

SFTP Changes for accessing backing data - updated

National Grid BSUoS Charging Circular

19th February 2018

Important: Due to some technical issues, this change was fully completed this weekend just gone (17th and 18th February 2018) rather than the weekend before as detailed below. Please check your connections and follow the trouble shooting guide within this note if you have issues connecting to our servers.

If you still have issues connecting to our SFTP server please contact the BSUoS team for assistance using the details at the bottom of this circular.

On the 23rd November last year we issued a [note to BSUoS parties](#) (PDF) to explain how the method of connecting to our FTP servers for the purposes of receiving backing data for BSUoS charges would be changing. This note provides an update on that project and should be read by anyone responsible for maintaining a connection to National Grid FTP servers. This note is particularly important for those customers that may be connecting to our services via dynamic IP addresses.

Note: Dynamic IP addresses are most often used by smaller enterprises that connect via a traditional consumer/business broadband ISP rather than larger enterprises that typically use static addresses for their internet connections.

Key Information

On ~~Saturday 10th~~ **Saturday 17th** February a temporary step change in the process that handles incoming connections that route to our FTP server where BPA and BCR reports are stored was made. This step change applies an additional security check to connections that are now using the **shareservicesftp.natgrid.co.uk** DNS address.

The extra step is in the form of a whitelist that checks incoming connections. This whitelist has been compiled by looking at successful connections over the last 9 months so customers with static addresses will be on this list and shouldn't experience any problems connecting to us.

For any customers that do experience a problem connecting to our servers we would like to suggest the following steps below dependent on what your connection issue may be.

- | | |
|------------------------|--|
| Issue: | Customers Firewall is blocking access outbound to the new vSTIG Public IP: |
| Short-term fix: | Manually repoint your server back to the legacy interface on IP 193.39.247.207 |
| Long-term fix: | Update your firewall policy to allow outbound connections to the vSTIG Public IP (62.189.190.7) then repoint your server to the shareservicesftp.natgrid.co.uk DNS address. |
| Issue: | Customers Public IP has not been included in the vSTIG Firewall Whitelist: |
| Short-term fix: | Manually repoint your server back to the legacy interface on IP 193.39.247.207. |
| Long-term fix: | Please advise us of your public IP that you wish to be added to our whitelist, after which you can repoint your server to the shareservicesftp.natgrid.co.uk address. |
| Issue: | Customers file exchange script stalls due to RSA fingerprint warning: |
| Fix: | Remove legacy entry in "known_hosts" file or OK the warning. |

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Please contact us if you continue to experience problems connecting to our servers and we will do everything that we can to ensure that you are able to connect to our servers and provide BPA/BCR reports via email whilst any issues are being resolved.

We realise that these changes could be disruptive to customers and would like to apologise for any problems you may experience, this work is part of a larger project to remove a legacy service that would otherwise be a security risk.

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Further Questions?

If you have any queries regarding this issue please contact the BSUoS team using the details below:

Email: BSUoS.Queries@nationalgrid.com¹

Tel: 01926 654 613

Website: <http://www.nationalgrid.com/bsuos/>

¹ Please help us keep our records up to date by informing us of any changes in contact details via the email address