Failed to connect to FTP server FTP1.EBSCO.COM ... : Name or service not known. ...

- **Article Type:** Q&A
- **Product:** Alma

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**Question**

I have been unsuccessful in trying to set up EDI invoicing with Ebsco and when I do Test FTP always get the error message "Failed to connect to FTP server FTP1.EBSCO.COM with user name ALM0027 and port 21 on error FTP1.EBSCO.COM : Name or service not known. Please check connection details. java.net.UnknownHostException: FTP1.EBSCO.COM : Name or service not known".

Ebsco have tested the FTP account using a program called CuteFTP and were able to access the ftp directory and view the test files.

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**Answer**

when I put the name of the EBSCO ftp server in lower case (ftp1.ebsco.com instead of FTP1.EBSCO.COM), the Test FTP is successful. I also changed the Input Directory from INVOICES to Invoices (with a capital 'I'). the Output Directory 'orders' is correct as is (with lower case 'o'). When you connect to the EBSCO ftp server manually and do a 'dir' command you will see that the two sub-directory are 

/Invoices
/orders

**Category:** Acquisitions - Alma

**Subject:** EDI - Alma

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