

Connecting to MobilSense SFTP with FileZilla

This guide sets up FileZilla to send and receive files with MobilSense. It takes about five minutes, and you only do it once.

Before you start

You need three things:

- **FileZilla Client**, installed on your computer (free from filezilla-project.org). Be sure it's the Client, not FileZilla Server.
- **Your username**, which we sent you when we set up your account. It is all lowercase.
- **Your private key file**. This is the file created at the same time as the key you sent us. It usually ends in `.ppk`. If you set a passphrase when you made it, you'll need that too.

You do not need a password. Your key file takes its place. Never send us your private key file; we only ever need the public key, and we already have it.

Set up the connection

Use FileZilla's Site Manager, not the Quickconnect bar at the top. The Site Manager remembers your key file; Quickconnect does not.

1. Open FileZilla. Click **File**, then **Site Manager**.
2. Click **New site** and name it `MobilSense`.
3. On the **General** tab, fill in exactly these values:

Setting	What to enter
Protocol	SFTP - SSH File Transfer Protocol (not "FTP", which is the default)
Host	sftp.mobilsense.com
Port	22 , or leave it blank
Logon Type	Key file
User	Your username, exactly as we sent it (all lowercase)
Key file	Click Browse and choose your private key file

4. Click **OK** to save. Setup is done.

The Protocol setting is the one most often missed. If it still says "FTP", the connection will fail every time.

If FileZilla offers to convert your key file to another format, click **Yes**. That is normal and harmless.

Connect and transfer files

1. Open **File** → **Site Manager**, pick **MobilSense**, and click **Connect**.
2. The first time only, FileZilla shows an "Unknown host key" window. This is expected. Tick **Always trust this host** and click **OK**. For extra safety, check that the fingerprint shown matches one of these:

```
SHA256:6RQoC4DvWSoLPkQdHCCnzbsBGZSJk8zp/k5IsEdU51g (ED25519)
SHA256:z8MWjWS2sEEpawM4DDNFb1pE5R2NtzsmXSYxU2BAwuo (RSA)
```

3. If your key file has a passphrase, FileZilla asks for it. Type it and click **OK**.
4. You're connected when the right-hand side of the window lists two folders: `upload` and `download`.

To send us files, drag them into the `upload` folder. After a few minutes they disappear from `upload`. That is normal; it means we have picked them up.

To get files from us, open the `download` folder and drag the files you want to your computer on the left-hand side.

If it doesn't connect

First, check these common causes:

What you see	Likely cause	What to do
"Connection timed out" or "Connection refused"	Protocol is set to FTP, or the host name is wrong	In Site Manager, set Protocol to SFTP and Host to <code>sftp.mobilsense.com</code>
"No supported authentication methods available" or "Server refused our key"	Wrong key file, or no key file chosen	Check that Logon Type is Key file and that the file is the private key matching the key you sent us
Asked for a password	Logon Type is not set to Key file	Change Logon Type to Key file
Still times out with everything correct	Your company network may block outgoing connections	Ask your IT team to allow outgoing connections to <code>sftp.mobilsense.com</code> on port 22

If none of these fixes it, send us these three things:

1. **The FileZilla message log.** This is the scrolling text at the top of the FileZilla window. Right-click it, choose **Copy to clipboard**, and paste it into your email. A screenshot also works.
2. **Your public IP address.** Visit whatismyip.com from the same computer and copy the number it shows.
3. **When you tried**, with the date, time and your time zone.

With these, we can find your attempt on our side and tell you exactly what went wrong. Please don't include your key file or passphrase.