WinSCP How To Guide

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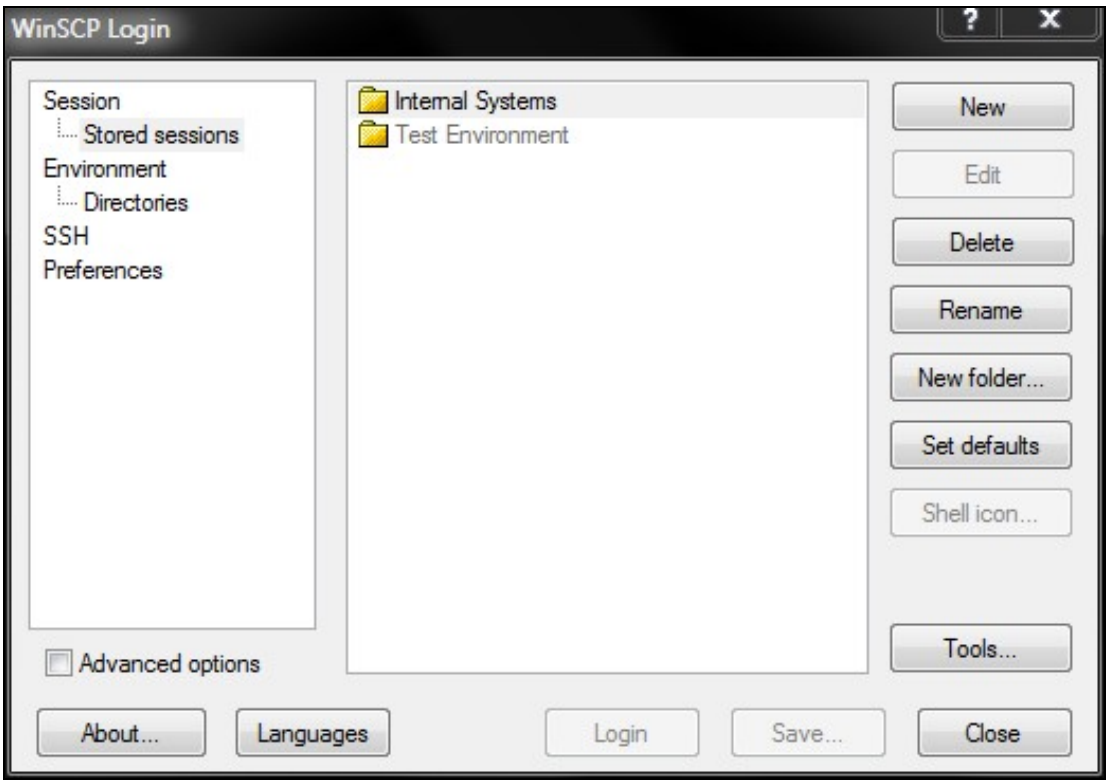
Introduction

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.

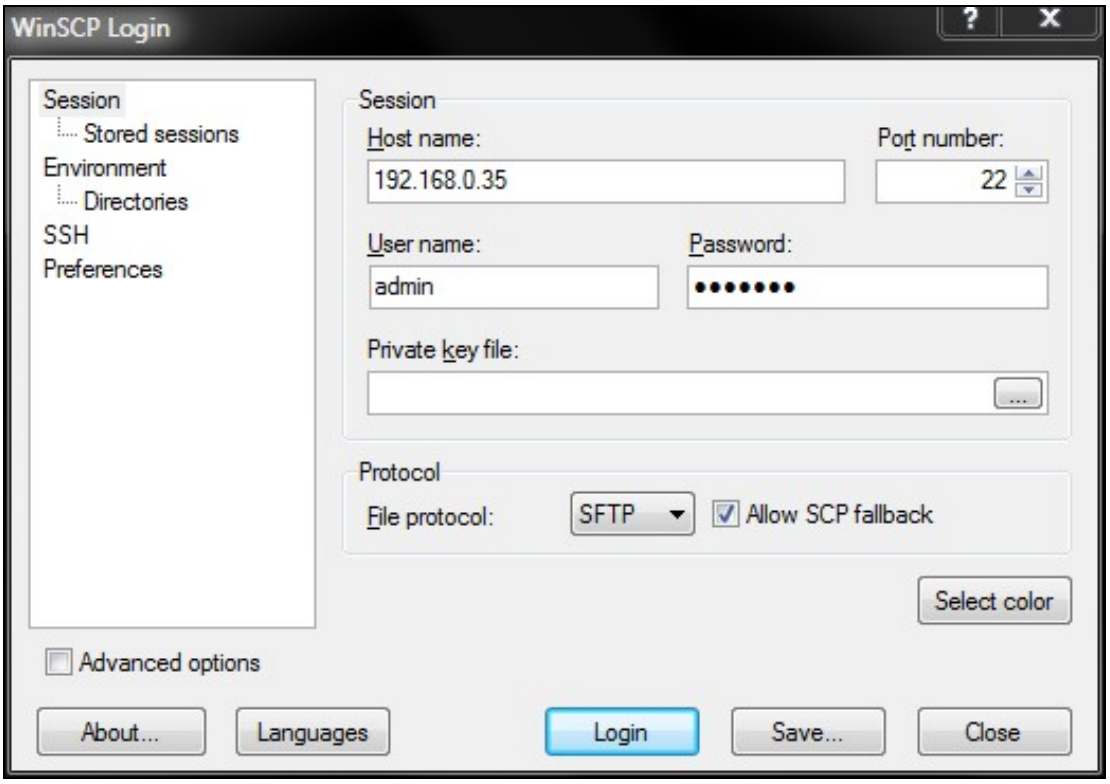
Connecting to the PINsafe appliance

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.



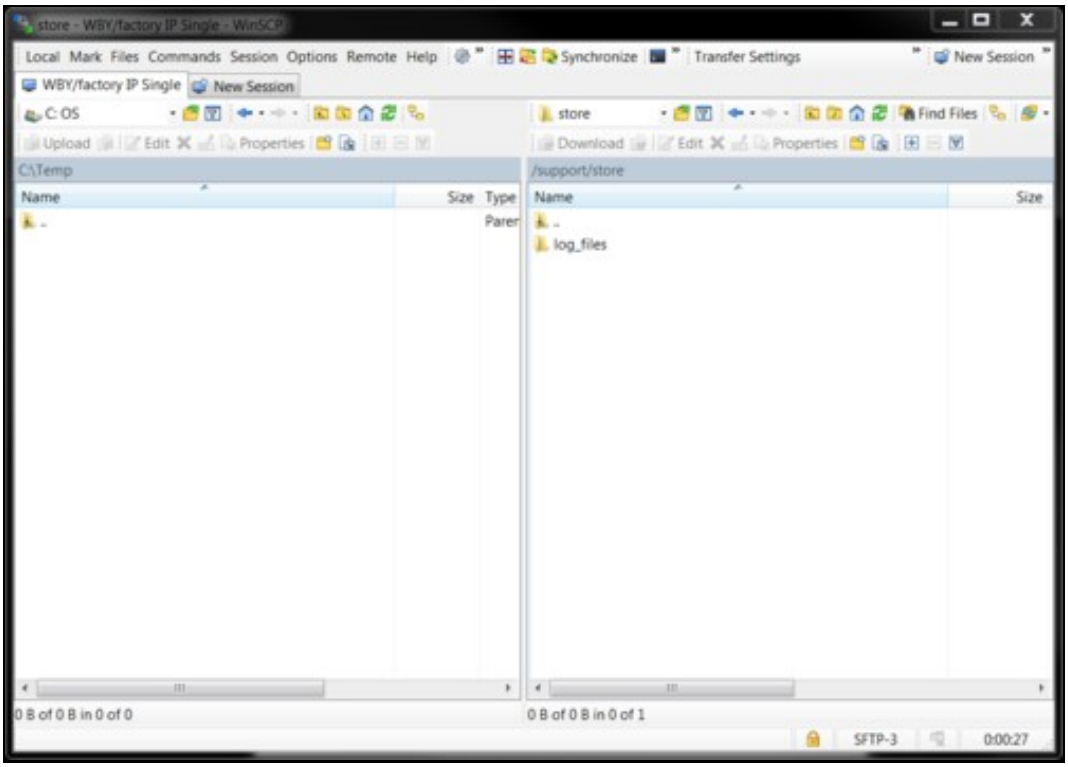
- Enter the IP address of the Swivel appliance into the Host Name field (the default out of the box IP address is 192.168.0.35);
- Enter the username into the User Name field (the default username is **admin**);
- Enter the password into the Password field (the default password is **lockbox**, but if 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.



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.



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.