

EEI FTP Service FAQ's / What to Expect

11/8/2007

What is the purpose of this service?

The EEI FTP service is intended for exchanging larger computer files between EEI and its Clients on an urgent basis.

Who are expected to be the primary users of this service?

Based on past needs, the Sales, Design, and IT staffs are the primary targets of this service. However, the service is also available to anyone at EEI with a legitimate business need.

Exactly what is considered a 'larger file'?

Larger files are defined as those that are too large for sending via an email file attachment. EEI's limit on email file attachments is 7.5MB. Clients that EEI exchanges files with may allow a lower maximum email file attachment size on their systems.

What is considered an 'urgent basis'?

Urgent is defined as needed within a 24 – 36 hour period, where creating the files on a CD and shipping them overnight is either impossible or impractical.

Exactly how large a file can be transferred?

While the maximum file size allowable with the EEI FTP service is relatively unlimited (1GB, or approximately 1,000MB total space has been allocated for exchanged files), it is recommended that files should be kept under 20MB to 30MB max. Files larger than this can still be transferred, but the time it takes to do so can become relatively prohibitive.

So how long should I expect a file transfer to take?

File transfer times can range between several seconds to several minutes or more. The biggest major factors impacting file transfer speed are:

- File size
- Speed/size of Client's connection to the Web (NOTE: access via dial-up 56K modem is not recommended - minimum should be DSL-128K or Cable modem)
- Amount of other Web/network activity on the Client's connection
- Amount of other Web/network activity on EEI's connection

Is there anything that can be done to 'shrink down' a file size and still keep the contents intact?

There are software tools and techniques available to 'compress' (shrink down) file sizes so they can be transferred more quickly. Each tool and technique tends to be most effective on certain file types. Please contact the EEI IT group if you have specific questions on this subject. Another resource for questions is the EEI Design group, if you are looking to shrink down photo and/or graphic-based files.

How do we and the Clients access EEI's FTP Service?

Please contact the EEI IT group for the latest and greatest list of FTP account ID's and passwords, if you have not already received it. There are links to the FTP service from EEI's company site, www.eeiglobal.com. It is located on the initial page of EEI's website, located in the drop down menu, called "Client Login and File Exchange". Just click on the down arrow and click on "File Exchange". (NOTE: We are in the process of making this link easier to understand and use by posting these FAQ's and step-by-step instructions on the EEI site).

Can a new FTP site be created? Can we generate a new FTP user ID and password for a new client?

EEI FTP Service FAQ's / What to Expect

11/8/2007

Yes, indeed. With 2 hours of notice, and barring emergency, the IT department can generate a new FTP user ID, password, and FTP site for any prospective client, vendor or anyone we do business with.

PLEASE NOTE: THE EEI FTP SERVICE IS INTENDED TO FULFILL YOUR BUSINESS NEEDS. IF YOU FEEL IT IS NOT DOING SO, OR IF YOU HAVE FEEDBACK ON THIS SERVICE, PLEASE PROVIDE IT TO JIM S., SO WE CAN REFINE AND IMPROVE IT. THANKS!