

## Accessing our FTP site

URL: <ftp.maplewood.com>

\*\*\*Please contact Maplewood Computing for the User Name and Password.\*\*\*

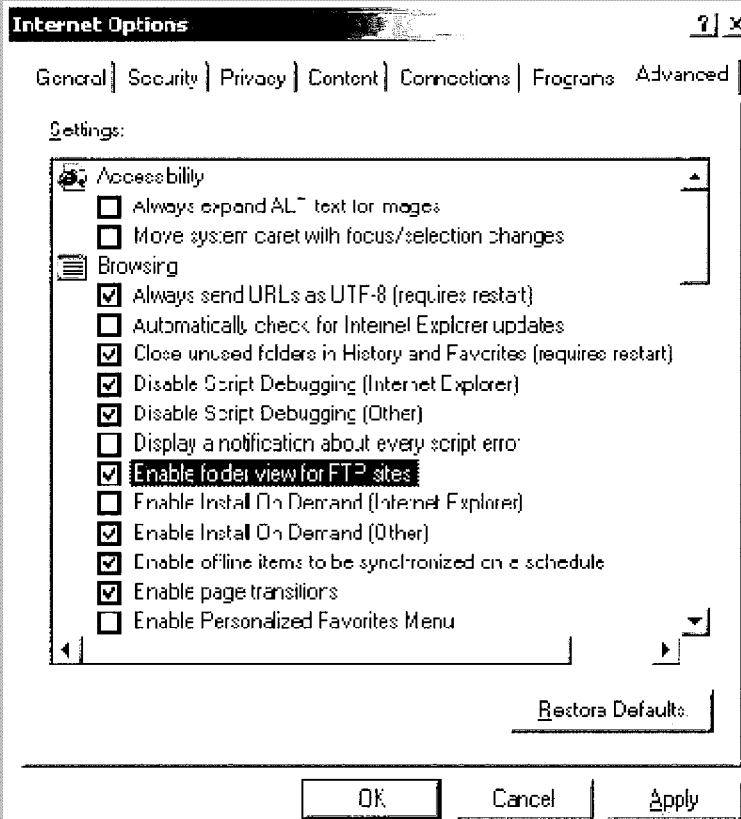
To avoid entering the username & password separately, contact Maplewood Computing for the this URL:  
Some troubleshooting steps to allow the uploading of files to our FTP site:

### 1. Using Internet Explorer version 7.0

Internet Explorer Version 7.0 does not allow drag-and-drop on FTP sites. Open Windows Explorer instead, then enter the FTP address. Internet Explorer will allow you to do this by selecting the Page menu, and going to "Open FTP Site in Windows Explorer".

### 2. Enable Folder View

Please ensure that Folder View is turned on. In Internet Explorer, go to Tools - Internet Options, Advanced tab. Make sure there is a checkmark beside "Enable folder view for FTP sites".

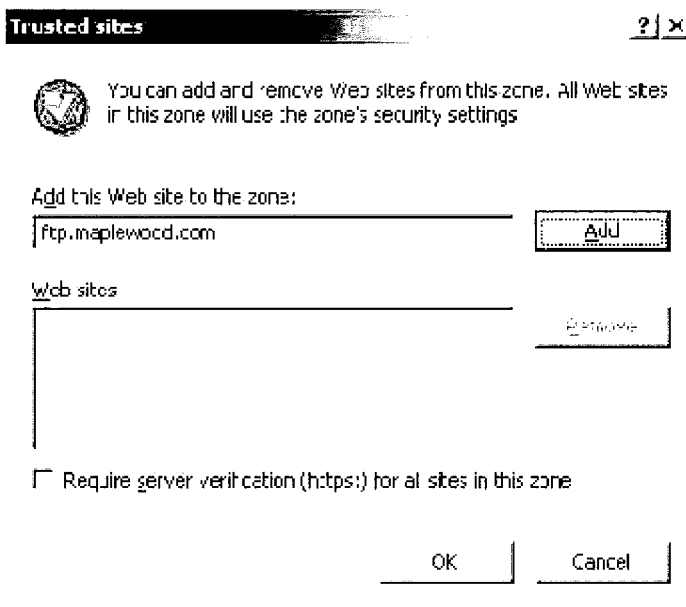


### 3. Port 21

Ensure that Port 21 is not blocked by a firewall on the server.

#### 4. Windows Enhanced Security - Trusted Sites

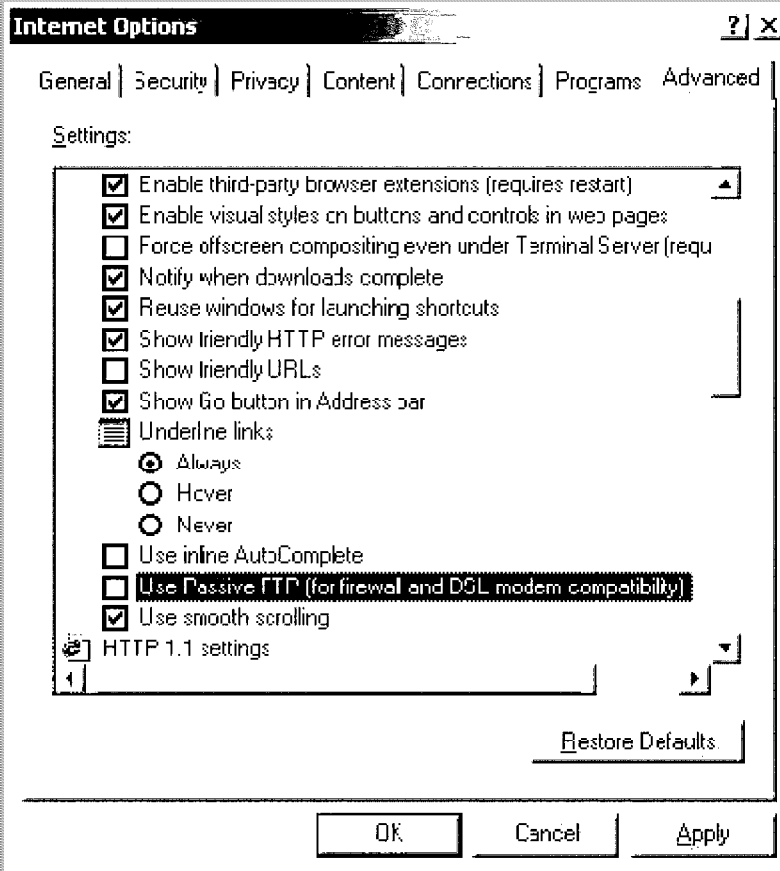
This setting can be set either on the server or the workstation, however, if server policies are applied, the server settings will override the workstation's. In Internet Explorer, go to Tools - Internet Options, Security tab. Highlight "Trusted Sites", click the Sites button, and add "[ftp.maplewood.com](http://ftp.maplewood.com)" to the list of Trusted Sites. Make sure the "Require server verification (https:) for all sites in this zone" is not checked.



#### 5. Passive Connections

Ensure that Passive Connections are turned off. In Internet Explorer, go to Tools - Internet Options, Advanced tab. Make sure there is no checkmark beside "Use Passive FTP (for firewall and DSL modem compatibility)". This issue will not affect everyone and so should be used as a last resort. It will mostly affect users connecting from home or a smaller school, using a slower router.

If you are still unable to connect or successfully transfer files please contact Maplewood Customer Support at (800) 265-3482.



#### 6. Proxy Server

In the rare case that your proxy server handles FTP sites, make sure to add the [ftp.maplewood.com](http://ftp.maplewood.com) domain to the list of bypass addresses.