

NCDHHS

NC Medicaid
Division of Health Benefits

MIS

NC MEDICAID INTEGRATION SERVICES

Managed File Transfer

User GUIDE

July 18, 2024

MIS-MFT-USR-DOC-001

Document Version 1.0

Publication Version Change Summary

Version	Date	Revision Description	Prepared By:
1.0	07/18/2024	Initial Document	ITD

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1. INTRODUCTION

Medicaid Integration Services (MIS) will provide a common infrastructure using a consistent standards-based approach for integration interactions for all MES modules, Medicaid eco-system, and partners. The following core capabilities for integrations are included:

- Managed File Transfer (MFT): Using GoAnywhere, MFT capability provides the secure transfer of files, including the ability to disperse a single file to multiple partners, and provide tracking capabilities to monitor integrations. This allows the modules and partners to connect to a central tool to send, receive, track, and monitor integrations.

-Application Programming Interface (API): Using Boomi API Management platform, to securely transmit data and to monitor API invocations. This allows the modules and partners to connect to a central tool to develop, publish, subscribe, route, track, and monitor APIs.

Implementing the listed capabilities will allow the near-term projects that are currently in the implementation stage like IO, PBA and PDM/CVO module integrations to align with the long-term MES strategy.

2. PURPOSE

This guide provides instructions on how MIS-MFT handles the exchange of interfaces between Modules, Folder Structure, Naming Standards, Email Notifications and Error Codes.

3. MANAGED FILE TRANSFER

The Managed File Transfer capability utilizes the GoAnywhere MFT solution. It provides a centralized and standardized approach to onboard module integrations and interfaces and to monitor all integrations at one place. GoAnywhere MFT provides tracking capabilities along with audit logs and reports.

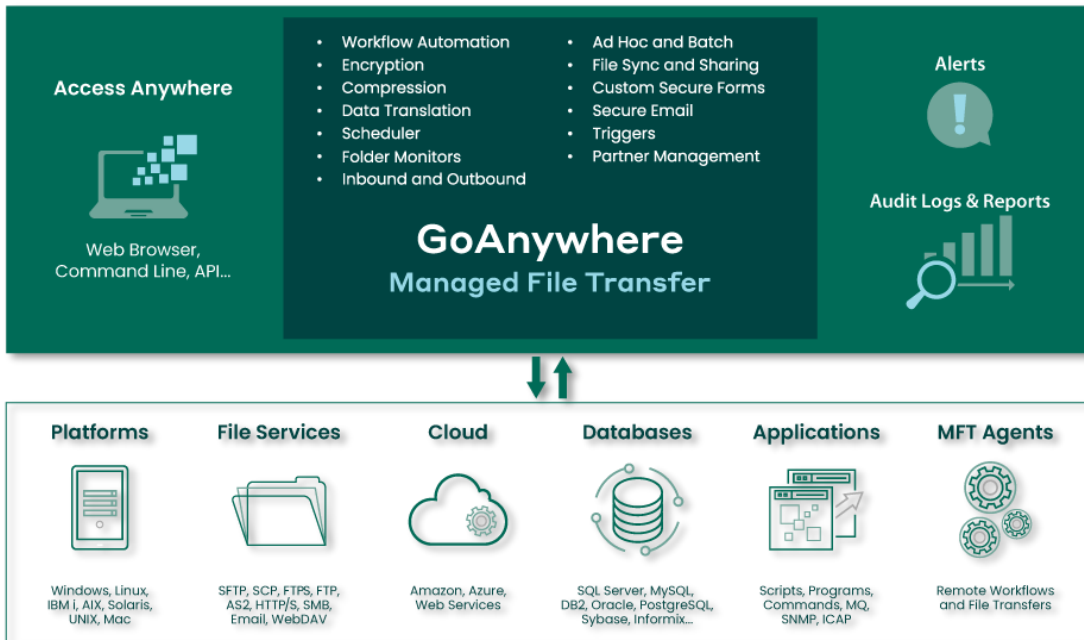
Feature	MFT GoAnywhere
Environment	Use the existing GoAnywhere (AWS cloud solution) which is NIST-800-53 and HIPAA compliant.
Implementation	All new module integrations will go through MFT.
Tracking and Observability	Provides features to centrally track and monitor integration statuses at any point in time for Tech Ops team.
Tech Ops	Tech Ops can take advantage of the tracking and observability features to manage exceptions and coordinate across partners effectively.

The Medicaid Integration Services serves as a pass-through platform for file transfers, facilitating the seamless transfer of data from Source System to Target/Destination System.

NOTE: MIS MFT does not validate data content and only checks for the correct source, destination, extensions, interface ID, and naming standards.

4. MFT CAPABILITIES

- Centralized tracking and monitoring of integration status
- MFT audit logs/dashboards available for use by Tech Ops team for integration status tracking and monitoring
- Supports both HTTPS and SFTP
- Supports both push and pull capabilities
- Data will be encrypted at rest
- Provides reporting capabilities
- Assigned mailboxes for each Trading Partner
- Virus scans



5. MIS-MFT ONBOARDING

Trading Partners of NC DHHS Department of Health Benefits (DHB) are required to enroll with the Information Technology Division (ITD) MFT and complete the onboarding process to send or receive files electronically.

Onboarding Steps:

- Ensure you have a group email address for technical contact and support to provide to MIS MFT team. The MIS MFT team will communicate to this group email and provide necessary notifications as needed.
- 1. The first step to enroll in MIS MFT is to request a Trading Partner ID. Fill out the Trading Partner Registration form and provide to the MIS MFT team by emailing to MISSmftSupport@dhhs.nc.gov. After the correctly filled out Trading Partner registration form is received, the MIS MFT team will provide a Trading Partner ID.
- 2. The second step is to set up an SFTP Account with MIS MFT for file transfers. MIS MFT has three different accounts:
 - Dev account for Development environment which is for non-PHI data
 - Test account for environments like System Integration Testing, UAT, End-to-End etc. which is for PHI data
 - Prod account for Production data.
 - Fill out a separate MFT Trading Partner SFTP Service Account Agreement for each account separately and use the Trading Partner ID provided in Step 1.
 - Ensure Group email address is provided in the form. Email the completed forms to MISSmftSupport@dhhs.nc.gov.
 - Provide your SSH public key as a text attachment.
 - Ensure proper Natted IP addresses are provided for whitelisting from NC DIT side.
 - MIS MFT uses port 8022, and you should ensure your everything is set up correctly from your side for this port.
 - Make sure the forms are signed and emailed as PDF copies for record keeping.
 - After receiving correct and completed forms, MIS MFT team will contact you with the credentials for connectivity.

3. The third step after receiving the account connectivity credentials is to test and ensure the connectivity is working correctly and necessary IP addresses are correctly whitelisted on both ends. Work with MIS MFT team to test the connectivity.
4. The final step is to transfer a small test file and ensure access to all required folders.

Here is the summarized list of steps:

STEPS	Description
Register Trading Partner	Once the DHB Medicaid MFT Trading Partner Registration is completed and sent to MIS, MIS will provide Trading Partner ID.
Request SFTP Account	Trading Partners must complete the MFT Trading Partner SFTP Service Account Agreement to receive a system-to-system Service Account for uploading and downloading MFT files to the NC DHHS Managed File Transfer (MFT) Server. Along with the Trading Partner ID provided by MIS, the Trading Partner should submit the NAT IP for IP whitelisting and public key for Authentication.
Setup SFTP Account in MIS	MIS team will set up the User ID/Password for the submitted Trading Partner. Submitted Public Key will be linked to this account. Folder Structure will be created. User ID and Password will be given to the technical contact person.
Connect to MIS SFTP	With the User ID/Password and the Trading Partner's Private Key, Trading Partners can connect to the MIS SFTP system to send and receive any MES Interfaces/Integrations.
File Transfer	MIS MFT script will parse the Interface ID from the file name and transfer the file to the appropriate MES Module or any External vendors.



6.MIS-MFT ACCOUNTS

MIS MFT will have the following 3 accounts for Trading Partners to upload and download files.



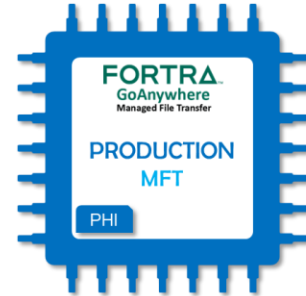
environments All the development activities

DEV – Development
BLD – Build



environments All the Testing activities

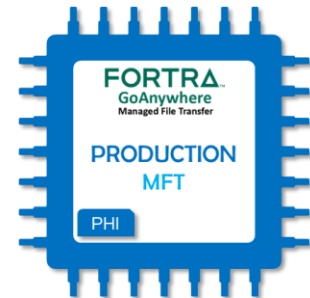
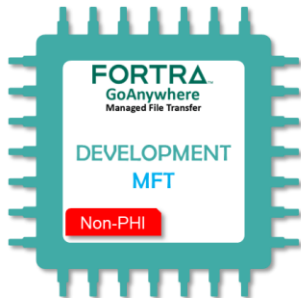
SIT – System Integration Testing
UAT – User Acceptance Testing
TPT – Trading Partner Testing
PER – Performance Testing
TRN – Training
TST – Testing



environments

PRD – Production

7.MIS-MFT ACCOUNT DETAIL



<https://dev.mft.medicaid.ncdhhs.gov>



dev.sftp.medicaid.ncdhhs.gov
sftp port: 8022

environment

DEV/BLD

File Naming Standard

environmentID_InterfaceID_*.xxx

Auth

UserID/Password/Public Key/NAT IP

<https://test.mft.medicaid.ncdhhs.gov>



test.sftp.medicaid.ncdhhs.gov
sftp port: 8022

SIT/UAT/TPT/TRN/PER/TST

environmentID_InterfaceID_*.xxx

UserID/Password/Public Key/NAT IP

<https://mft.medicaid.ncdhhs.gov>



sftp.medicaid.ncdhhs.gov
sftp port: 8022

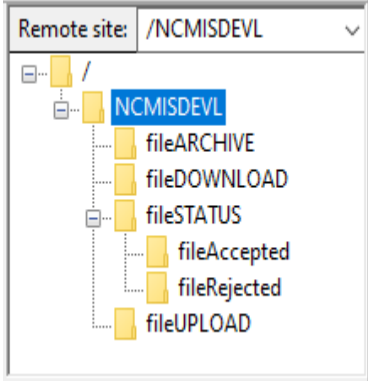
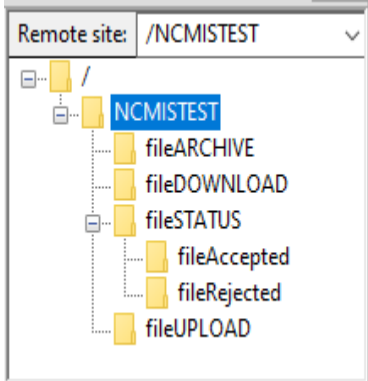
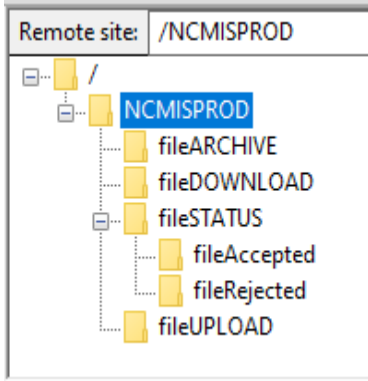
PRD

InterfaceID_*.xxx

UserID/Password/Public Key/NAT IP

8.MIS MFT ACCOUNT FOLDER STRUCTURE

The Root Directory will change for each environment.

DEV ACCOUNT	TEST ACCOUNT	PRODUCTION ACCOUNT
Remote site: /NCMISDEVL	Remote site: /NCMISTEST	Remote site: /NCMISPROD
		

Folder Usage:

Folder	Usage
fileUPLOAD	Trading Partner will upload the Outbound files to fileUPLOAD folder. The file is then validated by MIS for proper Interface Id, source and destination, extensions, and naming standards. MIS will transfer to appropriate module/vendor.
fileSTATUS	This folder will have 2 sub-folders: fileAccepted and fileRejected. When MIS validates Interface ID, source, destination and naming standards of uploaded file it puts an Acknowledgement file in one of the sub folders based on validation either pass or fail.
fileAccepted	If the validations are pass, then an acknowledgment file is put in the fileSTATUS/fileAccepted folder.
fileRejected	If the validations are failed, then an acknowledgment file is put in the fileSTATUS/fileRejected folder.
fileARCHIVE	Copy of the Uploaded file is stored in this fileARCHIVE folder for reference. Files will be deleted after 7 days.
fileDOWNLOAD	MIS will place files from other modules/vendors in this fileDOWNLOAD for Module/Vendor to download.

9. FILE NAMING STANDARDS

Environment	Naming Standards
Non-Production	EnvironmentID InterfaceID _ * .XXX
Production	InterfaceID _ * .XXX

EnvironmentID	Environment ID depends on the account: DEV Account: DEV/BLD TEST Account: SIT/UAT/TPT/TRN/PER/TST PROD Account: No environment ID allowed
_	Underscore must be there when EnvironmentID is used for non-production environments
InterfaceID	Interface Id is the Identifier from the MES Master Integration Repository.
_	Underscore must be there
*.XXX	File name and extension from the trading partner who generates the file.

Note: No executable extensions such as exe, jar, js, vb are allowed.



10.E-MAIL NOTIFICATIONS

MIS MFT system will send the appropriate Email notification during the upload, transfer and download process.

10.1 Email Notification - Success

EMAIL NOTIFICATION	SAMPLE/DESCRIPTION
Upload	<p>Sub: MISMFT[TEST] –✓ INTERFACE-FILENAME Uploaded! – Timestamp File INTERFACE-FILENAME has been Uploaded! Status: Success</p> <hr/> <p>After the file is uploaded, MIS MFT will send the Upload Email Notification to the Source group email ID</p>
Transfer	<p>Sub: MISMFT[TEST] –✓ INTERFACE-FILENAME Transferred! – Timestamp File INTERFACE-FILENAME has been Transferred! Status: Success</p> <p>Source: <i>Partner ID and Name</i> Destination: <i>Partner ID and Partner Name</i> Interface ID: xxxxxxxxxxxxxxxxxxxx Interface Name: <i>Interface file name</i></p> <hr/> <p>On successful transfer of File, MIS MFT will send the Transfer Email Notification to both Source and Destination Trading Partners Group Email ID's.</p>
Download	<p>Sub: MISMFT[TEST] –✓ INTERFACE-FILENAME Downloaded! – Timestamp File INTERFACE-FILENAME has been Downloaded! Status: Success</p> <p>Source: <i>Partner ID and Name</i> Destination: <i>Partner ID and Partner Name</i> Interface ID: xxxxxxxxxxxxxxxxxxxx Interface Name: <i>Interface file name</i></p> <hr/> <p>After the Destination Partner downloads the file from Download folder, the MIS MFT will send the Download Email Notification to Destination Partners Group Email ID</p>

10.2 Email Notification – Failure

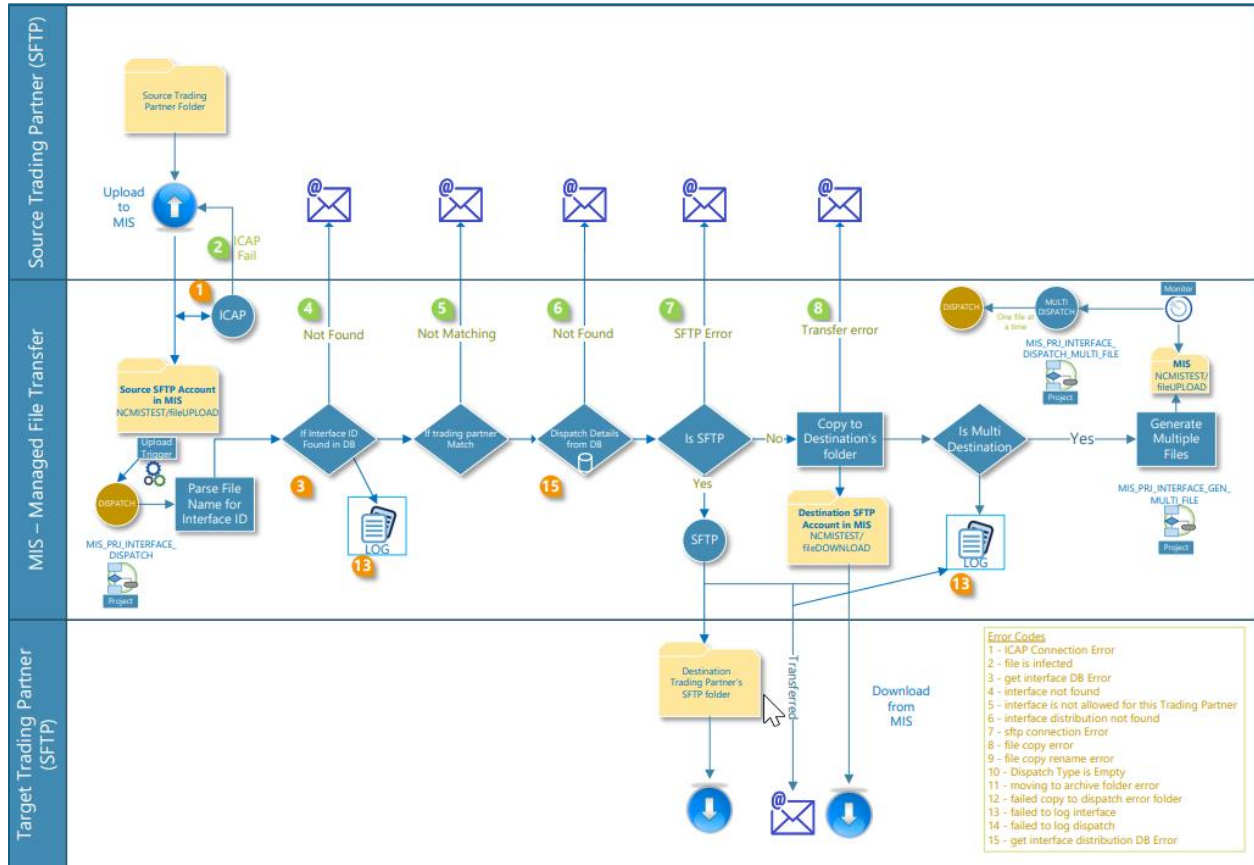
EMAIL NOTIFICATION	SAMPLE/DESCRIPTION
Upload	<p> Sub: MISMFT[TEST] – ✓ <i>INTERFACE-FILENAME</i> Uploaded! – Timestamp File INTERFACE-FILENAME has been Uploaded! Status: Success </p> <hr/> <p style="color: #e67e22;">After the file is uploaded, MIS MFT will send the Upload Email Notification to the Source group email ID</p>
Transfer	<p> Sub: MISMFT[TEST] – ✘ <i>INTERFACE-FILENAME</i> FAILED to Transfer! – Timestamp File INTERFACE-FILENAME has been FAILED to Transfer! Status: <Error Code>- <Error Description > </p> <p> Source: <i>Partner ID and Name</i> Destination: <i>UNKNOWN</i> Interface ID: <i>xxxxxxxxxxxxxxxxxxxx</i> Interface Name: <i>UNKNOWN</i> </p> <hr/> <p style="color: #e67e22;">On Failed transfer, MIS MFT will send Failed Transfer Email Notification to only Source Trading Partner Group Email ID.</p>



10.3 Email Notification – Dispatch to Multiple Destinations

EMAIL NOTIFICATION	SAMPLE/DESCRIPTION
Upload	<p>Sub: MISMFT[TEST] –✓ INTERFACE-FILENAME Uploaded! – Timestamp File INTERFACE-FILENAME has been Uploaded! Status: Success</p> <hr/> <p>After the file is uploaded, MIS MFT will send the Upload Email Notification to the Source group email ID</p>
Transfer	<p>Sub: MISMFT[TEST] –✓ INTERFACE-FILENAME Transferred! – Timestamp File INTERFACE-FILENAME has been Transferred! Status: Success</p> <p>Source: <i>Partner ID and Name</i> Destination: <i>Partner ID and Partner Name</i> Interface ID: xxxxxxxxxxxxxxxxx Interface Name: <i>Interface file name</i></p> <hr/> <p>On successful transfer of File, MIS MFT will send the Transfer Email Notification to both Source and Destination Trading Partners Group Email IDs.</p>
File Generation	<p>Sub: MISMFT[TEST] –✓ INTERFACE-FILENAME Success! – Timestamp File INTERFACE-FILENAME file generation Success! Status: Success</p> <p>Source: MIS – Medicaid Integration Services Interface ID: xxxxxxxxxxxxxxxxx Interface Name: <i>Interface file name</i> Generated Files: <i>INTERFACE-FILENAME</i> <i>INTERFACE-FILENAME</i></p>
	<p>For Transfer Type: Source to Multiple Destinations only MIS MFT will send the Email Notification with Generated Files to MIS Group Email ID</p>

11 MFT PROCESS FLOW



12 FILE UPLOAD ACKNOWLEDGEMENT

12.1 File Acknowledgement - Success

If the Interface ID is valid, then Accepted Acknowledgement File will be stored in the file Accepted (**fileAccepted**) folder with file name:

<INTERFACE-FILENAME>_fileAccepted_YYYYMMDDHHMMSS_ack.txt

Content In the Accepted Acknowledgement File

INTERFACE-FILENAME_fileAccepted_YYYYMMDDHHMMSS_ack.txt
File *INTERFACE-FILENAME* has been Transferred!
Status: Success

12.2 File Acknowledgement - Failure

If the Interface ID is invalid, then Rejected Acknowledgement File will be stored in the file Rejected (**fileRejected**) folder with file name:

<INTERFACE-FILENAME>.txt_fileRejected_YYYYMMDDHHMMSS_ack.txt

Content In the Rejected Acknowledgement File

INTERFACE-FILENAME_fileAccepted_YYYYMMDDHHMMSS_ack.txt
File *INTERFACE-FILENAME* has FAILED to Transfer!
Status : <Error_Code>-<Error_Description>

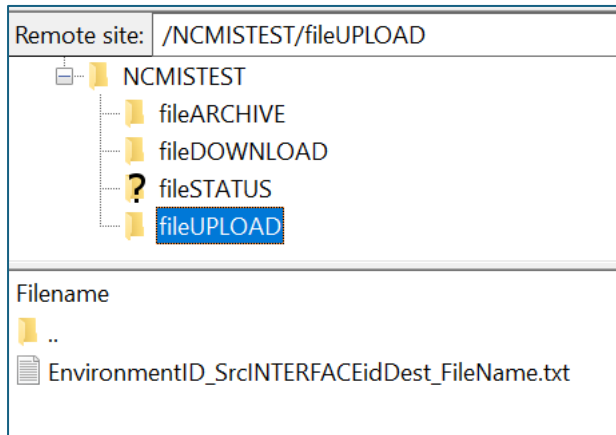
13 MFT TRANSFER TYPE

MIS MFT allows the source to destination file transfer and the source to multiple destination file transfers.

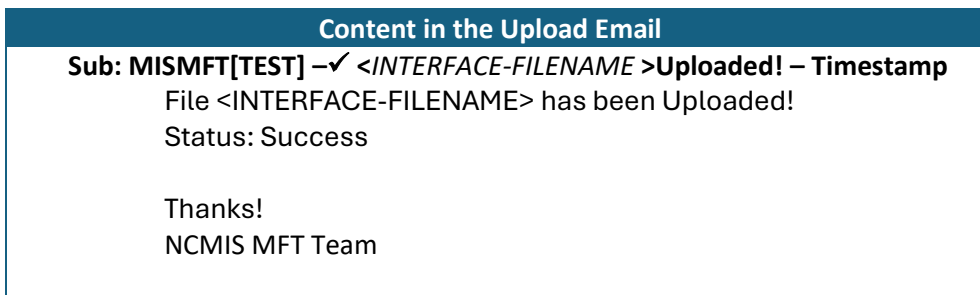
13.1 Transfer File from Source to Single Destination

Successful Transfer:

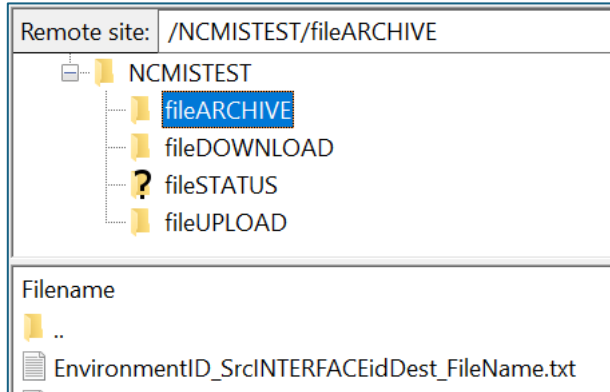
Step 1: Upload a file with valid Interface ID from valid SFTP Account



Step 2: After upload is successful an email notification is sent to Source Group Email ID



Step 3: Uploaded file is stored in the Archive Folder



Step 4: If the Interface ID is valid then Accepted Acknowledgement File will be stored in the file Accepted folder with file name:

“<INTERFACE-FILENAME>.txt_fileAccepted_TimeStamp_ack.txt”

Content In the Ack File
<p>INTERFACE-FILENAME_fileAccepted_TimeStamp_ack.txt File <i>INTERFACE-FILENAME</i> has been Transferred! Status: Success</p>

Step 5: On successful transfer of file an email notification is sent to Source and Destination group Email IDs

Content In the Transfer Email
<p>Sub: MISMFT[TEST] –✓ INTERFACE-FILENAME Transferred! – Timestamp File <i>INTERFACE-FILENAME</i> has been Transferred! Status: Success</p> <p>Source: <i>XXX – XXX Partner name</i> Destination: <i>YYY - YYY Partner name</i> Interface ID: <i>xxxxxxxxxxxxxxxx</i> Interface Name: <i>Interface file name</i></p> <p>Thanks! NCMIS MFT Team</p>

Step 6: The Uploaded file moved to the Download folder of Destination Partner.

Failed Transfer:

Step 1: Upload a file with Invalid Interface ID from valid SFTP Account

Step 2: Upload Email Notification: An email notification is sent to Source Group Email ID

Content in the Upload Email
Sub: MISMFT[TEST] –✓ <INTERFACE-FILENAME >Uploaded! – Timestamp File <INTERFACE-FILENAME> has been Uploaded! Status: Success Thanks! NCMIS MFT Team

Step 3: Uploaded file is moved to the Archive Folder.

Step 4: If the Interface ID is Invalid then Rejected Acknowledgement File will be stored in the file Rejected folder with file name:

"<INTERFACE-FILENAME>.txt_fileRejected_TimeStamp_ack.txt"

Content In the Rejected Acknowledgement File
INTERFACE-FILENAME_fileRejected_TimeStamp_ack.txt File INTERFACE-FILENAME has FAILED to Transfer! Status: <Error_Code> – <Error_Description>!

Step 5: For a failed transfer an email notification is sent to Source group Email ID

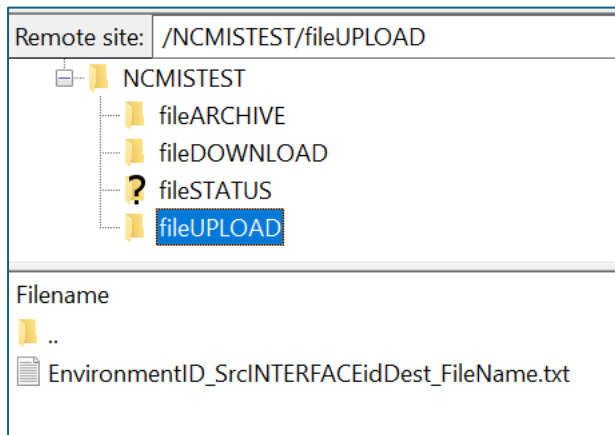
Content In the Failed Transfer Email
<p>Sub: MISMFT[TEST] –✓ INTERFACE-FILENAME Transferred! – Timestamp File INTERFACE-FILENAME has been FAILED to Transfer! Status: <Error_code>-<Error Description></p> <p>Source: <i>XXX – XXX Partner name</i> Destination: <i>UNKNOWN</i> Interface ID: <i>xxxxxxxxxxxxxxxxxxxx</i> Interface Name: <i>UNKNOWN</i></p> <p>Thanks! NCMIS MFT Team</p>

13.2 Transfer Source to Multiple Destinations

STEPS	DESCRIPTION
STEP-1	Source Trading Partner uploads the file to MIS
STEP-2	MIS validate the Interface ID from the file name
STEP-3	MIS validate the multiple destination indicator from the repository and also check the destination trading partner for MIS
STEP-4	If the destination trading partner is MIS, then it will be sent for the multiple file generation process
STEP-5	MIS will clone the files and name the file with the destination trading partner interface ID
STEP-6	MIS scheduled monitor will dispatch the cloned files to appropriate trading partners

Successful Transfer (1: Multiple Destination)

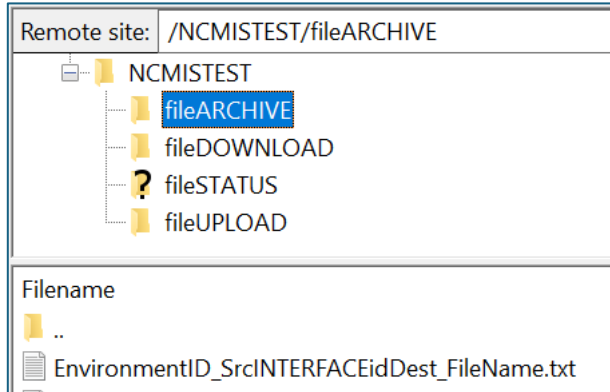
Step 1: Upload a file with valid Interface ID from valid SFTP Account



Step 2: After file is uploaded an email notification is sent to Source Group Email ID

Content in the Upload Email
<p>Sub: MISMFT[TEST] –✓ <INTERFACE-FILENAME >Uploaded! – Timestamp File <INTERFACE-FILENAME> has been Uploaded! Status: Success</p> <p>Thanks! NCMIS MFT Team</p>

Step 3: Uploaded file is Stored in the Archive Folder



Step 4: If the Interface ID is valid then Accepted Acknowledgement File will be stored in the file Accepted folder with file name “<INTERFACE-FILENAME>.txt_fileAccepted_TimeStamp_ack.txt”

Content In the Ack File
<p>INTERFACE-FILENAME_fileAccepted_TimeStamp_ack.txt File INTERFACE-FILENAME has been Transferred! Status: Success</p>

Step 5: Transfer Email Notification: An email notification is sent to Source and MIS

Content In the Transfer Email
<p>Sub: MISMFT[TEST] – ✓ INTERFACE-FILENAME Transferred! – Timestamp File INTERFACE-FILENAME has been Transferred! Status: Success</p> <p>Source: XXX – XXX Partner name Destination: MIS - Medicaid Integration Services Interface ID: xxxxxxxxxxxxxxxxxx Interface Name: Interface file name</p> <p>Thanks! NCMIS MFT Team</p>



Step 6: File Generation Email Notification: An email is sent to MIS that files are generated and assigned with appropriate interface IDs.

Content In the Transfer Email
<p>Sub: MISMFT[TEST] –✓ INTERFACE-FILENAME Success! – Timestamp</p> <p>File INTERFACE-FILENAME file generation Success! Status: Success</p> <p>Source: MIS Interface ID: xxxxxxxxxxxxxxxxx Interface Name: <i>Interface file name</i> Generated Files:</p> <p><i>INTERFACE-FILENAME</i> <i>INTERFACE-FILENAME</i></p> <p>Thanks! NCMIS MFT Team</p>

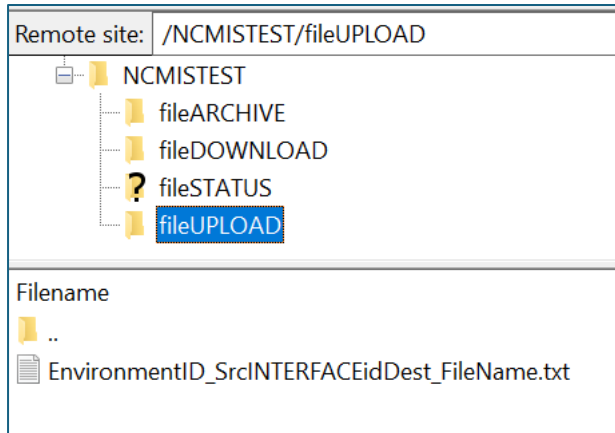
Step 7: The Generated files are moved to the Download folder of respective Destination Partner.

Step 8: The Transfer Email Notification is sent to MIS and Destination group Email IDs that files are dispatched to the respective Destination from MIS.

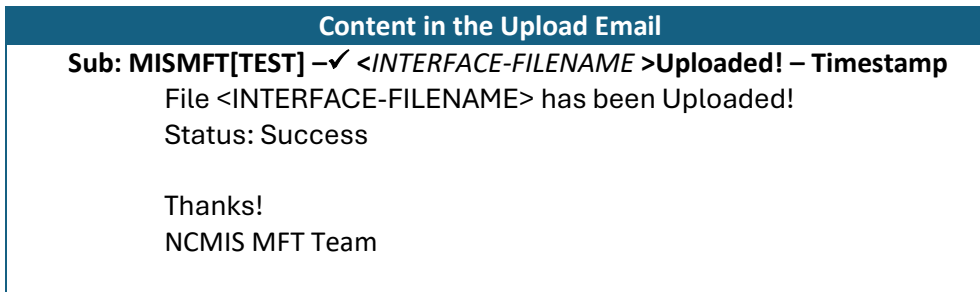
Content In the Transfer Email
<p>Sub: MISMFT[TEST] –✓ INTERFACE-FILENAME Transferred! – Timestamp</p> <p>File INTERFACE-FILENAME has been Transferred! Status: Success</p> <p>Source: <i>MIS – Medicaid Integration Services</i> Destination: <i>YYY - YYY Partner name</i> Interface ID: xxxxxxxxxxxxxxxxx Interface Name: <i>Interface file name</i></p> <p>Thanks! NCMIS MFT Team</p>

Failed Transfer (1: Multiple Destination)

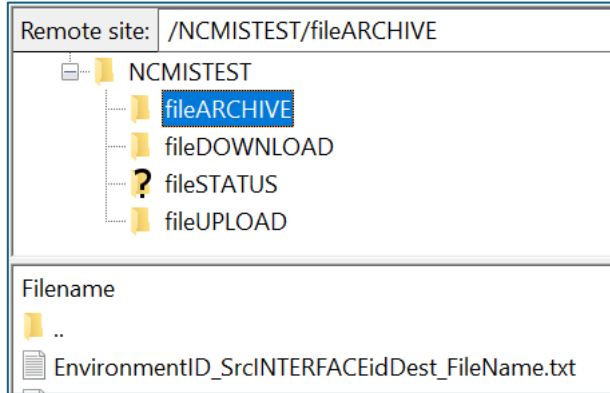
Step 1: Upload a file with valid Interface ID from valid SFTP Account



Step 2: After file is uploaded an email notification is sent to Source Group Email ID



Step 3: Uploaded file is Stored in the Archive Folder



Step 4: If the Interface ID is invalid then Rejected Acknowledgement File will be stored in the file Rejected folder with file name “<INTERFACE-FILENAME>.txt_fileRejected_TimeStamp_ack.txt”

Content In the Rejected Ack File
<pre>INTERFACE-FILENAME_fileRejected_TimeStamp_ack.txt File INTERFACE-FILENAME has been FAILED to Transfer! Status: Error Code-<Error Description></pre>

Step 5: For a failed Transfer an email notification is sent to Source group Email ID

Content In the Failed Transfer Email
<pre>Sub: MISMFT[TEST] –✓ INTERFACE-FILENAME Transferred! – Timestamp File INTERFACE-FILENAME has been FAILED to Transfer! Status: <Error_code>-<Error Description></pre> <p style="margin-left: 40px;">Source: XXX – XXX Partner name Destination: UNKNOWN Interface ID: xxxxxxxxxxxxxxxxxxxx Interface Name: UNKNOWN</p> <p style="margin-left: 40px;">Thanks! NCMIS MFT Team</p>

14 FILE DOWNLOAD

The Inbound Interface is available in the Download Folder of the Destination Trading Partner's Folder structure.

-> Download the available files from the file Download folder

-> For successful Download of File an email notification is sent to the Trading Partners Group Email ID

-> After downloading the files, delete the downloaded file from the Download folder

Content In the Transfer Email
Sub: MISMFT[TEST] –✓ INTERFACE-FILENAME Downloaded! – Timestamp File INTERFACE-FILENAME has been Downloaded! Status: Success
 Source: XXX – XXX Partner name Destination: YYY - YYY Partner name Interface ID: xxxxxxxxxxxxxxxxxxxx Interface Name: Interface file name
 Thanks! NCMIS MFT Team

15 MIS MFT ERROR CODES

STATUS CODE	STATUS DESCRIPTION	REASON
1	ICAP Connection Error	ICAP server is down or not able to connect
2	File is infected	File has Virus signature.
3	Get Interface DB Error	Not able to connect to the Interface repository
4	Interface not found	Interface ID in the file is not found in the repository
5	Interface is not allowed for this Trading Partner	Interface ID is not owned by this Trading Partner
6	Interface distribution not found	No destination found for this Interface ID
7	SFTP connection Error	Not able to connect to the destination SFTP server
8	File copy error	Not able to copy the file to the destination trading partner directory
9	File rename error	Not able to rename the file to the destination trading partner directory
11	Moving to archive folder error	Not able to move the file from fileUPLOAD to fileARCHIVE
13	Failed to log interface	Not able to log the upload details
14	Failed to log dispatch	Not able to log the transferred details
15	Get interface distribution DB Error	Not able to get the destination details from database

16 MIS MFT SFTP ACCOUNT UPLOAD THREADS

Due to the large number of file transmissions and the multiple partners. We are restricting the upload, up to 2 files at the same time. Depending on the frequency and the number of files from each SFTP account, we will increase and decrease the number of threads per SFTP account.



17 MIS MFT CONNECTION ISSUES