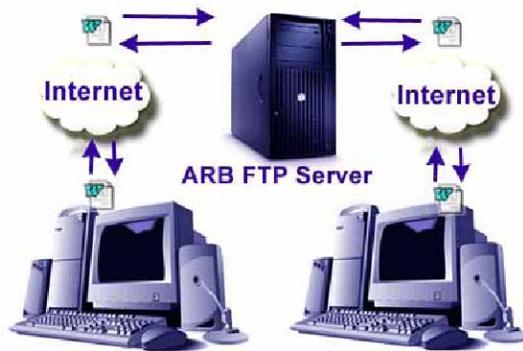


# Air Resources Board File Transfer Protocol (FTP)

**A Handbook for External Users**  
(those not connected to the ARB network)



Office of Information Services

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# ARB File Transfer Protocol Services (FTP) For External Users - Frequently Asked Questions

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## What is the FTP server and who can use it?

The Anonymous FTP (file transfer protocol) server is a temporary public directory that allows anyone with Internet access to easily share files with an ARB staff person. The California Air Resources Board FTP Server is provided for authorized use only. Unauthorized use is a violation of state and federal laws. Suspicious activity will be reported to the authorities.

The FTP server typically runs 7 days a week, 24 hours a day. Support staff is available during normal business hours via the [Helpdesk](#) (916) 445-8812. Files can be deposited and retrieved by both internal (ARB staff persons ARB's backbone services connected directly or by dialup and external users (using Internet providers such as America Online or other government providers).

## What software should I use to access the server?

You may use [Microsoft Internet Explorer](#) (instructions provided) or any FTP software such as [WS FTP](#) or open source (free) FTP client [Filezilla](#).

## What is the site address and password?

- URL: ftp.arb.ca.gov
- User ID: Anonymous
- Password - your valid e-mail address (example: joe@earthlink.com)

## As an External User, what are my access rights?

External Users accessing ARB FTP via ftp.arb.ca.gov have the ability to:

- Place files in /pub/incoming (files that you place in this folder will not be visible to you)
- Retrieve files and folders from pub/outgoing
- See files in /pub/outgoing

## As an External User, where do I place my files?

Files for a staff member can be deposited in the pub/incoming folder. Files placed for you to download will be in the pub/outgoing folder or a folder specified by the ARB staff member.

## How long will the files that I upload to the FTP server stay there?

Files in the pub folders will be deleted in 3 days.

# ARB File Transfer Protocol Services (FTP) For External Users - Frequently Asked Questions

## Who has access to the files that I deposit?

ARB staff members have access to the files that you deposit in the pub/incoming folder on the ARB FTP server.

## What do I do if I want to FTP a file that is confidential or sensitive in nature?

Careful consideration should be given to the data that you upload. Files containing confidential information (defined below) should not be placed on the server.

Files can be protected by password or encryption; however these methods do not completely ensure security. To avoid prolonged exposure of the information, internal users should coordinate with the recipients and delete the file as soon as the recipient downloads it.

Confidential information as defined by SAM (State Administrative Manual) section 4841.3 "Information maintained by state agencies that is exempt from disclosure under the provisions of the California Public Records Act" (Government Code Sections 6250-6265)."

## What are the acceptable or best file formats?

If you have to choose, binary transfer mode is usually a safe option. The intended recipient of the file should be informed of the appropriate application in which to use the file.

Other Considerations:

- Large files (over 10 MB) should be zipped by using a file compression utility such as WinZip.
- Do not use spaces in the file names.
- Use all lower case characters for the file names.

## Can I transfer folders and their contents?

You may download folders and their contents, but you will not be able to upload or create folders.

## How do I use ARB FTP?

Instructions are provided in this document for [Microsoft Internet Explorer](#), the browser that is included in Windows.

# Use Microsoft Internet Explorer To Access the Public ARB FTP Site

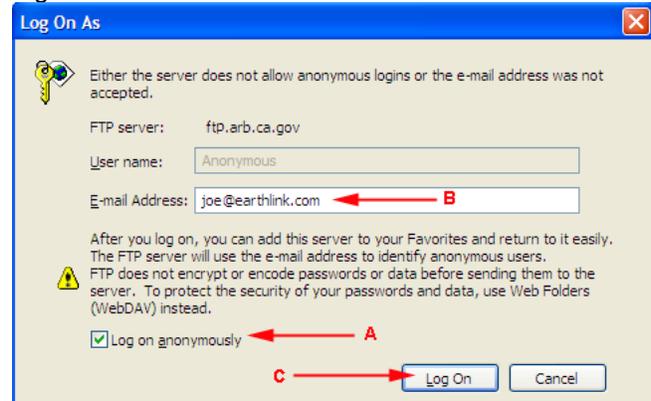
## Step 1. Go to the ARB FTP URL

From In Microsoft Internet Explorer, in the Address box, type: [ftp.arb.ca.gov](ftp://ftp.arb.ca.gov) then press Enter. The ARB FTP folders appear (Figure 2). Go to Step 2. If the Login As box appears (Fig 1), follow a thru c below.



- Click to check the Login Anonymously box (Figure 1)
- In the E-mail Address box, type your email address (example: [joe@earthlink.com](mailto:joe@earthlink.com))
- Click Login button. The ARB FTP folders appear (Figure 2).

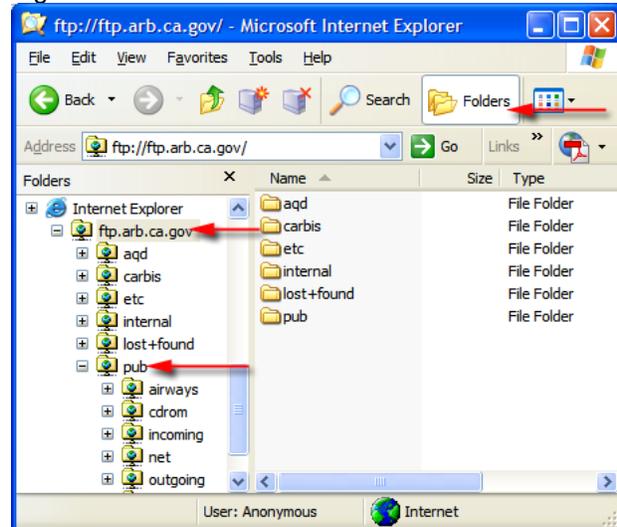
Fig. 1



## Step 2. The ARB FTP Folders Appear in Microsoft Internet Explorer

- On the Toolbar, click the **Folders** button . You may need to scroll down to view them, but the ARB FTP folders appear in the left-hand pane (as well as the right hand pane) under an Internet Explorer 'drive' (Figure 2).
- If necessary, in the left pane, double-click the [ftp.arb.ca.gov](ftp://ftp.arb.ca.gov) folder  under Internet Explorer to expand the folder.
- In the left pane, double-click to expand the **pub** folder.

Fig. 2.



Now you're ready to go to Step 3 to FTP your file! The window now works like a file manager. You may retrieve files left for you by an ARB staff member in the **Outgoing** folder or leave files for an ARB staff member in the **Incoming** folder.

# Use Microsoft Internet Explorer To Access the Public ARB FTP Site

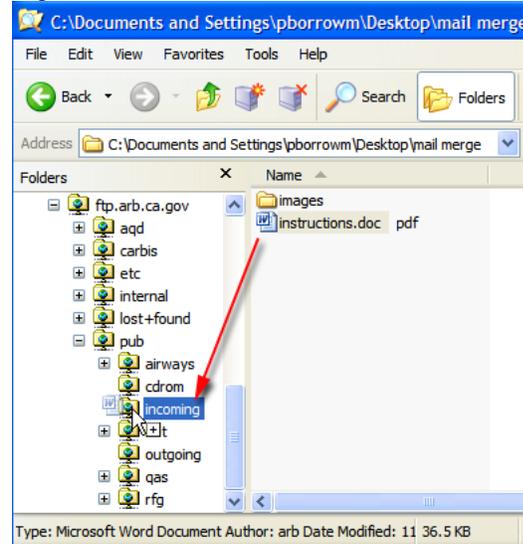
## Step 3. Upload or Download a File

### Upload a file to ARB FTP Incoming Folder:

- In the left pane, navigate to the location of your file and click the folder so that it appears on the right pane.
- In the left pane, scroll down so that the ARB FTP folders are visible.
- Click and drag your file to the **incoming** folder  in the left pane (Figure 3). It will be copied into the pub/Incoming folder. Now you can notify the ARB staff member that your file has been uploaded.

**Note: For security reasons, you will not be able to see the file you copied in the incoming folder.**

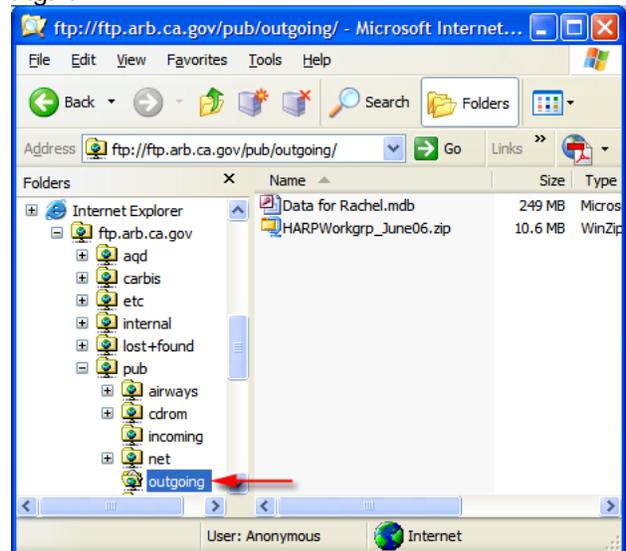
Fig. 3



### Download a file from ARB FTP from the Outgoing Folder:

- Open the outgoing folder  in the left pane by double-clicking it. (Figure 4)
- Locate the file you wish to download in the right-hand pane.
- Click and drag the file to one of your folders on your pc (left pane).

Fig. 4



## Step 4. End Your FTP Session

Close the window to exit your FTP session.

Note: You may wish to Bookmark the ARB FTP site for easy return in the future.

For assistance with ARB FTP, contact the ARB Help Desk. ([helpdesk@arb.ca.gov](mailto:helpdesk@arb.ca.gov)) or (916) 445-8812 Monday through Friday from 8 AM – 5 PM.