

Sending a File to SOS via the Internet

Document #492

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Creation date 7/12/01

Last revised 01/19/10

Under some circumstances, it may be necessary for you to send a file to SOS electronically to resolve some sort of problem you may be encountering. “Zip” files of up to 500 megabytes may be uploaded to a special directory on the SOS web site. Please note that “zip” files are in no way related to “zip” disks. The former are files that contain compressed copies of one or more other files; the latter are data storage disks from a company called Iomega. In Windows they are called *compressed folders*.

IMPORTANT: This web page will accept ONLY files with a ZIP extension, such as “mydata.zip”, and ONLY if the size of the file is 500 megabytes or less! If your file is larger than 500 MB, please contact SOS before attempting to upload it.

Sending your data is very easy:

1. Confirm with a support technician at SOS exactly which file or files are needed.
2. Using WinZip (go to <http://www.winzip.com> to download a free evaluation copy) or any other product capable of creating “zip” archives, create a zip file containing compressed copies of your file(s). **Be sure to use the “password” or “encryption” option when you create your zip file if it contains any confidential patient information.** Note the name and location of the zip file on your system.
3. Connect to the internet and open your web browser.
4. Go to the following address:
<http://www.sosoft.com/files>
5. Complete the form. Use the **Browse** button on this web page to locate the zip file that you created.
6. Click **Submit**. An email containing the information on this form will be sent to SOS to notify us that you are sending the file.
7. On the next screen you must again click the **Browse** button to insert the location of your file. Highlight the file and click the **Open** button.
8. You should now be back at the web page, with your selected file showing in the field. Click the **Submit** button to start the transfer.

If you have a status bar at the bottom of your web browser window, you may see a message about “opening...” and possibly a progress bar. When the file has been uploaded successfully, a message to that effect will appear. **If you do not see this “success” message, your file has not been uploaded.**

It can take quite a while, even with a broadband connection, for your file to be uploaded. During that time, there may be no visible change on the upload page. **If you close the upload page before you see the “success” message, your upload will immediately terminate!** Many DSL and cable connections are optimized for download, and have much slower upload speeds. Typical residential DSL, for example, has

download speeds of 1.5 megabits/sec, but upload speed may be only 256 kilobits per second (1/6th the download speed). Business DSL service can be most anything, but the speed that is relevant for these purposes is the upload speed, which should be specified in the contract with your DSL provider. The same sort of discrepancy is typical for other types of broadband connections as well. Here are calculated transfer speeds, assuming a zip file size of 50MB:

	Time to transfer a file of size			50 MB	
	bits/sec	Bytes/sec	MB/Hr	HrsToTrans	Minutes
Dial-up 28K	28,800	3,600	12.36	4.05	242.73
Dial-up 33K	33,600	4,200	14.42	3.47	208.05
Dial-up 40K	40,000	5,000	17.17	2.91	174.76
Dial-up 56K	56,000	7,000	24.03	2.08	124.83
ISDN 64K	64,000	8,000	27.47	1.82	109.23
ISDN 128K	128,000	16,000	54.93	0.91	54.61
Residential DSL/cable upload, fractional T1 (256K)	256,000	32,000	109.86	0.46	27.31
Business DSL, fractional T1 (512K)	512,000	64,000	219.73	0.23	13.65
Business DSL 640K	640,000	80,000	274.66	0.18	10.92
Full T1	1,500,000	187,500	643.73	0.08	4.66

- Although an email will have been sent, it doesn't hurt for you to notify your technician at SOS that the file is on its way.