



## Serv-U FTP Configuration Guide

*How to configure Serv-U FTP for use with Helm*

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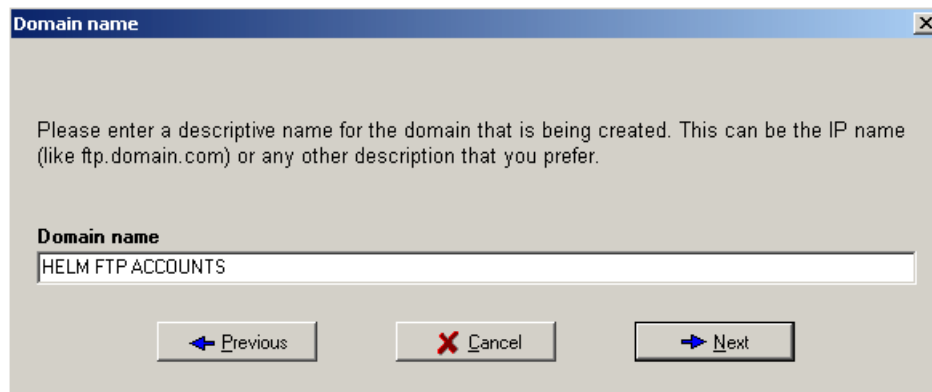
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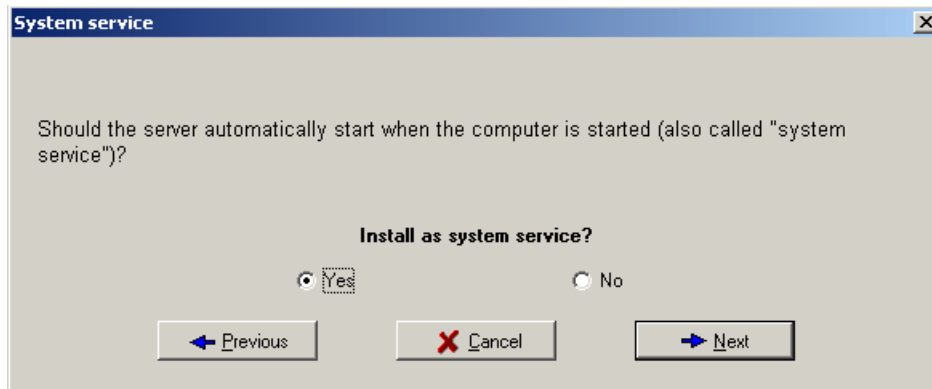
# Serv-U FTP Configuration

Serv-U can be configured for use on any of the Helm remote servers as well as the control server. Helm uses the registry to communicate with Serv-U.

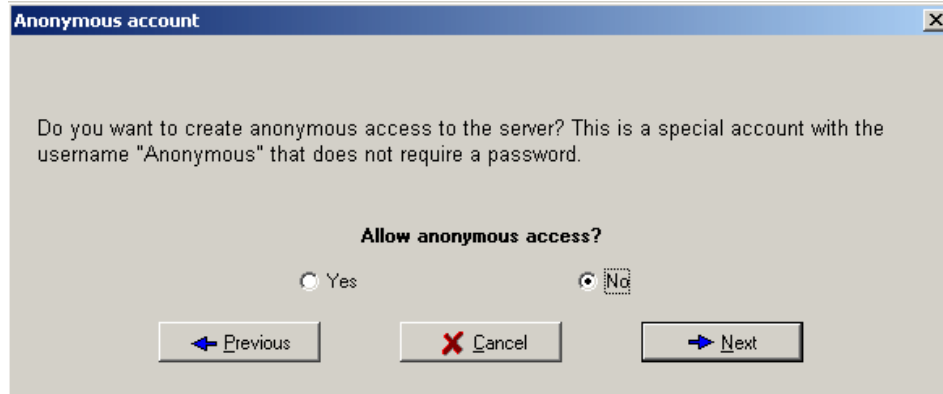
1. After installing Serv-U, go through the setup wizard to get started (it will automatically prompt you to click "Next"). When working through the wizard, you may need to configure some other items (such as your machine's IP address). Work through these until you get to the screen where it asks you for a domain name.
2. You will be prompted to enter a domain name – replace the Wizard-generated name with something relevant and related to Helm, such as HELM FTP ACCOUNTS then click "Next" to continue:



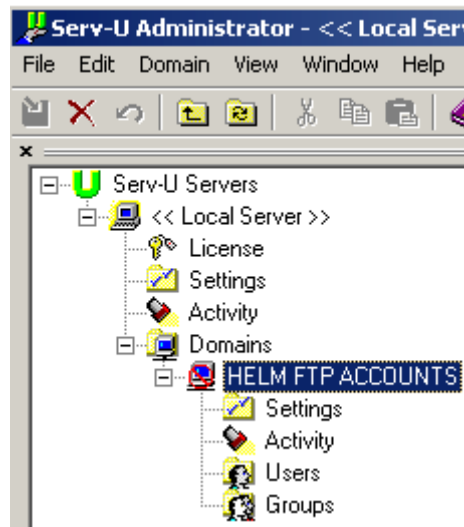
3. You will now be asked whether to have Serv-U start automatically when the server is started. Select Yes, and click "Next" to continue:



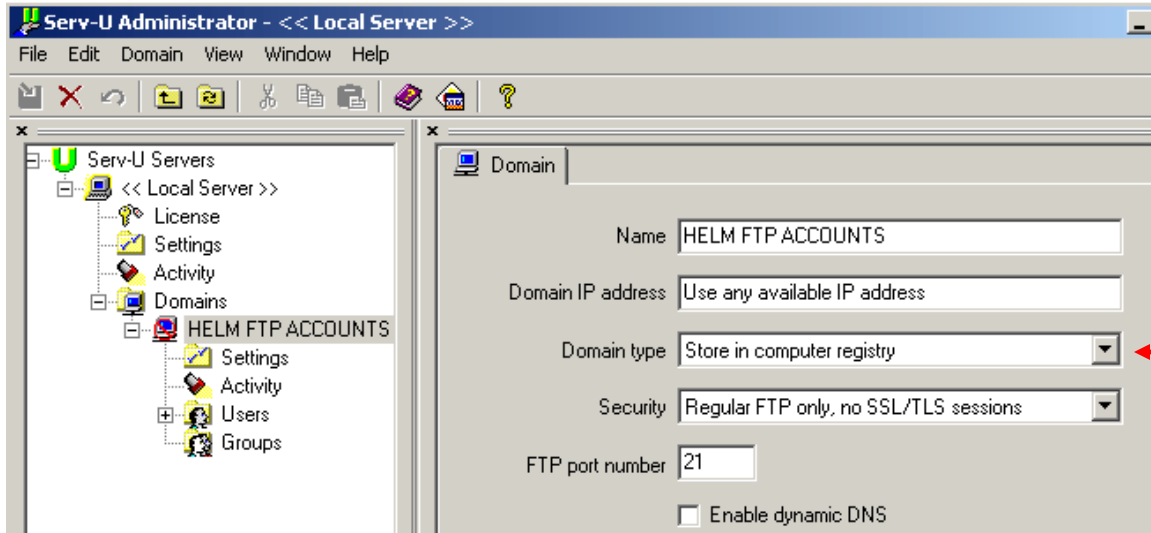
4. Choose **not** to allow Anonymous access, and click "Next" to continue:



5. If you wish, create a named account and password (recommended), then click "Next" to continue. Click "Finish" to end the wizard.
6. The wizard is now complete but there are a few more steps to carry out. Expand the tree on the left to **Local Server > Domains > HELM FTP ACCOUNTS** as below:



7. On the right hand pane, ensure that the domain is online (click the “Put Domain Online” button), and also make sure that the **Domain Type** dropdown is set to **Store in computer registry**:



Once done, Serv-U configuration (external to Helm) is completed. Configuring Helm to use Serv-U is discussed later in this document.

## Using Serv-U as a Central FTP Service

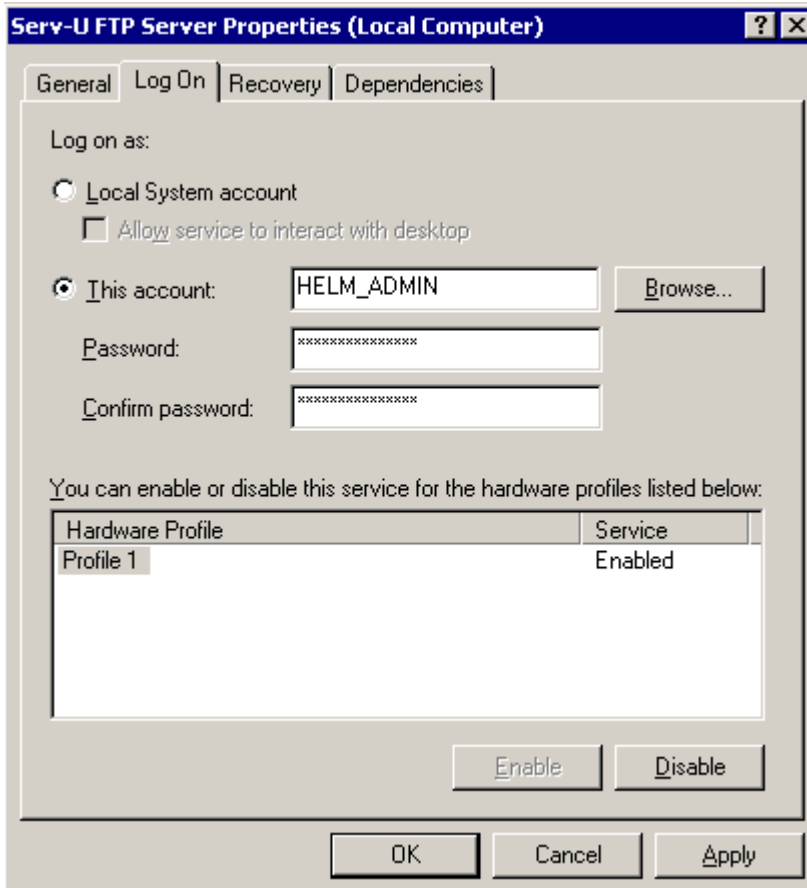
Helm fully supports using Serv-U as a central FTP server for all the web servers. In order for Serv-U to function as a central service it will need to have permissions to access the file systems on the web servers.

You will need to update the logon NT user that the service runs under to be an administrator that has access on all of the machines. You can use the Helm administration account for this purpose (by default, this is HELM\_ADMIN). This administrating NT account should be added to all of the remote machines so that Helm can access them also.

To do this you need to edit the Serv-U Windows service under

**Start > Control Panel > Administrative Tools > Services.**

Choose the "Log On" tab:



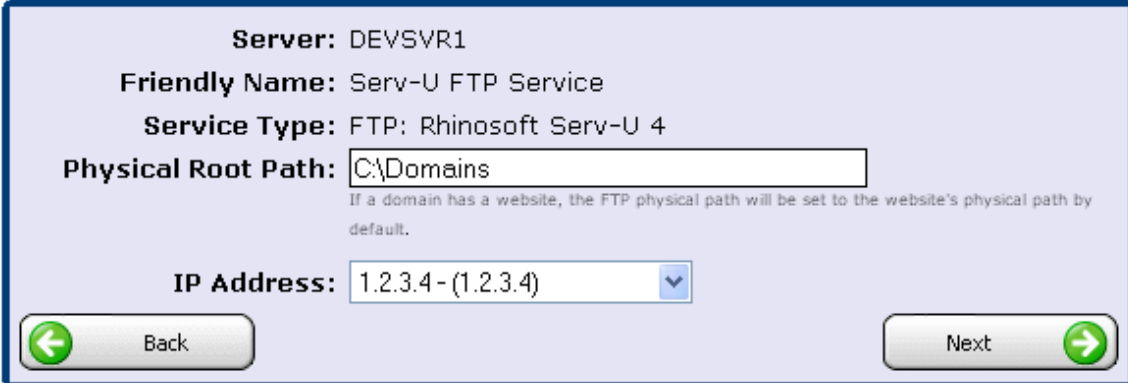
Choose "This account" and then enter HELM\_ADMIN (or whatever you are using as the Helm System Identity in the Helm Configuration Tool), and then enter the corresponding password for that account. Click OK to complete configuration of the Central FTP Service.

## Setting up a Serv-U FTP Service in Helm

In Helm, go to:

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

Create a new service, give it a friendly name and select Serv-U FTP from the dropdown box (any version). You will then be presented with the following screen:



**Server:** DEVSVR1  
**Friendly Name:** Serv-U FTP Service  
**Service Type:** FTP: Rhinosoft Serv-U 4  
**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:**

Choose the root path you want to store your FTP folders in (by default it is "C:\Domains" but it is **strongly** advised to change this). Choose an IP from the dropdown box on which you wish the FTP service to communicate.

## Setting up a Serv-U 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 Serv-U 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 Serv-U 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  
Serv-U FTP Service on HELMSVR70

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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.