
Summon: Problems Accessing FTP Site

- **Product:** Summon
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Why are we unable to access the FTP site to upload our files?

Update November 5, 2013: Added note regarding passive versus active FTP applications.

The Summon service FTP server supports several options to upload your library's catalog records via FTP clients such as [WinSCP](#) and [FileZilla](#). However, the Summon service does not support FTP through Internet browsers such as Internet Explorer, Firefox, Safari, Google Chrome or others.

Our FTP site uses **passive** FTP, not active FTP. Passive FTP is the default setting for many but not all FTP applications. We have heard from libraries that the III Millenium FTP client is one application that uses active FTP as the default setting. Such an application needs its setting changed to passive FTP in order to upload to the Summon service FTP server.

If you are using an FTP client and are unable to access the FTP site, please contact us using the **Support Portal** option near the top of this page.

For complete upload instructions see [this document](#).

Additional information about handling your library's catalog records in the Summon Index is available in the following Answers:

[How to delete catalog records from the Summon Unified Index](#)
[Catalog File Naming Conventions](#)

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