FTP on a PC

FTP has fast transfer rates and can be used on both the home network (LAN) and remotely from outside your home (WAN). However, the files have to be transferred to the computer first, before you can open and view them. Also, you will have to know the IP address of your network drive and for remote access, port forwarding on the network router is required.



To find out the IP address of your network drive, login via web interface and then go to Preferences > Server Info. The Local IP Address can be used on your home network and the IP address seen under UPnP Port Forwarding can be used for remote access.



When using FTP, we recommend installing a dedicated FTP client. This is not only more convenient but also makes it easier to manage your accounts and files.



If you would like to connect remotely via FTP, set a port range for passive FTP and set up port forwarding on your network router first. Redirect the incoming FTP traffic on port 21 to the IP address of your network drive and do the same for the passive port range. Otherwise, you can only use FTP when both your computer and the network drive are connected to the same local network. For more information about port forwarding and how to setup your network router, please see the guides at http://portforward.com or refer to the documentation of your network router.

Setup FTP Service

- 1. Login to your network drive as administrator.
- 2. Go to Preferences > FTP.
- 3. Make sure the FTP service is up and running.

•	FTP	
Enable FTP Service (Service is running)		
Protocol	Enforce SSL	
Anonymous	Enable Anonymous	
	Writable	
Port	21	[1-65534]
From From	0	[0,1025-65534]
Passive Port Range To	0	[0,1025-65534]
Public Folder	Anonymous Only	
When the SSL encryption is enabled, set you FTP client has an option to set the charset th		

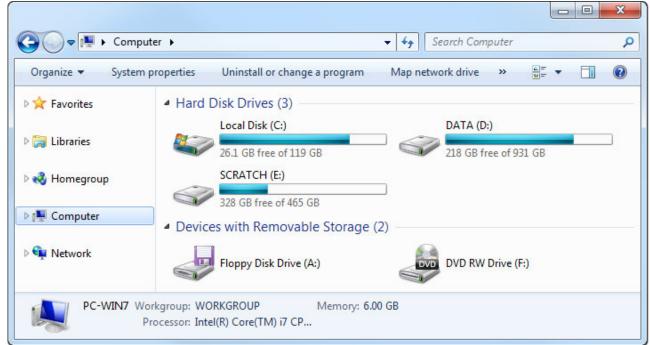
4. If you plan on connecting remotely from outside your home network, it's best to enable the option **Enforce SSL** and to assist port forwarding, it's necessary to set a **passive port range** of about 50-100 ports.

	FTP	
	_	
Enable FTP Service (Service is running)		
Protocol	Enforce SSL	
Anonymous	Enable Anonymous	
	Writable	
Port	21	[1-65534]
Passive Port Range	50100	[0,1025-65534]
To	50200	[0,1025-65534]
Public Folder	Anonymous Only	
When the SSL encryption is enabled, set yo FTP client has an option to set the charset th		
Apply	Refresh)

File Explorer

You can use the file explorer to open an FTP folder but in general, we recommend using a 3rd party FTP client.

1. On your computer, open the file explorer.



 In the address field, enter ftp:// followed by the IP address of your network drive and click Enter on your keyboard or click on the Go to arrow in the file explorer.

Organize 🔻 System	m properties Uninstall or change a program	Map network drive »
🔆 Favorites	 Hard Disk Drives (3) 	
	Local Disk (C:)	DATA (D:)
詞 Libraries	14.8 GB free of 119 GB	205 GB free of 931 GB
🝓 Homegroup	SCRATCH (E:)	
Thomegroup	329 GB free of 465 GB	
🖳 Computer		2)
	 Devices with Removable Storage (2)
陣 Network	Floppy Disk Drive (A:)	DVD RW Drive (F:)

 When prompted for the login credentials, enter the username and password of your user account on the network drive and click Log On. As an example, the administrator would enter admin for both username and password.

g On A		×
P	Either the server does not allow anonymous logins or the e-mail address was not accepted.	2
	FTP server: 192.168.33.30	
	User name: admin 🗸	
	Password:	
	After you log on, you can add this server to your Favorites and return to it easily	у.
⚠	FTP does not encrypt or encode passwords or data before sending them to the server. To protect the security of your passwords and data, use WebDAV instea	ad.
	Log on anonymously	
	Log On Cancel	1

4. You can now manage your files on the network drive.

Organize 🔻			<u>.</u>
ጵ Favorites 词 Libraries 輚 Homegroup	admin File folder Public File folder	downloads File folder	
🖳 Computer			

If you prefer, you can also add the username and password to the URL, in order to reduce the steps it takes to login and remove the additional password prompt. The correct syntax for the URL is **ftp://username:password@192.168.33.30**.

FTP Client

A FTP client makes it easier to manage multiple accounts and it is also more convenient to transfer the files. In addition, the FTP client provides functions like pause, resume, error logs, backup and more. If you already have a FTP client, simply use your preferred program. If you are still looking for a client, you could try FileZilla or Core FTP just to name two.

Home Network (LAN)

In this environment, both the network drive and the computer where the FTP client is installed are connected to the same local network.

1. Start up your FTP client. In this example, we are using FileZilla.

E FileZilla							X
	ansfer Server Bookmark	Help					
		■ 1% 17° 88					
Host:	Username:	Password:	Port:	Quickco	nnect		
							-
Local site:			Remote site:				÷
Computer			*				
⊕ <mark>.</mark>							
	A)						
E: (SCRA	TCH)		=				
			-				
Filename	Filesize Filetype	Last modified	Filename	~	Filesize Filetype	Last modified	P
A:	Floppy Disk	Dri					
🏭 C:	Local Disk			No	t connected to any server		
👝 D: (DATA)	Local Disk			140	connected to any server		
E: (SCRATCH)	Local Disk CD Drive						
	CD Drive		•		m		•
5 directories			Not connected	d.			
Server/Local file	Direction Rem	ote file	Size Prior	rity Status			
Queued files Failed	transfers Successful tran	nsfers					
					Den Qu	eue: empty	

2. Open the Site Manager.

FileZilla								х
	sfer Server Bookmark	s Help						
	1 😆 🗤 🍽 🌬 🛷							
Host:	Username:	Password:		Port:	Quickconnect	•		
								-
Local site:			-	Remote site:				
ian <mark>a, Computer</mark> iana <mark>iana A:</mark>			^					
🛓 🏭 C:								
E: (SCRAT)	с н)		=					
			*					
Filename	Filesize Filetype	Last modified		Filename		Filesize Filetype	Last modified	F
🚑 A: 🌉 C:	Floppy Disk Local Disk	: Dri						
D: (DATA)	Local Disk				Not conne	cted to any server		
E: (SCRATCH)	Local Disk CD Drive							
2. ROBERT	CD Drive		6	<	III			,
5 directories	Trees and Date	. Yan Maria A		Not connected.	E and the			
Server/Local file	Direction Ren	note file		Size Priority	Status			
Site Manager						×		
Select Entry:		General Adv	/anced	Transfer Setti	ings Charset			
My Sites My Akitio		Host:			Port:			
MyCloud	Duo							
MyCloud	Pro	Protocol:	FTP - Fi	le Transfer Pro	otocol	×		
		Encryption:	Use pla	in FTP		-		
		Logon Type:	Anonyn	nous		-		
		User:						
		Password:						
		Account:						
		Comments:						
		1				*		
New Site	New Folder							
New Bookmark	Rename							
Delete	Carri					-		
Delete	Сору							
	Connect	ОК		Cancel				

4. For the host, enter the **IP address** of your network drive (e.g. 192.168.33.30). Use the local IP address as seen under Preferences > Server Info but without the port number.

3.

elect Entry: My Sites MyAkitio MyCloud D MyCloud P		General Adv Host: Protocol: Encryption: Logon Type: User: Password: Account: Comments:	vanced Transfer Sett 192.168.33.30 FTP - File Transfer Pro Use plain FTP Normal admin	Port:
New Site	New Folder			*
New Bookmark	Rename	j		
Delete	Сору			T

5. For the protocol, select **FTP - File Transfer Protocol**.

elect Entry:		General Ad	vanced	Transfer Settings	Charset
My Sites MyAkitio MyCloud Duo MyCloud Pro		Host: Protocol: Encryption:	_	i8.33.30 File Transfer Protoco ain FTP	Port:
		Logon Type: User: Password: Account: Comments:	Normal admin	••••	
New Site	New Folder				
New Bookmark	Rename				
Delete					
Delete	Сору]			

6. For the encryption, select **Use plain FTP**. If the FTP server is set to use SSL encryption, select **Require explicit FTP over TLS** instead.

ect Entry:		General Ad	/anced	Transfer Settings	Charset
My Sites MyAkitio MyCloud Duo MyCloud Pro		Host: Protocol: Encryption:	192.16	i8.33.30 ile Transfer Protoco	Port:
		Logon Type: User: Password: Account: Comments:	Normal admin		
New Site	New Folder]			
lew Bookmark	Rename]			
Delete	Сору] [

7. For the logon type, select **Normal** and then enter the username and password of your user account on the network drive. As an example, the administrator would enter **admin** for both username and password.

elect Entry:		General	Advanced	Transfer Settin	ngs Charset		
My Sites		Host:	192.16	58.33.30	Port:		
MyCloud D MyCloud P		Protocol:	FTP - F	FTP - File Transfer Protocol			
<u>+</u>		Encryption	n: Use pla	ain FTP			
		Logon Typ	e: Norma				
		User:	admin				
		Password					
		Account:					
		Comments	s:				
New Site	New Folder	j					
New Bookmark	Rename]					
Delete	Сору						

8. Under normal circumstances, these are all the settings you have to configure and the rest can be left at default. However, if you have changed the port number for the FTP server and it's not using the default port 21, remember to enter the correct port number in the FTP client at this

point.

9. Double check all your settings and then click **Connect**. If you are using SSL encryption, you will be prompted to accept the certificate at this point.

ect Entry:	General	Adva	nced	Transfer Settin	gs Charset
My Sites MyAkitio MyCloud Duo	Host:	_	192.168.33.30 Port: FTP - File Transfer Protocol Use plain FTP		
MyCloud Pro	Protocol: Encryptic				
	Logon Ty	-	lormal		
	User: Password		dmin	•••••	
	Account: Comment				
New Site New Folder]				
lew Bookmark Rename]				
Delete Copy					

10. You can now manage your files on the network drive.

MvCloud Pro - ad	dmin@192.168.33.30 - FileZilla						3
	Transfer Server Bookmarks						_
							_
Host:	Username:	Password:	Port:	Quickconnect			
	00 Switching to Binary mode. ASV						*
Response: 22	27 Entering Passive Mode (192, 16	8,33,30,80,107).					
Command: LI! Response: 15	ST 50 Here comes the directory listing						
Response: 22	26 Directory send OK.	4.					
Status: Dir	irectory listing successful						-
Local site:			▼ Remote site: /				•
🗄 📲 Compute	r		▲ <u></u> /				
🖶 🚽 🗛:							
🗄 - 💒 C:							
🗄 🕁 🔂 D: (DA			=				
E: (SC	RATCH)						
			-				
Filename	El contra el contra	Last modified	A	E1 - 1-	101-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1	Last and Read	_
100000000000	Filesize Filetype		Filename	Filesize	Filetype	Last modified	P
🚑 A: 🌉 C:	Floppy Disk Local Disk	Dri	· · · ·		F1 6 11	1 (2 (2012 6 16 0	
			admin		File folder	1/3/2013 6:16:0	
👝 D: (DATA)	Local Disk		🌙 downloads		File folder	1/4/2013 10:36:	
	1.001				THE RELEASE	1 (2 (2012 10 22	
E: (SCRATCH)	Local Disk		J Public		File folder	1/3/2013 10:33:	u
E: (SCRATCH)	Local Disk CD Drive		Public	m	File folder	1/3/2013 10:33:	×
				III	File folder	1/3/2013 10:33:	•
읊 F:		otefile	۲ 3 directories	III Status	File folder	1/3/2013 10:33:	•
F: 5 directories	CD Drive	ote file	•		File folder	1/3/2013 10:33:))
F: 5 directories	CD Drive	ote file	۲ 3 directories		File folder	1/3/2013 10:33:	•
F: 5 directories	CD Drive	ote file	۲ 3 directories		File folder	1/3/2013 10:33:	•
F: 5 directories	CD Drive	ote file	۲ 3 directories		File folder	1/3/2013 10:33:	Þ
E: 5 directories Server/Local file	CD Drive Direction Rem		۲ 3 directories		File folder	1/3/2013 10:33:	•
E: 5 directories Server/Local file	CD Drive		۲ 3 directories		File folder		•



If there is an option to set the charset that is used to encode the file names, set it to **UTF-8**.

Remote Connection (WAN)

In this environment, the computer where the FTP client is installed is not on the same network as the network drive. The connection is established over the internet from outside your home.

Network Router

1. Write down the port number and the passive port range from your network drive.

Enable FTP Service (Service is running)		
Protocol	Enforce SSL	
	Enable Anonym	ious
	Writable	
Port	21	[1-65534]
Passive Port Range	50100	[0,1025-65534]
Passive Port Range To	50200	[0,1025-65534]
Public Folder	Anonymous Or	nly
When the SSL encryption is enabled, set yo FTP client has an option to set the charset t		

- 2. Login to your network router. This is the device that connects your home network to the internet. In some cases, this device has been provided by your ISP and in some cases it will be your own device, most likely a wireless access point that provides both the wired and the wireless network connection at your home.
- 3. Find a setting called **Port Forwarding**. This function might be named differently on your particular router (e.g. Virtual Server), so it's best to first consult the user manual. You can also find some guides at http://portforward.com if the documentation doesn't include any samples.
- 4. Setup port forwarding for TCP port 21 or whatever number you have set for the FTP port and redirect it to the IP address of your network drive. In most cases, the router will have a pre-set value for FTP traffic, so you can simply select FTP from a drop-down list.
- Setup port forwarding for the passive port range. In this example, you would redirect the traffic from TCP ports 50100-50200 to the local IP of your network drive at the same range 50100-50200.

FTP Client

1. Start up your FTP client. In this example, we are using FileZilla.

FileZilla			3				x
File Edit View Tra	ansfer Server Bookmarks	Help					
🔌 🕶 🚺 💽 😭	🛃 😫 🕼 🕅 🌸 🛷	🗉 🕺 🚰 🙃					
Host:	Username:	Password:	Port:	Quickconnect			
Local site:			Remote site:				
 	ATCH)						
Filename	Filesize Filetype	Last modified	Filename		Filesize Filetype	Last modified	
🛃 A: 🏭 C:	Floppy Disk Local Disk	Dri					
D: (DATA)	Local Disk			Not connec	ted to any server		
E: (SCRATCH)	Local Disk						
	CD Drive		4				,
5 directories			Not connected.				
Server/Local file	Direction Rem	ote file	Size Priority	Status			_
Queued files Failed	transfers Successful tran	sfers					
					Bee Qu	eue: empty 🛛 🔍	

2. Open the Site Manager.

7 FileZilla File Edit View Transfer Server Bookm	arks Help				
) * # # \ T 🔁 🕄 🖓 🗐	7 🗉 🕺 🚰 🕅				
Host: Username:	Password:	Port:	Quickconnect	•	
Local site:		✓ Remote site:			
iange Computer a a a a a a a a a a a a a c.: a b b b c.: b b b c.: b b b c.: b b c.: b b c.: b b c.: b b c.: b b.: c.: b b.: c.: b.: c.: b.: c.: b.: c.: b.: c.: b.: c.: b.: c.: b.: c.: b.: c.: b.: c.: b.: c.: b.: c.: b.: c.: b.: c.: b.: c.: b.: c.: b.: c.: c.: b.: c.: b.: c.: c.: b.: c.: c.: c.: c.: c.: c.: c.: c		E			
Filename Filesize Filetype	Last modified	Filename	Fil	lesize Filetype	Last modified
A: Floppy D					
🚣 C: Local Dis 👝 D: (DATA) Local Dis			Not connecte	ed to any server	
👝 E: (SCRATCH) Local Dis	k				
E CD Drive		•	Ш		
directories		Not connected.			
		for your networl	k drive.		Jeue: empty 🔮 (
lick New Site and create a Site Manager		for your networl	k drive.	Kees Or	Jeue: empty
lick New Site and create a Site Manager Select Entry:	a new account	for your network			Jeue: empty 🗨
lick New Site and create a Site Manager	a new account				Jeue: empty
lick New Site and create a Site Manager Select Entry: My Sites My Akitio My Claud Dup	a new account General Adv Host:	vanced Transfer Sett	ings Charset	×	Jeue: empty
lick New Site and create a Site Manager Select Entry:	a new account		ings Charset		Jeue: empty
lick New Site and create a Site Manager Select Entry: My Sites My Akitio My Claud Dup	a new account General Adv Host: Protocol:	vanced Transfer Sett	ings Charset	×	Jeue: empty
lick New Site and create a Site Manager Select Entry:	a new account General Adv Host: Protocol:	vanced Transfer Sett FTP - File Transfer Pro Use plain FTP	ings Charset	×	Jeue: empty
lick New Site and create a Site Manager Select Entry:	a new account General Adv Host: Protocol: Encryption:	vanced Transfer Sett FTP - File Transfer Pro Use plain FTP	ings Charset	×	Jeue: empty
lick New Site and create a Site Manager Select Entry:	a new account General Adv Host: Protocol: Encryption: Logon Type: User:	vanced Transfer Sett FTP - File Transfer Pro Use plain FTP	ings Charset	×	Jeue: empty
lick New Site and create a Site Manager Select Entry:	a new account General Adv Host: Protocol: Encryption: Logon Type: User: Password:	vanced Transfer Sett FTP - File Transfer Pro Use plain FTP	ings Charset	×	Jeue: empty
lick New Site and create a Site Manager Select Entry:	a new account General Adv Host: Protocol: Encryption: Logon Type: User:	vanced Transfer Sett FTP - File Transfer Pro Use plain FTP	ings Charset	×	Jeue: empty
lick New Site and create a Site Manager Select Entry:	a new account General Adv Host: Protocol: Encryption: Logon Type: User: Password:	vanced Transfer Sett FTP - File Transfer Pro Use plain FTP	ings Charset	×	Jeue: empty
lick New Site and create a Site Manager Select Entry:	a new account General Adv Host: Protocol: Encryption: Logon Type: User: Password: Account:	vanced Transfer Sett FTP - File Transfer Pro Use plain FTP	ings Charset	×	Jeue: empty
lick New Site and create a Site Manager Select Entry: MyAkitio MyCloud Duo MyCloud Pro	a new account General Adv Host: Protocol: Encryption: Logon Type: User: Password: Account:	vanced Transfer Sett FTP - File Transfer Pro Use plain FTP	ings Charset		Jeue: empty
Iick New Site and create a Site Manager Select Entry: MySites MyCloud Duo MyCloud Pro MyCloud Pro	a new account General Adv Host: Protocol: Encryption: Logon Type: User: Password: Account:	vanced Transfer Sett FTP - File Transfer Pro Use plain FTP	ings Charset		Jeue: empty

4. For the host, enter the external IP address of your home network (e.g. 121.88.23.334). Go to Preferences > Server Info and copy the IP address seen under UPnP Port Forwarding but without the port number.

elect Entry: My Sites MyAkitio MyCloud Duo MyCloud Mini MyCloud Pro	General Adv Host: Protocol: Encryption: Logon Type: User: Password: Account: Comments:	121.88. FTP - Fil Require Normal admin	Transfer Setti 23.334 e Transfer Pro explicit FTP o	Port:	et
New Site New Folder]				*
New Bookmark Rename]				-

5. For the protocol, select **FTP - File Transfer Protocol**.

elect Entry:	General Ad	/anced	Transfer Settings	Charset
My Sites MyAkitio MyCloud Duo MyCloud Mini MyCloud Pro	Host: Protocol: Encryption:	FTP - F	. 23. 334 ile Transfer Protoco e explicit FTP over T	
	Logon Type: User: Password:	Normal admin	•••••	•
	Account: Comments:			
New Site New Folder				
New Bookmark Rename				
Delete Duplicate] [

6. For the encryption, select **Use plain FTP**. If the FTP server is set to use SSL encryption, select **Require explicit FTP over TLS** instead.

ect Entry:	General Ad	vanced Transfer Settings Charset			
My Sites MyAkitio	Host:	121.88	.23.334	Port:	
MyCloud Duo MyCloud Mini	Protocol:	FTP - File Transfer Protocol			
MyCloud Pro	Encryption:	Requir	e explicit FTP ove	r TLS	
	Logon Type:	Norma			
	User:	admin			
	Password:	•••••			
	Account:				
	Comments:				
New Site New Folder	j				
ew Bookmark Rename)				
Delete Duplicate	j L				

7. For the logon type, select **Normal** and then enter the username and password of your user account on the network drive. As an example, the administrator would enter **admin** for both username and password.

elect Entry:	General	Advanced	Transfer Sett	tings Charset	
My Sites MyAkitio MyCloud Duo MyCloud Mini	Host: Protocol:	121.88	3.23.334 File Transfer Pr	Port:	
MyCloud Pro	Encryptic	n: Requir	Require explicit FTP over TLS		
	Logon Ty User: Password	admin d:			
	Account:				
New Site New Folder					
New Bookmark Rename					
Delete Duplicate				1	

8. Under normal circumstances, these are all the settings you have to configure and the rest can be left at default. However, if you have changed the port number for the FTP server and it's not using the default port 21, remember to enter the correct port number in the FTP client at this

point.

Double check all your settings and then click **Connect**. If you are using SSL encryption, you will be prompted to accept the certificate at this point.

elect Entry:	General A	dvanced	Transfer Settings	Charset	
My Sites MyAkitio MyCloud Duo MyCloud Mini MyCloud Pro	Host: Protocol: Encryption:	FTP - F	121.88.23.334 Port: FTP - File Transfer Protocol Require explicit FTP over TLS		
	Logon Type	e: Norma	I		
	Password:		•••••		
	Account: Comments:				
New Site New Folder					
New Bookmark Rename					
Delete Duplicate					

10. You can now manage your files on the network drive.

Troubleshooting

- Some internet service providers block traffic on port 21. If that's the case, please change the port number to something above port 1024.
- If you already have a FTP server on the home network, make sure to use a different port for the FTP server on the network drive.
- When testing the remote FTP connection, your computer cannot be connected to the home network.
- To troubleshoot port forwarding, you can use the command console with a telnet command like "telnet 121.22.23.334 21". If the connection can be established successfully, you should get a greeting from the FTP server (e.g. 220 <vsFTP 2.2.0>).
- To check if the problem is related to the settings on the network router, you can temporarily add the IP address of your network drive to the DMZ zone. This should theoretically forward all traffic to your network drive and skip the firewall.
- Most homes have a dynamic external IP address. This means that when you reboot the network router, it's likely that you will be assigned a new IP address. Make sure that you are using the correct IP in your FTP client.

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