

# COMPUTER SUPPLY & SUPPORT

## Support Guidelines - First Level

### How to Download/Upload Files (FTP using Fetch - MAC)



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## 1 File transfer using Fetch (MAC)

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### 1.1 Introduction

FTP (File Transfer Protocol) is used to transfer files/programs between a Macintosh (e.g. home) and a server (e.g. Unimelb). This allows large amounts of data to be transferred easily and efficiently.

### 1.2 Use

To use FTP you must connect the MAC to the server (e.g. Unimelb), then issue instructions showing which file/s to transfer. In order to establish a connection you may need to enter a full username and password. Other functions generally available include the ability to list directories and to change the working directory on either the MAC or the server.

The computer on which the FTP session is initiated is referred to as the local host. The other computer connected to is referred to as the remote host. Fetch is public domain FTP software for the Macintosh when used for educational purposes.

FTP is frequently used to obtain information, such as public domain software and shareware, from a remote host, without the user having to supply a specific username and password. This is called 'anonymous FTP' as the word anonymous is inserted as the username and generally any string of characters is entered as the password. Some remote hosts though may require, for record-keeping purposes, a name or some other means of identification as a password.

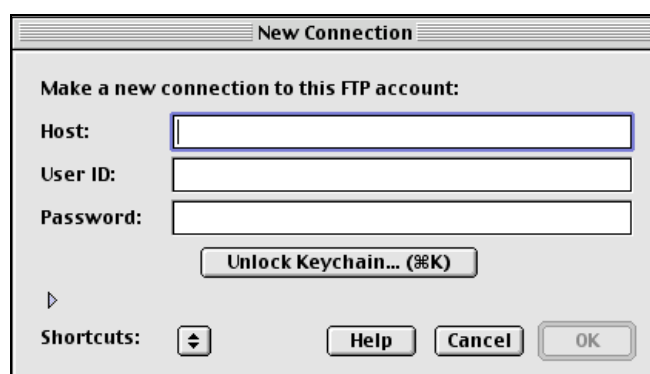
Before you commence the FTP process you must be connected to the Internet.

### 1.3 Find Fetch

Fetch must be installed on your Mac before you can start the following process.

1. From the **Desktop**, open **Fetch**.

The **New Connections** screen displays:



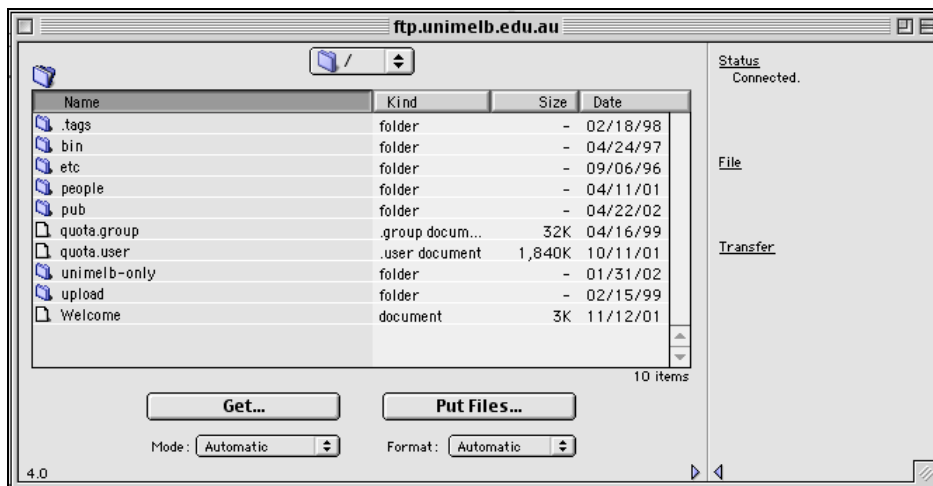
2. Complete the following fields:

Field	Insert
<b>Host:</b>	Address of connection where file/program is being transferred to/from, for example, <a href="ftp.unimelb.edu.au">ftp.unimelb.edu.au</a>
<b>User ID:</b>	Leave blank
<b>Password:</b>	Leave blank

A User ID and Password may be required. This depends on the security level of the files being transferred.

3. Click **OK**.

The next screen displays a directory list of the Host site as requested in the previous screen, i.e. **ftp.unimelb.edu.au**.



#### **1.4 Find the File/Program being transferred**

The folders/files are shown under **Name** and a description is found under **Kind**.

Double click to open folders to view contents to locate the file(s) you wish to download.

#### **1.5 Specify the destination of the transferred file/program**

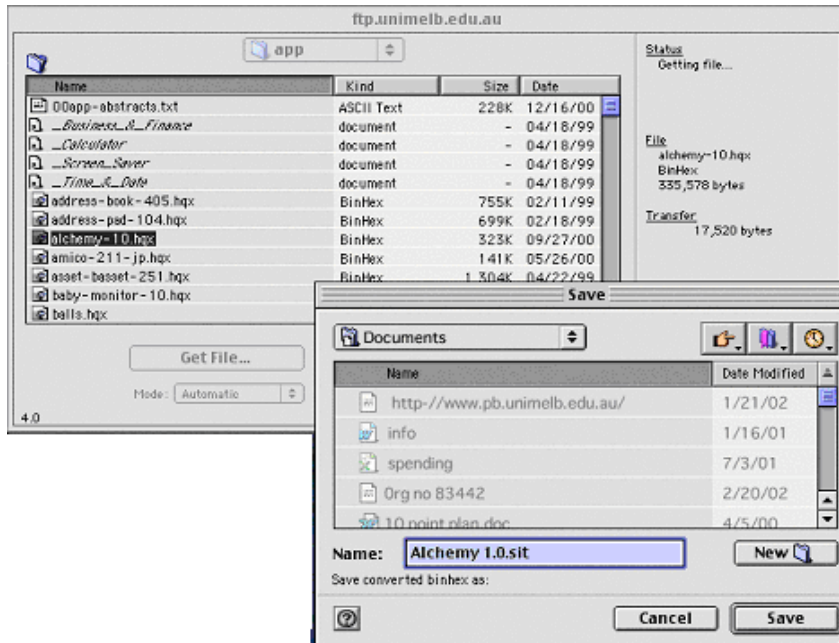
1. When the required file/program displays under **Name**, click once to highlight the file/program.
2. Click one of the following buttons:

**Get ...** To transfer from the local Server to your MAC.

**Put Files ...** To transfer from your MAC to the local Server.

**Note:** You may need access/permission to be able to do this.

The **Save** screen displays:



3. Click on the arrow in the **Documents** field to locate a destination folder. Click once on the destination folder to highlight this folder.

The **Name** field automatically shows the name of the file being transferred.

If you need to create a new folder for this file, click on the **New** button and type the folder name.

## 1.6 Complete the transfer

1. Click **Save**. The required file will be transferred as selected and list of files displays again.
2. To exit, click **File** on the pull down menu and click to select **Quit**.

The Desktop screen displays.

## 1.7 User Problems

### 1.7.1 Access Permission

A problem frequently occurs when the user attempts to access a site without having the appropriate permission. Therefore it may be necessary to apply for permission or try to obtain information from a different site.