



Tech Info Library

Apple ftp Sites Frequently Asked Questions (2/97)

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TOPIC -----

This article provides an overview of ftp sites in general, a description of the ftp sites maintained by Apple, and answers to common problems.

DISCUSSION -----

What are ftp Sites?

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An ftp site is a server which has an Internet connection and uses the File Transfer Protocol (an agreed upon standard for transferring files using the TCP/IP protocol) to let you log on and download files.

Servers can be Macintosh computers, MS-DOS machines, or UNIX based PCs or workstations. Limits, such as the number of users logged on, can be placed on an ftp site. Obviously, the more memory and processor speed a machine running as an ftp site has, the better able it is to handle more users, more file transfers, and so on.

Apple's ftp Sites

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There are currently a number of ftp sites maintained at Apple, most of which are located in Austin, TX or Cupertino, CA. We are constantly adding additional ftp servers:

- ftp.info.apple.com (Austin, TX)
- ftp.apple.com (Cupertino, CA)
- ftp.info.euro.apple.com (Zeist, the Netherlands)

- The following web page (<http://support.info.apple.com/ftp/mirrors.html>) lists *all ftp sites* Apple has around the world. The ftp.info.apple.com site(s) has a current capacity of over 2,000 concurrent ftp sessions, with several thousand more coming this winter and spring - all served by 3 T-1s and a T-3 connection. (ftp.apple.com has capacity for approx. 1,000)

Apple Computer Gopher Server

gopher://gopher.info.apple.com/

Contains both the complete collection of Apple Software Updates and the Apple Tech Info Library.

How the Software is Posted
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All files are compressed using Stuffit Deluxe into self extracting archive files (usually identified by the .sea suffix appended to the end of the file name). They are then converted to the BINHEX format uploaded using Fetch (see the next section for an explanation of software). We then download and check each file we upload.

Many files start out as Disk Images. Customers downloading disk image files need to download and use Apple's Disk Copy application to create floppy disk copies of each disk image. There is a Quick Reference Guide (QRG) on how to use Disk Copy available from the Apple Fax Info system, as well as document "Dealing with Disk Images" posted on info.hed.apple.com in the Apple Support Area.

The Software That is Available
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The Apple software updates collection is very large and is broken into two major categories: US and Worldwide. Inside the worldwide directory, is a large of localized software - that is, software that has been translated into other languages for use with localized MacOS systems.

Inside both the US and Worldwide folders is the following directories, many of which contain subdirectories:

- Apple II
- DOS-Windows
- Macintosh
- Newton
- UNIX (on some servers)

What software You Should Use
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In general, Apple recommends that you obtain the latest version of an application that uses the ftp protocol to transfer files.

The following are the most common applications, many of which are included in the Apple Internet Connection Kit, now available in the USA.

Fetch 2.1.2 or 3.0

An application developed at Dartmouth College; the most popular ftp client for Macintosh users. It automatically downloads and converts the binhexed files to

the .sea file format.

Anarchie 140

Anarchie is an ftp and Archie client. It lets you browse ftp sites, download files, or find them using an Archie server. It requires System 7 and MacTCP 1.1 or later. Anarchie lets you view any directory as a folder, making it a very Macintosh-like application.

Turbogopher 1.0.8b4

An Internet surfing application developed by the University of Minnesota, capable of downloading and converting binhexed files to the .sea file format.

Netscape Navigator

A web client from the NetScape Communications Corp.

Microsoft Internet Explorer

A web client from Microsoft Corp.

Common Problems

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The following common problems may be encountered by customers on Apple's ftp servers.

ftp server: cannot log on

You cannot log on due to the maximum concurrent user limit. You should try again later or another Apple ftp server.

Apple Computer gopher server: cannot download files successfully, ftp client reports "end of file error" or "EOF error"

We do verify each file we upload, but occasionally files do get corrupted and we replace them.

However, most of the time, you cannot download a file due to one of following problems:

- Not using most current version of ftp client, such as Fetch 2.1.2 or Fetch 3.0.
- The server connection "times out" or disconnects. Try logging on again, either early in the morning or late at night.
- You cannot establish a consistent connection with any ftp site. Make sure TCP/IP software is the most current version.

Other Commercial Online Services Apple Supports

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Currently Apple publishes to America Online and CompuServe in addition to the Internet.

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06 Feb 1996 - Updated urls.

09 Jan 1996 - Updated article, removing AppleLink, updating Internet references.

21 May 1996 - Removed reference to eWorld

Support Information Services

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