



Global File Transfer

UK Secure Transport User Guide

Any user account issues can be supported by calling the Experian Service Support Desk 0333 000 3030.

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Document History

Status	Version	Date	Author	Reason
Issue	1.0	09/03/2021	Global File Transfer	Newly revised document
Update	1.1	26/05/2021	Global File Transfer UK	Minor updates
Update	2.0	01/08/2022	Global File Transfer UK	Update
Update	2.1	04/01/2023	Global File Transfer UK	Minor updates

Experian Secure Transport Service

Secure Transport Overview

To provide higher levels of data protection and standardize our file transfer processes, Experian will be utilizing the Secure Transport (ST) application for all data transmissions over the internet. Secure Transport is a product of Axway Corporation (formerly Tumbleweed) and is our enterprise file transfer solution for exchanging data with Experian clients and business partners. It is compatible with standard secure Internet protocols, including SFTP/SSH/SCP, FTPs, and HTTPS.

What is Secure Transport Service?

Secure Transport Service is a product of Axway Corporation and was implemented by Experian as a Secure file transfer mechanism to facilitate the exchange of data transmissions with Experian clients. Secure Transport offers a secure, automated channel for bulk data and is an alternative solution to traditional VPN systems.

Connectivity Requirements

Secure Transport is compatible with the standard internet-based protocols: SFTP (SSH), HTTPS and FTPS (TLS) with Clear Command Channel. The transmission duration depends on the user's internet connection speed and file size. The recommended maximum file size is 20GB.

FTPS(FTP over SSL):	FTPS (TLS) connections require Clear Command Channel over port 21 for authentication, Passive Mode. Experian will open a single data port in the range 62200-62799. The client firewall must be bidirectional and accept the designated port for data transfer.
SFTP (SSH):	Secure Shell connections require connectivity over port 22 for authentication and data transfer.
HTTPS (HTTP over SSL):	Hypertext Transfer Protocol using Secure Sockets Layer over port 443
Connectivity:	File transmission timeline depends on the internet connection speed and file size.
File Size Limit:	Recommended maximum size of 20 GB per file for FTPS and SFTP connectivity. Recommended a maximum size of 2GB per file for Web Browsers.
File Folders:	To transfer data to Experian , the client places data in the to_xpn folder. (upload) To receive data from Experian , client accesses the from_xpn folder. (download and delete)
Address:	FTPS and SFTP: ST.UK.EXPERIAN.COM (194.60.191.31)
HTTPS :	https://st.uk.experian.com/

Supported Web, FTP & SSH Clients

Browsers for STS Web Clients	FTP clients	SSH clients
Apple Safari - latest version	Axway Secure Client 6.1, 6.2, 6.3	Axway Secure Client 6.1, 6.2, 6.3
Google Chrome - latest version	cURL 7.58.0	cURL 7.58.0
Microsoft Internet Explorer 11 (Compatibility View is not supported)	CuteFTP Professional 9.2.0.8	FileZilla Client 3.31.0
Mozilla Firefox - latest version	FileZilla Client 3.31.0	PSCP 0.70
Microsoft Edge	Ipswitch WS_FTP 12.6	PSFTP 0.70
	LFTP 4.8.3	Tectia Client 6.4.15
	Oracle Solaris 10 FTP Server	VanDyke SecureFX 8.3
	SmartFTP Client 9.0.2558.0	WinSCP 5.13
		Any client that complies with RFCs 4251–4254

User Authentication options

User Authentication can be done through 2 different options.

- User ID and password combination (expires every 90 days) Can be used with secure file transfer applications and is the only option available for HTTPS users.
- SFTP with SSH2 key authentication or SSH 4K key authentication is available for clients using Static IP addresses. SSH2 keys must be RSA, 2048 bit (maximum). SSH 4K keys must be RSA, 4096 bit (maximum). Experian Policy requires a forced rotation of SSH keys for any key types every 3 years. Notifications will be sent to the account owner at 10, 3 and 1 day before the required replacement of the SSH key is due therefore a group email address rather than individual is recommended.

Please note that Experian recommends that SSH keys be changed annually, especially if there have been personnel or application changes. SSH keys should be changed immediately if compromised in any way. ○ Recommended for scripted and automated services.

Data Requirements

- For ASCII data, the end of every record must contain a valid Carriage Return/ Line Feed (CR/LF) or Line Feed (LF). ASCII data must always be transferred to Experian as ASCII/TEXT.
- **Don't hesitate to contact your Experian Business Unit Representative for file naming conventions related to your file transfer to Experian.**

Managing your UserID

First-time login process (UserID/Password)

Please note, you must complete both step 1 and step 2 to connect to our server.

Step 1 - After Experian has provisioned your account, you will receive 2 emails.

- First email: Lists your new account id.
- Second email: This contains the link to the token for setting your password and security questions.
 - Please note: This link is only valid for 24 hours. After that time, you will be prompted for the account id and your email if you click the link. This will send you a new token link.
If you find that password links are expiring within 24 hours this would indicate your email system or anti-virus is scanning the link causing it to expire before it reaches you. To resolve this please ask your IT department to whitelist emails from expadmin@experian.com, once completed any further password links received will be valid for 24 hours.

Step 2 - Once you have completed step 1 above and chosen your password and security question answers, you must log in to our file transfer server to complete your account's creation.

- For FTPS and SFTP, please use a secure file transfer client and login to st.uk.experian.com.
- For HTTPS, please go to <https://st.uk.experian.com/>. Google Chrome or Microsoft Edge browsers are recommended, please see the compatibility table on page 5 for further details.

Once logged in you will see two folders: "/from_xpn" and "/to_xpn". Your account has been successfully created.

Our STS Server is located at: st.uk.experian.com

The IP address is: 194.60.191.31

Protocols Supported:

FTPS with Clear Command Channel Port 21 22

SFTP (SSH versions 3.5 - 4.1) Port 22

HTTPS Port 443

NOTE: Passwords are valid for 90 days. Accounts must be accessed every 90 days to prevent the locking of the account. If accounts go to a locked status, they will be purged after a further 90 days.

Updating or resetting your password and Security Questions.

Go to <https://st.uk.experian.com> and click "Need help signing in?" followed by "Forgot password"

Forgot Password (Password Reset Process)

User ID
Email

- Enter your STS ID and email address
- You will receive an email containing a reset link valid for 24 hours, if no email is received please contact the Experian Service Support Desk 0333 000 3030.
- After clicking the link you will see the below

Please update your account information

User ID eema3188
Email
Confirm Email

Current Password (required)

Current Password

New Password

New Password
Confirm New Password

New password
- must be a minimum of 8 characters
- must contain combination of upper and lowercase letters
- must contain a numeric character
- do not use &, @, 0, 9, #, ., /, A

In case you forget your credentials...

Question 1 What is your father's middle name?
Answer

Question 2 What was the name of your first pet?
Answer

Question 3 What is your mother's middle name?
Answer

Question 4 In what city was your high school? (full name of city only)
Answer

Question 5 What was the name of your junior high school? (Enter only "Riverdale" for Riverdale Junior High School)
Answer

Question 6 What is the name of your first stuffed animal?
Answer

Question 7 What did you earn your first medal or award for?
Answer

Terms and conditions

- a) I Agree NOT to disclose my password or shared secret to any other person.
- b) I Agree NOT to order credit reports or other data from Experian's site except in the performance of your official duties for your company.
- c) I agree that I will only use this website, and information obtained from this website, in accordance with the terms and conditions of the contract between my organization and Experian.
- d) I Agree NOT to attempt to test the limits of access to the Experian information provided, or execute or use any function which is not directly related to the performance of my specific job function.
- e) I Agree to inform my security designate when my job function no longer requires access to Experian's systems.
- f) I Understand that I am responsible for transactions which take place under the user id I am issued and understand that accounts may be monitored by Experian.
- g) I have read, and understood the cookies information [link](#) and understand that this site and other Experian sites use cookies.

I have read, understood, and agree to the terms and conditions above.

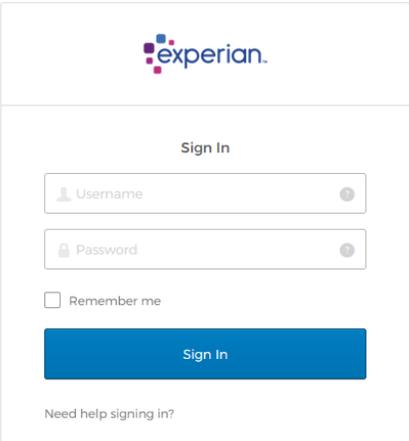
[Back to Home Page](#)

Please allow 10 minutes from setting your new password and security question answers before attempting to login to STS.

Secure Transport Service – HTTPS User Guide

Logging on to <https://st.uk.experian.com>

1. To begin the process of logging into Experian Secure Transport, please access the following URL: <https://st.uk.experian.com>
2. Type your “**User ID**” and “**Password**”. Select **Sign In**.



The screenshot shows the Experian Sign In page. At the top is the Experian logo. Below it is the text "Sign In". There are two input fields: "Username" with a person icon and "Password" with a lock icon. Below these fields is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the checkbox. At the bottom of the form, there is a link that says "Need help signing in?"

▼  Your Files

- ▶  from_xpn
- ▶  to_xpn

Uploads monitor 

 Upload Actions ▼

Name ↑

-  from_xpn
-  to_xpn

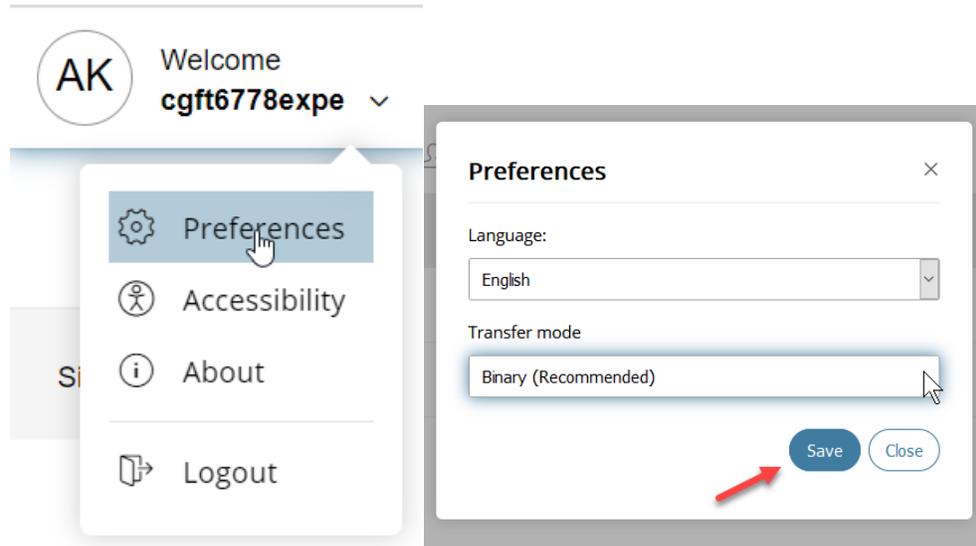


Uploading a file to <https://st.uk.experian.com> (to_xpn folder)

1. Select the correct transfer Mode Below based on the format of data:
2. Select the dropdown under your userid at the top right corner,
then select preferences.
 - a. Select the dropdown under Transfer Mode and select one of the 2 options.

ASCII Mode for uploading Text, ASC, PRN, and CSV files.

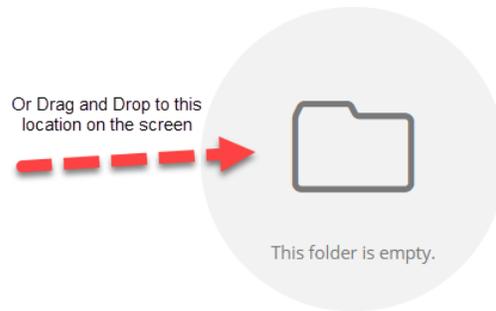
Binary Mode for uploading ZIP, PGP, GPG, Excel, MDB, DBF and TRS files.



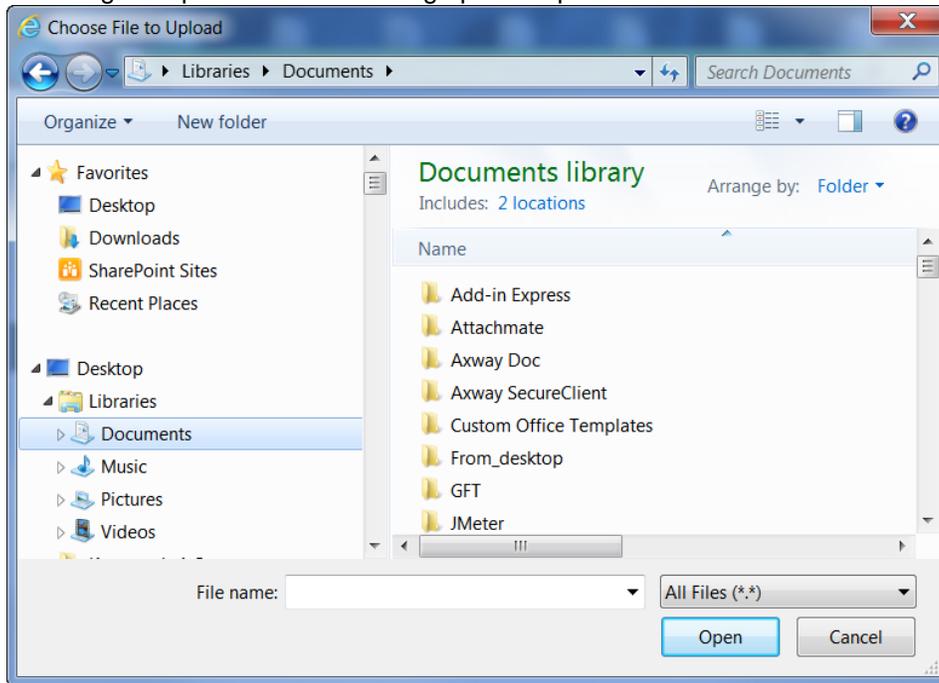
Don't hesitate to contact your Experian Business Unit Representative for file naming conventions related to your file transfer to Experian.

To upload a file to your to_xpn folder.

1. From the Directory screen, Select the **to_xpn** folder to upload a file.
2. Select Upload or Drag and Drop your file.



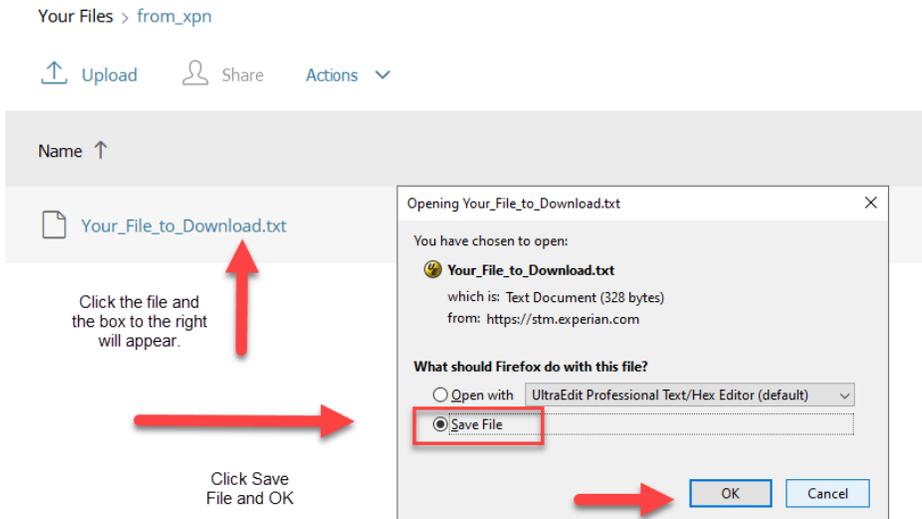
Selecting the upload button will bring up the Explorer window to select a file.



Once selected, you will click Open, and your file will begin the upload process.

Downloading a file from <https://st.uk.experian.com> (from_xpn folder)

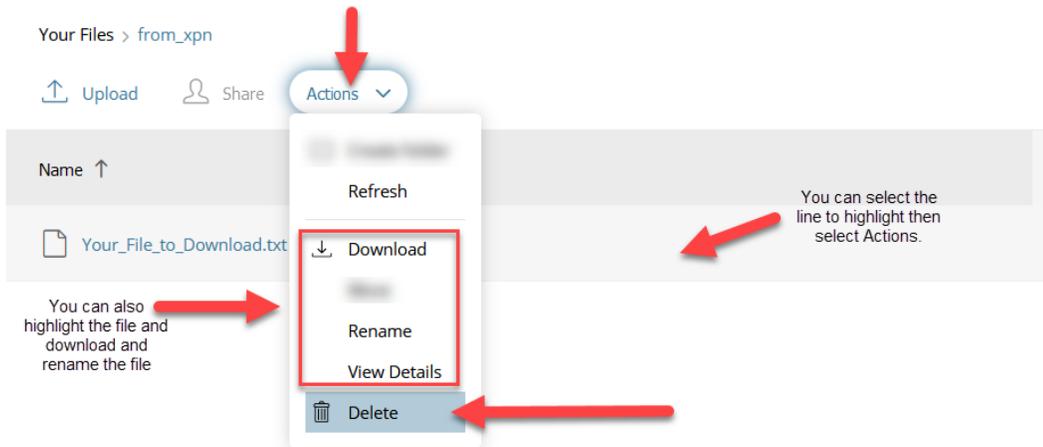
1. From the Directory screen, Select the **from_xpn** folder to download the file.
2. Select the file to be downloaded (left click).
3. Or click the line to highlight, then click actions and select Download.



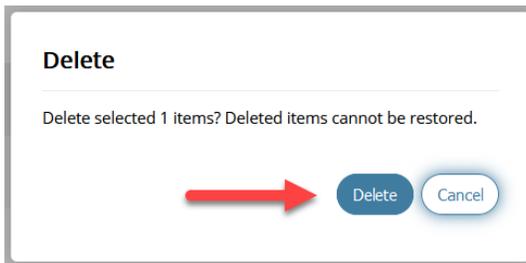
4. Select **Save this file to disk** from the "File Download" window
 5. Select the location where you wish to save the file and select **Save**.
- Note:** In the **from_xpn** folder, you have permission to download and delete the file only. Any other actions will result in a "permission denied" error.

Deleting a file from <https://st.uk.experian.com> (from_xpn directory only)

1. To delete a file, select the icon under **File Options**.



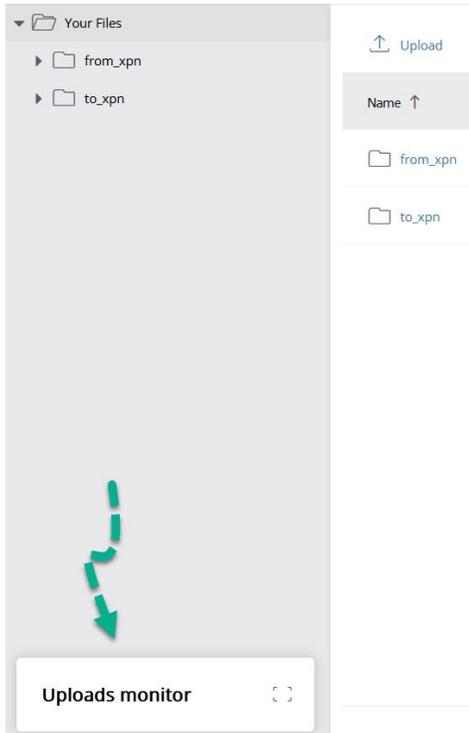
2. Select the file listed in the “**Delete**” field, and then the delete process will begin.



3. The browser screen will refresh, and the file will no longer be visible. You may proceed with deleting the following file or select **Logout** to quit your session.

Uploads Monitor

By clicking on the Uploads monitor in the bottom left, it will bring up a box that will provide you with the following information. Name, folder, status, size, started and speed.



Uploading 2 files

4 hours and 33 minutes remaining

Pause Resume Cancel Remove All statuses

Name	Folder	Status	Size	Started ↓	Speed
Test_File_M100.txt	/to_xpn	Uploading	100.14 ...	11/9/2020, 3:14:57 PM	
Test_File_G5.txt	/to_xpn	Reading, 4 hours and 29 ...	5.09 GB	11/9/2020, 3:14:25 PM	323.51 ...

File Extension Restrictions

Below is list of blocked file types, users will not be able to upload files with these extensions:

*.asp	*.exe
*.aspx	*.html
*.bat	*.js
*.cer	*.jsp
*.ksh	*.msi
*.pfx	*.php
*.sh	*.jar
*.dll	*.ksh

File Transfer Errors

Transferring files requires the selection of **Set ASCII** or **Set Binary** when sending the file. The guidelines for sending files correctly are listed below:

Select **Set ASCII** for uploading Text, PRN, and CSV files.

Select **Set Binary** for uploading ZIP, PGP, GPG, Excel, MDB, DBF and TRS files.

If a file is not transferred correctly, an error will generate informing the user.

Example: If a ZIP file is transferred as ASCII, the following error will be returned.

Upload failed file transfers will stay in the **/to_xpn** directory for Experian to retrieve or remove.

Disconnecting from your browser during a file upload will cause the transfer to cancel. This sometimes can cause the file to get stuck “in progress” and will need Experian to remove the “in progress” file before you can reupload it.

Upload monitor Options

This can be used for larger files to check the progress while logged into Secure Transport. Disconnecting from Secure Transport is not recommended during a file transfer as it will cause the file upload process to fail.

When sending files, the upload monitor will indicate that the file is in progress or completed.

During the upload of larger files, you will see a progress bar under the

Caution: When clicking the file name, the Cancel option will result in a failed upload transfer. If this fails to remove the option, only removes the file from the monitor log. Not the original file in the /to_xpn folder.

Uploads monitor

The screenshot shows the 'Uploads monitor' interface. At the top left, there is a red box containing the text '1 failed recently' and four control buttons: 'Pause', 'Resume', 'Cancel', and 'Remove'. Below this is a table with the following data:

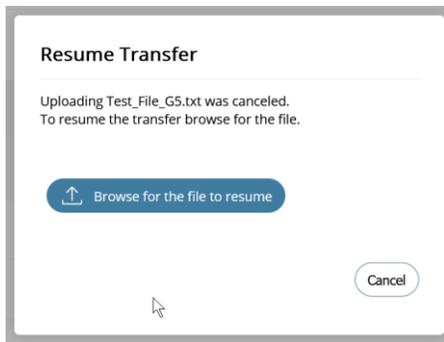
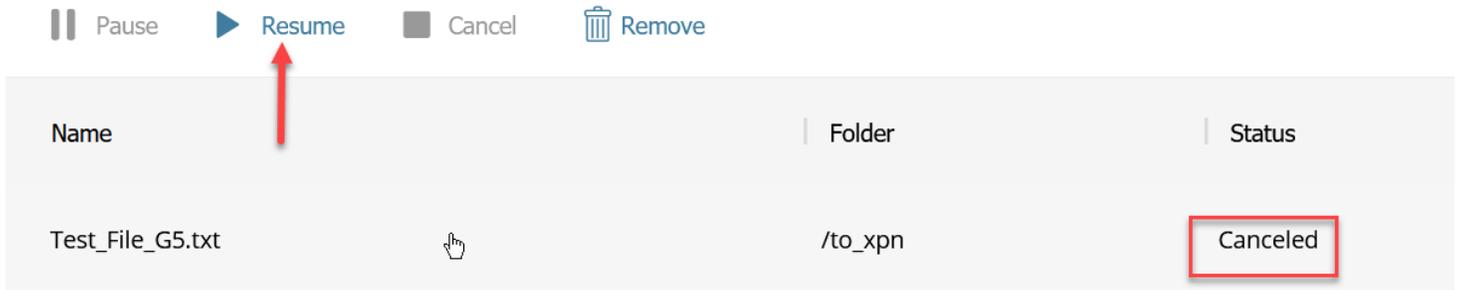
Name	Folder	Status	Size	Started ↓
20_mega_1.txt	/to_xpn	Completed	21.51 MB	11/3/2020, 11:44:07 AM
10_mega_1.txt	/to_xpn	Failed	10.76 MB	11/3/2020, 11:41:57 AM

The error "MD5 Digest match fail" indicates that Secure Transport cannot determine file contents because the file was uploaded incorrectly. This will cause subsequent unzipping, decrypting etc., to fail.

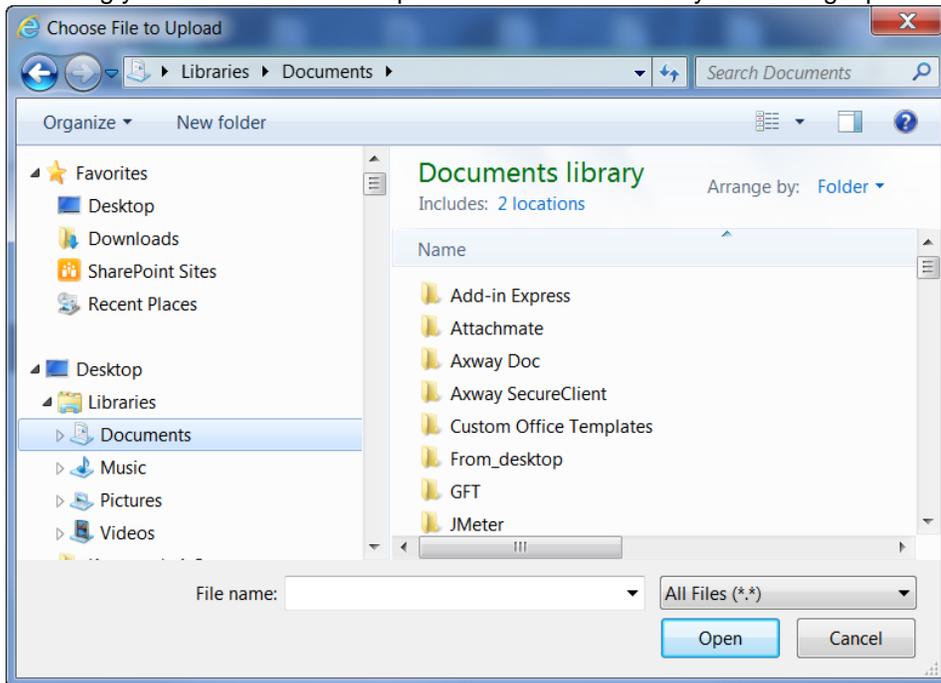
Please use the guidelines listed above to ensure files are uploaded correctly and can be processed on time.

Resume a Cancelled File

If you cancel a file in progress, you can select the upload monitor and click the file to highlight and select the Resume feature. This will start the process of rereading the file and the upload process.



Selecting your file and click the Open button. You will see your file begin processing again.



Contact Information:

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