

File Transfer Service

Major FTP Services Changes in May 2022

RELEASE

This **Field Service Bulletin (FSB)** applies to File Transfer Services that Ciena offers to customers and partners to support file exchanges needed for customer support and installation activities.

PEC	DESCRIPTION
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n/a	n/a
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SERVICE IMPACT

None. While there is no network service disruption for any Ciena networking products, adherence to this upcoming change is critical for security purposes and failure to comply may inhibit your ability to provide or access relevant files needed in critical support situations

OVERVIEW

The purpose of this Field Service Bulletin is to inform users that Ciena is making multiple security improvements in our customer support related File Transfer Services as a necessary step to ensure that we are using the most secure constructs for all customer support interactions. Please read on to understand the three changes that are coming in the near future.

BACKGROUND

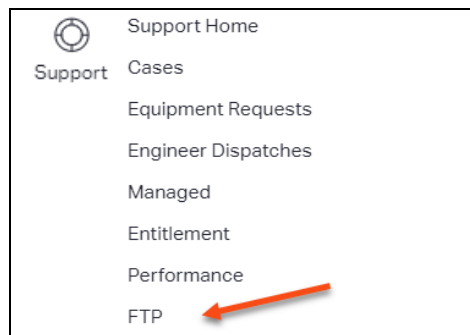
Ciena has historically supported File Transfer Services that support Global Customer Care (Technical Support) case management file exchanges interactions. Ciena Support Engineers may post files for use by a customer to a customer specific login and customers collaborating on a support case may do the same. For example, a customer may upload log files in support of a service degradation or outage support case to aid in technical investigations for case resolution.

Historically these File Transfer Services supported protocols provided via FTP protocol <ftp.ciena24.com> and SFTP protocol <sftp.ciena24.com>.



Note:

Customers can always self-determine how to access their FTP area by logging into our customer portal at my.ciena.com portal and looking at the FTP page under the Support menu:



This will allow you access to current credentials, passwords do change often and without notice.

WHAT IS CHANGING

1. **SFTP Mandate** - Ciena is requiring the exclusive use of Secure FTP protocol effective 1-May-2022. This need is rooted in ensuring the optimal security for our customers and our internal assets. Customers will only have access to sftp.ciena24.com and the non-secure protocol will not be allowed.
 - Customers unfamiliar with sftp should work with their corporate IT team for a company-recommended Secure FTP client or instructions on how to use command line from their operating system.
2. **IP Address Changes** – New infrastructure is being deployed which when exposed for customer use will have new IP addresses. We discourage any use of the IP addresses and instead use the sftp.ciena.com.
3. **Purge Policy Activation** – Ciena will be enforcing a 30-day purge policy of any files posted.

If you have any questions or concerns about the above changes please work with your Customer Support Advocate or email directly to Ed DeGrange (edegrange@ciena.com), Don Kells (dkells@ciena.com), or Ted Bauer (ebauer@blueplanet.com) by 25-Apr-2022. After May 1, 2022 any support inquiries related to this can be handled through Ciena and Blue Planet technical support staff.

PREREQUISITES

n/a

REFERENCE DOCUMENTS

n/a

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REQUIRED TOOLS

- Customers unfamiliar with sftp-based clients should work with their corporate IT team for a company-recommended Secure FTP ("sftp") client or instructions on how to use command line from their operating system.

HISTORY

The following information lists the printing history of this document.

Part Number/Revision	Release Date	Content Description
101-2022-006, Revision A	April 2022	Initial release.

CONTACTING CIENA

CUSTOMER SUPPORT AND SERVICE CENTER

<https://www.ciena.com/support/> - for support instructions and global support phone numbers

<https://my.ciena.com/> - customer portal for extensive self-service functions

GENERAL INQUIRIES

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