



South African Revenue Service

Dear Employer / Fund Administrator / Long-Term Insurer / (ISV's)

TAX DIRECTIVE 3RD PARTY CLIENT MIGRATION TO NEW SFTP SOLUTION

Background

SARS will be moving hosting services to a different service provider. As part of the phased approach SFTP services for Production **are scheduled to be migrated on Friday 22nd of February, 5:00pm.**

What will be changing?

The IP address for the Production SFTP service will be changing. Currently clients connect to the SFTP service on host `sftp.sars.gov.za` which maps in DNS to 196.36.47.56. **This address will be changing to 105.247.12.242.** All other connection parameters such as account username and password and port will remain unchanged.

Who is affected?

Clients that submit or exchange data with SARS using the SFTP service and use the IP address instead of hostname (Fully Qualified Domain Name – FQDN) in their connection and firewall settings.

What needs to be done by the clients?

If your organisation connects to the SFTP service from behind a firewall and access is restricted to the internet, you will require your firewall administrator to open access to: `sftp.sars.gov.za - 105.247.12.242` on TCP port: 22. Where the firewall supports FQDN in access lists, we recommend configuring their access to the Fully Qualified Domain Name - FQDN (`sftp.sars.gov.za`), and not the IP address, to avoid future disruption when the IP address changes.

Common queries to be expected after the change

1. Failure to connect to the SFTP service, various errors may be encountered depending on the client's application. Some might associate the errors with their passwords but the **real issue** is the change in IP address. To resolve the problem they need to request their firewall administrator to open access to: `sftp.sars.gov.za - 105.247.12.242` on TCP port: 22.
2. Clients may experience a notification that the host key has changed or does not match – This is normal after any changes or updates to the system, the clients should accept to trust the new host key by updating their key cache.



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SARS Technical Assistance

If you have any questions or require technical assistance with the migration process, please email ftpmigration@sars.gov.za (mailbox **only** applicable for this migration process).

Sincerely

THE SOUTH AFRICAN REVENUE SERVICE

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