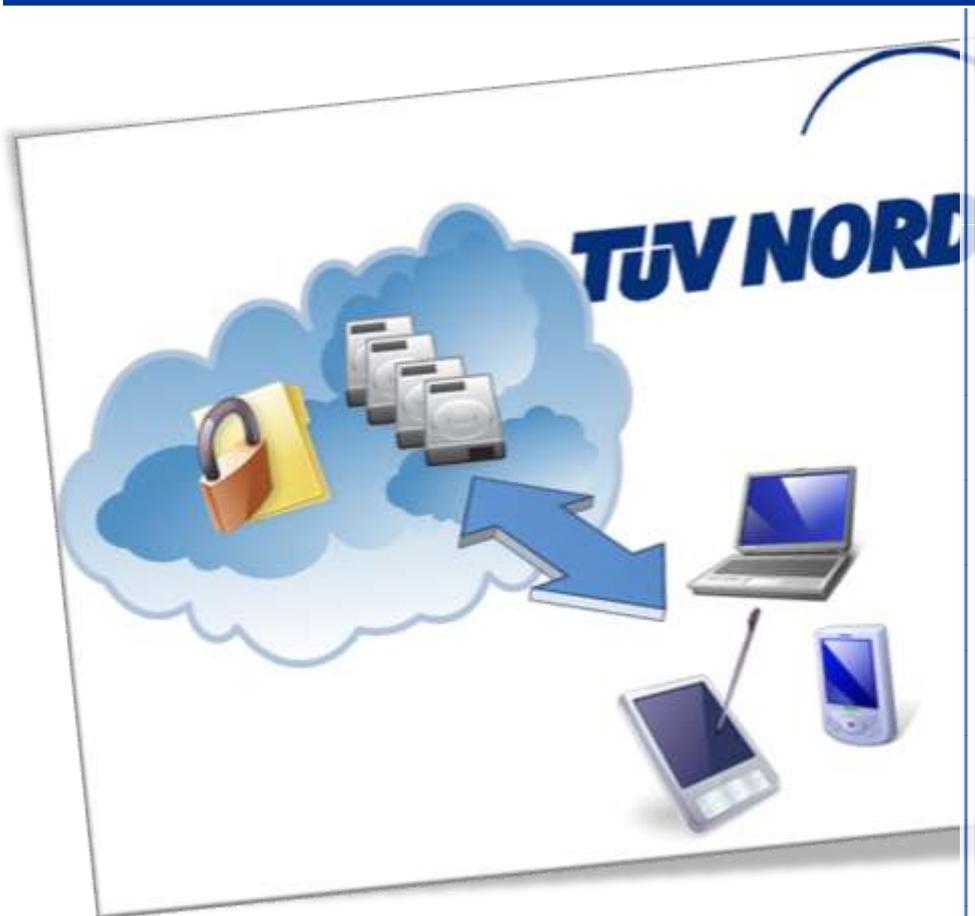


# TN-Cloud Solution – FileXchange



# Instructions, TÜV NORD Cloud Solution FileXchange

External

# Content

|  |    |
|--|----|
| 1. Introduction .....  | 4  |
| 2. Description of the scope of basic services .....            | 5  |
| 3. Security.....   | 6  |
| 4. What kinds of access to the TÜV Nord cloud are there? ..... | 7  |
| 4.1. Devices suitable for access.....                          | 7  |
| 4.2. Access variants and protocols.....                        | 7  |
| 4.3. Different user groups .....                               | 8  |
| 5. How can an external user send files to a TÜV employee?..... | 9  |
| 6. How can I access the TÜV NORD cloud via web browser?.....   | 9  |
| 7. What can I transfer with it? .....                          | 11 |
| 8. Instructions.....   | 12 |
| 8.1. Installation of the Upload-Download Wizard (ActiveX)..... | 12 |
| 8.2. Using the Upload-Download Wizard (ActiveX) .....          | 13 |
| 8.3. Installation of the Upload-Download Wizard (Java) .....   | 15 |
| 9. Glossary .....  | 17 |

## 1. Introduction

More and more often it is necessary for customers, suppliers, the board of directors, etc. to securely send and receive large amounts of data.

ServE has introduced a secure TÜV NORD cloud solution.

Here, confidential data is deposited on a highly secure file server in the TÜV NORD network. Special attention was given to ensure simple and intuitive operation for users.

## 2. Description of the scope of basic services

The FileXchange system at TÜV NORD can be used as a basic service by every TÜV NORD employee. The system includes the following features:

- Support for one of the following protocols: SFTP, FTPS, SSH. For security reasons FTP is not permitted at TÜV NORD, because for one, FTP sends the username and password in readable form from the client to the FileXchange system.
- The system only allows for distinct identifiers for each user. The use of "shared accounts" is not permitted (providing identifiers to others or multiple use).
- The system automatically deletes files older than 30 days.
- An Outlook ADD-ON exists which can be installed from the TÜV-NORD [website](#) and which makes it possible to send files via Outlook to anyone (Ad-Hoc Transfer). Only [Benutzer](#) (users) have this function
  - Maximum file size: 20 gigabytes (starting at 1.5 GB it is necessary to use the corresponding [uploader](#))  
(Default: 7 downloads, data retention 7 days; a maximum of 30 days of data retention and 100 downloads, then files will be deleted automatically.)
- To synchronize file folders from FileXchange, a client can be obtained via the TÜV NORD web page. In online mode, this makes it possible to always keep FileXchange content in sync and subsequently have it available locally in offline mode. Only [Benutzer](#) (users) have this function
- FileXchange is for exchanging data, which is why the files are not backed up. Backing up files is the task of the user data storage system (FileServer)
- File saving is encrypted -> no ServE-Admin access to the data via the file system. Additional security features are described in the following [Abschnitt](#) (section).

### 3. Security

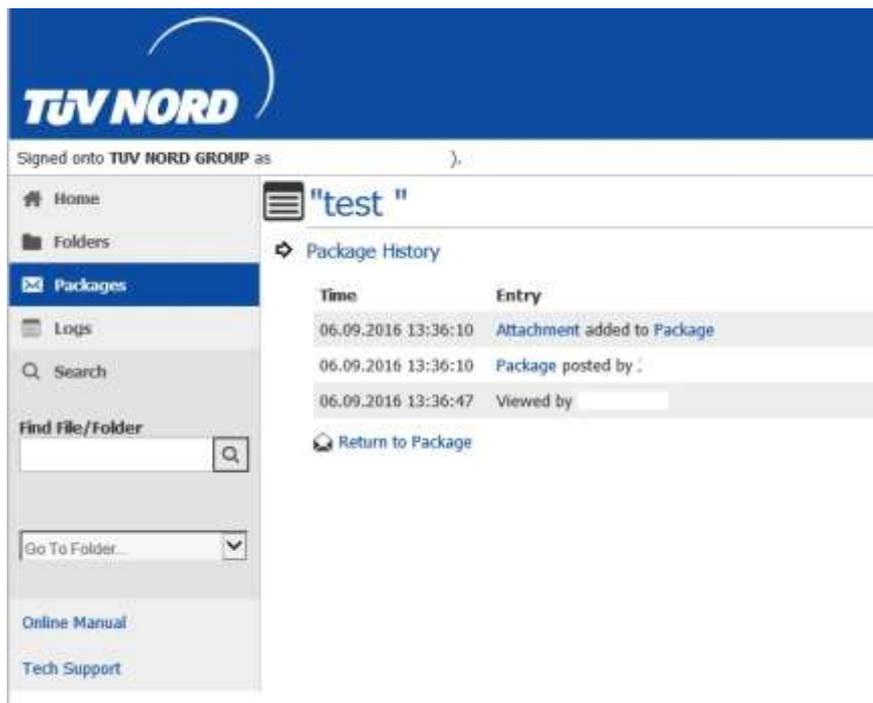
The entire sending operation is secured and encrypted according to the highest industry standard and the recommendations of the Federal Office for Information Security (BSI).

In the process, the information email is encrypted right to the client itself.

When the link is opened, the server and the browser negotiate the encryption depth. With IE9 (minimum requirement), the download of the files is accessed according to the TLS method. The standard encryption in the process is AES 256.

The recipient has full control over the confidential email attachment and the content of the email at all times.

All actions and accesses are logged in a comprehensible way.



## 4. What kinds of access to the TÜV Nord cloud are there?

You can use the TÜV NORD cloud with different devices and different display clients or protocols.

### 4.1. Devices suitable for access

- TÜV Nord client
- Private environments
- Mobile device

### 4.2. Access variants and protocols

Depending on the desired protocol or purpose of use, there are different software components, which are described in more detail in the document.

- Web interface
  - [Internet browser](#)
- SFTP
  - FileZilla
- Synchronization client
- Outlook Ad-Hoc Transfer
- Mobile access from smartphones and tablets

### 4.3. Different user groups

To use the TÜV NORD cloud, there are two different types of users. Which access variant and protocol is used, depends on the type of user.

#### **User**

These are all internal TÜV users as well as project users generated by ServE. Depending on the work environment, all access variants and protocols can be used by users.

The username for TÜV NORD employees is the login name and for external project members it is the applied-for email address.

#### **Guest**

These are external contacts which are not recognized by the FileXchange system as a user account. Guests are automatically generated by FileXchange users who send packages/files to external and unknown FileXchange users. The guests are listed in the address book of the sending user and can download the files to be received via the FileXchange web interface. Furthermore, guests can send messages and packages/files to the sender, but not to other TÜV NORD users. Guests can only use the web interface. SFTP, Outlook and other methods of access are not available to them.

Users are automatically deleted from the address book of the user if the guest has not logged in for 45 days and if no application for reactivation of the account has been received after a further 7 days. Seven days before the account is blocked, as well as on the actual day the block is implemented, the guest will receive a message that his/her account will be blocked. After a further 7 days, the guest's user and the entry in the address book will be deleted.

Guests must log in via the FileXchange email contained in the package shipment. The username here is likewise the email address of the recipient. Logging in via <https://fileXchange.tuev-nord.de> is not possible.

## 5. How can an external user send files to a TÜV employee?

As unknown user, a prior package shipment (invitation) from the target TÜV NORD employee is necessary. After receipt of a FileXchange message from a TÜV NORD employee, the unknown user will be generated as guest and will be sent a username and password as well as the login URL (web link) in an email. With this, the external user can log into the system and send the internal contact – and only the internal contact – a message or file.

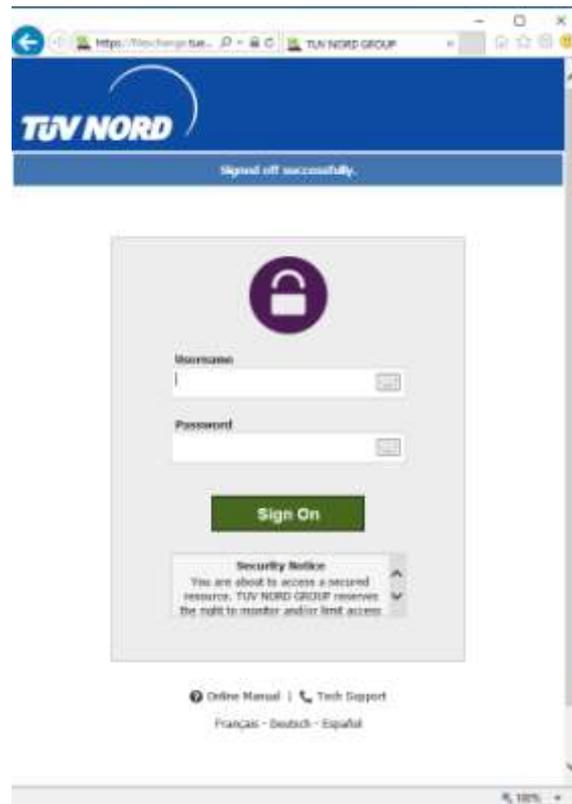
Should the external contact already have been generated as project user, they have already received a username and password at the time the user was generated, so they can log in via <https://fileexchange-tuev-nord.de>. In addition, all of the access options listed ([see 4.2](#)) are available.

## 6. How can I access the TÜV NORD cloud via web browser?

The URL is: <https://fileexchange.tuv-nord.com>

For all TÜV Nord employees, the login is accomplished with the usual login details they use at the workplace. For external project members who have been generated in advance, the applied-for email address is the username. It is possible to log in externally as well as internally. One can log in via PC or laptop, but also via iPhone or Android device.

For guests, the login URL contained in the invitation email is to be used; a login via the above URL is not possible. The username is the recipient email address of the invitation email from FileXchange.



After successfully logging in the first time, the user is asked to specify the language of the interface; this can be changed later in the "My account" section.



After being generated by TÜV NORD Service, non-TÜV NORD members log in with the email address they were given. They are then requested to change the password they were previously provided with.

### Supported web browsers are:

Internet Explorer 9, 10 and 11 (only Windows); Microsoft Edge; Mozilla Firefox (Windows, Mac and RedHat Linux); Chrome (only Windows); Safari (only Mac)

## 7. What can I transfer with it?

Principally, you can transfer every file that is not larger than 1.5 GB. For sizes larger than 1.5 GB, it is necessary to install the ActiveX (Internet Explorer) or Java plug-in (non-Internet Explorer, e.g. Firefox).

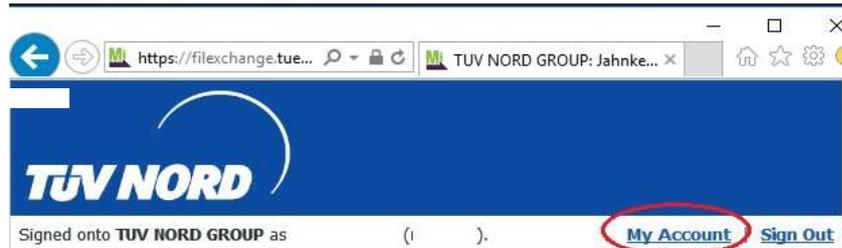
All TÜV Nord employees also have the Active X plug-in automatically installed when the Outlook plug-in is installed via the software catalogue. Non-TÜV NORD users can install this via the [Weboberfläche](#) (web interface); this is described in the following [point](#).

The installation of the Java plug-in is for all browsers that do not support Active-X; this usually means all browsers other than Microsoft Internet Explorer. The installation is described as follows.

## 8. Instructions

### 8.1. Installation of the Upload-Download Wizard (ActiveX)

1. Log in at "filexchange.tuev-nord.de"
2. Then go to "My Account".



3. At the end of the page, the Upload-Download Wizard can be installed in the following section:

➤ [Edit Your Upload/Download Wizard Settings...](#)

**Upload/Download Wizard Status:**

The ActiveX Upload/Download Wizard is Not Installed

[Change Upload/Download Wizard Status \(ActiveX Version\)](#)

The Java Upload/Download Wizard is Disabled (*not yet configured*)

[Change Upload/Download Wizard Status \(Java Version\)](#)

The JavaScript Upload Wizard is Enabled (*not yet configured*)

[Change Upload Wizard Status \(JavaScript Version\)](#)

If using Internet Explorer, the first ActiveX point needs to be selected:

- [Change the status of the Upload-Download Wizard \(ActiveX version\)](#)

4. On the next page, the ActiveX Upload-Download Wizard can be installed
5. Next, open "My Account" with IE on Filexchange, and in the following section
6. select "Change status of the Upload/Download Wizard (ActiveX version)"

⇒ Edit Your Upload/Download Wizard Settings...

**Upload/Download Wizard Status:**

The ActiveX Upload/Download Wizard is Not Installed

✎ Change Upload/Download Wizard Status (ActiveX Version)

The Java Upload/Download Wizard is Disabled (*not yet configured*)

✎ Change Upload/Download Wizard Status (Java Version)

The JavaScript Upload Wizard is Enabled (*not yet configured*)

✎ Change Upload Wizard Status (JavaScript Version)

## 7. Activation of the wizard:

⇒ ActiveX Upload/Download Wizard

The Upload/Download Wizard is a browser add-on that allows you to:

- Transfer files faster
- Transfer files greater than 2GB
- Transfer multiple files at once
- Perform automatic integrity checking to ensure file non-repudiation
- Compress/uncompress data on the fly
- Add files via drag-and-drop

The ActiveX version of the Upload/Download Wizard requires Internet Explorer.

The ActiveX Upload/Download Wizard is Installed and Disabled  
Version 8.3.0.0 is installed; this is the latest.

Enable the Wizard

Enable the Wizard (for this session only)

## 8. Finished

### 8.2. Using the Upload-Download Wizard (ActiveX)

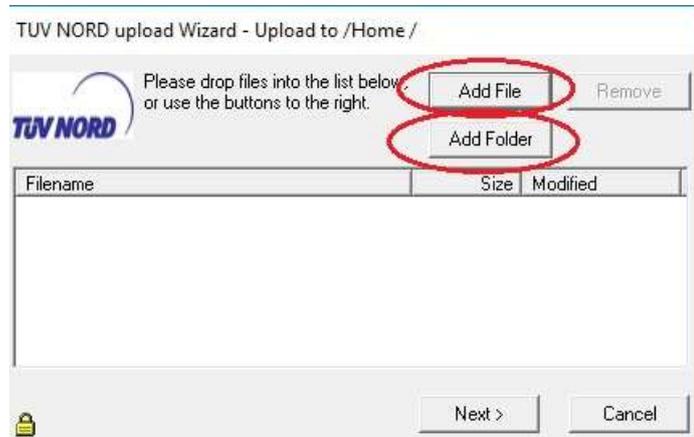
- Open the target folder using the "Folder" navigation



- Start the Upload Wizard

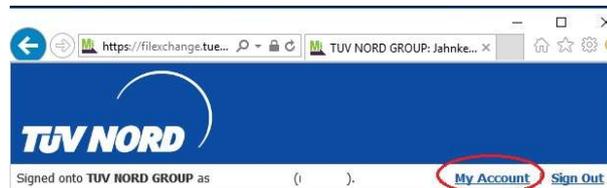


- After that, the Upload-Download Wizard opens, in which a file or folder can be uploaded.



### 8.3. Installation of the Upload-Download Wizard (Java)

1. Log in at "fileexchange.tuev-nord.de"
2. Then go to "My Account".



3. At the end of the page, the Upload-Download Wizard can be installed in the following section:



If using a non-Internet Explorer browser (e.g. Firefox), the first Java point needs to be selected; for this select

- [Change the status of the Upload-Download Wizard \(Java version\)](#)

4. On the next page, the Java Upload-Download Wizard can be installed



This requires a completed installation of Java 8 or higher.

After successfully downloading the Java client, the web page must be trusted and the Java application started (the Java dialogs can look different, depending on the Java version):



## 5. Finished

## 9. Glossary

| Term                       | Description   |
|----------------------------|---|
| <b>Account</b>             | User account  |
| <b>ActiveX</b>             | The name of a software component model from Microsoft for active content. ActiveX components expand the Component Object Model standards (COM) from Microsoft.  |
| <b>Add-ON</b>              | Optionally adds more functions to an existing system.   |
| <b>Ad-Hoc Transfer</b>     | A transfer without preparatory work   |
| <b>AES-256</b>             | Advanced Encryption Standard – an encryption standard   |
| <b>User</b>                | Internal TÜV users as well as external users generated by TÜV   |
| <b>BSI</b>                 | Federal Office for Information Security   |
| <b>Cloud</b>               | Cloud computing refers to the execution of programs that are not installed on the local computer, but rather on another computer and are launched remotely (via the Internet, for example)            |
| <b>FileServer</b>          | A network component that centrally offers and stores files  |
| <b>FileXchange</b>         | File cloud solution from TÜV NORD   |
| <b>FileXchange Central</b> | Cloud solution from TÜV NORD for creating file jobs that are administered and executed centrally.   |
| <b>FTP</b>                 | <b>F</b> ile <b>T</b> ransfer <b>P</b> rotocol is an unencrypted network protocol for exchanging data   |
| <b>FTPS</b>                | <b>F</b> ile <b>T</b> ransfer <b>P</b> rotocol with TLS encryption for the secure transfer of files   |
| <b>Guest</b>               | User accounts which are generated by users through Ad-Hoc Transfer  |
| <b>Hash</b>                | A hash is a large input quantity (the <i>key</i> ) mapped to a smaller target quantity (the hash value). It is necessary among others for encryptions.  |
| <b>Home drive</b>          | A part of a system to which only the associated user has access.  |
| <b>Java</b>                | Java is an object-oriented programming language   |
| <b>Plug-in</b>             | A plug-in is an optional software module that expands or alters existing software   |
| <b>SFTP</b>                | <b>S</b> ecure <b>F</b> ile <b>T</b> ransfer <b>P</b> rotocol is a protocol for transferring files securely   |
| <b>SHA</b>                 | <b>S</b> ecure <b>H</b> ash <b>A</b> lgorithm is the name of a family of standardized cryptographic hash functions. They are used to calculate a unique test value and are essential for encryptions. |
| <b>Shared Accounts</b>     | These are shared identifiers that are used by multiple users. This means that identities cannot be traced back to one single user anymore.  |
| <b>SSH</b>                 | <b>S</b> ecure <b>s</b> hell is the name of an encrypted network protocol for exchanging data securely  |
| <b>Sync-Client</b>         | A software component from FileXchange for synchronizing local content   |
| <b>TLS</b>                 | Transport Layer Security  |
| <b>TN</b>                  | TÜV NORD  |
| <b>Workflows</b>           | Work processes  |