

FTP Instructions

FTP (file transfer protocol) is a way to access files that anyone can download from a server on the Internet. When clients need information fast, we recommend using our FTP server to transfer files.

The FTP upload process is quite simple; however, a customer needs a program that supports FTP (file transfer protocol). Here are a few options depending on your operating system.

The instructions below are designed to assist you with using FTP to send us your files. It is impossible for us to take into account the differences in network and browser configurations amongst all of our customers. We've included contact info for you in case this generic set of instructions does not help you.

PC FTP Instructions

One of the easiest programs already available on a PC, which supports FTP, is Internet Explorer.

- **Step 1: Launching Internet Explorer**
- **STEP 2: Connecting to FTP Server**

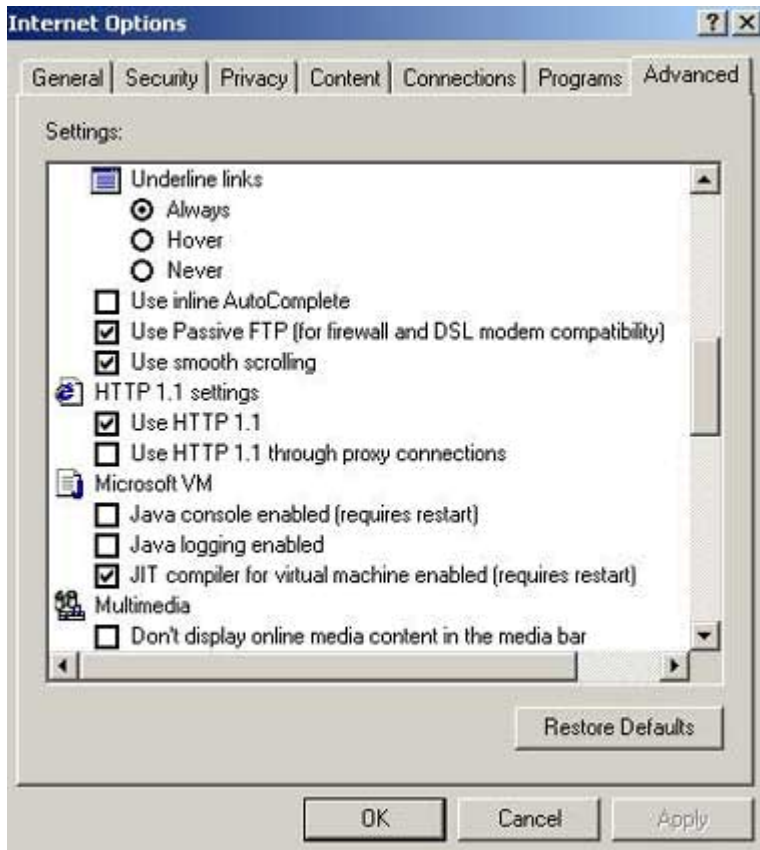
Once you have launched Internet Explorer, type in the address <ftp://ftp.yourdomain.com> (where yourdomain is the domain you would like to access) into the box labeled "Address" and press ENTER. It is not case sensitive. (In the example below, we will connect to ftp.superiorcolor.com)

NOTE: If you receive an error while attempting to connect to the FTP site, please click "**Tools**" on Internet Explorer's menu and then "**Internet Options**", Otherwise proceed to step 3.

(Internet Explorer 6 is demonstrated below. Older versions of IE may have this option depicted differently).

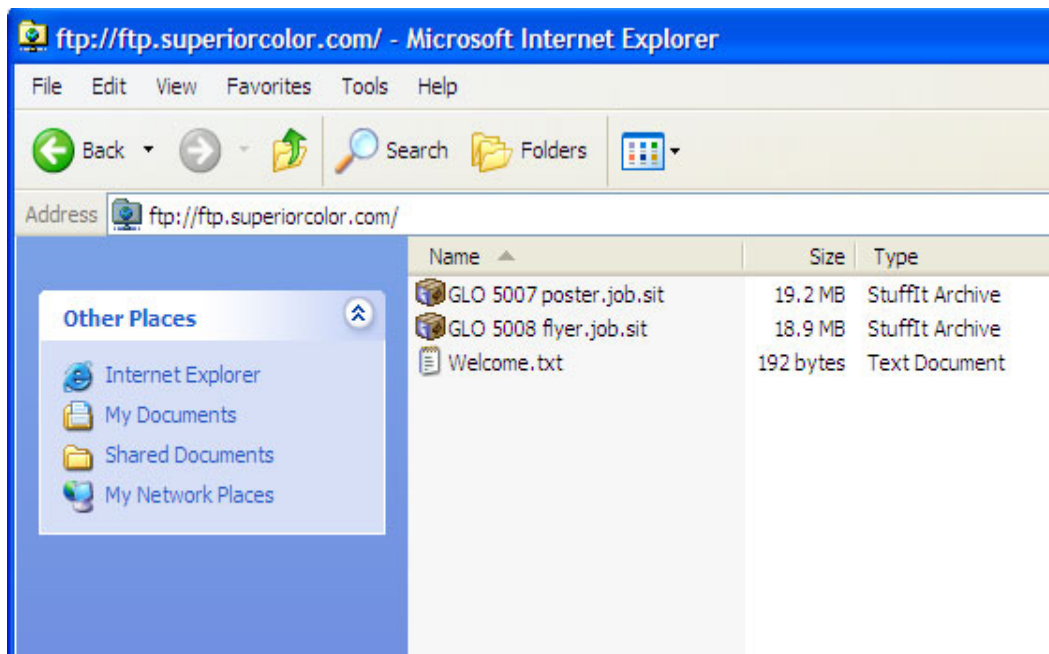


Click on **Advanced** tab, place a check in the box beside "**Use Passive FTP (for firewall or DSL modem compatibility)**" and try connecting to the FTP site again.



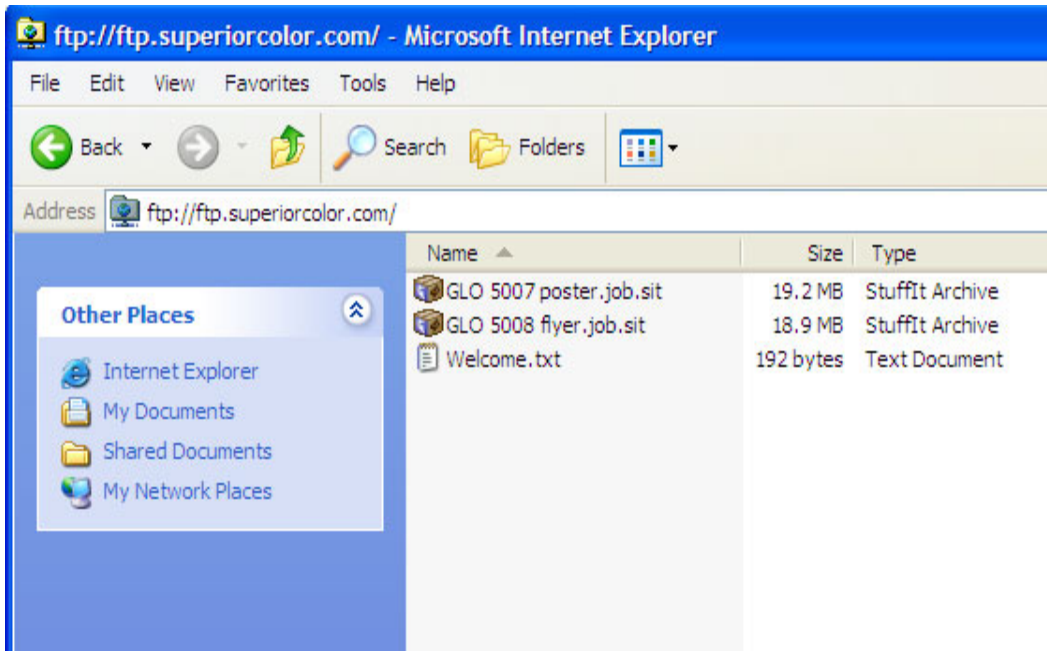
If you still do not connect, consult your Network Administrator or call us at 816-221-4117.

Once connected, you will see a box, similar to the one below

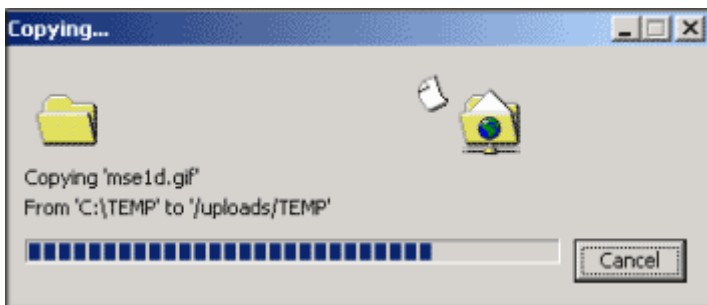


- **STEP 3: Uploading Files**

The file upload process is very easy, requiring just a few mouse clicks. Once connected to the FTP site, you will see a listing of files and folders currently residing in the folder.



The user must know in which folder or directory their file/folder is stored, either locally or on a network drive, in order to transfer it. For locating documents/folders on disk, refer to your Windows user's manual. You can simply drag and drop your files and or folders into the Internet Explorer Window. A status indicator will pop-up and display the progress of the transfer depending on the speed of your connection. For smaller files/folders, it may merely flash across the screen.



NOTE: Existing files/folders can be overwritten! Therefore please ensure that you do not overwrite a file you did not intend to.

Upon successful transfer, you can scroll through the file listing to verify your file and or folder was sent successfully. Once you see your files/folders in the directory, the file transfer is complete.

- **STEP 4: Logging Off**

To log off, simply close Internet Explorer or go to another Web site or FTP location.

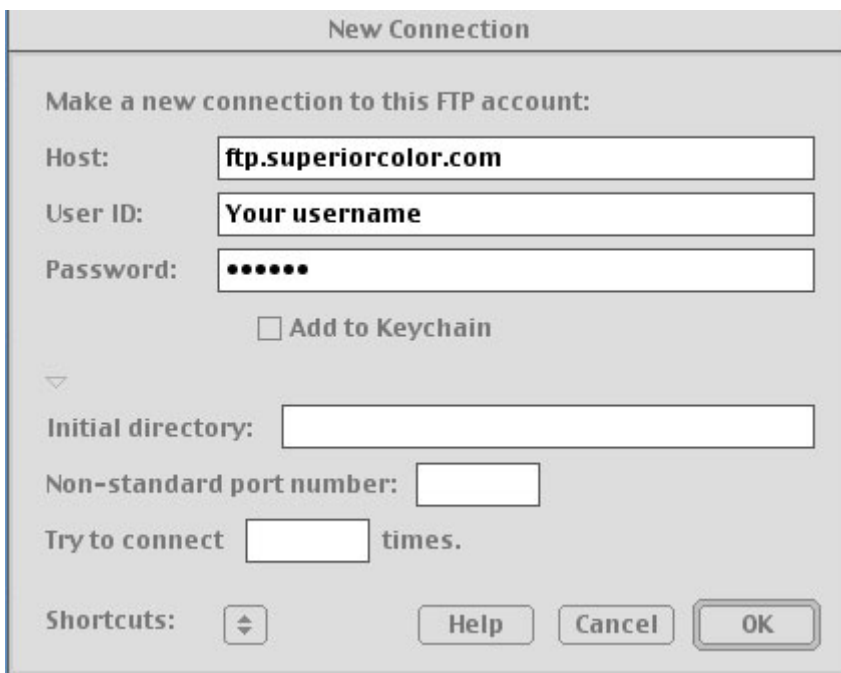
Mac FTP Instructions

Newer versions of Internet Explorer and Netscape do not support FTP on a Mac platform. Fetch is a common FTP client used by Mac users. If you do not own Fetch, you may obtain the software at http://www.macosarchives.com/files/fetch_3.0.3.hqx

- **Step 1: Connect to the FTP Server**

Activate Fetch and click on New Connection under the File menu. Enter <ftp.yourdomain.com> (where your domain is the domain you would like to connect to) in the Host field. Enter your supplied username and password in the appropriate fields. Nothing should be typed in the Directory field. Click OK. (In the example below we will connect to ftp.superiorcolor.com)

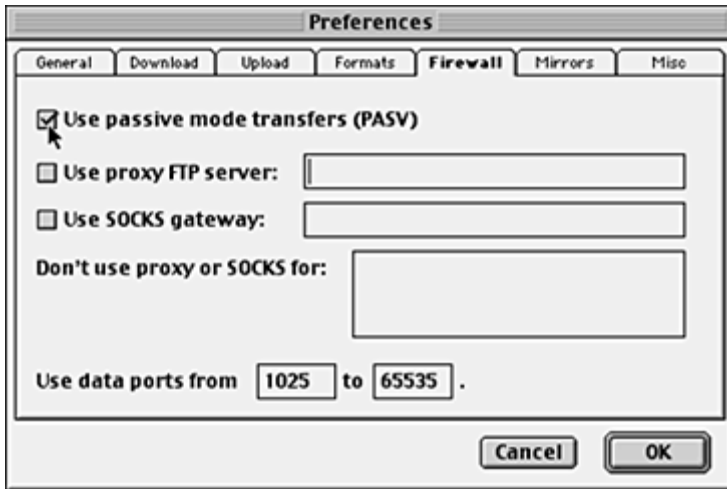
NOTE: Refer to Fetch documentation or help screens to save your connection information as a bookmark.



Note: If you receive an error while attempting to connect to the FTP site, please click "**Customize**" on the Fetch menu and then "**Preferences**", otherwise proceed to step two.



Click the tab entitled "**Firewall**" and place a check in the box "**Use passive mode transfers (PASV)**" and try the connection again.

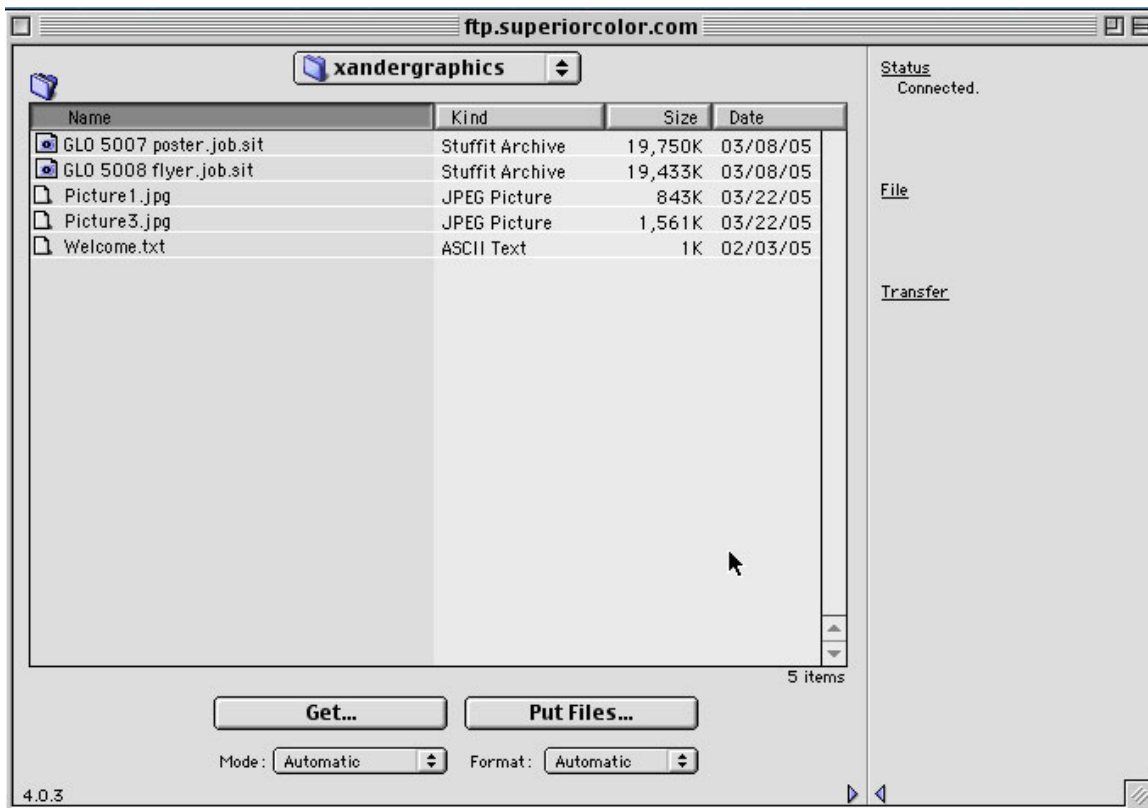


If you still do not connect, consult your Network Administrator or call us at 816-221-4117.

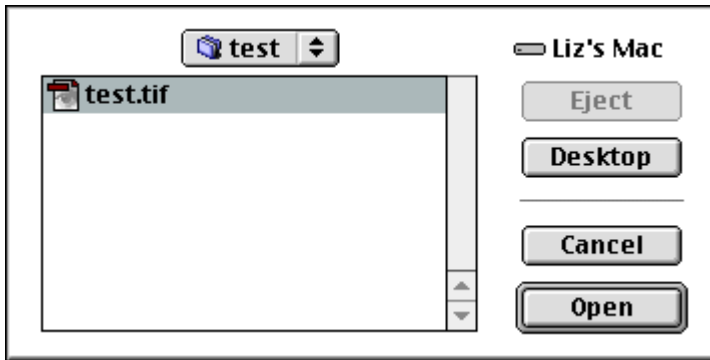
- **STEP 2: Uploading Files**

1. In the left-hand side of the Fetch Window, is a list of files and folders currently in your folder on ftp.superiorcolor.com. Double clicking on a folder icon will display the contents of that folder. This should only be done if you are uploading a file to a particular folder.

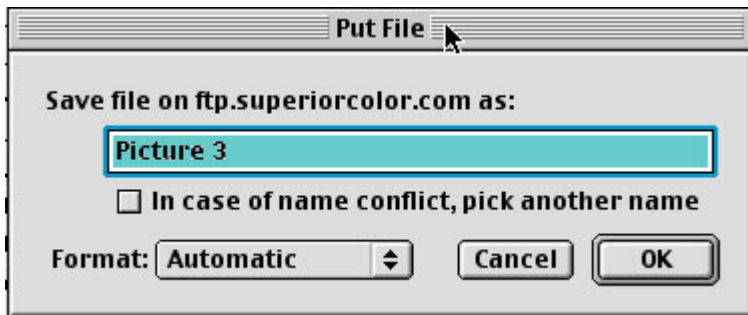
2. Click the Put File button.



3. Fetch will ask you to locate the file you want to transfer. When you have found the file, click the Open button.



4. You will be asked to enter the name you want the file to have on the remote host. Enter the name you want to use. Be aware that most operating systems (especially UNIX) do not work well with files that have spaces in their names.



5. Click the OK button to start the transfer of the file from your computer to the FTP server. Once the transfer is complete, close Fetch.