



health information
designs

July 21, 2016

Health Information Designs sFTP User Notification

Note: Please forward this notice to your internal IT department.

sFTP connections are identified by keys called “host keys.” In our current sFTP server, we use a version of this key called “DSA.” In the last year, there have been updates to connection protocols that do not allow the acceptance of DSA host keys. To accommodate these more secure connection protocols, we are adding another type of key, called an “RSA host key,” to work in tandem with the existing DSA host key.

Affected users:

1. HID staff and system processes sending data to ***sftp.hidinc.com*** or ***XXpdmp-reporting.hidinc.com*** sites.
2. Clients sending data to ***sftp.hidinc.com*** or ***XXpdmp-reporting.hidinc.com*** sites.

Implications:

1. Once the new key is added, users connecting via sFTP may have to accept the new key upon logging in to the server.

Items that will NOT be impacted:

1. User names
2. Passwords
3. RSA-based authentication keys
4. Web-based authentication

What to do if you are impacted:

1. If you log in manually or with an automated process, you may be prompted to accept the new host key. Once you accept and save this new host key, you will be able to connect as usual.

This key is necessary to allow all users to continue to be able to log in to our systems via sFTP. We will be adding this new key on August 1, 2016 at 8:00 a.m. Central Time. Please forward this notification to your internal IT teams to make accommodations to validate your processes and ensure you are able to connect via sFTP after accepting the new RSA host key.

If you encounter any issues with the new RSA host key, please contact the HID Help Desk at mdpdmp-info@hidinc.com.

Thank you!