

SIGNUM SYSTEMS CORPORATION

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# Sending Large Files to Signum Technical Support

## Rationale

Your technical support case may require submitting your project related data, such as application code or log files, for further investigation by Signum Technical Support Engineers.<sup>1</sup> Most e-mail accounts set message and mail box size restrictions and have other limitations. This often makes emailing large sets of data impractical. Thus the preferable method of delivering large data sets to our Tech Support team is to use the Signum anonymous FTP (File Transfer Protocol) account. You can FTP files using

**Caveat:** For security reasons, user access to the Signum FTP account is strictly limited to leaving files in it. You will not be able to list, rename or overwrite any files, including your own. Contact your Technical Support engineer for further assistance.

- the MS Windows File Explorer  
– or –
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<sup>1</sup> It is strongly recommended that you clear with your organization, and notify Signum personnel of, the sending of any potentially sensitive data to Signum. While the security of customer data is our utmost concern, Signum Systems will not be held liable for any damages that may result from such transfer.

- an FTP client software.

## Transfer via File Explorer

**Synopsis:** *Open the ftp://ftp.signum.com/incoming folder in the file explorer and copy your transfer files to it.*

- ▶ To transfer your file(s) from an MS Windows system to the Signum FTP server,
  - 1 Assemble and zip (compress) the files on your computer, preferably as one archive file. Name them for easy identification and retrieval by the Signum staff.
  - 2 Open two File Explorer windows side by side. In the address field of the Address Bar, type “ftp://ftp.signum.com/incoming.” The anonymous FTP folder “incoming” appears in the Folders pane (Figure 1).

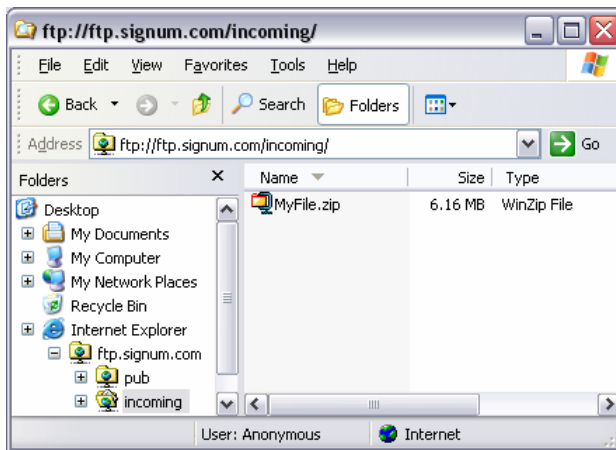


FIGURE 1 Transferring files from an MS Windows based system to an anonymous FTP account. The MyFile.zip file has been dragged from another Windows Explorer window and dropped onto the “incoming” folder. No login name or password was required.

- 3 Drag the zip archive or other files intended for Signum Tech Support to the “incoming folder.” Close the remote access window to end the FTP session.

# Transfer via the FTP Command

**Synopsis:** *Login to the Signum FTP site as an anonymous user and deposit your files using the "put" command of your favorite FTP client software.*

- ▶ To transfer your file(s) from your computer to the Signum FTP server using the DOS interface,
- 1 Assemble and zip (compress) the files on your computer, preferably as one archive file. Name them for easy identification and retrieval by the Signum staff.
  - 2 In MS Windows, press the Start button and select Run. In the Run dialog box, type "ftp ftp.signum.com" (without the quotes). A command shell window opens with the FTP program running in it. At the ftp> prompt, type the text shown in the example below in bold. Make the necessary modifications according to your circumstances.

```

Connected to signum.com.
220 128.121.116.9 FTP server ready
User (signum.com:(none)): anonymous
331 Anonymous login ok, send your complete email address as your
password.
Password: your-email-address
230>Welcome to the Signum Systems Anonymous FTP Archive!
230 Anonymous access granted, restrictions apply.
ftp> cd incoming
250 CWD command successful
ftp> pwd
257 "/"incoming" is current directory.
ftp> bin
200 Type set to I
ftp> put MyFile.zip
200 PORT command successful
150 Opening BINARY mode data connection for mydata.zip
226 Transfer complete.
ftp: 1325 bytes sent in 0.00Seconds 1325000.00Kbytes/sec.
ftp> quit
221 Goodbye.

```

The procedure described in this section applies to all systems, including UNIX and other, on which the FTP command is available.

## Transfer via an FTP Client

A host of FTP client software packages are available on the Internet and elsewhere. Many of them are free. Their intuitive user interface and extended capabilities, such as the ability to remember the details of multiple FTP sessions or one-click reconnection feature, make them an attractive alternative for sending large amounts of data to Signum Technical Support.



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