



Welcome to our Data Transfer System



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Welcome

Welcome to Creditsafe's Data Transfer system. This system provides a means of securely exchanging data files with Creditsafe. This document is a guide to this system and provides you with the information you need to connect and tune your systems to work best with it.

The most recent version of this document is located on [Creditsafe's Help Hub](#).

About this service

Creditsafe will review these settings from time to time to ensure they remain appropriate.

Availability

Creditsafe has designed its Data Transfer system to be resilient to faults in any single component; therefore, we expect the system to be available when you need it. From time to time, we will need to perform work on the system or its underlying components and therefore you should check [Creditsafe's status page](#) for upcoming Maintenance windows.

Capacity

Creditsafe has provisioned considerable capacity for this service so that it provides good file transfer speeds. In order to distribute this capacity fairly, we may limit the maximum speed of any single session.

File retention

Files are available for a period of 90 days. You should download them during that period and store them appropriately in case you need them again.

Other

The system will temporarily block connections from internet addresses that exhibit suspicious behaviour (e.g. repeated incorrect password attempts).

The SFTP system will disconnect your session if it detects that no activity has taken place for more than 5 mins. The Web portal will disconnect your session after 15 mins of inactivity.

The system will permit up to 10 concurrent connections per user account.

Connection details

Endpoints

The table below contains the address and port details needed to access the Data Transfer system.

Role	Address	Port
SFTP endpoint	mft.filegateway.creditsafe.com	22
Web Portal	https://portal.filegateway.creditsafe.com	443

Table 1: Data transfer system connection details

Ciphers

The table below lists the Cipher Algorithms that the Data Transfer system supports

Key Exchange Algorithms:	Cipher	MAC
Diffie-hellmann-group14-sha256	Aes128-ctr	Hmac-sha2-256
Diffie-hellmann-group16-sha512	Aes192-ctr	Hmac-sha2-512
Diffie-hellmann-group18-sha512	Aes256-ctr	Hmac-ripemd160
Diffie-hellman-group-exchange-sha256	Aes128-cbc	Hmac-sha2-256-etm@openssh.com
Ecdh-sha2-nistp256	Aes192-cbc	Hmac-sha2-512-etm@openssh.com
Ecdh-sha2-nistp384	Aes256-cbc	Hmac-ripemd160-etm@openssh.com
Ecdh-sha2-nistp521	Aes-128-gcm@openssh.com	
	Aes-256-gcm@openssh.com	
SSH v2.0 is used	Aes128-ctr	
NOTE: TLS 1.0, 1.1 and SSL v3 are not supported		

Table 2: Supported Cipher Algorithms

Authentication

You will need a Username and Password to connect to this system. Your Account Manager will provide these.

Note: Several servers comprise Creditsafe's Data Transfer environment. These servers may be replaced and therefore may return a different SFTP server fingerprint. Please update your jobs when you see a new fingerprint or contact us to confirm the new fingerprint is valid.

Compression

Compatible compression options are None or Zlib.

Recommended settings

This section contains settings that a client application should use for best results from our service as well as instructions for setting up those connections in common client applications.

Standards based SFTP Applications

Where larger numbers of large concurrent files are transferred, it is recommended to stagger the start time of each file transferred by 5 seconds if possible. Resume support should be enabled in your client application for maximum file transfer reliability.

Filezilla (Windows)

Follow the steps below to configure an SFTP site connection to Creditsafe's Data Transfer service in the FileZilla client.

1. Click on File and select Site Manager
2. Click New Site
3. On the Site Manager screen, specify values for the following fields:
 - a. Host – enter **mft.filegateway.creditsafe.com**
 - b. Port – enter **22**
 - c. Protocol – Select **SFTP – SSH File Transfer Protocol from the drop-down menu**
 - d. Logon Type – Select **Normal**
 - e. User – enter the username provided to you
 - f. Password – enter the password provided to you
4. Click Connect.

Cyberduck (macOS)

1. Open Cyberduck
2. Click Open Connection
3. Select SFTP (SSH File Transfer Protocol) in the dropdown menu
 - a. Enter the address of the server in the field Server (**mft.filegateway.creditsafe.com** - make sure to enter sftp to connect securely via SFTP.)
 - b. Enter the port number, 22
 - c. Make sure Anonymous Login **is not** selected.
 - d. enter the username provided to you
 - e. enter the password provided to you
4. Click on **Connect** to connect to the server
5. Click **Allow** if you receive a warning about an unknown host key.

Programmatic integrations

Creditsafe has confirmed through testing that programmatic integrations (e.g. the Python 3 based Paramiko library) with our Data Transfer system are possible. If you choose to use such an integration, please consider the following settings:-

Connection timeout: 60 seconds

Keepalive interval: 5 seconds

Window Size: 2147483647

Please note that while Creditsafe will not intentionally prevent such integrations, it cannot provide support for customers using these techniques. If you are unable to achieve reliable transfers, we suggest that you consider a standards based client with a command-line interface as an alternative.

Web portal

- Cookies and Javascript should be enabled within your browser for the Web Portal to function properly
- Some options may open secondary windows, therefore popups should be allowed for this site
- If using the Applet, the Java Runtime Environment 1.6 (JRE) needs to be installed on your computer

Whitelisting

If you need to make changes to your firewall to allow outbound SFTP connections to our Data Transfer system then you can discover the destination addresses you should allow connections to by reviewing [this document](#). You should filter this list for IP addresses in the eu-west-1 region.

Common problems and solutions

Slower than expected transfer speeds

- Depending on your organisation's network configuration increasing the number of concurrent connections in your FTP client settings may result in faster transfer speeds (the maximum permitted is 10)
- Check your internet connection for any other traffic that may be reducing the capacity available for this transfer

Uploading a large file using the Web Portal fails

- Use the SFTP endpoint instead of the Web Portal for files approaching or larger than 1GB in size. The SFTP transfer protocol and related clients are better equipped to recover from brief interruptions to your connection caused by transitory internet conditions

How to get help

Visit [Creditsafe's status page](#) to check if there are current incidents or maintenance events affecting the Data Transfer service.

If you need any further help or have misplaced your login credentials, please contact

- Your Account Manager, or
- Your local [Customer Services team](#)