

## How to... retrieve data from the Nifco NeuNet FTP site

### Requirements

- An Internet connection
- A standard FTP client (Internet Explorer 5 & above, smartFTP, CuteFTP, FileZilla, Windows command line FTP client, etc)

### General Info

FTP is an acronym for File Transfer Protocol and is a commonly used industry standard method of transferring data across the internet, in an unencrypted format.

The following points should be noted regarding the use of the NUK FTP site: -

- Any data that has been placed on the NUK FTP server is valid and accessible for a period of 5 days, from the date it was uploaded.
- User access is based on a company user account name therefore data uploaded for company A is not accessible by company B, C, etc.
- Users external to Nifco UK do not have the ability to upload data to the Nifco NeuNet FTP site; however under special circumstances upload access may be granted, please speak with your Nifco UK contact if this is required.

This document only covers accessing the Nifco NeuNet FTP site using Internet Explorer 7, though the principles given can be applied to use other standard web browsers with FTP functionality or dedicated FTP client software.

### Accessing data on the Nifco NeuNet FTP site

Before proceeding ensure that you have an active connection to the internet.

You will have received an e-mail from your Nifco UK contact notifying you that there is new data available to download; this will state the FTP site address and your username and password allocated to your company.

1. Open Internet Explorer by clicking **Start – All Programs – Internet Explorer**.
2. Select the address bar and enter the following address <ftp://neunet.nifcoeu.com>, then press **enter**.
3. You will be prompted with a username and password dialogue prompt, enter the username and password allocated to your company and then click **Logon**.
4. Your user folder will then open and display a list of files and or folders that are available to download
5. **Right click** the file or folder to download and select **Save Target As...**
6. Using the **Save As** dialogue box select where you wish to save the data on your PC then click the **Save** button to start downloading the data.
7. To disconnect from the FTP site simply close the Internet Explorer browser or the tab that was displaying the Nifco NeuNet FTP site.

## Troubleshooting

Internet Explorer is not the most robust FTP client as such it merely has FTP extensions built in that extend the functionality allowing it to perform basic FTP commands. If you experience problems downloading data using the procedure stated above, try the following steps.

1. Logon to the NeuNet FTP site by specifying your username and password within the Internet Explorer address bar, as shown in the following example: -  
ftp://username:password@neunet.nifcoeu.com
2. Connect using “Windows Explorer” or “My Computer”
  - a. Open **My Computer** in the address bar enter the Nifco NeuNet FTP site address and press **Enter**
  - b. When prompted enter your username and password into the respective fields then click **Logon**
  - c. Either drag and drop the items you wish to download from the Nifco NeuNet FTP server to a folder on your computer, or **right click** to select the items to download and select **Copy To Folder**, browse to the folder you want to save the data to then select **OK**.
3. Use a dedicated FTP client such as: -
  - a. smartFTP <http://www.smartftp.com/>
  - b. CuteFTP <http://www.cuteftp.com/>
  - c. FileZilla <http://filezilla-project.org/>