

SIFT

User guide

Our secure internet file transfer (SIFT) server is a secure mechanism that allows you to receive e-bills, invoices, CDRs, price books, NGA schedule availability and other sensitive information to your own customer specific folders.

You can use it to send files to us, and as long as it supports FTPS (TLS/SSL based security) protocol, you can choose your own client software to interface to the SIFT server.

Uploaded files are stored for 6 months, after which time we remove them.

Please note the SIFT Server is for the transfer of Chorus information only.

SIFT server - user access

To gain authorised access to the SIFT server you need to be enrolled with either the SP_BILLING_ADMIN or SP_BILLING_USER role in the Chorus Gateway.

Chorus staff with the billing administrator role manage user access enrolment of SP_BILLING_ADMIN and SP_BILLING_USER roles on your behalf.

You can email Chorus_billing@chorus.co.nz to request user access.

Besides enrolment in the Chorus Gateway, you may need to

- Ask your technical team to configure their firewalls appropriately to connect to the SIFT server to allow the network traffic to flow
- Ask your technical team to provide us with configuration details of their gateways to register in the Spark network firewalls to allow the network traffic to flow
- Set-up the FTP client on your desktops with the appropriate configuration parameters

FTP client - setup

You can choose your own client software with which to interface to our SIFT server, e.g. Java programs, UNIX scripts etc. that supports FTPS/FTPES (TLS / SSL based security) protocol.

You may choose to download a free FTP client that can support FTPES (TLS/SSL based security) protocol, e.g. FileZilla (v3.3.5.1 or later)

Please note: we don't specifically recommend or endorse any specific client software and we don't support the client software.

This section includes screen shots for the set-up of a typical FTP client.

SET-UP

The process to set-up the SIFT server is dependent on your chosen client; please refer to the appropriate client set-up instructions.

You'll need the following information to set-up your client with the SIFT:

- Hostname: ftp.chorus.co.nz
- Port number: 21 for FTPS
- Type of FTP server connecting to: FTPS or FTPES
- User ID: Portal user ID as instructed by Chorus
- Password required: as given or set up by the user during the enrolment process

In order to enable the FTPES (explicit) you have to enable the following ports.

FTS customer gateway - the following firewall rules or access list needs to be configured.

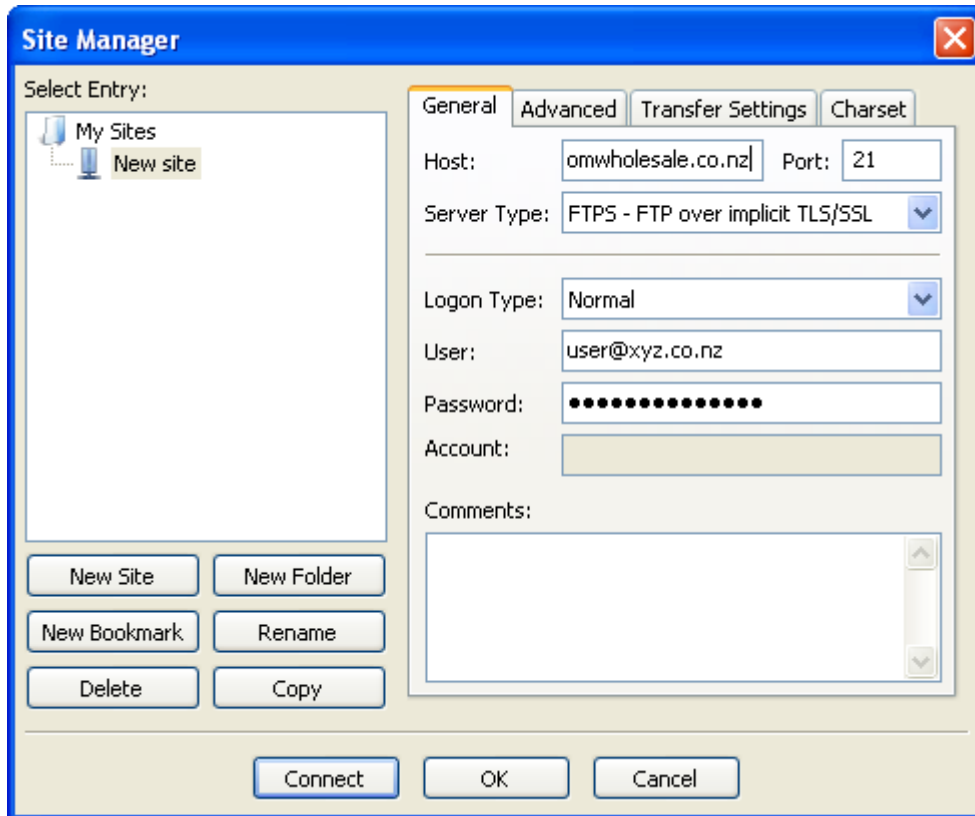
Source	Destination	Port/protocol	Comments
FTP customer gateway firewall			
Outbound connection			
FTP Customer External IP Address	Chorus FTP VIP ftp.chorus.co.nz (S-210.55.11.165)	21/TCP 2100-2200/TCP	Outbound FTPS traffic
Chorus FTP VIP ftp.chorus.co.nz (S-210.55.11.165)	FTP Customer External IP Address	21/TCP 2100-2200/TCP	Outbound FTPS traffic

The initiating handshake happens on port 21 and then two ends negotiate for data transmission on any port between 2100 and 2200.

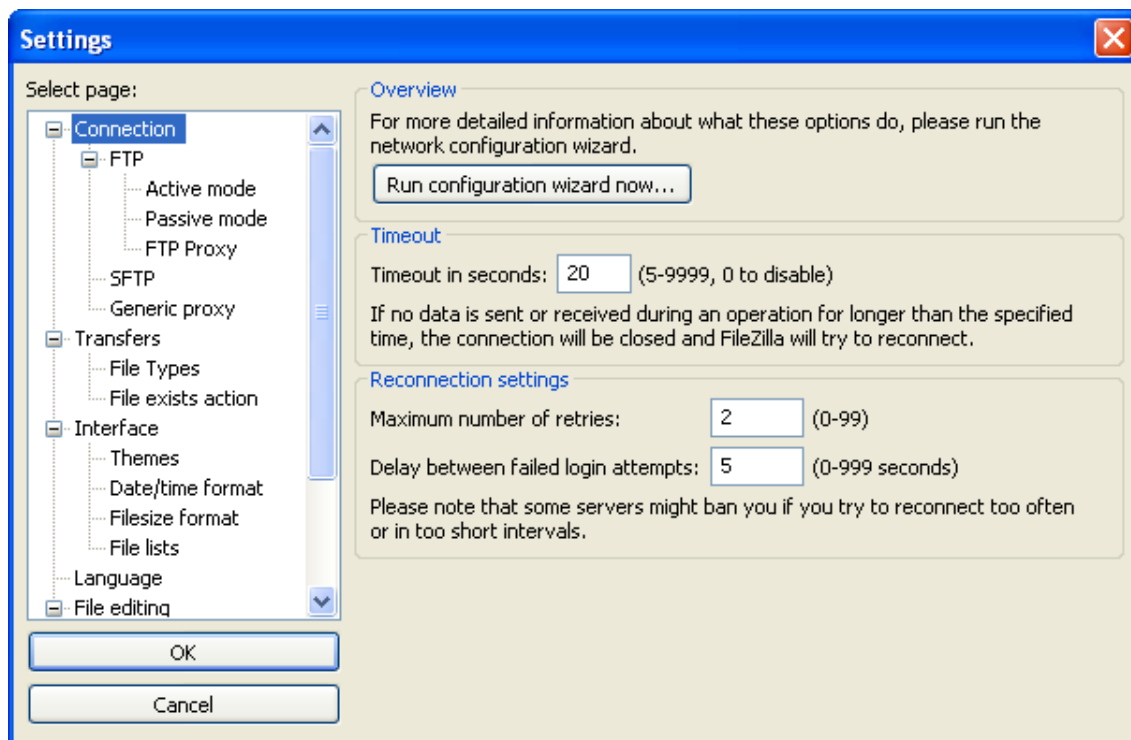
For security purposes we require the IP address of the gateway from which the traffic ultimately leaves the premise.

Typical FTP client set-up

SITE MANAGER



SETTINGS DIALOGUE



SIFT server - user access

Once your users have been enrolled in the self service portal and configured their chosen FTP client, they will connect with secure access to the SIFT server directly via your software.

USER ACCESS

Our portal administrators will manage user tasks, such as setting up billing administrators, resetting the password, changing access rights and deactivating users.

You can email implementation@chorus.co.nz for assistance.

There are two types of user role available with the following privileges:

1. SP Billing Administrator (SP_BILLING_ADMIN)
 - Upload/download files from your home billing directory and sub directories in the SIFT server (i.e. belonging to your own organisation).
 - View reports.
 - Receive alerts.

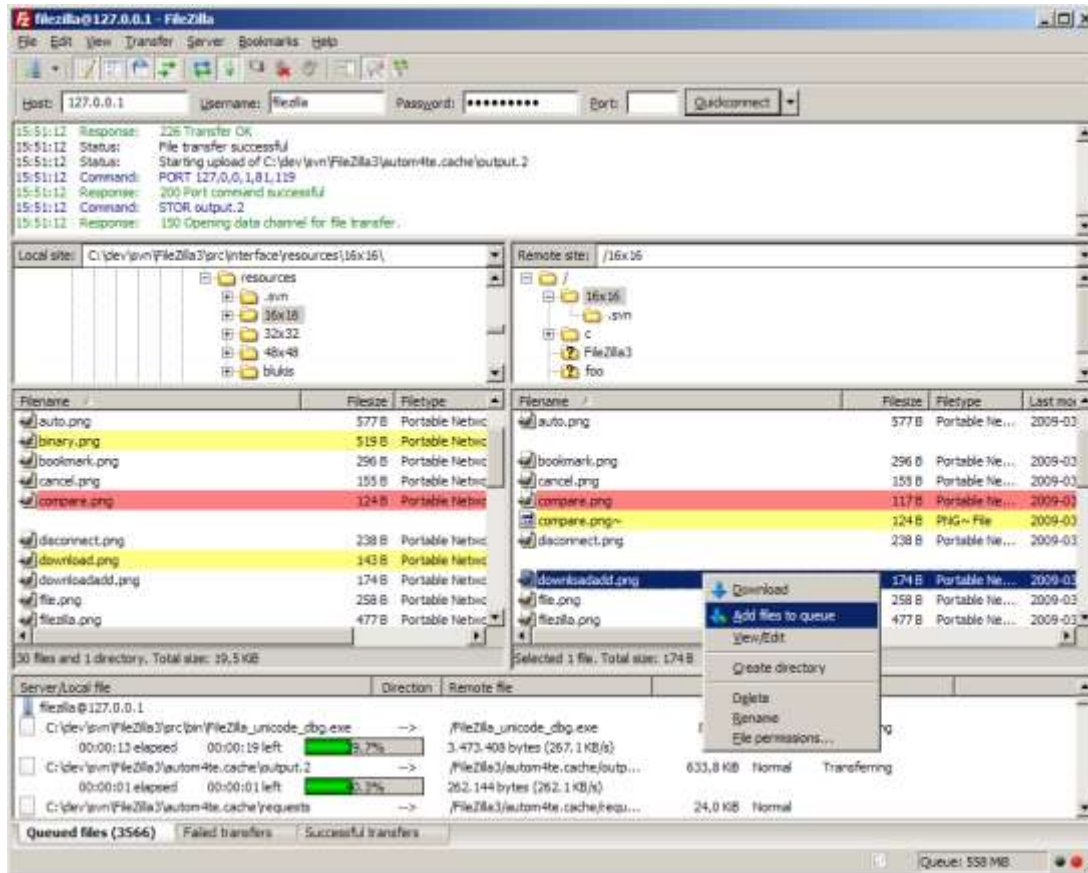
- Changing access rights for billing users / assigning a billing user role to existing portal users
 - Assign directory level access to billing users.
2. SP Billing User (SP_BILLING_USER)
- Upload/download files from the specified billing folder within your home billing directory and any sub folder(s) in the SIFT server (i.e. belonging to your own organisation)
 - View reports.
 - Receive alerts.

SIFT server - how to use

This section includes screen shots of a typical FTP client (FileZilla) and provides details specific to the SIFT server.

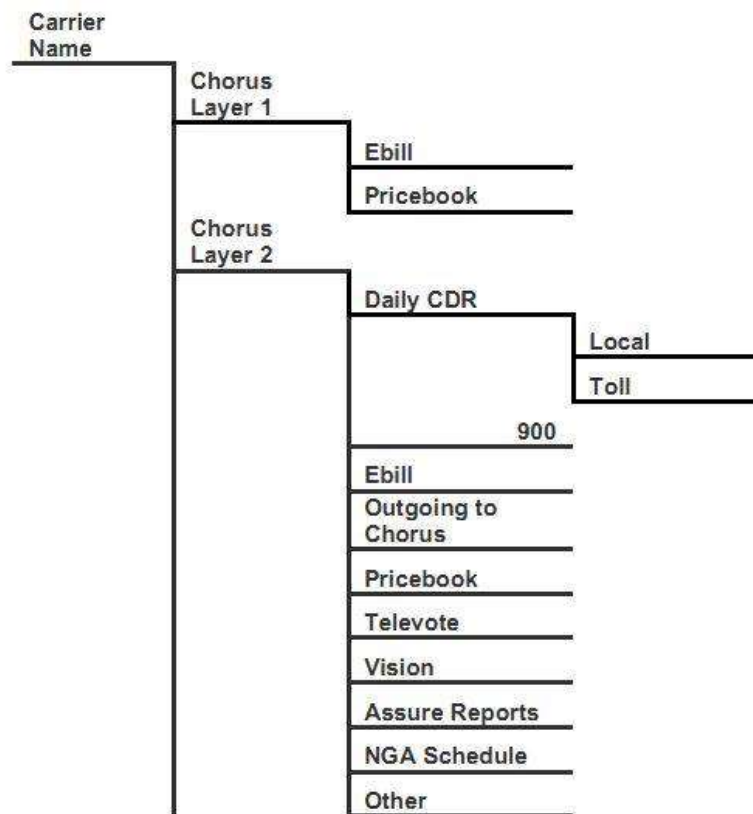
Please refer to your chosen client user guide for details on how to use file transfer functions.

TYPICAL FTP CLIENT MAIN WINDOW SCREEN SHOT



DIRECTORY STRUCTURE

Depending on your specific requirements, the appropriate folders from the following folder structure are made available:



In order to make the folder structure configurable and easily manageable, we select the folders to be shown to yourself from the structure above.

FILE UPLOAD/DOWNLOAD/DELETE

Users can upload or download files from/to SIFT server using the FTP client, and also download files from your home directory or sub directories.

Users can upload files to, and delete files from, folders in their own folder structure identified as 'outgoing to Chorus'.

Users cannot upload files to, or delete files from, any other folder in the directory structure.

Please refer to your chosen client user guide for details of file upload and download functions (incl support for configuration of automation processes).

FILE SEARCH

Users can search for a file in their own home folder using the FTP client. Please refer to your chosen client user guide for details of search functions.

REPORTS

There are 3 different types of reports you can request through the Self Service Portal.

These are:

1. **User activity report** - Easily see if certain user logins are rarely / highly used.
2. **File activity report** - The report on the activity of a particular file – whether it has been downloaded at all, and if so, by who, and when.
3. **File usage report** - Reports the usage of all files and the last upload and download timings (along with the users) in the folders that the user has access to.

These reports are requested through the Chorus portal from the tools page under reports. You must be logged in to access this page and these reports are only available to users with a billing administrator role.

The reports are sent in an email with a Microsoft Excel spreadsheet attachment.

The user activity and file usage reports only report on the previous day's data / activity. The file activity report breaks the file activities into 2 tabs – current and historic file activity; historic is all activity from the previous day to when the file was uploaded to SIFT.

ALERTS

An email alert will be sent to your users when a new file(s) has been uploaded to your home directory or sub directories.

Only one e-mail will be sent to the user, which will contain the names of all the new uploaded files for the pre-defined period (hourly, weekly, daily)

Our billing administrator will be alerted when you upload a file(s) to us.

Support

CLIENT SOFTWARE

For support of the client software please refer to support documentation provided from your chosen client.

USER ACCESS

For support regarding user access please refer to support documentation for the Chorus Self Service Portal.

If you need to have your password resent to you or you need it changed contact implementation@chorus.co.nz.

BILLING FILES AND DATA

For support regarding directory structures and files (incl queries on the contents of files of a business nature) submit a query via TED, or contact our billing team - chorus_billing@chorus.co.nz

ALL OTHER ISSUES

Please contact your service delivery manager or account manager.