

FTP.TARGETANALYSIS.COM FAQ

Q: Why is the connection method changing?

FTP over SSL provides 128-bit encryption, which is much more secure than standard FTP.

Q: Can I still use a web browser, such as Internet Explorer, to connect to the ftp site?

Unfortunately, no. Secure FTP requires a secure FTP client. Please refer to the instructions about downloading one such client called Filezilla. You may also use other clients such as CoreFTP, which is also free, or a commercial product such as CuteFTP or WS-FTP Pro.

Q: I downloaded Filezilla and set up the site, but I'm getting an "unable to connect" error similar to the one below. What's going on?

Error: Unable to connect!
Status: Waiting to retry... (5 retries left)

Please verify the following settings in your connection:

- Hostname should be set to **ftp.targetanalysis.com**.
- Port must be **990**. This used to be port 21, but now *must* be 990.
- The servertype must be **FTP over SSL/TLS, implicit encryption**. Make sure this is set to implicit encryption, *not* explicit encryption. They sound similar but are very different.
- Under the *Advanced* button, make sure the passive transport mode is set to **Use Passive Mode**.

Q: I just checked all those settings and they're fine. Now what?

Check with your IT department to make sure they're not blocking the ports that are required to connect. To connect to Target Analysis Group secure FTP, the following ports must be allowed to connect to IP address 66.150.206.23:

990
2000-2010

Q: I seem to connect fine, but I can't see any folders, and I get the following error:

Command: LIST -a
Response: 150 Opening ASCII mode data connection for /bin/ls.
Response: 426 Data connection closed, transfer aborted.
Error: Could not retrieve directory listing
Command: REST 0

You probably do not have passive mode turned on. In Filezilla, select the Target Analytics FTP site, click *Advanced*, and make sure that **Use Passive Mode** is selected.

If you are using passive mode and still cannot connect, check with your IT department to verify that ports 2000-2010 are not being blocked on your network from going out.

Q: I uploaded a file successfully, but now I can't see it. Did the upload fail?

As long as the upload appeared to succeed, then your data was uploaded. Since many clients upload files onto the site, we do not allow users to see previously uploaded files. You can confirm receipt of your files by emailing us at ftpsupport@targetanalysis.com.

Q: I'm getting an error message that my upload failed.

If you previously tried to upload a file of the same name, even if the download did not complete, you may be attempting to overwrite a currently existing file. Overwriting such a file is not permitted. Contact ftpsupport@targetanalysis.com for assistance.