WS_FTP Server

Getting Started Guide

IPSWITCH
File Transfer

What is WS_FTP Server?

Ipswitch WS_FTP® Server is a highly secure, fully featured and easy-to-administer file transfer server for Microsoft Windows® systems. WS_FTP Server lets you create a host that makes files and folders on your server available to other people. Users can connect (via the Internet or a local area network) to your host, list folders and files, and (depending on permissions) download and upload data. Administrators can control access to data and files with granular permissions by folder, user, and group. Administrators can also create multiple hosts that function as completely distinct sites.

WS_FTP Server is proven and reliable. It is used by administrators globally to support millions of end users and enable the transfer of billions of files.

WS_FTP Server complies with the current Internet standards for FTP and SSL protocols. Users can connect to the server and transfer files by using an FTP client that complies with these protocols, such as Ipswitch WS_FTP Home or Ipswitch WS_FTP Professional.

WS_FTP Server with SSH also includes support for SFTP transfers over a secure SSH2 connection.

Our product offerings are described in WS_FTP Server product family (on page 1).

WS_FTP Server product family

The WS_FTP Server product family provides a broad range of file transfer functionality, from fast file transfer via the FTP protocol, to secure transfer over SSH, to a complete file transfer (server/client) solutions.

- WS_FTP Server: Our base product offers fast transfer via the FTP protocol with the ability to encrypt transfers via SSL.

  WS_FTP Server can operate standalone or is easily integrated with existing user databases (Active Directory, Windows NT, Ipswitch IMail, ODBC). Web-based administration provides remote management of the server and can use our integrated web server or Microsoft IIS.

  When used with our WS_FTP Professional client, WS_FTP Server can retry a failed transfer, perform file integrity checks, verify a user's identity, and speed transfers by using compression and multi-part transfers.

  WS_FTP Server is designed with a tiered architecture that allows components and data to be maintained on one computer or distributed among several.

- WS_FTP Server with SSH: This product offers all of the features of WS_FTP Server plus the ability to send and receive files over SSH, which automatically delivers encrypted communications during and throughout file transport.

- WS_FTP Server Corporate: This product extends the secure transfer capabilities of WS_FTP Server with SSH to provide:

  - FIPS 140-2 validated encryption of files to support standards required by the United States and Canadian governments

  - Support for SCP2 to provide a secure version of the remote copy capability used in UNIX applications

  - LDAP support for authentication to leverage existing corporate databases.

  - A complete file transfer solution (server and client) by integrating the WS_FTP Server Web Transfer Module.

- WS_FTP Server Web Transfer Module

  The WS_FTP Server Web Transfer Module, an add-on to WS_FTP Server products, enables users to transfer files between their computers and company servers over HTTP/S using a Web browser. As a result, employees and external business partners can connect to company networks simply and securely to share files, data, and other critical business information.

New in WS_FTP Server 7.1

Version 7.1 includes the following new features:

- Support for Windows 2008. You can now install WS_FTP Server and each of its features on a Windows 2008 Server. The install will activate several Windows 2008 roles and features (see the *WS_FTP Server Getting Started Guide* for details). WS_FTP Server is compatible with 32 and 64-bit versions.

- VMWare ESX (32-bit) Support. You can now install WS_FTP Server on virtual machines you have hosted on ESX servers.

- New Email Notification Variables. There are now new variables that you can use to trigger notification emails. Notification variables now include transfer type ("ASCII" or "Binary"), IP addresses of clients performing an action, the server host of a user attempting an action, and the size of a file uploaded or downloaded.

- SMTP Authentication. WS_FTP Server now supports authentication for SMTP servers. If you activate SMTP Authentication in WS_FTP Server Manager, when connecting, the server will submit the username and password you entered.

For more assistance

For more assistance with WS_FTP Server, consult the following resources:

- **Getting Started Guide** http://www.ipswitch.com/ftpserver71gsg**.** The Getting Started Guide includes information on custom installations, unattended "silent" installations, and uninstalling the product.

- **Application Help**. Contains dialog assistance, general configuration information, and how-to's that explain the use of each feature. The application help can be accessed from any page in the WS_FTP Server Manager by clicking **Help**.

- **User Guide**. This guide describes how to use the application out-of-the-box. It is also useful if you want to read about the application before installing. To view or download the User Guide, select **Start > Programs > Ipswitch WS_FTP Server > WS_FTP Server User Guide**.

- **WS_FTP Server Forum**. Provides a resource for you to interact with other WS_FTP Server users to share helpful information about the application.

- **Ipswitch Knowledge Base** (http://www.wsftp.com/support). Search the Ipswitch Knowledge Base of technical support and customer service information.

CHAPTER 1

Product installation

In This Chapter

System requirements for WS_FTP Server

WS_FTP Server requires:

- An Intel Pentium® 4, 1 GHz or higher (or an equivalent processor)

- 512 MB RAM minimum

- 250 MB of drive space

- NTFS formatted drive

- TCP/IP enabled network interface card (NIC)

- Microsoft Windows 2008 (32 and 64 bit), Windows Server 2003 Service Pack 2 or later, Windows XP Professional Service Pack 3 or later

> ✅ If you will install the WS_FTP Server Web Transfer Client, you will need to also install Microsoft .NET 3.0. To install .NET 3.0, you need to have Windows® Server 2003 Service Pack 1 or later, or Windows XP Professional Service Pack 2 or later.

- Microsoft .NET Framework 2.0

- Microsoft Data Access Component (MDAC) 2.80 or later

- Microsoft Windows Installer 3.1 or later

- Microsoft Windows Script Host 5.6 or later (http://www.ipswitch.com/wsh56)

- Broadband connection to the Internet (recommended)

- During installation, you can select to use Microsoft Internet Information Services (IIS) as your web server (instead of WS_FTP's Web Server). If you choose this option, you need to have Microsoft Internet Information Services (IIS) 5.0 or later installed on your computer.

- During installation, you can select to use Microsoft SQL Server as your database for configuration data. if you choose this option, you must use one of the following versions: Microsoft SQL Server 2000, Microsoft SQL Server 2005, or Microsoft SQL Server 2005 Express.

> 📄 Note: WS_FTP Server is a native 32-bit application that runs on all the stated 32-bit Windows Server Operating Systems. It can also be run on a Windows 2008 Server 64-bit environment using an emulator packaged with Windows 2008 called WOW64. The emulator and its associated application and dll files are located under \Windows\SysWOW64.

All requirements for WS_FTP Server (above), plus:

- Broadband or dial-up connection to the Internet (required for email notifications outside of the local area network)
- Modem and phone line (required for pager and SMS notifications)

- Microsoft Internet Explorer 6 or later, Mozilla Firefox 2.0 or later, Netscape Navigator (or other Web browser that is CSS2 and HTML 4.01 compliant)
- Enabled Javascript support in the Web browser
- Enabled Cookie support in the Web browser

The WS_FTP Server installer automatically activates certain components in your Windows 2008 installation. This is necessary because after installation, Windows 2008 does not turn on non-core operating system components. However, before installing WS_FTP Server, you should be sure that these changes conform to your organization's security policies.

When you install WS_FTP Server, the install activates the following 2008 Server roles:

- ISAPI Extensions
- Windows Authentication
- ASP

> **Note**: If you are installing the WS_FTP Server Web Transfer Client on Windows 2008, there are additional components activated. See "System requirements for WS_FTP Server Web Transfer Client" below.

System requirements for WS_FTP Server Web Transfer Client

Requirements for WS_FTP Server Web Transfer Client

Before installing WS_FTP Server Web Transfer Client, you need the following:

- WS_FTP Server, WS_FTP Server with SSH, or WS_FTP Server Corporate, v7.1 or later
- Microsoft® .NET 3.0 Framework

> To install Microsoft .NET 3.0, you need to have Windows® Server 2003 Service Pack 1 or later, Windows XP Professional Service Pack 2 or later, or Windows Server 2008.

- Microsoft Internet Information Services (IIS) 5.1, 6.0, or 7.0.

The pre-installation checklist in the section, "Installing WS_FTP Server Web Transfer Client," describes how to configure the requirements.

Requirements for the WS_FTP Server Web Transfer Client end user

The end user can use any computer with an operating system that can support the following:

- Broadband connection to the Internet (recommended)
- Microsoft Internet Explorer 6.0 or later, Mozilla Firefox 2.0 or later on Windows, Mac, and Unix, Safari (Apple) browser (or other Web browser that is CSS2 and HTML 4.01 compliant)

▪ Enabled Javascript support and Cookie support in the Web browser

Additionally, if you install the WS_FTP Web Transfer Module, the install application will activate the IIS7 role. The install application also activates a number of features that reside under that role. Also installed are features that are independent of any specific roles.

Installing the WS_FTP Server Web Transfer Client on Windows 2008 Server

The WS_FTP installer automatically activates certain components in your Windows 2008 installation (in addition to the ones activated by a normal Server install. Before installing WS_FTP Server, you should be sure that these changes conform to your organization's security policies.

The following list shows features activated by the WS_FTP Server Web Transfer Client install the under the IIS7 role. Features shown as indented indicate a nested relationship with the non-indented feature above it.

Common HTTP Features

▪ Static Content

▪ Default Document

▪ Directory Browsing

▪ HTTP Errors

Application Development

▪ ASP.NET

▪ .Net Extensibility

▪ ISAPI Extensions

▪ ISAPI Filter

Health and Diagnostics

▪ HTTP Logging

▪ Request Monitor

Security

▪ Request Filtering

Performance

▪ Static Content Compression

Management Tools

▪ IIS Management Console

The following list shows the 2008 stand-alone features activated during WS_FTP Server install:

.Net Framework 3.0 Features

▪ .Net Framework 3.0

▪ XPS-Viewer

▪ WCF Activation (HTTP Activation, Non-HTTP Activation)

Remote Server Administration Tools

▪ Role Administration Tools (Web Server (IIS) Tools)

Windows Process Activation Service

- Process Model
- .Net Environment
- Configuration APIs

Additionally, the Web Transfer Module install process does the following:

- Runs servicemodelreg to install the WCF service model.
- Places the Web Transfer Module and the underlying web service in classic mode application pools.

Also, if HTTPS is not enabled on the site hosting the Web Transfer Module, the install will:

- Create a self-signed certification for the machine hostname
- Grant permissions to EVERYONE to read the folder where the certifications live
- Create an HTTPS binding on the website hosting the Web Transfer Module (if applicable)

Attache the certificate to the HTTPS binding

Installing the WS_FTP Server Web Transfer Client

If you choose to install WS_FTP Server Web Transfer Client, it should be installed on the same computer as WS_FTP Server. This section provides a pre-installation checklist and install procedure for installing WS_FTP Server Web Transfer Client.

Pre-installation checklist for installing WS_FTP Server Web Transfer Client

WS_FTP Server Web Transfer Client installs an IIS web application to communicate with the WS_FTP Server database and FTP file system. Before you run the WS_FTP Server Web Transfer Client installation, you need to install the prerequisite software and configure the WS_FTP Server computer.

1   WS_FTP Server, WS_FTP Server with SSH, or WS_FTP Server Corporate, v7.1 or later.

    For the installation requirements and procedure, see WS_FTP Server Release Notes.

2   Make sure Microsoft .NET Framework 3.0 is installed.

    You can download and install .NET Framework 3.0 from the Microsoft Download Center http://www.microsoft.com/downloads/details.aspx?FamilyID=10cc340b-f857-4a14-83f5-25634c3bf043&displaylang=en.

3   Make sure Microsoft Internet Information Services (IIS) 5.1, 6.0, or 7.0 is installed.

    You need the Windows OS disk to install IIS. Go to **Control Panel > Add or Remove Programs**, then select **Add/Remove Windows Components**. Select **Internet Information Services** (or **Application Services** on Windows 2003), then follow the on-screen instructions.

4   On Windows 2008 Server, you must be logged on as the 'Administrator' user (it is not sufficient to simply be part of the 'Administrators' group).

5   The Web Transfer Module needs access to the file system on your FTP host or hosts so it can upload and download files. During the Web Transfer Module installation, you will need to specify a Windows user account with permissions to the top folder of each WS_FTP Server host (for each host for which you will enable WS_FTP Server Web Transfer Client). We recommend you create a Windows user account for use by the Web Transfer Module.

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Note that this Windows user account is used differently depending on the WS_FTP Server host settings and the user database configured for that host:

- If the host uses a Microsoft Windows or Microsoft Active Directory user database, configured to use Windows file permissions, the user account permissions take precedence, and this Windows account is not used.

- If the host has a host-level impersonation account, which is required if the host Top folder uses a UNC path, the host-level impersonation account takes precedence, and this Windows account is not used.

- If the host uses the WS_FTP Server or ODBC user database, and the host-level impersonation is not specified, this Windows account is used.

To install WS_FTP Server Web Transfer Client:

1   If you received an installation CD, insert it into a drive. If the Welcome screen does not appear, select **Start > Run**, and enter the drive path followed by launch.exe.

Example: D:\launch.exe

- OR -

If you downloaded the software from our Web site, double-click the executable (.exe) file to begin the installation.

2   On the Pre-installation Checklist screen, read the checklist items. Make sure you have set up the required configuration. Select "I have completed the Pre-installation checklist," then click **Next**.

3   On the installation Welcome screen, click **Next** to continue. The License Agreement dialog appears.

4   Read the license agreement. If you agree with its terms, select "I accept the terms of the license agreement," and click **Next**.

Next, the Impersonation Account for Web Transfer Module screen opens.

5   Enter a Windows account that has full access to the top folder of the WS_FTP Server host.

The Web Transfer Module needs a Windows account to use for access to the FTP file system.

On the WS_FTP Server computer, you should have created a Windows account that has full access to the top directory of the WS_FTP Server host, as described in the pre-installation steps. Use that account username and password here.

Domain or Server. Enter either the valid Windows domain name of the WS_FTP Server computer, or the Windows computer name.

User name. Enter the applicable user name for the Windows account.

Password. Enter the password for the account.

This account username and password will also appear in the WS_FTP Server Manager, under **Home > Modules > Web Access Settings**. If necessary, you can modify this account after completing the installation.

6   Choose the appropriate IIS web site for your application. Choose the default web site, unless you have created a dedicated web site for this server, then click **Next**.

The installation program also configures the Web Transfer web application to accept SSL connections on port 443. A self-signed certificate is installed. This allows your users to use HTTPS for secure transfers.

Next, the Destination Folder dialog opens.

7   Click **Next** to install to the specified folder.

If you want to install to a different folder, click **Change**, then browse to the destination folder, or create a new folder, then click **OK**. You will be returned to the Destination Folder dialog. Click **Next**.

8   Click **Install**. The Install Wizard completes the installation. The Setup Wizard Completed dialog opens.

9   Read the notes related to post-installation steps, then click **Finish**.

You need to enable web access for users that will use the Web Transfer Client, and provide them the web address to log on, as described in the section, "Configuring WS_FTP Server Web Transfer Client."

> ✅   If you purchased the WS_FTP Server Web Transfer Client as an add-on module to Ipswitch WS_FTP Server, you need to refresh your Ipswitch WS_FTP Server license. To refresh, from the Start menu, select **Program Files > Ipswitch WS_FTP Server > Activate or Refresh WS_FTP Server License**. If you purchased a WS_FTP Server Corporate license, you do not to refresh your license.

Installing WS_FTP Server

> ✅   **Important**:If upgrading from a previous version of WS_FTP Server, before running the installation program, see the section on upgrades.

During the installation, a host using the internal WS_FTP Server user database is created. You can create hosts using Microsoft Active Directory, Microsoft Windows, or other external user database types after the install is completed.

> ✅   **Important**: Installing WS_FTP Server on a domain controller is not recommended.
>
> ✅   **Important**: Installing WS_FTP Server via Terminal Services is not recommended. You can use Terminal Services to install subsequent WS_FTP Server updates and installations.
>
> 📓   **Note**:If you are installing on Windows 2008 Server, a command window may display and pause at various points during install. These pauses may last a minute or longer and are an expected part of the product installation.

To install WS_FTP Server:

1   If you are using Microsoft IIS as your web server, before you begin the WS_FTP Server installation, confirm that Microsoft IIS is running and that you can access the Web site on which you will install the WS_FTP Server Manager web application.

2   If you received an installation CD, insert it into a drive. If the Welcome screen does not appear, select **Start > Run**, and enter the drive path followed by launch.exe.

Example: D:\launch.exe

- OR -

If you downloaded the software from our Web site, double-click the executable (.exe) file to begin the installation.

3 On the installation Welcome screen, click **Read** to read the release notes or **View** to download and view an electronic copy of the Getting Started Guide. Click **Next** to continue. The License Agreement dialog appears.

4 Read the license agreement carefully. If you agree to its terms, select **I accept the terms of the license agreement** and click **Next**. The Setup Type dialog appears.

5 The Setup Type dialog lets you select from two installation methods, **Express** and **Custom**.

- **Express** installs the WS_FTP web server and installs the following components to default locations: WS_FTP Server or WS_FTP Server with SSH, Ipswitch Notification Server, Ipswitch Logging Server, and PostgreSQL. The option to install WS_FTP Server with a Microsoft IIS web server, or with a SQL Server database, will not be available with express install.

- **Custom** installation allows you to select the specific components you want to install and also specify locations for each component install. Custom install also allows you the option of using a Microsoft IIS web server and/or MS SQL Server database.

Select the installation method you want to use, then click **Next**.

Using the Express install option

> ✅ **Important:**The express installation option does not include the option of installing WS_FTP Server with Microsoft IIS as the web server, or Microsoft SQL Server as your database. If you wish to run WS_FTP Server with IIS or SQL Server, click the back button and choose the Custom install option.

1 If you are installing on Windows 2008, you will first see the Enable Ports dialogue. Selecting **Yes** will configure the Windows firewall to allow incoming connections from the FTP and SSH services. (If you select **No**, you will still be able to configure the firewall manually later.)

2 Enter the port that your WS_FTP Web Server will use. (The install will verify that the port is not in use.) Click **Next**.

3 Verify or enter the fully qualified host name for this server. The installation program provides the host name of the server, but you may need to add domain information. This host name is used to create the first host.

4 When you click **Next**, one of the following screens opens:

- **Specify a PostgreSQL Server and Administrator Account**. This screen opens if PostgreSQL database server was previously installed on your computer. Go to step 4.

- **Create User Accounts**. Continue to step 5.

5 In the **Administrator Password** box, enter a System Administrator Password for access to the system administrator (sa) account for the PostgreSQL database that hosts WS_FTP Server data. Click **Next**. The Enter Host Name screen opens.

6 The Create User Accounts screen opens. Set the appropriate options.

- **Create the WS_FTP Server system administrator account on this host**. Select the host on which you want to create a system administrator account. If you are installing for the first time, only one host is available.

- **Username**. Enter a username. This username is used to create:

  - a WS_FTP Server user to serve as the system administrator. This user belongs to the specified host, but is granted full system administrator permissions for all hosts on the server.

- a non-privileged Windows user account named `IPS_` plus the name you provide. For example, if you enter `admin`, the Windows user is named `IPS_admin`. This account is used by the configuration data store (PostgreSQL) and serves as the run-as user for the `WSFTPSVR` virtual folder.

- **Password** and **Confirm Password**. Enter and confirm a password. This password is assigned to both the WS_FTP Server system administrator user and the Windows user account.

> ✅ **Important**: Your domain password policy may require that you use complex password rules. If so, make sure that you use a password that conforms to the domain requirements. The account will not be created without conforming to the domain password requirements.

7 Click **Next**. The Ready to Install the Program screen opens.

8 The install program is now ready to install the components you selected. Click **Install**. The install program installs and configures the components you selected. This may take a few minutes.

9 If you do not have an active product license, the License Activation dialog will appear. See "Activating WS_FTP Server for New or Upgraded Licenses" below for details.

10 Click **Finish** to complete the installation.

Using the Custom install option

1 If you are installing on Windows 2008, you will first see the Enable Ports dialogue. Selecting **Yes** will configure the Windows firewall to allow incoming connections from the FTP and SSH services. (If you select **No**, you will still be able to configure the firewall manually later.)

2 The Select Features screen opens. Select the checkboxes next to the components you want to install. Click **Next**.

3 Choose the database you wish to use for WS_FTP Server: PostgreSQL or Microsoft SQL Server (you will be asked for configuration values later in the install).

4 For each component that you selected, confirm the **Destination Folder** where the install program will install the component. To choose a new folder, select **Browse** and choose another folder. After you have made your selection, click **Next**. Repeat this step for each component (including the database components). When the destination folder for each component has been selected, the Select Web Host screen appears.

5 Select the web server that you will use with WS_FTP Server. (If you select Microsoft IIS, be sure that IIS is running on the PC that you are installing to.) Click **Next**.

6 If you chose the PostgreSQL database, enter the port that your WS_FTP Web Server will use. (The install will verify that the port is not in use.) Click **Next**.

7 Next, enter the fully qualified host name for this server. The installation program provides the host name of the server, but you may need to add domain information. This host name is used to create the first host.

8 When you click **Next**, one of the following screens appears:

- **Specify a PostgreSQL Server and Administrator Account**. This screen opens if PostgreSQL database server was previously installed on your computer. Go to step 8.

- **Create User Accounts**. Continue to step 9.

9   In the **Administrator Password** box, enter a System Administrator Password for access to the system administrator account for the PostgreSQL database that hosts WS_FTP Server data. Click **Next**. The Enter Host Name screen opens.

10 The Create User Accounts screen opens. Set the appropriate options.

- **Create the WS_FTP Server system administrator account on this host**. Select the host on which you want to create a system administrator account (if you are using WS_FTP Server). If you are installing for the first time, only one host is available.

- **Username**. Enter a username. This username is used to create:

  - a WS_FTP Server user (if applicable) to serve as the system administrator. This user belongs to the specified host, but is granted full system administrator permissions for all hosts on the server.

  - a non-privileged Windows user account named IPS_ plus the name you provide. For example, if you enter admin, the Windows user is named IPS_admin. This account is used by the configuration data store (PostgreSQL) and serves as the run-as user for the WSFTPSVR Microsoft IIS virtual folder (if you use Microsoft IIS).

- **Password** and **Confirm Password**. Enter and confirm a password. This password is assigned to both the WS_FTP Server system administrator user (if applicable) and the Windows user account. Click **Next**.

> ✅ **Important**: Your domain password policy may require that you use complex password rules. If so, make sure that you use a password that conforms to the domain requirements. The account will not be created without conforming to the domain password requirements.
>
> ✅ **Important**: The Windows user account must comply with the security policies on your Windows server. Once the install completes, verify that the account is not set to expire at the next logon and that you are aware of any expiration policies that apply to the account.

11 If you chose Microsoft SQL Server for your database (in step 2), next you will be asked to enter the Server's name or IP address with the instance name (formatted as Server/Instance), a Port number (the install autofills SQl Server's default value of 1433), the Master Database Username, and Password. Click **Next**.

12 If you chose Microsoft IIS as your web server, the Web Configuration screen opens. In the **Use this Web site** dropdown, select the preferred Internet Information Services (IIS) Web site. Click **Next**.

13 The Ready to Install the Program screen opens, which will install the components you selected. Click **Install**. This may take a few minutes.

14 If you do not have an active product license, the License Activation dialog will appear. See "Activating WS_FTP Server for New or Upgraded Licenses" below for details.

15 Click **Finish** to complete the installation.

Activating WS_FTP Server for new or upgraded licenses

There are four ways you can make a WS_FTP Server installation active:

- If you installed WS_FTP Server using an installation application downloaded from a link in a purchase confirmation email, then the program will be fully functional immediately after installation. No further action will need to be taken.

- If you downloaded the installation application from another source, when you run the installation, it will automatically ask you for your license serial number and attempt to activate.

- If the WS_FTP Server license is not activated during installation, or if you are upgrading from a previous WS_FTP Server version, you can manually activate WS_FTP Server (see below).

- If for some reason you cannot activate your license via Internet connection, you can opt for an offline activation. To force offline activation, on the Activation screen, clear the check mark for **Use active Internet connection**. You will then need to go to www.myipswitch.com, click on **Offline Activation**, and follow the instructions displayed.

To manually activate the license on an existing installation:

> **Note**: Before you start the manual activation process, make sure that you have your product serial number, MyIpswitch account name, and password available for use during activation.

- Click **Start > Programs > Ipswitch WS_FTP Server > Activate or Refresh WS_FTP Server License**.

- or -

- If you run the WS_FTP Server installation, near the end, it will display a License dialog. Enter your serial number and click **Activate** to start the license activation process.

Follow the on-screen instructions, entering your product serial number, MyIpswitch account name, and password.

> **Note**: When the activation is complete, a confirmation page indicates the license has been activated. If the activation does not complete successfully, you may be behind a proxy or firewall that is blocking the activation request. In this case, click the Offline button, then follow the onscreen instructions.

For more help and information about licensing, go to the MyIpswitch (www.myipswitch.com) licensing portal.

Installing remote services

If you enable remote connections to the database on the server where WS_FTP Server is installed, you can install Ipswitch Notification Server or Ipswitch Log Server on another computer.

1. If you are using Microsoft IIS as your web server, before you begin the WS_FTP Server installation, confirm that Microsoft IIS is running and that you can access the Web site on which you will install the WS_FTP Server Manager web application.

2. If you received an installation CD, insert it into a drive. If the Welcome screen does not appear, select **Start > Run**, and enter the drive path followed by launch.exe.

   Example: D:\launch.exe

   - OR -

   If you downloaded the software from our Web site, double-click the executable (.exe) file to begin the installation.

3. On the installation Welcome screen, click **Read** to read the release notes or **View** to download and view an electronic copy of the Getting Started Guide. Click **Next** to continue. The License Agreement dialog appears.

4. Read the license agreement carefully. If you agree to its terms, select **I accept the terms of the license agreement** and click **Next**. The Setup Type dialog appears.

5   Select **Custom** and click Next. The Select Features screen opens.

6   Select the checkbox next to the service or services that you want to install on this server. For a standalone installation of Ipswitch Notification Server or Ipswitch Log Server, make sure the checkbox next to WS_FTP Server is cleared. Click **Next**.

7   For each component that you selected to install, confirm the **Destination Folder** where the install program will install the component. To choose a new folder, select **Browse** and choose another folder. After you have made your selection, click **Next**.

8   Repeat step 6 for each component. When the destination folder for each component has been selected, the database Logon screen opens.

9   Enter the IP address of the server where WS_FTP Server is installed. If you are using the database installed with WS_FTP Server, leave the port number as 5432; otherwise, enter the port on which the datbase server listens.

10   Enter the username and password for the database administrative user. If you are using the database installed with WS_FTP Server, enter the administrator username and password that you entered during the installation of WS_FTP Server on the other server. For default installations, you must prepend the username with IPS_ (for example, if you entered admin as the administrator username, enter IPS_admin here).

> **Note**: The username for PostgreSQL is case sensitive.

11   Click **Next**.

- If you are installing Ipswitch Log Server, the Enter Web Administration User name screen opens. Continue to step 12.

- Otherwise, the Web Configuration screen opens. Continue to step 13.

12   Enter a username and password. This username and password is used to create:

- a user to serve as the Web administrator for the Ipswitch Log Server administration application.

- (only applies to Microsoft IIS installations) a non-privileged Windows user account named IPS_ plus the name you provide. This account is used to specify permissions for log files and serves as the run-as user for the WSFTPLogServer virtual folder on the web server.

Click **Next**. If using Microsoft IIS as your web server, the Web Configuration screen opens. Otherwise, proceed to step 14.

13   (Step only applies to Microsoft IIS users.) In the **Use this Web site** list, select the preferred Internet Information Services (IIS) Web site. Click **Next**. The Ready to Install the Program screen opens.

14   The install program is now ready to install the components you selected. Click **Install**. The install program installs and configures the components you selected. This may take a few minutes.

Configuring WS_FTP Server to use remote services

If you choose to install Ipswitch Log Server and/or Ipswitch Notification Server on a remote server, you must configure WS_FTP Server to use those services.

To configure WS_FTP Server to use a remote notification server:

- Open the WS_FTP Server Manager on the computer where WS_FTP Server is installed.

- From the top menu, select **Server > Server Settings > Notification Server**. The Notification Server Settings page opens.

> Note: You must be logged in as a system administrator for the Notification Server Settings link to appear.

- In **Notification server IP address**, enter the IP address or host name of the remote notification server. Click **Save**.

> Important: After changing **Notification server IP address**, you must restart the WS_FTP Server and SSH Server services.

> Note: If you installed a remote log server as well, you must update the **Log Settings** section with the IP address of the remote log server.

To configure WS_FTP Server to use a remote log server:

- Open the WS_FTP Server Manager on the computer where WS_FTP Server is installed.

- From the top menu, select Server > Server Settings > Log Settings. The Log Settings page opens.

- Under **Enable WS_FTP Logging** in **Log server host or IP address**, enter the IP address or host name of the remote log server.

- Under **Remote Log Server Settings**, enter the username and password you entered for the log server user during the log server installation.

> If you installed WS_FTP server using the Express option, the username and password will be the same as those used for the WS_FTP Server Manager account.

- In **Web admin login location**, enter the Web address for the login page of the remote log server. In most cases, this address will be `http://<IPAddress>/WSFTPLogServer/ftplogserver/login.asp`, with `<IPAddress>` replaced with the IP address listed in **Log server host or IP address**.

To verify the login location, go to the computer where the log server is installed, and:
- if using the Ipswitch web server, look in the folder:
C:\Program Files\Ipswitch\WWWROOT\WSFTPSVR\FTPLogServer
- if using IIS, look in the folder: C:\inetpub\wwwroot

Uninstalling WS_FTP Server

1 In the Control Panel, select Add/Remove Programs.

2 Select Ipswitch WS_FTP Server, then click **Change/Remove** and follow the onscreen prompts to uninstall.

The User Configuration Data Exists screen presents options for removing the configuration database:

- Remove the WS_FTP Server configuration data from the data store

- Remove the Ipswitch Notification Server configuration from the data store

- Also, remove the PostgreSQL database server. (Note: You may have other databases on that server.)

If you want to maintain the configuration data in the database, for example when you plan to upgrade or migrate to another database, make sure that these options are not selected.

Uninstalling the WS_FTP Server Web Transfer Client

1   In the Control Panel, select Add/Remove Programs.

2   Select Ipswitch WS_FTP Server Web Transfer Client, then click **Change/Remove** and follow the onscreen prompts to uninstall.

CHAPTER 2

Accessing WS_FTP Server

In This Chapter

Accessing the WS_FTP Server Manager

Ipswitch WS_FTP Server Manager is the web-based program used to manage the server and any hosts created on it. When you install the server, the server manager is also installed.

To access WS_FTP Server Manager:

1   Using one of the methods below, open the WS_FTP Server Manager.

- Double click the WS_FTP Server Manager icon on the desktop.

- On a computer that has Internet or network access to the server, open a web browser and enter `http://yourhostname.domainname.com/WSFTPSVR/`, replacing `yourhostname.domainname.com` with the host name you specified during installation.

    The Ipswitch Web Admin login page appears.

2   In **Username**, enter the username of a system or host administrator. If you want to use a system or host administrator on a host other than the default host, enter the username, host separator and host name, such as `username@hostname`.

3   In **Password**, enter the password for the user you entered.

4   Click **Log In**.

Navigating the WS_FTP Server Manager

The WS_FTP Server Manager has a Web-based user interface.

The interface consists of five main regions that each perform a specific function.

- **Header**. The header contains the top menu, an indication of which user is logged in, and a link to log out.

- **Navigation**. The navigation area contains a link to the previous page, a contextual menu of links to pages that are relevant to the current page, and the help box.

- **Help**. Click to get help information about using the WS_FTP Server application.

- **Feedback**. This portion of the page displays informational messages about the processes you are completing. This area may display errors, helpful tips, evaluation status, and other information.

- **Main**. The main area contains the information and data for the selected page. If the page allows you to modify or create data, a **Save** (or **OK**) and **Cancel** button are anchored to the bottom left corner of the main area.

- **Footer**. In addition to copyright information, the footer displays links to the Ipswitch Web site, the help system and documentation for the product, the knowledge base, and the iCare campaign.

> **Note:** Some pages are designed to act as dialogs, requiring that content be saved or the action cancelled. On these pages, the top menu in the header and the contextual menu in the navigation area are not displayed.

Configuring the WS_FTP Server Web Transfer Client

In This Chapter

Configuring the WS_FTP Server Web Transfer Client

WS_FTP Server Web Transfer Client does not require installation on a user's computer. Your WS_FTP Server users can access the files in their accounts using any browser, and the address (URL) that you provide them.

However, you must administer the following changes in Ipswitch WS_FTP Server Manager:

1   From your existing set of WS_FTP Server users, add users to the Web Access list.

  1   Log in to the WS_FTP Server Manager, and select **Home > Modules**. The Modules page opens.

  2   Select **Web Access**.

    The Web Access page shows all eligible users, which is all users on all of your WS_FTP Server hosts.

  3   Add any users to whom you want to provide web access.

2   Roll out Web Access to your users by providing them the address (URL) that users will use to log on to the Web Transfer Client.

  The address is: http://<local_machine>/thinclient/login.aspx

  where <local_machine> is the domain name of the computer on which you installed the Web Transfer Client.

  For example, if the local computer domain name is host1.wsftp.com, then the address your users need to log on to the Web Transfer Client is:

  http://host1.wsftp.com/thinclient/login.aspx

  You should test this address before sending it out to users.

> 💡 You can also launch the Web Transfer Client from the WS_FTP Server program group (**Programs > Ipswitch WS_FTP Server > WS_FTP Server Web Transfer Client**.)
>
> 📋 If you add a user to the default host (specified in **Server > Server Settings > System Details**), the user will log onto the Web Transfer Client using their WS_FTP server user name and password. If you add a user to a host that is not the default host, the user must log onto the Web Transfer Client using the host name, host separator, and username and password; for example: user2@host2.domain.com

Increase IIS 7.0 MaxAllowedContentLength

If your server is running IIS 7.0, users may not be able to upload file larger than 30 megabytes, receiving the following error:

```
HTTP Error 404.13 - CONTENT_LENGTH_TOO_LARGE
```

To correct this problem:

1 Open the following file with notepad: %windir%\system32\inetsrv\config\applicationhost.config .

2 In this file, locate the <requestFiltering> node.

3 Add a value that matches the size of the Content-Length header that the client sends as part of the request. By default, the value of the maxAllowedContentLength property is 30000000. Increase this number so that it will match the largest file size that you expect users to upload.

For example, modify the following:

```
<requestLimits maxAllowedContentLength ="30000000" />
```

So that it appears as:

```
<requestLimits maxAllowedContentLength ="1000000000" />
```

4 Save the ApplicationHost.config file.

Secure Transfer via HTTPS

For secure transfer, the Web Transfer Client is installed with SSL capability, which runs on port 443. The installation creates an SSL certificate which is used when the user connects via HTTPS. You can enable secure transfer by changing the address used to log on to the Web Transfer Client to use HTTPS, for example: https://host1.wsftp.com/thinclient/login.aspx

APPENDIX A

Upgrades

Upgrading Licenses

If you are upgrading an existing WS_FTP Server 7 license, use the following procedure. Upgrading an existing license includes the following:

- Upgrading from an evaluation license to a full license

- Adding a feature(s) to an existing license, for example, adding FIPS Support, adding the Web Transfer Module, or upgrading to WS_FTP Server Corporate

1 Purchase the feature.

2 Click **Program Files > Ipswitch WS_FTP Server > Activate or Refresh WS_FTP Server License**. The Ipswitch Product Activation program opens.

Note that your serial number should appear in the Serial Number box. If it does not appear, please enter it.

3 Click **Activate** to upgrade your license.

Your license will be upgraded to include the new purchased feature. This upgrade process does not create a second activation of the product, it just updates the existing license.

Upgrading from WS_FTP Version 6

- Make a backup of your existing server before starting the installation program. The WS_FTP Server 7 installation program makes changes to your database that will not work with previous versions of WS_FTP Server. We recommend that you back up your database so you retain the option of reverting to the previous version. To back up a PostgreSQL database, see the KnowledgeBase article on how to back up WS_FTP Server 6+ http://support.ipswitch.com/kb/FS-20080806-TG03.htm. To back up a SQL Server database, see your SQL Server documentation.

- If you are upgrading from WS_FTP Server 6.x (with FTP only, no SSH) to WS_FTP Server with SSH 7, the SSH Listener is not created by the installation program. When the installation program completes, you need to log on to the WS_FTP Server Manager, select Listeners, and create the SSH listener.

Upgrading your WS_FTP Server Installation OS from Windows 2003 to 2008

These instructions explain how to migrate your present WS_FTP Server installation from a Windows 2003 to 2008 operating system, complete with your present accounts, configuration, and data:

1   If your current installation is a release prior to WS_FTP Server 7.1, upgrade your current installation to the current version. (Refer to the WS_FTP Server Getting Started Guide for more details.) This step is necessary because the migrated database must be a version 7.1-compatible database.

2   Back up the "ws_ftp_server" and "ips_notification" databases created by your current 2003 installation. (If your installation uses PostGreSQL for its database, use PostGreSQL's pgAdminIII tool to back up these two databases. If your installation uses MS SQL Server, use the BACKUP DATABASE command, or the Backup Database option in Enterprise Manager. Refer to the appropriate Microsoft or PostGreSQL documentation for details.)

3   Install WS_FTP Server on the 2008 server you want your WS_FTP Server 2008 installation to reside on. (Again, refer to the WS_FTP Server Getting Started Guide for more details.) Also install Server modules, as appropriate, such as the WS_FTP Server Web Transfer Client.

4   Copy the files for the databases (created in step 2 above) to the target Windows 2008 Server.

5   Stop all Ipswitch services on the target Windows 2008 server. You can do this by navigating to Server > Services, selecting the checkboxes next to each service, then clicking Stop.

6   Drop empty databases for both WS_FTP Server and IPS Notifications database on 2008 ("ws_ftp_server" and "ips_notification"). For SQL Server use the DROP DATABASE command, or drop the database in Enterprise Manager using the "Drop Database" task. For PostGreSQL, use the pgAdminIII tool.

7   Create new database and restore the database with the new files. With MS SQL, the command will be RESTORE DATABASE, or the Restore Database option in Enterprise Manager. With a PostgreSQL database, in the pgAdminIII tool, right click Databases, choose New Database, then use the following parameters:

Name your new database "ws_ftp_server"

```
Owner = IPS_admin

Encoding = UTF8

Template = template0

Tablespace = pgdefault

Ok
```

After right clicking and creating a second New Database:

```
Name your new database "ips_notifications"

Owner = IPS_admin

Encoding = UTF8

Template = template0

Tablespace = pgdefault
```

8   Restart the services stopped in Step 5. Verify that WS_FTP Server is in proper working order on the target 2008 machine by transferring a test file, logging into WS_FTP Server, and checking to see if data is correctly displayed under Users, Listeners, and Notifications.

"Silent" install

"Silent" install for WS_FTP Server

WS_FTP Server install allows for a "silent" (unattended) product install. In the present WS_FTP Server version, you can use silent install to automate installations for local computers only.

Silent install requires two operations. The first operation "records" the options that you choose during a normal install, storing them in a local "response" file. The second automatically runs an install on a different computer, based on the options recorded in the file created in the first operation.

This means that if other computers require identical install options to the ones you recorded in a response file, you can use that file to automate installation on those computers. A simple command will automatically perform the installation using the entries recorded in response file. Other than the execution of the command, the install will require no input from the user.

> **Note**: If the respective computers do *not* have the same install option requirements, and you nonetheless run the silent install using the same file, an error may result and the install will fail.

You can also run a silent *uninstall.* You can do this by initiating a record operation, recording an *un*install, and then performing a silent install process described below, using the response file you created during the *un*install process.

To perform a silent install (or uninstall):

1 Initiate the recording to start the response file:

Execute the following at a command line or Run dialog:

```
[path+executable].exe -r -f1[path]\setup.iss SERIAL="[serial number + UAP]"
```

where *[path+executable]* is the name of the WS_FTP install executable you are creating the response file for, plus its location

...the second *[path]* is the location where you wish to create the response file

...setup.iss is the response file itself (you can name the file a different name if you wish). There should be no space between the option "f1" and the path for the setup.iss file

> **Note**:The "SERIAL=" argument is optional depending on whether your install executable has an embedded serial number, and whether the install machine has Internet connectivity, as described the next section.

...[serial number + UAP] is your assigned serial number + the UAP, which is a security code that you append to the serial number to activate the license. You can find the product name plus the assigned serial number in the My Licenses tab on MyIpswitch.com. A license`s UAP is exposed to users under "Additional License Information." The UAP is displayed only when you are authorized to activate the license on more than one system.

For example, using all arguments, the command would look like:

```
[c:\downloads\wsftp_install.exe].exe -r -f1 c:\silentinstall\setup.iss
SERIAL="1X4CF7M10W33XS1OVCCW2ST"
```

2 Proceed with the install using the options you wish to record. When you click Finish, the install (or uninstall) recording will be complete. If you use the WS_FTP Web Server install option, to avoid port conflicts, it is recommended that you not use port 80.

3. Execute the silent install on the desired computer by running the following:

```
[path+executable].exe -s -f1[path]\setup.iss SERIAL="[serial number + UAP]"
```

where the bracketed values are the same ones mentioned in the previous step. (Again, there should be no space between the option "f1" and the path for the setup.iss file.)

...again, the "SERIAL=" argument is optional depending on whether your install executable has an embedded serial number, and whether the install machine has Internet connectivity, as described in the next section.

For example, using all arguments, the command would look like:

```
[c:\downloads\wsftp_install.exe].exe -s -f1 c:\silentinstall\setup.iss
SERIAL="1X4CF7M10W33XS1OVCCW2ST"
```

After this step, the silent install will proceed with no further input needed.

You can run each of these operations with no specifics after the command. This will perform the operation with default values. The default for the record operation will store the file as "setup.iss" in the system's Windows folder. The execute silent install operation will look for a file of that name in the same folder. If there is no .iss file present, the install will fail.

More on Serial Numbers

You may need to use the SERIAL argument to this command to specify your serial number and to activate your software. Activation of the silent install depends on two factors: whether your install executable has an embedded serial number, and whether the install machine has Internet connectivity. There are four scenarios:

You have a downloaded WS_FTP Server install executable, which has an embedded serial number and the install machine has Internet connectivity. In this case:

1 Run the command without the SERIAL argument. Activation will occur silently.

2 Run the recorded file without the SERIAL argument. Activation will occur silently.

Result: You can run the recorded install up to your maximum permissible license activations.

You have a downloaded WS_FTP Server install executable, which has an embedded serial number and the install machine does not **have Internet connectivity. In this case:**

1 Rename the install executable so that the file name does not include the serial number and UAP.

2 Run the record command without the SERIAL argument. While recording, when the Activation dialog opens, click Cancel to close the dialog and return to the install wizard. Complete the installation.

3 Run the recorded file without the SERIAL argument.

Result: The WS_FTP Server is installed, but does not have a license file.

4 Contact customer service to arrange a license with multiple activations or use offline activation to activate each installation. For offline activation, go to www.myipswitch.com (http://www.myipswitch.com), click on **Offline Activation**, and follow the instructions displayed.

WS_FTP Server 7.1 Getting Started Guide

You have a CD with the WS_FTP install executable and the install machine has Internet connectivity. In this case:

1 Run the record command with the SERIAL argument. Activation will occur silently.

2 Run the recorded file with the SERIAL argument. Activation will occur silently.

Result: You can run the recorded install up to your maximum permissible license activations.

You have a CD with the WS_FTP install executable and the install machine does not **have Internet connectivity. In this case:**

1 Run the record command without the SERIAL argument. Activation will occur silently.

2 Run the recorded file without the SERIAL argument.

Result: The WS_FTP Server is installed, but does not have a license file.

3 Contact customer service to arrange a license with multiple activations or use offline activation to activate each installation. For offline activation, go to www.myipswitch.com (http://www.myipswitch.com), click on **Offline Activation**, and follow the instructions displayed.

Setup.log

The install creates a log file in the same directory as the response file: setup.log. The Setup.log file contains three sections. The first section,[InstallShield Silent], identifies the version of InstallShield Silent used in the silent setup. The second section, [Application], identifies the installed application's name and version, and the company name. The third section, [ResponseResult], contains the result code indicating whether or not the silent setup succeeded.

The ResponseResult should show one of two values. If your install failed due to a missing value, you will see a value of "-3" in the log file. This means there was a mismatch between 1) the install requirements of the computer originally used to generate the response file, and 2) the install requirements of the target computer.

For instance, if setup.iss contains setup instructions for an Express install on a fresh machine, but the target computer contains a PostgreSQL database, then the silent install will fail, because the install steps for computers with pre-existing PostgreSQL databases are different from computers without them.

A ResponseResult of "0" indicates a successful install.

For further information useful in troubleshooting an install, you can also refer to the WS_FTP_Install.LOG, which the install writes to the C:\Windows\System32\ folder.

The SUPPRESSREBOOT option

Some installs will require a reboot, especially installs on computers that have never had a WS_FTP installation. If you do not want the target computer to reboot, enter the command "SUPPRESSREBOOT" at the end of the command line. For instance:

```
[path+executable].exe -s -f1[path]\setup.iss SUPPRESSREBOOT
```

You may need to edit the setup.iss file.

If the setup.iss contains a line with the ending SdFinishReboot-0, you will need to replace it with SdFinish-0. For instance, you should replace the line--

```
Dlg##={3F464442-A51F-414B-ACA4-78BCF276B346}-SdFinishReboot-0
```

...with the line:

```
Dlg##={3F464442-A51F-414B-ACA4-78BCF276B346}-SdFinish-0
```

...where "##" represents the install dialog screen number that the line describes.

Similarly, the lines--

```
[{3F464442-A51F-414B-ACA4-78BCF276B346}-SdFinishReboot-0]
Result=6
BootOption=3
```

...should be changed to:

```
[{3F464442-A51F-414B-ACA4-78BCF276B346}-SdFinish-0]
Result=1
bOpt1=0
bOpt2=0
```

Note that if a reboot was required by the installation, you will still need to perform a reboot for the application to work as expected.

"Silent" Install for the Web Transfer Module

> If you purchased a WS_FTP Server Corporate license, make sure this license is activated before you run the "silent" install for the WS_FTP Server Web Transfer Client. If you purchased the WS_FTP Server Web Transfer Client as an add-on module to Ipswitch WS_FTP Server, you need to refresh your Ipswitch WS_FTP Server license. To refresh, from the Start menu, select **Program Files > Ipswitch WS_FTP Server > Activate or Refresh WS_FTP Server License**. If you purchased a WS_FTP Server Corporate license, you do not to refresh your license.

To automate installation of WS_FTP Server Web Transfer Client, you can use silent install. This silent install uses the Microsoft Installer and command line options to execute the installation, rather than the record and play mechanism used by the WS_FTP Server. The syntax for the command line is:

```
msiexec -i [path+executable].msi -q IS_NET_API_LOGON_USERNAME="DOMAIN\USER"
IS_NET_API_LOGON_PASSWORD="xxxx" IISWEBSITENAME="Default Web Site" IMP_DOMAIN="IMPERSONATION
DOMAIN/COMPUTER" IMP_USER="IMPERSONATION USERNAME" IMP_PASS="IMPERSONATION PASSWORD"
```

The "-i" option indicates install. To uninstall, use the option "-x." The record (r) and silent (s) options are not used for the WS_FTP Server Web Transfer Client silent install.

The install properties are as follows (follow each option with an equals sign and enclose each of the values in quotes):

Property	Description
IS_NET_API_LOGON_USERNAME	This is the domain and username for the impersonation account (The Windows acc directory. Use DOMAIN\USER).
IS_NET_API_LOGON_PASSWORD	This is the password for the impersonation account.
IISWEBSITENAME	This is the name of the web site to be supported (such as Default Web Site).
INSTALLDIR	Use this property to specify a different install path (the default path is \Program File
IMP_DOMAIN	The domain or computer name that WS_FTP Server passes the impersonation cre
IMP_USER	The username impersonation credential.

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IMP_PASS   The password impersonation credential.

After the installation is completed, you can navigate to the INSTALLDIR to make sure the files are installed there.