## WinSCP How To Guide

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#### Introduction

There are various applications which will provide SSH and SFTP functionality. We recommend the use of WinSCP for SFTP file transfers to and from the PINsafe appliance. If you wish to access the CMI console via SSH, please see the PuTTY How To Guide. WinSCP allows Putty to be started through the WinSCP interface for saved servers. WinSCP also allows files to be edited, and here Notepad or another text editor, such as Notepad++, should be used, but not WordPad as this may introduce Windows Control codes which can cause problems.

WinSCP can also be used to copy backups off of the appliance, see Automated SCP Backups.

## Connecting to the PINsafe appliance

When you run WinSCP, you are presented with the following screen, where you can manage stored sessions. To connect to the Swivel appliance click the 'New' button on the right-hand side.

WinSCP Login		? X
Session Stored sessions Environment Directories	Test Environment	New       Edit
Preferences		Rename
		Set defaults Shell icon
Advanced options	uages Login Save	Tools Close

- Enter the IP address of the Swivel appliance into the Host Name field (the default out of the box IP address is 192.168.0.35);
  Enter the username into the User Name field (the default username is admin);
  Enter the password into the Password field (the default password is lockbox, but if you have changed the password for the appliance
- console, use that instead);

Click the Login button at the bottom of the window, to initiate the SFTP session. You may be prompted to add or update the security key.

Session	Session			
Stored sessions	Host name:		Port number:	
Environment Directories SSH Preferences	192.168.0.35		22 🚔	
	User name:	Password:		
	admin	•••••		
	Protocol			
	File protocol:	SFTP 👻 🗹 Allow SC	P fallback	

You should then be presented with the following screen, where you have a left-hand pane and right-hand pane representing your local filesystem and remote (Swivel Appliance) filesystem. You can now drag and drop files between your local filesystem and the remote filesystem.

On a version 3 remote (Swivel Appliance) filesystem you will need to place and retrieve files from the /support/store directory.

store - WBV/factory IP Single - WinSCP			_ <b>–</b> ×	
Local Mark Files Commands Session Options Remot	e Help 🐵 🖷 🔠	🛎 🔯 Synchronize 🛛 🔳 🎽 Transfer Settings	" 💕 New Session "	
G WBY/factory IP Single G New Session				
💩 C: OS - 👩 🕅 🗢 - 🖷 🛍 🕼 🏠	<b>9</b> 0	🗼 store 🔹 👩 🐨 🔹 🐨 😭 🏠	🗃 🍓 Find Files 🗞 🎯 •	
Upload 🕼 😰 Edit 🗶 🛃 🕼 Properties 📫 🕼 🗄 🖽		🕼 Download 🎲 🕼 Edit 🗶 🛃 🕼 Properties 🐸 🕼 🛞 😁 🕅		
ChTemp		/support/store		
Name	Size Type	Name	Size	
	Parer	<ul> <li>log_files</li> </ul>		
0 B of 0 B in 0 of 0	,	* 0 B of 0 B in 0 of 1	, TP-3 🔍 0:00:27	

## Viewing hidden files

Folders and files that start with a '.' are hidden from view by default. To allow these to be seen, select **Options**, **Preferences** from the main menu, then the **Panels** tab, and check the option to **Show hidden files (Ctrl+Alt+H)**.

# Troubleshooting

- Check that the IP address is the correct IP for the appliance;
  Check that internal firewall policies allow connection to port 22.
  Security Breach message may pop up which you will need to either Add or Update the key for, if you are accessing this machine for the first time. This is to prevent spoofing of the SSH login.

Warning	
<u> </u>	WARNING - POTENTIAL SECURITY BREACH!
	The server's host key does not match the one WinSCP has in cache. This means that either the server administrator has changed the host key, the server presents different key under certain circumstance, or you have actually connected to another computer pretending to be the server.
	The new rsa2 key fingerprint is: ssh-rsa 2048 58:e3:f6:08:3a:fe:1f:03:47:33:e5:e9:7d:73:cc:53
	If you were expecting this change, trust the new key and want to continue connecting to the server, either press Update to update cache, or press Add to add the new key to the cache while keeping the old one(s). If you want to carry on connecting but without updating the cache, press Skip. If you want to abandon the connection completely, press Cancel. Pressing Cancel is the ONLY guaranteed safe choice.
Upd	late Add Cancel Copy Key Skip Help