

Secure File Transfer Protocol Updated Procedures

June 20, 2011

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1 Overview

This document covers only the transfer of electronic information (files) to SunGard Relius support via File Transfer Protocol (FTP Upload).

Uploading information to SunGard Relius involves the following basic procedures:

- 1) **Read and understand the entire document** before beginning.
- 2) Install and configure compression software.
- 3) Connect to the SunGard Relius FTP site.
- 4) Transfer the file.
- 5) Inform support of the file's arrival.

2 Installation and Environment Considerations

2.1 Compression Software

If you do not already have file compression software, you can download an evaluation of WinZip from <http://www.winzip.com/>. The program is considered “Shareware” and requires payment if you choose to continue using it. WinZip 9 or higher allows for compressing large files and enhanced security features.

2.2 File Encryption

If you are sending sensitive information, such as participant data, plans, or other records that would compromise the privacy of others, SunGard Relius requires that it be encrypted before sending. WinZip 9 or higher offers up to 256-bit encryption as part of its basic package. In all cases, encryption and password protection are encouraged.

2.3 Password Considerations

Passwords assigned to uploaded files should be pre-determined or provided under separate cover (fax/e-mail) as soon as the file is fully transferred. Passwords should be as secure as possible, using any combination of lower case letters, upper case letters, numbers, and symbols. For example, instead of using the password “present,” you should mix it up by using “pR3\$ent.”

2.4 Transfer Rates

Whenever possible, clients should always upload files directly from the local hard drive using high-speed connections. If a file is on a CD or network drive, it should be copied locally first. Additionally, dial-up connections can be disconnected without warning and cause the partially uploaded file to be corrupted.

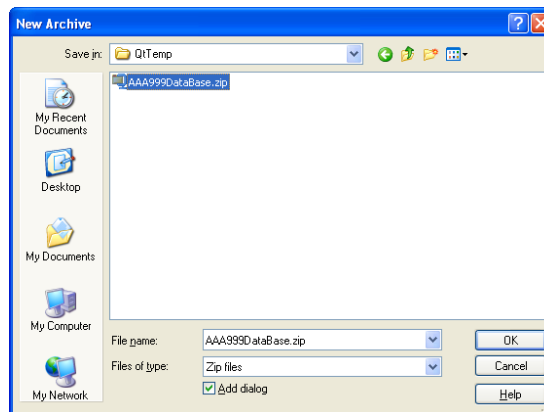
2.5 Internet Explorer 7 Considerations

A new security feature restricts the way users view FTP sites. By default, once you have accessed the page, it is still viewed as an internet page instead of a file folder. Before uploading your file and after logging on, you may have to click *Tools / Open FTP Site in Windows Explorer* to properly view the site.

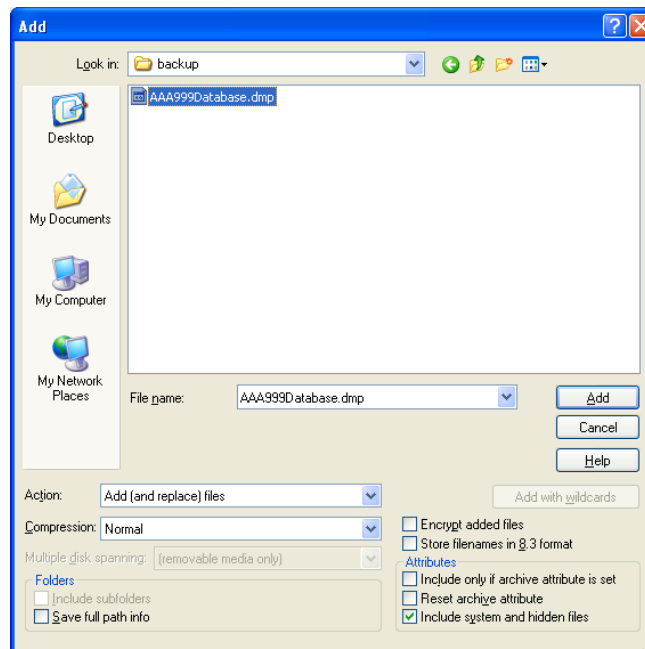
3 Preparing the Files for Transfer

This Section assumes you will be using WinZip 9 or higher. If you are using other file-compression software, please see the instructions included with it for information on compression and encryption.

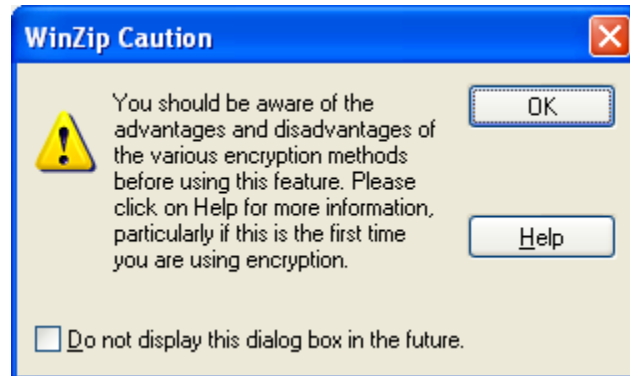
- 3.1 If WinZip (or other file-compression software) is not already installed on your computer, download it from <http://www.winzip.com/> and install it to the computer that will upload the file.
- 3.2 Open WinZip and create a new file (*File / New Archive*). Save the file to a location that will be easy to recall during the upload process, such as C:\QtTemp. The file should bear your Client ID and a ZIP extension. For example: AAA999DataBase.ZIP.



- 3.3 Add your files.



- 3.4 To encrypt your file, click *Actions / Encrypt*. If you need more information about encryption, click the **Help** button. Otherwise, click **OK**.



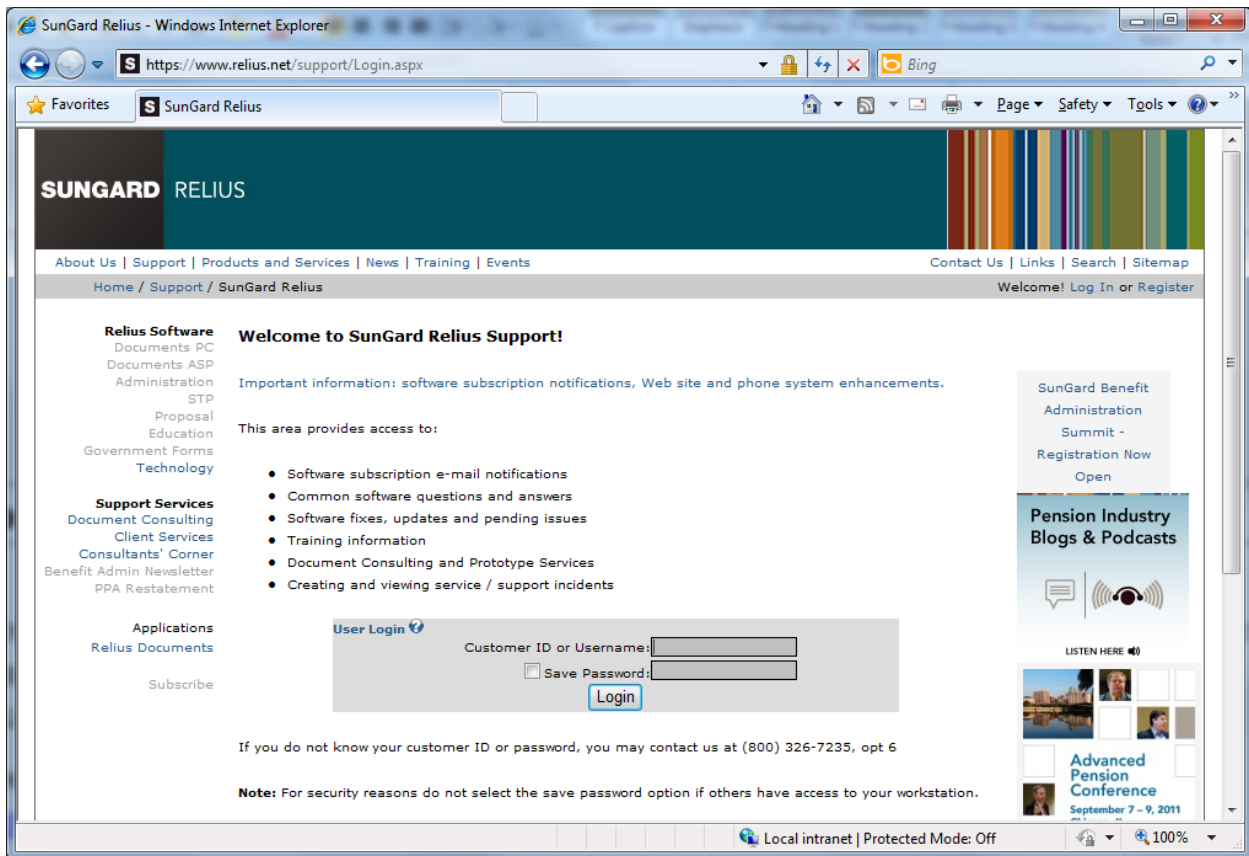
- 3.5 Enter and confirm your password, then choose your type of encryption. Click **OK** when ready. Close the WinZip program.



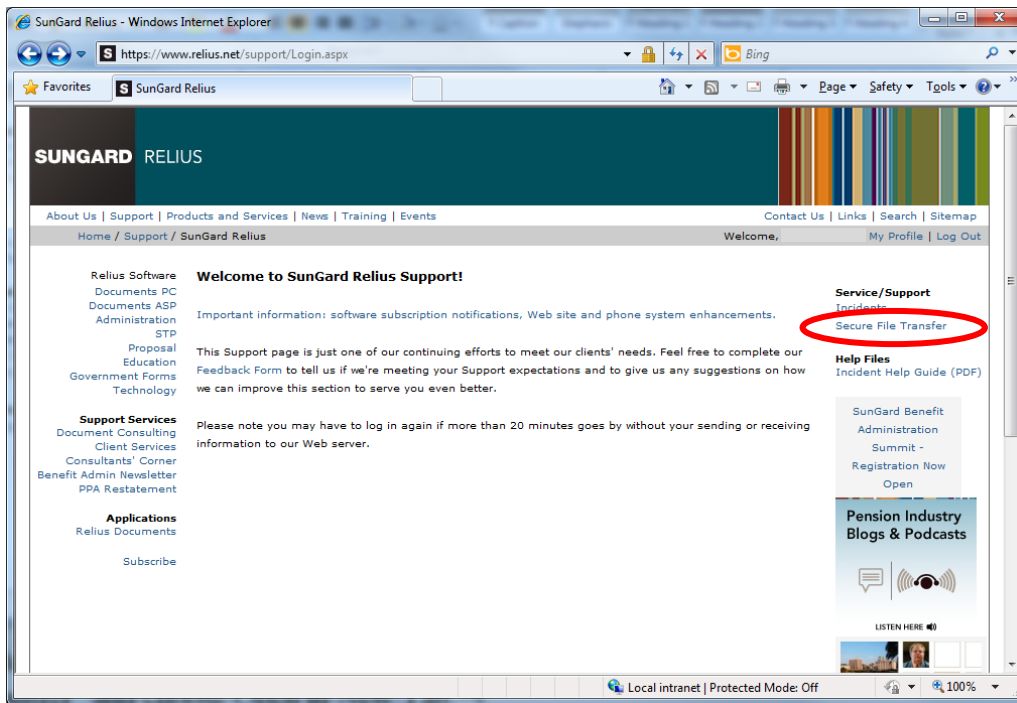
4 Connecting and Transferring Files under 2 GB

This Section assumes you will be using the latest version of Microsoft Internet Explorer. Some browsers may not allow secure FTP uploading. For information on uploading using other browsers, consult their individual help files.

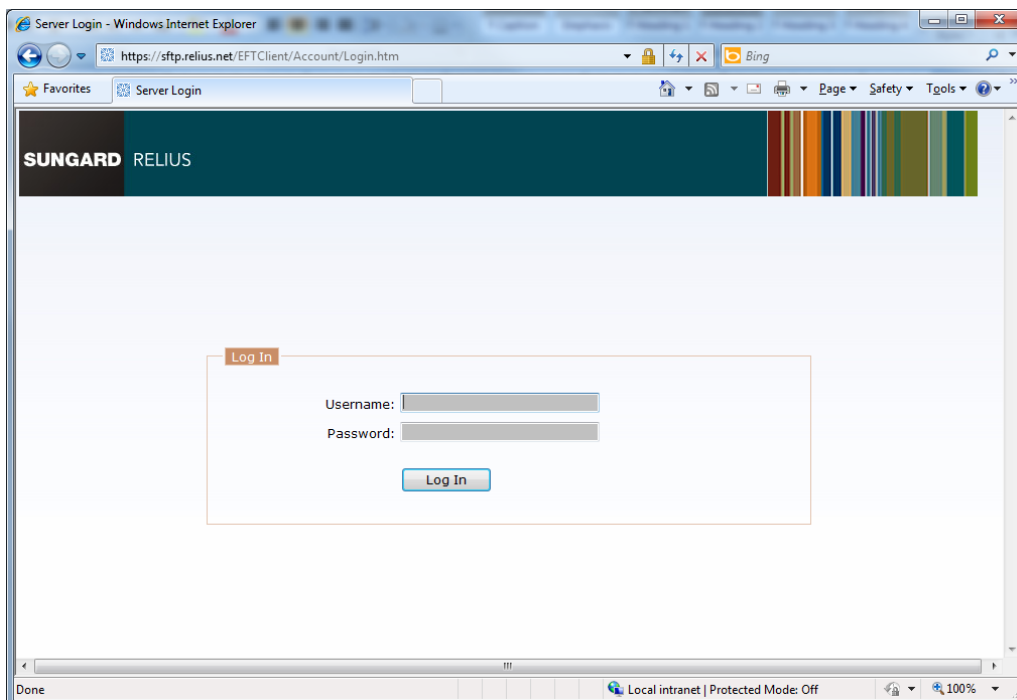
- 4.1 Open Internet Explorer and access our secure support site, <https://www.relius.net/support/Login.aspx>.
- 4.2 Log in using the credentials supplied by SunGard Relius. If you need assistance obtaining a user id or password, contact Relius Technology Support.



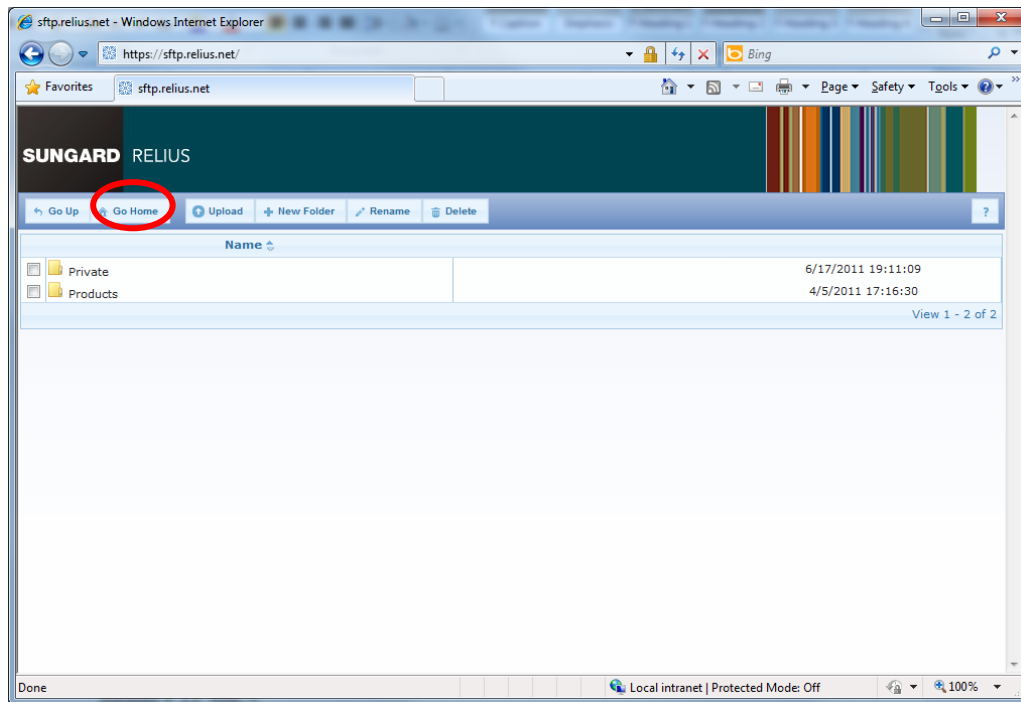
- 4.3 After successfully logging on, right-click the link on the right that says, “Secure File Transfer” and choose Open in New Tab.



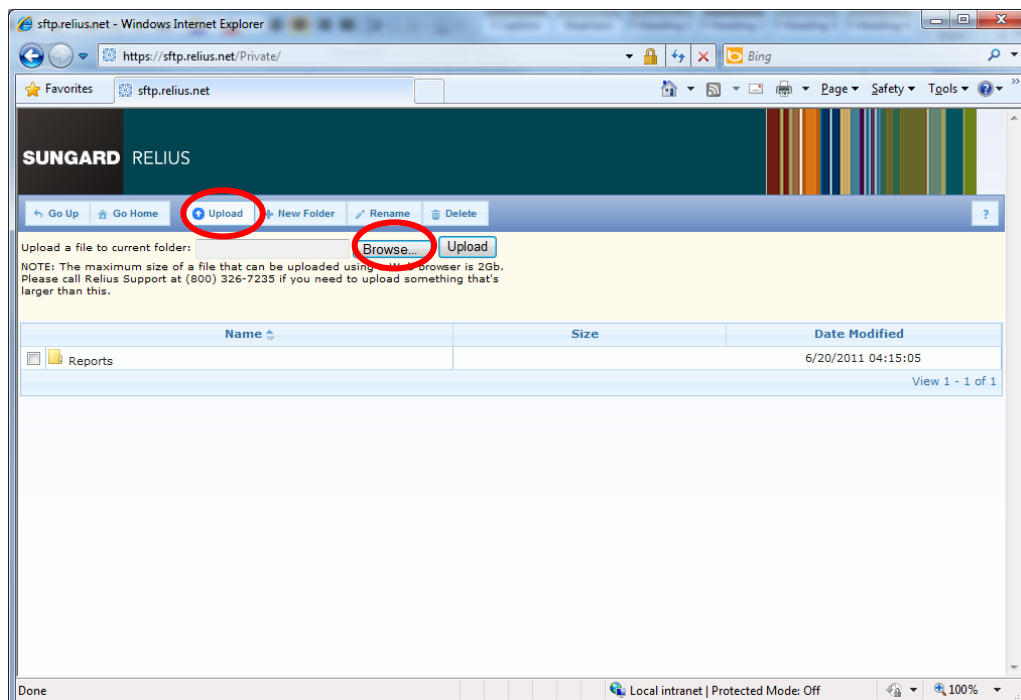
- 4.4 Otherwise, access <https://sftp.relius.net>. Log in using the credentials to access our previous FTP site.



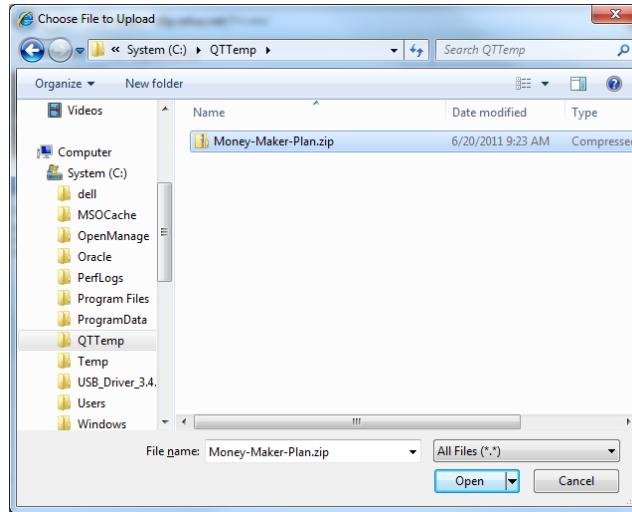
- 4.5 After a successful login, you will see the main screen of the site, also known as your “home” screen. To return to this page at any time while logged in, click the “Go Home” button.



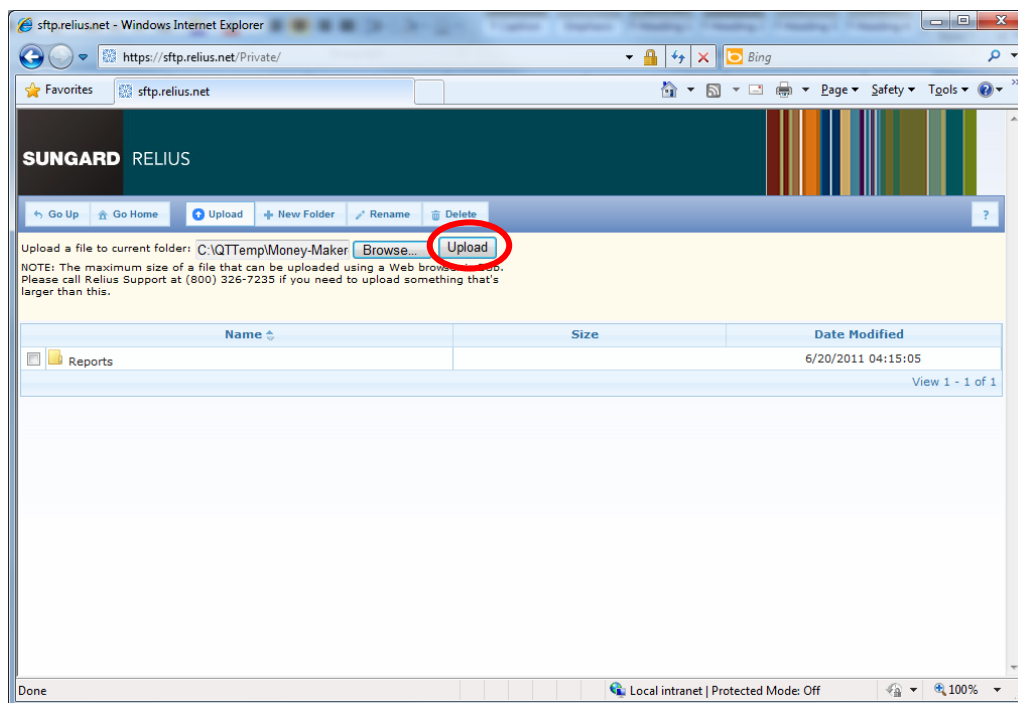
- 4.6 Click the “Private” folder to view the contents of what is in your section of the FTP server. To upload a file, click the first “Upload” button. A new section will appear. Choose the file to upload by clicking the “Browse” button.



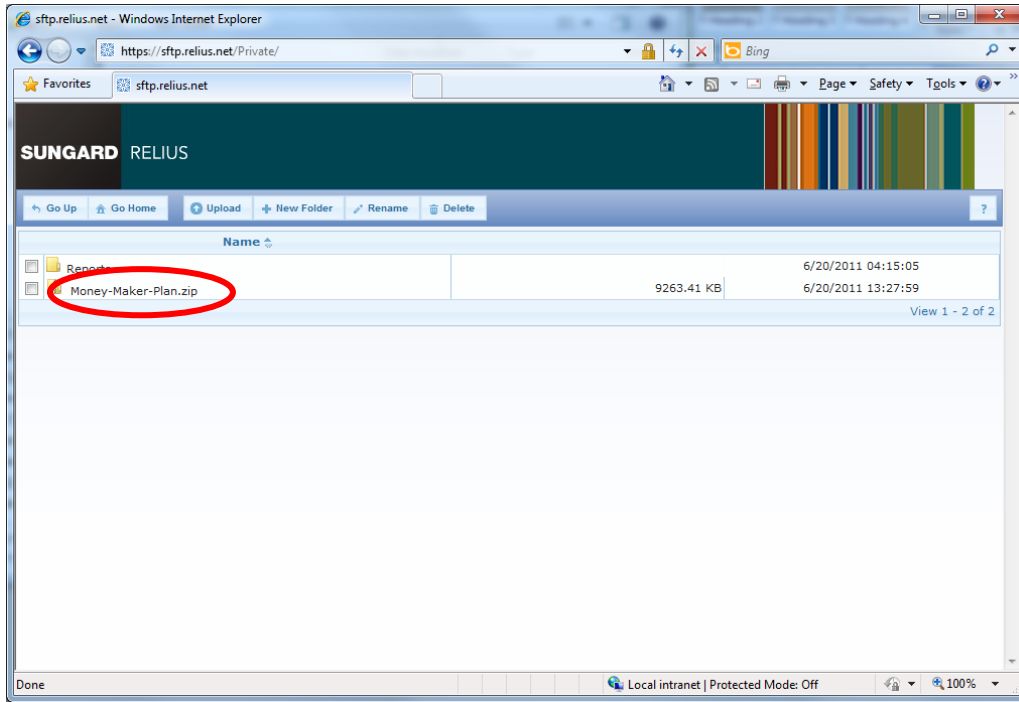
4.7 Choose the file you wish to upload.



4.8 Click the second “Upload” button, next to the “Browse” button.



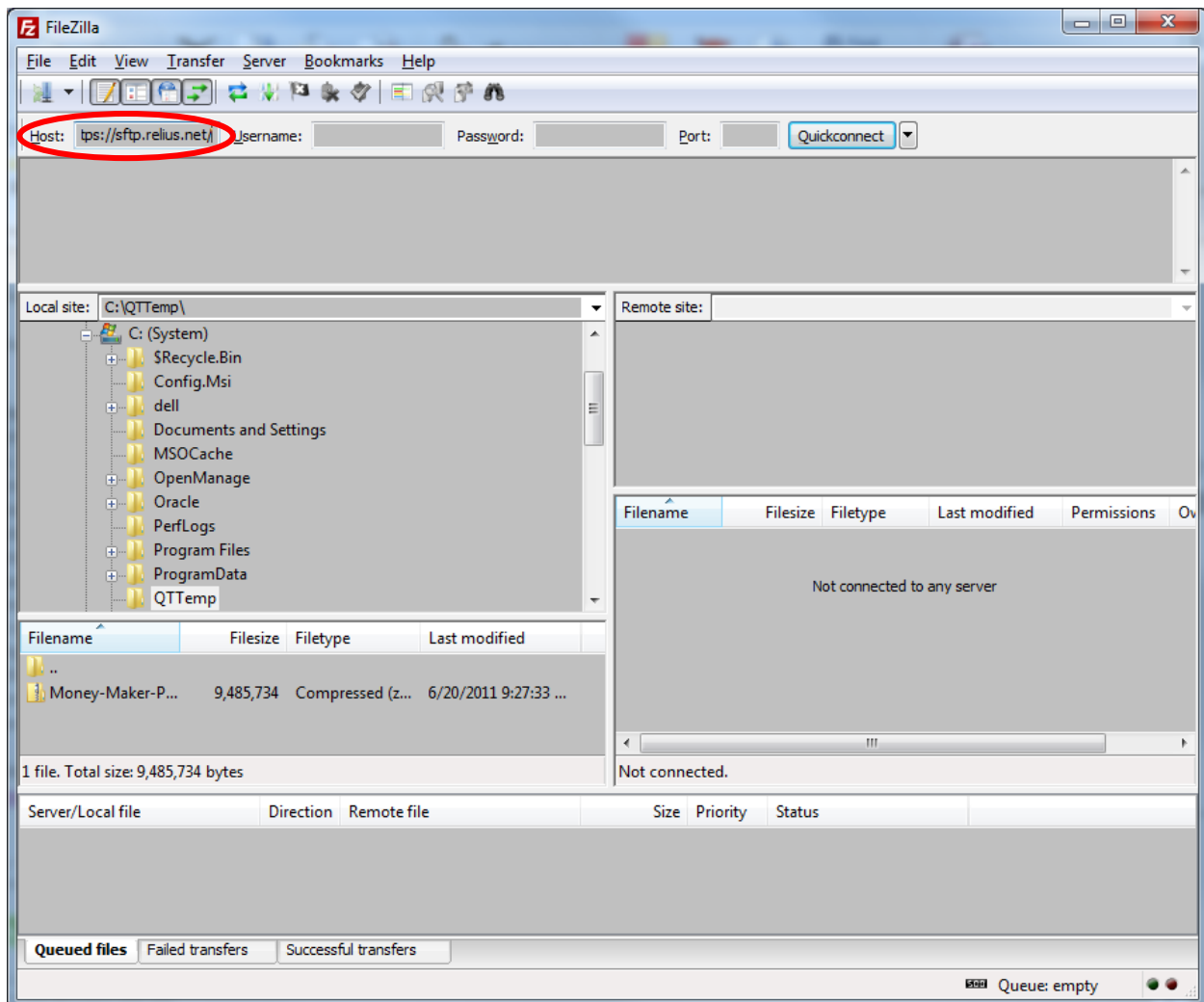
4.9 The upload is complete when you see the file listed in the window and the “upload section” has disappeared.



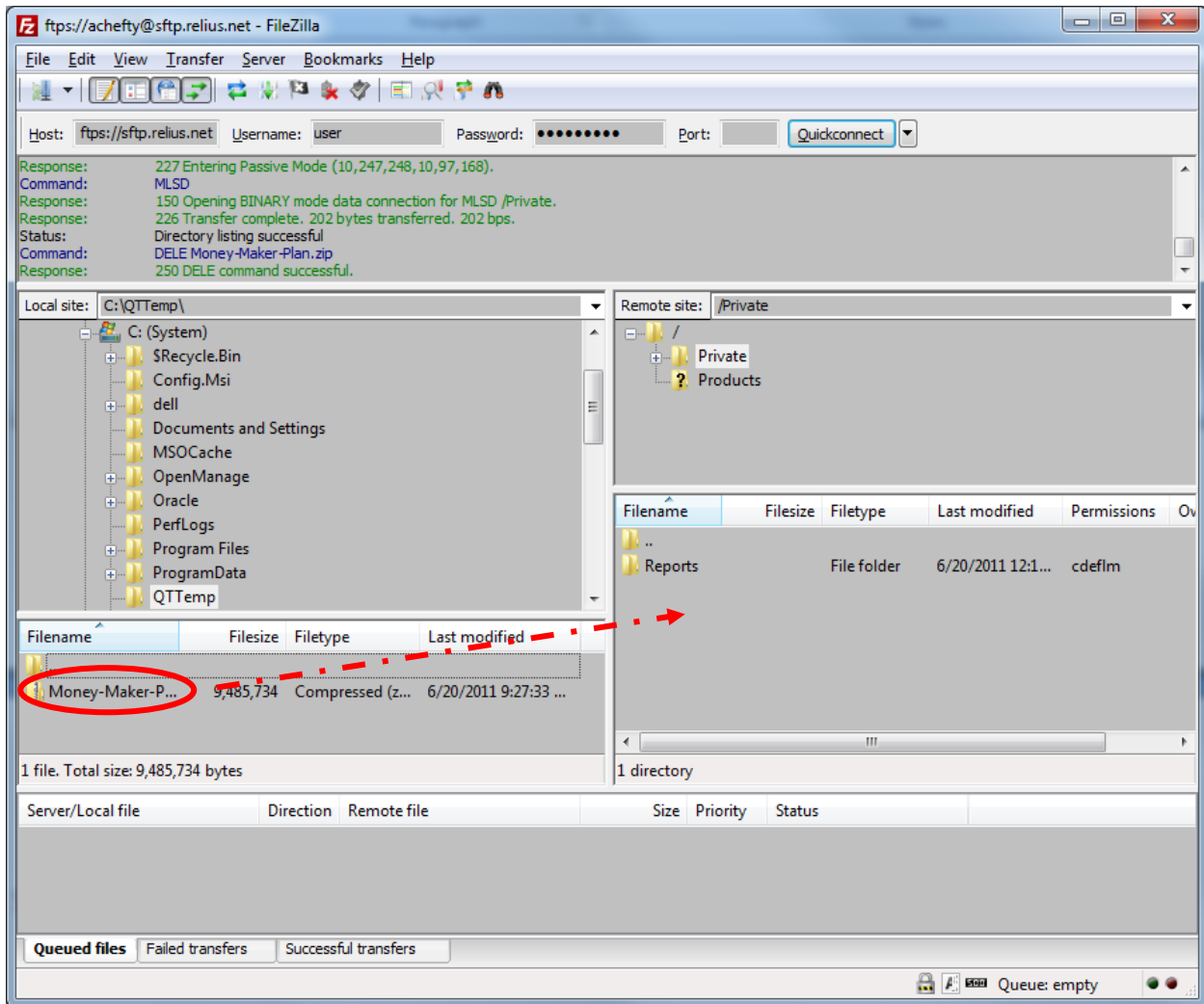
5 Connecting and Transferring Files over 2 GB

This Section assumes you will be using the secure file transfer protocol (sFTP) product FileZilla. For complete information on the use of FileZilla or any other sFTP product, please consult the documentation for that particular program.

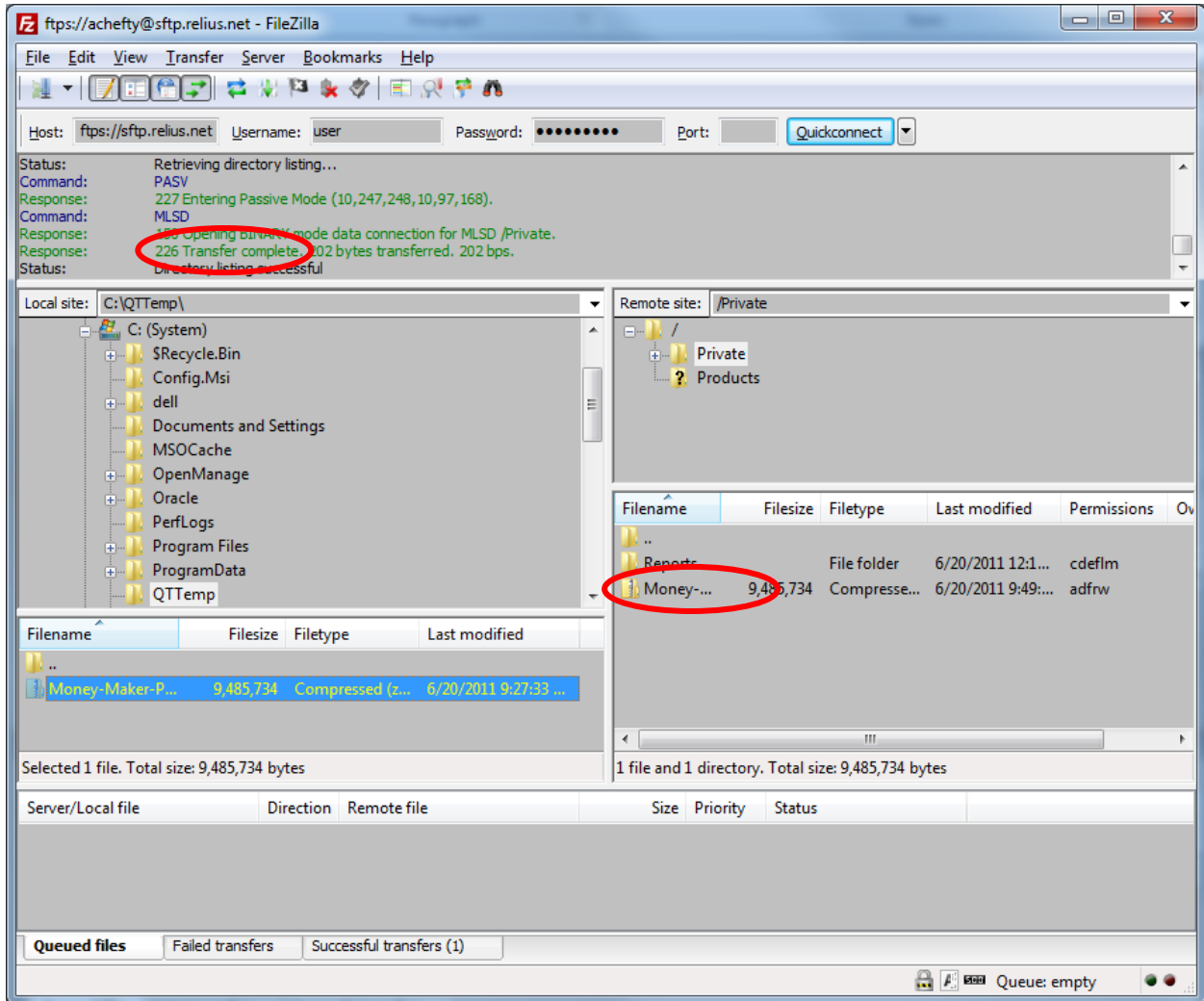
- 5.1 While SunGard does not endorse, support, or recommend any particular version or brand of secure FTP client, FileZilla has been tested, is available free of charge for personal and commercial use (under the GNU General Public License), and supports secure FTP.
- 5.2 FileZilla can be downloaded from <http://filezilla.sourceforge.net/>.
- 5.3 After downloading and installing, open FileZilla. Connect to the SunGard Relius sFTP site by entering the site name (for sFTP programs, use <ftps://sftp.relius.net>) and your credentials at the top of the screen and clicking “Quickconnect.”



5.4 Drag the file you wish to transfer from the left pane to the right pane.



5.5 When the transfer is complete, you will see the transferred file in the right pane and “transfer complete” in the status pane at the top of the window.



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