# File Transfer Service

The LRS File Transfer Service offers a way to send and receive files in a secured environment using HTTPS or FTPS. It also supports unsecured standard FTP transfers.

The service supports a variety of browsers: on Windows systems, Internet Explorer 5.5+, Netscape 7.0+, FireFox 0.8+, Mozilla 1.0+, and Opera 8.0+; on Linux systems, Netscape 7.0+, FireFox 0.8+, and Mozilla 1.0+; on the Macintosh, Safari 1.3+, Netscape 7.0+, Firefox 0.8+, Mozilla 1.0+, and Opera 8.0+.

Encrypted FTPS is supported by using any FTP utility that supports FTP Explicit (Auth SSL), sometimes referred to as FTPS, FTP over SSL, or FTP/SSL (AUTH SSL). This method uses standard FTP ports. It requires that the command channel be un-encrypted after authentication, but allows the data channel to remain encrypted. Authentication is encrypted on the command channel using the "Auth SSL" command. After authentication, the command channel is un-encrypted using "CCC" (Clear Command Channel) to allow firewalls and NAT devices to permit the encrypted data channel connection. FTP utilities must support the "clear command channel after authentication" option to use FTPS.

There is a 25GB limit on file sizes for files sent using the secure HTTPS option. If you must transfer files larger than 25GB, use FTPS or FTP.

This service supports the LRS Privacy Policy. If you want to read the LRS Privacy Policy, you can reach it from any web page that LRS presents to you. Just click the **Online Privacy Policy** link to read the complete company policy. You can also find the Privacy Policy at http://www.lrs.com/privacy-policy.
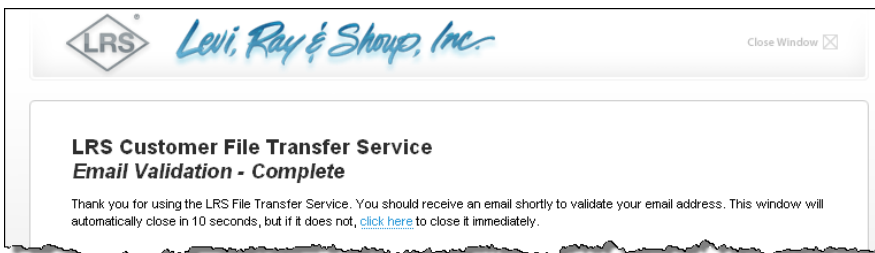
# Sending a file to LRS via File Transfer Service

When you click on the **File Transfer Service** link from the LRS Internet site, a web page will appear explaining that the process requires a valid email address. You may need to scroll down and to the right to see the **I Agree** and **I Do NOT Agree** buttons for this page.
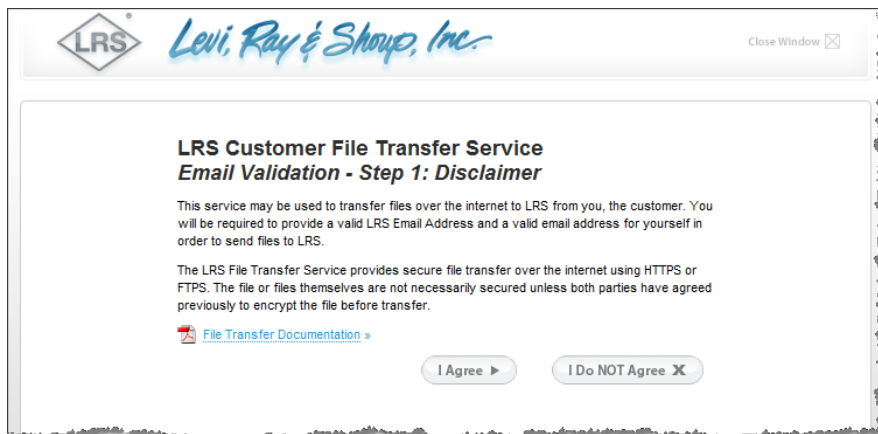


When you click **I Agree**, you will arrive at a page that requires you to submit both your own email address and that of the recipient at LRS. **Your Email Address** must be an address where you can receive messages, and the **LRS Contact Email Address** must be a valid address at LRS. If you wish, for extra security you may also specify a **Password** that will be needed to send files and retrieve files from the File Transfer Service. (Please remember this password; you will need it later to send your files, and the file recipient will need it to get your files. _You must notify the file recipient of the password.)_

**LRS Customer File Transfer Service**
*Email Validation - Step 2: Enter Emails*

Your Email Address:

LRS Contact Email Address:

Password (Optional):

NOTE: (If you enter a password you must provide that password to the recipient via phone or some other method before they can download files.)

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Submit ▶    Cancel

Type in the addresses and, if you wish, a password, then click **Submit**. A message will briefly appear, noting that you will receive an email at the address you specified to authenticate that address.

Close Window ☒

**LRS Customer File Transfer Service**
*Email Validation - Complete*

Thank you for using the LRS File Transfer Service. You should receive an email shortly to validate your email address. This window will automatically close in 10 seconds, but if it does not, click here to close it immediately.

The email will immediately be sent to your email address. It will have the subject **File Transfer Service – Email Validation**.

You have requested to send files to john.doe@lrs.com at LRS.

The following link will take you to the LRS File Transfer site where you will be allowed to send files to LRS.

Click here to validate your email address.

If you cannot click the link above, please copy it from below and paste into your browser:

https://mypublic.lrs.com/FTS/ValidateEmail.aspx?FolderId=mp07a033-bc74-07g3-1013-u2rb295427s2

When you click on the link in the email or paste the address into your web browser, you will be taken to a File Transfer Service web page. If you specified a password for extra security in the file transfer (see above), the page will ask you to submit the password before you can continue.
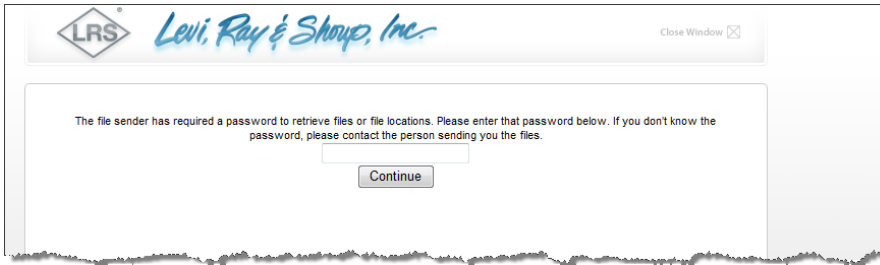
Once you have submitted the password, or if no password was required, you will reach a page that allows you to select the file you want to send to LRS.
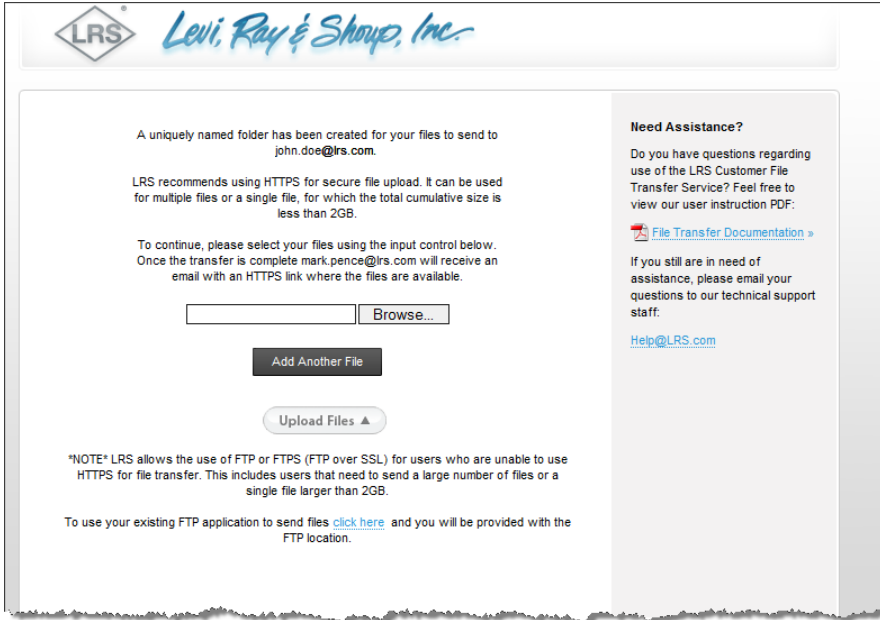


## Sending files via secured HTTPS

LRS recommends that, whenever possible, you send your files using secured HTTPS. There is a 25GB limit to total file sizes sent via HTTPS.

To select the file you want to send via File Transfer Service using secured HTTPS, click the **Browse** button. (**Note:** depending on your web browser and operating system, the button may display a different label, such as **Choose File**.) A standard file-selection box appears. Navigate to the file you want to send to LRS, and choose it as your system provides. When you finish, you should see the file name or the path to the file in the **Browse** box.
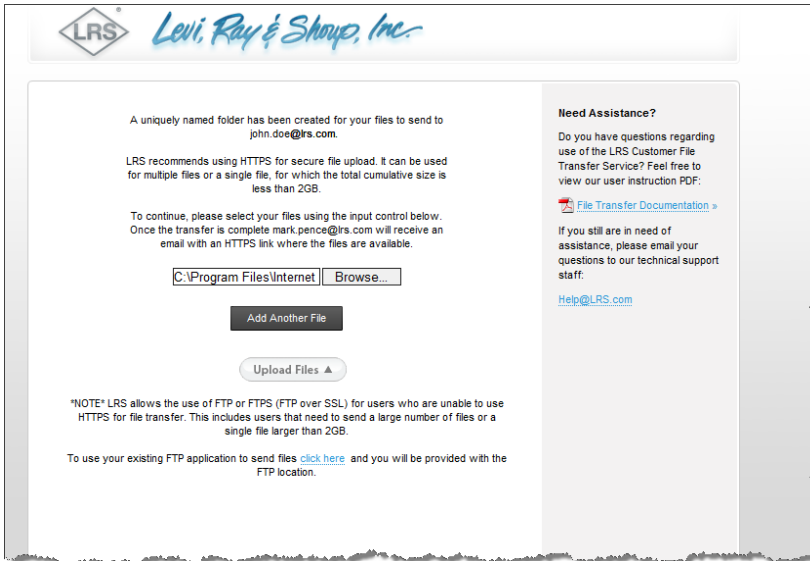
If you want to send a second file, click the **Add Another File** button. A new **Browse** (or **Choose File**) button will appear, allowing you to select another file just as you did before.
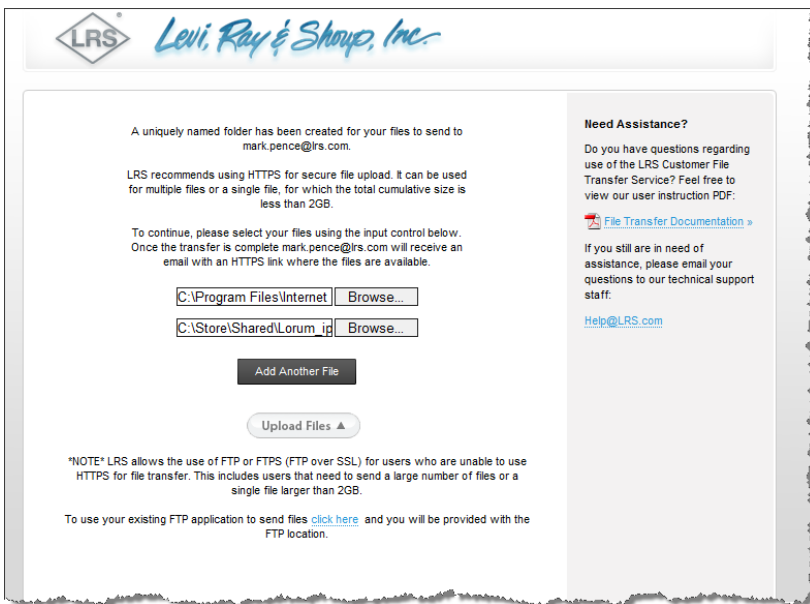


To send your files, click **Upload Files**. Depending on your operating system, you may see a message asking if you are finished sending files.



When you click **OK**, you may briefly see a page showing the progress of the process as your files are sent. Then you will see a page confirming that your files were successfully sent, and showing an email that is being sent to the person at LRS who will receive your files.
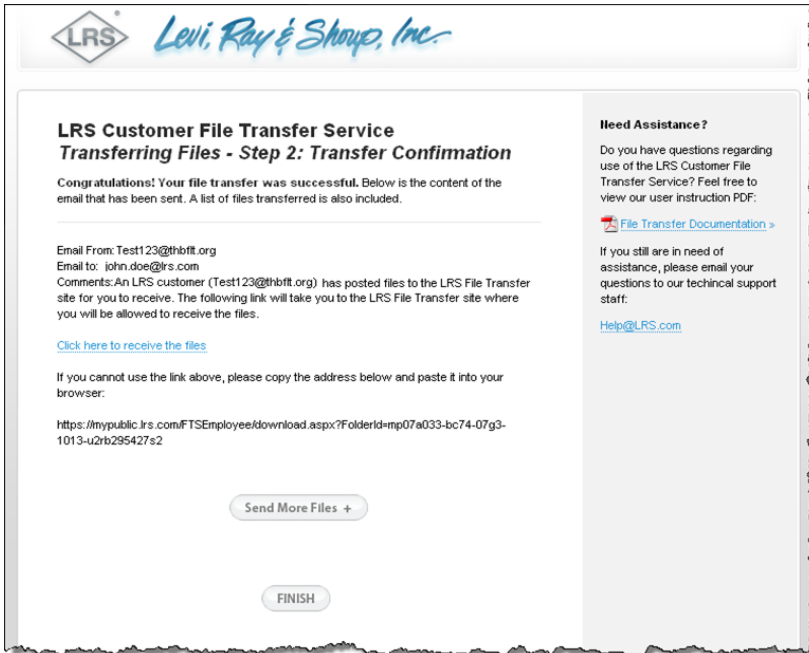
If you want to send more files, click the button labeled **Send more files**. If you are done, click the button labeled **Finish**.

## Sending files using FTP or secured FTPS

You can choose to send your files via FTP or FTPS using passive or non-passive mode. We recommend that you use FTP or FTPS if you must transfer very large files or a large number of files to LRS. You must have an FTP application available on your computer to send files via FTP. In order to use secure FTPS, your FTP utility must support FTP Explicit (Auth SSL), which requires it to have a "clear command channel after encrypted authentication" option.

To send files via FTP, from the File Transfer Service page click the link in the sentence "To use your existing FTP application to download files **click here** and you will be provided with the FTP location."
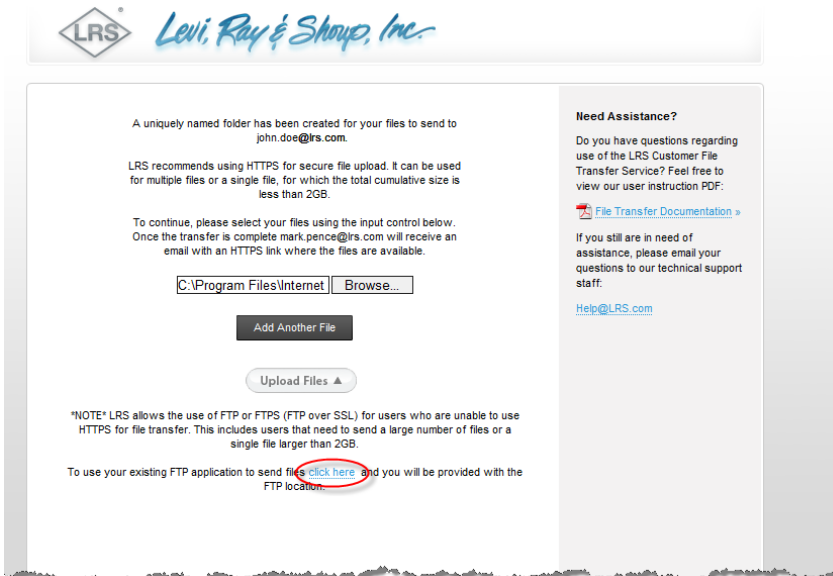


A page will open showing you the FTP host name and path for sending the files.
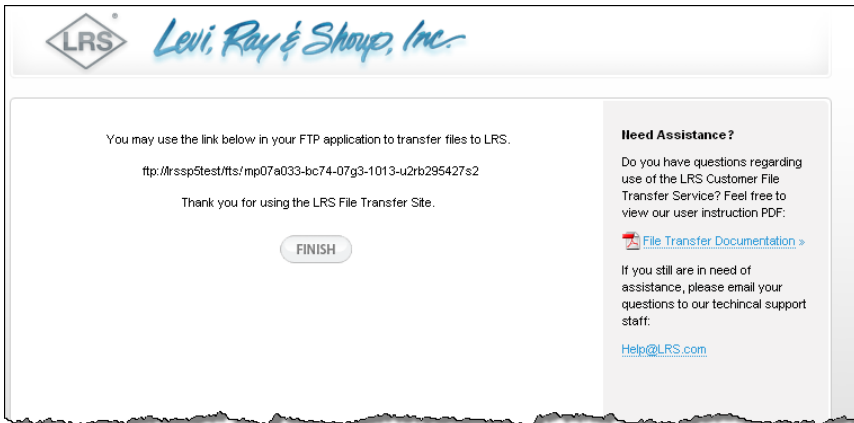
Use the provided host name and path in your FTP application to send the files.

**Note:** The File Transfer Service will immediately send an email to the recipient of your files, indicating that the files have been prepared for transfer. If you choose to send your files via FTP, you should immediately use your FTP application to send those files to the indicated File Transfer Service FTP address. It is possible that the person who is receiving the files may go to the FTP address before you have completed the transfer of your files. If this happens, the recipient will not see the expected files.

## Receiving a file from LRS via File Transfer Service

An email message much like the one shown below will alert you that a file has been sent from LRS to you via File Transfer Service. The email title will be **Secure File Upload Notification**.

An LRS employee (John Doe: John.Doe@lrs.com) has posted files to the LRS File Transfer site for you to receive. The following link will take you to the LRS File Transfer site where you will be allowed to receive the files from LRS.

Click here to receive the files

If you cannot use the link above, please copy the address below and paste it into your browser:

https://mypublic.lrs.com/FTS/download.aspx?FolderId= mp07a033-bc74-07g3-1013-u2rb295427s2

Comments:

Here is the file that you requested.

When you click on the link in the email or paste the address into your web browser, you will reach the File Transfer Service.

If the sender has required a password to open the file, you will see a page that asks you to submit that password.

If you do not know the password, contact the sender.

Once you supply the password, or if no password was required, you will see a page that lists the files available for you to receive.
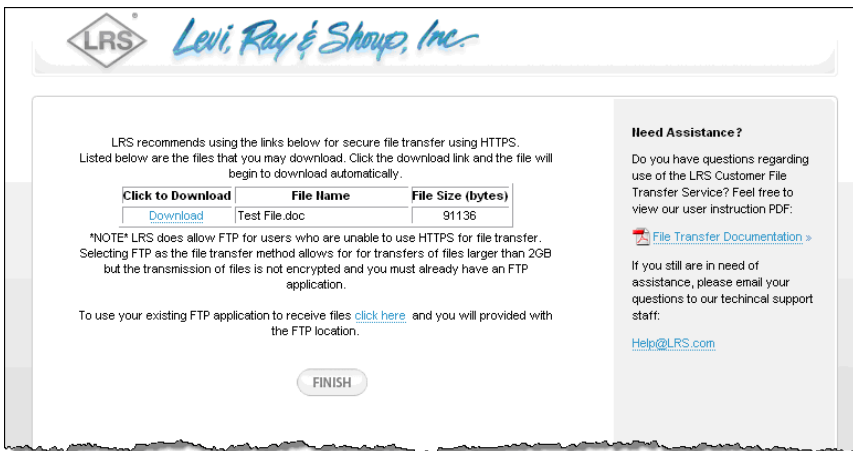


When this page appears, you can elect to receive the files via secured HTTPS or via FTP or FTPS.

**Note:** If the sender is using FTP to send files to the File Transfer Service, you may receive an email notifying you of the file transfer before that transfer is complete. If this is the case, you will not find those files when you go to the File Transfer Service page or FTP site. Please wait a few minutes to allow time for the files to be transferred, then try again.

## Receiving files from LRS using secured HTTPS

We recommend using secured HTTPS to receive files from the File Transfer Service. To receive your files using secured HTTPS, select the first file that you want to receive by clicking on its **Download** link.

Depending on your browser and operating system, each time you select a file, you may see a dialog box that looks much like the following.
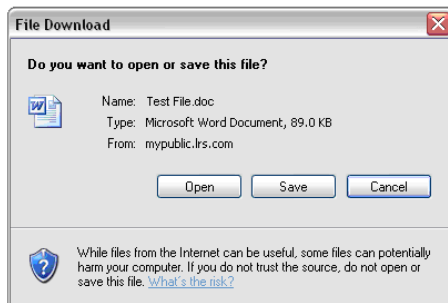


Confirm whether you want to immediately **Open** the file or **Save** the file to your hard drive.

Once the file has been received, you can return to the Download page to select and receive additional files.

## Receiving files from LRS using unsecured FTP

LRS recommends that you use FTP or FTPS to receive files if you are dealing with very large files or a large number of files. You must have an FTP application available on your computer to receive files via FTP. In order to use secure FTPS, your FTP utility must support FTP Explicit (Auth SSL), which requires it to have a "clear command channel after encrypted authentication" option.

If you prefer to receive the files using FTP, use the **click here** link on the Download page ("To use your existing FTP application to download files, **click here** and you will be provided with the FTP location."). A new page will appear showing you the FTP host name and path for sending files.



Use the FTP host name and path with your FTP application to receive the files. You should see the names of the available files when you reach the FTP address.