Update a Product Catalog Dataset via SFTP

You can perform two types of updates for a product catalog:

- **Full update** — Replaces the entire catalog with the next successfully processed full file that the platform ingests
- **Partial update** — Adds rows or updates rows with the next successfully processed partial file that the platform ingests

> ℹ️ You cannot add columns, also called attributes or fields, to a product catalog through a partial update sent via SFTP. See Update a Product Catalog Dataset for options to accomplish that type of update.

In addition to CSV and TSV files, you can upload Gzip (`.gz`) and ZIP (`.zip`) files via SFTP.

> ℹ️ You can only use the `.gz` file extension for a Gzip file. Monetate doesn't accept files with the `.gzip` file extension.

You can access these files on the **Update History** tab on the dataset's details page in the Monetate platform.

> ℹ️ Monetate retains dataset files for 180 days from the date it was uploaded. Once a file is out of this retention period, it still appears on the dataset's **Update History** tab, but you cannot download it.


If a file is available for download, its filename appears in purple in the Update History table.

Setting Up Automatic Updates

To set up automatic updates for a product catalog, add the following information to your SFTP client.

- **Host** — sftp://sftp.monetate.net
- **Port** — 22
- **Protocol** — SFTP

The username and password you can find within Monetate by selecting **Sites** from the settings cog in the platform.
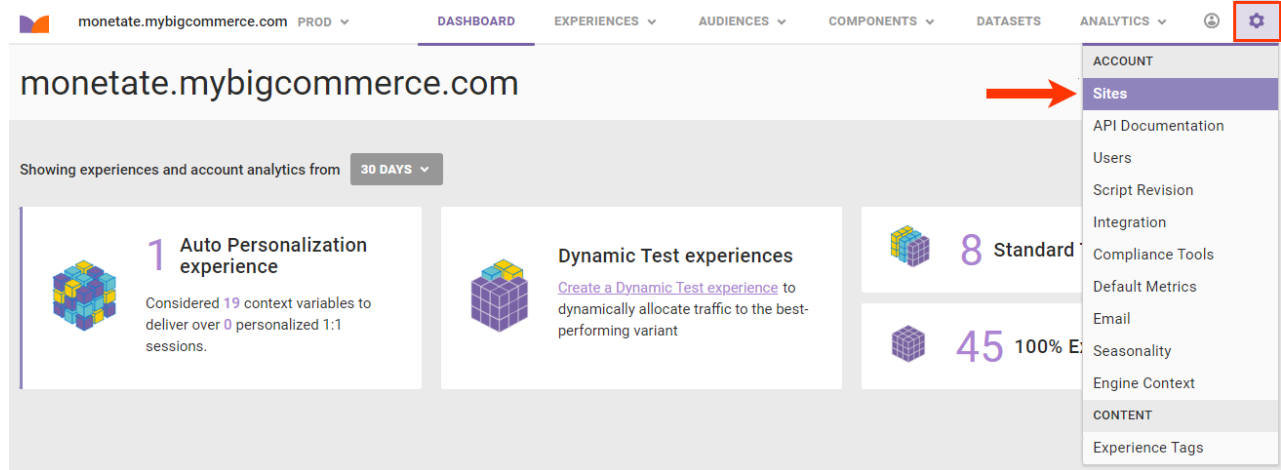
From that same page you can create new SFTP credentials or change an existing SFTP user password. See Manage SFTP Users for more information.

> ℹ️ You must have the Administrator role in the Monetate platform to set up SFTP users in the platform settings.

File-Drop Directories and Naming Conventions

There are two file-drop directories:

- /datasets/full — Use this location for full file updates
- /datasets/partial — Use this location for partial file updates

Follow this format when naming an update file: {datasetid}-examplefilename.csv

Replace {datasetid} with the unique ID for the product catalog you are updating. You can find this information in the platform by following these steps:

1. Click **DATASETS** in the top navigation bar, and then, if necessary, select **Product Data**.
2. Find the product catalog dataset that you want to update on the Product Catalogs view of the Datasets list page, click the upload icon for its entry, and then select **SFTP Info**.

3. Scroll to the bottom of the page to find the dataset ID.

Use the following information to send updates to Monetate:

1. Use your preferred SFTP client to connect to this server URL:

```
sftp://sftp.monetate.net
```

2. Navigate to this directory for FULL dataset updates:

```
/datasets/full
```

3. Navigate to this directory for PARTIAL dataset updates:

```
/datasets/partial
```

4. Add this required prefix to your dataset file name:

```
27580-
```

Ex: example.csv becomes 1956-example.csv

Your uploaded file will be detected within 15 minutes, after which point its status will be visible in the UI

CLOSE

> ❗ You must use a hyphen (−) between the dataset ID and the filename. The upload or update will fail if the dataset ID and filename are not separated by a hyphen.
>
> You can change the portion of the filename that follows the hyphen from update to update. However, you cannot change the dataset ID.

Once you upload a file to the platform's SFTP server, it automatically updates the product catalog and all associated experiences.

If the platform encounters an error with an update, you see UPDATE FAILED in multiple places within the

platform:

- In the LAST UPDATED column for the product catalog's entry on the Product Catalogs view of the Datasets list page

- In place of the last update's timeframe on the product catalog's details page

In the UPLOAD DATE column of the Update History table, the exact date and time of the failed update appears in red.
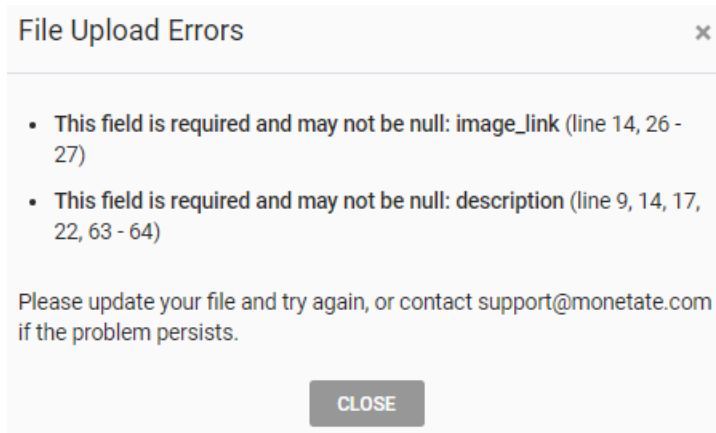
Click that text to view the File Upload Error modal, which contains a brief description of all errors that prevented the platform from performing the update.

File Upload Errors

- This field is required and may not be null: image_link (line 14, 26 - 27)

- This field is required and may not be null: description (line 9, 14, 17, 22, 63 - 64)

Please update your file and try again, or contact support@monetate.com if the problem persists.

CLOSE

See Common Product Catalog Validation Errors for more information about file upload errors, or submit a support ticket using the Monetate Technical Support portal (support.monetate.com).