



California State Controller's Office Enterprise File Transfer

Reference Guide

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SCO Enterprise File Transfer Service

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Media

This document is available:

- On <https://eft.sco.ca.gov>

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SCO Enterprise File Transfer Service

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SCO Enterprise File Transfer Service

Overview

This Guide provides a brief look at the SCO Enterprise File Transfer (SCO EFT) Service secure FTP, service support, system requirements, and a limited overview of common Secure FTP client software.

What is Secure FTP?

Secure FTP provides a secure file transfer method to State Controller's Office (SCO) clients, customers, and business partners. Secure FTP is similar to standard FTP (file transfer protocol), a widely used file transfer method. The Secure FTP transfer method, unlike FTP, provides a way to encrypt and secure all data exchanged between a Secure FTP client and the SCO Secure FTP server.

Secure FTP File Transfer Methods

The SCO EFT Service supports multiple protocols for secure file transfer. Supported protocols include, FTP/S (SSL/TLS), SFTP (SSH2), and HTTPS (SSL).



User Support

Your SCO Business Representative is the first point of contact for all EFT issues, except password resets. Please contact them directly for questions regarding:

- EFT Service, SCO business process, or the SCO program you are participating in with your file transfer activities.
- EFT account creation, deletion, or maintenance.
- Web Browser issues, user interface functionality, and “How to” questions.

For password reset issue, please contact the following:

SCO Customer Service Center

Phone: 916-324-6716

Email: CustomerServiceCenter@sco.ca.gov

Desk Operational Schedule:

8:00am to 5:00pm M-F, excluding State Holidays

SCO EFT User Password Requirements

Users are issued a unique User ID and must compose a password that conforms to the following requirements:

- Must be a minimum of eight (8) characters in length
- Must contain one (1) UPPER CASE alphabetic character (A-Z)
- Must contain one (1) lower case alphabetic character (a-z)
- Must contain one (1) number (1-9)
Passwords can include special characters, but must contain the characters previously stated.

User password reset for forgotten or expired passwords is available via a self-service function available on the SCO EFT Service Web Site and by contacting the SCO Customer Service Center.



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Users will receive an email notification fifteen (15) days prior to password expiration.

File Retention Policy

The SCOEFT service provides temporary file storage solely for file transfers. The file retention policy stipulates that all file transfers will be retained on the system for no more than **90 days** from the date of transfer. Files retained on the system after the 90 days will be purged from the system.

Maximum File Size

4GB is the maximum single file size limit.

Why Use a Secure FTP Client?

Secure FTP clients allow you to quickly and easily download or upload a single file or multiple files at one time using a secure connection.

Secure FTP Client Software

The following information discusses Secure FTP software clients that the SCO has tested successfully against its Secure FTP server.



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SCOFT FTP Web Client Usage Overview:

This option works best for users running **NEWER** versions of Internet Explorer (IE 10, 11+) Internet Explorer (IE) is the only browser fully tested and supported by SCOFT.

Note: FileZilla is the recommended method of uploading files larger than 1 GB or if the upload is taking over 4 minutes to complete due to bandwidth constraints.

1. Using a modern web browser, navigate to <https://eft.sco.ca.gov>



2. At the SCO Enterprise File Transfer Logon window, enter the **Username** and **Password** that was provided to you, and click the **Log In** button.

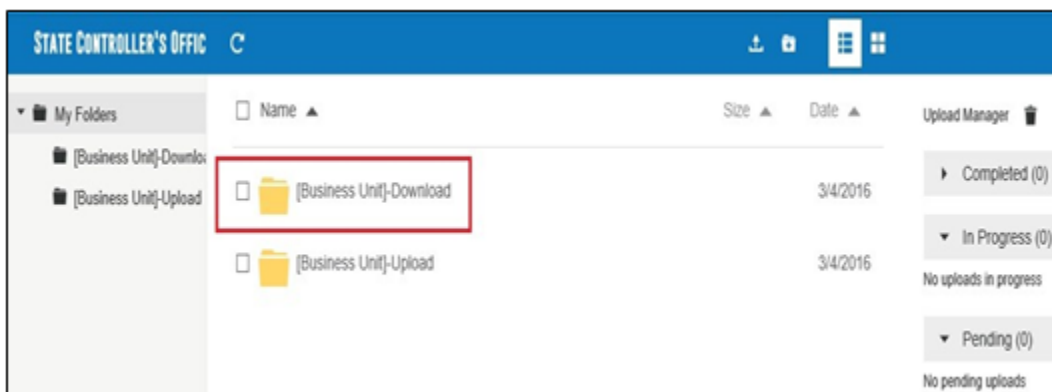
California State Controller's Office
ENTERPRISE FILE TRANSFER

Log In

Username: [Forgot Username](#)

Password: [Forgot Password](#)

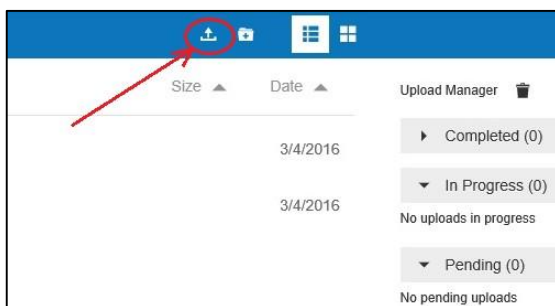
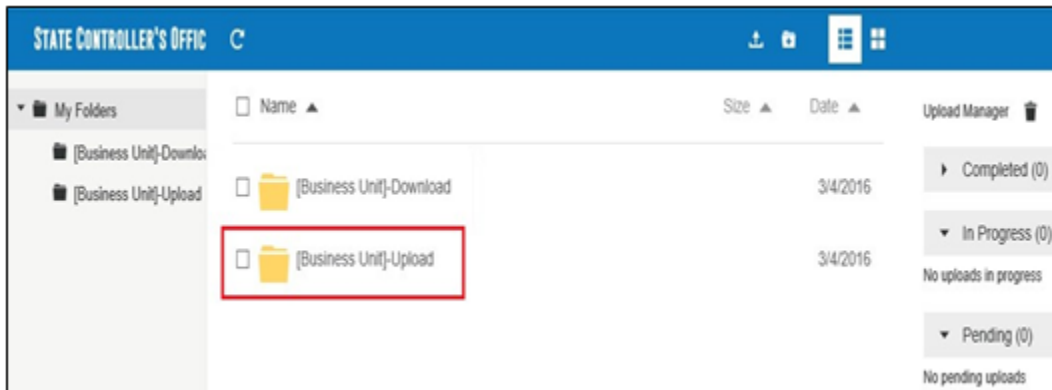
3. The FTP remote window will be displayed. To download a file, go to the download folder, "[Business Unit]-Download". Files in this folder can be downloaded by clicking on them and selecting a save location when prompted.



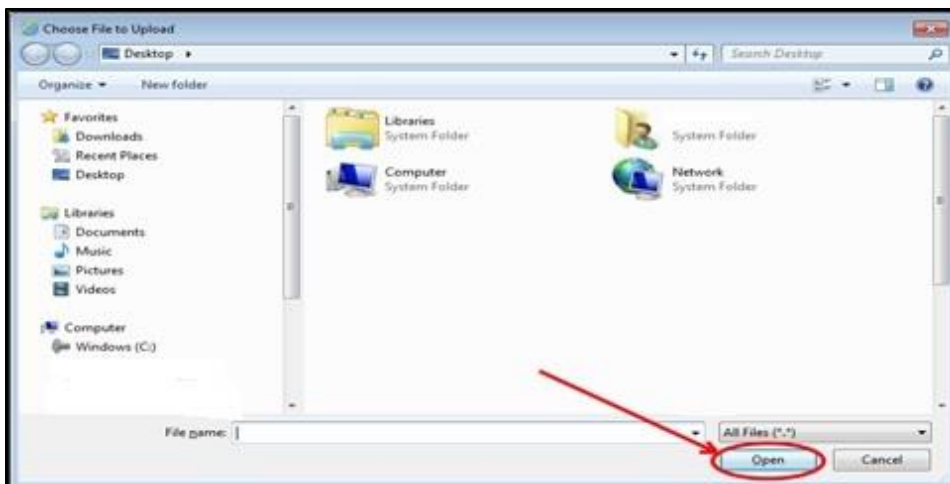


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4. To upload a file, go to the upload folder, "[Business Unit]-Upload". Click on **File** then **Upload** in the top left side of the navigation area.

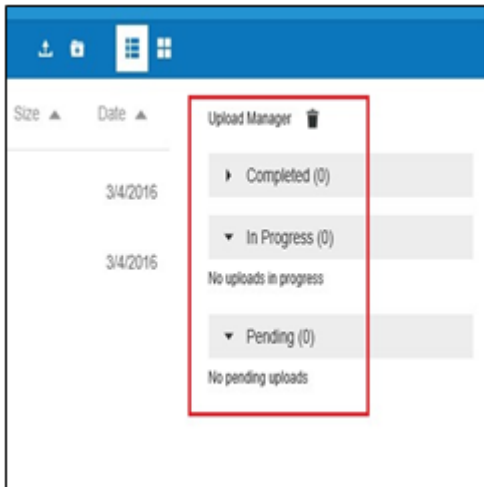


5. Navigate to your local hard drive/network share, and select the file to upload. Click the **Open** button. The file will automatically upload.

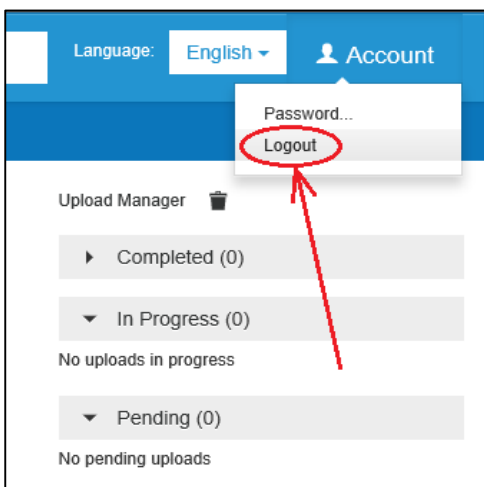
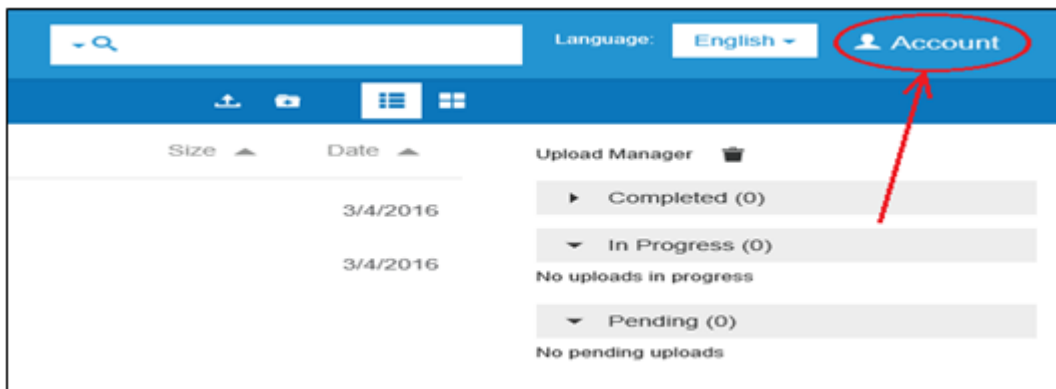




6. The Transfer section displays the current upload status.



7. Click on **Account** then **Logout** once you have completed your session.

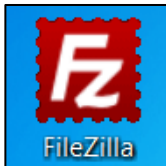




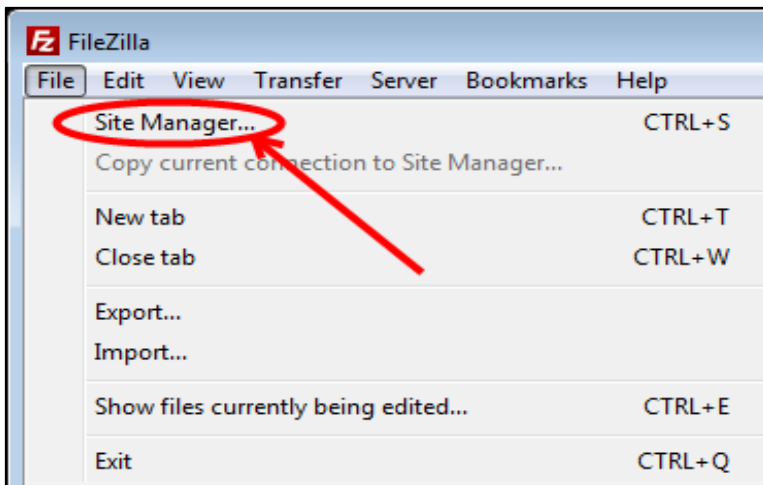
SCOFT – FileZilla FTP Client Usage Overview:

Note: FileZilla is the recommended method of uploading files larger than 1 GB or if the upload is taking over 4 minutes to complete due to bandwidth constraints.

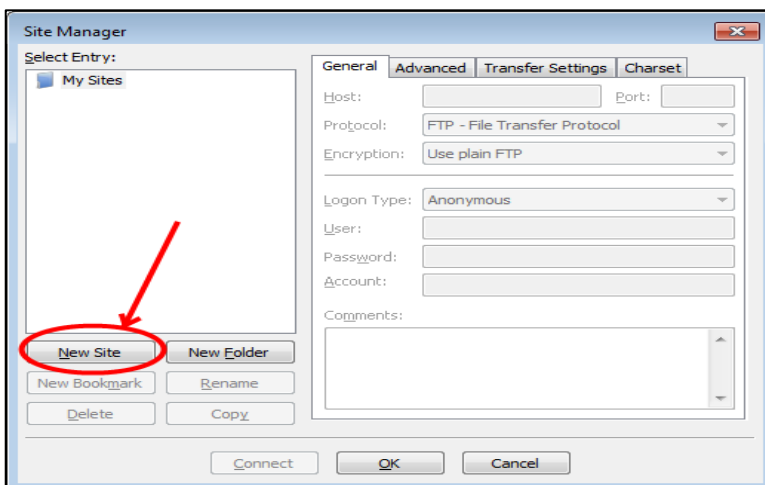
1. Ensure that the FTP client is installed. Launch FTP application.



2. From the **File** menu, select the **Site Manager...** option.



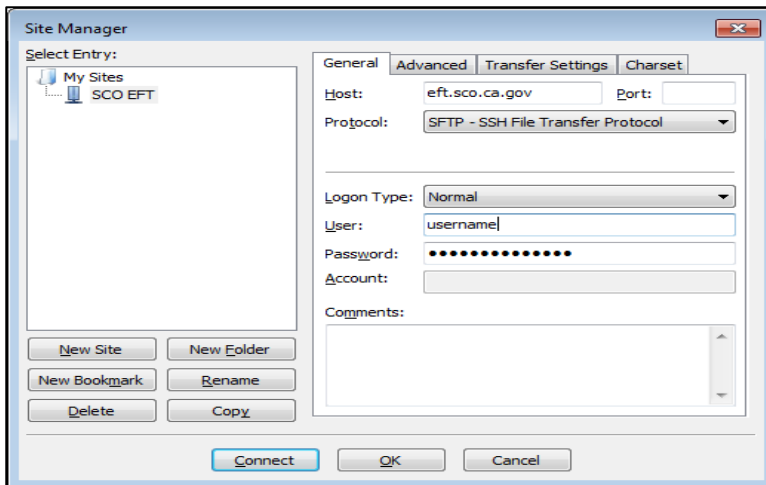
3. At the *Site Manager* window, click the **New Site** button.



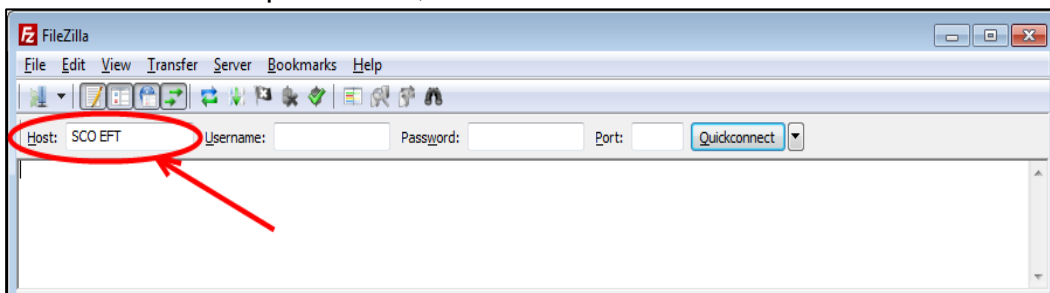


4. Use the following values:
Site Name: **SCO EFT**
Host: **eft.sco.ca.gov**
Protocol: **SFTP – SSH File Transfer Protocol**
Logon Type: **Normal**

Enter the **Username** and **Password** that was provided to you. Click the **Ok** button.

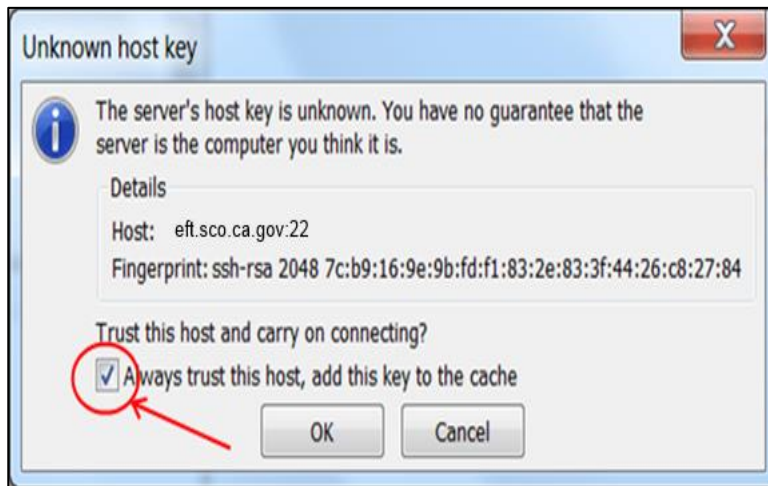


5. From the Sites drop down list, select **SCO EFT** to connect.





6. At the **Unknown host key** prompt, select “**Always trust this host, add this key to the cache**” and click **Ok**.



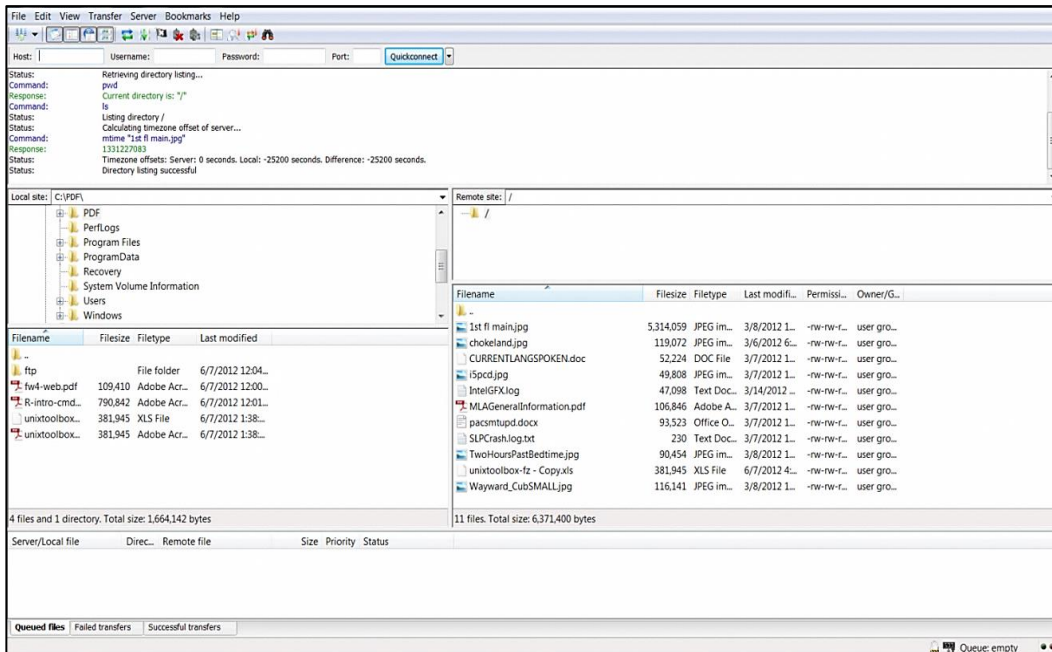
7. The FTP client will connect to the SCO EFT Server and display a status in the log field.

Status:	Retrieving directory listing...
Command:	pwd
Response:	Current directory is: "/"
Command:	ls
Status:	Listing directory /
Status:	Calculating timezone offset of server...
Command:	mtime "1st fl main.jpg"
Response:	1331227083
Status:	Timezone offsets: Server: 0 seconds. Local: -25200 seconds. Difference: -25200 seconds.
Status:	Directory listing successful

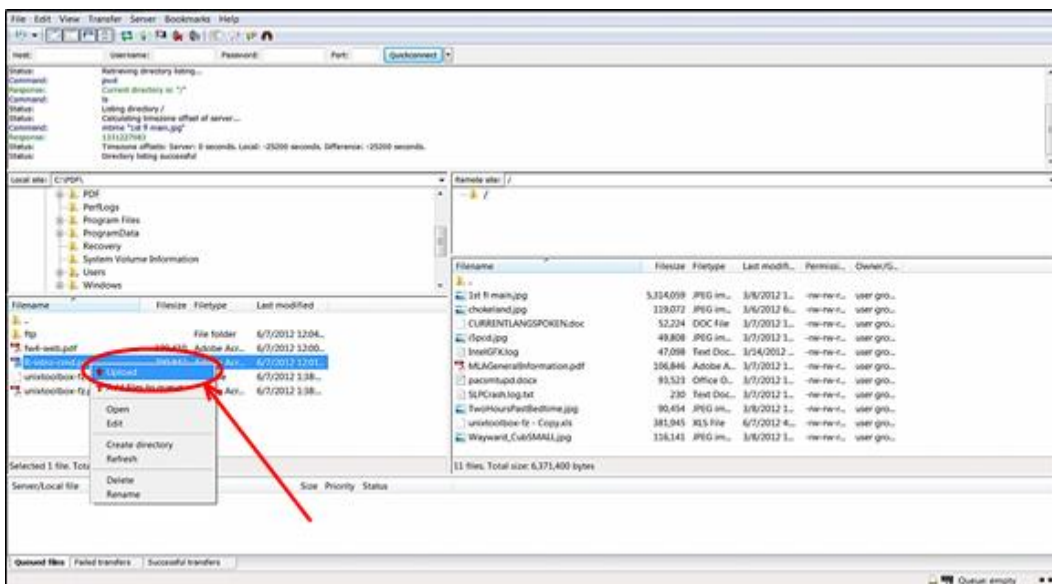


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On the left side are the local files; the right side will list the remote FTP files. Make sure you are in the "[Business Unit]-Upload" folder in the **Remote site** screen to perform uploads and the "[Business Unit]-Download" folder to perform downloads.



8. Navigate to your local hard drive/network share, and select the file to upload. Right click on the file and select the **Upload** option.





9. The **Queued files** section displays the current upload status.

Server/Local file	Dir...	Remote file	Size	Priority	Status
sftp://					
<input type="checkbox"/> C:\PDF\R-intro-cmd...	-->>	/R-intro-cmd.pdf	790,842	Norm...	Transferring
00:00:07 elapsed	00:00:15 left	<div><div></div>13.4%</div>	106,496 bytes (49.1 KB/s)		
Queued files (1) Failed transfers Successful transfers					

10. Click the **Disconnect** option from the Server Menu once you have completed your upload session.

