

# **SDT: Changes to Authentication and Other Updates**

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# Main Points

- ❖ Changes to Authentication
- ❖ State Contact Information
- ❖ SDT Notifications
- ❖ KISAM Ticket Instructions  
(*Customer Support*)



# Changes in Authentication

- GSA has “sunset” the ACES program
- ACES certificates are no longer available
- Current ACES certs are good thru June 2020
- Only customers with an ACES certificate about to expire will be affected immediately
- IRS is testing\* Identrust Global Common (IGC) digital certificates as a replacement

*\*IRS testing not complete; no final decision made yet*



# Changes in Authentication

- Customers with an ACES certificate about to expire have two options:
  - Buy IGC cert before testing\* is complete
  - Switch to SFTP to connect to SDT
- SFTP option uses self-generated SSH key pair in lieu of purchased certificate (*see later slides*)

*\*IRS testing not complete; no final decision made yet*



# IGC Digital Certificates

- IGC Medium Assurance Affiliated Individual Certificates
  - Issued in an individual's name
  - Only that individual may use the certificate
- IGC Device Certificates
  - Issued for a device such as a server
  - More than one individual may use the cert but it may only be used with one device

*IRS is currently testing IGC certificates; no final decision yet*



# IGC Digital Certificates

- IGC Med Assurance Affiliated Indiv Certs

- 1 year           \$ 89
- 2 years           139
- 3 years           179

- IGC Device Certificates

- 1 year           \$170
- 2 years           275
- 3 years           329

*\*prices quoted on  
Identrust web site*

*IRS is currently testing IGC certificates; no final decision yet*



# Self-Generated SSH Key Pair

- You may generate your own SSH Key Pair as an alternative to purchasing a certificate
- Key strength must be at least 2048 bit
- Many software clients have a key generation tool built in
- Help is available from IRS technicians by submitting a KISAM ticket



# How SSH Key Pairs Work

- No cost to the user
- Not restricted to one individual or one device
- Public key must be shared with IRS
- You must create a new SSH key pair and send the public key to IRS every two years  
(*2-year renewal is an IRS security rule*)
- may result in slower transmission speed





# Changes in Authentication

- *Summary* -

- IRS is testing IGC digital certificates as a replacement for ACES certs
- *No final decision has been made yet*
- IRS will notify users once a decision is made
- Creating your own SSH key pair and connecting to SDT using SFTP remains an option
- Call Identrust support at 888-339-8904 or visit <https://www.identrust.com/certificates/learn/specifications-igc-certificates> for information on IGC certificates



# State Contact Information

- You were contacted recently to ask about points of contact for SDT at your agency
- When SDT was implemented, state agencies were asked to provide 2 points of contact:
  - A Group Email Account (notifications)
  - An Account POC (system issues)
- Much of this information has since changed



# Group Email Requirement

- IRS asks agencies to create a group email account to receive automated notifications and alerts
- Notifications let agencies know files are available, confirm successful uploads and downloads, and provide various file transfer error notices
- Alerts inform agencies of system outages, widespread security issues and other system concerns



# Group Email Requirement

- The state agency controls the membership of the group email account
- We recommend including anyone who uses IRS files, creates files for IRS, or is involved with the file transfer process
- We ask that the group email address include the agency code and be in a standard format



# Group Email Format

*- preferred -*

- Begin with the agency code followed by “@”, followed by the state’s address convention,
  - state.SC.us
  - statename.gov
  - tax.statename.gov
- Example is SS###@xxxxx.xxx.gov

*SC = 2-digit state abbrev.          ### = 3-digit numeric code*

*SC### = agency code a.k.a. SDT account code*



# Account POC

- The Account POC is the person our IT staff will contact for specific system issues such as:
  - Logs showing repeated download errors for a file
  - Agency connecting to SDT several times per second (system/connection malfunction)
  - Verifying a new user
- The Account POC should have an individual email address (*versus the group email address*)



# Updating Contact Info

- You are responsible for keeping your *group email* address and *individual* account POC current
- To update the info, submit a KISAM ticket\*
- You control the members of the group email
- You need not notify IRS when members changes
- You need to notify IRS when the address changes

*\*see later slide for KISAM ticket instructions*



# State Contact Information

*- Summary -*

- IRS needs two points of contact at the state agency, a group email address and an Account POC, to ensure a smooth file transfer operation using SDT
- State agencies are responsible for keeping their contact information current with IRS
- State agencies control the members of their group email account and should update membership as needed





# What are the Notifications?

- ❑ Most common notifications:
  - Successful File Download/Upload
  - File Available for Download
  - Incorrectly Named File
  - Control File Needed
  - Incomplete File Needing Retransmission



# What are the Notifications?

## Successful File Download Notification

*Subject: IRS File Download Notification*

SFGZSSNNNseqMMYYYYY.txt has been downloaded by your system from the IRS Secure Data Transfer server.

Thank you for using IRS Secure Data Transfer.



# What are the Notifications?

## Successful File Upload Notification

*Subject: IRS Updates have been received*

SSNNNSFGXseqMMYYYYY.txt has been received by the IRS Secure Data Transfer server.

Thank you for using IRS Secure Data Transfer.



# What are the Notifications?

## File Available for Download Notification

*Subject: IRS Updates have been received*

The following file named SFGZSSNNNseqMMYYYYY.zip is available for download. Please login to Secure Data Transfer to download your data. The file will be deleted from the server in 10 days based on today's date of MM/DD/YYYY.



# What are the Notifications?

## Incorrectly Named File

*Subject: The IRS has received an Incorrectly Named File  
AAA\_SBSE\_EMPL\_YYYYMMDD.txt*

IRS has received a file named AAA\_SBSE\_EMPL\_YYYYMMDD.txt uploaded through SDT (Tumbleweed) on 02/05/2018 from your agency that did not follow the proper naming conventions.

The file has been removed, deleted from the SDT server and will need to be resubmitted with the correct file name. If you have any questions please contact your designated IRS Point of Contact for your project for the correct file name.



# What are the Notifications?

## Control File Needed Notification

*Subject: The IRS has not received a Needed Control File*

The IRS has not received a control file for the data file SS###PITRFE090MMDDYYYY.txt uploaded through STServer on 01/31/2018 from your agency (SS###)

The control file needs to be submitted with the correct file name within 24 hours in order for your data to be processed. If a control file is not received within 24 hours, your data file SS###PITRFE090MMDDYYYY.txt will be deleted from our systems and your data will not be processed.



# What are the Notifications?

## Incomplete File Needing Retransmission

*Subject: IRS has received an incomplete file needing retransmission*

The IRS has received an incomplete/failed file named SS###LEVYTIN20177.txt\_FILENAME\_TOO\_SHORT\_CYCLE\_20177\_INVALID through SDT (Tumbleweed) from your agency (SS###). The file needs to be successfully retransmitted in order for your data to be processed. If a replacement file is not received within 24 hours, your previous incomplete/failed data file for SS###LEVYTIN20177.txt will be deleted from our systems and that data will not be processed.

*\*this is a manual notification that is sent for a variety of reasons*



# Keeping Contacts Current

- Automated notifications are generated by two IT systems, not from end-users or developers of files
- Notifications must be set up specifically for each project; many but not all projects are set up
- Manually-intensive for IT staff: each notification for each customer must be changed separately
- We are currently working on many changes recently solicited from our customers





# Not Receiving Notifications

- If you suspect you're not receiving notifications
  - Ask your GL or other established point of contact what email address IRS has on file
  - Ask your IT office if that is a good address
  - If you need to update the email address on file with IRS or create a new group email, you must submit a KISAM ticket\*



# KISAM Ticket Instructions

## *for SDT and File Transfer Customer Support*

- KISAM is the IRS Help Desk System
- A KISAM ticket must be submitted for help with SDT and other file transfer issues
- If you need help submitting your ticket, contact your IRS liaison or relationship manager
  - State and municipal agencies, contact your GL
  - Federal agencies and Security Summit partners should go to their established point of contact



# KISAM Ticket Instructions

*for SDT and File Transfer Customer Support*

- Instructions on the next slide should be used for all technical and administrative issues including
  - SDT connection problems
  - Sharing a public key / help creating an SSH key pair
  - Requests for files to be resent
  - Updating your group email address for notifications
  - Updating your SDT account POC (individual)
  - Questions about changing operating systems



# KISAM Ticket Instructions

*to be used by IRS external trading partners*

Step 1: Create email w/subject line:

SDT Customer Support Request from <*your org name*>

Step 2: Include the following in the email:

- SDT Account or Agency Code (assigned by IRS):
- State the question or describe the issue:
- IRS File Name (if applicable):
- Requestor's name, phone number and email address:
- KISAM Assignment Group:

**OPERATIONS SVCS SECURE DATA TRANSFER SUPPORT**

Step 3: Send email to: [it-uns.enterprise.service.desk@irs.gov](mailto:it-uns.enterprise.service.desk@irs.gov)

❖ *KISAM is the IRS help desk system*



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# Questions

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