How to: Upload a File to an SFTP Server

Enterprise Content Operations

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Occasionally, you will get an email stating that there is a file in the "sent failed" que in FFS Prod UI. It is your objective to find the file and upload it to the customer's SFTP location. Use this document when you get an email that contains a message similar to below.
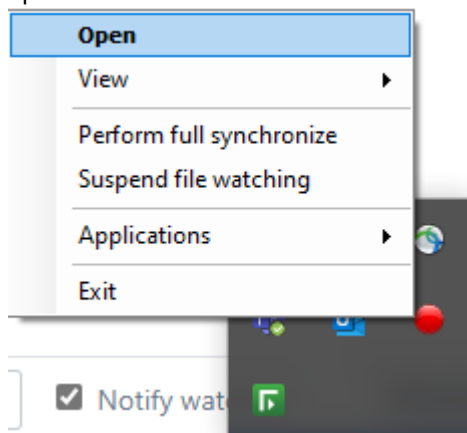
Good Morning Guy's,

There are two files in Fulfillment Prod UI/Sent Failed folder.
I try to Re-try Job 6V and it went back into Sent Failed Folder.
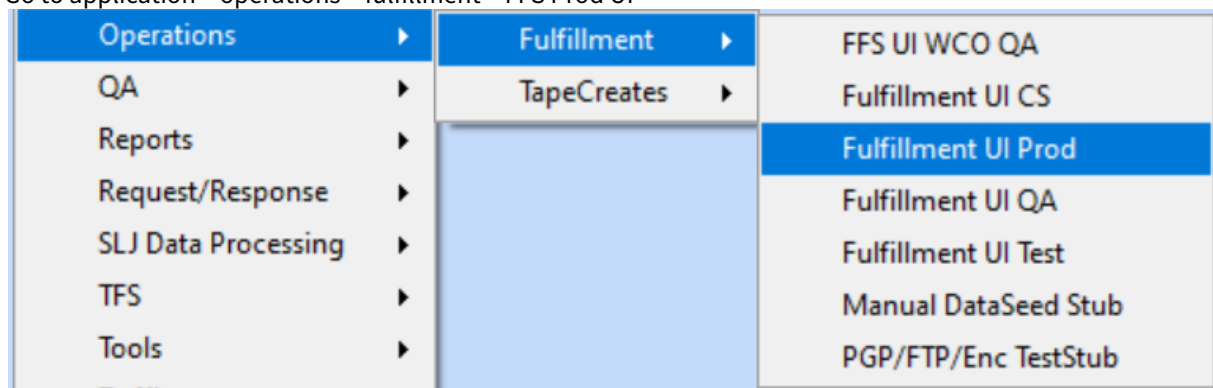Would you please look into this issue.

I did not try and contact anyone because these are not BK files.
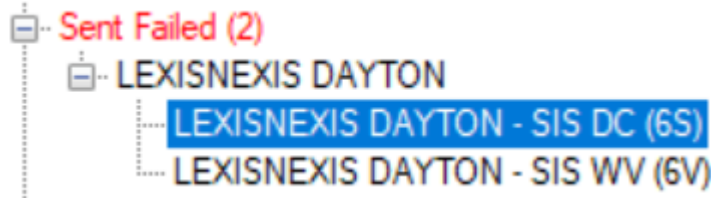

Procedure:

1. Open Red Ball

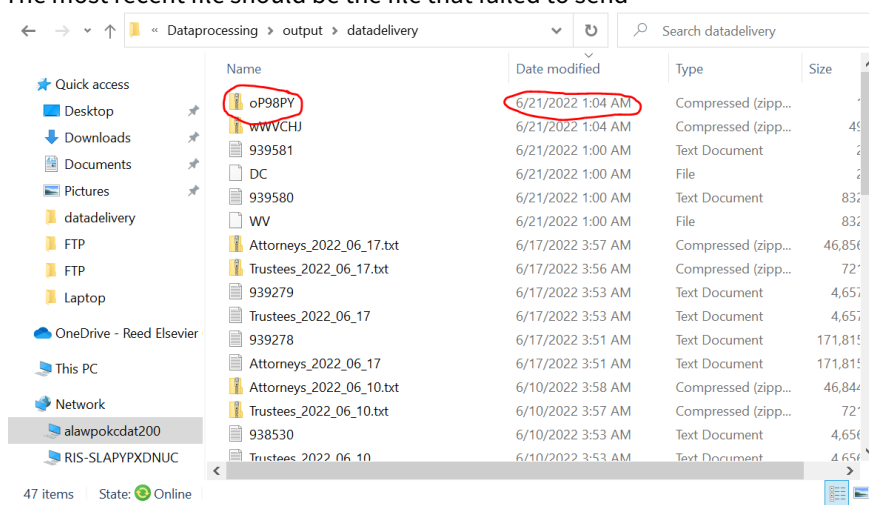2. Go to application > operations > fulfillment > FFS Prod UI

3. Check the forest on the left hand side for a "sent failed" schema (it will be highlighted in red)

4. Check "rename file" for the name of the file that has failed to send

5. Check \\alawpokcdat200\Dataprocessing\output\datadelivery in file explorer
6. Sort the files by date modified
7. The most recent file should be the file that failed to send

8. Open Red Ball again
9. Go to C3MS Production

10. Find the customer's name in the forest on the left hand side

11. Go to the "file information" tab

12. RDP into //ALAWPOKCWTS202
13. Open FileZilla
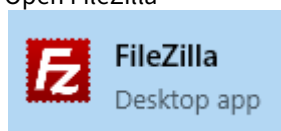
14. Connect to the sftp server using the name, username, and password of the server
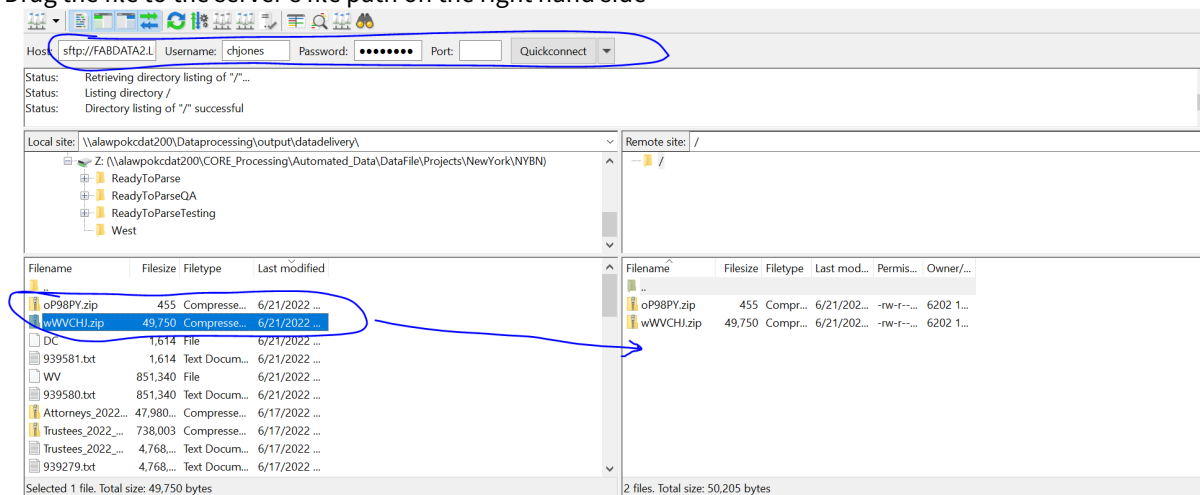15. Open \\alawpokcdat200\Dataprocessing\output\datadelivery on the left hand side
16. Find the file again by sorting by date modified
17. Drag the file to the server's file path on the right hand side

18. Email the person who notified you of the "sent failed" event

If you run into any problems reaching the SFTP site, please email news&businesscontentteam@lexisnexis.com[1] and CC LNR-OKCDataProcessing@lexisnexis.com[2]