

# SolarWinds

## Serv-U Evaluation Guide



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SolarWinds Serv-U, 7.28.2013 version 15.0

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## Contacting SolarWinds

You can contact SolarWinds in a number of ways, including the following:

Team	Contact Information
Sales	sales@SolarWinds.com <a href="http://www.SolarWinds.com">www.SolarWinds.com</a> 1.866.530.8100 +353.21.5002900
Technical Support	<a href="http://www.SolarWinds.com/support">www.SolarWinds.com/support</a>
User Forums	<a href="http://www.thwack.com">www.thwack.com</a>

## Conventions

The documentation uses consistent conventions to help you identify items throughout the printed and online library.

Convention	Specifying
<b>Bold</b>	Window items, including buttons and fields.
<i>Italics</i>	Book and CD titles, variable names, new terms
Fixed font	File and directory names, commands and code examples, text typed by you
Straight brackets, as in [value]	Optional command parameters
Curly braces, as in {value}	Required command parameters
Logical OR, as in value1 value2	Exclusive command parameters where only one of the options can be specified

## SolarWinds Serv-U Documentation

The following documents are included in the SolarWinds Serv-U documentation library:

Document	Purpose
Administrator Guide	Provides detailed setup, configuration, and conceptual information.
Evaluation Guide	Provides an introduction to Serv-U features and instructions for installation and initial configuration.
Page Help	Provides help for every window in the Serv-U user interface
Release Notes	Provides the latest information about known issues, and updates. The latest Release Notes can be found at <a href="http://www.serv-u.com/documentation.asp">http://www.serv-u.com/documentation.asp</a>
Firewall Guide	<a href="http://www.serv-u.com/docs/Serv-U_Firewall_Guide.pdf">http://www.serv-u.com/docs/Serv-U_Firewall_Guide.pdf</a>
Distributed Architecture Guide	<a href="http://www.rhinosoft.com/docs/serv-u_distributed_architecture.pdf">http://www.rhinosoft.com/docs/serv-u_distributed_architecture.pdf</a>
Database Integration Guide	<a href="http://www.serv-u.com/serv-u_db_integration_guide.pdf">http://www.serv-u.com/serv-u_db_integration_guide.pdf</a>

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## Chapter 1

# Introduction

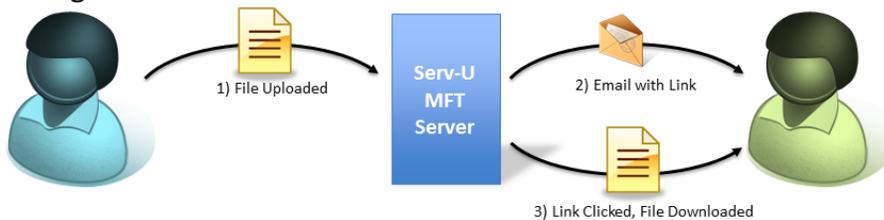
SolarWinds Serv-U Server provides secure file transfers and file sharing services with an easy-to-use web interface.

Serv-U supports FTP, FTPS and SFTP (SSH) connections including HTTPS that allows end users to transfer files from desktops and many mobile devices without installing any software.

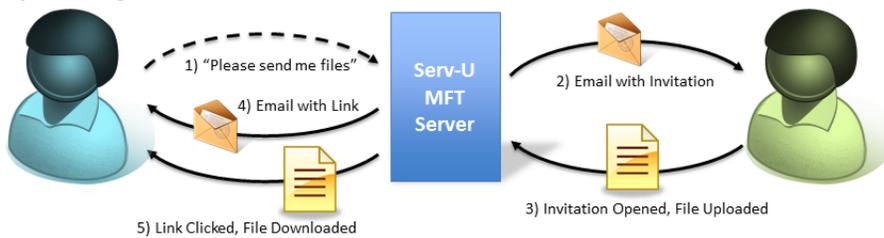
This latest Serv-U version offers two substantial new improvements to the following features:

- [Web Client Interface](#)
- [File Sharing](#)

### Sending Files



### Requesting Files



## Chapter 2

## Installing Serv-U

This chapter includes information needed to install Serv-U.

- [System Requirements](#)
- [Installing Serv-U](#)
- [Licensing Serv-U](#)

### Serv-U Installation Requirements

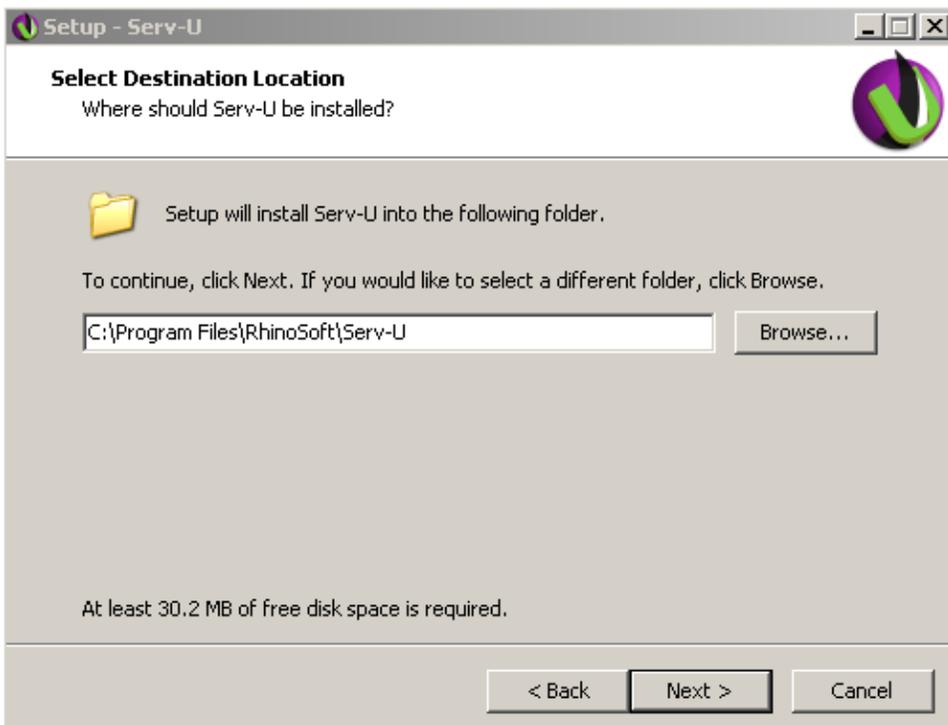
Hardware	Minimum Requirements
CPU	Dual processor, 2.0 GHz or faster
Memory	3 GB
Hard Drive	20 GB
Application ports	443 (HTTPS - secure web access) 22 (SFTP – secure FTP client access over SSH) Also ports 21, 80,990. (see <a href="#">Serv-U Firewall Guide</a> for FTP and other file transfer protocols)
Software	
Serv-U Server	<ul style="list-style-type: none"> <li>• Windows Server 2012, 2008 or 2003</li> <li>• Windows 7 or 8</li> <li>• Red Hat Enterprise Linux (current version)</li> <li>• Ubuntu (current version)</li> </ul>
Client Machine <i>(may be same as Serv-U Server)</i>	<ul style="list-style-type: none"> <li>• Windows Server 2012, 2008 or 2003</li> <li>• Windows XP, 7 or 8</li> <li>• Red Hat Enterprise Linux (current version)</li> <li>• Ubuntu (current version)</li> <li>• Mac OS X</li> <li>• iPad, Nexus, Kindle Fire or other tablet</li> <li>• iPhone, Android, Blackberry or other smart phone</li> </ul> <p>Must have a web browser (such as IE, Safari, Firefox or Chrome)</p>
Database	<i>(optional for demo; SQL Server or SQL Server Express recommended – see <a href="#">Serv-U Database Integration Guide</a> for details.)</i>
Complete Requirement Information	<a href="http://www.serv-u.com/kb/1200/ServU-System-Requirements">http://www.serv-u.com/kb/1200/ServU-System-Requirements</a>

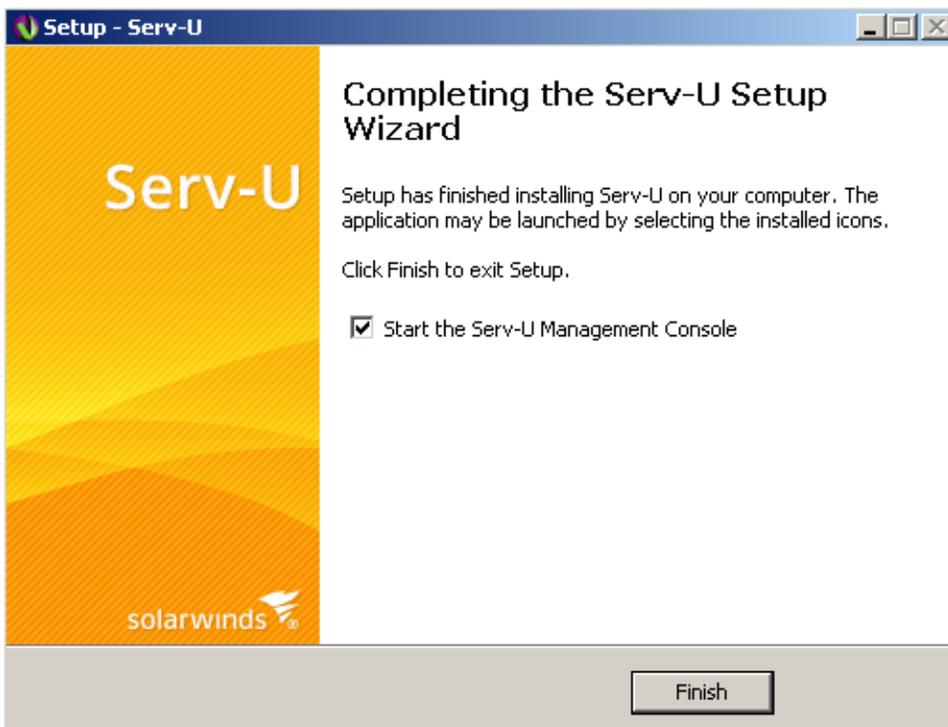
## Installation

The installation wizard will walk you through creating your first domain, setting up listeners, and creating your first user. Click the downloaded executable file and follow the screen prompts as follows.



Select the install destination.





### Installation Notes:

- Serv-U will not permit you to sign on with end users who are missing their home folders. (Full permissions will make it easy to test all functions from your FTP client or web browser; feel free to lock down permissions once you understand how those permissions work.)
- When you connect from your web browser to Serv-U's HTTPS interface on port 443, you may be warned about an invalid certificate. This is normal when connecting to a server using a temporary certificate – You can ignore the certificate error and continue. (Production deployments normally use a commercial web certificate from a trusted CA.)
- Secure file sharing must be enabled on Serv-U before you can try it. Click the appropriate checkbox on the "File Sharing" tab in your new domain to enable it.
- When you connect from your web browser to Serv-U's HTTPS interface on port 443 or to Serv-U's FTPS interface on ports 21 or 990 for the first time, you may be asked to trust the SSH fingerprint of the remote server. This is expected behavior when connecting to any SFTP (or SSH) server.
- You must configure an SMTP server to test email notifications. Click [here for steps](#).
- Administrators can set a default client or disable unused clients before allowing end users onto the system. There are three options when first logging in > Web Client, File Sharing, and FTP Voyager. For more information about setting a default view [go here](#).

## Configuring Serv-U

The following section details what you need to use Serv-U after installation.

There are three required levels of configuration to the Serv-U File Server:

- [The Server](#)
- [The Domain](#)
- [The User](#)
- [User Groups](#) (Optional)

## Server

The Server is the basic unit of the Serv-U File Server. It represents the File Server as a whole and controls the behavior of all Domains, and Users. The Server is at the top-level of the hierarchy of configuring Serv-U.

Domains and Users inherit their default settings from the Server. The default settings can be overridden on a per setting basis. Inherited settings can be overridden at each of these lower levels. However, some settings are exclusive to the Server, such as the PASV port range.

The Serv-U File Server allows for certain settings to be configured at the Server level. When configured at the Server level, the settings apply to all Users, Groups, and Domains on the Server unless those settings are overridden at a lower level. Settings that can be configured at the Server level include: Directory Access rules, IP Access rules, bandwidth limitations, global user accounts (user accounts which can log into any Serv-U Domain).

## Create a Domain

Serv-U Domains are collections of users and [groups \(optional\)](#) which share common settings, such as transfer rate limitations, service listeners, and directory access rules. In most cases, all of your users and settings will exist in the same domain, with no need to create separate domains.

**Note:** This does not mean that all users share access to the same files. Each user in Serv-U has unique permissions to the directories that you define, and does not have access to any files or folders unless you explicitly grant them that access.

After first installing Serv-U, no domains will exist. The Serv-U Management Console will prompt you to create an initial Domain. The Domain Wizard will walk you through the process.

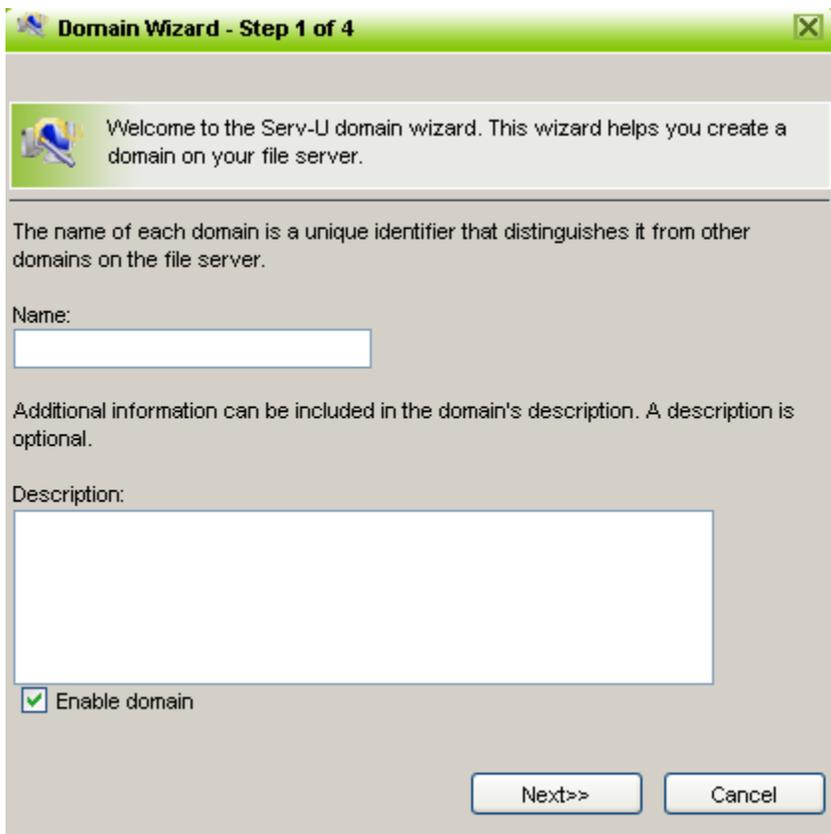
## Configuring a Domain in Serv-U

To set up a domain (FTP site) in Serv-U, follow these steps below.

1. Click **New Domain** from the Serv-U Management Console home page in the upper corner.



2. Enter the name and description of the domain, and click **Next**. This name is for reference only and has no impact on the function of the domain.



**Domain Wizard - Step 1 of 4**

Welcome to the Serv-U domain wizard. This wizard helps you create a domain on your file server.

The name of each domain is a unique identifier that distinguishes it from other domains on the file server.

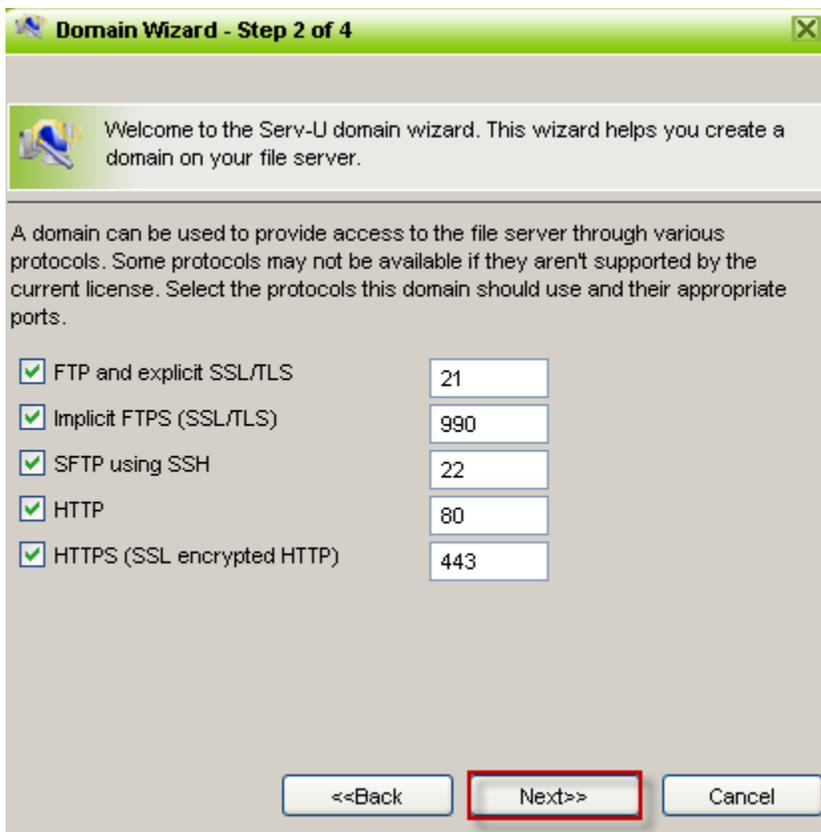
Name:

Additional information can be included in the domain's description. A description is optional.

Description:

Enable domain

3. A list of listeners will be displayed - these represent different ways that users can connect to your server. In most cases, these can all be left at their defaults. Click **Next**.



**Domain Wizard - Step 2 of 4**

Welcome to the Serv-U domain wizard. This wizard helps you create a domain on your file server.

A domain can be used to provide access to the file server through various protocols. Some protocols may not be available if they aren't supported by the current license. Select the protocols this domain should use and their appropriate ports.

<input checked="" type="checkbox"/> FTP and explicit SSL/TLS	<input type="text" value="21"/>
<input checked="" type="checkbox"/> Implicit FTPS (SSL/TLS)	<input type="text" value="990"/>
<input checked="" type="checkbox"/> SFTP using SSH	<input type="text" value="22"/>
<input checked="" type="checkbox"/> HTTP	<input type="text" value="80"/>
<input checked="" type="checkbox"/> HTTPS (SSL encrypted HTTP)	<input type="text" value="443"/>

**Note:** Serv-U supports FTP, HTTP (All Editions), FTPS, and SFTP with HTTPS (MFT Server). These listeners can be configured during the setup process. If you already have a web server, you may need to set the HTTP/HTTPS listeners to use a nonstandard port like 8080/8081 or disable them by “unchecking” those listeners.

4. If the domain must use a specific, locally assigned IP address, one can be entered here (in most cases, this is unnecessary). This must be the IP address assigned to a NIC on the server. Click **Finish**.



5. Password Encryption Mode: If desired, check the **Allow users to recover passwords** box.



6. Click **Finish**.

## Creating Users

Serv-U supports user accounts at the domain level where they can access one Domain, or at the server level where they can access all Domains.

Since User accounts can be assigned at the various levels with the same login ID, a hierarchy is used by Serv-U to determine which account takes precedence.

- **Domain Users** - Defined at the Domain level, Domain Users can only login to the Domain under which they are created.
- **Global Users** - Defined at the Server level, Global Users are accounts that can login to **any** Domain on the File Server.
- **Database Users** - Available at both the Server and Domain level, Database Users are stored in an external database accessible through ODBC and supplement the local account database.
- **Windows Users** - Defined at the Domain level, Windows Users use the credentials and often, the home directories, of Windows accounts from the local machine or Windows domain controller (including Active Directory). Windows Users only work on Windows, and require a Serv-U MFT Server license.
- **LDAP Users** - Defined at the Domain level, LDAP Users use the credentials and often, the email and other attributes, of LDAP accounts from a remote LDAP server. Unlike Windows Users, LDAP Users work on both Windows and Linux, and may access LDAP servers (including Active Directory) in any accessible domain. LDAP Users require a Serv-U MFT Server license.

The User account types listed above are listed in the order of precedence. Where User accounts can be specified at both the Domain and Server levels, the Domain level account always takes precedence over the Server one.

When creating Users, consider what kind of access they need, and select the appropriate location for the User account accordingly - time and effort can be saved by entering such settings at the Server level to remove the need for multiple User accounts at the Domain level.

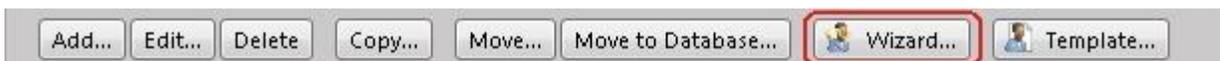
To add a new user in Serv-U, follow the steps below.

#### To add a new user:

1. Open the Serv-U Management Console.
2. Navigate to the Users or Global Users menu.



3. To create user accounts quickly and easily, click the "Wizard" button.



4. Enter the user name and click **Next**.

**User Wizard - Step 1 of 4**
✕

Welcome to the Serv-U user account wizard. This wizard helps you quickly create new users to access your file server.

The login ID is provided by the client to identify their account when attempting to login to the file server.

Login ID:

Full Name:  (optional)

Email Address:  (optional)

5. Enter the password and click **Next**.



6. Enter the home directory, select whether the user should be locked into their home directory, and then click **Next**.

'/>

**User Wizard - Step 3 of 4**

Welcome to the Serv-U user account wizard. This wizard helps you quickly create new users to access your file server.

The home directory is the physical location where the user is placed after successfully logging in to the file server. If the user is locked in the home directory, the location of their home directory is hidden from them by displaying it as '/.

Home Directory:

Lock user in home directory

<<Back    Next>>    Cancel

7. Select whether the user should have Read Only access or Full Access, and click **Finish** (Full Access does NOT allow the user to execute files remotely).

**User Wizard - Step 4 of 4**

Welcome to the Serv-U user account wizard. This wizard helps you quickly create new users to access your file server.

Select the access rights to be granted to the user in their home directory. Read Only access allows the user to browse and download files. Full Access grants the user full control of files and directories within their home directory.

Access Rights:

Read Only Access  
 Full Access

<<Back    Finish    Cancel

## Groups

The Group is an optional level of extra configuration provided to make it easier to manage related User accounts that share many of the same settings. By using a Group, administrators can quickly make changes that propagate to more than one User account instead of having to manually configure each one separately.

A Group inherits all of its default settings from the Domain it belongs to. It defines the collection of settings inherited by all Users who are a member of the Group. Most User level settings can be configured at the Group level, or overridden at the User level.

From the Management Console you can create groups.



## Groups

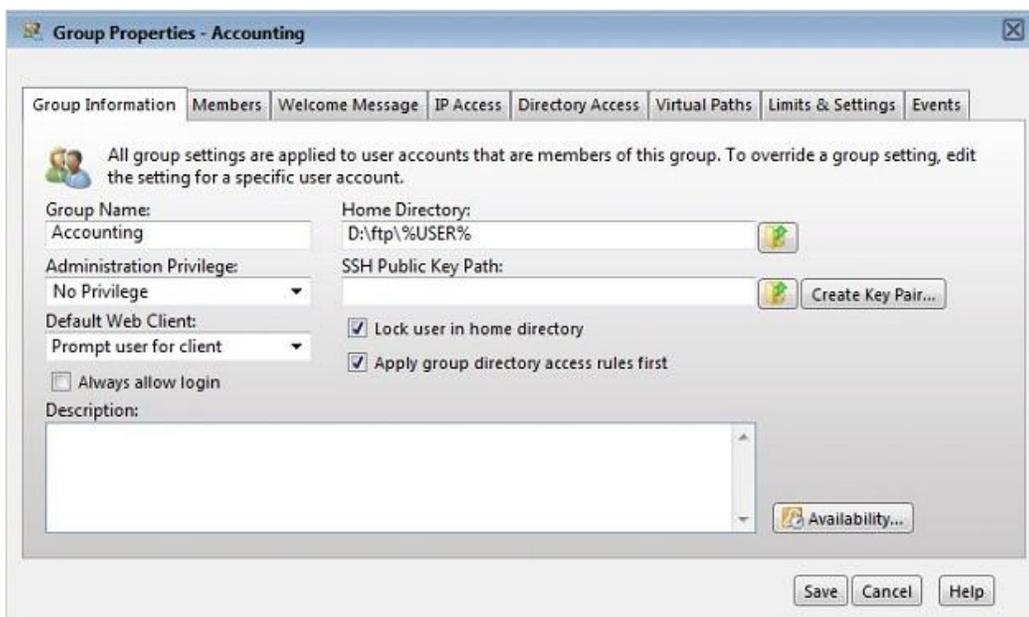
- Create, modify, and delete user groups.
- Create, modify, and delete user groups stored in a database.
- Create, modify, and delete Windows user groups.
- Create, modify, and delete LDAP user groups.

## Using Groups to set Home Directories

Serv-U Groups can be used to set a standard Home Directory that is shared by all the users in your group, and offers two powerful options in the form of "Macros".

The %USER% macro can be used in the Home Directory field to create individual user home directories that requires only a single configuration.

For example, using D:\ftp\%USER% as a Home Directory will automatically create a Home Directory corresponding to the user name. Then, you can set the Directory Access rule to the %HOME% macro so that all members have access to their home directory automatically, no matter which user is a member of the group.



## Configuring Directory Access Rules with Windows Users

Serv-U has the ability to grant access to paths based on Windows accounts on a per-rule basis. This allows you to grant access to UNC paths throughout your network without needing to modify the properties of the Serv-U service.

To edit a Directory Access rule, click on "**Advanced**". An extra pop-out will prompt you for the Windows user settings to be associated with this rule. Keep in mind that when the password or properties of this Windows user change, the Directory Access rule will change also, so it is advised to only use this option in Groups.

**Directory Access Rule**

Path: \\fileserv-01\accounting\

**Files**

- Read
- Write
- Append
- Rename
- Delete
- Execute ⚠

**Directories**

- List
- Create
- Rename
- Remove

**Subdirectories**

- Inherit

Maximum size of directory contents: \_\_\_\_\_ MB (leave blank for no limit)

**Access as Windows User**

User Name: admin@rhinosoft.com

Password: ●●●●●●

Windows Domain Name (optional): rhinosoft.com

Buttons: Save, Cancel, Help, Full Access, Read Only, Advanced <<

## Chapter 3

# Serv-U Quick Tour

- [File Sharing](#)
- [Web Client Interface](#)
- [Common Administrator Tasks](#)

## File Sharing

SolarWinds Managed File Transfer (MFT) Server allows IT departments to provide secure file transfer and file sharing services with an easy-to-use interface. File Sharing allows users to send or receive files from guests.

### File Sharing Console

The File Sharing user interface allows you to view, manage, and edit all incoming and outgoing file sharing requests. This dashboard is where all File Sharing requests are initiated. Clicking **Home** in the left corner will always bring you back to this dashboard.

The screenshot shows the File Sharing Console dashboard. At the top, there is a navigation bar with 'Home', 'Request Files', and 'Send Files' tabs. Below this, there is a 'Daily Activity' section with two icons and the number '1'. A 'Jump to' dropdown menu is set to 'File Sharing'. The main content area is divided into two sections: 'Requested Files' and 'Sent Files'. Each section has a 'Refresh' button and a table of file shares.

**Requested Files** (Last 5 File Shares) Last updated 7/8/2013 at 04:22 PM

Date Received	Subject	Recipient(s)	Status	Size	# of Files	Expires	Download	Delete
7/8/2013 04:20 PM	<a href="#">Serv-U File Share Link [expires 7/15/2013 ...</a>	mark.	@solarwind... Sent Email	0 KB	0	7/15/2013		✗

[View All Requested >>](#)

**Sent Files** (Last 5 File Shares) Last updated 7/8/2013 at 04:22 PM

Date Sent	Subject	Recipient(s)	Status	Size	# of Files	Expires	Download	Delete
7/8/2013 04:20 PM	<a href="#">Serv-U File Share Link [expires 7/15/2013 ...</a>	mark.	@solarwind... Sent Email	36.13 KB	1	7/15/2013	📄	✗

[View All Sent >>](#)

### Requesting Files

End users may request files from other people by sending email invites with options to have share expirations dates and password protections. Guests automatically receive a notification inviting them to send files, and the end user will get additional notifications as files are sent.

## View All

The dashboard also allows you to see a summary of all the files sent or requested.

Clicking **View All Requested** or **View All Sent** displays an overview of files sent/received, dates, recipients and when they expire. To remove a file from the list, click **delete**.

 **Requested Files** (Last 5 File Shares) Last updated 7/8/2013

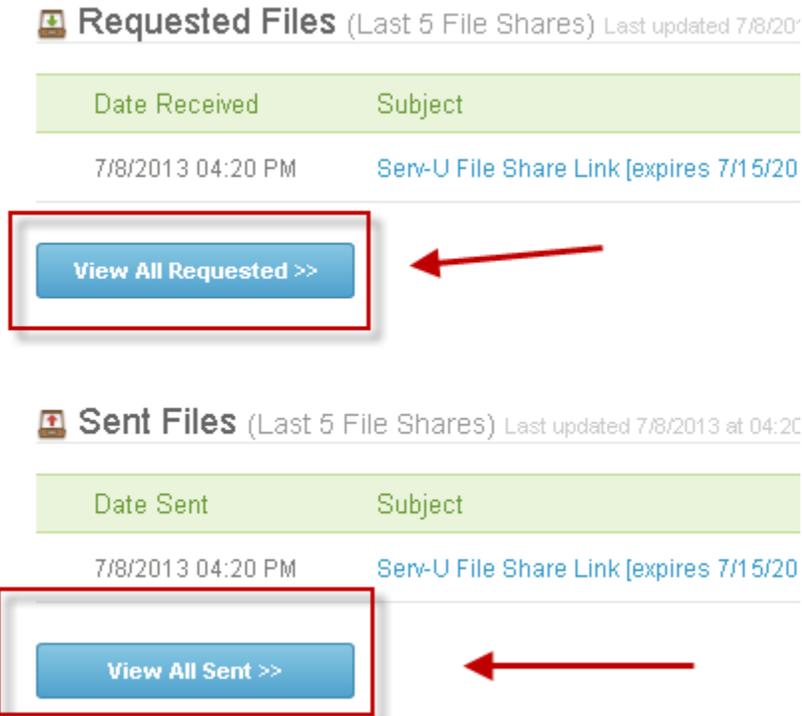
Date Received	Subject
7/8/2013 04:20 PM	Serv-U File Share Link [expires 7/15/20]

**View All Requested >>**

 **Sent Files** (Last 5 File Shares) Last updated 7/8/2013 at 04:20

Date Sent	Subject
7/8/2013 04:20 PM	Serv-U File Share Link [expires 7/15/20]

**View All Sent >>**



## File Sharing Configuration

File Sharing is disabled by default. The following steps detail how to enable your domain users to send or receive files from guests.

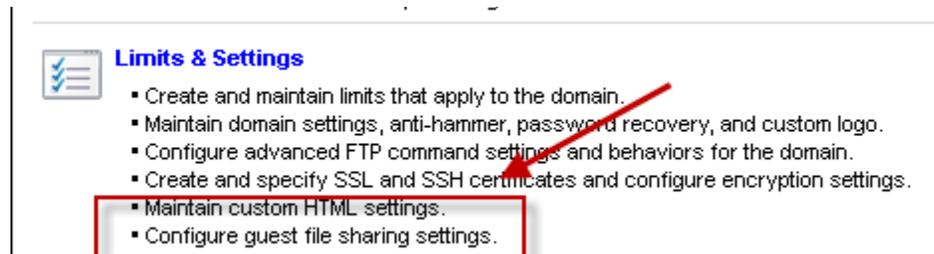
**Note:** To send file sharing invitation emails, you must configure your SMTP settings. This configuration only needs to be set once for the entire server or a domain. The SMTP configuration is located on the **Domain Details** and **Server Details** pages. Under the **Events** tab, click **Configure SMTP**.

### To enable File Sharing:

1. From the Administrator Console select **Limits & Settings > Configure guest file sharing settings**.

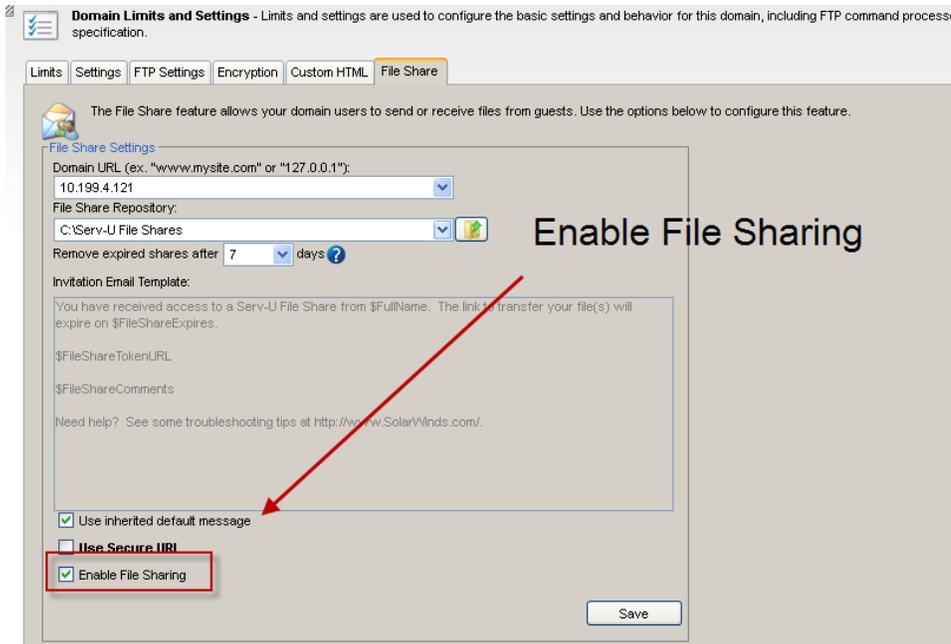
 **Limits & Settings**

- Create and maintain limits that apply to the domain.
- Maintain domain settings, anti-hammer, password recovery, and custom logo.
- Configure advanced FTP command settings and behaviors for the domain.
- Create and specify SSL and SSH certificates and configure encryption settings.
- **Maintain custom HTML settings.**
- **Configure guest file sharing settings.**



2. Enter the address for the domain URL.

3. Enter the file share repository location.
4. Select the number of days until the shares expire.
5. Check the box on whether you would like to use the default email notification message or customize your own. If unchecked you can enter in a custom message.
6. Check **Enable File Sharing**



7. Configure your SMTP to send/receive notification emails.

## Using File Sharing

The File Sharing feature allows your domain users to send or receive files from guests. The following steps detail how to use the feature.

### To Send Files:

1. Login to the web console.
2. Select **File Sharing**.



3. Click **Send Files**.

**To send files to a guest user enter the following details:**

1. Enter the users email address.
2. Enter a subject title.
3. Enter any additional comments.
4. Enter your contact information.
5. Set an expiration date for when the link to upload files will expire. 90 days is the maximum time for link availability.
6. You can be notified when files have been downloaded, send a downlink link in the email, set file size limits, and require a password to access Serv-U.

✎ **Send Files to Guest User: Add Details** (Step 1 of 2)

Enter email details and other information to be included with the uploaded file(s). Email will be sent to the guest user(s) with a link that grants them access to the uploaded file(s). For added security, set a custom or a system generated password, and specify a download link expiration time or date.

<div style="border-bottom: 1px solid gray; padding-bottom: 5px;"> <b>Email Information</b> <span style="float: right; color: red; font-weight: normal;">1</span> </div> <p style="font-size: x-small; margin: 0;">Guest Email Address(es)</p> <input style="width: 95%; height: 20px; margin-bottom: 5px;" type="text"/> <p style="font-size: x-small; margin: 0;">Email Subject</p> <input style="width: 95%; height: 20px; margin-bottom: 5px;" type="text" value="Serv-U File Share Link [expires Tuesday, June 18, 2013 12:00:00 AM]"/> <span style="float: right; color: red; font-weight: normal;">2</span> <p style="font-size: x-small; margin: 0;">Comments (optional)</p> <div style="border: 1px solid gray; height: 80px; width: 95%; margin-bottom: 5px;"></div> <span style="float: right; color: red; font-weight: normal;">3</span> <div style="border-bottom: 1px solid gray; padding-bottom: 5px; margin-top: 10px;"> <b>My Contact Information</b> <span style="float: right; color: red; font-weight: normal;">4</span> </div> <p style="font-size: x-small; margin: 0;">Name</p> <input style="width: 95%; height: 20px; margin-bottom: 5px;" type="text"/> <p style="font-size: x-small; margin: 0;">Email Address</p> <input style="width: 95%; height: 20px; margin-bottom: 5px;" type="text"/> <p style="font-size: x-small; margin: 0;">Confirm Email Address</p> <input style="width: 95%; height: 20px; margin-bottom: 5px;" type="text"/>	<div style="border-bottom: 1px solid gray; padding-bottom: 5px;"> <b>Serv-U Access Link Expiration</b> <span style="float: right; color: red; font-weight: normal;">5</span> </div> <p style="font-size: x-small; margin: 0;">The link to download files should expire:</p> <p style="font-size: x-small; margin: 0;"> <input checked="" type="radio"/> on this specific date: <input style="width: 100px; height: 20px; border: 1px solid gray;" type="text" value="06/18/2013"/> </p> <p style="font-size: x-small; margin: 0;"> <input type="radio"/> in <input style="width: 30px; height: 20px; border: 1px solid gray;" type="text" value="24"/> hours         </p> <p style="font-size: x-small; margin: 0;"> <input type="radio"/> in <input style="width: 30px; height: 20px; border: 1px solid gray;" type="text" value="30"/> days         </p> <div style="border: 1px solid lightblue; padding: 2px; font-size: x-small; margin-top: 5px;"> <span style="color: blue;">i</span> <b>Note:</b> Expiration dates help keep your files more secure by limiting access.         </div> <div style="border-bottom: 1px solid gray; padding-bottom: 5px; margin-top: 10px;"> <b>Other Settings</b> (optional) <span style="float: right; color: red; font-weight: normal;">6</span> </div> <p style="font-size: x-small; margin: 0;"> <input checked="" type="checkbox"/> Notify me when the file(s) have been downloaded         </p> <p style="font-size: x-small; margin: 0;"> <input checked="" type="checkbox"/> Automatically send the download link to the guest user(s) in an email         </p> <p style="font-size: x-small; margin: 0;"> <input checked="" type="checkbox"/> Send me an email copy with the download link         </p> <p style="font-size: x-small; margin: 0;"> <input type="checkbox"/> Require the guest to enter this password to access Serv-U. (To generate a password, click on the key button)         </p> <input style="width: 100%; height: 20px; border: 1px solid gray; margin-bottom: 5px;" type="text"/> <p style="font-size: x-small; margin: 0;"> <input type="checkbox"/> Include the password in the email (less secure)         </p> <div style="border: 1px solid lightblue; padding: 2px; font-size: x-small; margin-top: 5px;"> <span style="color: blue;">i</span> <b>Note:</b> Your passwords are not recoverable. In the case of a lost password, the file(s) would need to be resent with a new password.         </div>
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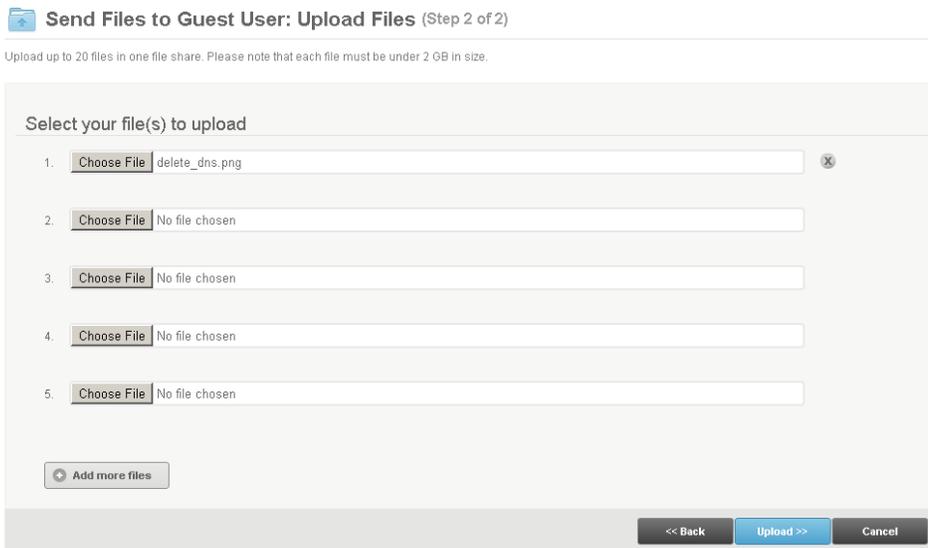
7

Next >>

Cancel

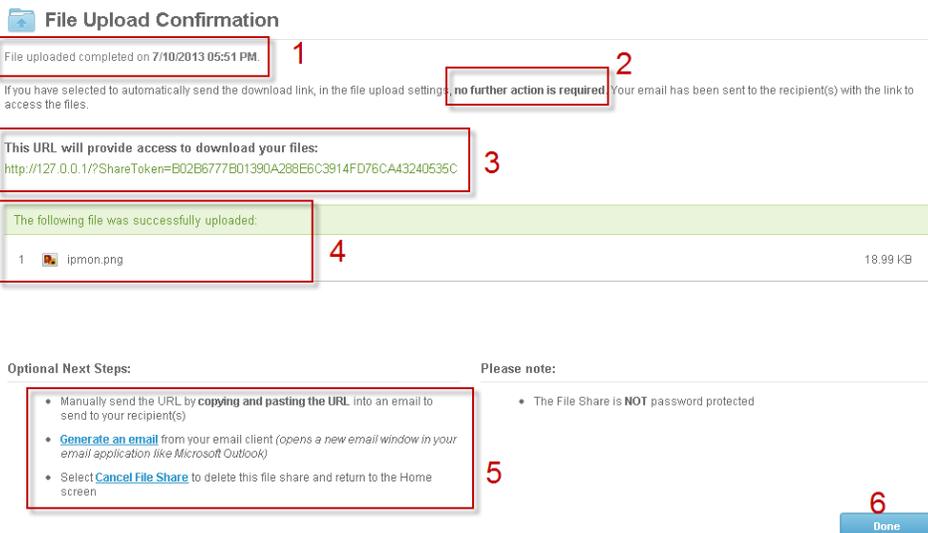
7. Click "Next".

8. Select the files you want. Upload up to 20 files in one file share. Each file must be under 2 GB in size. Click "Upload".



### Upload Confirmation page

1. File Upload Confirmation date and time.
2. Verify the correct file was sent. No action is required, unless you need to cancel the file upload. (Step 5)
3. URL of the link guest will use to download these files.
4. List what was uploaded.
5. Options to generate another email using your email client or cancel the file share.
6. Click **Done** to finish.



### Receive Files from a Guest

The Request Files Wizard allows you to receive a file from someone by sending a link to a page, where she or he can easily upload to it.

The user will receive a link, via email, that grants them access to upload files. For added security, there are options to set the page link expiration and add file constraints and restrictions.

### To send a request:

1. Enter the users email address.
2. Enter a subject title.
3. Enter any additional comments.
4. Enter your contact information.
5. Set an expiration date for when the link to upload files will expire. 90 days is the maximum time for link availability.
6. You can be notified when the files have been uploaded and sent a copy of upload link email, set file size limits, and require a password protection.

**Optional steps include:** Copying the URL into an email or have an email automatically sent from your mail client.

#### Request Files From Guest User

Invite a guest user to temporarily access Serv-U File Share to upload files. The user will receive a link, via email, that grants them access to upload files. For added security, there are options to set the page link expiration and add file constraints and restrictions.

Email Information	Serv-U Access Link Expiration
Guest Email Address(es) <b>1</b> <input type="text"/>	The link to upload files should expire: <b>5</b> <input checked="" type="radio"/> on this specific date: 07/03/2013 <input type="radio"/> in 24 hours <input type="radio"/> in 30 days
Email Subject Serv-U File Share Link [expires 7/3/2013 12:00 AM] <b>2</b>	<input type="text"/>
Comments (optional) <b>3</b> <input type="text"/>	<input type="text"/>
My Contact Information <b>4</b> Name <input type="text"/>	<b>6</b> <input checked="" type="checkbox"/> Notify me when the file(s) have been uploaded <input checked="" type="checkbox"/> Automatically send the upload link to the guest user(s) in an email <input checked="" type="checkbox"/> Send me an email copy with the upload link <input type="checkbox"/> Constrain individual file sizes to: 10 MB <input type="checkbox"/> Require the guest to enter this password to access Serv-U. (To generate a password, click on the key button)
Email Address <input type="text"/>	<input type="text"/>
Confirm Email Address <input type="text"/>	<input type="text"/>
	<input type="checkbox"/> Include the password in the email (less secure) <b>Note:</b> Your passwords are not recoverable. In the case of a lost password, the invitation would need to be resent with a new password.

## Serv-U Web Client

The Web Client interface allows users to log into the file server and access all of their files online without needing to use an external FTP client.

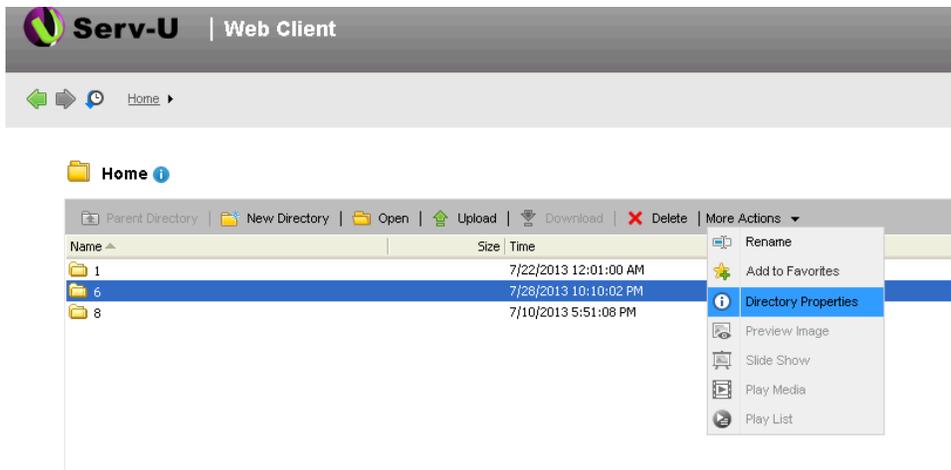
The Web Client interface is presented as a standard web page containing a list of the files and directories available from the current remote path and clickable links that perform various file transfer related actions. All available functionality of the Web Client is available from this single page to keep interactions quick and easy to perform. The Web Client is can be accessed from mobile devices and is optimized for use in a variety of display resolutions.

### Logging Into the Web Client

To log into the Web Client, Serv-U must first be configured to listen for HTTP/HTTPS requests. Once configured, enter the IP address or the domain name assigned to Serv-U into a browser window and you will be presented with a login screen. Your normal FTP username and password will be accepted here.

Once logged in, users will be able to view all the files and folders they can normally see, and will be able to perform any action that they could via FTP, including uploading, downloading, and to drag/drop files, play media, or render slideshows and thumbnails of images.

The Web Client has a new interface as seen below:



## Using The Web Client

The majority of the Web Client's view is dedicated towards displaying the contents of the current directory being browsed on the server. This directory listing shows all the files and folders contained in the current directory. Depending on the access rights granted to your user account by the administrator, various actions can be performed on the files and folders in this listing.

### Upload:

If your user account has permission to upload new files, you may upload a single file at a time to the server using this button. Clicking the **Upload** button opens a new window from which you can **Browse** your system for the file you want to upload. Once you've selected the appropriate file, click **Upload** to begin the transfer.

When the upload has started, a progress dialog is displayed that is regularly updated with live information, including the current transfer rate, how much data has been sent, how much data remains to be sent, and the estimated time until completion of the transfer. While a file is being uploaded, no other action can be taken including changing the current directory or transferring another file. The upload can be terminated at any time by clicking the **Cancel** button. Cancelled file transfers cannot be resumed and must be started over.

After the upload has completed, the progress dialog disappears and the directory listing is refreshed to show the new file.

### Download:

To begin a file download, simply select the desired file and click **Download**. This option is also available by right-clicking on the desired file. The browser prompts you for a location on your system to save the file. Some browsers may also offer the option to open the file instead of saving it to a permanent location. While a file is being downloaded, the Web Client is free to perform other actions.

### Rename:

To rename a file, select the file you want to rename in the directory listing and click this option available under "More Actions". This option is also available by right-clicking on the desired file. The current name is displayed in a new dialog. Change this name to the desired new name and click **OK**. If your user account does not have the ability to rename files or there is a conflict with the new file name, an error message is displayed.

### Delete:

A file can be deleted by selecting the desired file from the listing and clicking **Delete**. This option is also available by right-clicking on the desired file. If your user account does not have the ability to delete files, an error message is displayed.

**Note:** Files are permanently deleted on the server. This action cannot be undone.

## Common Administrator Tasks

The following section covers some common issues that administrators may encounter. Select from the FAQs below:

[How do I enable file sharing?](#)

[How do I point Serv-U to my existing email server to send notifications?](#)

[How do I configure Serv-U so that all my existing end users on AD can start sharing files immediately?](#)

[How do I apply an SSL certificate so that all transfers use HTTPS?](#)

[I want to make sure nothing is kept on the server longer than X days](#)

[I want to make File Sharing the only interface my end users see](#)

[How can I avoid inbound connections or storing data in the DMZ?](#)

### How do I enable file sharing?

Navigate to the **Management Console > Domain ( or Server) Limits & Settings > Configure Guest File Sharing >** and then check the **Enable File Sharing** box to enable the feature.

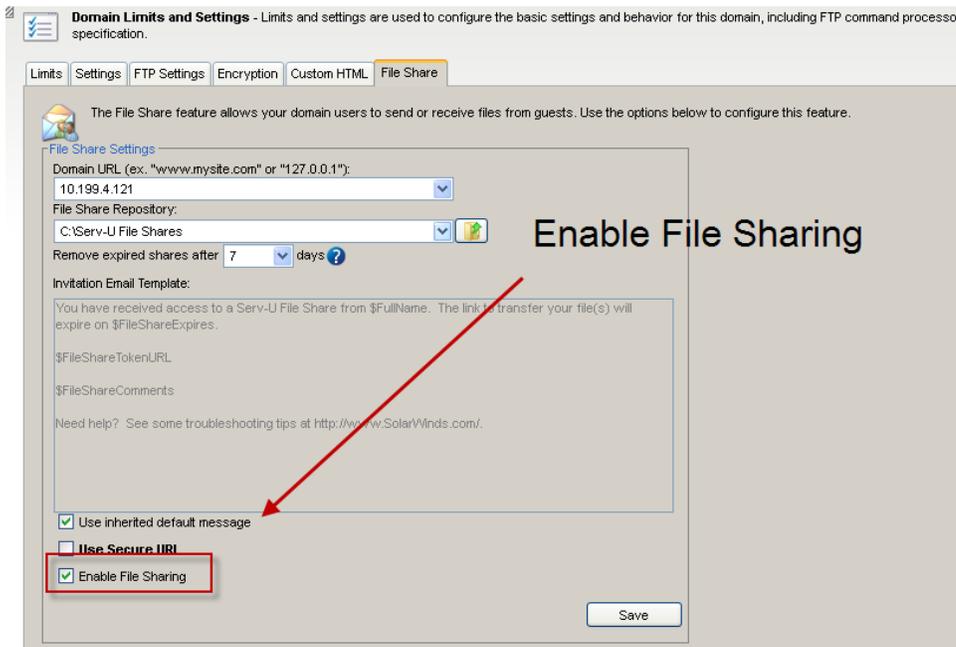


#### Limits & Settings

- Create and maintain limits that apply to the domain.
- Maintain domain settings, anti-hammer, password recovery, and custom logo.
- Configure advanced FTP command settings and behaviors for the domain.
- Create and specify SSL and SSH certificates and configure encryption settings.
- Maintain custom HTML settings.
- Configure guest file sharing settings.

## From the File Sharing tab:

Check the Enable File Sharing box.



## How do I configure Serv-U so that all my existing end users on AD can start sharing files immediately?

Serv-U MFT Server Edition includes support for authentication against Windows Active Directory as well as Windows users in the local Security Accounts Manager (SAM).

### Windows Authentication Prerequisites

Before proceeding with Active Directory configuration in Serv-U, ensure the following requirements have been fulfilled:

- Serv-U must be installed on a member server of the target Active Directory Domain
- Serv-U must not be firewalled from the Domain Controller, or located in a DMZ
- If user Home Directories are located on a network location like a Distributed File Service (DFS) share, a NAS, or other network device, the Serv-U File Server service in the Windows Services menu should run under a network administrative account

### **Enabling Windows Authentication:**

1. Open the Serv-U Management Console
2. Click on the Users | Windows Authentication Settings menu
3. Enable Windows Authentication by placing a check mark next to "Enable Windows authentication"
4. Enter the name of your Windows domain (the Fully Qualified Domain Name) and select "Save"
5. Click "Configure Windows User Group" to configure your Windows users Serv-U Windows Auth Config



**Note:** By default, when users log in to Serv-U, they are logged into their Home Folder as defined in Active Directory and have all applicable NTFS permissions applied to their FTP account. This way, no permissions or settings are required in Serv-U.

Further permissions can be manually configured and overridden in the Windows User Group configuration page. For further information see [this article](#).

### **Manually Managing Home Directories**

Serv-U allows AD users to be automatically assigned individual Home Directories based on the %USER% variable, which automatically generates home directories based on the User Principle Name of the user, for example: user1@mydomain.com).

**To dynamically assign the Home Directory**, open the "Windows User Group Configuration" menu and set the Home Directory to a path such as:

*D:\ftproot\%USER%*

-or-

*\\fileshare\userfiles\%USER%*

This ensures that all user Home Directories are located under one parent folder and are maintained and easier to manage.

### **Troubleshooting Windows Active Directory Setup**

As a general guideline, it is best to troubleshoot Active Directory login problems using the FTP or FTPS protocol, because these protocols provide more troubleshooting information. Common problems that can occur include:

**"Home Directory Not Found"** - A "Home Directory Not Found" error indicates that the user account in Active Directory does not have a "Home Folder" set for their user account.

This value is set in Active Directory, not in Serv-U, and must be set before the user account will function. The folder is set in "Active Directory Users & Computers" in user properties, under the "Profile" tab, in the "Connect" option.

**"Permission Denied"** - Permission denied errors can occur for Windows users who have their Home Folders located on a network drive.

This must be resolved by configuring the "Serv-U File Server" service to run under a Domain Admin account, and by making sure the permissions on the network path are correct. In addition, the Serv-U service must have at a minimum the "List Folder / Read Data" and "Read Attributes" permissions on the parent folder of any folder used by an Active Directory user. These permissions are typically granted by default.

### **Allowing Logon's From Multiple Active Directory Domains**

If users from multiple domains within the same Active Directory forest must be able to authenticate to the same Serv-U server, the following must be true:

- The "Windows Domain Name (Optional)" field in the Users | Windows Authentication menu must be left blank
- There must be trust between the domain of which the Serv-U server is a member and all other domains which Serv-U must be able to authenticate to
- Users must log in using their User Principle Name (e.g., user@domain.com) instead of just their SAM account name (in the previous case, just "user")

**Note:** Windows User NT-SAM / Active Directory support is available in Serv-U MFT Server only.

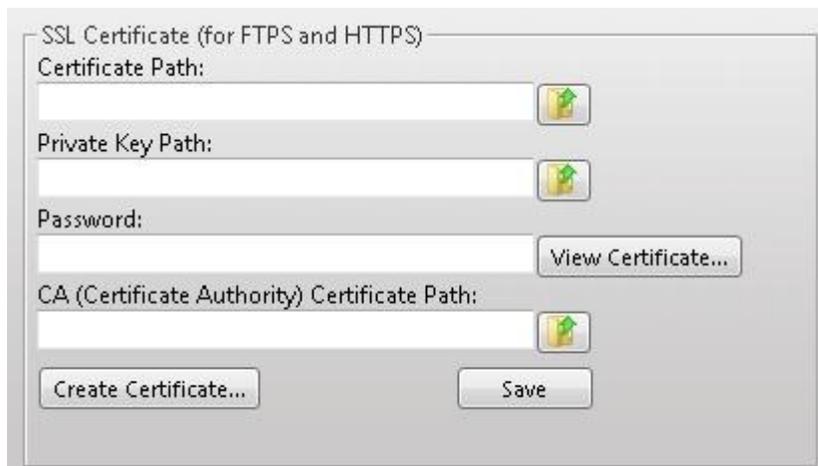
### **I want to apply an SSL certificate so that all transfers use HTTPS.**

Setting up Serv-U to allow for SSL-encrypted connections is very easy. Serv-U supports self-signed certificates created directly, or third party certificates from Certificate Authorities such as Verisign, Thawte, Geotrust and [RapidSSL](#). Using SSL, Serv-U supports FTPS (FTP secured over SSL) in Serv-U FTP Server and Serv-U MFT Server, and HTTPS (HTTP secured over SSL) in Serv-U MFT Server only.

### **Configuring Serv-U for FTPS and HTTPS**

Navigate to the Domain Details | Listeners menu and ensure that an FTPS or HTTPS listener is entered. If it is not, click on "Add" and add the appropriate listener

- Navigate to Limits & Settings | Create and specify SSL and SSH.
- Specify the details requested in the "SSL Certificate" menu
- The "Certificate Path" is the path to your .crt certificate file
- The "Private Key Path" is the path to your .key private key file
- The "Password" is the password you selected to protect your private key
- If you have Serv-U MFT Server the "CA (Certificate Authority) Certificate Path" allows you to specify a .pem file for the Intermediate Certificate if required by your CA.



- Click Save, and make sure your FTPS and/or HTTPS listener(s) are configured
- **Note:** If you have received a signed certificate from a verified certificate authority, instead of creating a certificate you can specify the .crt certificate file path and the .key private key file path by using the "Browse" buttons on this page.
- **Note:** If your FTP Client can connect with a regular session, but not with SSL enabled then we would recommend checking if there are any NAT enabled device between the FTP Client and Serv-U. The NAT translation is not able to understand the encrypted data being sent between the client and server and thus corrupts the data connection. Currently the only work around is to disable the NAT functionality or move Serv-U or the FTP Client in front of the NAT enabled device.

### **I want to point Serv-U to my existing email server to send notifications**

SMTP can be configured on the server and/or the domain level. SMTP configuration at the domain level may be inherited from the server level. The SMTP configuration dialog is located on the **Domain Details** and **Server Details** pages. Under the **Events** tab, click **Configure SMTP**.

You will need to enter the following information:

### SMTP Server Information

- SMTP Server - the name or IP address of the SMTP server
- SMTP Server Port - the port the SMTP server is using
- From Email Address - the email address to use for the outgoing email
- From Name (optional) - the name to use for the outgoing email
- My server requires authentication - to enable authentication check this box
- This server requires a secure connection (SSL) - Some SMTP servers require that all incoming connections be encrypted to protect against possible attacks. If your server requires incoming SMTP connections to be encrypted, enable this option. The default port for encrypted SMTP connections is 465. Serv-U supports Implicit SSL only, and does not support Explicit SSL (port 587)

### Authentication Information

If your SMTP server requires authentication you must enter the following information:

- Account Name - the account name associated with authentication for the SMTP server.
- Password - the password for the account

### **I want to point Serv-U to an existing Windows share so I don't have to keep file shares on the local hard drive.**

By default, both the Serv-U services run as the built-in "LocalSystem" Windows account. Running as LocalSystem is normal for an installed service, but running as LocalSystem usually prevents the related service from accessing network shares.

The following instructions describe how to switch these services from LocalSystem to another Windows user so Serv-U can access remote shares.

### When Required

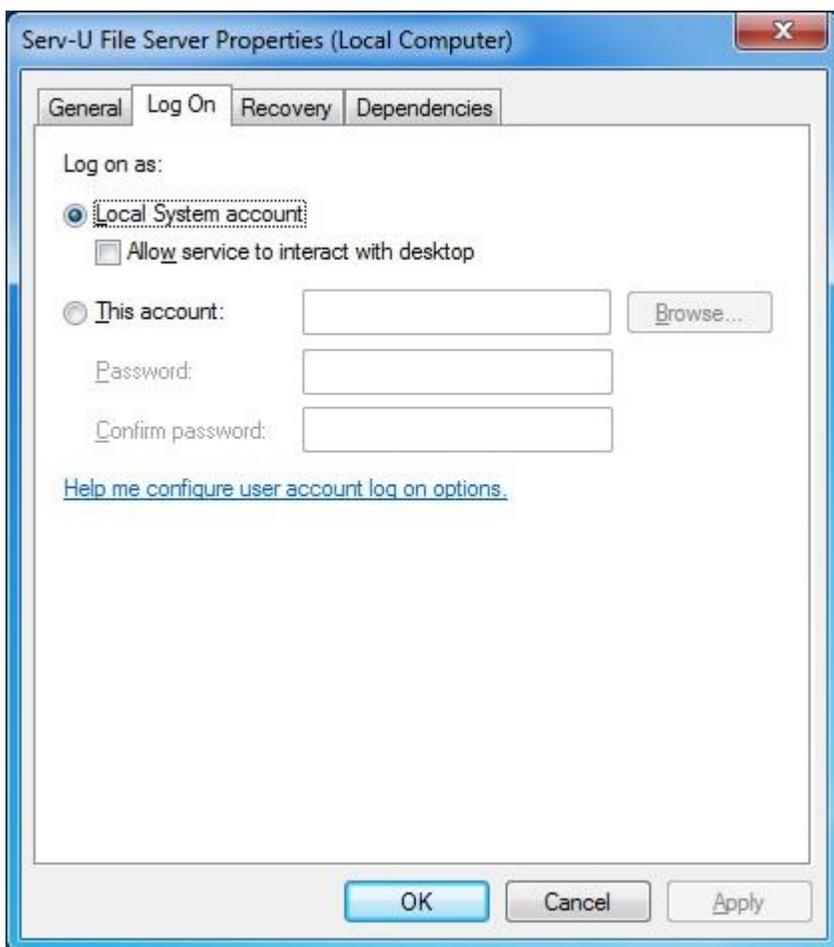
- **Clustered "web farm" deployments of Serv-U**, in which multiple Serv-U nodes access the same remote share, typically require these instructions.
- Any **Serv-U deployment that accesses remote Windows shares**, NAS, SAMBA shares, or mapped drives requires these instructions.
- FTP Voyager installations that use the **FTP Voyager Scheduler service to access remote shares** require these instructions. However, if FTP Voyager will only be used to access remote shares through its "side by side" interactive mode, these instructions are not required.

### How to Modify the "Run As" Service Account (Recommended)

The best option is to configure Serv-U/FTP Voyager Scheduler to run under a user account that has network privileges to the UNC path. In an Active Directory environment, this user may be a member of the Domain Admins group. In a Windows Workgroup, this will be a user who exists on both the local machine and the remote network resource, with the same user name and password on both machines.

To change the user account under which a service runs, follow the steps below:

- Navigate to the "Control Panel | Administrative Tools | Services" menu
- Right click either the Serv-U File Server or FTP Voyager Scheduler and choose "Properties"
- Open the "Log on" tab
- Select the "This account" radio button
- Use the "Browse" option select the correct user account in your domain. In Windows Active Directory, the user account will be in the form of username@domainname.ext, and in a workgroup this will be in the form of SERVERNAMEusername



- Once the correct user is displayed, click "OK" to save the settings

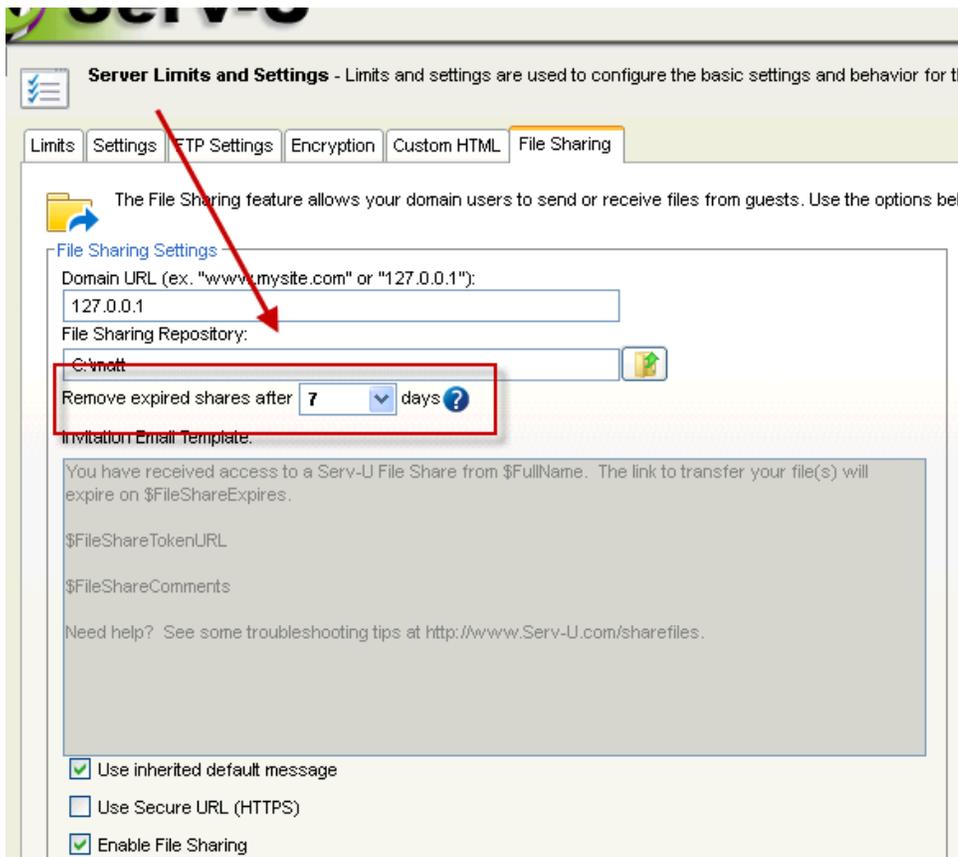
- If running in a workgroup, again ensure that the same account exists remotely on the network server
- Restart the service by right clicking on it in the Services window and selecting "Restart"

If you encounter an error when starting the service, most likely you are encountering a user account issue, which will need to be diagnosed within the properties of the Serv-U File Server / FTP Voyager Scheduler service. The best way to avoid this is to use the Check Name option to make sure that your entry is correct.

**Note:** Windows System Services cannot recognize mapped network drives by letter. Any network location specified must be placed in UNC format (\\server\share).

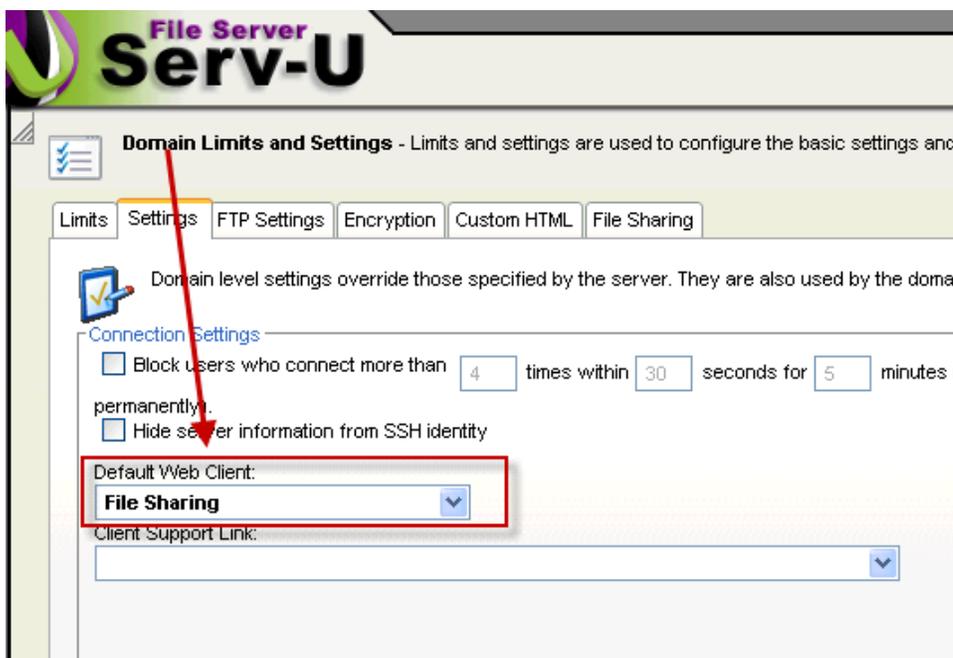
### **I want to make sure nothing is kept on the server longer than X days**

In the Admin. Console under **Server Limits and Settings > File Sharing** you can define how many days to keep files on the server.



### **I want to make File Sharing the default interface my end users see.**

From the **Limits and Settings > Settings** tab you can set the default Web Client. You will also need to disable FTP to make end users only see File Sharing.



## Serv-U Gateway

Serv-U Gateway is an optional reverse-proxy component that safely terminates file transfer connections in the DMZ to avoid inbound connections or storing data in the DMZ. For more information see [this page](#) and the [Distributed Architecture Guide](#).

## Firewall Guide

Serv-U configuration supports FTP, FTPS, (SSL/TLS)> SFTP (SSH), HTTP and HTTPS connection from the internet directly into Serv-U. For more information see this [Serv-U Firewall Guide](#).