

FTP Troubleshooting

1. When using the FTP upload on our website, we suggest that you stuff or zip your file or files. This is a common practice that reduces the chance of corruption in transit. It also makes the file smaller (without losing any file information), which allows a faster transfer time.

The software you need to do this is available at:

www.stuffit.com (mac/windows)

www.winzip.com (windows only)

2. If transferring files through the ftp site is not working or your file is very large and you want to know more about how it is transferring, it maybe best to use an FTP client. FTP clients are built specifically for file transfers and are much more dependable than web browsers for this purpose. In addition most offer features such as an estimate of how long the file will take to transfer and at what rate they are transferring. This is very helpful because during long transfers it is giving you continuous feedback about your transfer. Consequently you know that file is transferring and you aren't having any problems. You can download the ftp client of your choice by going to www.download.com and searching for "ftp clients".

To use our ftp server you will need to enter the following info into your FTP client.

Hostname: ftp.digidigi.com

Username: digiftp1

Password: h3qemq

Important: After your file transfer is complete you must email DPI (jobs@digidigi.com) and let us know the file name(s), the contact information, sale rep. and any special instructions.



YOUR GRAPHIC SOLUTION PROVIDER.

2639 Minnehaha Avenue South • Minneapolis, MN 55406
Phone: 612.721.2434 • 888.721.3259 • Fax: 612.721.4855
www.digidigi.com • www.dpiartservices.com