

Customer Services Bulletin

Subject: FTP Protocol Changes

Bulletin #: 17.01.01.E

Issue Date: 1/10/17

CONDITION:

Effective April 3, 2017, Innovation will no longer accept FTP (File Transfer Protocol) and FTPS connections. Only SFTP (SSH) connections to ftp3.innovat.com will be accepted. Please contact Innovation Customer Support at 1-877-742-7627 or via email at HelpDesk@innovat.com should there be any questions or assistance required with this procedure.

Note: SFTP is a more secure file transfer method. Transfer are always encrypted and require only a single port to be opened on your firewall (TCP 22). Passive port ranges are no longer needed. In addition, SFTP offers a more efficient data transfer process, resulting in faster file transmission times.

WARNING: This change is a condition of warranty adherence. Failure to migrate from the old servers may result in delayed support for M4 dispenser RMA requests and software event investigations.

CAUSE:

Innovation is currently updating areas of its network infrastructure in the interest of security and performance. As part of this initiative, there will be a change to the method used for data collection from customer sites. Over the years, Innovation has supported several FTP protocols for the collection of diagnostic and performance data, including standard FTP, FTPS and SFTP.

CORRECTION:

NOTE: Notify your Information Technology (IT) Department to ensure adequate time for them to adjust firewall rules within your pharmacy to allow the new traffic.

Preparation

1. Determine if the current installation is configured to connect to any of the Host Names or IP Addresses listed in the following table.

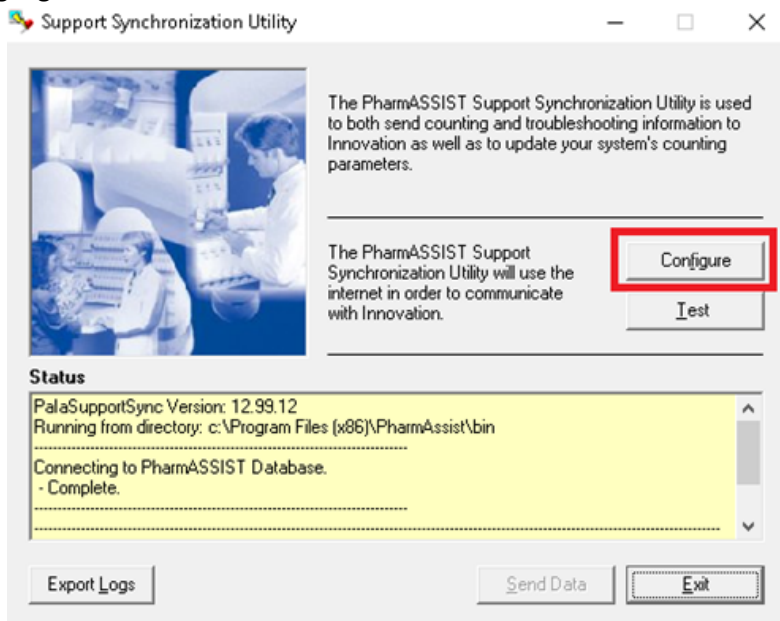
Protocol	Server/DNS name	IP Address	TCP Port	EOL
FTP	ftp.innovat.com	64.22.32.149	21	Y
FTP	ftp1.innovat.com	72.43.36.234	21	Y
FTPS (SSL)	ftp2.innovat.com	72.43.36.234	990	Y

2. How to check your current FTP configuration:
 - a. From the drop down menu on the PharmASSIST main screen, navigate to **System > Synchronize Data > IA Support...**

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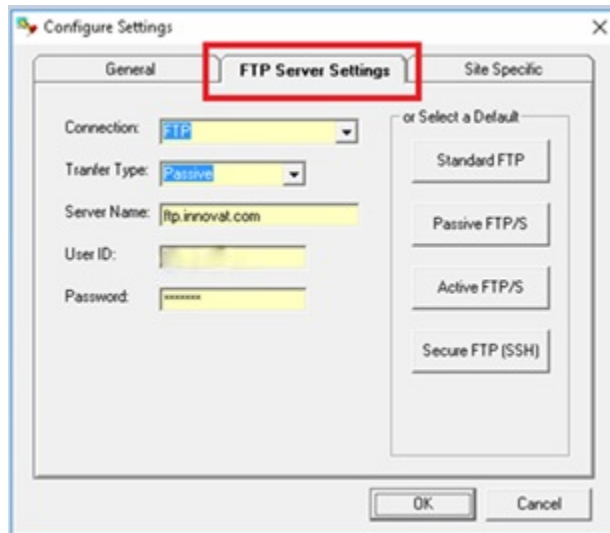


- b. When the **Support Synchronization Utility** window appears, click the **Configure** button highlighted in red below.



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- c. On the **Configure Settings** window, click the *FTP Server Settings* tab highlighted in red below. If the **Connection** field does not say "Secure FTP (SSH)" then you are connecting to the legacy FTP servers.



3. Ensure that the current version of the PAIASUPPORTSYNC utility is version **12.11.25 or later**. To confirm this, select **Help > About** from the drop down menu on the PharmASSIST main screen. If you are not on version 12.11.25 or later please contact the Innovation Help Desk.

<u>Protocol</u>	<u>Server/DNS name</u>	<u>IP Address</u>	<u>TCP Port</u>
SFTP (SSH)	ftp3.innovat.com	208.125.156.204	22

4. Once traffic has been allowed by the IT Department, change the settings as detailed on the following pages.

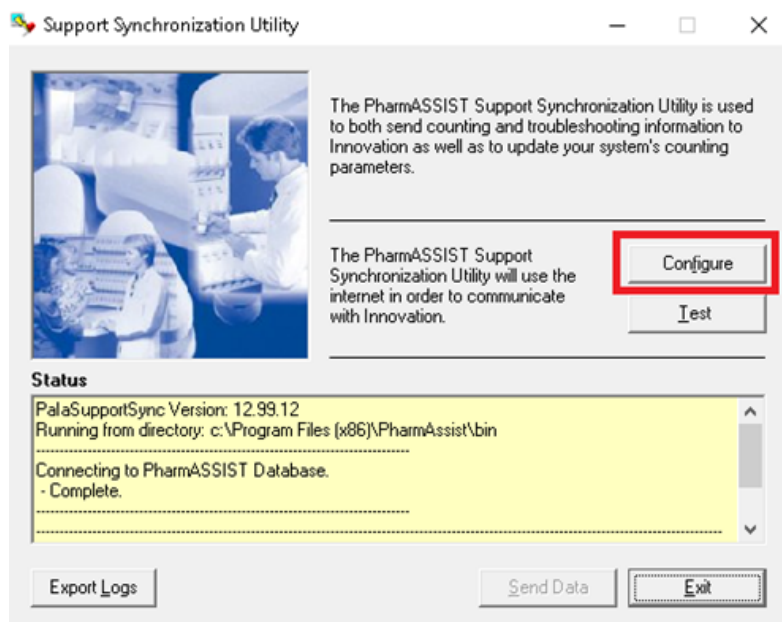
Change Settings

1. From the drop down menu on the PharmASSIST main screen, navigate to **System > Synchronize Data > IA Support...**

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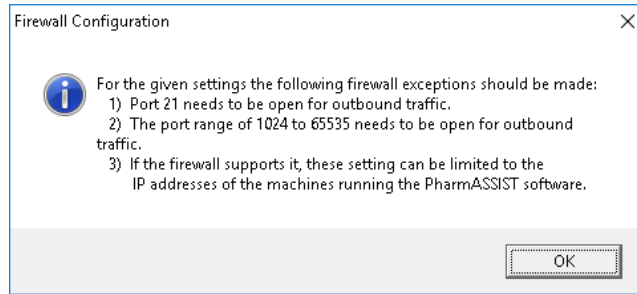


2. When the **Support Synchronization Utility** window appears, click the **Configure** button highlighted in red below.

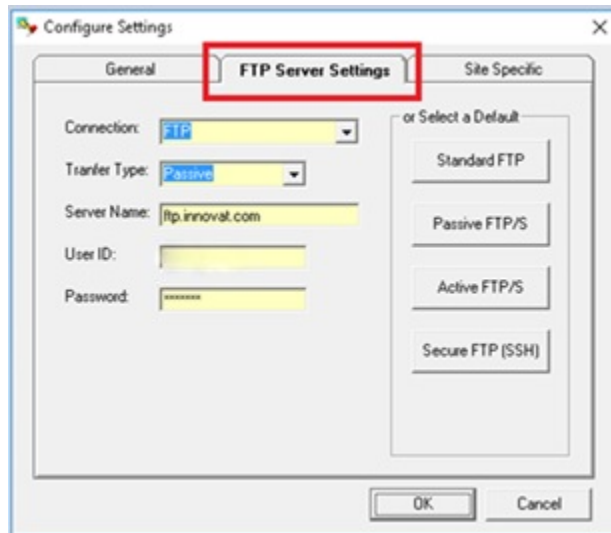


3. If the **Firewall Configuration** window illustrated below appears, click the **OK** button. SFTP utilizes only port 22 so this dialog window can be ignored.

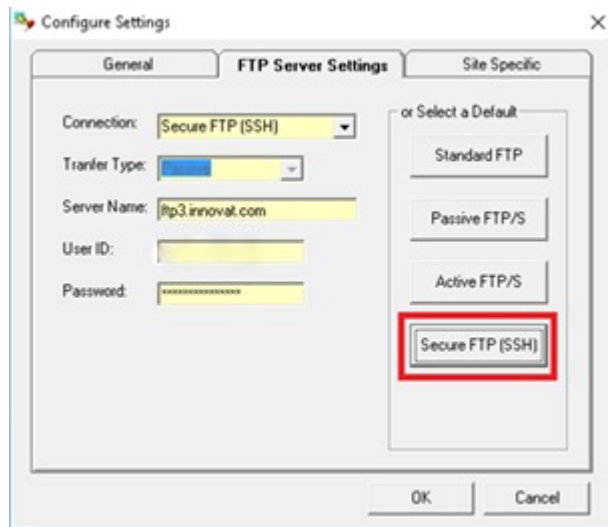
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4. On the **Configure Settings** window, click the *FTP Server Settings* tab highlighted in red below.

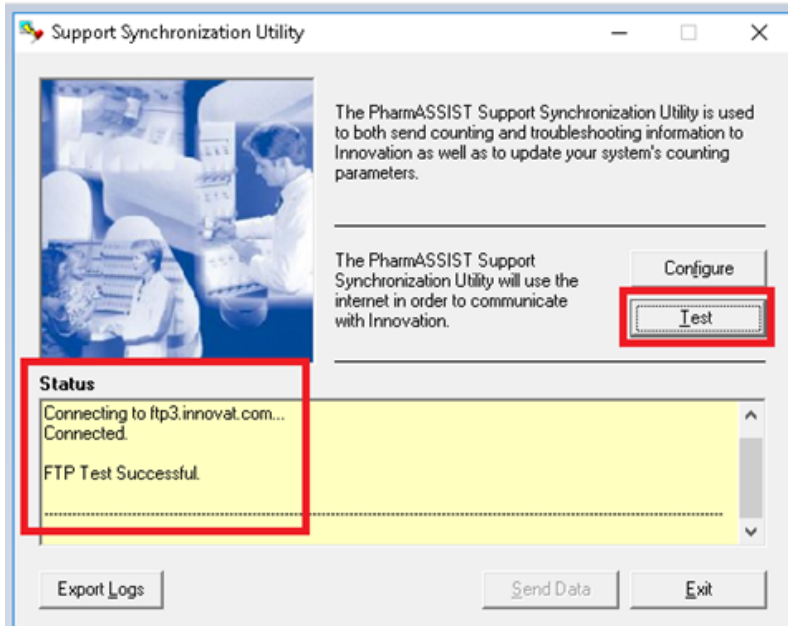


5. On the *FTP Server Settings* tab, click the **Secure FTP (SSH)** button highlighted in red below and then click the **OK** button.



6. To confirm that the connection is functioning properly, click the **Test** button on the **Support Synchronization Utility** window. The message "FTP Test Successful" appears in the **Status** section of the window if the firewall rules have been set correctly.

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PART INFORMATION:

PART NUMBER	DESCRIPTION	QTY	NOTES
NONE			