

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 and/or database backups via our file exchange service

<https://axfer.axiell.com/>.

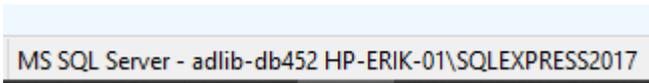
1. The first thing you have to do is to pack the relevant folders or files into (preferably) a single compressed file. Do this with a program like [WinZip](#) or [WinRAR](#). Make sure the folder structure remains intact while packing the files (this usually happens automatically). Packing your files into a 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 a SQL database, then also pack that backup in a compressed file, possibly a separate one if the file is very large.) Note that the maximum allowed file size for uploading is 10GB.

Give your compressed file(s) 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.

* Typically you'll have to send your Adlib/Axiell application files plus the database(s) to the helpdesk: the image files from your *\images* folder are usually not required, unless the helpdesk requested them and/or if you are sending your files because of an application migration which Axiell is going to perform for you. Your application files can be found underneath an Adlib Software or Axiell software folder (which might be located underneath *C:\ProgramData* or *C:\Adlib* for example**, but not necessarily). You must compress and send the following subfolders together: *\adapls* (or *\adapl sources* and *\adaplbins*), *\bin* or *\executables*, *\screens*, *\texts*, *\data*, *\worddoc* and the subfolder with the name of your application, *\museum* for example.

If your application uses *.cbf* files as the database files, then those

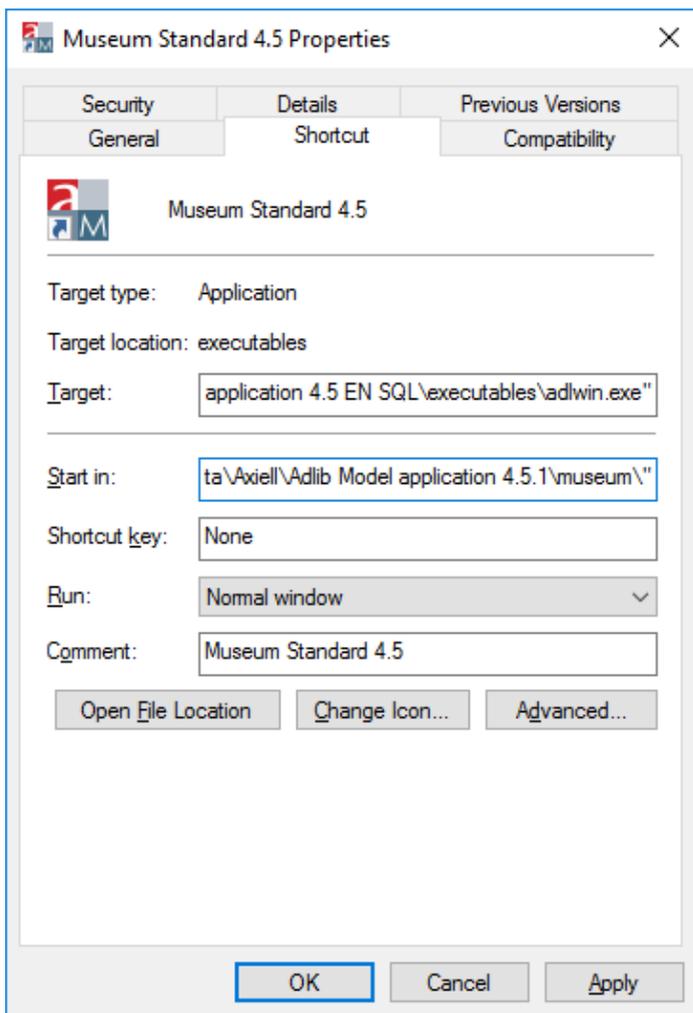
files will be present in the `\data` folder and you will already have included them in the zipped file. If on the other hand your application uses a SQL database, you'll have to make a new backup of that database and send it along with your application files. After you've opened a data source in Adlib for Windows, the status bar of the main window will tell you if you're using CBF or SQL Server and in the latter case it will also show you the name of the SQL database and the name of the server.



MS SQL Server - adlib-db452 HP-ERIK-01\SQLEXPRESS2017

A new backup of the relevant SQL database can be made in SQL Server Management Studio: in there, right-click your Adlib or Axiell database in the *Object explorer* and in the pop-up menu then select *Tasks > Back up*. On the *General* tab of the *Back up database* window, set the *Backup type* to *Full*: this will save the entire database including transaction log in the backup to be created. Further select a new or existing *Destination* file (note down the path) and set other options (on the options tabs of the *Back up database* window) as desired. Click *OK* to create the backup. Then use Windows Explorer to find the created backup file (with the *.bak* extension) in the path you remembered and compress the file with your zipping tool. Check that the resulting file doesn't exceed 10GB. (see http://documentation.axiell.com/alm/en/index.html?ds_general_topicsbackupsandlogging.html for more information about making backups, if you need it.)

** For Adlib for Windows users: 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.



(For Axiell Collections users: to be sure that you are copying the right application files, please contact our helpdesk if you don't know how find out which Collections installation uses which Axiell application.)

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

Files



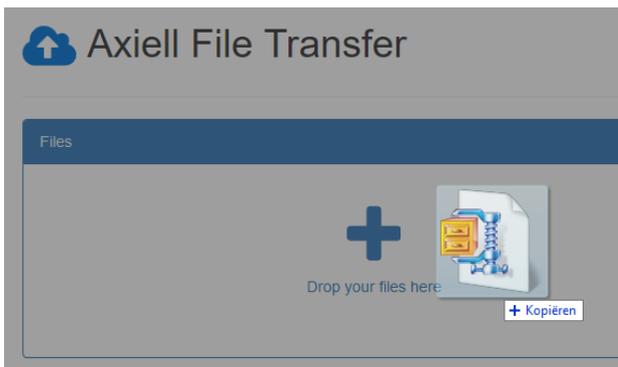
Drop your files here

Settings

Retention

Password

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



- The *Retention* period is used to specify how long the uploaded file will be kept on the Axiell file exchange service, before it will be deleted. We recommend leaving the setting as it is by default. We also recommend not setting a *Password*: the transfer is safe without it.

Files

 **OurMuseumDatabase.zip** (11.49 kB) ✕

comment...



Settings

Retention

1 Week ▾

Password

optional 🔍

 upload

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

✓ Upload completed

 Mail  Copy

Files

 **OurMuseumDatabase.zip** (11.49 kB) ✕

comment...





Settings

Retention

1 Week ▾

Password

test 🔍

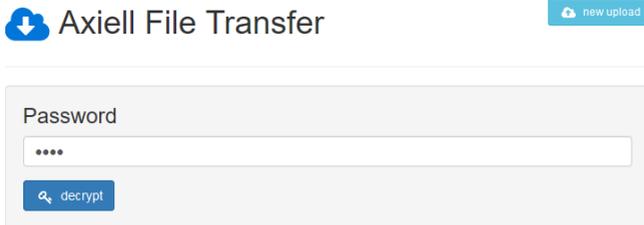
Once the upload is complete, click either the *Mail* button to open a new e-mail with a standard text like: “You can download the files here: <https://axfer.axiell.com/59626432bf66>”, or click the *Copy* button to copy the download link the Window clipboard after which you can open a new e-mail yourself, enter your own text and paste the download link in the e-mail. **The download link is required on the other end for us to be able to download your uploaded file: we cannot download your files without the**

download link so please make sure you send the link one way or another. 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 Axiell 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.

