KB97880198: Nexus - FTPExposer activity fails with "Exception caught FTP error STOR command failed 550 access is denied"

Summary

The Nexus FTPExposer activity fails to write `TIFF` files to its destination folder. The `FTPExpose.log` files shows these error messages:

```
13:36:02 Exception caught: FTP error. STOR command failed. (550) Access is
denied.

13:36:02 FTP Put failed

13:36:02 Tiff putFile[] Not Valid

13:36:02 FtpFile[] failed
```

Symptoms

Some but not all files fail in the FTPExposer activity.The `FTPExposer.log` file shows the above messages.

In NexusManager, you see these errors when you select the failed job:

```
Module: FTPExposer

InternalError - Tiff putFile[] Not Valid

InternalError - FtpFile[] failed
```

Solution

The FTPExposer activity contains a restriction of 64 characters for the name of the incoming `TIFF` files. When the `TIFF`'s file name contains more than 64 characters, you get the above messages in the `FTPExposer.log` file. This restriction exists in all versions of Nexus.

You need to check the output name settings in your **Rasterize Separations** or **Assemble Separations** activity.

It consists of several parts. It typically includes the Nexus Job Number, the input file name and the separation name. If any of the `TIFF` files has a name which consists of more than 64 characters (including the file extension `.TIF`), then you need to reduce the name of the `TIFF` file.

You can do this either by changing the name of the input file, by changing a long separation name to a shorter value or by changing the settings in the **Rasterize Separations** or **Assemble Separations** activity.

Keep in mind that separation names can have a variable amount of characters, so you need to check the name of the output `TIFF` file for the separation with the longest name.

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