Configuring your FTPS client to work with ftps.bol.com

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Global information

Configuring a FTPS client is pretty straightforward if you keep the following things in mind:
- Make sure you always use the latest version of your FTPS client
- Always use Passive mode FTP
- Make sure you select TLS 1.0 as the minimum encryption standard
- Make sure your firewall allows outbound connections to ftps.bol.com

Supported clients

The following clients are supported by Bol.com for connecting to our FTPS servers:

| Client	Minimum Version	Operating System
FileZilla	3.25.1	Windows, OSX, Linux
WinSCP	5.9.4	Windows
CyberDuck	5.4.0	Windows, OSX

Allowing connection through firewall

Before you can start with configuring your FTPS client, you need to make sure your firewall allows a connection to our server. Most desktop-based firewalls will give you a popup asking to allow the connection the first time your startup your FTPS client. If you are unsure if your firewall supports this, please ask your local IT administrator to validate this. The following connection must be allowed:

| Destination Host	Destination port	Protocol helper
185.14.168.220	21	FTP
185.14.168.220	40000..41000	FTP

FileZilla configuration

Go to the FileZilla Site Manager by following File → Site Manager (Bestand → Site Beheer) or press Control+s. A new popup will open allowing you to specify a new connection. Press the button "New Site" (Nieuwe site) to create a new configuration.
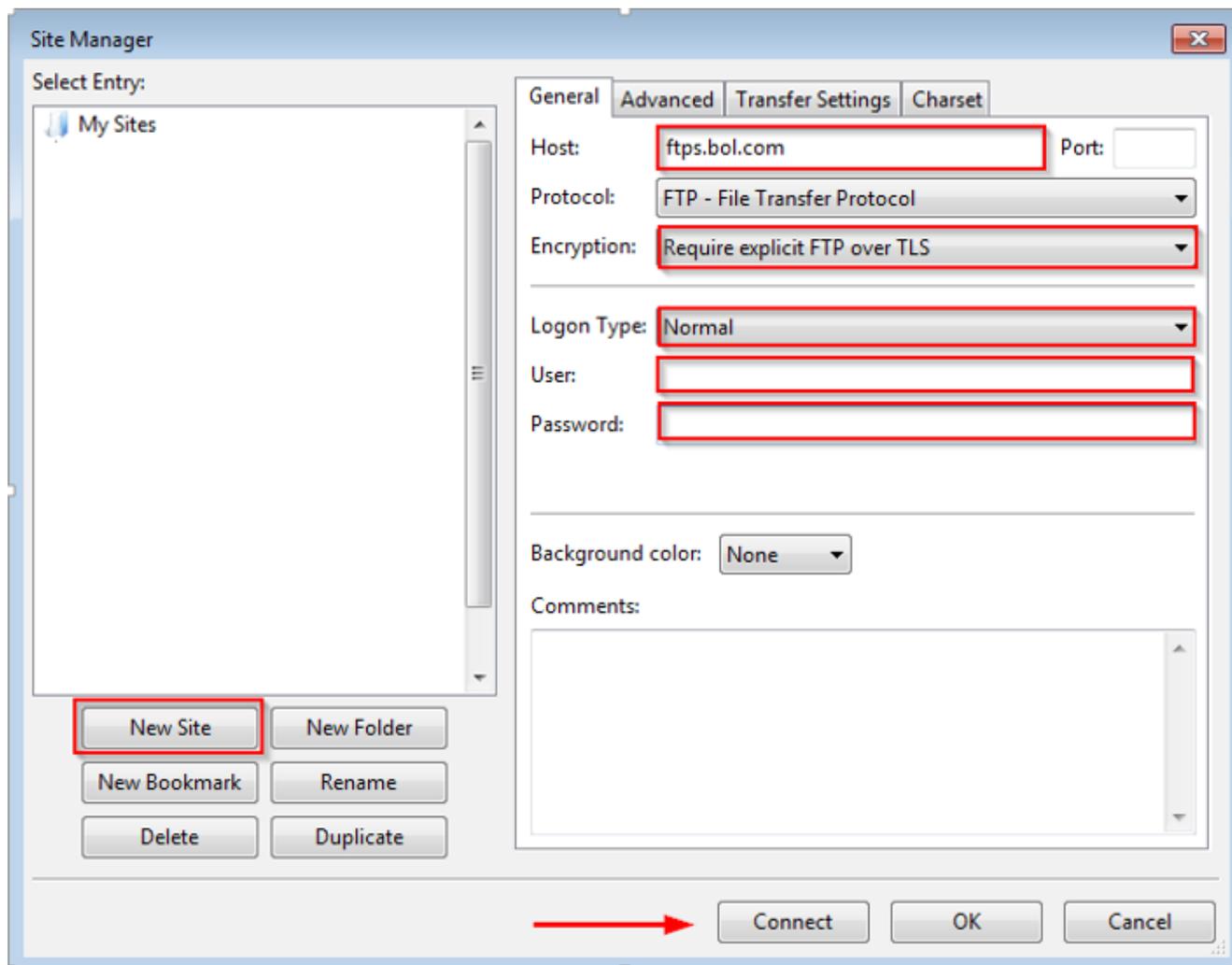
Field	Value	Description
Site name	Bol.com FTP	A label which you can use to identify this site within FileZilla.
Host	Ftps.bol.com	Server to make a connection with.
Protocol	FTP – File Transfer Protocol	The type of file transfer protocol to use.
Encryption	Require explicit FTP	The way in which FileZilla will establish an

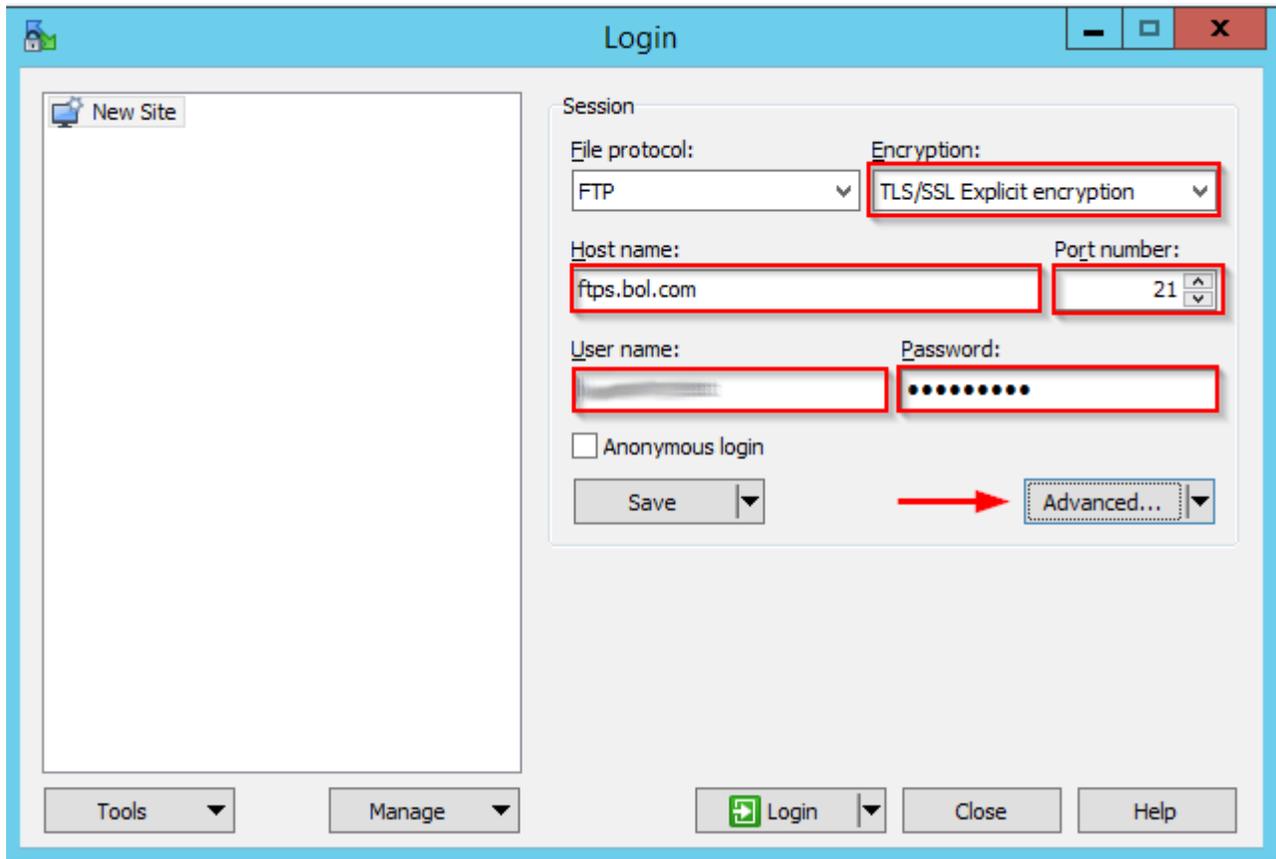|	over TLS	encrypted connection.
User	See your account details	The username you received from us.
Password	See your account details.	The password that belongs to the username you received.

Next, we need to set some additional configuration details. Go to the tab "Transfer Settings" (Overdrachts instellingen ?), and make sure that the option 'Passive' (Passief) is selected.
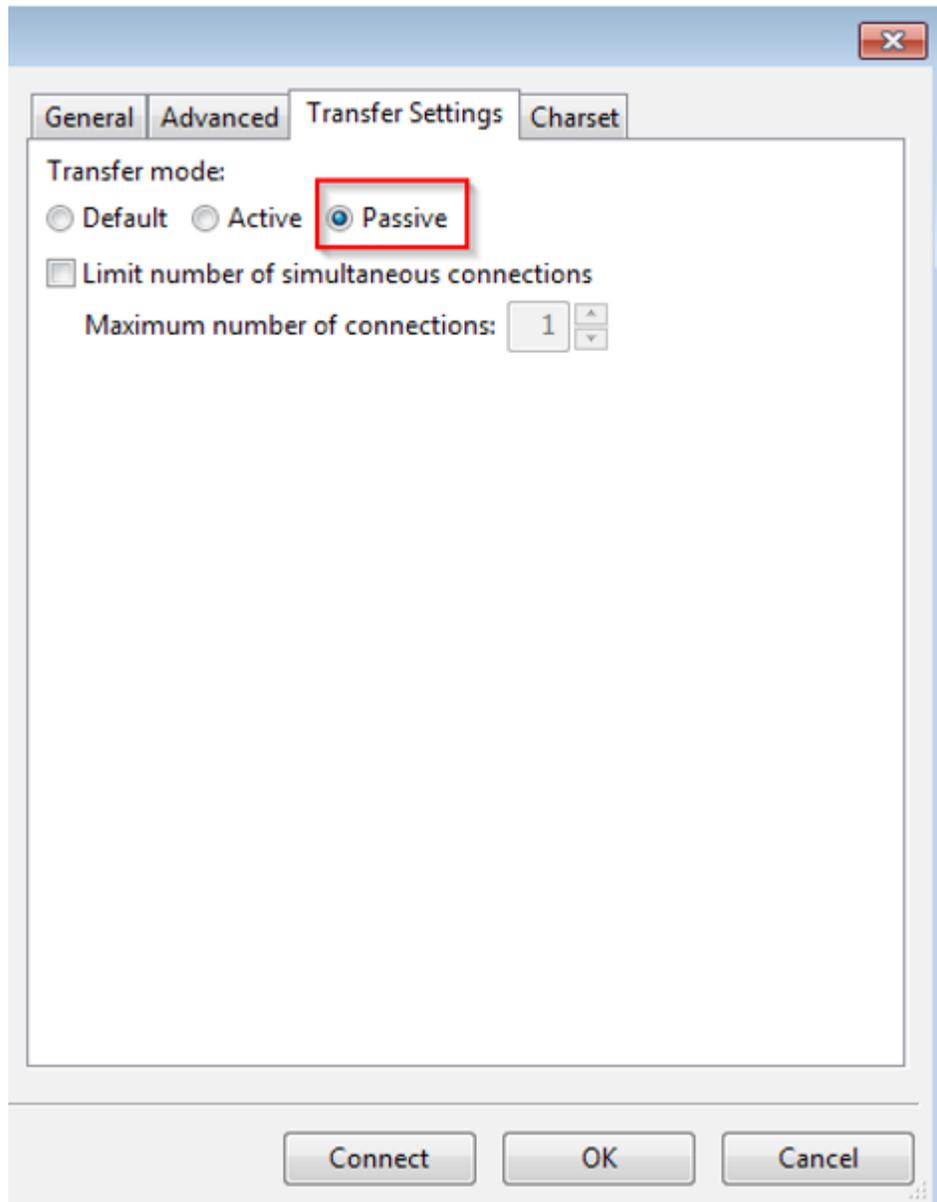
Finally, press 'OK' to save the settings. To connect to this newly configured site, go to your Site Manager, and doubleclick on the entry you just created.

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WinSCP configuration

Once you startup winscp, a popup will appear, which allows you to specify a new site.


Field	Value	Description
File protocol	FTP	The type of file transfer protocol to use.
Encryption	TLS/SSL Explicit encryption	The way in which FileZilla will establish an encrypted connection.
Host name	Ftps.bol.com	The server to connect to
User	See your account details	The username you received from us.
Password	See your account details.	The password that belongs to the username you received.

Next, you will need to configure a couple of advanced properties for this connection. Click on the 'Advanced' button. In the dialog box that pops up, click on 'Connection' in the left of the screen, and make sure that the checkbox before 'Passive mode' is selected.
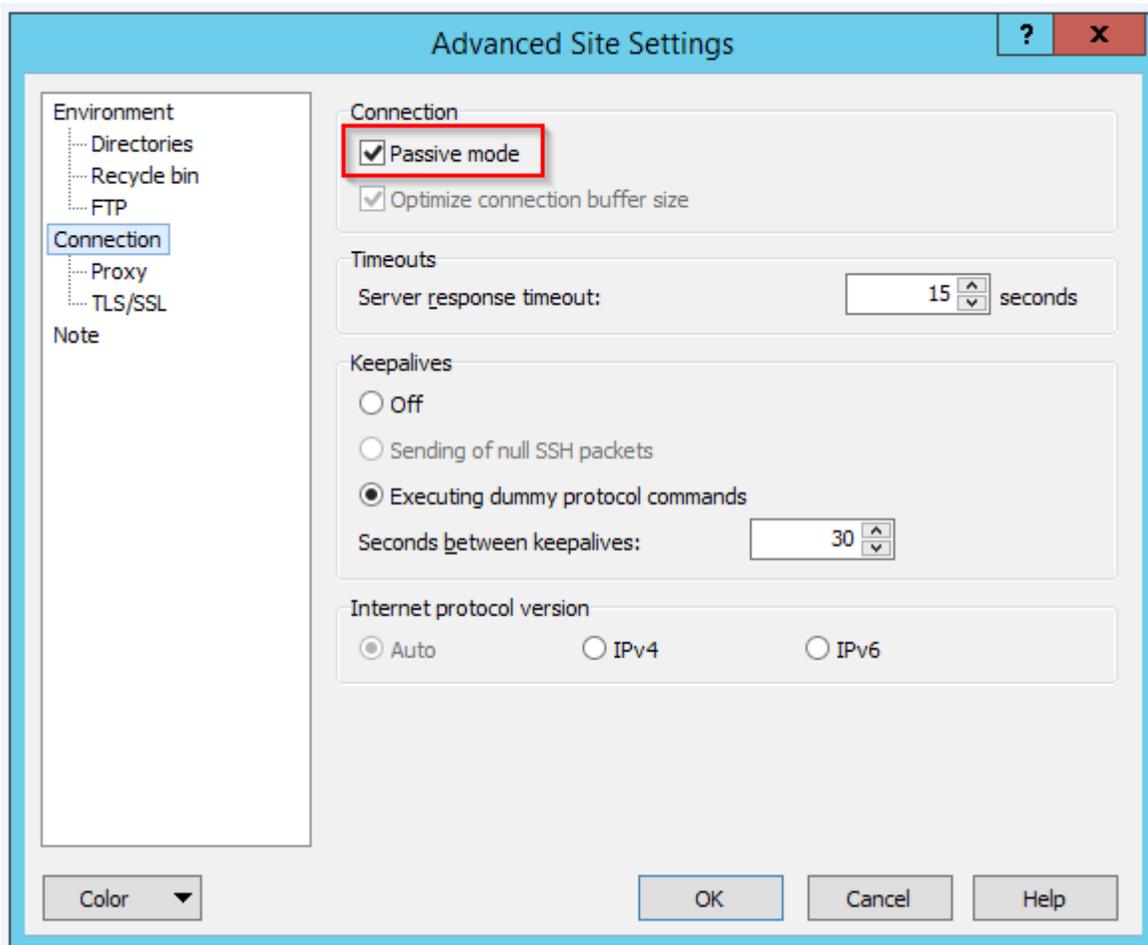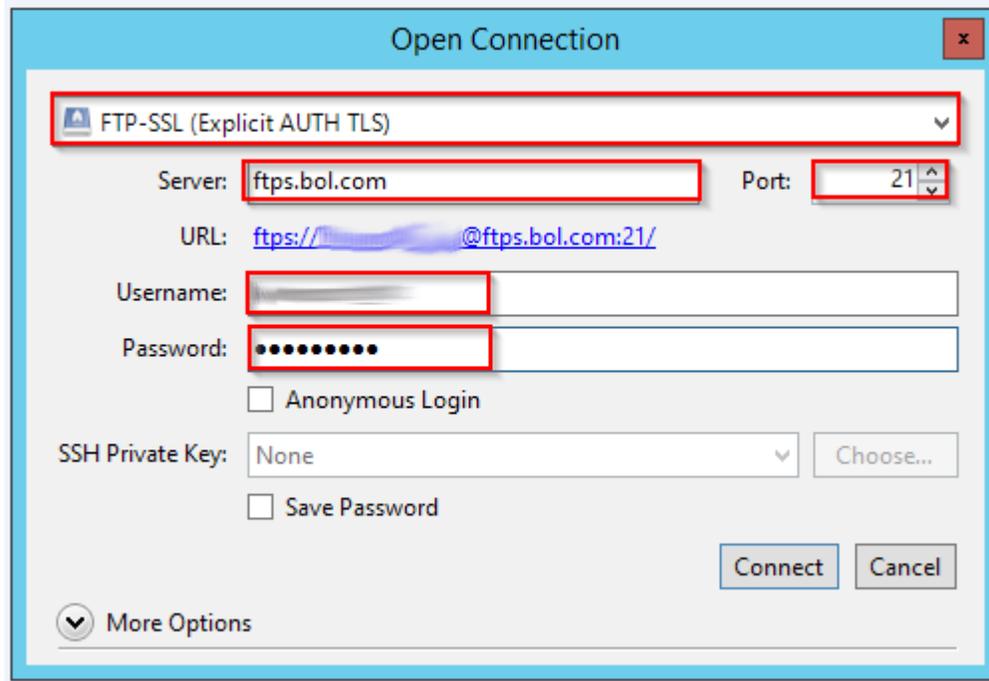
The last thing that needs to be configured, are the TLS settings. Navigate to "TLS/SSL" on the left of the screen. Under "TLS/SSL options, make sure that you select "TLS 1.0" for the "Minimum TLS/SSL version".
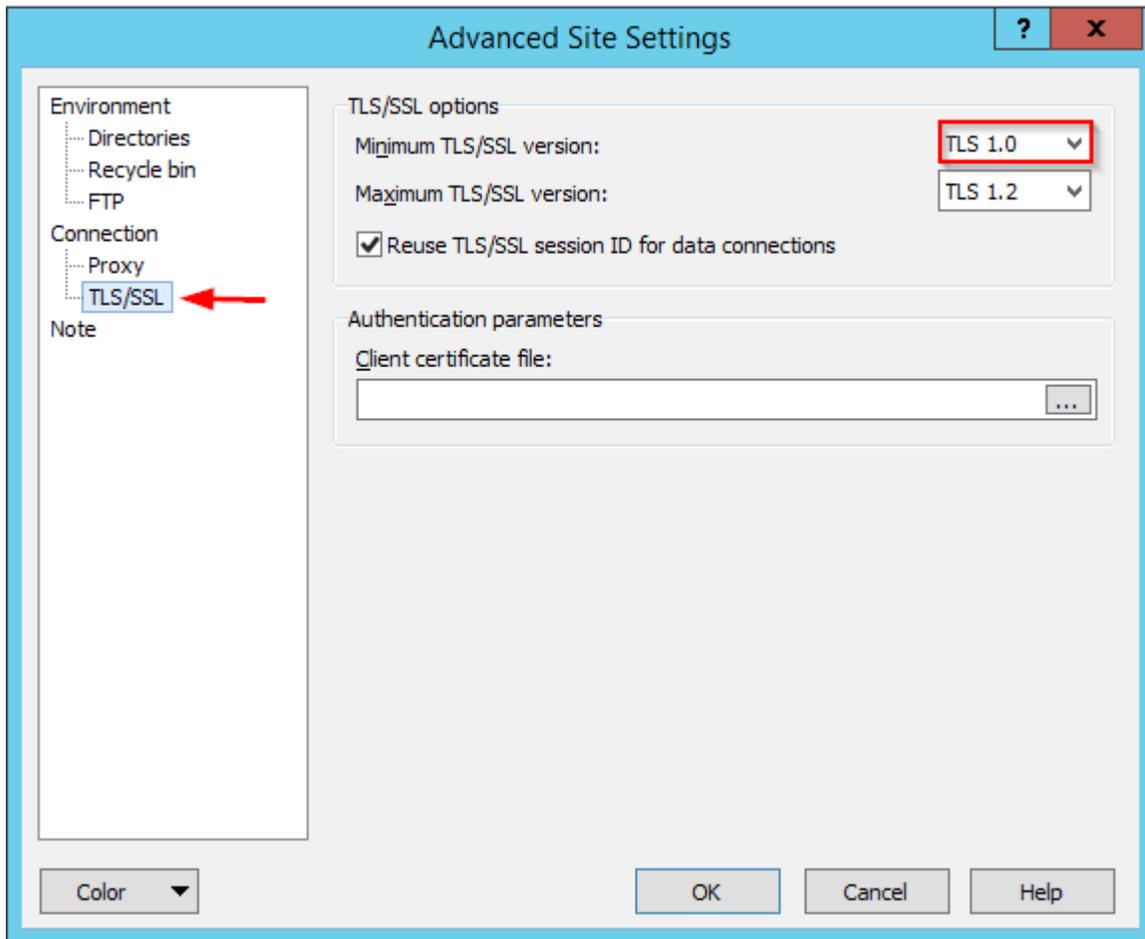
Cyberduck configuration

In Cyberduck, click on 'Open Site' to configure a new connection. A popup as can be seen in the screenshot below will appear:

Start off by changing 'FTP' to 'FTP-SSL (Explicit AUTH TLS)'. Next, fill in 'ftps.bol.com' on the Server field. Your username and password can be configured in the corresponding fields as soon as you disable 'Anonymous Login'. Click on 'Connect' to save the connection.