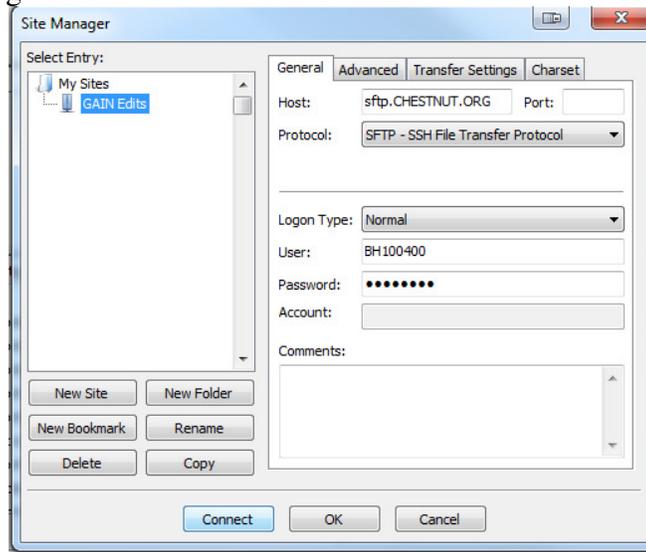


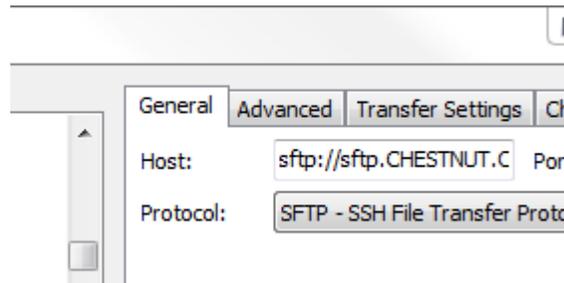
Troubleshooting FileZilla

I. I can't connect!

1. If you have changed computers recently or made any major updates to your system, you may need to reconfigure the FileZilla client. You will need to contact your Data Team lead directly in order to get your username and password information if you don't already have it.
2. If you have not made any major changes to your machine, you can do a quick step-by-step troubleshoot of the Site Manager screen to make sure everything is entered correctly.
 - First, open the FileZilla program. (Please note: FileZilla is not automatically connected when you first open the program.)
 - Next, open your Site Manager. (File → Site Manager)¹
 - Make sure the following fields are entered correctly:
 - o **Host:** sftp.chestnut.org
 - o **Port:** (blank)
 - o **Protocol:** SFTP – SSH File Transfer Protocol
 - o **Logon Type:** Normal
 - Please see image below.



- Sometimes, entering “sftp://” in the Host key helps if you have connection problems. See image below.

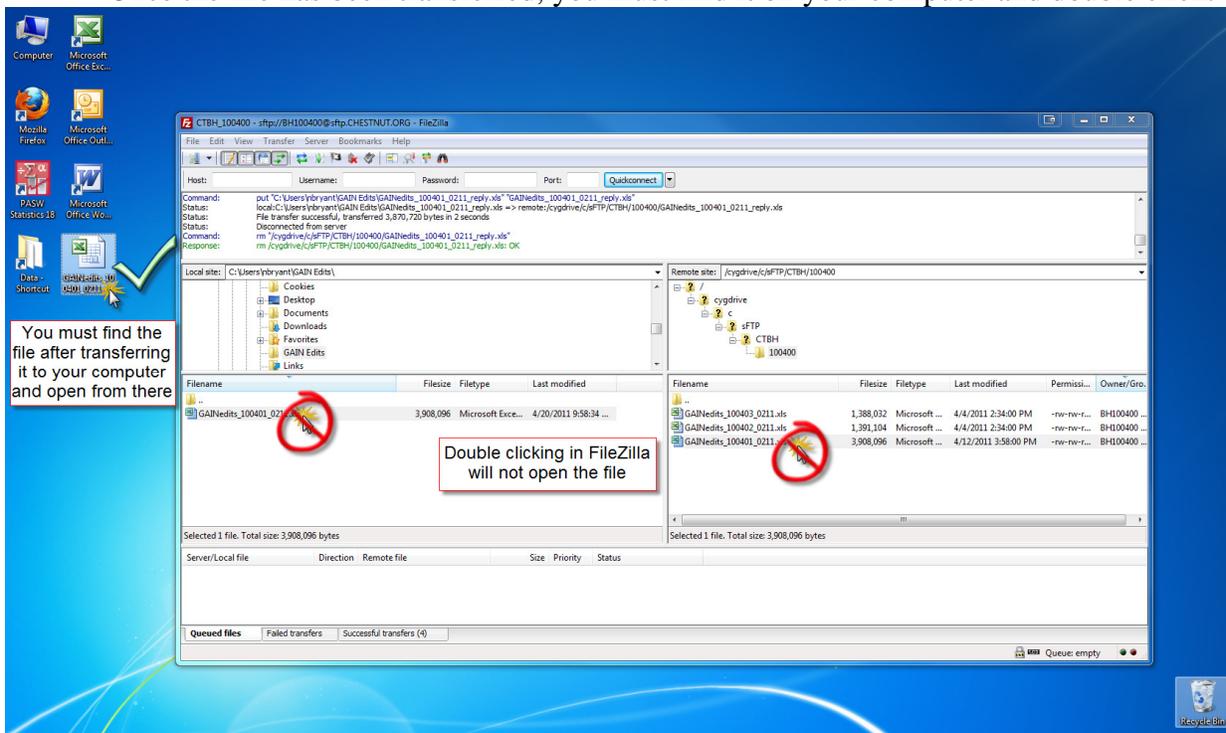


If no errors were found and/or you are still unable to connect, please contact your Data Team lead for further assistance.

¹ Be sure to use the Site Manager, and not the Quickconnect option on the FileZilla screen.

II. I can't open my file!

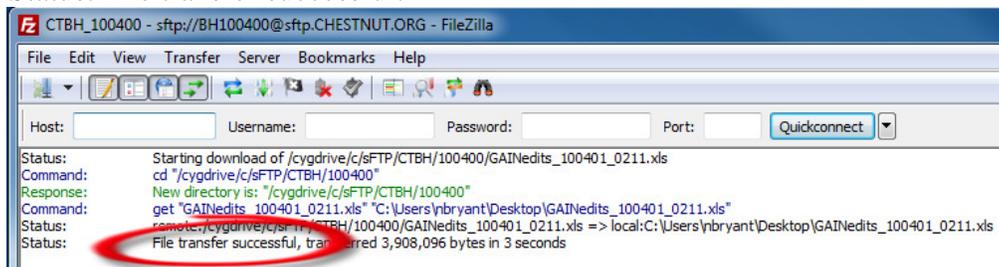
1. If you are double clicking on the GAIN Edits file in *FileZilla*, you are actually sending the command to transfer the file (not open it).
 - In order to open the GAIN Edits file, you must first transfer it to your computer.
 - Once the file has been transferred, you must find it on your computer and double click.



2. Another reason a file may not open is that it has not transferred fully. You must wait until the green progress bar at the bottom goes all the way to 100% before opening the file.

Server/Local file	Direction	Remote file	Size	Priority	Status
sftp://BH100400@sftp.CHE...					
<input type="checkbox"/> C:\Users\nbryant\GAIN Ed...	<<--	/cygdrive/c/sFTP/CTBH/1004...	3,908,096	Normal	Transferring
	00:00:02 elapsed	00:00:03 left	<div style="width: 44%; background-color: green; border: 1px solid black;"></div> 44%	1,736,704 bytes (1.7 MB/s)	

- You can tell a file has been completely transferred when the text at the top of FileZilla says "Status: File transfer successful."



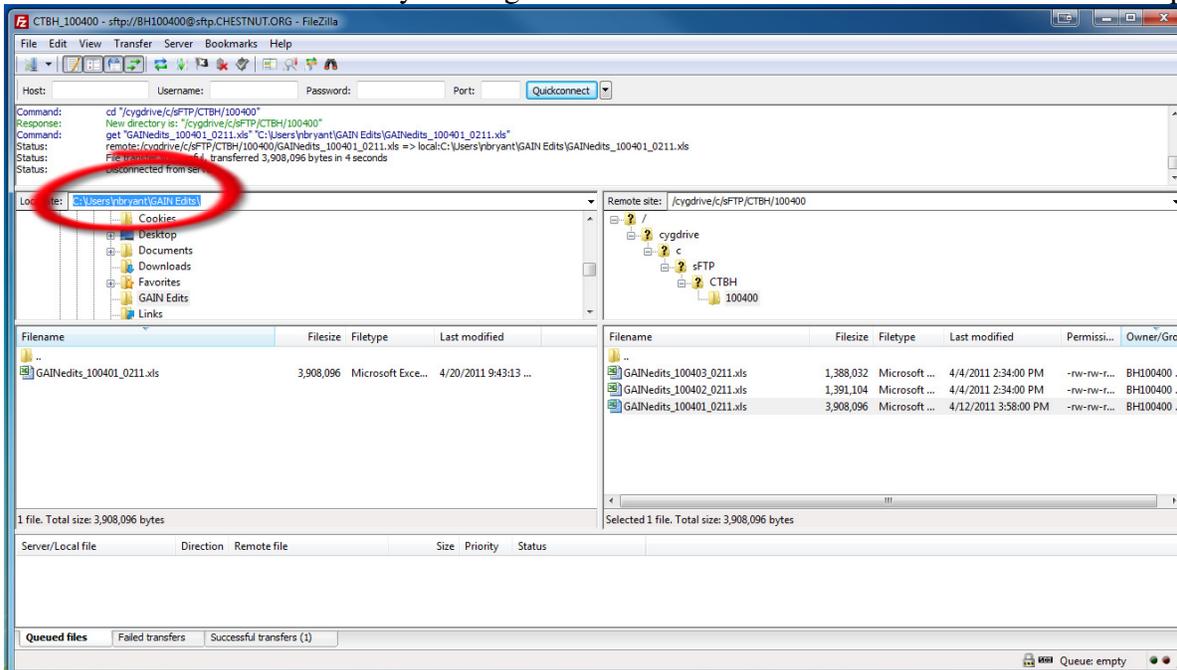
Note: The GAIN Edits are sent in Excel 2003 format. Microsoft Office users should be able to open the file using any version of Excel. The Data Team will not send the GAIN Edits file in a different format without notifying you in advance.

III. I don't know where my file went!

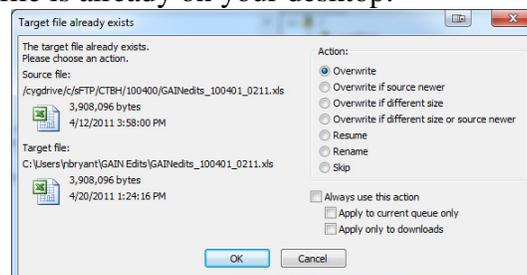
1. Again, it is important to wait until the green progress bar at the bottom of the screen in FileZilla to go all the way to 100% before attempting to find and open the file. Slower networks can take several minutes to complete this process, and the icon may not appear until the file is fully transferred.

Server/Local file	Direction	Remote file	Size	Priority	Status
sftp://BH100400@sftp.CHE...					
<input type="checkbox"/> C:\Users\nbryant\GAIN Ed...	<<--	/cydrive/c/sFTP/CTBH/1004...	3,908,096	Normal	Transferring
	00:00:02 elapsed	00:00:03 left	<div style="width: 44%; background-color: green; border: 1px solid black;"></div> 44%		1,736,704 bytes (1.7 MB/s)

2. If you have transferred the file in FileZilla by moving the file from the right hand side to the left, you can recover that file's location by looking at what's entered in the "Local Site" field in the top left box.



- Highlight this text, right click and select "Copy."
 - Open any folder from your desktop or Start menu and highlight the file path at the top. Right click and select "Paste," and hit "Enter." That should take you to the location of the GAIN Edits file.
3. If you have chosen to transfer the file by dragging it directly onto your desktop, it is possible that it accidentally got dropped into a folder or the Recycle Bin.
 - If you are still unable to find the file, try transferring it again. An alert that looks like this lets you know that the file is already on your desktop:



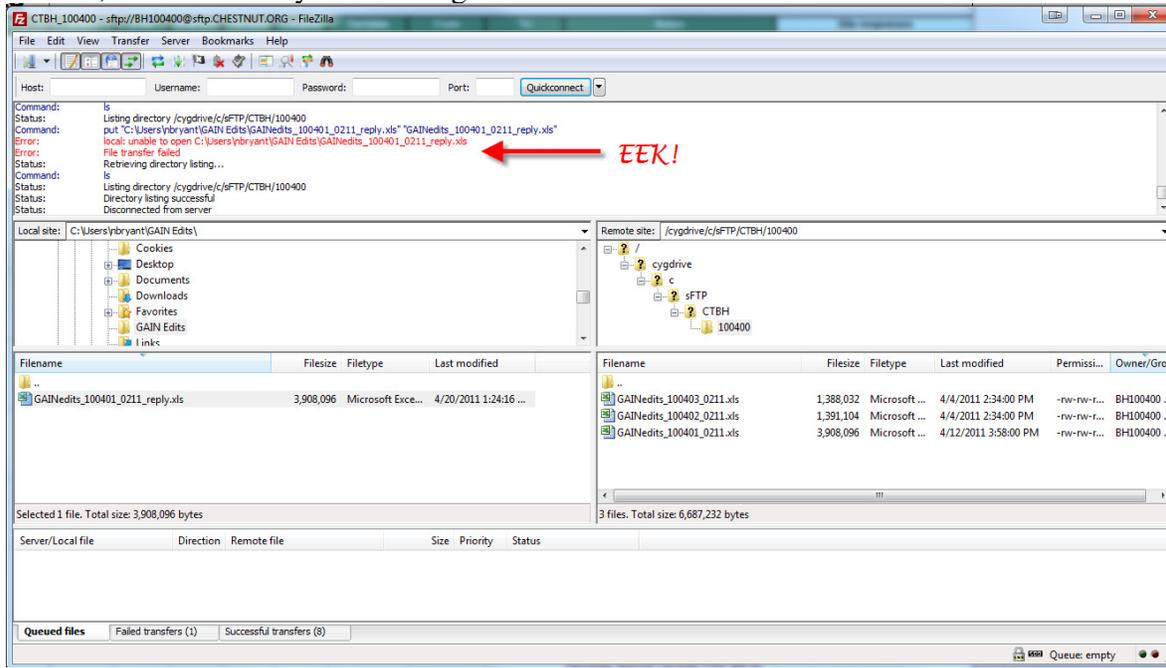
- Hit "OK" and look again for your file on your desktop.
- If you still cannot find it, try transferring the file in FileZilla by moving the file from the right hand side to the left. Be sure to navigate to the folder in which you'd like the file to be saved so that you can quickly find it after it is transferred.

IV. My file won't transfer!

1. Sometimes, it's as simple as making sure you're connected to the sFTP site.

- As a reminder, simply opening FileZilla does not connect you to the sFTP site. Furthermore, if you are working on the GAIN Edits for a while, you may get disconnected between when you connected the first time and when you want to post your reply file.
- You'll know this is the case when you try to transfer the file and absolutely nothing happens. Try opening your Site Manager, hitting "Connect" and transferring the file again.

2. However, if this is what you're seeing:



- All that scary-looking red text up at the top means is that the file is open somewhere on your computer. FileZilla doesn't like to transfer files that are open. Simply closing the file and transferring it again should work.

3. If the file is not open on your computer or if, after closing the file, you're still unable to transfer it, sometimes simply closing and re-opening FileZilla works. Just be sure you're connected to the site.

If you are still unable to transfer your file after trying the above procedures, please contact your Data Team lead for further assistance.