



Managed File Transfer (MFT) for BMC Customers

PCI Compliant File Transfers

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Why a PCI Compliant Solution?

To provide BMC Personnel a method to exchange data with customers which may contain data that must adhere to PCI-DSS standards. Certain customers of BMC need to transfer data to BMC Personnel that may contain PII (Personally Identifiable Information) or PCI (Payment Card Industry) classified content.

Features provided by Managed File Transfer (MFT) Service:

- Encryption in transit and at rest
- Data lifecycle management
- Automated scanning of uploaded data for potential sensitive data
- Auditability of data access

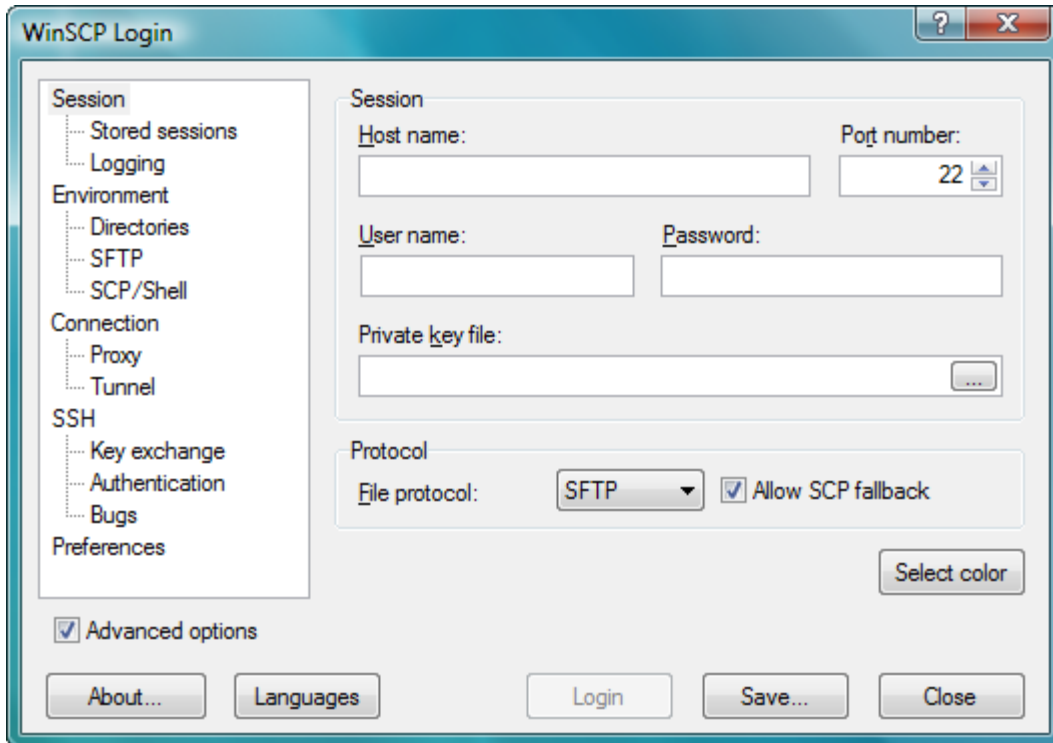
Secure Site Procedures

BMC Customer Access

For customers to access mft-cs.bmc.com, they must have a BMC support ID and be able to login at <http://www.bmc.com/support>. To obtain access to BMC Support, complete the registration process at <http://www.bmc.com/support> with the “Register Now” link. Once registration is complete and account confirmation email has been received, mft-cs.bmc.com will be accessible with the newly created account.

Use the following procedure to upload/download the data from mft-cs.bmc.com.

You can access mft-cs.bmc.com with an SFTP client of your choice ([Wikipedia List of SFTP Clients](#)). In this document, instructions have been provided for WinSCP.



1. Please enter the following into the above screen:

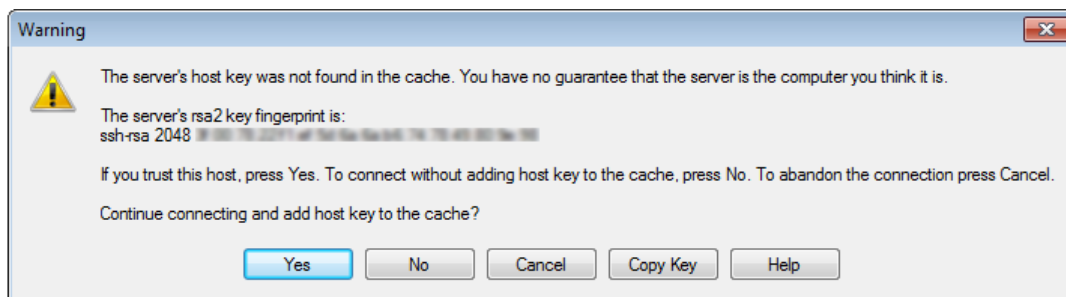
Host name: mft-cs.bmc.com

Username: <BMC Support ID, typically an email address>

Password: <The password associated with the entered account>

Then click "Login".

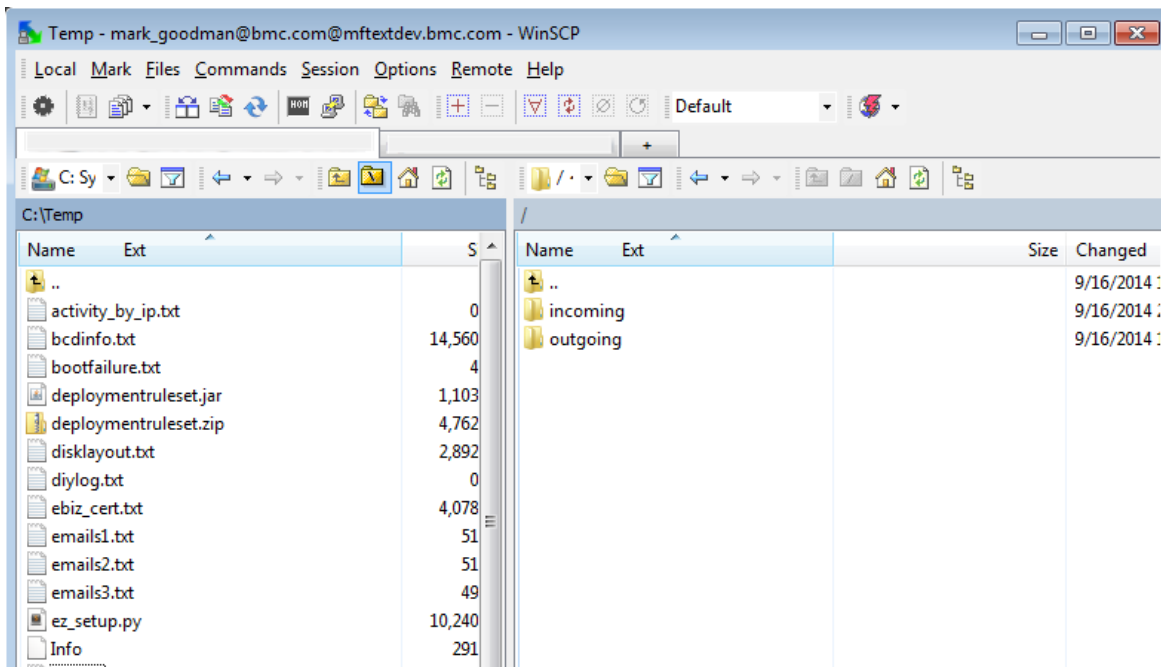
2. When connecting to mft-cs.bmc.com for the first time, you may be prompted to add the host key to your local cache.



The presented key fingerprint should match one of the below depending on algorithm negotiated between client and server:

1024 e6:eb:48:fa:0d:4e:34:dc:90:7c:f9:ae:8f:9e:e4:23 - (DSA)
2048 11:fd:0b:26:63:f6:e6:ea:96:dc:73:aa:28:57:ed:a0 - (RSA1)
2048 eb:20:8f:94:41:53:2a:3f:fd:bf:61:46:56:95:de:4f - (RSA)

3. After successful login, a similar screen to the below example will appear, the left pane contains your local system and the right pane contains your SFTP home directory containing “incoming” and “outgoing” directories.



4. You will need to navigate to your “incoming” directory which is used to send files to support.
5. Uploading a file is accomplished by dragging the desired file from the left pane, to the right pane and following directions on the resulting pop-up window.
6. After upload succeeds, you will be sent an email providing further information acknowledging receipt of your upload.

Appendix A - Definitions

SFTP (Secure File Transfer Protocol):

In computing, the SSH File Transfer Protocol or SFTP is a network protocol that provides file transfer and manipulation functionality over any reliable data stream. It is typically used with the SSH-2 protocol (TCP port 22) to provide secure file transfer, but is intended to be usable with other protocols as well. Compared to Secure Copy (SCP) protocol, which allows only file transfers, the SFTP protocol allows for a range of operations on remote files – it is more like a remote file system protocol. An SFTP client's extra capabilities compared to an SCP client include resuming interrupted transfers, directory listings, and remote file removal. A common misconception is that SFTP is simply FTP run over SSH; in fact it is a new protocol designed from the ground up by the IETF SECSH working group. It is sometimes confused with Simple File Transfer Protocol.

Appendix B – FAQ

Q: What maximum file size limit for uploads?

A: The maximum file size for uploads is 50GB (this is default limit, please let your BMC support representative know if you need larger file size support).

Q: How long are customer uploads maintained on the MFT server?

A: Customer uploads are removed automatically from the MFT server 30 days after upload.