Paysafe:

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.

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.

Tools Help			
Include in library 👻	Share with 👻 🛛 Burn	New folder	
	Name	Date modified	Туре
	🕌 Adobe 👝	9/4/2012 2-35 PM	File folder
	Common Files	View +	File folder
:6	DVD Maker	Sort by	File folder
	🎍 Intel	Group by	File folder
	Internet Explorer	Refresh	File folder
5	🎽 Java	Customize this folder-	File folder
	Microsoft Office	costornice only robotini	File folder
	🎍 Microsoft Silverlig	Paste	File folder
	MSBuild	Paste shortcut	File folder
	🎍 NVIDIA Corporatic	Undo Copy Ctrl+Z	File folder
	🅌 Reference Assemb	Share with	File folder
(C:)	🎉 Symantec 💦 📷	Adobe Drive CS4	File folder
montreal) (S:)	퉬 Uninstall Informat 🗖		File folder
Moc-gen-crs-01) (1	🎍 Windows Defende	New	Folder
\sfmontreal\user) (l	🎍 Windows Journal	Properties	File folder
	🕌 Windows Mail	6/22/2012 1:35 PM	File 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.

TT	Y Key (Generator					X
ile	Key	Conversions	Help				
Ke	y o key.						
Ac	tions						
Ge	enerate	a public/private	key pair			Generate	
Lo	ad an e	xisting private k	ey file			Load	
Sa	ave the	generated key		Save public	key	Save private key	
Pa	rameter	5					
Pa Ty C	nameter npe of k) SSH1	s ey to generate: (RSA)	SSH2 RSA	l.	⊖ ssh	2 DSA	

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

	Generator			>
ile Key	Conversions	Help		
Key Please g	enerate some rari	domness by moving t	he mouse over the bl	ank area.
Actions Generate	e a public/private	key pair		Generate
Actions Generate Load an	a public/private existing private k	key pair ey file		Generate
Actions Generate Load an Save the	e a public/private existing private k e generated key	key pair ey file	Save public key	Generate Load Save private key
Actions Generate Load an Save the Paramete	e a public/private existing private k e generated key ers	key pair ey file	Save public key	Generate Load Save private key
Actions Generate Load an Save the Paramete Type of H	e a public/private existing private k generated key ers cey to generate: (RSA)	key pair ey file () SSH2 RSA	Save public key	Generate Load Save private key H2 DSA

4. 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.

e ney conteisio	is nep		
Key			
Public key for pasting	nto OpenSSH autnonze	d_keys2 file:	
AAAAB3NzaC1yc2EA 3oKcD5uCiCJreReMo +JAB7jE330KeAPD6 mZL+XenfhoyJQWCF	AAABJQAAAIB304bNjF xyzMx2Ge 2a9VPkOF072yk4iGFi8C YMMjP7xsaJtZvS8c2I8Y	'rhwKpYqaCgt/f5B7EoC `pn3aKRbNDoViaGaDk ©UD4ww==rsa-key-20	DF1CAgLcPmj2g9l CT5KRAmTWmLt 1170630
Key fingerprint:	ssh-rsa 1023 18:32:d7	91:09:70:f6:cf:8d:60:01	1:8d:01:4c:0f:b0
Key comment:	rsa-key-20170630		
Key passphrase:			
Confirm passphrase:			
Actions			
Generate a public/priv	rate key pair		Generate
Load an existing privat	e key file		Load
Save the generated ke	ву	Save public key	Save private key
Parameters			
Type of key to general SSH1 (RSA)	e: SSH2 RSA	⊖ssh	12 DSA
Number of bits in a ge	perated low:		1024

- **5.** Copy all the data (which is, in fact, the key) from the field named "Public key for pasting into OpenSSH authorized_keys file".
- 6. 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.)

Messages (5) Account Statement Virtual Terminal Batch Upload Reports Customer Profiles Accounts Settings
General Change Password Security Manage Keys Receipts Emails Email Templates L2/L3 Default Values Cascading Setup U API Key
SFTP
Before you can upload batch files via SFTP, you must <u>configure WinSCP</u> . Use the following value for the User ustepheng
Save



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.

- 7. In the PuTTY Key Generator application, enter a password in the "Key passphrase" field.
- 8. 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.

9. Click the "Save private key" button.

Confirm passphrase:	
Actions	
Generate a public/private key pair	Generate
Load an existing private key file	Load
Save the generated key	Save public key Save private key
Parameters	
Type of key to generate: O SSH1 (RSA) SSH2 RSA	⊖ SSH2 DSA
Number of bits in a generated key:	1024

10. 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.

🎒 🔁 🗢 🕌 < Local Disk (C:) 🕨 Progra	m Files (x86) 🕨 📼 🐓 Sei	orch Program Files (x86)
Organize - New folder		III • 0
E Desktop Downloads S Recent Places	Name	Date mo 2/26/201
Ubraries Documents Music Fictures Videos		
Computer		
Local Disk (C:)		
websites (\\Moc-gen-crs-01) (T:)	+ - III.	,
File name:		
Save as hone: DuTTV Drivate Key Edu	s (* nnk)	

11. 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.

WinSCP Login		? ×
Session Stored sessions Environment Directories SSH Preferences	Session Ele protocol: SFTP ~ Host name:	Pot number:
	User name: Password Private key file:	
		Select color
Advanced options]	
About Lang	uages Login Save	🔽 Close

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

Table 1-1: Session Field

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)".

4. In the left pane, click Directories.

Session Stored sessions Environment Directories SSH Preferences	Directories Synchronize browsing Remember last used directory Berrote directory:
	Local directory:
	Local directory is not used with Explorer interface.
Advanced options]

- 5. 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.
- 6. In the left pane, click SSH.

Cassion	Bestand automa		
Street assisters			
Environment	Enable compression		
- Directories	Preferred SSH protocol version:		
SSH	Olonly Ol 🖲	2 () 2 only	
Preferences	Encryption options		
1	Encryption cipher selection golicy:		
	AES (SSH-2 only) Bowfish 3DES	1.b	
	- warn below here - Arcfour (SSH-2 only) DES	Down)	
	Enable legacy use of single-Di	ES in SSH-2	
Advanced options			
	and the second s		

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

Save session as	?	×					
Save session as:							
Save password (not recommended)							
ОК	Cancel	Н	elp				

9. 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	В		С	D	E
1	FMA#	OP CBK	REC ID	OP_TRAN_ID	AUTH_MER_TRAN_ID	SETT_MER_TRAN_ID
2	10075142	4	5555555	1014756	64035275399	641527500
3	99976142		5511545	1214755	640315216753	6403524753
4	99976142		5511546	102203115	706170310	706170310
5	99976142		5511547	1015734	633074418	633076418
6	9999/763114		5515012	1015223700	6464177713434312	(6464877*113434312
7	9999/763114	/	5515013	10051130	(000346827	00015440327
8	999376314	/	5515014	1027311	630554542	630554 142
9	33376315		5515015	1266341	43541373724	6540373724
10	333.76.7 16		55.153-16	11215 1131215	datat:7/District	(6464);77(1)(466))))
11	333.75234		5515017	1121213/11317	637053932	637013932
12	399976376		5515311	1112/5-8175	625176838	625176838
13	999376314		55153113	1045743	6138336363	6/5/3/823/648-04
14	99976314		55 15320	10479932	64527953776	642793776

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
- 1-888-709-8753