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FTP

Overview

Connecting with CyberDuck

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Version Number	Change Description	Effective Date
1.0	Initial Release	10-May-2019

WHAT IS FTP

At its core, the file transfer protocol is a way to connect two computers to one another in the safest possible way to help transfer files between two or more points. FTP uses what is called a client-server method for file sharing, wherein all the files you want to share are uploaded to a specialized FTP server. Using a program called an FTP client, you can then access that server in a secure fashion from any computer in the world with an Internet connection.

FTP and Internet Connections

FTP uses one connection for commands and the other for sending and receiving data. FTP has a standard port number on which the FTP server "listens" for connections. A port is a "logical connection point" for communicating using the Internet Protocol (IP). The standard port number used by FTP servers is 21 and is used only for sending commands. Since port 21 is used exclusively for sending commands, this port is referred to as a command port. For example, to get a list of folders and files present on the FTP server, the FTP Client issues a "LIST" command. The FTP server then sends a list of all folders and files back to the FTP Client. So, what about the internet connection used to send and receive data? The port that is used for transferring data is referred to as a data port.

Passive FTP

Passive FTP is a more secure form of data transfer in which the flow of data is set up and initiated by the File Transfer Program (FTP) client rather than by the FTP server program. As a rule, any corporate firewall server, which exists in order to protect an internal network from the outside world, recognizes input from the outside only in response to user requests that were sent out requesting the input. The use of passive FTP ensures all data flow initiation comes from inside the network rather than from the outside.

FTP Encryption Types

An encrypted connection secures the data while it is transferred between systems. FTP connections are usually not encrypted but some FTP servers may require or offer an encrypted connection. The types of encryption are:

• **Implicit SSL** – Only SSL supported clients are allowed access. Secured communication is setup from the beginning of the connection. Server and client do not transmit clear text during the session. Default SSL port is 990.

• **Explicit SSL** – A mix of non-secure and secure clients are allowed. Unencrypted FTP connection is established but can be upgraded to a secure connection when sensitive data are requested for sending.

• **SFTP** – SFTP stands for Secure FTP. It uses secure shell connection (SSH) and requires encrypted public key authentication. Files are transferred between computers over a SSH secure data stream.

| temporary port | control connection | port 21 |
| temporary port | datal connection | temporary port |
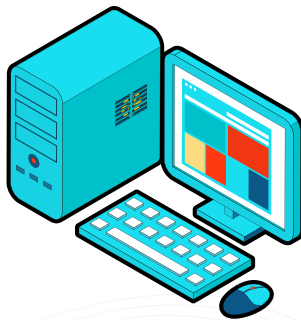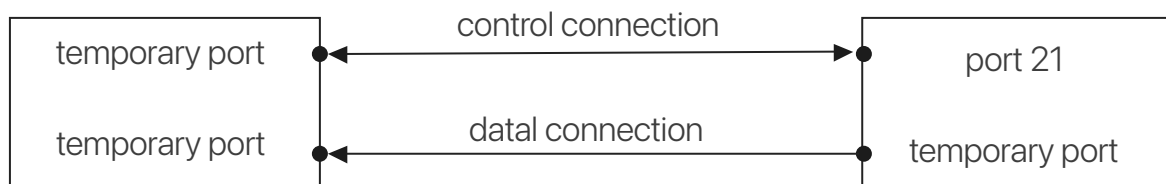
FTP Client   **FTP Server**

SETTING UP YOUR FTP CLIENT

An FTP client is a program used to transfer files to and from an FTP server using the File Transfer Protocol. An FTP client usually has a graphical user interface with buttons and menus that help you with file transfers. However, some FTP clients are completely text-based and run from a command line.

Experience.com recommends using CyberDuck. CyberDuck is a free, open source, multi-functional FTP, SFTP, WebDAV, Amazon S3 and OpenStack Swift client for Microsoft® Windows® and Mac OS X.

Windows - https://update.CyberDuck.io/windows/CyberDuck-Installer-6.9.4.30164.exe

MAC oSX - https://CyberDuck.io/appstore

Once the download completes, run the installation using the recommended settings.

Understanding the CyberDuck interface

There are 4 basic tools or features in CyberDuck that you'll need to understand:

Folder Browser – located in the center panel and reveals local or remote files.

Open Connection – located at the top left of the interface, the open connection icon opens the site manager allowing you to create, connect and save site connections, edit site connection settings, configure advanced options and enabling or disabling.

Toolbar – located at the top of the CyberDuck interface and shows tools, actions and shortcuts used to speed up your transfer processes. You can customize your tool bar by going to "View" at the top of CyberDuck, select "Customize Toolbar…" and add or remove shortcut icons for specific tools. Use the customize toolbar feature to simplify and quicken your file transfers.

An Quick Links – located just underneath the "Open Connection" icon and allows you to jump between features such as the file browser, your bookmarks, recent site connections and CyberDuck's WebDAV auto discovery. For more information on WebDAV with CyberDuck, click here

Connecting and Transferring Files with CyberDuck

So now that you have CyberDuck installed, the next step is to get connected and start transferring files. CyberDuck makes it super easy to get going. To connect to an FTP server, you need only to press one button!

Important - *Please ensure you have received the FTP Template from your Customer Success Manager or your On-Boarding Specialist In order to properly process the FTP file. The file MUST BE named "Experience.com.csv" It Is case sensitive.*

Link to download the most up-to date FTP template

https://www.Experience.com/wp-content/uploads/2019/03/SocialSurvey-FTP-Template-Nov-2018.csv

Connecting with FTP/FTPS/SFTP and uploading

To connect to your Experience.com/Hosted FTP account, you'll need 4 pieces of information The Information for your account will be provided to you by the Customer Success Manager or On-Boarding Specialist for your account.

Login Example	Definition
site: 54.68.182.19	The address of Social Survey FTP Server
login: businessname	User name used for logging into FTP
password: 2fd! YJKs$5G+6kjJ	Password for FTP account
port: 21	Port number used to connect to the FTP server

To connect to your Social Survey FTP account, follow the instructions below:

Open CyberDuck and click the Open Connection icon. This will open the folder browser window.
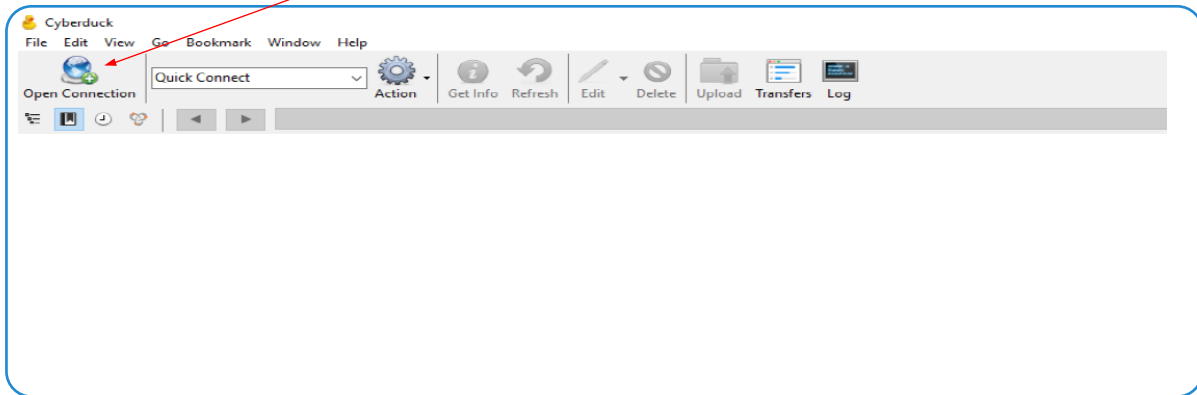
Select your protocol using the drop-down menu at the top of the interface. From the drop-down box select the desired connection type. Social Survey connection types FTP-SSL (EXPLICIT AUTH-TLS)
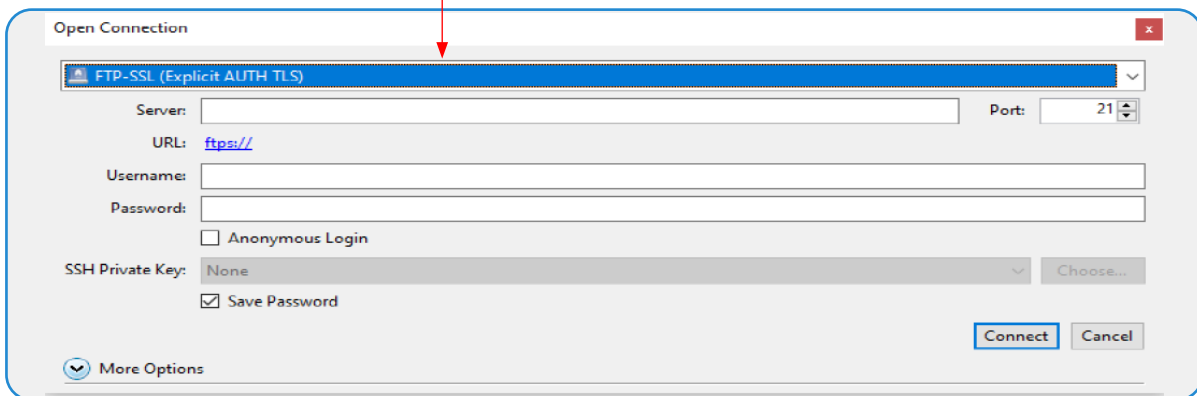
If you get a Certificate warning

Check, "Always trust this host, add this key to cache" if you want to save the host key to bypass the "unknown host key" notification in the future.

Input FTP Server address 54.68.182.19   Change to Port 21

Open Connection   ✕

FTP-SSL (Explicit AUTH TLS)   ⌄

Server: 54.68.182.19   Port: 21 ⬍

URL: ftps://harvestersfcu@54.68.182.19

Username: harvestersfcu

Password: ●●●●●●●●●●●●●●●●

☐ Anonymous Login

SSH Private Key: None   Choose...
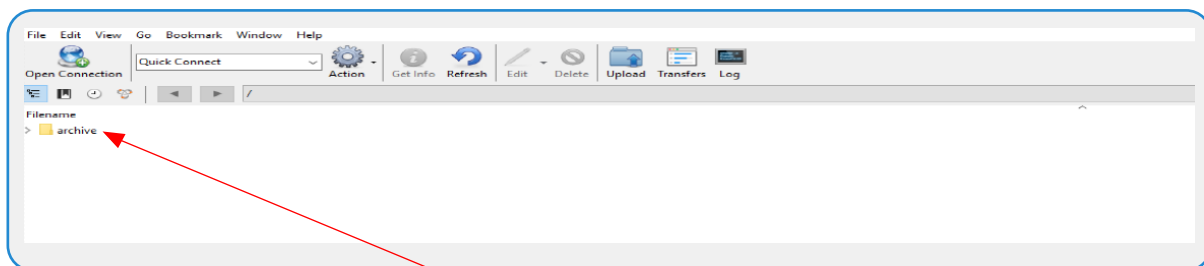
☑ Save Password

Connect   Cancel

⌄ More Options

Username & password,
both case sensitive

Click "Connect" and click "Allow"
to the unknown host key to
gain access to your remote site.

File   Edit   View   Go   Bookmark   Window   Help

Open Connection   Quick Connect   ⌄   Action   Get Info   Refresh   Edit   Delete   Upload   Transfers   Log

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Filename
> 📁 archive

Once your connection Is established, you will be in your folder are ready to "drag and
drop" your *"Experience.com.csv"* file into the folder to be processed by the FTP
server. Do not place the file into the archive folder, once the file Is processed the
server will store a copy processed.

Click the upload icon and select the file from your local directory on your computer.
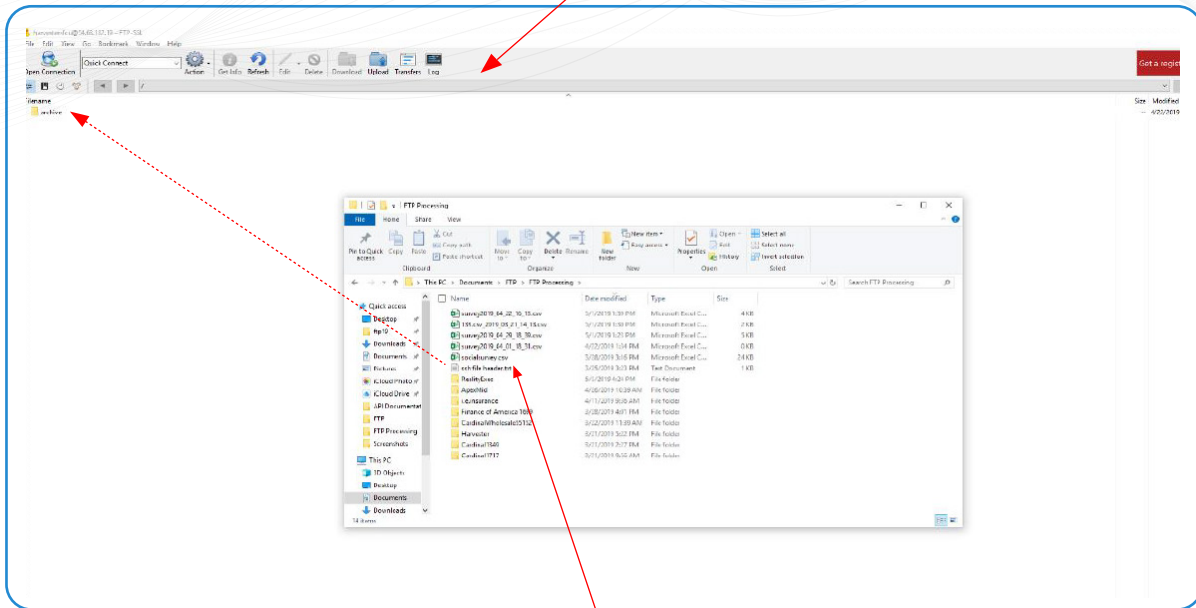

Simply select the "socialsurvey.csv" and "drag" the file to your FTP server folder then release the mouse button. The file transfer window will appear and show the progress of the upload. When complete you will get an Upload Completed notice.
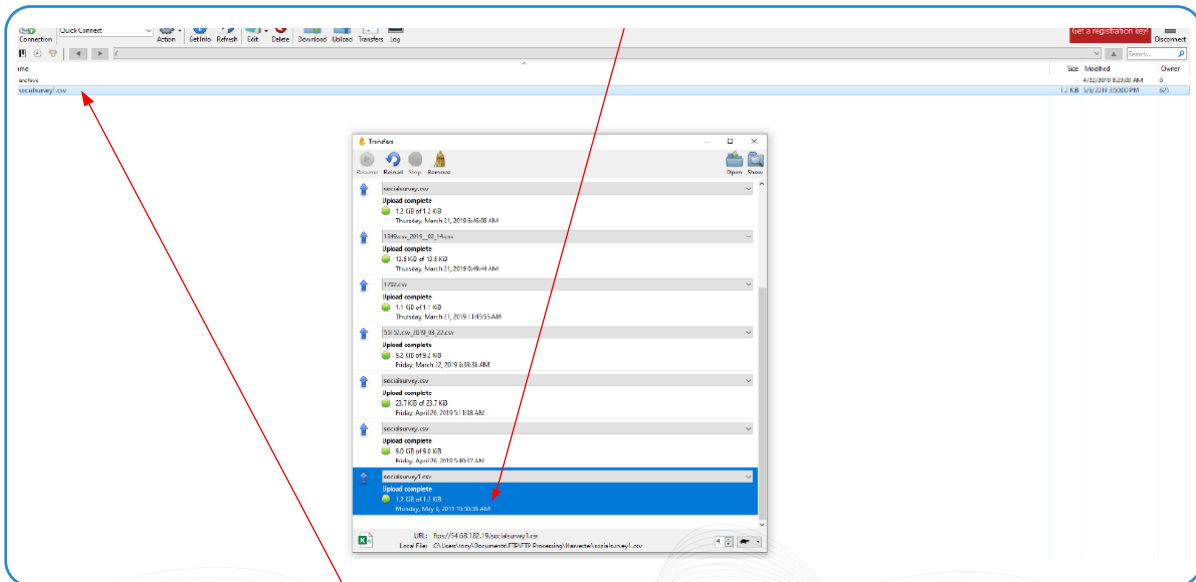
You will see the file *"Experience.com.csv"* is now in your folder and ready for processing. This is it !! your file is in the correct folder on the FTP server to be processed. You can now click the "Disconnect" icon to end the session.

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USING BOOKMARKS WITH CYBERDUCK

Bookmarks are one of the most powerful – and easy to use – features in Cyberduck. A bookmark is just like a bookmark in a web browser: it stores the details of an FTP connection so you can easily reconnect
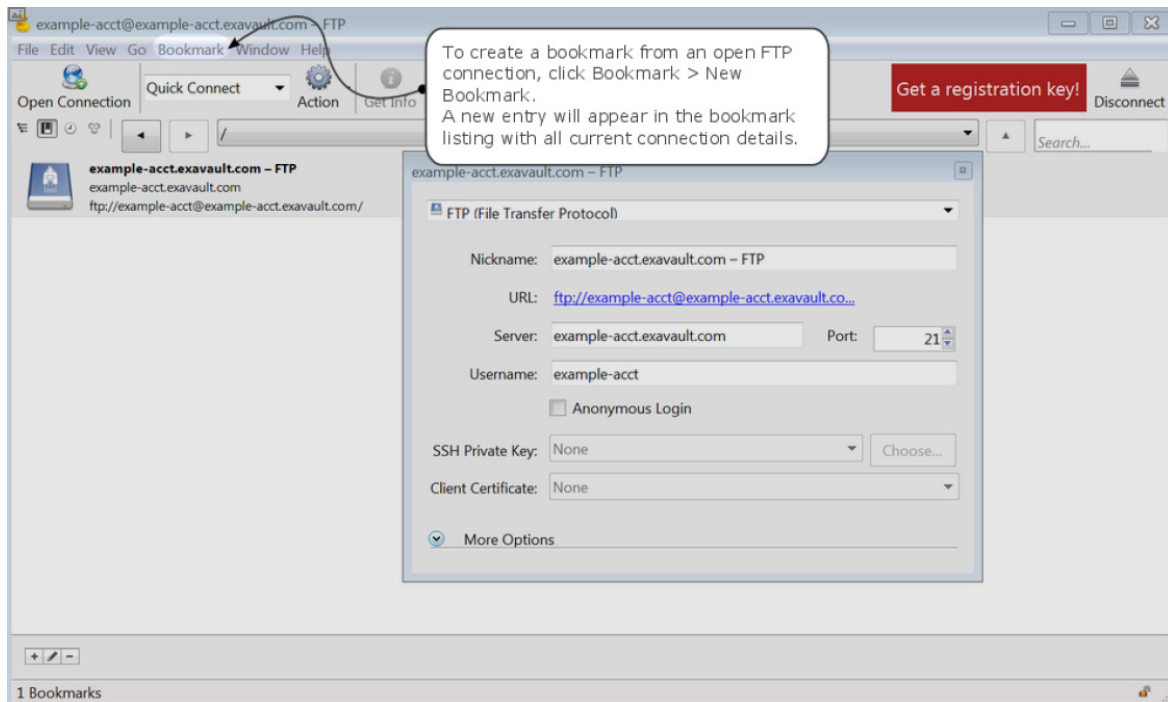
Once you bookmark a FTP server connection it is now saved locally on your computer. The next time you need to transfer a file just open CyberDuck and and click the boomark to login and start the process. No need to re-enter the log in credentials each time.