
Ipswitch WS_FTP Server

User's Guide

Software Version 5.0

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Chapter 1	Introduction	
	What is Ipswitch WS_FTP Server?	1
	How FTP Works	2
	How WS_FTP Server Works	2
	Major Features	3
	WS_FTP Home and Pro Client	4
	WS_FTP Server Security	4
	The WS_FTP Server Manager	5
	Remote Management	6
	System Requirements	6
	Installing WS_FTP Server and Notification Server	6
	Removing WS_FTP Server and Notification Server	7
	Release Notes	7
	Getting Updates and Giving Feedback	7
Chapter 2	Getting Started	
	Configuring the FTP Server	9
	Setting WS_FTP Server Directories	10
	Setting the FTP Server Port	10
	Starting and Stopping the FTP Server	11
	Adding the First FTP Host	11
	Adding the First User Account	14
Chapter 3	Configuring FTP Hosts	
	Setting Up FTP Hosts	15
	Adding Additional FTP Hosts	16
	Configuring an External User Database	18
	Configuring an NT User Database	19
	Setting Options for the FTP Host	20
	Setting Timeouts for FTP Connections	20
	Setting Maximum Users	21
	Allowing Anonymous Access	21
	Hiding Files and Folders	22
	Setting Directory Listings to Use Local Time	22
	Using Banner, Welcome, and Exit Messages	23
	Creating Message Files for Folders and Directories	24
	Setting Access by IP Address	25
	Setting an Alias for the FTP Host	27
	Other Options in General Host Settings	27
	Deleting an FTP Host	27

Renaming an FTP Host.....	28
Add a Virtual Host with the Command Line.....	28
Using Firewalls with SSL.....	29
What Exactly is a NAT Firewall?.....	30

Chapter 4 Managing FTP User Accounts

How User Accounts Work.....	31
Setting User Logon Options.....	31
Adding an FTP User Account.....	34
How Permissions Work.....	35
Setting User Options.....	36
User Directories and User Password.....	36
Setting Logon, Public Directory, and Change Password Options.....	36
Setting File, Disk Space, and Bandwidth Quotas.....	37
Setting Administrator Permissions.....	38
Deleting a User.....	39
Renaming a User.....	39
Adding Users with the Command Line Utility.....	40
Basic Command Syntax.....	40
Adding a User.....	42
Modifying a User.....	42
Deleting a User.....	42
How Users Can Change Their Password.....	42
Creating User Groups.....	43
Adding Users to the Group.....	44
Deleting a User Group.....	44

Chapter 5 Managing Folders

Using Folders and Virtual folders.....	45
Granting Access to a Folder.....	45
Adding a Virtual Folder.....	46
Granting Permissions for FTP Folders.....	47
NT Permissions on Windows 2000 and XP.....	49
Changing Folder Properties.....	50
Changing Virtual Folder Properties.....	50
Removing a Folder.....	51
Renaming a Virtual Folder.....	51

Chapter 6	Using Rules	
	About Rules	53
	The Rules List	53
	Configuring Rules	54
	Remote Rule Configuration	55
	Rules Processing	55
Chapter 7	Using Notifications	
	About Notifications.....	57
	Notification Types.....	57
	Notification Server Manager	58
	Configuring the Servers for Notifications	58
	The Notifications Library	60
	Editing a Notification	60
	Deleting a Notification	60
	Using Notifications- A Simulation	61
	What's Next?	63
	SMS Notifications	64
	Pager Notifications.....	64
	E-mail Notifications	65
	Program Notifications	66
	Using Variables to Report Event Details	66
Chapter 8	Configuring SITE Commands	
	Adding a Site Command	69
	Modifying Site Command Properties	71
	Modifying Site Command Permissions	72
Chapter 9	Managing FTP Hosts	
	Copying the Server Manager to a Remote Host	75
	Connecting to the WS_FTP Server.....	75
	Monitoring Active FTP Sessions	76
	Server Statistics	77
	Active Sessions	77
	Monitoring FTP Server Statistics	78
Chapter 10	SSL Configuration	
	What is SSL?	79
	How To Get Started	80
	Generating a Certificate	81

Selecting a Certificate	83
SSL Options	84
Signing a Certificate	84
Trusted Authorities	86
Adding a Certificate	86
Exporting a Certificate	87
Removing a Certificate	87
Chapter 11 Using the Log Analyzer	
What is the Log Analyzer?	89
Using the Log Analyzer	90
Log Analyzer: Connections Dialog	90
To Add a Connection to a Server	90
Analyzing Logs on a Local Server	91
To Remove a Connection	91
Log Analyzer: Tabs	92
Log Analyzer: Files Tab	92
Log Analyzer: IP Address Tab	92
Log Analyzer: Times Tab	92
Log Analyzer: Users Tab	93
Log Analyzer: Summary Tab	93
Log Analyzer: Status Tab	93
Chapter 12 Managing Log Files	
Logging FTP Server Events	95
Viewing Log Files	96
Reading Log Files	96
Chapter 13 Highlights of RFC 959	
Basics	99
FTP Commands	100
FTP Replies	107
Positive Preliminary Replies	107
Positive Completion Replies	107
Positive Intermediate Replies	108
Transient Negative Completion Replies	108
Permanent Negative Completion Replies	108
Index	111

Introduction

This chapter begins with a basic introduction to Ipswitch WS_FTP Server, a brief description of File Transfer Protocol (FTP) and how an FTP server works (for newcomers), and a description of the product's main features.

In addition, you'll find an introduction to the FTP server's interface (the WS_FTP Server Manager), system requirements, and the installation procedure.

What is Ipswitch WS_FTP Server?

Ipswitch WS_FTP Server is a full-featured FTP server for Windows NT, Windows 2000 or later, and Windows XP systems. WS_FTP Server lets you create an FTP site that makes files and folders on your PC available to other users and customers. Users can connect (via the Internet) to your site, list folders and files, and (depending on permissions) download and upload folders and files. You can control user access to the site itself and to its individual folders and files. You can create multiple FTP sites on the WS_FTP Server — each will function as a completely separate site.

WS_FTP Server complies with the current Internet standards for the FTP protocol (documented in RFC 959 and 1123). Users can connect to the server and transfer files by using an FTP client that complies with this protocol, such as Ipswitch WS_FTP Home or Pro. The FTP server runs as a Windows NT service.

Note: The Internet Engineering Task Force (IETF) publishes Requests for Comments (RFCs) for all Internet Standards. Each RFC defines a standard. You can view RFCs online by connecting to: <http://rs.internic.net>.

Chapter 1

In this Chapter

What is WS_FTP Server?

WS_FTP Server Security

WS_FTP Server Manager

System Requirements

Installing WS_FTP Server and
Notification Server Manager

Release Notes

Getting Updates and Giving
Feedback

How FTP Works

FTP is based on the client–server model of communication between computers: one computer runs a server program “serving up” information to other computers. The other computers, or systems, run client programs that request information and receive replies from the server. The system running the server program is an FTP server.

To access an FTP server, users must be able to connect to the Internet, Intranet, or local area network (via a modem or local area network) with an FTP client program.

An FTP client-server session establishes two connections: a control connection that stays open for the entire session and a data connection that opens and closes to transfer data such as folder listings and files to or from the server as requested by the client. Normally, the control connection occurs on port 21 on the FTP server.

The FTP server runs continuously in the background and listens to port 21 for a connection request from an FTP client. When an FTP client requests a connection, the FTP server verifies the logon user ID and password and, if valid, it listens to this channel (control channel) for the next command.

After a user logs on, their access to the FTP host’s file system is determined by permissions assigned to directories and folders.

How WS_FTP Server Works

WS_FTP Server is installed as a Windows service that runs continuously. WS_FTP Server lets you set up one or more FTP hosts, each with its own users, directories, and folders. Each FTP host functions as a separate FTP site. To set up an FTP host, you use the following components:

- User accounts — WS_FTP Server can use existing user accounts from a Windows NT, IMail Server (Ipswitch’s mail server product), or other ODBC external user database. You can also use the WS_FTP Server Manager to create accounts in an ODBC database, or its own user database. To log on from an FTP client, users enter their user ID and password, specified in their user account.
- Anonymous logon — if enabled, a user can log on to your FTP site without having their own user account. You can use “anonymous FTP” to make folders and files on your PC publicly available, without having to create and maintain individual user accounts. To log on from an FTP client, users enter **anonymous** or **ftp** as their user ID. For the password, they should enter their e-mail address or no password.
- Default public folders — All users on an FTP host have a folder (with the same name as their User ID) under the FTP host’s top directory. Users can transfer files to and from their own folders. If a folder named *public* is created in a user’s folder, all other users (including anonymous users) can view and download files in this public folder.

- Home folder — for each FTP host, you can set whether you want users to start in their own folder, or start in the top directory when they log on.
- FTP folders and permissions — If you want to grant FTP permissions for a folder on your computer, you can create an FTP folder and have it reference (point to) an existing folder. You can then grant permissions for any of the FTP users, including anonymous users.
- User groups — You can create a user group and add users to it so you can grant appropriate permissions on a group basis.

Major Features

- (Version 5.0) New Ipswitch Notification Server to handle sending notifications of FTP Events.
- (Version 5.0) Supports SMS, e-mail, pager, and program notifications.
- (Version 5.0) Lets administrators set user's home folders, which allows home folders to be shared. Allows the use of virtual folders as user home folders.
- (Version 5.0) Lets a virtual folder reference a networked directory (UNC paths), provided the user has appropriate permissions to access the networked directory.
- (Version 5.0) Rules can check login attempts, quota actions, and the ability to attach multiple notifications to a rule.
- (Version 5.0) Ability to duplicate users, folder, virtual folders, rules, notifications, and groups.
- (Version 5.0) Set bandwidth limits for users, user groups, or FTP host.
- (Version 5.0) Set disk and file quotas for user groups, and FTP host (in addition to individual users).
- (Version 5.0) Set up SSL options for virtual hosts.
- (Version 5.0) Clear Command Channel (CCC) for SSL connections.
- Supports all FTP clients and Web browsers that comply with the standards in RFC 959 and 1123.
- Supports multiple FTP hosts (sites) on a single PC.
- Supports SSL connections. (If the FTP client supports SSL connections as well.)
- Uses an existing user database for user authorization, or lets you create your own user database.
- Supports an unlimited number of user accounts on each FTP host.
- Supports anonymous logons.

- Supports automatic resume of failed transfers - if the client connection is lost before a file transfer is complete, when the client logs on again, the FTP server resumes the transfer where it was interrupted. (This feature is supported by the WS_FTP Pro client.)
- Lets you create custom SITE commands and setup permissions for the use of those commands.
- Lets you assign FTP permissions per folder.
- Lets you set maximum number of users logged on to an FTP host.
- Logs FTP server events.
- Includes a Log Analyzer utility.
- Lets you add users from the DOS command line with the Add User utility.
- Runs as a Windows service.

WS_FTP Home and Pro Client

If you need an FTP client, we recommend Ipswitch WS_FTP Home or Pro. Both the WS_FTP clients let you communicate with virtually all types of FTP servers.

If you use WS_FTP Pro with WS_FTP Server, you will get premium performance and advanced functionality, such as:

- Encryption of user IDs and passwords sent over the network.
- Ability to resume a failed transfer.
- Ability to transfer from one remote FTP server to another (remote-to-remote transfer).
- Ability to make secure (SSL) connections to the server.

For more information about WS_FTP Home or Pro, visit our web site at: <http://www.ipswitch.com>

WS_FTP Server Security

WS_FTP Server provides the following security features:

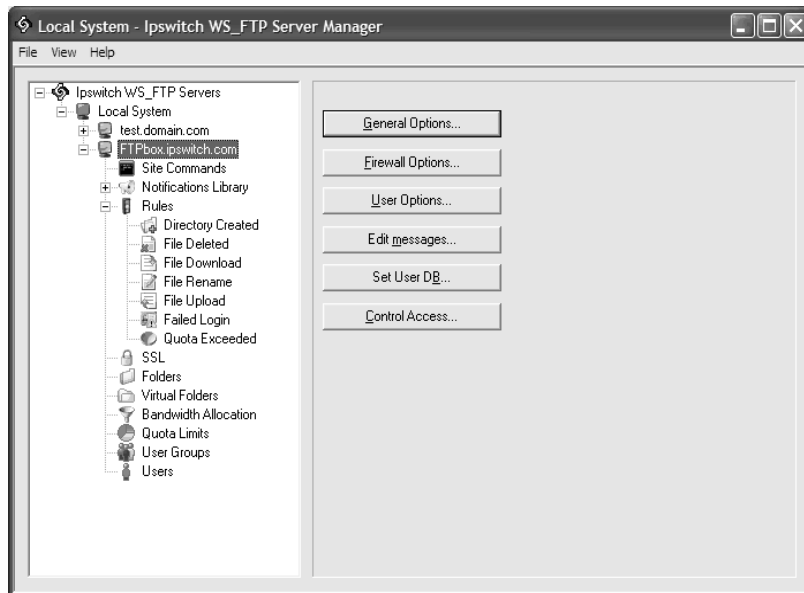
- Complete SSL capabilities with multiple levels of security that can be configured at the server level.
- Logon connections send the user ID and password in an encrypted form, rather than sending them across the network as text.
- Users on an FTP client get an administrator-defined number of chances to send the correct user ID and password, after which the connection fails.

- User IDs and passwords are stored in the Windows NT registry when using WS_FTP Server database.
- Ability to control access to an FTP host by setting an IP address or range of addresses for which the FTP host either grants or denies access.
- Ability to set permissions on all folders.
- Ability to deny anonymous logins.
- Ability to lock users to their home folder.

The WS_FTP Server Manager

The WS_FTP Server Manager lets you manage your FTP server configuration, and any FTP sites you create.

The WS_FTP Server Manager presents a two panel window. In the left panel, click the plus sign (+) next to an item to display sub-items. When you click an item, its properties appear in the right panel.



You can have multiple FTP hosts (each functioning as a separate FTP server) on the WS_FTP Server. In the left panel, under Local System, there is an entry for each FTP host that you create. Under each FTP host, there are user accounts, groups of users, and folders (FTP directories) for that host. You can manage all FTP server functions from the WS_FTP Server Manager.

Remote Management

Before you can remotely manage WS_FTP Server, you need to install WS_FTP Server Manager on the computer that will be used to do the remote management (Any Windows NT, 2000, or XP computer that the server is not running on.)

To install the WS_FTP Server Manager, run the install program (from CD-Rom, or from your e-commerce download) on the remote PC and select the WS_FTP Server Manager option. For more information, see “Installing WS_FTP Server and Notification Server” on page 6.

System Requirements

WS_FTP Server requires the following system resources::

- Windows® NT 4.0 SP6, Windows® 2000, Windows® XP or Windows® Server 2003
- 200 MHz Pentium® II or higher
- 128 MB RAM

WS_FTP Server must run on a server or workstation with a static IP Address.

Installing WS_FTP Server and Notification Server

You must log on to the Windows system as a system administrator in order to install the WS_FTP Server software.

If you purchased WS_FTP Server online, install it by double-clicking the file you downloaded and following the prompts on your screen.

To install the software from the CD:

Insert the WS_FTP Server disk into a disk drive. If the welcome screen does not appear:

- 1 Click the Start button and select **Run**.
- 2 Enter the drive letter of your CD ROM drive followed by *autorun.exe*. For example, `d:autorun.exe`

- 3 Follow the instructions on your screen. The install screens will show the three following components:

The Ipswitch Notifications Server is required if you want WS_FTP Server to send a notification message via SMS, e-mail, or pager.

- Ipswitch WS_FTP Server and Server Manager
- Ipswitch WS_FTP Server Manager
- Ipswitch Notification Server (which includes the Notifications Server Manager)

You can install in the following ways:

- Install the WS_FTP Server and WS_FTP Server Manager, and the Notifications Server on the same PC.
- Install the WS_FTP Server and WS_FTP Server Manager on one PC and the Notifications Server on another PC. This will offload the processing of notifications from the WS_FTP server system.
- Install just the WS_FTP Server Manager on a remote PC and use it to remotely manage the WS_FTP Server.

Removing WS_FTP Server and Notification Server

The Remove program function removes all files associated with WS_FTP Server and Notification Server from your PC.

To remove WS_FTP Server, go to the Add/Remove Programs section of your Windows Control Panel and select Ipswitch WS_FTP Server.

To remove the Notification Server, go to the Add/Remove Programs section of your Windows Control Panel and select Ipswitch Notification Server.

Release Notes

Please refer to the file named *release.txt* for information regarding enhancements or changes that may have been made to the software since this manual was printed.

Getting Updates and Giving Feedback

If a software patch is created to update the currently shipping version of WS_FTP Server, Ipswitch will make it available on our FTP and Web sites. You can check our download FTP directory or the download directory on our web site for current software patches. Note that to download major product upgrades, you must have a valid service agreement.

To download software from the Ipswitch FTP Site:

- 1 From your FTP client, connect to the Ipswitch FTP server by entering:
Hostname: `ftp.ipswitch.com`
User ID: `anonymous`
Password: *your e-mail address*
- 2 Open the `Product_Support` folder. Open the `WS_FTP_Server` folder.
- 3 Transfer the patch file and place it in your `WS_FTP Server` directory. Run the patch file to update `WS_FTP Server`.

To download software from the Ipswitch web site:

- 1 In your web browser, go to: <http://www.ipswitch.com>
- 2 Click the **Services & Support** link.
- 3 Click **Patches and Upgrades**.
- 4 Save the patch file in your `WS_FTP Server` directory. Run the patch file to update `WS_FTP Server`.

We welcome your feedback on `WS_FTP Server`. Please e-mail any comments and suggestions to feedback@ipswitch.com.

Getting Started

This chapter describes how to configure the WS_FTP Server and how to set up your first host and user on the site. You need to create an FTP host for each FTP site that you will have.

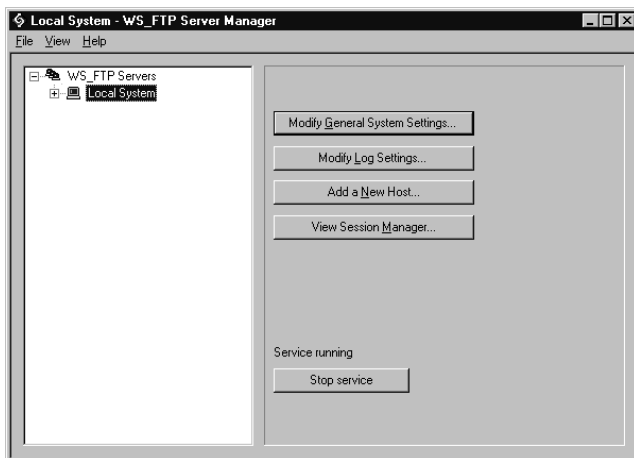
Chapter 2

Configuring the FTP Server

On installation, WS_FTP Server is ready to work. You can use the default configuration for FTP connections (port 21, no logging, no access restrictions) or you can set the options described in this section.

To view and set options for the WS_FTP Server configuration:

- 1 In the left panel, select Local System. The Local System menu appears in the right panel.



- 2 Select an area, set or change any of the properties in that area, described in the following sections. These properties apply to all FTP hosts that you add to the FTP server.

In this Chapter

Configuring the FTP Server

Adding the First FTP Host

Adding the First User Account

Setting WS_FTP Server Directories

The General System Settings display the main directories for the WS_FTP Server.



Binary directory. The directory in which the FTP service (*ftpsvc.exe*) is installed. This directory can only be changed by uninstalling WS_FTP Server and re-installing in a new directory.

FTP directory. The top directory under which directories for each FTP host will appear.

Security directory. The top directory under which security directories for each FTP host appear. These directories are created by WS_FTP Server when a host is added. The directories contain security files used by the hosts.

Setting the FTP Server Port

Any FTP hosts that you create on the WS_FTP Server will use the same FTP port number. The default port number is 21, which is the standard port for FTP service on an Internet host.

FTP clients assume that the FTP server uses port 21. You can change this to any unused port number, but you must notify users to set the port in their FTP client.

To change the server's port number:

- 1 In the left panel, select Local System. The Local System menu appears in the right panel.
- 2 Select **Modify General System Settings**. The General System Settings dialog appears.
- 3 In the **Port** box, enter a new port number.
- 4 Restart the server.

Starting and Stopping the FTP Server

The FTP server starts automatically and runs continuously as a Windows service. If you need to stop the server:

- 1 Start the WS_FTP Server Manager.
- 2 In the left panel, select Local System.
- 3 Click **Stop Service** in the right pane.

To restart the service, click **Start Service**.

You can also start and stop the service by using the Services applet in the Control Panel. In the Services applet, look for the Ipswitch FTP Service.

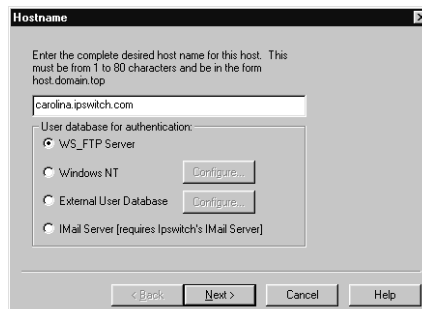
Adding the First FTP Host

To manually add the first (or only) FTP host:

- 1 Make sure your host has a valid Internet hostname and IP address and make sure the host has an entry on your Domain Name Server (DNS). If you use an Internet Service Provider (ISP) for connection to the Internet, your host must have an entry in the ISP's DNS.

Note: Contact your network admin or your ISP's Technical Support for more information about your DNS.

- 2 Start the WS_FTP Server Manager. In the left panel, select Local System.
- 3 In the right panel, select **New Host**. The first screen of the New Host wizard appears.



- 4 Enter the Internet hostname of the host you are installing on. This can be from 1 to 80 characters and must be in the form host.domain.top.
- 5 Select the database to use for user authorization:

WS_FTP Server. If you want to create your own FTP user accounts (through the Server Manager or the Add User utility), select this option.

If you want WS_FTP Server to use user accounts from an existing user database, select one of these options:

Windows NT. All users in the Windows NT user database on your computer have access (using their Windows NT username and password) to the FTP host.

You may also use WS_FTP Server Manager to authenticate users on an NT domain, even if the computer WS_FTP Server is installed on is not the domain controller. For more information, see “Configuring an NT User Database” on page 19.

External User Database. All users in the correctly configured external ODBC database stored on your computer have access to the FTP host.

For more information on configuring external user databases, refer to the directions that appear in “Configuring an External User Database” on page 18.

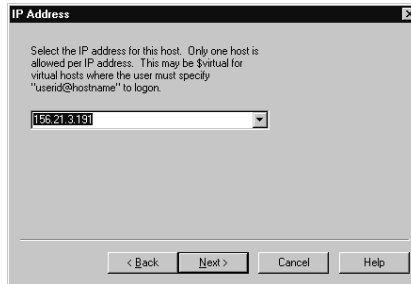
IMail Server. All users in the IMail Server user database on your local system have access (using their IMail Server username and password) to the FTP host. Each user appears in the *users* folder in the top directory of the FTP host.

Important: To use this option, the IMail Server software must be installed on your computer. Also, note the following:

- The hostname you enter for the FTP host must be the exact name of the official hostname used by the IMail Server.
- You cannot use this option if the IMail Server is using the Windows NT user database for user authorization.
- The FTP host does not use the IMail Server top directories by default, but you can set the top directories to be the same, thus allowing FTP users to access their mail folders.

If you use the Windows NT or IMail Server user databases, you can display each user account and modify FTP settings for an account, but you cannot add or delete user accounts. You must add or delete user accounts through the user database. You can disable an account — see the section “Setting Options for the FTP Host” on page 20.

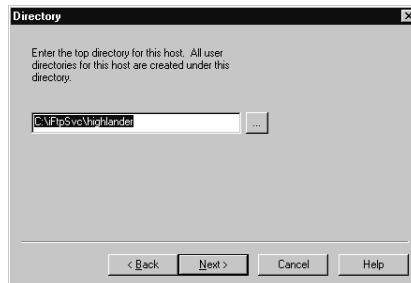
1 Click **Next**. The IP Address screen appears.



- 2 Enter or select the actual IP Address for this host. (The **\$virtual** IP address is for use with virtual hosts. Do not select it for the first FTP server that you add to a host.)

Note: The IP address must be bound to the NIC of the server.

- 3 Click **Next**. The Directory screen appears.



- 4 Enter the top directory for this FTP host. All user folders for this FTP host are created under this directory. We recommend that you create a directory just for this host (this is the default). If you later add other FTP hosts (using the virtual hosts feature), you can have separate directories for each FTP host.
- 5 Click **Next**. The Summary screen appears and shows the Hostname, IP Address, and Directory for the FTP server. Click **Finish** to create the new FTP host. In the left panel, an entry for the host appears under Local System.

The host menu appears in the right panel — you can set additional host properties as described in “Setting Options for the FTP Host” on page 20.

Adding the First User Account

You can manually add the first user through the WS_FTP Server Manager. To add the first user to your FTP host:

- 1 In the left panel, expand the FTP host, and then select Users. The Users list appears.
- 2 Click the **Add** button. The first screen of the New User wizard appears.

- 3 Enter a **User ID** for the user and click **Next** to continue. The User ID can be from 2 to 30 characters and must be from the character sets: A-Z, a-z, 0-9.
- 4 Enter the user's full name and click **Next** to continue. The full name can be from 0 to 80 characters.

- 5 Enter a password and click **Next**. The password can be from 2 to 30 characters.

- 6 Click **Finish** to create the new user.

The user account appears in the list of users for the FTP host.

To set additional properties for the user account, in the user list, select the user and click **Edit**. The user properties appear. See “Setting User Options” on page 36.

Configuring FTP Hosts

This chapter describes how to set up and configure FTP Hosts and how to set options for those hosts.

Setting Up FTP Hosts

To use the WS_FTP Server with a single FTP host, the process is simple — the FTP host uses the Internet hostname and IP address of the host on which you are installing. To add additional FTP hosts to the same system, you can use the virtual host function.

For each FTP host you add, you need to consider the following:

- To create FTP user accounts, choose whether you will create your own user database, or let the Server Manager use user accounts from an existing Windows NT, IMail Server user database on your PC, or external (ODBC) database.
- By default, each user on the FTP host will have a folder (with the same name as their User ID) for uploading and downloading files and folders.
- You can set an option to determine where the user is placed in the file system when they log on: either in their own folder or in the top directory of the FTP host.
- Whether you want to provide anonymous access to the FTP host. If you provide anonymous access, any user can log on to the FTP host with a username of **anonymous** or **ftp** and a password that specifies their e-mail address (or no password). When a user logs on anonymously, they are placed in the top directory of the FTP host. Anonymous users can access any folders for which you have granted permissions to **anonymous**.

The following sections describe how to add FTP hosts, and how to set options for a host (such as allowing anonymous access and setting maximum concurrent users).

Chapter 3

In this Chapter

Setting Up FTP Hosts

Adding Additional FTP Hosts

Configuring an External User Database

Configuring an NT User Database

Setting Options for the FTP Host

Deleting an FTP Host

Renaming an FTP Host

Add a Virtual Host with the Command Line

Using Firewalls with SSL

Adding Additional FTP Hosts

You can have multiple FTP hosts on a single system, with each host functioning as a separate FTP site. The first FTP host you add should use the primary hostname and IP address of the local host. Subsequent FTP hosts that you add can be "virtual hosts." There are two kinds of virtual FTP hosts:

- Virtual host with an IP address — We strongly recommend that each FTP host you create have its own IP address, which requires your computer to have multiple IP addresses available. Using separate IP addresses ensures that an FTP client (or a browser) can connect to the FTP host. Make sure your host has a valid Internet hostname and IP address and make sure the host has an entry on your Domain Name Server (DNS). If you use an Internet Service Provider (ISP) for connection to the Internet, your host must have an entry on the ISP's DNS.
- Virtual host without an IP address — If no other IP addresses are available on the host, you can create an FTP host and assign it a virtual IP address (\$virtual). However, to log on to the host, FTP users must include the hostname in their userid; for example, *userid@hostname* or *anonymous@hostname*. **This may present a problem for some FTP clients and for browsers.**

To add a virtual FTP host:

- 1 In the left panel, expand Local System. The Local System menu appears in the right pane.
- 2 In the right pane, select **Add a New Host**. The first screen of the New Host wizard appears.
- 3 Enter the desired hostname for the FTP host. This can be from 3 to 80 characters and must be in the form *host.domain.top*.
- 4 Select the database to use for user authorization:

WS_FTP Server. To create your own FTP user accounts (using the Server Manager or the Add User utility), select this option.

If you want WS_FTP Server to automatically use user accounts from an existing user database, select one of these options:

Windows NT. All users in the Windows NT user database on your computer will have access (using their Windows NT username and password) to the FTP host. Each user appears in the *users* folder in the top directory of the FTP host.

External User Database. All users in the correctly configured external ODBC database stored on your computer have access to the FTP host. Each user appears in the *users* folder in the top directory of the FTP host. (You may also use WS_FTP Server Manager to create users in this database.)

IMail Server. All users in the IMail Server user database on your local system will have access (using their IMail Server username and password) to the FTP host. Each user appears in the *users* folder in the top directory of the FTP host. To use this option, the IMail Server software must be installed on your computer. Also, note that:

- The hostname you enter for the FTP host must be the exact name of the official hostname used by the IMail Server.
- You cannot use this option if the IMail Server is using the Windows NT user database for user authorization.
- The FTP host does not use IMail Server top directories, but you can set the top directories to be the same, thus allowing FTP users to access their mail folders.

If you use the Windows NT or IMail Server user databases, you can display each user account and modify FTP settings for an account, but you cannot add or delete user accounts. You must add or delete user accounts through the specific user database.

- 5 Click **Next**. The IP Address screen appears.
- 6 If the virtual host has an IP address, select the IP Address. If the virtual host does not have an IP address, select \$virtual.

Note: If an IP address is marked with an *, it is already used by another FTP host; if you select it, the application will prevent you from continuing.

- 7 Click **Next**. The Directory screen appears.
- 8 Enter the top directory for this FTP host. All user folders for this FTP host are created under this directory. We recommend that you create a directory just for this host. If you later add other FTP hosts, you can have separate directories for each FTP host.
- 9 Click **Next**. The Summary screen appears and shows the Hostname, IP Address, and Directory for the FTP server. Click **Finish** to create the new FTP host. In the left panel, an entry for the host appears under Local System.

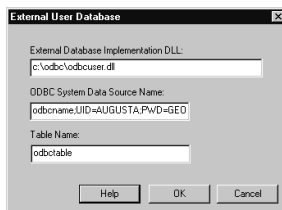
The host properties menu appears in the right panel — you can set additional host properties. See “Setting Options for the FTP Host” on page 20.

Configuring an External User Database

When you configure an external user database using these directions, WS_FTP Server creates an ODBC database that holds tables configured with the correct fields. Those fields are identified in the Table Name section of this chapter. After the database is created and the ODBC system data source name is established in the ODBC Source Administration tool (Found in your Windows Control Panel), you can use that database to store your user authentication information and user properties. This information can still be managed through the WS_FTP Server Manager, including adding and deleting users.

- 1 If you are creating a new host, follow the directions in “Setting Up FTP Hosts” on page 15. While in the New Host wizard, select the **External User Database** option and click **Configure**. If you are setting the user database for an existing host, click the **Set User DB** button in the host properties pane after the host has been created.

The External User Database dialog box appears.



- 2 Enter the correct information in all of the boxes.

External Database Implementation DLL. Enter the full path to the odbuser.dll installed on your local server.

ODBC System Data Source Name. Enter the source name created using the ODBC Source Administration tool described above.

If the database requires you to log in using a username and password, place the following after the data source name. ;UID=<username>;PWD=<password>

Example: If you were using the source name WS_FTP and the username and password of AUGUSTA and GEORGIA, the correct format of the ODBC System Data Source Name box would be:

WS_FTP;UID=AUGUSTA;PWD=GEORGIA

Table Name. Enter the name of the database table that was created with the correct standard fields.

In order for WS_FTP server to use an external database, the information tables will be created with the following fields in the following format. The names are case sensitive.

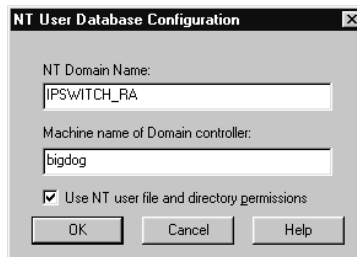
Name	Type
USERID	VARCHAR
PASSWORD	VARCHAR
FULLNAME	VARCHAR
FTPMAXSPACE	INTEGER
FTPMAXFILES	INTEGER
FTPFLAGS	INTEGER

- 3 Click **OK** to continue creating the host.

Configuring an NT User Database

You may use WS_FTP Server Manager to authenticate users on an NT domain, even if the computer WS_FTP Server is installed on is not the domain controller.

If the user database is located on the domain, identify the following fields on the NT User Database Configuration dialog after selecting the **Windows NT** option on the Hostname dialog. If the database is local, leave these fields blank.



NT Domain Name. Enter the name of the NT domain.

Machine name of Domain controller. Enter the name of the computer that controls the domain.

If you want to use the permissions you have set up in the NT User database, you must select the **Use NT user file and directory permissions** option.

Once you complete the **NT User Database Configuration** dialog, click **OK** to continue creating the host, making sure you set the top level directory to the directory you want your users to have access to. For example: C:\wsftp

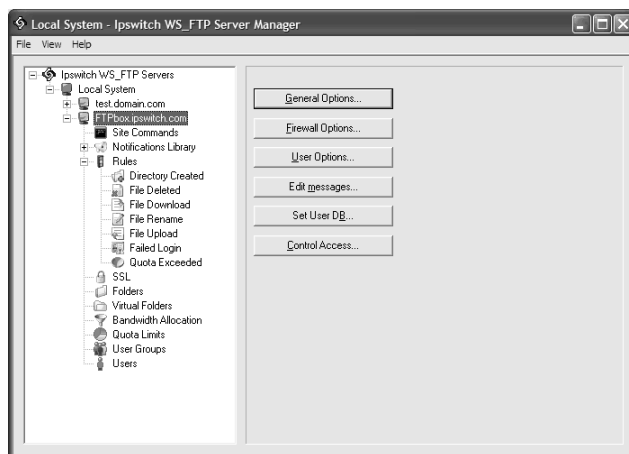
Once the host is completely established, you must do the following to use the NT user permissions:

- 1 Set permissions for all of the folders you just added to Everyone - All Permissions.
- 2 In Windows Explorer, set your desired permissions for each of these directories.

Note: When using Active Directory on Windows 2000, Active directory must be installed with backward compatibility.

Setting Options for the FTP Host

After creating an FTP host, you can set additional options or change the existing setup for the host. In the left pane, select the FTP host. The host's properties appear in the right pane.



Setting Timeouts for FTP Connections

You can set a timeout for FTP client connections to the FTP host. After this number of seconds, if the FTP server has not received a command from the FTP client, the client is disconnected.

- 1 In the left panel, select the FTP host. The host's properties menu appears in the right panel.
- 2 Click **General Options**. The General Host Settings dialog appears.
- 3 In the **Timeout (secs)** box, enter a timeout value.
- 4 Click **OK**.

Setting Maximum Users

You can use the default settings for maximum number of users logged on to the FTP host, or you can change the settings as described here.

- 1 In the left panel, select the FTP host. The host's properties menu appears in the right panel.
- 2 Click **User Options**. The User Settings dialog appears.
- 3 In the **Maximum concurrent users** box, enter the maximum number of users (including anonymous users) that can connect to the FTP host at the same time. The default is 1000 users.
- 4 In the **Maximum Anonymous users** box, enter the maximum number of anonymous users that can connect to the FTP host at the same time. The default is 200 users.
- 5 Click **OK**.

Note: If the user limit is exceeded, a System Administrator or Host Administrator can still log on using the Server Manager. Also, a System Administrator can always log on using an FTP client.

Entering zero for either option disables new connections. This provides a way to temporarily “stop” the FTP server, so you can update files. New connections are not allowed, but current connections will continue until the user logs off or the connection exceeds the timeout value. Setting **Maximum concurrent users** to zero disables any new connections, setting **Maximum Anonymous users** to zero disables only new anonymous connections.

Allowing Anonymous Access

You can allow anonymous access to an FTP host so that users can access specified folders on the host without needing a user account. Users can then log on using **anonymous** or **ftp** as the username and their e-mail address for the password (or no password), for example:

Username: `anonymous`

Password: `Sydney@ipswitch.com`

To enable anonymous access to the FTP host:

- 1 In the left panel, select the FTP host. The host's properties menu appears in the right panel.
- 2 Click **General Options**. The General Host Settings dialog appears.
- 3 Select **Allow anonymous access** to this host.

When an anonymous user logs on, they are placed in the host's top directory.

- 4 Optionally, set permissions for **anonymous** on any FTP folders. For example, you can use folders or virtual folder to create a download or an upload folder for anonymous users.
- 5 Click **Apply**.

When an anonymous user logs on to the FTP host, they will see the following files and folders:

- Any files in the top directory. Anonymous users can list and download these files. You can put a *readme* file that describes the contents of any public directories here.
- Any folders or virtual folders for which you have granted permissions to **anonymous**. Virtual folders appear in the host's top directory and reference a directory on the host.
- The *users* folder. If a user on the FTP host has a folder named public in their own folder, it appears under the *users* folder. For example, if the users fred and homer have public folders, an anonymous user will see a listing like the following when they list the users folder contents:

```
/fred  
/homer
```

Anonymous users can list and download files in these public folders. You can hide a user's public folder by selecting **Disable Public Access Directory** in the user's properties or by selecting the **Do not list user folders** on the Users Properties page.

Hiding Files and Folders

You can hide a file or folder in any directory by prepending a \$ character to the file or folder name and doing the following:

- 1 In the left panel, select the FTP host. The host's properties menu appears in the right panel.
- 2 Click **General Options**. The General Host Settings dialog appears.
- 3 Select **Hide \$* files/folders** to hide all files and folders whose name begins with a dollar sign (\$) character, for example *\$banner.txt* or *\$Marketing*.

Setting Directory Listings to Use Local Time

By default, WS_FTP Server displays directory listings in GMT (Greenwich Mean Time). You can set the directory listings on the FTP host to use the host's local time.

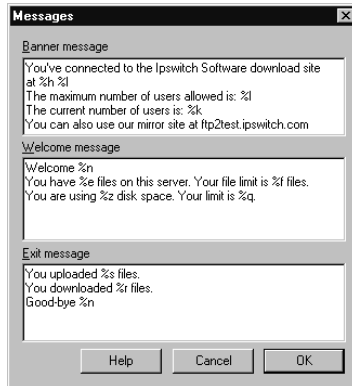
- 1 In the left panel, select the FTP host. The host's properties appear in the right panel.
- 2 Click **General Options**. The General Host Settings dialog appears.
- 3 Select **Use local time for directory listings**.

Using Banner, Welcome, and Exit Messages

You can create messages to send to an FTP client on successful connection, logon, and logoff. The FTP client usually displays these messages in the message log.

To create the messages for an FTP host:

- 1 In the left panel, select the FTP host. The host's properties menu appears in the right panel.
- 2 Click **Edit messages**. The Edit Messages dialog appears.



- 3 In the edit boxes, enter text for the messages.
- 4 Click **OK**.

Banner Message. The FTP server sends this message to a user upon successful connection, before the user logs on. You can use this message to tell users about the organization of your FTP site, any rules, times of operation, mirror sites, or contact information. You can use the message variables to provide information, for example, that the FTP host has reached the maximum number of concurrent users.

Note: Please note that a Virtual host without an IP will not display a banner message. The Banner Message is displayed when a connection is first established. An IP-less virtual host is not connected to until a user logs in.

Welcome Message. The FTP server sends this message to a user upon successful logon. You can use the message variables to report information, such as the current number of files and the maximum for this user.

Exit Message. The FTP server sends this message to the user on logoff. You can use the message variables to provide statistics for the FTP session, for example, the number of files received and sent by the user.

The messages can also contain the following variables:

Variable	Description
%a	Current number of anonymous users for this host
%b	Maximum number of anonymous users for this host
%d	Number of files deleted by user
%f	Maximum number of files the user can have (or unlimited)
%e	Number of files the user currently has
%h	Hostname
%l	IP address of remote user
%k	Current number of users logged on
%l	Maximum number of users that can log on
%n	Fullname
%q	Maximum disk space the user can have (or unlimited)
%r	Number of files received by user
%s	Number of files sent by user
%u	User ID
%z	Current disk space used by the user

When these messages are created they are placed in the specified Top Directory of the Host. If this directory does not exist, the Messages will not be saved. You can either manually create this directory, or it will be automatically created when a user logs in. (You need write permission for that directory.)

Creating Message Files for Folders and Directories

You can create a file named *\$message.txt* in any directory or folder and when a user changes to that directory or folder, WS_FTP Server displays the message. WS_FTP Server sends the *\$message.txt* in response to the CWD (change working directory) or CDUP (change directory to up one level) command from the FTP client.

For example, when a user opens a directory or folder, you can display a message that refers them to a *readme* file for a description of the folder's contents.

The message can also contain any of the variables described in the previous section, "Using Banner, Welcome, and Exit Messages" on page 23.

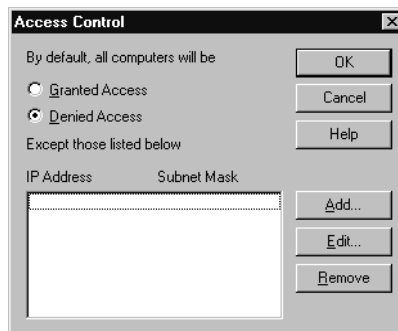
Setting Access by IP Address

You can control access to an FTP host by setting an IP address or range of addresses for which the FTP host either grants or denies access.

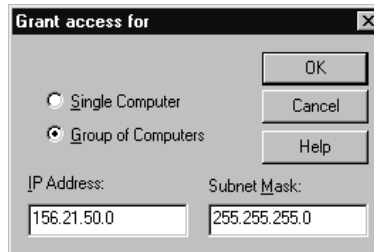
Note: Please note that a Virtual host without an IP cannot restrict access based on the IP address. The reason being that the address check happens when the connection is made, and thus before login.

To grant access to a specific computer or group of computers:

- 1 In the left panel, select the FTP host. The host's properties menu appears in the right panel.
- 2 Click **Control Access**. The Access Control properties appear.



- 3 Select **Denied Access**.
- 4 Click **Add**. The Grant Access For dialog box is displayed.

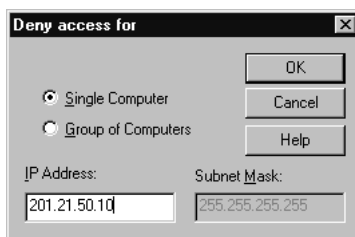


- 5 In the **IP Address** box, enter the IP address of the computer to be granted access to the server.

- 6 To grant access to a group of computers, select **Group of Computers**. In the **IP Address** and **Subnet Mask** boxes, enter the IP address and subnet mask for the group to be granted access. For example, if you have a class C address space of 156.21.50.0, enter a group address of 156.21.50.0 and a subnet mask of 255.255.255.0. This will grant access to those 254 systems.
- 7 Click **OK** to add the IP address(es) to the list. Access will be denied to all computers except those listed.
- 8 Click **OK** to save the changes. Note that you must stop and restart the FTP server for the changes to take affect.

To deny access to a specific computer or group of computers:

- 1 In the left panel, select the FTP host. The host's properties menu appears in the right panel.
- 2 Click **Control Access**. The Access Control properties appear.
- 3 Select **Granted Access**.



- 4 Click **Add**. The Deny Access On dialog box is displayed.
- 5 In the **IP Address** box, enter the IP address of the computer to be denied access to the server.
- 6 To deny access to a group of computers, select **Group of Computers**. In the **IP Address** and **Subnet Mask** boxes, enter the IP address and subnet mask for the group to be denied access. For example, if you have a class C address space of 156.21.50.0, enter a group address of 156.21.50.0 and a subnet mask of 255.255.255.0. This will deny access to those 254 systems.
- 7 Click **OK** to add the IP address(es) to the list. Access will be granted to all computers except those listed.
- 8 Click **OK** to save the changes. Note that you must stop and restart the FTP server for the changes to take affect.

Setting an Alias for the FTP Host

Many FTP sites use an alias in their Domain Name Server (DNS) system so they can assign a familiar name to the site. Rather than connecting to an FTP host using its actual hostname (for example, gyro.ipswitch.com), it may be easier for users to remember or guess a name like ftp.ipswitch.com. You can add a record to your DNS system to create such an alias, for example:

```
ftp IN CNAME gyro.ipswitch.com
```

Users could then log on to ftp.ipswitch.com. The alias also allows you to move your FTP site to another host without changing the hostname.

Other Options in General Host Settings

Disable extensions. When this option is selected, the server will no longer support FTP server extensions. Those extensions include XAUT and FEAT, as well as any customized SITE commands. Selecting this option will also disable SSL capabilities.

Enable SSL. Selecting this option allows SSL connections to the server.

Disable SSL. Selecting this option keeps users from connecting to the server through a secure connection. Once this option is set, you must clear it before users can use SSL connections.

Force SSL. Select this option to force users to make an SSL connection. While this does not change the way they are connecting automatically, it will refuse any connection not using SSL negotiations, and send an error message stating why the connection was refused.

Force SSL on Data Chan. Select this option to force users to make an SSL data connection, and to refuse any data channel connection attempt that is not SSL encrypted.

Allow 3rd party transfers. Selecting this option will allow users to transfer files from one server to another if both servers allow it.

Lock Files during upload. Select this option to lock files when they are being uploaded to the server.

Deleting an FTP Host

To delete an FTP host from the WS_FTP Server:

- 1 In the left pane, select the FTP Host, and then select **Delete** from the right-mouse menu.
- 2 A message box appears, verifying the deletion. If you select **Yes** from this box, the host will be deleted. A dialog box appears and asks if you would like to delete the top level directory (and all folders in it) for this host.

- 3 Click **No** if you want to save files and folders to move to another directory (the host is deleted but the directory structure remains). Click **Yes** to delete all files and folders associated with the FTP host. Click **Cancel** if you do not want to delete the FTP host.

Renaming an FTP Host

To rename an FTP host on the WS_FTP Server:

- 1 In the left panel, select the FTP Host, and then select **Rename** from the right mouse menu.
- 2 Enter a new name for the host. This should be a valid Internet hostname in the form `host.domain.top`.

Note that the FTP host's top directory does not change.

Add a Virtual Host with the Command Line

You can add virtual hosts with the command line utility by following the example below.

```
iftpaddh -add hostname [options]
iftpaddh -mod hostname [options]
iftpaddh -kill hostname
```

Argument	Description
-add	Use this to create a new virtual host.
-mod	Use to modify a user. Enter this argument before any other arguments. You must enter -h hostname.
-kill	Use to delete a host. You must enter -h hostname.
-d <i>directory</i>	Use to specify the top directory of the host. If a directory is not specified the server will use a subfolder to the top folder of the server with the name of the new host.
-t <i>number</i>	Use to set the server timeout. Default is 600 seconds.
-mu <i>number</i>	Use to set the maximum concurrent users. 1000 is the default.
-i <i>IP Address</i>	Use to set the host IP address.
-ma <i>number</i>	Use to set the maximum concurrent anonymous users. 200 is the default.

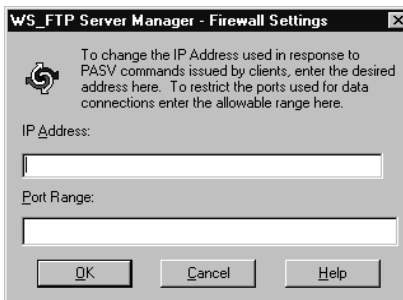
+anon	Use to allow anonymous connections.
-anon	Use to disable anonymous connections.
+hide	Use to hide files and folders beginning with \$.
-hide	Use to show files and folders beginning with \$.
+lt	Use option to use local time.
-lt	Use option to not use local time.
+ext	Use to disable extensions.
-ext	Use to enable extensions.
+tpt	Use to allow third party transfers.
-tpt	Use to disallow third party transfers.
-rd	Use to delete all files and folders associated with the virtual host. By default, all files and folders will remain when the host is removed.

Using Firewalls with SSL

When using a NAT (Network Address Translation) firewall, you may encounter problems when trying to use SSL encryption. To fix this, you may be able to enter information in the **Firewall Settings** dialog to reply to a PASV command by returning the IP Address and port range of the NAT firewall. In many cases, this will allow you to use SSL through a NAT firewall.

To change firewall settings:

- 1 In the left pane of WS_FTP Server, select the host. The host properties menu appears in the right pane.
- 2 Click **Firewall Options**. The firewall settings dialog appears.



3 Enter the following information.

IP Address. Enter an IP Address to be used in response to a PASV request. This will be sent to the client instead of the host IP address. This should be the IP address of the NAT firewall.

Port Range. Enter a range of port numbers to be used in response to a PASV request. The port range is specified by #-# or #, #, #. In the first example, all ports between the two numbers are available for use, and in the second, only the specific ports are available. You may use a combination of both to specify multiple ranges or ranges and specific ports.

Note: If you specify an IP address and not a port, then the server will use any available port above 1024, but will still use the specified IP address in the response.

Note: If you specify a port range, but not an IP address, the server will use its own IP address and only the ports specified.

4 Click **OK**.

What Exactly is a NAT Firewall?

Because of today's need for increased security, many businesses utilize an initial form of network protection called a firewall to prevent unauthorized access to or from their private systems. Firewalls can be software or hardware based, or they can be comprised of a combination of both. Part of this protection can include the use of a device or application called NAT.

NAT or Network Address Translation is an Internet standard that enables a local-area network (LAN) to use one set of IP addresses for internal traffic and a second set of addresses for external traffic. A NAT box located where the LAN meets the Internet makes all necessary IP address translations. Additionally, NAT provides a type of firewall by hiding internal IP addresses, and it enables a company to use more internal IP addresses. Since they are used internally only, there is no possibility of conflict with IP addresses used by other companies and organizations.

Managing FTP User Accounts

This chapter describes how to set up and manage FTP user accounts and how to set permissions for users and user groups.

How User Accounts Work

You can have an unlimited number of users for each FTP host. When you add an FTP host to the server, you select the user database for the host: Windows NT, IMail Server, WS_FTP Server, or external ODBC user database.

If you selected the Windows NT, IMail Server, or external (ODBC) user databases, you may already have a list of users for the FTP host. (In the Server Manager, in the left pane, select the Users item to view the list of users.)

If you selected Windows NT or IMail Server, you cannot use the Server Manager to add or delete users, but you can set additional user options in the user properties.

If you selected the WS_FTP Server, or external user database, you can add users by using the New User wizard. See “Adding an FTP User Account” on page 34.

Setting User Logon Options

For each FTP host, you can set whether you want users to start in their own folder, or start in the top directory when they log on.

To set the logon option:

- 1 In the left pane, select the FTP host. The host properties appear in the right pane.
- 2 Click **User Options**. The User Settings dialog appears.

Chapter 4

In this Chapter

How User Accounts Work

Setting User Logon Options

Adding an FTP Account

How Permissions Work

Setting User Options

Deleting a User

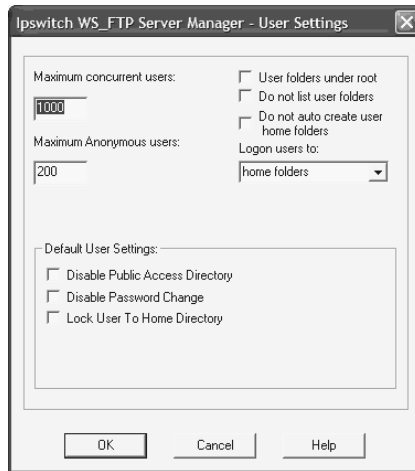
Renaming a User

Adding Users with the
Command Line Utility

How Users Can Change Their
Passwords

Creating User Groups

Deleting a User Group



3 Select from the following options:

Maximum Concurrent and Anonymous Users. Enter the maximum number of users (including anonymous users) that can connect to the FTP host at the same time. The default is 1000 users.

Maximum Anonymous Users. Enter the maximum number of anonymous users that can connect to the FTP host at the same time. The default is 200 users.

Entering zero for either option disables new connections - this provides a way to temporarily stop logons to the FTP host, so you can update files.

If either maximum limit is exceeded, a System Administrator or Host Administrator can still log on using the Server Manager. Also, a System Administrator can always log on using an FTP client.

User folder under root. When a user account is created, the folder for that account is created under the top directory of the FTP host.

Do not list user folders. When this option is selected, users will not be able to see other user folders. Only their own user folder, non-user folders, and files will be listed.

Do not auto create user home folders. If you do not want each user to automatically have their own folder, select this option.

Log on users to:

- **Log on users to home folders.** When a user logs on, they are placed in their own folder (which has the same name as their user ID).
- **Log on users to root.** When a user logs on, they are placed in the top directory of the FTP host.

Note: If the **Do not auto create user home folders** option is being used, users will be connected to the root directory even if the **Logon users to home folders** option is set. Administrators must manually create a home folder for the user before they will be able to log on to it. If the users are forced to log on to the root directory because they have no home folder, AND users are locked into home folders, the user will not be able to see or do anything once logged on.

Default User Settings

Note: These settings will not be applied to existing users. They only apply to those users added after the settings were adjusted.

Disable Public Access Directory. If the user has a folder named public in their folder, all users (including anonymous users) have List and Read permissions to the folder. This allows the user to maintain their own public directory for transferring files. When any other user logs on to the FTP host, this public folder appears in the users folder (in the host's top directory) and has the same name as the User ID. If you do not want other users to have permissions to this user's public directory, select this option.

Disable Password Change. If you do not want this user to be able to change their password from an FTP client, select this option.

Lock User to Home Directory. If this option is selected, user will not be able to browse directories that do not appear in their home directory.

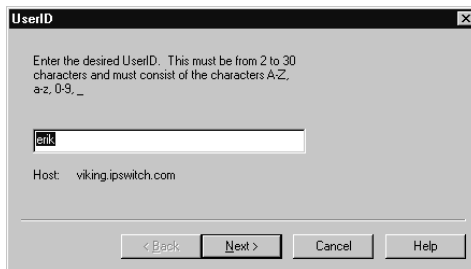
- 4 Click **OK** to save the changes.

Adding an FTP User Account

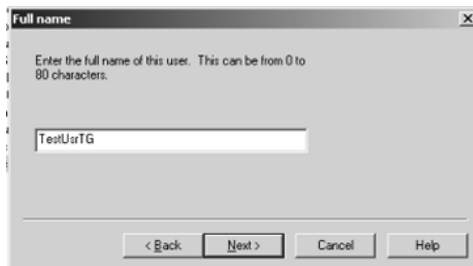
Once you have configured a host, you can add users for that host.

To add a new user to an FTP host:

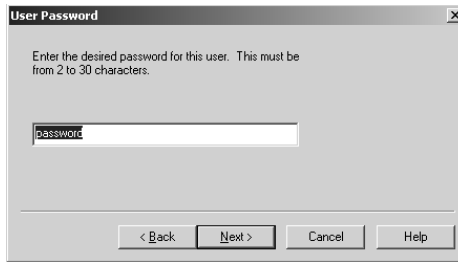
- 1 In the left pane, expand the FTP host. Select Users. The users list appears in the right pane.
- 2 Click the **Add** button. The first screen of the New User wizard appears.



- 3 Enter a **User ID** for the user and click **Next** to continue. The User ID can be from 2 to 30 characters and must be from the character sets: A-Z, a-z, 0-9.
- 4 Enter the user's full name and click **Next** to continue. The full name can be from 0 to 80 characters.



- 5 Enter a password and click **Next** to continue. The password can be from 2 to 30 characters.



- 6 Click **Finish** to create the new user.

The user account appears in the list of users for the FTP host.

To set additional properties for the user account, in the right pane, select the user and click **Edit**. See “Setting User Options” on page 36.

How Permissions Work

By default, users have the following permissions:

- User accounts — Each user has their own folder (with the same name as the User ID) where they can upload and download files and folders. They have full permissions to their folder. If you select **Do not auto create user home folders** in the User Properties, the user will have no folder of their own.
- Anonymous users — If you selected to allow anonymous access (in the FTP host’s properties), any user can log on to the FTP host with a username of **anonymous** or **ftp** and a password that specifies their e-mail address (or no password).

When a user logs on anonymously, they are placed in the top directory of the FTP host. Anonymous users can access any folders for which you have granted permissions to the special user group named **anonymous**.

- Public folders — If a user wants to make their folders or files available to other users, they can create a folder named *public* in their folder. When another user (or anonymous user) logs on to the FTP host, in the folder named *users*, they will see a folder for any user that has a *public* folder. For example, if the users fred and homer have public folders, another user will see a listing like the following:

```
/fred  
/homer
```

You can disable access to a **public** folder by selecting **Disable Public Access** in the user’s properties.

Setting User Options

The following sections describe the options you can set for an individual user.

User Directories and User Password

In the user properties, the **User directory** box shows the full path name to the user's folder. This folder has the same name as the User ID and is created under the *users* folder of the FTP host. The user can transfer files to and from this directory. When the user logs on, they are placed in this folder. By default, this is the only folder for which the user has full permissions. You can grant the user permissions for other folders by using the virtual folders feature.

The **Password** box shows the user's password in an encrypted form. You edit this box to change the password. The password can be from 2 to 30 characters.

Setting Logon, Public Directory, and Change Password Options

You can use the following options to set whether the user can access the FTP host, whether other users can access this user's public directory, and whether the user can change password from an FTP client.

- 1 In the left pane, expand the FTP host. Select Users. The users list appears in the right pane.
- 2 Select the user and click **Edit**. The User Options dialog appears.

- 3 If you do not want this user to be able to log on to the FTP host, select **Disable Login**. You can use this option to disable a Windows NT or IMail Server user's account without having to delete the user account from the Windows NT or IMail Server user databases. (The WS_FTP Server Manager cannot delete user accounts from either of these user databases.)
- 4 If you do not want other users to have permissions to this user's public directory, select **Disable Public Access Directory**.

If the user has a folder named public in their folder, all users (including anonymous users) have List and Read permissions to the folder. This allows the user to maintain their own public directory for transferring files. When any other user logs on to the FTP host, this public folder appears in the *users* folder (in the host's top directory) and has the same name as the User ID.
- 5 If you do not want this user to be able to change their password from an FTP client, select **Disable Password Change**.
- 6 Click **Apply** to save changes.

Setting File, Disk Space, and Bandwidth Quotas

You can set user global quotas for files, disk space, and bandwidth (the quotas apply to each user on the FTP host) or per individual user or user group. A user quota setting overrides a global (or host) quota setting as long as the user quota setting is not zero.

To set a global value for the FTP host, or for a user group:

- 1 In the left pane, expand the FTP host, then select the appropriate quota type: **Quota Limits** (for file quota or disk space quota) or **Bandwidth Allocation**.

To set global Quota Limits:

- In the **Max file count** box, enter the maximum number of files a user can keep on the FTP host. This is the total number of files for each of the user's folders.
- In the **Max disk space** box, enter the maximum number of bytes a user can consume on the FTP host's drives.

To set Quota Limits for a group:

- Select the user group and click **Edit**. Make the entries in the Quota Group Management dialog.

To set global Bandwidth:

- In the **Max bandwidth** box, enter the maximum bandwidth to allocate to the user. The maximum allowable bandwidth is 1,024,000 Kb per second.

To set Bandwidth Allocation for a group:

- Select the user group and click **Edit**. Make the entry in the Bandwidth Group Management dialog.

- 2 Click **Apply** to save the settings.

To set the maximum number of files, maximum amount of disk space, or maximum bandwidth on a per user basis:

- 1 In the left pane, expand the FTP host. Select **Users**. The users list appears in the right pane.
- 2 Select the user and click **Edit**. The User Options dialog appears.
- 3 In each user's properties, set the quotas for the user.

Note: This setting overrides a global quota setting.

Setting Administrator Permissions

You can grant Host Administrator and/or System Administrator permissions to a user. These permissions determine what the user sees when they log on to the FTP host from an FTP client or when they log on to the FTP server from the Server Manager (for remote management) For information on remote management capabilities, see "Setting Up FTP Hosts" on page 15.

To set administrator permissions:

- 1 In the left pane, expand the FTP host. Select **Users**. The users list appears in the right pane.
- 2 Select the user and click **Edit**. The User Options dialog appears.

- 3 Select **Host Administrator** to grant this user Host Administrator permissions. A Host Administrator has full permissions for all user folders on the FTP host, and has any permissions granted via virtual folders. In addition, the Host Administrator has remote management capabilities for the FTP host and all of its users, folders, and groups.
- 4 Select **System Administrator** to grant this user System Administrator permissions. A System Administrator has full permissions for their own folder, and has any permissions granted via virtual folders (just like a regular user). If you want the System Administrator to have access to all user folders, you need to also select Host Administrator. The System Administrator has remote management capabilities for all FTP hosts on the WS_FTP Server.
- 5 Click **OK** to save changes.

In the left panel, the user icon indicates the type of access the user has to the FTP Host's file system:

- Normal user — has full permissions to their own folder and any other permissions assigned by the Host Administrator. User icon has black hair.
- Host Administrator — User icon has gray hair.
- System Administrator — User icon has white hair.
- Disabled User - User icon has red hair.

Deleting a User

To delete a user from an FTP host:

- 1 In the left pane, expand the FTP host. Select Users. The users list appears in the right pane.
- 2 Select the user and click **Remove**. A dialog box appears and asks if you would like to delete all files and folders in the user's folder.
- 3 Click **No** if you want to save files and folders to move to another directory (the user is deleted but the directory structure remains). Select **Delete all files and folders in...** to delete all files and folders associated with the user, then click **Yes**. Click **Cancel** if you do not want to delete the user.

Renaming a User

To rename a user on an FTP host:

- 1 In the user list, select the user, and then select **Rename** from the right mouse menu.
- 2 Enter a new name for the user.

The name of the user's top directory is changed, but the old folder and all files and folders within are left unchanged. You can change the user's full name in the users options.

Adding Users with the Command Line Utility

The Add User program is a command line utility for WS_FTP Server; you can use it to add, modify, or delete users on an FTP host.

Note: You cannot use this utility to add users to an FTP host that uses the Windows NT, or the IMail Server user database.

The Add User utility accepts input from the MS-DOS prompt and returns messages to the MS-DOS display. You can type Add User commands at the MS-DOS prompt or run them in a batch file.

To start the Add User utility:

- 1 Open an MS-DOS window and change directories to the WS_FTP Server directory.
- 2 For a list of command options, enter: `iftpaddu /?`

If you invoke the utility with no command line options (by entering only `iftpaddu` at the MS-DOS prompt), you can then manually input commands, pressing Enter after each line. If you do this, press CTRL-Z to exit the utility when you are done.

Basic Command Syntax

```
iftpaddu -u userid [-h hostname] [-n "full name"] [-p
password] [options]
```

```
iftpaddu -modify -u userid [-h hostname] [-n "full name"] [-p
password] [options]
```

```
iftpaddu -kill -u userid [-h hostname]
```

```
iftpaddu -all [-h hostname] [-x number -s number] [options]
```

Argument	When to use
-u <i>userid</i>	Adds a user ID, where <i>userid</i> is the ID you want to add. This is the only required argument. Only one <i>userid</i> can be added in a single command.
-h <i>hostname</i>	Specifies the user's FTP host, where <i>hostname</i> is the name of the FTP host. The primary FTP host is used if no host is specified.
-n " <i>full name</i> "	Specifies the <i>full name</i> of the user in double quotes.

Argument	When to use
-p <i>password</i>	Specifies a <i>password</i> for the user. If you omit this argument, the user's password is "password."
-s <i>number</i>	Specifies a maximum number of files.
-x <i>number</i>	Specifies a maximum amount of space in bytes.
-modify	Use before entering any other arguments when you want to modify an existing user.
-kill	Use to delete a user. You must enter -u userid. If the user is not on the primary FTP host, you must also enter -h hostname.
+active	Enables the user to log on. (This is the default setting when adding a new user.)
-active	Disables the user's ability to log on.
+chgpas	Enables the user to change password from an FTP client.
-chgpas	Disables the user's ability to change password from an FTP client.
+sysadm	Grants the user System Administrator permissions.
-sysadm	Removes System Administrator permissions from the user.
+hostadm	Grants the user Host Administrator permissions.
-hostadm	Removes Host Administrator permissions from the user.
+lockuser	Locks a user to their home directory. May be used with the -all, -add, and -modify flags.
-lockuser	Unlocks a user from their home directory. May be used with the -all, -add, and -modify flags.
-all	This flag can be used in conjunction with the active, chgpas, sysadm, hostadm options to grant or remove permissions to all users on the system. It can also be used with the -s number and -x number arguments to set these parameters on all user accounts currently on the system.

Adding a User

The following examples add a user ID of test01.

```
iftpaddu -h myhost.com -u test01 -n "ms test" -p yourpass
iftpaddu -u test01 -n "mr test" -p newpass
iftpaddu -u test01
```

Modifying a User

The following examples modify a user ID.

```
iftpaddu -modify -h myhost.com -u test01 -p newpass
iftpaddu -modify -h myhost.com -u test01 -chgpass
iftpaddu -modify -u test01 -active
```

Deleting a User

The following example deletes a user ID.

```
iftpaddu -kill -u test01 -h myhost.com
```

How Users Can Change Their Password

If the FTP client supports sending a SITE or QUOTE command, users can change their password from the client. If you do not want a user to be able to change their password, in the user properties, select **Disable Password Change**.

For example, using the WS_FTP Pro “classic” client, you change the password as follows:

- 1 Log on to the FTP host.
- 2 In the Remote Site (right-side) panel, select **FTP Commands** ->**Site** from the right mouse menu.
- 3 In the Input dialog box, enter the following command:

```
CPWD password
```

where *password* is the new password.

Check the Log Window (LogWnd) to see that the command was successful.

- 4 Log off and log back on with your new password.

Some FTP clients also support the Quote command. In the Quote command box, you can enter `SITE CPWD password` where *password* is your new password.

Creating User Groups

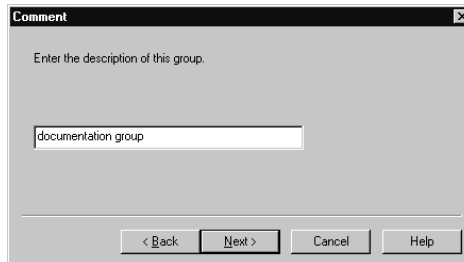
You can create a user group and add any users on the FTP host to the group. You can then grant permissions for FTP folders by user group, rather than for each individual user.

To add a user group to the FTP host:

- 1 In the left pane, expand the FTP host, and then select **User Groups**. The user groups list appears in the right pane.
- 2 Click **Add**. The first screen of the wizard appears.



- 3 Enter a name for the user group and click **Next** to continue. This can be from 2 to 20 alphanumeric characters.



- 4 Enter a description for the group and click **Next** to continue.
- 5 Click **Finish** to create the new group.

The user group appears in the list of groups for the FTP host.

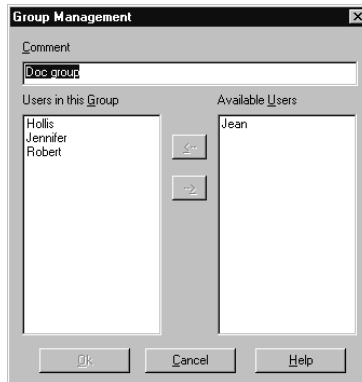
To add users to the user group, select the group and click **Edit**. The group properties appear. See “Adding Users to the Group” below.

Adding Users to the Group

You can add any users on the FTP host to a user group. You can then grant permissions for FTP folders by user group.

To view or change user group properties:

- 1 In the left pane, expand the FTP host, and select **Users Group**. The group list appears in the right pane.
- 2 Select the group and click **Edit**. The Group Management dialog appears.



- 3 In the **Comment** box, enter or modify the description for the user group (for example, doc group).
- 4 To add a user to the group, select a User ID in the **Available Users** list and click the left arrow (<-).
The user appears in the **Users in this Group** list.
- 5 To remove a user from the group, select a User ID in the **Users in this Group** list and click the right arrow (->).
The user no longer appears in the **Users in this Group** list.
- 6 Click **OK** to save your changes.

Deleting a User Group

To delete a user group from an FTP host:

In the group list, select the group, and then click **Remove**. The group is deleted.

Managing Folders

This chapter describes how to set up and manage folders on an FTP host, and how to manage permissions on the folder.

Using Folders and Virtual folders

With WS_FTP Server:

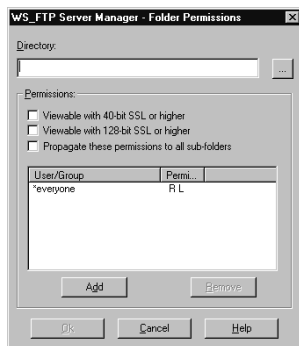
- You can grant access to any folder on your local system
- You can create virtual folders that reference or ‘point to’ any folder on your local system.

You can then grant permissions to a user or a user group for each folder. If a user has permissions to a virtual folder, when they log on to the FTP host, the folder appears in the top directory of the host.

Granting Access to a Folder

To add a new folder to an FTP host:

- 1 In the left pane, expand the FTP host, and then select **Folders**. The folder list appears in the right pane.
- 2 Click **Add**. The Folder Permissions dialog appears.



Chapter 5

In this Chapter

Using Folders and Virtual Folders

Granting Access to a Folder

Adding a Virtual Folder

Granting Permissions for FTP Folders

NT Permissions on Windows 2000 and XP

Changing Folder Properties

Changing Virtual Folder Properties

Removing a Folder

Renaming a Virtual Folder

- 3 Enter the full path in the **Directory** box or click the **Browse (...)** button to select the folder on your local system.
- 4 Click **OK** to add the folder to the folder list.

All new folders, by default, grant list and read permissions to a special user group called **everyone** (which includes all users and anonymous users). To view or change permissions for the folder, see “Granting Permissions for FTP Folders” on page 47.

Adding a Virtual Folder

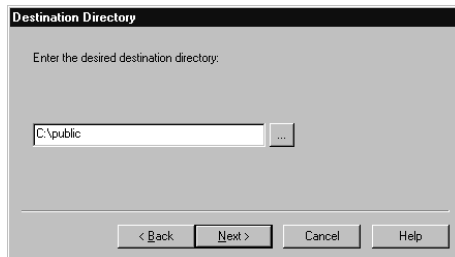
A virtual folder name is an alias for the real folder, thus it can have any name — it does not, and should not have to be the same name as the folder to which it references.

To add a new virtual folder to an FTP host:

- 1 In the left pane, expand the FTP host, and then select **Virtual Folders**. The virtual folder list appears in the right pane.
- 2 Click **Add**. The first screen of the New Folder wizard appears.



- 3 Enter a name for this “virtual” folder and click **Next** to continue.



- 4 Enter the local directory for which you are creating a virtual folder and click **Next** to continue. The path must contain the drive letter to be a valid path. For example:
E:\WS_FTP\Folder
- 5 Click **Finish** to create the new folder.

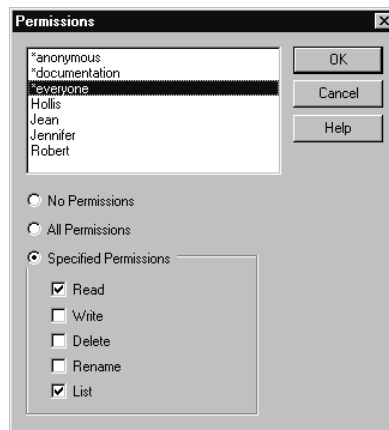
All new virtual folders, by default, grant list and read permissions to a special user group called **everyone** (which includes all users and anonymous users). To view or change permissions for the virtual folder, see “Granting Permissions for FTP Folders” below.

Granting Permissions for FTP Folders

You can grant permissions for any folder or virtual folder shown in their respective list. If you want all users on the FTP host to have permission for a folder, you can grant the permissions to **everyone** (this includes anonymous users). If you want users who log on anonymously to have permissions for a folder, you can grant the permissions to **anonymous**.

To grant permissions for a folder:

- 1 In the left pane, expand an FTP host, select **Folders** and select the folder from the list.
- 2 Click **Edit**. The folder properties appear.
- 3 In the User/Group list, select the user or user group for which you want to set or edit permissions. Click **Edit**. The Permissions dialog appears.
- 4 If the user or group is not already in the list, click **Add**. The Permissions dialog appears.



- 5 Select the user or user group from the list. The permissions for that item appear.
- 6 Select the Permissions options:

No Permissions. No access to the folder. When logged on, the user or group will not see this folder.

All Permissions. Read, Write, Delete, Rename, and List access.

Read. The user can download files from the folder.

Write. The user can upload files to the folder.

Delete. The user can delete files and folders in the folder.

Rename. The user can rename files and folders in the folder.

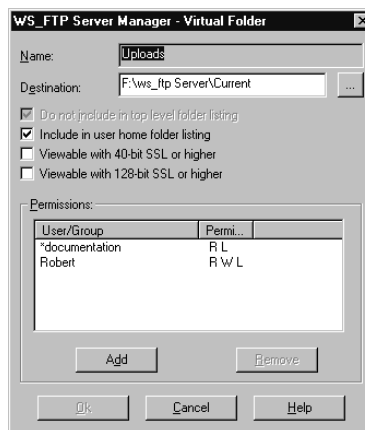
List. The user can display a listing of the folder contents.

Specified Permissions. The user or user group has the selected permissions.

- 7 Optionally, select another user or user group and set their permissions.
- 8 Click **OK** to save your changes.

To grant permissions for a virtual folder:

- 1 In the left pane, expand an FTP host, select **Virtual Folders** and select the virtual folder from the list.
- 2 Click **Edit**. The virtual folder properties appear.



- 3 In the User/Group list, select the user or user group for which you want to set or edit permissions. Click **Edit**. The Permissions dialog appears.
- 4 If the user or group is not already in the list, click **Add**. The Permissions dialog appears.

5 Select the Permissions options:

No Permissions. No access to the folder. When logged on, the user or group will not see this folder.

All Permissions. Read, Write, Delete, Rename, and List access.

Read. The user can download files from the folder.

Write. The user can upload files to the folder.

Delete. The user can delete files and folders in the folder.

Rename. The user can rename files and folders in the folder.

List. The user can display a listing of the folder contents.

Specified Permissions. The user or user group has the selected permissions.

6 Optionally, select another user or user group and set their permissions.

7 Click **OK** to save your changes.

Notes on granting permissions

- To set up an "upload" folder, you can grant Write permission only — this lets users upload a file or folder, but they cannot list the contents of the Upload folder and they cannot upload a file that has the same name as an existing file. You can add Delete permission if you want users to be able to overwrite an existing file.
- To set up a "download" folder, you can grant List and Read permissions — this lets users list the contents of the folder and download a file or folder.

NT Permissions on Windows 2000 and XP

NT permissions will work on Windows 2000 and XP computers.

To use this:

- 1** Set up a virtual folder to the top level folder you want to grant access to, and give rights to users and groups.
- 2** Using the NT permissions, set further restrictions on subfolders and files.

Note: WS_FTP Server will use the highest restriction level set, so you can restrict users from areas that NT would grant permissions with by setting stronger permissions on the virtual folder.

Changing Folder Properties

To view or change folder properties:

- 1 In the left pane, expand the FTP host, and select **Virtual Folders**. The virtual folder list appears in the right pane.
- 2 Select the virtual folder and click **Edit**. The Virtual Folder properties dialog appears.
- 3 In the **Directory** box, enter the path of the directory for which you are creating a virtual folder. Use the **Browse** button to search your directories for the path.
- 4 You can increase security by selecting either **Viewable only with 40-bit SSL or higher** or **Viewable only with 128-bit SSL or higher**. Clients that do not have SSL enabled will not be able to view the folder when this option is selected.
- 5 Select **Propagate these permissions to all sub-folders** if you want all folders in this directory to have the same permissions.
- 6 Click **OK** to save your changes.

Changing Virtual Folder Properties

To view or change virtual folder properties:

- 1 In the left pane, expand the FTP host, and select **Virtual Folders**. The virtual folder list appears in the right pane.
- 2 Select the virtual folder and click **Edit**. The Virtual Folder properties dialog appears.
- 3 The **Name** box shows the folder name. To change the folder name, in the left pane, right-click the name, select **Rename** from the right-mouse menu, and enter the new name.
- 4 In the **Destination** box, enter the path of the directory for which you are creating a virtual folder. Use the **Browse** button to search your directories for the path.

Note: If you want to create a virtual folder that references a folder on the local network, you **must** either:

- Run WS_FTP Server under a user account that has Windows NT permissions for that folder.
- Use the NT User Database with NT file and directory permissions. In this case, the user must have access to the network path.

- 5 To have virtual folders appear in user's home folders, select the **Include in user home folder listing** option. When this option is selected, **Do not include in top-level directory listing** will also be enabled.

- 6 You can increase security by selecting either **Viewable only with 40-bit SSL or higher** or **Viewable only with 128-bit SSL or higher**. Clients that do not have SSL enabled will not be able to view the folder when this option is selected.
- 7 Click **OK** to save your changes.

Removing a Folder

To remove a folder or virtual folder from an FTP host:

- 1 In the left pane, select **Folders** or **Virtual Folders**.
- 2 Select the folder or virtual folder in the list and then click **Remove**. The folder is removed from the list, but the folder or directory to which it points remains.

Renaming a Virtual Folder

To rename a virtual folder:

- 1 In the left pane, select **Virtual Folders**.
- 2 Select the virtual folder in the virtual folder list, and then select **Rename** from the right-mouse menu.
- 3 Enter a new name for the folder.

Using Rules

This chapter describes Rules and how to configure them. Rules can be used to monitor the FTP Server and send you a message, or take action, when an event occurs.

Rules can trigger a notification to send a message or to run a program. For information on defining a notification, see “Using Notifications” on page 57.

About Rules

With the Rules feature, you can set up WS_FTP Server to prevent or allow actions (such as a file upload or download) based on user ID, and/or file types. You can also notify yourself, or another user, when an event occurs on the server.

You can set permissions for an action (such as file upload) for an individual user or by user group.

If a rule is set to send a message via e-mail, pager or SMS, the WS_FTP Server sends the notification using the Ipswitch Notification Server.

A rule can also launch a program when an event occurs. In this case, the Notifications server is not used because WS_FTP Server runs the program locally.

The Rules List

The Rules List is where you add, edit, delete rules and set the processing order.

The list shows all rules that you have created and the file mask (which determines which files are affected) applied to the rule. The rules are processed in the order listed.

Chapter 6

In this Chapter

About Rules

The Rules List

Configuring Rules

Rules Processing

Click **Add** to create a new rule by using the New Rule wizard. You can select from the following rule types:

Rule Type	Description
Directory Created	Applied when a user attempts to create a directory (folder).
File Deleted	Applied when a user attempts to delete a file or folder.
File Download	Applied when a user attempts to copy a file from the server (download).
File Rename	Applied when a user attempts to change the name of a file or folder.
File Upload	Applied when a user attempts to copy a file to the server (upload).
Failed Login	Applied when the specified user(s) exceeds a specified number of login failures.
Quota Exceeded	Applied when the specified user(s) exceeds the specified disk quota.

Click **Edit** to edit the selected rule.

Click **Duplicate** to add a new rule by copying the one selected and editing it.

Click **Remove** to delete the selected rule.

The server processes the rules by starting at the top of the list and working down. You can move rules within the list to change the processing order.

Click **Move Up** to move the selected rule up the list, thus moving it up in processing order.

Click **Move Down** to move the selected rule down the list, thus moving it down in processing order.

Configuring Rules

- 1 In the left pane of the WS_FTP Server Manager, select the FTP host, and then select Rules. The Rules list appears in the right pane.
- 2 In the Rules list, click **Add**. The first screen of the Rules wizard appears.
- 3 Select the rule type you want to set up, then proceed through the screens and enter the appropriate information to set up the rule, including:

File Mask. Specifies the types of files and folders to which this rule applies. Enter the file name or extension of the files to monitor. Multiple entries must be separated with a comma. For example: *.exe, readme.txt, *.gif, *.* (for all)

Notification. (Optional) If you select to use a notification, this tells the rule who to notify of the event and how to contact them. If there are no notifications to select from, you may need to create a notification.

Note: The Notification Server must be configured. See “Configuring the Servers for Notifications” on page 58.

Permissions. Specifies which users this rule will apply to and whether or not to permit the action.

- 4 Click **OK** to add the rule to the list.

Remote Rule Configuration

To give you the ability to remotely configure rules, you must select the **Enable remote rule configuration** option on the **General System Settings** dialog.

Rules Processing

When the selected event occurs (for example, a user uploads a file), WS_FTP Server does the following:

- Compares the file name and the user ID with each rule for that event.
- If WS_FTP Server finds a match, it checks if the user is permitted or not permitted to perform the action.
- After permitting or denying the action, WS_FTP Server then sends all notifications that are assigned to the rule.
- If there is not a match, WS_FTP Server used the default action for that event and permits or denies based on that setting.

Using Notifications

This chapter describes how to set up and configure notifications. Notifications can be used with rules to monitor the Ipswitch WS_FTP server and send a message, or take an action, when an event occurs.

For information about setting up rules, see “Using Rules” on page 53.

About Notifications

A file transfer event, such as a file upload or a file download, can trigger a notification that sends a message to a user or that launches another application. This allows you to automate certain processes, such as:

- Inform you (the server administrator) when a disk quota or failed login limit is exceeded.
- Inform a user that a file has arrived on the server and is ready for the user to download
- When a file is downloaded, send a message
- When a user exceeds their disk quota, send a message
- When a file is uploaded, launch an Anti-Virus program to scan for viruses

Notification Types

There are four types of notifications: a message sent through e-mail, pager, or SMS; or a command to launch an executable program. For the first three, the notification defines how the message will be sent and to whom. These notifications are triggered by a rule, and are processed by the Notifications Server.

E-Mail. Sends a message to an e-mail address.

Pager. Sends a message to a pager via a dial-up account.

Chapter 7

In this Chapter

About Notifications

Notification Server Manager

Configuring the Servers for Notifications

The Notifications Library

Using Notifications - A Simulation

What's Next?

SMS. Short Message Service (SMS) is a service for sending messages of up to 160 characters (224 characters if using a 5-bit mode) to mobile phones that use GSM (Global System for Mobile communication). SMS is similar to paging. However, SMS messages do not require the mobile phone to be active and within range and will be held for a number of days until the phone is active and within range. SMS messages are transmitted within the same cell or to anyone with roaming service capability. They can also be sent to digital phones from a Web site equipped with PC Link or from one digital phone to another.

The fourth type of notification, a **Program** notification, is also triggered by a rule, but instead of sending a message, it launches a program or a batch file. The program or file must be on the same PC that the Ipswitch WS_FTP Server is running on. Program notifications do not use the Ipswitch Notifications Server.

Notification Server Manager

During installation of Ipswitch WS_FTP Server, you select to install the Ipswitch Notifications Server on the same PC, or another PC.

The Ipswitch Notification Server listens (default port 2001) for notification requests from WS_FTP Server and processes the request to send a message through e-mail, pager, or SMS service.

The Notification Server processes and handles notification events, leaving WS_FTP Server resources free to handle file transfers. The Notification Server Manager lets you configure the logging and account information necessary for the Ipswitch WS_FTP Server to communicate with it.

Configuring the Servers for Notifications

To use e-mail, SMS, or pager notifications, you must configure both the WS_FTP Server and the Ipswitch Notification Server to communicate with each other. This section describes the overall process.

- 1 Use the Notification Server Manager to configure these settings for the Notifications server. On the PC on which you installed the Ipswitch Notifications Server, select Programs -> Ipswitch Notification Server -> Notification Server Manager.
 - Create a user account for the WS_FTP server. When WS_FTP Server generates a notification request, it logs on to the Notification Server using this account. This account provides security for the Notification Server by limiting the access needed to send a notification.
 - Set the port where the Notification Server listens for a request. The default is 2001.
 - Configure the logging of notification events

The table shows the required settings. Click Help on the screen for more information.

Screen / Option:	What to enter:
System Settings/ Binary Directory	The directory where the notification server is installed. Spool and log files, by default, are stored in a sub-folder of this folder.
System Settings/ Port	The port on which the Notification Server listens for notification requests. The default is 2001. If you modify the port, you must restart the service. The port defined here must match the setting for the port in the WS_FTP Server Manager (in Local System, Notification Settings). Whenever you change the port, you must change it in both places.
Add user wizard/ User ID	This is the user account's unique identifier. It must be from 2 to 80 characters and can use the following characters: A-Z, a-z, 0-9.
Add user wizard/ Password	This password associated with this user account. The password must be from 2 to 30 characters. For security purposes, your entry is not displayed in clear text.

- 2 Use the WS_FTP Server Manager to configure the settings that tell it how to communicate with the Notifications Server.

To do this, in the WS_FTP Server Manager, in the left pane, select the FTP Server (usually Local System). Then, select Notification Server Settings and enter the appropriate settings. The table shows the required settings. Click Help on the screen for more information.

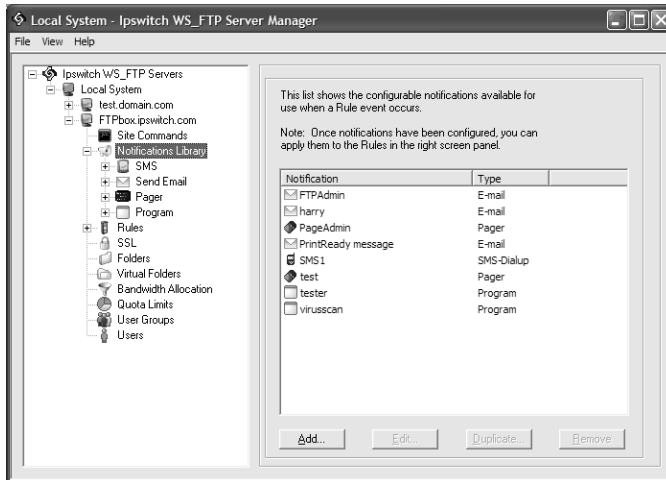
Notification Server Settings dialog	What to enter:
Notification Server Address	Enter the hostname or IP address of the Ipswitch Notification Server.
User ID to log in to Notification Server	Enter the user ID that you established on the Notifications Server. When sending a notification, this FTP server will log on to the Notifications Server using this user ID.
Password to log in to Notification Server	Enter the password for the user account on the Notifications Server.
Port Notification Server is listening on	The default port for the Notification Server, the port on which it listens for a request from a WS_FTP Server, is 2001. The port must be the same here as it is in the Notification Server settings, so if you change the default on the Notification Server, then enter the same port here.

- 3 Use the WS_FTP Server Manager to create notifications and the rules that trigger them.

The Notifications Library

The Notifications Library shows the notifications that you can assign to a rule or multiple rules. This is where you create a new notification, test it, edit a notification, or remove it from the library.

Notifications are listed in a tree-branch formation in the left column of the WS_FTP Server. Each type of notification has its own branch on the tree. When a notification type is selected, the right pane lists all configured notifications of the selected type.



Editing a Notification

To edit a notification:

- 1 Select the notification and click Edit, or double-click the notification. The settings for that notification appear.
- 2 Make any changes.
- 3 Select Ok or Apply to save your modifications.

Deleting a Notification

To delete a notification, select the notification and click **Remove**. The notification is deleted from every rule in which it is used.

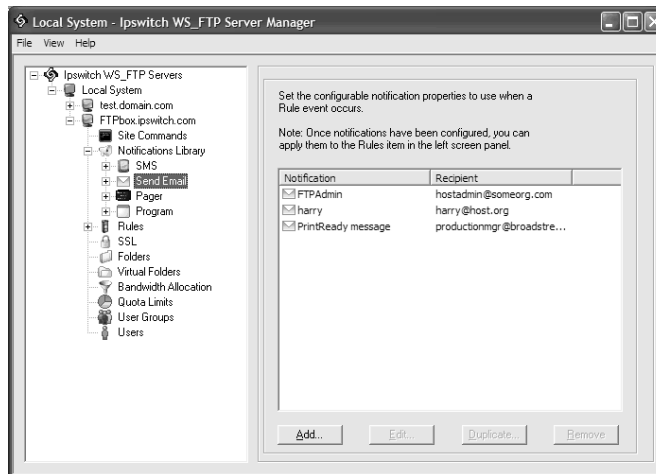
Using Notifications- A Simulation

This section uses the e-mail notification to provide an example of how you can use notifications and rules to monitor your FTP server.

In the example, suppose you are the FTP Administrator for the Broad Street Printing company. When a customer has a document to be printed, he uploads the files to your FTP server. The Print Production Manager has asked you to let her know when files are uploaded to the PrintReady folder.

To accomplish this, you do the following:

- Create an e-mail notification that can send a message to the Print Production Manager.
 - Test the notification.
 - Create a rule to monitor uploads and assigns the notification to it.
- 1 In WS_FTP Server Manager, you expand the tree items in the left pane.
 - 2 You expand the Notification Library, and select **Send Email**. The e-mail notification list appears in the right pane.

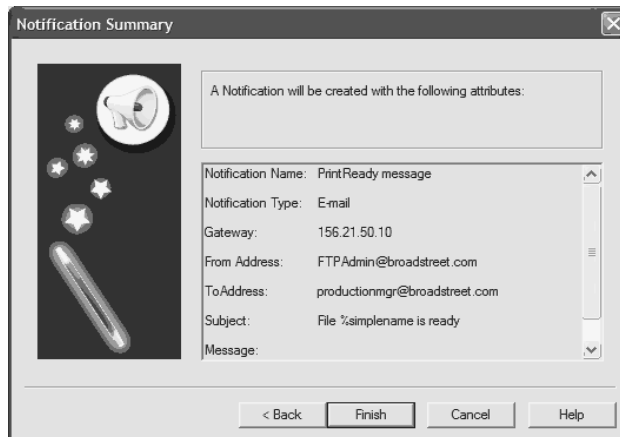


- 3 In the right pane, you click **Add** to start the e-mail notification wizard.

The e-mail notification wizard has six screens. To define this notification, you enter the following information on each screen:

Option:	You enter:	Notes
Display Name:	"PrintReady message"	This is the display name used in the lists. You'll use this name to select the notification when you create a rule.
E-mail Gateway:	156.21.50.10	This is the IP address of the mail server on Broad Street's network.
From Address:	FTPAdmin@broadstreet.com	Some mail servers check that the From address is valid before accepting the message. You can enter your e-mail address here.
To Address:	productionmgr@broadstreet.com	The message is sent to this address.
Subject:	File %simplename is ready	The subject line uses the %simplename variable to report the file name.
Notification Message:	%user uploaded %simplename to %dir for printing at %timestamp	The message uses notification variables to tell the Production Manager the details. For example, the actual message may say: "lpswitch uploaded ftpserver.pdf to C:\iftpsvc\printready for printing at 11:45 2004 05 05,

- 4 You review the settings in the Notification Summary, then click **Finish**.



The E-mail list appears with the new notification displayed.

- 5 Having completed the notification, you test it. From the Notifications list, select the PrintReady notification, then click **Test**. Verify that the Print Production Manager received the message.
- 6 Now, you create a File Upload rule for the PrintReady folder and assign the new notification to it.

In the WS_FTP Server Manager, you expand Rules, and select **File Upload**. The File Upload rules list appears in the right pane.

In the right pane, you click **Add** to start the Rules wizard.

The rules wizard has 4 screens. To define the rule, you enter the following information:

Option:	You enter:	Notes
File Mask:	*.pdf, *.ps, *.eps, *.doc,	The file extensions to which this rule will apply.
Notification options:	Select the option: Notify upon success Select the notification: PrintReady	When the file is uploaded successfully, this rule sends the PrintReady notification.
User Permissions:	the FTP user: Ipswitch Permissions option: All Permissions	You select the user from the list of users for this FTP server. This is the user (customer) who will be uploading the print file. You give them all permissions.

- 7 You review the settings in the Rule Summary, then click **Finish**. The File Upload Rules list appears with the new rule displayed.
- 8 When your customer, in this case named Ipswitch, uploads a file to the PrintReady folder, the FTP server sends an e-mail notification to your Print Production Manager. The e-mail message looks something like this:

What's Next?

This section introduces the notification types and describes the differences between the types. Each of the notification types follow a setup process similar to the e-mail notification (see “Using Notifications- A Simulation” on page 61). For procedures on how to create a notification of each type, see the Help system.

This section also describes the notification variables that can help you report information about a WS_FTP Server event.

SMS Notifications

SMS (Short Message Service) is similar to paging. However, SMS messages do not require the mobile phone to be active and within range and will be held for a number of days until the phone is active and within range. SMS messages are transmitted within the same cell or to anyone with roaming service capability.

SMS notification services are provided by a number of different providers in one of two ways: TAP, the protocol used in common pagers which requires a modem and the phone number of the provider and recipient, or via e-mail where a specifically formatted e-mail message is sent to an address.

Because multiple methods can be used to provide SMS service, there are no common settings for SMS notifications. Each notification is tied to a provider, which may support either or both of the delivery methods mentioned.

The SMS options have a list of all available countries that have configured providers. When a new country is selected, the list is re-populated with the providers for the country. Click the browse button to display a list of all providers organized by country. If your provider is not listed, you can create an entry for them here.

The following shows an example of the settings for an SMS notification.

See the help system for step-by-step procedures and descriptions of the options.

Pager Notifications

Pager messages are delivered via a terminal service provider. You can define a notification to send a message to a pager when an FTP event occurs. WS_FTP Server supports PageNet, TAP (Telocator Alphanumeric Protocol), SMS-TAP, UCP-SMS (British Telecom), and NTT (Nippon Telegraph and Telephone) pager services.

The following shows an example of the settings for a Pager notification.

See the help system for step-by-step procedures and descriptions of the options

E-mail Notifications

E-mail messages are delivered via an SMTP gateway, which will probably be the same relay for all e-mail addresses. However, you can have notifications that use different SMTP servers.

The following shows an example of the settings for an e-mail notification.

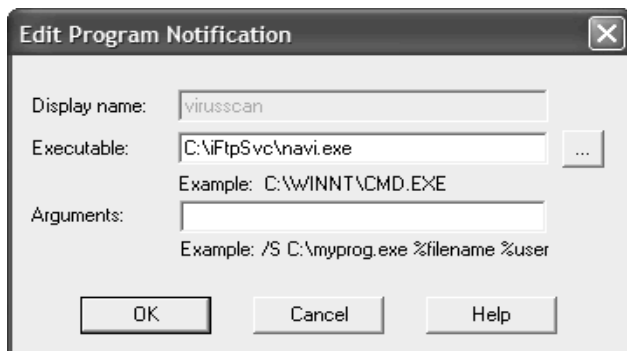
See the help system for step-by-step procedures and descriptions of the options.

Program Notifications

When an FTP event occurs (such as a quota exceeded), you can send a notification that launches a program. The program must be on the same system as the WS_FTP Server.

Program notifications, depending on the program launched, could require an extensive amount of processing on the server. For this reason, only system administrators can configure them remotely.

The following shows an example of the settings for an Program notification.



See the help system for step-by-step procedures and descriptions of the options.

Using Variables to Report Event Details

You can use the following variables to report details about the event that triggers a notification. These variables can be used in the Message or Subject boxes.

Variable	Description
%Event	The event that triggered the notification, which means any of the rules: Directory Created, File Deleted, File Download, File Rename, File Upload, Failed Login, Quota Exceeded.
%Dir	Inserts the name of the directory created or attempting to be created.
%File	Inserts the name of the file the action was attempted on (available for upload, download, and deletion rules).
%ToFile	Inserts the new name of a file in a file rename attempt (only available in rename rules.)
%FmFile	Inserts the original name of a file in a file rename attempt (only available in rename rules)

%User	Inserts the User ID of the user that attempted the action (available for rules in all categories).
%Status	Inserts whether the attempt was successful or not (available for rules in all categories).
%SimpleName	The file name, without the path.
%Timestamp	Date and time the notification was triggered.

Configuring SITE Commands

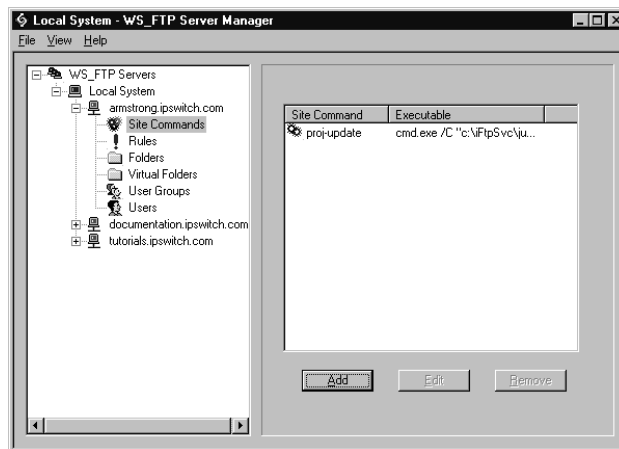
Chapter 8

With the Site Command feature, server administrators can use WS_FTP Server to create customized FTP commands that users can use to execute applications on the FTP server.

Adding a Site Command

To add a new Site command

- 1 In the left pane of the WS_FTP Server Manager, expand the FTP host and then select Site Commands. The Site Commands list appears.



- 2 In the Site Command list, click the **Add** button. The first window of the Custom Site Command wizard appears.

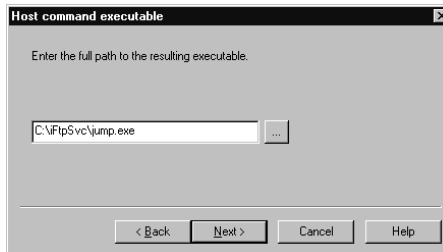
In this Chapter

Adding a Site Command

Modifying Site Command Properties



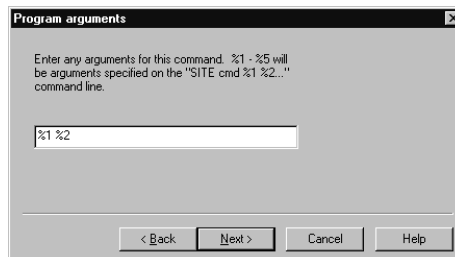
- 3 Enter the name of the site command in the text box. Click **Next**. The Host Command Executable screen appears.



- 4 Enter the full path for the file that is to be executed when the site command is run, or select it by clicking the **Browse (...)** button. Click **Next**. The Program Arguments screen appears.

Note: Never use server side applications (such as Notepad or Wordpad) as the executed program in a site command. Using these will display nothing for the user, but each time the command is run, a new copy of the program is opened on the server.

Note: If using a batch file, you must enter CMD.exe in the Host Command Executable dialog. In the Program Arguments dialog, enter the full path of the batch file in quotation marks. For example: "c:\iFtpSvc\jump.bat"



- 5 Enter %1-%5 for the allowed number of user defined variables, as well as any command line arguments that are to be used when the command is executed. Spaces are delimiters for arguments, so a single argument with a space will be treated as two, unless the entire argument is in quotation marks.
- 6 Click **Next**. The Summary window appears.

Note: If you allow user-defined variables, it is suggested to select the **Send Output** option on the SITE Command Properties window after you set up the command. If this is not done, only a general success or failure message will be returned to the user on the server.

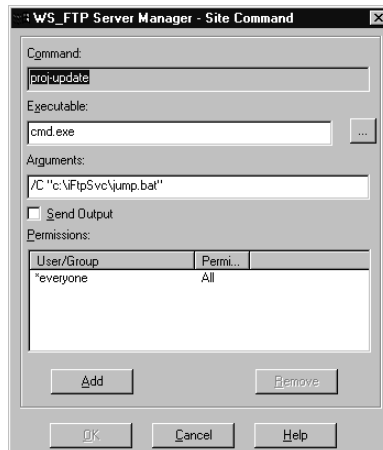
- 7 Review the information displayed to make sure it is correct. If the information is correct, click **Finish** to add the command. If the information needs to be changed, click **Back** to move to the window that needs to be changed.

After you set up the site command, you can add or change permissions for the command.

Modifying Site Command Properties

To view or change the properties for a SITE command:

- 1 In the left pane of the WS_FTP Server Manager, expand the FTP host and then select Site Commands. The Site Commands list appears.
- 2 Select the site command and click **Edit**. The Site Command dialog appears.



- 3 Make changes to any of the properties.

Command. The name of the SITE command. This is also the command that is used to execute the program. This property cannot be changed.

Executable. The path and file name of the application that is run when the correct command is given. This can be changed by typing the full path and file name of the application, or by clicking the **Browse (...)** button and selecting the application from a browse dialog box.

Arguments. Number of available user-defined variables that can be used with the command (up to 5), as well as command line arguments.

Send Output. When this option is selected, all output generated by the server will be shown to the user as the command is executed. If the option is cleared, no output will be returned other than a success or failure message. Command variable errors will not be returned unless this option is selected.

Permissions. A list that displays which users are able to use the site command. Click **Add** to add new permissions. To delete a user's permission, select it in the list and click **Remove**.

- 4 Click **OK** to save the changes.

Modifying Site Command Permissions

To control who can use a command:

- 1 In the left pane of the WS_FTP Server Manager, expand the FTP host and then select Site Commands. The Site Commands list appears.
- 2 Select the site command and click **Edit**. The Site Command dialog appears.

When the command was set up on the WS_FTP Server Manager, it automatically added an entry to the Permissions box that allows all users to use the command.

- 3 If you want to change the permission, select the default permission value and click **Remove**. This will delete the permission.
- 4 Click **Add** to view the Permissions properties.



- 5 In the Permissions properties, associate the user or group of users with the appropriate access to the command. In the case of site commands, permission is either all or none.
- 6 Click **OK** to add the user.

Note: Permissions are used in the order in which they appear in the Permissions list. If a user appears at the top of the list, and that same user is below it in a group, the permissions set on the user will be used before the permissions for the group.

Managing FTP Hosts

This chapter describes how you can use the WS_FTP Server Manager to manage FTP hosts from the local host or from a remote location.

Copying the Server Manager to a Remote Host

You can copy the WS_FTP Server Manager install program (*mgr-inst.exe*) to another Windows NT, or Windows 2000 system and run it to install the Server Manager which allows you to manage FTP hosts remotely.

If you installed WS_FTP Server from a CD-Rom, you can use the CD-Rom to install the Server Manager on another Windows NT or Windows 2000 system to manage your server remotely.

Note: If using NT User database with Active Directory on Windows 2000, FTP Administrators must also be a member of an Admin group (or some other group to give them permission to write to the NT registry).

Connecting to the WS_FTP Server

To connect to the FTP server:

- 1 Start the WS_FTP Server Manager.
- 2 In the left pane, select WS_FTP Servers.
- 3 In the right panel, click **Connect**. The Logon dialog box appears.
- 4 In the **IP Address** box, enter the IP address of the host on which the FTP server is installed. (Note that you can connect to the server from the same host on which it is installed.)

Chapter 9

In this Chapter

Copying the Server Manager to a Remote Host

Connecting to the WS_FTP Server

Monitoring Active FTP Sessions

Monitoring FTP Server Statistics

- 5 In the **Server port** box, if your WS_FTP Server is not using port 21, change the port number to be assigned to the port.
- 6 Enter your **User ID** and **Password**. You must be a Host Administrator to access a particular FTP host, or a System Administrator to access all FTP hosts.
- 7 Click **Use SSL** to make a secure connection to the server.
- 8 Click **OK**. The Server Manager connects to the FTP server.

In the left pane, you will see the IP Address of the FTP server. Select the IP Address and expand it to show the FTP hosts on the FTP server. You can make changes to FTP hosts, users, and folders (your access to FTP hosts and users depends on whether you are the System Administrator or the Host Administrator — see user properties for more information).

For the most part, you can use the same Server Manager functions that you can use if you were on the local system, but note the following differences:

- You cannot stop or start the server.
- Any changes you make remotely occur immediately, without stopping and restarting the server (except the server port).
- You can change the server port, but it does not take effect until the server is restarted.
- After making changes remotely, select **Refresh** from the View menu (or press F5) to make the changes also appear under the Local System.

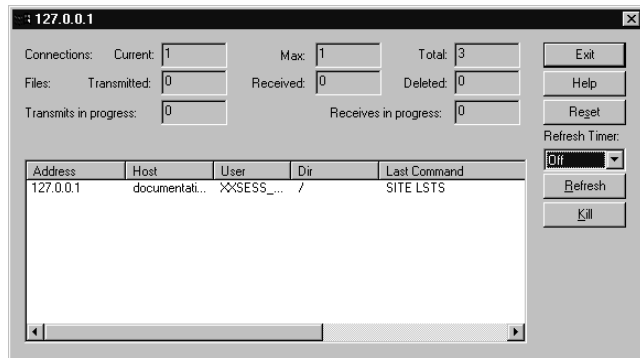
Click **Disconnect** to end the session and close the Server Manager.

Monitoring Active FTP Sessions

When connected to the FTP server from a remote system (or from the host on which it is installed), you can use the WS_FTP Server Manager to view and monitor active connections to the FTP server.

To view active sessions:

- 1 In the left pane, select **Local Host**. The **Local Host** properties list appears in the right pane.
- 2 Click **Session Manager**. The Session Manager window appears.



Server Statistics

The Session Manager window reports the following WS_FTP Server statistics. Connection and File statistics represent the count since the server was last started, or since the counter was reset.

Connection statistics: **Current** number of connections, **Maximum** number of concurrent connections, **Total** number of connections.

File statistics: the number of files **Transmitted** (downloaded), **Received** (uploaded), and **Deleted**

Transmits in progress: The number of downloads in progress.

Receives in progress: The number of uploads in progress.

Click **Reset** to zero the counters within the WS_FTP Server. Note that these are the same values you can view and chart in the Windows NT Performance Manager (for more information, see “Monitoring FTP Server Statistics” on page 78).

Active Sessions

The Session Manager window shows all active connections from an FTP client (FTP sessions) or from a WS_FTP Server Manager to the FTP server. For each connection, the Session Manager shows:

Address. The IP address of the FTP client or remote WS_FTP Server Manager.

Host. The FTP host to which the client is connected. If there is only one FTP host on the WS_FTP Server, this column does not appear.

User. The User ID used to connect to the host.

Directory. The last directory accessed during this session.

Last Command. The last FTP command issued by the client or Server Manager.

Idle. The number of seconds the session has not received a command or data from the client and has not sent a response or data to the client for the reported number of seconds. You can control the amount of idle time allowed for a session by setting a **Timeout** value in the host's properties.

TA (Transfer Active). Indicates that a data channel is active for a session. If it shows a value of 1, the RETR or STOR command is currently active, which means data is being transferred (retrieved or stored). If it shows a value of 0, the data channel is inactive.

To update the list of active connections, click **Refresh**.

To end a session, select the session's Address and click **Kill**. The listing automatically refreshes, but may take a few seconds.

Monitoring FTP Server Statistics

You can use the Windows NT Performance Manager to monitor statistics reported by the WS_FTP Server, including the number of concurrent connections, the total number of connections since the server started (or was reset), and the number of files transferred.

To display WS_FTP Server statistics:

- 1 From the Start menu, select **Programs->Administrative Tools (Common)->Performance Monitor**. The Windows NT Performance Monitor appears.
- 2 From File menu, select **New** to create a new chart. See the Performance Monitor's help system for information on using charts.
- 3 From the Edit menu, select **Add to Chart**. The Add to Chart dialog box appears.

In the **Computer** box, select the Windows NT name of the computer on which the WS_FTP server is installed. (The default is the local computer, but you can also connect to another computer on the local network.)

In the **Object** box, select **Ipswitch WS_FTP Server**. The WS_FTP server counters appear in the **Counter** list.

Select a counter and click **Add** to add it to the chart.

Click **Explain** to display a brief description of the counter.

- 4 To save the settings to a file, select **Save Chart Settings** from the File menu.

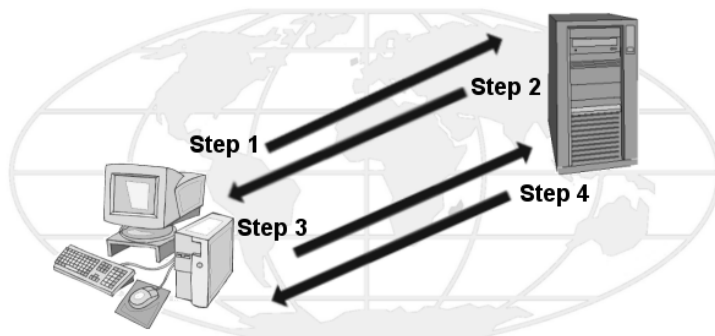
SSL Configuration

This chapter describes what SSL is and how you can configure WS_FTP Server to allow secure (SSL) connections.

What is SSL?

SSL (Secure Socket Layer) is a protocol for encrypting and decrypting data sent across direct internet connections. When a client makes an SSL connection with a server, all data sent to and from that server is encoded with a complex mathematical algorithm that makes it extremely difficult to decode anything that is intercepted.

The following is a step by step illustration of how SSL works.



Step 1. The client makes the initial connection with the server and requests that an SSL connection be made.

Step 2. If the server is properly configured, the server will send to the client its certificate and public key.

Step 3. The client uses that public key to encrypt a session key and sends the session key to the server. If the server asks for the client's certificate in Step 2, the client must send it at this point.

Step 4. If the server is set up to receive certificates, it compares the certificate it received with those listed in its trusted authorities database and either accepts or rejects the connection.

Chapter 10

In this Chapter

What is SSL?

How to Get Started

Generating a Certificate

Selecting a Certificate

Signing a Certificate

Trusted Authorities

If the connection is rejected, a fail message is sent to the client. If the connection is accepted, or if the server is not set up to receive certificates, it decodes the session key from the client with its own private key and sends a success message back to the client, thereby opening a secure data channel.

The key to understanding how SSL works is in understanding the parts that make SSL itself work. The following is a list of these parts and the roles each plays.

Client. Any FTP program that is able to make an SSL connection.

Certificate. The Certificate file holds the identification information of the client or server. This file is used during connection negotiations to identify the parties involved. In some cases, the client's certificate must be 'signed' by the server's certificate in order to open an SSL connection. Certificate files have the .crt ending.

Session Key. The session key is what both the client and the server use to encrypt data. It is created by the client.

Public Key. The public key is the device with which the client encrypts a session key. It does not exist as a file, but is a by-product of the creation of a certificate and private key. Data encrypted with a public key can only be decrypted by the private key that made it.

Private Key. The private key decrypts the client's session key that is encrypted by a public key. The private key file has the .key ending. Private keys should NEVER be distributed to anyone.

Certificate Signing Request. A certificate signing request is generated each time a certificate is created. This file is used when you need to 'sign' a certificate. Once the Certificate Signing Request file is signed, a new certificate is made and can be used to replace the unsigned certificate.

How To Get Started

WS_FTP Server can be used without configuring the SSL Utility, but unless you clear the **Enable SSL** option in the Host SSL options, anyone can make a secure connection with you. If you do not want to use the SSL capabilities, select SSL (under the appropriate FTP host) in the left pane, then clear the selection for the **Enable SSL** option.

To allow users to make secure connections, follow these directions to set up your server.

- 1 The first step is to replace the default key and certificate installed with WS_FTP by creating a new certificate. Follow the directions for generating a certificate to accomplish this.

Note: The default key and certificate included with WS_FTP Server are exact copies of the files distributed to all users. If you do not generate a new certificate and set of keys, no data encrypted by your server will be completely secure.

- 2 On the Certificate Selection tab, replace the default values with the certificate, private key, and pass phrase generated with the Certificate Creation tab.
- 3 Determine what level of security you want for your server. For the highest security, click the Option tab and select the **Certificates are requested and verified upon connection** option. When this option is selected, the server requires the FTP client to send their certificate when attempting to log on.

If the certificate sent from the client to the server was not signed by a certificate on the host's Trusted Authorities database, the connection will fail. Read the Trusted Authorities section for more information on this process.

For the lowest level of security, you can stop after selecting a certificate on the Certificate Selection tab.

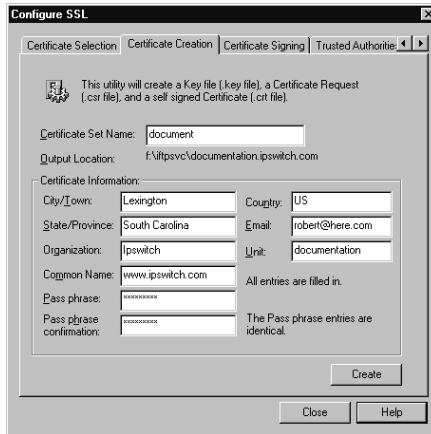
- 4 If you do want to limit which users can make an SSL connection to your server, add the certificate you are going to use to sign user certificates to the Trusted Authorities database for the host they have an account on. Read the Signing a Certificate section for more information on this process.

From here, WS_FTP server is ready to accept SSL connections.

Generating a Certificate

To create an SSL certificate:

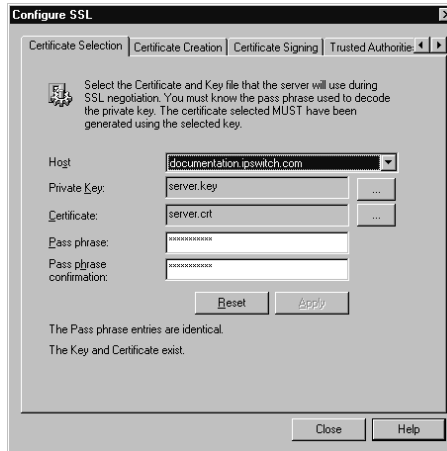
- 1 From WS_FTP Server, in the left pane, expand the FTP host and select SSL. The SSL Host Options appear in the right pane.
- 2 Click **Certificate Management**, then select the Certificate Creation tab.



- 3 Enter a name in the **Certificate Set Name** box. This will be the name of the certificate that is generated by WS_FTP Server.
- 4 Click the **Browse (...)** button in the **Output Location** box to select the folder you want the certificate created in.
- 5 Enter information in all of the Certificate Information boxes:
 - City/Town.** City or town where you are located. (Ex. Augusta)
 - State/Province.** State or Province where you are located. (Ex. Georgia)
 - Organization.** Company or individual user name.
 - Common Name.** This can be either the name of the person creating the certificate or the fully qualified domain name of the server associated with the host.
 - Pass Phrase.** Pass phrase that is to be used to encrypt the private key. It is important to remember this pass phrase. The pass phrase can be any combination of words, symbols, spaces, or numbers.
 - Pass Phrase Confirmation.** Re-enter the same pass phrase as above.
 - Country.** The country you are in. This must be a valid two letter country code. (Ex. US)
 - Email.** E-mail address of the person the certificate belongs to.
 - Unit.** Name of organizational unit. (Ex. Research and Development)
- 6 After all of the boxes are filled in correctly, click **Create** to generate the keys, certificate, and certificate signing request. If all of the boxes are not filled in, you cannot create the certificate.

Selecting a Certificate

The Certificate Selection tab is used to choose which private key and certificate you want to use during SSL connection negotiations. If a new certificate has not been created, follow the directions for “Generating a Certificate” on page 81.



To select an SSL Certificate:

- 1 Select the host you want to use the certificate with in the **Host** box.
- 2 Click the **Browse (...)** button next to the **Private Key** box to select the private key you want to use during SSL negotiation.
- 3 Click the **Browse (...)** button next to the **Certificate box** to select the certificate you want to use during SSL negotiation. The certificate you use must have been created using the key you selected for the **Private Key** box.
- 4 Enter the pass phrase associated with that certificate in both the **Pass Phrase** and the **Pass Phrase Confirmation** boxes. A pass phrase can be any combination of words, symbols, or numbers. It is case sensitive and must be written exactly the same way each time it is used.

Without the correct pass phrase in both boxes, the certificate and private key cannot be verified and the selection cannot be saved.

- 5 Click **Apply** to save your entries.

Clicking the **Reset** button erases what you have done since the last time new settings were applied.

SSL Options

WS_FTP Server provides options for SSL connections. In the left pane, expand the FTP host and select SSL. The SSL Host Options appear in the right pane.

Enable. Select this option to use the features on this panel. If this option is not selected, the server will not accept SSL connections. Note that a virtual host will use the settings for the IP address that the user connects to.

Force clients to use SSL connections. Select this option to enable the Force SSL data channel. This option causes the server to generate an error message and disconnect when a non-SSL connection is detected.

Enable the Force SSL data channel. To use this feature, you must first select the Force clients to use SSL connections option. (This option is dependent on client settings. Clear data channels are not permitted.)

Allow Clear Command Channel (CCC) after authentication. Once a user has been authenticated, the client will permit clear text to be sent. (This option is beneficial when working with firewall settings.)

Client Certificates are verified upon connection. The server sends a call to the client asking for its certificate and tries to verify that certificate against the certificates listed for that host on the Trusted Authorities tab. If the certificate is not listed there, for that host, then the SSL connection will fail. (The server and client each ask each other for certificate verification.)

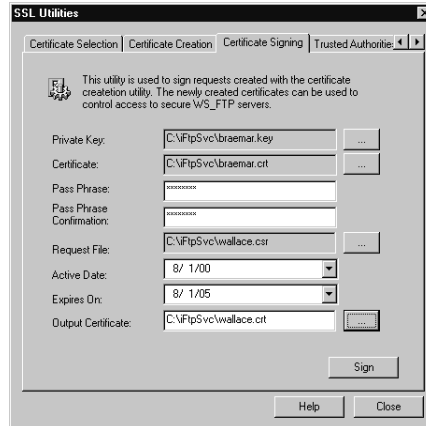
Force clients to use 128-bit or higher SSL connection on this host. Select this option to only give access to the server to clients who are connecting with 128-bit or higher SSL encryption. All other connections will be refused. Not checking this allows for any level of encryption. (Lowest permitted encryption is 40-bit)

Certificate Management. This is used to choose which private key and certificate you want to use during SSL connection negotiations with the client. Certificate Management is available only to FTP hosts with an IP address; virtual hosts cannot use it.

Signing a Certificate

The Certificate Signing tab is used to sign requests with the private key and certificate you define. When a user wants to make an SSL connection with a host they have an account on, the user creates a certificate of their own and sends the generated request file to the server administrator. This is usually done through e-mail. Once the administrator has the file, they can sign the request and create a new certificate that can be sent back to the user. The user then uses that new certificate to make an SSL connection with the host.

If the **Certificates are requested and verified upon connection** option found on the SSL Option tab is selected, the certificate the administrator uses to sign the certificate signing request must be listed in the Trusted Authorities tab for that host. If not, any SSL connection that tries to use that certificate will fail.



To sign a certificate:

- 1 In the **Private Key** box, select the private key you want to use to sign the request by clicking on the **Browse (...)** button and selecting the file.
- 2 In the **Certificate** box, select the certificate associated with that private key.
- 3 Enter the pass phrase associated with that private key/certificate in both the **Pass Phrase** box and the **Pass Phrase Confirmation** box.
- 4 In the **Request File** box, select the request file you want to sign by clicking on the **Browse (...)** button and selecting the file.
- 5 In the **Active Date** box, enter the date the certificate is activated, or use the pull-down button to select the date from a calendar.
- 6 In the **Expires On** box, enter the date the certificate expires on, or use the pull-down button to select the date from a calendar.
- 7 In the **Output Certificate** box, enter the file name and complete path of the certificate that is to be generated by signing the request. You can click the **Browse (...)** button to enter the name and select the folder you want to create the file in.

Note: Usually, the output certificate file uses the same name as the request file.

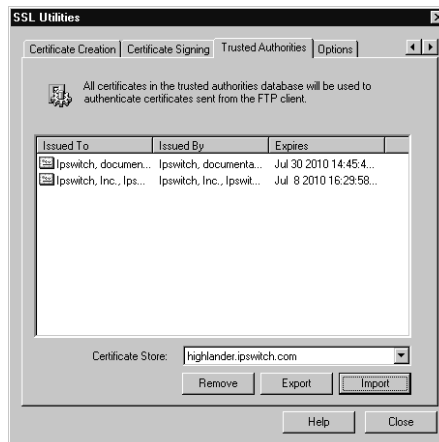
Note: Do not use the same path and filename as the signing certificate.

- 8 Click the **Sign** button to sign the request and create the new certificate.

The certificate that was created should now be sent back to the user. If the certificate file used to sign the request is not listed in the Trusted Authorities tab for that host, you should add it now.

Trusted Authorities

The Trusted Authorities tab stores a list of certificate names that are recognized by the host you identify in the Certificate Store box (In WS_FTP Pro, the Certificate Store box does not appear). If you use the **Certificates are requested and verified upon connection** option found on the SSL Option tab, any user that tries to make an SSL connection must have their certificate signed by a certificate that has been added to this host's database, or have the certificate itself in the database.



Certificate Display

Issued To. Who the certificate was issued to.

Issued By. Who the certificate was signed by.

Expires. Date on which the certificate expires.

Adding a Certificate

To add a certificate to the database:

- 1 Click the **Import** button and select the path and file name for the certificate. The Add Certificate? dialog box appears.



- 2 Review the information and click **Yes** to add the certificate to the database.

Exporting a Certificate

To export a certificate from the Trusted Authorities database:

- 1 Select the certificate you want to copy out of your database.
- 2 Click the **Export** button.
- 3 Select the folder you want to copy the certificate to and enter the name you want to save the certificate file as.
- 4 Click **OK**.

Removing a Certificate

To remove a certificate:

- 1 Select the certificate to be removed.
- 2 Click **Remove**.
- 3 A warning appears advising you to export the certificate before you remove it. Removing the certificate deletes the certificate file.
- 4 Click **OK** to remove the certificate.

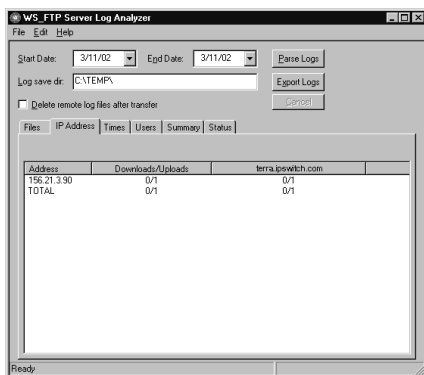
Using the Log Analyzer

This chapter describes the WS_FTP Server Log Analyzer and how to use it.

Chapter 11

What is the Log Analyzer?

The WS_FTP Server Log Analyzer parses specified logs created by WS_FTP Server to provide a comprehensive analysis of transfer data. This breakdown is presented on the Tabs in the Log Analyzer dialog, where it is broken down to show specific types of information.



The following, is a list of items on this dialog:

- **Start Date.** This sets the beginning of the range of dates you want to retrieve logs for.
- **End Date.** This is the end of the range of dates you want to retrieve logs for.
- **Log save dir.** Enter the full path of the local directory where you want to save the retrieved log files.
- **Delete remote log files after transfer.** Select this option to have the files deleted from the server once they are retrieved.
- **Parse Logs.** Click this button to start the parsing/analyzing process.

In this Chapter

What is the Log Analyzer?

Log Analyzer: Connections Dialog

Log Analyzer: Tabs

- **Export Logs.** Click this button to convert the retrieved logs to W3C Extended Log format.
- **Cancel.** Click this button to cancel the current operation.

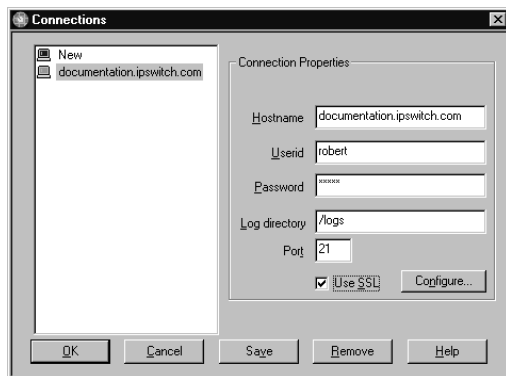
Using the Log Analyzer

To use the Log Analyzer, you must first identify the FTP server that you want to gather logs from.

Once the server connection has been configured, and the information on the Log Analyzer dialog has been entered, click the **Parse Logs** button to continue. The Log Analyzer will then make a connection to that server and download the Log found in the specified date range to the temporary directory identified in the **Log save dir** directory. From there, it will analyze the logs and populate the various tabs found on this dialog.

Log Analyzer: Connections Dialog

The Log Analyzer Connections Dialog is used to view, edit, and configure FTP servers that you want to retrieve log files from.



To Add a Connection to a Server

Enter the proper information in the following boxes:

Note: For directions on how to create an entry for logs that exist on the local server, see “Analyzing Logs on a Local Server” on page 91.

Hostname. Enter the hostname or IP address for the server you want to retrieve the files from.

Userid. Enter the Userid you will use to log onto the server with. This user must have at least read permissions in the folder where the logs are stored.

Password. The password for the user account identified in the Userid box.

Log directory. Enter the complete path to the folder where the logs are stored. This is the path from the directory the User account logs into. For example, if the user logs into the pub directory, and the logs are in a folder called logs in the next higher directory, you would enter ..\logs in this box.

Note: You can create a virtual folder to point to the directory where the logs are stored, and then identify the path to that folder in the **Log Directory** box. For example; If your user logs into the user home directory, and you have created a virtual directory called *logs*, and have set the option to have the virtual folder appear in the user's home directory, you can enter *logs* in the **Log Directory** box.

Port. The port the FTP server uses for connection.

Select the **Use SSL** option to use SSL when retrieving the logs.

Click the **Configure** button, after you choose the **Use SSL** option, to configure the Log Analyzer to use SSL.

Click the **Save** button to save the current setting on the selected server. If you are editing the settings on a server you have already configured, you will be prompted with the Save dialog.

Click **OK** to close the dialog.

Note: If you are creating additional connections, select **New** in the configured connections list before entering the information in the text boxes.

Analyzing Logs on a Local Server

If you want to analyze logs that exist on the local server, you can use a hostname that begins with LOCAL.

The logs will be copied from the log dir to the save dir instead of connecting and transferring. No Userid, Password, or Port is necessary for LOCAL host names.

To Remove a Connection

Select the server to be removed.

Click the **Remove** button to remove the selected server from the configured list.

Log Analyzer: Tabs

The tabs on the Log Analyzer window show a breakdown of the information found in the server logs. This section describes each tab and the types of information displayed there.

Log Analyzer: Files Tab

The Files tab breaks down the log by the specific files that have been transferred.

Name. This column shows each file that has been transferred to or from the servers.

Path. This column shows the path of each of the transferred files, either where they were uploaded to, or downloaded from.

Downloads/Uploads. The total number of times each file has been downloaded or uploaded.

Server name columns. For each server that appears on the Configured list, there will be a column here showing the total number of times each file has been uploaded to or downloaded from that server.

Log Analyzer: IP Address Tab

The IP Address tab shows an analysis of each IP address that has downloaded or uploaded files in the retrieved logs.

Address. Each IP Address that has made an upload or a download is listed in this column.

Downloads/Uploads. The total number of files that have been downloaded or uploaded by that IP Address.

Server name columns. For each server that appears on the Configured list, there will be a column here showing the total number of files each IP Address has uploaded to or downloaded from that server.

Log Analyzer: Times Tab

The Times tab shows an analysis of the total number of transfers in each 1 hour increment.

Hour. Each hour of the day a transfer has been made will be listed in this column. (08:59:59 will appear in hour 08)

Downloads/Uploads. The total number of files that have been downloaded or uploaded during that hour.

Server name columns. For each server that appears on the Configured list, there will be a column here showing the total number of files that was uploaded to or downloaded from that server, during that hour.

Log Analyzer: Users Tab

The Users tab shows an analysis of each user that has downloaded or uploaded files in the retrieved logs.

Name. Each user that has made an upload or a download is listed in this column.

Downloads/Uploads. The total number of files that have been downloaded or uploaded by that user.

Server name columns. For each server that appears on the Configured list, there will be a column here showing the total number of files each user has uploaded to or downloaded from that server.

Log Analyzer: Summary Tab

The Summary tab shows a performance analysis for each of the servers that have been configured and logs have been retrieved from.

Name. The Name of the server from which the logs have been retrieved.

Avg Rate Bytes/Sec. The average rate of transfer, in bytes per second, on each server shown in the log.

Downloads/Uploads. Total number of uploads and downloads on that server shown in the logs.

Log Analyzer: Status Tab

The Status tab functions like a separate log window. Once the Parse Logs or Export Logs have been clicked, this tab will display each step of the process as it takes place.

Managing Log Files

This chapter describes the log files created by WS_FTP Server, and how to use them to view information about the server and server events.

Logging FTP Server Events

You can set WS_FTP Server to write FTP events (such as connect, change directory, get file, put file) to a log file. If you make a change to the logging options, you must restart the FTP server.

To set the logging options:

- 1 In the left panel, select Local System. The Local System menu appears in the right panel.
- 2 Select **Modify Log Settings**. The Logging Options dialog appears.

Server events for all FTP hosts are logged to a file named FSyyyymmnn.log where *yyyy* is the year, *mm* is the month, and *nn* is the day. This log is created daily in the **Log directory**. See “Viewing Log Files” on page 96 for information

- 3 Set any of the following options:

Logging Directory. This is the directory where all logs will be created and stored.

Enable Logging. Select this option to turn on logging, clear it to disable logging for this server. This controls all hosts on the server.

Enable Debug Messages. Select this option to have WS_FTP Server add more information to the log generated.

Chapter 12

In this Chapter

Logging FTP Server Events

Viewing Log Files

Reading Log Files

Use Internal Viewer. When you select a log and click View, it displays in the default log viewer. If you want to open the log in a different program, select **Use External Viewer**, then use the Browse button to locate and enter the viewer program.

Log List. All logs in the Logging Directory are listed here. Select the log and click **View** to view the log. Click **Remove** to delete the selected log.

Viewing Log Files

When you click on a log file in the **Logging Options** dialog and then click **View**, the Log Viewer appears. You can select to view the log in the internal viewer, or choose another viewer program (see “Logging FTP Server Events” on page 95.)

The following are menu items found on the internal log viewer:

File

Save As. Allows you to save the log file to another directory.

Print. Prints the open log.

Close. Closes the open log.

Edit

Copy. Copies selected text in the log.

Select All. Selects all text in the log.

View

Active. If the log is for the current date and local to this server, new entries are added to the display as they occur.

Color Settings. Allows you to change color codes in the log.

Reading Log Files

This section shows a typical log file and describes the types of entries you will see in a log. The log file can be a valuable tool for managing your FTP server.

Note: You can also use the Log Analyzer to parse the log files and display the information in an easier to read format. For more information, see “Using the Log Analyzer” on page 90.

When you select the log option, a log file (*FSyyyymmnn.log*) is created daily in the FTP server directory. Events for all FTP hosts that are running on the server are logged to this file. The following shows some lines from a log file:

```
0915 12:17:00 (0000005c) 156.21.50.134:2040 connected to 156.21.50.190:21
0915 12:17:00 (0000005c) ftp4test.ipswitch.com S(0) 156.21.50.134 anon-
guest@unknown logon success (A1)
0915 12:18:11 (0000005c) ntdoctest.lex.ipswitch.com S(0) 156.21.50.134 anon-
guest@unknown logoff R:0 D:0 P:0
0915 12:18:11 (0000005c) 156.21.50.134 connection closed
```

The primary lines in the log file report a specific server event and use the following format:

Example	Description
0915	month (mm) and day (dd)
12:17:00	time of day the event occurred given in hours (hh), minutes (mm), seconds (ss)
(0000005c)	thread ID
ftp4test.ipswitch.com	name of the FTP host on the server.
S	Line type: U=user error; P=protocol error; N=network error; O=operating system error; S=success
156.21.50.134	address of the remote system
anon-guest@unkown	user ID of user logged on
Error	Message if error occurs
RECV	the FTP event

The **STOR**, **STOU**, **APPE**, **RECV** commands append “(nnnn bytes, nnnn ms)” to the end of the line to indicate how many bytes were received or transmitted and how many milliseconds it took.

The log file is created daily — you will need to delete old log files to keep the directory from filling up.

Highlights of RFC 959

This appendix includes some highlights of RFC 959, “File Transfer Protocol.” This information is provided here for those advanced users who want to know more about how FTP works. It will also assist those wishing to interpret the messages at the bottom of the WS_FTP Pro Classic main window or in the log window. Topics included here are:

- Basics
- FTP Commands
- FTP Replies (three-digit “error codes”)

For more detailed information, see the RFC itself.

Basics

FTP (File Transfer Protocol) is a specification for how files can be transferred over the Internet. FTP is a client-server protocol in which FTP client software on one system communicates with FTP server software on another. The communication between the FTP client and server is an exchange of commands and replies which are transmitted over a “control connection” between the two systems; this control connection follows the Telnet model.

Files are transferred between the client and server over a second connection, a full duplex connection known as the “data connection.” This connection is between the client’s “data transfer process” and the server’s data transfer process (or between two servers’ data transfer processes).

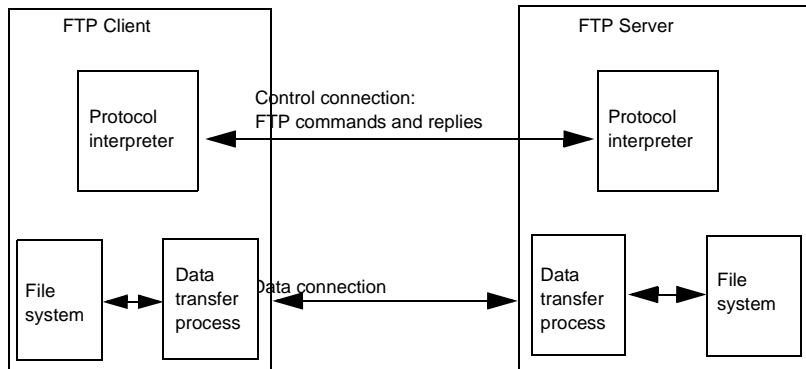
Appendix A

In this Appendix

Basics

FTP Commands

FTP Replies



Both the client and the server have a protocol interpreter. The protocol interpreters receive commands or replies, send commands or replies, and govern the data connection. The server's protocol interpreter listens for a connection from a client's protocol interpreter.

In an "active" transfer, the FTP server's data transfer process initiates, or establishes, the data connection to the FTP client, setting up the parameters for data transfer and storage.

In a "passive" transfer, the server's data transfer process is placed in a passive state to *listen for*, rather than *initiate*, a connection to the data port. In this case, the FTP client initiates the data connection.

FTP Commands

The standard commands that an FTP client (such as WS_FTP Pro) issues to an FTP server are listed here with a brief explanation that has been adapted from RFC 959. The command syntax is presented using BNF (Backus-Naur Form) notation where applicable.

FTP commands may be in any order except that a "rename from" command must be followed by a "rename to" command and the REST (restart) command must be followed by the interrupted service command (e.g., STOR or RETR).

ABOR (ABORT)

```
ABOR <CRLF>
```

This command tells the server to abort the previous FTP service command and any associated transfer of data.

ACCT (ACCOUNT)

```
ACCT <SP> <account-information> <CRLF>
```

The argument field is a Telnet string identifying the user's account. The command is not necessarily related to the USER command, as some sites may require an account for login and others only for specific access, such as storing files.

ALLO (ALLOCATE)

```
ALLO <SP> <decimal-integer> [<SP> R <SP> <decimal-integer> ]  
<CRLF>
```

This command is required by some servers to reserve sufficient storage to accommodate the file to be transferred.

APPE (APPEND) (with create)

```
APPE <SP> <pathname> <CRLF>
```

This command causes the server's data transfer process to accept the data transferred and to store the data in a file at the server site. If the file specified in *pathname* exists at the server site, then the data is appended to that file; otherwise the file specified in *pathname* is created at the server site.

CDUP (CHANGE TO PARENT DIRECTORY)

```
CDUP <CRLF>
```

This command is a special case of CWD which allows the transfer of directory trees between operating systems having different syntaxes for naming the parent directory.

CWD (CHANGE WORKING DIRECTORY)

```
CWD <SP> <pathname> <CRLF>
```

This command allows the user to work with a different directory or dataset without altering his login or account information.

DELE (DELETE)

```
DELE <SP> <pathname> <CRLF>
```

This command causes the file specified in *pathname* to be deleted at the server site.

FEAT

```
FEAT <CRLF>
```

This command causes the FTP server to list all new FTP features that the server supports beyond those described in RFC 959. A typical example reply to the FEAT command might be a multi-line reply of the form:

```
C> FEAT  
S> 211-Extensions supported  
S> SIZE  
S> MDTM  
S> MLST size*;type*;perm*;create*;modify*;
```

```
S> LANG EN*
S> REST STREAM
S> TVFS
S> UTF8
S> 211 end
```

HELP (HELP)

```
HELP [<SP> <string>] <CRLF>
```

This command causes the server to send a list of supported commands and other helpful information.

LIST (LIST)

```
LIST [<SP> <pathname>] <CRLF>
```

This command causes a list of file names and file details to be sent from the FTP site to WS_FTP Pro.

MDTM (MODIFICATION TIME)

```
MDTM <SP> <pathname> <CRLF>
```

This command can be used to determine when a file in the server NVFS was last modified.

MKD (MAKE DIRECTORY)

```
MKD <SP> <pathname> <CRLF>
```

This command causes the directory specified in *pathname* to be created as a directory (if *pathname* is absolute) or as a subdirectory of the current working directory (if *pathname* is relative).

MLSD

```
MLSD [<SP> <pathname>] <CRLF>
```

If WS_FTP Pro detects that the server is an MLSD server, this command is sent to the server instead of the LIST command.

MLST

```
MLST [<SP> <pathname>] <CRLF>
```

This command causes the server to provide data about the single object named, whether a file or directory.

MODE (TRANSFER MODE)

```
MODE <SP> <mode-code> <CRLF>
```

The argument is a single Telnet character code specifying the data transfer mode. The following codes are assigned for transfer modes: S - Stream, B - Block, C - Compressed. The default transfer mode is Stream.

Note: This “transfer mode” is not equivalent to the “transfer mode” of the WS_FTP Pro user interface. The “transfer mode” referred to in WS_FTP Pro and its documentation is handled by the **TYPE** command.

NLST (NAME LIST)

NLST [<SP> <pathname>] <CRLF>

This command causes a list of file names (with no other information) to be sent from the FTP site to WS_FTP Pro.

NOOP (NOOP)

NOOP <CRLF>

This command does not affect any parameters or previously entered commands. It specifies no action other than that the server send an OK reply.

OPTS (OPTIONS)

OPTS <SP> <parameter> <CRLF>

This command allows an FTP client to define a parameter that will be used by a subsequent command.

PASS (PASSWORD)

PASS <SP> <password> <CRLF>

The argument field is a Telnet string specifying the user's *password*. This command must be immediately preceded by the user name command, and, for some sites, completes the user's identification for access control.

PASV (PASSIVE)

PASV <CRLF>

This command requests the server's data transfer process to “listen” on a data port (which is not its default data port) and to wait for a connection rather than initiate one upon receipt of a transfer command. The response to this command includes the host and port address this server is listening on.

PORT (DATA PORT)

PORT <SP> <host-port> <CRLF>

This specifies an alternate data port. There are defaults for both the client and server data ports, and under normal circumstances this command and its reply are not needed.

PWD (PRINT WORKING DIRECTORY)

PWD <CRLF>

This command causes the name of the current working directory to be returned in the reply.

QUIT (LOGOUT)

QUIT <CRLF>

This command terminates a USER and, if file transfer is not in progress, closes the control connection. If file transfer is in progress, the connection will remain open for result response and the server will then close it.

QUOTE

QUOTE <string> <CRLF>

The QUOTE command lets you enter any *standard* FTP command. WS_FTP Pro sends it to the FTP site, unedited; it is up to you to determine the command syntax depending on the FTP site you are connected to.

REIN (REINITIALIZE)

REIN <CRLF>

This command terminates a USER, flushing all I/O and account information, except to allow any transfer in progress to be completed. A USER command may be expected to follow.

REST (RESTART)

REST <SP> <marker> <CRLF>

The argument field represents the server marker at which file transfer is to be restarted. This command does not *cause* file transfer but skips over the file to the specified data checkpoint. This command shall be immediately followed by the appropriate FTP service command which causes file transfer to resume.

RETR (RETRIEVE)

RETR <SP> <pathname> <CRLF>

This command causes the server to transfer a copy of the file specified in *pathname* to the client. The status and contents of the file at the server site are unaffected.

RMD (REMOVE DIRECTORY)

RMD <SP> <pathname> <CRLF>

This command causes the directory specified in *pathname* to be removed as a directory (if *pathname* is absolute) or as a subdirectory of the current working directory (if *pathname* is relative).

RNFR (RENAME FROM)

RNFR <SP> <pathname> <CRLF>

This command specifies the old *pathname* of the file which is to be renamed. This command must be immediately followed by a “rename to” command specifying the new file *pathname*.

RNTO (RENAME TO)

RNTO <SP> <pathname> <CRLF>

This command specifies the new *pathname* of the file specified in the immediately preceding “rename from” command. Together the two commands cause a file to be renamed.

SITE (SITE PARAMETERS)

SITE <SP> <string> <CRLF>

This allows you to enter a command that is *specific to the current FTP site*. WS_FTP Pro prefixes your entry with the word SITE. WS_FTP Pro sends it to the FTP site, unedited; it is up to you to determine the command syntax depending on the FTP site you are connected to.

SITE CPWD

SITE CPWD <SP> <string> <CRLF>

This is a special command you can enter using WS_FTP Pro when the FTP server is a WS_FTP Server from Ipswitch. It changes the user’s password.

SIZE (SIZE OF FILE)

SIZE <SP> <pathname> <CRLF>

This command is used to obtain the transfer size of a file from the server: that is, the exact number of octets (8 bit bytes) which would be transmitted over the data connection should that file be transmitted. This value will change depending on the current STRUcture, MODE and TYPE of the data.

SMNT (STRUCTURE MOUNT)

SMNT <SP> <pathname> <CRLF>

This command allows the user to mount a different file system data structure without altering his login or accounting information.

STAT (STATUS)

STAT [<SP> <pathname>] <CRLF>

This command causes a status response to be sent over the control connection in the form of a reply.

STOR (STORE)

STOR <SP> <pathname> <CRLF>

This command causes the FTP server to accept the data transferred via the data connection and to store the data as a file at the FTP server. If the file specified in *pathname* exists at the server site, then its contents shall be replaced by the data being transferred. A new file is created at the FTP server if the file specified in *pathname* does not already exist.

STOU (STORE UNIQUE)

STOU <CRLF>

This command behaves like STOR except that the resultant file is to be created in the current directory under a name unique to that directory. The “250 Transfer Started” response must include the name generated.

STRU (FILE STRUCTURE)

STRU <SP> <structure-code> <CRLF>

The argument is a single Telnet character code specifying the file structure described in RFC 959. The following codes are assigned for structure: F - File (no record structure) R - Record structure P - Page structure. The default structure is File.

SYST (SYSTEM)

SYST <CRLF>

This command is used to find out the operating system of the server.

TYPE (REPRESENTATION TYPE)

TYPE <SP> <type-code> <CRLF>

The argument specifies the file type. The following codes are assigned:

A = ASCII (text files)

N = Non-print (files that have no vertical format controls such as carriage returns and line feeds)

T = Telnet format effectors (files that have ASCII or EBCDIC vertical format controls)

E = EBCDIC (files being transferred between systems that use EBCDIC for internal character representation)

C = Carriage Control (ASA) (files that contain ASA [FORTRAN] vertical format controls)

I = Image (binary files)

L = Local byte size (files that need to be transferred using specific non-standard size bytes)

The default representation type is ASCII Non-print.

USER (USER NAME)

USER <SP> <username> <CRLF>

The argument field is a Telnet string identifying the user. The user identification is that which is required by the server for access to its file system.

FTP Replies

In the protocol conversation between an FTP client (such as WS_FTP Pro) and an FTP server, at least one server reply is sent to the FTP client in response to an FTP command. A reply consists of a three-digit code, followed by one line of text, and terminated by the Telnet end-of-line code.

Positive Preliminary Replies

These types of replies indicate that the requested action was taken and that another reply is to follow.

- 110** Restart marker reply.
- 120** Service ready in nnn minutes.
- 125** Data connection already open; transfer starting.
- 150** File status okay; about to open data connection.

Positive Completion Replies

These type of replies indicate that the requested action was taken and that the server is awaiting another command.

- 200** Command okay.
- 202** Command not implemented, superfluous at this site.
- 211** System status, or system help reply.
- 212** Directory status.
- 213** File status.
- 214** Help message on how to use the server or the meaning of a particular non-standard command. This reply is useful only to the human user.
- 215** NAME system type. Where NAME is an official system name.
- 220** Service ready for new user.
- 221** Service closing control connection. Logged out if appropriate.
- 225** Data connection open; no transfer in progress.
- 226** Closing data connection. Requested file action successful (for example, file transfer or file abort).
- 227** Entering Passive Mode (h1,h2,h3,h4,p1,p2).

- 230** User logged in, proceed.
- 250** Requested file action okay, completed.
- 257** "PATHNAME" created.

Positive Intermediate Replies

These types of replies indicate that the requested action was taken and that the server is awaiting further information to complete the request.

- 331** User name okay, need password.
- 332** Need account for login.
- 350** Requested file action pending further information.

Transient Negative Completion Replies

These types of replies indicate that the command was not accepted; the requested action was not taken. However, the error is temporary and the action may be requested again.

- 421** Service not available, closing control connection. This may be a reply to any command if the service knows it must shut down.
- 425** Can't open data connection.
- 426** Connection closed; transfer aborted.
- 450** Requested file action not taken. File unavailable (e.g., file busy).
- 451** Requested action aborted: local error in processing.
- 452** Requested action not taken. Insufficient storage space in system.

Permanent Negative Completion Replies

These types of replies indicate that the command was not accepted; the requested action was not taken. The FTP client is "discouraged" from repeating the same exact request.

- 500** Syntax error, command unrecognized. This may include errors such as command line too long.
- 501** Syntax error in parameters or arguments.
- 502** Command not implemented.
- 503** Bad sequence of commands.
- 504** Command not implemented for that parameter.

- 530** Not logged in.
- 532** Need account for storing files.
- 550** Requested action not taken. File unavailable; e.g., file not found, no access.
- 551** Requested action aborted: page type unknown.
- 552** Requested file action aborted. Exceeded storage allocation for current directory or dataset.
- 553** Requested action not taken. File name not allowed.

INDEX

Numerics

550 reply 109

A

ABOR (command) 100
 access control 25
 ACCT (command) 101
 active transfers 100
 Add User utility 40
 adding
 user accounts 14, 34
 user groups 43
 virtual folders 45
 Adding Additional FTP Hosts
 16
 administrator permissions 38
 aliases 27
 ALLO (command) 101
 anonymous logons 2
 anonymous users
 disabling access 21
 enabling access 21
 permissions 22
 setting maximum 21
 APPE (command) 101
 ASA (FORTRAN) 106
 ASCII files 106

B

banner messages 23
 binary files 106

C

CDUP (command) 101
 Certificate 80
 Certificate Signing Request 80
 changing passwords 43

Client 80
 configuring
 FTP hosts 15, 58
 FTP server 9
 connections
 setting timeouts 20
 control connection 99
 CPWD command 43
 CWD (command) 101

D

data connection 99, 100
 data transfer process 99
 DELE (command) 101
 deleting
 FTP hosts 27
 user groups 44
 users 39
 virtual folders 51
 directories
 initial 3
 logon 3
 disk space
 setting user quotas 37
 Do not auto create user home
 folders 35
 domain name server 11
 domain name servers
 setting FTP alias 27

E

EBCDIC 106
 encryption 4
 Event Commands 69
 exit messages 23
 external user database 18
 configuring 14

F

FEAT (command) 101
 files
 hiding 22
 setting user quotas 37
 folders 3
 deleting virtual folders 51
 disable access to public 37
 hiding 22
 messages 24
 renaming virtual folders
 51
 FTP 1
 FTP (File Transfer Protocol) 2,
 75
 basics of RFC 959 99
 client 99
 server 99
 FTP clients
 password change 42
 WS_FTP Pro 4, 42
 FTP hosts
 adding additional 16
 adding first host 11
 deleting 27
 options 20, 27
 renaming 28
 setting a DNS alias 27
 setting maximum users 21
 setting timeout 20
 setting up 15
 with IP address 16
 without IP address 16
 FTP protocol commands 100
 FTP protocol replies 107
 FTP Server
 log files 96

- FTP server
 - configuring 9
 - managing remotely 75
 - monitoring performance 78
 - setting access 25
 - statistics 77, 78
 - using local time 22
- FTP sessions 77
- FTP sites
 - see FTP hosts
- G**
 - groups
 - deleting 44
- H**
 - HELP (command) 102
 - hidden files and folders 22
 - host administrator 39
- I**
 - installing the server 6
 - IP addresses
 - denying access 25
 - granting access 25
- K**
 - Keys
 - private 80
 - public 80
 - session 80
- L**
 - LIST (command) 102
 - log files
 - reading 96
 - logon directories 3
 - logons
 - anonymous users 22
 - disabling 36
 - setting options 31
- M**
 - MDTM (command) 102
 - messages
 - banner, welcome, exit 23
 - change directory 24
 - for files and folders 24
 - MKD (command) 102
 - MLSD (command) 102
 - MLST (command) 102
 - MODE (command) 102
- N**
 - non-print files 106
 - NOOP (command) 103
 - Notification Server Manager 57
- O**
 - OPTS (command) 103
- P**
 - PASS (command) 103
 - passive transfers 100
 - passwords
 - changing from FTP client 42
 - disabling change 37
 - encryption 4
 - PASV (command) 103
 - performance monitoring 78
 - permissions 3, 47, 49
 - anonymous users 22
 - for folders 45
 - how they work 35
 - notes 47, 49
 - options 47, 49
 - PORT (command) 103
 - Private Key 80
 - protocol interpreter 100
 - protocol stack
 - see TCP/IP stack
 - public directories, setting access 37
 - public folders 2, 35
 - disabling access 36
 - PWD (command) 104
- Q**
 - QUIT (command) 104
 - QUOTE (command) 104
- R**
 - REIN (command) 104
 - release notes 7
 - remote management 75
 - removing the server 7
 - renaming
 - FTP hosts 28
 - users 39
 - virtual folders 51
 - Request for Comments
 - see RFCs
 - REST command 100
 - RETR (command) 100, 104
 - RFC 959 99
 - RFCs
 - where to find 1
 - RMD (command) 104
 - RNFR (command) 104
- S**
 - security 4
 - Server Manager
 - see WS_FTP Server Manager
 - Session Key 80
 - Session Manager 76
 - sessions
 - viewing active 76, 77
 - sign-off messages 23
 - sign-on messages 23
 - SITE (command) 105
 - Site Commands 69

- site commands
 - adding a site command 69
 - modifying 71
 - permissions 72
 - SITE CPWD (command) 105
 - SITE CPWD command 43
 - SIZE (command) 105
 - SMNT (command) 105
 - SSL
 - generating a certificate 81
 - selecting a certificate 83
 - signing a certificate 84
 - trusted authorities 86
 - adding a certificate 86
 - exporting a certificate 87
 - removing a certificate 87
 - SSL (definition) 79
 - certificate 80
 - certificate signing request 80
 - client 80
 - private key 80
 - public key 80
 - session key 80
 - STAT (command) 105
 - statistics
 - FTP server 77, 78
 - log files 96
 - STOR (command) 100, 105
 - STOU (command) 106
 - STRU (command) 106
 - SYST (command) 106
 - system administrator 39
 - system requirements 6
- T**
- TCP/IP stack 6
 - Telnet 99, 106
 - time
 - using local time 22
 - timeouts 20
 - transfer modes 103
 - TYPE (command) 103, 106
- U**
- USER (command) 106
 - user accounts 2
 - adding 14, 34
 - how they work 31
 - user accounts, disabling 37
 - user authorization 11
 - user databases
 - IMail Server 12
 - user groups 3
 - adding 43
 - adding and removing users 44
 - deleting 44
 - user icons 39
 - users
 - adding groups 43
 - adding with command line 40
 - administrator permissions 38
 - changing passwords 42
 - deleting 39
 - directories 36
 - disabling logon 36
 - disabling password change 37
 - Host Administrator 38
 - passwords 36
 - renaming 39
 - setting disk quotas 37
 - setting file quotas 37
 - setting logon options 31
 - setting max anonymous 21
 - setting max concurrent 21
 - setting maximum 21
 - System Administrator 38
- Using 57
- V**
- viewing active sessions 76
 - virtual folders
 - adding 45, 46
 - setting up 45
 - virtual hosts
 - see FTP hosts
- W**
- welcome messages 23
 - Windows NT
 - Performance Monitor 78
 - WS_FTP Pro client 4
 - WS_FTP Server 105
 - configuring 9
 - how it works 2
 - installing 6
 - removing 7
 - security 4
 - session manager 76
 - setting access 25
 - system requirements 6
 - what is? 1
 - WS_FTP Server Manager 5
 - using remotely 75

