



# Tech Alert

from the **Customer Delivery Division**  
"Your Gateway to OTech Services"

## TA 14-07: Secure File Transfer Upgrade

**ATTENTION: Customers Using OTech's Secure File Transfer Services**

**ACTION REQUESTED: Reschedule File Transfers**

**DUE DATE: Prior to 6:00 p.m. on April 6, 2014**

### Overview:

The Office of Technology Services (OTech) will be upgrading the Secure File Transfer (SFT) software to ensure that we remain on a supported version. This upgrade will require a six hour service outage during the upgrade process.

The SFT service will not be available on Sunday, April 6, 2014, between the hours of 6:00 p.m. and 11:59 p.m. Any file transfers in progress at 6:00 p.m. on April 6, 2014, will be terminated. Additionally, access to the Administration Console will be disabled at 5:00 p.m. on Friday, April 4, 2014, and will not be available again until 12:01 a.m. on Monday, April 7, 2014.

This service outage is a two-hour extension of the normal maintenance window, which is Sundays from 8:00 p.m. until midnight.

### Impacted:

Customers who have file transfers scheduled during the hours of 6:00 p.m. and 11:59 p.m. on Sunday, April 6, 2014 will be impacted.

### Requested Action:

Reschedule any file transfers that would be running, or that are scheduled to start during the period of Sunday, April 6, 2014, between the hours of 6:00 p.m. and 11:59 p.m.

### Due Date:

File transfers should be rescheduled prior to 6:00 p.m. on Sunday, April 6, 2014.

### Contact:

If you have questions or need further clarification, please contact your OTech Account Lead. If you are unsure who your Account Lead is, please use the [Account Lead Lookup](#), or call the Customer Delivery Division at (916) 431-5476.