



Data Exchange Gateway Frequently Asked Questions

Password Expiration Questions

1. Why is my password expiring now when it has never expired before?

To coincide with the TransUnion Policy for password management and for security measures, all passwords must expire on a regular basis in order to maintain a high level of security. One of the many reasons for migrating customers from the old Data Exchange Gateway (DEG) to our current version was to take advantage of the stronger, more up to date security standards the current platform offers.

2. How often will my password expire?

If you send your data via HTTPS (the web interface), your password will expire every 90 days. For FTP Users, passwords will expire once every 365 days.

3. Are there any requirements for new password creations?

Password requirements are available in the Online Help under the "Password Help Guide" link. To obtain this guide, log in with your current information.

4. How do I update my current password to a new password?

Please log in to your DEG profile at <https://datagatewayprofile.transunion.com> at any time to update to a new password or to make changes to your current contact information. By logging into your profile, you are also asked to provide a Challenge Question & Challenge Response for potential future passwords issues. For further navigation assistance for password management, please see the *Password Help Guide*.

5. I send my data via SFTP, FTP, or FTPS. Is there anything else I need to do after creating my new password?

Please review any FTP scripting you may have created and be sure to update your password **everywhere** your password exists within your scripts. If you do not change your password within your FTP scripts, you risk locking your user ID out and having to go through the password reset process again.



If you experience any password issues that prohibit you from sending or receiving data that you are unable to resolve with the *FAQs* or *Password Help Guide*, please contact the TransUnion Service Desk at 1-888-495-3110.

General Questions

1. Which Internet browsers are currently supported?

At the present time, Internet Explorer (IE) versions 5.5 and above, and Firefox, are compatible with the DEG. Browsers such as Netscape, Mozilla, and Safari are not compatible with this application.

If you are using an Internet browser other than Internet Explorer version 5.5 or above, or Firefox, the application will not function properly. Please access the system using Internet Explorer version 5.5 or above, or Firefox.

2. What if my password is locked and I cannot log on to the system?

If you are unable to log in and your DEG profile is currently set up please reset your password by answering your challenge question under the “Forgot Password” link. If you have not set up your challenge question and answer on the profile, please contact the TransUnion Service Desk at 1- 888-495-3110.

3. How do I know if I’ve uploaded/downloaded the complete file? Is there a byte count?

You can retrieve mailbox history by accessing the Activity Log. The Activity Log includes information on file uploads/downloads and includes a byte count. To learn how to access the Activity Log, see the *DEG User Guide*, which can be accessed from the DEG home page in the help tab.

4. How do I add a new user or delete a user?

To add or delete users to/from your mailbox, contact your TransUnion business representative with the name, email address, and mailbox information of any users you want to add or delete. You must also include your user ID in the request.

5. What is the size of the biggest file can I send?

The maximum file size depends on how you access the system. Refer to this table for file size limitations, broken out by protocol.

Protocol	File Size	Notes
FTP	10 GB	If you are not using SFTP, you must encrypt your files when using FTP.
FTPS	10 GB	Data is sent through an encrypted protocol (FTP/SSL).
HTTPS	2 GB	Sending a two gigabyte file may time out, depending on your Internet capacity. If you experience problems, you may want to split your file into smaller files.
SFTP	15 GB	Data is sent through an encrypted protocol (FTP/SSH).

6. Who do I contact if I sent the wrong file?

You can verify the file sent (name only) by accessing the Activity Log. See the *DEG User Guide* for information on accessing the Activity Log. If you believe you sent the wrong file, contact your TransUnion business representative.

7. I received an error. What does it mean?

Refer to the *DEG User Guide* section, “How to Access the Activity Log.” This section includes information on error messages and definitions.

8. I cannot find my file to upload. What should I do?

If you send files through a third-party vendor, please contact that vendor; otherwise, contact your software provider.

9. Who is my TransUnion business representative?

If you do not know your TransUnion business representative, please open a Help Ticket, see *FAQ #11*, or contact TransUnion Service Desk at 1-888-495-3110.

10. Who do I contact if I experience a problem?

If you are experiencing a problem and cannot resolve your issue through the online help topics, please open a Help Ticket, see *FAQ #11*, or contact TransUnion Service Desk at 1-888-495-3110.

11. How do I open a Help Ticket in order to receive assistance?

To open a Help Ticket, perform the following steps:

- a) From the DEG Home Page, click **Open a Help Ticket** in the left navigation bar. You will then be redirected to the Profile Homepage.
- b) After you log on to the DEG Profile Homepage, the Open a Help Ticket screen will appear.
- c) Select the appropriate Service Issue from the drop-down menu of choices and describe the issue that you need assistance with and click **Next**.
- d) Verify the information you have populated is correct. If the information is correct, click **Submit**. Otherwise, click **Edit** to make changes to your request.
- e) Once your ticket has been submitted, you will be notified of the successful creation and will receive a ticket number for future reference.

HTTPS Questions

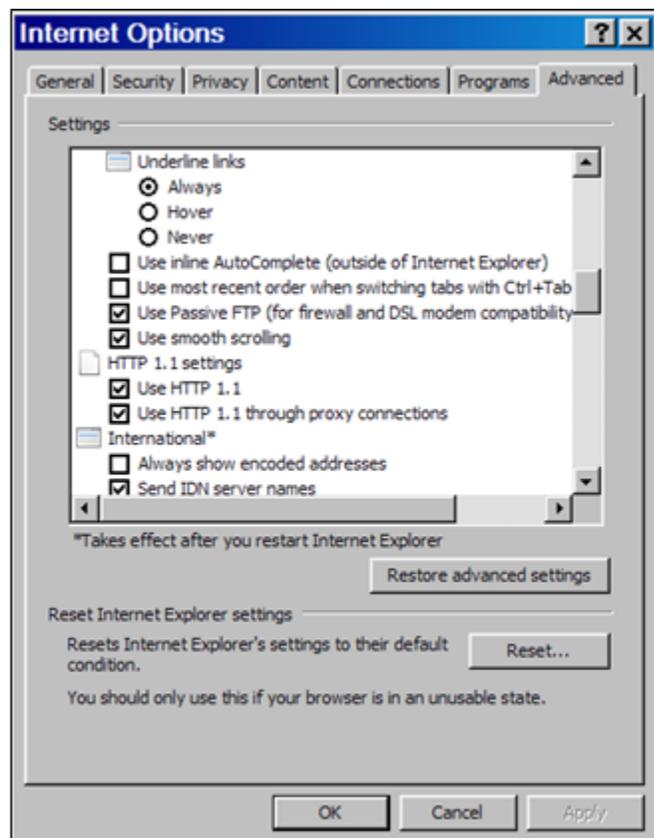
1. I am using a compatible version of Internet Explorer, but still experiencing application failures. What do I do?

You may need to change your Internet Explorer security settings. The DEG requires the use of the HTTP 1.1 protocol to exchange files successfully.



If you have not run into a problem with application failures, **do not** perform the steps below.

Follow these steps to ensure your Internet Explorer security settings are defined properly:



- a) In Internet Explorer (IE), from the Tools menu, select **Internet Options**.
- b) Click the **Privacy** tab.
- c) Drag the vertical Settings bar to the bottom (the “Accept All Cookies” option).
- d) Click the **Advanced** tab.
- e) Scroll down to the section labeled “HTTP 1.1 settings.”
- f) **If you are using IE version 7 or above**, check **both** boxes (“Use HTTP 1.1” and “Use HTTP 1.1 through proxy connections”). **If you are using IE version 5.5 or 6**, check **only** the “Use HTTP 1.1 through proxy connections” box; the “Use HTTP 1.1” box must be unchecked.



If you are uncertain of the version of Internet Explorer installed on your computer, open the application and select About Internet Explorer from the Help menu.

- g) Click **Apply** and then click **OK**.
- h) Add the URL: <https://datagateway.transunion.com> to your Trusted Sites.
- i) Verify your Pop-Up Blocker is turned OFF.



If you are uncertain if your Pop-Up Blocker is turned OFF, open Internet Explorer and select **Pop-Up Blocker** from the Tool menu.

FTP Questions

1. What changes will I have to make to access and use the DEG?

If you access the DEG through an FTP protocol, you will need to adjust your FTP client configuration to accommodate a few communication changes. Any client-based scripting must be modified to match the new communication requirements. You may also need to adjust your firewall setting to ensure you can send to and/or receive files from TransUnion.

Please refer to the FTP Protocol Solutions Grid below for specific configuration settings and parameters.

FTP Protocol Solutions Grid		
Protocol	Component	DEG
SFTP (SSH)	User Credentials	<ul style="list-style-type: none"> ● Legacy DEG User ID ● Legacy DEG Password
	URL	● sftp://datagateway.transunion.com
	Site Name	● datagateway.transunion.com
	IP Address	● IP = 66.175.240.30
	Command Port	● Port = 22
	Firewall	● N/A

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	Encryption	<ul style="list-style-type: none"> ●PGP supported ●GPG supported
	Compression	<ul style="list-style-type: none"> ●.ZIP supported ●.GZIP supported ●Encrypted ZIP files not supported
	Capacity/File	●15 GB max/file - before compression/encryption
FTPS (SSL)	User Credentials	<ul style="list-style-type: none"> ●Legacy DEG User ID ●Legacy DEG Password
	URL	● https://datagateway.transunion.com
	Site Name	● datagateway.transunion.com
	IP Address	●IP = 66.175.240.30
	Command Port	<ul style="list-style-type: none"> ●Port = 20021 ●Port Ranges = Not Supported
	Server Mode	●Mode = Passive
	Clear Command Channel	●Clear Command Channel (CCC) = On
	SSL Type	●Set to Explicit
	Firewall	●Open Data Channel for all Ports > 1024
	Encryption	<ul style="list-style-type: none"> ●PGP supported ●GPG supported
	Compression	<ul style="list-style-type: none"> ●.ZIP supported ●.GZIP supported ●Encrypted ZIP files not supported
	Capacity/File	●10 GB max/file - before compression/encryption
	FTP	User Credentials
URL		● ftp://datagateway.transunion.com
Site Name		● datagateway.transunion.com
IP Address		●IP 66.175.240.30
Command Port		<ul style="list-style-type: none"> ●Port = 10021 ●Port Ranges = Not Supported
Server Mode		●Mode = Passive & Active (Passive is recommended)
Firewall		●Open Data Channel for all Ports > 1024
Encryption		● PGP Required
Compression		<ul style="list-style-type: none"> ●.ZIP supported ●.GZIP supported ●Encrypted ZIP files not supported
Capacity/File		●10 GB max/file - before compression/encryption



If you are using an automated FTP script, TransUnion suggests that you first manually navigate to our system to verify your individual folder/directory structure. You may be required to adjust your script(s) to properly navigate get/put FTP functions.

2. When trying to access the DEG using an FTP connection, why don't I receive a login prompt?

Ensure your Command Port is set to the proper value for your specific protocol. Please refer to the FTP Protocol Solutions Grid on Page 4.

3. When accessing the DEG using an FTP connection, why does the application "time out" when attempting to download my file?

Ensure your firewall settings allow for Ports > 1,024. Please refer to the FTP Protocol Solutions Grid on Page 5.