

Frequently Asked Questions for VTMC Cloud:

1. **Our network uses SFTP or WSFTP. Will there be any additional steps to allow the data to upload to the server?**
 1. The Control Solutions VTMC software sends the data via FTPS to the VTMC database servers using the FTPS PASV standard as follows:
 2. The client-side software initiates a connection from port <LOG TAG PORT> to the VTMC server at ftp.ameri-pharma.com port 21 using FTPS (FTP over TLS).
 3. If and only if the request is wrapped in the TLS encryption, the server responds with an acceptance and a forwarding port between 65100 and 65500 for a PASV (passive) connection.
 4. The client software then connects to the new port and uses it to make the transfer allowing other connections to be initiated through port 21 without interference.
 5. When the transfer is complete, the 65100+ port is closed.
 6. IP Address for FTP server. 45.79.201.85 URL for FTP server. at ftp.ameri-pharma.com
2. **Does the software require any inbound communication from the server? If so, how and why?**

No, The Control Solutions VTMC utilizes only outbound traffic.
3. **How does the software confirm that transmission is complete?**

The software only verifies packet integrity and upload to show completion. A local copy of data is always saved upon download of the data logger should you need to manually re-upload.
4. **Does the upload require an FTP client separate from the Control Solutions program?**

No, the software has its own built in FTP client with preprogrammed connection information.
5. **What is the protocol for the outbound data transmission? Can we be sure it is a secure connection both ways (inbound and outbound)?**

The traffic is outbound from the end user to the database servers. Its is FTPS with TLS 1.0 encryption.
6. **When testing the connection to the FTP server, we get an error message that states “Unable to write to remote folder. Please check the user rights on the FTP server.” What does this mean and what do we need to do to establish connection?**

“Unable to write to the remote folder”

This error is ambiguously worded for that I apologize. If a provider receives this error, it is due to a network configuration that does not allow the Control Solutions VTMC to connect to our database servers. Router firewall configuration, Group policy, Local firewall or antivirus blocking the connection. When trouble shooting this error, I will often prove that with a third-party FTP client to show the connection is indeed being blocked. In some rare cases we have found certain routers to have firmware issues that block the transfer of data over ftp. Cisco has some older models that struggle with this.

“Please check the user rights on the FTP server.”

This is a local error. It is usually rather simple to correct. This error means the software does not have the permission to write data to the default or specified folder within the machines

directory. Typical causes are Local settings, Group policy, or antivirus that leave the desired folders in a read only state meaning no data can be added to that folder.

7. When testing the connection to the FTP server, we get an error message that states “**Unable to write to remote folder. Please check the spelling and the port number (Advanced Settings).**” What does this mean and what do we need to do to establish connection since we never adjusted the Advanced Settings? When testing the connection and you are receiving the error

When you receive the error message there are a few reasons this can occur.

The first reason is there are no FTP connection credentials entered to the software. This can be because the provider or person installed the Control Solutions VTMC without removing the older “LogTag analyzer software” or just user error by deleting or entering in the wrong information. All releases now have these credentials hard -coded in with the edit button locked so the data cannot be removed by accident. It can still happen. If and or when this happens I will leave you with some tools that will show you how to fix this. One of the tools is a quick settings patch. That will configure the software to a VTMC enabled template. Something to note the VTMC software settings are *NOT* global. If multiple users need to use the software on one machine each user will need to be configured. The patch tool will be very handy for this since all you will have to do is double click the patch and the software will be correctly configured.