# How to Connect to the Target Analytics SFTP Site Using FileZilla

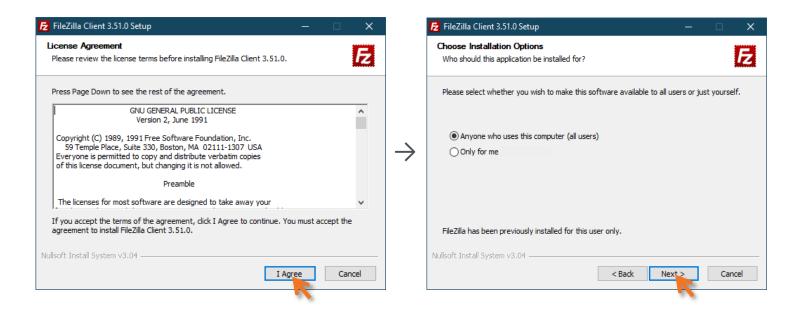
**NOTE:** These instructions direct you to download a free, secure FTP client called FileZilla. If you already use a secure client such as WinSCP or CuteFTP, you may use that instead, and refer to these instructions as a guideline for site login, but please note that we can only provide technical support for FileZilla.

Download the FileZilla setup file (latest version, for your operating system):

https://filezilla-project.org/download.php?show\_all=1

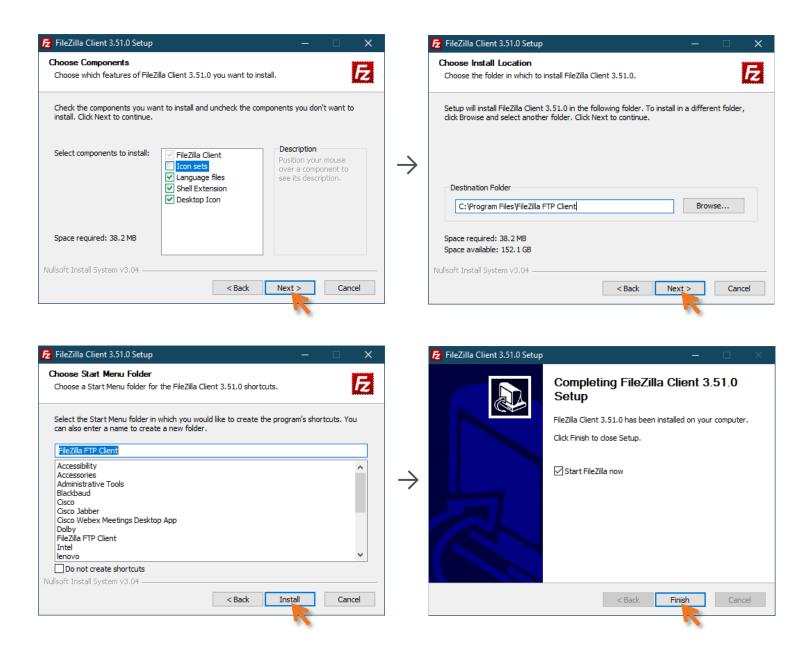
#### Installation

- 1) Once the download is complete, run the FileZilla setup file (double-click file icon where the file was saved).
- 2) You may accept all the default settings during the installation.



**NOTE:** These instructions were prepared for FileZilla Client 3.51.0.

# blackbaud<sup>®</sup>

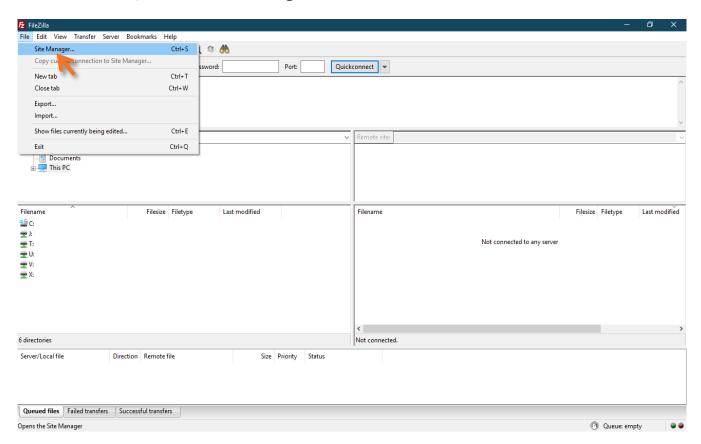


**NOTE:** If FileZilla does not open automatically, you will need to double-click the FileZilla icon on your desktop or in your start menu.



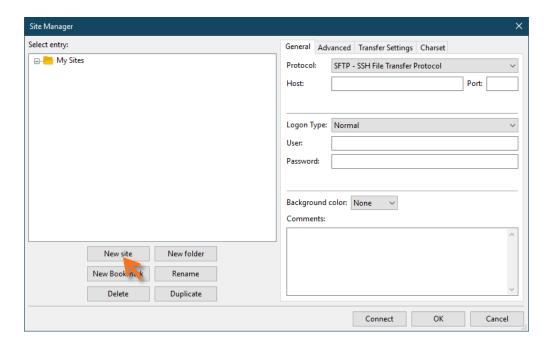
### Creating a Site Connection

1) In the Main Menu, click File → Site Manager.

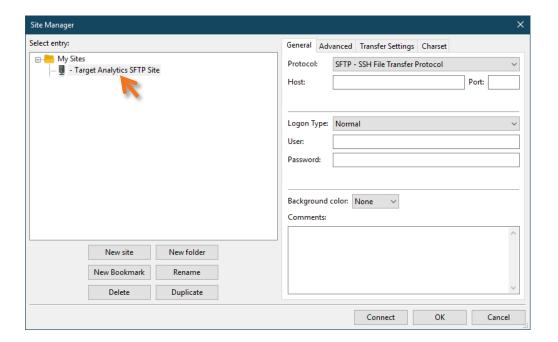


**NOTE:** Please do not use the quick connect bar.

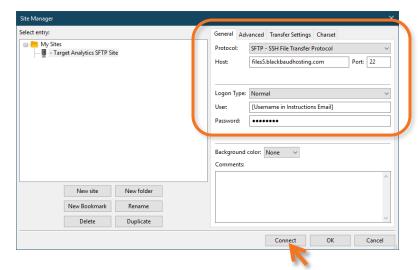
2) Click New Site.



3) Type Target Analytics SFTP Site or another descriptive name for the new site.



4) Enter the following information into the appropriate fields in the **General** tab:



**Host:** files5.blackbaudhosting.com

**Port**: 22

**Protocol:** SFTP - SSH File Transfer

Logon Type: Normal

User: [Username in email]
Password: [Password in email]

Please be sure to manually type the password into the password field as copying-and-pasting the password from email can carry over a leading or trailing space character which will cause the login to fail.

Please email FTPSupport@blackbaud.com if you did not receive your SFTP Site access credentials.

#### 5) Click Connect.

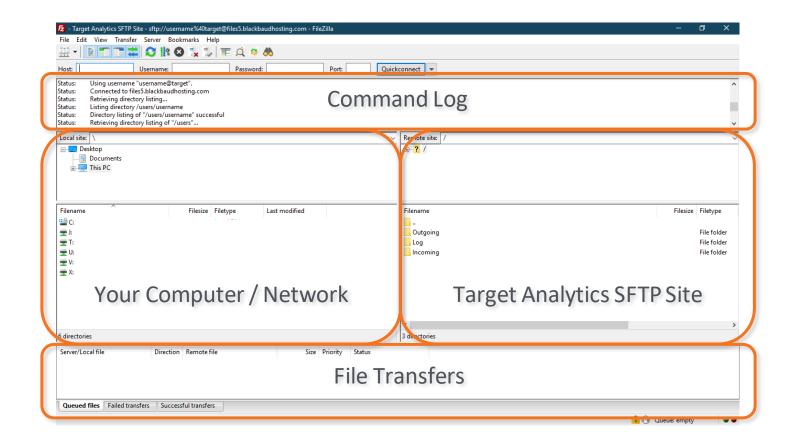
A pop-up may ask if you wish to accept a secure certificate. As long as the pop-up references 'blackbaudhosting.com' it is safe to accept this certificate. If you do not wish to be prompted for this again, check **Always Trust this Certificate** in the lower left-hand corner.

Select **Accept** to accept the certificate.

6) If everything is in order, you should now be connected (please see example image of the main FileZilla window on Page 6). The left side of FileZilla shows local files and folders (on your computer / network), while the right side shows files and folders on the Target Analytics SFTP Site. You can upload and download files via drag-and-drop (just drag the file you wish to be transferred to the desired folder).

When uploading files please be sure to place them in the 'Incoming' folder—files cannot be transferred into any other folder on the Target Analytics SFTP Site.

For more information regarding FileZilla, please visit: https://wiki.filezilla-project.org/Documentation



### Frequently Asked Questions

Q: Can I use a web browser, such as Google Chrome or Mozilla Firefox, to connect to the SFTP site?

**A:** Yes. Although we highly recommend using a secure FTP client like FileZilla to connect to the Target Analytics SFTP site, you can connect to our SFTP site via web browser using the link below. Please note that your organization's network security may block SFTP site connections via web browser and files that exceed 1 GB cannot be uploaded to our SFTP site via web browser access (files larger than 1 GB will need to be uploaded via a secure FTP client like FileZilla).

Web Browser SFTP Site Access: <a href="https://files5.blackbaudhosting.com">https://files5.blackbaudhosting.com</a>

Q: I downloaded FileZilla, and set up the site, but I am getting an "unable to connect" error... what is going on?

**A:** Please verify the following settings have been entered for your connection:

Hostname: files5.blackbaudhosting.com

Port: 22 Protocol: SFTP Logon Type: Normal

Username: Provided in a separate email sent by your Project Manager or Target Analytics Data Acquisition
Password: Provided in a separate email sent by your Project Manager or Target Analytics Data Acquisition

Q: I just checked all the settings shown above and they are entered correctly... now what?

**A:** Please check with your IT department to ensure there is no firewall or other network security setting blocking SFTP site connections. Port 22 must be allowed (open) for connection to 'files5.blackbaudhosting.com'.

Q: I uploaded a file successfully, but now I can't see it. Did the upload fail?

**A:** As long as the upload appears in the *Successful transfers* tab of the 'File Transfers' pane in FileZilla, then your data was uploaded. We have automated processes that transfer newly uploaded files off our SFTP site on regular hourly intervals, so your file may disappear from view in FileZilla shortly after upload. We always recommend confirming receipt of your files by emailing the Target Analytics Data Acquisition team at ftpsupport@blackbaud.com.

Q: I'm getting an error message that my upload failed... now what?

**A:** If you have previously tried to upload a file of the same name, even if the download did not complete, you may be attempting to overwrite a currently existing file. Overwriting a file is not permitted on our site.

Please contact the Target Analytics Data Acquisition team at ftpsupport@blackbaud.com for further assistance.

Q: I am getting a "Critical file transfer error – unable to open" error when I try to transfer my files... now what?

**A:** Please check that the files are not open (being edited) on your or another user's workstation—files currently being edited cannot be copied to a new location and so any attempts to transfer the file will fail. Please also check that you have read/write permissions to the file (and/or directory or drive where the file is located). You may need to contact your IT department for assistance.

Q: I have reviewed all of the above Q&As and I am still unable to connect and/or transfer my files... what should I do?

A: Please complete the following steps to request assistance from the Target Analytics Data Acquisition team.

- Take a screenshot of the Site Manager > General tab to show the Host, Port, Protocol, Logon Type, and Username settings.
- 2) If there is an error in the **Message Log** pane take a screenshot or copy the error text.
- 3) Insert/attach all screenshots and paste **Message Log** text into an email which also contains a detailed description of the issue you are encountering.
- 4) Send the email to <a href="mailto:FTPSupport@blackbaud.com">FTPSupport@blackbaud.com</a> so that we may assist in troubleshooting the issue.