**Creating a New FTP Host on the Dedicated Web Server**

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**Audience**

The IS Systems Administrator is responsible for the execution of the procedure.

**Preamble**

This is the primary procedure for creating a new FTP host on the dedicated web server. This procedure is limited to the FTP configuration related to the dedicated web server based at WebCentral.

This procedure does not identify details regarding maintenance of FTP hosts, nor any other IIS function related to the dedicated web server.

This procedure assumes a domain name already exists for the new FTP host and that the DNS is managed via Telstra's CustData. In cases not managed by our CustData, use the appropriated steps to create/amend DNS entries.

It may be necessary to perform, during this setup process, items relating to the following related procedures: "Maintenance of Domain Names", "Domain Email configuration", "Raising Helpdesk Calls" and "ISS Monitoring Server". Please also refer to the following documentation: "Melbourne IT Portal User Manual" and "Domain Name Spreadsheet".

Also for reference purposes, a list of related definitions is included in Appendix Z of this document.

**Entry Criteria**

Helpdesk call received from IS Services Manager, or created by IS Systems Administrator, requesting the creation of a new FTP host on the dedicated server.

**Steps to be Performed**

1. Create FTP User

2. Create Path

3. Create FTP Site

4. Further FTP Site Configuration

5. Create External DNS entries

6. Create Internal DNS Entries

7. Final Checks and Add to Monitoring Service

8. Advise Customer of Appropriate Details

**Steps in Detail**

The external web-server can be accessed using the following details:

IP Address: 210.247.230.33

Username: eagers-admin

Password: isn’t very hard

**Create FTP User**

1. Log onto dedicated web server and navigate to Local Users via MMC

2. Create a new local user with the naming convention of company\_name\_acronym>FTP. Note the username should all be uppercase. e.g. ACME Services Ltd" would have a user name of ASLFTP

3. Include a meaningful description of the user in the description field. e.g. "ACME Services Ltd User" If there is any non-standard setup relating to this user, ensure further detail is included in the description field.

4. Create the password using a complex password creator such as mkpasswd" on a Unix box.

5. ensure the user cannot change password, and that the password never expires. Note: This is to be further discussed with the IS Services Manager in relation to security implications at a later date.

**Create Path**

1. Create a new path for the FTP site. \*\*\* ensure location is on E:\inetpub\wwwroot\ \*\*\*

2. Set the permissions to "Allow inheritable permissions from the parent to propagate..."

3. Explicitly deny all other FTP accounts from accessing the FTP server apart from the obvious owner. \*\*\* Important for copyright reasons \*\*\*

**Create FTP Site**

1. Open Internet Information Services (IIS) Manager MMC

2. Expand Server -> FTP Sites

3. Right-click FTP Sites -> New -> FTP Site...

4. Next -> Add a description of the FTP site. e.g. Acme Services Ltd

5. Assign the next available descending IP address for the FTP site, using the standard port 21 for FTP

6. Do not isolate users. \*\*\* Important for multi-site reasons and IIS6 limitations \*\*\*

7. Browse to the appropriate path. \*\*\* Ensure location is on E:\inetpub\wwwroot\ \*\*\*

8. Assign RW permissions for most standard installs.

9. Finish

**Further FTP site configuration**

1. Within the properties of the FTP site, navigate to the login properties.

2. Amend the Log file directory to point to E:\extendedlogs\MSFTPSVC1 \*\*\* Important for space assignment \*\*\*

3. Ensure no anonymous connections are allowed.

4. Right-click FTP site -> Permissions

5. Explicitly deny all other FTP user accounts from accessing the FTP server apart from the obvious owner. \*\*\* Important for copyright reasons \*\*\*

**Create external DNS entries**

1. Log onto the Telstra CustData portal: (https://www.telstra.net/cgi-bin/custdata/index.pl)

2. Username: 9439599010 password: \*\*\*\*\*\*\*\*

3. Navigate to Service Management -> Primary DNS

4. Navigate to the relative domain -> Update

5. "Assign Host/Alias Names for Domain" and enter the ftp host records. e.g. ftp.acmeservices.com.au A 203.247.230.30

6. Click "Submit" to apply changes.

**Create internal DNS Entries**

1. Open the DNS MMC on the Domain Controller with PDC Emulator role.

2. Add ftp A" host record to the associate FQDN object

3. Add all necessary information to the Domain Name spreadsheet, as referenced above.

**Final Checks and Add to Monitoring Service**

1. Dig/nslookup/whois. Perform external DNS lookups and whois database searches to confirm new domain has propagated to root DNS servers.

2. Connectivity testing. FTP to new site; upload a test file to the location; and download the test file from the location

3. Add the FTP service to the monitoring server. Refer to appropriative documentation for further details.

**Advise customer of appropriate Details**

Advise appropriate contacts of the FTP details. BCC yourself and store details as appropriate.

*Hi <Customer Representative>,*

*the FTP server configuration has now been completed.*

*FTP details are as follows:*

*IP Address: 210.247.230.xx (ftp.acmeservices.com.au)*

*username: ASLFTP*

*password: "mkpasswd"*

*permissions: full control of third party directory. No root directory access.*

*As always, please give me a call if you need any further info.*

*Regards,*

*<You>*

*<Your blurb>*

**Appendix Z**

**Definitions**

**Domain Name:**

A domain name is the unique name that identifies a specific internet site. The domain name is the words you have chosen to call your website instead of using the IP address of the hosting server.

**DNS:**

The Domain Naming System is a hierarchical method of naming computers on the Internet. A DNS server maintains a database of host names and IP addresses. The DNS server is responsible for translating your domain name into an IP address.

**"A" Record:**

An A-record, short for Address Record, maps from a domain name or sub-domain to an IP address. An A-record is also referred to as a host or hostname. For example, you can use an A-record to designate *yourdomain.com* to send traffic to your website at IP address *209.15.32.135*. You can designate *abc.yourdomain.com* to go to a separate IP address.

**CNAME Record:**

CNAME records simply allow a machine to be known by more than one hostname. There must always be an A-record for the machine before aliases can be added. The host name of a machine that is stated in an A-record is called the canonical or official name of the machine. Other records should point to the canonical name.

**MX-record:**

An MX-record, short for Mail Exchange Record, is used to define the email server(s) willing to accept mails for a given domain name.

**NS-record:**

NS-records are imperative to functioning DNS entries. They are very simple; they merely state the authoritative name servers for the given domain. There must be at least two NS-records in every DNS entry.

**SOA-record:**

The SOA-record is the most crucial record in a DNS entry. It conveys more information than all the other records combined. This record is called the start of authority because it denotes the DNS entry as the official source of information for its domain.