

# 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

**i** 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.

**i** You can only use the .gz file extension for a Gzip file. Monetate doesn't accept files with the .gziip file extension.

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

**i** 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.

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## CK\_Products

Search   Attributes   **Update History**   UPLOAD DATA   ...

LAST UPDATED 7 DAYS AGO | Products: 293

**Heads up!** Updates that you make via the API are not reflected on this page. Check the API logs in your system for the API update records.

### Update History

UPLOAD DATE	FILENAME	SOURCE	USER	UPDATE TYPE	ROW COUNT
FEB 5 2024, 3:05 AM	<a href="#">ProductCatalog_NewItems.csv</a>	SFTP	N/A	Partial	18
JAN 2 2024, 10:15 AM	<a href="#">ProductCatalog.csv</a>	WIZARD	swalken@monetate.com	Full	104
MAY 23 2023, 1:15 PM	<a href="#">ProductCatalog.csv</a>	WIZARD	swalken@monetate.com	Full	208

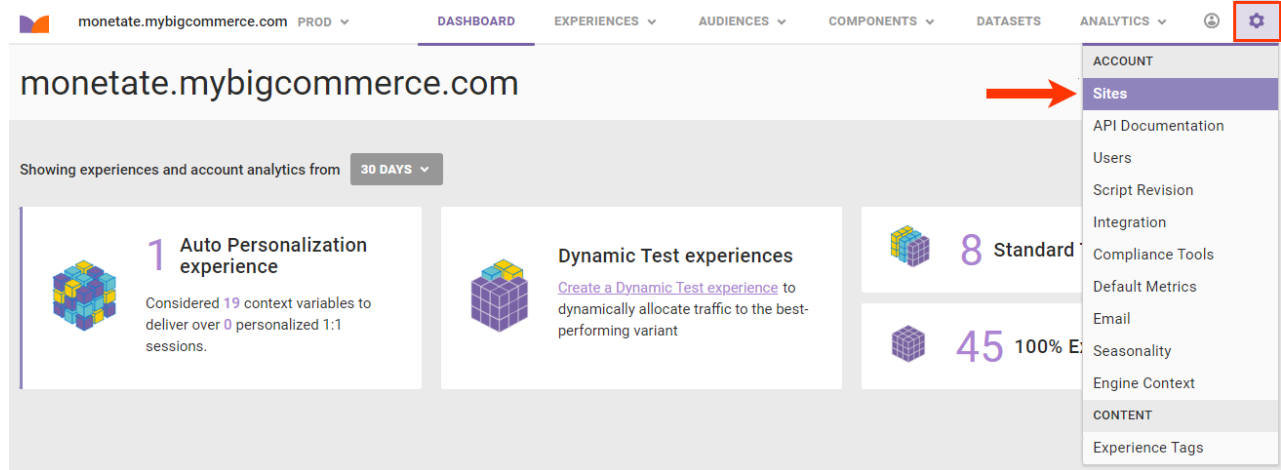
If a file is available for download, its filename appears in purple in the Update History table.

## 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.



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**.

## Datasets

Product Catalogs DEFAULT CATALOG ASSIGNMENTS CREATE DATASET

View: **PRODUCT CATALOGS**

NAME	UNIQUE ID	CONNECTED DOMAINS	LAST UPDATED	UPLOAD
CK_Products <small>PRODUCT CATALOG</small>	id	1 Connected domains	16 DAYS AGO	<div style="border: 1px solid red; padding: 2px;"> <span>3</span> </div> <ul style="list-style-type: none"> <li>UPLOAD DATA:</li> <li>API Info</li> <li style="background-color: #4a7ebb; color: white;">SFTP Info</li> <li>Data File Upload</li> </ul>

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

**Use the following information to send updates to Monetate:**

- Use your preferred SFTP client to connect to this server URL:  
`sftp://sftp.monetate.net`
- Navigate to this directory for FULL dataset updates:  
`/datasets/full`
- Navigate to this directory for PARTIAL dataset updates:  
`/datasets/partial`
- 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

### Datasets

Product Catalogs DEFAULT CATALOG ASSIGNMENTS CREATE DATASET

View: **PRODUCT CATALOGS**

NAME	UNIQUE ID	CONNECTED DOMAINS	LAST UPDATED	UPLOAD
Product_H12025 <small>PRODUCT CATALOG</small>	id	0 Connected domains	10 HOURS AGO	
Mens_Footware_Holidays <small>PRODUCT CATALOG</small>	id	0 Connected domains	<b>UPDATE FAILED</b>	

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

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## Mens\_Footware\_Holidays

UPLOAD DATA ...

Search **Attributes** Update History **UPDATE FAILED** Products: 28,644

**Heads up!** Updates that you make via the API are not reflected on this page. Check the API logs in your system for the API update records.

### Update History

UPLOAD DATE	FILENAME	SOURCE	USER	UPDATE TYPE	ROW COUNT
<b>NOV 14 2024, 9:29 AM</b>	<a href="#">mens_footware_catalog_v4.csv</a>	<small>SFTP</small>	N/A	<small>Partial</small>	--
<small>DEC 6 2023, 6:07 AM</small>	<a href="#">mens_footware_catalog_v3.csv</a>	<small>WIZARD</small>	swalken@monetate.com	<small>Full</small>	28,644

In the UPLOAD DATE column of the Update History table, the exact date and time of the failed update appears in red.

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## Mens\_Footware\_Holidays

UPLOAD DATA ...

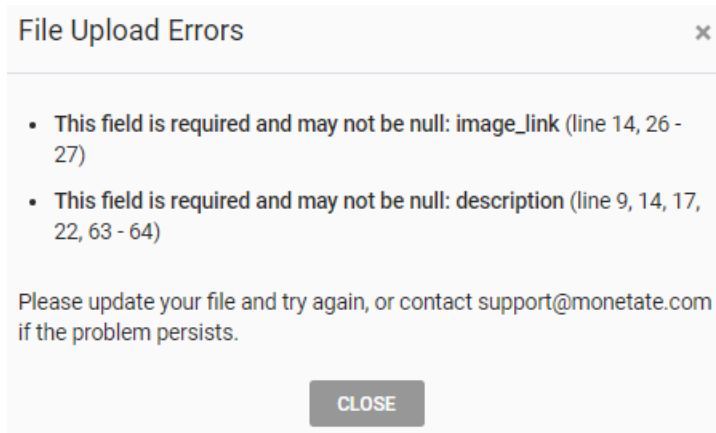
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Click that text to view the File Upload Error modal, which contains a brief description of all errors that prevented the platform from performing the update.



**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](mailto: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](https://support.monetate.com)).