



Information sheet:



Large file transfer



Printers and Repro Houses

Printers and repro houses have always needed to use the latest technologies to keep up with their requirement to send and receive large computer artwork files. Whether it be ISDN, SyQuest or Zip Disk cartridges, being able to send or receive large files is

often the difference between making or missing a deadline, keeping or losing a client. With the widespread adoption of broadband, it has become, for the first time, feasible to use the internet to transfer such files - to the misfortune of motorcycle couriers everywhere!

However, whilst the speed of broadband provides the feasibility, the potential is often not fully realised, because many people rely on ordinary emails to exchange files. We have worked with clients in the repro industry since its inception in 1998, and we hear many horror stories. Here are a few examples:

The Client's Perspective

I'd just worked through the night with my designer, but I still wasn't quite happy with the results, and so it took until 5pm the next day to get things just right. She zipped up the Quark and Illustrator files into one archive (I think it was around 25 Meg), and emailed it to the printers. It all seemed to go through alright, so I left the office for my first sleep in 36 hours. I was woken up at 7am the next day by my printer asking "Where's the artwork?" I checked my email and 15 minutes after it'd been sent, the email had bounced back saying "Mailbox quota exceeded". I'd missed my allocated slot on the press, and as a result we had to reuse the previous year's brochures at the show. The outcome couldn't have been worse.

The Printer's Perspective ...

Most of our clients are local, but when we acquired a blue-chip company based in Northampton, we naturally wanted to offer them the same level of service as our London based clients. However, the trouble they had emailing us the files was very frustrating. We managed to get the Quark file, but



some of the images were just too large to send through AOL's email system. Eventually they had to use their previous supplier in Northampton, because even though they'd fallen out with them, someone worked out that a bike from Northampton to London would have cost over £200 on that short notice.

But surely you can just ... ?

For files in excess of 10 Mb, email is rarely adequate, due to mailbox quotas.

Web-based systems usually have a file-size quota applied by the web hosting service provider. (Typically 10 Mb). Also, no



progress bar is displayed during web uploads, and for large files, your browser or internet connection may very well time out, forcing you to begin the transfer again.

Transferring via Instant Messenger is good for small files, but both sender and receiver must be in front of their computers at the same time, they may have to download and install the necessary software, and there are widely reported security problems with using Messenger in this way. Also, some Instant Messenger systems send the files via a central server in the USA, which greatly reduces the speed of transfer.

Upload.gs - The Solution

When creating the specification for this solution, the goals were as follows:

- No annoying restrictions on file sizes, whether sending or receiving.
- No need for sender and receiver to both be online at the same time
- Ability to resume broken off transfers, if your internet connection drops
- Compatible with both Windows PCs and Apple Macintosh systems.



Frequently Asked Questions



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Q.) Do I need any special software to use upload.gs?

A.) On a Windows PC, no. You can make use of Microsoft Internet Explorer 6.0, which is already installed on all PCs. If you already use and prefer special FTP software, such as "CuteFTP", this will also work.

On a Macintosh, we recommend the use of FTP software "Fetch" or "Interarchy" (see URLs at the end). Fetch is available for free 30 day evaluation.

Q.) Do I need any special training to use upload.gs?

A.) No, whether on Mac or PC, the procedure is a simple "drag and drop". You simply drag the file or files you want to upload, into the upload window, and check the progress bar

Q.) What about security? My client list is confidential and I certainly don't want my clients seeing each other's files.

A.) The upload directory works like a letterbox. Once you've uploaded files into it, you cannot see what else is there, friend or foe. Only the upload.gs account owner can see the uploaded files.

Q.) I'm acting as an intermediary, so when someone's uploaded their files, I want to make them available to my repro house, without having to download them, burn them onto a CD, or email them.

A.) One of the things you can do, is move one or more files from your upload directory, to a special password protected download directory, just for that client.

Q.) What about accountability? We've had situations where someone's claimed they never received a file when I'm sure that they did.

A.) All uploads and downloads from your upload.gs account are logged. You can see who connected, what files they downloaded, even how many tries they had before they got the whole file downloaded.

Q.) You say there's no limit on file sizes, but there must be some kind of limit

A.) Well, the actual limit is 2 Gigabytes per file.

Q.) What will an upload.gs account cost me?

A.) For the first year, the charge is £500 + VAT, with a recurring annual charge of £300 + VAT for subsequent years.

System Requirements

Account Holder (you) :

A broadband (or equivalent) internet access account
1 or more PCs running Windows 98/ME/2000/XP
Microsoft Internet Explorer 5.5 or above

AND/OR

1 or more Apple Macintosh running Mac OS X 10.2 or above
"Fetch" or "Interarchy" FTP Software

Upload user (your clients & suppliers) :

A broadband (or equivalent) internet access account
1 or more PCs running Windows 98/ME/2000/XP
Microsoft Internet Explorer 5.5 or above

AND/OR

1 or more Apple Macintosh running Mac OS X 10.2 or above
"Fetch" or "Interarchy" FTP Software

Useful URLs for Apple Macintosh Users:

www.fetchftp.com
www.interarchy.com