Frequently asked questions

1) **Are carriage returns and line feeds necessary for files transferred to SFT from the Service Provider (subscriber)?**
   Yes they are.

2) **Will the files returned to the Service Providers from SFT contain carriage returns and line feeds?**
   Yes they will.

3) **Who will be responsible for changing the SFT password?**
   The user will be responsible to changing their own password through a utility on the front page once logged in.

4) **How often do passwords expire and can they be set to permanent.**
   Passwords are set to expire every 90 days. You can change them more often than that. No, they cannot be set to a permanent expiration date.

5) **What if I accidentally lock my account for some reason?**
   Passwords and accounts can be unlocked by contacting DIR's EDEX-SUPPORT with an e-mail containing your SFT account and explanation of the problem. We will reset your account and/or password as soon as we can.

6) **What happens if I don't see responses to my transaction records before the next scheduled run time?**
   Unfortunately, there are times when one EDEX process schedule will run over into the next scheduled process. If this happens, DWC's EDEX system holds those files and concatenates them into the next scheduled run that can deliver those files. Normally this is the next run but depending on circumstances, it may be two or more cycles before all of the files are delivered together.

7) **Do you pull the files immediately into the processing queue? After uploading and going in and out of the directory the file is not visible anymore.**
   Yes, the SFT processor does pull it immediately. We still only run those files on an established schedule but in the meantime, they sit waiting on our side of the firewall.

8) **My Search/Inquiry transaction files are not being decompressed correctly on your (DWC's) side of the process. Is there something I can/should do to correct this?**
   Everything ***should*** transfer in binary, but there are some client-based implementations where this ASCII mode is achieved by some emulation. WinSCP has this option, and based on some tests can emulate an ASCII transfer by doing a replace of the transfer stream (e.g. replace('\r\n', '\n')) during the transfer - it never tells the server to do an ASCII transfer - it just changes the file.