GENEWIZ's sFTP Data Download Guide

Note: If your results are being shipped to you via hard drive, you can track its shipment using the tracking number provided to you in the delivery email from GENEWIZ. If the results are being delivered via another data delivery method, such as AWS S3, Aspera, or other cloud-based methods, please refer to the delivery email for detailed information on the transfer.

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A. sFTP Client / Filezilla (Recommended Download Method)

1. If you have FileZilla or any other sFTP client, then please launch the program and skip to Step 4 below.

2. If you do not have FileZilla, then please visit:
   https://filezilla-project.org/download.php?show_all=1

3. Open FileZilla:

Figure A1. FilleZilla FTP Client's Icon

Figure A2. Folder location for FileZilla FTP Client in Microsoft® Windows® 7

4. Enter the proper credentials into FileZilla from GENEWIZ's correspondence/data delivery email and see Figure A3:
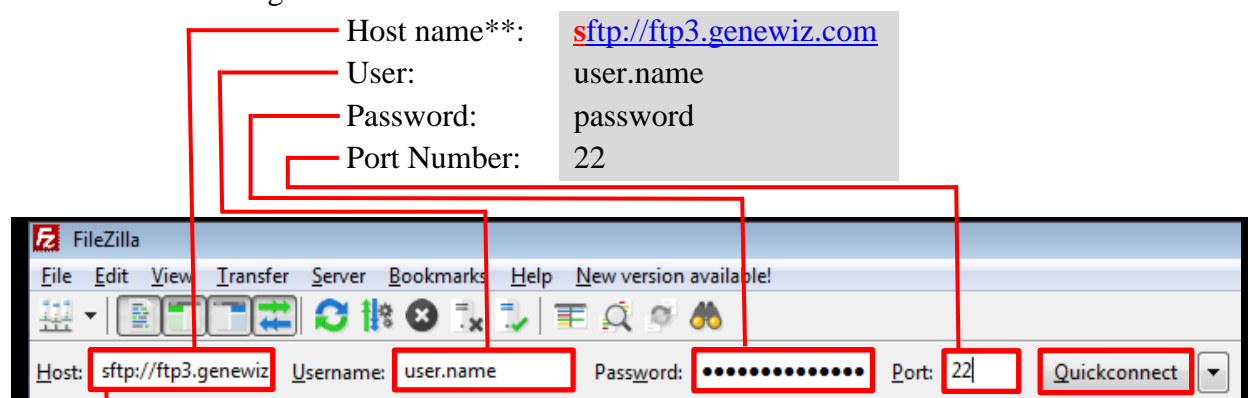
Host name**:	sftp://ftp3.genewiz.com
User:	user.name
Password:	password
Port Number:	22

Figure A3. Enter your sFTP credentials

Note: Please use **sftp://**ftp3.genewiz.com instead of **ftp://**ftp3.genewiz.com for the host name.

Note: This may be sftp://ftp2.genewiz.com

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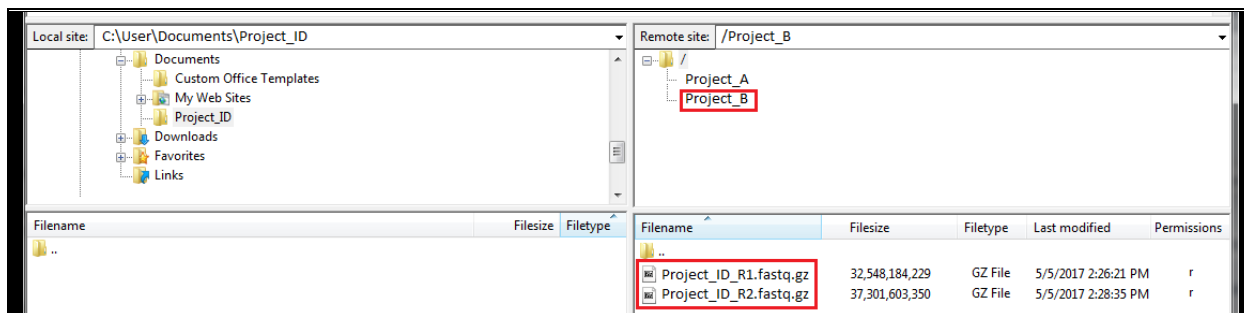5. Navigate to the Project folder that contains your files:

Figure A4: Project A and Project B will be stated as your Quote ID.

6. Download files from your sFTP account by either:
    a. Right click – Download
    b. Drag files from the right window to the left window in FileZilla
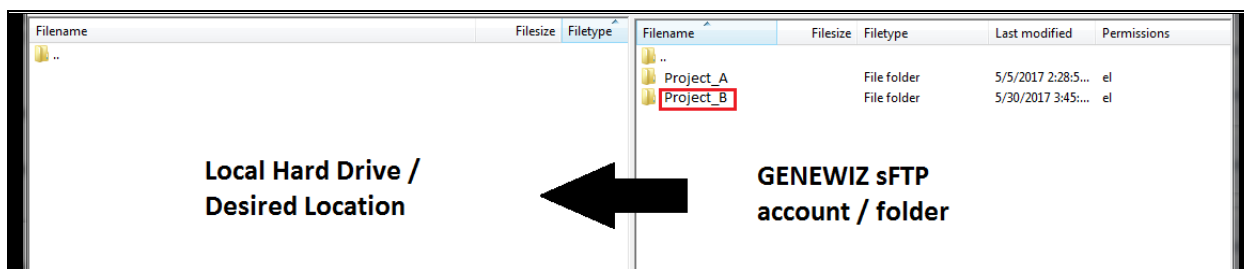

Figure A5: Project A and Project B will be stated as your Quote ID.

7. Check to see if the download was successful based on the following bottom tabs:
    a. Queued files
    b. Failed transfers
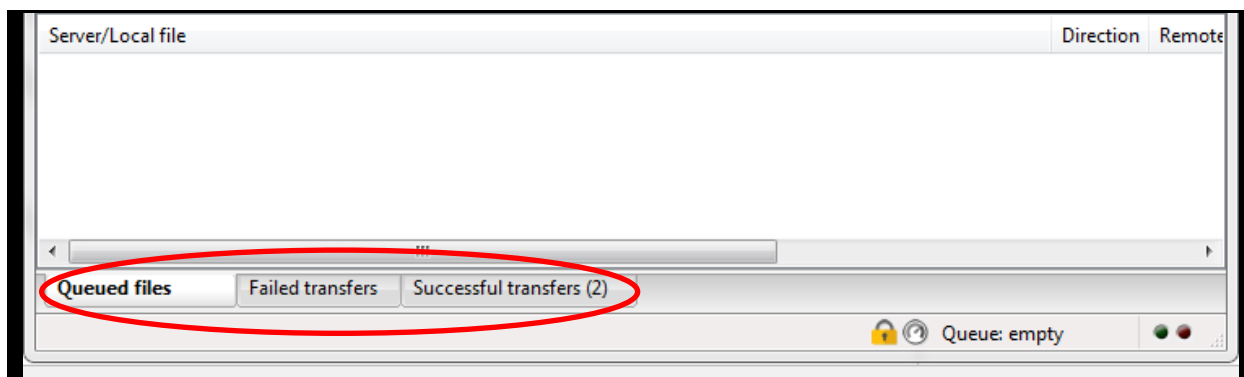   c. Successful transfers

Figure A6: Check for successful transfer of data

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B. <u>Command Line</u>

1. Open GENEWIZ's correspondence/data delivery email concerning your project:

Host name:	sftp://ftp3.genewiz.com/
User:	user.name
Password:	password
Port Number:	22

2. Open Terminal

Figure B1. Mac OSX / Linux – Terminal Icon

3. Type the following to login:

sftp user.name@ftp3.genewiz.com

4. Enter your password.

```
➢   sftp user.name@ftp3.genewiz.com
user.name@ftp3.genewiz.com password:
Connected to ftp3.genewiz.com
sftp>
```

Figure B2. Entering your GENEWIZ's credentials through command line

5. Set your local drive where you wish to download your project's files:

lcd <Folder name>

```
Connected to ftp3.genewiz.com
sftp> lcd
Desktop/        MyDocuments/        Readme.txt
sftp> lcd MyDocuments/
sftp>
```

Figure B3. Specifying where you will be downloading project files

6. View your folder and files in your project folder:

View all files or folders in your directory: ls or ll
Enter your project folder: cd <Project ID's Folder Name>

```
sftp> ls
Project_A/        Project_B/
sftp> ls
sftp> cd Project_B/
sftp> ls
Project_ID_R1.fastq.gz        Project_ID_R2.fastq.gz        Project_ID.bam        Project_ID.bai
sftp>
```

Figure B4. Browsing through your data on GENEWIZ's sFTP

7. Download all files within the folder:

Unix FTP command to download data from the GENEWIZ's sFTP: mget

mget will **only** download files in the directory that you are in. In cases of multiple subdirectories, then please use mget within each subdirectory to download your data.

Downloading all files within a directory: mget *

```
sftp> cd Project_B/
sftp> ls
Project_ID_R1.fastq.gz        Project_ID_R2.fastq.gz        Project_ID.bam        Project_ID.bai
sftp> mget *
```

Figure B5. Downloading all the files within Project_B folder

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C. Frequently Asked Questions (FAQs)

1. What can I do if I am unable to connect to the GENEWIZ server?

Answer 1: Please check with your internal IT team and confirm the following:

- There are no internal firewalls are blocking your access.
- Please check for blocked ports at your company or institution.
- Please try to connect from a different location: home; office; or library

2. What can I do to ensure that my data has been downloaded properly?

Answer 2: There are two steps that you can take:

- Please check whether the file sizes that you have are the same as the ones on the GENEWIZ's sftp server.
- Please perform an md5 checksum to compare the downloaded data against our generated md5sums.

3. May I ask GENEWIZ for extending the availability of my data beyond the 15-day limit?

Answer 3: Yes, we will gladly work with you if downloading is taking longer than expected. Please kindly send us an email at ngs@genewiz.com. We also suggest setting up your own storage options:

- Backup hard drive
- Your own institution or company's ftp or sftp.
- Cloud Storage: Amazon AWS; The Box; Google Drive; etc

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