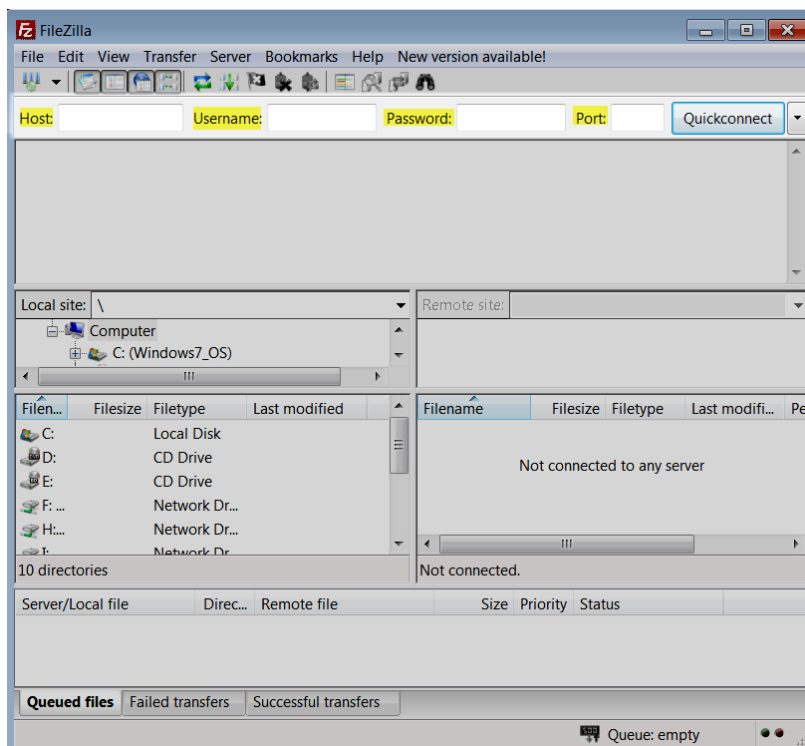


# Rocket EMS File Transfer Services

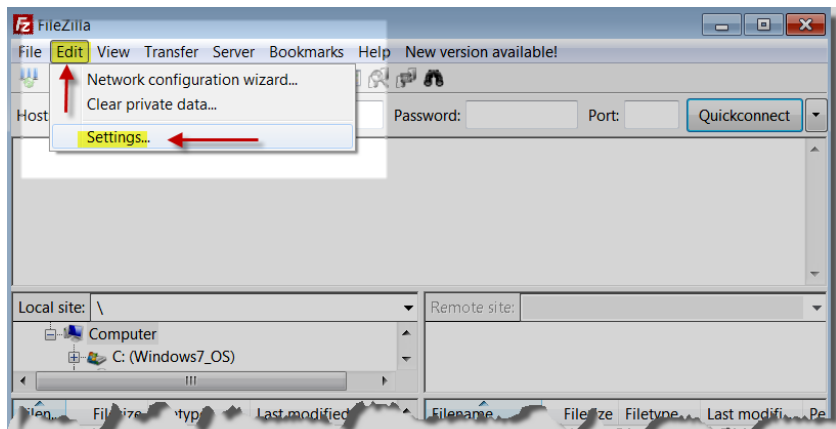
In order to ensure the best possible experience when interacting with the Rocket EMS FTP service it will require the use of an FTP client that supports SSH of which there are many to choose from such as WinSCP however we recommend FileZilla. FileZilla is a powerful and free software tool for transferring files and supports Windows, Linux, and Mac OS. [Click here to download FileZilla software.](#)

We do not recommend the use of the standard FTP process on port 21 because the protocol is not reliable or secure and allows the username and password to be passed in clear text. Instead we recommend that you use SFTP on port 22 is the practice of tunneling a File Transfer Protocol session over a secure shell. In addition if required we can also support RSA and DSA key exchange for increased security.

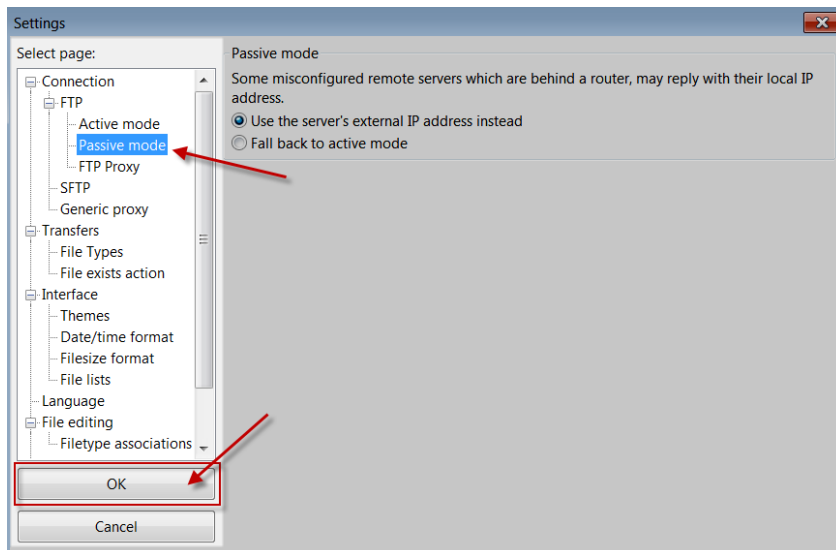
Once you have the FileZilla client downloaded and activated on your computer, simply enter “[sftp.rocketems.com](https://sftp.rocketems.com)” in the “Host” field followed by the **Username** and **Password** (provided by your Rocket EMS sponsor) in their respective fields and the number **22** in the “Port” field. Then click the “Quickconnect” button to connect to our FTP server.



If your client is behind a firewall you may experience problems connecting so you will need to modify the FTP mode. To make this connection modification simply click the “Edit” button from the top menu and then select “Settings”



Select the “Passive” mode option and click the “OK” button.



## Disclaimer

All files uploaded to the Rocket FTP server will be automatically deleted in 3 days (72 hours) and will not be available for restore.