



## ATS Public File Transfer Server

This document has information and instructions about the public file transfer server provided by ATS. Use of this server is also granted to other UTHSCSA departments as a courtesy.

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### General information

If you have associates, clients or customers who need to transfer a large file (something too large for e-mail), you can use the ATS public file transfer server. This server is public, meaning it is accessible from the Internet. Although it is a public server, it does not allow anonymous access—all users must login to use it. However, there is a “generic” user name and password for access by authorized users who do not have a UTHSCSA network account.

Please understand that anybody who has access to the server can access any of the files on it. Therefore, **DO NOT USE THIS SERVER TO TRANSFER FILES CONTAINING ANY PATIENT INFORMATION OR OTHER CONFIDENTIAL OR SENSITIVE DATA UNLESS YOU PASSWORD-PROTECT THE FILES AND REMOVE THEM IMMEDIATELY AFTER TRANSFER!** Any unsecured files found to contain sensitive data may be deleted without warning immediately upon discovery and Information Security will be notified. If you need a secure location to transfer files that is restricted to specific users, contact the IMS Service Desk at (210) 567-7777 for assistance.

Please obey the following rules when using this server:

- Keep this server organized by creating folders/directories for your files.
- This site should be used only as a *temporary transfer point for files*, not as a long-term storage location. Please remove files as soon as possible after they have been transferred. ***Files stored on this server for longer than 30 days are subject to being deleted without warning.***

## Access instructions

Details for accessing the server are below. Instructions are based on your computer's operating system and whether you're an ATS user, an on-campus (i.e. campus network) UTHSCSA user outside of ATS, or an external user. If all else fails, the "*External users*" instructions can be used by anybody from anywhere, including internal UTHSCSA users.

### **ATS users**

The following methods will work from on-campus computers for users in ATS:

- **Windows users:** On your J: drive, open the folder called "Public". If you do not have a J: drive or this method doesn't work, then try the method listed under "*Other on-campus UTHSCSA users*" below instead.
- **Mac users:** Connect to the server named "CVS3" (or "129.111.27.66"). Log in using your own UTHSCSA domain user name and password (i.e. the user name and password you use to access your UTHSCSA e-mail account.) Then open the "ATSPublic" share.

### **Other on-campus UTHSCSA users**

The following methods will work from most on-campus locations, including the remote UTHSCSA campuses in the San Antonio metro area and South Texas that are on the UTHSCSA network. These methods should also work from external locations if you connect to the UTHSCSA VPN.

- **Windows users:** Click the Start menu, then click on "Run". Type the following and then click OK:

`\CFS\ATSLinks\Public`

If that doesn't work, locate the CFS server using the Search or Find utility from the Start menu or go through the Network icon. Then select the "ATSLinks" folder, then the "Public" folder. If you are prompted for a user name and password in either of the above cases, you must log in using your UTHSCSA domain account. If you have difficulties, please use the FTP method under "*External Users*" below instead.

- **Mac users:** Connect to the server named "CVS3" (or "129.111.27.66"). Log in using your own UTHSCSA domain user name and password (i.e. the user name and password you use to access your UTHSCSA e-mail account.) Then open the "ATSPublic" share.

If the methods above don't work or are non-applicable to you (e.g. Linux users), then use the FTP method as described below under "*External users*".

## **External users**

External users must use the standard Internet file transfer method known as "FTP" (File Transfer Protocol) to access the server. For the best results, you should use a dedicated FTP program, but if you just need to quickly access and download a file or two, you can use the Internet Explorer web browser. Instructions for both methods are below.

### **Using Internet Explorer to download files**

If you just need to download a file already on the FTP site to your computer, you can use the Internet Explorer web browser to do so by following these instructions:

1. First, you must disable passive-mode FTP by following these instructions:
  - a. Open Internet Explorer
  - b. Click on the "Tools" menu
  - c. Click on "Internet Options"
  - d. Click on the "Advanced" tab
  - e. Uncheck the "Use Passive FTP" check box (it's about half-way down the list of options)
  - f. Click OK.
  
2. Then, type or copy & paste this URL into the Address line:  
  
`ftp://FTPUser:FTPfile1@atsftp.uthscsa.edu`
  
3. A window entitled "FTP root at atsftp.uthscsa.edu" will open-- this window is the file transfer site. Click on the links within the site to navigate to the location of your file(s). When you find the file you wish to download, click the link to open it and then save it to your computer when prompted.
  
4. After you've downloaded your file(s), please contact the sender of the file(s) and ask them to delete them from the server.

You cannot upload files (that is, put files onto the server) using Internet Explorer. Instead, you must use dedicated FTP software. You will find configuration details for that below.

Note that other web browsers (Firefox, Safari, Chrome, etc.) either don't support active-mode FTP or don't support FTP at all. Use Internet Explorer as described above or a dedicated FTP application as discussed below. If you use the Firefox web browser (PC or Mac), you can install the free *FireFTP* add-on for Firefox, which then functions like dedicated FTP software (see below.)

### **Using dedicated FTP software**

To access our FTP server using your favorite FTP software, configure the following settings:

- **Server:** atsftp.uthscsa.edu (or 129.111.27.201)
- **User:** FTPUser
- **Password:** FTPfile1 (note the capitalization in the password; it is case-sensitive)

If you do not already have an FTP program, you will need to install one. We recommend *FileZilla* (PC) or *Fetch* (Mac). Both are free for academic users and available for download from the Internet. If you use the Firefox web browser (PC or Mac), you can install the *FireFTP* add-on for Firefox, which is also free.

An alternative for PC users is to use the built-in Windows Explorer (not Internet Explorer). To do so, follow these steps:

1. Double-click on the “My Computer” or “Computer” icon.
2. In the address bar at the top, type the following:

```
ftp://FTPUser:FTPfile1@atsftp.uthscsa.edu
```

3. You can navigate the site and upload or download files using the same commands and methods (e.g. drag-and-drop or copy-and-paste) that you are familiar with.

## Site organization

The root of the ATS Public site contains the following folders/directories:

- **GraphicsDrop:** Use this folder to transfer files to Graphic Services (MWS).
- **PhotoDrop:** Use this folder to transfer files to Photographic Services (MWS).
- **PrintDrop:** Use this folder to transfer files to Printing Services.
- **TVDrop:** Use this folder to transfer files to Television Production Services.
- **Others:** Use this folder for all other file transfers that don't belong in one of the division-specific folders above.

Please be sure to create subfolders for your files within the appropriate folder above. Users cannot create new folders in the root (top) folder of the site.

***Please help keep this site tidy and delete your files once they have been transferred. All files left longer than 30 days are subject to deletion without warning.***

If you have any questions or need assistance, please contact the IMS Service Desk at (210) 567-7777.