

How to configure a Filezilla FTP Server

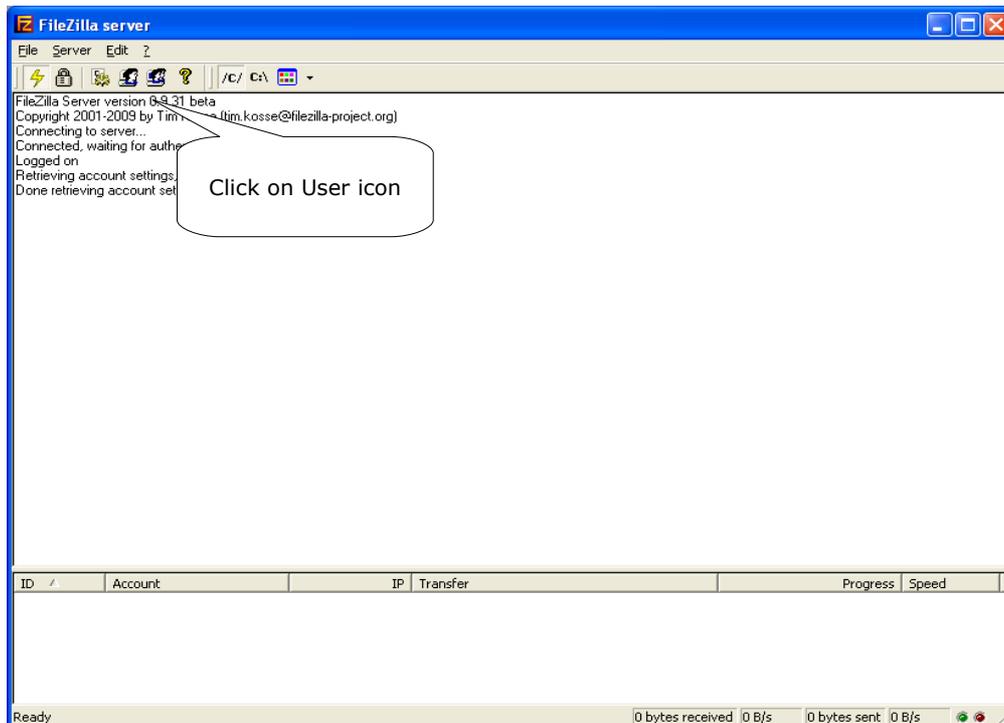
When installing the Filezilla FTP server, specify that it will be installed as a service.

Calltrak will connect to an FTP server user account when trying to download detailed CDR data sent to an FTP repository. The FTP user account needs to have a user id and a password ie not anonymous. By having a user account a unique holding folder is configured for each collection site.

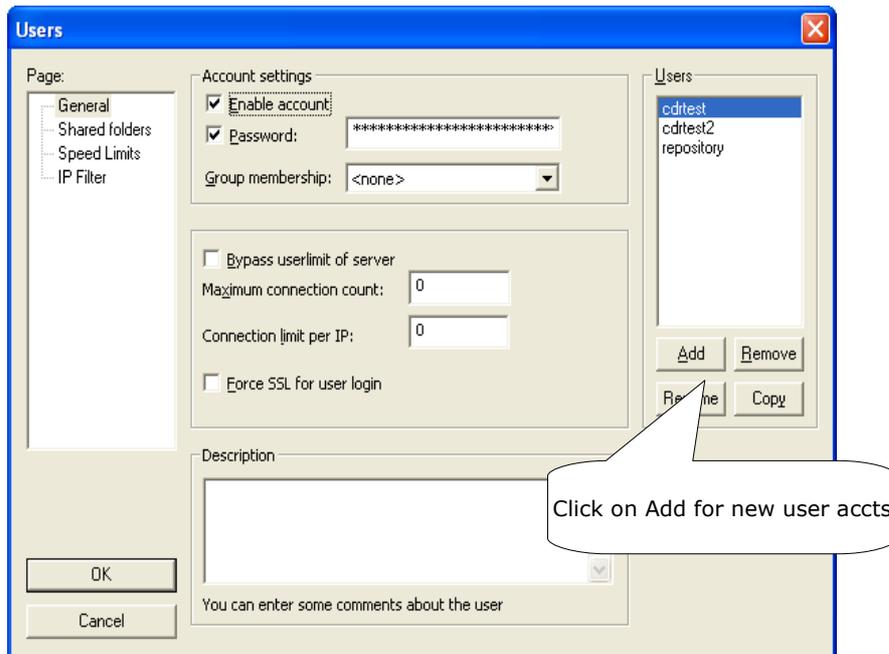
Click on the Filezilla server interface program and the following appears



Click OK



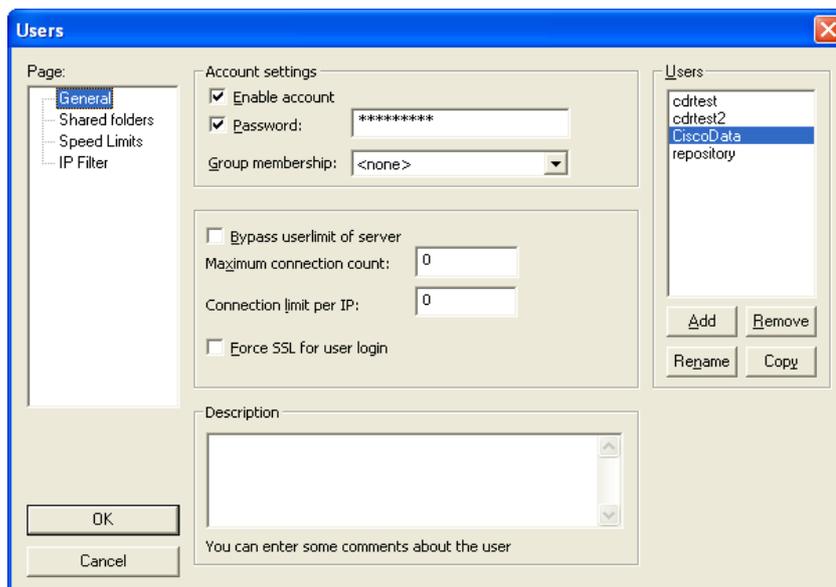
Click on the User icon and the user interface appears



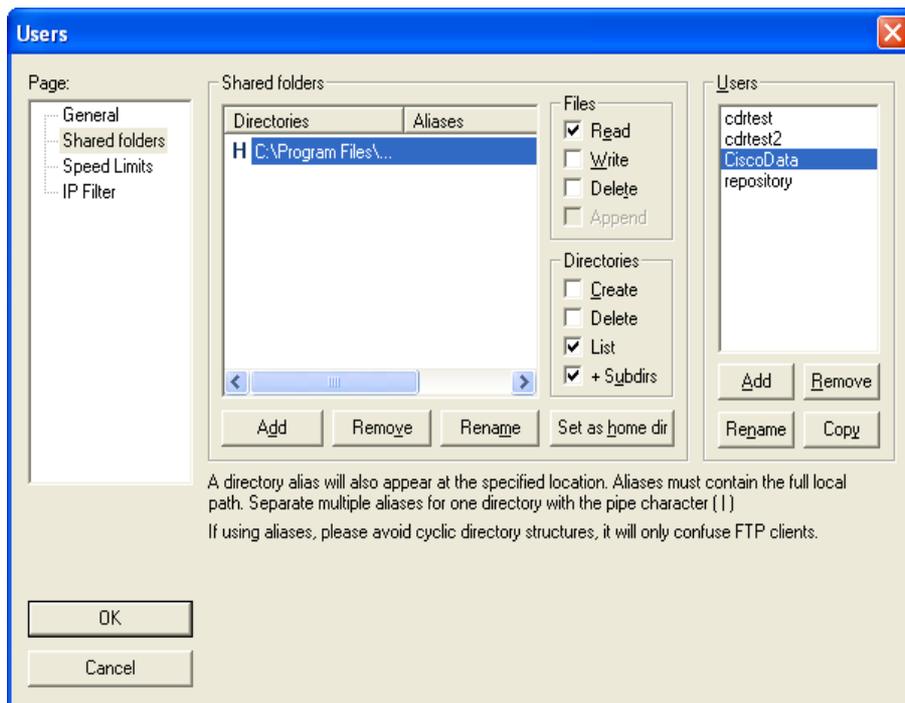
To add a new user, click on Add



Leave the user a member of <none> group ie not part of a group. Then click OK. The user dialog apperars



Click on Password and enter a Password. Then click on Shared folders to specify where the user account will access FTP data from.



Clicking on the Add button under the Shared folders section will allow you to navigate to the folder where you require the FTP data to be kept. Then Click OK.

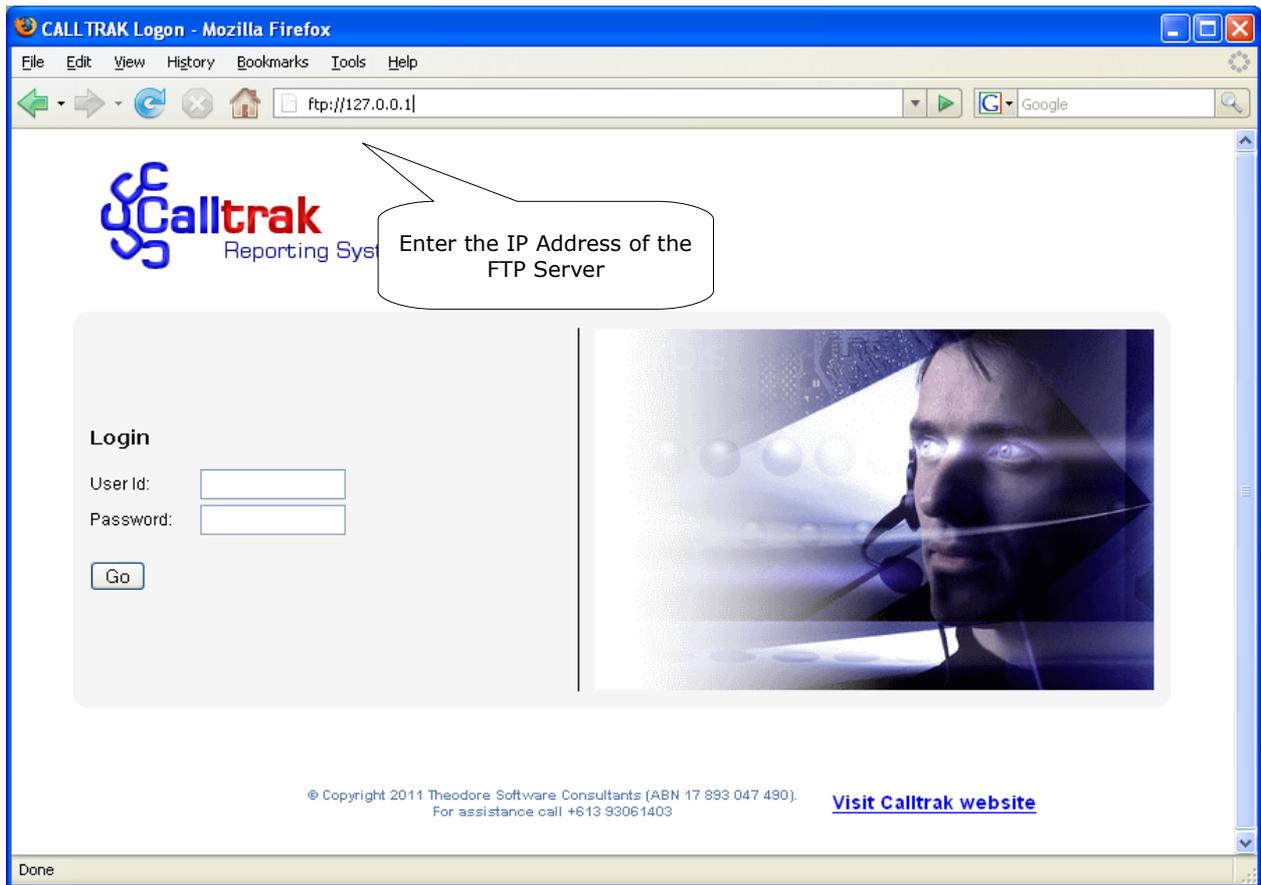
Tick the Files Read,Write and Delete check boxes.

With the above configuration the Cisco device (or other phone system) will be able to send data to the FTP server configured.

The user CiscoData is created and ready to go.

How to check the FTP Server is operational (Filezilla FTP Server)

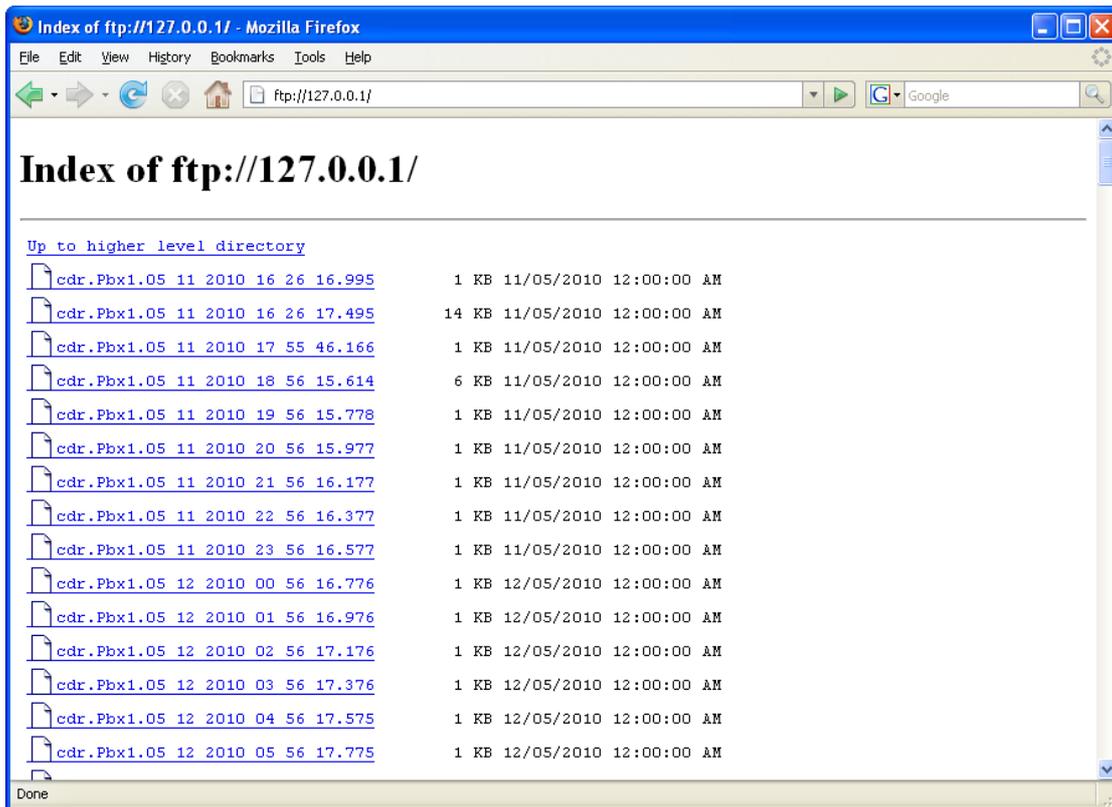
To confirm that the FTP server is running correctly, at the address line of the browser, enter ftp://ip_address (where ip_address is the ip address of the FTP server) and then hit enter.



You will be prompted for a username and a password. Enter the **same** username and password as configured through Calltrak. This user must also be entered during the FTP Server account creation.



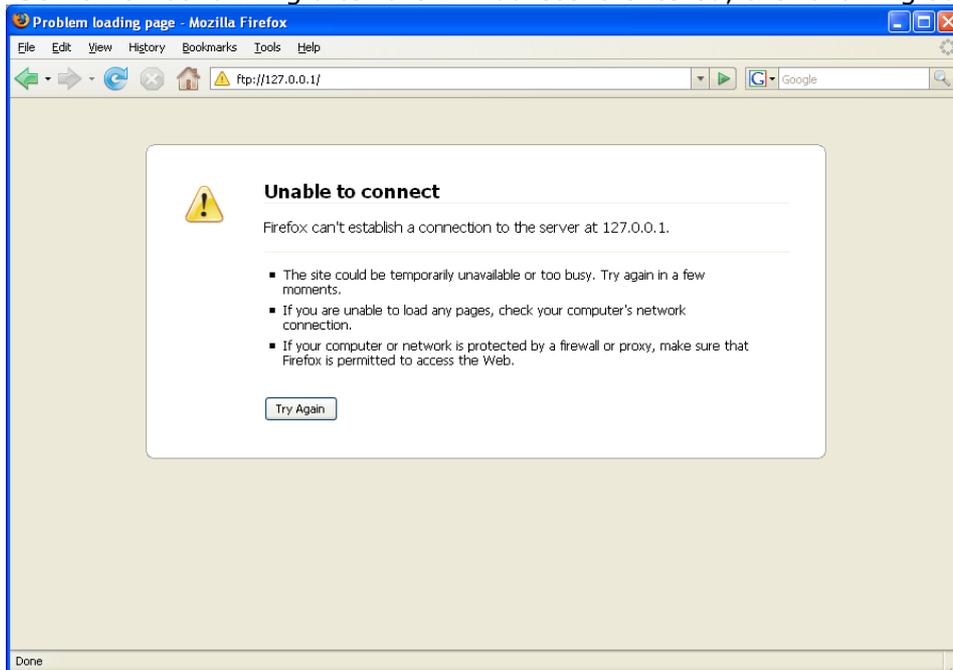
After entering the credentials, then the raw data files will be displayed.



If the wrong credentials are entered then the following is displayed



If the wrong credentials are entered then Calltrak will also not be able to connect and download the data. If the FTP Server is not running after the IP Address is entered, the following screen displays



If the above appears, then the Phone system will not be able to send data to the FTP Server and

Calltrak will not be able to interrogate the FTP Server. Please confirm the FTP Server is **started**. The FTP problem needs to be rectified. If you are unable to start the FTP Server, then a reinstallation of the FTP server may be required. For installation of the FTP server, refer to How to configure a Filezilla FTP Server or Error: Reference source not found.