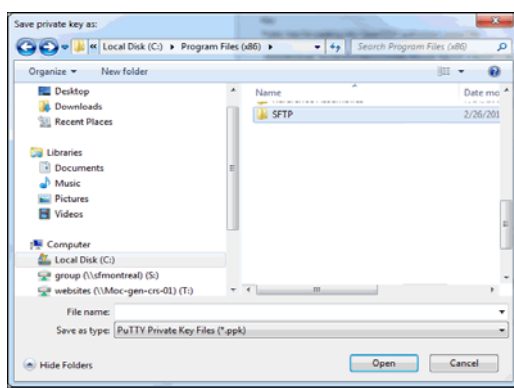


Store this password in a safe place. You will need it when you use WinSCP to upload files to Paysafe. The only way to reset this password is to create a new security key.

- Click the “Save private key” button.



- Save your private key in C:\Program Files\SFTP, using your merchant user name as your key name. Your merchant name is the same as the User name value in Table 1-1: *Session Fields* on page 7.



- Close the PuTTY Key Generator window.

When we have received your public key and our own setup is complete, we will email you a confirmation. Once you receive this confirmation, you can begin using WinSCP to upload files.

## Configuring WinSCP

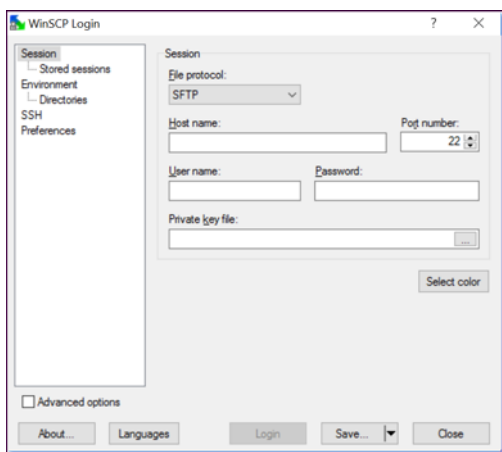
We attached a copy of WinSCP (*WinSCP.exe*) in an email. This is a freeware program (i.e., you can use it without charge) for establishing secure FTP connections between computers. You have to configure WinSCP before you can upload files to Paysafe, but you need to configure it only once. Once configured, it is easy to use.



*Paysafe recommends WinSCP because it is freeware. However, you can use whatever SFTP client you prefer.*

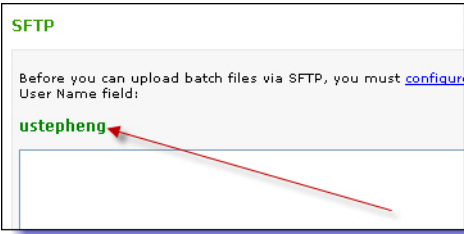

**To configure WinSCP:**

1. In your folder “sftp”, double-click the *WinSCP.exe* icon . The WinSCP Login window opens.

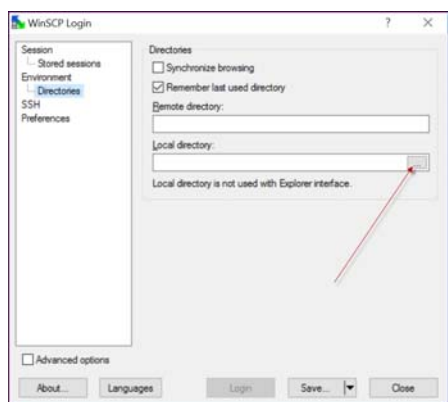



2. In the left pane, click Session.
3. Complete the following fields:

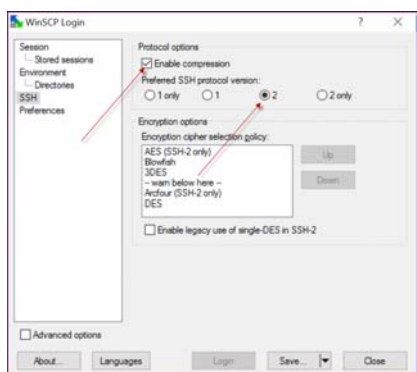
Table 1-1: Session Fields

Field	Value
Host name	Enter the following data: mercbatch.firepay.com
Port number	This is 22 by default.
User name	Enter your case-sensitive user name. Once you have uploaded your public key (see <i>Creating your security key</i> on page 3), you can find your user name on the left side of the SFTP submenu of the Settings tab in the merchant back office.  
Private key file	Click on the  icon and browse to the private key you created (see <i>Creating your security key</i> on page 3).
Protocol	Select the radio button for “SFTP (allow SCP fallback)”.

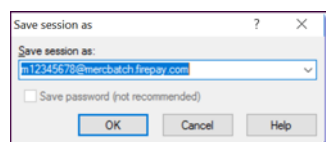
- In the left pane, click Directories.



- In the “Local directory” field, click the  icon, and browse to C:\Program Files\SFTP\Report Files (which you created in *Creating your folders* on page 2). When you run WinSCP to upload files to Paysafe, it will default to this folder.
- In the left pane, click SSH.



- In the “Protocol options” section, select the following:
  - The “Enable compression” check box
  - The radio button “2” for “Preferred SSH protocol version”
- Click Save. The “Save session as” window opens.



- Click OK. This session is now saved and will be used each time you open WinSCP to upload files with Paysafe.

## Chargeback files

You can use SFTP to securely upload chargeback files to Paysafe. The first step is to create the chargeback files.



## Creating your chargeback files

- Each chargeback request must have a cover page – see *Chargeback file cover page* on page 9 for details.
- Each chargeback request must be contained in a .tif file – each .tif file should contain only a single chargeback request.
- Each .tif file must be compressed using Group 4 2D Compression, at 200x200 DPI.
- All credit card data must be masked. Masking hides all but the first six and last four digits from the card number (e.g., 438775\*\*\*\*\*1038).
- The maximum size for each chargeback file is 5 MB.
- The files must have the following naming convention:

### **record\_ID.tif**

where record\_ID is the Record ID of the chargeback request. The Record ID can be found in the OP\_CBK\_REC\_ID column of your *daily\_chargeback.csv* file, sent to you by Paysafe.

	A	B	C	D	E
1	FMA#	OP_CBK_REC_ID	OP_TRAN_ID	AUTH_MER_TRAN_ID	SETT_MER_TRAN_ID
2	99976142	5555555	9014756	640527999	640527999
3	99976142	5511580	9014756	640526753	640526753
4	99976142	5511586	9020395	706170390	706170390
5	99976142	5511587	9015734	633076498	633076498
6	99976314	5515912	9052379	668719902	668719902
7	99976314	5515913	9051130	668940823	668940823
8	99976314	5515914	9027311	630561462	630561462
9	99976314	5515915	9044541	658073724	658073724
10	99976314	5515916	9051935	668704698	668704698
11	99976314	5515917	9029197	637013932	637013932
12	99976314	5515918	9025405	625176838	625176838
13	99976314	5515919	9045743	603436846	603436846
14	99976314	5515920	9047992	662793776	662793776

Once you have created your chargeback files, store them in the chargeback files folder you created (see *Creating your folders* on page 2).

## Chargeback file cover page

The cover page for each chargeback file must contain the following information:

- Credit card number
- Transaction date
- Posting date
- Chargeback posting amount
- Original transaction amount
- Transaction ID
- Bank code
- Name
- Reason code
- Reason description
- ARN
- Control number

- Status
- Record ID
- Merchant transaction ID

## Uploading your files

Paysafe will provide you with the name of the remote directory on our SFTP server in which to drop your chargeback dispute files.

- Chargeback dispute files must be sent by 7:59 p.m. Eastern Time in order to be processed and sent to the bank the business next day.
- Once a chargeback dispute file is uploaded successfully and processed, it will be deleted from the SFTP server.
- If a chargeback dispute file fails to upload, it will be kept in a Failed folder for your review. These failed files will be deleted after 30 days.
- A Feedback Report will be emailed to you for each file you upload. Delivery time will be 11:59 p.m. Eastern Time.
  - You must provide us with the contact information (especially email address) of the personnel you would like to receive the Feedback Report email. We strongly recommend that you provide us with an email group address so that you can control who receives the Feedback Report.
  - The Feedback Report will be a log file containing the Record ID, Status (Success/Failure), and Reason Code (Description).

## If you need help

If you follow these instructions you should have no trouble uploading files to Paysafe. If, however, you encounter any difficulties, contact Technical Support.

- [technicalsupport@paysafe.com](mailto:technicalsupport@paysafe.com)
- 1-888-709-8753