

FAQ: How do I download
or upload files from and to
Axiell ALM?

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Uploading files to Axiell ALM

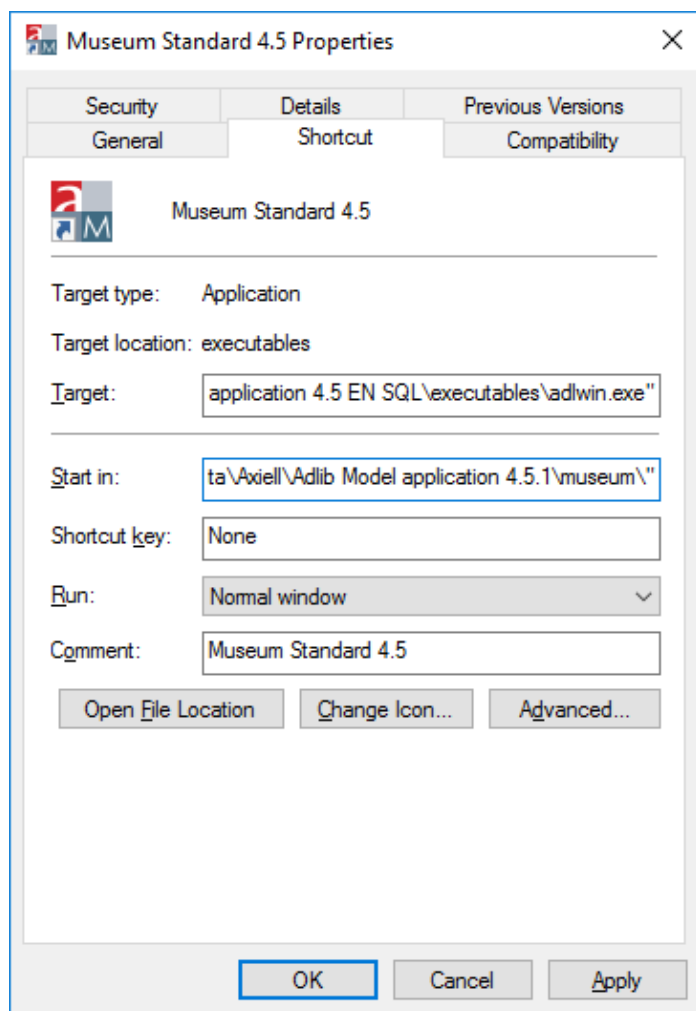
The Axiell ALM helpdesk or a Support employee has probably asked you to send them one or more of your Axiell/Adlib folders*, files or databases via our file exchange service <https://axfer.axiell.com/>.

1. The first thing you have to do is to pack the relevant folder or files into one compressed file. Do this with a program like [WinZip](#) or [WinRAR](#). Make sure the folder structure remains intact while packing the files (this usually happens automatically). Packing your files into one compressed file has the advantage that it needs less disk space and can be sent faster over the internet. (If you are sending a backup of an Adlib SQL database, then also pack that backup in a compressed file.) Note that the maximum allowed file size for uploading is 10GB. Give your compressed file a unique and clear name (for instance the name of your institution plus a sequential number or date, e.g. *MuseumOfSillyWalks15-01-2019.zip*) so that Axiell employees can recognize the file immediately.

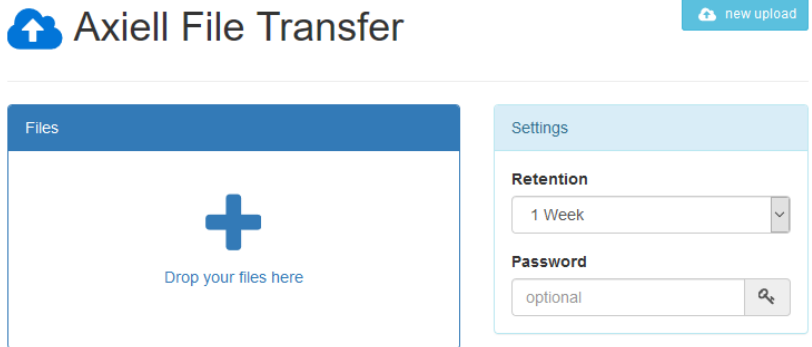
* If you have been asked to send your Adlib application to the helpdesk, then from your Adlib Software folder (which might be located underneath *C:\ProgramData* or *C:\Adlib* for example**, but not necessarily) you must send the following subfolders: *\adapls* (or *\adapl sources* and *\adaplbins*), *\bin* or *\executables*, *\screens*, *\texts*, *\data* (possibly without the *.cbf*-files), *\worddoc* and the subfolder with the name of your application, *\museum* for example. The *\images* subfolder and/or any *.cbf* databases (if you're not using a SQL database) or a backup of your SQL database itself (these can be very large files) only need to be included if requested. (The [general installation guide](#) has information about making backups.) So it's best to create a copy of your Adlib Software folder first, and from that copy then remove the databases, images and linked documents if those are not required by the helpdesk. Then compress everything that

remains of the copy in a single compressed file, if possible.

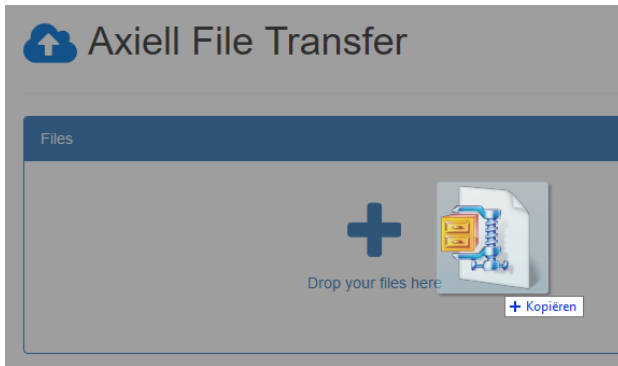
** To be sure that you are copying the right application files, right-click the desktop shortcut that you always use to start Adlib, and select *Properties* in the pop-up menu. In the *Start in* field on the *Shortcut* tab of the dialog which opens you'll find the path to your application.



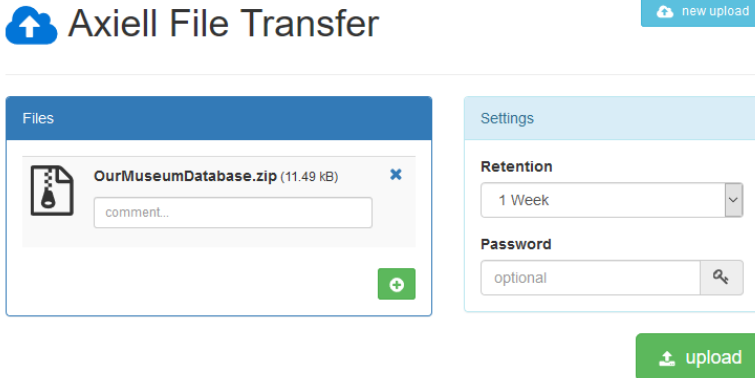
2. Keep Windows Explorer with the compressed file(s) visible on your screen, open a browser window next to it and go to <https://axfer.axiell.com>



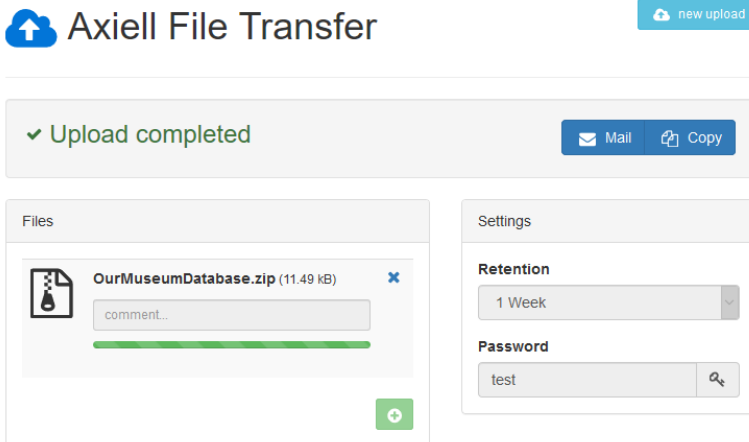
3. Now drag you compressed file from Windows Explorer to the box with a plus in it. You can do this with more than one file.



- Now set a *Retention* period to specify how long the uploaded file will be saved on the Axiell file exchange service, before it will be deleted. We recommend setting it to a week.
For extra safety you can set a *Password*: then the file can only be downloaded and decrypted on the other end if the password is known.



- Click the *Upload* button to transfer the file(s).



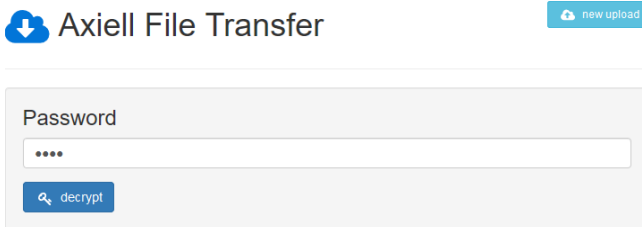
Once the upload is complete, click either the *Mail* button to open a new e-mail with a standard text like: "You can download the

files here: <https://axfer.axiell.com/59626432bf66>", or click the *Copy* button to copy the download link the Window clipboard after which you can open a new e-mail yourself and paste the download link in the e-mail. The download link is required on the other end to be able to download your uploaded file. If you chose to encrypt the upload with a password, then please provide this password in the same e-mail. Send the e-mail to your Axiell ALM contact or Helpdesk.

Downloading files from Axiell ALM

The Axiell ALM helpdesk or a Support employee has probably informed you that one or more files are ready for download. You may have received a download link similar to <https://axfer.axiell.com/59626432bf66> and optionally a password too.

1. Click the link to open the download page in your browser. Enter the relevant password if required and click the *Decrypt* button.



2. The download will become available. Simply click the file name. Select *Save File* in the dialog that opens and click *OK* to download the file to your computer's *Downloads* folder.

