

Using Internet Explorer 7 with FTP Servers.

Why am I having problems logging onto the FTP server since my IE upgrade?

The FTP client built into IE7 (Microsoft Internet Explorer version 7) can be a little tricky to use when trying to access FTP sites such as the one used to post data to Zytron. The reason for this is that Zytron uses a common FTP server to tend to multiple customers. Each customer has access to their own directory on the FTP site, but do not see the directories of other customers. In essence, customers do not have 'root level access' to the FTP server. When they log onto the server with other clients, including Internet Explorer versions before Version 7, they are brought directly to their individual 'root directory.' IE7 doesn't honor this model of stratification, and attempts to direct all logons to the 'root level' of the system. Because of the lack of access, these attempts fail, and a second logon attempt must be made. Thank goodness, the second attempt is more forgiving and routes access to the appropriate directories within the FTP server.

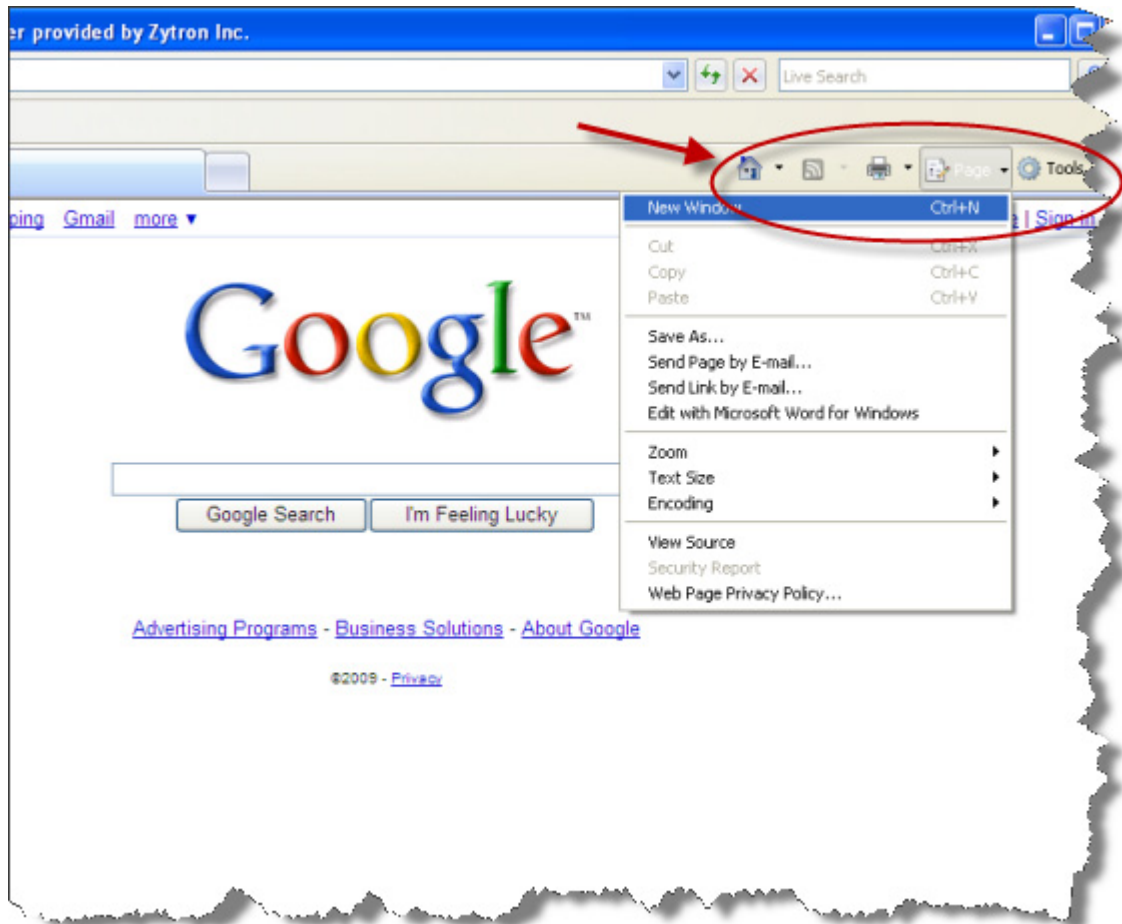
So how do I do it successfully? I still want to use IE7.

For FTP clients other than the one built into IE7, there is no issue. Everything works like it always has, and as would be expected. To use IE7 successfully, the 'Two Logon Attempt' method needs to be used. It's not difficult, but can be a bit confusing the first couple of tries. The following is a 'walk through' that ought to relieve a bit of the confusion.

IE7 FTP Walkthrough

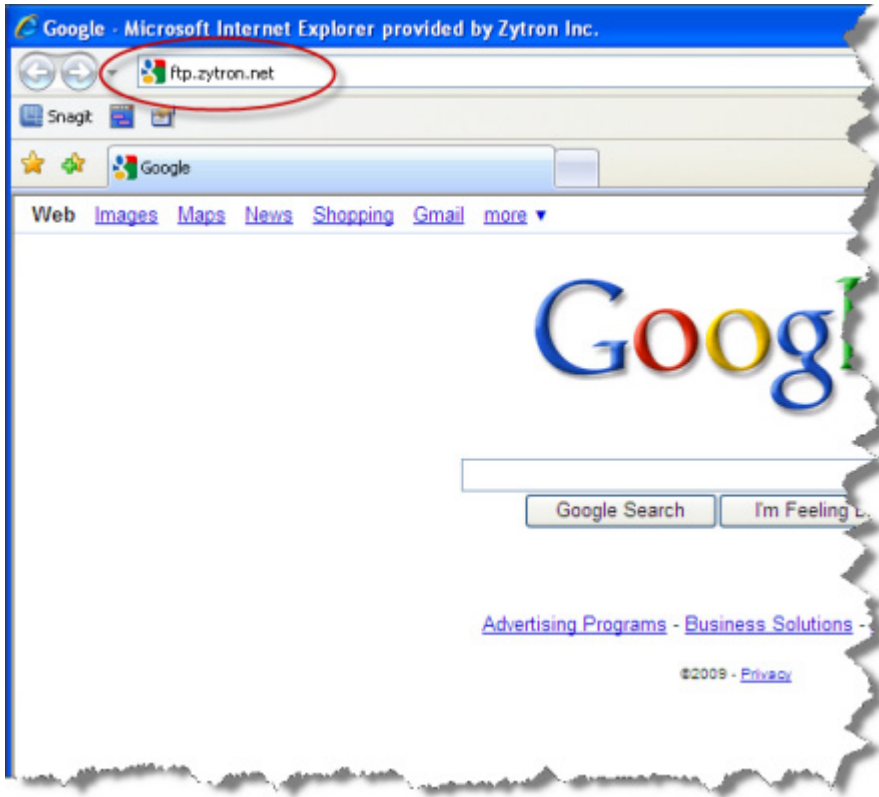
1. Open Internet Explorer

OK. First let's open IE7. You know that Version 7 is being used if there are buttons similar to the ones identified in the picture below. In the picture below, the 'Page' button is clicked. This button will be referenced again in a little while. Note that, for now anyway, there is no reference to FTP in its list of choices.



2. Go to Zytron's FTP server.

Once we have IE7 open, let's go to the Zytron's FTP site by typing its URL into the browser's address window. The address is 'ftp.zytron.net'.

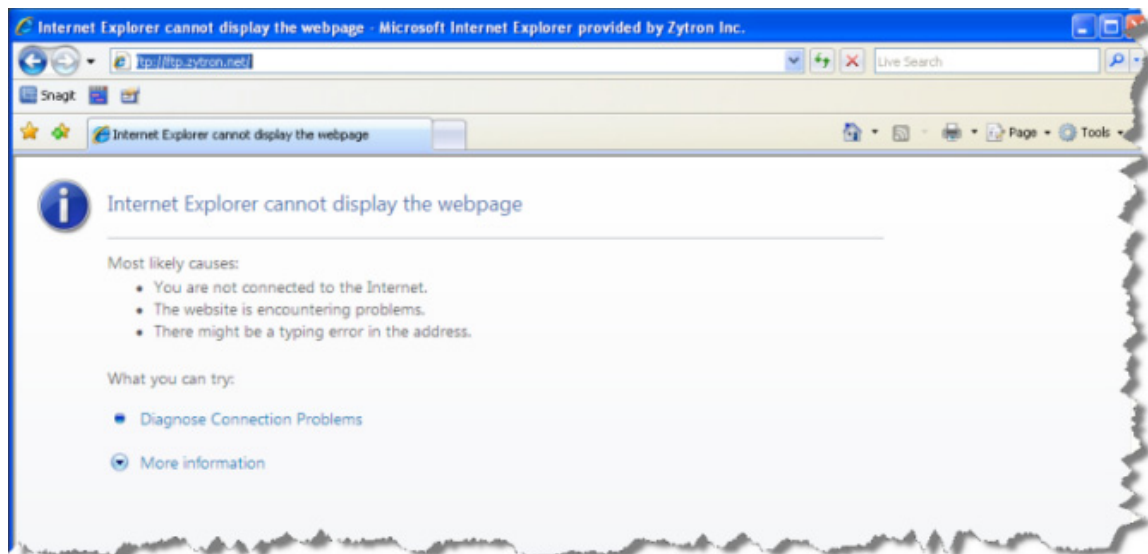


3. First Attempt

When you get to the Zytron server, you will immediately get a 'login dialog box' as pictured below. With other tools, this is where you'd log in. Not with IE7. However, using a valid username / password combination will get you where you need to be.

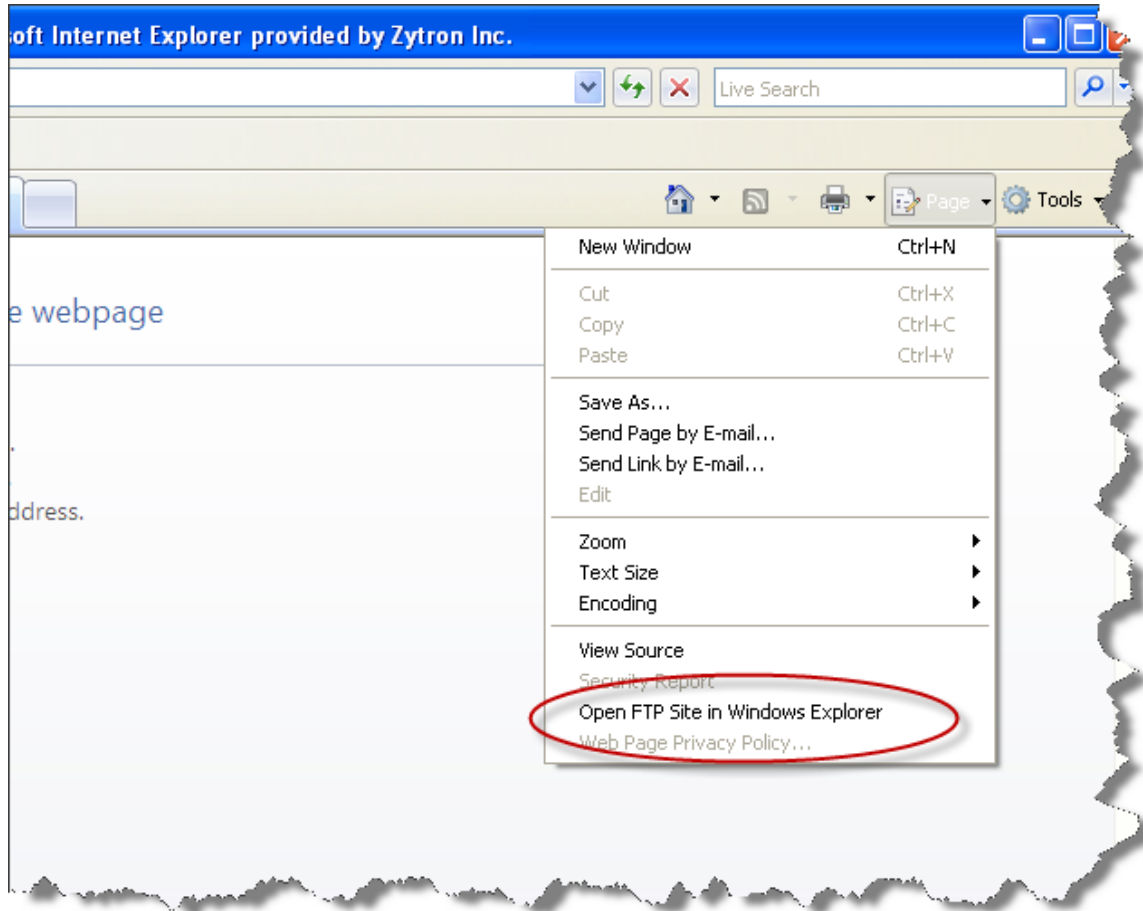


When you do, the following error page will be displayed. This is a good thing.



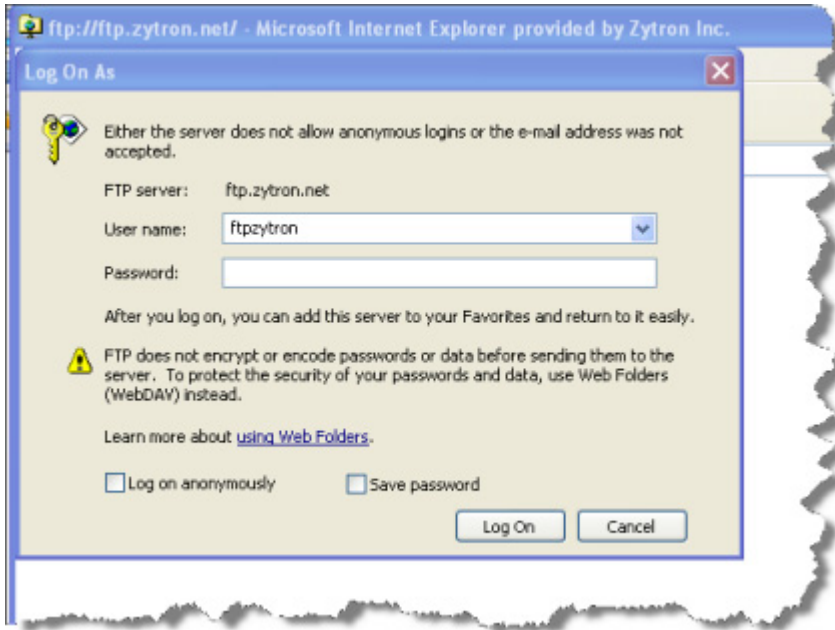
4. Second Opportunity Presents Itself

We are almost there. At this point, if we click the 'Page' button once again, we find a new menu choice, and can initiate our second login attempt.



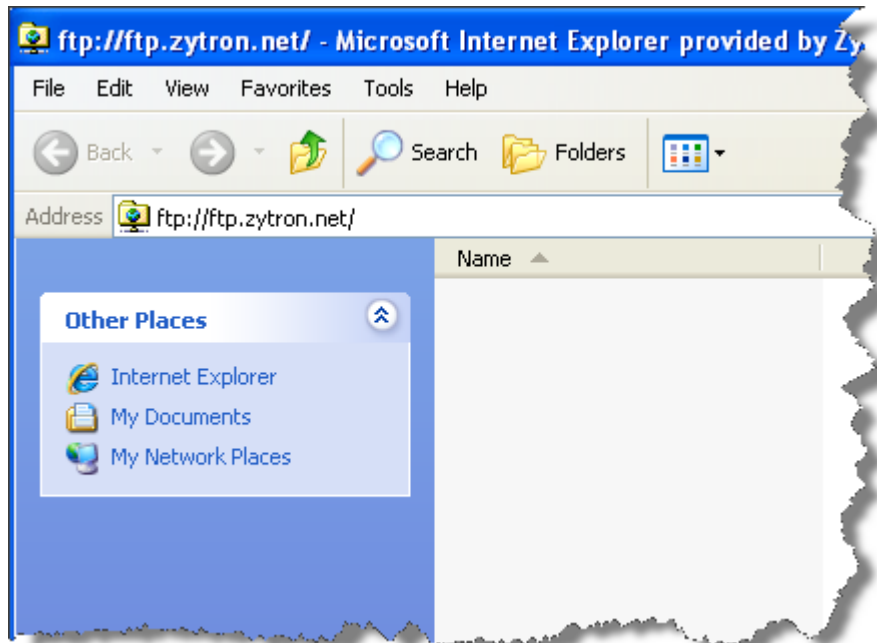
5. Second Logon

If you choose the circled selection in the image above, you will be shown a second, almost identical, logon screen. Jump through this hurdle with a valid username and password, and you're in!



6. Being There

Once successfully logged in, the site should look similar to the image below. You can drag and drop files from your computer into this window to post the files to your area of the Zytron FTP server. Note: double clicking files in this window won't open the document. That's OK. It's not supposed to.



That's it. If you've got any questions or would like further assistance, please give us a ring at (713) 263-1506, or send an email to Zy_TEKS@zytron.net.