

# SFTP Server



The excentos SFTP server is used to easily transfer large files to or from our service. We can use it to transfer **product data files** to excentos in case you do not want to provide an own server for that purpose.

Access and credentials to the excentos SFTP server is **only granted upon request**.

To use the server you first need a valid account provided by our support. Additionally, you have to install a data transfer application that supports the SFTP protocol.

Examples are:

- FileZilla - <https://filezilla-project.org/>
- WinSCP - <https://winscp.net/eng/index.php>
- CyberDuck - <https://cyberduck.io/>

Please refer to the installation manuals to the tool for detailed instructions.

## Connecting

Open a new connection in the tool of your choice and enter following connection parameters:

Parameter	Value
Host	sftp.excentos.com
Port	22
Path	www
Username	<provided by excentos support>
Password	<provided by excentos support>

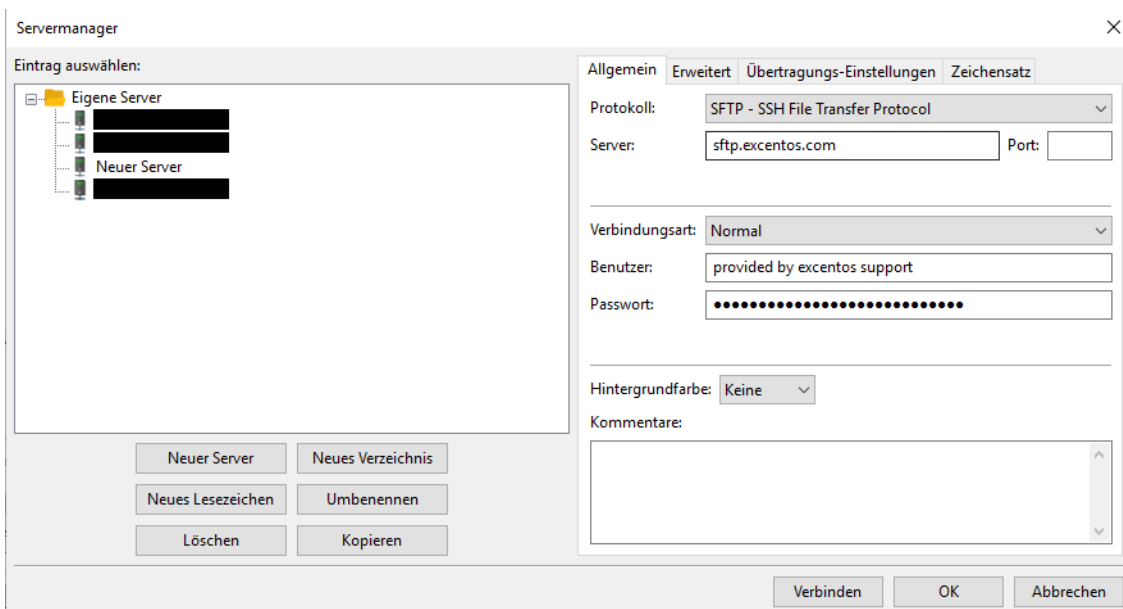
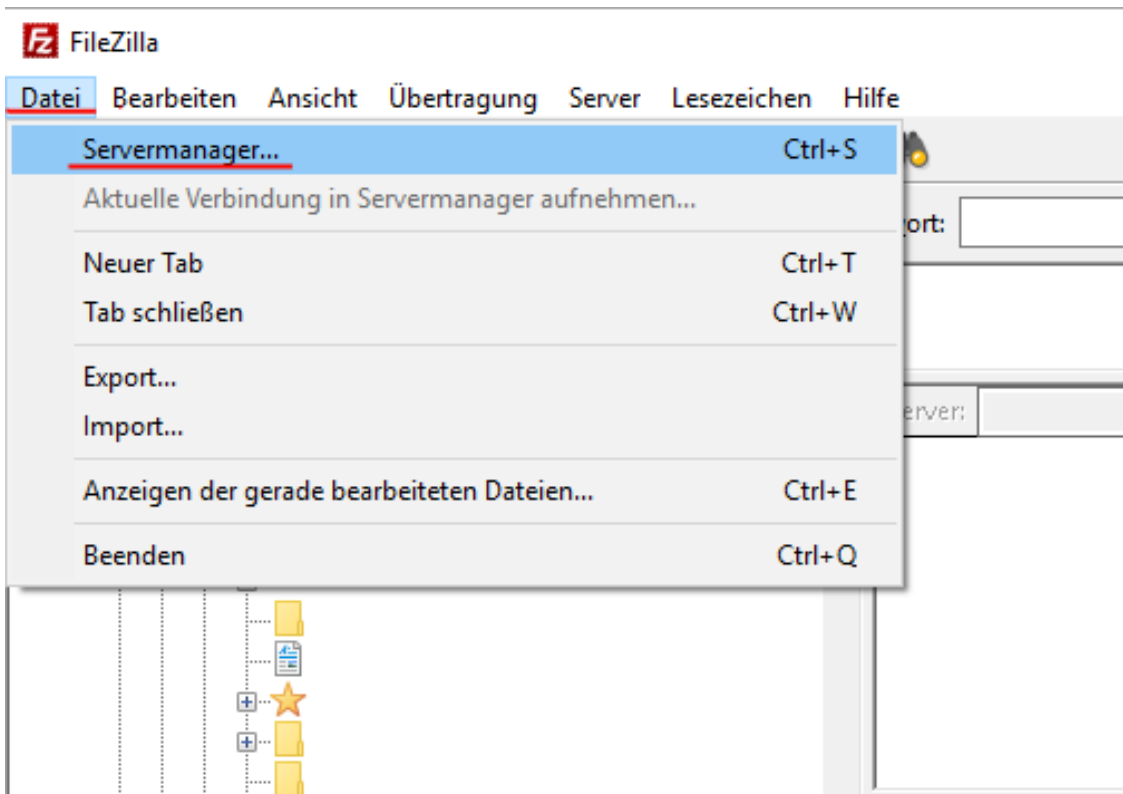
Note that if you don't provide the path, you have to enter the **directory "www" manually because the root directory is not writable due to security reasons**.

Alternatively, access can be granted by using a public key file. In this case username and password are not necessary.

## Example FTP Clients

### Filezilla

The following example shows how to connect to excentos SFTP server using **FileZilla**:



## Troubleshooting

If you are having problems to connect to the excentos SFTP server, please check:

- are you using an **up-to-date FTP client**? We've encountered problems with older versions (that e.g. don't support latest security / encryption settings).  
If you are not sure, please install the latest FileZilla client and try it out
- are your **username and password correct**? Please make sure you did not copy-paste any blanks