Chapter 19:
Uploading/Downloading Files

Overview

Introduction

This chapter explains how to use Control Center® to transfer files between a Customer's computer and the CenturyLink Control Center server (i.e. Upload Misc Files). Downloaded files are files that CenturyLink places on the Control Center server, such as daily Customer Account Record Exchange (CARE) files, Automated Move To and From Reports, Call Detail Records (CDR) files, etc.

Appropriate system permissions are required to be able to view these menus and files. Please contact your Customer System Administrator (CSA) regarding permissions. For a list of CSAs, navigate to Control Center > Administration > My System Admin > Who is my System Admin.

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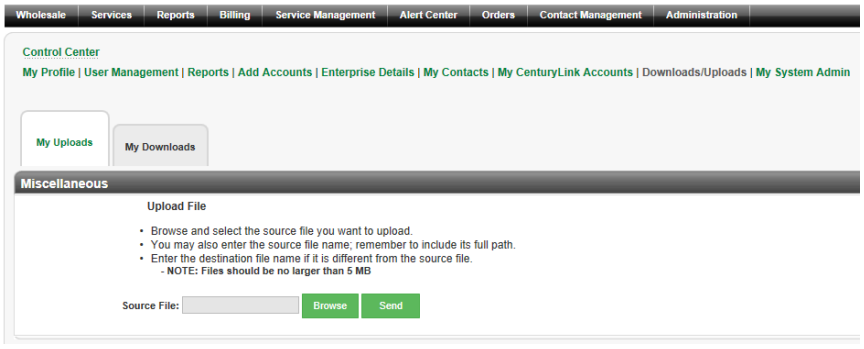
Uploading Files

Introduction

In addition to allowing users to upload batch files, Control Center also supports the upload of other file types. These miscellaneous files can contain any information the user wishes to share with CenturyLink Wholesale.

Procedure

Follow the steps in the table below to upload **Miscellaneous** files to the Control Center server.

Step	Action
1	From the Control Center menu bar, select **Administration > Uploads/Downloads > My Uploads** **Result:** The **Upload – Miscellaneous** page appears. 
2	In the **Source File** field, type the name of the file to upload (the directory structure must be included in the file name); or click the **Browse** button to navigate and choose the file to be uploaded. **Note**: If the file is to be uploaded with a different name, type the new name in the **Destination File** field (does not require the directory structure).
3	Click **Send**. **Result:** Control Center uploads the file to the CenturyLink Control Center server. A confirmation message will appear indicating the success or failure of the file transfer.

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Download File Types

Manual Download Files

Control Center allows users to download many types of files from the Control Center server to a computer. The table below briefly describes each type of file available for download.

File Type	Description
CARE Files	CARE (Customer Account Record Exchange) and PIC Dispute files are the network-ready status files provided by the local phone company for the one plus component. The CARE Files remain on the Control Center server for 90 days.
CDR Files	CDR files are Call Detail Record files for a Customer's CenturyLink services. CDR files remain on the Control Center server for 45 days.
Miscellaneous Files	Miscellaneous files include Transfer Reports, SAM Throughput information, or special report files that CenturyLink sends to the Customer. Miscellaneous files remain on the Control Center server for 30 days.
INT Files	INT Files are a fallout report for switched batch files. The information captured in INT Files are switched 8xx/ANI/calling card services that failed to transfer from one account to another, and require manual order form to be submitted. This information will already be in the switched batch results .WHL file, but these specific internal transfer failures are also captured in the INT Files. The .INT File will have the same name as the switched batch file it relates to. The INT Files remain in INT Files Directory for 60 days.

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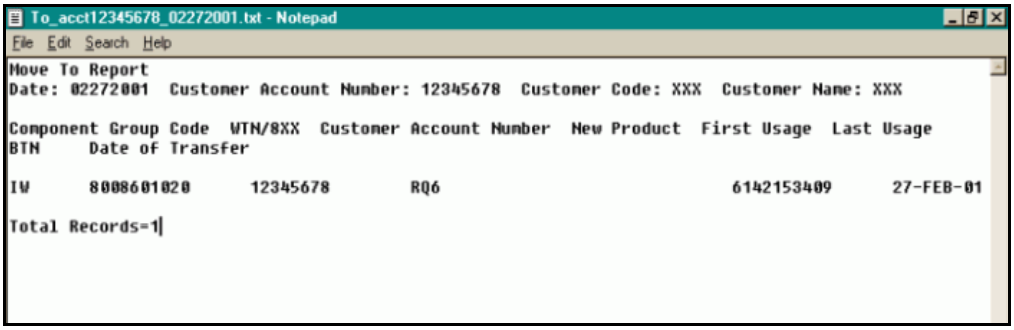
Download File Types, Continued

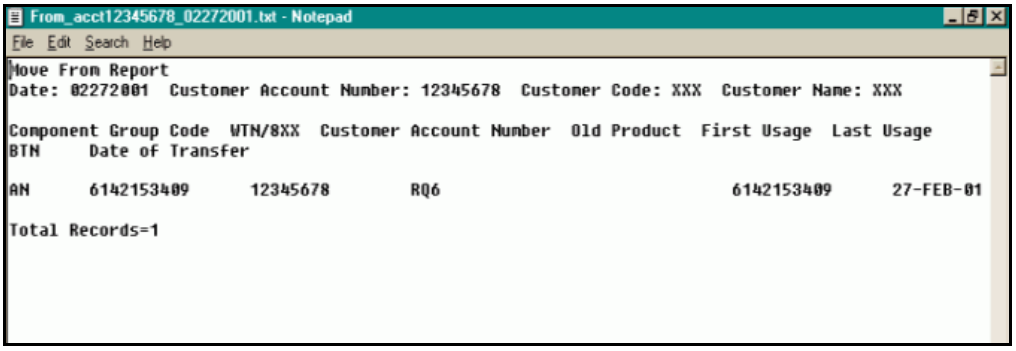
Automated Download Files

Control Center automatically downloads automated Move To and Move From reports to a Customer's **Miscellaneous** directory. The images below are examples of the Move To and Move From reports.

The Naming Convention for the Move To and Move From reports are comprised of the Customer's account number and the date of the file. See example of filename below:

To_acct12345678_mmddyy.txt (transfers TO Customer's account)
From_acct12345678_mmddyy.txt (transfers FROM Customer's account)





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Downloading Files

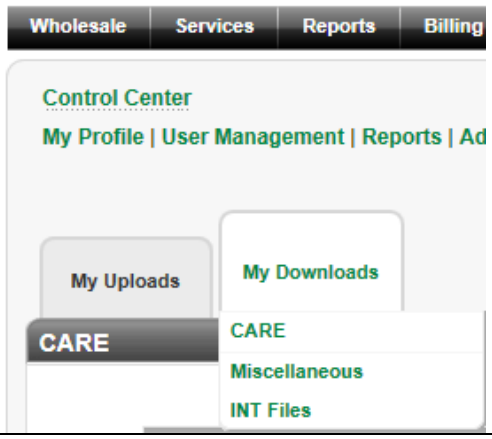
Introduction

Control Center supports the transfer of various types of files from the CenturyLink Control Center server to a Customer's computer. Files types include:

- CARE Files
- CDR Files
- Miscellaneous Files
- INT Files

Procedure

Follow the steps below to download files from the Control Center server to the user's computer.

Step	Action
1	From the Control Center menu bar, select **Administration > Uploads/Downloads > My Downloads** **Note:** Hover over the My Downloads tab to select CARE, Miscellaneous or INT Files 
2	Click the name of the file you want to download.
3	Select **Open** or **Save**, depending on if the file is to be opened or saved to the user's computer.

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Downloading CARE Files

Procedure

CARE (Customer Account Record Exchange) **and PIC Dispute** files are the network ready status files provided by the local phone company for the one plus component. The CARE Files remain in CARE Directory for 90 days.

To download CARE files, complete the following steps:

Step	Action
1	From the **Control Center** menu bar, select **Administration > Uploads/Downloads > My Downloads, hover over My Downloads tab to select CARE** **Result:** The **CARE** page appears.
2	Click the desired **filename**.
3	Select **Open** or **Save**, depending on if the file is to be opened or saved to the user's computer.

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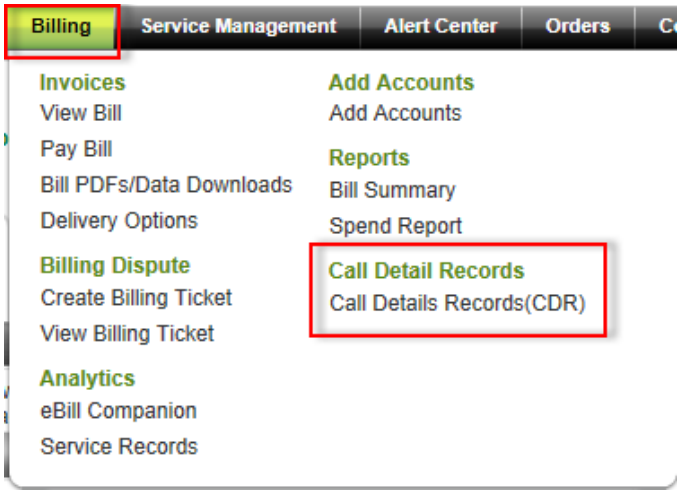
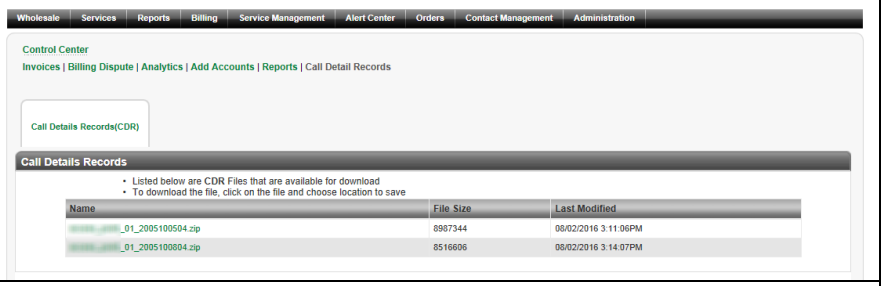
Downloading CDR Files

Procedure

CDR files are the Call Detail Record files. The CDR files remain in the CDR Directory for 45 days.

NOTE: CDR files have previously been available in Control Center under My Downloads. As of November 2016, the CDR files have been moved to Control Center > Billing menu.

To download CDR Files, complete the following steps:

Step	Action
1	From the **Control Center** menu bar, select **Billing > Call Detail Records > Call Detail Records (CDR)** 
2	**Result:** The **Download – CDR** page appears. 
3	Click on the desired **filename**.
4	Select **Open** or **Save**, depending on if the file is to be opened or saved to the user's computer.

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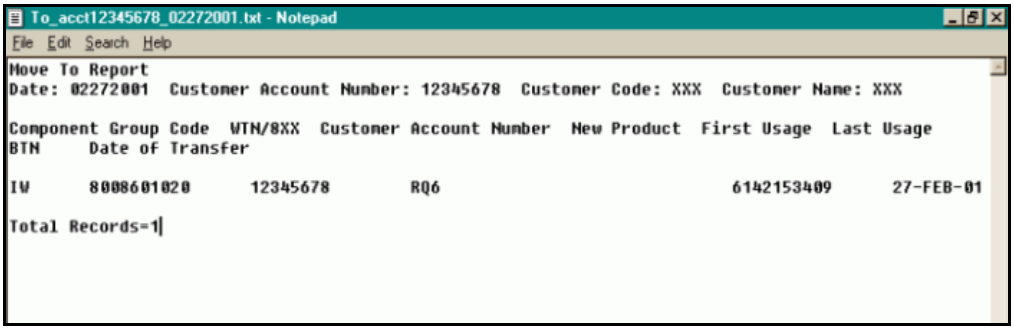
Downloading Miscellaneous Files

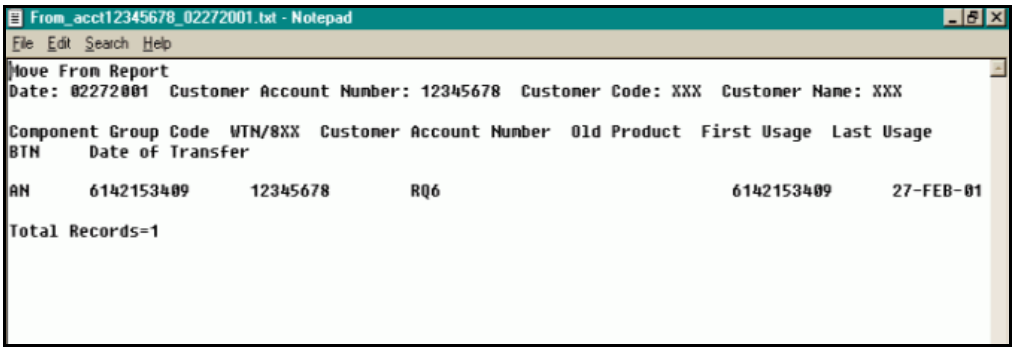
Procedure

Control Center automatically downloads automated Move To and Move From reports to a Customer's **Miscellaneous** directory. The images below are examples of the Move To and Move From reports.

The Naming Convention for the Move To and Move From reports are comprised of the Customer's account number and the date of the file. See example of filename below:

To_acct12345678_mmddyy.txt (transfers TO Customer's account)
From_acct12345678_mmddyy.txt (transfers FROM Customer's account)





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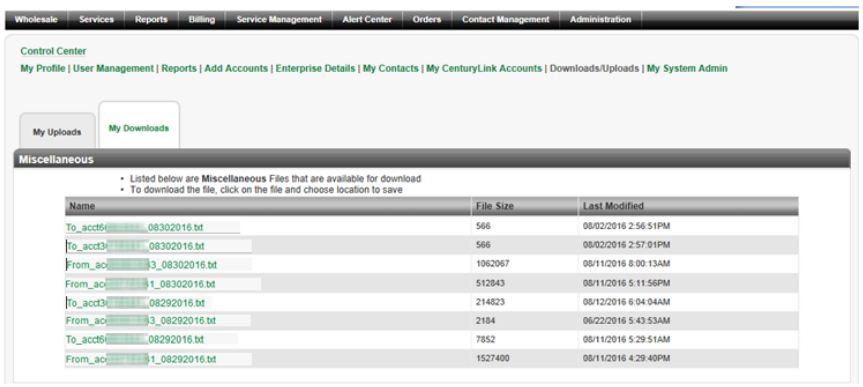
Step	Action
1	From the **Control Center** menu bar, select **Administration > Uploads/Downloads > My Downloads, hover over My Downloads tab to select Miscellaneous** **Result:** The **Miscellaneous** page appears. 
2	Click the desired **filename**.
3	Select **Open** or **Save**, depending on if the file is to be opened or saved to the user's computer.

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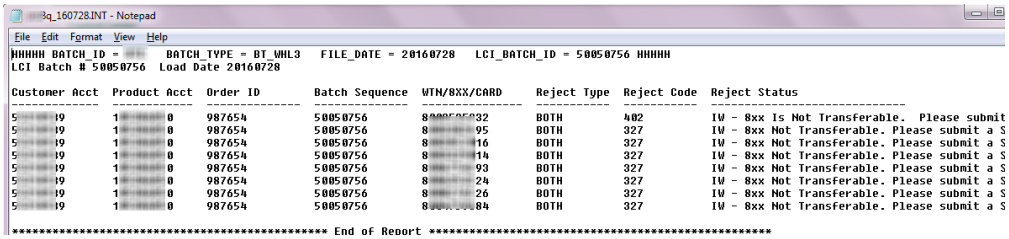
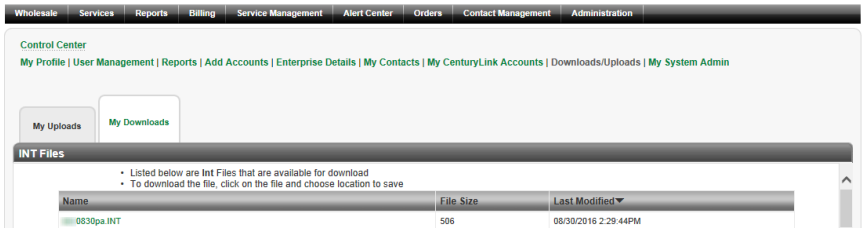
Downloading INT Files

Procedure

INT Files are a fallout report for switched batch files. The information captured in INT Files are switched 8xx/ANI/calling card services that failed to transfer from one account to another, and require manual order form to be submitted. This information will already be in the switched batch results .WHL file, but these specific internal transfer failures are also captured in the INT Files. The .INT File will have the same name as the switched batch file it relates to. The INT Files remain in INT Files Directory for 60 days.



To download INT files, complete the following steps:

Step	Action
1	From the **Control Center** menu bar, select **Administration > Uploads/Downloads > My Downloads, hover over My Downloads tab to select INT Files** **Result:** The **INT Files** page appears. 
2	Click the desired **filename**.
3	Select **Open** or **Save**, depending on if the file is to be opened or saved to the user's computer.

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Sorting Files

Procedure

Downloaded and uploaded files can be sorted in ascending or ascending order by clicking one of the following headings:

- Name
- Size
- Last Modified

To sort files, complete the following steps:

Step	Action
1	From the **Control Center** menu bar, select **Administration > Downloads/Uploads > My Downloads**.
2	Click one of the headings – **Name, Size,** or **Last Modified.**

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