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# FTP on a Mac

FTP has fast transfer rates and can be used both on the home network (LAN) and remotely (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	0	[0,1025-65534]
Passive Port Range To	0	[0,1025-65534]
Public Folder	Anonymous Only	
When the SSL encryption is enabled, set yo FTP client has an option to set the charset t		

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)		
Drotocol		
	Enforce SSL	
	Writable	
Port	21	[1-65534]
Passive Port Range	50100	[0,1025-65534]
То	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 the		
Apply	Refresh	)
Apply	Keiresii	

## **Connect to Server**

- 1. From the **Go** menu in the menu bar choose **Connect to Server** or use the keyboard shortcut **Command+K**.
- Type ftp:// followed by the local IP address (e.g. 192.168.1.10) of your network drive and click Connect.

0 0	Connect to Server	
Server Address:		
ftp://192.168.33.30		+ 07
Favorite Servers:		
(?) Remove	Browse	Connect
() Kentove	browse	connect

3. Select **Registered User**, enter the login credentials of your user account on the network drive (e.g. admin/admin) and click **Connect**.

채林	Enter your name and password for the server "192.168.33.30".
	Connect as: Guest Registered User
	Name: admin
	Password:
	Remember this password in my keychain
	Cancel

4. The network drive is now listed in your finder under **Shared** devices. When no longer needed, click on the eject button to disconnect the drive.

00	📇 admin@192.168.33.30	
		• 🕸 • Q
FAVORITES		-
SHARED		
📮 192.168.33.30 🔺	admin	akitio
📮 server		
🗐 cloud-landisk		
💭 serv	downloads	Public
MYCLOUDDUO		
MyCloudPro		
📃 pc-win7		
DEVICES		



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@192.168.1.10**.

# **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 Cyberduck 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.

00			File	Zilla				
1 🚺 🖬 😭	n 🔁 🗱 🕅 🎘 🤇	7 E 🖓 🖻 🕅						
Host:	Username:	Password:		Port	Quickco	onnect 🔻		
				î				
Local site: /Use	rs/inxtron/Documents/		¢	Remote site:				A V
► 🎒 D	ocuments							
	ownloads							
🕨 🕨 🗾 Di	ropbox							
Filename 🔨	Filesize Filetype	Last modified		Filename 🔨 🗌	Filesize Filetype	Last modified	Permissions	Own
📁 images	Directory	12/11/2012 18:						
📁 music	Directory	12/27/2012 21:						
nettool_cns21	. Directory	04/28/2010 11:			Not connecte	ed to any server		
photos	Directory	12/28/2012 18:						
12 files and 7 direc	tories. Total size: 8,127,686	5,385 bytes		Not connected.				
Server/Local file	Direction Re	mote file		Size Priority	Status			
Queued files	Failed transfers Succ	cessful transfers						
						Em Quei	ue: empty	

2. Open the Site Manager.

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	sername:	Password:	Port:	Quickconnect	•	
Local site: /Users/inxtron	)/Documents/	•	Remote site:			
<ul> <li>J Documents</li> <li>Downloads</li> </ul>		0				
Dropbox						
Filename 🔨 🕴 File		t modified 11/2012 18:	Filename Files	ize Filetype Las	t modified F	ermissions
j music	Directory 12/	27/2012 21:				
nettool_cns21		28/2010 11: 28/2012 18:		Not connected to a	ny server	
12 files and 7 directories. Total	-	20/2012 10	Not connected.			
Server/Local file	Direction Remote file	1	Size Priority State	IS		
Select Entry:		General	Advanced	Transfer Set	tings C	harset
🔻 🍠 My Sites		General	Auvanceu			
				Transfer Sec	tings C	harset
MyCloue	d Duo	Host:			Port:	narset
		Host: Protocol:		Transfer Prote	Port:	narset 
📗 MyClou			FTP – File	Transfer Prot	Port:	
📗 MyClou		Protocol	FTP - File	Transfer Proto FTP	Port:	4 ×
📗 MyClou		Protocol: Encryptic	FTP - File	Transfer Proto FTP	Port:	4 ×
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I MyClou	d Pro	Protocol: Encryptic Logon Ty User: Password Account:	FTP - File on: Use plain ype: Anonymo d:	Transfer Proto FTP	Port:	4 ×

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.

OK

Cancel

Connect

00		Site Manage	er			
elect Entry:		Consul	A dura a sa d	Transfor Catt		
🔻 🤳 My Sites		General	Advanced	Transfer Setti	ngs	Charse
MyCloud	Duo	Host:	192.168.33	3.30	Port:	
📱 MyCloud	Pro	Protocol:	FTP - File	Transfer Proto	col	÷
		Encryption:	Use plain I	FTP		ŧ
			( N			
		Logon Type:				÷
		User:	admin			
		Password:	•••••	•		
		Account:				
		Comments:				
New Site	New Folder					
New Bookmark	Rename					
	Сору					
Delete	Connec					
or the protocol, sele	Connec	ansfer Protoc	ol.	 Transfer Setti	ings (	Charse
elect Entry:	Connec ect FTP - File Tra	ansfer Protoc Site Manage General	ol. er Advanced		1 5	Charse
or the protocol, sele elect Entry: J My Sites	Connec ect FTP - File Tra	General Host:	ol. er Advanced   192.168.33	3.30	Port:	Charse
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or the protocol, sele elect Entry: J My Sites	Connec ect FTP - File Tra	Ansfer Protoco Site Manage General Host: Protocol: Encryption: Logon Type: User: Password:	ol. er Advanced 192.168.33 FTP - File Use plain f Normal admin	3.30 Transfer Proto FTP	Port:	÷
elect Entry: My Sites MyCloud MyCloud	Connec ect FTP - File Tra	Ansfer Protoco Site Manage General Host: Protocol: Encryption: Logon Type: User: Password: Account:	ol. er Advanced 192.168.33 FTP - File Use plain f Normal admin	3.30 Transfer Proto FTP	Port:	Å T
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elect Entry: My Sites MyCloud MyCloud	Connec ect FTP - File Tra	Ansfer Protoco Site Manage General Host: Protocol: Encryption: Logon Type: User: Password: Account:	ol. er Advanced 192.168.33 FTP - File Use plain f Normal admin	3.30 Transfer Proto FTP	Port:	4 7 4

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.

00	Site Manager
Select Entry:	General Advanced Transfer Settings Charset
MyCloud Duo	Host: 192.168.33.30 Port:
📗 MyCloud Pro	Protocol: FTP - File Transfer Protocol \$
	Encryption: Use plain FTP \$
	Logon Type: Normal \$
	User: admin
	Password: •••••
	Account:
	Comments:
New Site New Folder	
New Bookmark Rename	
Delete Copy	

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.

$\Theta \cap \Theta$	Site Manager
Select Entry:	General Advanced Transfer Settings Charset
🔻 🚚 My Sites	General Advanced Transfer Settings Charset
MyCloud Duo	Host: 192.168.33.30 Port:
MyCloud Pro	Protocol: FTP - File Transfer Protocol \$
	Encryption: Use plain FTP \$
	Logon Type: Normal \$
	User: admin
	Password: •••••
	Account:
	Comments:
New Site New Folder	5
New Bookmark Rename	
Delete Copy	) [[]

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.

10.

 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.

Select Entry:						
		Current	Advanced	Transford		a meret
🔻 🤳 My Sites		General	Advanced	Transfer Se	ctings Ch	arset
MyCloud D	uo	Host:	192.168.3	3.30	Port:	
MyCloud P						_
E Mycloud H		Protocol:	FTP - File	Transfer Pro	otocol	+
		Encryptio	on: Use plain	FTP		÷
		Logon Ty	pe: Normal			\$
		User:	admin			
		Password		••		
		Account:				
		Commen	ts:			
New Site	New Folder					
New Bookmark	Rename	51				
Delete	Сору	5 I L				
			92.168.33.30 – FileZ	lilla		
Host: Userr esponse: 200 Switching to Binar iommand: PASV esponse: 227 Entering Passive M iommand: LIST	1 😫 🙀 💸 🗐 🗭 name: y mode. Mode (192,168,33,30,23	Password:	92.168.33.30 - FileZ	iilla Quickcon	nect	
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Aost: Userr esponse: 200 Switching to Binar ommand: PASV esponse: 227 Entering Passive M ommand: LIST esponse: 226 Directory send OK Directory listing success Local site: //Users/inxtron/Dc Documents Downloads Dopbox illename Filesize images music nettool_cns21	Image:       Image:	Password:	Remote site: / Filename ^ Public admin	Filesize Filetype Directory Directory	Last modified 01/30/2013 01/30/2013	Permissio drwxrwxr drwxr-xr- drwxr-xr-
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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	
Anonymous	Enable Anonyr	mous
	Writable	
Port	21	[1-65534]
Passive Port Range	50100	[0,1025-65534]
To Passive Port Range	50200	[0,1025-65534]
Public Folder	Anonymous C	Inly
When the SSL encryption is enabled, set yo FTP client has an option to set the charset		

- 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.

	Username:	Password:		Port	:: Quicko	connect 🔻		
Local site: /Users/	inxtron/Documents/			Remote site:				
Docu	ments	,						
🕨 📁 Dowr	loads		0					
🕨 📁 Drop	box							
Filename 🔨 🗌	Filesize Filetype	Last modified	1	Filename \land	Filesize Filetype	Last modified	Permissions	
📁 images	Directory	12/11/2012 18:						
📁 music	Directory	12/27/2012 21:						
nettool_cns21	Directory	04/28/2010 11:			Not connect	ted to any server		
photos	Directory	12/28/2012 18:		New second				
12 files and 7 director	es. Total size: 8,127,686,38	so bytes		Not connected.				
Server/Local file	Direction Remo	te file		Size Priority	Status			
		sful transfers				good Queu	ue: empty	
	Manager.		FileZil	lla		ब्रज्म Quet	ue: empty	
Open the Site			FileZil	Ila Port	: Quicko	Bee Que	Je: empty	
Open the Site	Manager.	E Q 7 8	FileZil		: Quicka		Je: empty	
Open the Site	Manager.	E Q 7 8			: Quicke		Je: empty	
Dpen the Site	Manager.	E Q 7 8		Port	: Quicka		Je: empty	
Dpen the Site	Manager.	E Q 7 8		Port	:: Quicka		Je: empty	
Dpen the Site	Manager.	E Q 7 8		Port	:: Quicke		Je: empty	
Dpen the Site	Manager.	E Q 7 8		Port	:: Quicka		Je: empty	
Dpen the Site	Manager.	Password:		Port		connect V		
Dpen the Site	Manager.	E R F 66 Password:		Port		connect V		
Dpen the Site	Manager.	Last modified 12/11/2012 18: 12/27/2012 21: 04/28/2010 11:		Port	Filesize   Filetype	connect V		
Dpen the Site	Manager.	Last modified 12/11/2012 18 12/27/2012 21 04/28/2010 111 12/28/2012 18		Remote site:	Filesize   Filetype	Last modified		
Dpen the Site	Manager.	E C F 6 Password: Password:		Port	Filesize   Filetype	Last modified		
Dpen the Site	Manager.	E C F 6 Password: Password:		Remote site:	Filesize   Filetype	Last modified		
Dpen the Site Dpen the Site Host: Host: Local site: /Users/ Docu D	Manager.	E C F 6 Password: Password:		Port Remote site: Filename	Filesize   Filetype Not connect	Last modified		

3. Click **New Site** and create a new account for your network drive.

00		Site Manage	r	
elect Entry:		General A	Advanced Transfer Settings	Charse
MyCloud Duo		Host: Protocol:	Port: FTP - File Transfer Protocol	A
1,000		Encryption:	Use plain FTP	* 
		Logon Type:	Anonymous	Å T
		User: Password:		
		Account:		
		Comments:		
New Site	New Folder			
New Bookmark	Rename			
Delete	Сору			

 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.

	Site Manager
elect Entry:	General Advanced Transfer Settings Chars
My Sites	
MyCloud Duo	Host: 121.88.23.334 Port:
MyCloud Mini	Protocol: FTP - File Transfer Protocol
MyCloud Pro	Encryption: Require explicit FTP over TLS
	Logon Type: Normal
	User: admin
	Password: ••••••
	Account:
	Comments:
New Site New Folder	
New Bookmark Rename	
Delete Duplicate	

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

00	Site Manager
Select Entry: My Sites MyCloud Duo MyCloud Mini MyCloud Pro	General       Advanced       Transfer Settings       Charset         Host:       121.88.23.334       Port:
	User: admin Password: •••••• Account: Comments:
New Site New Folder New Bookmark Rename Delete Duplicate	ct OK Cancel

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.

elect Entry:		General	Advanced Transfer Settir	ngs Charset
🔻 🤳 My Sites		General	Auvanceu Transfer Settir	igs Charset
MyCloud I	Duo	Host:	121.88.23.334	Port:
MyCloud Mini		Protocol:	FTP - File Transfer Protocol	
MyCloud Pro		Encryption:	Require explicit FTP over	ol ÷ TLS ‡
		Logon Type:	Normal	Å
			admin	
			•••••	
		Account:		
		Comments:		
New Site	New Folder			
New Bookmark	Rename			
Delete	Duplicate	<u>م</u> الــــــــــــــــــــــــــــــــــــ		

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.

000	Site Manager
Select Entry:	General Advanced Transfer Settings Charset
My Sites     MyCloud Duo	Host: 121.88.23.334 Port:
MyCloud Mini	Protocol: FTP - File Transfer Protocol \$
MyCloud Pro	Encryption: Require explicit FTP over TLS ‡
	Logon Type: Normal User: admin Password: •••••• Account: Comments:
New Site     New Folder       New Bookmark     Rename       Delete     Duplicate	
Connec	ct OK Cancel

- 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.

$\Theta \cap \Theta$	Site Manager
Select Entry:	Constal Advanced Transfer Settings Charter
<ul> <li>My Sites</li> <li>MyCloud Duo</li> <li>MyCloud Mini</li> <li>MyCloud Pro</li> </ul>	General       Advanced       Transfer Settings       Charset         Host:       121.88.23.334       Port:
New Site New Folder	Account: Comments:
New Bookmark         Rename           Delete         Duplicate	
Conn	Nect OK Cancel

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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