

Using the TerraSim FTP Site

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Introduction

TerraSim offers an FTP service to customers with an active maintenance contract for assisting with customer support cases. This document describes how to connect to the TerraSim FTP site, as well as how to download or upload files to the FTP site using a web browser or an FTP client. The TerraSim FTP site uses customer-specific usernames and passwords for storing confidential information.

A valid username and password is required to access the FTP site. If you forgot your login credentials, contact support@terrasim.com.

IMPORTANT: TerraSim does not support the transfer or storage of classified information using our FTP site.



When uploading files to the FTP site using any of the methods described below, multiple files should be placed into a single folder and compressed into a `.zip` file. This will ensure a faster and more reliable file transfer.

Using a Web Browser

You can use a web browser to access the TerraSim FTP site, which uses CrushFTP. The TerraSim FTP site is located at <https://ftp.terrasim.com/>

Downloading Files with a Web Browser

To download files using a web browser, do the following:

1. Connect to the web interface.
 - a. Open a web browser of your choosing.
 - b. Go to <https://ftp.terrasim.com/>
 - c. Log in with the username and password for your account. If you forgot your login credentials, contact support@terrasim.com.
2. To download an individual file:
 - a. Right-click on the file you want to download and select **Download**. A zip file with your selected file will be downloaded to your machine.
 - b. Log off when you are done.
3. To download multiple files:
 - a. Check the box to the left of each of the files you want to download.
 - b. Click the **Download** button in the toolbar towards the top of the page. A zip file with your selected files will be downloaded to your machine.
 - c. Log off when you are done.

Uploading Files with a Web Browser

To upload files using a web browser, do the following:

1. Connect to the web interface.
 - a. Go to <https://ftp.terrasim.com/> in a web browser.
 - b. Log in with the username and password for your account. If you forgot your login credentials, contact support@terrasim.com.
2. Upload file option 1:
 - a. Drag and drop files into the web page.
 - b. You can click **Start** per file or **Start Uploading** to upload all the files.
3. Upload file option 2:
 - a. Click on **Add files...**
 - b. Browse to the files you wish to upload; you must select one at a time.
 - c. Click **Open**.
 - d. You can click **Start** per file or **Start Uploading** to upload all the files.
4. Make sure to log off when you are done.

IMPORTANT: Files uploaded to the FTP site may be removed after 30 days.



For more information on using the web interface provided by CrushFTP, see the [CrushFTP Wiki](#).

Using Other FTP Clients

Other FTP clients can also be used to access the FTP site. While user interfaces will differ across applications, these general instructions can be used to connect to the TerraSim FTP site. Consult your client documentation for specific instructions.

Using the login credentials provided to you by TerraSim, enter the following settings where applicable:

- **Protocol:** FTP - File Transfer Protocol
- **Host:** `ftp.terrasim.com`
- **Encryption:** Use explicit FTP over TLS if available
- **Logon Type:** Normal

Leave the **Port** field blank. A port number will be automatically assigned when you connect.



Before connecting to the FTP site, you may see an **Unknown host key** warning message appear. If this occurs, verify that the SHA-256 Fingerprint for the FTP site starts with “5d:e1...” This ensures that you are connected to the TerraSim FTP site.

Support

Our team of support specialists consists of individuals who use, develop, and maintain our software on a regular basis, allowing them to provide their knowledge, expertise, and personal experiences to our customers. Contact us by phone or email for support:

Phone: (412) 232-3646

Email: support@terrasim.com

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