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Troubleshooting and Tips for FTP Site

(Listed in order of most common occurrences)

- To date, the FTP site is not compatible with Windows Vista or MAC users.
- If you've recently looked at a folder on the FTP site it may be stored in your cache memory. In order to view a different folder, first hit the refresh button. If a new login box does not appear, you will need to delete your internet history, then immediately close out of the browser.

Open it again, then type in the FTP address with new username and everything should work fine. It is important to close out of the browser after deleting the history and then re-opening it. Otherwise, it still remembers the original FTP folder.

- If using a web browser other than Internet Explorer (such as Mozilla, Flock, Netscape, etc.) you may need to install an FTP client in order to view the documents on the FTP site. A free one is FileZilla which can be obtained at <http://filezilla-project.org/> CuteFTP is another FTP client – although there is a charge <http://www.cuteftp.com>
- Be sure the address is typed correctly. There should be nothing in the ADDRESS BAR of the internet browser except for <ftp://mail.straubconstruction.com> Common mistakes are typing this after http and/or inserting www, as well as typing it in the search bar of a search engine such as Yahoo!, Google, MSN, AOL, etc.

If you continue having difficulty, or simply don't feel comfortable enough with the internet or computers to perform these tasks, call the office at 913.451.8828 and the Straub team can take you through the steps.