SOLARWINDS

Serv-U Web Client
User Guide

solarwinds
Unexpected Simplicity

Serv-U Web Client User Guide

About SolarWinds

SolarWinds, Inc develops and markets an array of network management, monitoring, and discovery tools to meet the diverse requirements of today's network management and consulting professionals. SolarWinds products continue to set benchmarks for quality and performance and have positioned the company as the leader in network management and discovery technology. The SolarWinds customer base includes over 45 percent of the Fortune 500 and customers from over 90 countries. Our global business partner distributor network exceeds 100 distributors and resellers.

Contacting SolarWinds

You can contact SolarWinds in a number of ways, including the following:

Team	Contact Information
Sales	1.866.530.8100 http://www.solarwinds.com/
Technical Support	http://www.solarwinds.com/support (you need a customer account to access the Customer Support area of the website.)
User Forums	http://www.thwack.com/

Conventions

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

Convention	Specifying
Bold	Window items, including buttons and fields
Italics	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 Web Client Documentation Library

The following documents are included in the SolarWinds Virtualization Manager documentation library:

Document	Purpose
Administrator Guide	Provides detailed setup, configuration, and conceptual information.
Release Notes	Provides late-breaking information, known issues, and updates. The latest Release Notes can be found at http://www.solarwinds.com.

Serv-U Web Client Overview

The Serv-U Web Client is an HTTP-based file transfer client available for use by all users on a properly licensed Serv-U File Server. The Web Client is a perfect solution for novice computer users and organizations with a need to provide a simple method of transferring a few files between your users. Because it uses the HTTP protocol to communicate with Serv-U, the Web Client avoids some of the headaches associated with using the FTP protocol in a secured environment or through the limited support of FTP in today's common web browsers.

The Web Client is capable of enabling users to accomplish a wide variety of tasks, including the following:

- File Sharing.
- Access your files from anywhere using a Graphical User Interface (GUI) from within your browser.
- Transfer files to and from your File Server, including creating and deleting directories.
- View remote images as thumbnails generated on-the-fly to conserve bandwidth and increase transfer speed.
- Easily share photo albums using the built-in Slideshow feature.
- Play Audio and Video files in the built-in Media Player.
- Provide access to the File Server in **eleven** different supported languages.

URL login and Auto Load Parameters

The Web Client offers the ability to send login credentials and special load parameters in the URL pointing to Serv-U File Server. The following is the list of parameters that can be added to the URL:

- Use the "thumbnail=1" parameter to start the Web Client in Thumbnails mode after login.

- Use the "slideshow=1" parameter to start the Web Client slide show immediately after login.

- Use the "playlist=1" parameter to play audio files immediately after login to the Web Client.

- Use the "playmedia=1" parameter to play video files immediately after login to the Web Client.

- Use the "dir=" parameter to navigate directly to any directory immediately after login to the Web Client.

- Use the "file=" parameter to download a file located in the directory specified in the "dir=" parameter immediately after login to the Web Client.

- Use the "sortcol=x" parameter to start the Web Client with files/folders sorted by name (1), size (2), or modification date (3). Replace "x" with the number 1, 2, or 3 which matches your desired sort.

- **Example URL:**
  ```
  http://www.domainname.com?user=temp&password=temppw&thumbnail=1&dir=/D:/temp/&file=textfile.txt
  ```

File Name Search and Supported Wildcards

The Web Client offers the ability to search for files based on the users input using the **File Search** button located under the file list pane. The following is a list of wildcards that are also supported:

- Use the "*" parameter to search for files when the whole file name is unknown (for example, `.*.txt, *SearchPhrase*, *FileName*`).

- Use the "?" parameter when a specific character is unknown in the filename (for example, `.????Name.txt, FileName.???`).

- Use the "[]" parameter when a specific character is unknown but should contain one of the specified characters in the brackets (for example, `.[fmn]ileName.txt, File[fmn]ame.txt`).

The Web Client can be run in today's most popular browsers that are available on

virtually every computer "out of the box." The following minimum system requirements must be met to run the Web Client:

- Must be using one of the following browsers:

    - Firefox - latest and previous version

    - Internet Explorer 8, 9, 10 or 11

    - Chrome - latest version

    - Safari 5 or 7

    - Mobile browser (test mobile view)

- Cookies must be enabled in the browser.

- JavaScript must be enabled in the browser.

The Web Client is intended to easily enable basic file transfer functionality on the broadest platform available - the standard browser. However, it is not intended to be a wholesale replacement for a full-featured FTP client. If you are looking for an enterprise level solution that offers a full-featured file transfer client to your users, then **FTP Voyager JV** is available to meet your needs. With FTP Voyager JV, you still get easy deployment and access configuration of the client through HTTP, but its basis on the Java platform enables the following features that are not available in the Web Client:

- Concurrently upload multiple files.

- Download files while an upload is in progress.

- Download a directory and its entire contents.

- A traditional Graphical User Interface (GUI) based on our award-winning FTP Voyager client.

- Side-by-side views of the remote and local file systems.

- Multiple different file system views, (for example, list, icons, details, and thumbnails).

- Maintain original file dates and times after file transfer.

- "Move" files and folders between the remote and local file systems.

- Platform specific display themes to ensure a uniform appearance on the platform of choice.

To enable **FTP Voyager JV**, a supported license must be purchased for the File Server. Once enabled, FTP Voyager JV is available to all users of the File Server that have installed the Java Runtime Environment on their system. For more information about **FTP Voyager JV**, visit the FTP Voyager JV homepage.

Chapter 1: Using the Web Client

Web Client Layout

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

The User Bar

At the top of the page is a header containing options relevant to your Web Client session. These options apply to your Serv-U user account or the session that has been established with Serv-U by your browser.

Favorites Menu

The Serv-U Web Client allows users to save favorite folders for frequent access, which can be quickly accessed from the **User Bar**. There are two ways to add a folder to the Favorites: by right clicking the folder and selecting **Add to Favorites**, or by selecting the folder, and then clicking **Add to Favorites** under **More Actions**.

Tools Menu

Opening the Tools menu allows you to enable or disable Web Client Pro. Launching Web Client Pro will give you the added functionality of multiple concurrent uploads and downloads, upload and download of directories, multiple file delete, and additional management over transfers.

Help

This link launches the Serv-U Web Client Help documentation, which you are reading right now. Visit our community forums for more help.

User Menu

The user menu, which shows your account's full name or login ID, allows you to perform a variety of actions including the following:

- Change Password - If the administrator allows users to change their account's password, this option is available. Click **Change Password** to bring up a new dialog that asks for your current password and the new password you want. After entering the appropriate information, click **OK** to change the account's password. If the new password does not meet the administrator's security settings for passwords, a message is displayed that explains how the new password does not meet these security requirements.

- Change Email Address - If the administrator allows users to change their account's email address, this option is available. Click **Change Email Address** to bring up a new dialog that lets you update your account email address. Your email address can be used to receive or reset your password (if allowed by your administrator).

- Logout - When you are finished with the Web Client, click **Logout** to end your session.

The Navigation Bar

The Serv-U Web Client features full history navigation including back and forward buttons, a history browser, and an Explorer-style address toolbar.

Back

The **Back** button navigates the Web Client to the previously listed directory.

Forward

The **Forward** button navigates the Web Client to the next most recent directory listed.

History List

The **History List** button displays the full navigation history since the Web

Client was loaded.

Note: Reloading the Web Client clears your navigation history.

Address Toolbar

The current directory is listed here with each of the directory segments a clickable link. To navigate directly to that directory, click the directory name. Additionally, clicking the **>** arrow next to a directory segment will display its sub-directories in a pop-up menu. After this menu appears, select the sub-directory you want to make it your current directory.

Go To Directory

Towards the right-side of the navigation bar, the **Go To** icon displays a dialog that allows you to enter a path. Once entered and submitted, the directory listing is updated for that path. This is the fastest way to navigate directly to a directory when you know the full path. If you visit this directory frequently, consider adding it to your Favorites for faster navigation in the future.

Jump To

In the Jump To menu you can change which HTTP interface you are using with Serv-U. Available options include the following:

- Web Client - The HTTP interface you are using now that offers access to Web Client Pro.

- Management Console - If your user account has administrative privileges in Serv-U, this link opens the Management Console.

- FTP Voyager JV - Available with Serv-U MFT Server licenses, this link launches the FTP Voyager JV full-featured transfer client (Java must be installed to use FTP Voyager JV).

- File Sharing - If File Sharing is enabled for your domain, this link opens the File Sharing interface where you can send and receive files from users without a Serv-U account.

Directory Listing and Actions

Below the Navigation Bar is the directory listing returned by the server for the current directory. Above the directory listing are the various actions that can be performed to navigate the server, transfer files, or change the layout of the listings. For more information about these actions, see the "Directory Management", "File Management", and "Thumbnails, Slideshows and Media Player" sections.

In the bottom right-corner of the directory listing is a summary of the contents of the current directory. Listed here is the number of directories, the number of files, and the total size of the files contained in the current directory.

Directory Management

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.

Navigating Directories

There are various ways the current directory can be changed. Changing the current directory updates the contents of the directory listing. The easiest method to change the current directory is to use your mouse to double-click a directory in the listing. Additionally, a directory can be right-clicked, and the **Open** option selected. A final method to change the current directory is to select a directory in the listing, and then click **Open** in the toolbar above the listing.

Parent Directory

If your user account is locked in your home directory and the current directory is your home directory, then this button is not available. Click the button to change the current directory to the parent directory. For example, if your current directory is `/public/files`, clicking the button changes the current directory to `/public`.

New Directory

Click this button to create new directories on the server. Once clicked, a new dialog is displayed that asks for the name of the new directory that should be created. If your user account does not have the ability to create directories, or there is a conflict with the new directory name, an error message is displayed.

Delete

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

Note: Deleting a directory deletes all files and folders that are contained in the directory. This action cannot be undone on the server.

Rename

To rename a directory, select the directory you want to rename in the directory listing and click **Rename** available under **More Actions**. This option is also available by right-clicking on the directory 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 directories or there is a conflict with the new directory name, an error message is displayed.

Refresh

Refreshing the current directory listing causes the Web Client to retrieve the directory listing again and update the displayed files and folders.

Thumbnails

Click **Thumbnails** to change the view from a detailed view to a thumbnails view. While in thumbnails view, the Web Client retrieves and displays small versions of any image files in the current directory. When in thumbnail view, an additional menu is available that allows you to change the size of thumbnails that are displayed. For more information about thumbnails, see "Thumbnails, Slideshows and Media Player". Click this button again to return the view to the default **Details**

mode.

Folder Favorites

Folders can be added to the Favorites list by selecting a folder in the directory listing and clicking **Add to Favorites** option available under **More Actions** or by right-clicking a folder, and then selecting **Add to Favorites**.

File Management

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.

Upload

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** . Cancelled 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.

Download

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.

Rename

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.

Delete

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.

Thumbnails, Slideshows and Media Player

The Web Client, combined with advanced features in Serv-U, is a perfect platform for sharing photos with friends, family, or clients. Using advanced on-the-fly compression techniques, the Web Client can request a custom sized thumbnail image for virtually any type of image file. This thumbnail image is generated by the server upon receiving the request and sent back to the client. In this way, you can view a smaller version of an image file in a fraction of the time it would take to download the entire file and open it up locally. This also minimizes the amount of bandwidth used by the server to send these image files.

The Web Client supports two image viewing modes: thumbnails and slideshows. Slideshows can be viewed when in either the detailed or thumbnail view mode.

Thumbnails

The thumbnail view replaces the detailed directory listing with one that allows a thumbnail image to be displayed for each file. If the file is not of a supported image type, then the appropriate icon for the file type is displayed instead. While in thumbnail view mode, the same toolbar displayed above the directory listing can be used to open folders, transfer files, and rename or delete the currently selected file.

The size of each image thumbnail can be customized by opening the thumbnail size menu available next to the **Thumbnail View** mode button. Three sizes are offered to help you find a balance between the size of the thumbnails and the time it takes to retrieve them. When creating thumbnail images, Serv-U preserves the aspect ratio of the image to avoid distorting the original image.

Images can be previewed in both the thumbnail and detailed view mode. An image that is previewed is displayed in a new dialog as if in a slideshow, however it is paused on the previewed image. Images are shown at a maximum width of 600 pixels. If the previewed image is smaller than this size, then the image is shown using its actual dimensions. While previewing an image, a slideshow can be started by clicking **Play** in the bottom left corner of the preview dialog.

Slideshows

Slideshows are a way to automatically preview the images contained in the current directory. While viewing an image in slideshow mode, standard actions can be performed on that file including Download, Rename, and Delete by clicking the appropriate button below the image.

The slideshow can be controlled manually using the buttons to either side of the current slideshow image. The current position in the slideshow is displayed at the top of the dialog. A **Play Slide Show** / **Pause Slide Show** link appears in the top right corner. Next to this is an options button that displays a slider to control the speed at which images advance in the slideshow. Adjusting the slider to the left

increases the time each image is displayed while adjusting it to the right decreases the amount of time for each image. On some servers, a loading image may be displayed when advancing to the next image if the current pace is faster than the server is capable of generating and sending the slideshow image.

Along the bottom of the dialog is displayed a strip of the next 5 images in the slideshow. The arrows to the left and right of these images can be used to browse all images in the slideshow. To quickly jump to a specific image in the slideshow, simply click on that image in the thumbnail strip.

When you are finished viewing the slideshow, press Escape on your keyboard, or click the 'x' in the top right corner of the dialog.

The Media Player allows users to play most common media formats instantly using the Media Player dialog in the Web Client. This feature allows user to conveniently preview audio and video files before downloading as well as build playlists to stream audio straight from the Web Client.

Playlists are dynamically generated by Serv-U to play all audio files located in the user's current directory. If audio files are detected in the current directory, a **Play List** option is made available. Click the button to begin successively streaming all audio files in the user's current directory to the built-in Media Player.

The Media Player can be controlled manually using the **Previous** and **Next** buttons located above the player. Next to these controls is a counter showing the position of the current media file along with the total number of media files in the current directory.

Note: These controls manually change to the previous or next media file in the current directory. Once the media file has been played, the Media Player does not automatically move on to the next media file.

To play multiple audio files in succession, use the **Play List** option. When using this feature, the controls in the appropriate media player plug-in can be used to change the current track. While streaming a playlist from Serv-U, the download, delete, and rename actions are hidden.

Chapter 2: Web Client Pro

Web Client Pro Layout

Web Client Pro provides intelligent file transfer using an elegant Java applet within the web browser, providing a balance between the ease of use in the Web Client and the advanced file transfer capabilities of FTP Voyager JV. With Web Client Pro, multiple files and folders can be uploaded or downloaded quickly and easily, with a detailed Transfer Pane for easy review of ongoing transfers.

The Web Client Pro is displayed as an additional area below the normal Web Client toolbar. It is separated into two sections. On top is the Transfer Pane, providing a list of operations pending or ongoing. Below is the Web Client Pro toolbar, which is used to manage these transactions and operations.

Transfer Pane

The Transfer Pane provides a comprehensive view of all active file operations in Web Client Pro, grouped together according to operations that began at the same time. A set of operations is referred to as an Operation Group, and is named according to the type of action (Download, Upload, Delete) and which order it occurred in. The Transfer Pane provides the following information about each transfer:

Operation

The status of the operation.

Name

The name of the file being uploaded, downloaded, or deleted.

Status

The current speed of the operation.

Completion

Estimated time until completion of the operation.

Source Path

> The full path to the source file. This may be a local path (such as
> `C:\files\myfile.txt`) or a remote path (such as `/files/myfile.txt`).

Destination Path

> Operates the same way as the Source Path, showing the destination of the
> file.

Operation Management

The Web Client Pro toolbar includes all functionality needed to manage ongoing
operations in the Transfer Pane. These are the following:

Show in Folder

> Launches the operating system's default file explorer and navigates to the
> download's target directory of the selected row.

Open File

> Launches the operating system's default program for the download's target
> file of the selected row.

Stop After File Completes

> Waits for the current operation to finish, then stops all upcoming transfers
> and awaits user input.

Skip File

> Skips the currently uploading or downloading file, and then moves on to the
> next operation in the queue.

Pause

> Pauses the current operation and the rest of the operation queue.

Resume

> Resumes the current transfer operation and the rest of the operation queue.

Start

Starts an operation queue that has been stopped completely.

Restart/Relist

Restarts a failed operation or re-lists a directory listing operation that has failed.

Remove

Removes a file or operation group from the Transfer Pane.

Remove Completed

Removes completed operations only from the Transfer Pane.

Remove Cancelled

Removes cancelled operations only from the Transfer Pane.

Remove Skipped

Removes skipped operations only from the Transfer Pane.

Remove Paused

Removes paused operations only from the Transfer Pane.

Remove Waiting

Removes waiting operations only from the Transfer Pane.

Remove Stopped

Removes stopped operations only from the Transfer Pane.

Remove All

Removes all completed, cancelled, skipped, paused, waiting, and stopped operations from the Transfer Pane.

Settings

Access configuration options for Web Client Pro.

ⓘ About

> Display version and developer information about Web Client Pro.

Preferences

The preferences page allows Web Client Pro settings to be changed according to individual needs. These settings are the following:

Confirmation Options

Disabling any of the following options removes confirmations from the given action. For example, disabling **Confirm upload overwrite** allows users to overwrite existing files without confirmation, while disabling **Confirm file delete** allows files to be deleted without confirmation.

- Confirm upload overwrite and 'resume'
- Confirm download overwrite and 'resume'
- Confirm upload folder merge
- Confirm download folder merge
- Confirm file delete
- Confirm folder delete
- Confirm folder relists when restarting transfers

Transfer Pane

Options in the Transfer Pane menu affect transfer operations and the display options of the Transfer Pane.

- Number of Threads (1-10) - By default, Web Client Pro will transfer four files at a time. However, this can be decreased for faster performance on slower systems, or increased on higher-performance systems.

- Enable Row Colors - Enabling row colors will alternate coloring of rows in the Transfer Pane for users who want even and odd rows to be identified. The colors can be selected as well.

- Automatically Expand New Transfer Groups - Transfer Groups or Operation Groups will expand by default to show a list of all files and folders being operated upon. This option can be disabled.

- Automatically Start New Transfer Items - By default, new transfers are started immediately. This can be disabled so that operations can be queued, then started on demand.

- Automatically Remove Completed Transfers - The Transfer Pane does not automatically clear completed items, allowing users to review transferred items before clearing the list. This can be set to automatically clear items that are successfully transferred. Failed transfers, or operations that encountered an error, are left in the list for review.

About

The About dialog allows users to get information about the version of Web Client Pro they are using, contact information for SolarWinds and local translator partners, and legal information regarding the Web Client Pro software package.

Program Information

The Program Information page includes the following information:

- Web Client Pro Version - The software version of Web Client Pro.

- Build Date - The date that this version was built.

- Contact Information - The contact information for SolarWinds.

- Development - Information about the developers of Web Client Pro.

- Legal - Legal disclaimers regarding the software.

Computer Information

The Computer Information page provides a technical readout of the computing environment in use by Web Client Pro. The **Copy to clipboard** option allows easy copying of this information for use with Technical Support when needed.

Installing Java

If Java is not installed on your system, or if you are using a third-party version of Java, you may encounter trouble running Web Client Pro. In order to correct this, follow the directions below to install Java on your operating system.

Windows

To install Java on Windows:

1. Navigate to http://java.com/en/download/.

2. Click **Free Java Download** to download the Java Runtime environment.

3. Follow the prompts to complete Java installation.

4. Restart the browser, and then log in to Serv-U to start Web Client Pro.

Mac OS X

Oracle does not maintain the Java Runtime Environment on the Macintosh operating system. To install the Java Runtime Environment or to update it, use the **Apple Menu > System Update** menu in the Finder.

Linux

Installing Java on Linux can be complicated due to most distributions shipping with a third party JRE called "icedtea", which functions differently than the Oracle JRE.

To install the official Java Runtime Environment:

1. Navigate to http://java.com/en/download/linux_manual.jsp.

2. Download the `Linux (Self-Extracting File)` for x86-based kernels or `Linux x64` for x86_64 kernels.

3. Create the directory `/usr/java/`, and then move the JRE into the directory.

4. Type `chmod a+x jre%VER%.bin` to change permissions on the JRE file to allow execution.

5. Type `./JRE~.bin` to extract the JRE to the file system.

6. In 64-bit Linux, type `sudo rm /usr/lib64/mozilla/plugins/libjavaplugin.so` to remove the IcedTea Java plugin, not supported by Web Client Pro. In 32-bit Linux, type `sudo rm /usr/lib/mozilla/plugins/libjavaplugin.so`.

7. Type `sudo ln -s /usr/java/jre%VER%/lib/amd64/libnpjp2.so /usr/lib64/mozilla/plugins/` (or `/usr/lib/` for 32-bit Linux) to allow the plugin to load in your browsers.

8. For users with SELinux enabled, it must be configured to allow "execstack", required by Oracle Java. To do this, type `sudo setsebool -P allow_execstack 1`.

Chapter 3: File Sharing

File Sharing Console

The File Sharing Feature allows users to send or receive files from guests.

On the File Sharing web console you can search for, view, manage, and edit all incoming and outgoing file sharing requests. This dashboard is where all File Sharing requests are initiated.

Common use case scenarios for File Sharing are as follows:

- Send a file internally within your organization typically in the same network using a link in an email.

- Send a file outside of your organization and outside of your network using a link in an email.

- Receive a file from someone by sending a link to a page, where the other party can easily upload to it.

- Search for file shares or files among existing Sent, Requested, or both Sent and Requested shares.

- Requested, Sent, or all files using the Search field.

- A list of all incoming and outgoing files can be refreshed by clicking **View All Requested/Sent**.

View All

Clicking **View All Requested** or **View All Sent** displays an overview of files sent/received, dates, recipients and when they expire. To remove a file from the list, click **Delete**.

- Expiration dates determine how long until the download link expires.
- Click **Delete** to permanently delete the file from the list.
- Click **Refresh** if you do not see the file you are expecting to see.

Note: Deleting the only file in an outgoing share leaves nothing for the guest to download. You may want to delete the entire file share instead.

Share Details

The File Share Details page provides an overview of all the files sent, and the download history of each file. It is also possible to download the files belonging to

a file share on this page, either individually, or in bulk, by clicking **Download All**. If the file share contains remote files, and the files were renamed, moved, or deleted in the meantime, the corresponding Download and Delete buttons are replaced by exclamation points to indicate that it is not possible to perform these actions on the files. Additionally, if a remote file was renamed, moved or deleted, it will not be included in the download if you click **Download All**.

After the File Share Access Link has expired, Serv-U will automatically delete the entire File Share and there will not be any record of it after this period of time. The setting where you can configure the number of days that elapse after a download is located in the Management Console under **Domain Limits & Settings > File Sharing**.

You can delete the file share sooner by clicking **Delete File Share Now**.

Sent File Share Details

Date Received	Monday, July 08 2013 04:20 PM
Subject	Serv-U File Share Link [expires 7/15/2013 12:00 AM]
File Share URL	http://10.199.4.121/?ShareToken=7ECE989B3F8D30D97B522F35D0ED8AECB9DE45BD
Recipient(s)	mark. .@solarwinds.com
Status	Sent Email (Resend guest invitation)
Expires	Monday, July 15 2013 12:00 AM

File Name	File Size	Download	Delete
swlogo_help.jpg	36.13 KB	⬇	✖

⬇ **Download All**

Download History	File Name	Location
There is no download activity for files in this file share.		

⚠ This file share is set to be automatically deleted **7 days** from the expiration date.
Learn More >   ✖ **Delete File Share Now**

Requested File Share Details

Date Received	Monday, July 08 2013 04:20 PM
Subject	Serv-U File Share Link [expires 7/15/2013 12:00 AM]
File Share URL	http://10.199.4.121/?ShareToken=AB4DCEFFEFC141E6013DE943FB6C3F0924FEBC7C
Sender(s)	mark. @solarwinds.com
Status	Sent Email (Resend guest invitation)
Expires	Monday, July 15 2013 12:00 AM

File Name	File Size	Download	Delete
No files are available from this file share (yet).			

Download History	File Name	30	Location
There is no download activity for files in this file share.			

⚠ This file share is set to be automatically deleted **7 days** from the expiration date.

Send Files Wizard

The File Share Outgoing wizard allows you to share files by entering the email addresses of your recipients. You can add a message, set your own expiration date, or type a password for security. Finally, you select the files you want to send and complete the share.

Behind the scenes, Serv-U saves the files and sends an email with web links to each of your recipients.

When your recipients receive their notifications, they click their links, enter any required passwords, and then download their files.

As each file is downloaded, Serv-U updates the information on your share, and may send you email receipts to tell you that your file was downloaded.

You can also create anonymous shares. In this case, you do not have to specify the recipients of the file share. When creating anonymous shares, only a link is generated, which you can then send out manually.

To send files to a guest user:

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.

Share Information

Subject
Serv-U File Sharing Link [expires Monday, March 17, 2014 12:00:00 AM]

Comments (optional)

My Contact Information

Name

☑ Notify me when the file(s) have been downloaded

Email Address

Guest Email Addresses

☑ Automatically send the download link to the guest user(s) in an email

    ☑ Send me an email copy with the download link

User emails who need access to this share (comma separated)

Serv-U Access Link Expiration

The link to download files should expire:

    ⦿ on this specific date   03/17/2014

    ○ in   24 ⌄   hours

    ○ in   30 ⌄   days

ⓘ **Note:** Expiration dates help keep your files more secure by limiting access.

Other Settings (optional)

☐ Require the guest to enter this password to access Serv-U.
(To generate a password, click on the key button)

☐ Include the password in the email (less secure)

ⓘ **Note:** Your passwords are not recoverable. In the case of a lost password, the invitation would need to be resent with a new password.

To create an anonymous share:

1. Enter a subject title.

2. Enter any additional comments.

3. Enter your contact information.

4. Set an expiration date for when the link to download files will expire.

5. To be notified when files have been downloaded, select the appropriate option.

6. Deselect **Automatically send the download link to the guest user(s) in an email**.

7. To require the guest to enter a password before downloading the files, select the appropriate option.

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.

After uploading your files and sending them, you will see a File Upload Confirmation page which summarizes the outgoing file upload. This page includes the following information:

1. File Upload Confirmation date and time.

2. Verify the correct file was sent. No action is required, unless you need to cancel the file upload. **(Step 5)**

3. The URL of the file download.

4. The file that was uploaded.

5. Options to generate another email using your email client, or cancel the file share.

6. Click **Done** to finish.

Request Files Wizard

The Request Files Wizard allows you to receive a file from someone by sending a link to a page, where the other party can upload the file to.

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 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.

Share Information

Subject

Serv-U File Sharing Link [expires Monday, March 17, 2014 12:00:00 AM]

Comments (optional)

My Contact Information

Name

☑ Notify me when the file(s) have been uploaded

Email Address

Guest Email Addresses

☑ Automatically send the upload link to the guest user(s) in an email

☑ Send me an email copy with the upload link

User emails who need access to this share (comma separated)

Serv-U Access Link Expiration

The link to upload files should expire:

⦿ on this specific date   03/17/2014   📅

◯ in   24 ▾   hours

◯ in   30 ▾   days

ℹ **Note:** Expiration dates help keep your files more secure by limiting access.

Other Settings (optional)

☐ Constrain individual file sizes to: 10   MB ▾

☐ Require the guest to enter this password to access Serv-U.
   (To generate a password, click on the key button)

                                          🔑

☐ Include the password in the email (less secure)

ℹ **Note:** Your passwords are not recoverable. In the case of a lost password, the invitation would need to be resent with a new password.

Confirmation   ✕

You did not disclose any recipients for this file share. You must manually give this link to your recipients.

This URL will provide access to your guest user(s) to upload files:

https://
/?ShareToken=6C2E7EDBFAAEF2E75A2F9D50B66
D54D3FEDFE715

Done