

# Synergistic Office Solutions, Inc.



**Topic:** Sending a File to SOS via direct FTP  
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If for some reason you are unable to upload a file to SOS using the the interactive web page, you can upload it using the Windows FTP program or an FTP client of your own, such as Filezilla or CuteFTP.

**You should only upload a file to SOS if you have been instructed to do so by an SOS support technician. Upload ONLY files that have been compressed and encrypted using a zip utility such as WinZip. Let your technician know the program you used and the encryption password. Also, make sure you call or email your technician when you have finished uploading your file.**

Below are the instructions for uploading a file using Windows' FTP.EXE, but you should be able to figure out how to configure more sophisticated ftp clients using this information:

Site address: <ftp.sosoft.com>

User ID: [ftp@sosoft.com](mailto:ftp@sosoft.com)

Password: [password](#)

Here is an example of a configuration screen:

A screenshot of a 'Site Configuration' dialog box from a file transfer application. The dialog has several tabs at the top: 'Site', 'Network', 'Display', 'Index', 'Sounds', 'Misc', and 'Speed'. The 'Site' tab is selected. The configuration fields are as follows: 'Site name' is 'SOS Anon FTP'; 'Host address' is 'ftp.sosoft.com'; 'Connection' is a dropdown menu set to 'Standard Connection'; 'Port' is '21'; there are two checkboxes, 'Anonymous login' and 'Ask for Password', both of which are unchecked; 'User name' is 'ftp@sosoft.com'; 'Password' is masked with asterisks; and 'Initial directory' is 'incoming'.

You must upload into the "incoming" folder. Note also that you will not be able to see a file listing in that folder, so you will have to trust your FTP program when it says that the file transfer was successful.

