



Microsoft FTP Configuration Guide

How to configure Microsoft FTP for use with Helm

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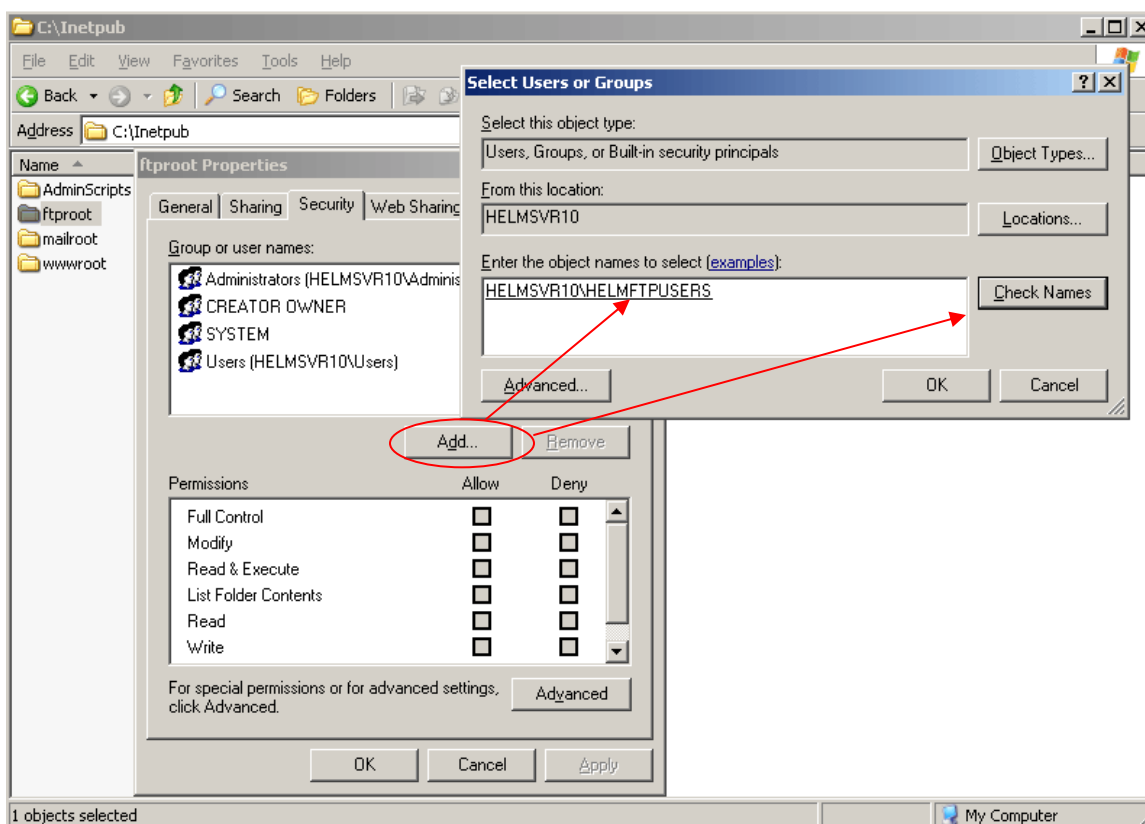
Using Helm with Microsoft FTP Server

There is one configuration required for Helm to use Microsoft FTP server. This service won't be able to read the log files from remote web servers, so if you are going to use this service, you will need to install it on all of the web servers. Helm will select the FTP service on the same machine as the web service by default and if available.

The configuration is simple – right-click the default FTP root folder (usually this is C:\inetpub\ftproot) and choose Properties. Choose Security, and add the following user group:

HELMFTPUSERS

Click “Check Names”, and it should come up with the relevant user group.



Give this user group Read, List Folder Contents and Read & Execute permissions on the folder. Click OK to save the changes.

Important Note: - Do **NOT** delete the Default FTP site from IIS. This is needed by Helm, and will cause major issues with FTP if it is removed.

Disabling Anonymous FTP Access

You need to make sure that Anonymous FTP is disabled on your server. If it is enabled, then there is a chance that your system could be compromised. To do this:

- 1.) Open up IIS, and right-click the "FTP Sites" folder.
- 2.) Choose properties and then click the "Security Accounts" tab.
- 3.) **Uncheck** the "Allow anonymous connections" box and click Apply, then OK.
- 4.) Back in IIS, expand the FTP Sites folder and right click the "Default FTP Site"
- 5.) Choose properties and then click the "Security Accounts" tab.
- 6.) **Uncheck** the "Allow anonymous connections" box and click Apply.
- 7.) Click the "Home Directory" tab – in there you will see the local path of the FTP site directory. This is usually **C:\inetpub\ftproot** but no matter what location, make sure that this folder is completely empty. This is the folder that users are taken to when they first FTP into the server before being redirected to their own FTP site, so it is essential for security that the folder is empty.

Once the above steps are complete, click OK to finish.

Microsoft FTP and Microsoft FrontPage Extensions Issue

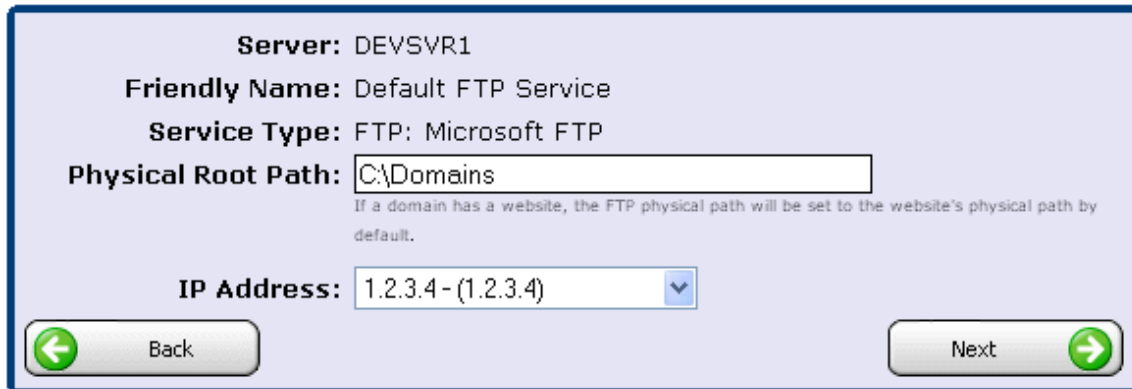
When FrontPage Extensions are installed on a domain, Windows removes FTP access to the "wwwroot" folder. This is to prevent FTP from causing errors in the FrontPage Extensions, which does happen when both applications have access to the same folder. Because of this, it is highly recommended that you do NOT install FrontPage Extensions on domains that have FTP accounts (either manually or through Helm). Microsoft currently provides no workaround for this issue.

Setting up an MS FTP Service in Helm

In Helm, go to:

Home > System Settings > Servers > [Your Server] > Services

Create a new service, give it a friendly name (such as "Microsoft FTP Service") and select Microsoft FTP from the dropdown box. You will then be presented with the following screen:



Server: DEVSVR1
Friendly Name: Default FTP Service
Service Type: FTP: Microsoft FTP
Physical Root Path:
If a domain has a website, the FTP physical path will be set to the website's physical path by default.
IP Address:

Physical Root Path:- The root path you want to store your FTP folders in (by default it is "C:\Domains" but it can be change to whichever location you wish).

IP Address:- Choose an IP from the dropdown box on which you wish the FTP service to communicate.

Once you have selected your options, click Next to save the service.

Setting up an MS FTP Resource in Helm

Once you have selected your options, click Next to save the service. You now need to add this service into your FTP Resource so that Helm will use it when creating FTP accounts. To do this, go to:

Home > System Settings > Resource Setup > [Your FTP Resource]

If you haven't got an FTP resource, click "Add New" on this screen to go through the wizard to add one. In your FTP Resource you will see two boxes. At the bottom is where your Services are grouped together:



Resource Details

Use the form below to update the selected resource. Updating the resource will affect any NEW domains that are set up using this resource. Previous domains will remain unaffected.

Default FTP Resource

Resource Name:

Resource Type: FTP

Distribution Type: ▼

Priority distribution to web server (recommended)

Service Name

Default FTP Service on HELMSVR70

As seen above, you may already have a service in there belonging to a different server – this is fine; by adding the new MS FTP service into this resource, Helm will then balance FTP accounts between the new service and any existing services (and the servers they reside on) automatically.

Click "Add New" to add a new service to this resource.

You now need to select the MS FTP service you just added and click Save:



Add Service Group

Use the form below to add a new service group to the selected resource. Updating the resource will affect any NEW domains that are set up using this resource. Previous domains will remain unaffected.

Default FTP Resource

Resource Type: FTP

Service Group: Default FTP Service on HELMSVR70 ▼

Default FTP Service on HELMSVR70
Microsoft FTP Service on HELMSVR70

← Back
Save →

If the resource was already there before you added the service, then your configuration is now complete.

However, if you created the FTP resource from scratch, you will now need to propagate the resource down through all of your plans and packages by going into each plan and going to Resource Limits, then FTP Resources. You then need to make sure that the resource is both **enabled** and **selected** from the dropdown box, as below:

Plan Resources

Below are the resources that have been assigned to this plan. All packages that created from this plan will inherit the values below.

Sample Reseller Plan

Enable FTP Resource

System Resource: Default FTP Resource ▼

FTP Accounts: 999999999

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Save →

You can set the limits to be whatever you desire for that plan. Once you've done this for all of your plans and packages, configuration is complete.