FTP Frequently Asked Questions

What is FTP?

FTP is an abbreviation for the File Transfer Protocol service. FTP allows files to be transferred across diverse hardware and operating systems, across a network or the internet. When you use FTP with Placer County, files are transferred from our computer to yours. This is also called downloading.

How do I get the information I need using FTP?

FTP transfers files to your computer's hard disk; it is not used to display the contents of the file. Files are transferred in their native format (such as '.pdf' as a document for use with Adobe Acrobat[®] or '.doc' as a document for use with Microsoft[®] Office Word). After downloading the file, you will probably want to save it and then open it with the appropriate document software (such as Adobe Acrobat[®] Reader[®] or Microsoft[®] Office Word).

What kind of software do I need to use FTP?

To make an FTP connection you can use a standard web browser (Microsoft[®] Internet Explorer[®], Mozilla[®] Firefox[®], etc.) or a dedicated FTP software program, referred to as an FTP 'client'. Most people use their browser to download files.

Do I need a username and password?

This is a public FTP site that uses anonymous access. We do not control access with usernames and passwords.

What kinds of things commonly prevent FTP from working?

- 1. Browsers have security settings that control the ability to download files. You need to follow your browser's security setting instructions to allow files to be downloaded. If you are trying to get files using your company's networked computer, your browser may also need to have an address specified for a proxy server (talk to your company's technical staff). Some links for assistance with common browsers are provided below.
- 2. A firewall's security settings may prevent a file from downloading. Please refer to your firewall manufacturer's instructions, or talk to your company's technical staff if you have a firewall in your place of business.
 - What is a firewall? A firewall is a security system that protects your computer or network from unauthorized access. It may also perform other security functions.
- 3. Proxy servers can prevent FTP from working by not allowing it. If your company's network has a proxy server, contact your company's technical staff to see if FTP is allowed.
 - What is a proxy server? A proxy server is another computer that acts as a security barrier between your network and the Internet. It helps protect against unauthorized access to information on your company's internal network or computer. A proxy server's settings can create issues using FTP.

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Where can I find browser assistance?

WindowsTM **Internet Explorer**[®] – http://answers.microsoft.com/en-us/windows/default.aspx
Search for a related phrase such as "cannot connect to FTP" or any error message you may receive. If you use a proxy server, type in "FTP proxy" to find out how to configure Internet Explorer FTP for proxy servers. If you also use Windows Firewall, also type in "FTP Firewall" and search.

Mozilla[®] **Firefox**[®] – http://support.mozilla.com/en-US/kb/Support+Website+Forums
Search for "FTP" or any error message you may receive and read the related question-answer. If you do not have an FTP add-on for Firefox, you will need to find and install one.

OperaTM – http://www.opera.com/support/kb/search/

Search for "FTP" or "Proxy Server" or any error message you may receive and read the related question-answer. If you do not have an FTP plug-in for Opera, you will need to find and install one.

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