



Prolific FTP Instructions (ver5)

Using

The address for the Prolific FTP site is - ftp.prolific.ca (or 66.225.137.61) - our system does not prompt for any sort of login or password. If you do get prompted for a login and password from your FTP client, please use as a login "anonymous" and your e-mail address as a password.

Once on the server, you will see a folder called "Upload" this is the destination folder for all your transmitted files. For transmission verification purposes you will be able to see the file that you transmit appear in the "Upload" folder, only until you close the original "Upload" window, after that, any access to the folder list is not permitted.

Important Details

Please always compress your files into Stuffit or Zip files before transmission, even small files (such as PDFs) are less likely to corrupt if compressed, but please note .exe files are not permitted. There is no size limit to the file size our FTP server will accept, however with very large files (250MB or larger), the transmission times and likelihood of transmission errors may be prohibitive. Typical transmission times (with high speed internet) are around 200MB/hr. With files of these sizes we recommend breaking them into smaller pieces before transmission. Also please use descriptive names when naming files for transmission, and limit the names to 31 characters and please avoid any non-alpha numeric symbols. It's mandatory that you send an e-mail note to "proart@prolific.ca" and your Prolific sales rep indicating the exact file names you've sent to our FTP site, so our production people can proceed with your job. We get hundreds of files every week and this e-mail step is critical so we can identify your exact production files.

Any standard FTP client should produce very good results using this method, Internet Explorer 5.5 even supports drag and drop (PC only, FTP transfer from a Web Browser on a Mac is not recommended). Other popular clients include Cute FTP and Smart FTP (PC) and Fetch or CyberDuck (Mac).

Troubleshooting

If you experience difficulty during an FTP transmission and try to re-send a file, you will be denied access because of a security features that will not allow you to overwrite any existing files on our FTP server. If you encounter this problem there are 2 methods around it

- 1)** (The preferred method) Call us so we can remove the portion of the transmitted file from our FTP server, which will allow you to re-send your file with the same name or,
- 2)** Re-name your file (usually best accomplished by simply putting a "2" at the end of your file name, just before the extension, if there is one) and try the transmission again.

Another common error is created by a preference in your FTP client usually under the "Advanced" or "Firewall" (for eg.) menus called "Passive Mode Transfer" (PASV), try changing this setting to the opposite of the current one, and try again.

If you have any questions about FTP transfer please contact;

Mike Lesyshen
Technical Representative
204-694-2300
mikel@prolific.ca

or with problems during transmitting please contact; support@prolific.ca

150 Wyatt Road

Winnipeg, MB

Canada R2X 2X6

phone: 204 • 694 • 2300

fax: 204 • 632 • 5720

web: www.prolific.ca