InsideBusiness Connect Client - Frequently Asked Questions

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FAQ

What is an FTPID (Logon ID)?

An FTPID is a unique customer (Logon) ID that consists of:

- **FTP**
- **A** for Acceptance and **P** for Production environment
- a 4-digit number

(e.g. FTPA1234)

What is a data-signing key?

A data-signing key is a customer requested certificate (either via ING PKI or external provider, e.g. Entrust) that is used to sign the data being sent. A private key is used in the form of a .pfx file. This file may be exported from the certificate:

- **Windows**: via browser
- **Linux**: via command line and OpenSSL

What is an SSH key?

An SSH key pair (private and public) is an authentication key used when connecting to the ING back-end (server). It is generated in the background during IBCC installation:

- **Windows**: may be exported from the GUI **Connection** tab as a zipped file containing the public key and fingerprint. Otherwise may be found in the `C:\ProgramData\InsideBusiness Connect Client` folder.
- **Linux**: a zip file containing the public key and fingerprint is already prepared during installation and stored as `/home/ibccservice/IBCCPubExport_\<logon id\>_\<environment\>_\<date\>.zip`.

Is it possible to create your own SSH key pair?

YES, this is also possible (see the installation guide for more details).

How many instances of IBCC is possible to install on a single machine?

- Only a single instance of IBCC (single Logon ID) is allowed per machine
- In order to install both Acceptance and Production on a single machine you have to re-configure the client:
    - **Windows**: by using the GUI **File->Reset** button
    - **Linux**: by manually editing the `/etc/ibcc/icb.properties` file

Where are the application logs stored?

- **Windows**: all the logs (GUI and daemon) are stored in `C:\ProgramData\InsideBusiness Connect Client\log`
- **Linux**: all the logs are stored in `/var/log/ibcc/`

What are the Acceptance and Production environment IP addresses (hostnames)?

- **Acceptance**: 145.221.176.249 (coe.insidebusinessconnect.ingwb.com)
- **Production**: 145.221.176.250 (insidebusinessconnect.ingwb.com)

Why is **Test connection** failing?

- The SSH public key has not yet been approved by ING (sent to Implementation Management for customer configuration on the IBC WebApp).
- The user running the IBCC service does not have network access (same goes for proxy). See **Logon User** in the installation guide for details.

Why is it not possible to select a network drive for the transfer directory?

The user running the IBCC service does not have rights to the network drive. See **Logon User** in the installation guide for details.

Do the GUI changes have to be saved i.e. when are they effective?

When there are pending changes you will be asked to Save/Discard them when exiting the GUI. You can do so earlier via **File->Save/Discard** options or their keyboard shortcuts **Ctrl+S** and **Ctrl+D**.

Why is a file not being picked up?

There could be several possible reasons:

- The IBCC service is not running.
- The file is empty (0 bytes) and the service ignored it.
- The file has been dropped in the wrong folder. Only the upload directories are observed for incoming files.

How to change an expiring data-signing key?

The new data-signing private key (.pfx file) should be replaced:

- **Windows**: via the GUI **Security** tab
- **Linux**: by manually editing the `/etc/ibcc/icb.properties` and replacing the .pfx file

Simultaneously, the public part needs to be shared with ING (Implementation Management) in order to update the customer configuration on the back-end (server).

What is required for IBCC to run?

Besides the network requirements described in the installation pre-checks and OpenJDK JRE is recommended:

- **Windows**: the BellSoft OpenJDK JRE version mentioned in the pre-checks comes bundled with the software and no prior installation is needed
- **Linux**: the JRE version mentioned in the pre-checks needs to be installed before running the IBCC installation

Where should the transfer directory be located?

There are no limitations regarding the path, as long as the files are dropped in an upload directory atomically (see installation guide for more details).

Does the transfer directory use subdirectories?

YES, once you select the transfer directory during configuration the service will create the subdirectories (archive, download and upload) once it is up and running.

Why are the transfer directory subdirectories missing, if the service is up and running?

See **Common problems** in the installation guide for details.

Why is the IBCC service not starting?

See **Common problems - The service does not start** in the installation guide for details.

Why are there no log files?

See **Common problems - No logging is available** in the installation guide for details.

Why is a file not being sent if the service is up and running?

See **Common problems - The IBCC service can connect to ING SFTP server but not the Configuration GUI** in the installation guide for details.

Why did the file fail to encrypt/decrypt?

A file is encrypted using the certificate's public key (ING's in case of payment files, customer's in case of reports) while decryption is done using the private key part. A mismatch between the setup on client and server side can cause this issue (see log file(s) for detailed error).

Why did the file fail to sign/verify?

A file is signed using the data-signing private key (.pfx file - customer's in case of payment files and ING's in case of reports), while the verification is done using the public key part. A mismatch between the configuration on client and server side can cause this issue (see log file(s) for detailed error).

Why is IBCC not sending heartbeats anymore?

This could occur due to several reasons: - The IBCC service simply stopped, did not start up after a reboot. - Due to network or connectivity issues on customer side (missing firewall and/or network permissions are the most common causes).

Is it possible to downgrade IBCC to a lower version?

We do not support downgrading out of the box. You would have to uninstall and re-install it.

NOTICE: Make sure to back up your SSH and data-signing keys (if not already) before uninstalling:

- **Windows**: `C:\ProgramData\InsideBusiness Connect Client/`
- **Linux**: `/etc/ibcc/`

What is a UNC path?

The Microsoft Windows UNC, short for Universal Naming Convention or Uniform Naming Convention, specifies a common syntax to describe the location of a network resource, such as a shared file, directory, or printer. The UNC syntax for Windows systems has the generic form:

`\\ComputerName\SharedFolder\Resource`

Microsoft often refers to this as a **network path**.

Does IBCC place any restrictions on the file name?

NO, the file name is of no concern to the application, only to the payment file order manager on ING side. As long as the file is not empty (size is > 0 bytes), the IBCC service will pack (compress, sign and encrypt) and send it.

How fast are files uploaded/downloaded?

The polling delay for uploading a file is 1 second while for downloading it is 15 minutes. These parameters cannot be altered. However, it is possible to shorten the download time by restarting the IBCC service:

- **Windows**: from the GUI's Info tab Start/Stop button
- **Linux**: by running the command `sudo service ibcc restart`

Why are uploaded files (size in logs) noticeably smaller than the original ones?

During the upload files are packed (compressed, signed and encrypted), which overall reduces their size. The same applies for downloaded files, only vice versa.

How to resend a file when it is sent successfully?

When files are sent successfully they end up in the archive folder. Since IBCC does not impose any restrictions on the filename nor file content it could be that you have to resend it in case of processing failures on ING side. You may do so by removing the timestamp prefix from the filename (e.g. " 20180312T124852. 537+0100_") and moving the file from the archive to the upload folder.

How many upload folders can I create?

There is no limit, and they are all created and handled equally. A fresh install always comes with a single upload folder.