

Retrieving Identify Database Local Load Files via ShareFile

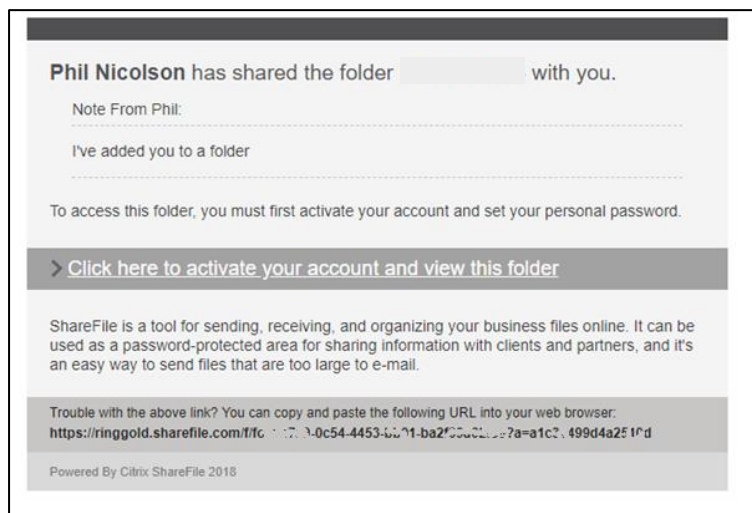
For security reasons, Ringgold uses the ShareFile portal for all file exchanges. On Friday of each week the most up-to-date version of the Identify Database is added to Ringgold's ShareFile account. Ringgold provides both full database and deltas files each week.

We provide a choice of two different ways to retrieve Identify Database files from Ringgold's ShareFile account:

1. **ShareFile web interface**
2. **FTP client**

For FTP connection issues, visit our Support page for troubleshooting advice:
<https://support.ringgold.com/ringgold-ftp-troubleshooting/>

New Users: If you require access to Ringgold's ShareFile account, please [get in touch](#) and our staff will provide a login. New users will be sent an email containing an activation link to the Ringgold ShareFile web platform. Click the link in the email and set a secure password:



Existing Users: If you have an existing Ringgold ShareFile login then please use this where instructed below.

1. ShareFile web interface access

Log in to the ShareFile web interface at <https://ringgold.sharefile.com>
The Identify Database can be downloaded from the folders below.

Full database files:

RINGGOLD

Dashboard > Shared Folders > Customer_interchange > Identify License Data > Identify_2.4 > Full Database

Full Database

Items in this Folder

	Name	Size	Uploaded
<input type="checkbox"/>	Ringgold Identify Database External Schema 2.4.20200601.pdf	380 KB	6/1/20
<input type="checkbox"/>	Ringgold_Identify_csv.zip	127 MB	1/26/22
<input type="checkbox"/>	Ringgold_Identify_json.zip	154 MB	1/26/22
<input type="checkbox"/>	Ringgold_Identify_objects_json.zip	91 MB	1/26/22
<input type="checkbox"/>	Ringgold_Identify_objects_xml.zip	103 MB	1/26/22

Email me when a file is: Downloaded from

Deltas files:

RINGGOLD

Dashboard > Customer_interchange > Identify License Data > Identify_2.4 > Deltas > data without ips

data without ips

Items in this Folder

	Name	Size	Uploaded
<input type="checkbox"/>	Ringgold_Identify_20220127_std_xml.zip	513 KB	1/26/22
<input type="checkbox"/>	Ringgold_Identify_20220127_std_json.zip	487 KB	1/26/22
<input type="checkbox"/>	Ringgold_Identify_20220119_std_xml.zip	401 KB	1/19/22
<input type="checkbox"/>	Ringgold_Identify_20220119_std_json.zip	379 KB	1/19/22
<input type="checkbox"/>	Ringgold_Identify_20220112_std_xml.zip	357 KB	1/12/22
<input type="checkbox"/>	Ringgold_Identify_20220112_std_json.zip	340 KB	1/12/22
<input type="checkbox"/>	Ringgold_Identify_20220106_std_xml.zip	156 KB	1/6/22

For the local load schema and other documentation, please consult the [Ringgold Support Site](#).

2. FTP client via ShareFile login

Anyone who requires access will be sent an email and this will include a link to the Ringgold ShareFile web platform, *as described above New Users section*. The FTP settings can be obtained in the ShareFile web platform:

- Log in to Ringgold's ShareFile web platform > <https://ringgold.sharefile.com/>
- Go to 'Personal Settings'
- Under 'Edit Profile', go to 'Advanced Connections'
- FTP Settings are shown at the top of the page

ShareFile is compatible with most well-known FTP clients for Windows and Mac. ShareFile acts as an FTP server and not as an FTP client. ShareFile does not automatically integrate with other FTP sites and servers directly. Further information can be found by visiting the link below.

<https://support.ringgold.com/ringgold-ftp-troubleshooting/>

For more information about supported FTP clients visit:

<https://support.citrix.com/article/CTX207860>

<https://support.citrix.com/article/CTX207859>

Further Assistance

If you require clarification on any aspects of these files, or require access, please do not hesitate to contact us.

Email your enquiries to Ringgold Customer Support support@ringgold.com.