

# FTP Server Info

From time to time, it may be come necessary to send files to PKWARE. Below are instructions for using PKWARE's FTP Server.

## PKWARE FTP Connection Information

URL: bigiron.pkware.com

Username: ftp\_support

Password: PKW!PKW



This FTP Server has been configured NOT to display files in folders. If you receive an error that the contents cannot be displayed, this is by design.

## Submit a file using the CLI FTP client built into Windows.

1. Move to the folder you wish to work from
2. Log into **bigiron.pkware.com**
3. If the file is binary, issue the **bin** command
4. Switch to the **usupport** folder
5. Upload your file by using **put filename.extension**
6. Issue the command **bye** to exit FTP
7. Notify your support agent that you've uploaded the requested file/output

```
C:\Users\mike_he\Desktop\ftp demo>ftp bigiron.pkware.com
Connected to bigiron.pkware.com.
220 Welcome to PKWARE's FTP Site. If you have any difficulties accessing any files please contact PKWARE Technical Support at +1 937-847-2687.
User (bigiron.pkware.com:(none)): ftp_support
331 Please specify the password.
Password:
230 Login successful.
ftp> bin
200 Switching to Binary mode.
ftp> cd usupport
250 Directory successfully changed.
ftp> put case31112.zip
200 PORT command successful. Consider using PASV.
150 Ok to send data.
226 Transfer complete.
ftp: 436769 bytes sent in 0.37Seconds 1183.66Kbytes/sec.
ftp> bye
221 Goodbye.

C:\Users\mike_he\Desktop\ftp demo>
```