

## **FTP Frequently Asked Questions**

As of 5-10-01

### **1. What is a broad overview of the FTP process that CFI uses now?**

The first step in the FTP process is to get an FTP account created for your project. You can do this two ways:

- 1) You can use the CFI online DOCIT process. This process allows you to set-up a CFI project online. In the DOCIT process when you click on the SUBMIT MY PROJECT button, we automatically create an FTP account for you.
- 2) Your CFI Program Manager will create an FTP account for you in the course of setting up your project.

Regardless of which method your account is set-up in, the rest of the process is the same.

The next step in the process is for you to receive the auto-generated e-mail from [US\\_CFI\\_Online@DELL.COM](mailto:US_CFI_Online@DELL.COM) with all of your FTP account information and other useful information on completing the process.

We then suggest that you download the Dell recommended/integrated SecureTransport FTP Client and our [SecureTransport step-by-step instructions.doc](#) by going through your Premier Page to the CFI-DOCIT link and from there to the Tools & Documents page or from [support.dell.com](http://support.dell.com).

With this FTP client (or your preferred FTP client) you will then upload your image or file to our FTP server. After the file transfer is complete our FTP server will automatically move it to one of our engineering servers (we will not keep a copy on our FTP server).

During the file transfer, if you are using the Dell recommended/integrated SecureTransport FTP client and you have a break in the transfer for whatever reason, you will receive an auto generated e-mail from [US\\_CFI\\_Online@DELL.COM](mailto:US_CFI_Online@DELL.COM) telling you of the incomplete file transfer. Once the file transfer is successfully completed, you will receive an auto generated e-mail from [US\\_CFI\\_Online@DELL.COM](mailto:US_CFI_Online@DELL.COM) letting you know that the image or file was successfully transferred, the file name, file size, date/time of the file transfer, and other information.

At this point your FTP process is complete.

To view some examples of the e-mails described above see question "Explain what each e-mail I receive means?"

For a graphic portrayal of the process see the following page.

FTP account creation in CFI Online's DOCIT

FTP account creation by your CFI Program Manager

FTP account creation e-mail auto generated and sent to customer

DOCIT

NON-DOCIT

Download SecureTransport FTP client from CFI Tools & Documents

Download SecureTransport FTP client from support.dell.com

Customer wants to use our recommended/integrated SecureTransport FTP Client

YES

YES

NO, I'll use my own FTP Client

Start Upload you file to our FTP server

SecureTransport automatically auto-resumes transfer

File transfer interrupted?

YES

SecureTransport FTP client used?

YES

NO

NO

File transfer complete

Auto generated incomplete file transfer e-mail to customer and PM

Auto generated SUCCESSFUL file transfer e-mail to customer and PM. NOTE: only SecureTransport transfers have the guaranteed delivery

Auto generated SUCCESSFUL file transfer e-mail to customer and PM even though transfer was NOT successful!

Customer must restart transfer from the beginning

**2. What is the criterion for getting an FTP account?**

Typically, we create FTP accounts per project for customers who are doing image projects with CFI.

**3. What hours is CFI Online Technical Support available?**

We have technicians available for support from 8:00 AM until 7:00 PM Central Standard time on business days.

For support after these hours you can either call the CFI Online technical support phone number 1-877-889-7911 and leave a voicemail message or e-mail

[US\\_CFI\\_Online@DELL.COM](mailto:US_CFI_Online@DELL.COM). If you leave a voicemail or send an e-mail please provide the following information:

- 1) State you are a CFI customer.
- 2) State your name, phone number, and company.
- 3) Give a brief description of your problem or desire, for instance "I would like a first time walk through of the FTP process", "I am having trouble uploading my file", or "I have some general questions about your FTP process I would like answered."
- 4) Any error code(s) or messaging that is displayed surrounding your problem.
- 5) If you know it, please include your Project Number and CFI Program Manager's name.
- 6) Lastly, please let us know if there is a best time to reach you.

A CFI Online technician will call you as soon as possible or when you desire, when they return to work.

**4. What information does CFI Online Technical Support need in order to provide me with help?**

Please have as much of the following information as possible available when you call:

- 1) Your name, phone number, and company.
- 2) A brief description of your problem or desire, for instance "I would like a first time walk through of the FTP process", "I am having trouble uploading my file", or "I have some general questions about your FTP process I would like answered."
- 3) Any error code(s) or messaging that is displayed surrounding your problem.
- 4) If you know it, your Project Number and CFI Program Manager's name.
- 5) Lastly, please let us know if there is a best time to reach you.

**5. I want someone to walk through the FTP process with me the first time. How do I get that support?**

To get a first time walk through, get FTP questions answered, or to get FTP help, call our CFI Online Technical Support number 1-877-889-7911. You will either reach a technical support representative or a voice mail box if all representatives are busy at the moment. If you reach voice mail, please leave the following information:

- 1) State you are a CFI customer.
- 2) State your name, phone number, and company.
- 3) Give a brief description of your problem or desire, for instance "I would like a first time walk through of the FTP process", "I am having trouble uploading my file", or "I have some general questions about your FTP process I would like answered."
- 4) Any error code(s) or messaging that is displayed surrounding your problem.
- 5) If you know it, please include your Project Number and CFI Program Manager's name.
- 6) Lastly, please let us know if there is a best time to reach you.

If you do not get the responsiveness you desire, you are not satisfied with the level of help you get, or it is an emergency situation, call your CFI PM to help escalate your concern or issue.

**6. What kind of support is available for FTP?**

We will support all aspects of the FTP process except for matters regarding your company's firewall and/or proxy server. Our main focus is to do everything within our power to get your image to our servers as fast, reliably, simply, and cost effectively as possible. For more detailed information on getting support see question "**What hours is CFI Online Technical Support available?**"

**7. Do we call Valicert for support of the SecureTransport FTP client?**

No. CFI Online Technical Support provides support for those using the Valicert SecureTransport FTP client with the CFI FTP process. They can be reached at 1-877-889-7911. For more details on CFI Online Technical Support see question "**What hours is CFI Online Technical Support available?**"

**8. Do I have to call my PM before talking to tech support?**

No you do not. In fact we encourage you to try our technical support staff before engaging your CFI PM with questions. We recommend this because we have trained our technical support staff to be the experts on the technical issues of the FTP process and they have the day-to-day experience to help solve your issues in the fastest manner. This will allow your CFI PM to focus more on driving the quality and fast completion of the other details surrounding your project.

**9. What is the difference between the FileDrive and SecureTransport FTP clients that you are recommending we use?**

FileDrive is the original FTP Client that CFI PMs were sending to customers when we first released the new FTP process. We found that certain default settings caused firewall issues and it had some minor issues running under the Windows 2000 OS. Therefore, we got an updated version that addresses these issues from our vendor. Our vendor, Differential, the company that made FileDrive, was bought by Valicert who renamed the product SecureTransport. We now have the Valicert SecureTransport FTP client available for use by all our customers.

If you only have the FileDrive FTP client, we suggest going to one of the following URLs to download the new Valicert SecureTransport FTP client. For more details on how to do this see question **“Where can we download the latest versions of the Dell recommended/integrated FTP client?”**

**10. Where can we download the latest versions of the Dell recommended/integrated FTP client?**

You can download the latest Dell recommended/integrated FTP client at one of two URL locations.

- 1) From your Premier Page under the Custom Links header click on CFI-DOCIT. From the CFI-DOCIT page select the Tools & Documents link. You can download the latest version of the client from this page.
- 2) For those customers who do not have access to the CFI-DOCIT link or do not have a Premier Page, you can access the exact same FTP client and supporting documentation from [support.dell.com](http://support.dell.com)

**11. Do you have step-by-step instructions on how to use your recommended/integrated FTP client?**

Yes, but only for the Dell recommended/integrated FTP Client Valicert's SecureTransport. We have three sets of instructions for users based on what type/level of help they desire.

- 1) In the document [SecureTransport FTP step-by-step instructions.doc](#), the first page is a one-page overview of how to complete the FTP with our client.
- 2) Also in the document [SecureTransport FTP step-by-step instructions.doc](#) after the one page summary, there are more detailed instructions for user's that want to walk through the process in detail.
- 3) The [User Guide.pdf](#) document is also available for customers who want to learn more about the rich feature set available from the Valicert SecureTransport FTP client. It is not specific to the CFI process like [the SecureTransport FTP step-by-step instructions.doc](#), but it provides insight on how to do things with the client such as scheduling FTP transfer.

These documents are all available from the following two locations.

- 1) From your Premier Page under the Custom Links header click on CFI-DOCIT. From the CFI-DOCIT page select the Tools & Documents link. You can download the latest version of the client from this page.
- 2) For those customers who do not have access to the CFI-DOCIT link or do not have a Premier Page, you can access the exact same client and supporting documentation from [support.dell.com](http://support.dell.com)

## **12. Why should we use your recommended/integrated SecureTransport FTP Client?**

There are several great benefits to using our recommended/integrated Valicert SecureTransport client.

- 1) You will get guaranteed delivery of your file to our server – meaning when you get the successful file transfer e-mail from us, you are guaranteed that the file has reached our server intact and uncorrupted.
- 2) You will get auto resume. This means that if for some reason connectivity is lost during your transfer, for whatever reason, once the FTP is resumed, it will start from where it left off in the transfer. So, if your transfer of a 1 gig file gets disconnected at 900 mbs, and you do not have auto resume, your file transfer begins all over from the beginning. Given that same scenario but with auto resume, your file transfer starts where you left off at 900 mbs – meaning you only have 100 mbs instead of 1 gig to transfer.
- 3) Because we have fully integrated the SecureTransport FTP Client, there are customized messages surrounding its use. One example is incomplete file transfer messaging. For instance, if you use a different client and do not have a successful transfer, an automatically generated e-mail will be sent to you saying the transfer was successful even though it was not. Using our client ensures all the messaging you receive is correct.

## **13. What issues/problems do I need to know about with the FileDrive FTP Client?**

If you are going to use the old FileDrive version of our FTP client you must do the following for it to work.

From the Manager window, select Edit → Preferences. In the Preferences window select the Security tab. In the Security tab section, uncheck the box labeled Enable Security. Click the Apply and then the OK button.

Other issues involve this client's use under the Windows 2000 OS. In some instances we have found that the client closes after you add a profile (to fix, just restart the FTP Client) and in some cases hangs on 100% complete after a successful file transfer (to fix, manually stop the transfer after you have received the successful image transfer e-mail).

Our recommended solution to these limitations is to download and install our newest FTP client – Valicert's SecureTransport from one of two locations listed below.

1) From your Premier Page under the Custom Links header click on CFI-DOCIT. From the CFI-DOCIT page select the Tools & Documents link. You can download the latest version of the client from this page.

2) For those customers who do not have access to the CFI-DOCIT link or do not have a Premier Page, you can access the exact same client and supporting documentation from [support.dell.com](http://support.dell.com)

#### **14. What issues/problems do I need to know about with the SecureTransport FTP Client?**

The only known issue with our latest FTP client is that we are recommending customers only queue up one file to send at a time. We have seen some incidents where customers who queue up more than one file at a time have the client hang after successfully transferring the first file in the queue.

If this happens to you, got to the Manager window, right click the file transfer and delete it. After it has been deleted, continue with a new file transfer, transferring the remaining files one at a time.

We are working with our vendor to correct this issue.

#### **15. What if I don't use the SecureTransport or FileDrive FTP Client?**

See the question "Why should we use your recommended/integrated SecureTransport FTP Client?"

#### **16. I am trying to log on to your server with the FileDrive Client and I am unable to connect to your server. What do I do?**

The FileDrive client has a default setting "Enable Security" that causes the client to try and set up an SSL, bi-directional FTP session. This feature caused issues with many of our clients with firewalls and proxy servers so we disabled it to enhance the customer experience. If you are going to use this older version of our recommended/integrated FTP client, you need to do the following:

From the Manager window, select Edit → Preferences. In the Preferences window select the Security tab. In the Security tab section, uncheck the box labeled Enable Security. Click the Apply and then the OK button.

What we really recommend though, is that you download the latest recommended/integrated FTP client, Valicert's SecureTransport, from one of the following two locations listed below. This new FTP client already has this setting disabled so no manual intervention is needed for it to work.

1) From your Premier Page under the Custom Links header click on CFI-DOCIT. From the CFI-DOCIT page select the Tools & Documents link. You can download the latest version of the client from this page.

2) For those customers who do not have access to the CFI-DOCIT link or do not have a Premier Page, you can access the exact same client and supporting documentation from [support.dell.com](http://support.dell.com)

### **17. What is the URL for your FTP server?**

dellcfiftp.us.dell.com

### **18. How reliable and redundant is your FTP server/architecture?**

To date we have had no downtime on our current server architecture. We have spent a lot of time and effort to build a highly available and fully redundant architecture, that is housed in a 24x7 staffed data center, and set up with monitoring tools to proactively detect potential problems. We have done all of this to ensure you have the best customer experience! Feel confident that you are using a world class FTP architecture, not a single box, tucked away in a corner cube.

### **19. What does the Non-Crypto mean on the SecureTransport FTP client mean?**

This means that we have removed the encryption capabilities from the client. We have to do this to meet export compliance standards for freely distributed software.

### **20. Why can't I enable an SSL connection with your FTP server?**

This feature caused issues with many of our customers who are using firewalls and proxy servers so we disabled SSL connections to enhance the customer experience.

### **21. Am I able to easily uninstall the Dell recommended/integrated FTP Client after my file transfer is complete?**

Yes. The Dell recommended/integrated FTP client, Valicert's SecureTransport, has an uninstall wizard. Go START → Programs → SecureTransport → Uninstall SecureTransport and follow the directions from the wizard.

NOTE: When you uninstall, any profiles you have loaded will not be there if you reinstall the client.

### **22. How often do you plan to update the FTP client for customers to download?**

We will update the Valicert SecureTransport FTP client as we get new releases from Valicert. We will use a naming convention in the client filename so you can easily tell if you have the latest version of the client.

**23. How do I know if I need to download a more recent FTP client?**

You can go to one of our two download sites described below and see if your client is the latest version. You can tell that by the naming convention we will use.

**24. My password doesn't work, what do I do?**

Follow the steps outlined below to make sure you really have a problem:

- 1) Try to copy and paste the password from your e-mail. This will eliminate any potential typing errors.
- 2) Check to see if you have gotten any more recent e-mails containing passwords for that account. If you have, try that password.
- 3) Call either your CFI PM or the CFI Online Technical Support @ 1-877-889-7911 and they can re-issue you a new password for that account.
- 4) When the password is reissued it will come to you via e-mail from [US\\_CFI\\_ONLINE@DELL.COM](mailto:US_CFI_ONLINE@DELL.COM)

**25. I haven't used my account in 90 or more days and now I can't logon to the FTP account anymore. Why not?**

Every 90 days from the FTP account creation you will be issued a new FTP password. This is for security reasons. Go to your e-mail and look for your new password for the FTP account from [US\\_CFI\\_ONLINE@DELL.COM](mailto:US_CFI_ONLINE@DELL.COM). If you cannot find this e-mail then call either your CFI PM or the CFI Online Technical Support @ 1-877-889-7911 and they can re-issue you a new password for that account. When the password is reissued it will come to you via e-mail from [US\\_CFI\\_ONLINE@DELL.COM](mailto:US_CFI_ONLINE@DELL.COM).

**26. I have had an FTP account for 90+ days. I have not used it in the last 90 days and now the password doesn't work anymore?**

For security reasons and as part of our architecture maintenance, we automatically close any FTP accounts that are inactive for 90 consecutive days. At 7 days prior to your 90<sup>th</sup> consecutive non-use day, you will get an e-mail notifying you that we are getting ready to inactivate your account due to non-use. On the 90<sup>th</sup> consecutive non-use day, the account will be closed and you and your CFI Program Manager will be sent an e-mail stating that the FTP account was closed due to non-use.

If you need the account re-opened, contact your CFI Program Manager to have an FTP account created.

**27. My company uses a firewall, will that cause a problem?**

If you trying to use our older FileDrive FTP client to go through your firewall, then it may have problems.

If you are using our new Valicert SecureTransport FTP client then you should not have any firewall problems if you have your FTP port open for outgoing FTPs. If you have any questions about this, please contact your company's firewall administrator to enquire about whether or not the port is open. The FTP port that needs to be open is port 21.

NOTE: You may encounter problems trying to go through a proxy server if your company uses one. See the question "**What if my company uses a proxy server?**" for more details on this issue.

**28. My company has a firewall and I cannot get clearance out of it. What can I do?**

If your company's firewall administrator will not open the FTP port through your company firewall then you will not be able to use FTP to transmit your image to Dell. Please get with your CFI PM to arrange sending us your company's image via hard drive or CD(s).

**29. How do I get outside of my company's firewall?**

You will have to ask your company's firewall administrator.

**30. What if my company uses a proxy server?**

Valicert's SecureTransport FTP Client does not work with some proxy servers. If you find this to be true then you will have to use a different FTP client, some of which are (but are not limited to) Internet Explorer, DOS command prompt, ect.

**31. Is there a file type restriction on my FTP account?**

No, there is not a file type restriction.

**32. What should I name my image file?**

We recommend that you name your image file after the actual project number. For instance, for project #123456 we would like you to name your image 123456.pqi. If you would like to customize it due to the need for revisioning or platform specificity, please include the project number somewhere in the file name.

We are able to handle long file names.

**33. If my image file name is not the ftp account number, will it get through your FTP process?**

Yes it will.

**34. Why does my file disappear shortly after I transfer it?**

Once your image is successfully transferred to the FTP server, we automatically execute a move of the image from the FTP server to our engineering servers. Once this move is complete the file will no longer be on the FTP server.

**35. I sent a file but did not get an e-mail confirmation that it was successfully transferred. What does that mean?**

This could happen for a few reasons.

- 1) The auto generated e-mail could be slowly working its way through the Ethernet and not have reached you yet.
- 2) You may not be the contact who was designated to receive the FTP e-mails. The same person who originally received the FTP account creation e-mail is the one who will receive all FTP e-mail traffic. You can contact your CFI PM to get this contact changed.
- 3) If you do not think that either of these two cases are what happened, please call our CFI Online technical support at 1-877-889-7911.

**36. I need to send more than one file. If I send a second file will it overwrite or delete the first file I sent?**

If you send a second file with exactly the same name and file extension as a file you have previously sent to that same FTP account, then it will overwrite the first file you sent to Dell.

**37. I sent my image. How do I know you got it intact?**

If you used Valicert's SecureTransport, Dell's recommended/integrated FTP Client, and you received the successful file transfer e-mail (see question "**Explain what each e-mail I receive means?**" for an example of this e-mail), then that is your confirmation of the guaranteed delivery. In short, you can rest assured that Dell got your file intact.

If you did not use our client and want to check, call our CFI Online technical support line @ 1-877-889-7911 and they can check our servers and be able to tell you the file name, size (in kb, mb, &/or gb), and date we received it.

**38. I am sending my image and I am getting HUNDREDS of e-mails. What do I do?**

What has happened is that you have FTP'd us your C: drive and not an image of your hard drive. When you FTP your C: drive it sends us your C: drive one file at a time (typically a couple thousand files). On top of generating A LOT of e-mail, we cannot do anything with this mass of files.

If you have this happen and do not know how to image your hard drive, please call CFI technical support @ 1-877-889-7911 and they will show you where to download our free imaging tool, walk you through imaging your hard drive, and then sending us the image you create.

**39. I want to get a validation image back from CFI. Can I use my FTP account to retrieve the image?**

Yes. Contact your CFI PM and let them know you would like to do this. They will request an outgoing folder be created in your FTP account and that the validation file be placed in there for you to retrieve via FTP. You will have 7 days to get the image from when we place it in the outgoing folder before it is automatically removed.

**40. I need to get a large file back from CFI that won't go through e-mail. Can I use my FTP account to retrieve the file?**

Yes. You would follow the same process outlined in the question "I want to get a validation image back from CFI. Can I use my FTP account to retrieve the image?"

**41. I am sending two or more files at once but after the first file transfers successfully, your recommended/integrated FTP client "hangs". What do I do?**

This is a known issue we are working at this time with the Valicert SecureTransport FTP client.

If this happens to you, got to the Manager window, right click the file transfer and delete it. After it has been deleted, continue with a new file transfer, transferring your files one at a time.

**42. At the end of my file transfer with your recommended/integrated FTP client it says the file transfer is 100% but it won't close or "hangs". What do I do?**

If it has been a long time (one hour or more) and you have already received the successful file transfer e-mail, then manually close the transfer.

If it has been a short time (less than an hour) and you have not received the successful file transfer e-mail, then let it continue. What is happening is that the FTP client is confirming the digest (what it uses to guarantee delivery).

**43. Why does your recommended/integrated FTP client go really fast at first then slow way down?**

This is because it is "digesting" the file you are sending locally on your computer before it starts the actual FTP transfer.

For more information on digesting, see the question "On your recommended/integrated FTP client, what does it mean when it says it is "digesting"?"

**44. On your recommended/integrated FTP client, what does it mean when it says it is “digesting”?**

When you first start the FileDrive or SecureTransport FTP you will notice that in the status it says that it is creating the “digest”. The digest is the information about your file that will be sent to our server. The digest will be run on the file we receive on our FTP server and then the two will be compared. If they match exactly, then you have a guaranteed delivery.

Since the digest runs first thing on your end and it is done locally, it occurs very fast (no data is being transmitted yet over the internet). Once it’s done and actual data starts being sent over the internet the speed will slow down to normal FTP speeds you have experienced before.

**45. Why is your recommended/integrated FTP client slower than my other FTP client’s?**

The Dell recommended/integrated FTP Client is not slower than other FTP clients but may take a few minutes longer (5-10 minutes maximum). The time of an FTP transfer is solely dependent on the amount of bandwidth you have available to you. The Dell recommended/integrated FTP Client may take the few extra minutes because of the “digest” process used to guarantee delivery. Yet, the auto-resume ability and the assurance of having guaranteed delivery of your file is well worth the few extra minutes you may encounter.

**46. Why can’t I create a folder to put my image in on my FTP account?**

Our FTP process and servers do not support customers creating folders in their FTP accounts. The only exception is if you have a need to retrieve large files from Dell and then this must be done by a Dell Support Technician. If this is the case, see question “I want to get a validation image back from CFI. Can I use my FTP account to retrieve the image?” for details.

**47. Will other of Dell’s customers have access or co-use of the FTP account I am given?**

Absolutely not. Each FTP account is tied to a specific project that is tied ONLY to your company.

**48. I start my FTP when I leave at night and it seems to quit for no reason in the middle of the night. What do I do?**

When this occurs, typically what has happened is the machine that is running the FTP or houses the file you are transferring has gone into sleep mode under power management. When that happens the FTP session is broken. That’s the bad news. The good news is that if you were using the Dell recommended/integrated FTP Client, it will auto resume from where ever the FTP session stopped.

To fix this problem, simply adjust the power management settings on the computer/server you are using so it will not go into sleep mode during the FTP transfer.

**49. I have a file over 2 gigs. Will I be able to FTP it?**

For files 2 gigs or more, we recommend spanning your image into 500 mb – 1 gig “chunks”. If you need information about what this means or how to do it, please call CFI Online Technical Support at 1-877-889-7911.

**50. I have a spanned image where the file names are all the same but the file extensions are different. Will they all make it to your server all right or will they overwrite each other?**

Yes they will all make it. Files are only overwritten if both the filename and extension are the same.

**51. My successful file transfer e-mail only has “bytes” under the size. Why?**

If your filename has spaces or nonstandard characters in it, we are unable to “read” the file size. If this happens to you feel free to call CFI Online technical support @ 1-877-889-7911 and they can confirm the file size we received for you file(s).

**52. Your recommended/integrated FTP client says the file was transferred successfully but I have not received successful file transfer confirmation e-mail and it has been a day. Is there a problem?**

See question “I sent a file but did not get an e-mail confirmation that it was successfully transferred. What does that mean?” for details.

**53. What mode do you want me to send the image FTP in Binary, ASCII, or text?**

Send all image files in binary mode. This is the default for the Dell recommended/integrated FTP Client.

## 54. Explain what each e-mail I receive means?

There are several instances in our FTP process in which you will get auto e-mails from our generic e-mail account [US\\_CFI\\_Online@dell.com](mailto:US_CFI_Online@dell.com). I will cover each one below.

- a. The first e-mail you should receive is your FTP account creation e-mail. Below is a copy of our most recent one. Don't worry if yours isn't exactly like it, we will modify it from time to time based on customer feedback. I will highlight certain aspects of it in red below and then make comments between brackets in blue to add additional information about what I have colored in red.

From: [US\\_CFI\\_Online@DELL.COM](mailto:US_CFI_Online@DELL.COM) <generic e-mail account>  
[mailto:US\_CFI\_Online@DELL.COM]  
Sent: Wednesday, March 07, 2001 3:11 PM  
To: [Customer@customercompany.com](mailto:Customer@customercompany.com) <your e-mail address>  
Subject: **FTP Account Created for Your Project's Name** <Your Project Name>

Dear **Customer** <Your Name> ,

Dell has issued FTP access for Customer's Name to be used for the Custom Factory

Integration **Project #123456** <always going to be a 6 digit number>, Your Project's Name.

Please use the access information and instructions below to send images or data for Project #123456 to Dell. Any image sent for this project should be named with the Project Number.

The password is **case sensitive**.

Project Number: 196518  
Project Name : C600 COE Project  
User Login ID : 196518 <this is your FTP account# it will always be the same as your project #>  
**Password : \*\*\*\*\* <an alphanumeric number that is case sensitive>**  
FTPServer : dellcfiftp.us.dell.com <this is our FTP server address>

Please read the Dell Custom Factory Integration FTP Step by Step User's Guide. <This is mostly geared toward those using our Valicert SecureTransport/Differential FileDrive FTP Client>

HELP

In the event that you have difficulties with this procedure, please take the following steps:

- b. The next type of e-mail you may receive is an incomplete file transfer e-mail. This means that during your file transfer, your connection with our server was interrupted. In most cases the auto resume functionality of our FTP client will kick in and reconnect with our server and then resume the transfer from where it was interrupted. You will not receive this type of e-mail if you are not using the Dell recommended/integrated FTP client.

-----Original Message-----

From: US\_CFI\_Online@dell.com [mailto:US\_CFI\_Online@dell.com]  
Sent: Friday, April 20, 2001 12:15 PM  
To: <your e-mail address>  
Cc: <your CFI PM's e-mail address>  
Subject: FTP File Transfer Incomplete for <your project's name>

Dear [Customer](#),

Dell Custom Factory Integration has received an INCOMPLETE file transfer for 1110-13707 DELL COMPUTER's Project <your project's name>. The details are below.

Project Number: 123456 <your six digit project number>  
Project Name : <your project's name>  
File Name : <the name of the file you are sending>  
Transfer Date : 04/20/2001 12:14:50

Dell will store your incomplete file until 04/26/2001 <7 days from the start of your transfer>. If the transfer is not resumed and the file transfer is not completed by 04/26/2001 <7 days from the start of your transfer>, the incomplete file will be deleted.

If you have any questions, please contact your Custom Factory Integration Project Manager:

Project Manager: <CFI PM's name>  
Email: <CFI PM's e-mail address>  
Phone: <CFI PM's phone number>

Thank you for using Dell Custom Factory Integration services.

- c. The final type of e-mail you may receive is the successful file transfer e-mail. If you are using the Dell recommended/integrated FTP Client, then this is confirmation of a guaranteed delivery. If you are not using the Dell recommended/integrated FTP Client then you may get this e-mail, even with correct file size number, even if the file transfer was not successful.

From: US\_CFI\_Online@dell.com [mailto:US\_CFI\_Online@dell.com]  
Sent: Tuesday, March 27, 2001 5:05 PM  
To: <customer>  
Cc: <CFI PM>  
Subject: FTP File Transfer Successful for <your project name>

Dear Customer,

The FTP file transfer to Dell for <your project name> was completed successfully. Your Dell Custom Factory Integration Project Manager will be contacting you within one business day. The details of the file transfer are listed below.

Project Number: <your 6 digit project number>  
Project Name : <your project name>  
File Name : <your file name>  
File Size : <your file size in bytes> 412857771 bytes  
Transfer Date : <the date-time your transfer finished> 03/27/2001  
17:04:49

If you have any questions, please contact your Custom Factory Integration Project Manager:

Project Manager: <CFI PM's name>  
Email: <CFI PM's e-mail address>  
Phone: <CFI PM's phone number>

Thank you for using Dell Custom Factory Integration services.