SDI FTP User Guide

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1 Overview

1.1 Introduction

SDI FTP is a Windows-based FTP client application that transfers files between any host system running an FTP server and your PC.
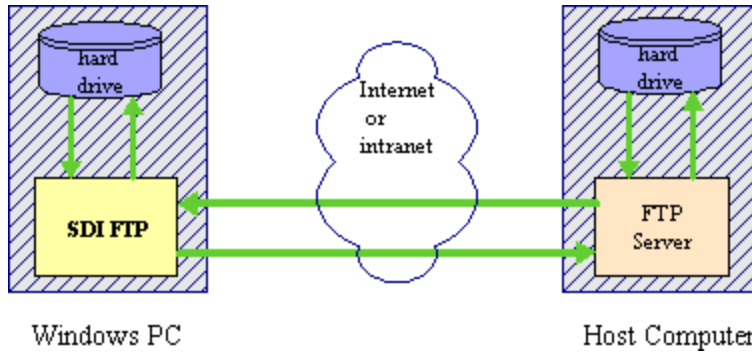
With a familiar Windows Explorer-like interface, SDI FTP is easy to use for the novice, yet packed full of features for the more advanced user. Designed specifically Windows, SDI FTP supports Windows Windows 11, 10, 8, 7, XP and Windows Server 2022, 2019, 2016, 2012, 2008, 2003 and 2000.

1.2 Features

Standard Features

Host Support:	SDI FTP can connect to a wide variety of host operating systems, including: Windows, UNIX, VMS, OS/2, z/VM, z/OS, VSE/ESA and OS/400.
Explorer-like Interface:	A familiar Windows Explorer-like interface shows folder and file views for both the local and remote computers. See Windows and Panes.
Folder Management:	Create, rename and delete local and remote files and folders.
Drag/Drop Support:	Drag and drop files to upload or download.
Address Book:	Save connection details for all your favorite FTP sites in the address book for quick easy access.
Activity Log Files:	Log files keep a record of your file transfer sessions. (View, Log Files)
Multiple Simultaneous Connections:	A sleek tabbed window allows you to manage up to 10 simultaneous connections. See Working with Sessions.
Proxy/Firewall Support:	Customize SDI FTP to work with your proxy server or firewall. (Host, Properties, Firewall tab)
File Filters:	Use the file filter wildcards to display specific groups of files in the host and/or local file panes. (Host, Properties, options tab)
Synchronize:	(New!) Synchronize local and remote folders with a single click. (View,

Synchronize)

Transfer Resume:	Resume incomplete file transfers where they left off instead of starting the file transfer over.
Scripting Language:	Use the scripting language to automate common operations.
Command Line Operation:	Allows common operations to be built into command line batch files.
Queued File Transfer:	Display a real-time progress bar or transfer files quietly in the background. (Host, Properties, Download tab and Upload tab)
Automated Installation:	An installation wizard leads you through install and uninstall.

Optional Features

SSL Support: SSL (Secure Sockets Layer) allows you to establish a secure connection between SDI FTP and a host computer. Protect your confidential data from eavesdropping and tampering!

Protocols: SSL v2, SSL v3, TLS v1
Encryption Strength: 256-bit

SDI FTP SSL support includes software developed by the OpenSSL project for the OpenSSL toolkit. This feature includes cryptographic software written by Eric Young. This feature includes software written by Tim Hudson. (See the OpenSSL license agreement)

1.3   Evaluation and License Agreements

Evaluation

SDI FTP is distributed as an evaluation version for a 30 day trial. The evaluation version includes all the product features. After the 30-day evaluation period, you must register the product with SDI if you wish to continue using the product. When you register the product, you also select the optional features you desire.

License Agreement

By registering for and/or ordering SDI FTP, by whatever means, you agree to be bound by the terms and conditions of the Licensing Agreement set out at http://sdisw.com/license.htm.

1.4   Maintenance and Technical Support Agreements

Maintenance and Technical Support Agreements

You can find the maintenance and technical support agreements on the following web page: http://sdisw.com/maintenance.htm.

Please refer to the License Agreement for SDI's exclusive terms and conditions of use and sale.

1.5   Copyright and Legal Notices

SDI FTP SSL utilizes the "OpenSSL toolkit" functionality provided by "The Open SSL Project" at http://www.openssl.org. SDI Limited acknowledges all patent rights therein."

The OpenSSL toolkit is licensed under a dual-license (the OpenSSL license and the original SSLeay license). See the license text below.

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This product includes cryptographic software written by Eric Young (eay@cryptsoft.com). This product includes software written by Tim Hudson (tjh@cryptsoft.com).

SSLeay license

Copyright (C) 1995-1998 Eric Young (eay@cryptsoft.com) All rights reserved.

This package is an SSL implementation written by Eric Young (eay@cryptsoft.com). The implementation was written so as to conform with Netscapes SSL. This library is free for commercial and non-commercial use as long as the following conditions are aheared to. The following conditions apply to all code found in this distribution, be it the RC4, RSA, lhash, DES, etc., code; not just the SSL code. The SSL documentation included with this distribution is covered by the same copyright terms except that the holder is Tim Hudson (tjh@cryptsoft.com).
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3. All advertising materials mentioning features or use of this software must display the following acknowledgement: "This product includes cryptographic software written by Eric Young (eay@cryptsoft.com)". The word 'cryptographic' can be left out if the rouines from the library being used are not cryptographic related :-).

4. If you include any Windows specific code (or a derivative thereof) from the apps directory (application code) you must include an acknowledgement: "This product includes software written by Tim Hudson (tjh@cryptsoft.com)"

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The licence and distribution terms for any publically available version or derivative of this code cannot be changed. i.e. this code cannot simply be copied and put under another distribution licence including the GNU Public Licence.

1.6   Support/Questions/Suggestions

The best way to contact SDI about support or with questions or suggestions is to send an e-mail message to support@sdisw.com.

Please include the following information with any support request:

1. What version of Windows you are running.

2. What version of SDI FTP you are running. Select **About** SDI FTP**...** from the **Help** menu to get the SDI FTP version number and build date.

3. Can the problem be recreated? If so, how?

4. Include the full text of any dialog or message boxes that appear when the problem occurs.

5. Your telephone number and e-mail address.

SDI welcomes any questions about SDI FTP and we will do our best to answer those questions in a timely manner.

SDI would also like your input about possible enhancements to SDI FTP. We are interested in anything that will make SDI FTP easier to use, more efficient or more effective. Many of the product's features came from suggestions from early users of the product.

We are also looking for new product ideas and if you have an idea for a Windows product that you want developed please let us know.

2   Getting Started

2.1   Connecting for the First Time

To get started with SDI FTP, you need to create a session and connect to a host computer. Once you are connected to the host computer, you can move files between folders on your PC and folders on the host computer just like you move files between folders on your PC.

1.   Open the **Host** menu and select the **New** command or click the New button on the toolbar.
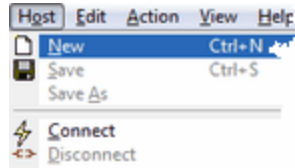
2.   Fill in the New Session Setup dialog box. Here a few hints to get you started.
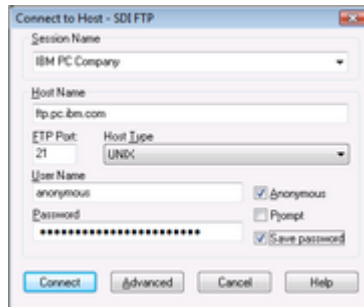
|	
Session Name	Enter a descriptive name for your session. This session will contain all the settings you need to connect to a specific host. If want to connect to more that one host computer you will create multiple sessions. The session name is used to select a tailored session for future connections. Here are some examples: (Microsoft, IBM, Mainframe Site 1, AS/400 FTP Server).
Host Name	Enter the domain name or IP address of the computer you want to connect to. If you do not know the domain name or IP address, you will have to contact the network administrator at the host computer site. SDI cannot provide you with that information.
FTP Port	Enter the FTP connection port number. This is usually 21.
Host Type	Specify the operating system running on the host computer. Specify "Automatic detect" and SDI FTP sends the SYST command to the host computer to determine the operating system. This is the preferred selection. If the host computer, rejects the SYST command, select the appropriate host operating system from the list.
User Name	Enter your user name. If you are connecting to an FTP server that allows anonymous connections, check the "Anonymous" check box and SDI FTP will fill in a user name of anonymous for you.
Password	Enter your password. If this is an anonymous connection, most FTP server administrators request that you fill in your e-mail address as the password. If you wish to be prompted for your password, check the "Prompt" check box. If you want you password to be saved so that you do not need to reenter it each time you connect to the host, click the "Save Password" check box. The password will be encrypted and

saved with the other session information.

3.   This is all you need for connecting to most FTP servers. Click the **Connect** button to make the connection.

2.2   Windows and Panes

The SDI FTP workspace is divided into several different bars and panes.
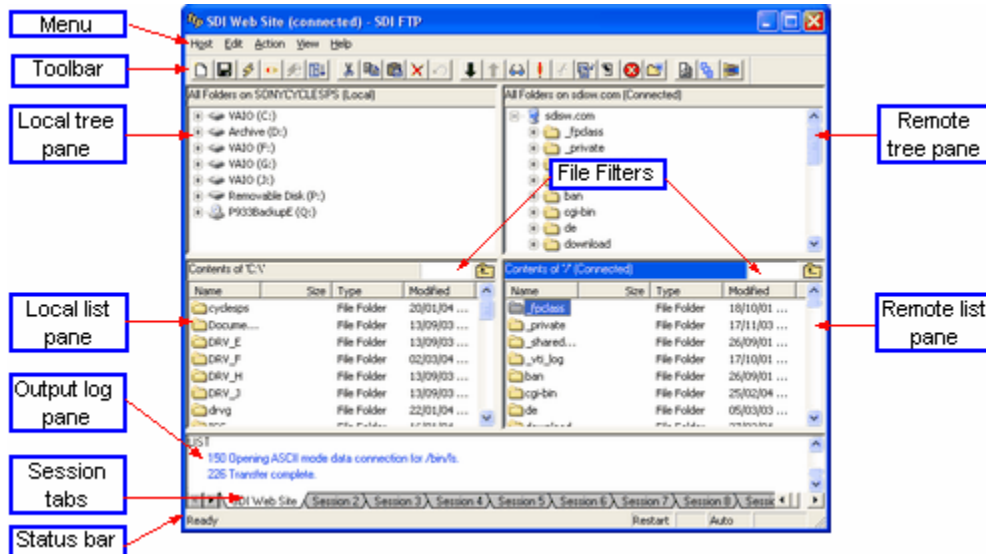
Menu

The menu bar gives you access to the SDI FTP commands.

Toolbar

The toolbar offers one-click shortcuts to commonly used commands.

Local Tree Pane (top left)

The pane at the top left shows the drives and folders on the local computer. The information is presented in a "tree" form, similar to the left-hand pane in Windows Explorer. Initially, the tree is shown with all branches in a "collapsed" state. A branch may be expanded by clicking on the "+" symbol next to the branch, or by selecting the branch and pressing the "+" key on the numeric keypad. A branch can be collapsed by clicking on the "-" symbol, or by pressing the "-" key on the numeric keypad. If a folder is selected, it becomes the current folder for the active session. The local folder tree pane is simply a tool for navigating folders, all the manipulation of files and folders is done in the local list pane.

Local List Pane (bottom left)

The pane at the bottom left shows the folders and files present in the currently selected folder on the local computer. The information is presented in a "list" form, similar to the right-hand pane in Windows Explorer. The list is initially displayed sorted in ascending order by file name. The list can be resorted in ascending or descending order, by file name, size, type or date by clicking on the column heading. Additionally, the list can be shown in one of four formats: as large icons, small icons, as a list view or as a detailed view (default).

A single folder or file can be selected from the list by clicking on the item or by using the up and down arrow keys on the keyboard. Multiple folders and files can be selected from the list by clicking on each item while holding down the Ctrl key on the keyboard, or by holding down the Ctrl key while using the up and down arrows on the keyboard and pressing the space bar. A folder can be opened by double-clicking the item with the mouse.

Remote Tree Pane (top right)

Once connected to a remote host, the pane at the top right shows the folders on the remote computer. Branches may be expanded and collapsed as with the Local Tree Pane (see above). The remote tree pane is simply a tool for navigating folders, all the manipulation of files and folders is done in the remote list pane.

Remote List Pane (bottom right)

This shows the contents of the currently selected folder on the remote host. The list can be sorted and items selected in the same manner as described for the Local List Pane (see above).

File Filters

The local and remote list panes each contain a file filter edit box. Use the file filter to display a subset of the files and folders contaned in the current folder.

Output Log Pane

Immediately below the four folder and file panes appears the Output Log pane. This can be hidden or made visible by selecting **Output Log** from the View menu. The Output Log pane shows the FTP commands and responses to and from the host computer for the currently active session. Each line appears in a different color as follows:

Green   FTP commands sent to the remote host
Blue   Normal responses and messages received from the remote host
Red   Error messages received from the remote host
Black   Status or informational messages generated by SDI FTP

Session Tabs

Session tabs allow you to switch back and forth between multiple FTP sessions.

Status Bar

The status bar indicates sessions settings and session status. The status bar can be hidden or made visible by selecting **Status Bar** from the View menu.

2.3   Working with Sessions

A "session" is a file on disk containing all the information necessary to connect to a host computer and defining the options in use when connected to that host. Up to ten sessions can be active simultaneously.

Opening a session

You can create a new session or open an existing session by using the New Session Setup dialog box.

Opening Multiple Sessions

You can open up to ten session at the same time. For example if you wanted to connect to the IBM and Intel FTP servers as the same time:

1. Create sessions for IBM and Intel. (Host, New)
2. Connect the IBM session. (Host, Connect, Session Name = IBM, Connect button). The IBM session is assigned to the first session tab.
3. Connect the Intel session. (Host, Connect, Session Name = IBM, Connect button). The Intel session is assigned to the second session tab.

Switching between sessions

Switch between sessions by clicking on the session tab for the session or by selecting the open session number from the View menu. The sample below has four sessions connected: IBM, Intel, Sony and Microsoft. "Intel" is the active session.
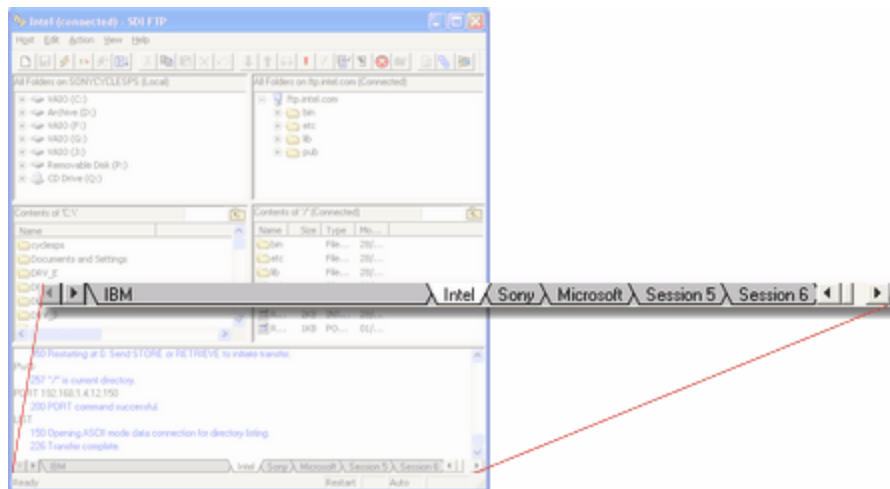
Disconnecting a session

You can disconnect a session by either selecting Disconnect from the Host menu or by clicking on the Disconnect button on the toolbar. The TCP/IP connection is disconnected, but the session tab remains available and the remote tree and list panes remain displayed.

Reconnecting a session

A session which is in disconnected state may be reconnected either by selecting Reconnect from the Host menu or by clicking on the Reconnect button on the toolbar.

Closing a session

A session is closed by selecting Close from the Host menu. The close command disconnects the session (if it is connected) and clears the session tab.

2.4   Entering Your License Code

SDI FTP is distributed as an evaluation version for a 30 day trial. The evaluation version includes all the product features. If you want to continue to run SDI FTP after the 30-day evaluation period has expired, you must purchase a license from SDI.

When you purchase a license, you will receive a license code from SDI. Entering the license code will change your copy of SDI FTP from an evaluation version to a licensed version and activate the

features you licensed. To enter the license code:

1.   Start SDI FTP.

2.   Open the **<u>Help</u>** menu and click on **<u>About</u>** SDI FTP**...**
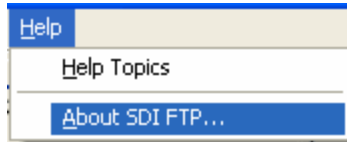
3.   If the **About SDI FTP Evaluation Version** dialog box appears, click on the **License Code** button. If the **About SDI FTP** dialog box appears, click on the **License...** button.

4.   In the **Product License** dialog box, fill in the **Licensed to** and **License code** edit boxes. Both the **Licensed to** and **L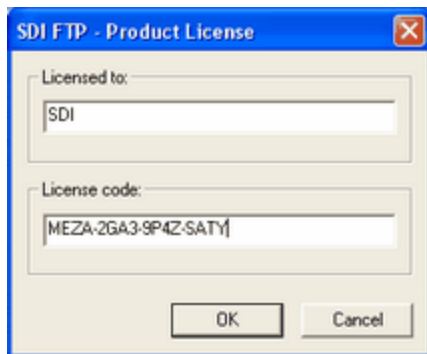icense code** fields are case sensitive. A portion of the licensed to name is encrypted into the license code, so both fields must be entered correctly for the license code to work. Click the **OK** button.

Error Messages:

The license code is not valid for this release.
The 'Licensed to' file is incorrect.
The 'License code' field is incorrect.

2.5   Selecting Files

Before you can transfer files and/or folders you need to select the file and/or folders (items) you want to transfer. You can select items using the keyboard or the mouse. Items are selected in the local or remote list pane.

The following table summarizes the selection process. For further information read the detailed descriptions below.

Selection type	Mouse	Keyboard
Single item	Click on item	Up or down arrow key
Consecutive items	Click on first item **Shift** + click on last item	Up or down arrow key to the first item **Shift** + up or down arrow key to last item

Non-consecutive items   **Ctrl** + click on each item   **Ctrl** + up or down arrow key to position
                                                             Ctrl + **Space bar** to select

Using the Mouse to Select Items

Select a Single Item

To select a single file or folder, left click on the file or folder in the list pane. The selected file or folder is highlighted.

Select Consecutive Items

To select consecutive files and/or folders, click the first item, press and hold down the **Shift** key, and then click the last item. All items from the first item to the last item are highlighted.

Select Non-consecutive Items

To select non-consecutive files and/or folders, press and hold down the **Ctrl** key, and click on each item you want to select. Each item you click on is highlighted.

Using the Keyboard to Select Items

Select a Single Item

To select a single file or folder, tab to the local or remote list pane. Use the up and down arrow keys on the keyboard to move from item to item. A single file or folder is selected each time you press the arrow key.

Select Consecutive Items

To select consecutive files and/or folders, use the up or down arrow key on the keyboard to move to the first item, press and hold down the **Shift** key, and use the up or down arrow key to select files. To turn selection off release the **Shift** key.

Select Non-consecutive Items

To select non-consecutive files and/or folders, press and hold down the **Ctrl** key, use the up and down arrow keys to move to the desired items and press the **Space bar** to select an item.

2.6   Transferring Files

When a session is connected to a remote host, files can be transferred in one of two directions. They can be "downloaded" from the remote host computer to your computer. Or, they can be "uploaded" from your computer to the remote host computer.

Downloading Files

1. Select the files or folders you wish to download from the remote host by highlighting them in the Remote List pane.
2. Ensure the download options are set correctly for the transfer.
3. Select **Download** from the Action menu or click the download button ⬇ on the toolbar.

Uploading Files

1. Select the files or folders you wish to upload to the remote host by highlighting them in the Local List pane.
2. Ensure the upload options are set correctly for the transfer.
3. Select **Upload** from the Action menu or click on the upload button ⬆ on the toolbar.

Drag and Drop

You can also "drag" selected files from the Remote File List pane to the Local File List pane and

vice-versa.

1. Select the files or folders you wish to transfer by highlighting them in the Local or Remote List Pane.

2. Holding the left mouse button down, drag the files to the location in the Local or Remote List Pane where you want the files to be transferred. You can drag files to a sub-folder in the destination list pane.

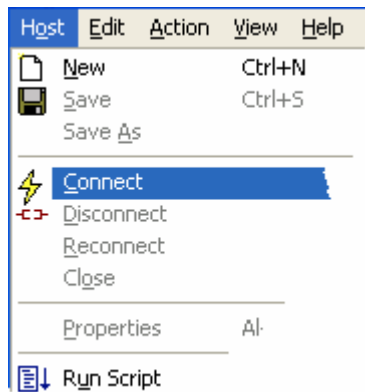3. Release the left mouse key to start the transfer.

See also:

Selecting Files
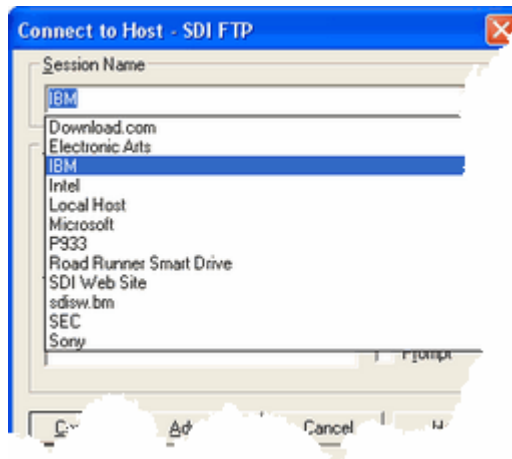Using Quiet Queue Mode

3   How to...

3.1   Connecting to a Host Computer

1. Open the **H**ost menu and select the **C**onnect command or click the Connect button ⚡ on the toolbar.

2. Select a previously saved session or fill in the Connect to Host dialog box.

3. Click **Connect** button.

Tips:

You may connect up to 10 sessions. See <u>Working with Sessions</u> for more information.

See Also:

<u>Connecting for the First Time</u>

3.2   Running SDI FTP from the Command Line

SDI FTP can be run from a windows command prompt. This allows you to run FTP operations from a batch (.bat) file or to <u>schedule file transfers</u> with the Windows Scheduler. The FTP.EXE program provides the command line interface. FTP.EXE runs SDI FTP in background.

The following command line parameters are available.

/Session session_name   specifies the session to connect. Where session_name is the SDI FTP session name. If session_name contains embedded spaces, it must be enclosed in double quotes. For example:

/Session **"**SDI Web Site**"**

/Localdir folder_name   specifies the name of the default local folder. Where folder_name is the local folder. If folder_name contains embedded spaces, it must be enclosed in double quotes. For example:

/Localdir **"**c:\FTP Files**"**

/Script script_name   specifies a script to run after the session specified in "/Session" is connected. Where script_name is the name of the script. If script_name contains embedded spaces, it must be enclosed in double quotes. For example:

/Script **"**Sample Script.txt**"**

The following example illustrates how this facility may be used. Assume that you want to download a file called "data.txt". Assume the SDI FTP session name for connecting to this host is FTP1.

You will need two files to complete the operation. A batch file (Sample.bat) and a script file (sample.txt). They both can be created with notepad.

rem Sample.bat

rem This is the batch file that starts ftp.exe, the command line interface
"C:\Program Files\SDI\\ftp.exe" /Session FTP1 /Script sample.txt

* sample.txt

* This is the SDI FTP script that contains the script commands to transfer the file.
* The "/Script sample.txt" parameter in the sample.bat file runs this script.
get data.txt
exit 0

Running Sample.bat at the command line prompt performs the file transfer without the SDI FTP window being displayed. This is a simple example. You could add logic to the batch file and start other programs to perform operations on the downloaded files(s). You could add logic to the script to upload or download other files or manipulate remote or local folders.

3.3   Scheduling File Transfers

You can use SDI FTP with the Windows Scheduler to schedule the transfer of files and/or folders on a regular basis. This can be a powerful tool if you need to transfer files on a daily or weekly basis. Scheduling file transfers eliminates the need to start them manually.

You will need to write an SDI FTP script with the upload or download instructions and then schedule a task to call the SDI FTP command line interface in the Windows Scheduler.
Here are step by step instructions.

1. Write a script that performs the file transfer. See the Get and Put script commands for sample scripts.

2. Test your script using the SDI FTP command line interface. For example, if your session name is **Test Session,** the local folder that you are transferring files from or to is **C:** and the script is called **upload.txt**, open a command prompt and enter:

    "c:\program files\sdi\\ftp.exe" /session "Test Session" /Localdir c: /script upload.txt
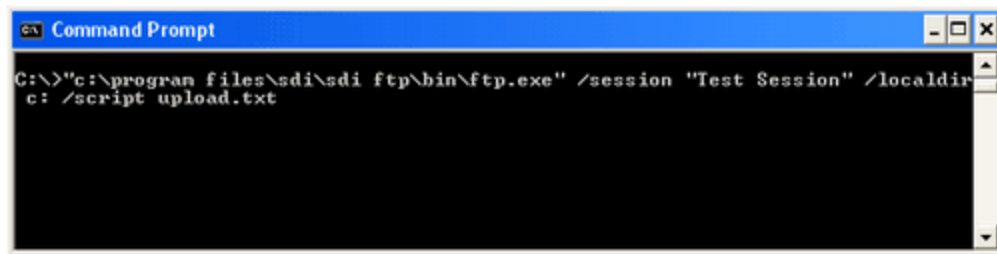
3. Once your script is working, you can use the Windows Scheduler to schedule it to run periodically.

Scheduling Your Script on Windows 7, 8 10, or 11

1. Start the Windows Vista Task Scheduler. (Start, All Programs, Accessories, System tools, Task Scheduler, Under Actions click on the **Create Task** link.)

2. In the **Create Task** dialog's **General** tab, fill in the desired name, description, and security settings.

3. In the **Create Task** dialog's **Trigger** tab, click on the **New..** button to display the **New Trigger** dialog. Specify when your script should run.

4. In the **Create Task** dialog's **Actions** tab, click on the **New..** button to display the **New Action** dialog. Click the **Browse...** button and select ftp.exe. (The default folder is c:\program files\sdi\\.) Add the /session /localdir and /script switches in the **Add Arguments (optional)** edit box: /session "Test Session" /Localdir c: /script upload.txt.

5. In the **Create Task** dialog's **Actions** tab, specify the conditions that allow the task to run.

6. In the **Create Task** dialog's **Settings** tab, specify the settings for task behavior.

7. Click the **OK** button to schedule the task.

Scheduling Your Script on Windows XP and 2000.
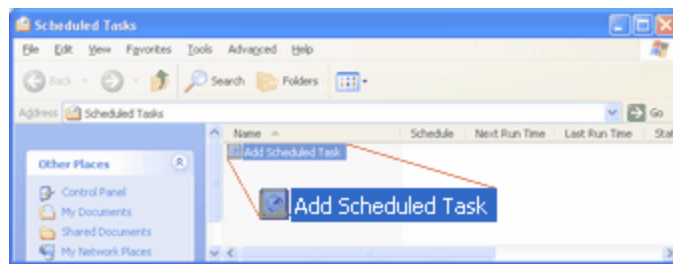
1. Start the Windows Scheduler "Scheduled Task Wizard."

    Windows XP   (Start, All Programs, Accessories, System tools, Scheduled Tasks, double-click Add Scheduled Task)

Windows 2000 (Start, Programs, Accessories, System tools, Scheduled Tasks double-click Add Scheduled Task)

2. When you get to the "Click the program you want Windows to run" prompt, click the **Browse...** button to display the **Select Program to Schedule** dialog box and select ftp.exe. (The default folder is c:\program files\sdi\\.)
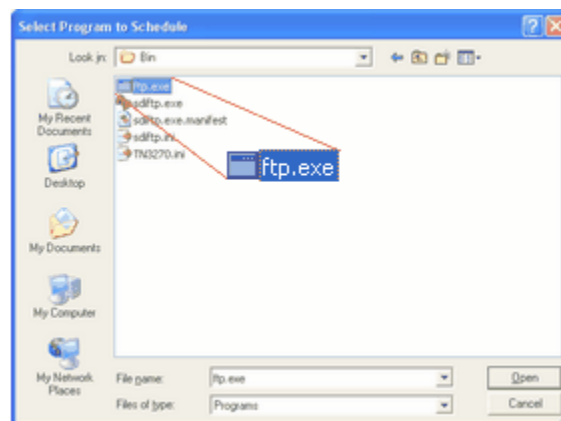
3. When you get to the "You have successfully scheduled the following task: ftp" dialog box, check the "Open advanced properties for this task when I click Finish" check box and click the Finish button.
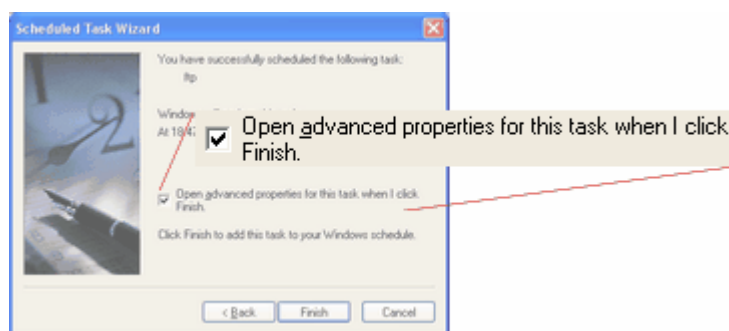
4. In the **ftp** dialog box, add the /session /localdir and /script switches in the **Run** edit box.
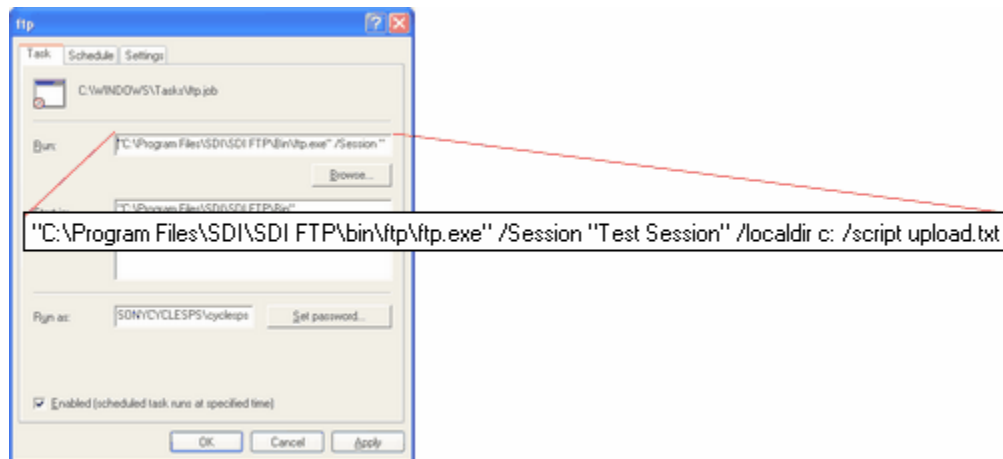
5.   Click the **OK** button. Your task in now scheduled and should appear in the **Scheduled Tasks** dialog box.

3.4   Using Quiet Queued Mode

Normally when files are transferred the Copy Files dialog box is displayed giving the current status of the file transfer and estimated time remaining. No other work can be done in SDI FTP until the file transfer completes.
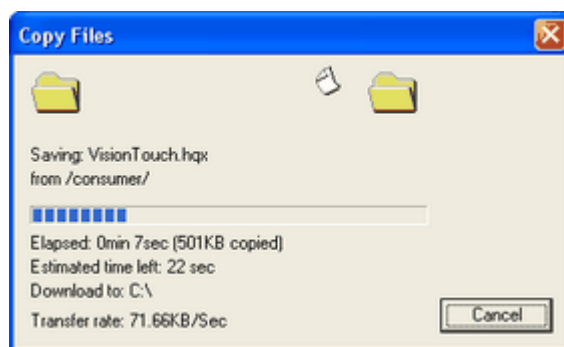
If the option to transfer in quiet, queued mode is selected on the appropriate Upload or Download Properties page, the progress dialog is not shown. Instead, the files are queued for transfer in the background, allowing the user to continue working with other sessions. The cursor in the session switches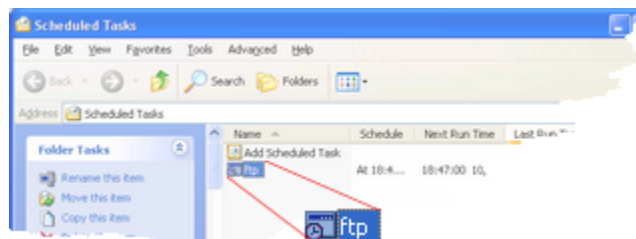 to the pointer + hourglass cursor indicating that a queue mode transfer is active. To view the current status of queued transfers, select Queues from the View menu.

You may want to use Quit Queue Mode if you have large file transfers to do from different FTP sites. For example, assume you wanted to download a large fix from Microsoft and a large software file from Download.com. Also assume that you are using a dial-up connection. If you start the Microsoft file

transfer in Quiet Queued Mode you can switch to you Download.com session and start another file transfer. If you are not in Quiet Queued Mode you will have to wait until the download from Microsoft completed before you could start the download from Download.com.

4 Menus

4.1 Host Menu

4.1.1 Command Summary

The Host menu contains the following commands:

New	Create a new session.
Save	Save your session settings.
Save As...	Save your session settings with a new name. By using the "Save As..." command you can use an existing session as a template for a new session.
Connect	Display the Connect to Host dialog box.
Disconnect	Disconnect the current session. The connection to the host computer is terminated, but the session tab for the session remains available for reconnection.
Reconnect	Reconnect the current session. You can reconnect a session that has been disconnected. You cannot reconnect a session that has been closed.
Close	Disconnect the current session from the host computer and then close the current session.
Properties	Display the properties (settings) for the current session.
Run Script	Display the **Select Script File Name** dialog box. Select a script and click the Open button to run the script.
Trace Socket	Turn TCP/IP socket tracing on or off.
Session Name	Select from a list of recently opened sessions.
Exit	Close any open sessions and exit SDI FTP.

4.1.2 New

Use the New command to create a new session. The New command displays the New Session Setup dialog box. Fill in the dialog box with the required connection information and click the **Connect** button to connect your new session.

If you already have sessions defined, you may use an existing session as a template for your new session rather than creating a new session from scratch. See the Save as command for more information.

Shortcuts:

Standard Toolbar:

Keyboard: Ctrl + N

See also:

[Connecting for the First Time](#)

4.1.3   Save

Use the Save command to save a newly created session.

Shortcuts:

Standard Toolbar: 💾

Keyboard: Ctrl + S

See also:

[Connecting for the First Time](#)

4.1.4   Save as

Use the Save as command to save a session with a new name. This is an easy way of using an existing session as a template for a new session. Save the existing session with a new name. Then modify the new session to meet your needs.

4.1.5   Connect

Use the Connect command to connect to a another computer. The Connect command displays the Connect to Host dialog box. You may select a session and click the **Connect** button to connect or you may modify session settings.

Shortcuts:

Standard Toolbar: ⚡

See also:

[Connecting to for the First Time](#)
[Host, Disconnect](#)
[Host, Close](#)

4.1.6   Disconnect

Use the Disconnect command to disconnect a session. The TCP/IP connection is disconnected, but the session tab remains available and the remote tree and list panes remain displayed.

You can quickly reconnect the session using the [Host, Reconnect](#) command or you can initiate a file transfer and SDI FTP will automatically reconnect the session.

Use the Disconnect command when you plan to return to your session. If you are done with the session, use the [Host, Close](#) command and the session will be disconnected and its session tab and remote tree and list panes cleared.

Shortcuts:

Standard Toolbar: ▄▄▄

See also:

Host, Reconnect
Host, Close

4.1.7 Reconnect

Use the Reconnect command to reconnect a session that has been disconnected, but not closed.

Shortcuts:

Standard Toolbar: 🏃

See also:

Host, Disconnect
Host, Close

4.1.8 Close

Use the Close command to disconnect a session and clear the session tab. When the session tab is cleared, that tab becomes available for use by another session. The remote tree pane and remote list pane are also cleared.

See also:

Host, Disconnect

4.1.9 Properties

Use the Properties command to display the session settings for the currently active session.

Shortcuts:

Keyboard: Alt + enter

4.1.10 Run Script

Use the Run Script command to run an SDI FTP script.

SDI FTP scripts are text files created in notepad or another text editor. Use scripts to automate file transfer operations that you perform over and over again.

Shortcuts:

Standard Toolbar: 📋↓

See also:

Script Language Syntax Definition
Script Command Summary
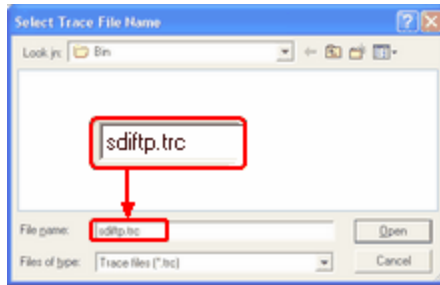
4.1.11 Trace Socket

Use this diagnostic command to trace socket activity. Normally you will not use this command unless requested to do so by SDI technical support.

Do the following if you wish to capture a socket trace:

1. Start SDI FTP

2. Start the trace.
   - Open the SDI FTP **H**o**st** menu and click on **Trace Socket.**
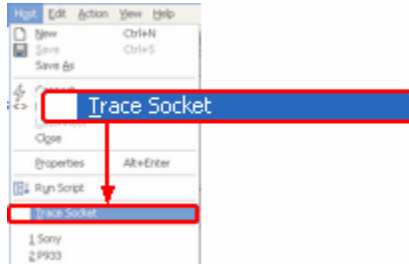
   - In the Select Trace File Name dialog box, specify a name for the trace file and note the folder that it is in.

3. Connect to the host computer and recreate the problem.

4. Stop the trace. Open the SDI FTP **H**o**st** menu and click on **Trace Socket.**
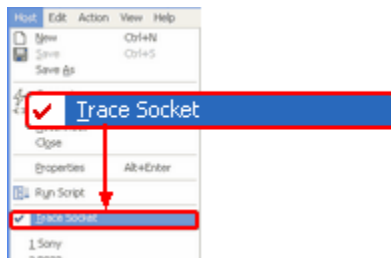
5. E-mail the trace file and a problem description to support@sdisw.com.

4.1.12 Session Name

Use this command to connect a recently used session. The last 10 sessions are displayed in most recently to least recently used order on the Host menu just prior to the Exit command. Click on the session name to connect that session.
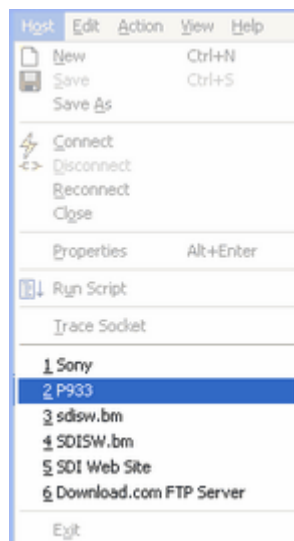
4.1.13 HostExit

Exit SDI FTP. If one or more sessions are connected, you will be asked to confirm that you want the session to be closed.

4.2 Edit Menu

4.2.1 Command Summary

The Edit menu contains the following commands:

Undo	Negate the effect of the last operation.
Cut	Delete the selected file(s) and/or folder(s) and moves them to the clipboard.
Copy	Copy the selected file(s) and/or folder(s) to the clipboard.
Paste	Initiate a file transfer of the file(s) and/or folder(s) currently held on the clipboard.
Delete	Delete the selected file(s) and/or folder(s).
Rename	Rename a file.
Properties	Display file properties.
Select all files	Select all files in the current folder.
Select All	Select all files and folders in the current folder.

4.2.2 Undo

This command is not available yet.

4.2.3 Cut

Use the Cut command with the Paste command to move a file(s) and/or folders. For example, to move a file from your PC to the remote host, use the following steps:

1. In the local list pane, select the file you wish to move.

2.   Open the **Edit** menu and select **Cut**.

3.   In the remote list pane, select the folder you want to receive the file.

4.   Open the **Edit** menu and select **Paste**.

5.   The file is uploaded to the remote folder and deleted from your PC.

If you want to copy a file instead of moving the file, use the Copy command.

Shortcuts:

Standard Toolbar: ✂

Keyboard: Ctrl + X

Context Menu

See also:

Edit, Copy
Edit, Paste

4.2.4   Copy

Use the Copy command with the Paste command to copy a file(s) and/or folders. For example, to copy a file from your PC to the remote host, use the following steps.

1.   In the local list pane, select the file you wish to copy.

2.   Open the **Edit** menu and select **Copy**.

3.   In the remote list pane, select the folder you want to receive the file.

4.   Open the **Edit** menu and select **Paste**.

5.   The file is uploaded to the remote folder.

If you want to move a file instead of copying the file, use the Cut command.

Shortcuts:

Standard Toolbar: 📋

Keyboard: Ctrl + C

Context Menu

See also:

Edit, Cut
Edit, Paste

4.2.5   Paste

Use the Paste command to move or copy files placed on the clipboard by the Cut or Copy commands.

Shortcuts:

Standard Toolbar: 📋

Keyboard: Ctrl + V

Context Menu

See also:

Edit, Cut

Edit, Copy

4.2.6 Delete

Use the delete command to delete the <u>selected</u> file(s) and/or folders. To use the delete command, select the file or folder you want to delete in the local list pane or the remote list pane. Open the **Edit** menu and select **Delete**. For files on your PC, a delete operation moves the file(s) and/or folder(s) to the Windows Recycle bin.

Shortcuts:

Standard Toolbar:

Keyboard: Del

Context Menu

4.2.7 Rename

Use the Rename command to rename a local or remote file or folder. For example, to rename sample.txt to example.txt use the following steps:

1. Select sample.txt.

2. Open the **Edit** menu and select **Rename**.

3. An edit box appears around the selected file.

4. Type the new name into the edit box and press enter.

Shortcuts:

Context Menu

4.2.8 Properties

Use the Properties command to display file properties. The Properties command displays the Windows File Properties dialog box for local files and the SDI FTP File Properties dialog box for remote files. The SDI FTP File Properties dialog box includes the file size, location and permissions.

Shortcuts:

Context Menu

4.2.9 Select all files

Use the Select all files command to select all the files in the current folder of the local or remote list pane. Use this command when you want to select all the files in a folder to perform an upload or download operation. This command does not select files in the subfolders of the current folder.

See also:

Edit, Select All

4.2.10 Select All

Use the Select All files command to select all the files and folders in the current folder of the local or remote list pane. Use this command when you want to select all the files and folders in a folder to perform an upload or download operation.

See also:

Edit, Select all files

4.3   Action Menu

4.3.1   Command Summary

The Action menu contains the following commands:

Download	Download the files and/or folders selected in the remote list pane to your PC.
Upload	Upload the files and/or folders selected in the local list pane to the remote host.
Set Transfer Mode	Set the transfer mode for the current session.
Toggle PASV mode	Turn PASV (passive) mode on or off.
Command	Send an FTP command directly to the host computer.
Run	Open the selected application or file.
View	View the selected file(s) using the viewing application.
Stop	Cancel the current file transfer operation.
Change Folder	Switch to a new folder without navigating through the directory tree.
New Folder	Create a new folder in the currently selected folder in the list pane.

4.3.2   Download

Use the Download command to download files and/or folders selected in the remote list pane. The files are copied from the remote host into the current folder on your PC.

Shortcuts:

Standard Toolbar:

Keyboard: Ctrl + D

See also:

Action, Upload
Action, Set transfer mode

4.3.3   Upload

Use the Upload command to upload files and/or folders selected in the local list pane to the remote host.

Shortcuts:

Standard Toolbar:

Keyboard: Ctrl + U

See also:

4.3.4   Set transfer mode

Use the Set transfer mode command to set the file transfer mode. The following modes are available:

Automatic	Selects binary or ASCII mode based on the file type of the file. If the file type is listed in the ASCII mode file extensions list, the transfer is made in ASCII (text) mode otherwise the transfer is made in binary mode.
Binary	Transfers files in binary mode. Use this mode for non-text files like images, applications (.exe), and word processing files.
Text	Transfers files in ASCII mode. Use this mode for text-only files. This mode converts the line-feed characters that appear at the end of lines in text files to allow for the differences in format between different operating systems when uploading or downloading files.

Shortcuts:

Standard Toolbar:

Context Menu

4.3.5   Toggle Passive (PASV) mode

Use the Toggle Passive (PASV) mode command to change from Active mode to Passive mode or Passive mode to Active mode.

The FTP protocol uses two ports, a control port and a data port.

In active mode the client initiates the connection to the server control port and the server initiates the connection to the client data port.

In passive mode (PASV) the client initiates the connection to both the control port and the data port.

Active mode
command port :   client to server
data port: server to client

Passive mode
command port: client to server
data port: client to server

The proper mode depends upon firewall and FTP servers settings. If active mode fails, try your connection in passive mode.

Shortcuts:

Standard Toolbar:

4.3.6   Command

Use the Command command to send an FTP command directly to the server. The command is sent verbatim without any interpretation. A one line response is expected. Use this command if the FTP server supports custom commands not available in SDI FTP.

When you click this command, the **Send Command** dialog box is displayed. Enter your command in

the command edit box and click the OK button to send the command. The command edit box contains a drop-down list of recently used commands for easy access to previously issued commands.

Shortcuts:

Standard Toolbar:

4.3.7 Run

Use the Run command to open the <u>selected</u> application(s) or file(s). When the selected file is a remote file, the file is downloaded to the SDI FTP temporary folder and then opened.

If the file is an application, the application is executed. If the file is a data file, it is opened with the associated application. For example, a ".doc" file is opened with Microsoft Word.

Shortcuts:

Standard Toolbar:

<u>Context Menu</u>

4.3.8 View

Use the View command to open the selected file(s) in the Windows Notepad application. When the selected file is a remote file, the file is downloaded to the SDI FTP temporary folder and then opened.

Shortcuts:

Standard Toolbar:

Keyboard   enter

<u>Context Menu</u>

4.3.9 Stop

Use the Stop command to stop a file transfer that is in progress. The stop command is only needed with the "Use quiet, queued mode" option set for the upload or download. When the "Use quiet queued mode" option is not set, an active file transfer must be cancelled used the **Cancel** button in the **Copy Files** dialog box.

Shortcuts:

Standard Toolbar:

Keyboard   escape

4.3.10 Change folder

Use the Change Folder command to switch to a new folder without navigating through the directory tree. The change folder command displays the **Change Folder** dialog box. Enter the new path into the Change Folder dialog box and click the **OK** button.

The remote path must be relative to the FTP root folder. For example:

\folder\subfolder

The local path must be the full qualified path. For example:

c:\folder\subfolder

4.3.11 New folder

Use the New Folder command to create a new folder in the current folder. The New Folder command creates a folder named "New Folder" (local list pane) or "Folder" (remote list pane) and opens an edit box around it. Type the desired name and press **Enter** to complete the folder creation.

Shortcuts:

Standard Toolbar:

Context Menu

4.4 View Menu

4.4.1 Command Summary

The View menu contains the following commands:

Output Log	Show or hide the output log window.
Status Bar	Show or hide the status bar.
Toolbar	Show or hide the toolbar.
Arrange Icons	Arrange entries in the local or remote list pane.
Large Icons	Display the entries in the local or remote list pane in large icon format.
Small Icons	Display the entries in the local or remote list pane in small icon format.
List	Display the entries in the local or remote list pane in list format.
Detail	Display the entries in the local or remote list pane in detail format.
Refresh	Refresh the contents of the currently selected pane.
Log Files	Show the log files in the log files folder.
Queues	Show the current status of file transfer queues.
Synchronize	Synchronize local and remote folders.
Preferences	Change application behavior.
Session	Change the view to another active session.

4.4.2 Output Log

Use the Output Log command to show or hide the output log pane.

The Output Log pane shows the FTP commands and responses to and from the host computer for the currently active session. Each line appears in a different color as follows:

Green	FTP commands sent to the remote host
Blue	Normal responses and messages received from the remote host
Red	Error messages received from the remote host
Black	Status or informational messages generated by SDI FTP

4.4.3 Status Bar

Use the Status Bar command to show or hide the status bar.
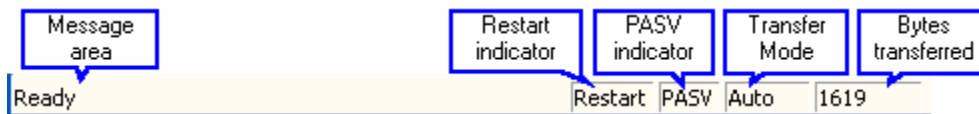
The status bar contains the following fields.

Field	Description
Message area	This area contains messages to help you use SDI FTP.
Restart indicator	Displays "Restart" when the host supports FTP file restart.
PASV	This field displays "PASV" when the session is in <u>passive mode</u> and is blank when the session is in active mode.
Transfer Mode	Displays "Auto", "Binary" or "Text" indicating the current <u>file transfer mode</u>.
Byes transferred	Displays the number of bytes transferred by the last file transfer operation.

4.4.4 Toolbar

Use the Toolbar command to show or hide the toolbar. Use the toolbar for quick access to commonly used commands.

Customize

You can customize the toolbar. Right click on the toolbar to display the Customize Toolbar dialog box. Use the Customize Toolbar dialog box to add, remove or reorder the toolbar buttons.

Button Summary

	New	Create a new session.
	Save	Save your session settings.
	Connect	Display the Connect to Host dialog box.
	Disconnect	Disconnect the current session.
	Reconnect	Reconnect the current session.
	Run Script	Run a script.
	Cut	Delete the selected file(s) and/or folder(s) and move them to the clipboard.
	Copy	Copy the selected file(s) and/or folder(s) to the clipboard.
	Paste	Initiate a file transfer of the file(s) and/or folder(s) currently held on the clipboard.
	Delete	Delete the selected file(s) and/or folder(s).
	Download	Download the files and/or folders selected in the remote list pane to your PC.
	Upload	Upload the files and/or folders selected in the local list pane to the remote host.
	View	View the selected file(s) in the viewing application.

	Command	Use this dialog to send an FTP command directly to the host computer.
	Run	Open the selected application or file.
	Set Transfer Mode	Set the transfer mode for the current session.
	Toggle PASV mode	Turn PASV (passive) mode on or off.
	Stop	Cancel the current file transfer operation.
	New Folder	Create a new folder in the currently selected folder in the list pane.
	Refresh	Refresh the contents of the currently selected pane.
	Log Files	Show the log files in the log files folder.
	Synchronize	Synchronize local and remote folders.

4.4.5   Arrange Icons

Use the Arrange Icons command to sort entries in the local or remote list pane by name, origin (for the Recycle bin), size, type or date, in ascending or descending order.

This command is only available when a list pane has focus and the command only affects the list pane with focus. For example, if the local list pane has focus, only the items in the local list pane are sorted. The remote list pane remains unchanged.

When the list pane is in detail view, you can sort by the column entries by clicking the column heading.

See Also:

Windows and Panes

4.4.6   Large Icons

Use the Large Icons command to change the local or remote list pane to the large icon view. The large icon view shows a large icon and the file or folder name.

This command is only available when a list pane has focus and the command only affects the list pane with focus. For example, if the local list pane has focus, only the items in the local list pane are changed to the large icon view. The remote list pane remains unchanged.

See Also:

Windows and Panes

4.4.7   Small Icons

Use the Small Icons command to change the local or remote list pane to the small icon view. The small icon view displays a small icon and the file or folder name.

This command is only available when a list pane has focus and the command only affects the list pane with focus. For example, if the local list pane has focus, only the items in the local list pane are changed to the small icon view. The remote list pane remains unchanged.

See Also:

Windows and Panes

4.4.8 List

Use the List command to change the local or remote list pane to the list view. The list view displays a small icon and the file or folder name. Items are displayed in vertical columns.

This command is only available when a list pane has focus and the command only affects the list pane with focus. For example, if the local list pane has focus, only the items in the local list pane are changed to the list view. The remote list pane remains unchanged.

See Also:

Windows and Panes

4.4.9 Detail

Use the Detail command to change the local or remote list pane to the detail view. The detail view displays the following fields.

Name	The file or folder icon and name.
Size	The file size. (Not displayed for folders)
Type	The file type. ("File Folder" is displayed for folders.)
Modified	The date the file or folder was last modified.

This command is only available when a list pane has focus and the command only affects the list pane with focus. For example, if the local list pane has focus, only the items in the local list pane are changed to the detail view. The remote list pane remains unchanged.

Columns is the detail view may be resized by hovering the mouse over the column heading separator and dragging it to make the column larger or smaller.
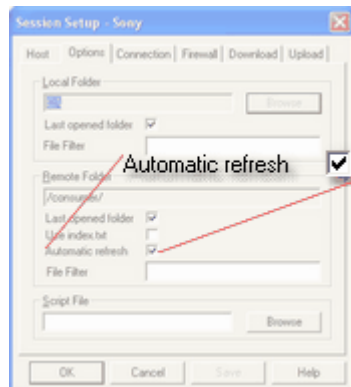
See Also:

Windows and Panes

4.4.10 Refresh

Use the Refresh command to refresh a the remote list pane after file manipulation.

Set the Automatic refresh option to automatically refresh the remote list pane any time it is updated. (Host, Properties, Options tab, "Automatic refresh" check box) or
(Host, Connect, Advanced... button, Options tab, "Automatic refresh" check box).

Shortcuts:

Standard Toolbar:

Keyboard: F5

remote

4.4.11 Log Files

Use the Log Files command to see a list of your log files. The log files contain everything that appears in the output log pane. A separate log file is created for each session. The log file is closed when the session is closed.

The Log Files command displays the **Log Files** dialog box. The buttons in the **Log Files** dialog box perform as follows:

Open   Open the selected log file(s) in Notepad.
Delete   Delete the selected log file(s).
Delete All Delete all the log files.
Close   Close the **Log Files** dialog box.

Select a single log file from the list box by clicking on it. Select consecutive files from the list box by clicking the first file, pressing and holding down **Shift** key, and then clicking the last file.
Select non-consecutive files by pressing and holding down the Ctrl key and clicking on each file.

Shortcuts:

Standard Toolbar:

Keyboard: F5

4.4.12 Queues

Use the Queues command to view the file transfer queue. File transfer operations are placed in a queue and run in background when the "Use quiet, queued mode" option is set on. The "Use quiet, queued mode" option may be set on for uploads and/or downloads. See the Upload tab or the Download tab in the session **Properties** (H<u>o</u>st, <u>P</u>roperties) or **Session Setup** (H<u>o</u>st, <u>C</u>onnect, Advanced button) dialog boxes.

The Queues command displays the **Queues** dialog box. The Queues dialog box lists the number of files in the queue for each session.

4.4.13 Synchronize

Use the Synchronize command to display the Compare / Synchronize pane for a session. From this pane you can compare and synchronize a local folder with a remote folder. This powerful tool allows you to quickly and easily move new or updated files from your PC to a remote site or vice versa.

For example, if you are maintaining a web site and have made numerous changes on your PC and want to upload the changed files to your web hosting site, the Synchronize feature will determine what files have been updated and upload them for you.

Synchronize Pane Settings

Compare / Synchronize Direction

Compare / Synchronize remote folder to local folder (upload) - Use this option to update a remote folder with files from a folder on your PC.

Compare / Synchronize local folder to remote folder (download) - Use this option to update a folder on your PC with files from a remote folder.

Compare remote and local folders (upload and download) - Use this option to update both the folder on your PC and the remote folder.

Local Folder	The current local folder. This is the folder on your PC that will be used for the compare and/or synchronize operation.
Remote Folder	The current remote folder. This is the remote folder that will be used for the compare and/or synchronize operation.

Options

Include sub-folders	Check this option to include subfolders of the local folder and remote folder in the compare and/or synchronize operation.
Ignore case	Check this option to treat file or folder names that are spelled the same, but in different case as equal. For example, "SDI" would be treated as equal to "sdi" and "Sdi".
Transfer smaller files	Check this option to have smaller files replace larger files.
Transfer larger files	Check this option to have larger files replace smaller files.
Transfer older files	Check this option to have older files replace new files.
Transfer more recent files	Check this option to have newer files replace older files.

Buttons

Compare	Click the Compare button to compare the local and remote folder. Using the option specified, compare lists all the changes required to synchronize the local and remote folders. Review the results of the compare operation prior to clicking the synchronize button to make the updates.
Synchronize	Click the Synchronize button to transfer the files and folder listed by the compare operation.
Cancel	Click the Cancel button Return to the standard view without transferring any files.

Shortcuts:

Standard Toolbar:

4.4.14 Preferences

Use the Preferences command to change program behavior. The Preferences command displays the **Program Options** dialog box. You will find the following settings.

General Tab

E-mail address	The e-mail address is used to fill in the password field for anonymous connections. For example, if you open the **H**ost menu and select **N**ew, then click in the <u>A</u>nonymous check box, the **User Name** edit box is set to "anonymous" and the **Password** edit box is filled in with the e-mail address from this field.
Show Connect Dialog at Startup	Checked this box to display the Connect to Host dialog box at startup. This allows you to select a session and click the **Connect** button to connect the session. If you have one or more sessions with

the Connect at startup option set (Host, Connect, Advance button, Host tab, Connect at startup), you may not want the Connect to Host dialog box to appear at startup.

Show Standard Toolbar — Check this box to display the standard toolbar. Click the **Customize** button to display the Customize Toolbar dialog box and modify the contents of the toolbar.

"View" Application — Specify the application for file viewing. This application is called when you specify the **View** command in the **Action** menu or the file context menu. The default application is notepad.exe. To select a different application, click the **...** button and locate the new application.

File Types Tab

ASCII mode file extensions: The ASCII mode file extensions are used when the file transfer mode is set to Automatic. (Action, Set transfer mode, Automatic). Files with the extensions in this list are transferred in text mode. All other files are transferred in binary mode. New entries can be added by typing the file extension in the edit box and clicking the **Add** button. To delete an entry, highlight it in the list box and click the **Remove** button. To reset the list to the default setting, click the **Defaults** button.

Folders Tab

Log Files: — Specify a folder for storing log files.

Queues: — Specify the folder for storing file transfer queues.

Script Files: — Specify the folder for script files.

Session Profiles: — Specify the folder for storing session profiles.

Temporary Files: — Specify the folder for storing temporary files.

4.4.15 Session

Use this command to select a session to display. All active sessions are listed at the bottom of the View menu. The currently displayed session is preceded by a check mark. Click another session name to display the other session.

4.5 Help Menu

4.5.1 Command Summary

The Help menu contains the following commands:

Help Topics — Display the Table of Contents for this help file.

About SDI FTP... — Display the version number and build date of the application and current licensing information.

4.5.2 Help Topics

Use the Help Topics command to displays the table of contents for the help file. This command also gives you access to the help index and the help find function.

4.5.3   About SDI FTP...

Use the About SDI FTP ... command to display the version number and build date of the application and the current licensing information.

Click the **License...** button to display or modify your license code.

See Also:

Entering Your License Code

4.6   Context Menu

4.6.1   Context Menu Command Summary

The SDI FTP context menu offers access to commonly used commands. Right-click on a file or folder in one of the tree or list panes to open the context menu. Then click on a command in the context menu. File or folder specific commands work only on the file or folder you right-clicked on.
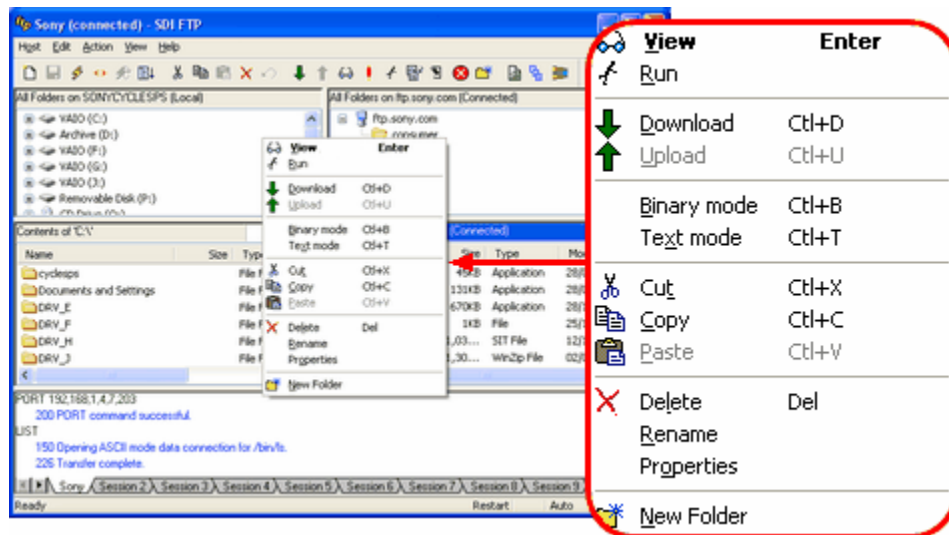
The context menu contains the following commands.

View	View the selected file in the viewing application.
Run	Open the selected application or file.
Download	Download the files or folder selected in the remote list pane to your PC.
Upload	Upload the file or folder selected in the local list pane to the remote host.
Binary	Transfers files in binary mode. Use this mode for non-text files like images, applications (.exe), and word processing files.
Text	Transfers files in ASCII mode. Use this mode for text-only files. This mode converts the line-feed characters that appear at the end of lines in text files to allow for the differences in format between different operating systems when uploading or downloading files.
Cut	Delete the selected file or folder and moves it to the clipboard.
Copy	Copy the selected file or folder to the clipboard.

Paste	Initiate a file transfer of the file or folder currently held on the clipboard.
Delete	Delete the selected file(s) and/or folder(s).
Rename	Rename a file.
Properties	Display file properties.
New Folder	Create a new folder in the currently selected folder in the list pane.

5   Reference

5.1   Scripts

5.1.1   Script Language Syntax Definition

The syntax descriptions of the script commands use the following notational conventions:

1.   Magenta colored words are replaced by user input.

2.   Blue colored symbols are part of the syntax definition and are not included in the command.

3.   The following symbols are part of the command and should be entered exactly as they appear in the command format:

:   colon

"   double quotation marks

4.   Square brackets [ ] indicate an optional parameter and are not included in the command.

5.   Braces { } are used with the vertical bar | to indicate choices between two or more mutually exclusive items and are not included in the command.

6.   Words starting in column one and beginning with a colon : are labels. Label names are case sensitive.

7.   Lines starting with an asterisk * in column one are treated as comments.

Each line in a script file contains a command in the following format:

command [parameter1 [parameter2 parameter3,...parameter*n*]]   comment

The command indicates the function to perform and the parameter(s) provide the data needed for the function. Anything following white space after the last parameter on each line is a comment.

The command is not case sensitive, so it may appear in any combination of upper and lower case. Any blanks or tabs between the command and the first parameter are ignored.

Comment lines can be added to script file by placing an asterisk (*) in column one. For example:

```
*  --------------------------------------------------------------------
* These three lines are comments
*  --------------------------------------------------------------------
```

5.1.2   Script Command Summary

The following is a list of script commands.

Command	Description
!	Issue a command in the Windows environment.
?	Display a list of valid script commands.
ASCII	Set ASCII (text) mode for file transfer.
Auto	Set automatic mode for file transfer.
Binary	Set binary mode for file transfer.
Cd	Change the current folder on the remote computer.
Close	Close the current session.
Delete	Delete a file on the remote computer.
Dir	Display the contents of the current folder on the remote computer.
Disconnect	Disconnect from the remote computer.
Exit	Exit from SDI FTP.
Get	Download a file from the remote computer.
Goto	Jump to a label in the script file.
Help	Display help information on script commands.
If	Evaluate a condition and execute a script command if true.
Lcd	Change the current folder on the local computer.
Literal	Send a command to the remote computer.
Ls	List the contents of the current folder on the remote computer.
Mkdir	Create a new folder on the remote computer.
Put	Upload a local file to the remote computer.
Quit	Close the current session and exit the application if no other sessions are active.
Rename	Rename a file or folder on the remote computer.
Rmdir	Delete a folder on the remote computer.
Set	Set prompts on or off for delete and replace operations.

5.2   Keyboard Shortcuts

Although operating SDI FTP is considerably easier with a mouse, all the normal functions can be carried out using a standard keyboard.

Function	Keyboard Shortcut
Copy	Ctrl + c
Create a new session	Ctrl + n
Cut	Ctrl + x
Display session settings	Ctrl + enter
Download file	Ctrl + d
Paste	Ctrl + v
Save a session	Ctrl + s

Select consecutive files	Alt + Up or Down arrows
Select non-consecutive files	Ctrl + Up or Down arrow. Press the Space bar to select a file
Switch panes	Tab or Backtab
Stop upload or download	Esc
Upload file	Ctrl + u

6 FAQ (Frequently Asked Questions)

This section contains frequently asked questions and answers. SDI also maintains an FAQ page on our web site that may have updates that were created after this help file was published, so if you do not find the answer to your question here please check the following web site page:

http://www.sdisw.com/ftp/faq.htm

6.1 Connection Problems

6.1.1 Error: could not locate host

This message is normally caused by one of the following:

1. You are not connected to the Internet. You must make your connection to the internet before using SDI FTP to connect to a host computer. If you are an America Online (AOL) user, you must connect to AOL and login before trying to connect using SDI FTP.

2. If the IP address in the message is incorrect, then you have the wrong "Host Name:" in the SDI FTP Connect to Host dialog box.

3. There is a problem on the Internet and currently there is no route to the host computer. Try again later.

4. You have the incorrect port number specified in the Connect to Host dialog box.

6. The domain name in the Connect to Host dialog box could not be translated to an IP address.

7. If you are using WinGate to share a modem between computers, you must specify the WinGate IP address (normally, 192.168.0.1) in the "Host Name:" edit box in the SDI FTP "Connect to Host" dialog instead of the host computer IP address or name.

6.1.2 Error: failed to connect

This error is caused by one of the following:

1. You are attempting to connect to an Internet host address and your computer is not connected to the Internet.

2. You have the incorrect IP address or domain name specified in Host Name edit box in the Connect to Host dialog box.

3. You have the incorrect port number specified in the Connect to Host dialog box.

4. The FTP server at the host site is down.

Try pinging the host computer to see if it is responding. You can do this from the MS-DOS command

prompt by entering "ping *hostname*" or "ping *IP address*" on the command line. If Ping times out, there is a problem at the host. Talk to a network administrator at the host site and see if they can help you.

6.2   License Code Problems

6.2.1   The 'Licensed to' field is incorrect

The name in the "Licensed to" name does not match the name encrypted into the license code. The "Licensed to" name is incorrect or contains a typographical error.

1.   The "Licensed to" name is case sensitive make sure all letters are in the correct case.

2.   Make sure the "Licensed to" name has the correct number of spaces.

3.   The "Licensed to" name and license code are issued in pairs. The "Licensed to" name must correspond to the license code you received.

6.2.2   The 'License code' field is incorrect

The 'License code' files contains a typographical error. Make sure the license code is all in upper case and that all the characters are correct.

6.2.3   The license code is not valid for this release

The license code you entered is for an older release of SDI FTP.
The license code is generated for a specific release and will not function with newer releases of SDI FTP. (How else could we get you to pay for upgrades?)

The product release level is three digits separated by periods, for example, 2.3.0. The license code only checks the first two digits, so a license code created for 2.3.0 will work with releases 2.3.1 through 2.3.9. However, if you try to use it with release 2.4.0 or higher you will get the above error message.

If you have purchased a maintenance contract, upgrades are free. Send an e-mail to sales@sdisw.com with your current "licensed to" name and the new SDI FTP release level and you will be e-mailed a license code for the new release.

If you do not have a maintenance contract, you may purchase an upgrade or you may download the release level that works with your license code. Product downloads can be found on the Customer Downloads page of our web site.

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