

FTP incoming

- **Article Type:** Q&A
 - **Product:** Crossproduct
 - **Product Version:** All
 - **Relevant for Installation Type:** Dedicated-Direct; Direct; Local; Total Care
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Question

I want to send a file via FTP to the Ex Libris support team. Please give me login information!

Answer

Contact your Ex Libris Support Team by creating a case at <https://support.proquest.com/> specifying the contents of the file.

Depending on the nature of the file, the Ex Libris Support Team will provide you with an One-Time-Password to the MFT support server (log files, files exceeding 20 MB etc.) or MFT server for confidential files (passwords, secure keys etc.).

Category: System management

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