

Loading and Assigning Images Using the FTP Server

This guide will take you through the steps on how to load images into Product Manager by using an FTP server. This will enhance the look of your content and give the buyer a better shopping experience.

What you will need before you start

1. Images - All images you wish to upload and sync to your items (Supported file formats – JPEG)
2. FTP Server Client
3. Association Guide - Please [click here](#) to download the association guide.

Step 1

If you do not have an FTP client you will need to download one. NOTE: Basware does not provide support on the FTP client.

Step 2

To create a connection with the server, simply enter the relevant host details below:

PRODUCTION: 212.124.224.188
PRE-PRODUCTION: 167.216.140.188
Port Number: 22

Then simply enter your Basware username and password that you use to access the system.

NOTE: You need to have the supplier administrator role

Step 3

Once you have a successful connection, you can start selecting your image files by using the directory tree to navigate through your local machine.

Once you have selected your images, these will transfer over onto the server.

NOTE: This may take some time depending on connection speeds etc.

Hints & Tips:

- 36,000 images can be loaded if your image files are 2mb each
- Supported file format is JPEG
- All other file types will be rejected
- Your images will be stored on the server for a maximum of seven days, once this period elapses your images will be removed off the server

Step 4

In order to sync these images to items, you will need to prepare an association file ready for upload. Please see [this guide](#) on how to create an association file.

Hints & Tips:

- If the association file is uploaded with the same name as one already in the system, then it will replace that one.
- If the association file is not uploaded within seven days, you will lose your images off the server.
- If you load an association file before your images have transferred, the system will only associate the current images from the server.
- To confirm your images have successfully associated go to the Items tab and select one of your Items that you associated Multiple Images to.

**For any queries, please contact the Basware
Customer Service Portal
<https://basware.service-now.com/bw>
Or call 0845 603 2885**

About Basware

At Basware we help our customers to optimise their procurement activity by removing cost and complexity in their processes and empowering them with access to the best deals backed up with maximum transparency and visibility of their buying activity. With an optimised Purchase to Pay capability buyers have total control over their third party spend and get real value for every pound.