REALPAGE®
Outperform

Support Backups and Secure Transfer Server Changes - i-CAM™ 3.1.24

Contents

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What is the Secure Transfer Server?

The Secure Transfer Server is our updated server used for sending and receiving site data to and from support. The new Secure Transfer feature automates the uploading and downloading of site data and provides enhanced security for data transfers.

Initial Setup in i-CAM 3.1.24

With i-CAM version 3.1.24, you will need to enter your enterprise's credentials into i-CAM for RealPage's Secure Transfer Server.

Getting your account credentials

If you have not done so already, please contact i-CAM Support to receive your Username and Activation code for the Secure Transfer Server.

- **Phone**: 1-800-548-6656
- **Email**: support@realpage.com

Setting your credentials

Note: You will need access to the Enterprise Console Manager (ECM) to complete the below steps. This process will only need to be completed once per company. If you are unsure if your company has already completed these steps, in i-CAM or the ECM, go to **Help > Secure Transfer > Upload File**. You will receive a Secure file transfer not setup error if your company has not completed these steps.

1. Log into the Enterprise Console Manager (ECM)
2. Go to **Help > Secure Transfer > Set Up Secure Transfer**
3. Enter your **Username** and **Activation Code** (provided by support)
4. Click **OK**

5. You will be asked to enter a password for the Secure Transfer process. Enter the password your company would like to use and re-enter the password for confirmation. Click **OK** to finish.

You have now completed the setup portion of for the Secure Transfer process.

Sending Backups to Support

There will be times when you would like to send in a backup of your property to support for review or a data repair. The Secure Transfer process provides an automated process to upload data to our support team.

Backup from within i-CAM

1. From the property you would like to send to support, go to **Help > Secure Transfer** and select one of the following options:
   - **Backup & Upload**: This option will make a backup of the property and upload it to Support

   - **Upload File**: This option will allow you to select a backup file you have already made and upload it to support
     1. Click the ellipses button (...)
     2. Double click on the backup you would like to send to support
     3. Click **OK**

Backup from within the Enterprise Console Manager (ECM)

1. From within the ECM, right-click on the property you would like to send to support
2. Choose **Tools > Secure Transfer** and select one of the following options:
   - **Backup & Upload**: This option will make a backup of the property and upload it to Support

   - **Upload File**: This option will allow you to select a backup file you have already made and upload it to support
     1. Click the ellipses button (...)
     2. Double click on the backup you would like to send to support
     3. Click **OK**

Retrieving Backups from Support

In a situation where a repair needs to be made on one of your properties, the Secure Transfer process makes retrieving your repaired data simple.

Note: To complete the below steps, you will need access to the Enterprise Console Manager (ECM).

1. Log into the Enterprise Console Manager (ECM)
2. Click **Properties** on the left side.
3. Right-click on the property that you would like to retrieve data for and choose **Tools > Secure Transfer > Check For Downloads**.

   Note: You will see all backups for your company that have been repaired and are being returned.

4. Select the repaired data from the list and click **OK**.

The repaired data will now be saved to the backup folder of the property and can be restored like normal.
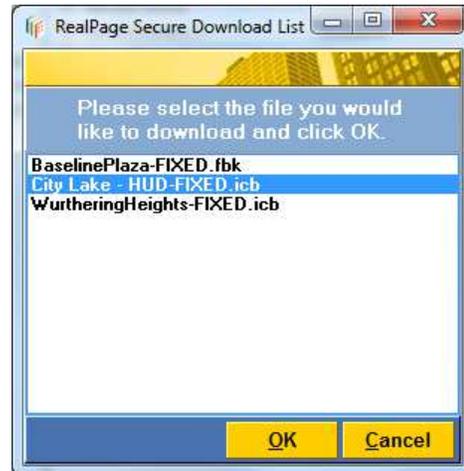
Resetting your Secure Transfer Server Password

If you are in a situation where you would like to change your company's Secure Transfer Password, you can do so from the Enterprise Console Manager (ECM). Keep in mind this is the password for your entire company not just your property.

1. Log into the Enterprise Console Manager (ECM)
2. Go to **Help > Secure Transfer > Change Server Password**.
3. Enter the following:
   - **Enter Your Current Password**: Enter the password your company is currently using for the Secure Transfer Server.
   - **Enter Your New Password**: Enter the password you would like to use for the Secure Transfer Server.
   - **Re-Enter your New Password**: Renter your new password to confirm spelling.
4. Click **OK**
5. Go to **Help > Secure Transfer > Setup Secure Transfer**
6. Enter your new password in the **Current Password** field.
7. Click **OK**

Note: If you no longer remember your Secure Transfer password, you will need to contact i-CAM Support to have your password reset.

Using the Secure Transfer Server on i-CAM 3.1.23 and Earlier

With i-CAM 3.1.24 and the introduction of the Secure Transfer Server, properties will no longer be able to submit backups to support through i-CAM in versions 3.1.23 or earlier or by uploading manually to the ftp://acsftp:Turner_01@ftp.domin-8.com server.

If you will not be upgrading to i-CAM 3.1.24 (or later) or will be waiting to upgrade, you will need an FTP tool that will upload using the SFTP protocol. The following instructions are for using FileZilla, which you can download from their website, https://filezilla-project.org. Please also refer to their website for installation instructions.

Note: You are welcome to use another FTP program, however, you will need to refer to your IT professional for assistance in setting that program up.

Getting your account credentials

If you have not done so already, please contact i-CAM Support to receive your Username and temporary password for the Secure Transfer Server.

- **Phone**: 1-800-548-6656
- **Email**: support@realpage.com

Configuring FileZilla:

1. After installing FileZilla, open the program.
2. Go to **File > Site Manager**
3. Click **New Site**
4. By default, you will be able to rename this site under My Sites. You can name this anything you would like such as i-CAM Support
5. Under the General tab Complete the following fields:
   - **Host**: icammft.realpage.com
   - **Protocol**: SFTP- SSH File Transfer Protocol
   - **Logon Type**: Interactive
   - **User**: Contact I-CAM support for your account name

     For example: EXT-PROPERTYMANAGER_ICAM

   - **Password**:
     a. Your initial password is: temp123
     b. You will need to change this password to activate your account. Once you login for the first time, Filezilla will request that you change this password.
6. Click **OK**
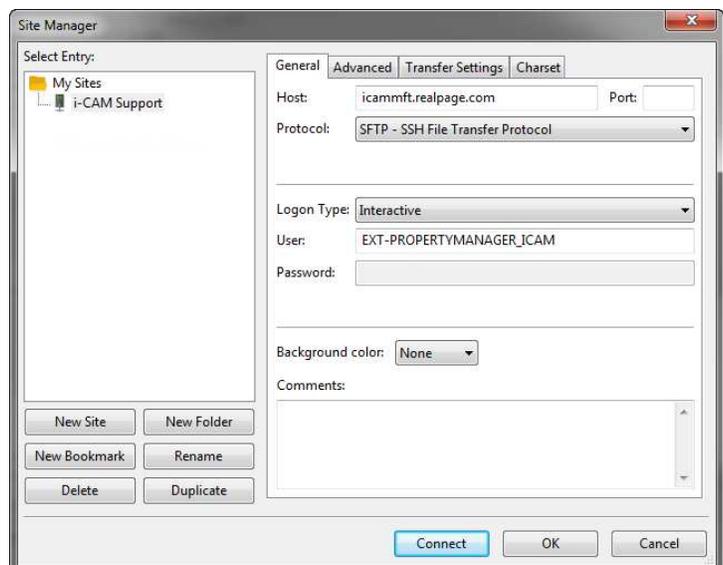
Submitting Backups to Support via FileZilla:

1. Open Filezilla
2. From the upper left corner of FileZilla, click the down arrow next to file manager

3. Choose the site you setup for the i-CAM Secure Transfer Server
4. You will be asked to enter your password and click **OK**.
5. In the lower right box, you will see two folders. Double-click on the **icam_upload** folder:
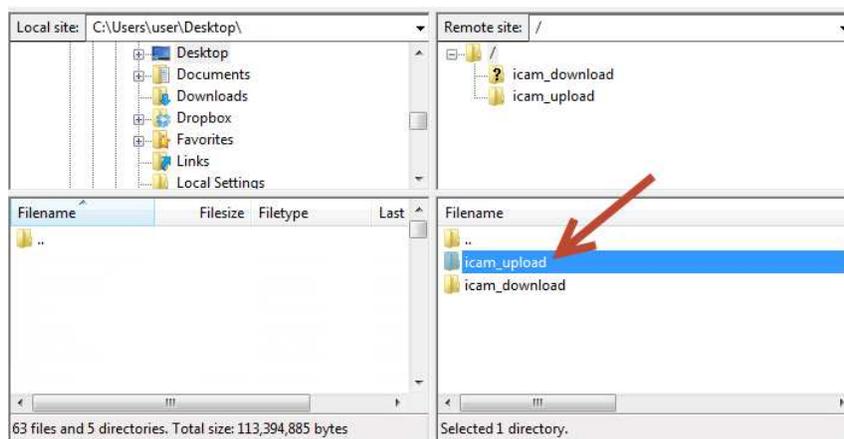
6. To upload a file to support, drag and drop the backup into the icam_upload folder:
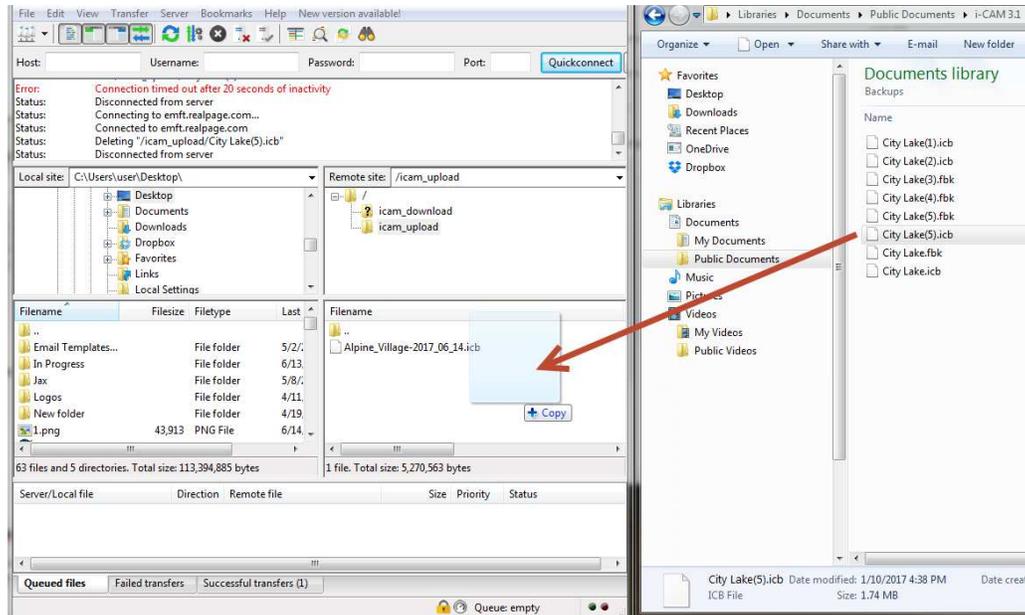
When the backup has completed uploading you will see the file listed on the server:
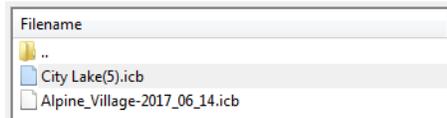
Retrieving Backups from Support via FileZilla:

1. Open Filezilla
2. From the upper left corner of FileZilla, click the down arrow next to file manager
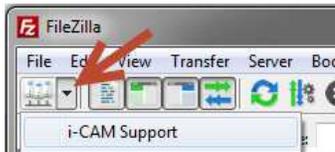
3. Choose the site you setup for the i-CAM Secure Transfer Server
4. You will be asked to enter your password and click **OK**.
5. In the lower right box, you will see two folders. Double-click on the **icam_download** folder:
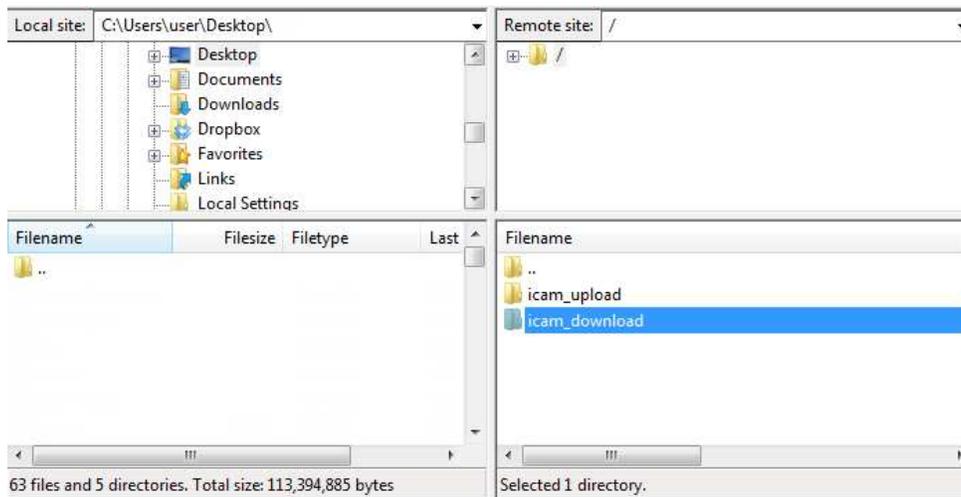
6. Select the backup you would like to download and drag it to your desktop:
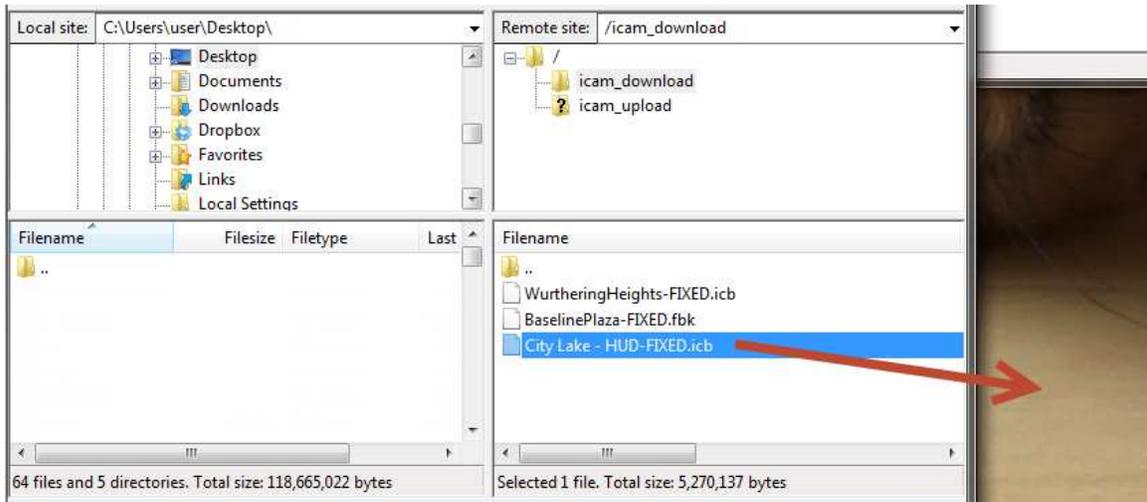
You can now restore this file as usual.

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