

# SolarWinds

## Serv-U File Server

Evaluation Guide

Version: 15.1.5

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## Introduction to the Serv-U File Server

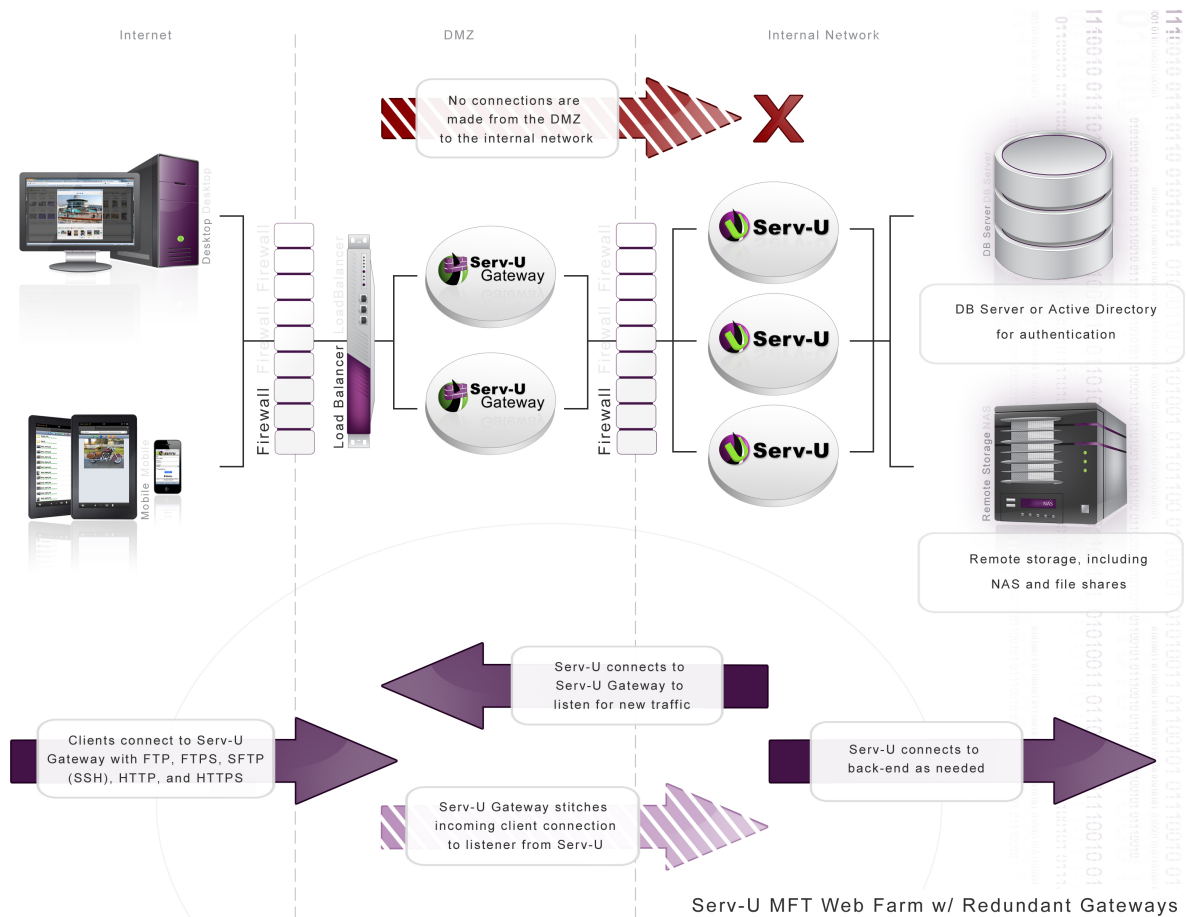
Serv-U File Server is a multi-protocol file server capable of sending and receiving files from other networked computers through various means. Administrators create accounts for users that allow access to specific files and folders on the server's hard drive or any other available network resource. These access permissions define where and how the users can access the available resources. Serv-U's multi-protocol support means that users can employ whatever access method is available to them when connecting to your server. In addition, Serv-U supports both IPv4 and IPv6 for next-generation networks. Serv-U File Server supports the following protocols:

- FTP (File Transfer Protocol)
- HTTP (Hyper Text Transfer Protocol)
- FTPS (FTP over SSL)
- HTTPS (HTTP over SSL)\*
- SFTP using SSH2 (File Transfer over Secure Shell)\*

In addition to Serv-U's support for a large collection of the most popular FTP clients, you can use your favorite web browser or SSH client to connect and transfer files to and from Serv-U. Server administrators looking to provide a full-featured FTP client to users who may not have an FTP client license of their own can even license FTP Voyager JV. FTP Voyager JV is a Java-enabled FTP client delivered to the user after logging in to their Serv-U account.

The following graphic shows a high level overview of a Serv-U deployment.

## Introduction to the Serv-U File Server



Using the Serv-U File Server, you can perform the following actions:

- Access files from anywhere.
- Share files with friends, family, and clients.
- Provide employees in the field with a central location to send and receive data files.
- Use full group support that streamlines user creation and maintenance.
- View images in thumbnails and slide shows, generated on-the-fly to minimize bandwidth usage.
- Administer the server through a custom-built web interface.
- Chat with FTP clients and view session logs in real time.
- Customize FTP command responses.

- Create custom limits and rules at a granular level to control resource usage on the server.
- Connect securely using SSL/TLS or SSH2.
- Use third party digital certificates to guarantee the identity of the server to clients.
- Host multiple domains on the same IP address and port.
- Use multiple sources of authentication on the same domain (local user database, NT/SAM, ODBC).
- Automatically build the tables necessary for ODBC authentication.

You can test Serv-U MFT Server in a non-production environment for a limited period of time. After the evaluation period expires, a commercial license or maintenance renewal provides you with free software updates and technical support through email, phone, or both, depending on your edition, for the duration of the associated maintenance plan.

**\* - Requires Serv-U MFT Server**

## Get started

### System requirements

#### Hardware requirements

The hardware requirements are modest, but Serv-U can take advantage of multi-core processors and multiple processor architectures.

HARDWARE	MINIMUM REQUIREMENT
CPU	1 GHz+
RAM	256 MB+
Network	10/100 Mbps NIC
Hard drive space	30 MB
Video	128 MB Video RAM

The following table lists the requirements in the case of modest traffic: up to 500 configured users and 25 simultaneous transfers.

HARDWARE	MINIMUM REQUIREMENT FOR MODEST TRAFFIC
CPU	2 GHz+ multi-core
RAM	2 GB+
Network	10/100/1000 Mbps NIC
Hard drive space	120 GB
Video	128 MB Video RAM

The following table lists the requirements in the case of high traffic: up to 10,000 configured users and 250 simultaneous transfers.

## Get started

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HARDWARE	MINIMUM REQUIREMENT FOR HIGH TRAFFIC
CPU	Multiple 3.2 GHz+ multi-core
RAM	4 GB+
Network	10/100/1000 Mbps NIC
Hard drive space	120 GB
Video	128 MB Video RAM

## Operating system and software requirements

OPERATING SYSTEM OR SOFTWARE	REQUIREMENT
Microsoft Windows	<ul style="list-style-type: none"><li>• Windows Server 2012</li><li>• Windows Server 2012 RC2</li><li>• Windows Server 2008, 2008 SP2, 2008 R2, and 2008 R2 SP1 - 64 bit versions only</li></ul>
Linux	<ul style="list-style-type: none"><li>• Red Hat Enterprise Linux (RHEL) v.7.2 (Recommended)</li><li>• Fedora 24</li><li>• Ubuntu 16.04</li><li>• CentOS 7.2</li><li>• OpenSUSE 42.1</li></ul>
Database server (optional)	<ul style="list-style-type: none"><li>• MS SQL 2014</li><li>• MS SQL 2012, 2012 SP1</li><li>• MySQL 5.7</li><li>• PostgreSQL: 9.5</li></ul>
LDAP server (optional)	<ul style="list-style-type: none"><li>• Active Directory - same as Windows Server support</li><li>• Open Directory 4</li><li>• OpenLDAP 2.4</li></ul>

## Client requirements

The default web browser on many mobile devices can be used to transfer files, work with files and folders, or run the web-based Management Console of Serv-U.

DEVICE	SUPPORTED FUNCTIONALITY
Apple iPhone 5+	Download, manage, and preview files.
Apple iPad 2	Download, manage, preview files, and run the Management Console.
Google Android 4.0 (Ice Cream Sandwich)	Upload, download, manage, and preview files.

The following major browsers are supported with the basic web client, for file management and for web administration purposes:

- Microsoft Internet Explorer 11
- Mozilla Firefox: latest version
- Safari 6+
- Google Chrome: latest version

Java Runtime Environment (JRE) 7 and 8 are supported for Web Client Pro and FTP Voyager JV.

### Notes:

- To be able to use Web Client Pro and FTP Voyager JV, Java must be installed and enabled in the browser.
- Web Client Pro does not work on Linux in Google Chrome version later than 35 due to an incompatibility between Chrome and the Java browser plug-in.
- Apple users must have at least Mac OS X 10.6 installed.

## Server concepts

Serv-U File Server makes use of several concepts that help you understand how to configure and administer your file server as a single, hierarchical unit. Serv-U File Server contains four related levels of configuration: the server, the domain, the group, and the user. Only the group level is optional. The other levels are mandatory parts of the file server.

### **Server**

The server is the basic unit of Serv-U File Server and the highest level of configuration available. The server represents the file server as a whole and governs the behavior of all domains, groups, and users. Serv-U File Server contains a set of default options that can be overridden on a per-setting basis. The server is at the top level of the hierarchy of configuring Serv-U. Domains, groups, and users inherit their default settings from the server. 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.

### **Domain**

A server can contain one or more domains. A domain is the interface through which users connect to the file server and access a specific user account. The settings of a domain are inherited from the server. A domain also defines the collection of settings that all of its groups and user accounts inherit. If a server setting is overridden at the domain level, all the groups and user accounts that belong to the domain inherit the domain value as their default value.

### **Group**

The group is an optional level of configuration that can make it easier to manage related user accounts that share many of the same settings. By using a group, you can make changes that propagate to more than one user account instead of having to manually configure each user account separately. A group inherits all of its default settings from the domain it belongs to. A group defines the collection of settings inherited by all users who are members of the group. Virtually every user level setting can be configured at the group level, or can be overridden at the user level.

### **User**

The user is at the bottom of the hierarchy. It can inherit its default settings from multiple groups (if it is a member of more than one group) or from its parent domain (if it is not a member of a group, or the group does not define a default setting). A user account identifies a physical connection to the file server and defines the access rights and limitations of that connection. Settings overridden at the user level cannot be overridden elsewhere and are always applied to connections authenticated with that user account.

## **User collection**

Contrary to groups, a user collection does not offer any level of configuration to the user accounts they contain. Instead, a user collection offers a way to organize users into containers for easy viewing and administration. For example, collections can be created to organize user accounts based on group membership. User collections must be maintained manually when user accounts change group membership.

## **Quick start guide**

### **Install Serv-U File Server**

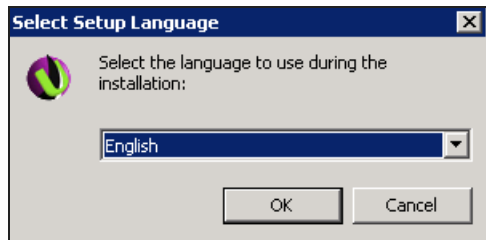
Serv-U licenses are now available in the Customer Portal. Any license purchased or renewed after July 27, 2016 will be available in the [Customer Portal](#) on the License Management tab. Refer to [Serv-U licenses now available in Customer Portal](#) for steps to access this information.

## Get started

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If you are installing Serv-U for the first time, follow the instructions on the installation screens to choose the installation directory and to configure desktop shortcuts for quickly accessing the server.

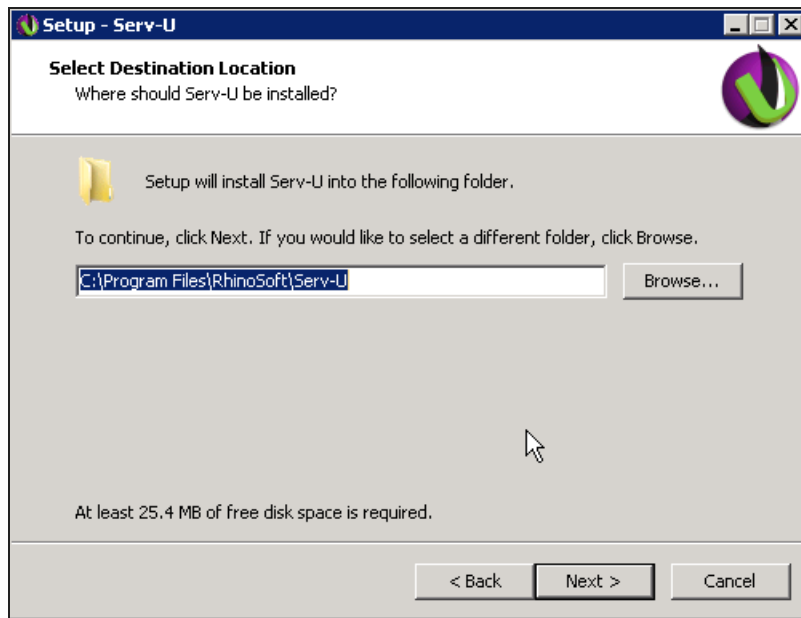
1. Run the installation file from the download folder, and follow the prompts.
2. Select the language of the installation.



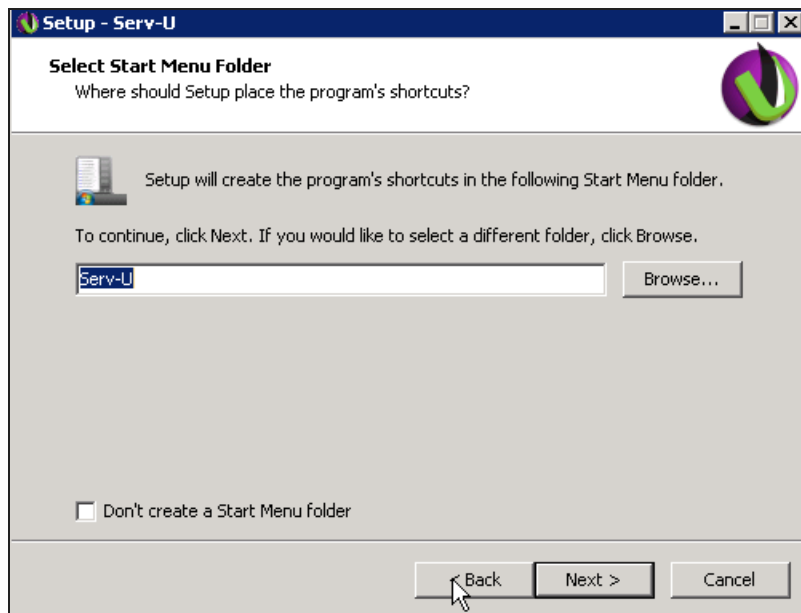
3. Review the introductory screen and the license agreement.



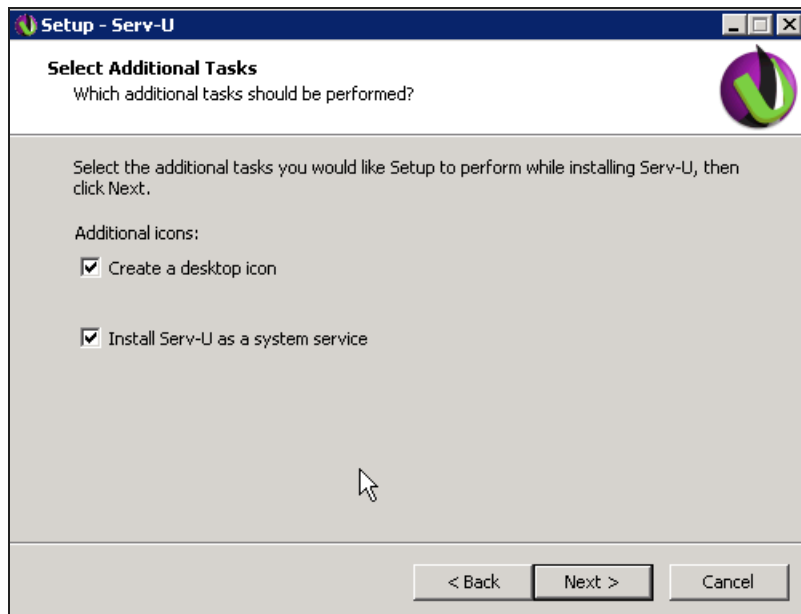
4. Select the installation destination.



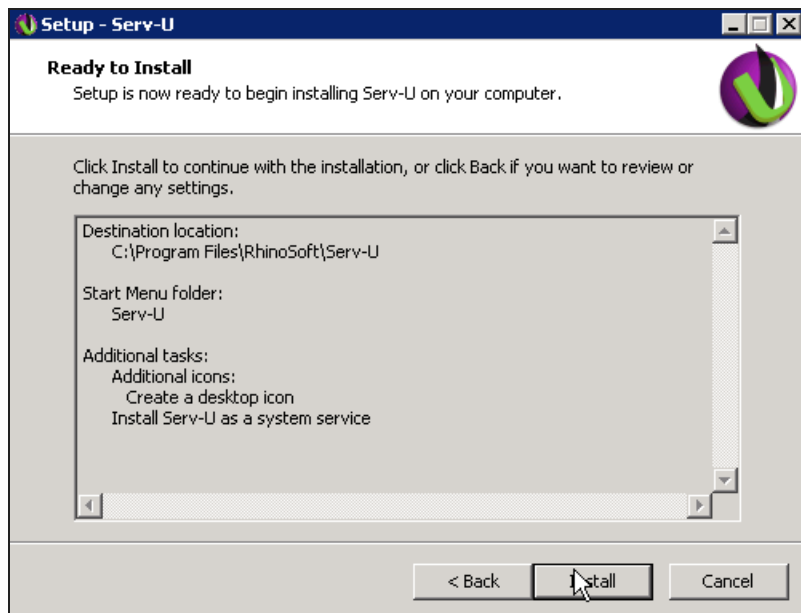
5. Select the location of the Start Menu folder.



6. Select additional tasks.





7. Click Install.



## Upgrade Serv-U

Before upgrading, create a backup of the original installation folder, your database, and your configuration data.


OPERATING SYSTEM	LOCATION OF CONFIGURATION FILES
Windows Vista Windows 7 Windows 8 Windows Server 2008 Windows Server 2012	C:\ProgramData\RhinoSoft\Serv-U   The location is hidden by default.
Windows XP Windows Server 2003	C:\Program Files\RhinoSoft\Serv-U
Linux	/usr/local/Serv-U

 If you experience issues with the Serv-U Management Console after upgrading, clear your browser cache.

## Create domains

When the Serv-U Management Console finishes loading, you are prompted to create a new domain if no domains exist.

Serv-U domains are collections of users and groups that 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, and there is no need to create separate domains.

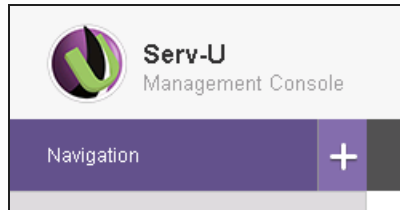
 Having users sharing the same domain does not mean that all users have access to the same files. Each user in Serv-U has unique permissions to the directories you define, and does not have access to any files or folders unless you explicitly grant them access.

Click Yes to start the domain creation wizard. You can run this wizard any time by clicking + (New Domain) at the top of the Serv-U Management Console.


## Get started

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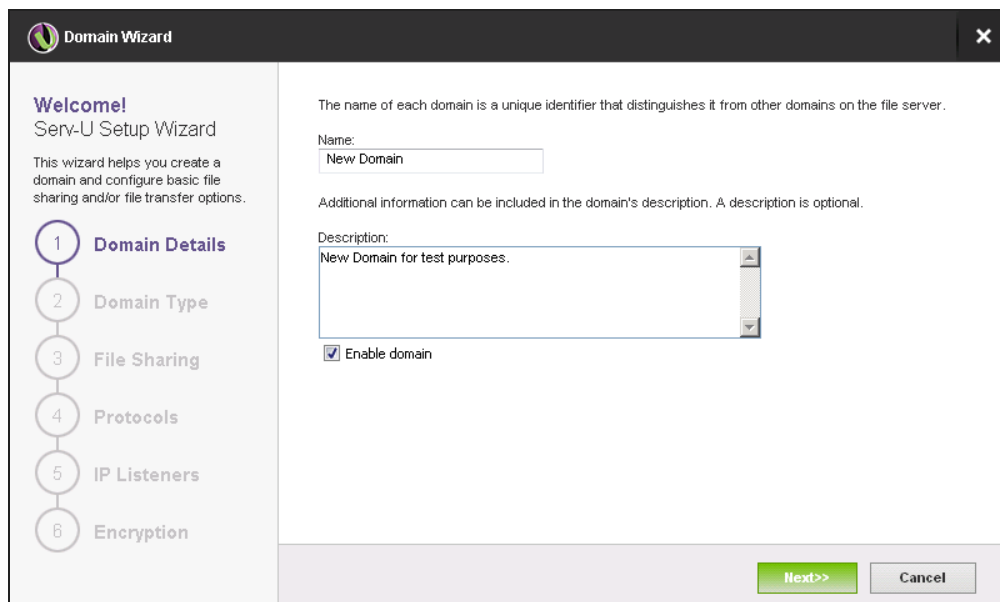
1. Click + (New Domain).



2. Type a unique name and an optional description for the new domain.

 The domain name is not visible to any of its users, and it does not affect the way the domain is accessed. The name makes the identification and management of the domain easier for administrators. The name must be unique.

3. To make the domain temporarily unavailable to users while you are configuring it, clear the Enable domain check box, and click Next.




4. Select File Transfer Domain, File Sharing Domain, or both, and click Next.

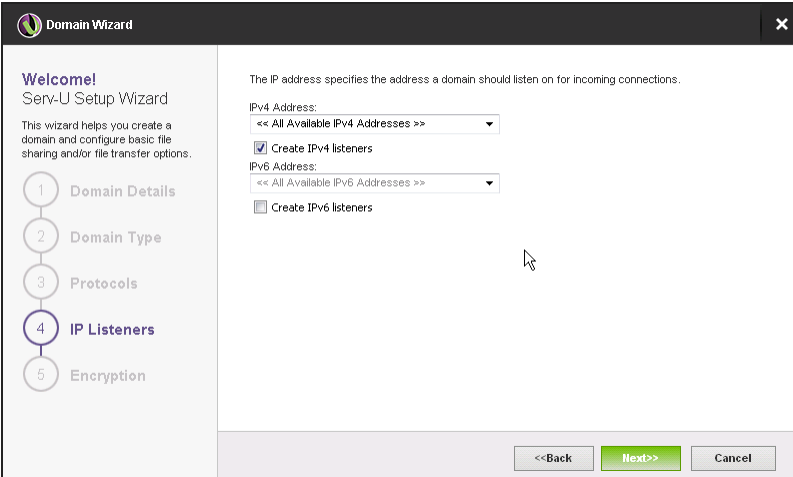
The screenshot shows the 'Domain Wizard' window for 'Serv-U Setup Wizard'. On the left, a vertical progress bar shows five steps: 1. Domain Details, 2. Domain Type (highlighted), 3. Protocols, 4. IP Listeners, and 5. Encryption. The main area is titled 'Select options for setting up your domain.' and contains two panels. The 'File Transfer Domain' panel on the left has a description: 'Selecting this domain type will configure your domain for transferring files.' and a checked checkbox for 'File Transfer Domain'. The 'File Sharing Domain' panel on the right has a description: 'Selecting this domain type will configure your domain for sharing files.' and an unchecked checkbox for 'File Sharing Domain'. At the bottom right, there are three buttons: '<<Back', 'Next>>' (highlighted in green), and 'Cancel'.

- If you are setting up a File Transfer Domain only, perform the following steps:
  - a. On the Protocols page, select the protocols and port numbers the domain should use to provide access to its users, and click Next.


The screenshot shows the 'Domain Wizard' window for 'Serv-U Setup Wizard' at the 'Protocols' step. The left progress bar now highlights step 3. The main area contains a text block: '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.' Below this is a list of protocols with checkboxes and corresponding port number input fields. The protocols and their ports are: 'FTP and explicit SSL/TLS' (port 21), 'Implicit FTPS (SSL/TLS)' (port 990), 'SFTP using SSH' (port 22), 'HTTP' (port 80), and 'HTTPS (SSL encrypted HTTP)' (port 443). All checkboxes are checked. At the bottom right, there are three buttons: '<<Back', 'Next>>' (highlighted in green), and 'Cancel'.

 The standard file sharing protocol is FTP, which operates on the default port 21. However, you can change any of the available ports to a custom value. To run the server on a non-default port, SolarWinds recommends you use a port above 1024.

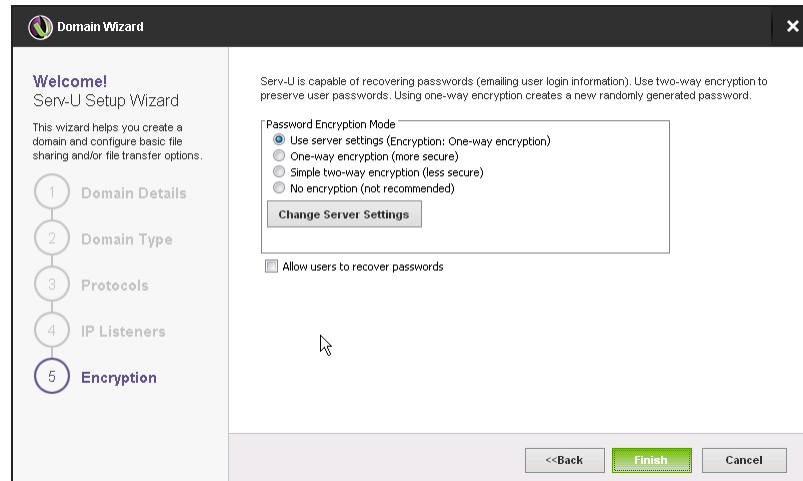
- b. On the IP Listeners page, specify the IP address that is used to connect to this domain, and click Next.



The screenshot shows the 'Domain Wizard' window, specifically the 'IP Listeners' step. On the left, a sidebar lists five steps: 1. Domain Details, 2. Domain Type, 3. Protocols, 4. IP Listeners (highlighted with a blue circle), and 5. Encryption. The main area contains the following text: 'The IP address specifies the address a domain should listen on for incoming connections.' Below this, there are two sections. The first section is for IPv4, with a dropdown menu set to '<< All Available IPv4 Addresses >>'. Below the dropdown is a checked checkbox labeled 'Create IPv4 listeners'. The second section is for IPv6, with a dropdown menu set to '<< All Available IPv6 Addresses >>'. Below the dropdown is an unchecked checkbox labeled 'Create IPv6 listeners'. At the bottom right, there are three buttons: '<<Back', 'Next>>' (highlighted in green), and 'Cancel'.

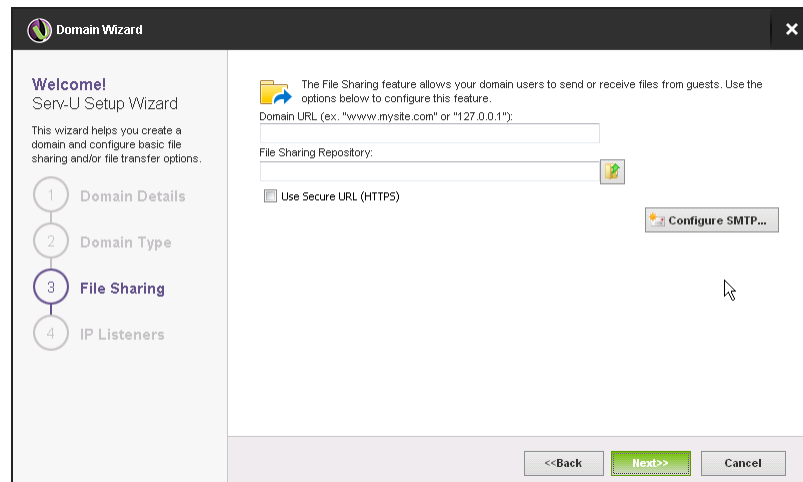
 If you do not specify an address, Serv-U uses any available IP address on the computer.

- c. On the Encryption page, select the encryption mode to use when storing passwords on the domain.



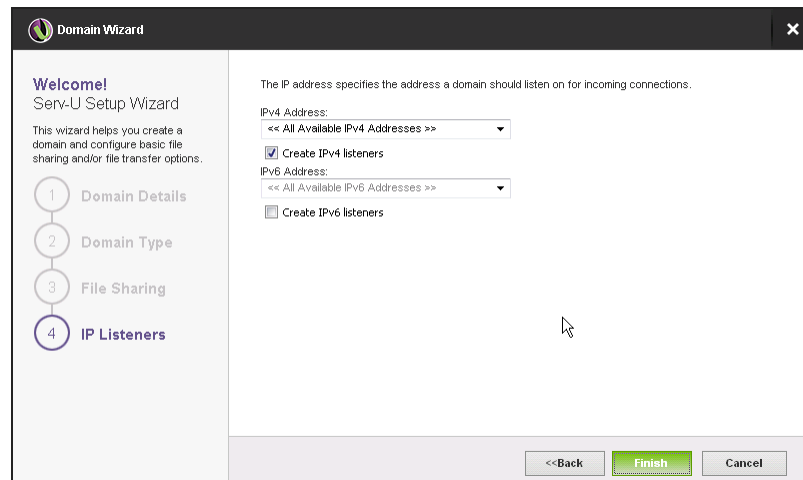
- d. To enable users to recover their passwords, select the appropriate option.
- e. Click Finish to create the domain.


- If you are setting up a File Sharing Domain only, perform the following steps:
  - a. On the File Sharing page, specify the domain URL, the file sharing repository, and whether to use a secure URL.



- b. Click Configure SMTP to set up an SMTP server, which is necessary for sending email notifications and for events that use email actions.
- c. Click Next.


- d. On the IP Listeners page, specify the IP address that is used to connect to this domain.




 If you do not specify an address, Serv-U uses any available IP address on the computer.

- e. Click Finish to create the domain.

- If you are setting up a File Transer and File Sharing Domain, perform the following steps:
  - a. On the File Sharing page, specify the domain URL, the file sharing repository, and whether you want to use a secure URL.
  - b. Click Configure SMTP to set up an SMTP server, which is necessary for sending email notifications and for events that use email actions.
  - c. Click Next.
  - d. On the Protocols page, select the protocols and port numbers the domain should use to provide access to its users, and click Next.

 The standard file sharing protocol is FTP, which operates on the default port 21. However, you can change any of the available ports to a custom value. To run the server on a non-default port, SolarWinds recommends you use a port above 1024.

- e. On the IP Listeners screen, specify the IP address that is used to connect to this domain, and click Next.

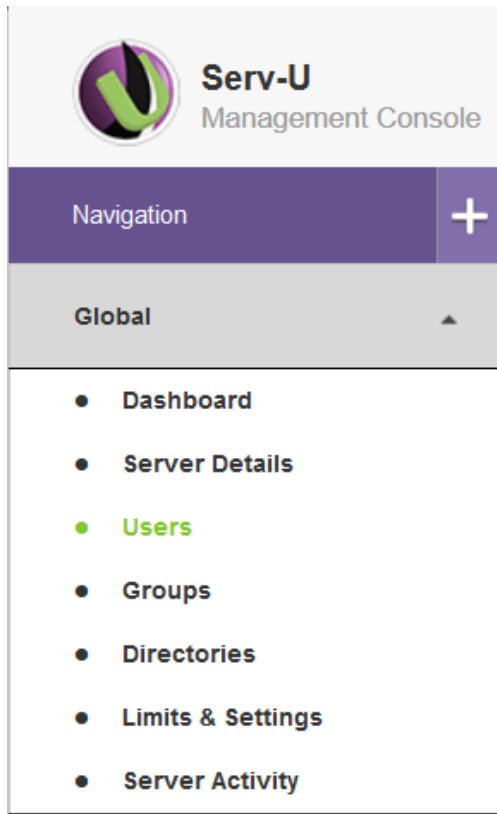
 If you do not specify an address, Serv-U uses any available IP address on the computer.

- f. On the Encryption screen, select the encryption mode to use when storing passwords on the domain.
- g. To enable users to recover their passwords, select the appropriate option.
- h. Click Finish to create the domain.

## Create user accounts

After your first domain is created, you are taken to the user's page of the Serv-U Management Console. Click Yes to start the User Wizard and create a new user account.

You can run this wizard at any time by navigating to the Users menu under Global or Domain, and then clicking Wizard on the Users page.



First, provide a login ID for the account. The login ID must be unique for the domain. Other domains on your server can have an account with the same login ID.



To create an anonymous account, specify `anonymous` or `ftp` as the login ID.

## Get started

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**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:

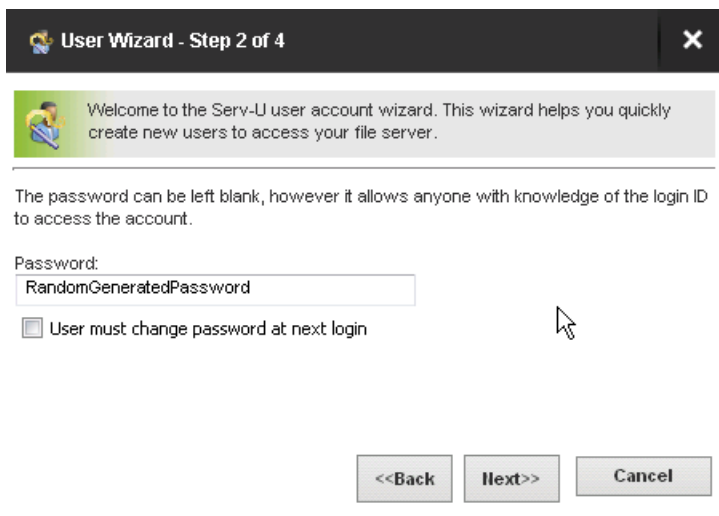
Full Name:  (optional)

Email Address:  (optional)

**Next>>** **Cancel**

You can also specify a name and email address for the user account. The email address is used by Serv-U to send email notifications and recovered passwords to the user account. Click Next to continue.

After specifying a unique login ID, you must also specify a password for the account. You can leave this field blank, but that allows anyone who knows the login ID to access your domain. Click Next to continue.



**User Wizard - Step 2 of 4**

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

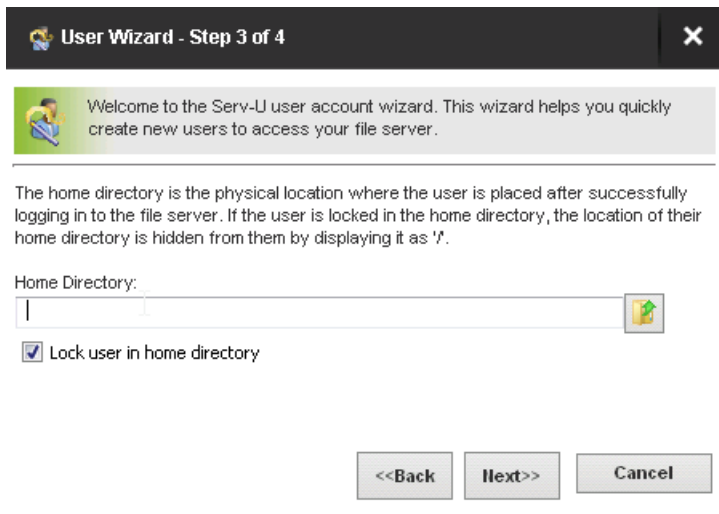
The password can be left blank, however it allows anyone with knowledge of the login ID to access the account.

Password:

☐ User must change password at next login

**<<Back** **Next>>** **Cancel**

The third step is to specify a home directory for the account. The home directory is the location on the hard drive of the server, or on an accessible network resource that the user account is placed in after a successful login. It is the location you want the user account to use when sending and receiving files on the server. Type the location or click Browse to select a location on the hard drive. If users are locked in their home directory, they cannot access files or folders above the directory structure of their home directory. Additionally, the actual location of their home directory is masked and displayed as "/". Click Next to proceed to the last step.




**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

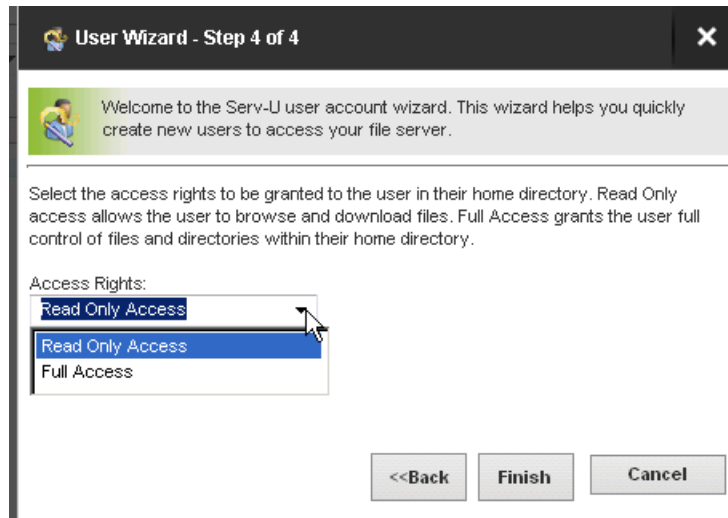
<<Back   Next>>   Cancel

The last step is to grant access rights to the user account. Access rights are granted on a per-directory basis. However, access rights can be inherited by all subdirectories contained in an accessible directory. The default access is Read Only, which means that the user can list files and folders in their home directory and can download them. However, they cannot upload files, create new directories, delete files or folders, or rename files or folders. If Full Access is selected, the user can do all of these things. After the user is created, you can configure the access rights in more detail by editing the user, and selecting the Directory Access page.

After selecting the directory access rights, click Finish to create the user account.

## Get started

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Serv-U File Server is now accessible and ready for sharing. You can create more accounts just like this one to share with friends, family, or colleagues. Each user can have a different home directory. This way you can share different files with different people.

## Notes

- End users who do not have home folders cannot log in to Serv-U. Full permissions make it easy to test all functions from your FTP client or browser. You may want to enforce stricter permissions after testing.
- When you connect from your browser to the HTTPS interface of Serv-U on port 443, you may be warned about an invalid certificate. This is normal when you connect to a server using a temporary certificate. You can ignore the certificate error and continue. Production deployments typically use a commercial web certificate from a trusted certificate authority.
- Secure file sharing must be enabled on Serv-U before you can try it. Select the option under Domain Limits & Settings > File Sharing to enable it.
- When you connect from your browser to the HTTPS interface of Serv-U on port 443, or to the FTPS interface of Serv-U 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.

- You can set a default client or disable unused clients before allowing users to access the system. There are four options when users first log in: Web Client, Web Client Pro, File Sharing, and FTP Voyager JV.

## Serv-U Management Console navigation

The Serv-U Management Console is designed to provide quick and easy access to the configuration options of the file server in a familiar way. When viewing a configuration page, you can return to the main Management Console page at any time by clicking the Serv-U File Server logo in the top-left corner.

### Management Console layout

The Management Console is presented with an accordion list on the left and the global dashboard on the right. The accordion menu contains the name of the server on top, and then the list of configured domains. The global dashboard contains the session statistics, the server log, information about the active sessions, and it also provides direct access to the [thwack community](#).

Click the name of the server or a domain to expand the list of configuration options available for the server or for the particular domain, and then select one of the options.


Domain administrators only have access to configuring settings and options for their particular domain, and do not have access to the server-level categories that are displayed to system administrators.

To return to the global dashboard, click the Serv-U Management Console icon in the top-left corner.

When opening a category from the Management Console, all related sub-category pages are displayed in tabs on the same page. This allows for quick navigation between related configuration options.

### Launch the Web Client

While configuring Serv-U File Server, an HTTP session can be launched by clicking Serv-U Products > Web Client on the top toolbar. If licensed for use, the Web Client is available and runs in the browser. If licensed for use, FTP Voyager JV can also be launched by clicking Serv-U Products > FTP Voyager JV.

 To use FTP Voyager JV, you must install the Java Runtime Environment.

## Serv-U quick tour

### File Sharing

Serv-U 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.

#### Configuring File Sharing

File sharing is disabled by default. To enable your domain users to send or receive files from guests, complete the following steps.

1. Navigate to Server Limits and Settings > File Sharing.
2. Type the address for the Domain URL.
3. Type the location of the File Sharing Repository.
4. Select the number of days until the shares expire.
5. Select whether you want to use the inherited default email invitation subject, or customize your own. If the option is deselected, you can type in a custom email invitation subject.
6. Select whether you want to use the inherited default email notification message, or customize your own. If the option is deselected, you can type in a custom message.
7. Select Enable File Sharing.
8. If it is not configured yet, configure your SMTP to be able to send and receive notification emails. For instructions, [click here](#).
9. Click Save.

#### 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.

## Serv-U quick tour

[Home](#) | [Request Files](#) | [Send Files](#)

Daily Activity 3 0

Jump to: [File Sharing](#)

☒ Sent and Requested Files  
☐ Sent Files  
☐ Requested Files

**Requested Files** (Last 5 File Shares) Updated Friday, April 4, 2014 at 3:41:21 PM

Date Received	Subject	Sender(s)	Status	Size	# of Files	Expires	Download	Delete
Friday, April 4, 2014 3:13:24 PM	Serv-U File Sharing Link [expires Friday, April 11, 2014 12:00:00 AM]	Undisclosed recipients	Pending	0 KB	0	Friday, April 11, 2014		✖
Friday, April 4, 2014 3:12:30 PM	Serv-U File Sharing Link [expires Friday, April 11, 2014 12:00:00 AM]	Undisclosed recipients	Pending	0 KB	0	Friday, April 11, 2014		✖

[View All Requested >>](#) (2 Shares)

**Sent Files** (Last 5 File Shares) Updated Friday, April 4, 2014 at 3:34:30 PM [Refresh](#)

Date Sent	Subject	Recipient(s)	Status	Size	# of Files	Expires	Download	Delete
Tuesday, April 1, 2014 11:52:21 AM	Serv-U File Sharing Link [expires 8. april 2014 0:00:00 GMT+2]	Undisclosed recipients	Downloaded	77.75 KB	2	Tuesday, April 8, 2014		✖

[View All Sent >>](#) (1 Shares)

### View All

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

Click View All Requested or View All Sent to display 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) Updated Friday, April 4, 2014

Date Received	Subject
Wednesday, April 2, 2014 10:14:13 AM	<a href="#">Serv-U File Sharing Link [expires Friday, April 11, 2014 12:00:00 AM]</a>
Friday, March 28, 2014 1:08:53 PM	<a href="#">Serv-U File Sharing Link [expires Friday, April 11, 2014 12:00:00 AM]</a>
Tuesday, March 25, 2014 2:25:14 PM	<a href="#">Serv-U File Sharing Link [expires Friday, April 11, 2014 12:00:00 AM]</a>
Tuesday, March 25, 2014 2:24:14 PM	<a href="#">Serv-U File Sharing Link [expires Friday, April 11, 2014 12:00:00 AM]</a>
Tuesday, March 25, 2014 2:22:11 PM	<a href="#">Serv-U File Sharing Link [expires Friday, April 11, 2014 12:00:00 AM]</a>

[View All Requested >>](#) (6 Shares)

**Sent Files** (Last 5 File Shares) Updated Friday, April 4, 2014

Date Sent	Subject
Tuesday, April 1, 2014 11:52:21 AM	<a href="#">Serv-U File Sharing Link [expires 8. april 2014 0:00:00 GMT+2]</a>

[View All Sent >>](#) (1 Shares)

## 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. Enter a subject title.
2. Enter any additional comments.
3. Enter your contact information.
4. Enter the guest user's email address.
5. Set an expiration date for when the link to download files will expire.
6. To be notified when files have been downloaded, select the appropriate option.
7. Select the appropriate options to automatically send a download link in the email, and to require a password to access Serv-U.
8. Click Next.
9. Click Browse.
  - a. Click Local Files to browse for files stored on your computer.
  - b. Click Remote Files to browse for files that already exist within your Serv-U user space.

Note: The files you share this way are virtually linked. If you modify the file, the latest version will be available for guests to download. If you rename or delete the file, it will not be available for guests to download. Guest users are notified when attempting to download or delete a virtually linked file whose name or location changed since the creation of the file share.

10. Click Upload.

Note: You can upload up to 20 files in one file share. The file size you can upload depends on the browser you use.

## Receiving 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 file sharing request:

1. Enter a subject title.
2. Enter any additional comments.
3. Enter your contact information.
4. Enter the guest user's email address.
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 uploaded, as well as send a download link in the email, set file size limits, and require a password to access Serv-U.
7. Optional steps include: Copying the URL into an email, or having an email automatically sent from your mail client.

## 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.

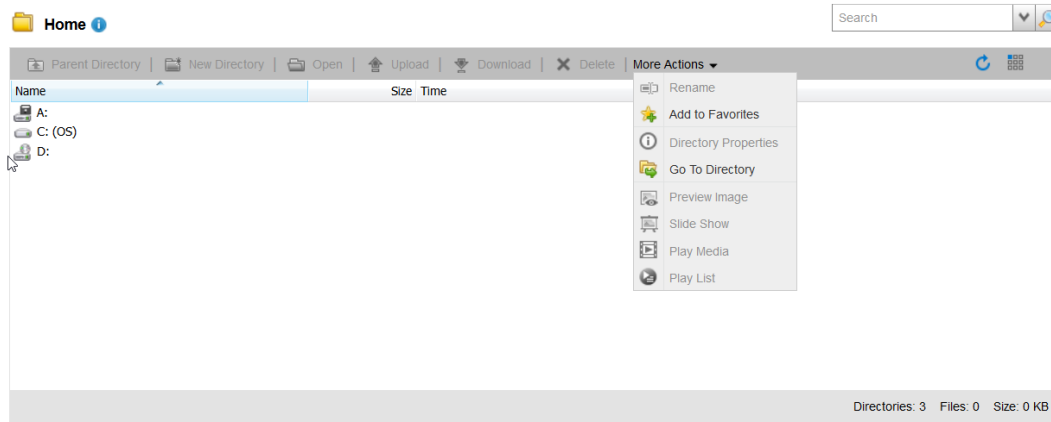
The Web Client interface is presented as a standard web page containing a list of the files and directories available from the current remote path, and links that perform various file transfer related actions. All functionality of the Web Client is available from this single page to keep interactions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

### Logging in to 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 user name 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 through FTP, including uploading, downloading, and to drag/drop files, play media, or render slideshows and thumbnails of images.

The Web Client has an 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.

### Uploading files

If your user account has permission to upload new files, you can upload a single file at a time to the server using this button. Click Upload to open a new window from which you can browse your system for the file you want to upload. Once you have 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 Cancel. Canceled 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.

### Downloading files


To begin a file download, select the file you want to download, and then click Download. This option is also available by right-clicking on the file you want to download. 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.

### Renaming files

To rename a file, select the file you want to rename in the directory listing, and then click this option available under More Actions. This option is also available by right-clicking on the file you want to rename. The current name is displayed in a new dialog. Change this name to the new name, and then 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.

### Deleting files

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

 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.

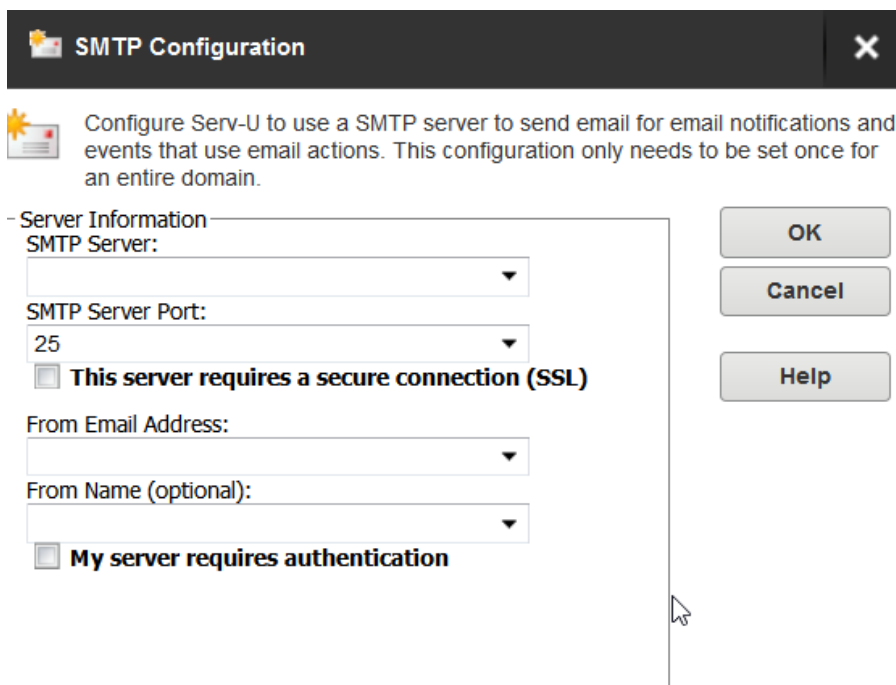
How do I point Serv-U to my existing email server to send notifications?

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.

Provide the following information:

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

---



**SMTP Configuration**

Configure Serv-U to use a SMTP server to send email for email notifications and events that use email actions. This configuration only needs to be set once for an entire domain.

- Server Information

SMTP Server:

SMTP Server Port:

25

☐ This server requires a secure connection (SSL)

From Email Address:

From Name (optional):

☐ My server requires authentication

OK

Cancel

Help

- 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 select this option
- 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)

If your SMTP server requires authentication, provide the following information:

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

How do I configure Serv-U so that all my existing end users on Active Directory 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.

To enable Windows Authentication:


1. Open the Serv-U Management Console.
2. Click Users > Windows Authentication.
3. Enable Windows Authentication by selecting Enable Windows authentication.
4. Enter the name of your Windows domain (the Fully Qualified Domain Name), and then click Save.
5. Click Configure Windows User Group to configure your Windows users.

## How do I apply an SSL certificate so that all transfers use HTTPS?

---

 **Users** - Create, modify, and delete user accounts for this domain.

Domain Users Database Users **Windows Authentication** LDAP Authentication

 When Windows Authentication is enabled, a client can login using a valid user database. If an account already exists in the Serv-U user database,

☒ Enable Windows authentication

☐ Use Windows User Group home directory instead of account home directory

Windows Domain Name (optional):

**Save**

**Configure Windows User Group...** **Configure OU Groups...**

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](#).

## How do I apply an SSL certificate so that all transfers use HTTPS?

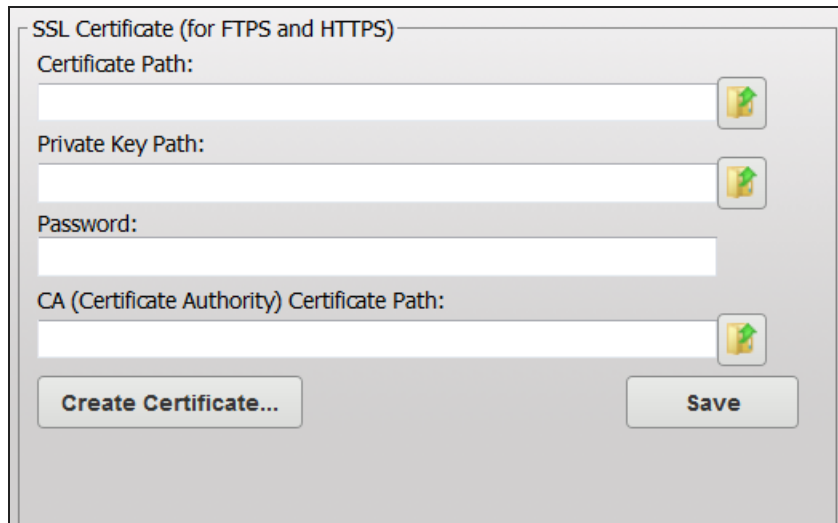
Setting up Serv-U to allow for SSL-encrypted connections is very easy. Serv-U supports self-signed certificates created directly, or third party certificates from Certificate Authorities such as Verisign, Thawte, Geotrust and RapidSSL. Using SSL, Serv-U supports FTPS (FTP secured over SSL) in Serv-U 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 Domain Details > Listeners, and ensure that an FTPS or HTTPS listener is entered. If it is not, click Add and add the appropriate listener.

1. Navigate to Limits & Settings > Encryption.
2. Specify the details requested in the SSL Certificate menu.
3. The Certificate Path is the path to your .crt certificate file.
4. The Private Key Path is the path to your .key private key file.
5. The Password is the password you selected to protect your private key.

6. 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.




The screenshot shows a configuration window titled "SSL Certificate (for FTPS and HTTPS)". It contains four text input fields, each with a "Browse" button (represented by a folder icon with a green arrow) to its right:

- Certificate Path:
- Private Key Path:
- Password:
- CA (Certificate Authority) Certificate Path:

At the bottom of the window, there are two buttons: "Create Certificate..." on the left and "Save" on the right.

7. 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.

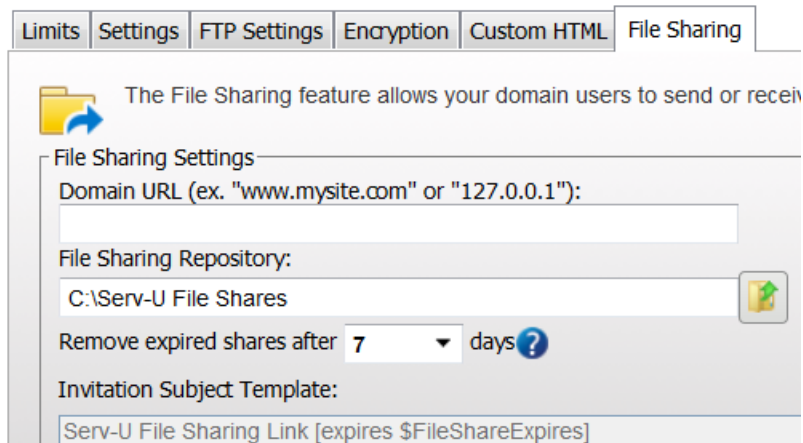
 If your FTP Client can connect with a regular session, but not with SSL enabled then we recommend checking if there is any NAT enabled device between the FTP Client and Serv-U. The NAT translation is not able to understand the encrypted data being sent between the client and server and thus corrupts the data connection. Currently the only workaround is to disable the NAT functionality or move Serv-U or the FTP Client in front of the NAT enabled device.

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

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

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

---



The File Sharing feature allows your domain users to send or receive files.

**File Sharing Settings**

Domain URL (ex. "www.mysite.com" or "127.0.0.1"):

File Sharing Repository:  
C:\Serv-U File Shares

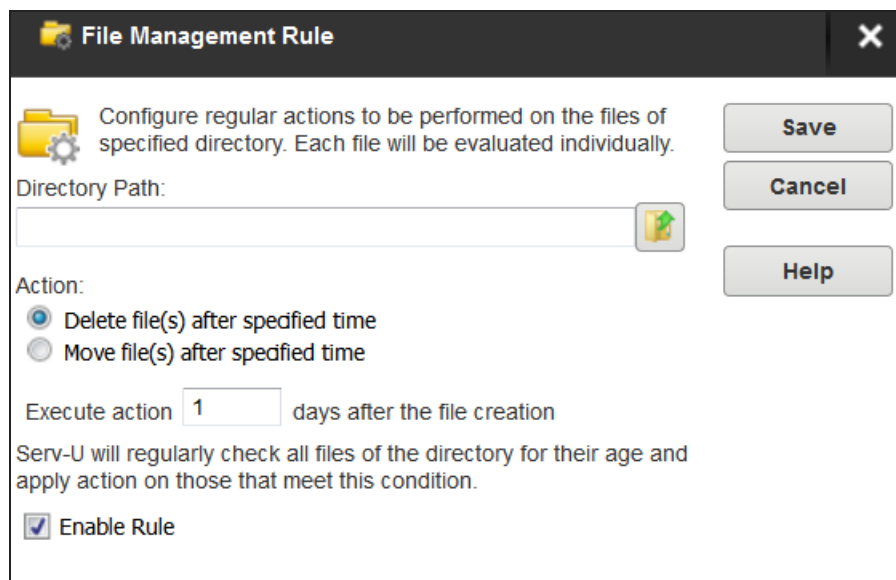
Remove expired shares after 7 days

Invitation Subject Template:  
Serv-U File Sharing Link [expires \$FileShareExpires]

You can also leverage the Automated File Management feature. This feature enables you to automatically remove or archive files from the file server which you received through traditional file transfer protocols. These rules can be configured at the server and domain level, and they apply recursively to all files within the folder for which they are configured, and not only to those that have been uploaded through Serv-U. Serv-U regularly and individually checks all the files in the directory for their age, and executes the specified action on the files that meet the age criteria you specify.

To define a new file management rule:

1. Navigate to Directories > File Management, and then click Add.



**File Management Rule**

Configure regular actions to be performed on the files of specified directory. Each file will be evaluated individually.

Directory Path:

Action:

☒ Delete file(s) after specified time

☐ Move file(s) after specified time

Execute action 1 days after the file creation

Serv-U will regularly check all files of the directory for their age and apply action on those that meet this condition.

☒ Enable Rule

Save

Cancel

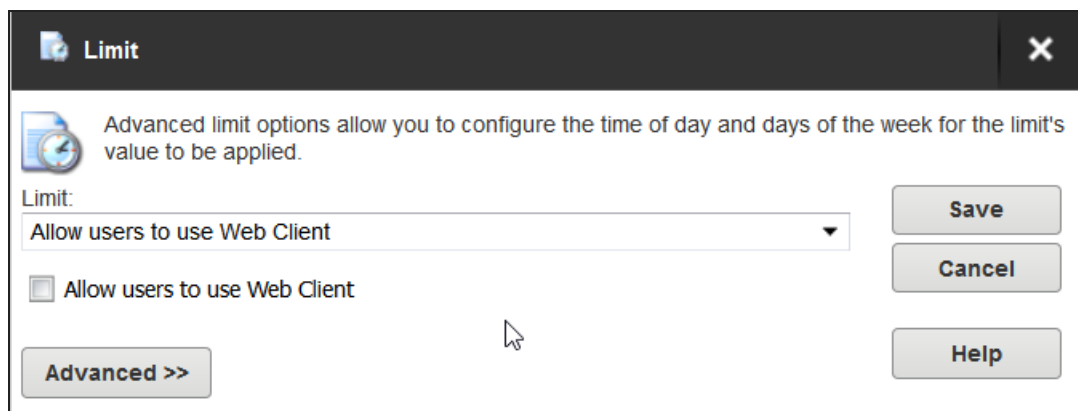
Help

2. Type the path to the file or folder in the Directory Path field, or click Browse to navigate to the file or folder.
3. Select the action you want to perform on the file:
  - a. If you want to delete the file after it expires, select Delete file(s) after specified time.
  - b. If you want to move the file after it expires, select Move file(s) after specified time, and then specify the folder where you want to move the file in the Destination Directory Path field.
4. Specify the number of days after the file creation date when the action should be executed.
5. Click Save.

I want to make File Sharing the only interface my end users see

To disable the interfaces you do not want your users to access, perform the following steps:

1. Select Limits & Settings in the Serv-U Management Console.
2. Select HTTP from the Limit Type list.
3. Click Add.
4. Select Allow users to use Web Client from the Limit list, and then deselect the option.



5. Click Save.

Repeat these steps for each interface you want to disable.

I want to point Serv-U to an existing Windows share so I don't have to keep file shares

---

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:

1. Navigate to the Control Panel > Administrative Tools > Services menu.
2. Right click either the Serv-U File Server or FTP Voyager Scheduler, and then select Properties.
3. Open the Log on tab.
4. Select This account.
5. Browse to 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 `SERVERNAME\username`.
6. When the correct user is displayed, click OK to save the settings.

7. If running in a workgroup, again ensure that the same account exists remotely on the network server.
8. Restart the service by right clicking on it in the Services window, and then 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).

### **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 the [Serv-U Gateway 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 the [Serv-U Firewall Guide](#).