

Secure FTP – Common Problems Troubleshooting

If you continue to have connection problems after going through the “Using WinSCP” document provided to you by your Department of Revenue contact, please double check the below items.

Are you using the WinSCP utility?

Ensure you are using a Secure FTP download utility. Do not use your internet browser ftp function as it is not using the secure FTP port. The Department of Revenue suggests WinSCP (www.winscp.net). It is free and Department of Revenue employees are familiar with this product to help with settings if necessary.

Did you double check your typing in the WinSCP Login Screen for the Host Name, Port number, User name and Password?

Host name : dorftp01.revenue.wi.gov

Port number : 22

User name : your WAMS ID (exactly as created with same upper and lower case)

Password : you WAMS ID Password

Is your WAMS ID recognized by the Department of Revenue Secure FTP server?

The Department of Revenue Secure FTP server has more restrictive WAMS ID and password requirements. Although it may work in WAMS, the DORFTP01.revenue.wi.gov may not accept the ID or password. Remember, your WAMS ID cannot begin with a number but it can have numbers in it. Your password must be between 7 and 20 characters long **and** must contain a combination of letters and either numbers or special characters (except @). A previously used password may not be accepted. Passwords must be in lower case. If you need to change your WAMS ID, you can choose the “Profile Management” link at <https://on.wisconsin.gov>.

Is your WAMS ID account locked?

If you want to check if your WAMS ID is active, you can choose the “Profile Management” link at <https://on.wisconsin.gov>. If you are able to log in, your account is fine. If your WAMS account is locked you can choose the “Account Recovery” link at <https://on.wisconsin.gov>.

Is your network port 22 open?

The TCP Port 22 is identified as the Secure FTP port on networks. If you are unsure whether port 22 is open, contact your network administrator, or network service provider and request that port 22 be opened for both incoming and outgoing communication.