

Manual: WISE-FTP 3.0

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Welcome to WISE-FTP!

WISE-FTP is an FTP client - a software which enables users to connect to any FTP server for the upload and download of files.

Using **WISE-FTP**, file management is quick and easy, and no knowledge on how the FTP protocol works is required. This makes **WISE-FTP** an ideal tool for webmasters who update their sites regularly.

WISE-FTP can connect to any valid site without being bound to a specific server operating system. A broad spectrum of operating systems is supported, e. g. Windows, OS/2, and UNIX standards.

The basic features of **WISE-FTP** include:

- Connecting to any FTP server.
- Searching through files and/or directories on the remote system, as well as on your local system.
- Moving or copying files or directories from your local system to the remote server, and vice versa.
- Saving connection settings, so that frequently used FTP servers are accessible with just one mouse click.
- Synchronizing content of directories on your local and remote system, so that, for example, your website is always up-to-date without having to copy individual files.

Updates

Update Manager enables you to keep your software always up-to-date! Via the Internet, **Update Manager** automatically checks whether newer versions of **WISE-FTP** are available.

Use this command regularly to ensure that you are always working with the most current version.

If problems occur, make sure no antivirus software or firewalls are active which might stop **Update Manager** from connecting to the Internet. If further problems occur, download product updates manually from the [WISE-FTP website](#).

From the **File** menu, select **Live Update** to start the **Update Manager**.

NOTE: Only free updates are installed.

Basics

What is FTP?

FTP (File Transfer Protocol) is an Internet service used to connect to a special server on the Internet, either to transfer files from the server to the local system (download) or to send files to the server (upload). In addition, the FTP protocol implements commands to execute operations on a remote system, e. g. view directories, change directories, make directories or delete files.

FTP is based on the client/server principle: a computer runs a server program which "serves" data to other computers. These other computers execute client programs which request information from the server and receive its answers. Under **FTP**, the remote computer - seen from the client's point of view - running the server program is referred to as **FTP server** (host, remote system).

Companies, organizations, and other providers often make files and information of public interest available on an **FTP server**. To access such **FTP servers**, users require Internet access (via modem, ISDN or a local network) and an FTP client (as for example **WISE-FTP**).

What is SFTP?

SFTP stands for Secure File Transfer Protocol. The Secure File Transfer Protocol provides secure file transfer functionality over any reliable data stream, SSH in this case. It is the standard file transfer protocol to use with the SSH2 protocol. **WISE-FTP** implements client side of this protocol which is reliable and easy to use.

SFTP protocol is designed to provide primarily file transfer, but also more general file system access on the remote server - in secure manner. SFTP protocol assumes it is running on secure channel, thus no plaintext passwords or file information is exposed to the network. **WISE-FTP** supports the most important PutFile (for file uploading) and GetFile (for file downloading) methods, but also

- MakeDir and RemoveDir to create and delete directories
- DeleteFile to delete files on the server
- ListItems event to list files in some directory on remote server

- GetAttributes and SetAttributes to retrieve and set attributes for the file or directory
- Resume property to resume broken transfers
- Blocking mode to execute methods and wait until they are completed
- Password and PrivateKey properties that determine type of authentication with the server
- ASCII and Binary file transfers to handle different data types
- Done event that is fired when executed method is completed

WISE-FTP works with all OpenSSH versions, as well as SSH (from SSH Communications Security Corp.) which are most common on today's servers, but has also been tested on others too. Different server implementations handle some sftp features differently (for example, some add "/" to the end of each directory name) but **WISE-FTP** has no problems with those.

Fingerprints

As SSH architecture does not know certificates or other ways to check if the remote server is the server you expect to be for connection, it is a matter of "trust" if you accept connection or not.

SSH normally works like this: once you connect to a remote server and you are sure that this is the server you wish to connect to, you should save fingerprint information locally. For each new connection, you should check, if the fingerprint information is the one you stored - to make sure that nobody is in the "middle". Fingerprint information is almost unique for different servers and is generated from the private key of the server.

What is an FTP site?

An FTP site is based on a server program running on a so-called "host" computer. Many companies and organizations offer, for example, downloadable shareware versions of their software on public FTP servers.

If you are logged onto such a server and you cannot find the desired information, look for a file named, for example, readme, readme.txt, ndex or 00index. These files usually contain important information about the files available on the server. These FTP sites are usually public sites. You may simply log in with the user name anonymous; and enter your email address as password.

Other, password-protected, servers allow users to upload files themselves. This way websites may easily be updated and extended.

What is an IP address?

An **IP address** is a unique identifier which defines the location of a computer on the Internet. It also gives information on the used provider. **IP addresses** are 32-bit addresses composed of four separate numbers from 1 to 255, separated by dots (.).


Every **IP address** is mapped to a special host name, as most users find it easier to remember names than to remember numbers.

Any address starting with http:// or ftp:// is simply a masked **IP address**. **WISE-FTP** accepts IP addresses, as well as host names.

Working with WISE-FTP

Connect

Connect to FTP site

To connect to an FTP site, click the  *Connect* button. Then the **Site Manager** dialog box opens, where you enter a user name and password to log onto an FTP site. .

For servers which allow anonymous login, type in *anonymous* as **user name** and your email address as **password**. To test these settings, you might try to connect to *ftp.hello-engines.com*.


To log onto private sites, which, for example, support file upload, a predefined ID/password combination, and sometimes a special account number is needed. Such sites are normally used to share corporate information with other users or to manage websites. Contact your web space provider for the necessary login information.

Before connecting, create new server profile.

To use an existing connection, select **File/Connect** and click *Connect*.

Create new FTP site


To create a new site, proceed as follows:

1. From the **Tools** menu, select  **Site Manager** and click **New Site** .
2. Type in a meaningful name for the site.
3. Type in the FTP address of the server you want to connect to. Make sure it contains no ftp:// or http://.
4. Type in your user name, or *anonymous* if you want to log in as guest. Usually, user names are case sensitive!
5. Type in your password. Passwords are case sensitive, too!

6. In the **Proxy** field, set the proxy settings. If you uncheck **Use global proxy configuration**, you need to type in the proxy address and proxy port.
7. Type in path to initial directory, e. g. to the directory your web pages are stored in (optional).
8. Activate or deactivate Passive transfer.
9. Type in comments describing the project (optional).

Select authentication method

To make sure that you are connecting to the right server, you can select an authentication method, if you have chosen **SFTP** as connection type.

1. From the **Tools** menu, select  **Site Manager** to open the **Site Manager** dialog box.
2. As connection type select **SFTP**, and click the *Advanced* button to open the **Authentication Method** dialog box.
3. You can now select either a password, a public or private key.
4. If you like to define both, check option **Both**.
5. Enter a password in the **Passphrase** field, and / or browse for the private key file.
6. Click *OK* to close the dialog box.

SSH Keypair Generator

Using the **SSH Keypair Generator**, you can create the key for SFTP connection. To do so, select **Tools/SSH Keypair Generator** and enter the following:

- **Key type:** Here you select the authentication log. You can choose between RSA and DSA.
- **Key bitcount:** Enter here the desired bit count.
- **Passphrase:** Here you enter a passphrase.
- **User name:** Enter the user name.
- **Private key filename:** Here you determine the file for the private key.
- **Public key filename:** Here you determine the file for the public key.


NOTE: The advantage of using these key-based authentication systems is that in many cases, it is possible to establish secure connections without having to manually type in a password.

Manage sites

To change an existing site, select desired name in the left part of the window, and type in changes in the right part.

Click *Save* to save changes. If you close the dialog box now or connect to the site, you have to confirm changes. Click *Cancel* to reset changes.

Quick connection

By clicking the  *Quick Connection* button from the toolbar, you can quickly and easily connect to an existing FTP site.

In the dialog box that displays enter the FTP server to which you wish to connect.

It is also possible to type in a new FTP address, login will then be anonymous.

Disconnect

By clicking the *Disconnect* button  you disconnect from a remote system.

Every client logged onto a remote system (e. g. **WISE-FTP**) reduces server performance - no matter if data is transferred or not. Do not stay connected to a server longer than necessary (other users will appreciate it). Some servers disconnect automatically after a certain period of time if the client sends no commands. **WISE-FTP** can be configured to disconnect at idle after a certain period of time.

Restore connection

If a connection attempt has failed the FTP server might be busy. **WISE-FTP** is able to retry connection after a certain period of time.

Open dialog box **Options** and click on **Connection/Transfer**. Type in desired value under **Wait between attempts (secs.)**.

Anonymous login

Usually, you log onto an FTP server with a user name and password. Nevertheless, many sites offer a guest login. Type in *anonymous* as user name and your email address as password.

FTP servers supporting anonymous login usually allow users to download files which are publicly accessible without restriction, e. g. shareware programs, image collections, help texts, etc.

Note that there is a special etiquette for public servers:

- Do not stay connected longer than necessary to avoid that server performance is reduced.
- Do not download too many files.
- Read the "readme" files which are found in most directories; they contain information on the directories' content.

A further characteristic of such (public) servers is that users may view and download files, but not upload them.

Transfer data

Transfer files or folders

To transfer files or folders, proceed as follows:

1. Make sure drag-and-drop is activated in the **Advanced** tab of the **Options** dialog box.
2. Open remote directory to transfer items to.
3. Select transfer mode (ASCII, Binary or Auto) on panel below file lists.
4. Select file(s) or folders for upload. Use **CTRL** key to select several items.
5. Possible ways to upload items:

Drag item and "drop" it on target directory.

Click on the transfer arrow pointing to the right.

From the **Transfer** menu, select **Upload**.

Transfer arrows

The four arrows on the Transfer panel (center) simplify up- and download.

Use the arrows pointing to the left to download selected files or folders to your local system.

Use the arrows pointing to the right to upload selected files or folders to the remote system.

Queue

All connections initiated by the user are listed under **Transfer progress** in the lower part of the Main Window as long as they are either completed or cancelled by the user. You can resort all elements by clicking on the column titles. A second click reverts sorting.

To show or hide this section use **View/Transfer progress**.

In the **Options** dialog box under **Connection/Transfer**, you can specify which columns should be displayed and which not.

Transfer modes

Files can be transferred in two different modes: **ASCII** or **binary**. Auto mode follows a predetermined rule and transfers selected file types in desired mode.

ASCII mode

Always transfer pure text files, e. g. .txt, .html, .htm, .cgi, in ASCII mode.

WARNING: Transferring a binary file in ASCII mode may damage the file.

Binary mode

Always transfer image files, executable files or ZIP archives (.bmp, .jpg, .exe, .zip) in binary mode. Also use this mode for unknown file types, or such extensions not registered under Windows.

Automatic

If **Auto** is activated: **WISE-FTP** checks whether the file extension is listed under **Options: File Types**.

- If listed, file is transferred in ASCII mode.

- If not listed or if file has no extension, file is transferred in binary mode.

If **Auto** is deactivated: File is transferred in desired mode (binary or ASCII).

ASCII mode

Use **ASCII mode** to transfer text files (e. g. .txt, .html, .htm, .cgi). The end-of-line character depends on the type of computer. Use **ASCII mode** to make sure, end-of-line characters are translated correctly.

HINT: If you are sure that local and remote system use the same operating system, you can do without **ASCII mode**, and always transfer in Binary mode.

Binary mode

Use **Binary mode** to transfer files which are not pure text files (e. g. .txt, .html, .htm, .cgi). Executable programs, word-processing documents, databases, image and audio files are only a few examples of files which have to be transferred in **Binary mode**.

HINT: If you are sure that local and remote system use the same operating system, you may always transfer in **Binary mode**.

Transfer protocol

The protocol FTP (File Transfer Protocol) serves as a communication interface between FTP client (e. g. **WISE-FTP** on your local system) and the FTP server.

This communication is based on predefined FTP commands (from the client) and server "replies".

You do not have to know anything about this "language" to understand **WISE-FTP**! All menu options, dialog box prompts, and mouse movements (Drag-and-drop) are "translated" automatically and server replies are processed correctly.

After every startup, the log is displayed below the Main Menu bar. To show or hide the log use **View/FTP Log**.

Nevertheless, if you are interested in the way the protocol works or need to correct mistakes, it is possible to save the log in a text file. The log window is cleared at every startup; make sure you save the log before exiting **WISE-FTP**.

To save the log, select **Save Log As...** from the **Tools** menu.

Passive transfer

In passive mode FTP, the client initiates the connection to the server to solve the problem of firewalls. During an FTP connection the client opens two unprivileged ports locally ($N > 1024$ and $N+1$). The first port contacts the server on port 21, but instead of giving a port command and allowing the server to connect to its data port again, the client gives the PASV command. As a result, the server opens an unprivileged port ($P > 1024$) and sends the port P command back to the client. The client then initiates the connection from port $N+1$ to port P on the server to transfer data.


Manage files and folders

Properties

By clicking the *Properties* button, the **Properties** dialog box displays.

View detailed file information, e. g. on attributes or read and write access. You may change access right for files and directories on a UNIX FTP server, if you have the necessary access privileges.

View file

To view the content of file, select a file, click the  *Quick view* button.

File content is either displayed by the internal viewer or by the Windows program registered for this file type.

If under **Options: General** check box **Use internal viewer** is activated, all file types listed under **Options: File Types** will be viewed with the internal viewer.

If check box **Use internal viewer** is deactivated, **WISE-FTP** will always use the Windows program registered for this file type.

NOTE: All files viewed with Quick View will be saved in the subfolder Quickview of **WISE-FTP**'s program folder. You can empty this directory unhesitatingly to release disk space.

Sort files and folders

Sort listed files and folders using the column titles (name, date, size).

Click on the column titles **Name**, **Size** or **Date** to sort list according to desired field (a second click reverts sorting order).

Move files

When moving a file, **WISE-FTP** copies it to a different directory and deletes the original file from the source directory.

You may move files between remote directories, if you have the necessary access rights.

To move files, proceed as follows:

1. Select a file and drag-and-drop it on the target directory. The directory must be on the same server.

Or:

2. Right-click on selected file and choose the desired directory from the pop-up menu.
3. Then select the directory to which you wish to move the file.

Move folders

When moving a folder, **WISE-FTP** copies it to another directory and deletes the original folder in the source directory.

You may move folders between remote directories if you have the necessary access rights.

To move folders, proceed as follows:

1. Drag folder and "drop" (drag-and-drop) it on target directory. The directory must be on the same server.

Or:

2. Right-click the folder you want to move and choose **Move folder to...** from the pop-up menu.
3. Now choose the directory you want to move the folder to.

Rename

Use the *Rename* button to change file names on local or remote system.

This feature is only available, if you have the necessary access rights for this site.

Delete files

Proceed as follows if you wish to delete remote files (this feature is only available, if you have the necessary access rights):

1. Select item.
2. Then click the *Delete* button.

Folder content

Display content of active FTP folder as text. Enables, for example, copying or printing the list. In addition, access rights for all files are listed.

1. Select folder.
2. Right-click to open pop-up menu.
3. Select **Folder Content**.

Create new folder

If you have the necessary access rights, you may create a new folder on the FTP server.

- From the **Commands** menu, select **New Folder** and type in desired name.

Or:

- Right-click on the upper directory tree of the remote system and select **New Folder** from the pop-up menu.

Rename folder

Rename folders on your local or the remote system. This feature is only available, if you have the necessary access rights.

1. Select folder to be renamed.
2. From the **Commands** menu, select **Rename Folder**, or click the toolbar symbol.
3. Type in desired name and confirm with *OK*.

Delete folder

If you have the necessary access rights, you may delete folders on the FTP server. To do so, proceed as follows:

1. Select the desired folder, and choose option **Delete Folder** from the **Commands** menu.
2. If no folder is selected when clicking **Delete Folder**, you are prompted to type in a folder name.

If a folder contains files, you may only delete it, when option **Allow deletion of directories containing files** is selected from the **Options** dialog box, **Advanced** tab.

Delete directories containing files

An empty directory may be deleted at any time. To delete a directory which is not empty do the following:

1. Open **Options** dialog box .
2. Select tab **Advanced**.
3. Activate **Allow deletion of directories containing files**.

Synchronize folders

This feature enables you to synchronize folders on your local and the remote system. This might be helpful if you have edited local files, and you do not want to upload them individually.

Drag-and-drop

Use the drag-and-drop technique, well-known from Windows, to transfer files and folders.

Under **Options**, make sure **drag-and-drop** is activated. From the **Options** menu in the main window, select tab **Advanced**. Activate option **Enable drag-and-drop for folders**.

This enables you to:

- drag files and folders from the left (local) part of the Main Window to the right (remote), and vice versa.
- drag files and folders from your desktop or any other Windows window to the server, and vice versa.
- right-click a remote file to open the pop-up menu.

Change file access rights on a UNIX server

Select desired file(s). From the **Commands** menu, open **Properties**.

Access rights are expressed through three digits; for example, the rights expressed above correspond to 644. The first digit represents rights of the owner, the second rights of group members, and the third rights of all other users. The three digits are used in the **WISE-FTP** log, and by some system administrators and Internet providers.

The following table indicates which options correspond to the respective digits. The third column gives possible values for owners, groups, and other users as they are displayed by a UNIX server. To see this file list, select Directory content.

Selected option	1st, 2nd, or 3rd digit	Rights according to file list
None	0	--
Execute	1	--x
Write	2	-w-
Write, Execute	3	-wx
Read	4	r--
Read, Execute	5	r-x
Read, Write	6	rw-
Read, Write, Execute	7	rwX

Manage sites

Rename existing site

A site's profile name (ideally) describes its content and topic.

1. From the **Tools** menu, open **Site Manager**.
2. Select site to be renamed.
3. Type in new name under **Profile name**. If you close the dialog box now, or connect to the site, you are asked to confirm the changes.

Add comments to existing site

Comments can be added to every existing FTP site. This helps to keep track, especially of a larger number of sites.

1. From the **Tools** menu, open **Site Manager**.
2. Select site you want to add comments to.
3. Add comments under **Comments**.

Create new directory for existing site

Site Manager

1. From the **Tools** menu, open **Site Manager**.
2. Click the arrow next to **New Site** and select **New Directory**.
3. Type in name for new directory.

HINT: To create a new FTP site in a directory, make sure the directory is selected.

Manage existing sites in directories

WISE-FTP allows you to manage existing sites in directories with meaningful names. This simplifies site management (especially if the number of sites increases).

It may be helpful to arrange sites in directories according to topics, e. g. one directory for download sites offering free games, one for software updates, etc.

From the **Tools** menu, open **Site Manager**. Like in Windows Explorer, you may use drag and drop. Move mouse pointer over desired object, and drag it into desired directory with left mouse button pressed.

Delete existing site

To delete existing sites, do the following:

1. From the **Tools** menu, open **Site Manager**.
2. Select site or directory to be removed and click *Delete*.

Favorites

Favorites

The new **WISE-FTP** version allows you to create and manage favorites.

Favorites do not need to be entered in **Site Manager**. Here, for example, you can enter public FTP servers you frequently use without having to enter them in **Site Manager**. This ensures clear site management.


- Choose **Favorites** from the menu bar, and then click **Add to Favorites** in order to add the current connection to the favorites.
- Click **Organize Favorites** to organize your favorites later.

Organize favorites

You may edit and organize your favorites at any time.

- To edit a connection, select the connection from the lower window and edit the data in the upper window. For this, simply click the entry value and change it.
- To create a new folder, simply click *New Folder...*
- To rename an entry, simply click *Rename*.

WISE-FTP Scheduler

WISE-FTP allows to automate uploading and downloading of files. **WISE-FTP Scheduler** helps you to do this. To plan a new task, click *Create New Task* .

WISE-FTP schedule wizard opens guiding you through the creation of a new task in 4 steps.

- In Step 1 , choose the desired action.
- In Step 2 , choose a saved server profile from **WISE-FTP** or enter a new FTP server.
- In Step 3 , choose the files to be uploaded and the target directory.
- In Step 4 , specify when and how many times the task should be performed.

Explorer integration

Explorer integration

Explorer integration is a new function of **WISE-FTP**.

In your Windows Explorer, under *Network neighborhood* -> *Wise-FTP Network Places* you can access your FTP server, upload files from a local directory to any FTP server using drag&drop or download files. Work with the Explorer Integration as you are used to with the Windows Explorer.

Create new FTP site (Explorer Integration)

Under *Network neighborhood* -> *Wise-FTP Networkplaces*, you can also create a new FTP site.

From the **File** menu select **New/Directory** to create a new directory in which the new site is to be created.

Click **Create new...** to create a new FTP site.

Settings and Commands

Settings

Options

Customize **WISE-FTP** so that it suits the configuration of your system.

Options: General

Options: Advanced

Options: Connection/Transfer

Options: Firewall/Proxy

Options: File Types

Options: General

In the **Options** dialog box, **General** tab, you can make the following settings:

- **Email address:** Type in your email address. It is used as the standard password for anonymous access. This is common with most FTP servers which allow anonymous access.
- **Show FTP server dialog at startup:** Activate this check box to display the **Site Manager** dialog box at the startup of **WISE-FTP**. You can then choose a remote site to connect to immediately.
- **Highlighting for FTP log:** Activate this check box to display log messages in different colors.
- **Hide password in log:** Activate this checkbox to mask passwords in the log. This ensures that your passwords are not visible in the log.

- **Save Quick view files in:** Select a directory to temporarily store the files you are viewing with Quick View.
- **Use internal viewer:** If this check box is activated, **Quick View** uses **WISE-FTP's** own internal viewer to display files. Otherwise, **Quick View** will open files with the specific program registered for this file type under Windows.
- **Syntax highlighting:** If this check box is activated, in the internal editor, HTML source code is displayed in different colors to make working with the code easier.
- **Default FTP port:** Only advanced user should change the default setting; it is usually "21" or "ftp".
- **Use Passive mode by default:** Choose this option to always use Passive transfer.
- **User interface language:** Select the language you want to use in the program. Possible options are English, German, and French. This feature only changes the display language for menu options, messages, etc. Of course, it does not affect the way the program works.
- **Display tip of the day at program start:** If this option is checked, you get important information on the program when starting **WISE-FTP**.

Options: Advanced

In the **Options** dialog box, **Advanced** tab, you can make the following settings:

- **Double-click action:** Select which action is to be performed if you double-click a file or a directory.
- **Sounds:** Assign sounds to specific actions.
- **Enable drag-and-drop for folders:** This option enables you to move files and directories between local and remote system using the drag-and-drop technique.
- **Retain file date on download:** Every new file is stored with its specific creation date. If new files are downloaded to your local system, the file adopts the date it was downloaded. If this option is activated, downloaded files retain their initial date.
- **Allow deletion of directories containing files:** This enables you to delete a directory with its entire content from an FTP site, if you have the necessary access rights.
- **Delete completed transfers from queue:** All connections initiated by the user are listed under **Transfer progress** in the lower part of the Main Window. If this option is activated, all successfully completed transfers are deleted from the list.

- **Hold connection at idle:** If **WISE-FTP** has not sent commands to the server for a certain amount of time, the program disconnects automatically, because every user logged onto a remote system reduces server performance - no matter if data is transferred or not.

Activate this option to hold the connection. However, some servers are configured to disconnect at idle. It might happen that a server closes the connection although you have activated this option.

- **Transfer only newer files at folder transfer:** If you upload a directory and a remote directory with the same name already exists, data on the server is usually overwritten.

If activated, only new files will be uploaded into the directory. Files with the same name will be overwritten if the ones uploaded are newer.

- **Read all folders when connected:** If activated, the content of all directories on the FTP server will be read completely when connected. This might take some time. If deactivated, only selected directories will be read.
- **Confirm overwriting of identical or newer files:** If activated, **WISE-FTP** will display a warning message - with possibility to cancel this action - before deleting identical or newer files.

- **Monitor clipboard for FTP URLs:** If this option is checked, the FTP URL (e.g ftp://myserver.com) is inserted automatically into the quick connection, if there is an URL in the clipboard.

Options: Connection/Transfer

In the **Options** dialog box, **Connection/Transfer** tab, you can make the following settings:

- **Connection retries:** Type in how many times **WISE-FTP** should try to establish a connection if the first connection attempt fails.
- **Connection timeout (secs.):** Connection timeout is the period of time within which **WISE-FTP** tries to connect to a remote system. If the value is exceeded, the connection attempt is cancelled.
- **Transfer retries:** Type in how many times **WISE-FTP** should try to transfer a file if the first transfer attempt fails.
- **Wait between attempts (secs.):** The period of time **WISE-FTP** waits between a failed connection and the next connection attempt.
- **Number of simultaneous transfers:** Type in how many files are to be transferred at the same time. Maximum value is 10 simultaneous transfers.
- **Warn when file exceeds KB:** A warning message is displayed if you want to view a remote file larger than this value.

- **Auto-resume interrupted transfers:** Indicates whether interrupted transfers are to be resumed automatically.
- **Transfer headers:** Here you can select the columns to be shown in the queue.

Options: Firewall / Proxy

In some companies and organizations, the local network is separated from the rest of the Internet through a firewall. If your network is protected through a firewall which blocks FTP transfers, you have to change the firewall settings, so that FTP transfers are allowed to "pass". Ask your network administrator for firewall settings (e. g. host name or IP address).

Enter the proxy settings for FTP, SFTP and the Update Manager separately.

Under **Type**, select an entry according to your proxy server. If you have chosen **FTP** and **SFTP** you can only select **FTP** or **SOCKS**, for the Update Manager you can choose between **http** or **SOCKS**.

Options: File types

WISE-FTP lets you define the transfer mode to be used with every file extension. If transfer mode is set to **Auto**, all files are transferred as binary, unless the file extension is listed under **File types**. File extensions listed here are transferred in ASCII mode. The list contains the extensions of all files which will be transferred in ASCII mode if transfer mode is set to **Auto**.

Adding a file extension to the list:

1. Under **Always use ASCII mode for files with these extensions:** type in desired file extension. The extension may contain up to 9 characters, including dots.
2. Click *Add*. The file extension appears in the list box on the left.

3. To remove an extension from the list, select it and click *Remove*.

Configuration wizard

The **Configuration wizard** helps you to configure **WISE-FTP**. Experienced users may configure **WISE-FTP** using the **Options** dialog box from the **Options** menu. The **Configuration wizard** displays when starting the application for the first time. To reopen the wizard later, choose option **Configuration wizard** from the **Options** menu. Then follow the wizard's steps. If you do not know for sure which settings to use, use the standard values.

Configuration wizard: Step 1

In the first step of the wizard, you can make the following user interface settings:

- **Display tip of the day at program start:** If this option is checked, you get important information on the program when starting **WISE-FTP**.
- **Show FTP server dialog at startup:** Activate this check box to display the **Site Manager** dialog box at the startup of **WISE-FTP**. You can then choose a remote site to connect to immediately.
- **User interface language:** Select the language you want to use in the program. Possible options are English, German, and French. This feature only changes the display language for menu options, messages, etc. Of course, it does not affect the way the program works.
- **Highlighting for FTP log:** Activate this check box to display log messages in different colors.

- **Hide password in log:** Activate this checkbox to mask passwords in the log. This ensures that your passwords are not visible in the log.

Configuration wizard: Step 2

In the second step of the wizard, you make general settings and adjust **WISE-FTP** according to your own needs:

- **Email address:** Type in your email address. It is used as the standard password for anonymous access. This is common with most FTP servers which allow anonymous access.
- **Use internal viewer:** If this check box is activated, **Quick View** uses **WISE-FTP**'s own internal viewer to display files. Otherwise, **Quick View** will open files with the specific program registered for this file type under Windows.
- **Enable drag-and-drop for folders:** This option enables you to move files and directories between local and remote system using the drag-and-drop technique.
- **Retain file date on download:** Every new file is stored with its specific creation date. If new files are downloaded to your local system, the file adopts the date when it was downloaded. If this option is activated, downloaded files retain their initial date.
- **Allow deletion of directories containing files:** This enables you to delete a directory with its entire content from an FTP site, if you have the necessary access rights.

- **Transfer only newer files at folder transfer:** If you upload a directory and a remote directory with the same name already exists, data on the server is usually overwritten.

If activated, only new files will be uploaded into the directory. Files with the same name will be overwritten if the ones uploaded are newer.

- **Confirm overwriting of identical or newer files:** If activated, **WISE-FTP** will display a warning message - with possibility to cancel this action - before deleting identical or newer files.
- **Monitor clipboard for FTP URLs:** If this option is checked, the FTP URL (e.g ftp://myserver.com) is inserted automatically into the quick connection, if there is an URL in the clipboard.

Configuration wizard: Step 3

In the third step of the wizard, you can change the connection settings:

- **Default FTP port:** Only advanced user should change the default setting; it is usually "21" or "ftp".
- **Use Passive mode by default:** Choose this option to always use Passive transfer.
- **Connection retries:** Type in how many times **WISE-FTP** should try to establish a connection if first connection attempt fails.

- **Connection timeout (secs.):** Connection Timeout is the period of time within which **WISE-FTP** tries to connect to a remote system. If the value is exceeded, the connection attempt is cancelled.
- **Transfer retries:** Type in how many times **WISE-FTP** should try to transfer a file if first transfer attempt fails.
- **Wait between attempts (secs.):** The period of time **WISE-FTP** waits between a failed connection and the next connection attempt.
- **Number of simultaneous transfers:** Type in how many files are to be transferred at the same time. Maximum value is 10 simultaneous transfers.
- **Auto-resume interrupted transfers:** Indicates whether interrupted transfers are to be resumed automatically.

Configuration wizard: Step 4

In the fourth step of the wizard, you can change the proxy settings for **WISE-FTP**.

It is required to enter the proxy settings for FTP, SFTP and the Update Manager separately.

Under **Type**, select an entry according to your proxy server. If you have chosen **FTP** and **SFTP** you can only select **FTP** or **SOCKS**, for the Update Manager you can choose between **http** or **SOCKS**.

To use **SOCKS**, your proxy server needs to be a SOCKS proxy. There are different SOCKS types, which you can select under **Socks proxy type**. To get to know which proxy you use, contact your system administrator.

Configuration wizard: Step 5

The wizard has completed the configuration of **WISE-FTP**. Click *Close* to exit the wizard.

Customize keyboard

WISE-FTP allows you to choose your own shortcuts for the most important program functions to make the use of the program quicker and easier. To create customized shortcuts, proceed as follows:

1. From the **Options** menu, select **Customize keyboard...** to open the **Customize keyboard shortcuts** dialog box.
2. From the **Category** window, select a menu or an option.
3. The respective functions are then displayed in the Commands window.
4. If you select a function, the corresponding description is displayed in the **Description** field in the lower area of the dialog box. In the **Current shortcut** field, you find the recently used shortcut, if available.
5. If you wish to replace the currently available shortcut by a new one, click the *Remove* button. In the **New shortcut field** enter the new shortcut. Type in the shortcut by using the shortcut.
6. Then click *Assign* to assign the shortcut to the function.
7. Click *OK* to close the dialog box.

Commands

Send commands directly to server

Custom command

This feature allows advanced users to send FTP commands directly to the server.

From the **Commands** menu, select **Custom command**.

Supported FTP commands (overview)

WISE-FTP enables you to send commands to an FTP server via menus, dialog boxes, and mouse movements (drag-and-drop). **WISE-FTP** automatically "translates" all these actions into special FTP commands, so that users do not need to have prior knowledge of the FTP protocol.

At times, advanced users might want to type in these commands themselves. The File Transfer Protocol implements a total of about 35 FTP commands plus new extensions. **WISE-FTP** supports the following 10 (custom) commands:

CHMOD

CWD

HELP

LIST

NLST

PWD

QUOTE

RETR

SITE

STOR

SYST

To send a custom command to a server, select **Custom command** from the **Commands** menu.

Tutorial

This is what you learn in this tutorial

In this tutorial, you learn step by step how to work with **WISE-FTP**. This tutorial consists of three parts.

In the first part, you get to know how to establish connections to an FTP server:

[Creating new FTP site](#)

[Connecting to FTP server](#)

In the second part, you learn how to transfer your files and folders:

[Transferring files or folders](#)

In the third part, you get to know how to edit files and folders on the remote server:

[Moving files or folders](#)

[Deleting files or folders](#)

[Creating folders](#)

[Printing folders](#)

Connecting to the server

Creating new FTP site

Before connecting to an FTP server, you should create an FTP site. You only need to follow these steps for your first connection:

1. From the **Tools** menu, select option **Site Manager**.
2. The dialog box **Site Manager** opens.
3. Click **New Site** and enter the following information:

Profile name: Enter a name so that you can easily find the site later.

Host name: Enter the name of the server on the Internet.
For example, *ftp.my-website.com*

Port: Enter the port. For FTP connections the port is *ftp*, and for SFTP the default value is *22*. Normally, you do not need to change this setting.

Account: Here you enter your assigned account. Normally, you do not need to enter anything

User name: Type in your user name. If you wish to log in as guest, enter *anonymous*.

Password: Enter your password. If you log in as guest, type in your email address.

4. Choose a connection type. If you choose **SFTP** you can select an authentication method by clicking the advanced button.

5. Check option **Use global proxy configuration** to leave the default proxy settings, or click the *Proxy Settings* button, to define your own settings.
6. In the **Initial folder** field enter the path of an optional initial folder, e.g. the root directory of your website.
7. Use the button ... next to the **Local folder** field to select a folder on your local system (optionally). This folder then automatically opens in the **Local system** window.
8. If you check the **Passive** check box, the passive transfer is activated. We recommend to use passive transfer for the connection. However, passive transfer is compulsory, if your network is saved by a firewall based on a router, or if you use a proxy server.
9. Under **Comments** you can type in a description of the project (optionally).
10. Then click *Save* to save the entries you made.
11. To close the dialog box, click *Close*.

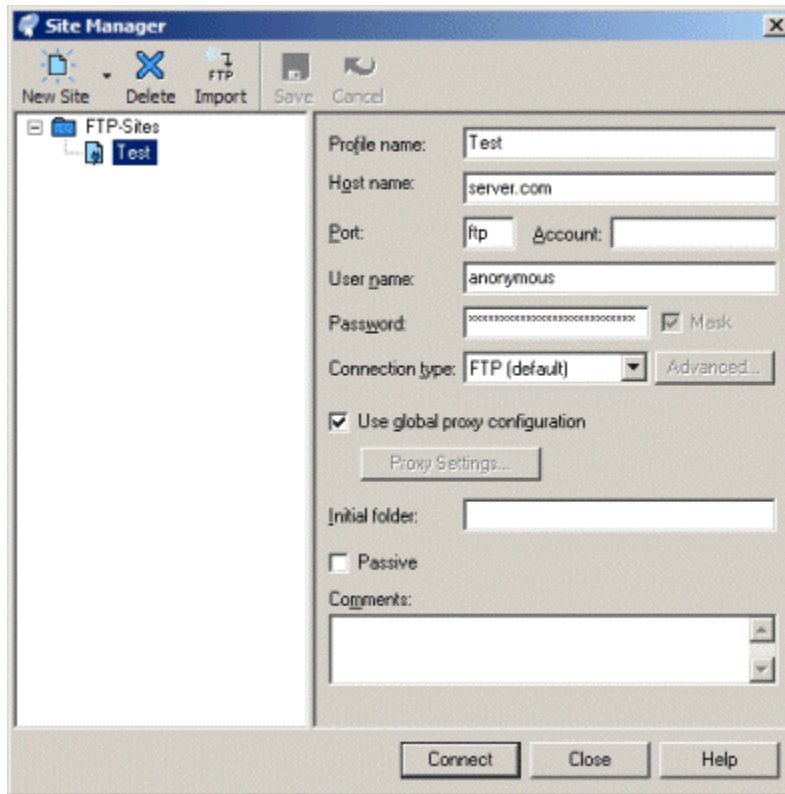
Now that you have learned how to create an FTP site, you will learn how to establish a connection to an FTP server in the next section.

Connecting to FTP server

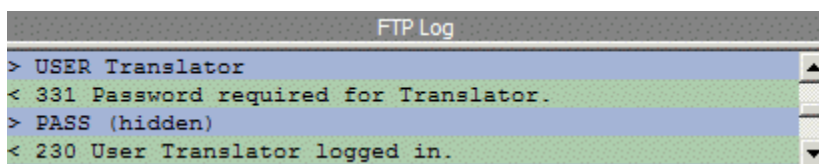
After having created an FTP site, you can now connect to a server. To do so, proceed as follows:

1. Click  **Connect**, or select **Connect** from the **File** menu.

- From the **Site Manager** dialog box that opens, select an existing server or create a new FTP site.



- Then click *Connect* to establish the connection to the selected server.
- You will then find details about your connection in the **FTP Log** window.



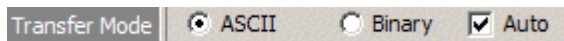
In the second part of the tutorial, you learn how to transfer files or folders.

Transferring data

Transferring files or folders

After connecting to a server, you can now start to transfer files or folders:

1. From the left window, **Local System**, select in the Explorer the files or folders you wish to upload.
2. Select transfer mode. You can choose between the following transfer modes:





ASCII: Always use ASCII mode to transfer pure text files, e.g. .txt., .html, .htm, .cgi.

Binary: Always transfer image files, executable files or ZIP archives (.bmp, .jpg, .exe, .zip) in binary mode. Also use this mode for unknown file types, or extensions not registered under Windows.

Auto: If this option is activated, **WISE-FTP** checks whether the file extension is defined. If yes, file is transferred in ASCII mode, if not or if file has no extension, file is transferred in binary mode. It is recommended to primarily use this option!

3. Then drag and drop the files to the selected folder in the **Remote System** window on the right. Note that this function is only available for folders, if on the **Advanced** tab in the **Options** dialog box, **Enable drag-and-drop for folders** is activated.

Or:

4. From the right window, choose a folder and select the files to upload from your local system in the left window. Then click *Upload*  or *Upload folder*  if you wish to upload folders.

NOTE: Using the function **Synchronize folders** from the **Tools** menu, you can equalize the contents of the local folder and the selected remote folder. That is to say, only new or modified files are uploaded. Identical files are replaced automatically.

Now that you have learnt how to transfer files or folders, you get to know how to edit files or folders.

Editing files and folders

Moving files or folders

In this section, you learn how to move files or folders on the remote server. Note that this is only possible, if you have the necessary access rights.

To move a file, do as follows:

1. From the **Remote System** window, select file and drag-and-drop it on the target directory. The directory has to be on the same server.

Or:

2. Right-click on selected file in the **Remote System** window, and choose option **Move to folder** from the pop-up menu
3. Then select the directory to which you wish to move the file.

To move folders, follow these steps:

1. From the **Remote System** window, select folder and drag-and-drop it on the target directory. The directory has to be on the same server.

Or:

2. Right-click the folder you want to move and choose **Move folder to** from the pop-up menu.
3. Then select the directory to which you wish to move the folder.

Now that you have learnt how to move files or folders, you get to know how to delete files or folders in the next section.

Deleting files or folders

In this section, you learn how to delete files or folders on the remote server. Please note that this is only possible if you have the necessary access rights.

To delete files, do as follows:

1. From the **Remote System** window, select the item you wish to delete.
2. Then click *Delete*.

To delete folders on the remote server, follow these steps:

1. Select folder and choose option **Delete Folder** from the **Commands** menu.
2. If no folder is selected when clicking **Delete Folder**, you are prompted to type in a folder name.

NOTE: If a folder contains files, you may only delete it, when option **Allow deletion of directories containing files** is selected from the **Options** dialog box, **Advanced** tab.

In the next section, you learn how to create a new folder.

Creating folders

In this section, you get to know, how to create a new folder on the remote server. Please note that you need the required access rights for creating a new folder.

To create a new folder, do as follows:

- From the **Commands** menu, select **New Folder** and type in the desired name.
Or:
- Right-click on the upper directory tree of the remote system and select **New Folder** from the pop-up menu.

See in the next section how to print the content of folders.

Printing folders

In this section, you learn how to print the content of a folder:

1. Select folder and choose option **Folder Content** from the **Commands** menu.
2. Then the content of the folder is displayed.
3. Save the content of the folder in a text file or copy it to clipboard.
4. Then you can print the text file or paste the content to another program (e.g. Word).

This completes the tutorial. You now know the most important functions of **WISE-FTP**. If you have questions concerning the functions, or if you are interested in further program functions, refer to the Online help or your manual.

Meaning of reply codes

Reply codes

In this chapter you find an overview of the most important reply codes which might appear in the FTP log. These three digit codes indicate the following, depending on their first digit: positive reply, successful action, positive temporary reply, temporary negative reply, permanent negative reply. In the next sections, you find all reply codes possible, sorted by their first numbers.

1xx - Positive reply

The following reply codes point to a successful beginning of an action. However, the client waits for further replies before going on.

- **110 Restart marker reply**
- **120 Service ready in nnn minutes**
- **125 Data connection already open; transfer starting**
- **150 File status okay; about to open data connection**

2xx - Successful actions

These reply codes hint to successful completion of an action. The client may run another command.

- **200 Command okay**
- **202 Command not implemented, superfluous at this site**
- **211 System status, or system help reply**
- **213 File status**
- **214 Help message**

- **215 NAME system type**, where NAME is an official system name from the list in the Assigned Numbers document.
- **220 Service ready for new user**
- **221 Service closing control connection. Logged out if appropriate**
- **225 Data connection open; no transfer in progress**
- **227 Entering Passive Mode (h1,h2,h3,h4,p1,p2)**
- **230 User logged in, proceed**
- **250 Requested file action okay, completed**
- **257 "PATHNAME" created**

3xx - Positive temporary reply

The following reply codes tell you that the command was executed successfully. However, the server requires further information about the client, to complete the action.

- **331 User name okay, need password**
- **332 Need account for login**
- **350 Requested file action pending further information**

4xx - Temporary negative reply

The following reply codes signify that the command could not be executed. However, this error is temporary. This command will possibly be executed successfully when trying again.

- **421 Service not available, closing control connection**

- 425 Can't open data connection
- 426 Connection closed, transfer aborted
- 450 Requested file action not taken. File unavailable
- 451 Requested action aborted
- 452 Requested action not taken. Insufficient storage space in system

5xx - Permanent negative reply

These reply codes show you that the command could not be executed. This is a permanent error. If the command is executed again, the same error message will appear.

- 500 Syntax error, command unrecognized
- 501 Syntax error in parameters or arguments
- 502 Command not implemented
- 503 Bad sequence of commands
- 504 Command not implemented for that parameter
- 530 Not logged in
- 532 Need account for storing files
- 550 Requested file action not taken. File unavailable
- 551 Requested action aborted: page type unknown
- 552 Requested file action aborted. Exceeded storage allocation (for current directory or dataset)

- **553 Requested action not taken. File name not allowed**

Frequent reply codes

In the following you find frequently appearing reply codes and their origins:

- **150:** For an FTP connection two ports are used: 21 for sending commands, and 20 for sending data. This reply code points to the server reconnecting to connection 20 for the data transfer.
- **230:** This reply code appears, after the appropriate password was sent. This means that the user login was successful.
- **331:** This reply code appears, after the user name was sent. It is always the same reply code that appears, no matter if the user name is valid on the system or not.
- **426:** Data connection is established to proceed an action. The action was aborted and the data connection was closed.
- **530:** This reply code signifies that the user cannot log in, because user name and password are invalid. Your user account password has possibly been misspelled or the server is set up for anonymous access only.
- **550:** The command cannot be executed, because the specified file does not exist. This reply code appears if a file that is not available on the system is requested via GET or if, using PUT, a file was created in a folder for which you lack the necessary access rights.

Troubleshooting

Problems during connection

PROBLEM	SOLUTION
Error message: Unable to connect to FTP server.	<ul style="list-style-type: none">• Check whether you are connected to the Internet. WISE-FTP cannot establish a dial-up connection by itself. It uses the dialer defined in the file winsock.dll (e.g. "Dial-up Network").• If you are using a proxy server or firewall, make sure you have configured them correctly in the Options menu.• Check your user name/password combination.
Connection to remote server is suddenly closed.	<ul style="list-style-type: none">• Some servers disconnect automatically after a certain period of time if they do not receive

	<p>commands from the client. This helps to avoid that server performance is reduced unnecessarily. The server never disconnects if a transfer is active. It only disconnects if client and server have not communicated for a certain period of time defined by the server administrator.</p> <ul style="list-style-type: none">• A further reason may be the configuration of WISE-FTP. Check Hold connection at idle under Options/Advanced.
<p>Error message: "500 No route to host: Winsock error # 10065"</p>	<ul style="list-style-type: none">• Verify if you are connected to the Internet.• Verify if there is a firewall which has not been set up correctly.• Verify if there is a

	software firewall (like e.g. Norton Internet Security) which blocks the access.
--	---

Problems during file transfer

PROBLEM	SOLUTION
Some of the transferred files are defective.	<ul style="list-style-type: none"> • One reason might be that you have transferred the files in ASCII mode. This may cause errors with some file types. Only use ASCII mode, if you transfer plain text documents (e.g. .txt, .htm, .html, .cgi, .php). All the other files must be transferred in binary mode. • If the problems persists, make sure you activated data flow control of the modem. To do so, click Start / Settings / System

	Control / Modem.
<p>After files were uploaded successfully, the website is not found on the Internet.</p>	<ul style="list-style-type: none"> • Verify if you have uploaded the HTML document to the root directory. This directory is the top directory of your webserver and is displayed as "/". • Your start file is not the file <i>index.html</i>, or the file name is not written in lowercase. • Verify if you have set sufficient access rights on the files. In WISE-FTP you can assign access rights by right clicking a file and selecting option Properties. For HTML documents it is sufficient to set the value 644.
<p>Error message "Error 404"</p>	<ul style="list-style-type: none"> • Your start document is not <i>index.html</i> or the file name is completely

written in lowercase.

- You have placed your website or start file index.html into a subfolder. Move the file to the root folder of your webserver. In most of the cases this is the folder on top of an FTP server.

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