FTP Manager

User Guide
Version 3.0

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1 Introduction

1.1 What is FTP?

FTP (**F**ile **T**ransfer **P**rotocol) is a UNIX service that has become an essential feature of the Internet. FTP is a communications protocol that allows for easy, efficient, and accurate **transfer of files from computer to computer** across a network or, in this case, from our end users computer (local location) across the Internet to a web server (remote location).

1.2 FTP Required Info

When troubleshooting an FTP issue the following pieces of information is required:

Domain Name/ Username

Hostname/IP Address

Domain Password/FTP Password

Note: Domain Names sometimes = Username or alternatively username.domain.tld.

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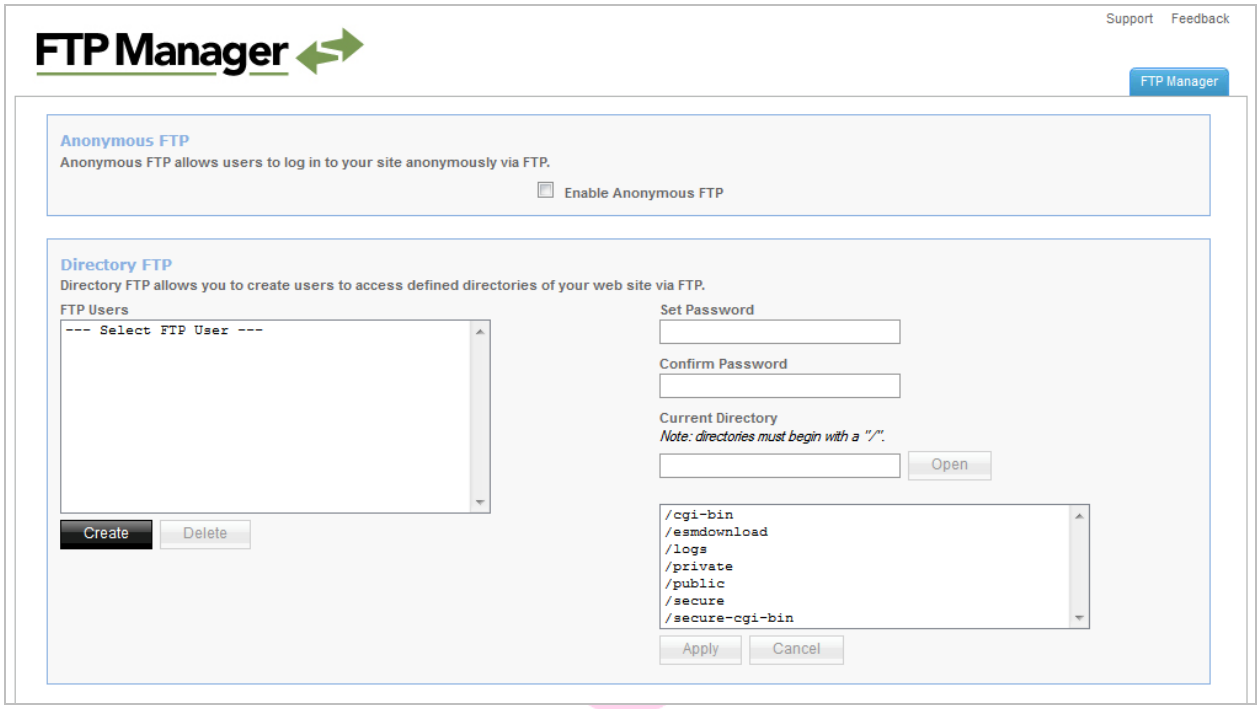
2 FTP Manager

FTP manager is an application, which allows you to control access to Directory Specific and Anonymous FTP.



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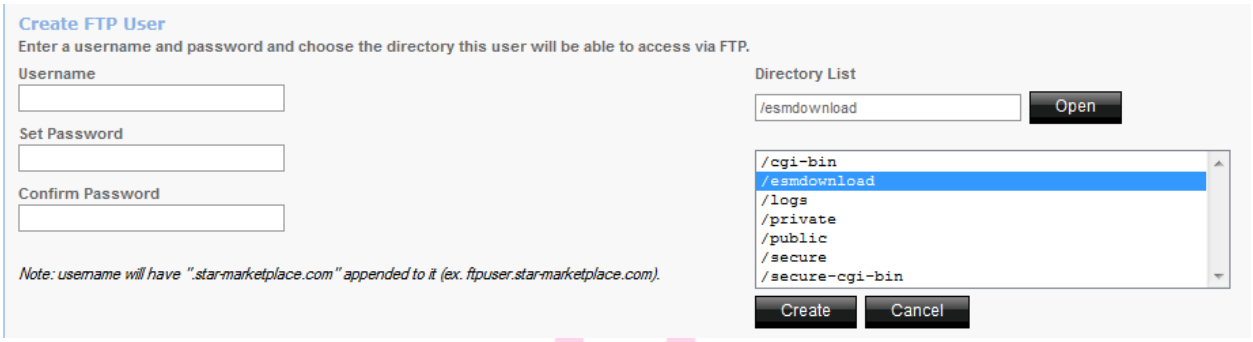
2.1 Creating Users in FTP Manager

2.1.1 Creating a Username in FTP Manager

In Directory FTP

Click **Create**.

In the Create FTP User section, complete the following:



Enter a Username.

In the **Set Password** field, enter a password.

In **Confirm Password** filed, re-enter the password.

Select the directory for which the Username will have access.

Click **Create**.

Note: Write the password down and save it in a safe location as the password is not displayed in FTP Manager for security reasons. If a user has forgotten their password they will have to reset the password.

2.1.2 Deleting Usernames in FTP Manager

In Directory FTP

Select the Username you wish to delete by clicking on it.

Click **Delete**.

2.1.3 Changing Passwords /Directories

In Directory FTP

Select the Username for which you want to change the password/directory.

To Change Passwords

In **Set Password** field, enter a password.

In **Confirm Password** field, re-type the password.

To Change Directory

Click on the drop down menu **Change FTP Directory**.

Select the Directory you wish the user to have access to

Click **OK**.

2.2 Directory Specific FTP

Directory specific FTP allows an end user to give another person FTP access to a specified directory on their website. Using an FTP client, the external user will be able to upload files to and download files from the end users. End users may grant FTP access to a specific directory for each external user. The external user will then have access to all directories that are located below the specified directory.

An FTP user will not have access to any other part of their website or other applications within the control panel.

2.3 Anonymous FTP

Anonymous FTP allows users to FTP to a specified directory anonymously. When Anonymous FTP is enabled the system creates an **/anonftp** folder outside of /public. It also creates the username “anonymous”.

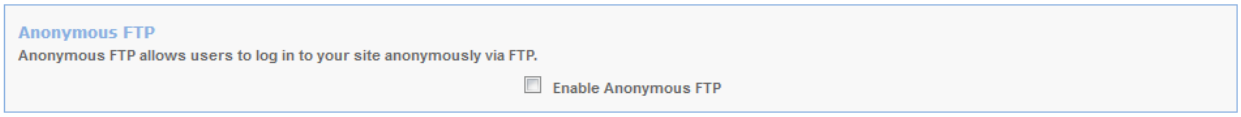
All popular FTP clients have an option to login to a server as anonymously and automatically set the username to “anonymous”. The password for this account must be in the form of an email address.

Username: anonymous

Password: email@domain.tld.com

2.3.1 Enabling/Disabling Anonymous FTP

In FTP Manager, select the **Enable Anonymous FTP** checkbox.



2.4 Using FTP via a Client

An FTP client is software/program (i.e. FileZilla/Fetch/CuteFTP/ WS FTP etc) that allows a user to transfer files from one location to another.

Once connected to the server, the user will be able to transfer files locally to remote or vice versa.

2.5 Using Command/SSH Client to FTP

Command/CMD is the command that is entered into the "Run" bar in Windows that launches the pseudo DOS prompt within WinNT, Win2k and WinXP, while command will do the same within Win95, win98, and Win ME.

Putty is an SSH client that we use; which supports standard text based client server communication in telnet and SSH formats, this allows a command line type interaction with a server from a remote location (If you are using Putty, please note that you must first connect to a valid SSH Account or Command line interface before attempting to connect via the FTP protocol)

2.6 Common Commands for FTP

For testing we generally use either Command/CMD or Putty.

To connect to the FTP using Command/CMD/Putty

Type the following: **ftp domain.tld**.

Press **Enter.**

Type the username: **domain.tld** or **username.domain.tld.**

Press **Enter.**

Type in the FTP Password.

Press **Enter.**

If the information is entered correctly the Command/CMD the screen should look like the following:

Microsoft Windows XP [Version 5.1.2600]

(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\local computer>**ftp domain.tld**

Connected to domain.tld

220 Website FTP Server Ready

User (domain.tld:(none)): **domain.tld**

331 Password required for domain.tld

Password:

230 User domain.tld logged in.

ftp>

ascii: Switches to ASCII mode (default). Used for transferring text files.

binary: Switches to binary mode. Used to transfer binary files, including files ending in .zip, .tar, .Z, and .gz, executable programs, and graphics files.

bye or **quit**: Closes the connection to the remote location/FTP session.

del: Deletes files from the remote location.

dir or l**s**: List the files in the current directory on the remote computer.
ls /directoryname/subdirectory: lists files in subdirectory.

get: Copies a file from the remote location to the local computer.

help or **?**: Lists all the ftp commands available.

mdel: Deletes multiple files on the remote location.

mget: Copies multiple files from the remote location to the local computer.

mkdir: Creates a directory on the remote host.

mput: Copies multiple files from the local computer to the remote location.

open: Opens a connection to a remote location.

prompt: Turns on (or turn off) file transfer prompting. Used to turn off prompting when using commands like **mdel, mput,** or **mget** so it ask to confirm each transfer.

put: Copies a file from the local computer to the remote location.

rmdir: Removes a directory on the remote host (the directory usually has to be empty).

2.7 Web FTP

Web FTP connects to the server via browser. Depending on the browser the display of files/directories are different. It is best to use Internet Explorer for Web FTP.

2.7.1 How to use Web FTP

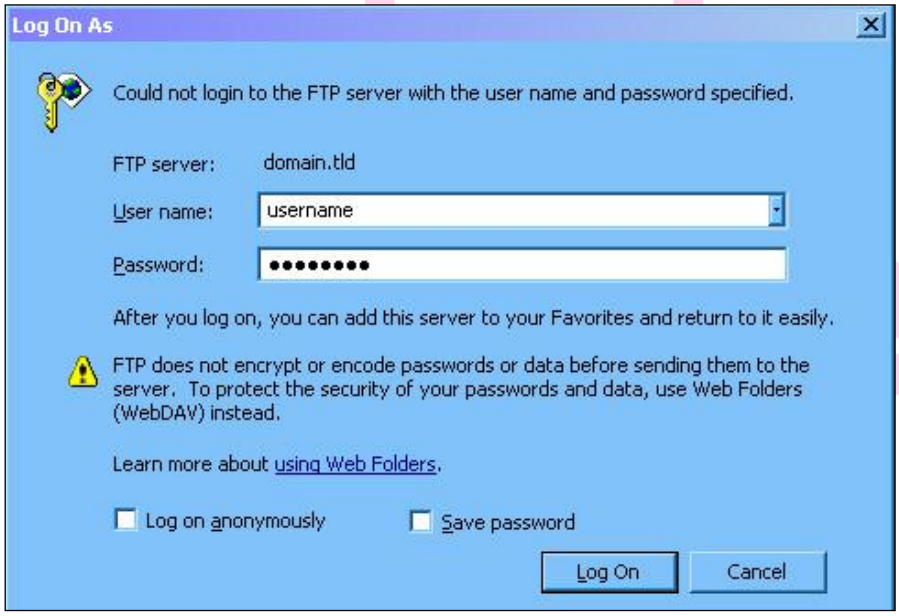
Open a browser. (Preferably Internet Explorer)

Type in the following: **ftp://username@domain.tld.**

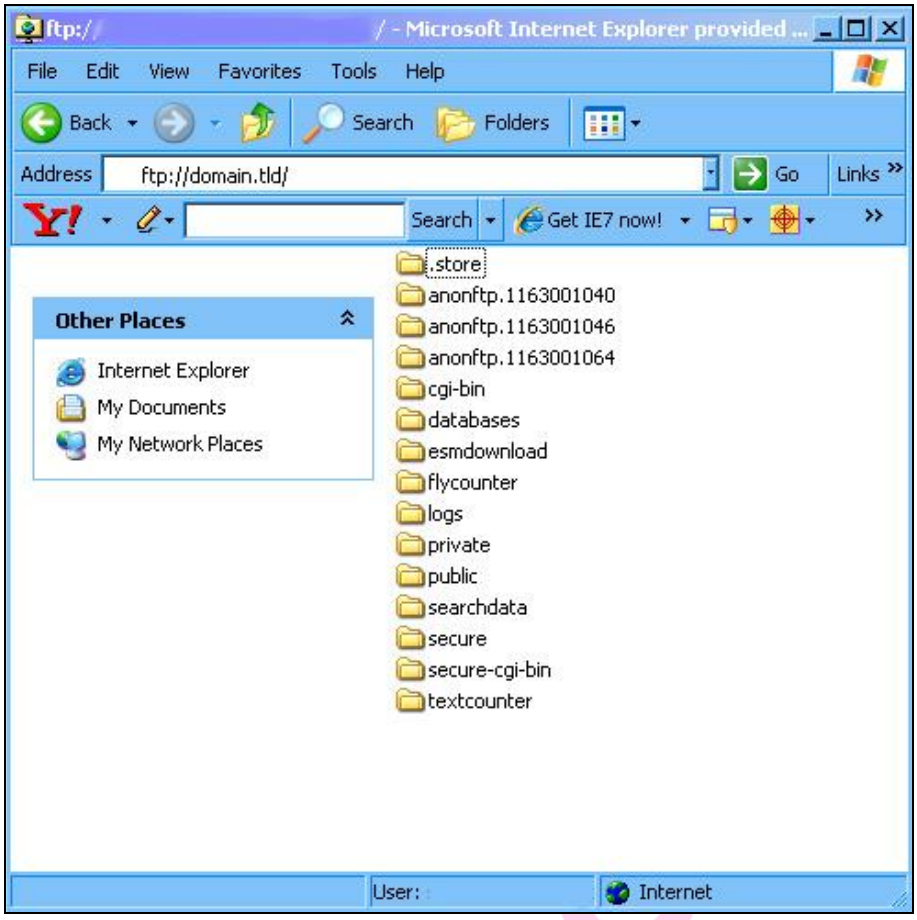
Press **Enter**.

Type in the username and password.

Click **Log On** to login.



If the username and password are accepted your browser should now list a set of folders.



You can click and drag files, folders etc from your local computer into this browser or vice versa.

2.7.2 Alternate login method for Web FTP

This will bypass the username/password prompt.

Open a browser. (Preferably Internet Explorer)
Type in the following: **ftp://username:password@domain.tld.**
Press **Enter**.

2.8 Support FAQ

Is there any length limitation when creating usernames?

To date, we know that usernames of length over 45 characters long will work.

Example: 45characterlongusername.yourdomain.com

Can the username contain special characters?

No, the usernames must be alpha-numeric. If a character such as $ or # is used an error “Username must be alpha-numeric” will be displayed.

Can we have two users with the same username but different passwords?

No, you cannot. The application will return an error “User already exists”.

How do I connect to the anonymous account?

The FTP client must have the following settings:

Hostname: yourdomain.com

Username: anonymous

Password: email@address.com

Why do I receive ‘550 permission error’ when logging using anonymous account?

By default the FTP client is trying to list directories and files from the root. The user that is trying to use anonymous login will have to “change directory” manually in FTP client and type in the name of yourdomain.com. Once completed, the FTP client will have a list of files for download that exist in the /anonftp folder.

Can users upload using the anonymous account?

No, they cannot. Such functionality could potentially reach and go over your disk space limits meaning higher cost to you per megabyte. Create regular FTP user if upload access is necessary.

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