

# SOLARWINDS

## Serv-U File Server Evaluation Guide

solarwinds

*Unexpected Simplicity*



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SolarWinds, Inc develops and markets an array of IT management, monitoring, and discovery tools to meet the diverse requirements of today's IT management and consulting professionals. SolarWinds products continue to set benchmarks for quality and performance and have positioned the company as the leader in IT management and discovery technology. The SolarWinds customer base includes over 85 percent of the Fortune 500 and customers from over 170 countries. Our global business partner distributor network exceeds 100 distributors and resellers.

## Conventions

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

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

## Serv-U documentation library

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

Document	Purpose
Administrator Guide	Provides detailed setup, configuration, and conceptual information.
Evaluation Guide	Provides an introduction to Serv-U features and instructions for installation and initial configuration.
Release Notes	Provides late-breaking information, known issues, and updates. The latest Release Notes can be found at <a href="http://www.solarwinds.com">http://www.solarwinds.com</a> .

## Technical support

Have a question and need more help? SolarWinds offers a variety of technical support options. For current product support policies, please refer to the [Serv-U Help Desk](#).

Users who purchased their copy of Serv-U from an official reseller are referred back to their reseller for support. Telephone technical support is available.

### Free email support

Free technical support is available through email to users with active maintenance. We ask that all users submit their inquiries to <http://www.Serv-U.com/support/> for technical support requests.

### Knowledge base

Our knowledge base is a dynamic support tool that you can use to research solutions to your questions and problems. Nearly every technical question posed to our technical support team is answered here. The knowledge base can provide immediate, informative, step-by-step answers with screenshots to your questions.

Visit <http://www.Serv-U.com/kb/> to get answers now.

### Sales support

Sales questions relative to the Serv-U File Server software should be directed to:

<http://www.Serv-U.com/sales/>. Sales representatives can also be reached by calling SolarWinds at +1 (855) 498-4154.

Technical support options are subject to change without notice at the discretion of SolarWinds.

## Contacting SolarWinds

If you have lost your registration ID, visit the [Online Customer Service Center](#).

You can contact SolarWinds at:

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<http://www.Serv-U.com/sales/>

<http://www.Serv-U.com/support/>

For sales inquiries, visit: <http://www.Serv-U.com/sales/>.

For more information about the Serv-U File Server, visit: <http://www.Serv-U.com/>.



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## Chapter 1: Introduction to the Serv-U File Server

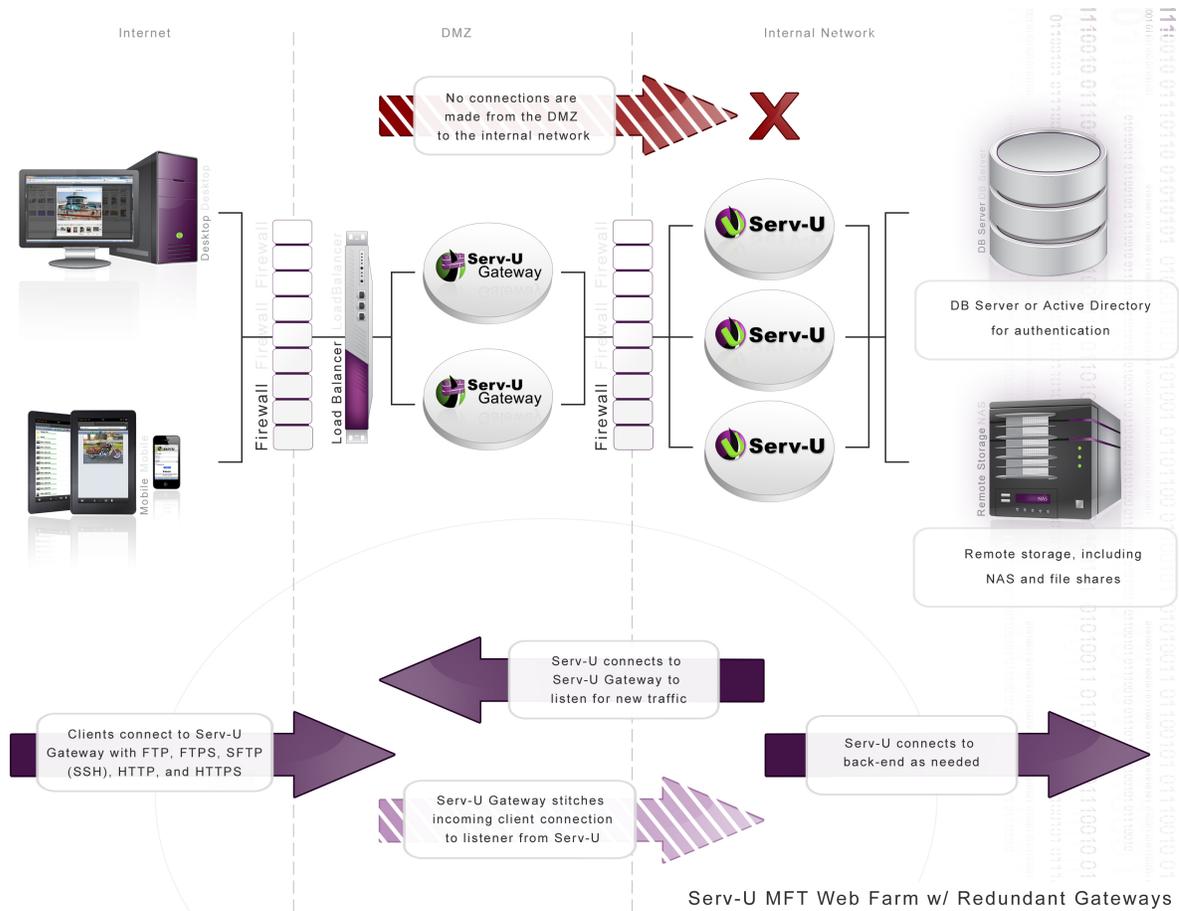
The Serv-U File Server is a multi-protocol file server capable of sending and receiving files from other networked computers through various means. Administrators create accounts for users that allow access to specific files and folders on the server's hard drive or any other available network resource. 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. The 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.

## Chapter 1: Introduction to the Serv-U File Server

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



The Serv-U File Server maintains the Serv-U brand's legendary feature set. 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 specific period of time. After the evaluation period expires, a commercial license or maintenance renewal provides you with free software updates and free technical support through email, phone, or both, depending on your edition, for the duration of the associated maintenance plan.

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

## Chapter 2: Getting started

### System requirements

This topic contains detailed information about the minimum hardware, operating system, and browser requirements that you must meet to run Serv-U.

#### Hardware requirements

Most modern operating systems require higher hardware specifications. Use minimum operating system requirements instead where applicable.

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

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+ multicore
RAM	2 GB+

Hardware	Minimum requirement for modest traffic
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.

Hardware	Minimum requirement for high traffic
CPU	Multiple 3.2 GHz+ multicore
RAM	4 GB+
Network	10/100/1000 Mbps NIC
Hard drive space	120 GB
Video	128 MB Video RAM

### Operating system and software requirements

We recommend the use of Microsoft Windows Server 2008 R2 or Red Hat Enterprise Linux v6 with our Serv-U and Serv-U Gateway deployments, but we also support other Windows and Linux operating systems. 64-bit and 32-bit editions are supported unless otherwise noted (or not available).

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</li></ul>

Operating system or software	Requirement
	<ul style="list-style-type: none"> <li>• Windows Server 2003 SP2 and 2003 R2 SP2</li> <li>• Windows XP SP2, Windows Vista, Windows 7, Windows 8, Windows 8.1 for trial purposes</li> </ul>
Linux	<ul style="list-style-type: none"> <li>• Red Hat Enterprise Linux (RHEL) v.6.4</li> <li>• Fedora 19</li> <li>• Ubuntu</li> <li>• CentOS 6.4</li> <li>• OpenSUSE</li> </ul>
Database server (optional)	<ul style="list-style-type: none"> <li>• MS SQL 2012, 2012 SP1</li> <li>• MySQL 5.7.3 and 5.7.4</li> <li>• PostgreSQL: latest version</li> </ul>
LDAP server (optional)	<ul style="list-style-type: none"> <li>• Active Directory 2003, 2008 and 2012</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 without any plugins. However, Javascript and cookies must be enabled.

## Chapter 2: Getting started

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The following functionality is supported on the following devices:

Device	Supported functionality
Apple iPhone 3+	download, manage, and preview files
Apple iPad 1+	download, manage, and preview files, run the Management Console
Apple iPod	download, manage, and preview files
Google Android 2.2+	upload, download, manage, and preview files
Amazon Kindle Fire	upload, download, manage, and preview files
BlackBerry	upload, download, manage, and preview files
Microsoft Windows Mobile	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 8.0+
- Mozilla Firefox: latest two versions
- Safari 5 and 7
- Google Chrome: latest version
- Mobile browser

The following Java versions are supported Web Client Pro and FTP Voyager JV:

- Java JRE 7 and 8

### 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 v35 due to an incompatibility between Chrome and the Java browser plugin.
- Apple Macintosh users must have at least Mac OS X 10.6 installed.

## Server concepts

The 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. The Serv-U File Server contains four related levels of configuration: the *server*, the *domain*, the *group*, and the *user*. Of all of these, only the group level is optional; all the other levels are mandatory parts of the file server. The following section contains an explanation of each configuration level:

### Server

The server is the basic unit of the Serv-U File Server and the highest level of configuration that is available. It represents the file server as a whole and governs the behavior of all domains, groups, and users. The 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. Domains are 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**

Serv-U is simple to configure with the flexibility and control you require to easily share files with others under the best security possible. This quick start guide helps you install the server, create your first domain, and add a user account to the new domain. After you completed the following steps, you will be able to connect to your new file server and start transferring files.

## Installing the Serv-U file server

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.

Click the executable file that you downloaded, and follow the screen prompts.

Select the language of the installation.



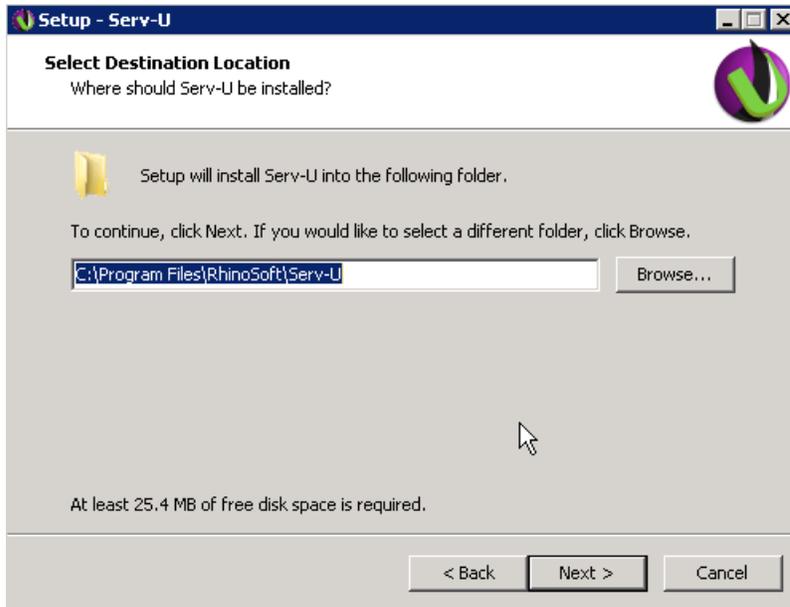
Review the introductory screen, and then review the license agreement.



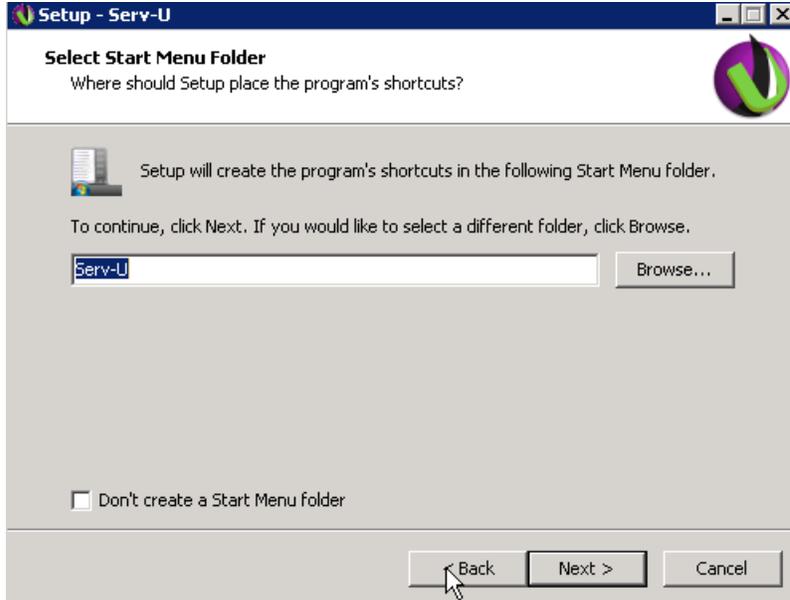
## Chapter 2: Getting started

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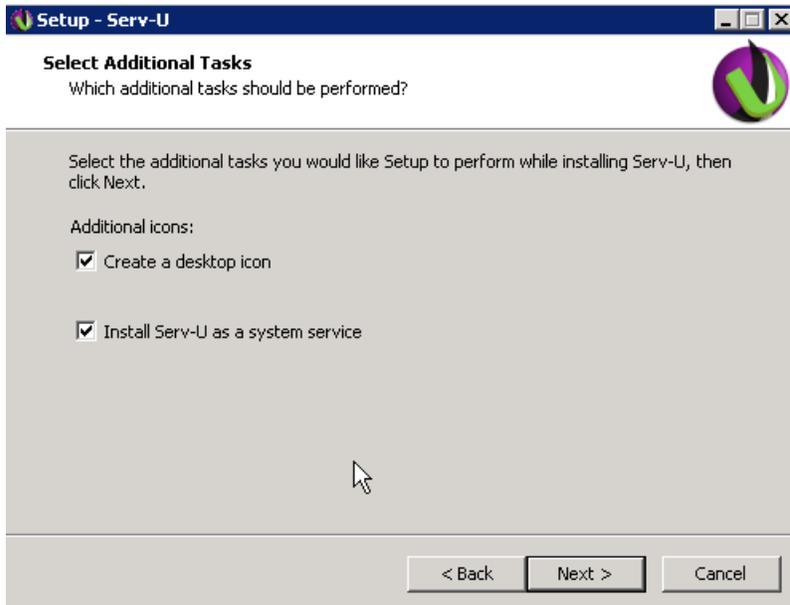
Select the installation destination.



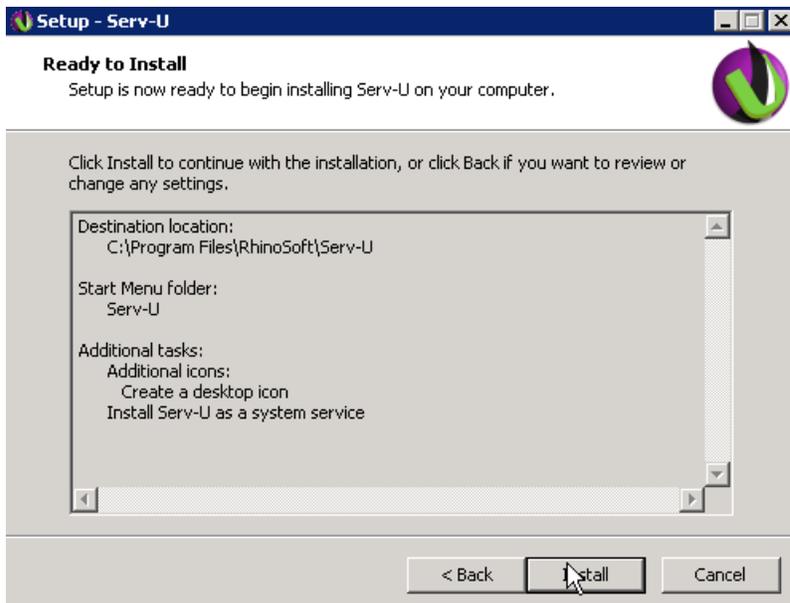
Select the location of the Start Menu folder.



Select additional tasks.



Review the selected settings on the review screen, and then click **Install** to install Serv-U, or click **Back** to modify your settings.



## Upgrading Serv-U

Before installing Serv-U over an existing Serv-U installation, create a backup of the original installation folder, your database, and your configuration data first.

Depending on your operating system, the configuration files are stored in either of the following locations.

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 in Windows by default)
Windows XP Windows Server 2003	C:\Program Files\RhinoSoft\Serv-U
Linux	/usr/local/Serv-U

Even though Serv-U can be safely installed over any existing installations and performs any necessary upgrades to data files and binaries, it is considered good data management practice to back up critical components before upgrading them.

After creating the necessary backups, follow the installation instructions in the previous section to upgrade your Serv-U instance.

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

## Creating domains

When the Management Console finished loading, you are prompted whether you want to create a new domain if no domains are currently present.

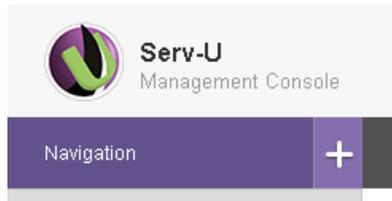
Serv-U domains are collections of users and groups that share common settings, such as transfer rate limitations, service listeners, and directory access rules. In most cases, all of your users and settings will exist in the same domain, with no need to create separate domains.

**Note:** 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 Management Console.

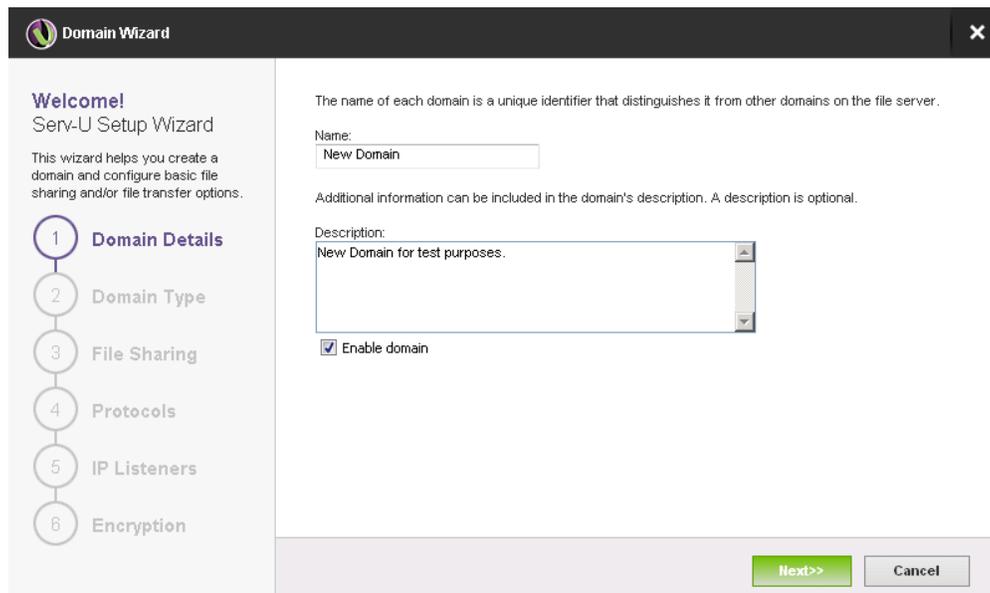
### To create a new domain:

1. Click **+ (New Domain)** at the top of the Management Console.

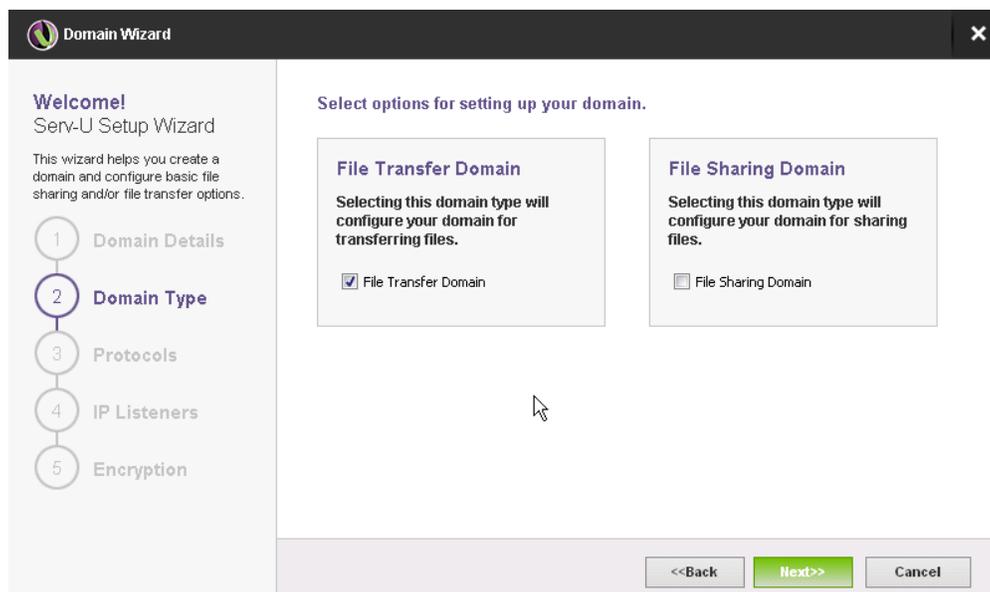


2. Type a unique name and an optional description for the new domain.  
**Note:** The domain name is not visible to any of its users, and it does not affect the way the domain is accessed by others. The name serves as an identifier for the domain to make the identification and management of the domain easier for administrators. The name must be unique so that it can be distinguished by Serv-U from the other domains on the server.
3. To make the domain temporarily unavailable to users while you are configuring it, clear the **Enable domain** check box.

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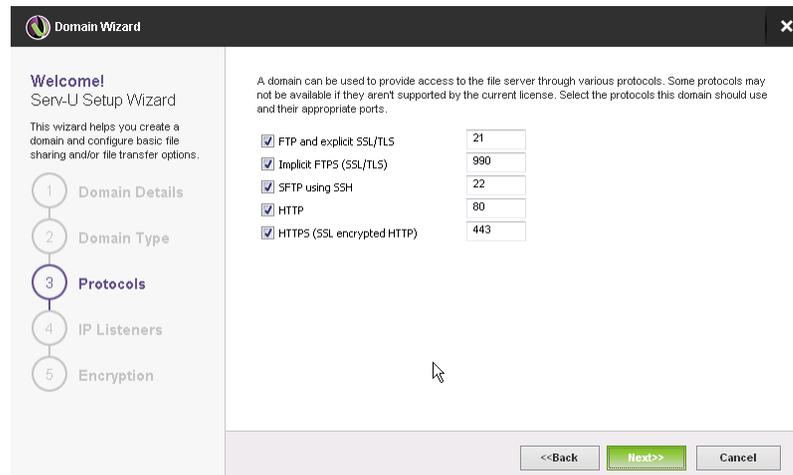


4. Click **Next**.
5. Decide whether you want the domain to be a File Transfer Domain, a File Sharing Domain, or both, and then click **Next**.



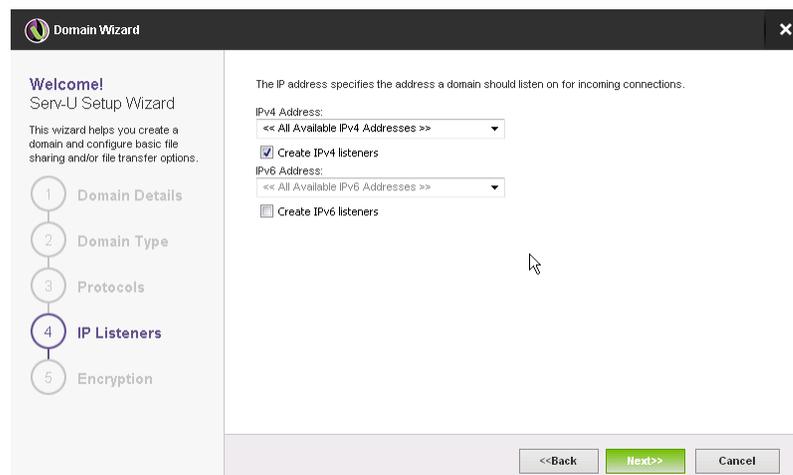
- If you are setting up a File Transfer Domain only, perform the following steps:

- a. On the Protocols page, select the protocols and port numbers the domain should use to provide access to its users, and then click **Next**.



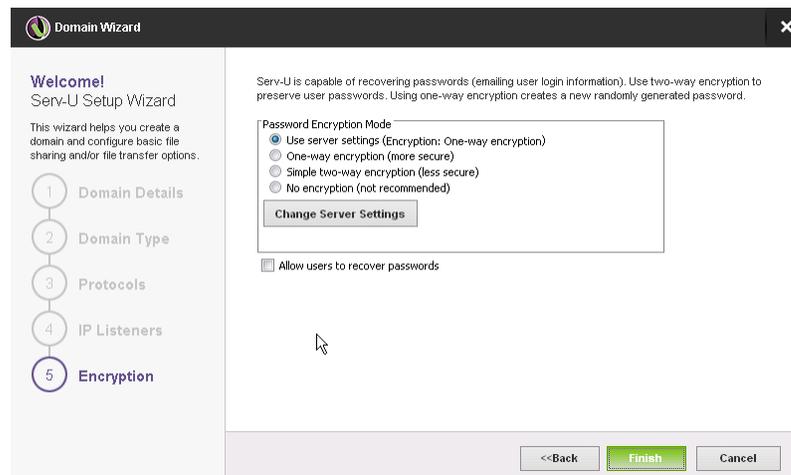
**Note:** The standard file sharing protocol is FTP, which operates on the default port of 21. However, you can change any of the available ports to a value you want. To run the server on a non-default port, it is recommended that you use a port above 1024.

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

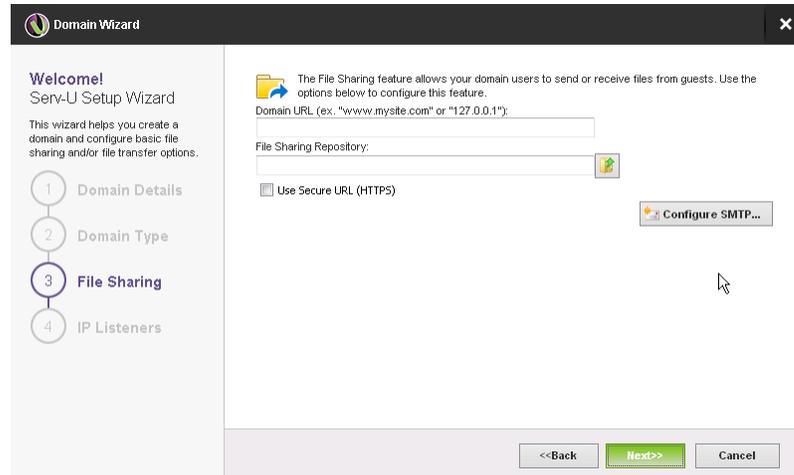


**Note:** If you do not specify an address, Serv-U will use any available IP address on the computer.

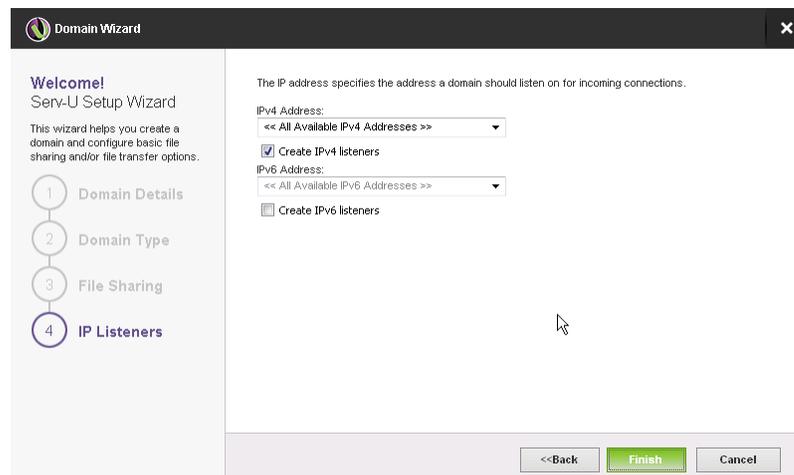
- c. On the Encryption page, select the encryption mode to use when storing passwords on the domain.



- d. To enable users to recover their passwords, select the appropriate option.
  - e. Click **Finish** to create the domain, or click **Back** to modify the settings you specified.
- 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 you want to use secure URL.



- b. Click **Configure SMTP** to set up an SMTP server. An SMTP server 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.



**Note:** If you do not specify an address, Serv-U will use any available IP address on the computer.

- e. Click **Finish** to create the domain, or click **Back** to modify the settings you specified.
- If you are setting up a File Transfer 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 Secure URL.
  - b. Click **Configure SMTP** to set up an SMTP server. An SMTP server 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 then click **Next**.

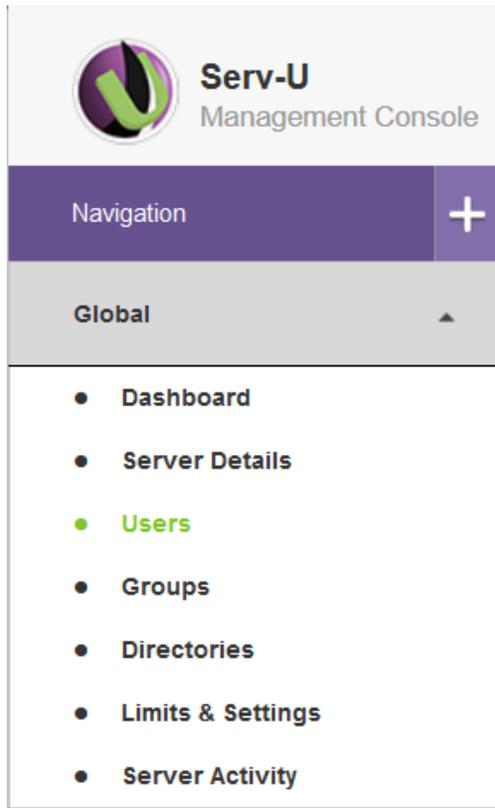
**Note:** The standard file sharing protocol is FTP, which operates on the default port of 21. However, you can change any of the available ports to a value you want. To run the server on a non-default port, it is recommended that you use a port above 1024.
  - e. On the IP Listeners screen, specify the IP address that is used to connect to this domain, and then click **Next**.

**Note:** If you do not specify an address, Serv-U will use 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, or click **Back** to modify the settings you specified.

## Creating user accounts

After your first domain is created, you are taken to the user's page of the Management Console and you are asked whether you want to create a new user account with the User Wizard. Click **Yes** to start the User Wizard.

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 particular domain. Other domains on your server can have an account with the same login ID.

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



The screenshot shows a dialog box titled "User Wizard - Step 1 of 4". It contains a welcome message: "Welcome to the Serv-U user account wizard. This wizard helps you quickly create new users to access your file server." Below this, a note states: "The login ID is provided by the client to identify their account when attempting to login to the file server." There are three input fields: "Login ID:" (required), "Full Name:" (optional), and "Email Address:" (optional). At the bottom right, there are two buttons: "Next>>" and "Cancel".

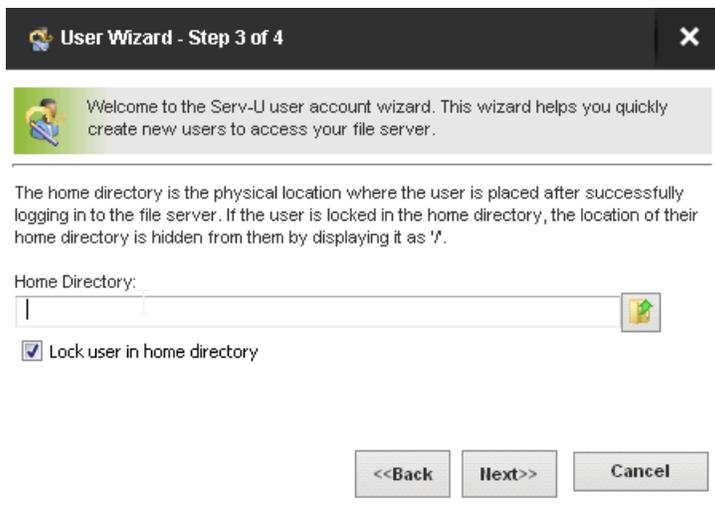
You can also specify a full name and an email address for the user account. The full name provides a canonical name with which to refer to the user account. The email address is used by Serv-U to send email notifications and recovered passwords to the user account. Click **Next** to continue.

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



The screenshot shows a dialog box titled "User Wizard - Step 2 of 4". It contains the same welcome message as Step 1. Below it, a note states: "The password can be left blank, however it allows anyone with knowledge of the login ID to access the account." There is one input field labeled "Password:" containing the text "RandomGeneratedPassword". Below the input field is a checkbox labeled "User must change password at next login". At the bottom, there are three buttons: "<<Back", "Next>>", and "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. Click **Browse** to browse to a location on your hard drive, or type the location. 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.



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 on a more granular basis by editing the user, and selecting the Directory Access page.

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



The Serv-U File Server is now accessible and ready for sharing. You can create more accounts just like this one to share it with other 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 sign on to Serv-U. Full permissions make it easy to test all functions from your FTP client or browser. You might want to lock down permissions once you understand how those permissions work.
- 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. For more information, see the information about [SMTP configuration](#).
- You can set a default client or disable unused clients before allowing users to access the system. The following options are available when there are four options when users first log in: Web Client, Web Client Pro, File Sharing, and FTP Voyager JV. For more information about setting the default interface, see the information about the [default interface](#).

## Navigating the Serv-U Management Console

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 upper left corner.

### Management Console layout

The Management Console is presented in an accordion style layout, 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.

### Launching the Web Client

While configuring the 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 from within the browser. If licensed for use, FTP Voyager JV can also be launched by clicking **Serv-U Products > FTP Voyager JV**.

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



## Chapter 3: 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. The following steps detail how to enable your domain users to send or receive files from guests.

##### To enable file sharing:

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**.

## Chapter 3: Serv-U quick tour

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Limits Settings FTP Settings Encryption Custom HTML **File Sharing**

 The File Sharing feature allows your domain users to send or receive files from guests. Use the options

**File Sharing Settings**

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

File Sharing Repository:  
 

Remove expired shares after  days 

Invitation Subject Template:

Use inherited default subject

Invitation Email Template:  
  
\$FileShareTokenURL  
\$FileShareComments  
Need help? See some troubleshooting tips at <http://www.Serv-U.com/sharefiles>.

Use inherited default message  
 Use Secure URL (HTTPS)  
 Enable File Sharing

 **Configure SMTP...** **Save**

 Additional file sharing settings are available under the "Limits" tab.

## File Sharing console

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

The screenshot shows the File Sharing console interface. At the top, there are navigation links for Home, Request Files, and Send Files. A 'Daily Activity' summary shows 3 requests and 0 shares. A 'Jump to' dropdown is set to 'File Sharing'. Below this, there are two main sections: 'Requested Files' and 'Sent Files'. Each section has a table of file sharing requests with columns for Date, Subject, Sender(s), Status, Size, # of Files, Expires, Download, and Delete. A search dropdown is open over the Requested Files table, showing options for 'Sent and Requested Files', 'Sent Files', and 'Requested Files'. Below the Requested Files table is a 'View All Requested >>' button with '(2 Shares)' next to it. Below the Sent Files table is a 'View All Sent >>' button with '(1 Shares)' next to it.

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		✖

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. aprila 2014 0:00:00 GMT+2]	Undisclosed recipients	Downloaded	77.75 KB	2	Tuesday, April 8, 2014	📄	✖

## 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.

## Chapter 3: Serv-U quick tour

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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</a> [expires]
Friday, March 28, 2014 1:08:53 PM	<a href="#">Serv-U File Sharing Link</a> [expires]
Tuesday, March 25, 2014 2:25:14 PM	<a href="#">Serv-U File Sharing Link</a> [expires]
Tuesday, March 25, 2014 2:24:14 PM	<a href="#">Serv-U File Sharing Link</a> [expires]
Tuesday, March 25, 2014 2:22:11 PM	<a href="#">Serv-U File Sharing Link</a> [expires]

[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</a> [expires]

[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.

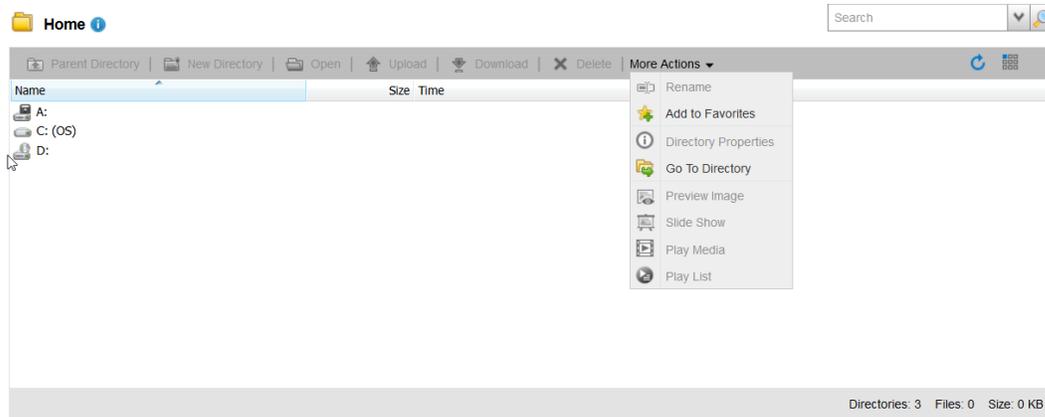
The Web Client interface is presented as a standard web page containing a list of the files and directories available from the current remote path, and links that perform various file transfer related actions. All functionality of the Web Client is available from this single page to keep interactions 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.

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

## Common Administrator Tasks

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

### How do I 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:

**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: [dropdown]

SMTP Server Port: 25 [dropdown]

This server requires a secure connection (SSL)

From Email Address: [dropdown]

From Name (optional): [dropdown]

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).

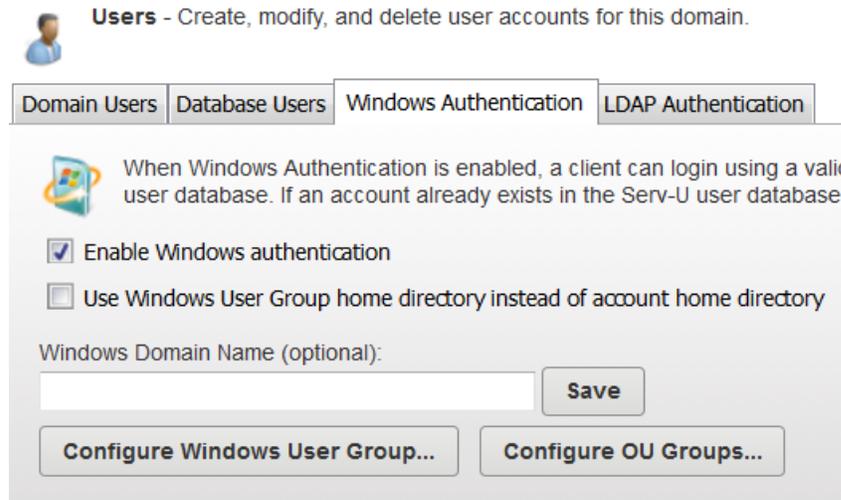
#### Windows Authentication prerequisites

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.



**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?**

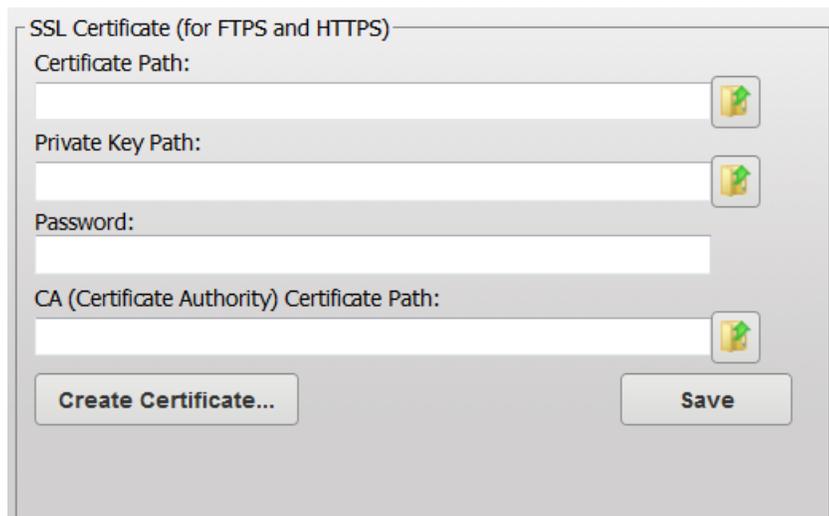
Setting up Serv-U to allow for SSL-encrypted connections is very easy. Serv-U supports self-signed certificates created directly, or third party certificates from

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 image shows a dialog box titled "SSL Certificate (for FTPS and HTTPS)". It contains four input fields, each with a browse button (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 dialog, 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

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

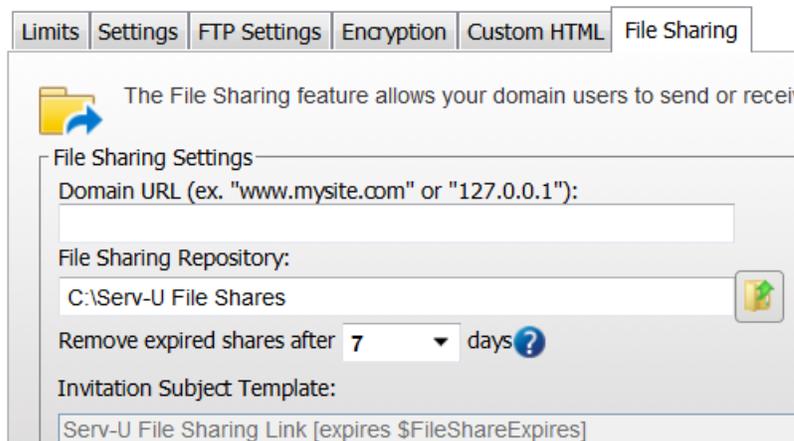
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authority, instead of creating a certificate you can specify the .crt certificate file path and the .key private key file path by using the **Browse** buttons on this page.

**Note:** If your FTP Client can connect with a regular session, but not with SSL enabled then we 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.



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** [X]

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

Directory Path: [ ] [Browse]

Action:

Delete file(s) after specified time

Move file(s) after specified time

Execute action  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**.

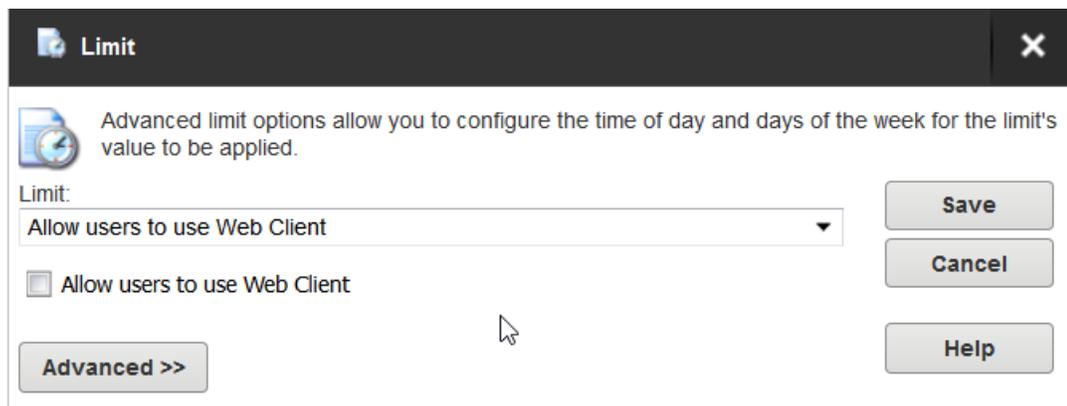
I want to make File Sharing the only interface my end users see

---

## 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 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](#).