FTP Training Module

This course will introduce users to the concepts behind File Transfer Protocol (FTP) as used with our application. It will familiarize mailing campaign managers with the essential procedures involved in moving files to and from their mailing accounts.

By the end of this module, users will be able to:

- Understand basic FTP concepts, features, and functionality

- Create an FTP user account

- Establish an FTP connection and move files using a client like FileZilla

What is FTP?

At its core, File Transfer Protocol (FTP) is a network protocol which allows the transmittal of files from a server to a client (downloading). The transfer can also be done from a client to a server (uploading), from a server to a server, or between any 2 machines allowing communication through the protocol. SFTP (Secure File Transfer Protocol) is a similar convention with an added layer of security. In practical terms, FTP can manage file traffic from a user's laptop to a host website's FTP server, over the internet. There are different directives and parameters that can be enforced for this transfer but the basic concept persists.
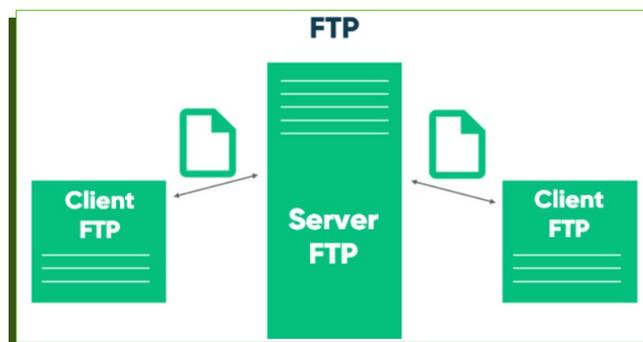
Creating an FTP user

Now that we have defined the concept of FTP, we will proceed with the creation of an FTP user for your account.

1. Proceed to your account Start screen and **login** – hosting.interportal.com

2. Use the **Settings** menu to go to the **Users** page. Other than existing usernames, you will see the **Add+** button in the upper-right corner. Click on it.

3. On the "**Create a user account**" screen that appears, start by filling out the new user's email address, password, first and last name.

4. Instead of the defaulting Domain or Email options, select **FTP** as the access Level.

5. Choose an **FTP account username**.

> **Note:** This will be the first section of the full username needed to establish the FTP connection.
>
> *Ftpaccountusername*.yourdomainname.com

6. Select the appropriate server to connect to. Here it will be the option showing your **domain name**.

7. Click on the **Add User** button to submit your entries.

You will now see the newly created account under **User Listing**. It will display the **Email address**, the **FTP account username**, the A**ccess level**, and the current **Active status**.

Using an FTP client

What is an FTP client?

An FTP client is an application which allows you to establish an FTP connection to a server. There is a variety of such software available like WinSCP, FileZilla, CuteFTP. You may already have one installed on your machine. Some servers also allow connections via Command Line Interface (CLI).

For the purpose of standardizing the demonstration, we will use FileZilla. Please download the client from filezilla-project.org and install it on your machine.

Configuring the FTP Connection

You will need the FTP account username configured earlier, the related password, and the host/server to reach (your domain name).

1. Run the FileZilla application and click on **File > Site Manager**. Here we will create a new connection to the server.

2. Click on **New Site**, at the bottom of the Site Manager pop-up.

3. On the **General** tab, fill out the following:

- **Protocol:** Leave default (FTP – File Transfer Protocol)

- **Host**: *your_domain_name*

- **Port:** Leave blank

- **Encryption:** Leave default (Use explicit FTP over TLS if available)

- **Logon Type:** Leave default (Ask for password)

- **User:** Enter your FTP account username concatenated to your domain (**ftpaccountusername**.*your_domain_name*)

    All other Settings and Tabs can keep their default values.

4. Click on the **Connect** button at the bottom.

    As indicated by the Logon Type field configured, you will be prompted to enter the FTP account username password. Once the connection has been established, the interface will display your computer folders on the left (**Local site**) and the server directories on the right (**Remote site**). From here, you can use the client to move files as you would between two instances of Windows Explorer or Mac Filefinder. You can simply drag files from one side to the other or use the **upload** and **download** buttons.
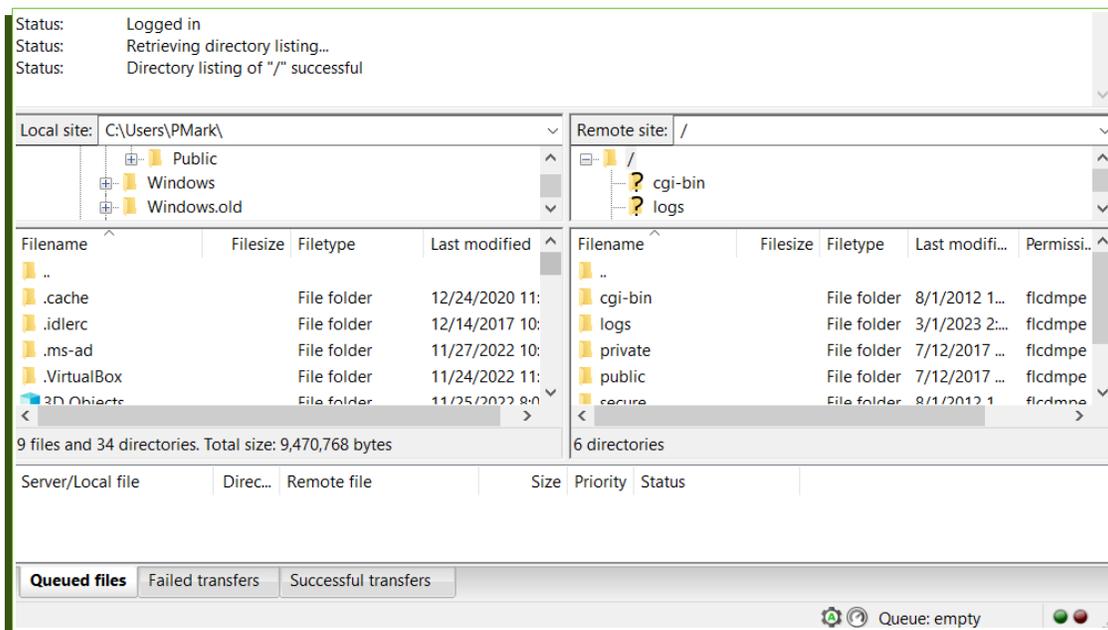
Final Tips

- Notice the **Status** responses right above the **Local site** display. If there are any connection problems, this area will provide an error code or message hinting at the solution. One of the most common messages is simply:

  Response: 530 Login incorrect

- When you are done transferring files, remember to suspend the connection by clicking on the "**Disconnects from the currently visible serve**r" icon near the top of the client.

This concludes the FTP Training module. We have gone through:

- An explanation of the FTP Process

- How to create an FTP user account

- Connecting to a host with an FTP client

Was this module helpful?

Yes	No