FTP Access Troubleshooting for DC Metro, IL, MA, NY and PA-Article no. 5329

Introduction

Note: **Safari web browser does not support FTP logins**

Resolution Steps

1. Verify customer is using right username from BOLT

2. Verify username in BOLT Data User tab is active both in Local and Server

3. Attempt to Log in to FTP server with your default web browser via this URL: ftp://username:password@ftp.ren.com

4. Ask the customer to Log in to FTP server with their web browser via the same URL

    - Click here for more info on FTP and Web Space

5. If we are able to Log in but the customer cannot, they must contact their software or hardware manufacturer for support

If the customer Reports FTP Permissions error:

Click **Create Work Order or Technical Case** button on the **Work Orders Tab in BOLT:**

- Fill out the information as described below and click **Submit**

Trouble Call or Tech Case	Tech Case
Service Category	Data
Problem Description	FTP Issue
Select	Data User

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=472