

## Managed User Import (SFTP)

For clients that cannot take advantage of our User Import APIs, our SFTP Managed User Import allows you to import users into our system through an encrypted SFTP client. Any users that have failed to be imported will be put into a .csv file and sent to you by email. This file will include important user information as well as the reason for failure.

Note - This is a paid process you must contact OPSCOM to see if this is included in your service.

### Required System Settings

Before you can use the Managed User Import you will need to have it set up on your system.

1. Hover over **System Configuration** and click **System Settings**.
2. On the General System Settings tab, locate the **Reply-to Admin Email Address** in the **System Emails section**. This is the system default email address that appears as the sender of system-level and task-automation email messages.
3. Click Save Settings.
4. Next, click the **Third Party** tab, and locate the **CSV User Import** section.
5. Enter an email address in the **Failed Import Email** box. This is the email that will be notified in the case of a failed import. Any failed file

will include information about the user as well as why the user failed to be imported. This will allow you to correct any failures and attempt the import again.

6. OPSCOM will supply you with credentials to connect your SFTP client to the folder where the import file will be stored on the server. If you connect with a standard client, you will see an empty directory where you can drag and drop your import files.

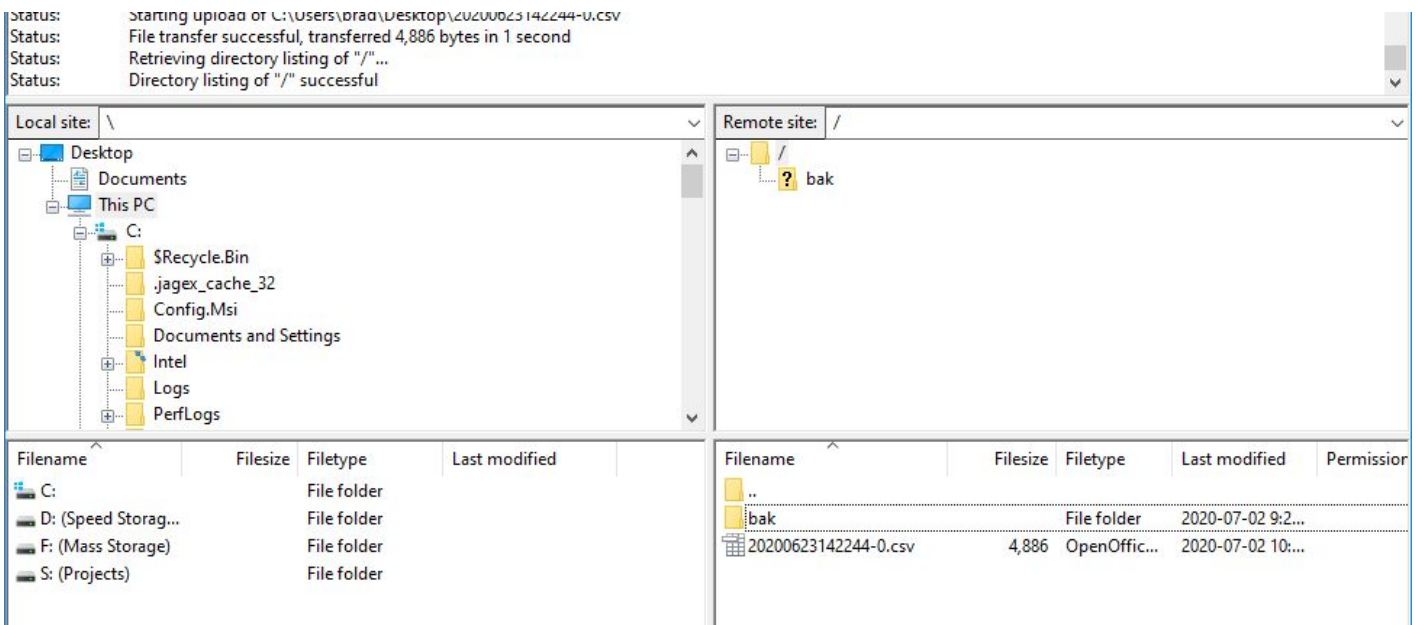
## Importing Users

### SFTP Manual Process

OPSCOM will enable a system task to run at 5 minute intervals. There may be a pause of up to 5 minutes for the import process to complete.

1. To begin drop a comma separated (CSV) file from your computer to the server.

Please note that the **your CSV file must follow the required format** to be processed correctly. Refer to [this wiki article](#) to find the exact syntax for the column headers you want to use. You will find this in the **Request Object Attributes** section. The column headers must match the exact value in the **PossibleNames** column or it will fail.



2. Once completed the file will be automatically moved to the **.bak** folder. This folder is created as part of the import process if the folder does not exist.

3. An email will be generated containing users that failed the import, and it will be sent to the email in **System Settings**. The email will describe the reasons that users failed the import.

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