Quick Tip Guide
Secure File Transfer Protocol (sFTP)

HTLF
BANK
a division of UMB Bank, n.a.

SSH Keys

What format of key is supported?
- MoveIt accepts SSH Keys in RSA format.
- The SSH Key pair comes with a **public** and **private** key.
  - The **public** key, sometimes called Host Keys, should be sent to HTLF to add to the user profile.
  - The **private** key is retained by the client/sender and should **not** be shared with anyone. The private key will be used to connect to the host server after the public key has been added to the MoveIt profile.

How do I locate my SSH Key?
- Every software is different, and we recommend working with your software provider or your business IT Department to gather this information.

Connecting using sFTP automation

I cannot connect to HTLF hosted MoveIT server.
- Double check the hostname/IP and port settings are configured correctly in your sFTP software/application.
- If SSH requirements are enabled (yes for most clients), then the username, password, and SSH key are all required to connect. Please verify all three are being used when connecting.
- If the client/sender is connecting from an international server, please notify bank to add the client's IP to HTLF's firewall or select a server IP from within the US to complete the transmission.

Is there a workaround for connecting via web browser, until automation issues are resolved?
- Yes, files can be manually uploaded via web browser https://ftp.htlf.com using your username and password. SSH keys are not required for this type of connection.

File uploads

My file did not get picked up by HTLF for processing.
- Verify you are uploading to the correct production directory.
- Test directories (usually home folders) are not monitored for production files and files will not be picked up for processing.

File names.
- It is recommended that you add the date and time in the file name to prevent issues using a duplicate file name.

FTP History

Can I verify my upload/download history?
- Yes, user logs are accessible via web browser using the Logs link along the left navigation bar. 30 days of history is available.

FTP History

How long will files/reports remain available for download on the FTP site for retrieval?
- MoveIt default automated settings will delete files after 14 days.