**Panopta reported sFTP outage**

\*\*Description: \*\*Users encounters sFTP outage

\*\*Cause: \*\* Possible issue with sFTP Host down

\*\*Resolution: \*\* The steps taken to resolve the issue:

Config KB : KB0023449

1. Confirm application failure manually by using sFTP connection check URL(refer ConfigKB)

2. If the above step doesn't succeed proceed to below.

3. Confirm sFTP host uptime by connecting directly to it via Filezilla or WinScp. Refer KB0012234 to know how to get the credentials.

sftp://XFER.JMFAMILY.COM

3. Engage System Admin/Network Engineer to identify root cause

4. If you’re able to establish connection successfully and the issue doesn't resolve yet, reach out to SecOps to identify any firewall changes blocking FTP

connection.

This is a Critical application, if the issue is not resolved within 30 minutes, then notify IMOD, JMA BUIT Delivery teams and spread awareness in the Support

Channel.

\*\*KB Number: \*\* KB0012900