

# FileZilla Pro



# **FileZilla Pro User Guide**

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# 1

## Introduction to FileZilla Pro

FileZilla Pro is a cross-platform file transfer application. You can run it on Windows, macOS and Debian Linux machines. While it may function on other Linux distributions, please note that official support is provided specifically for Debian Linux.

### 1.1 FileZilla Pro Features

The features of FileZilla Pro include:

- A number of file transfer protocols, including [FTP](#), [FTPS](#), [SFTP](#), WebDAV, and most cloud storage protocols.
- Continue file transfers that have been paused or interrupted.
- Multiple concurrent server connections.
- [Site Manager](#) saves server connection and login information to allow quick reconnection.
- Drag and drop to begin file transfers.
- Compare local and remote file structures.
- Simultaneously browse local and remote file structures.
- Logging.
- Transfer speed limits for both uploads and downloads.
- Remote file search.
- Multiple languages.
- Edit remote files.
- Check and substitute for unsupported characters in file and directory names.
- Keep idle connections alive.

## 1.2 How Can I Use FileZilla Pro?

FileZilla Pro is a utility used for transferring files from one place to another.

You can transfer files:

- between a local machine and a server;
- to and from cloud data storage services.

You can also browse the file structure on a local or remote machine, or on a cloud service, as well as modifying that file structure: deleting, adding, or editing files and directories.

## 1.3 Differences between FileZilla and FileZilla Pro

FileZilla Pro contains all of the functionality of FileZilla standard version, plus it supports connections, file transfers, and file structure browsing for many cloud data storage services like Google Drive, Amazon S3, OneDrive, Dropbox, WebDAV, Microsoft Azure, OneDrive for Business and SharePoint, Google Cloud, Backblaze B2, Box, OpenStack Swift, Rackspace Cloud and Cloudflare R2.

FileZilla Pro also supports [file synchronization](#), [multiple rename](#) and [Site Synchronization](#).

FileZilla Pro provides a dedicated customer support forum where users receive prompt assistance for their inquiries, in addition to the product manual included with the software.

## 1.4 Supported Cloud Data Storage Services

FileZilla Pro supports the following cloud data storage services:

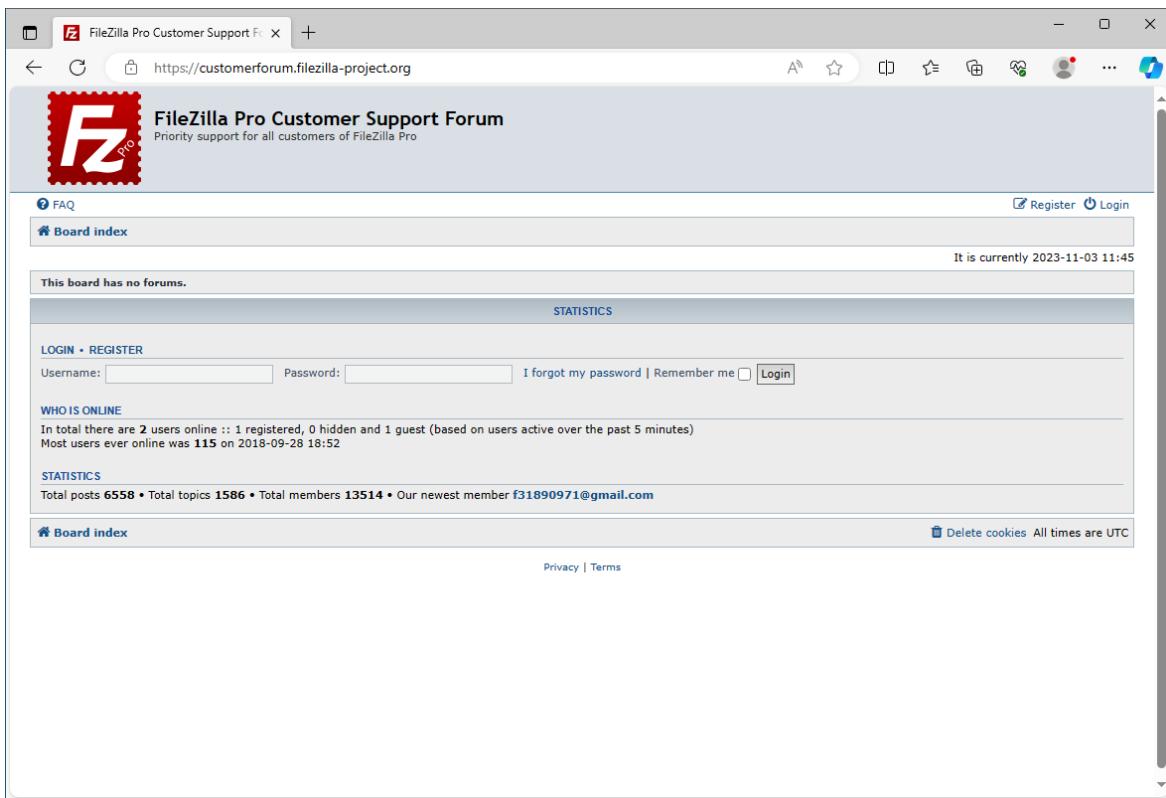
- [Amazon S3](#)
- [Backblaze B2](#)
- [Box](#)
- [Cloudflare R2](#)
- [Dropbox](#)
- [Google Cloud Storage](#)
- [Google Drive](#)
- [Microsoft Azure File Storage Service](#)
- [Microsoft Azure Blob Storage Service](#)
- [Microsoft OneDrive](#)
- [Microsoft OneDrive for Business](#)
- [Microsoft SharePoint](#)
- [OpenStack Swift](#)
- [Rackspace Cloud](#)
- [WebDAV](#)

## 1.5 Register as a Customer

To receive priority support from FileZilla Pro staff, register as a FileZilla Pro customer on our Customer Support forum.

Please follow the next steps to register.

1. Open <https://customerforum.filezilla-project.org/> in an internet browser.
2. Click on **Register**.



3. Read the terms of registration and, if you agree to the conditions, click on I agree to these terms.

FileZilla Pro Customer Support Forum - Registration

By accessing "FileZilla Pro Customer Support Forum" (hereinafter "we", "us", "our", "FileZilla Pro Customer Support Forum", "<https://customerforum.filezilla-project.org>"), you agree to be legally bound by the following terms. If you do not agree to be legally bound by all of the following terms then please do not access and/or use "FileZilla Pro Customer Support Forum". We may change these at any time and we'll do our utmost in informing you, though it would be prudent to review this regularly yourself as your continued usage of "FileZilla Pro Customer Support Forum" after changes mean you agree to be legally bound by these terms as they are updated and/or amended.

This forum is for paying customers of FileZilla Pro only. By registering you confirm to be a customer. You need to use the same email address you purchased FileZilla Pro with and you need to enter the order ID of your purchase.

You agree not to post any abusive, obscene, vulgar, slanderous, hateful, threatening, sexually-orientated or any other material that may violate any laws be it of your country, the country where "FileZilla Pro Customer Support Forum" is hosted or International Law. Doing so may lead to you being immediately and permanently banned, with notification of your Internet Service Provider if deemed required by us. The IP address of all posts are recorded to aid in enforcing these conditions. You agree that "FileZilla Pro Customer Support Forum" have the right to remove, edit, move or close any topic at any time should we see fit. As a user you agree to any information you have entered to being stored in a database. While this information will not be disclosed to any third party without your consent, neither "FileZilla Pro Customer Support Forum" nor phpBB shall be held responsible for any hacking attempt that may lead to the data being compromised.

You agree not to include URLs to commercial websites in profile fields and user signatures. Including such content may result in permanent account removal.

You agree not to create posts with the primary purpose of introducing yourself. Such posts may result in permanent account removal.

Our forums are powered by phpBB (hereinafter "they", "them", "their", "phpBB software", "www.phpbb.com", "phpBB Limited", "phpBB Teams") which is a bulletin board solution released under the "GNU General Public License v2" (hereinafter "GPL") and can be downloaded from www.phpbb.com. The phpBB software only facilitates internet based discussions; phpBB Limited is not responsible for what we allow and/or disallow as permissible content and/or conduct. For further information about phpBB, please see: <https://www.phpbb.com/>.

4. Enter a **User ID** in the **Username** field. This can be any identifier you choose, such as a nickname. Since it will be visible to other forum users, consider avoiding using your email address.

FileZilla Pro Customer Support Forum - Registration

**Username:**  
Length must be between 3 characters and 20 characters.

**Email address:**

**Password:**  
Must be between 6 characters and 100 characters.

**Confirm password:**

**Language:** British English ▾

**My timezone:** UTC+10:00 - 14 Feb 2019, 12:58 ▾  
Antarctica/DumontDUrville ▾

The items marked with \* are required profile fields and need to be filled out.

**Order Number:** \*  
Please enter the order number from your purchase of FileZilla Pro. You can find it in the purchase confirmation sent to the email address you purchased with.

**First name:**

**Last name:**

5. In the **Email address** field, enter the email address with which you bought FileZilla Pro.
6. Enter a password in the **Password** and **Confirm password** fields.
7. Enter the order number from your FileZilla Pro purchase in the **Order Number** field.
8. Enter other information if desired.
9. Click on **Submit**.

If you have trouble registering on the forum, email [info@filezillapro.com](mailto:info@filezillapro.com) for assistance.

# 2

## Common Terminology

### 2FA

In a second factor authentication method users are granted access to a service or an application after successfully presenting two or more pieces of information. Such factors usually are based on something you know, have or are.

### Bookmark

Bookmarks in FileZilla Pro save the locations of directories on remote servers. You can use them to save time in navigating complex directory structures. They're especially useful for directories that you use frequently. See [Bookmark a Directory](#) for more information.

### Client

A client is a computer application that you use to connect your local computer to a server on the internet. In this case, the client is FileZilla Pro. Using it, you can add, delete, or edit files and/or directories on the remote server.

### Download

When files are transferred from a remote server to a local machine.

### FTP

File Transfer Protocol is a basic method for moving files between local and remote computers. See [FTP](#) for more information.

### FTPS

File Transfer Protocol with [TLS](#) is a secure version of File Transfer Protocol (standard FTP). File transfers are encrypted between FileZilla Pro and the server. See [FTPS](#) for more information.

### Local

The machine on which FileZilla Pro is installed, that you're using to control file transfers.

### MIME Types

MIME stands for Multipurpose Internet Mail Extensions, and it is a technique that servers use to recognise the type of file being used, similar to the way Windows recognises files by their file extension (eg .txt). It helps browsers to figure out what to do with a particular file when you click on a link to it; for example, display it or download it. A MIME type typically consists of a type and a subtype.

Common MIME types are:

- text/plain (text file)
- image/jpeg (JPEG image)
- audio/mpeg (MP3 audio)
- video/quicktime (QuickTime video)

- application/pdf (PDF document)

## PEM

Privacy Enhanced Mail. PEM is a file format commonly used for storing certificates, certificate chains, and private keys. PEM-encoded files are base64-encoded ASCII, and they often have extensions like .pem, .crt, .cer, and .key.

## Private key

The private key is a cryptographic key used to secure communications. It works in conjunction with the certificate chain, which includes the TLS certificate, to establish secure connections.

## Overwrite

Copying over an existing file with one of the same name and file extension. This is a term you will come across often in FileZilla Pro documentation, because it is common while copying files to come across files that you or someone else have already copied across, and you will need to tell FileZilla Pro how to handle this situation. One option is to copy over the existing file with a new one that has the same filename.

## Queue

See [Transfer Queue](#).

## Recursive

In terms of FileZilla Pro, a recursive action on a directory affects all of its subdirectories and files in them. For example, running a delete command on a directory with a number of files in it as well as subdirectories with files in them – perhaps several levels deep – requires FileZilla Pro to first send a delete command for each file in the bottom layer of directories, then send a delete command for those directories, then send a delete command for files in the second-to-bottom layer of directories, etc, until it reaches the top layer of directories and files.

## Remote

The server that FileZilla Pro will connect to in order to modify directories and files. Often this is geographically remote as well.

## Server

A server is a computer that you can connect to via the internet. Servers can be used for a range of activities, but for purposes of FileZilla Pro, they're used for uploading and downloading files. For example, a website is generally hosted on a server or cluster of servers, and you can connect to it via its FTP server – a computer dedicated to handling file transfers.

---

**Note:** If you want to create an FTP server, you'll need to use a server program like [FileZilla Server](#).

---

## SFTP

[SSH](#) File Transfer Protocol is a method that FileZilla Pro can use to access and transfer files on a server. It is based on Secure Socket Shell protocol rather than traditional File Transfer Protocol, so it tends to use a server's SSH port. See [SFTP](#) for more information.

## SSH

Or Secure Shell, is a cryptographic network protocol used for secure data communication.

## Simultaneous connections

Every time that FileZilla Pro sends a request to a server, it needs to have an active connection open. As it can only send one request at a time over a single connection, FileZilla Pro can open multiple connections with a server so that it can send more than one request at a time. Effectively, this can mean several file transfers happening simultaneously.

## Transfer Queue

The queue – or Transfer Queue – is a list of files and directories that FileZilla Pro has been told to transfer from one computer to another, but which have not yet been transferred. For more information, see [Transfer Queue](#).

### TLS

Transport Layer Security (TLS) encrypts communications between FileZilla Pro and a server. This keeps the files that you're transferring secure from eavesdroppers while they're in transit between your local computer and the server. TLS is used in [FTPS](#) connections.

### Upload

When files are transferred from a local machine to a remote server.

### User ID

Also sometimes referred to as a User Name or User Identification. This is the string of text that an application, server, or website recognises as belonging to a particular person. Sometimes your user ID will be your email address; sometimes just a string of characters, for example janesmith98352.

## Protocols Supported by FileZilla Pro

FileZilla Pro offers flexibility supporting the following file transfer protocols and cloud storage services:

- FTP
- FTPS
- SFTP
- *Amazon S3*
- *Backblaze B2*
- *Box*
- *Cloudflare R2*
- *Dropbox*
- *Google Cloud Storage*
- *Google Drive*
- *Microsoft Azure File Storage Service*
- *Microsoft Azure Blob Storage Service*
- *Microsoft OneDrive*
- *Microsoft OneDrive for Business*
- *Microsoft SharePoint*
- *OpenStack Swift*
- *Rackspace Cloud*
- *WebDAV*

## 3.1 Comparison Table

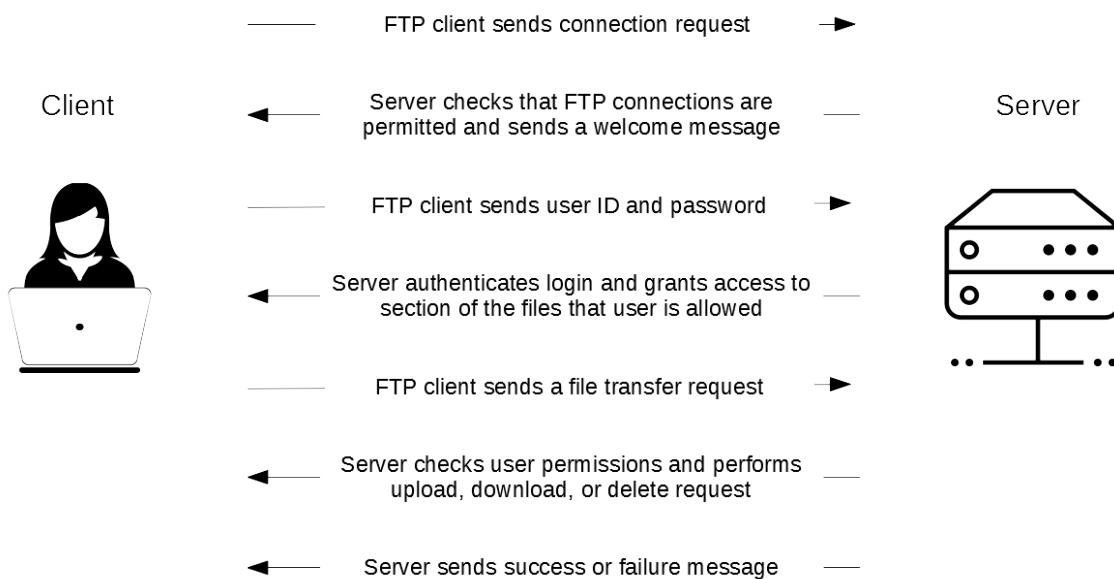
FileZilla Pro supports various protocols for file transfer. Below is a breakdown of the encryption mechanisms used by the different supported protocols and their underlying base protocols.

Table 1: FileZilla Pro protocol comparison

| Protocol | Encrypted           | Base protocol              |
|----------|---------------------|----------------------------|
| FTP      | No <sup>1</sup>     | FTP                        |
| FTPS     | Yes - TLS           | FTP                        |
| SFTP     | Yes                 | SSH                        |
| Cloud    | Yes - generally TLS | HTTP (custom protocol)     |
| WebDAV   | Yes - TLS           | HTTPS (standard extension) |

## 3.2 FTP

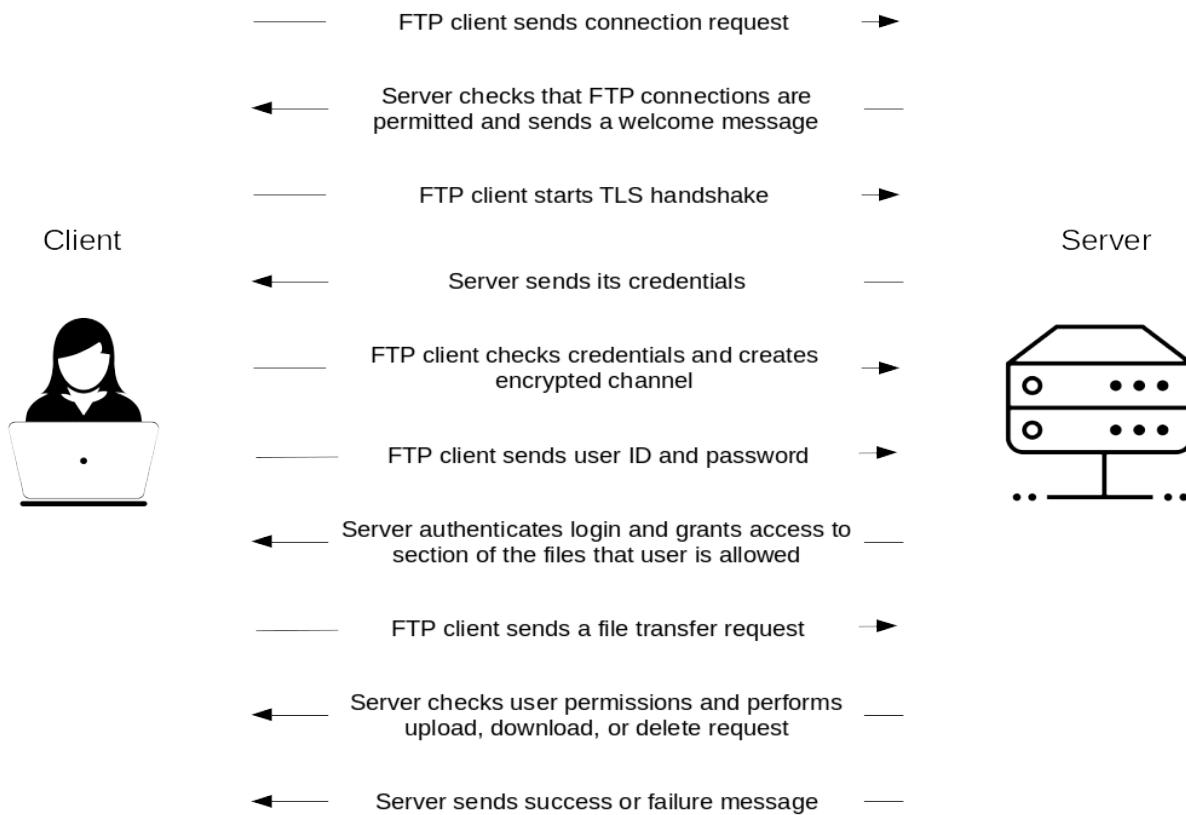
FTP stands for File Transfer Protocol. It's a method for moving files between computers, over the internet, that has been in use for decades. FTP connections are not encrypted, which means that your files could potentially be seen and copied by a third party.



<sup>1</sup> By default, FileZilla Pro attempts to use [FTPS](#) for [FTP](#) connections, and will display a warning if the remote server does not support encrypted connections.

### 3.3 FTPS

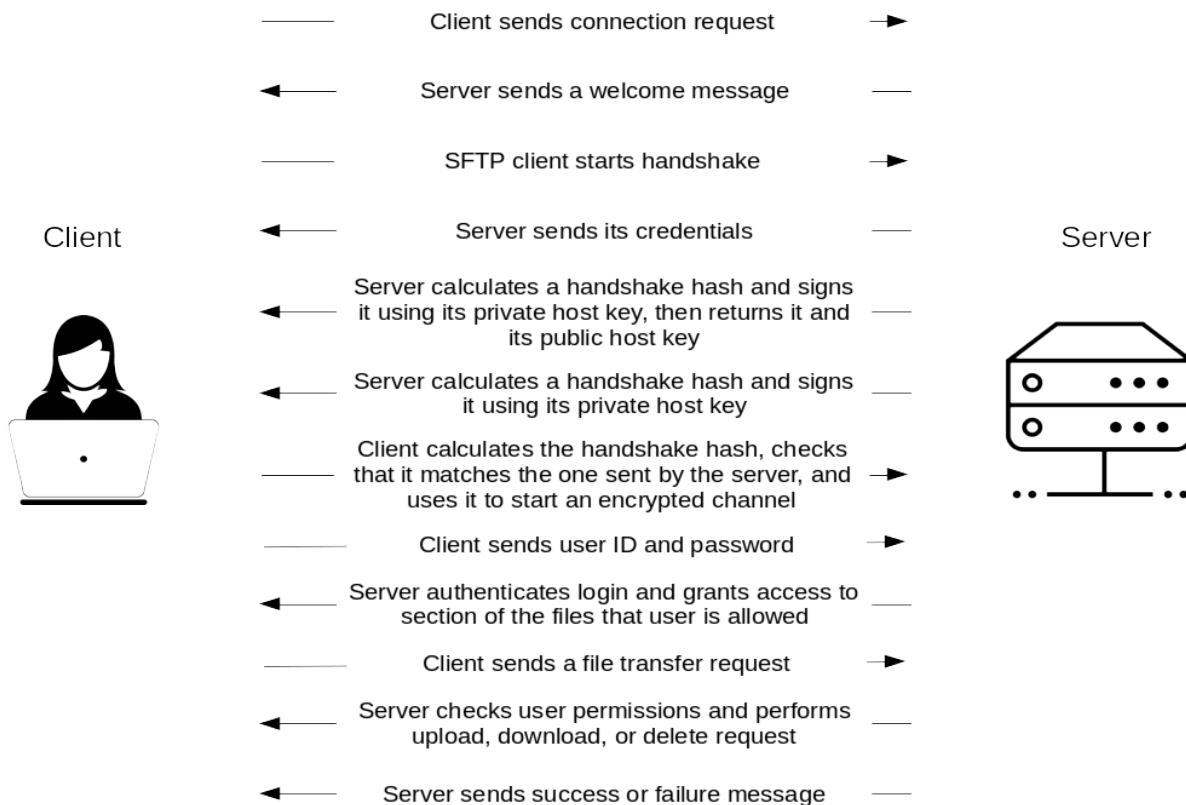
FTPS stands for FTP over TLS. It's a newer, secure version of [FTP](#) that encrypts your connection, meaning that a third party can't see the files that you're moving. It uses Transport Layer Security ([TLS](#)).



## 3.4 SFTP

[SSH](#) File Transfer Protocol (SFTP) is a method for transferring files between a local and remote computer, like FTP and FTPS, but the difference is in how it works.

Instead of sending FTP commands, SFTP uses an extended set of [SSH](#) commands. If the server you're connecting to only supports FTP connections, not SSH connections, you won't be able to use SFTP.



# 4

## Installing FileZilla Pro

Installing FileZilla Pro is slightly different on each operating system.

When you purchase FileZilla Pro, you'll receive a login (typically your registered email address) and order ID, along with a download link. Simply click on the link or paste it into your browser, and provide your login and order ID to initiate the download. Alternatively, you can use the registration key provided in the same Welcome email.

The combination of your registered email and order ID ensures also access to the Customer forum, located at <https://customerforum.filezilla-project.org/>

---

**Note:** Ensure that you pay attention to where the download saves onto your local computer.

---

### 4.1 Prerequisites

Before installing FileZilla Pro, you'll need:

- At least 50MB of space free on your drive.
- Administrator privileges if you want to make the program available for all users on a Windows machine.

Check that the date and time on your machine are correct. FileZilla Pro will not allow you to complete the registration process unless both date and time are set correctly. If in doubt, set your machine to automatically set its time and date.

## 4.2 Windows Installation

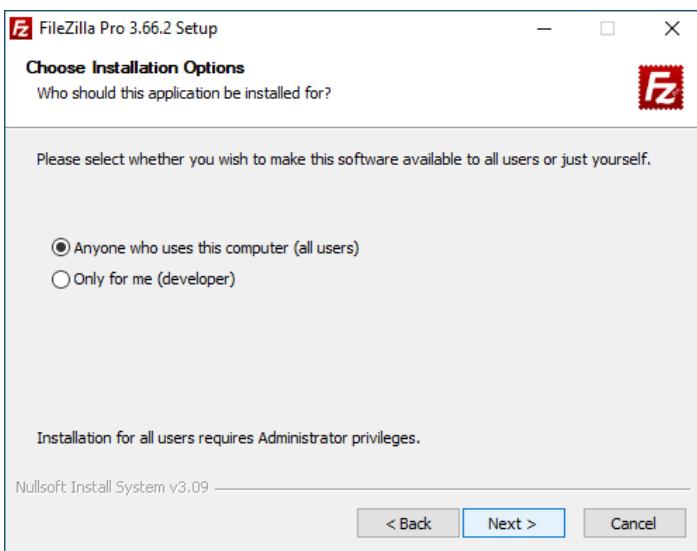
Follow the steps below to install FileZilla Pro on a Windows machine:

**Note:** You'll require administrator privileges on the current computer if you want to install FileZilla Pro for all users of the machine.

1. Double-click on the FileZilla Pro install file to start the installation.

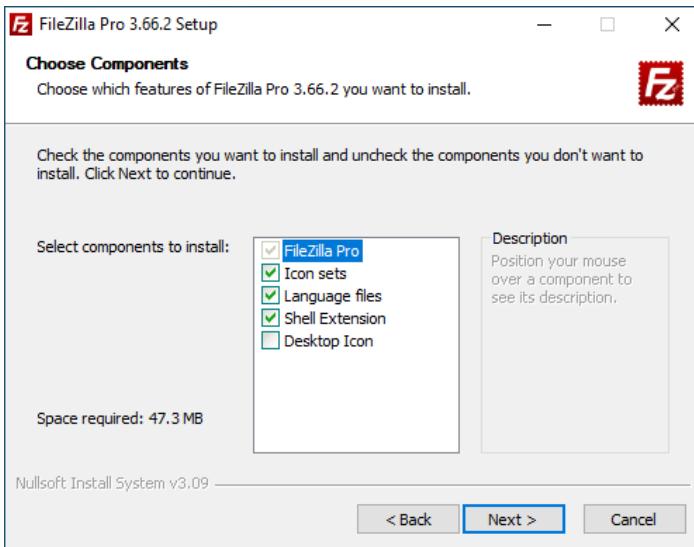
The installation file for FileZilla Pro on Windows is named in the following format: *FileZilla\_Pro\_<version number>\_<win64 or win32>-setup.exe*. For example, "FileZilla\_Pro\_3.37.0\_win64-setup.exe".

2. Select whether to install FileZilla Pro for all users of the machine, or just the current user.

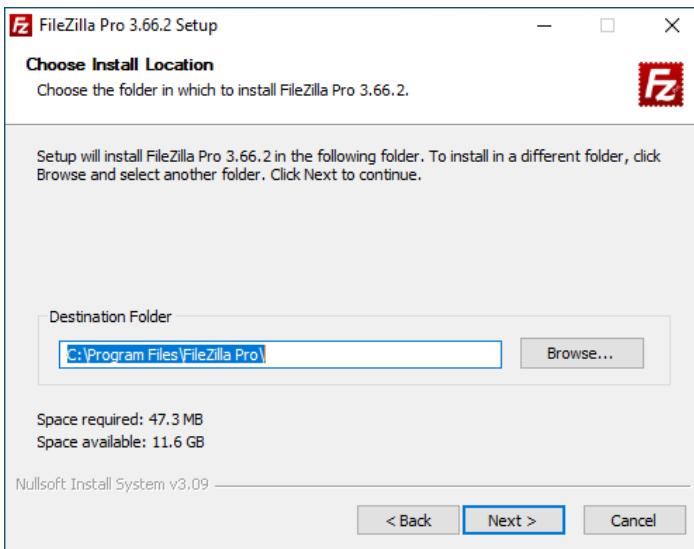


3. Select the components that you want to be installed with FileZilla Pro:

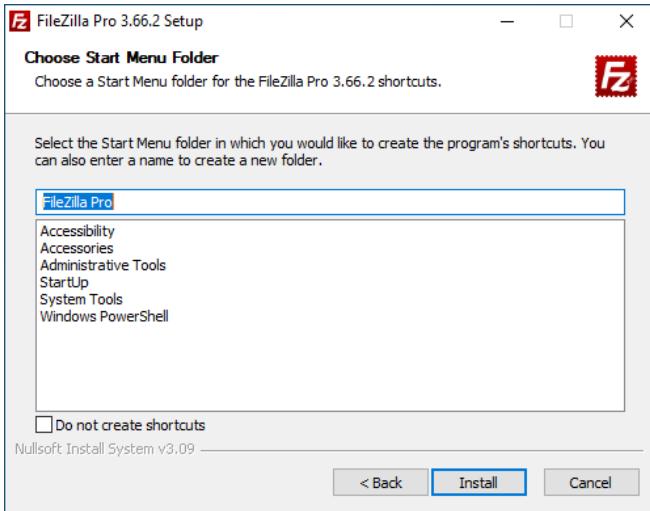
- **FileZilla Pro** is the base program; this is required.
- **Icon sets** provide different looks for FileZilla Pro.
- **Language files** allow you to run FileZilla Pro in a language other than English.
- **Shell extension** allows you to drag and drop files from Windows Explorer into FileZilla Pro.
- **Desktop icon** adds a link to FileZilla Pro to your desktop, making it easy to find and run the program.



4. Click **Browse** if you want to select an installation location. Click **Next** to move to the next page.



- Pick an existing Start Menu folder to add an icon for FileZilla Pro, or enter a new name to create a new Start Menu folder.

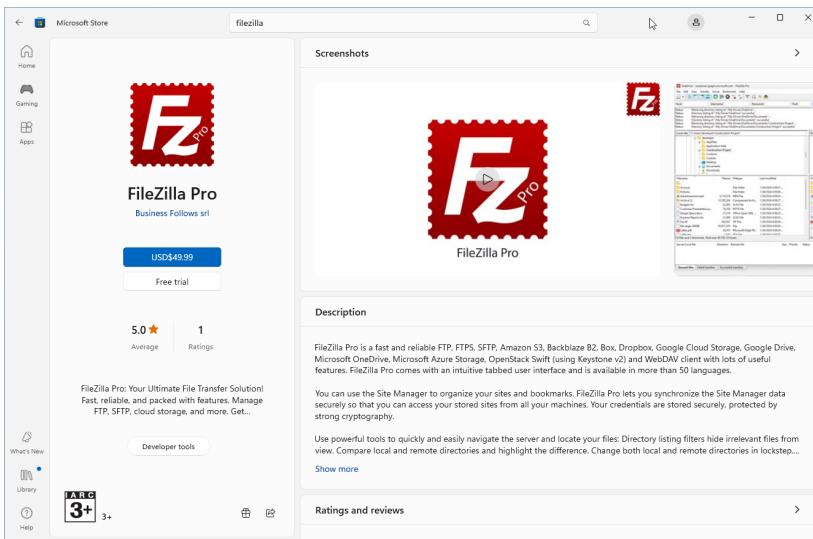


## 4.3 Microsoft Store Installation

FileZilla Pro can also be downloaded and installed from the Microsoft Store, where it is sold on a lifetime subscription.

Follow the steps below to install from Microsoft Store:

- Launch Microsoft Store on your Windows 10 or Windows 11 device.
- In the search box, at the top of Microsoft Store window, enter *filezilla pro* and press **Enter**.
- Find FileZilla Pro in the search results.
- Click on FileZilla Pro listing to see the details page. You will see a window like this:



5. You can either purchase FileZilla Pro directly or opt for a 7-day free trial. Either option will install it on your device.

**Note:** if you choose the free trial, you must either purchase the application or uninstall it after the trial period, as per standard Microsoft Store terms.

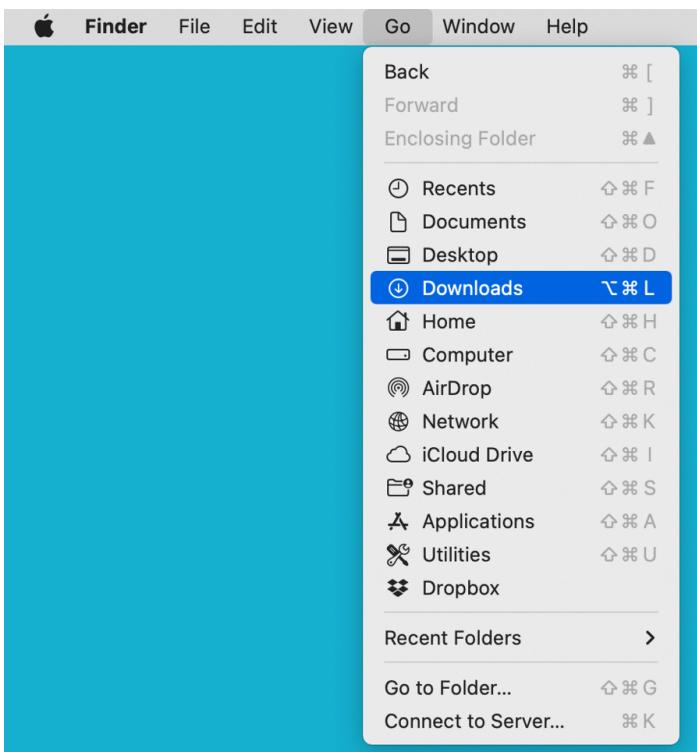
*Drag and Drop Support for Microsoft Store Version*

*Contact Support for Microsoft Store Version*

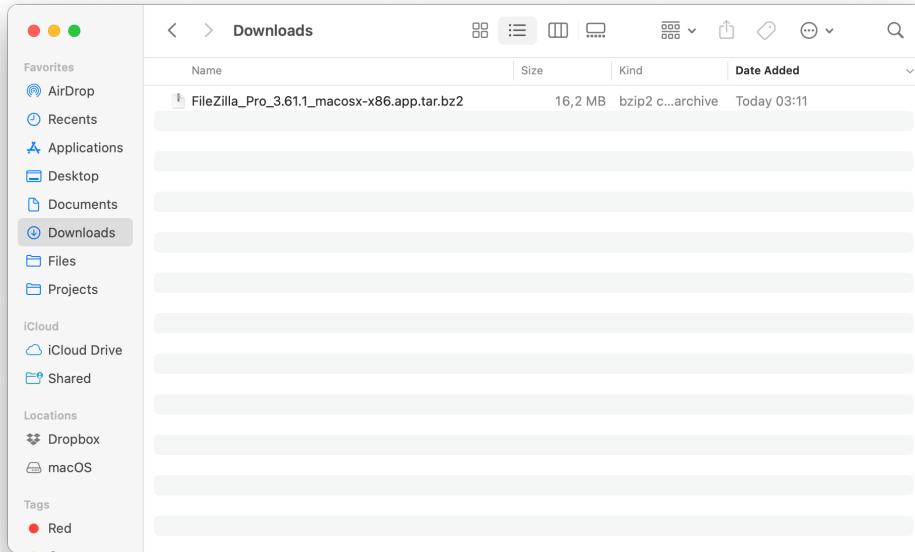
## 4.4 macOS Installation

Follow the steps below to install FileZilla Pro on a Mac:

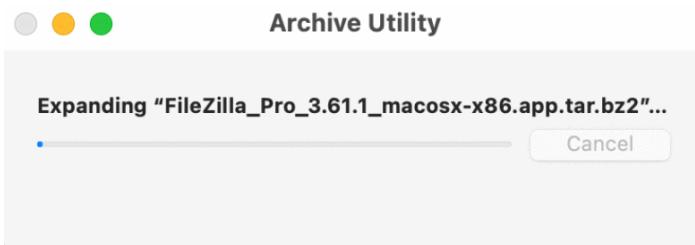
1. Open your Downloads folder. Typically, you can do this by selecting **Go > Downloads** from the main menu.



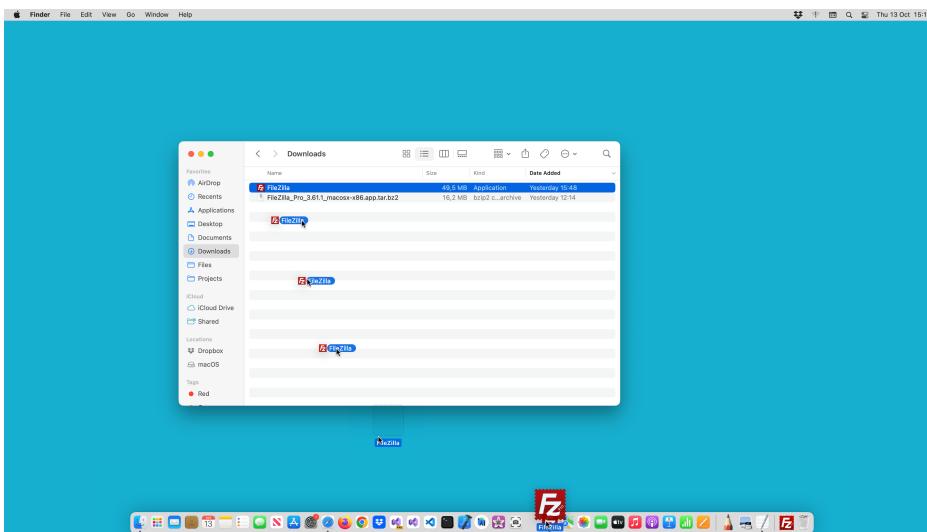
2. Find the FileZilla Pro installation file. The installation file for FileZilla Pro on macOS is named in the following format: *FileZilla\_Pro\_<version-number>\_macosx-x86.app.tar.bz2*. For example, *FileZilla\_Pro\_3.37.0\_macosx-x86.app.tar.bz2*.



3. Double-click on the installation file. The file will be unzipped.



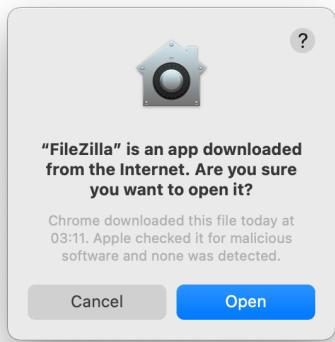
4. Drag the FileZilla Pro icon to the Dock or the Desktop for easy access.



5. Open FileZilla Pro.

You might see a warning, asking if you want to open the program. If you bought it from the FileZilla Pro website (<https://filezillapro.com/>) it is safe to open it.

If you subscribed to FileZilla Pro via App Store, please refer to the [macOS App Store Installation](#) instructions.



6. Click on **Open**.

## 4.5 macOS App Store Installation

FileZilla Pro can be downloaded and installed from the Mac App Store using the App Store to get it. If you want to cancel your FileZilla Pro subscription follow the Apple's instructions you find at <https://support.apple.com/en-us/HT202039>

**Related topics:**

[Local files not displayed](#)

## 4.6 Debian Linux Installation

Follow the steps below to install FileZilla Pro on Debian Linux.

1. Go to the directory where the installation file was downloaded. The installation file for FileZilla Pro for Linux Debian is named in the following format: `FileZilla_Pro_<version-number>.x86_64-linux-gnu.tar.bz`. For example, `FileZilla_Pro_3.37.0_64-linux-gnu.tar.bz`
2. Open the file using the extract tool.
3. Extract the files to the destination directory.
4. Go to the directory where the files were extracted.
5. Go to `FileZilla3` directory.
6. Start the program using the `filezilla` executable in the `bin` subdirectory.

## 4.6.1 Launch from command line

If launching FileZilla Pro from the file manager fails, you may need to launch it from the command line. Below are the instructions for installing and launching from the command line:

1. Open a terminal.
2. Change to the directory where the installation file was downloaded, for example:  

```
cd ~/Downloads/
```
3. Extract the file with:  

```
tar xf FileZilla_Pro_<version number>_x86_64-linux-gnu.tar.bz
```
4. Launch FileZilla Pro with:  

```
FileZilla3/bin/filezilla
```

## 4.6.2 To create an icon on the desktop

1. Copy the file `FileZilla3/share/applications/filezilla.desktop` to your Desktop directory:  

```
cp FileZilla3/share/applications/filezilla.desktop $HOME/Desktop
```
2. Open the file `filezilla.desktop` in a text editor. Adjust the paths at **Exec** and **Icon** according to the directory where the installation file was extracted to. **Exec** is the path to the FileZilla Pro executable file. For example:

```
Exec=/opt/FileZilla3/bin/filezilla
Icon=/opt/FileZilla3/share/icons/hicolor/scalable/apps/filezilla_pro.svg
```

3. A shortcut icon is shown on the desktop.
4. Right-click the shortcut and choose **Allow launching**.
5. The shortcut now shows the FileZilla Pro icon:



6. If you use another desktop environment, like KDE, you need to change the shortcut properties to allow execution:
  - a. Right-click the shortcut.
  - b. Choose Properties.
  - c. Mark **Is Executable** or **Allow executing file as program**.

### 4.6.3 Make it available in the list of applications

Note that some desktop environments do not support desktop icons. In this case open a terminal and move the `filezilla.desktop` file to your `applications` directory using the following command:

```
mv filezilla.desktop ~/.local/share/applications
```

The shortcut will appear in the list of available applications.

### 4.6.4 Supported distributions

Please note that due to differences in distributions, the provided binaries for Debian Linux might not work on different GNU/Linux systems.

The systems where FileZilla Pro is known to work are:

- Debian 10.4 or greater
- Fedora 31 or greater. Installation of GTK+2 and libxcrypt-compat packages is required with the command below  

```
sudo dnf install gtk2 libxcrypt-compat
```
- CentOS 8.1 or greater
- Ubuntu 20.04 or greater
- Linux Mint 20 or greater
- openSUSE Leap 15.3 or greater
- Red Hat Enterprise Linux 8.1 or greater. Installation of GTK+ 2 package is required with the command below  

```
sudo dnf install gtk2
```
- Rocky Linux 9. Installation of GTK+ 2 package is required with the command below  

```
sudo dnf install gtk2
```
- Arch Linux. Installation of GTK+2 and libxcrypt-compat packages is required with the command below  

```
sudo pacman -S gtk2 libxcrypt-compat
```

## 4.7 Amazon WorkSpaces Installation

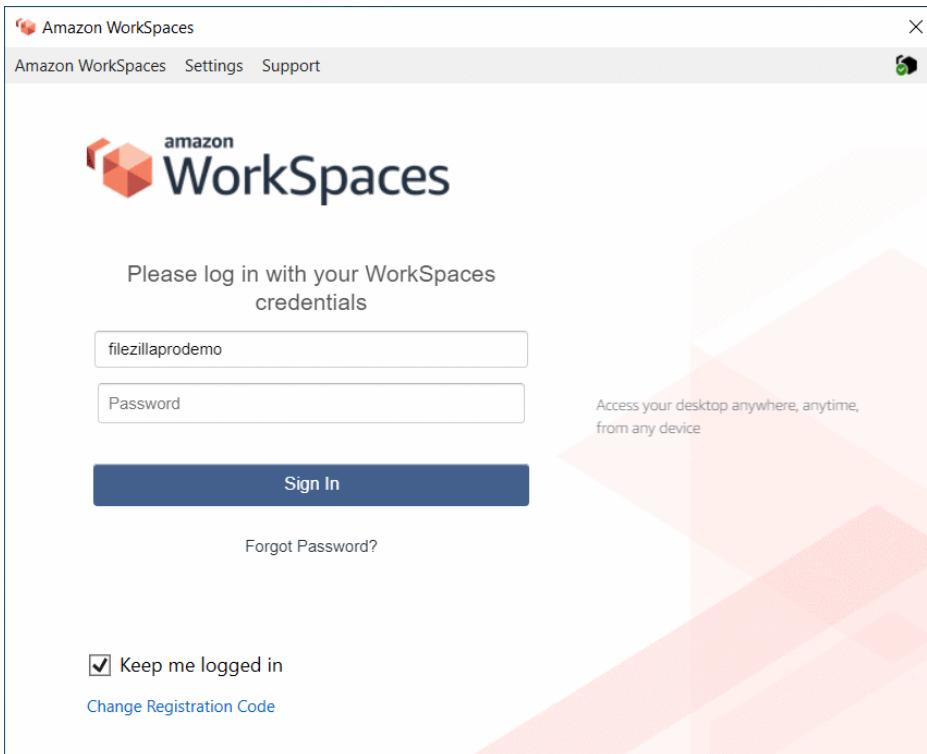
Amazon WorkSpaces (<https://clients.amazonworkspaces.com/>) enables you to provision virtual, cloud-based Microsoft Windows, Amazon Linux, or Ubuntu Linux desktops, and users can access their virtual desktops from multiple devices or web browsers.

To install FileZilla Pro on your Amazon WorkSpaces Windows client, follow these steps:

1. Launch Amazon WorkSpaces client. On Microsoft Windows double-click its desktop icon.

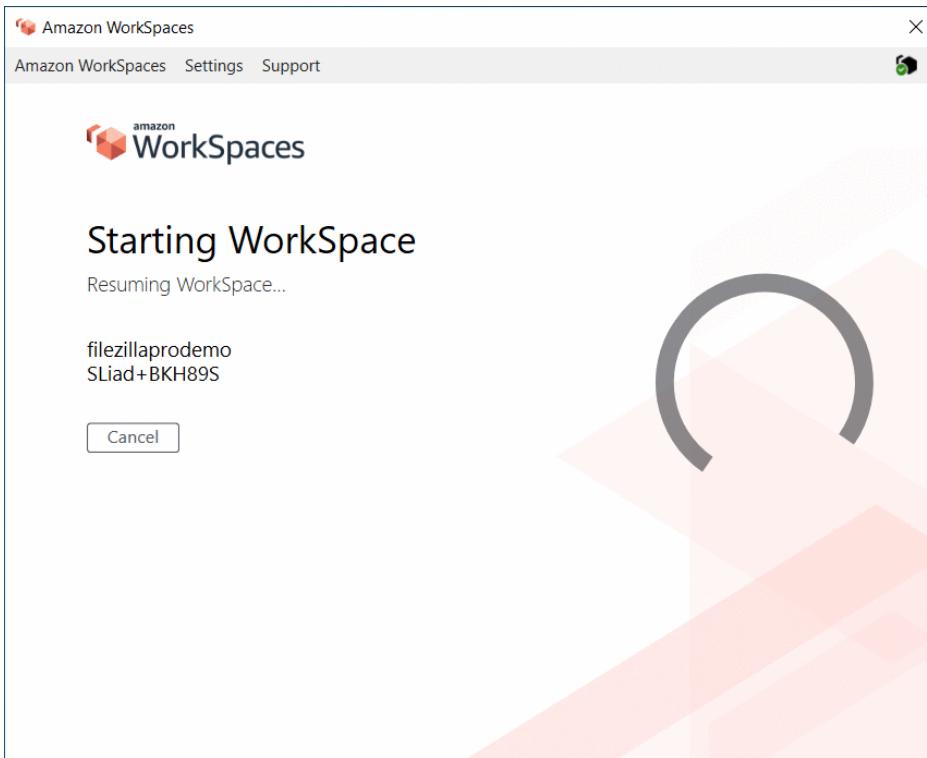


2. In the login screen enter your credentials and click **Sign In**.

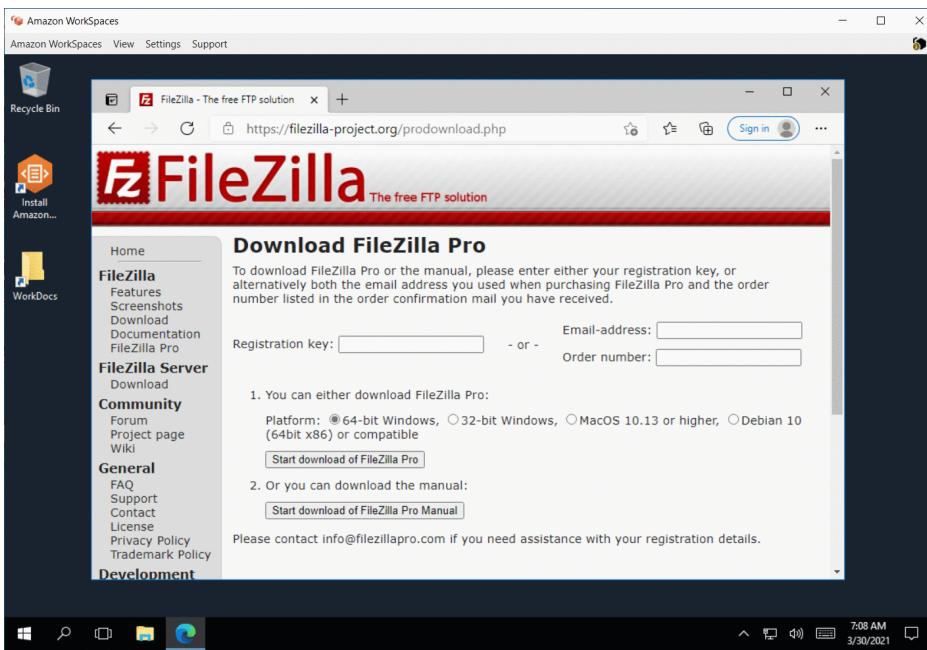


The image displays the Amazon WorkSpaces login interface. At the top, there is a navigation bar with the "Amazon WorkSpaces" logo, a search bar, and links for "Settings" and "Support". A user profile icon is also present. The main area features the "amazon WorkSpaces" logo and a large text prompt: "Please log in with your WorkSpaces credentials". Below this are two input fields: one for "Username" containing "filezillaprodemo" and another for "Password". To the right of the password field is a descriptive text: "Access your desktop anywhere, anytime, from any device". A large blue "Sign In" button is centered below the input fields. Below the button, there are links for "Forgot Password?" and "Change Registration Code". At the bottom left, there is a checked checkbox labeled "Keep me logged in".

3. The workspace start can take some time.



4. Once started, visit FileZilla Pro website and download the appropriate version for your Workspace system.

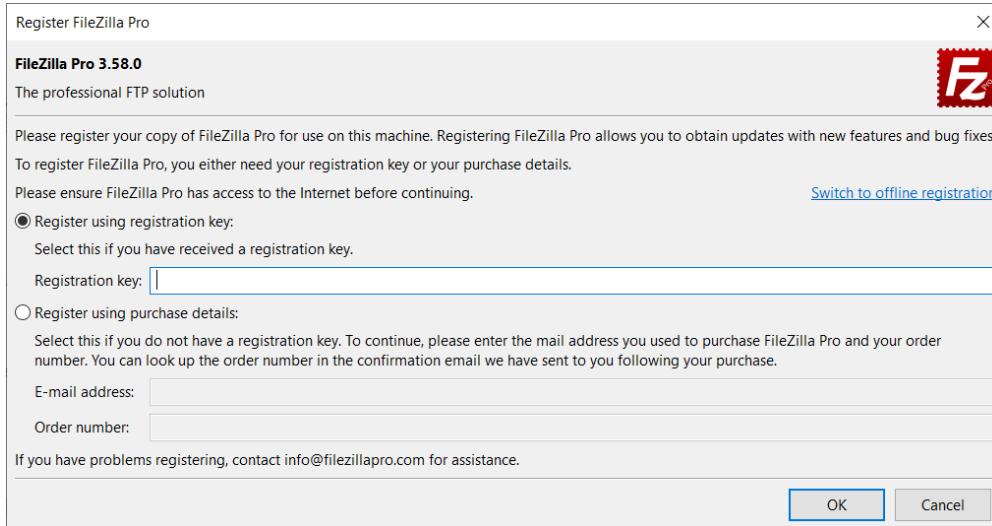


5. Install FileZilla Pro by following the instructions provided for your operating system in this chapter.
6. Launch FileZilla Pro

Now you can utilize FileZilla Pro within your WorkSpaces environment, benefiting from Amazon's high-speed internet connections for fast file downloads and uploads.

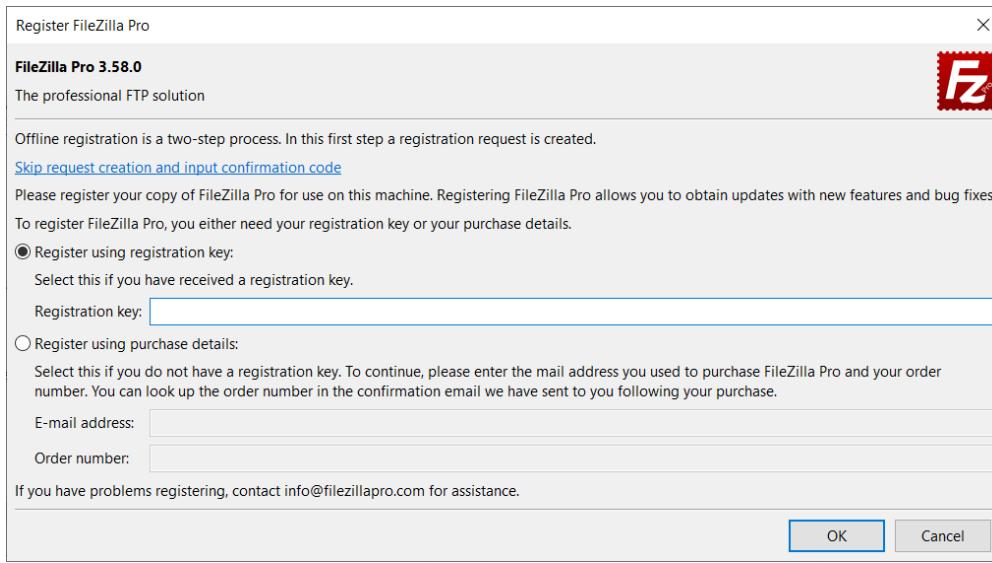
## 4.8 Registration

To register your copy of FileZilla Pro, you need to enter either your registration key or the email you used to purchase FileZilla Pro, along with the order number.



You can register either using your registration key or using the email address you used to purchase FileZilla Pro and the order number.

If you're behind a corporate firewall that does not allow FileZilla Pro to register, or you need to register your copy without internet access, you might need to register offline. In this case click on **Switch to offline registration** and follow the steps described below.



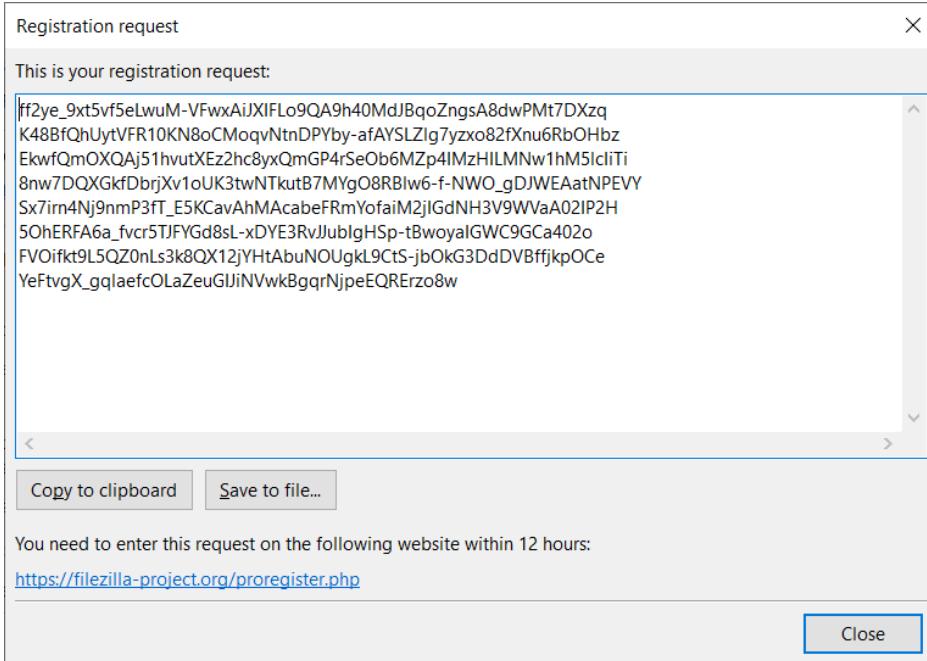

---

**Note:** If you already have created a confirmation code, click on **Skip request creation and input confirmation code** and continue to *enter the confirmation code*. Confirmation codes expire after 12 hours. If your confirmation code is older, you need to create a new one.

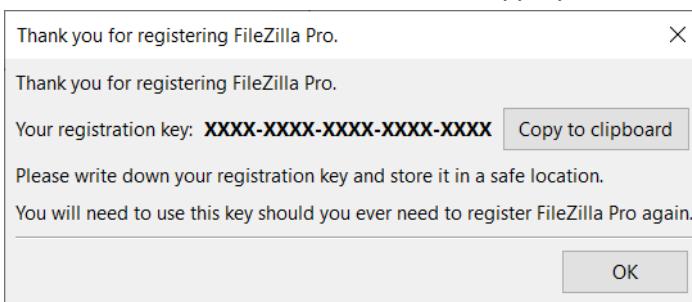
---

To register offline your copy of FileZilla Pro follow these steps.

1. Enter the **Registration Key or E-mail address** and **Order number** and then click on the **OK** button.
2. A registration request is created. Copy it to the clipboard or save it to a file:



3. Go to <https://filezilla-project.org/proregister.php> and enter the registration request. If the registration request has been saved in a file, click **Browse** to select the file and upload it.
4. Click on the **Submit registration request** button.
5. A confirmation code is created. Copy it to clipboard or save it in a file.
6. Enter the confirmation code in the **Enter confirmation code** window. If the confirmation code was saved in a file, click **Load from file** and select the appropriate file.



If all the details were correct, your registration of FileZilla Pro was successful.

See also: [Silent Installation and Registration](#)

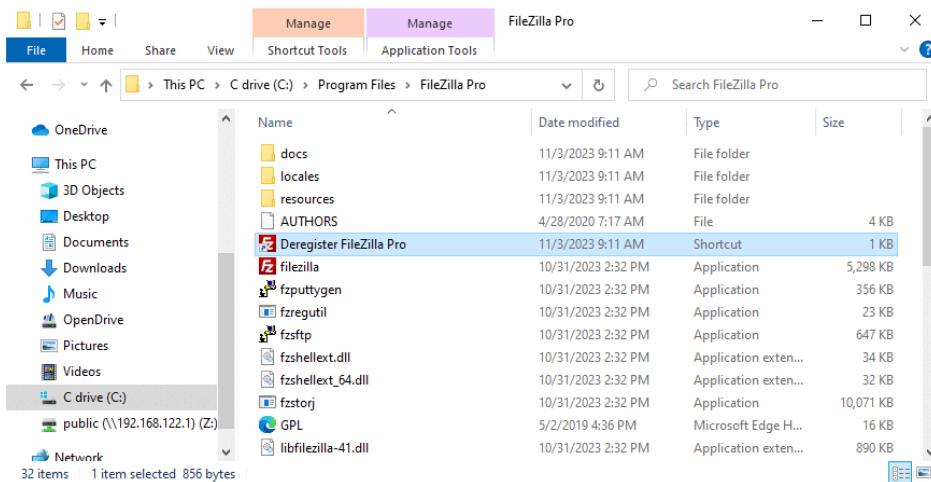
## 4.9 Deregistration

To ensure compliance with our [Terms and Conditions](#) and the specific terms of your purchase, which impose a maximum limit on FileZilla Pro registrations, if you reach the limit, you may need to deregister a copy before registering an additional one.

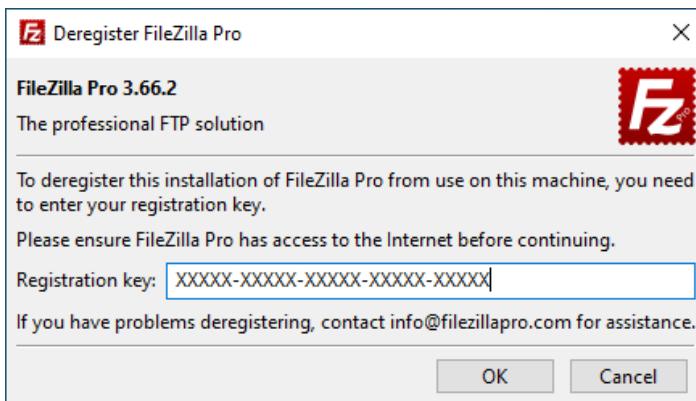
Below you'll find instructions on how to deregister on various operating systems.

### 4.9.1 Windows

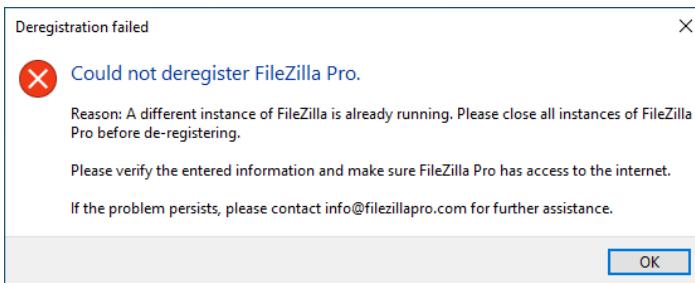
1. Go to the FileZilla Pro installation directory and double-click the **Deregister FileZilla Pro** shortcut.



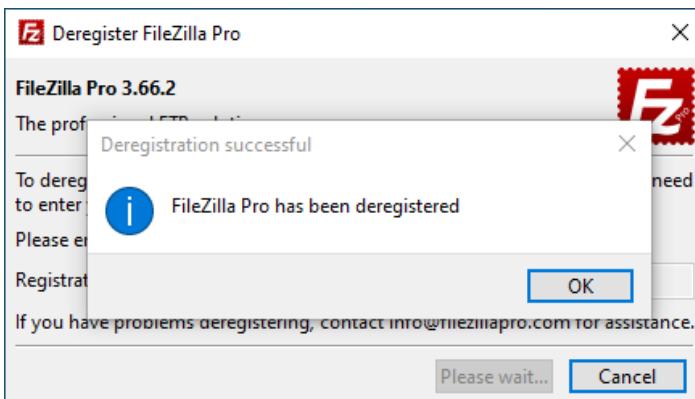
2. A dialog window will prompt you for the registration key. Enter your registration key.



3. If FileZilla Pro is running, you will receive a notification asking to close it and retry.



4. Click **OK** to proceed with the deregistration.



Your previous FileZilla Pro registration has been successfully deregistered.

Now you can register a new copy.

## 4.9.2 macOS

Follow these steps:

1. Go to your **Applications** folder and locate the FileZilla Pro icon.
2. Right-click on the FileZilla Pro icon and select **Show Package Contents**.
3. double-click on the **Contents** folder.
4. Right-click on the **MacOS** folder and select **Get Info**.
5. In the Info window, right-click on the **Where** field and choose **Copy as Pathname**.

Assuming you have the following pathname /Applications/FileZilla Pro.app/Contents/MacOS execute this command in a terminal:

```
/Applications/FileZilla\ Pro.app/Contents/MacOS/filezilla --deregister
```

FileZilla Pro will prompt you to enter the registration key to complete the deregistration process.

### 4.9.3 Debian Linux

Run the following command in a terminal, relative to where the app was installed:

```
FileZilla3/bin/filezilla --deregister
```

## 4.10 Silent Installation and Registration

On Windows, you can install FileZilla Pro silently using a command line parameter, which executes the installation without displaying a window and applies default settings.

---

**Note:** You might still be prompted by Microsoft Windows User Access Control (UAC).

---

For a silent installation, launch the installer from the command line, passing the parameter /S or /quiet followed by /user=all:

```
FileZilla_Pro_3.66.2_win64-setup.exe /S /user=all
```

### 4.10.1 Silent Registration

On Windows, after the installation, you can proceed to register the product silently.

Use the parameter --register followed by the --regkey parameter.

This method does not display any windows:

```
"C:\Program Files\FileZilla Pro\filezilla.exe" --register --regkey=silent,  
XXXX-XXXX-XXXX-XXXX
```

---

**Note:** The command ending with -setup.exe is the installer, while filezilla.exe refers to the installed software.

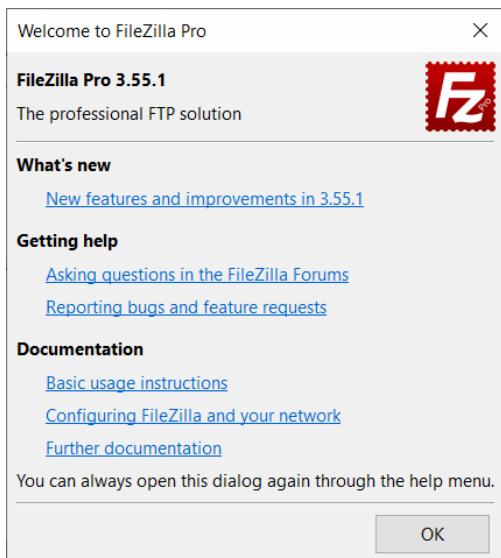
---

See also: [Registration](#)

## 4.11 Welcome Screen

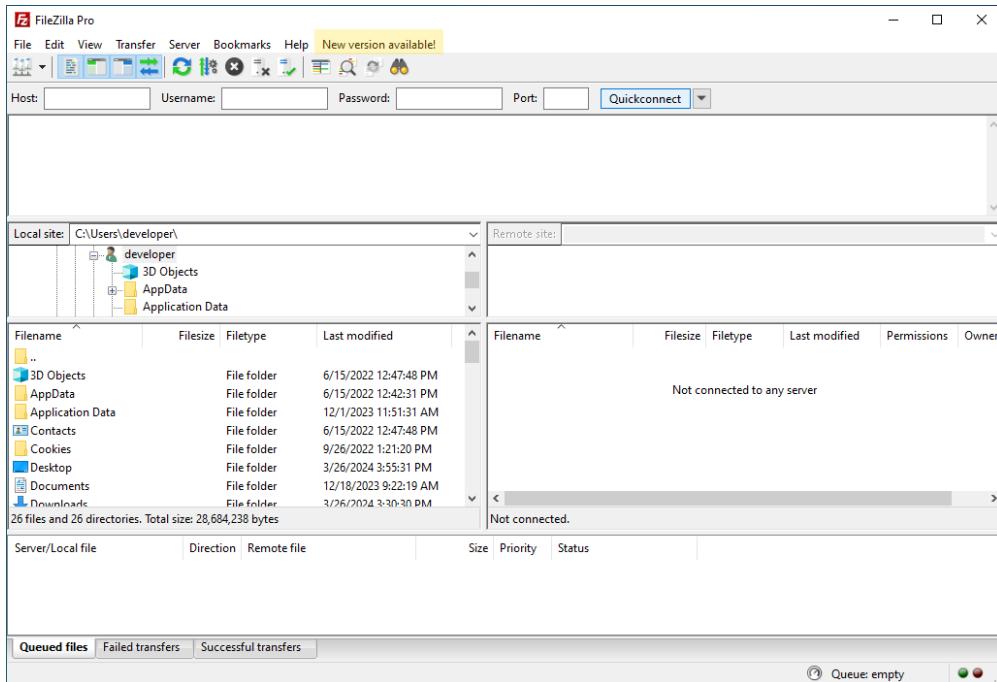
The Welcome screen appears the first time you launch FileZilla Pro and it provides valuable information about FileZilla Pro and offers guidance on exploring its features further. You can also open it again through the **Help > Show welcome dialog** menu.

The Welcome screen is shown on the first run of FileZilla Pro.



## 4.12 Updating FileZilla Pro

By default, FileZilla Pro periodically checks for updates. If a new version is available, you'll see “**New version available!**” displayed in the main menu next to the Help option.



FileZilla Pro may also ask on startup if you wish to update to the newest version.

You can check for updates manually by selecting **Check for Updates** from the **Help** menu or if you receive the “**New version available!**” alert, you can simply click on it to initiate the update process.

If you have not registered your copy of FileZilla Pro yet, you might be prompted to provide registration details. To learn how to register, see [Registration](#).

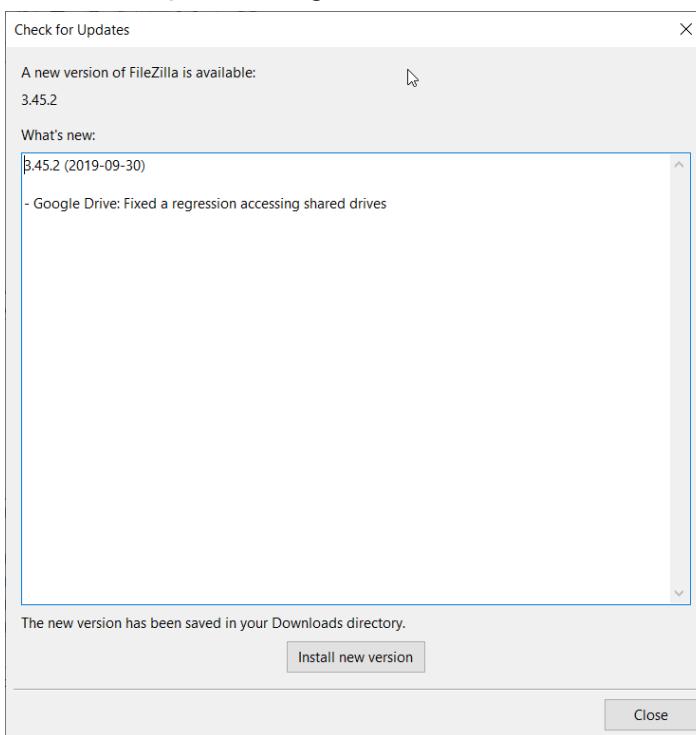
Below, you'll find instructions on how to update on various operating systems.

### 4.12.1 Windows

Below you'll find instructions on how to update FileZilla Pro on Windows.

If you have not registered your copy of FileZilla Pro yet, you might be prompted to provide registration details. To learn how to register, see [Registration](#).

1. A Check for Updates dialog box is shown. Click on **Install new version**.



2. Windows might ask if you want to allow this application to run. Click on **Yes**.

The new version of FileZilla Pro will be installed.

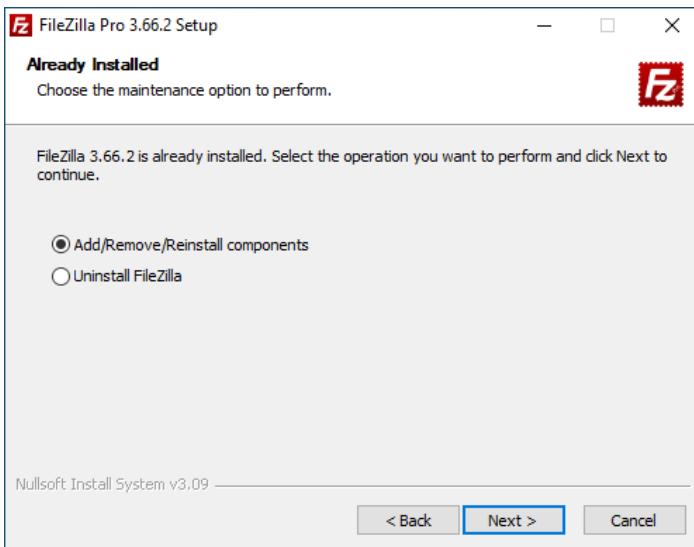
### 4.12.2 Update from download

You can also update FileZilla Pro using a downloaded executable file.

1. Download the latest version of FileZilla Pro from <https://filezilla-project.org/prodownload.php> or from any link provided in the Welcome email.

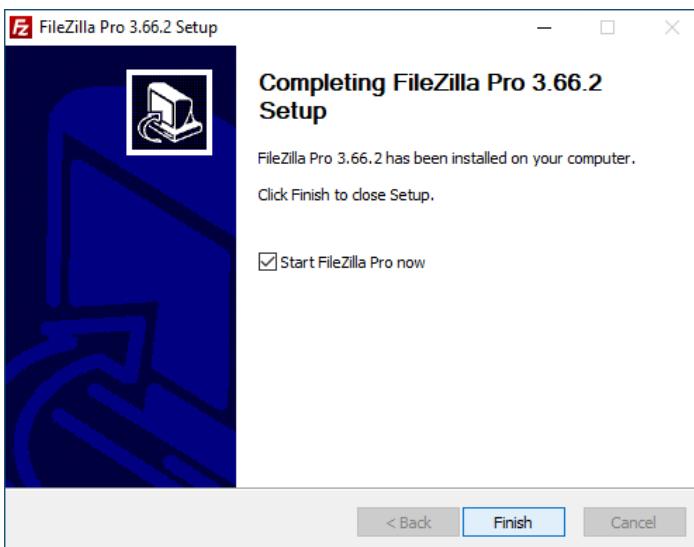
- Run the downloaded executable.

If the installation detects an older version of FileZilla Pro, it will display a message like this:



- Select **Upgrade FileZilla using previous settings** and click **Next**.

FileZilla Pro will update.

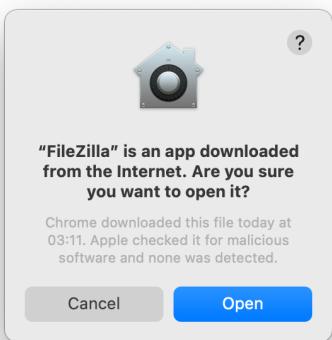


- Click **Finish**.

#### 4.12.3 macOS

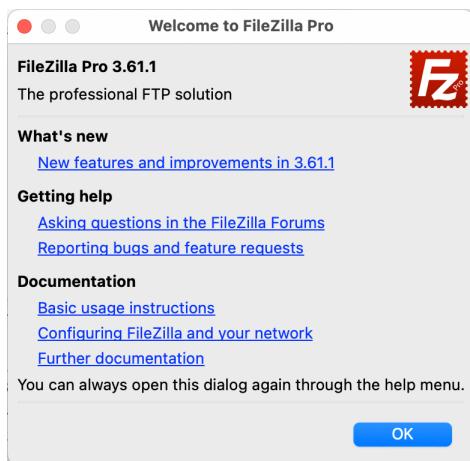
Below you'll find instructions on how to update FileZilla Pro on Mac.

- Click on **Install new version**.



- macOS might ask if you want to allow this application to run. Click on **Open**.

The new version of FileZilla Pro will be installed.



## macOS App Store

The App Store application will notify you when a new version of FileZilla Pro is available.

## Using FileZilla Pro

### 5.1 Starting FileZilla Pro

Depending on your operating system you might start FileZilla Pro in different ways.

#### 5.1.1 Starting FileZilla Pro from the Desktop

The FileZilla Pro icon looks like this:



Below are detailed instructions for starting FileZilla Pro on various operating systems.

#### Windows

During the installation process, you can choose to let the installer create a shortcut to FileZilla Pro in the Start Menu.

If you're using Windows 8 or above, click on the Start Menu and type `filezilla` to find the shortcut.

If you selected to install the *Desktop icon*, a shortcut icon is available on your desktop.

If you did not select to create either the Start Menu shortcut or the desktop icon, use Windows Explorer to go to the directory where FileZilla Pro is installed and launch it from there.

## macOS

If you've copied FileZilla Pro to your Desktop or Dock, you can launch it from there. Otherwise, you can find FileZilla Pro in the **Applications** section of **Finder**. If it's not there, you can search for it and copy it to that location.

You can also click on your applications icon and scroll until you find the FileZilla Pro icon.

### Related topics:

[Starting FileZilla Pro via Command Line](#)

[Modify Startup Behavior](#)

### 5.1.2 Starting FileZilla Pro via Command Line

To start FileZilla Pro you can use the following command line parameters:

- URL: must be in the form [protocol://][user[:pass]@]host[:port][/path]. Valid protocol specifications:
  - ftp
  - sftp
  - ftps (implicit)
  - ft� (explicit)
  - s3
- -l, --logon-type: type of login in use on the server. Options available:
  - ask
  - interactive

---

**Note:** This parameter requires the URL parameter. FileZilla Pro will ask for any logon information not supplied in the URL before connecting. Useful for custom scripts or shortcuts.

---

- -h, --help: shows the help dialog.
- -s, --sitemanager: start with [Site Manager](#) window displayed.

---

**Note:** This parameter may not be used with the -c or URL parameters.

---

- -c, --site: Connect to a site previously configured in the [Site Manager](#). Site name requirements:
  - Site has to be given as complete path, with a slash as separation character.
  - Any slash or backslash that is part of a segment has to be escaped with a backslash.
  - Path has to be prefixed with 0 for user defined entries or 1 for default entries.
  - Site path may not contain double quotation marks.
- -a, --local: Sets the local path. Use double quotation for paths with spaces in them.
- --close: Closes all running instances of FileZilla Pro. (Windows only)
- -v, --version: Print version information to stdout and exit.

## Examples

Connects to the user site s1/ash in the site directory foo/bar:

```
filezilla --site="0/foo/bar/s1\ash"
```

Connects to the user site site1 and sets the local folder to /home/Users/me/site 1 downloads:

```
filezilla --site="0/site1" --local="/home/Users/me/site 1 downloads"
```

Connects to example.com URL and sets the local folder to C:\example.com downloads:

```
filezilla ftp://username:password@ftp.example.com --local="C:\example.com downloads"
```

### Related topics:

[Starting FileZilla Pro from the Desktop](#)

[Modify Startup Behavior](#)

## 5.2 Setting the Language in FileZilla Pro

By default, FileZilla Pro uses the current language settings from the local operating system.

If you want to change the language used in FileZilla Pro's interface follow these steps:

1. In the main menu, click on **Edit > Settings....**
2. Select **Language** from the menu on the left.
3. Select your preferred language from the **Language** list.
4. Click on **OK**.
5. Restart FileZilla Pro.

## 5.3 Modify Window-minimize Behavior

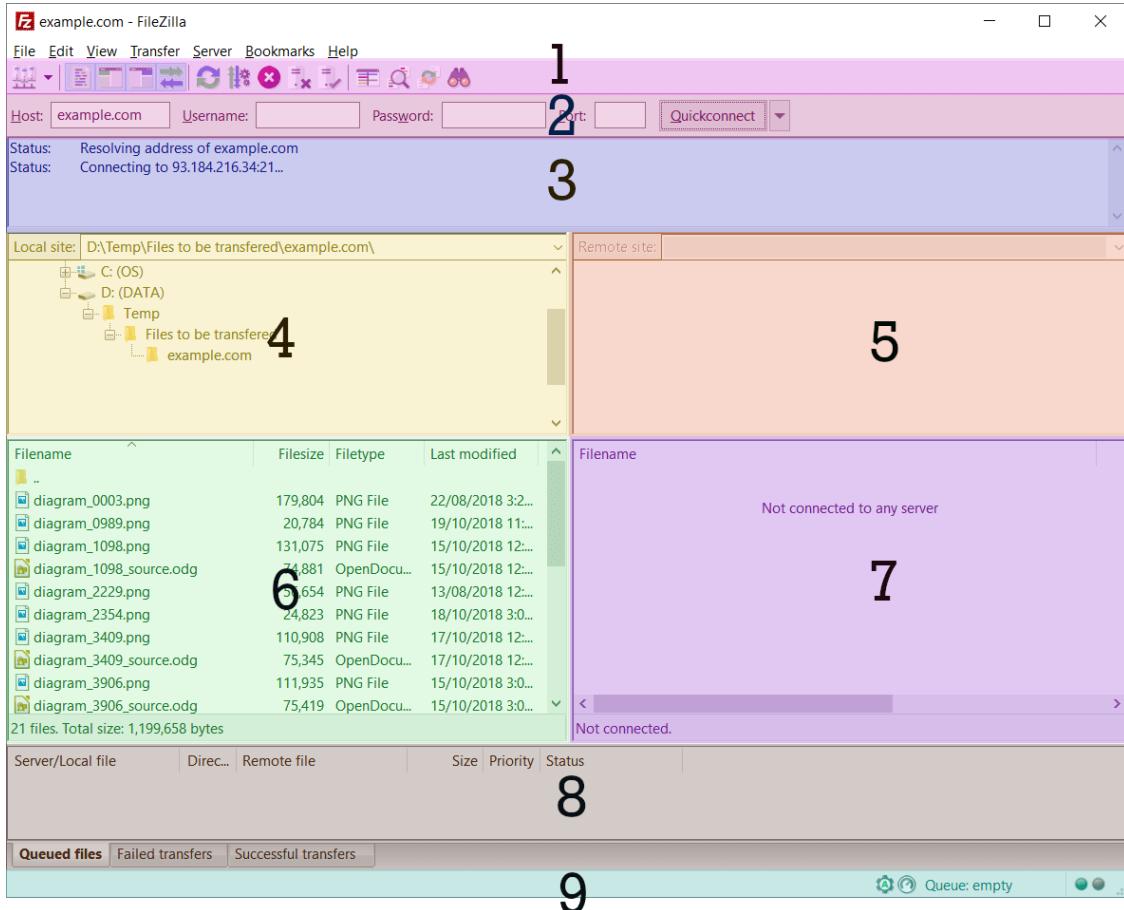
By default, on Windows and Linux, FileZilla Pro minimizes to the taskbar. If you'd prefer that it minimize to the system tray instead, follow these steps:

1. In the main menu, click on **Edit > Settings....**
2. Select **Interface** from the menu on the left.
3. Tick the **Minimize to tray** checkbox.
4. Click on **OK**.

On Mac click the yellow minimize button  in the top-left corner of the window, or press Command-M.

## 5.4 Understanding the Screen Layout

The main screen of FileZilla Pro is packed with useful information. In the following paragraphs, you'll discover the purpose of each section.



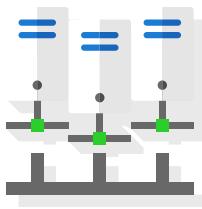
### 5.4.1 Toolbar (1)

FileZilla Pro's toolbar contains icons for the most commonly-used tasks.

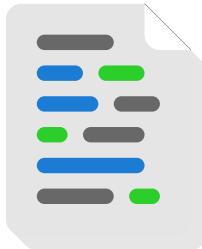
---

**Note:** This guide to FileZilla Pro's toolbar uses the default icon set.

---



Click on this icon to open the [Site Manager](#) window, or click on the down arrow (Windows) or SHIFT-click (macOS) to select a previously-configured site to connect to.



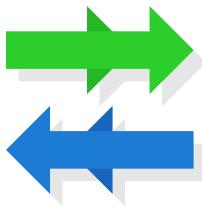
Toggles the display of the message log. By default, the message log is visible.



Toggles the display of the local directory structure. By default, the local directory structure is displayed.



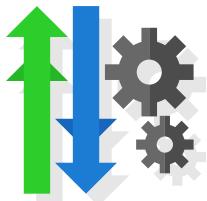
Toggles the display of the remote directory structure. By default, the remote directory structure is displayed.



Toggles the display of the [Transfer Queue](#). By default, this is displayed.



Refreshes the local and remote directory structures and file lists. This requires FileZilla Pro to send a directory listing request to the remote server. Hold the CTRL key while clicking this icon to clear the remote directory cache.



Toggles processing of the Transfer Queue. If the icon is highlighted in blue, the queue is currently being processed. If the icon is not highlighted, FileZilla Pro is not processing the Transfer Queue. See [Start the Transfer Queue](#).



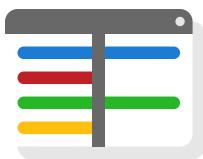
Cancels the current file transfer operation and pauses processing of the Transfer Queue. See [Pause the Transfer Queue](#)



Disconnects from the current remote server. If FileZilla Pro is currently connected to multiple servers, clicking this icon disconnects the server in the currently-selected tab.



Reconnects to the previous remote server.



Click on this icon to display the **Directory listing filters** window. Right-click (Windows) or SHIFT-click (macOS) on this icon to enable previously-configured directory filters. See [Filter Files and Directories](#).



Click on this icon to toggle [Comparing Local and Remote files](#) mode. Right-click on this icon to choose commonly-used directory comparison mode options.



Toggles synchronized directory browsing. See [Synchronizing browsing of local and remote directories](#).



Displays the **File Search** window. See [Advanced File Search](#).

### 5.4.2 Quickconnect bar (2)

The Quickconnect bar is most often used for one-off connections. It also holds in memory any recent connections made via the bar since FileZilla Pro was last started.

Enter the server address and port, and if required, your username and password for the server, then click **Quickconnect**.

## Reconnect to a server in the Quickconnect history

Click on the down arrow next to the **Quickconnect** button and select the desired address.

## Clear the Quickconnect bar

To clear the current contents of the Quickconnect bar, click on the down arrow next to the **Quickconnect** button and select **Clear Quickconnect bar**.

## Clear the Quickconnect history

To remove from history all recent connections made using the Quickconnect bar, click on the down arrow next to the **Quickconnect** button (Windows) or SHIFT-click (macOS) and select **Clear history**.

### 5.4.3 Message log (3)

The message log displays information about the commands that FileZilla Pro is sending the remote server, and information that it receives in answer.

The message log below shows a failed connection attempt to an FTP server. Informational (status) messages are shown in black, commands to the server in blue, responses from the server in green, and errors in red.

```
Status: Resolving address of ftp. ....com
Status: Connecting to .... ...
Status: Connection established, waiting for welcome message...
Status: Initializing TLS...
Status: Verifying certificate...
Status: TLS connection established.
Command:USER ....
Response: 331 Password required for ....
Command:PASS ****
Response: 530 Login incorrect.
Error: Critical error: Could not connect to server
```

If you have trouble connecting to a particular server, the message log might help you to figure out why.

### 5.4.4 Local site directory structure (4)

This section of FileZilla Pro displays the directory structure on the local machine - the computer that FileZilla Pro is installed on. If any network drives are mapped to local drive letters, these will also be displayed in the local site directory structure.

## Manually navigating the directory structure

You can move through this directory structure by clicking on directories or expanding their contents to view all directories contained within. As you do, the local site files section will display the contents of the currently-selected directory.

## Using synchronized browsing

If sections of the local and remote file systems have the same directory structure, you can enable synchronized browsing. As you navigate through the local directory structure, your exploration will be mirrored on the remote file system.

### 5.4.5 Remote site directory structure (5)

This section of FileZilla Pro displays the directory structure on the remote server. It only displays the directories that you have authorization to view.

## Manually navigating the directory structure

You can move through this directory structure by clicking on directories or expanding their contents to view all directories contained within. As you do, the **remote site files** section will display the contents of the currently-selected directory.

## Using synchronized browsing

If sections of the local and remote file systems have the same directory structure, you can enable synchronized browsing. As you navigate through the remote directory structure, your exploration will be mirrored on the local file system, or vice versa.

### 5.4.6 Local file list (6)

This section of FileZilla Pro displays the directories and files located in the directory currently selected in the **Local site directory structure** section.

It is affected by any filters and sorting options that you might have enabled.

Right-click (Windows) or CTRL-click (macOS) the column title bar to select which columns are displayed, and their location.

## 5.4.7 Remote file list (7)

This section of FileZilla Pro displays the directories and files located in the directory currently selected in the **Remote site directory structure** section.

It is affected by any filters and sort options that you might have enabled.

Right-click (Windows) or CTRL-click (macOS) the column title bar to select which columns are displayed, and their location.

## 5.4.8 Transfer Queue (8)

By default, the Transfer Queue displays the current queue of files to be transferred. For example, if you've set FileZilla Pro to copy a number of files from your home computer to your website server, it will display a queue of files that have not yet been copied across.

---

**Note:** Files and folders queued for deletion are not displayed.

---

The **Failed Transfers** tab displays files that FileZilla Pro tried to transfer, but for some reason could not complete.

The **Successful Transfers** tab displays files that FileZilla Pro has transferred during the current session.

Click on a column header to sort the queue by entries in that column. If the queue is already sorted by that column, this will reverse the sort order.

Resize columns by dragging the column heading separators.

## 5.4.9 Status bar (9)

The status bar provides information about the current connection and file transfers taking place.

### Transfer type auto-detection



FileZilla Pro displays this icon when connecting to an [FTP](#) server and detecting whether the server supports [FTPS](#).

## Encrypted/unencrypted connection



If the current connection is encrypted (for example, FTP over TLS), this symbol will be displayed. Click on the icon to view details about the encryption used.

## Speed limits



FileZilla Pro can limit the amount of bandwidth that it uses for both uploads and downloads. This is particularly useful if you have a number of programs accessing the internet, or need to keep network traffic down.

Hover the mouse pointer above the icon to view the current speed limit, if any.

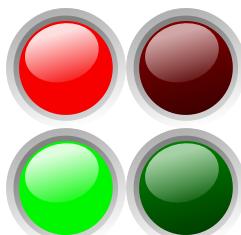
Click on the icon to configure, enable or disable speed limits for FileZilla Pro.

## Queue size



This lists the combined size of all files queued for transfer in FileZilla Pro.

## Download and Upload speeds



These icons will flash as data is uploaded and downloaded. You may notice that data is downloaded even when you're only uploading files, and vice versa – this is because replies are sent or received with every file transfer.

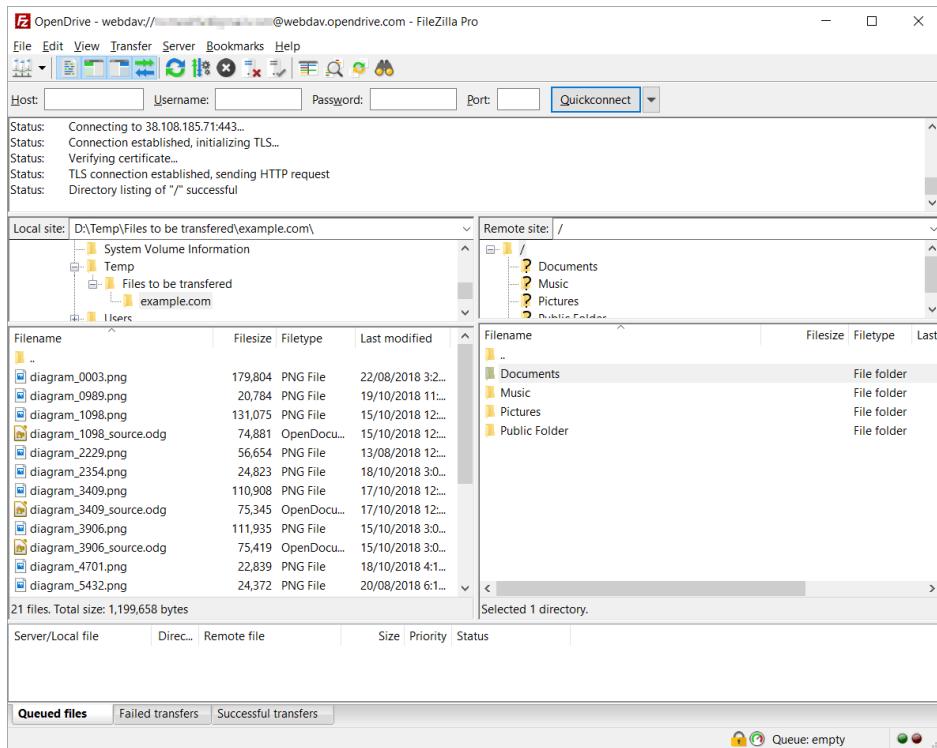
## 5.5 Customize the Main Window

There are a number of ways that you can customize the look and feel of FileZilla Pro to suit you, your display media, and the work that you need to do with it.

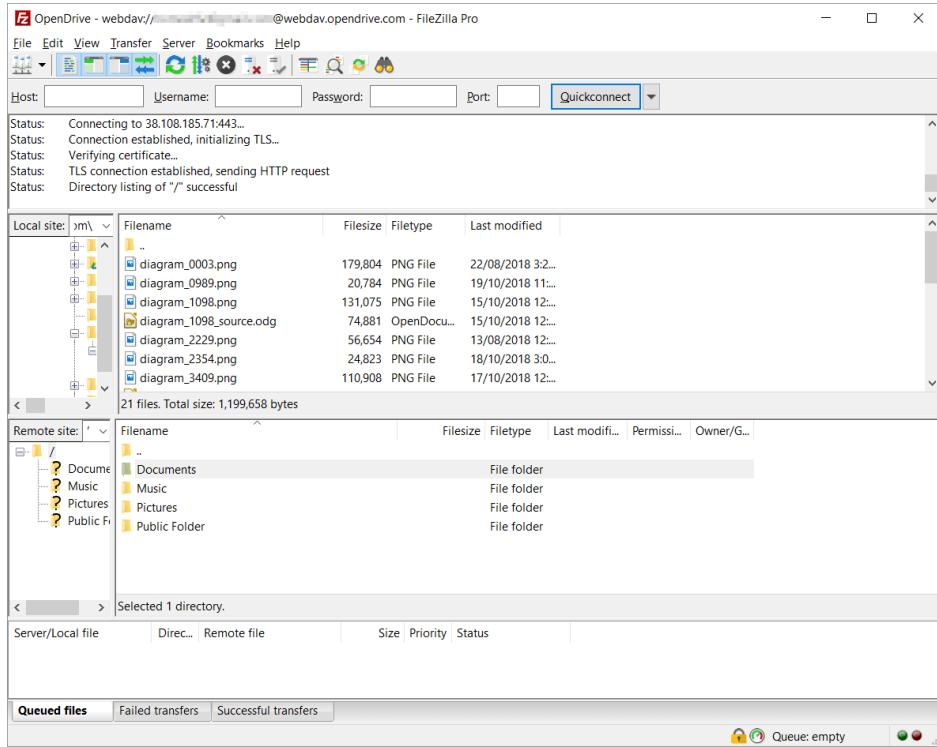
### 5.5.1 Layout options

FileZilla Pro comes with four basic layouts to choose from:

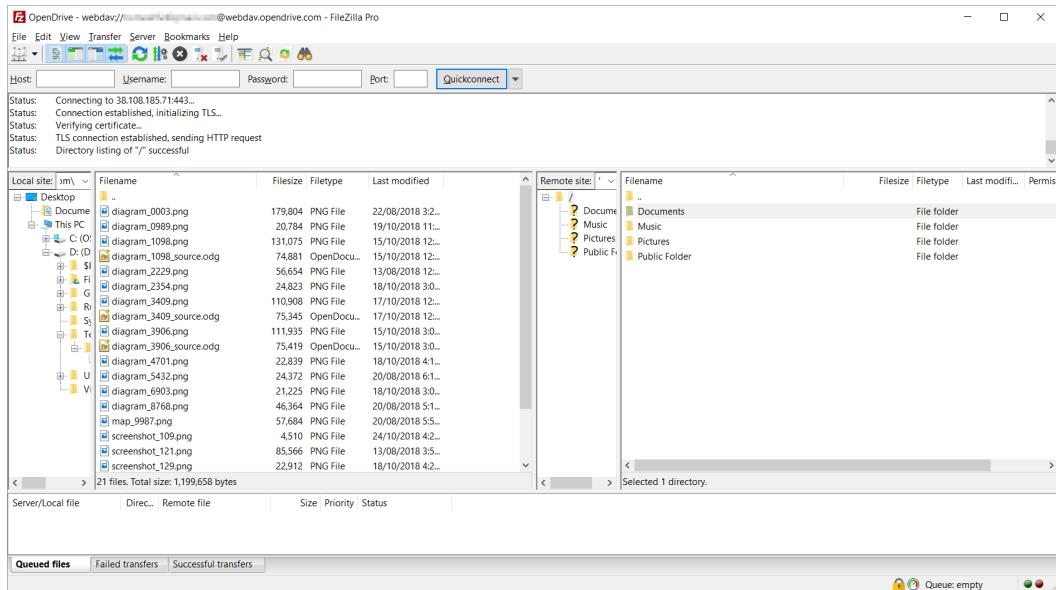
- **Classic** is the default layout, with remote and local directory structure and files laid out in a grid pattern.



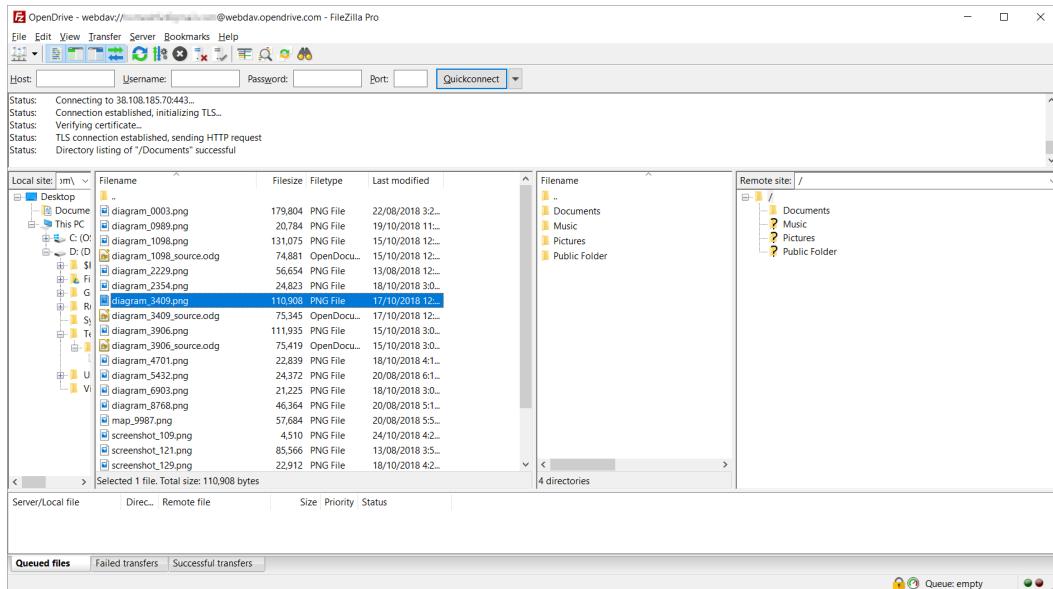
- **Explorer** is a grid layout that mimics a Windows Explorer look, with directory structure to the side and file displays taking up the majority of the room.



- **Widescreen** is a horizontal explorer-style look, with all four panes in a single row.



- **Blackboard** is another horizontal layout, with all four panes in a single row, but with remote directory structure and files panes swapping places.



## 5.5.2 Change the layout of FileZilla Pro

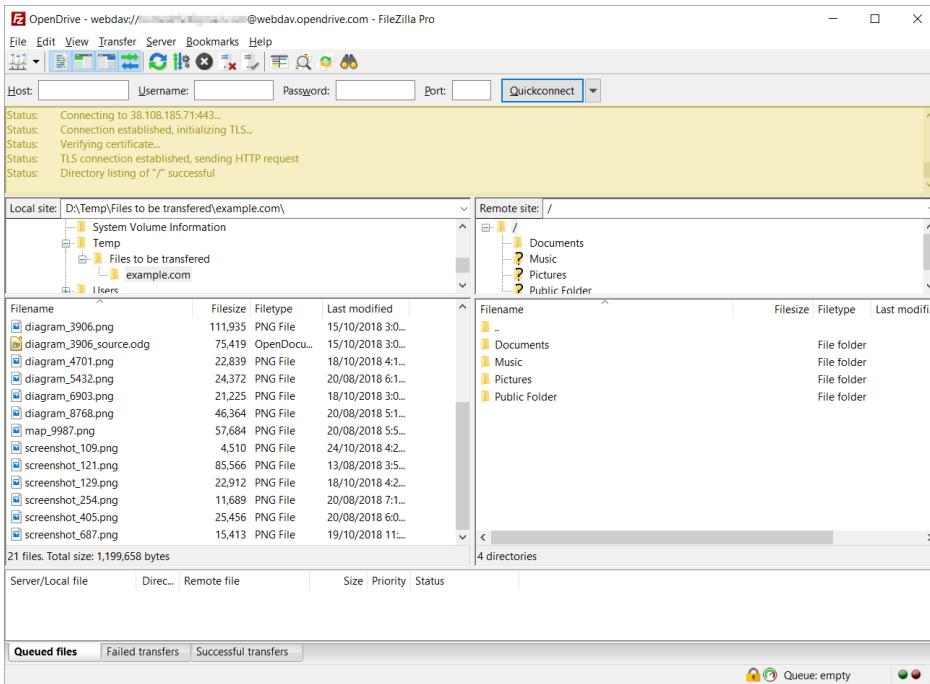
To change the layout for FileZilla Pro's main window:

1. In the main menu, click on **Edit** > **Settings....**
2. Select **Interface** from the menu on the left.
3. Select your preferred layout from the **Layout of file and directory panes** drop down list.
4. Click on **OK**.

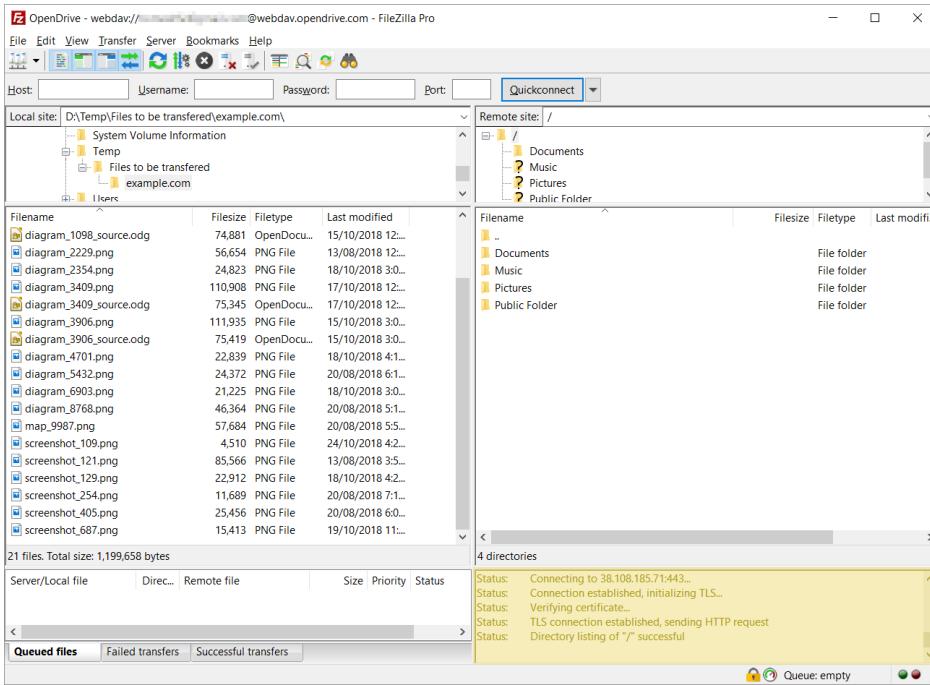
## 5.5.3 Change message log position

There are three positions available for the message log in the main window:

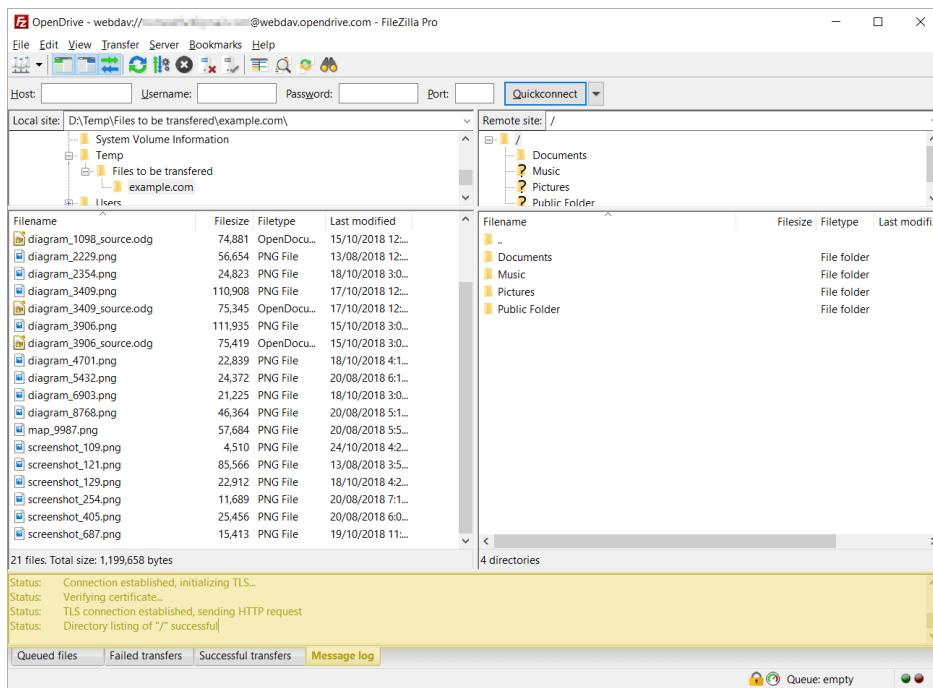
- default top position.



- at the bottom of the window as a pane in the same row as the *Transfer Queue*.



- as an additional tab in the Transfer Queue.



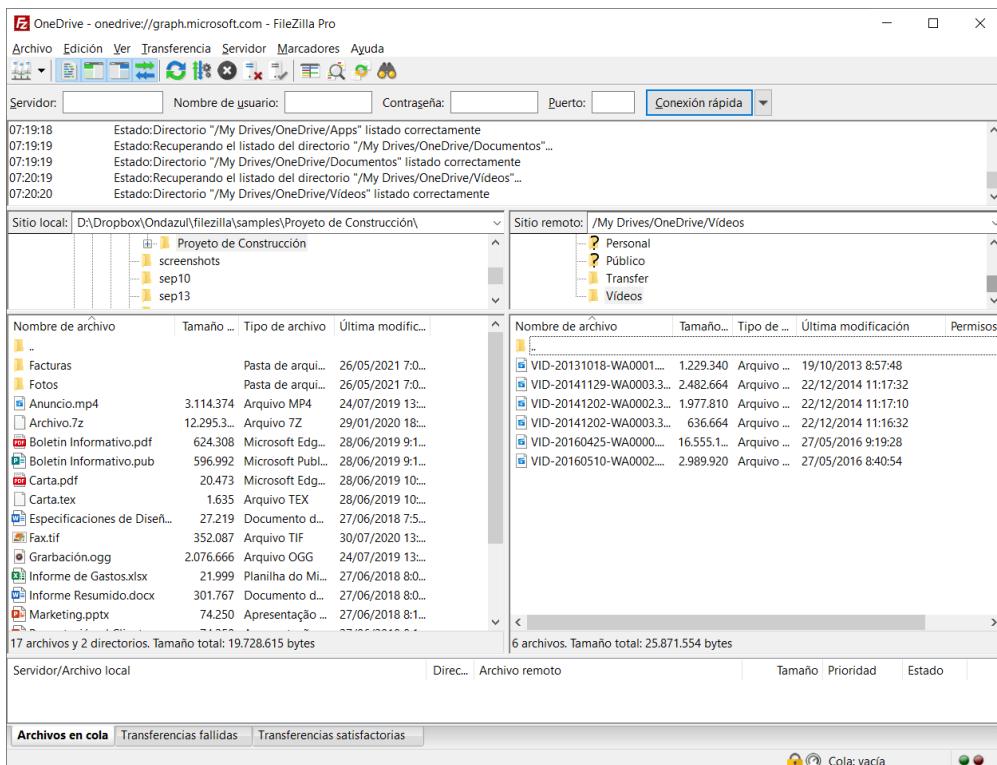
To change the position of the message log:

- In the main menu, click on **Edit > Settings....**
- Select **Interface** from the menu on the left.
- Select your preferred option from the **Message log position** drop down list.
- Click on **OK**.

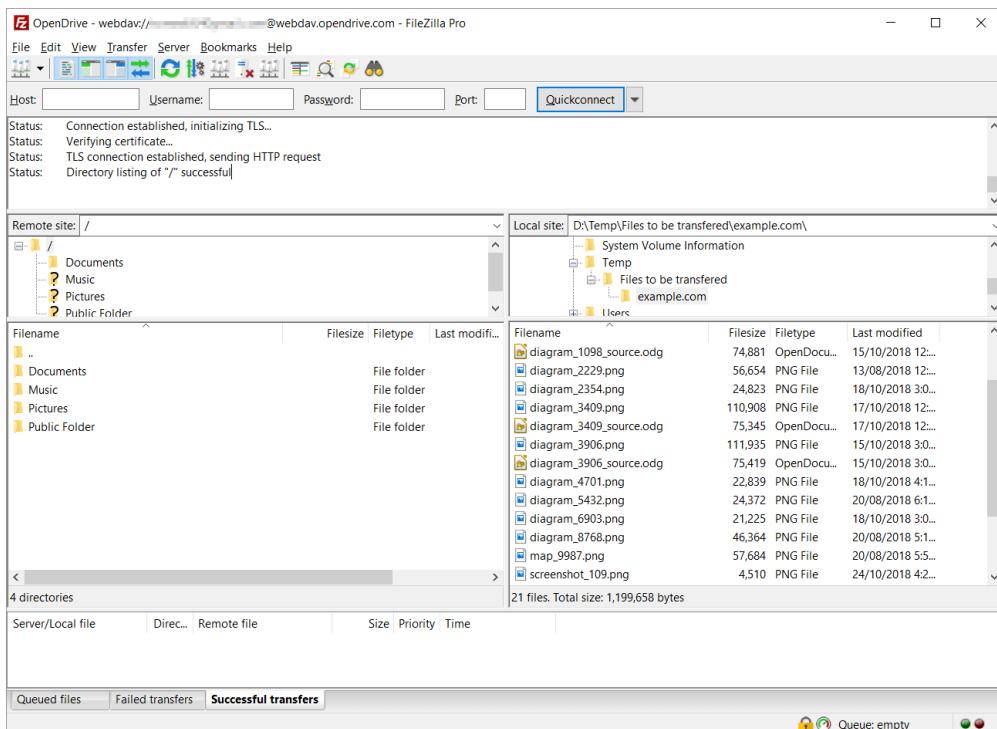
#### 5.5.4 Change position of local and remote directories and files panes

You can switch the positions of **Local** and **Remote** site panes. By default, local site information is on the left, and remote site information on the right.

## Standard layout:



## Swapped layout:



To switch local and remote information:

1. In the main menu, click on **Edit** > **Settings....**
2. Select **Interface** from the menu on the left.
3. Tick the **Swap local and remote panes** checkbox.
4. Click on **OK**.

**Related topics:**

[Change the Icon Set](#)

[Setting the Language in FileZilla Pro](#)

## 5.6 Connecting to a Server

FileZilla Pro provides a number of different ways to connect to a remote server. You can:

- Use the QuickConnect bar ([FTP](#), [FTPS](#), [SFTP](#), and [S3 connections](#) only).
- Open the [Site Manager](#) and create a new site listing.
- Import a [Transfer Queue](#) from a previous session (see [Import a Transfer Queue](#)).

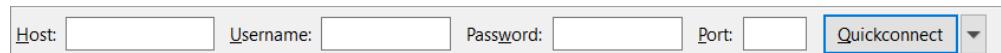
### 5.6.1 Connecting to a server via the QuickConnect bar

The **QuickConnect** bar is located at the top of the FileZilla Pro main window, just below the toolbar.

---

**Note:** Only the last 10 connections created via the **QuickConnect** bar will be saved for future use. To save a connection in the [Site Manager](#) once it's made, see [Save current connection to Site Manager](#).

---



The image shows a screenshot of the QuickConnect bar. It consists of five input fields: 'Host' (containing a placeholder IP address), 'Username' (empty), 'Password' (empty), 'Port' (empty), and a 'Quickconnect' button (highlighted with a blue border). To the right of the 'Quickconnect' button is a small dropdown arrow.

To connect via the QuickConnect bar:

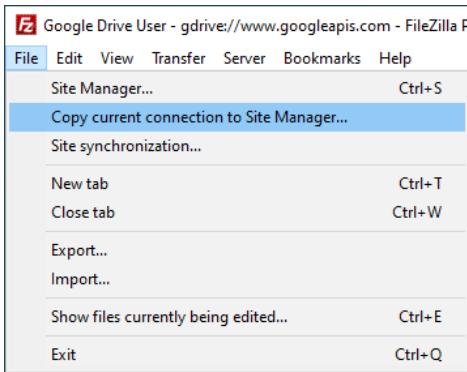
1. Enter the address in the **Host** field.  
If the connection requires [FTP](#), you do not need to include a protocol - just enter the address in IP (eg. 192.0.2.0) or in hostname format (eg. server.example.com) format.  
If the connection requires a different protocol, include it in the address - eg. <ftp://192.0.2.0> or <s3://server14.amazonaws.com>.
2. Enter your user ID for the connection in the **Username** field.
3. Enter your password in the **Password** field.
4. If required, enter a port number in the **Port** field.
5. Click on **Quickconnect**.

## 5.6.2 Save current connection to Site Manager

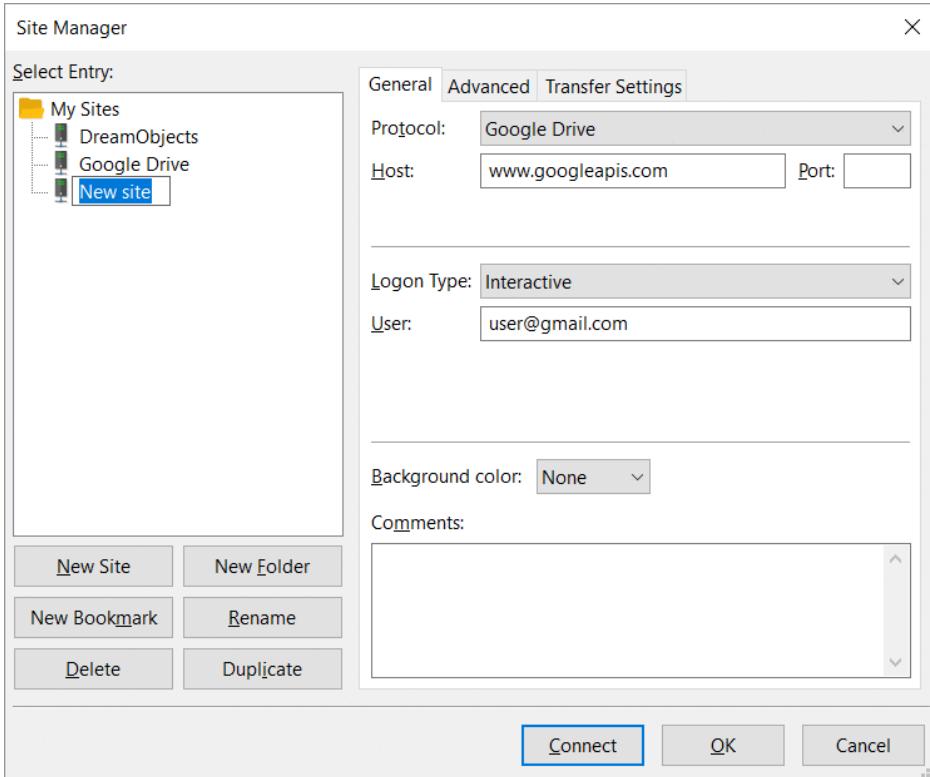
If you connected to a remote server via the QuickConnect bar or by importing a previous [Transfer Queue](#), you may want to save the connection details for future use.

To save the current connection:

1. In the menu bar, click on **File > Copy current connection to Site Manager...**



2. Enter a name for the connection.



3. Click on **OK**.

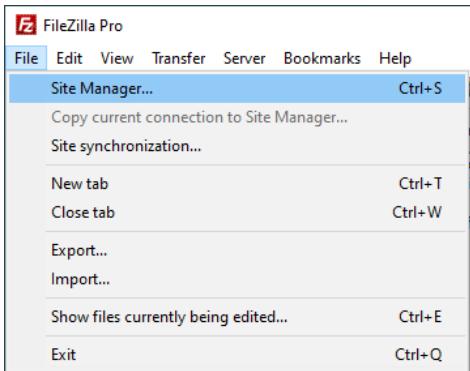
### 5.6.3 Connecting to a new FTP, SFTP, or FPTS server via the Site Manager

Before connecting to a *remote* server, you'll need some connection information:

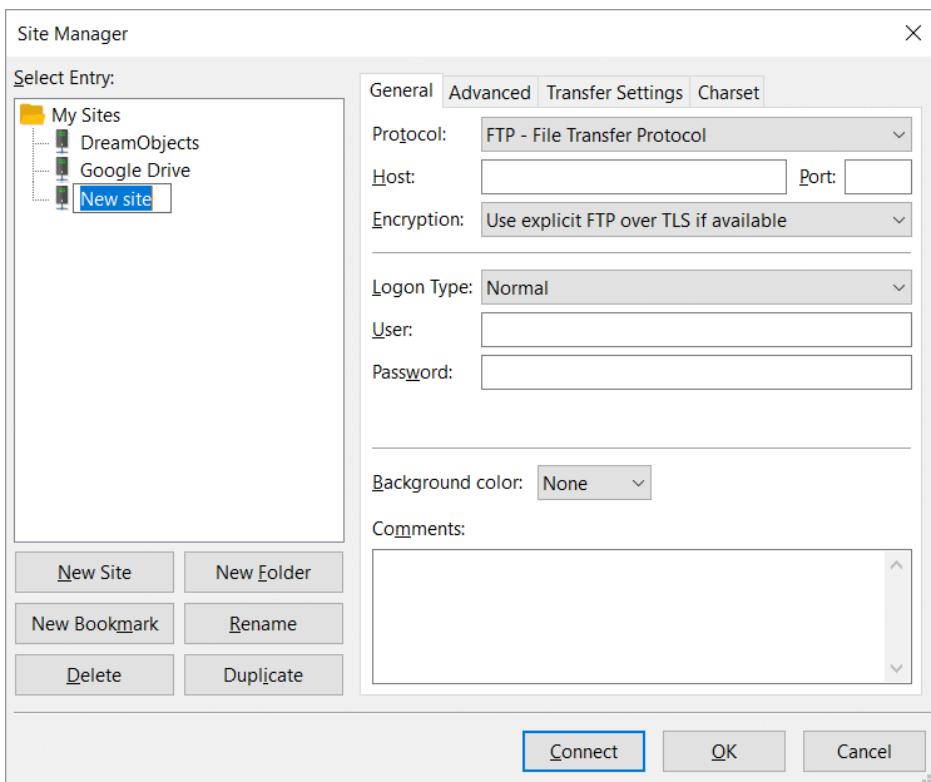
- The protocol that the server uses. This will often be *FTP* if you're creating a standard website. See [Protocols Supported by FileZilla Pro](#).
- The address of the server, and its port number if it uses a non-standard one.
- Your *User ID* for the server. This might be different to your usual login for the site. Some servers won't require a login, and will instead allow an anonymous connection (typically for downloads).
- If you have a user ID, your password for the server. Like your user ID, this might be different to your usual password for the site.

To connect to an FTP server:

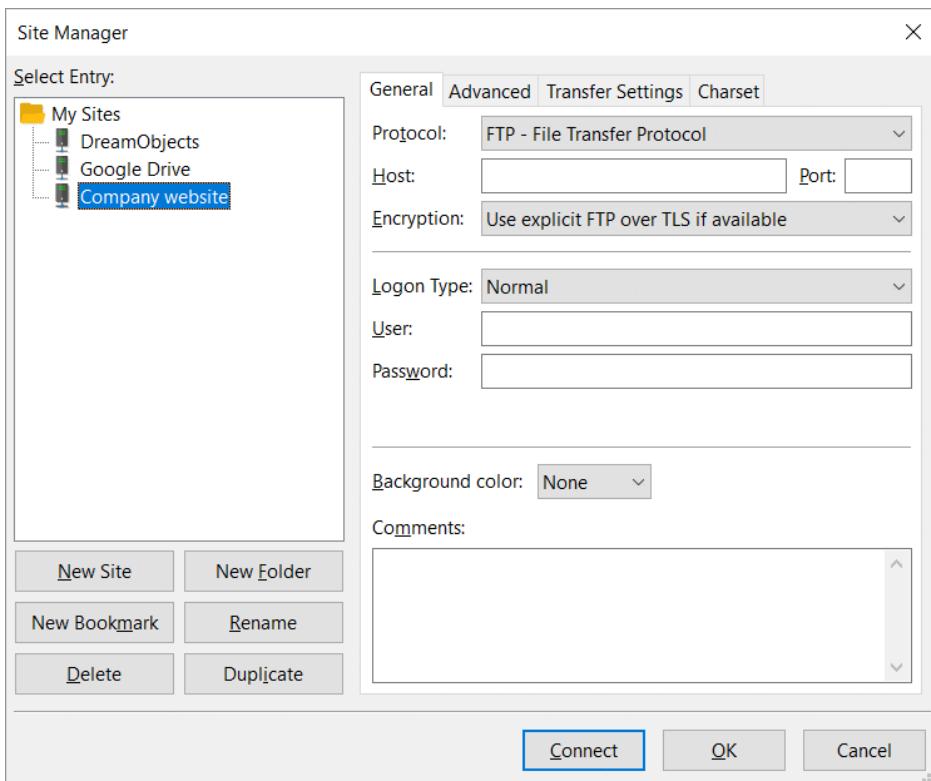
1. In the menu bar, click on **File** > **Site Manager....**



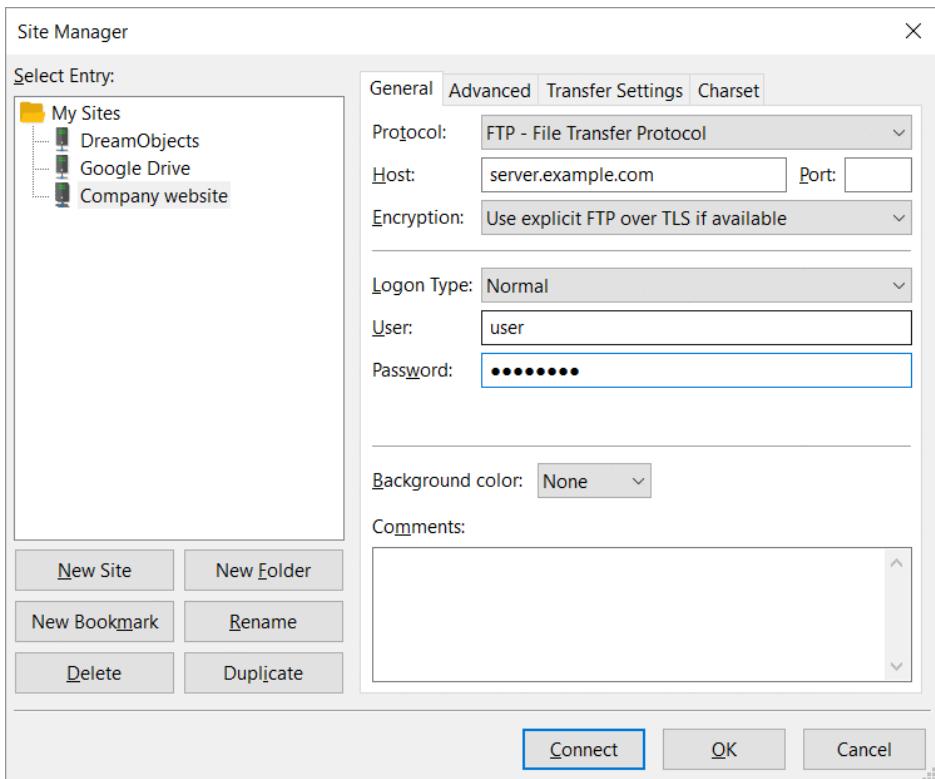
2. Click on New Site.



3. Enter a name for the new server. This is solely for display, so pick something that will remind you which server it represents.



4. Select a protocol from the **Protocol** drop down list. If the server uses [FTPS](#), select **FTP**.



5. Enter the address for the server in the **Host** field. This can be in IP address format (eg. 192.0.2.0) or in hostname format (eg. [server.example.com](#)).
6. If required, enter a port number in the **Port** field.
7. If the server requires [FTPS](#), select *Use explicit FTP over TLS if available* from the **Encryption** drop down list. If the server does not support [FTPS](#) select *Only use plain FTP (insecure)*. However, with this option all the data, including the credentials, is transferred in clear text.
8. Select a login method from the **Login Type** drop down box, the options are:
- **Normal:** The most common option. You provide both your username and password upfront. The password is retained and you won't need to re-enter it after restarting the program.
  - **Anonymous:** Connects without requiring any authentication.
  - **Ask for Password:** You'll be prompted for the password only once until you quit FileZilla Pro.
  - **Interactive:** You enter your username, but the password is prompted each time you connect.
  - **Key File:** Uses a private key file for authentication. The corresponding public key needs to be properly set on the server's side.
  - **Account:** Requires additional account info after username and password. Typically used when you need to pass additional parameters or enable an extra layer of authentication.

**Note:** Please note that if you choose **Normal** or **Account**, you need to select either the **Save passwords** or **Save passwords protected by a master password** radio button in **Edit > Settings > Interface > Passwords**, otherwise FileZilla Pro will set it to **Ask for Password**.

9. If required, enter your user ID and password in the **User** and **Password** fields.
10. Click on **OK** to save the server connection details, or **Connect** to save the server and connect to it.

## 5.7 Authentication Types

In this chapter, we explore various advanced authentication methods for secure file transfer and how to protect your passwords. We delve into key-based authentication for SFTP, the implementation of Two-Factor Authentication (2FA), the process of connecting to protocols based on OAuth and how to setup a Master Password.

### 5.7.1 SFTP using SSH2: key based authentication

#### What you'll need

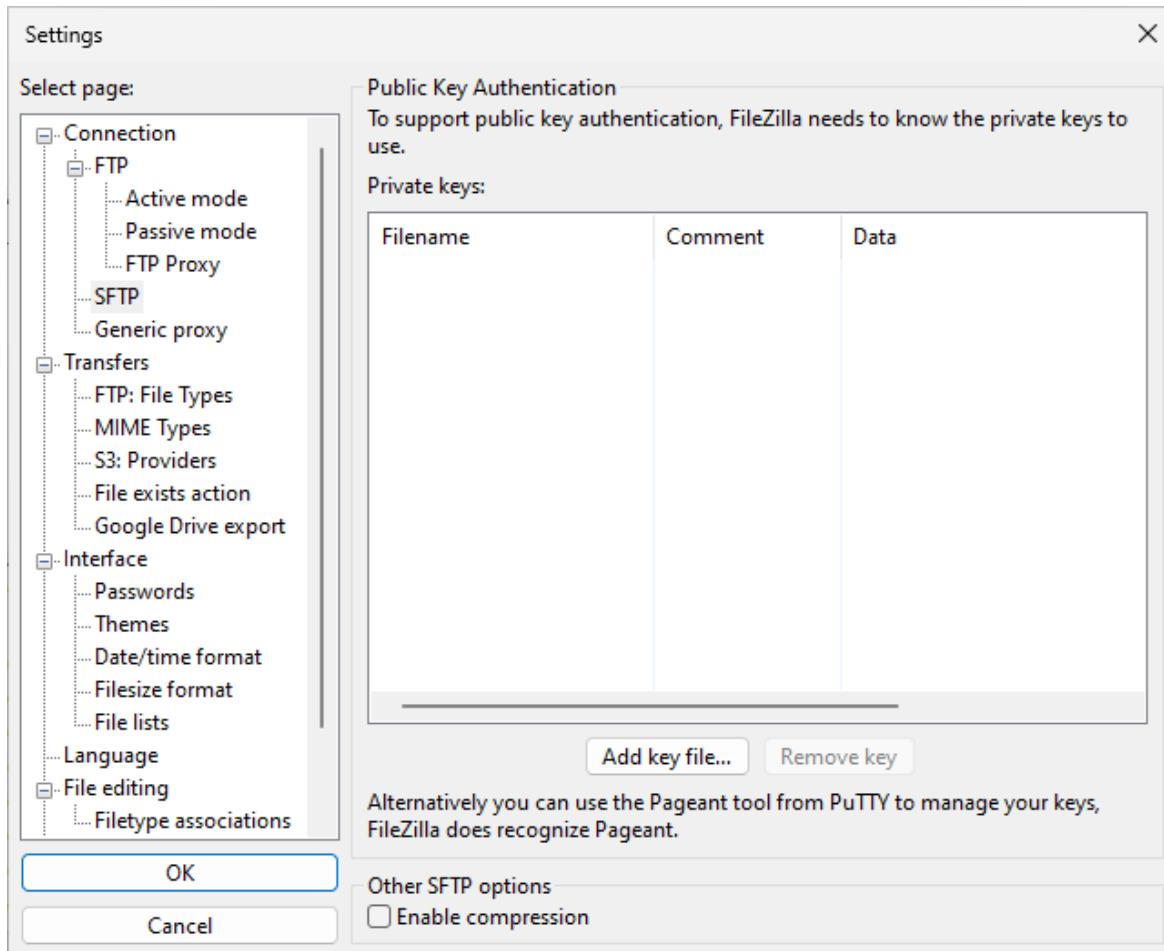
To connect to an [SFTP](#) remote server, make sure you have the following:

- The address of the server, and its port number if it uses a non-standard one.
- Your [user ID](#) for the server. This might be different to your usual login for the site. Some servers do not require a login, and will instead allow an anonymous connection (typically for downloads).
- If you have an [user ID](#), your password for the server if that is required. Like your [user ID](#), this might be different to your usual password for the site.

There are three mechanisms for use of FileZilla Pro with SSH2 keys:

1. In the profile settings in the [Site Manager](#). If the [SFTP](#) protocol is specified, it is possible to specify the logon type as **Key File** and specify the location of the private key file (in PuTTY (PPK) or OpenSSH (PEM) format – see below for conversion options from other formats). The user is prompted for the password of the key file if necessary.

2. In the **Edit** menu, go to **Settings**. Under **Connection > SFTP**, you can add the key file. In **Site Manager** select **Interactive** logon type to connect to the SFTP site. If it doesn't work, please contact the administrator to ensure your key has been configured on the server.



3. (Windows only) Using [PuTTY](#) tools. To allow the use of RSA/DSA key files with FileZilla Pro, you'll need two tools from PuTTY: Pageant and PuTTYgen (if your key file is not in PPK format).

If your key file is already in PuTTY's PPK format you can skip this paragraph. However, if your key is in OpenSSH format (PEM), you first need to convert it to the PPK format:

1. Launch PuTTYgen.
2. Go to the **Conversions** menu, select the **Import key** option.
3. Browse for your key file.
4. Enter the pass phrase.
5. Save the private key (PPK) file in a location of your choice.

Now run Pageant:

1. In your system tray, you see the Pageant icon appear.
2. Right-click the icon.
3. Select **Add Key**.
4. Browse your private key (PPK) file you saved.
5. Enter your pass phrase.

Now simply launch FileZilla Pro and connect to your server using SFTP using SSH2 with a username and an empty password. Do not forget to close Pageant after finished.

## Alternative method

FileZilla Pro supports the standard [SSH](#) agents. If your [SSH](#) agent is running, the `SSH_AUTH_SOCK` environment variable should be set. (Note, the **Normal** logon type should be set for the site in order to use the [SSH](#) agent socket.)

### On macOS

If you're not using ssh-agent for any reason on a Mac, there's no need to convert your [SSH](#) key. Simply import your key via **Settings** and then use the **Normal** logon type in your site connection definition. The imported key will be utilized accordingly.

The following instructions assume you have a working [SSH](#) configuration which allows you to ssh to the same host without a password.

1. Select **Edit** > **Settings...** > **Connection** > **SFTP**
2. Press the **Add key file...** button
3. Press CMD-Shift-G to bring up a path selection window and type `~/ .ssh`
4. Select the `id_rsa` key file and click **Open** (this imports the key)
5. Click **OK** to close the Settings dialog
6. Open **File** > **Site Manager...**
7. Select the site with which you want to use the key
8. Choose Protocol **SFTP** and select Logon Type **Normal**.
9. If the file has a password, enter it in the **Password** field.
10. Click **Connect** and you see your files.

### 5.7.2 Second Factor Authentication (2FA)

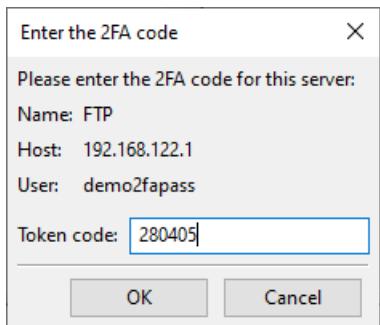
FileZilla Pro used in combination with [FileZilla Pro Enterprise Server](#) enables Second Factor Authentication ([2FA](#)). If the server administrator has instructed the server to request a 2FA code, the user needs to enter the secret key provided by the server administrator in their preferred TOTP-capable authenticator app, such as [Google Authenticator](#).

When connecting to the server through [FTP](#) or [FTPS](#), FileZilla Pro prompts the user to enter the code generated by the authenticator app.

---

**Note:** When connecting to an SFTP server, users must enter both the one-time password generated by Google Authenticator and the user's password in the password field, separated by a semicolon. In the example below 215798 is the one-time password and 2WaPEx2D\$dLvpc is the user's password:

215798 ; 2WaPEx2D\$dLvpc



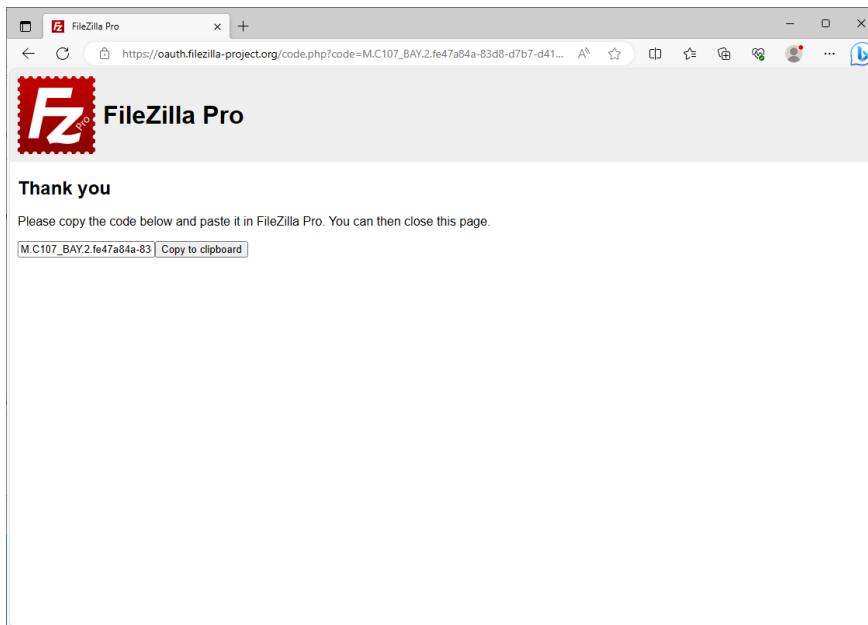
FileZilla Pro Enterprise Server supports 2FA and can be configured to request the authentication code, to learn more ask your server administrator.

### 5.7.3 Connecting to an OAuth-based protocol

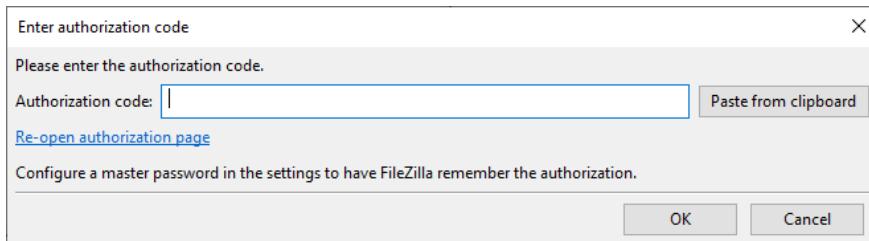
The following protocols require the user to authorize FileZilla Pro to access data and perform operations on the user's behalf: [Google Cloud](#), [Google Drive](#), [Dropbox](#), [Microsoft OneDrive](#) and, [Box](#).

In those cases, FileZilla Pro launches the default browser, then you need to authenticate and grant access.

For Box and OneDrive protocols, an authorization code is generated, sent to you through the browser.



Copy the code and paste it in the **Enter authorization code** window.



If FileZilla Pro is configured to use a master password to protect passwords, the authorization data is preserved and the user will not need to re-authorize every time. To learn how to use a master password, see [Protect Passwords with a Master Password](#).

## 5.7.4 Protect Passwords with a Master Password

By default, FileZilla Pro saves passwords that you enter in the [Site Manager](#).

It's recommended to use a master password to store the passwords encrypted. Storing passwords without a master password is insecure and can be read by anyone.

**Warning:** Ensure that you keep your master password in a safe place. If you lose or forget the master password, you'll be unable to access any saved passwords for sites in the [Site Manager](#).

If you want FileZilla Pro to protect the password file with a master password:

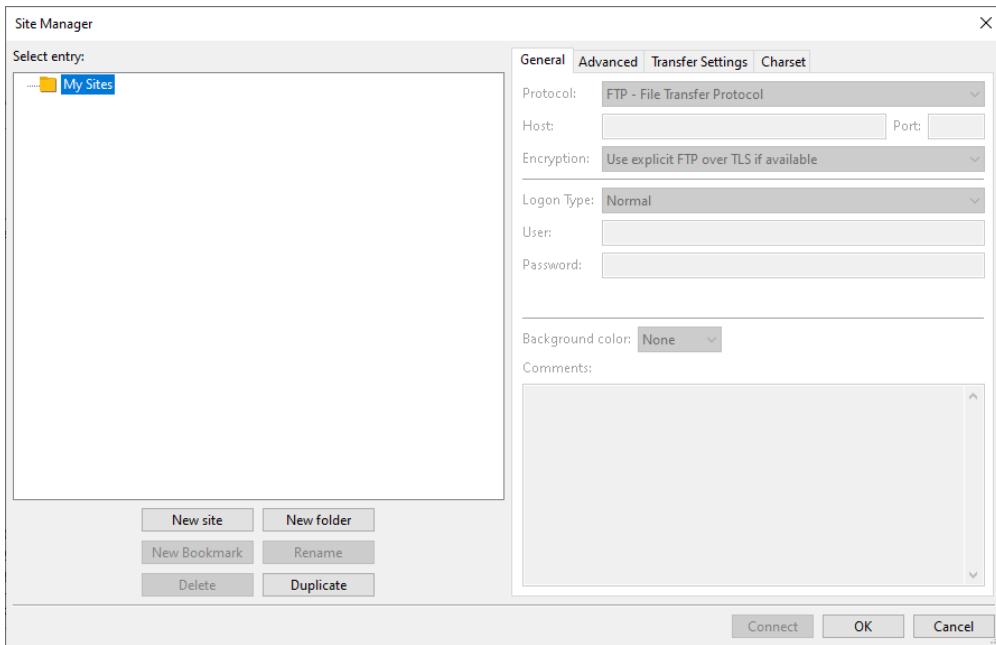
1. In the main menu, click on **Edit > Settings....**
2. Select **Interface > Passwords** from the menu on the left.
3. Select the **Save passwords protected by a master password** option.
4. Enter the master password that you want to use in the **Master password** and **Repeat password** fields.
5. Click on **OK**.

If later you disable the master password the stored passwords are decrypted, otherwise they are lost.

## 5.8 Using the Site Manager

The Site Manager is where FileZilla Pro saves server connection and login information. This is useful to avoid entering the connection details every time. To save the current connection to Site Manager see [Save current connection to Site Manager](#).

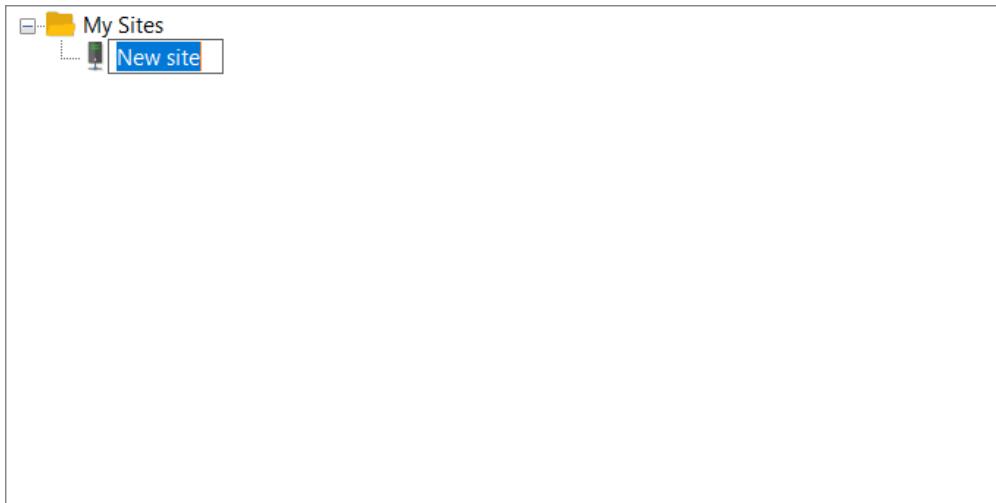
To reach the Site Manager choose **File > Site Manager....** Or press CTRL-S (Windows) or CMD-S (macOS).



Site entries are shown on the left side of the Site Manager. On the right side site information is shown.

### 5.8.1 Add a new site

To add a new site click the **New site** button. A new site entry is created.

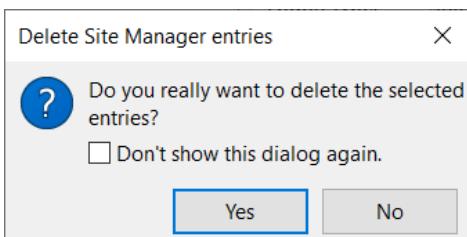


Enter a name for the new site. On the right side enter the site information.

## 5.8.2 Delete a site

To delete a site:

1. Click on the site name to select it or select several entries. Hold the CTRL or SHIFT keys to select several items.
2. Click the **Delete** button.
3. A dialog box is shown to confirm the delete. Check the option **Don't show this dialog again** to prevent future confirmation requests.



## 5.8.3 Rename a site

To rename a site:

1. Click on the site name to select it.
2. Click the button **Rename** or press F2, or yet click the selected name a second time after a short delay.
3. Enter a new name for the site.

## 5.8.4 Duplicate a site

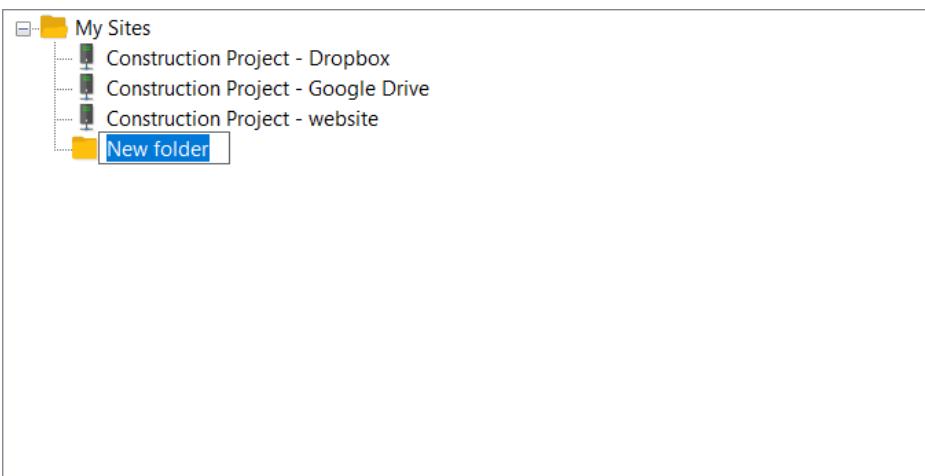
To create a copy of one or more sites:

1. Click on the site or select the sites that will be duplicated.
2. Click the button **Duplicate**. A copy of the sites is created.
3. Rename the copied sites.

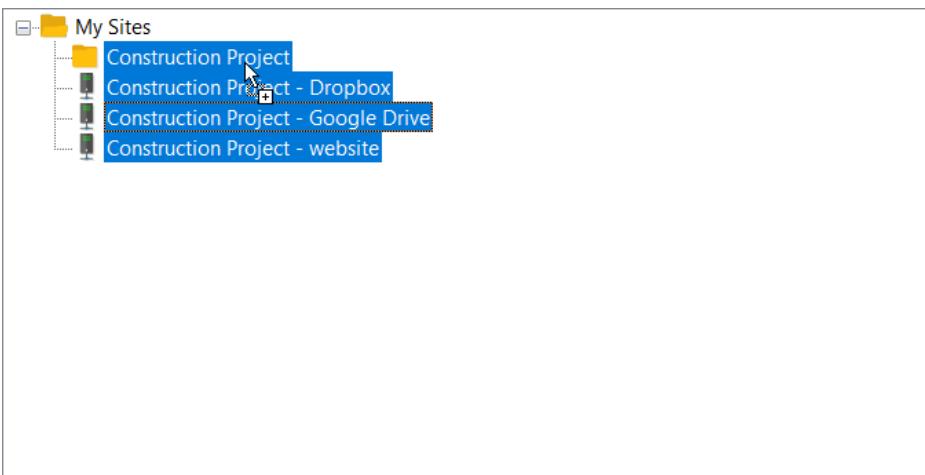
## 5.8.5 Organizing sites with folders

In case of many connections you can organize the entries in folders:

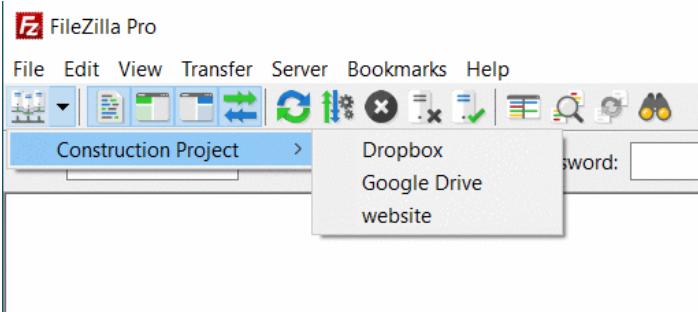
1. Click the button **New Folder**.



2. Enter a name for the folder.
3. Select the site entries that will be moved to the folder.
4. Drag and drop the entries on the folder. Hold the CTRL key while dropping the entries to create copies of them.



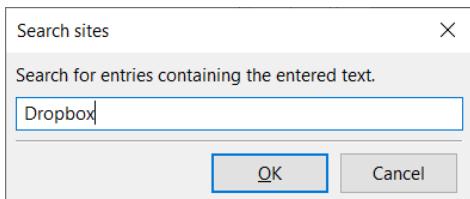
5. The folder and its entries are shown as sub-menus in the toolbar.



## 5.8.6 Search sites

To search for entries:

1. Press F3.
2. A dialog box to enter a text to be searched.



3. Press OK.
4. The entries matching the entered text are selected. If the text is not found in the site names an error message is shown.

## 5.8.7 Export sites

To export selected items as a XML file:

1. Select one or more items.
2. Right-click and choose **Export**.
3. Enter a file name.

The file can be later be imported in FileZilla Pro. See also [Export Site Manager Connections](#) and [Import Site Manager Connections](#).

## 5.8.8 Site Manager tabs

### General

- Background color: select the color that will be used in the background of the Local and Remote, Directories and Files section of the main window and in the tab. See [Directory Navigation in FileZilla Pro](#).
- Comments: a free area where any type information can be entered. FileZilla Pro does not use the comments.

## Advanced

- Bypass proxy: enable if you want to bypass the default proxy. See [Bypass the Proxy Server](#)
- Default local and remote directories: to configure the default directories displayed when connected to the site. See [Configure Default Directories for a Connection](#)
- Synchronized browsing: enable synchronized browsing between local and remote directories. See [Synchronizing browsing of local and remote directories](#)
- Directory comparison: enable comparison between local and remote directories. See [Comparing Local and Remote files](#)
- Adjust server time: configure the time offset between local machine and the remote server. See [Configure server time offset](#)

## Transfer Settings

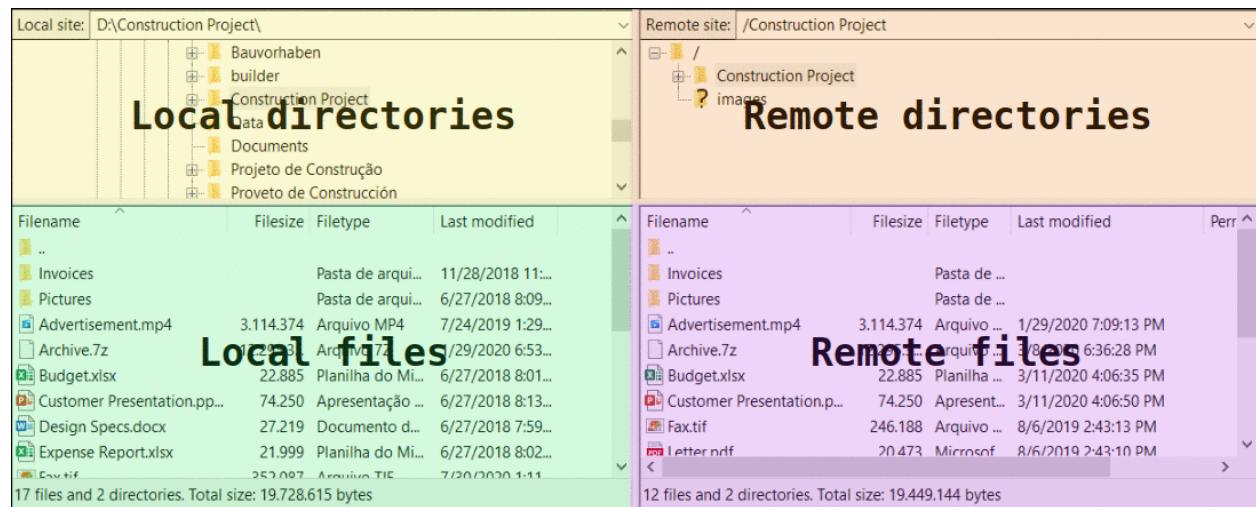
- Limit number of simultaneous connections: configure the number of simultaneous connections. See [Limit Number of Simultaneous Connections to a Server](#)

## Charset (FTP, FTPS, SFTP)

- Use this to configure the character set used in this connection. See [Configure Character Set Used for a Connection](#)

## 5.9 Directory Navigation in FileZilla Pro

Once you've connected to a remote server, you can navigate through the directory structure of your local or remote machine using the **Local Directories** and **Remote Directories** sections of the main window. The files in the selected directory are displayed in the **Local files** and **Remote files** sections of the main window.



### 5.9.1 File information displayed

By default, FileZilla Pro displays:

- File name
- Size of file (by default, displayed in bytes)
- Type of file (based on its file extension)
- Date that the file was last modified.

### 5.9.2 Customize displayed file information

You can change the information that is displayed in the **Local files** and **Remote files** sections of the main window:

1. Right-click (Windows) or CTRL-click (macOS) on a column heading.
2. Tick the columns that you want to see in that area.
3. Click on **OK**.

## 5.10 Sort Files

Files in the **Local files** and **Remote files** sections of the main window can be sorted by any of the attributes displayed. Click on a column heading to sort files by that attribute.

## 5.11 Quick File Search

To run a quick search of files in a particular local or remote directory:

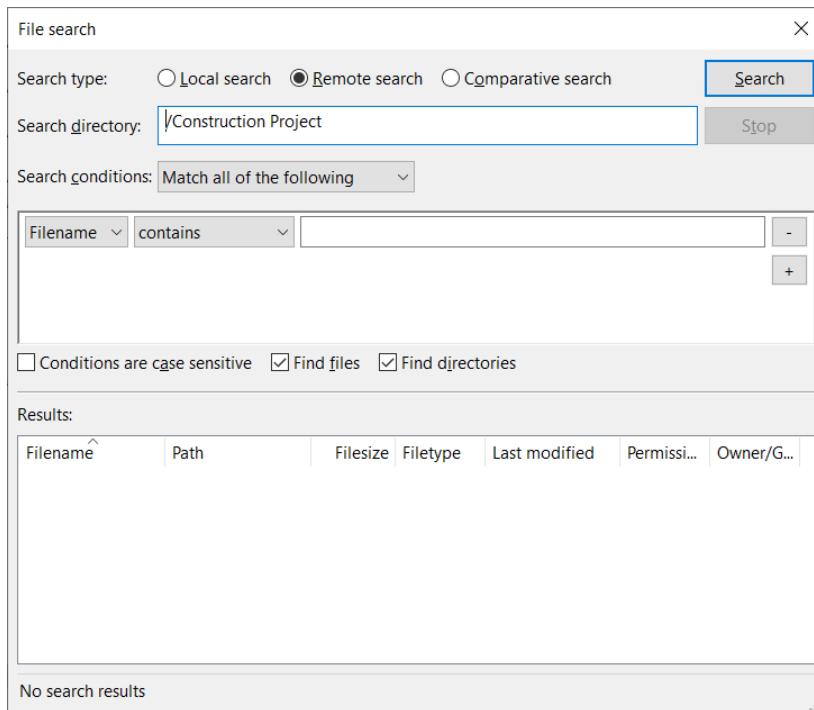
1. Navigate to the directory required.
2. Ensure that the focus is in either the **Local files** or **Remote files** section of the main window, as needed.
3. Press CTRL-F (Windows) or CMD-F (macOS). FileZilla Pro will display the **Quick Search** bar in the bottom of the section.
4. Click on the down arrow next to the search criteria field to select search parameters:
  - **Case Insensitive:** ignore character case when searching. For example, if enabled, searching on *document* can return *document109.docx*, *Document102.docx*, and *DOCUMENT099.docx*
  - **Use Regular Expressions:** allows you to use special characters to search files:
    - `.`: use a period to substitute for a single character. For example, searching on `f.11` can return `fell.txt` and `fill.txt`.
    - `*`: use an asterisk after a character to search for any number of that character in the specified place in the string. For example, searching on `tex*t` can return `tet`, `text`, `texxt`, `texxxxxxxxxt`, etc.

- ?: use a question mark after a character to search for 0 or 1 uses of that character in the specified place in the string. For example, searching tex?t can return tet or text, but not texxt.
  - ^: use a caret mark to search for all file names beginning with the character(s) after it. For example, searching on ^t would return all files with names beginning with a t.
  - \$: use a dollar sign to search for all file names ending with the character(s) before it. For example, searching on b\$ would return all files with names ending with a b.
  - \: use a backslash character to 'escape' the following character, telling FileZilla Pro to treat it as a normal character and not as a search expression. For example, if you want to search for text files, you could search on \.txt.
  - *Invert filter*: instead of searching for files that match the search criteria, search for files that do not match the criteria.
5. Enter the search criteria. FileZilla Pro will display any files that match your search settings.

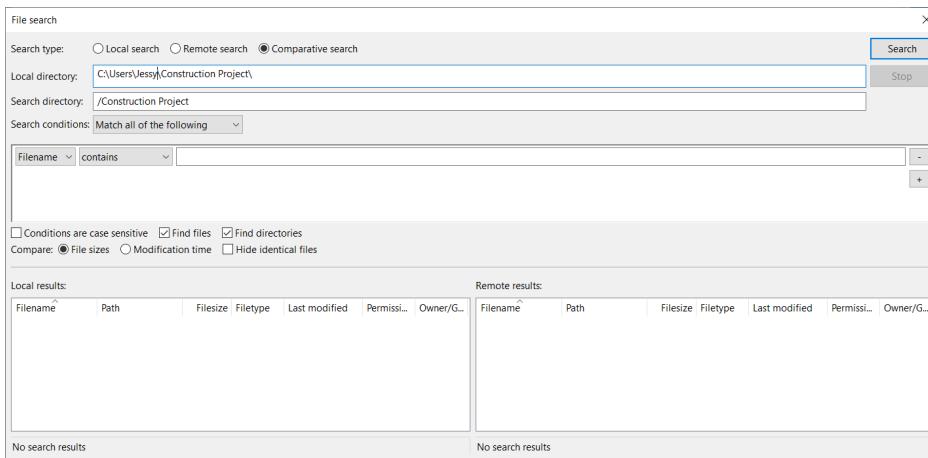
## 5.12 Advanced File Search

If you need to find a particular file on the local machine or remote server:

1. Connect to the server in FileZilla Pro.
2. In the main menu, click on **Server > Search remote files**. Alternatively, press the F3 key. The **File search** window will be displayed.



3. Choose the search time from the **Search type** radio buttons. Pick *Local search* if you want FileZilla Pro to look on your local computer (the one that you're using), or *Remote search* to look on the remote server that FileZilla Pro is currently connected to. Select *Comparative search* to simultaneously search both your local computer and the remote server. The results are then presented and compared.



4. Enter the directory that you want to search in. The search is recursive, meaning that FileZilla Pro will also search all sub-directories in the specified directory. For example, entering *D:\* would cause FileZilla Pro to search all of *D:*, but entering *D:\Program Files* would cause FileZilla Pro to only search in the Program Files directory, its sub-directories, their subdirectories, and etc. In the comparative search type you have to enter both the local and remote directories.

5. Select a search method from the **Search conditions** drop down list:

- *Match all of the following*: FileZilla Pro will only show a file if it meets every single search condition that you've set.
- *Match any of the following*: FileZilla Pro will display a file if it meets one or more of the search conditions that you've set.
- *Match none of the following*: FileZilla Pro will only display a file if it does not meet the criteria of every single search condition that you've set.
- *Match not all of the following*: FileZilla Pro will display all files that do not meet the criteria of one or more of the search conditions that you've set.

6. Set at least one search condition.

In the first column, select what FileZilla should search on:

- *Filename*: Look at the name of the file, including its extension (eg. *.doc*). Requirements: alphanumeric characters; can include punctuation.
- *Filesize*: Look at the size of the file. Requirements: numeric characters only.
- *Path*: Look at the names of the directory and subdirectories in which the file is found. Requirements: alphanumeric characters; can include punctuation.
- *Date*: Look at the date on which the file was created or last modified. Requirements: Numeric characters in *YYYY-MM-DD* format. For example, April 1, 2019 would be entered as *2019-04-01*. Use hyphens as separators.

In the second column, select the type of search to use:

- *contains*: Search for files and directories in which the name includes the text entered. For example, searching on 'word' using this option could return both *My Word File.docx* and *Sword-and-sorcery.epub*.
- *is equal to*: Search for files and directories with a name that exactly matches the text entered. For example, searching on 'word.docx' would only return files named *word.docx*.

- *begins with*: Search for files and directories with a name starting with the text entered. For example, searching on ‘word’ using this option could return *Word of the Day.xls* but not *My Word File.docx* or *Sword-and-sorcery.epub*.
- *ends with*: Search for files and directories with a name that ends with the text entered. This includes the filename and extension; for example, searching on ‘doc’ could return *caradoc* and *hustle.doc*.
- *matches regex*: Use regular expressions in your search criteria.

Available search parameters:

- ..: use a period to substitute for a single character. For example, searching on *f..11* can return *fell.txt* and *fill.txt*.
- \*: use an asterisk after a character to search for any number of that character in the specified place in the string. For example, searching on *tex\*t* can return *tet*, *text*, *texxt*, *texxxxxxxxxt*, etc.
- ?: use a question mark after a character to search for 0 or 1 uses of that character in the specified place in the string. For example, searching *tex?t* can return *tet* or *text*, but not *texxt*.
- ^: use a caret mark to search for all file names beginning with the character(s) after it. For example, searching on *^t* would return all files with names beginning with a *t*.
- \$: use a dollar sign to search for all file names ending with the character(s) before it. For example, searching on *b\$* would return all files with names ending with a *b*.
- \: use a backslash character to ‘escape’ the following character, telling FileZilla Pro to treat it as a normal character and not as a search expression. For example, if you want to search for text files, you could search on *\.txt*.
- *does not contain*: Search for files and directories that do not have the entered text in any part of their name.
- *greater than*: Search for files larger than the specified size.
- *equals*: Look for files at the specified size, or created or modified on the date entered. This is exact; FileZilla Pro does not include a margin of error for this option.
- *does not equal*: Look for files that are of any but the specified size, creation or modification date.
- *less than*: Search for files smaller than the specified size.
- *before*: Search for files created or modified before the specified date.
- *after*: Search for files created or modified after the specified date.

In the third column, enter the search parameters for FileZilla to use:

- *Filename and Path*: Use alphanumeric characters; can include punctuation.
- *Filesize*: Use numeric characters only.
- *Date*: Use numeric characters in YYYY-MM-DD format with hyphens as separators. For example, April 1, 2019 would be entered as 2019-04-01.

To create another search condition, click on the + button to the right and underneath the bottom condition.

To delete a search condition you’ve created, click on the - to its right.

7. To make the search case-sensitive – for example, if you’ve entered lower-case letters, to ensure that FileZilla Pro only returns results using the lower-case string and not a combination of upper- and lower-case, or all upper-case – tick the **Conditions are case sensitive** checkbox.
8. To find files that match the search criteria, tick the **Find files** checkbox.

9. To find directories that match the search criteria, tick the **Find directories** checkbox.
10. In the comparative search the comparison is based on file sizes but you can change to compare based on the file modification time.
11. Also in the comparative search tick **Hide identical files** to hide the files are identical according to the comparison criteria.
12. Click on **Search** to start the search process.

**Related topics:**

[Filter Files and Directories](#)

## 5.13 Filter Files and Directories

FileZilla Pro can filter the files and directories displayed in these sections of the main window:

- Local site directory structure
- Remote site directory structure
- Local site files in current directory
- Remote site files in current directory

To filter the files and directories displayed:

1. In the main menu, click on **View > Directory listing filters....** You can also press CTRL-I on your keyboard, or use the  button on the toolbar.
2. Select which local and remote directories and files to filter out of view, and out of file transfers, using pre-configured filters:
  - **Source control directories:** Directories used by content and code management programs like Git, SVN and CVS.
  - **Useless Explorer files:** Files that are used by Windows Explorer to configure local user interface. Includes files typically hidden in Windows Explorer; for example, *thumbs.db* and *desktop.ini*.
  - **Temporary and backup files:** Files commonly used by programs to temporarily hold data or keep a short-lived backup of files. Includes *.tmp* and *.bak* files.
  - **Configuration files:** Files commonly used to hold local configuration data; for example, *.ini* files.
  - **Show only images:** This filters out all files except image files; *.jpg*, *.jpeg*, *.png*, and *.gif* files.
3. Click on **OK**.

**Related topics:**

[Advanced File Search](#)

### 5.13.1 Create a filter

1. In the main menu, click on **View > Directory listing filters....** You can also press CTRL-I on your keyboard,

or click on the  icon on the toolbar.

2. Click on **Edit filter rules....**
3. Click on **New**.
4. Enter a name for the filter and click **OK**.
5. Select a filter method from the **Filter conditions** drop down list:
  - *Filter out items matching all of the following:* FileZilla Pro will not display a file if it meets every single filter condition that you've set.
  - *Filter out items matching any of the following:* FileZilla Pro will not display a file if it meets one or more of the filter conditions that you've set.
  - *Filter out items matching none of the following:* FileZilla Pro will not display a file if it does not meet the criteria of every single filter condition that you've set.
  - *Filter out items matching not all of the following:* FileZilla Pro will display all files that do not meet the criteria of one or more of the filter conditions that you've set.

6. Set at least one filter condition. In the first column, select what FileZilla Pro should use in its filtering:

- *Filename:* Look at the name of the file, including its extension (eg. .doc).
- *Filesize:* Look at the size of the file.
- *Attribute:* Look at file attributes like whether it is hidden or a system file. In Windows, you can check a file's attributes by right-clicking on it, selecting **Properties**, and clicking on **Advanced** next to the Attributes section of the **General** tab.
- *Path:* Look at the names of the directory and subdirectories in which the file is found.
- *Date:* Look at the date on which the file was created or last modified.

In the second column, select the type of filter to use:

- *contains:* Filter by whether the name of a file or directory includes the text entered. For example, entering 'config' could filter out Configuration\_002.ini and Config Files directory.
- *is equal to:* Filter by whether the name of a file or directory exactly matches the text entered. For example, entering 'word.docx' could filter out only files named word.docx.
- *begins with:* Filter by whether the name of a file or directory starts with the text entered. For example, entering 'temp' using this option could filter out Temporary files directory but not myfile.temp.
- *ends with:* Filter by whether the name of a file or directory ends with the text entered. This includes the filename and extension; for example, entering 'tmp' could filter out starttmp and wordfile.tmp.
- *matches regex:* Filter the name of a file matching a regular expression.
  - `.`: use a period to substitute for a single character. For example, entering `f.ll` can filter out `fell.txt` and `fill.txt`.
  - `*`: use an asterisk after a character to look for any number of that character in the specified place in the string. For example, entering `tex*t` can filter out `tet`, `text`, `texxt`, `xxxxxxxxt`, etc.
  - `?`: use a question mark after a character to look for 0 or 1 uses of that character in the specified place in the string. For example, entering `tex?t` can filter out `tet` or `text`, but not `texxt`.
  - `^`: use a caret mark to look for all file names beginning with the character(s) after it. For example, entering `^t` would filter out all files with names beginning with a t.

- **\$:** use a dollar sign to look for all file names ending with the character(s) before it. For example, entering *b\$* would filter out all files with names ending with a *b*.
- **\:** use a backslash character to 'escape' the following character, telling FileZilla Pro to treat it as a normal character and not as a filter expression. For example, if you want to filter out text files, you could enter *\.txt*.
- ***does not contain*:** Filter files and directories that do not have the entered text in any part of their name.
- ***greater than*:** Filter files larger than the specified size.
- ***equals*:** Filter files at the specified size, or created or modified on the date entered. This is exact; FileZilla Pro does not include a margin of error for this option.
- ***does not equal*:** Filter files that are of any but the specified size, creation or modification date.
- ***less than*:** Filter files smaller than the specified size.
- ***before*:** Filter files created or modified before the specified date.
- ***after*:** Filter files created or modified after the specified date.
- **Filters usable only for local files and Windows systems:**
  - ***Archive*:** Filter files based on whether they have been marked as archived.
  - ***Compressed*:** Filter files based on whether they have been compressed. *.zip* and *.tar.gz* are common extensions for compressed files.
  - ***Encrypted*:** Filter files based on whether they are marked as having been encrypted.
  - ***Hidden*:** Filter files based on whether they are marked as hidden.

In the third column, enter or select the filter parameters for FileZilla Pro to use:

- ***Filename and Path*:** Use alphanumeric characters; can include punctuation.
- ***Filesize*:** Use numeric characters only.
- ***Attribute*:** Select *is set* or *is unset* from the drop down list.
- ***Date*:** Use numeric characters in YYYY-MM-DD format with hyphens as separators. For example, April 1, 2019 would be entered as 2019-04-01.

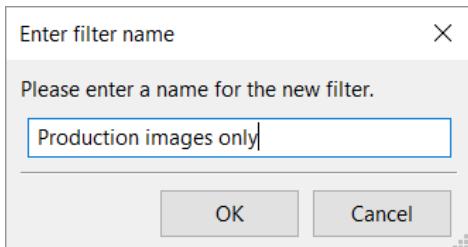
To create another filter condition, click on the + button to the right and underneath the bottom condition.

To delete a filter condition you've created, click on the - to its right.

## Examples

A graphic designer creates .psd files and exports them as .jpg and .png files. When updating the website, she needs to upload the .png files, but neither of the other formats. To accomplish this, follow these steps:

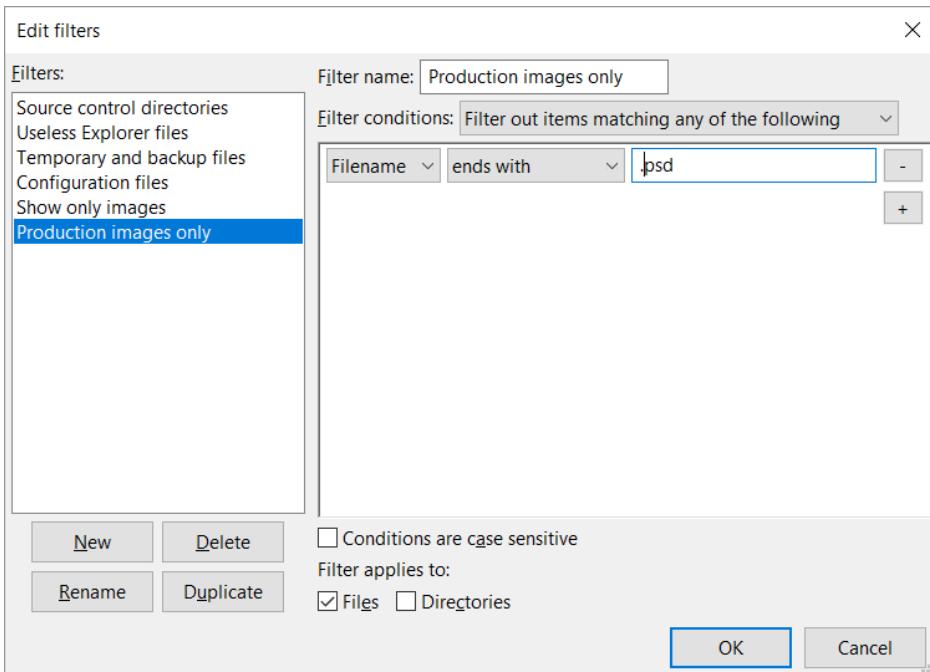
1. Create a new filter.
2. Enter the name *Production images only* and clicks on OK.



3. Select *Filter out items matching any of the following* from the **Filter conditions** drop down list.
4. Select *Filename* from the first column.

5. Select *ends with* from the second column.

6. Enter *.psd* in the third column.

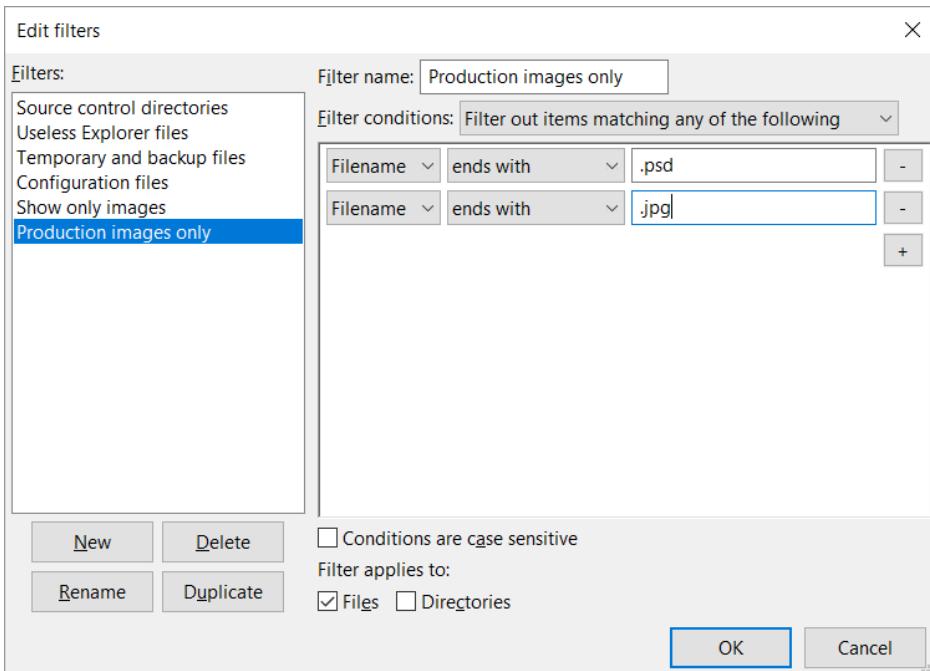


7. Click on the + button.

8. Select *Filename* from the first column.

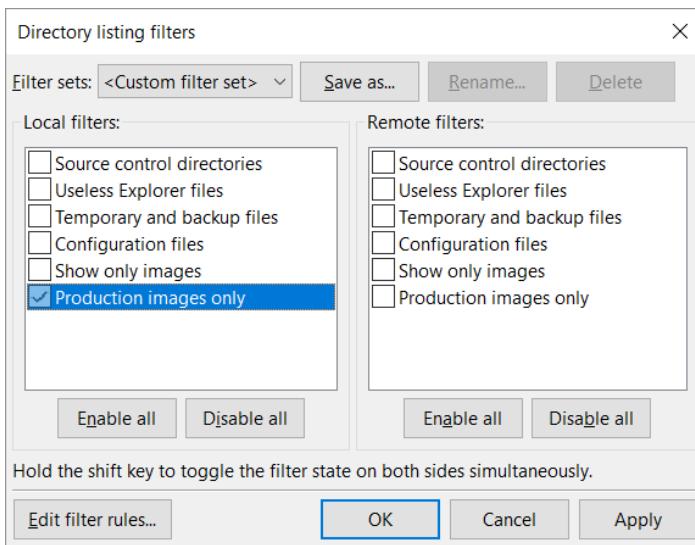
9. Select *ends with* from the second column.

10. Enter *.jpg* in the third column.



11. Click on **OK**.

12. Tick the **Production images only** filter's checkbox on the **Local filters** side.



13. Click on **OK**.

### 5.13.2 Comparing Local and Remote files

Allows you to compare files between your local machine and the remote server. You can configure FileZilla Pro to compare files based on either file size or last modification date.

---

**Note:** Using directory comparison automatically enables synchronized browsing, ensuring that every directory change you make on one end is mirrored on the other.

---

#### Prerequisites

Filtering must be either disabled or set identically for local and remote directories.

#### Color coding

**None:** Identical in name, date last modified, and size.

**Yellow:** Not existing in the other location.

**Green:** Newer file (last modified date is later than the file it's compared to).

**Red:** Different file size.

To compare the directories on your local machine and those on a remote server:

1. In the main menu, click on **View** > **Directory comparison** > **Enable**.
2. Choose whether to compare based on file size or date by clicking on **View** > **Directory comparison** > **Compare filesize** or **View** > **Directory comparison** > **Compare modification time**.

3. If you only want to see files that have differences between local and remote directories, click on **View > Directory comparison > Hide identical files**.

#### Related topics:

[Synchronizing browsing of local and remote directories](#)

### 5.13.3 Synchronizing browsing of local and remote directories

You can configure FileZilla Pro to echo any directory navigation between local machine and remote server. This can be useful where you have the same or very similar directory structure on each; for example, if you have a local version of a website that you upload to the production version on a remote server.

#### Prerequisites

Filtering must be either disabled or set identically for local and remote directories.

To synchronize browsing of the directories on your local machine and those on a remote server:

1. In the main menu, click on **View > Synchronized browsing**. Alternatively, press CTRL-Y on your keyboard



or click on the

icon in the toolbar.

## 5.14 Bookmark a Directory

You can make it easier to reach frequently-used directories by creating bookmarks. A **Bookmark** holds information for both a local and remote directory, and your directory navigation preferences.

There are two types of bookmarks:

- **Global bookmarks** can be used on multiple sites. Use these if you connect to a number of remote sites with the same directory structure where you want to put a bookmark. It's essentially a relative path.
- **Site-specific bookmarks** are used on one site only.

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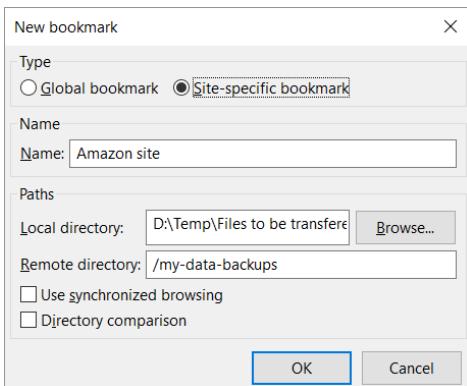
**Note:** Bookmarks contain information about the location, but they do not contain connection information like server address and login credentials. Connection information is stored in the [Site Manager](#). To use a bookmark, first connect to a remote site, then select the bookmark.

---

To create a bookmark:

1. Open a connection and navigate to the local and remote directories that you want to save in a bookmark.

2. In the main menu, click on **Bookmarks** > **Add bookmark....** Alternatively, press CTRL-B.



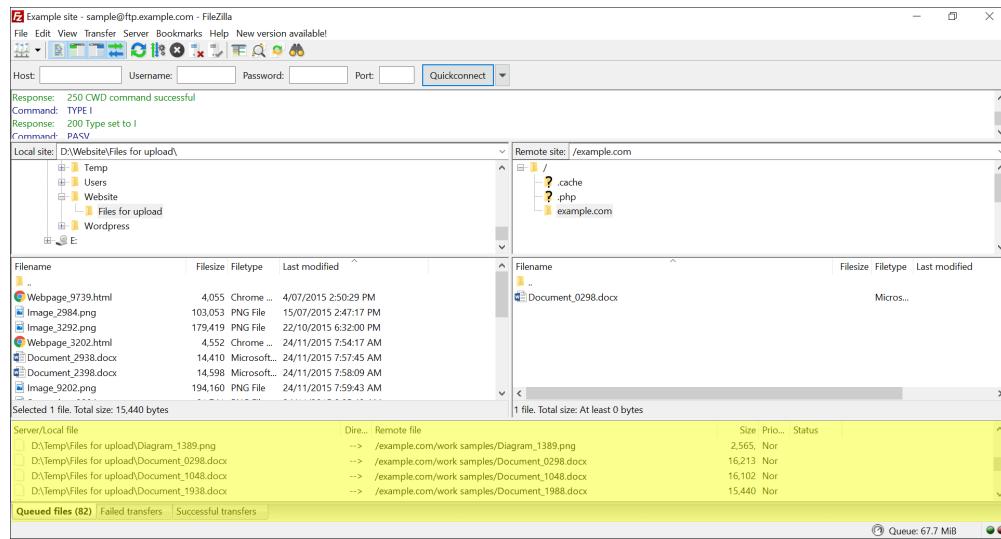
3. Select either **Global bookmark** or **Site-specific bookmark** from the **Type** option group.
4. Enter a name for the bookmark. This will be displayed in the **Bookmark** menu.
5. Check the **Local directory** field. If you want to change it, enter a local directory or click **Browse...** to navigate to the desired local directory.
6. Check the **Remote directory** field. Note that it does not contain all server and drive information; just the directory path post-connection. Modify if needed, but be careful to keep the same format.
7. To automatically enable synchronized browsing when you select this bookmark (see [Synchronizing browsing of local and remote directories](#)), tick the **Use synchronized browsing** checkbox.
8. To automatically enable directory comparison when you select this bookmark (see [Comparing Local and Remote files](#)), tick the **Directory comparison** checkbox.
9. Click on **OK**.

To use a bookmark:

1. Open a connection to the remote server.
2. In the main menu, click on **Bookmarks** and the name of the bookmark you want to use.

## 5.15 Transferring Files

FileZilla Pro copies files from one location to another using the *Transfer Queue*.



The Transfer Queue displays the current queue of files to be transferred. For example, if you've set FileZilla Pro to copy a number of files from your home computer to your website server, it will display a queue of files that have not yet been copied across.

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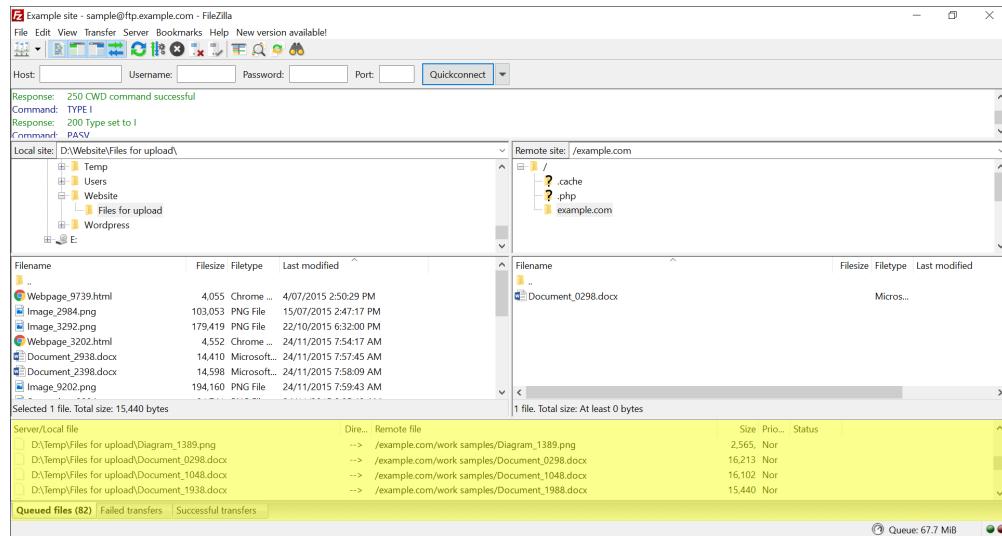
**Note:** FileZilla Pro does not display files and folders queued to be deleted.

---

The **Failed Transfers** tab displays files that FileZilla Pro tried to transfer, but for some reason could not complete. The **Successful Transfers** tab displays files that FileZilla Pro has transferred during the current session.

## 5.15.1 Viewing the Transfer Queue

You can find the Transfer Queue at the bottom of the main FileZilla Pro window (highlighted portion):



The Transfer Queue displays information regarding each file, specifically:

- Server/Local file:** The name and location of the file on your local network.
- Direction:** Whether the file will be copied from your local computer to a remote server, or from a remote server to your local computer. Double arrows (--) and (--) indicate immediate files; single arrows (--) and (--) indicate queued files.
- Remote file:** The name and location of the file on the remote server.
- Size:** The size of the file.
- Priority:** The priority assigned to copying the file. Generally, this will be Normal.
- Status:** Any file transfer status information applicable to the file.
- Time:** The date and time that a transfer completed successfully or failed.
- Reason:** If the file transfer failed, this will provide some information about why it failed.

## 5.15.2 Immediate vs queued files

File transfers can be classified as 'immediate' or 'queued'.

**Queued files:** Added to a queue of files to be transferred in the future. Queue processing needs to be triggered before these files will be transferred.

**Immediate files:** Listed for immediate transfer. Creating immediate transfers acts as a queue processing trigger, with immediate files prioritised over queued files. If the transfer is interrupted, immediate files are converted to queued files.

To queue a file, right-click and select **Add files to queue**, FileZilla Pro will class it as a queued file.

To select a file for immediate download or upload, right-click on a file and select **Download** or **Upload**, FileZilla Pro will class it as an immediate transfer and give it priority over any queued files.

### 5.15.3 Drag and drop

To drag files for transfer into the transfer queue, follow these steps:

1. Select the files that you want to transfer. Use the SHIFT key to select a block of files; use the CTRL key (Windows) or CMD key (macOS) to select multiple non-sequential files.
2. Use your mouse to click and drag the selected files into the desired directory on the other site.

FileZilla Pro will add these files to the Transfer Queue and start the transfer immediately.

### 5.15.4 Select and add to queue

To select files for transfer into the transfer queue, follow these steps:

1. Select the files that you want to transfer. Use the SHIFT key to select a block of files; use the CTRL key (Windows) or CMD key (macOS) to select multiple non-sequential files.
2. Right-click (Windows) or CTRL-click (macOS) on the selected files and click on **Add files to queue**.

FileZilla Pro will add these files to the Transfer Queue, but not start the transfer.

### 5.15.5 Select and start immediate transfer

To select files for immediate transfer into the transfer queue, follow these steps:

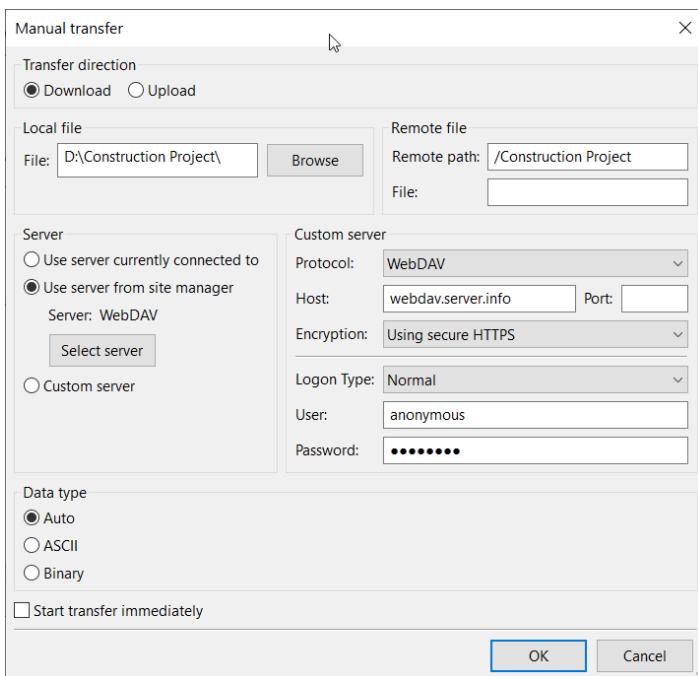
1. Select the files that you want to transfer. Use the SHIFT key to select a block of files; use the CTRL key (Windows) or CMD key (macOS) to select multiple non-sequential files.
2. Right-click (Windows) or CTRL-click (macOS) on the selected files and click on **Upload**.

FileZilla Pro will add these files to the Transfer Queue and start the transfer immediately.

### 5.15.6 Manual Transfer

To manually mark files for transfer, follow these steps:

1. Choose Transfer > Manual Transfer:



2. Select Download or Upload.

3. Choose both the local file and the remote path and file.

4. Select the server:

- The currently connected server.
- A server from the ones available in the *Site Manager*.
- A custom server connection. In this case enter the custom server details on the right side.

5. For FTP or FTPS transfers select the data type.

6. Check the option **Start transfer immediately** otherwise the transfer will be added to the queue.

7. Click on **OK**

**Related topics:**

[Change default 'file exists' behavior](#)

[Transfer Queue](#)

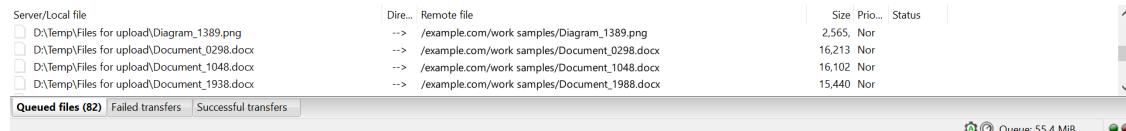
## 5.16 Deleting Files

FileZilla Pro can delete files from the remote server. It might take a while; it requires a single command to be sent for every file and directory in the selection.

1. Select the files that you want to delete. Use the SHIFT key to select a block of files; use the CTRL key (Windows) or CMD key (macOS) to select multiple non-sequential files.
2. Press the DELETE key (Windows) or FN-DELETE (macOS) on your keyboard, or right-click (Windows) or CTRL-click (macOS) on the selection and click on **Delete**.

## 5.17 Transfer Queue

The FileZilla Pro Transfer Queue is a feature within the FileZilla Pro application that manages the files being transferred between your local machine and the remote server.



By default, the Transfer Queue displays the current queue of files to be transferred. For example, if you've set FileZilla Pro to copy a number of files from your home computer to your website server, it will display a queue of files that have not yet been copied across.

---

**Note:** Files and folders queued for deletion are not displayed.

---

The **Failed Transfers** tab displays files that FileZilla Pro tried to transfer, but for some reason could not complete.

The **Successful Transfers** tab displays files that FileZilla Pro has transferred during the current session.

### 5.17.1 Sorting the Transfer Queue

You can sort the *Transfer Queue* by any of the column headings by clicking on the column title. This will sort all entries in either alphabetic or numeric ascending order, depending on the data in the column. For example, clicking on the *Remote file* column title will sort the queue by file location and name. To sort entries in descending order, hold down the SHIFT key and click on the relevant column title.

*Failed transfers* and *Successful transfers* tabs cannot be sorted.

### 5.17.2 Configure actions after Transfer Queue Completion

You can configure FileZilla Pro to perform a single action once all *Transfer Queue* actions have been completed. For example, you might want to start transferring a large number of files and then leave the office; and you want the computer to automatically shut down once the file transfer is completed.

---

**Note:** This action will apply to any Transfer Queue until you change it manually, unless the word 'once' is used in the action name; for example, *Suspend system once*.

---

## Shut down computer

FileZilla Pro will send a shutdown command to the operating system once the *Transfer Queue* is finished. However, if other applications or processes are still running at the time, these may block the shutdown and keep the computer running.

1. In the file Transfer Queue, right-click on a server or file name.
2. Select **Action after queue completion** › **Shutdown system once**.

## Suspend computer

FileZilla Pro will send a suspend command to the operating system once the *Transfer Queue* is finished. However, if other applications or processes are still running at the time, these may block the suspension and keep the computer awake.

1. In the file Transfer Queue, right-click on a server or file name.
2. Select **Action after queue completion** › **Suspend system once**.

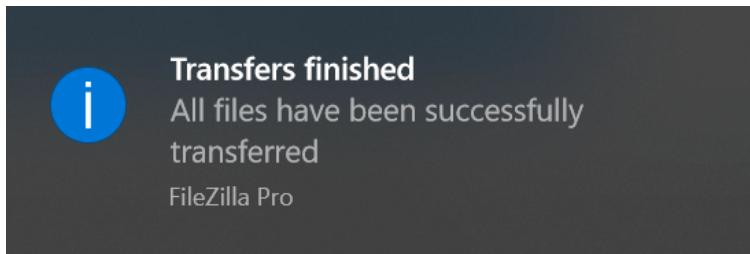
## Reboot computer

FileZilla Pro will send a reboot/restart command to the operating system once the *Transfer Queue* is finished. However, if other applications or processes are still running at the time, these may block the reboot and keep the computer running instead.

1. In the file Transfer Queue, right-click on a server or file name.
2. Select **Action after queue completion** › **Reboot system once**.

## Show notification

FileZilla Pro will send a notification message through the operating system once the *Transfer Queue* is finished. On Windows, for example, the message will look similar to this:



1. In the file Transfer Queue, right-click on a server or file name.
2. Select **Action after queue completion** › **Show notification bubble**.

## Flash program icon

If you have FileZilla Pro minimised when the *Transfer Queue* is finished, the program icon on your taskbar will flash to get your attention.

1. In the file Transfer Queue, right-click on a server or file name.
2. Select **Action after queue completion** › **Request attention**.

While this behavior is consistent on Microsoft Windows, it may not be available on Linux or macOS.

## Close FileZilla Pro

FileZilla Pro will close itself once the *Transfer Queue* is finished. There are two different options for this: *Close FileZilla* and *Close FileZilla once*. Selecting *Close FileZilla* will make that the default action every time FileZilla Pro finishes a Transfer Queue; selecting *Close FileZilla once* will only affect the current Transfer Queue.

1. In the file Transfer Queue, right-click on a server or file name.
2. Select **Action after queue completion** › **Close FileZilla** or **Action after queue completion** › **Close FileZilla once**.

## Run a program

FileZilla Pro will run an executable file once the *Transfer Queue* is finished. To make use of this option, you'll need to know the file location, name, and any required arguments.

1. In the file Transfer Queue, right-click on a server or file name.
2. Select **Action after queue completion** › **Run command...**
3. Enter the file location, name, and arguments.
4. Click **OK**.

## Play a sound

FileZilla Pro will play a sound when the *Transfer Queue* is finished.

1. In the file Transfer Queue, right-click on a server or file name.
2. Select **Action after queue completion** › **Play sound**.

The sound file used is *finished.wav*, and you can find it in the *resources* folder in FileZilla Pro's installation folder. In Windows, this is typically C:\Program Files\FileZilla Pro\resources. If you want a different sound played, replace it with your own sound file in .wav format.

### 5.17.3 Remove files from the Transfer Queue

Remove files from the [Transfer Queue](#) to keep them from being transferred.

To remove only one or some of the files in the Transfer Queue:

1. Select the file(s) to be removed. Use the SHIFT or CTRL (Windows) or CMD (macOS) key to select multiple files.
2. Right-click (Windows) or CTRL-click (macOS) on the selection.
3. Click on **Remove selected**.

To remove all files being transferred to or from a specific server from the Transfer Queue:

1. Right-click (Windows) or CTRL-click (macOS) on the server name.
2. Click on **Stop and remove all**.

### 5.17.4 Remove successful transfers from the queue history

If you want to export a list of unsuccessful file transfers, you can set FileZilla Pro to automatically remove successful file transfers:

1. In the [Transfer Queue](#), click on the **Successful transfers** tab.
2. Right-click (Windows) or CTRL-click (macOS) and select **Automatically remove successful transfers**.

### 5.17.5 Repeat file transfers

FileZilla Pro allows you to repeat file transfers that are displayed in the **Successful transfers** or **Failed transfers** tabs.

To repeat the transfers of only one or some of the files in the [Transfer Queue](#):

1. Select the file(s). Use the SHIFT or CTRL (Windows) or CMD (macOS) key to select multiple files.
2. Right-click (Windows) or CTRL-click (macOS) on the selection.
3. Click on **Reset and requeue selected files**.

To repeat all transfers for a server:

1. Right-click (Windows) or CTRL-click (macOS) on the server name.
2. Click on **Reset and requeue selected files**.

Requeued files will be added to the Transfer Queue.

Past file transfers can be repeated by importing the file Transfer Queue from an XML file. See [Export the Transfer Queue](#) and [Import a Transfer Queue](#).

## 5.17.6 Change file transfer priority

File transfer priority organises the [Transfer Queue](#) and transfers files of highest priority first. To change the transfer priority for one or more files:

1. Select the file(s). Use the SHIFT or CTRL (Windows) or CMD (macOS) key to select multiple files.
2. Right-click (Windows) or CTRL-click (macOS) on the selection.
3. Click on **Select priority** and choose a priority level from **Highest** to **Lowest**.

You can also set the transfer priority for a particular server; for example, if you're transferring files to two different websites, and you want all of one website's files to be processed first:

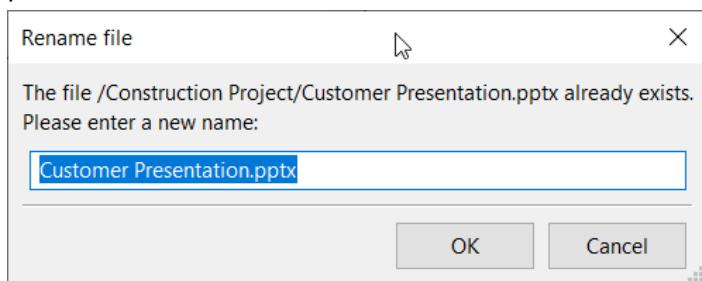
1. Right-click (Windows) or CTRL-click (macOS) on the server name.
2. Click on **Select priority** and choose a priority level from **Highest** to **Lowest**.

## 5.17.7 Change default ‘file exists’ behavior

When copying files from one location to another, FileZilla Pro needs to know what to do if a file with the same name and extension already exists in the destination.

The available options are:

- **Ask for action:** Ask you what to do every time this occurs.
- **Overwrite file:** Overwrite the destination file every time.
- **Overwrite file if source file newer:** Overwrite the file in the destination if the file being transferred is time-stamped with a later date/time. Note: the date and time on local and remote machines need to be synchronised in order for this to work correctly. If they differ, ensure that you configure the server time offset before transferring files. See [Configure server time offset](#).
- **Overwrite file if size differs:** Overwrite the destination file if there is a size difference between the destination file and the file being transferred.
- **Overwrite file if size differs or source file is newer:** This is a combination of the previous two options. The destination file will be overwritten if there is a size difference between it and the file being transferred, or if the file being transferred is time-stamped with a later date/time. Note: the date and time on local and remote machines need to be synchronised in order for this to work correctly. If they differ, ensure that you configure the server time offset before transferring files. See [Configure server time offset](#).
- **Resume file transfer:** Assume that a previous file transfer was stopped mid-transfer, and continue transferring the file. This option is particularly useful when large files are being transferred or the connection is slow or unreliable.
- **Rename file:** Transfer the file, but do not overwrite the existing destination file; instead a dialog box is presented where the user can enter the new name for the file being transferred:



- **Skip file:** Do not transfer the file. Skip to the next file in the queue instead.

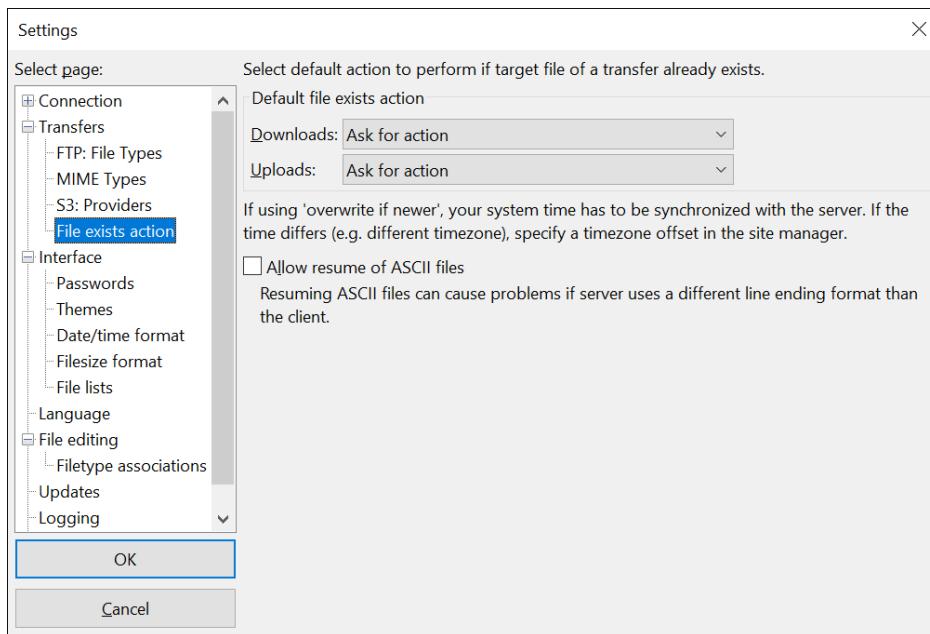
## Example

Anne's company has a website on a remote server. She's been working on an updated design, so she has a number of files to upload to the remote server. Some of the files have been updated; for these, she needs to overwrite the remote files. Any new files, she wants to transfer across. Most of the files are the same or older, though; she does not want to transfer those. So Anne wants to set FileZilla Pro to overwrite files on the remote server that are older than those being transferred from her local machine. She would use the **Overwrite file if source file newer** option.

## Configure default setting

To change the default 'file exists' behavior for all sessions and servers:

1. In the main menu, click on **Edit > Settings....**
2. In the menu on the left of the Settings window, click on **Transfers > File exists action**.

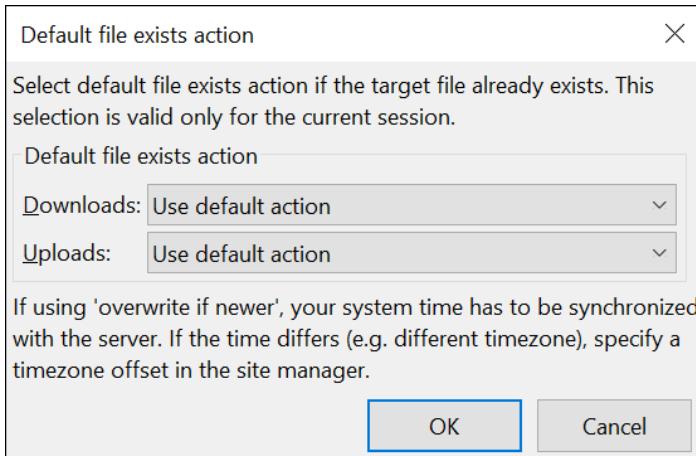


3. Select a default action for downloads – file transfers from a remote server to your local machine.
4. Select a default action for uploads – file transfers from your local machine to a remote server.
5. Click on **OK**.

## Configure setting for current session

To change the 'file exists' behavior for the existing session – ie, the behavior will revert to the default when you next open FileZilla Pro:

1. In the main menu, click on Transfer > Default file exists action....

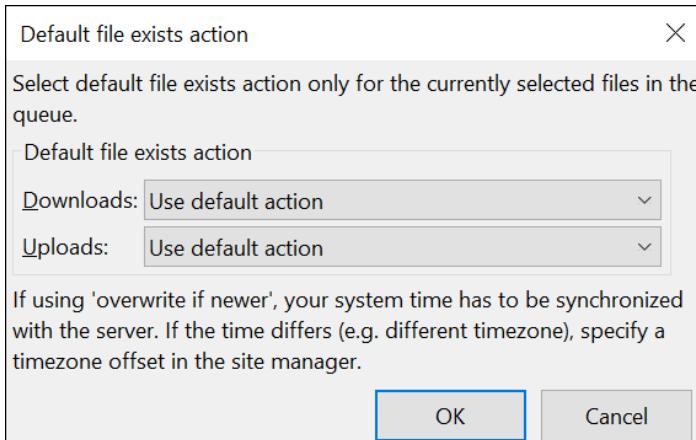


2. Select a default action for downloads – file transfers from a remote server to your local machine.
3. Select a default action for uploads – file transfers from your local machine to a remote server.
4. Click on OK.

## Configure setting for a server in the file Transfer Queue

To change the 'file exists' behavior for all files currently queued to be transferred to or from a specific server:

1. In the *Transfer Queue*, right-click on the server name.
2. Select **Default file exists action....**



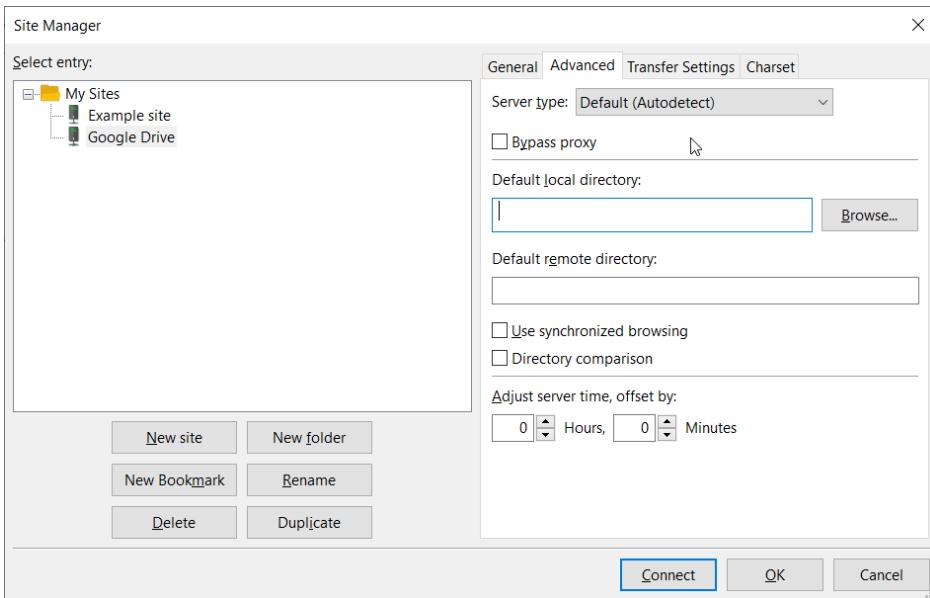
3. Select a default action for downloads – file transfers from a remote server to your local machine.
4. Select a default action for uploads – file transfers from your local machine to a remote server.
5. Click on OK.

## 5.17.8 Configure server time offset

If your local machine and the remote server have different time settings, this can interfere with the overwrite settings. To avoid problems, like inadvertently overwriting newer files, FileZilla Pro needs to know the difference in time settings between your local machine and the remote server. This is called the ‘time offset’.

To configure the time offset for a server:

1. In the main menu, click on **File > Site Manager**.



2. Click on the site that you want to configure.
3. Click on the **Advanced** tab.
4. Find the **Adjust server time, offset by** setting at the bottom of the tab.
5. Adjust hours and minutes forward or backward as needed. For example, if the remote server time was 1.5 hours behind your local machine’s time, you would set **Hours** to -1 and **Minutes** to -30.
6. Click on **OK** to save the time offset.

---

**Note:** Changes made in the Site Manager only apply to files added to the queue after FileZilla Pro reconnects to the site using the changed information.

---

## 5.17.9 Clear the Transfer Queue

To remove all files queued to be transferred to and from a remote server:

1. Right-click (Windows) or CTRL-click (macOS) on the **Transfer Queue**.
2. Select **Stop and remove all**.

### 5.17.10 Pause the Transfer Queue

To pause all files being transferred without clearing the *Transfer Queue*:

1. In the main menu, select **Transfer** › **Process Queue**.

To pause files being transferred to or from a specific server:

1. Right-click on the *Transfer Queue*.
2. Select **Process Queue**.

If **Process Queue** is ticked, files are currently being transferred. If it is not ticked, the queue is currently paused.

### 5.17.11 Start the Transfer Queue

To start or restart transferring files in the *Transfer Queue*:

1. In the main menu, select **Transfer** › **Process Queue**.

To restart files being transferred to or from a specific server:

1. Right-click on the *Transfer Queue*.
2. Select **Process Queue**.

If **Process Queue** is ticked, files are currently being transferred. If it is not ticked, the queue is currently paused.

### 5.17.12 Change transfer speed display

By default, FileZilla Pro displays an average transfer speed calculated over the entire transfer process. If you prefer to see the current transfer speed instead:

1. In the main menu, click on **Edit** › **Settings....**
2. Select **Interface** from the menu on the left.
3. Tick the **Display momentary transfer speed instead of average speed** checkbox.
4. Click on **OK**.

## 5.18 Limiting Simultaneous File Transfers

FileZilla Pro can run up to 10 file transfers - uploads or downloads - at a time. However, on slow or heavily-used networks and internet connections, you might want to decrease the number of file transfers happening at one time. There are three ways to do this:

- Limit the overall number of simultaneous transfers (uploads and downloads combined)

- Limit the number of simultaneous uploads
- Limit the number of simultaneous downloads

To change the number of simultaneous file transfers that FileZilla Pro can run:

1. In the main menu, click on **Edit** > **Settings....**
2. Select **Transfers** from the menu on the left.
3. Set a maximum number of simultaneous transfers.
4. If desired, set a limit for simultaneous uploads and simultaneous downloads. These options are still limited by the maximum simultaneous transfers setting; for example, if the **Maximum simultaneous transfers** option is set to 2 and **Limit for concurrent uploads** is set to 10, FileZilla Pro will still only allow at most 2 simultaneous uploads.
5. Click on **OK**.

## 5.19 Setting Speed Limits

If you need to limit the amount of bandwidth that FileZilla Pro uses, you can set a speed limit.

To configure a speed limit in FileZilla Pro:

1. In the main menu, click on **Edit** > **Settings....**
2. Select **Transfers** from the menu on the left.
3. Tick the **Enable speed limits** checkbox.
4. Enter a **Download limit** and **Upload limit**.
5. Click on **OK**.



To turn speed limits on and off, you can click on the

button in the status bar.

## 5.20 Change Frequency of Automated Update Checks

By default, FileZilla Pro checks for program updates once a week, and looks only for stable updates - not beta or nightly build updates. It is recommended that you use stable versions of FileZilla Pro only, unless you want to test new features that may not be reliable yet.

If you want to change the frequency of update checks:

1. In the main menu, click on **Edit** > **Settings....**
2. Select **Updates** from the menu on the left.

3. Select a frequency from the **Check for FileZilla updates automatically** drop down list.
4. Click on **OK**.

If you set the frequency to **Never**, FileZilla Pro may still prompt for an update if the update was previously detected. FileZilla Pro may alert you from time to time for security reasons.

In addition to stable versions, you can use beta versions to test new features or resolve an issue:

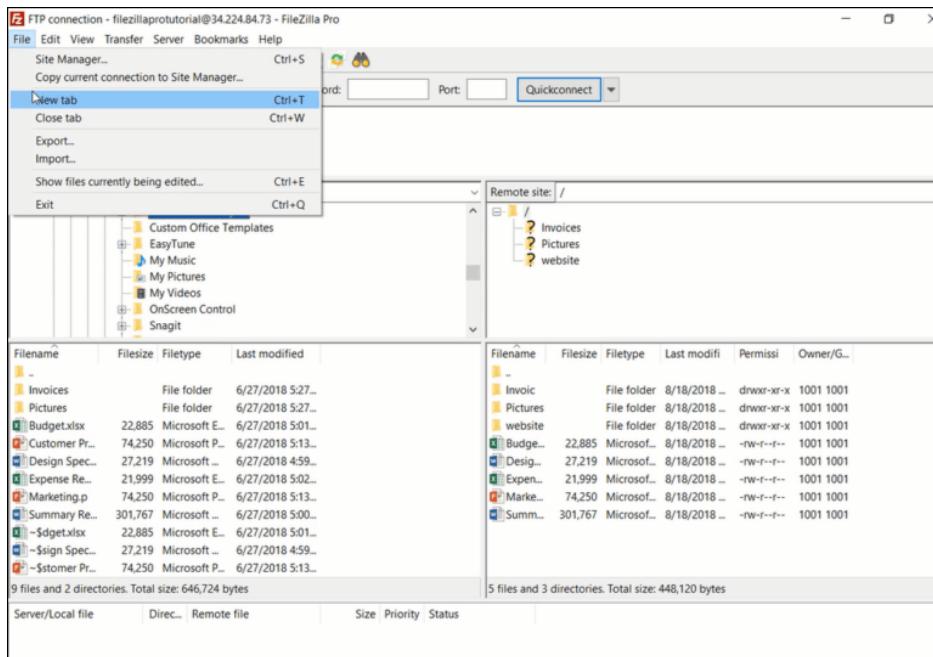
1. In the main menu, click on **Edit > Settings....**
2. Select **Updates** from the menu on the left.
3. Select **Stable and beta versions** from the **When checking for updates, check for** drop down list.
4. Click on **OK**.

## 5.21 Tabbed Browsing

Tabbed browsing allows you to have multiple connections at the same time.

To add a tab:

- Choose **File > New tab**



In the new tab you can open a new connection. Each tab is independent and can show different local files.

You can configure FileZilla Pro to restore the tabs and reconnect on startup. With this option enabled FileZilla Pro will reopen the tabs and reestablish all connections:

1. Choose **Edit > Settings**
2. Select **Interface** from the menu on the left

3. Mark the option **Restore tabs and reconnect**
4. Click on **OK**

You can also configure FileZilla Pro to create always a new tab when opening a new connection:

1. Choose **Edit > Settings**
2. Select **Interface** from the menu on the left
3. In the drop down box **When starting a new connection while already connected** select the option **Connect in a new tab**
4. Click on **OK**

# 6

## Setting up S3 Connections

The subsequent chapter offers a thorough overview of accessing S3 services, encompassing prerequisites for various authentication and authorization methods, file encryption options, and ultimately, accessing S3-compatible services.

It begins by detailing the process of obtaining AWS credentials and utilizing them to access S3. Additionally, it explores the use of temporary credentials, AWS config and credentials files, and accessing files through AWS IAM Identity Center (formerly AWS Single Sign-On).

The final two paragraphs respectively focus on configuring server-side encryption settings and accessing S3-compatible storage services provided by third-party vendors.

To connect to Amazon S3, make sure you have the following:

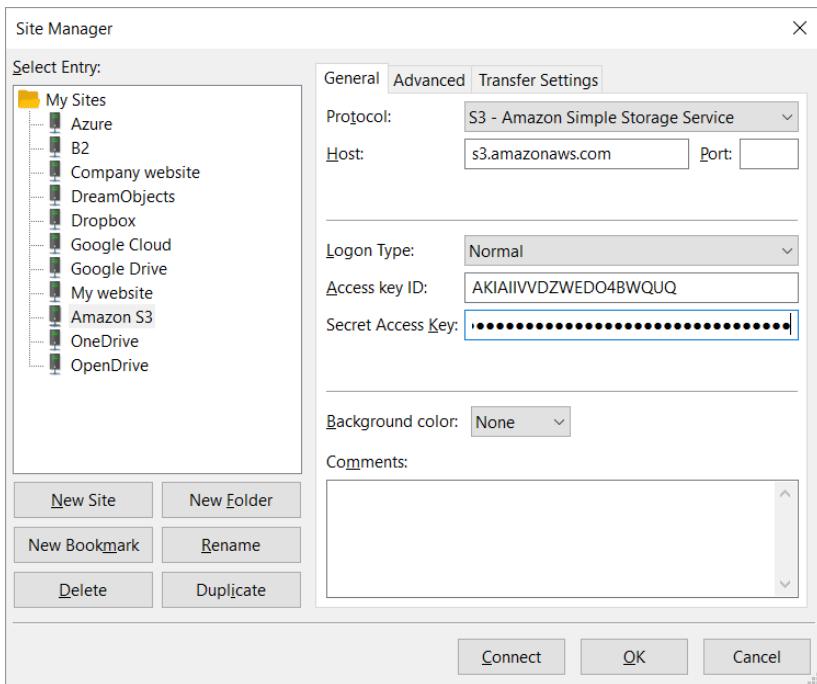
- An account with Amazon AWS;
- An access key ID;
- A secret access key.

### 6.1 Configuring FileZilla Pro to connect to S3

Follow the next steps to configure FileZilla Pro to connect to Amazon S3.

1. In the menu bar, click on **File** > **Site Manager**.... See [Using the Site Manager](#) for more details.
2. Click on **New Site**.
3. Select **S3 - Amazon Simple Storage Service** from the **Protocol** drop-down list.
4. In the Host field, leave as it is. FileZilla Pro will connect to the default region endpoint. For a different region, use the [\*Region field in the S3 tab\*](#).
5. Leave port as-is.
6. Enter the access key into the **Access Key ID** field in the Site Manager.

7. Enter the secret access key into the **Secret Access Key** field in the Site Manager.



8. Click on **Connect**.

Your file storage buckets will be displayed in the **Remote directories** section of the FileZilla Pro window.

---

**Note:** Credentials that do not have permission to list available bucket need to directly specify the target bucket as default remote directory in the **Advanced** tab. See [Listing a bucket](#).

---

By default, FileZilla Pro connects using the endpoint of the first configured region in **Edit > Settings > Transfers > S3: Providers**. To customize this default behavior, use the **Region** field within the **S3** tab.

---

**Note:** Accessing buckets in regions launched after March 20, 2019, may result in a “Bad Request error”. If this occurs, you may need to adjust the configuration accordingly. See [Request redirection](#).

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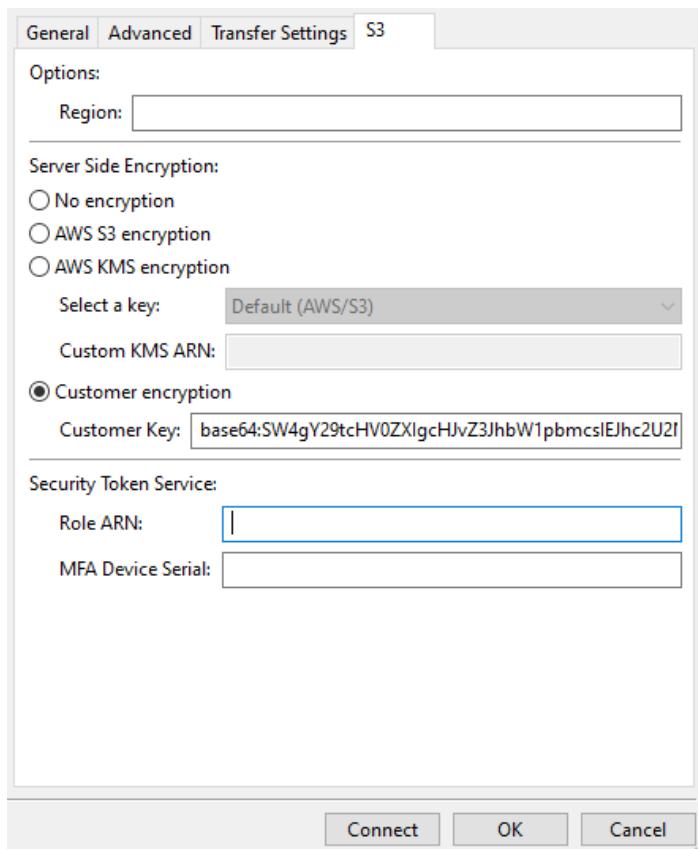
## 6.2 How to setup S3 Server-Side Encryption

Server-Side Encryption Amazon S3 encrypts your files as they are uploaded and decrypts on download.

To configure FileZilla Pro to use Amazon S3 Server-Side Encryption, follow these steps:

1. In [Site Manager](#) edit your S3 site.
2. In the **S3** tab select the encryption type:
  - **No encryption**
  - **AWS S3 encryption:** use Amazon S3 managed keys.

- **AWS KMS encryption:** use Amazon S3 keys stored in AWS Key Management Service (KMS). Select the master key:
  - **Default (AWS/S3):** for the AWS managed key.
  - **Custom KMS ARN:** for a customer managed key. Enter the ARN (Amazon Resource Name) for the key in the **Custom KMS ARN** box.
- **Customer encryption:** use the key specified in the **Custom key** box. You can specify a Base64 encoded key by prefixing it with base64:



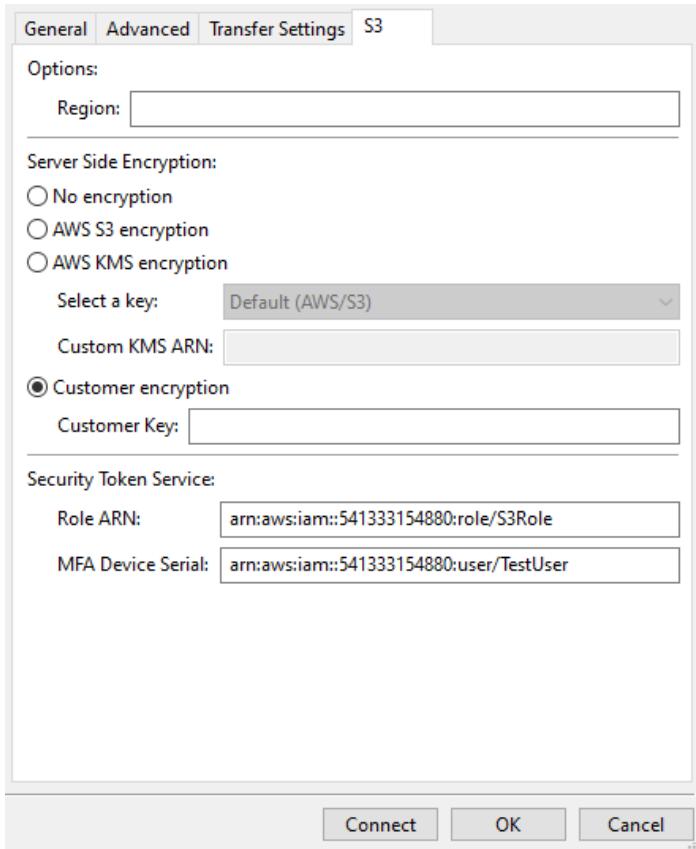
## 6.3 How to use Amazon STS for temporary, limited-privilege credentials

You can access S3 resources that belong to another user by using temporary credentials provided by the AWS Security Token Service (STS). This process involves assuming a role established by the granting user.

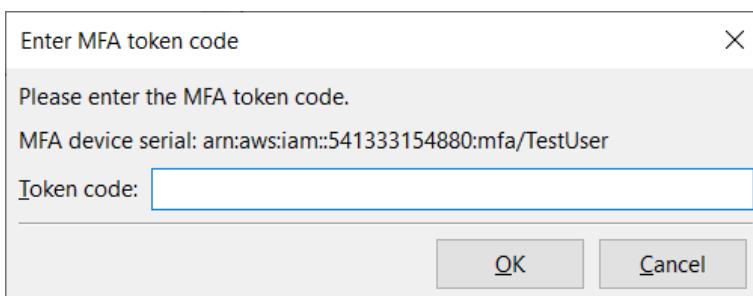
Next, we'll outline the steps you need to follow.

1. In *Site Manager* edit your S3 site.
2. In the **S3** tab enter:
  - **Role ARN:** the ARN (Amazon Resource Name) that identifies the role created by the granting user. Your user will assume this role.

- **MFA Device Serial:** your MFA (Multi-factor authentication) device identification if the role trust policy requires multi-factor authentication. This can be either a serial for a physical device or a registered ARN for a virtual device (e.g. an authentication app in your smartphone).



When connecting and if the MFA device serial is configured you will be asked to provide the token code generated by the MFA device:

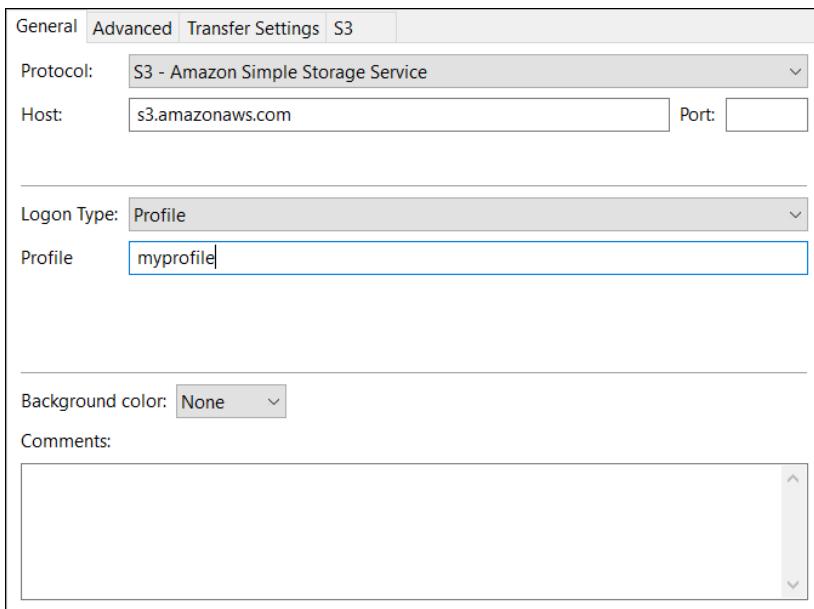


## 6.4 How to use AWS config and credentials files to connect

FileZilla Pro can also connect using the credentials and settings from the .aws/config and .aws/credentials files.

To connect FileZilla Pro to S3 using config and credentials files, follow these steps below.

1. In *Site Manager* create or edit your S3 site.
2. In the **Logon type** drop down list choose **Profile**.
3. In the **Profile** field enter the configured profile name.



For the default profile enter: default

FileZilla Pro supports the following settings:

- aws\_access\_key\_id
- aws\_secret\_access\_key
- region
- source\_profile
- role\_arns
- role\_session\_name
- mfa\_serial
- duration\_seconds
- aws\_session\_token

If a setting exists both in credentials and config files for the same profile the settings from the credentials file are used. If any of the settings region, role\_arn and mfa\_serial exist both in the Site Manager S3 tab and in the files, the settings from the files are used.

FileZilla Pro looks for the AWS\_CONFIG\_FILE environment variable to locate the config file. Also, it looks for the AWS\_SHARED\_CREDENTIALS\_FILE environment variable to locate the credentials file.

If any of these environment variables are empty, FileZilla Pro looks for the file in the .aws directory in the user's (or home) directory. On Debian and macOS you can find the user's directory with the \$HOME environment variable. On Windows you can find the user's directory with the %USERPROFILE% environment variable.

When purchased from the macOS App Store, you can find the app's home directory at ~/Library/Containers/org.filezilla-project.filezilla.sandbox/Data/

In this case you may need to create a symbolic link to the ~/aws directory in the FileZilla Pro's container. From macOS terminal run the following command:

```
ln -s ~/aws ~/Library/Containers/org.filezilla-project.filezilla.sandbox/Data/.aws
```

You also need to grant to FileZilla Pro access to the .aws directory through the access permissions dialog. To learn how to do that see: [Local files not displayed](#).

For more details about these files consult the [AWS documentation](#)

## 6.5 How to use AWS IAM Identity Center (aka AWS Single Sign-On) to connect

AWS Identity Center provides access to resources without the need for access keys or secret keys.

To connect using the IAM Identity Center:

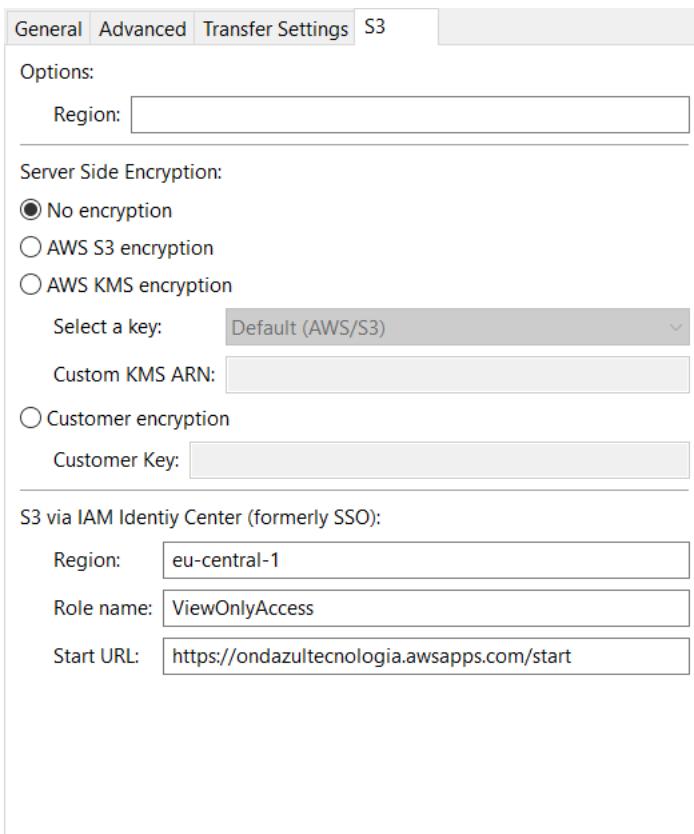
1. Create a new site in the [Site Manager](#).
2. Select S3 via IAM Identity Center from the **Protocol** drop-down list.
3. In the **Logon type** drop down list, choose either **Interactive** or **Profile**.

4. With **Interactive** type:

Enter the AWS account ID in the **Account ID** field.

In the **S3** tab, **S3 via IAM Identity Center** section, enter:

- **Region**: the AWS Region that contains the AWS access portal host. This field can be different from the **Region** field in the same tab.
- **Role name**: the role or permission set name.
- **Start URL**: the URL for the AWS access portal.

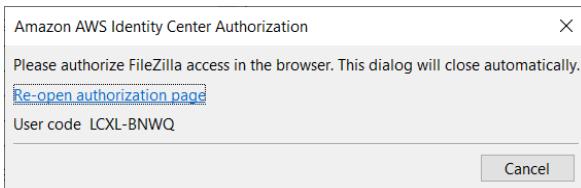


5. With **Profile**, enter a configured profile name. See [How to use AWS config and credentials files to connect](#).

The required profile fields are: `sso_account_id`, `sso_region`, `sso_role_name` and `sso_start_url`

6. Click on **Connect**.

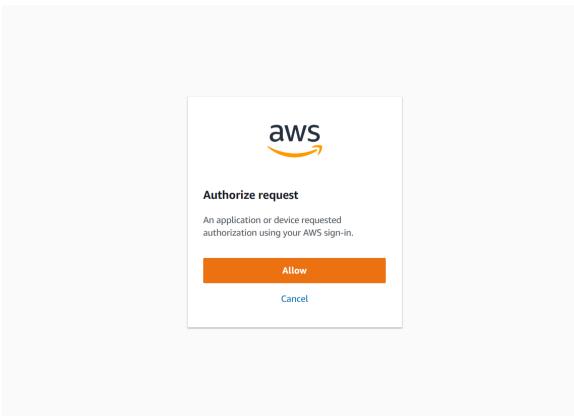
7. FileZilla Pro shows the AWS Identity Center window, with a unique session code:



and launches the default browser.

8. In the browser, IAM prompts you to login using your IAM credentials. You may need to enter the session code presented in the AWS Identity Center window.

9. Upon logging in, it is necessary to authorize the request.



10. Click **Allow** to grant access to FileZilla Pro.
11. Upon successful completion, the AWS Identity Center window will automatically close.

For more information, visit <https://aws.amazon.com/iam/identity-center/>

**Related topics:**

[How to Upload Files Using a Third-Party S3 Service](#)

[S3 Storage Class](#)

[S3 Lifecycle Policies](#)

[S3 File Properties](#)

[S3 Canned ACL](#)

[Managing File Versions](#)

## 6.6 How to Upload Files Using a Third-Party S3 Service

To connect to an S3-compliant storage service, make sure you have the following:

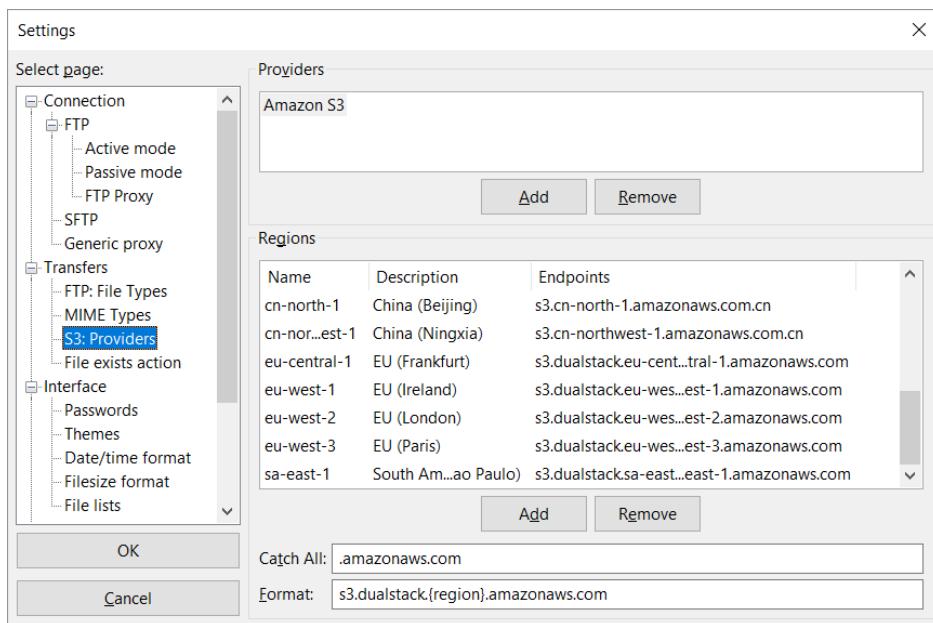
- An account with a hosting provider offering S3-compliant storage services (e.g. Cloudflare R2, DigitalOcean, Storj).
- Connection information for the S3 service - typically including:
  - host address;
  - host port;
  - access key ID;
  - secret access key;
  - one or more endpoint addresses.

The following topic explains how to configure the regions for your S3 provider. If you have already configured them, or they are already available in the current list, skip ahead to [How to connect to an S3 compliant provider](#).

## 6.6.1 Setting up Regions

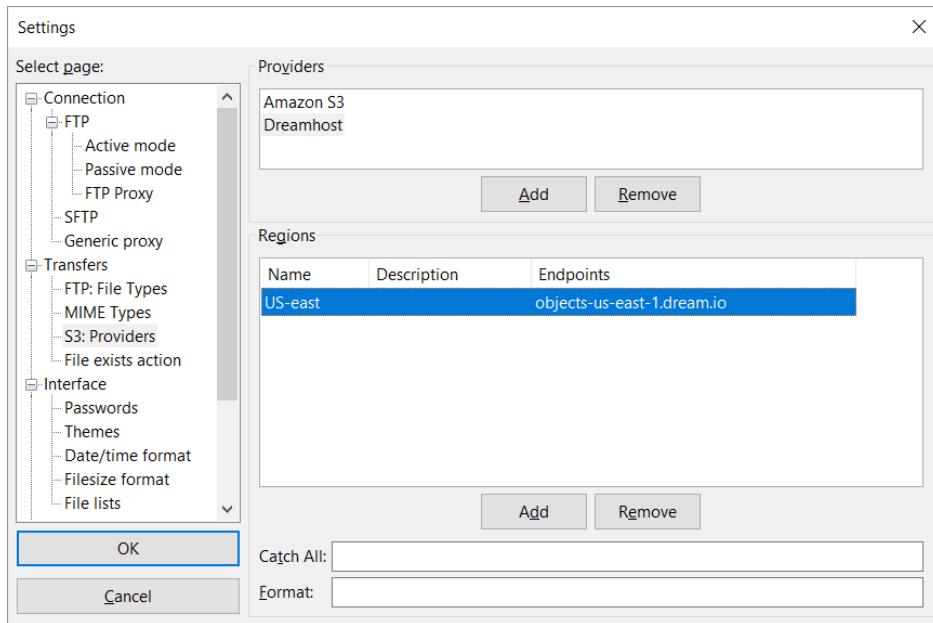
To setup regions:

1. In the menu bar, click on **Edit** > **Settings....**
2. Select **Transfers** > **S3: Providers** from the menu on the left.



3. Click on the **Add** button under the Providers list.
4. Enter the name of the hosting provider.
5. Press ENTER on your keyboard.
6. Highlight the new hosting provider.
7. Click on the **Add** button under the Regions list.
8. Enter a name for the region and then press ENTER on your keyboard.
9. Enter a description, if desired, by clicking on the Description column in your new region row.

10. Click on the Endpoints column of the new region row and enter an endpoint address for the hosting provider's S3 service. It will typically be in the format of <subdomain>.<domain>.<extension>.



11. Click on **OK**.

## 6.6.2 How to connect to an S3 compliant provider

Connect to an S3 compliant provider follow the instructions below.

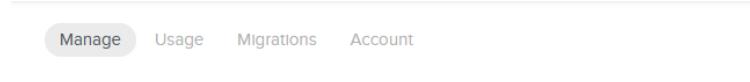
1. In the menu bar, click on **File** > **Site Manager....**
2. Click on **New Site**.
3. Select **S3 - Amazon Simple Storage Service** from the **Protocol** drop-down list.
4. Enter the required connection information.
5. Click on **Connect**.

Your file storage buckets will be displayed in the **Remote directories** section of the FileZilla Pro window.

## 6.6.3 Example

Dreamhost is a web hosting provider offering an S3 cloud storage service known as DreamObjects.

To set up DreamObjects, log into their Dreamhost account and click on the DreamObjects menu option.



## Users

+ Create New User

Click on **Create New User** and type in *filezilla-pro-demo-user*.

## Users

+ Create New User

objects-us-east-1.dream.io

▼ CLUSTER

filezilla-pro-demo-user

Add User

Click on **Add User**. Refresh the page and the new user account will be displayed.

## Users

+ Create New User

filezilla-pro-demo-user objects-us-east-1.dream.io

+ Add Key

+ Add Bucket

View Objects

To get the host address, look at the server information next to your new username (highlighted text)

## Users

+ Create New User

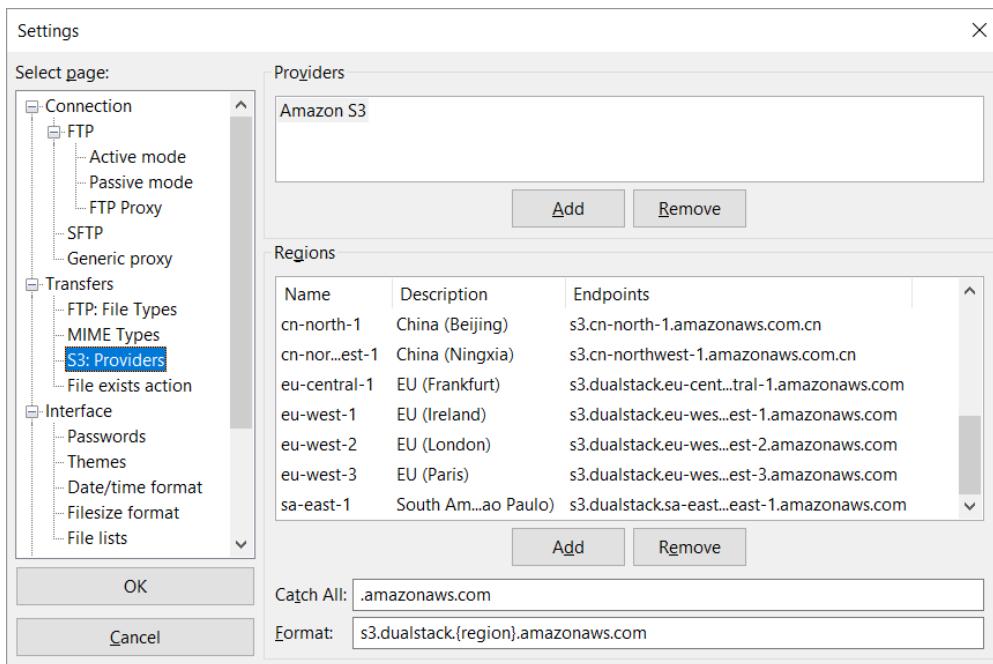
filezilla-pro-demo-user objects-us-east-1.dream.io

+ Add Key

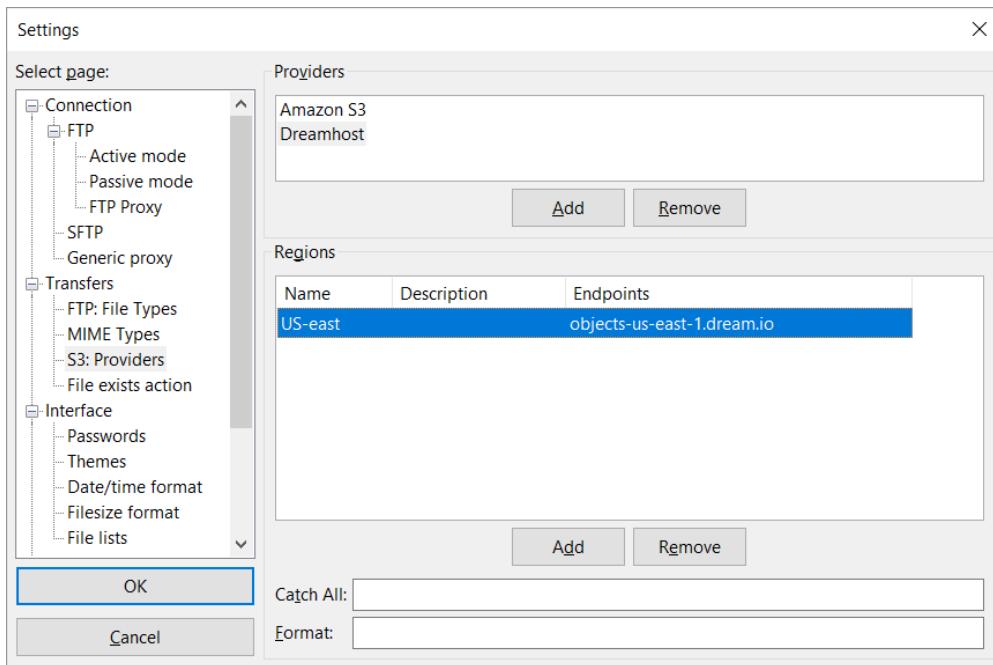
+ Add Bucket

View Objects

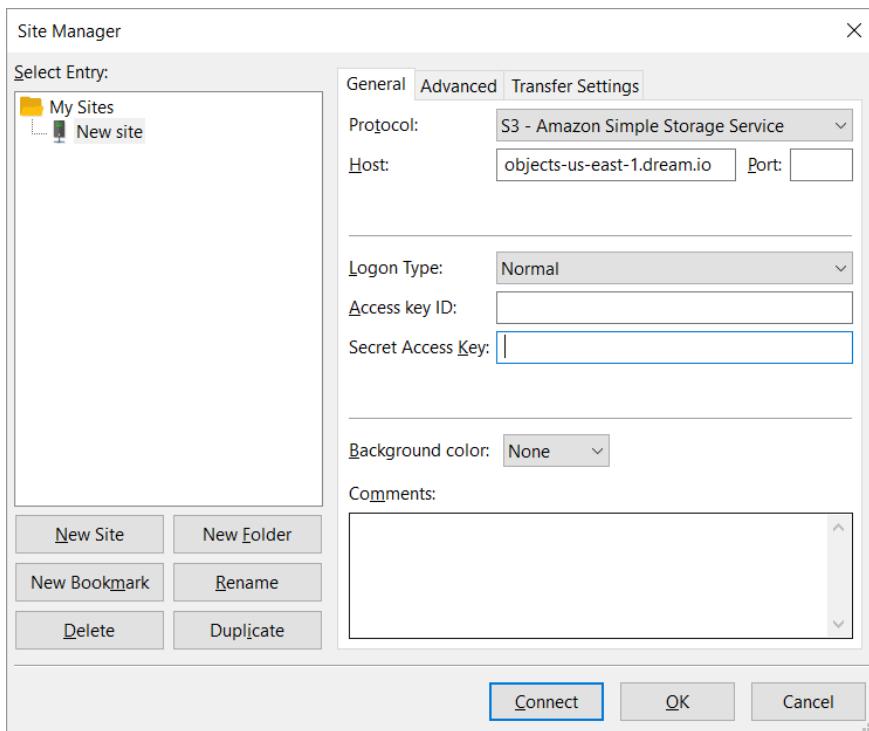
Set up a new provider in FileZilla Pro called *Dreamhost*.



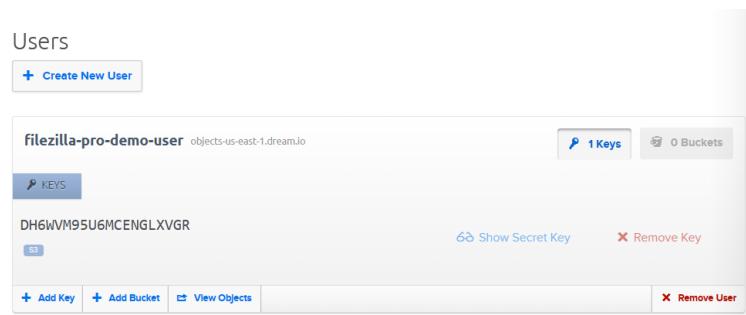
Create a new region and copy the Dreamhost server information into it.



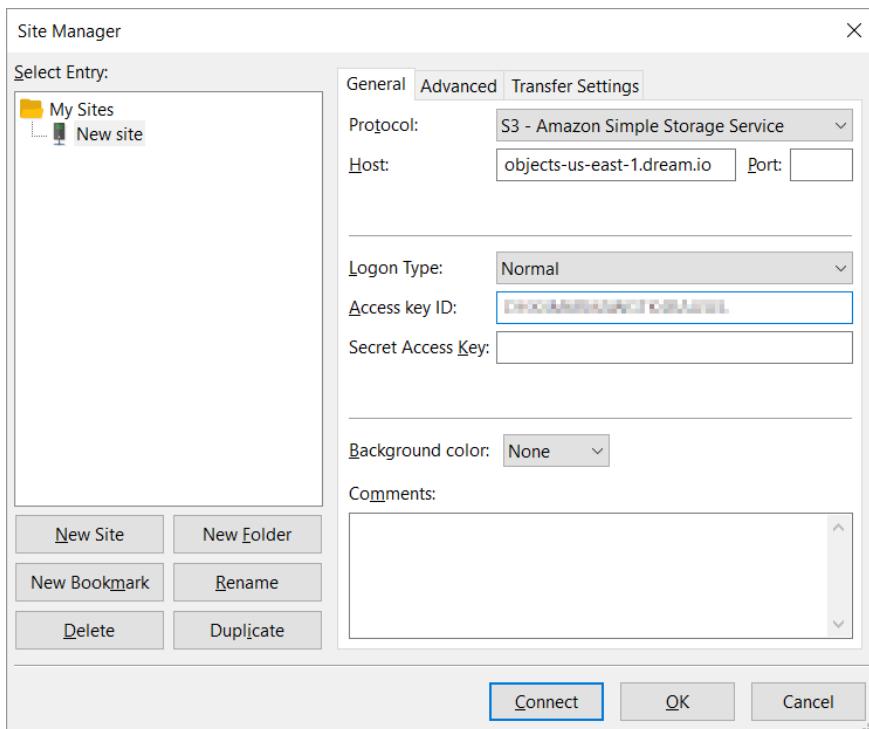
Copy this into the **Host** field in FileZilla Pro's Site Manager window.



To get your access key ID, click on the user account name.

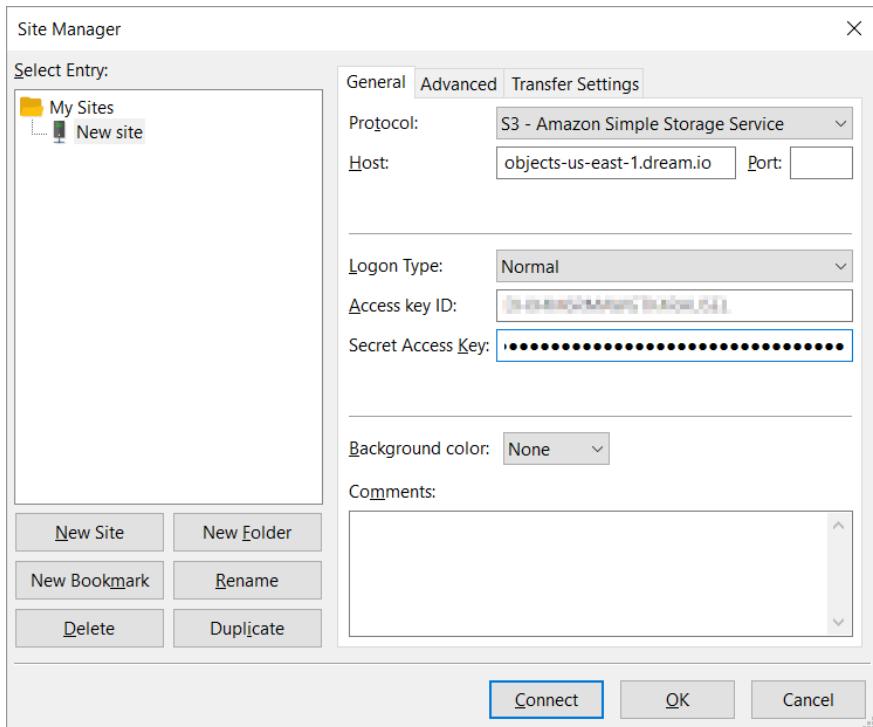


Copy and paste the access key into the **Access key ID** field in FileZilla Pro's Site Manager window.

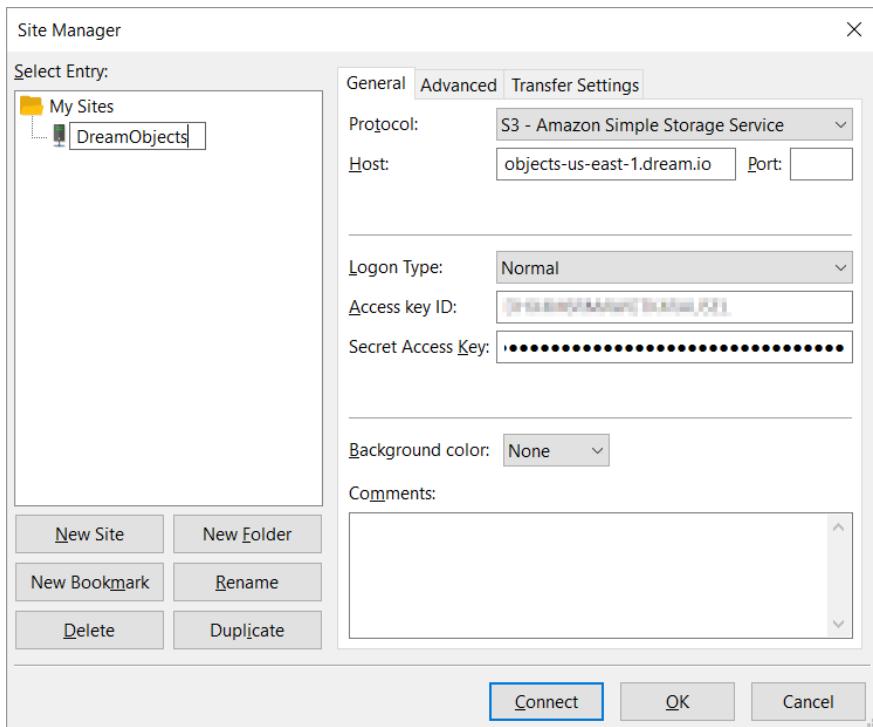


Back in the browser window, click on **Show secret key**.

Copy and paste the secret key into the **Secret Access Key** field in FileZilla Pro's Site Manager window.

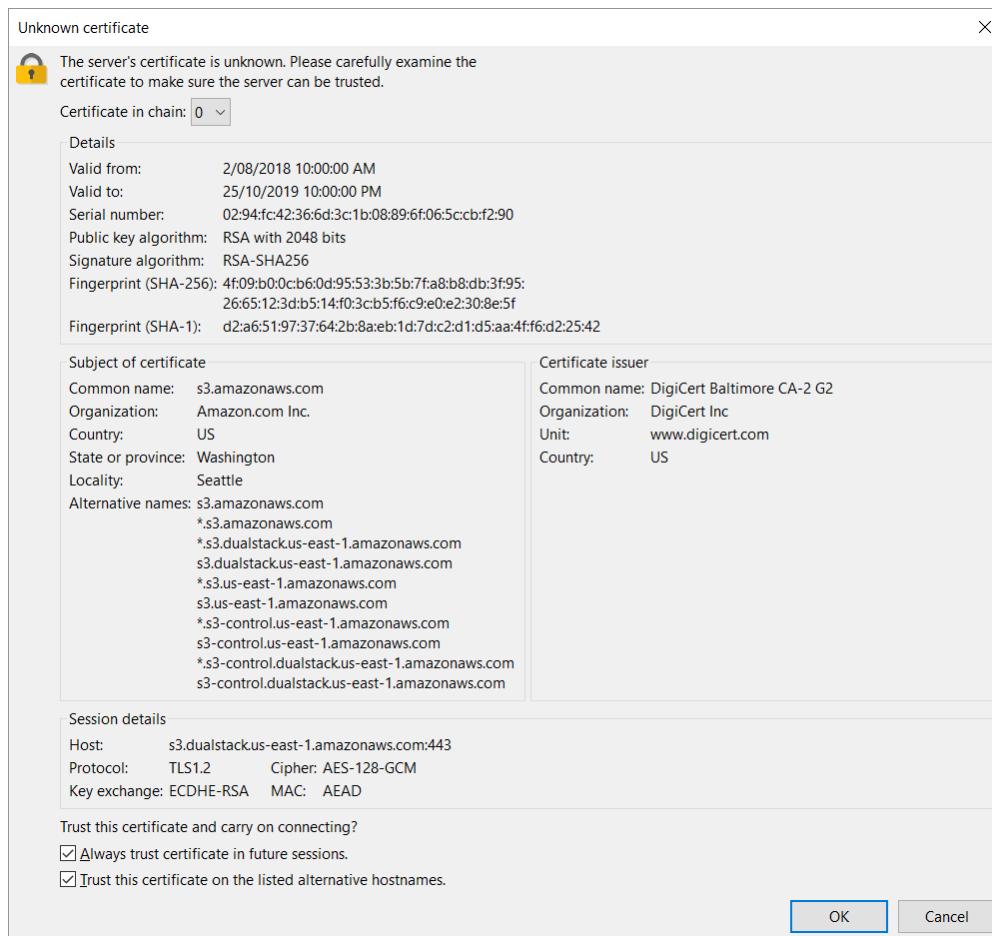


Then label the connection from 'New Site' to something more recognizable.

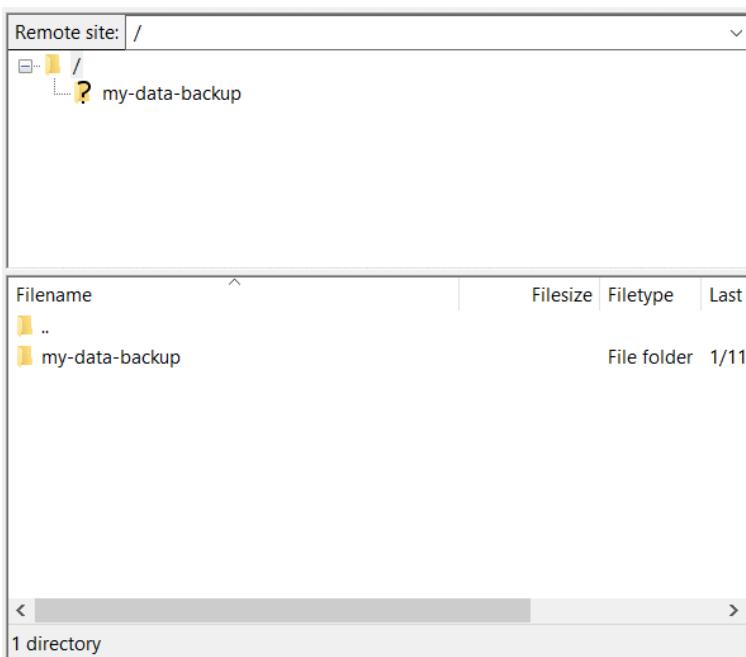


... and click on **Connect**.

FileZilla Pro checks the server's TLS certificate and asks to verify the details.



As Dreamhost utilizes Amazon S3 cloud servers, the certificate displays information reflecting this. This is a standard occurrence, so simply click OK to proceed.



**Related topics:**

[Setting up S3 Connections](#)

## Setting up Google Drive Connections

To connect to Google Drive, make sure you have the following:

- A Google Drive account;
- Your Google account (typically your Gmail email address);
- Your Google account password.

---

**Note:** If FileZilla Pro is configured to save passwords protected by a master password (see [Protect Passwords with a Master Password](#)), you'll only need to authenticate it for use with Google Drive once; it will save the access token for future connections.

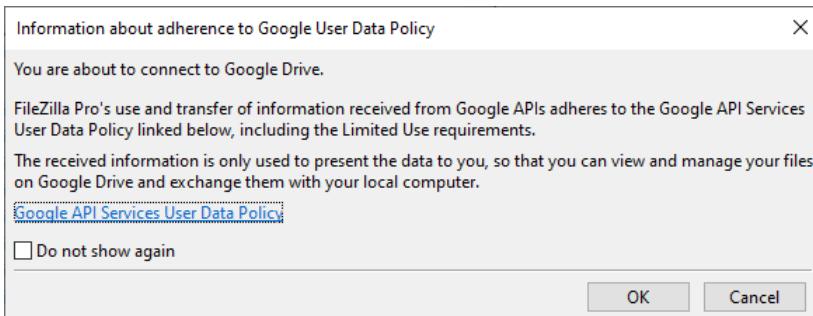
---

### 7.1 Configuring FileZilla Pro for Google Drive

Please follow the next steps to configure FileZilla Pro to connect to Google Drive.

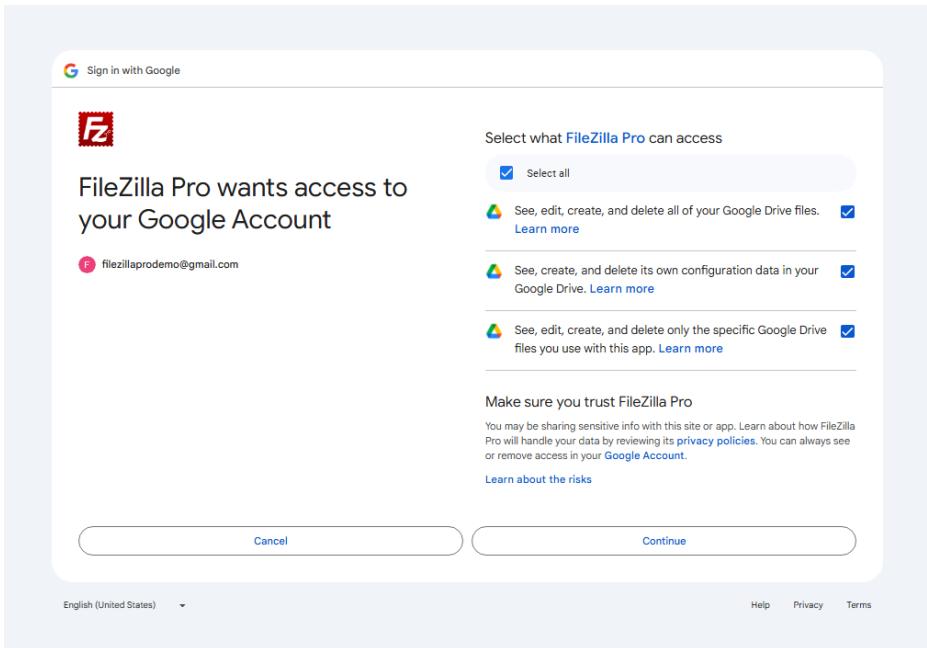
1. In the menu bar, click on **File** > **Site Manager**.... See [Using the Site Manager](#) for more details.
2. Click on **New Site**.
3. Select **Google Drive** from the **Protocol** drop down list.
4. Optionally enter a login as a hint for Google authentication.
5. Click on **Connect**.

6. Google mandates that you acknowledge reading FileZilla Pro's statement regarding adherence to Google API Services User Data Policy.



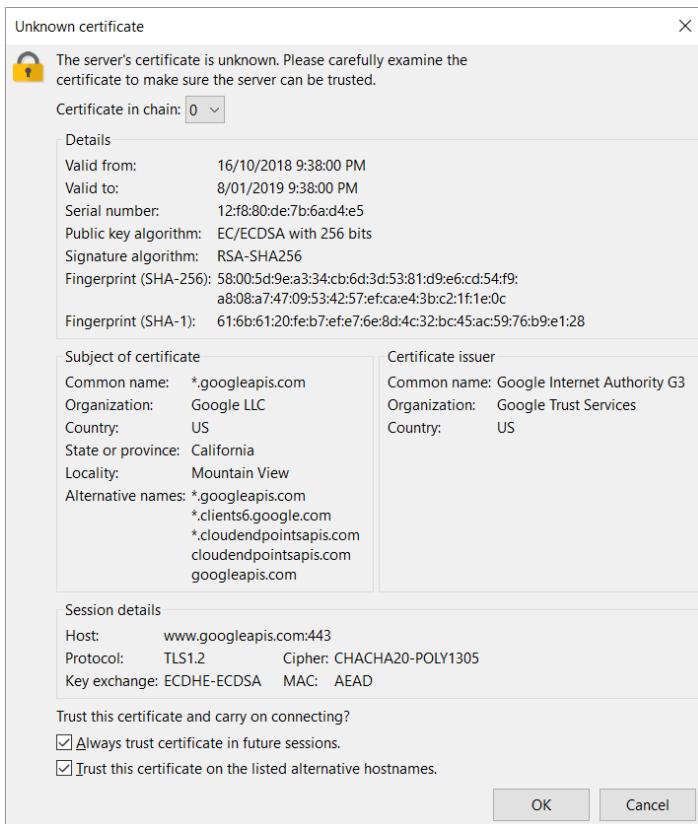
Click on **OK** to accept and select the **Do not show again** checkbox to prevent the same pop-up from appearing in the future.

7. FileZilla Pro will open a Google Drive authorization page in a browser window. This is a step required by Google, to ensure that you permit FileZilla Pro to access your files on the cloud. If you're not already logged in to Google Drive, you'll need to login before you can authorize FileZilla Pro to access your files.



Check the option **Select All**. Click on **Continue**.

8. FileZilla Pro will check the server's TLS certificate and display a window like this:



Check the server certificate details displayed - **Common Name** should be googleapis.com and **Organization** should be Google LLC. Click on **OK**.

You will see the following directories:

- **My Drive**, with your personal drive content.
- **Shared with Me**, with items shared with you by other users.
- The **Shared Drives** directory has content only if your account belongs to a Google Workspaces (formerly G Suite) edition, otherwise is empty. You may need to ask your organization administrator to grant you access to a shared drive.

You can now transfer files between your local machine and your Google Drive.

#### Related topics:

[Setting up Google Cloud Connections](#)

[Stop FileZilla Pro from Storing Passwords](#)

[Google Documents Download](#)

[Google Drive Share](#)

[Managing File Versions](#)

# 8

## Setting up Dropbox Connections

To connect to Dropbox, make sure you have the following:

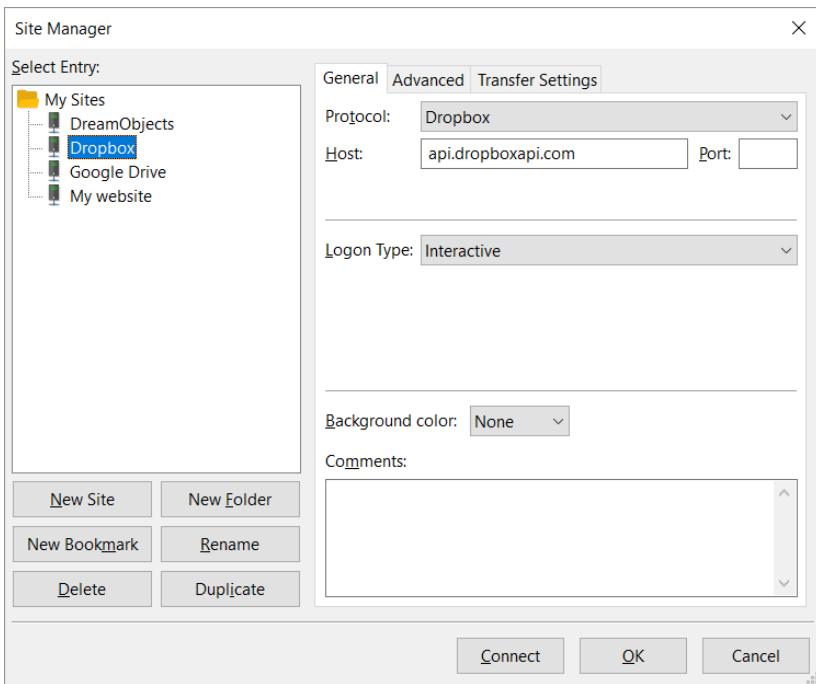
- A Dropbox account;
- Your Dropbox account (typically an email address);
- Your Dropbox account password.

### 8.1 Configuring FileZilla Pro for Dropbox

Please follow the next steps to configure FileZilla Pro to connect to Dropbox.

1. In the menu bar, click on **File** > **Site Manager**.... See [Using the Site Manager](#) for more details.
2. Click on **New Site**.

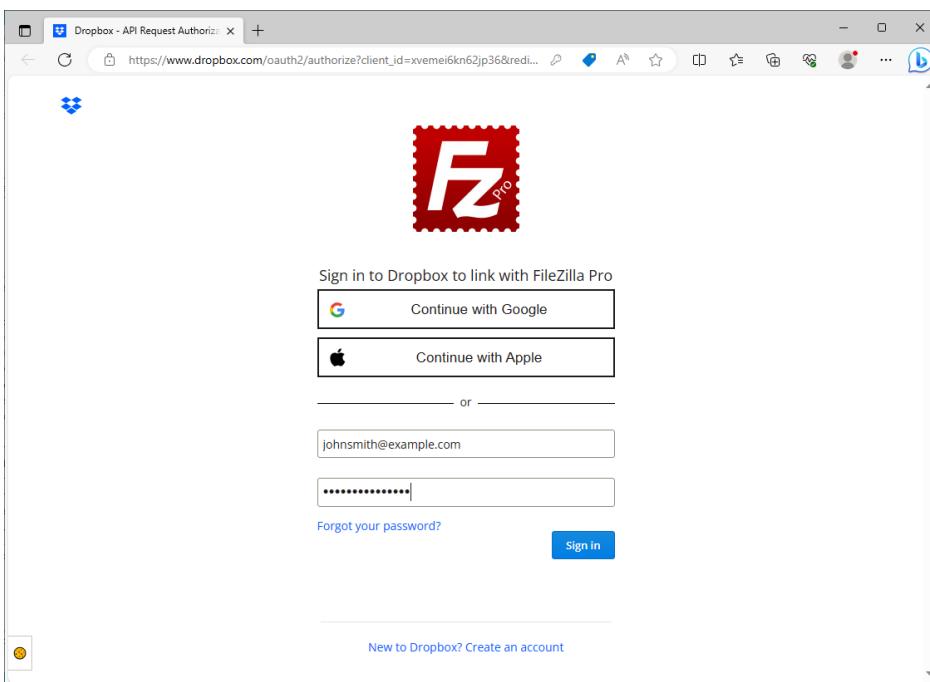
3. Select Dropbox from the **Protocol** drop down list.



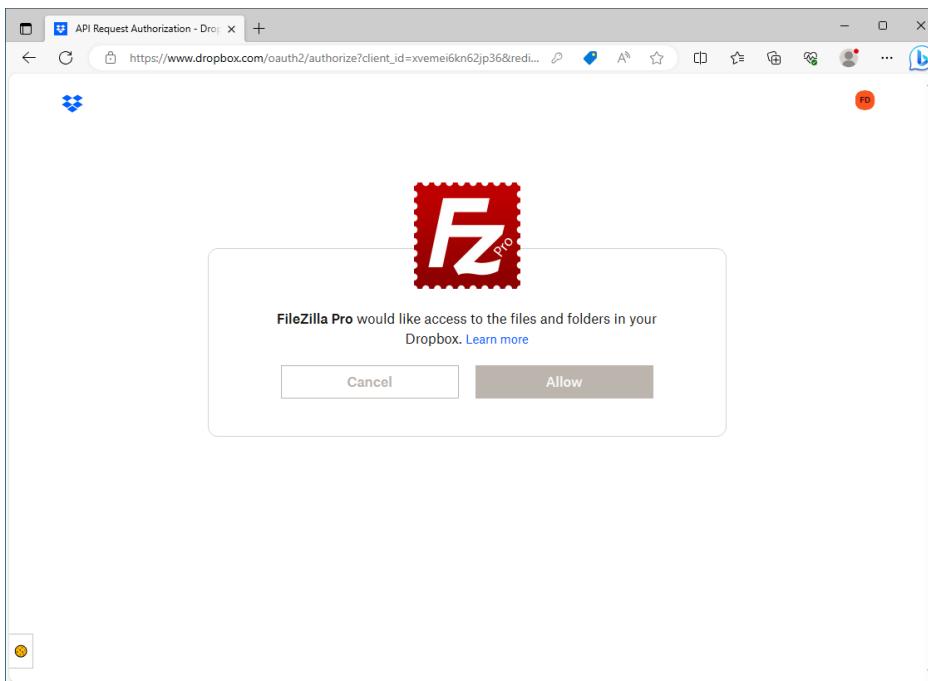
4. Click on **Connect**.

FileZilla Pro will send an authentication request to Dropbox in an internet browser window, and Dropbox will ask you to confirm that you want FileZilla Pro to access your files.

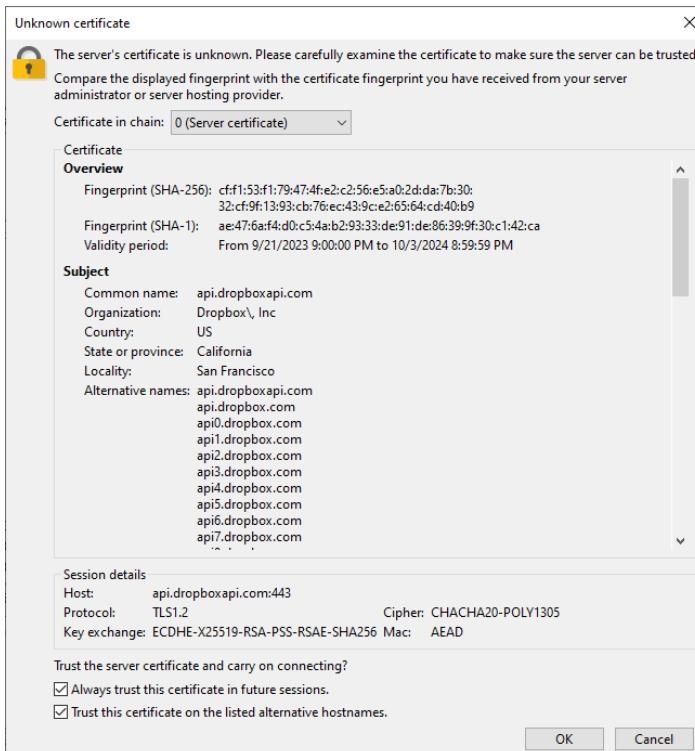
5. If you have not logged into Dropbox recently, or you've been logged out on the current machine, you'll need to login before you can approve the FileZilla Pro request.



**6. Click Allow.**



**7. FileZilla Pro will check the server's TLS certificate and display a window like this:**



8. Check the server certificate details displayed – **Organization** should be *Dropbox, Inc*.
9. Click on **OK**.
10. Your Dropbox directories and files will be displayed in the Remote directories section of the main window.

You can now transfer files between your local machine and your Dropbox.

---

**Note:** In order to avoid re-entering your password, save passwords protected by a master password (see [Protect Passwords with a Master Password](#)) and you'll need to authenticate only once, as it will save the OneDrive access token for future connections.

---

**Related topics:**

[Stop FileZilla Pro from Storing Passwords](#)

[Managing File Versions](#)

## Setting up Backblaze B2 Connections

To connect to Backblaze, make sure you have the following:

- A B2 account;
- A key ID;
- An application key.

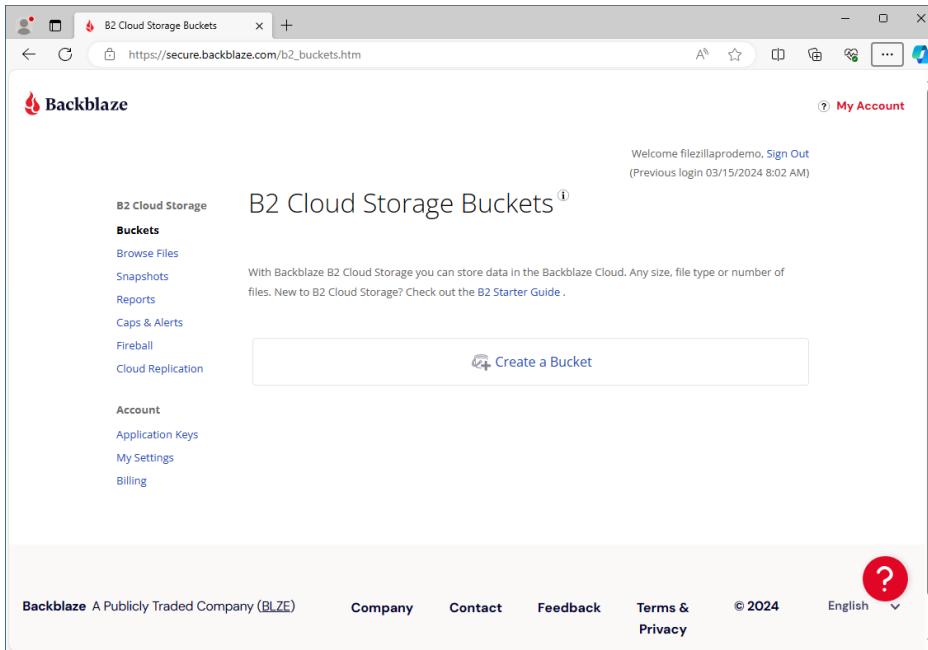
If you already have your Application Key, skip the next topic and go to [How to connect to B2](#)

### 9.1 Creating an application key

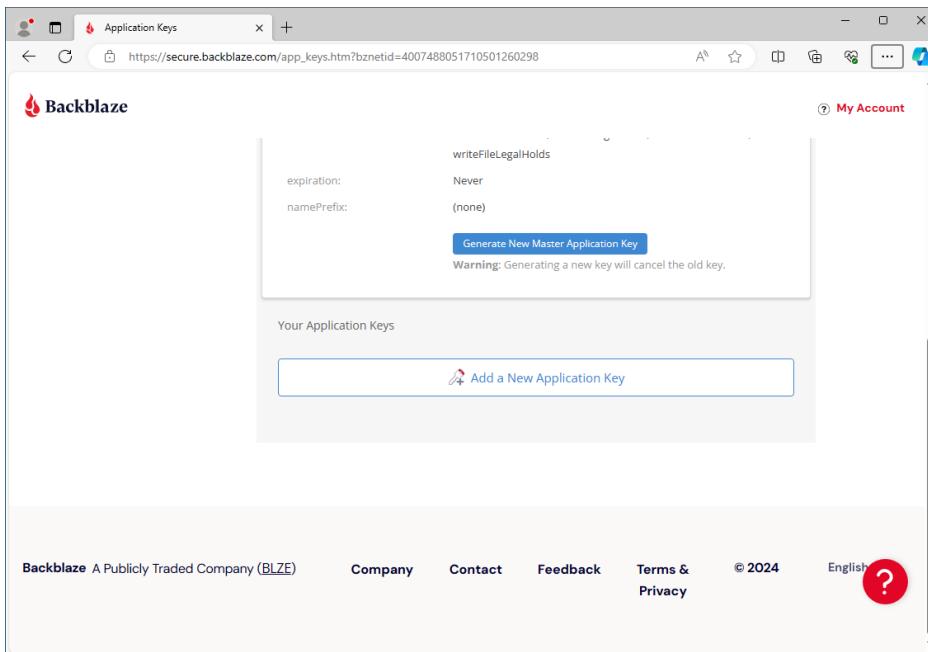
To create an application key:

1. Log into your Backblaze B2 account.

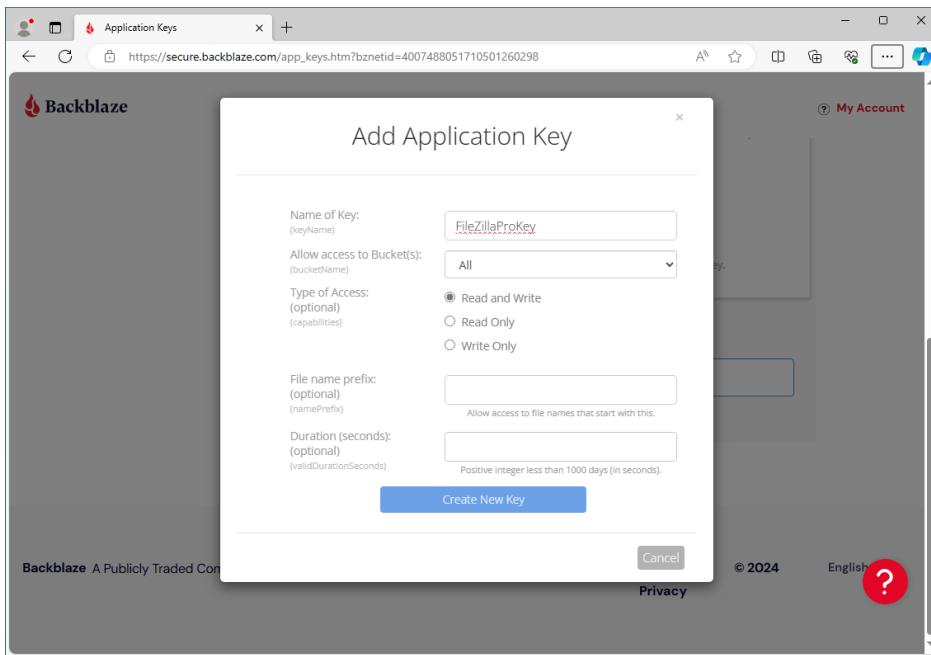
2. Click on Application Keys in the left pane.



3. Scroll down and click on Add a New Application Key.



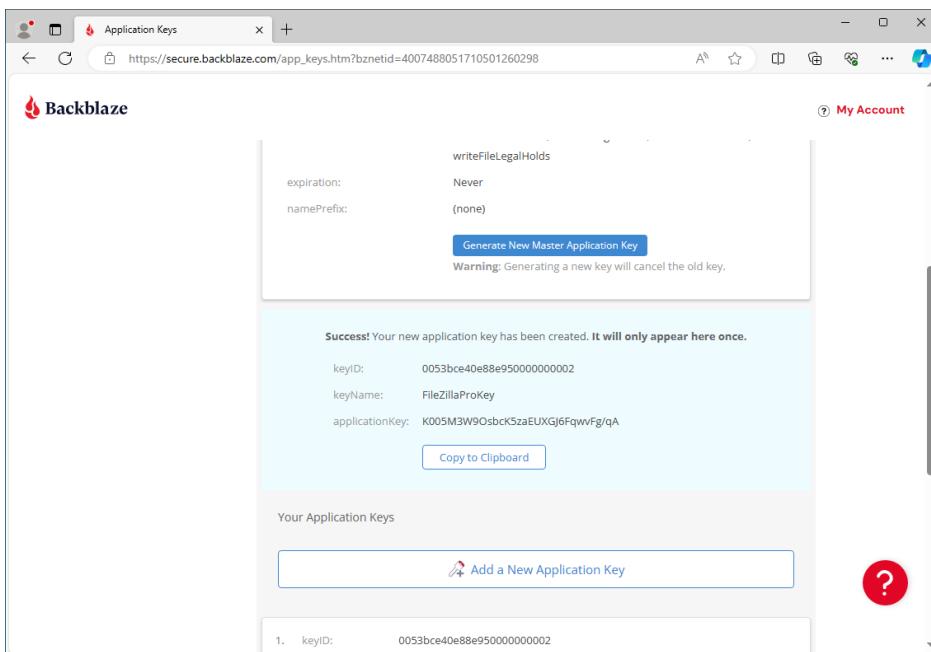
4. Enter a name, and select any restrictions that you need. FileZilla Pro will need to read and write permissions for at least one bucket.



5. Click on **Create New Key**.

The Backblaze B2 website will create a new application key for FileZilla Pro to use.

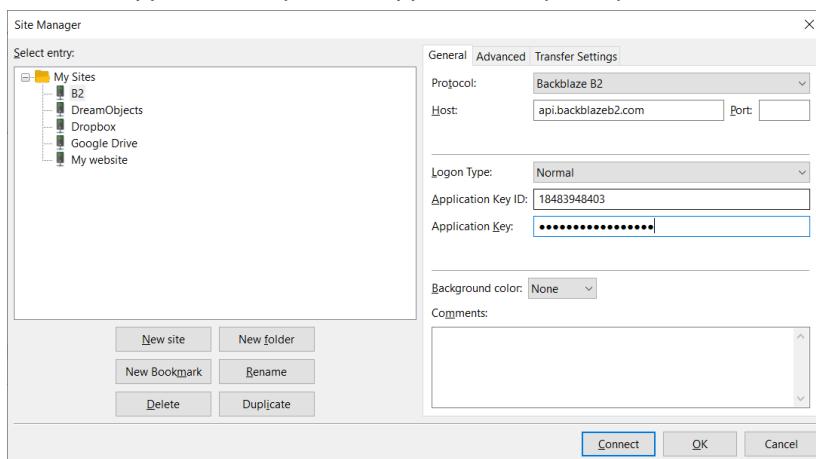
6. You should see a **Success!** message. Save both the **keyID** and the **applicationKey**.



## 9.2 How to connect to B2

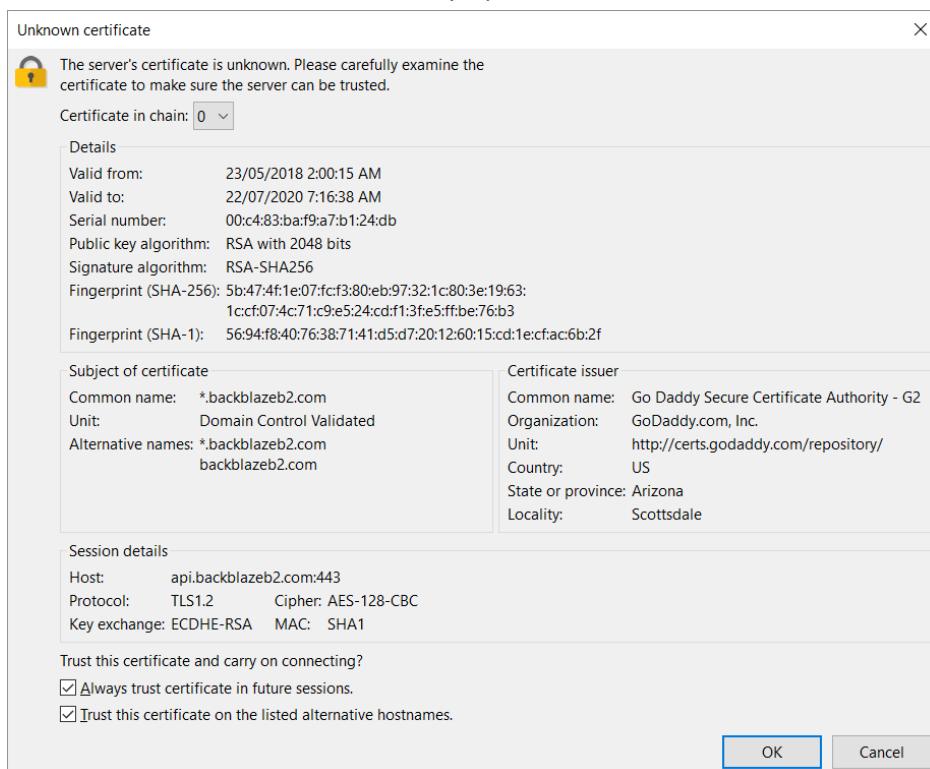
Please follow the next steps to configure FileZilla Pro to connect to Backblaze B2.

1. In the menu bar, click on **File > Site Manager....** See [Using the Site Manager](#) for more details.
2. Click on **New Site**.
3. Select **Backblaze B2** from the **Protocol** drop down list.
4. Enter the application key ID and application key that you saved earlier.



You can use either the master application key or a normal application key.

5. Click on **Connect**.
6. Check the server certificate details displayed – **Common name** should include *backblazeb2.com*.



Click on **OK**.

Your B2 directories and files will be displayed in the **Remote directories** section of the main window.

You can now transfer files between your local machine and your B2 account.

*Managing File Versions*

# 10

## Setting up OneDrive Connections

FileZilla Pro supports OneDrive Personal, OneDrive for Business and SharePoint.

To connect to OneDrive, OneDrive for Business or SharePoint, make sure you have the following:

- A OneDrive account;
- Your OneDrive login details (these will usually be the same as your Microsoft login).

---

**Note:** For OneDrive for Business and SharePoint your account is provided by your organization administrator.

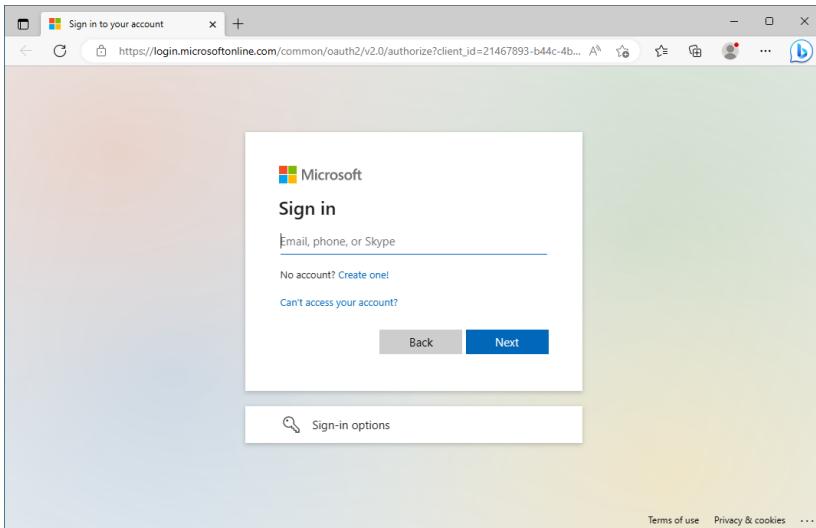
---

### 10.1 Configuring FileZilla Pro for OneDrive

Please follow the next steps to configure FileZilla Pro to connect to OneDrive.

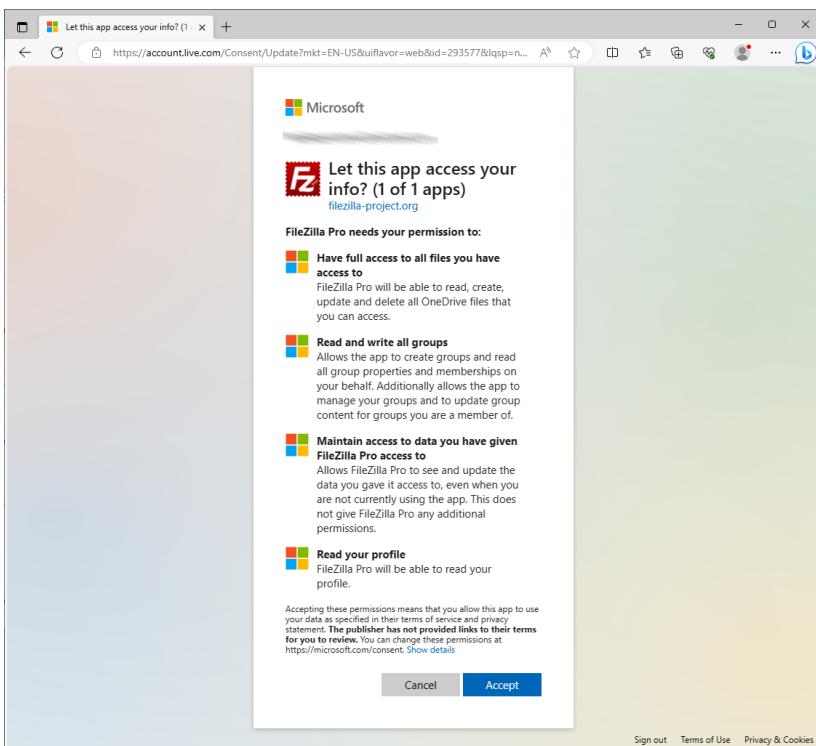
1. In the menu bar, click on **File** > **Site Manager**.... See [Using the Site Manager](#) for more details.
2. Click on **New Site**.
3. Select **Microsoft OneDrive** from the **Protocol** drop down list.
4. Optionally enter a login as a hint for Microsoft authentication.
5. Click on **Connect**.

6. FileZilla Pro launches the default browser, then you need to authenticate and grant access.



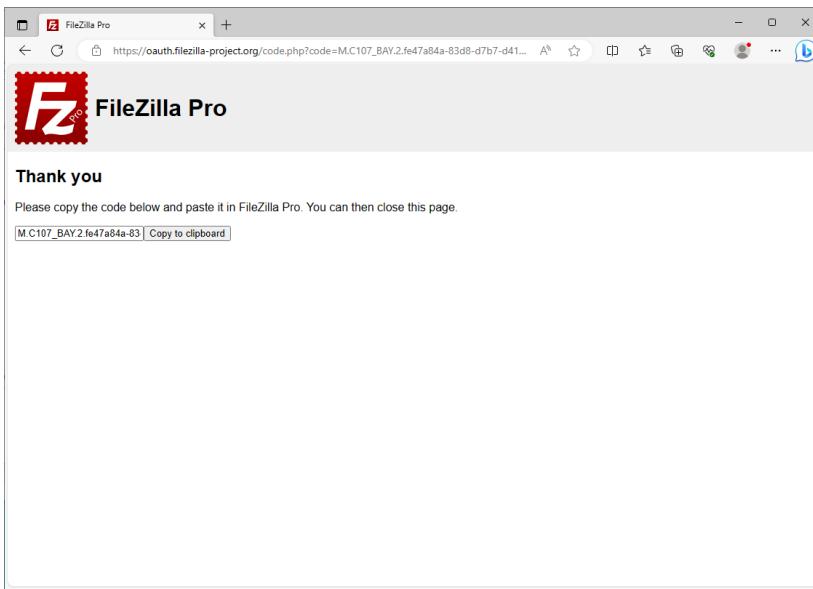
Enter your credentials to continue.

7. OneDrive asks to grant access.



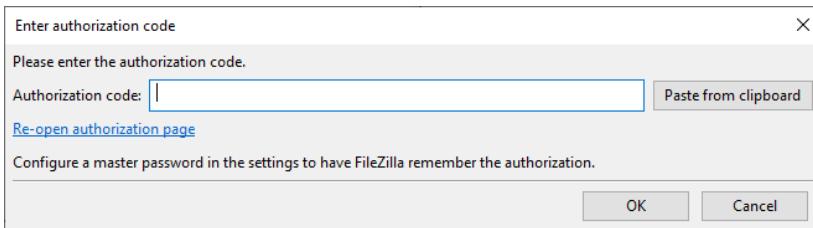
Click Yes.

8. An authorization code is generated.

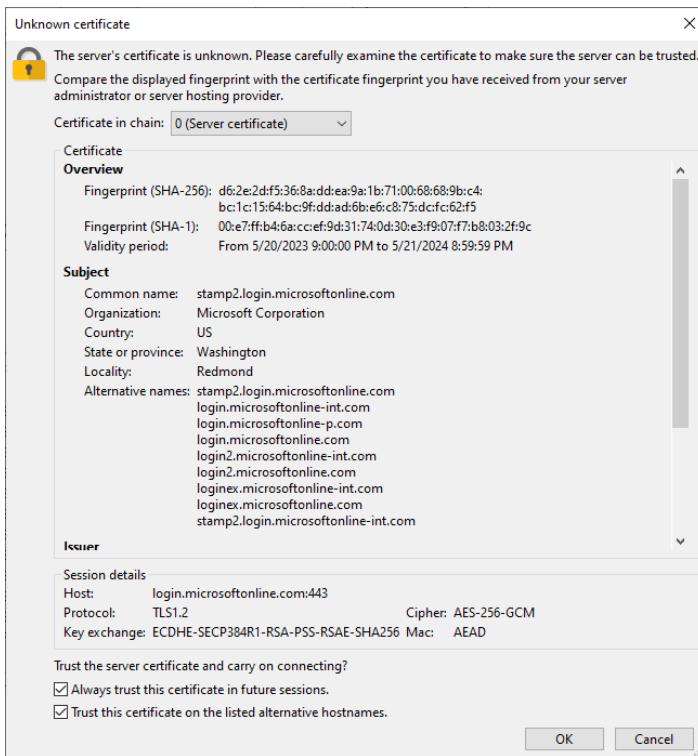


Copy the code to the clipboard or click the **Copy to clipboard** button.

9. Paste the code in the **Authorization** window or click the **Paste from clipboard** button.

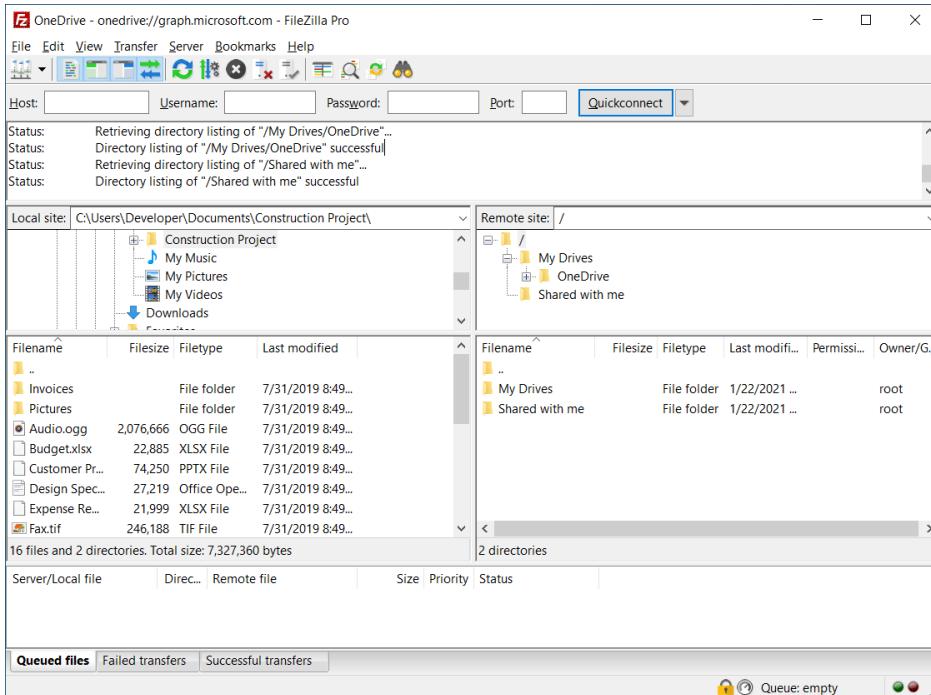


10. FileZilla Pro will check the server's TLS certificate and display a window like this:



Check the server certificate details displayed – **Common name** should include `microsoftonline.com`. Click on **OK**.

11. Your OneDrive directories and files will be displayed in the **Remote directories** section of the main window.



**Personal OneDrive:** You will see the following directories:

- **My Drives**, with your personal OneDrive drives;
- **Shared with Me**, with items shared with you by other users.

**OneDrive for Business:** You will see see:

- **My Drives**, with your personal OneDrive drives;
- **Shared with Me**, with items shared with you by other users;
- the directory **Groups** with your organization group drives;
- **SharePoint** with your organization SharePoint drives;
- **Sites** with your organization site drives.

You can now transfer files between your local machine and your OneDrive account.

---

**Note:** In order to avoid re-entering your password, save passwords protected by a master password (see [Protect Passwords with a Master Password](#)) and you'll need to authenticate only once, as it will save the OneDrive access token for future connections.

---

## 10.2 How to access Microsoft OneDrive for Business and SharePoint

An organization administrator needs to grant access to FileZilla Pro on behalf of the organization. This is necessary for regular organization users to use FileZilla Pro and access their files.

Microsoft do not automatically set up OneDrive for new organization members. The user needs to access OneDrive website before using FileZilla Pro.

To grant access on behalf of the organization, follow these steps:

1. Create a site entry for your OneDrive for Business connection.
2. Click **Connect** to start the authorization process.
3. Enter the organization administrator credentials.
4. In the permissions requested page mark the option **Consent on behalf of your organization**.
5. Choose **Accept** to grant access.

You are now connected as the organization administrator, granting permission for other organization users to utilize FileZilla Pro for accessing their OneDrive files.

**Related topics:**

[Connecting to an OAuth-based protocol](#)

[Stop FileZilla Pro from Storing Passwords](#)

[Microsoft OneDrive Share](#)

[Managing File Versions](#)

# 11

## Setting up Azure Connections

Azure offers two types of storage. **Azure File Storage** provides file shares in the cloud that can be accessed and managed like traditional file shares, making them suitable for applications and scenarios that require file system semantics. **Azure Blob Storage** stores large amounts of unstructured data, such as text or binary data, making them ideal for serving images or documents directly to a browser or for storing backups, media files, and data for analysis.

To connect to Azure, make sure you have the following:

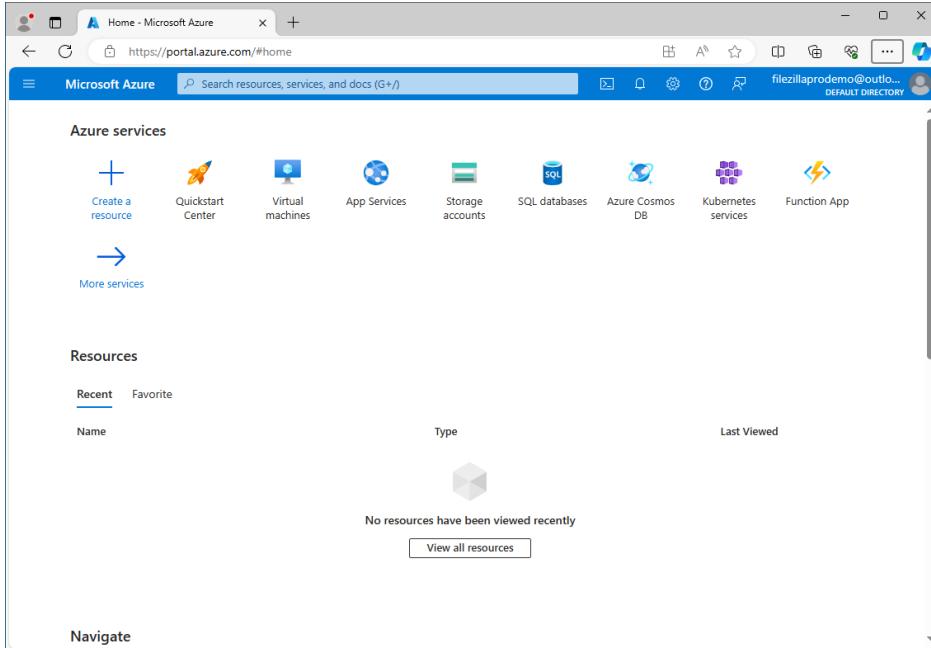
- An Azure account;
- The name of the storage account that you want to access;
- An access key.

If you already have your Access key, skip the next topic and go to [How to connect to Azure File Storage](#) or [How to connect to Azure Blob Storage](#).

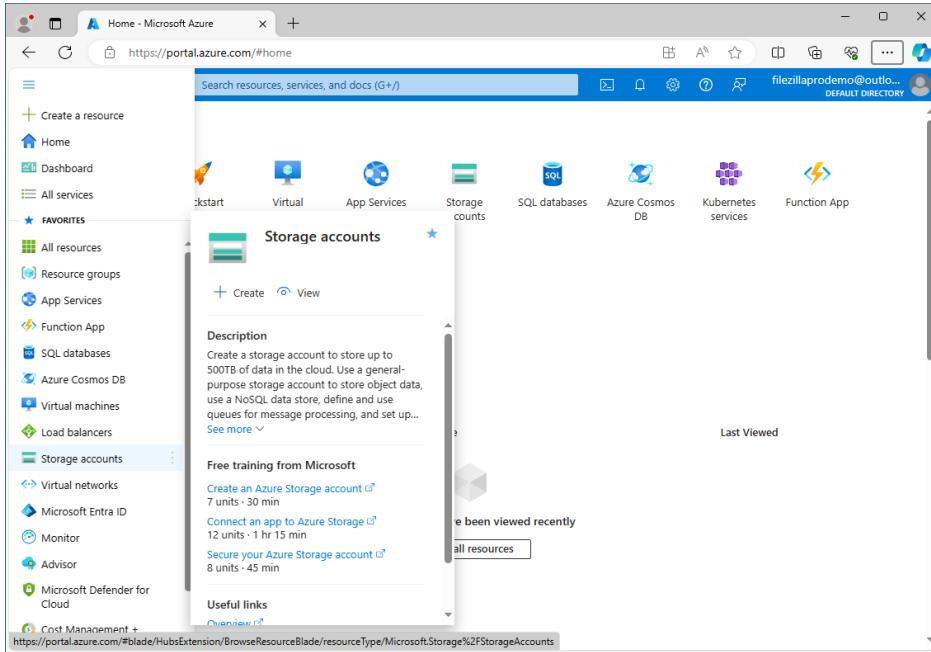
## 11.1 How to find your Azure access key

1. Log into your Azure account and go to <https://portal.azure.com>.

Your Azure dashboard should look something like this:



2. Click on **Storage accounts** in the menu on the left.



### 3. Select your storage account.

The screenshot shows the Microsoft Azure Storage accounts page. The URL is https://portal.azure.com/#view/HubsExtension/BrowseResource/resourceType/Microsoft.Storage%2FstorageAccounts. The page displays a single record in a table:

| Name                     | Type            | Kind      | Resource group       | Location | Subscription         |
|--------------------------|-----------------|-----------|----------------------|----------|----------------------|
| data07a2da896a96d456fd94 | Storage account | StorageV2 | StorageResourceGroup | East US  | Azure subscription 1 |

### 4. Click on Access keys in the Storage menu.

The screenshot shows the 'Access keys' section of the Microsoft Azure Storage account 'data07a2da896a96d456fd94'. The URL is https://portal.azure.com/#@filezillaprodemeoutlook.onmicrosoft.com/resource/subscriptions/4d6ec2... The left sidebar shows 'Access keys' selected under 'Security + networking'. The right pane displays two access keys:

- key1**: Last rotated: 3/15/2024 (0 days ago). Key value: `1puR7x9N31yfIM3RT1dMBbHGHz6UX6/oieNDUw+Ht7e4rC/6w3y+v2AwKbb5Iflw...`. A 'Show' button is next to the key value.
- key2**: Last rotated: 3/15/2024 (0 days ago). Key value: `1puR7x9N31yfIM3RT1dMBbHGHz6UX6/oieNDUw+Ht7e4rC/6w3y+v2AwKbb5Iflw...`. A 'Show' button is next to the key value.

### 5. Click on the Show button next to an access key.

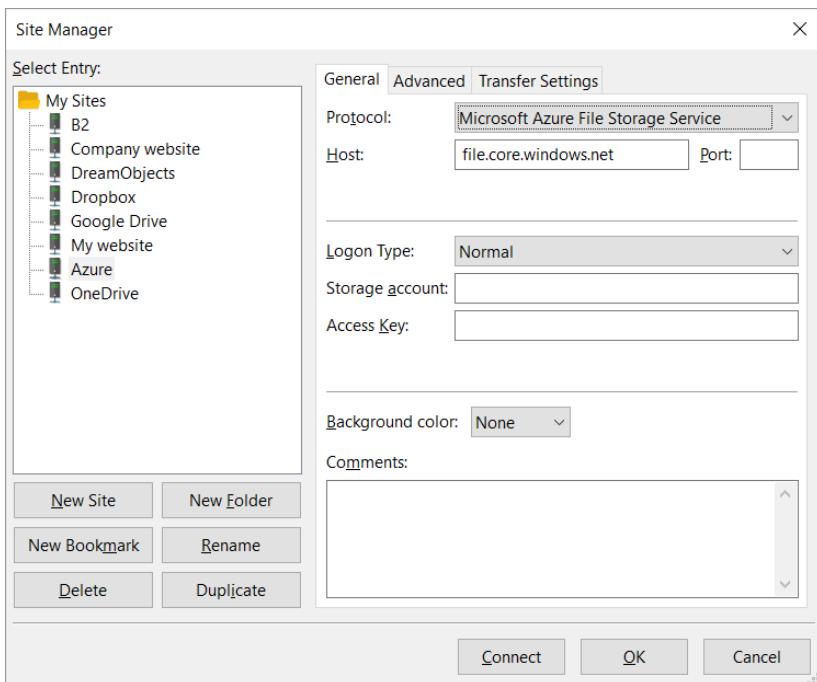
### 6. Click on the Copy to Clipboard button next to an access key.

The screenshot shows the details for 'key1'. The key value is displayed as `1puR7x9N31yfIM3RT1dMBbHGHz6UX6/oieNDUw+Ht7e4rC/6w3y+v2AwKbb5Iflw...`. A 'Copy to clipboard' button is located to the right of the key value.

## 11.2 How to connect to Azure File Storage

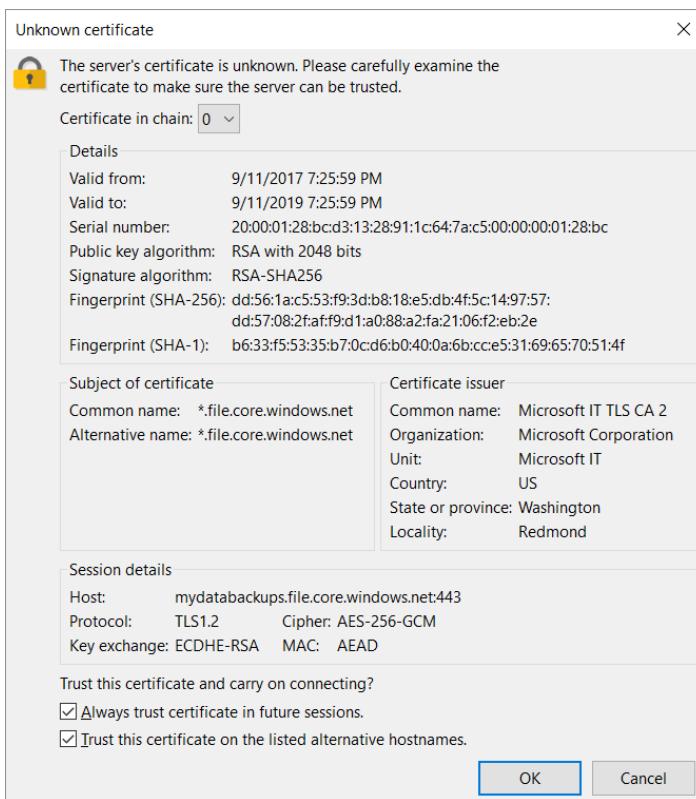
Please follow the next steps to configure FileZilla Pro to connect to Azure File Storage.

1. Open FileZilla Pro.
2. In the menu bar, click on **File** > **Site Manager....**
3. Click on **New Site**.
4. Select **Microsoft Azure File Storage Service** from the **Protocol** drop down list.



5. Enter your storage account name in the **Storage account** field.
6. Paste the access key that you copied from Azure into the **Access Key** field.

7. Click on **Connect**.



8. Check the server certificate details displayed – **Common name** should include `windows.net` – and click on **OK**.

Your Azure directories and files will be displayed in the **Remote directories** section of the main window.

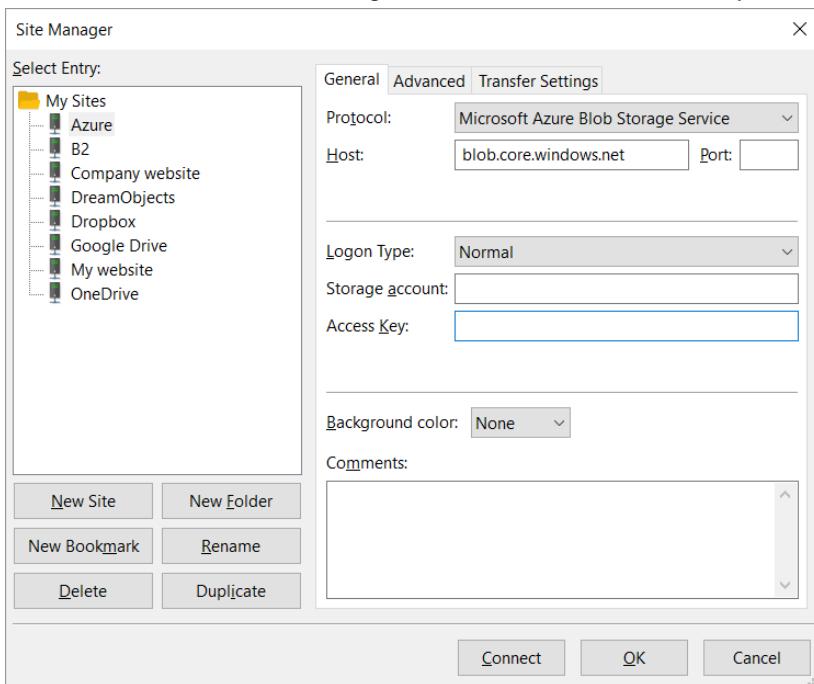
You can now transfer files between your local machine and your Azure account.

## 11.3 How to connect to Azure Blob Storage

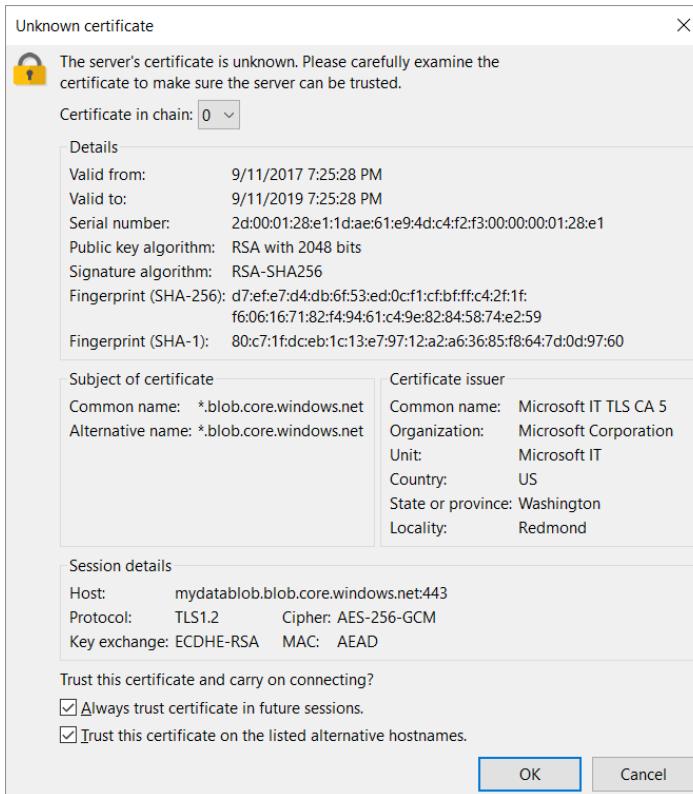
Please follow the next steps to configure FileZilla Pro to connect to Azure Blob Storage.

1. In the menu bar, click on **File** > **Site Manager**.... See [Using the Site Manager](#) for more details.
2. Click on **New Site**.

3. Select Microsoft Azure Blob Storage Service from the **Protocol** drop down list.



4. Enter your storage account name in the **Storage account** field.  
 5. Paste the access key that you copied from Azure into the **Access Key** field.  
 6. Click on **Connect**.



7. Check the server certificate details displayed – **Common name** should include *blob* and *windows.net* – and click on **OK**.

Your Azure directories and files will be displayed in the **Remote directories** section of the main window.  
You can now transfer files between your local machine and your Azure account.

# 12

## Setting up Google Cloud Connections

Google Cloud Platform offers cloud computing services for businesses and developers. If you are looking for Google cloud storage service for personal files and collaboration, please check [Setting up Google Drive Connections](#).

To connect to Google Cloud, make sure you have the following:

- A Google Cloud account;
- The project ID for the bucket(s) you need to access;
- An email account with permission to access the project and bucket(s).

If you already have your Google Cloud project ID, skip the next topic and go to [How to connect to Google Cloud](#).

---

**Note:** If you have multiple projects in Google Cloud that you want to access through FileZilla Pro, you'll need to create a new site for each in the Site Manager.

---

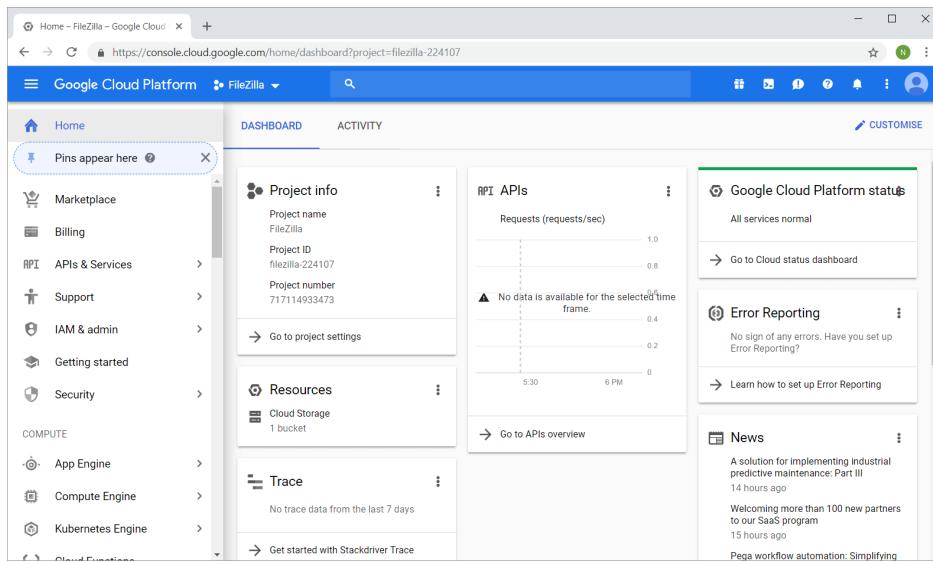
### 12.1 How to get your Google Cloud project ID

The following steps will enable you to obtain your Google Cloud project ID.

1. Open an internet browser window and go to <https://console.cloud.google.com>.

2. Log in as you usually would.

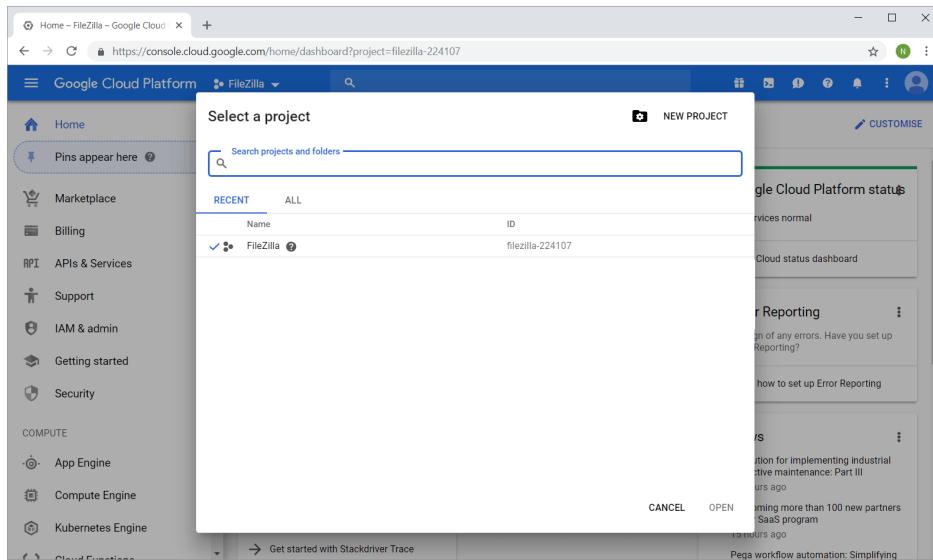
Your Google Cloud dashboard should look something like this:



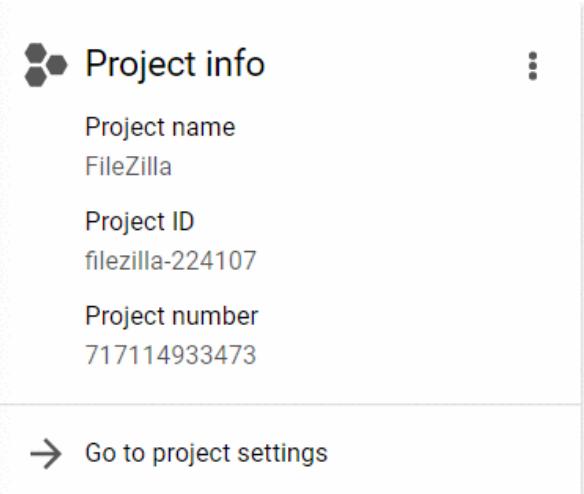
3. The current project is listed just next to the Google Cloud Platform title:



4. To change projects, click on the project name in the title bar and select the project you need in the pop-up window and click on **Open**.



- Check the **Project info** card. By default, it's in the top left corner of the dashboard. It will list the project ID.

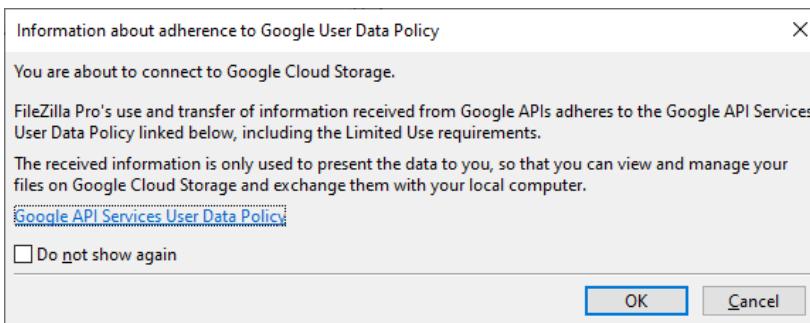


If you can't find the **Project info** card, click on the project name in the title bar. The pop-up window will list all your projects with their associated project IDs.

## 12.2 How to connect to Google Cloud

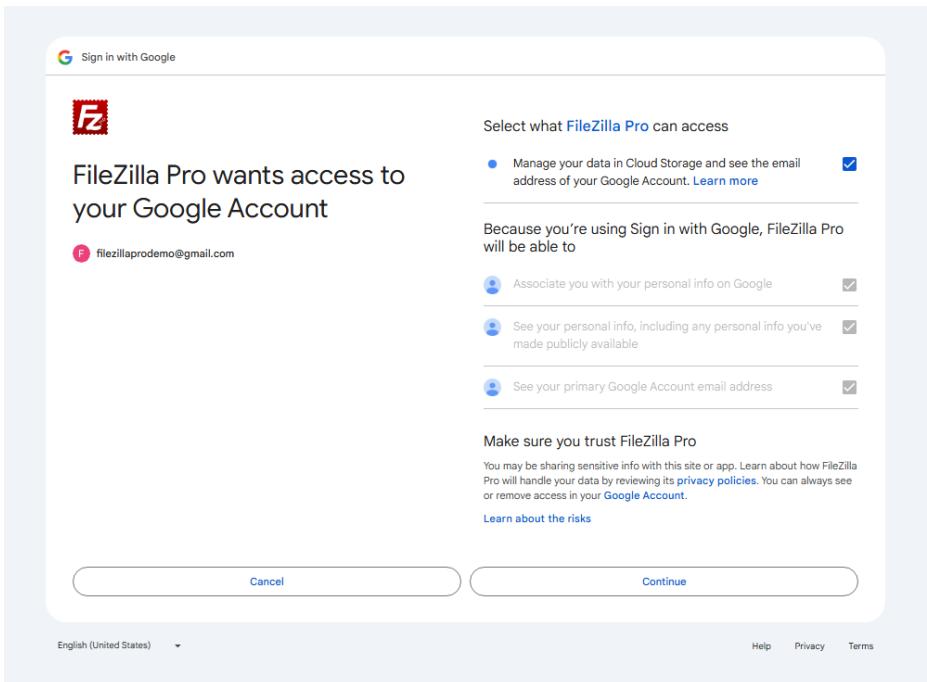
Please follow the next steps to configure FileZilla Pro to connect to Google Cloud.

- In the menu bar, click on **File** > **Site Manager**.... See [Using the Site Manager](#) for more details.
- Click on **New Site**.
- Select *Google Cloud Storage* from the **Protocol** drop down list.
- Enter your project ID in the **Project ID** field.
- Optionally enter a login as a hint for Google authentication.
- Click on **Connect**.
- Google mandates that you acknowledge reading FileZilla Pro's statement regarding adherence to Google API Services User Data Policy.



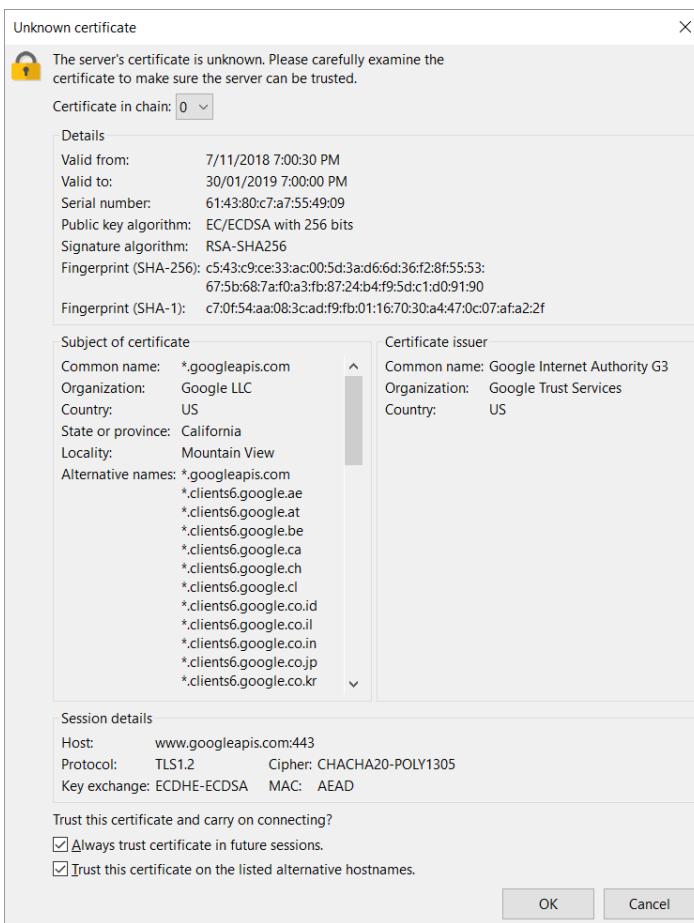
Click on **OK** to accept and select the **Do not show again** checkbox to prevent the same pop-up from appearing in the future.

8. FileZilla Pro will open a Google Cloud authorization page in a browser window. This is a step required by Google, to ensure that you permit FileZilla Pro to access your files on the cloud. If you're not already logged in to Google Cloud, you'll need to login before you can authorize FileZilla Pro to access your files.



Check the option **Manage your data in Cloud Storage and see the email address of your Google Account**. Click on **Continue**.

## 9. Return to FileZilla Pro.



- Check the server certificate details displayed – **Common name** should include `googleapis.com` – and click on **OK**.

Your Google Cloud project directories and files will be displayed in the **Remote directories** section of the main window.

You can now transfer files between your local machine and your Google Cloud account.

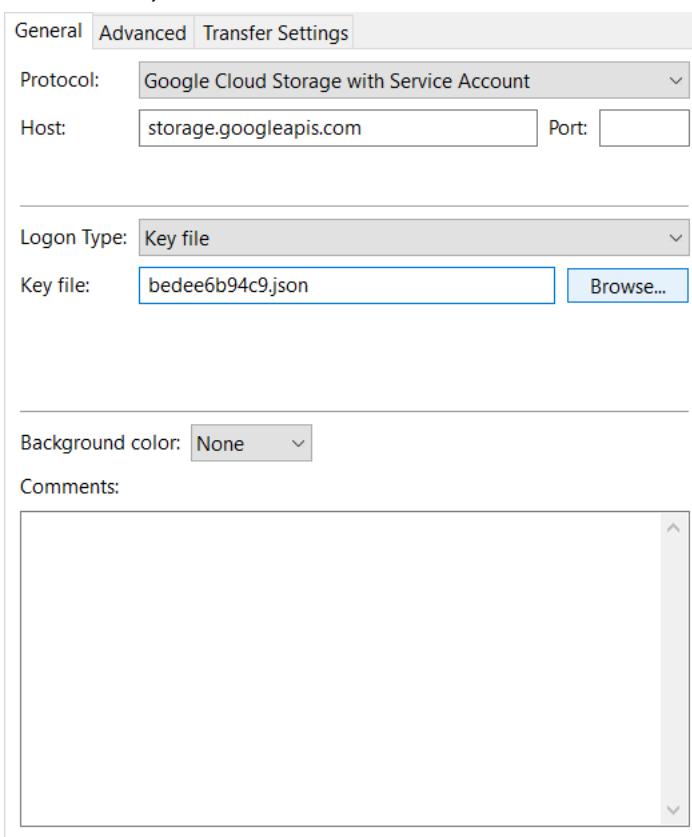
---

**Note:** In order to avoid re-entering your password, save passwords protected by a master password (see [Protect Passwords with a Master Password](#)) and you'll need to authenticate only once, as it will save the Google Cloud access token for future connections.

## 12.3 How to use a Service Account to connect

To connect FileZilla Pro to Google Cloud using a service account, please follow these steps:

1. Open the Google Cloud console and navigate to the IAM & Admin section.
2. Select **Service Accounts** from the menu.
3. Click on the service account you want to use.
4. Go to **KEYS** tab.
5. Click on the **ADD KEY** button and select **Create new key**.
6. Select the **JSON** type and click on the **Create** button.
7. Save the generated key file in a secure location.
8. Open FileZilla Pro and go to the **Site Manager** and create a new site entry.
9. From the **Protocol** drop-down list, select **Google Cloud Storage with Service Account**.
10. In the **Key file** field, enter the full path of the saved key file or click on the **Browse** button to locate and select the key file.



11. Click **Connect**.

## 12.4 How to use Application Default Credentials to connect

FileZilla Pro provides support for connecting using the Application Default Credentials.

Please follow the next steps to configure FileZilla Pro to connect to Google Cloud with Application Default Credentials.

1. Open FileZilla Pro.
2. In the menu bar, click on **File** > **Site Manager....**
3. Click on **New Site**.
4. From the **Protocol** drop-down list, select **Google Cloud Storage with Service Account**.
5. From the **Logon Type** drop-down list, select **Application Default Credentials**.
6. Click **Connect**.

FileZilla Pro searches for credentials in the following order:

- First, it checks the **GOOGLE\_APPLICATION\_CREDENTIALS** environment variable, which should point to a credentials JSON file.
- If not found there, it looks for credentials from the **gcloud** tool, located in the following directories:
  - On Linux and macOS: `$HOME/.config/gcloud/application_default_credentials.json`
  - On Windows: `%APPDATA%\gcloud\application_default_credentials.json`
- It also checks for credentials from the Google Cloud Environment (GCE) metadata server (if available). The default metadata server host is `metadata.google.internal` on port 443. You can specify a different host or host and port with the **GCE\_METADATA\_ROOT** environment variable.

If FileZilla Pro cannot locate any valid credentials using these methods, it will display an error message.

For more details, refer to [Google Cloud documentation on Application Default Credentials](#).

**Related topics:**

[Setting up Google Drive Connections](#)

[Stop FileZilla Pro from Storing Passwords](#)

# 13

## Setting up Box Connections

To connect to Box, make sure you have the following:

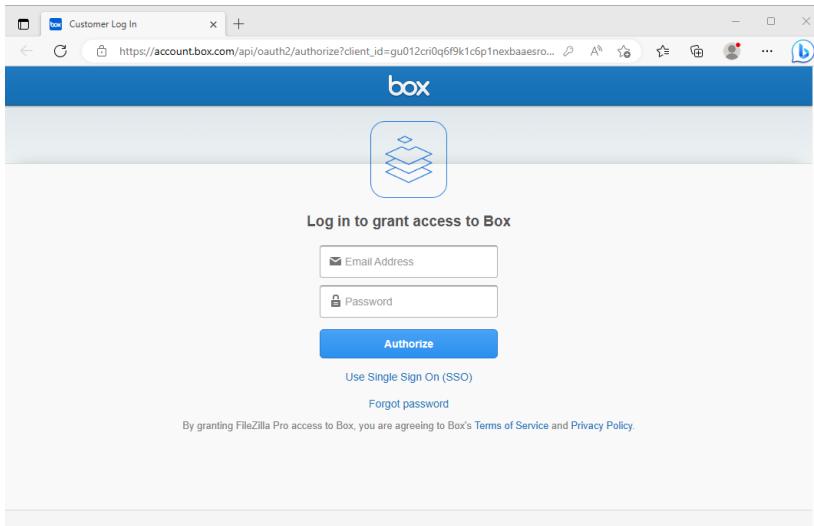
- A Box account;
- Box user ID (typically an email address);
- Box account password.

### 13.1 How to connect to Box

Please follow the next steps to configure FileZilla Pro to connect to Box.

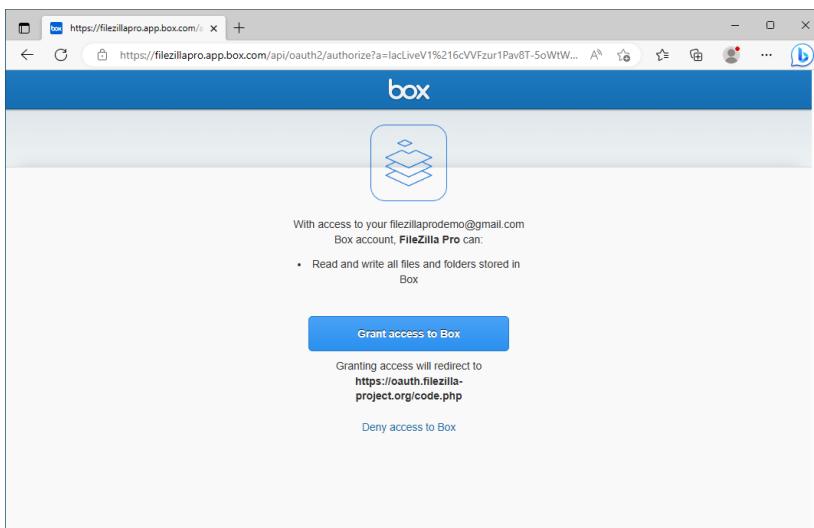
1. In the menu bar, click on **File** > **Site Manager**.... See [Using the Site Manager](#) for more details.
2. Click on **New Site**.
3. Select **Box** from the **Protocol** drop down list.
4. Click on **Connect**.

5. FileZilla Pro launches the default browser, then you need to authenticate and grant access.



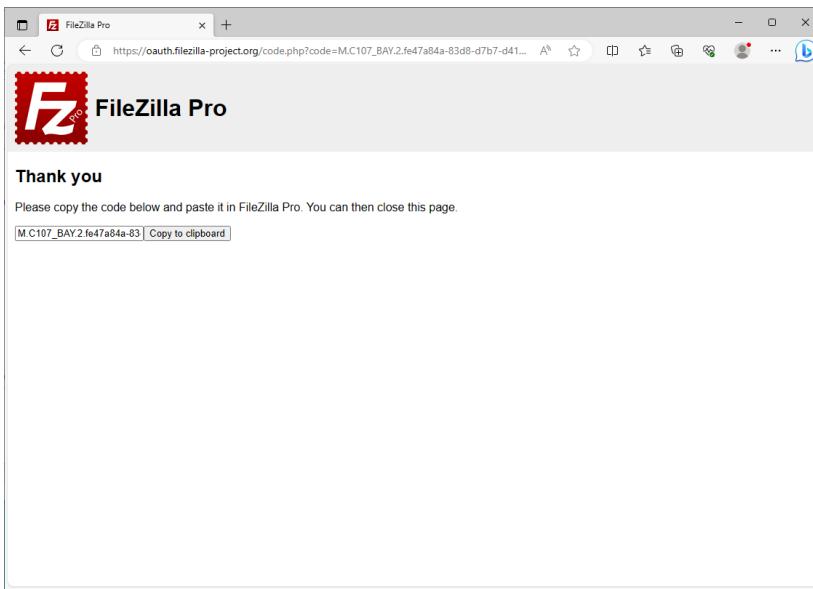
Enter your credentials and click **Authorize**.

6. Box asks to grant access.



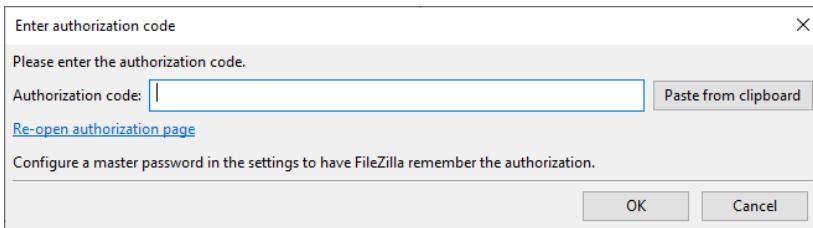
Click **Grant access to Box**.

7. An authorization code is generated.

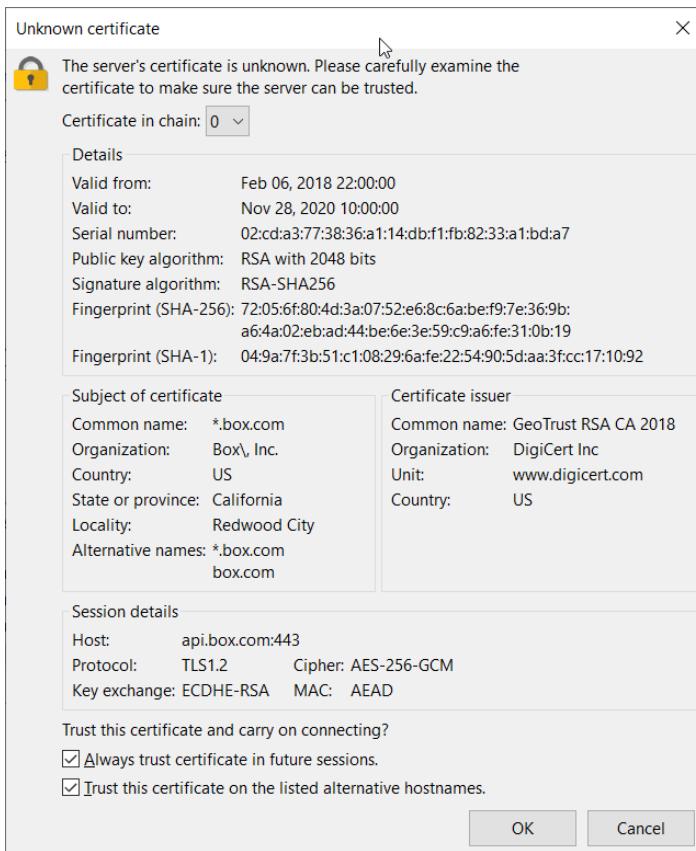


Copy the code to the clipboard or click the **Copy to clipboard** button.

8. Paste the code in the **Authorization** window or click the **Paste from clipboard** button.



9. FileZilla Pro will check the server's TLS certificate and display a window like this:



Check the server certificate details displayed – **Organization** should be **Box, Inc.**

Click on **OK**.

Your Box directories and files will be displayed in the Remote directories section of the main window.

You can now transfer files between your local machine and your Box.

---

**Note:** In order to avoid re-entering your password, save passwords protected by a master password (see [Protect Passwords with a Master Password](#)) and you'll need to authenticate only once, as it will save the Box access token for future connections.

#### Related topics:

[Connecting to an OAuth-based protocol](#)

[Stop FileZilla Pro from Storing Passwords](#)

[Box Sharing and Collaboration](#)

[Managing File Versions](#)

## Setting up Rackspace Connections

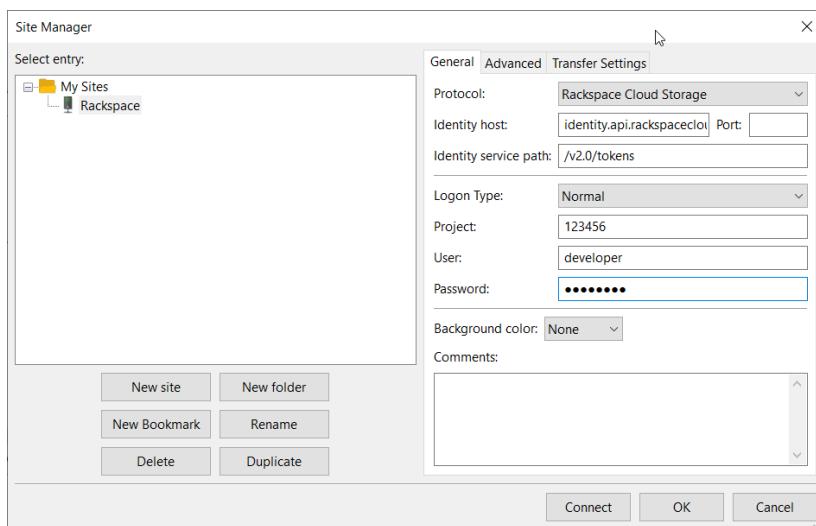
To connect to Rackspace, make sure you have the following:

- A Rackspace account;
- Your Rackspace account number. You can find the account number in your Rackspace profile page;
- Your Rackspace login details: user ID and password.

### 14.1 Configuring FileZilla Pro to connect to Rackspace

Please follow the next steps to configure FileZilla Pro to connect to Rackspace.

1. In the menu bar, click on **File** > **Site Manager**.... See [Using the Site Manager](#) for more details.
2. Click on **New Site**.
3. Select *Rackspace Cloud Storage* from the **Protocol** drop down list.



4. Enter */v2.0/tokens* in the **Identity service path** field.

5. Enter your account number in the **Project** field.
6. Enter your user ID in the **User** field.
7. Enter your password in the **Password** field.
8. Click on **Connect**

The available regions will be displayed in the **Remote directories** section of the FileZilla Pro window.

## Setting up OpenStack Swift Connections

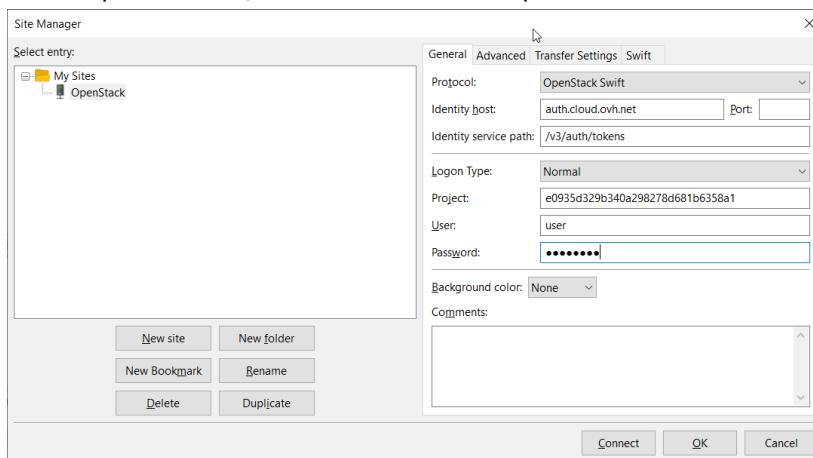
To connect to OpenStack Swift, make sure you have the following:

- An account with your OpenStack provider;
- A project ID or account number;
- Your login details: user and password;
- Your provider identity service host and path;
- Your provider identity service API version (2 or 3);
- Optionally a OpenStack domain.

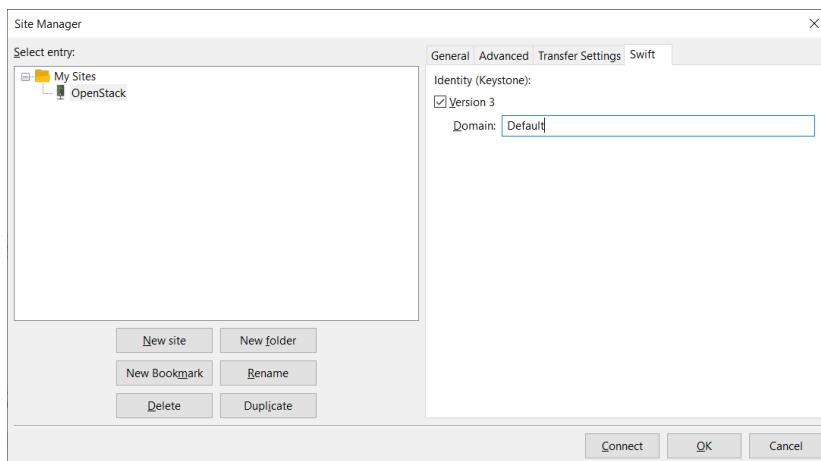
### 15.1 Configuring FileZilla Pro for OpenStack Swift

Please follow the next steps to configure FileZilla Pro to connect to OpenStack Swift.

1. In the menu bar, click on **File > Site Manager....** See [Using the Site Manager](#) for more details.
2. Click on **New Site**.
3. Select **OpenStack Swift** from the **Protocol** drop down list.



4. Enter the identity service host in the **Identity host** field.
5. Enter the identity service path in the **Identity service path** field. For identity service version 3 the path is usually /v3/auth/tokens
6. Enter your project ID or account number in the **Project** field.
7. Enter your user ID in the **User** field.
8. Enter your password in the **Password** field.
9. If the identity service version is 3, in the **Swift** tab:
  - a. Check the **Version 3** option.
  - b. If you have a domain enter it in the **Domain** field.



10. Click on **Connect**

The available regions will be displayed in the **Remote directories** section of the FileZilla Pro window.

## 15.2 Configuring FileZilla Pro for Oracle Object Storage

To connect to Oracle Cloud Infrastructure (OCI) Object Storage Service with OpenStack Swift you will need:

- An user id;
- The identification of the region where the data is hosted. For a list of OCI regions see [Oracle Cloud Infrastructure Regions](#);
- A object storage namespace id;
- An authentication token.

To get the object storage namespace id:

1. Open [Oracle Cloud dashboard](#).
2. Open the **Profile** menu.
3. Choose the **Tenancy** option.
4. The **Object Storage Namespace** can be found under **Object storage settings**.

To get the authentication token, see [Getting an Auth Token](#)

Please follow the next steps to configure FileZilla Pro to connect to OCI Object Storage Service with OpenStack Swift.

1. In the menu bar, click on **File** > **Site Manager**.... See [Using the Site Manager](#) for more details.
2. Click on **New Site**.
3. Select **OpenStack Swift** from the **Protocol** drop down list.
4. In the **Identity host** field, enter the OCI Swift API region endpoint in the format `swiftobjectstorage.<region>.oraclecloud.com`.
5. Leave port as-is.
6. In the **Identity service path** field, enter `/auth/v2.0/tokens`
7. In the **Logon type** choice box, choose **Normal**.
8. In the **Project** field, enter your object storage namespace id.
9. In the **User** field, enter your user id, for example: `john.doe@example.com`.
10. In the **Password** field, enter the authentication token.
11. Click on **Connect**

# 16

## Setting up Cloudflare R2 Connections

To connect to Cloudflare R2, make sure you have the following:

- A Cloudflare account ID - you can find it in the Cloudflare dashboard;
- An access key ID;
- A secret access key.

You get the access key ID and the secret access key when you create an API token in the Cloudflare dashboard.

---

**Note:** Differently from other S3-compatible storage providers, Cloudflare R2 does not require the setup of *regions and endpoints*. However, certain features like *S3 File Properties* and *S3 Lifecycle Policies* are not available due to R2 limitations. Additionally, support for *S3 Canned ACL* and *S3 Storage Class* features is limited.

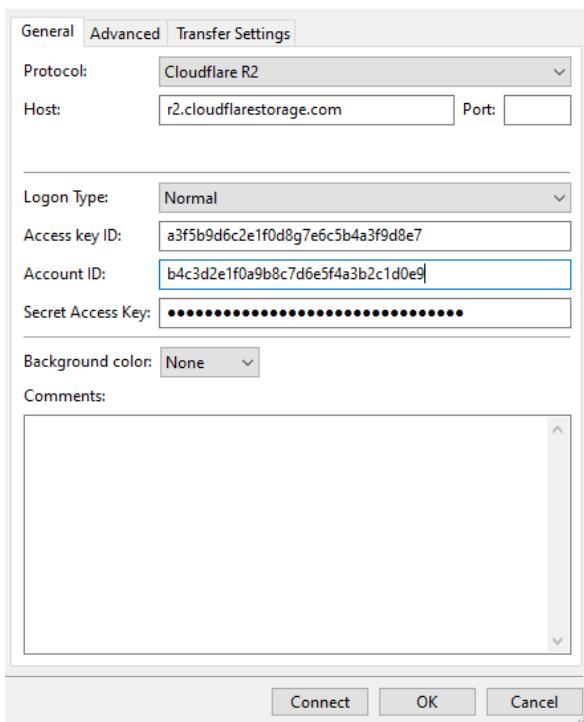
---

### 16.1 Configuring FileZilla Pro to connect to Cloudflare R2

Please follow the next steps to configure FileZilla Pro to connect to Cloudflare R2.

1. In the menu bar, click on **File** > **Site Manager**.... See [Using the Site Manager](#) for more details.

2. Click on **New Site**.



3. Select **Cloudflare R2** from the **Protocol** drop-down list.
4. Leave the **Host** and **Port** fields unchanged.
5. Enter the access key ID.
6. Enter your account ID.
7. Enter the secret access key.
8. Click on **Connect**.

The available buckets will be displayed in the **Remote directories** section of the FileZilla Pro window.

## Setting up WebDAV Connections

To connect to WebDAV, make sure you have the following:

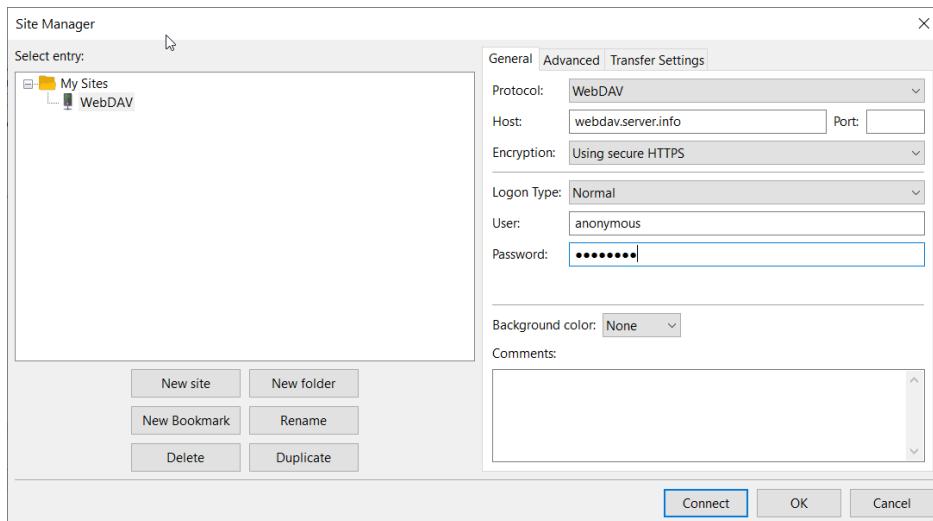
- An account with a hosting service that provides WebDAV access.
- Connection information:
  - host address
  - host port
  - user
  - password

### 17.1 Configuring FileZilla Pro for WebDAV

Please follow the next steps to configure FileZilla Pro to connect to WebDAV.

1. Open FileZilla Pro.
2. In the menu bar, click on **File** › **Site Manager....**
3. Click on **New Site**.

4. Select WebDAV from the **Protocol** drop down list.



5. Enter the host name in the **Host** field.
6. If available enter the port in the **Port** field. If blank FileZilla Pro will use the default port.
7. Select the encryption mode:
  - **Using secure HTTPS** if the provider supports encrypted connections.
  - **Using insecure HTTP** if not. Please be aware that credentials are transmitted in clear-text over the net and that is insecure.
8. Enter the username in the **User** field.
9. Enter the password in the **Password** field.
10. If the URL given to you by your provider includes a path, like `provider.com/webdav`, enter the path (`/webdav`) in the **Advanced Tab, Default Remote Directory** field. Make sure the path starts with a slash.

You can now transfer files between your local machine and your WebDAV provider.

## 18.1 Keep Machine Awake While FileZilla Pro is Active

To prevent the local computer going into sleep mode during a file transfer or other FileZilla Pro process:

1. In the main menu, click on **Edit > Settings....**
2. Select **Interface** from the menu on the left.
3. Tick the **Prevent system from entering idle sleep during transfers and other operations** checkbox.
4. Click on **OK**.

### 18.1.1 Starting FileZilla Pro via Command Line

To start FileZilla Pro you can use the following command line parameters:

- URL: must be in the form [protocol://][user[:pass]@]host[:port][/path]. Valid protocol specifications:
  - ftp
  - sftp
  - ftps (implicit)
  - ftptes (explicit)
  - s3
- -l, --logon-type: type of login in use on the server. Options available:
  - ask
  - interactive

---

**Note:** This parameter requires the URL parameter. FileZilla Pro will ask for any logon information not supplied in the URL before connecting. Useful for custom scripts or shortcuts.

- -h, --help: shows the help dialog.

- **-s, --sitemanager:** start with *Site Manager* window displayed.

---

**Note:** This parameter may not be used with the **-c** or URL parameters.

---

- **-c, --site:** Connect to a site previously configured in the *Site Manager*. Site name requirements:
  - Site has to be given as complete path, with a slash as separation character.
  - Any slash or backslash that is part of a segment has to be escaped with a backslash.
  - Path has to be prefixed with 0 for user defined entries or 1 for default entries.
  - Site path may not contain double quotation marks.
- **-a, --local:** Sets the local path. Use double quotation for paths with spaces in them.
- **--close:** Closes all running instances of FileZilla Pro. (Windows only)
- **-v, --version:** Print version information to stdout and exit.

## Examples

Connects to the user site s1/ash in the site directory foo/bar:

```
filezilla --site="0/foo/bar/s1\ash"
```

Connects to the user site site1 and sets the local folder to /home/Users/me/site 1 downloads:

```
filezilla --site="0/site1" --local="/home/Users/me/site 1 downloads"
```

Connects to example.com URL and sets the local folder to C:\example.com downloads:

```
filezilla ftp://username:password@ftp.example.com --local="C:\example.com downloads"
```

### Related topics:

[Starting FileZilla Pro from the Desktop](#)

[Modify Startup Behavior](#)

## 18.2 Modify Startup Behavior

By default, FileZilla Pro does not start any operations, like remote connections or file transfers, automatically on start-up.

If you want to change this behavior:

1. In the main menu, click on **Edit > Settings...**
2. Select **Interface** from the menu on the left.
3. Select an option from the **On startup of FileZilla** radio buttons.
4. Click on **OK**.

**Related topics:**

[Starting FileZilla Pro from the Desktop](#)

[Starting FileZilla Pro via Command Line](#)

## 18.3 Change the Icon Set

FileZilla Pro comes with a number of icon sets that you can use. You can change the icon set used, or change the size of the icons.

To modify the icon set:

1. In the main menu, click on **Edit** > **Settings....**
2. Select **Interface** > **Themes** from the menu on the left.
3. Select an icon set from the **Theme** drop down list.
4. If desired, modify the scale to suit.
5. Click on **OK**.

## 18.4 Modify Double-click Behavior

By default, if an active connection exists, FileZilla Pro transfers a file when you double-click on it. When you double-click on a directory, default behavior is to open it and display its contents.

To change FileZilla Pro's behavior on double-click:

1. In the main menu, click on **Edit** > **Settings....**
2. Select **Interface** > **File lists** from the menu on the left.
3. Select a behavior from the **Double-click action on files** drop down list.
4. Select a behavior from the **Double-click action on directories** drop down list.
5. Click on **OK**.

## 18.5 Stop FileZilla Pro from Storing Passwords

By default, FileZilla Pro saves passwords that you enter in the *Site Manager*.

If you want FileZilla Pro to forget any passwords that you enter:

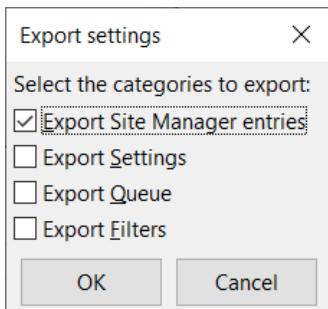
1. In the main menu, click on **Edit** > **Settings....**
2. Select **Interface** > **Passwords** from the menu on the left.
3. Select the **Do not save passwords** option.
4. Click on **OK**.

## 18.6 Recover Lost Passwords

If you choose to protect the passwords with a master password you won't be able to recover them in clear text, as they are encrypted. Ensure to keep your master password in a safe place. However you can disable the master password if you lose it. In this case the stored passwords are also lost. You may need to contact the system administrator or server provider for a new password for your site.

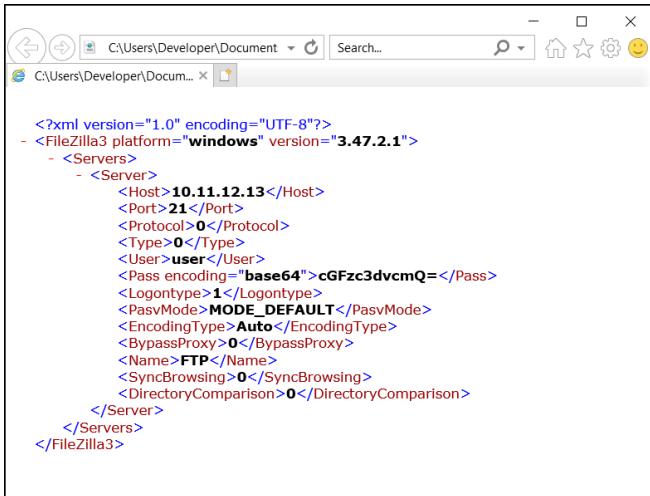
If you choose Save passwords without a master password you can recover them:

1. In the main menu, click on **File** > **Export....**



2. In the Export settings window choose **Export Site Manager entries** and click on **OK**.
3. Save the file in a safe place as anyone with access to the file is able to decode the password.

4. Open the file:



```

<?xml version="1.0" encoding="UTF-8"?>
- <FileZilla3 platform="windows" version="3.47.2.1">
  - <Servers>
    - <Server>
      <Host>10.11.12.13</Host>
      <Port>21</Port>
      <Protocol>0</Protocol>
      <Type>0</Type>
      <User>user</User>
      <Pass encoding="base64">cGFzc3dvcmQ=</Pass>
      <LogonType>1</LogonType>
      <PasvMode>MODE_DEFAULT</PasvMode>
      <EncodingType>Auto</EncodingType>
      <BypassProxy>0</BypassProxy>
      <Name>FTP</Name>
      <SyncBrowsing>0</SyncBrowsing>
      <DirectoryComparison>0</DirectoryComparison>
    </Server>
  </Servers>
</FileZilla3>

```

5. Look for the **Pass** entry. The contents of the entry are encoded with Base64 encoding scheme. You have to decode using a tool or service of your preference. Select and copy the password and paste in the web site entry box and choose Decode. The decoded password is shown in the output box.

## 18.7 Modify New Connection Behavior

By default, FileZilla Pro asks you what to do when you create a new remote server connection if it already has an active connection. You can modify this behavior, though. The options are:

- Always ask what to do (default)
- Open a new tab for the new connection and do not terminate the previous connection
- Terminate the existing connection and create the new connection

To modify FileZilla Pro's behavior when you open a new connection:

1. In the main menu, click on **Edit** > **Settings....**
2. Select **Interface** from the menu on the left.
3. Select an option from the **When starting a new connection while already connected** drop down list.
4. Click on **OK**.

## 18.8 Bypass the Proxy Server

If you need to bypass the default proxy server for a connection:

1. Open the [Site Manager](#).
2. Select the connection to modify.
3. Click on the **Advanced** tab.
4. Tick **Bypass proxy**.
5. Click on **OK**.

## 18.9 Configure Default Directories for a Connection

To configure default directories to be displayed when FileZilla Pro connects to a specific remote site:

1. Open the [Site Manager](#).
2. Select the connection to modify.
3. Click on the **Advanced** tab.
4. Enter the path to the local default directory, or click on **Browse...** to navigate to the desired directory.
5. Enter the path to the remote default directory.
6. Click on **OK**.

## 18.10 Automatically Use Synchronized Browsing for a Connection

To configure FileZilla Pro to use synchronized browsing when it connects to a specific [Remote](#) server:

1. Open the [Site Manager](#).
2. Select the connection to modify.
3. Click on the **Advanced** tab.
4. Enter the path to the local directory that FileZilla Pro should start synchronized browsing in, or click on **Browse...** to navigate to the desired directory.
5. Enter the path to the remote directory that FileZilla Pro should start synchronized browsing in.
6. Tick the **Use synchronized browsing** checkbox.
7. Click on **OK**.

## 18.11 Automatically Use Directory Comparison for a Connection

To configure FileZilla Pro to use directory comparison when it connects to a specific *Remote* server:

1. Open the *Site Manager*.
2. Select the connection to modify.
3. Click on the **Advanced** tab.
4. Tick the **Directory comparison** checkbox.
5. Click on **OK**.

## 18.12 Set Text Editor

By default, FileZilla Pro collects file type associations, so it knows which applications you want to use with various file types.

If you want FileZilla Pro to always use a single text editor, you can use one of the following methods.

### 18.12.1 Use the default system editor

Your operating system will typically have a default text editor configured. FileZilla Pro can check this setting and use the assigned program to edit text files:

1. In the main menu, click on **Edit > Settings....**
2. Select **File editing** from the menu on the left.
3. Select *Use system's default editor for text files* from the **Default editor** option group.
4. Click on **OK**.

### 18.12.2 Configure path to a text editor

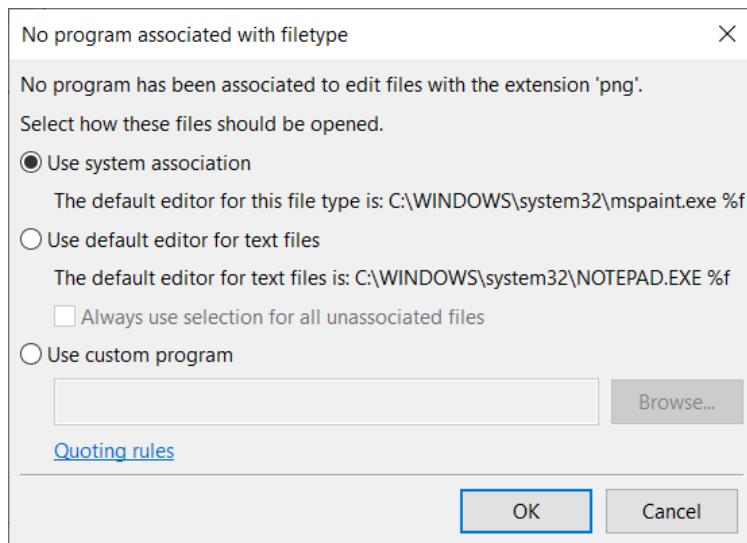
Follow the steps below to configure.

1. In the main menu, click on **Edit > Settings....**
2. Select **File editing** from the menu on the left.
3. Select *Use custom editor* from the **Default editor** option group.
4. Enter the path and filename, or click on the **Browse...** button to browse to the executable file that FileZilla Pro should use to edit text files and click on **Open**.
5. Click on **OK**.

### 18.12.3 Set filetype association

1. In the main menu, click on **Edit** > **Settings....**
2. Select **File editing** > **Filetype associations** from the menu on the left.
3. On a new line enter: the file extension, the properly quoted path to the executable file, and any arguments required. The command and each argument are separated by spaces. A command or argument containing whitespaces or double quotes need to be enclosed in double quotes. Double quotes inside a command or argument need to be doubled up. In arguments %f is a placeholder for the file to be opened. Use %% for literal percent.  
For example, to open a .php file in Notepad, enter:  
`php "C:\Windows\notepad.exe"`
4. Select **File editing** from the menu on the left.
5. Ensure that *Use filetype associations if available* is selected.
6. Click on **OK**.

When no custom association exists yet for a given type and no default editor has been configured, the first time the user edits a file of that type FileZilla Pro asks which editor to use. The system association option is available only if a system default editor exists:



### 18.13 Modify Date and Time Formats

By default, FileZilla Pro looks at your system settings and uses the date and time formats that are standard for the language you use.

If you want to change how FileZilla Pro displays dates and times:

1. In the main menu, click on **Edit** > **Settings....**
2. Select **Interface** > **Date/time format** from the menu on the left.

3. To have FileZilla Pro display dates in the international standard format (YYYY-mm-dd), select **ISO 8601** from the **Date formatting** option group.

To use a custom date format, select **Custom** from the **Date formatting** option group and enter the coding for the format that you want.

The basic options are:

- %y The year as a decimal number without a century (range 00 to 99).
- %Y The year as a decimal number including the century.
- %m The month as a decimal number (range 01 to 12).
- %B The full month name according to the current locale.
- %b The abbreviated month name according to the current locale.
- %d The day of the month as a decimal number (range 01 to 31).
- %e Like %d, the day of the month as a decimal number, but a leading zero is replaced by a space.
- %x The preferred date representation for the current locale without the time.

4. To have FileZilla Pro display times in the international standard format (24-hour time; HH:MM), select **ISO 8601** from the **Time formatting** option group.

To use a custom date format, select **Custom** from the **Time formatting** option group and enter the coding for the format that you want.

The basic options are:

- %H The hour as a decimal number using a 24-hour clock (range 00 to 23).
- %I The hour as a decimal number using a 12-hour clock (range 01 to 12).
- %k The hour as a decimal number using a 24-hour clock (range 0 to 23); single digits are preceded by a blank.
- %l The hour as a decimal number using a 12-hour clock (range 1 to 12); single digits are preceded by a blank.
- %M The minute as a decimal number (range 00 to 59).
- %p Either 'AM' or 'PM' according to the given time value, or the corresponding strings for the current locale. Noon is treated as 'pm' and midnight as 'am'.
- %P Like %p but in lowercase: 'am' or 'pm' or a corresponding string for the current locale. (GNU)
- %z The time zone or name or abbreviation.

5. Click on **OK**.

A full list of date and time code options is available on the FileZilla wiki: [https://wiki.filezilla-project.org/Date\\_and\\_Time\\_formatting](https://wiki.filezilla-project.org/Date_and_Time_formatting)

## 18.14 Modify File Size Display

There are three common file size definitions used in the IT world, and which one you use will vary your understanding of file size reporting:

- Original binary-factor definition of SI (International System of Units) units: 1024B = 1KB; 1024KB = 1MB; 1024MB = 1GB
- New digital-factor definition of SI (International System of Units) units: 1000B = 1KB; 1000KB = 1MB; 1000MB = 1GB
- New binary-factor units: 1024B = 1KiB; 1024KiB = 1MiB; 1024 MiB = 1GiB.

By default, FileZilla Pro displays file sizes in bytes.

If you'd like to have file sizes displayed differently:

1. In the main menu, click on **Edit** > **Settings...**
2. Select **Interface** > **Filesize format** from the menu on the left.
3. Select an option from the **Size formatting** option group.
4. To have FileZilla use a thousands separator standard to your local settings, tick the **Use thousands separator** checkbox.
5. If you choose to have file size displayed in anything other than bytes, select the number of decimal places FileZilla Pro should use.
6. Click on **OK**.

## 18.15 Modify File Sorting Method

By default, when FileZilla Pro is sorting files in standard alphabetical order, it is case-insensitive and places directories at the top.

If you want to change where FileZilla Pro lists directories, or how it sorts names into alphabetical order:

1. In the main menu, click on **Edit** > **Settings....**
2. Select **Interface** > **File lists** from the menu on the left.
3. To change the way FileZilla Pro displays directories in its alphabetical listings, select an option from the **Sorting mode** drop down list.
  - *Prioritize directories* lists directories first in standard alphabetical order.
  - *Keep directories on top* lists directories first no matter which sorting method is used.
  - *Sort directories inline* lists directories mixed in with files, so that all entries are in strict alphabetical order.
4. To change the way FileZilla Pro uses alphabetical sorting, select an option from the **Name sorting mode** drop down list.
  - *Case insensitive* recognizes no difference between upper and lower case letters. For example:
    - amplitude-test.doc
    - ANTI.xls
    - sample100.txt
    - Sample11.txt
    - sample12.txt
  - *Case sensitive* lists upper case before lower case letters. For example:
    - ANTI.xls
    - amplitude-test.doc
    - Sample11.txt
    - sample100.txt
    - sample12.txt
  - *Natural sort* is case-sensitive and recognizes and sorts whole numbers, as opposed to only sorting digits. For example:

- ANTI.xls
- amplitude-test.doc
- Sample11.txt
- sample12.txt
- sample100.txt

5. Click on **OK**.

## 18.16 Active vs Passive Mode

While the differences between these two modes can get complex, here's a basic explanation:

[FTP](#) and [FTPS](#) connections use two different channels to a server at once. One is used for commands and responses, the other for the actual data being transferred.

It's a little like ordering a pizza: You make a phone call or put in an order via a website, but the actual pizza arrives by car or scooter.

The second channel – the data channel – is opened differently in active and passive modes. In active mode, the remote server opens the data channel. In passive mode, the local machine opens the data channel using the IP address and port number with which the remote server replies to a successful connection request. Sort of like the difference between having a pizza delivered (active mode) and going to pick it up yourself (passive mode).

The reason these differences are important is that some firewalls and routers won't allow a remote server to initiate a connection to a computer on the local network. If the remote server can't open the data channel, the active mode FTP connection can't transfer any data.

By default, FileZilla Pro uses passive mode for FTP and FTPS connections.

To see or change which mode FileZilla Pro uses:

1. In the main menu, click on **Edit > Settings....**
2. Select **Connection > FTP** from the list on the left side.
3. Check the **Transfer mode** and modify if needed.
4. Click on **OK**.

**Related topics:**

[FTP Active Mode Configuration](#)

## 18.17 FTP Active Mode Configuration

### 18.17.1 Set the range of local port numbers that a remote server can use

You can restrict the local ports that remote FTP servers can use to initiate data channels. These will need to correspond to ports that the router is configured to allow access from outside the local network.

1. In the main menu, click on **Edit** > **Settings....**
2. Select **Connection** > **FTP** > **Active mode** from the menu on the left.
3. Tick the **Limit local ports used by FileZilla** checkbox.
4. Enter the bottom and top port in the range that you want FileZilla Pro to use.
5. Click on **OK**.

## 18.17.2 Configure the external IP address for your local machine

Before a remote server can send a request to open a data channel, it needs to know the external IP address of your computer. This is different to the IP address that it has on your local network, and it tends to change regularly unless your router is configured to assign a static address instead.

The easiest way to configure this is to allow FileZilla Pro to check with the operating system to find out the current external IP address (default). If that does not work, though, there are two other options:

- Configure FileZilla Pro to use a static IP address: only use this if your router and ISP support static IP addresses, and one is assigned to your computer.
- Configure FileZilla Pro to check a third-party website to find your computer's external IP address.

To configure FileZilla Pro to use a static IP address:

1. In the main menu, click on **Edit** > **Settings....**
2. Select **Connection** > **FTP** > **Active mode** from the menu on the left.
3. Select the **Use the following IP address:** radio button.
4. Enter the IP address.
5. Click on **OK**.

To configure FileZilla Pro to consult a third-party website to find the local computer's IP address:

1. In the main menu, click on **Edit** > **Settings....**
2. Select **Connection** > **FTP** > **Active mode** from the menu on the left.
3. Select the **Get external IP address from the following URL:** radio button.
4. Use the default website, or enter the URL of your preferred IP address-checking website.
5. Click on **OK**.

## 18.17.3 Use external IP address for local network connections

By default, FileZilla Pro does not use the external IP address for connections to servers on the local network. If you need FileZilla Pro to use the external IP address instead of the internal (local network) address:

1. In the main menu, click on **Edit** > **Settings....**
2. Select **Connection** > **FTP** > **Active mode** from the menu on the left.

3. Untick the **Do not use external IP address on local connections** checkbox.
4. Click on **OK**.

**Related topics:**

[Active vs Passive Mode](#)

## 18.18 Using an FTP Proxy

Depending on your router or network configuration, you might need to use a proxy in order to make unencrypted **FTP** connections from FileZilla Pro.

To configure FileZilla Pro to use an FTP proxy:

1. In the main menu, click on **Edit > Settings....**
2. Select **Connection > FTP > FTP Proxy** from the menu on the left.
3. Select the type of FTP proxy available.
4. Enter the proxy address and login details.
5. Click on **OK**.

## 18.19 Using a Proxy Server

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**Note:** These instructions refer to using a generic proxy server. If you need to use a specific FTP proxy server, see [Using an FTP Proxy](#).

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FileZilla Pro can connect through the following types of proxy servers:

- HTTP/1 using CONNECT
- SOCKS 4
- SOCKS 5

To configure FileZilla Pro to use a proxy server:

1. In the main menu, click on **Edit > Settings....**
2. Select **Connection > Generic Proxy** from the menu on the left.
3. Select the type of proxy server.
4. Enter the proxy address and, if needed, the port number.  
If the port number is not entered, standard proxy ports will be tried.
5. Enter a user ID and password for the proxy server.
6. Click on **OK**.

## 18.20 Pre-allocate Disk Space Before Download

If you're downloading large files and experiencing issues with file fragmentation, you can turn on pre-allocation. FileZilla Pro will find contiguous disk space for each file and create a placeholder file to keep it available.

To enable pre-allocation:

1. In the main menu, click on **Edit** > **Settings....**
2. Select **Transfers** from the menu on the left.
3. Tick the **Preallocate space before downloading** checkbox.
4. Click on **OK**.

## 18.21 Configure File Type Classifications for FTP and FTPS

FTP (and FTPS) data type of transferred files can be ASCII or binary.

ASCII type is used to transfer text files. The line-ending format of text files vary on different platforms. A conversion between the client system's format and the server system's format may be necessary. With the ASCII type the text file is correctly converted.

With the binary type the files are transferred without conversion. This type is suitable to transfer images or data files.

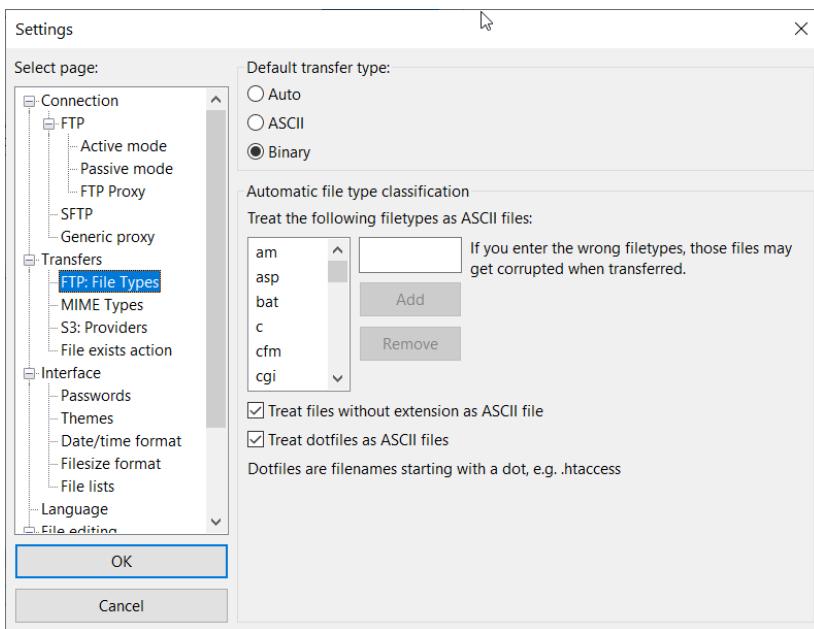
The auto option enables automatic detection of the most appropriate transfer type for a file. That is, it will use the ASCII type for text files and binary type for every other type of file.

FileZilla Pro can transfer files as ASCII or binary files. By default, it transfers files without extensions and dotfiles (for example, `.htaccess`) as ASCII files. If you transfer a lot of extensionless files, you might prefer to have these transferred as binary files instead.

**Warning:** Modifying these settings incorrectly can lead to file corruption during transfers.

For most users, the default settings will work well; but if you need to modify the classifications that FileZilla Pro uses:

1. In the main menu, click on **Edit > Settings....**

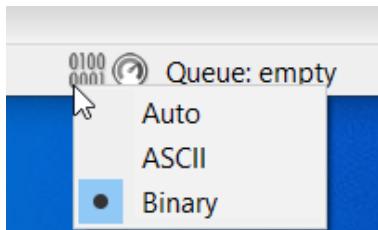


2. Select **Transfers > FTP: File Types** from the menu on the left.
3. Select a default transfer type.
4. To add a file extension to the list of file types treated as ASCII files, enter the extension and click on **Add**. To remove a file extension from the list of file types treated as ASCII files, select the file type from the list and click on **Remove**.
5. Check the option **Treat files without extension as ASCII files** and files without extension will be managed as text files.
6. Check option **Treat dotfiles as ASCII files** and files starting with a dot will be managed as text files.
7. Click on **OK**.

The transfer type can be also selected while the connection is active:

1. Choose **Transfer > Transfer type**.
2. In the menu select the transfer type.

These options are also available from the transfer type icon in the status bar:



## 18.22 Change Filestamp Comparison Threshold

The comparison threshold allows for minor differences in files' last-modified time when using directory comparison. In theory, files are marked as 'equal' if they have the exact same last-modified time. However, there might be a number of reasons for timestamps to be slightly out of sync while the contents of the files are exactly the same.

To modify FileZilla Pro's timestamp threshold in directory comparison mode:

1. In the main menu, click on **Edit > Settings....**
2. Select **Interface > File lists** from the menu on the left.
3. Change the number in the **Comparison threshold** field.
4. Click on **OK**.

## 18.23 Configuring MIME Type Mapping

FileZilla Pro maps a number of file extensions to [MIME Types](#) by default. When uploading to Amazon S3 or Microsoft Azure this mapping determines the content type (or metadata) of the new object. The content type of existing objects is not modified. If you need to modify these mappings:

1. In the main menu, click on **Edit > Settings....**
2. Select **Transfers > MIME Types** from the menu on the left.
3. Modify existing mappings, for example to add extra file extensions, by clicking on the text to be modified and entering your changes. Add new mappings by clicking on **Add** and entering a MIME type and the file extensions to be associated with it. Remove mappings by highlighting the entry and clicking on **Remove**.
4. Click on **OK**.

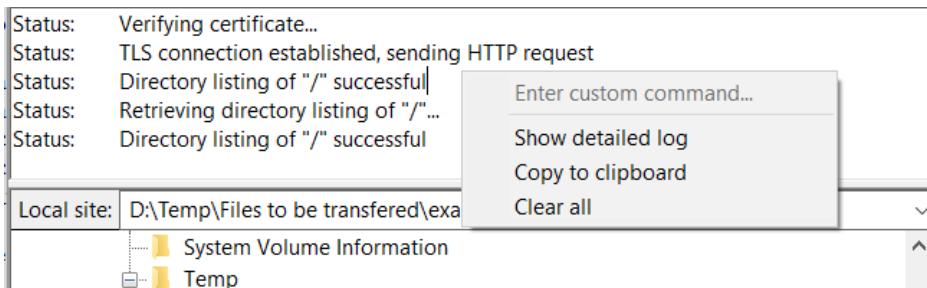
## 18.24 Create Log Files

To configure FileZilla Pro to save transfer messages to local log files:

1. In the main menu, click on **Edit > Settings....**
2. Select **Logging** from the menu on the left.
3. If you want timestamps included in log files, tick the **Show timestamps in message log** checkbox.
4. Tick the **Log to file** checkbox.
5. Enter the file path and name, or click on **Browse...** and browse to the correct path, then click on **Open**.
6. Tick the **Limit the size of logfile** checkbox.
7. Enter a maximum size for each log file.
8. Click on **OK**.
9. Restart FileZilla Pro.

To save an existing log to a file:

1. In FileZilla Pro's main screen, right-click (Windows) or CTRL-click (macOS) on the message log.



2. Click on **Copy to clipboard**.
3. Paste into a text editor and save file.

## 18.25 Export the Transfer Queue

FileZilla Pro can export the *Transfer Queue* – queued, failed, or successful transfers. This list is exported in XML format, and can be imported in the future to restart or repeat the file transfer.

You might use this functionality to retry failed transfers another day, or to run periodic backups of a static number of files and folders.

To export the Transfer Queue for a specific remote server:

1. In the Transfer Queue, select the **Queued files**, **Failed transfers**, or **Successful transfers** tab.
2. Right-click on the server name.
3. Click on **Export....**
4. Browse to the desired file location.
5. Enter a file name (the default is *FileZilla.xml*) and click on **Save**.

To export the entire Transfer Queue:

1. In the main menu, select **File > Export....**
2. Tick the **Export Queue** checkbox.
3. Click on **OK**.
4. Browse to the desired file location.
5. Enter a file name (the default is *FileZilla.xml*) and click on **Save**.

## 18.26 Import a Transfer Queue

To import a *Transfer Queue* in XML format:

1. In the main menu, select **File** > **Import....**
2. Browse to the Transfer Queue file and click on **Open**.
3. Ensure that the **Queue** checkbox is ticked.
4. Click on **OK**.

## 18.27 Export Configuration Settings

To export settings in FileZilla Pro:

1. From the main menu, select **File** > **Export....**
2. Tick the **Export Settings** checkbox.
3. Click on **OK**.
4. Browse to a directory to save the settings file, and enter a name for the file.
5. Click on **Save**.

## 18.28 Import Configuration Settings

To import settings into FileZilla Pro:

1. From the main menu, select **File** > **Import....**
2. Browse to the file you want to import.
3. Click on **Open**.
4. Tick the **Settings** checkbox.
5. Click on **OK**.

## 18.29 Export Site Manager Connections

To export *Site Manager* connection settings in FileZilla Pro:

1. From the main menu, select **File** > **Export....**
2. Tick the **Export Site Manager entries** checkbox.
3. Click on **OK**.
4. Browse to a directory to save the connection settings file, and enter a name for the file.
5. Click on **Save**.

## 18.30 Import Site Manager Connections

To import *Site Manager* connection settings from a file created from FileZilla 3.x:

1. From the main menu, select **File** > **Import....**
2. Browse to the file you want to import.
3. Click on **Open**.
4. Tick the *Site Manager entries* checkbox.
5. Click on **OK**.

### Importing from an earlier version of FileZilla

If you're importing *Site Manager* connection details from FileZilla 2.x, the data won't be completely compatible with your new version of FileZilla. You'll be able to import:

- host address
- host port
- user ID
- password

FileZilla 2.x keeps connection information in a file named *filezilla.xml*. You can either use this for the import to FileZilla Pro, or – a more reliable method – export all connections from FileZilla 2.x first.

**Warning:** While exporting *Site Manager* connections from FileZilla 2.x, be careful to not copy over *filezilla.xml* in the program's installation directory.

To import *Site Manager* connection settings from a file created from FileZilla 2.x:

1. From the main menu, select **File** > **Import....**
2. Browse to the file you want to import.
3. Click on **Open**.
4. Tick the *Site Manager entries* checkbox.
5. Click on **OK**.

FileZilla Pro will display a message telling you that you can only import limited data from the file.

6. Click on **Yes**.

## 18.31 Network Configuration

It is important to understand the basics of the *FTP* protocol in order to configure FileZilla Pro, firewalls and routers. Setting up the network components for *FTP* outside a local area network (LAN) might be non trivial. Read below to learn more.

### 18.31.1 Background

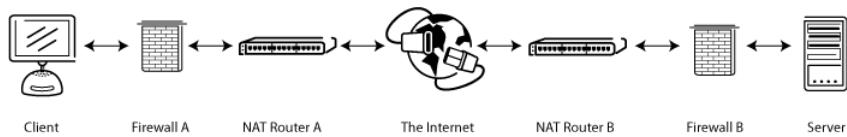
What distinguishes [FTP](#) from most other protocols is the use of secondary connections for file transfers. When you connect to a [FTP](#) server, you are actually making two connections. First, the *control connection* is established, over which [FTP](#) commands and their replies are transferred. Then, in order to transfer a file or a directory listing, the client sends a particular command over the control connection to establish the *data connection*. The data connection can be established in two different ways, using *active mode* or *passive mode*.

In passive mode, which is the recommended, FileZilla Pro sends the PASV command to the server, and the server responds with an address. FileZilla Pro then issues a command to transfer a file or to get a directory listing, and establishes a secondary connection to the address returned by the server.

In active mode, FileZilla Pro opens a socket on the local machine and tells its address to the server using the PORT command. Once FileZilla Pro issues a command to transfer a file or listing, the server will connect to the provided address. In both cases, the required file or listing gets transferred over the data connection.

Generally, establishing outgoing connections requires little or no configuration of the involved routers/firewalls compared to allowing incoming connections. In passive mode, the connection is outgoing on the client side and incoming on the server side. In active mode this is reversed. Note that the only difference is how the connection gets established. Once established, the connection can be used both for uploads or downloads.

A common network setup might look like this:



In passive mode, the involved routers and firewalls on the server side need to be configured to accept and forward incoming connections. On the client side, however, only outgoing connections need to be allowed (which will be the case most of the times).

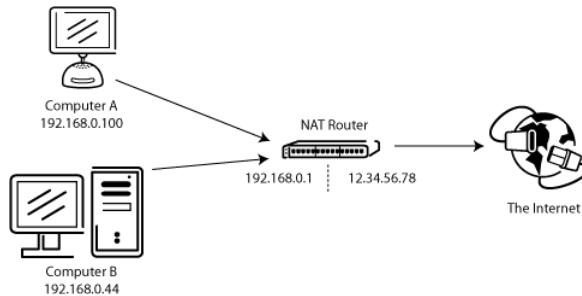
Analogously, in active mode, the router and firewall on the client side need to be configured to accept and forward incoming connections. Only outgoing connections have to be allowed on the server side.

Since in most cases one server provides a service for many users, it is much easier to use the passive mode and configure the router and firewall only once than use the active mode and configure the client's router/firewall for each individual client. Therefore, passive mode is recommended in most cases.

### 18.31.2 NAT Routers

Most broadband users will have a NAT (Network Address Translation) router between their computer and the internet. This may be a standalone router device (perhaps a wireless router), or be built into a DSL or cable modem. In a NAT environment, all systems behind the NAT router form a Local Area Network (LAN), and each system in the LAN has a local IP address (recognizable as four small numbers separated by dots). The NAT router itself has a local IP address as well. In addition, the NAT router also has an external IP address by which it is known to the Internet.

For example a system might look like this:



The internal IP addresses are only valid inside the LAN. Think about a server behind a NAT router. Imagine what might happen if a client requests passive mode, but the server does not know the external IP address of the NAT router. If the server sends its internal address to the client, two things could happen:

- If the client is not behind a NAT, the client would abort since the address is invalid.
- If the client is behind a NAT, the address given by the server might be the same as a system in the client's own LAN.

In both cases passive mode would be impossible.

So if a server is behind a NAT router, it needs to know the external IP address of the router in passive mode. In this case, the server sends the router's external address to the client. The client then establishes a connection to the NAT router, which in turn routes the connection to the server.

### 18.31.3 Malicious routers, firewalls and data sabotage

Some routers and firewalls analyze connections and, if they think they detect [FTP](#), they silently change the data exchanged between client and server. If the user has not explicitly enabled this feature, this behavior can cause various problems.

For an example, imagine a client behind a NAT router trying to connect to the server. Let's further assume that this client does not know it is behind a NAT and wants to use active mode. So it sends the PORT command with the user's local, un-routable IP address to the server:

```
PORT 10,0,0,1,12,34
```

This command tells the server to connect to the address 10.0.0.1 on port  $12 \cdot 256 + 34 = 3106$

The NAT router sees this and silently changes the command to include the external IP address. At the same time, the NAT router will also create a temporary port forwarding for the [FTP](#) session, possibly on a different port even:

```
PORT 123,123,123,123,24,55
```

The above command tells the server to connect to the address 123.123.123.123 on port  $24 \cdot 256 + 55 = 6199$

With this behavior, a NAT router allows an improperly configured client to use active mode.

So why is this behavior bad? Essentially, it can cause a number of problems if it is enabled by default, without explicit user consent. The [FTP](#) connections in their most basic form appear to work, but as soon as there's some deviation from the basic case, everything will fail:

- The NAT router blindly assumes some connection uses [FTP](#) based on criteria like target ports or the initial server response:
  - The used protocol is detected as [FTP](#), yet there is no guarantee that this is true (a false positive). Though unlikely, it is conceivable that a future revision of the [FTP](#) protocol might change the syntax of the PORT command. A NAT router modifying the PORT command would then silently change things it does not support and thus break the connection.
  - The router's protocol detection can fail to recognize a [FTP](#) connection (a false negative). Say the router only looks at the target port, and if it is 21, it detects it as [FTP](#). As such, active mode connections with an improperly configured client to servers running on port 21 will work, but connections to other servers on non-standard ports will fail.
- Obviously, a NAT router can no longer tamper with the connection as soon as an encrypted [FTP](#) session is used, again leaving the user clueless why it works for normal [FTP](#) but not for encrypted [FTP](#).
- Say a client behind a NAT router sends PORT 10,0,0,1,12,34. How does the NAT router know the client is improperly configured? It is also possible that the client is properly configured, yet merely wants to initiate an FXP (server-to-server) transfer between the server it is connected to and another machine in the server's own local network.

Therefore, having protocol specific features enabled in a NAT router by default can create significant problems. The solution to all this, then, is to know your router's settings, and to know the configuration abilities of a router before you set it up. A good NAT router should always be fully protocol-agnostic. The exception is if you as the user have explicitly enabled this feature, knowing all its consequences.

While this section only discussed the combination of a NAT router on the client side with active mode, the same applies to a server behind a NAT router and the reply to the PASV command.

#### 18.31.4 Setting up FileZilla Pro

It is recommended to use the network configuration wizard. It can be reached at the Edit menu. The wizard will guide you through the necessary steps and can test your configuration.

If you want to connect to any server, you need to tell your firewall that FileZilla Pro should be allowed to open connections to other servers. Most normal [FTP](#) servers use port 21, [SFTP](#) servers use port 22 and [FTPS](#) (implicit mode) use port 990 by default.

These ports are not mandatory, however, so it's best to allow outgoing connections to arbitrary remote ports.

Since many servers on the internet do not support both transfer modes, it's recommended that you configure both transfer modes on your end.

#### Passive mode

In passive mode, FileZilla Pro has no control over what port the server chooses for the data connection. Therefore, in order to use passive mode, you'll have to allow outgoing connections to all ports in your firewall.

## Active mode

In active mode, FileZilla Pro opens a socket and waits for the server to establish the transfer connection.

By default, FileZilla Pro asks the operating system for the machine's IP address and for the number of a free port. This configuration can only work if you are connected to the internet directly without any NAT router, and if you have set your firewall to allow incoming connections on all ports greater than 1024.

If you have a NAT router, you need to tell FileZilla Pro your external IP address in order for active mode connections to work with servers outside your local network:

- If you have a fixed external IP address, you can enter it in **Edit > Settings, FTP, Active Mode, Use the following IP address** box.
- If you have a dynamic IP address, you can authorize FileZilla Pro to obtain your external IP address from a special website. This will occur automatically each time FileZilla Pro is started. No information will be submitted to the website (regardless of FileZilla Pro version).

If in doubt, use the second option.

If you do not want to allow incoming connections on all ports, or if you have a NAT router, you need to tell FileZilla Pro to use a specific range of ports for active mode connections.

Configure the range in **Edit > Settings, FTP, Active Mode**, enable **Limit local ports used by FileZilla** and fill the boxes with the minimum and maximum port numbers. You will have to open these ports in your firewall. If you have a NAT router, you need to forward these ports to the local machine on which the FileZilla Pro is installed on. Depending on your router model, you can either forward a range of ports or you need to forward all ports individually.

Valid ports can be from 1 to 65535; however, ports less than 1024 are reserved for other protocols. It is best to choose ports greater than or equal to 50000 for active mode [FTP](#).

Due to the nature of TCP (the underlying transport protocol), a port cannot be reused immediately after each connection. Therefore, the range of ports should not be too small to prevent the failure of transfers of multiple small files. A range of 50 ports should be sufficient in most cases.

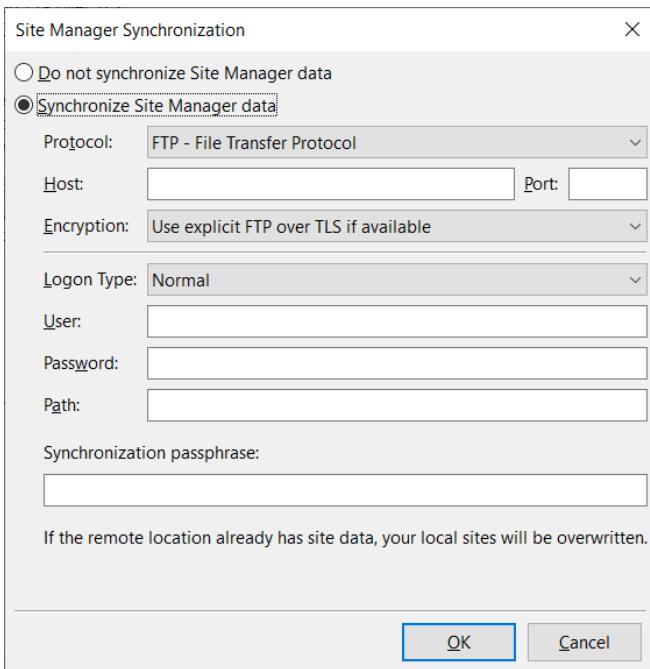
## 18.32 Site Synchronization

Use site synchronization to keep your site entries updated between different FileZilla Pro installations.

To configure site synchronization:

1. In the main menu, click on **File > Site synchronization**.

The Site Manager synchronization window will be displayed.



2. Choose **Synchronize Site Manager data**.
3. Choose a protocol and its connection information. The connection information details depend on the selected protocol. See [Protocols Supported by FileZilla Pro](#).
4. Enter the path where the synchronization data will be saved. Make sure you have write access to the location otherwise FileZilla Pro is not able to save the data.
5. Enter a synchronization passphrase to protect the synchronization data. The password has to be at least 8 characters long. Use a long passphrase for better security. An encryption key is derived from this passphrase. The encryption key is used to encrypt the site manager data.

FileZilla Pro will then save the site manager data.

In other FileZilla Pro installations configure using the same protocol, path and passphrase. FileZilla Pro will restore the site manager data.

Synchronization happens each time you open the Site Manager on any of your FileZilla Pro installations.

**Warning:** Ensure you keep the passphrase in a safe place. If you lose or forget the passphrase you'll be unable to synchronize the site manager data.

**Warning:** For security reasons authentication tokens and the master password are not synchronized. You'll need to enter the password and authenticate every time you launch FileZilla Pro.

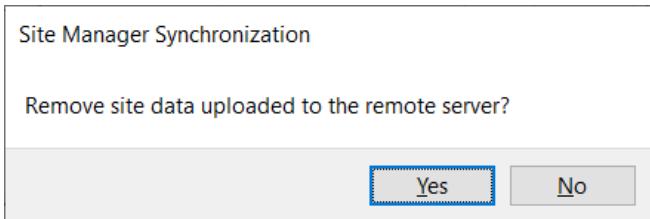
If you want to use a cloud storage for site synchronization make sure the path is configured as seen by FileZilla Pro:

1. Connect to your cloud storage provider.

2. Navigate to the directory where the synchronization data will be stored.
3. Copy the path.

To disable the site synchronization:

1. In the main menu choose **File > Site synchronization**.
2. In the Site Manager Synchronization dialog box choose **Do not synchronize Site Manager data**.
3. Click OK. A confirmation windows is shown:



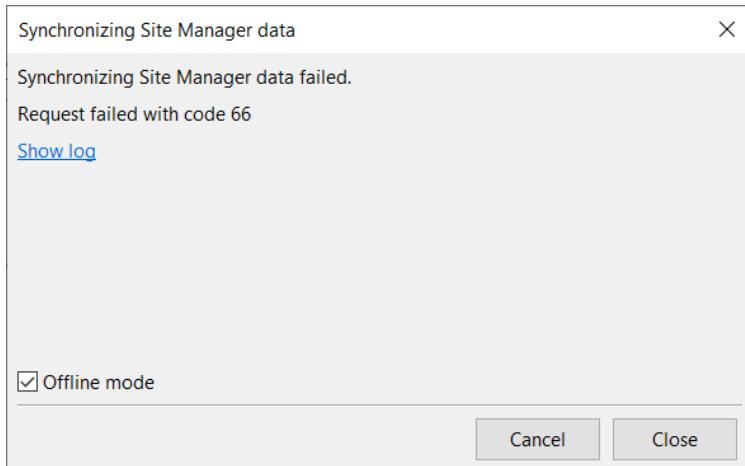
4. Click **No** if you do not want to remove the site data from the remote server.

---

**Note:** The local site manager data is not wiped out, no matter how you configure the synchronization.

---

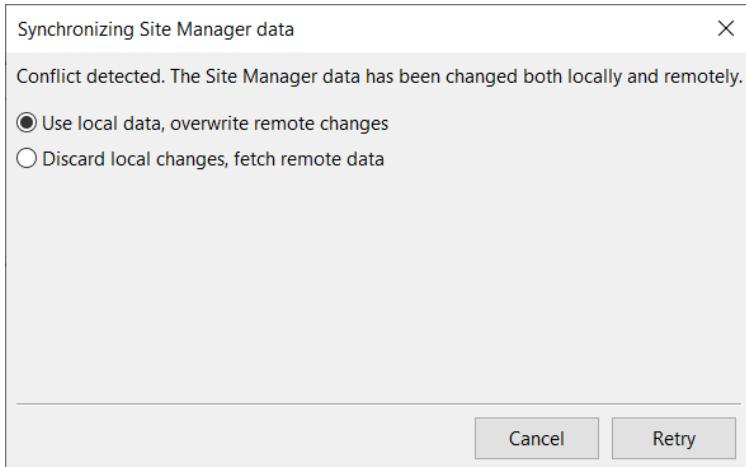
If the remote site manager data is not reachable, for example if the remote server is down, you can select the **Offline mode**. Note that in this case new site entries won't be updated:



In offline mode local changes to site data are cached and will be synchronized the next time the connection is established.

## Handling Conflicts

When both the local and remote data have changed FileZilla Pro detects the conflict:



Choose **User local data** to upload your local data to the remote. Or, **Discard local changes** to overwrite your local data with the remote one.

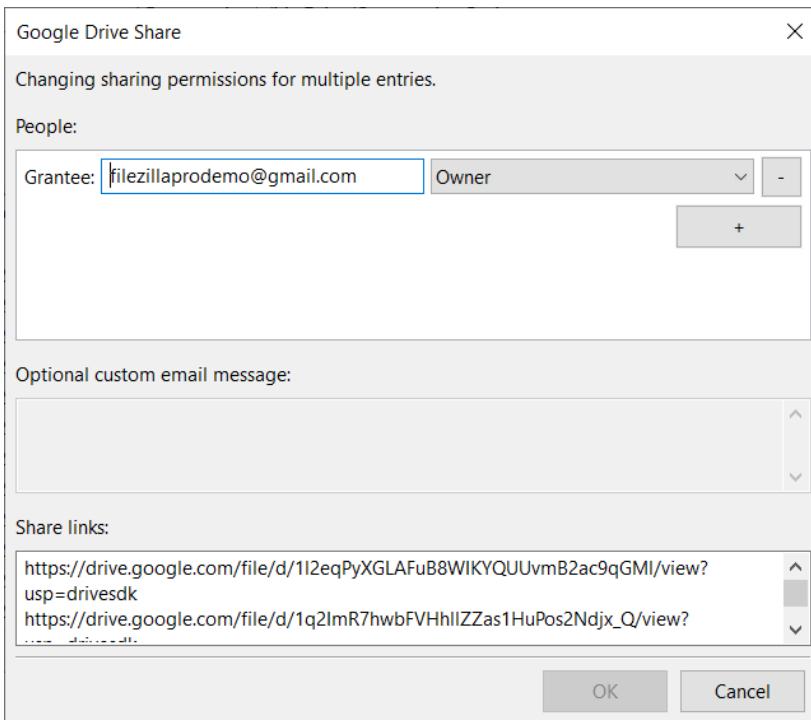
## 18.33 Google Drive Share

To share a file or directory you have to change its share permissions.

To change the share permissions:

1. Select the files and directories you want to share.

- Right-click and choose Share. The share window will be displayed with the existing permissions:



- Click the + button to add a share permission.
- Enter an email in case of a user or group, a domain or leave it blank for anyone.
- Select the role:
  - owner - only for users
  - organizer and file organizer
  - edit - the grantee can edit
  - comment - the grantee can comment
  - view - the grantee can only view
- You can enter a custom email message and Google Drive will include it in the notification email. Used only when granting permission for user or group grantees.
- If you want to remove an existing permission click the - button. However you can't remove the owner.
- You can change the existing permission grantee or role. If you change the owner Google Drive may refuse to comply.
- Click on OK to apply the changes to the permissions.

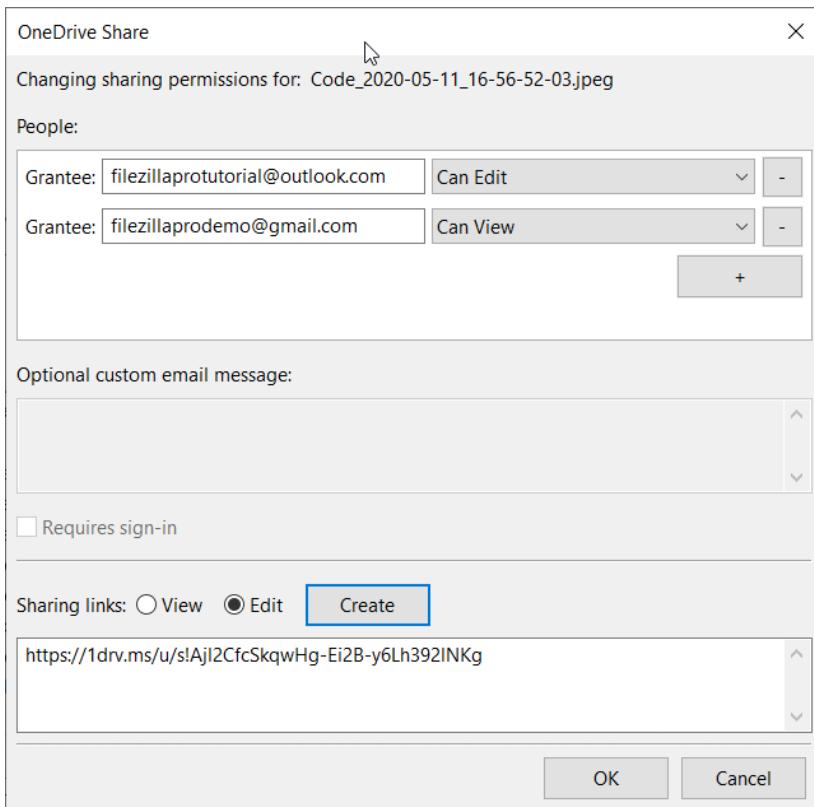
## 18.34 Microsoft OneDrive Share

To share a file or a directory you have to send a sharing invitation to the recipients.

To send the sharing invitation:

- Select the files and directories you want to share.

2. Right-click and choose Share. The share window will be displayed with the existing permissions:



3. Click the + button to add a share permission.
4. Enter the recipient email.
5. Select the role:
  - edit - the recipient can edit
  - view - the recipient can only view
6. You can enter a custom email message and OneDrive will include it in the invitation email. The invitation email is sent when a new permission is added or when the role of an existing permission is modified.
7. Check **Requires sign-in** to specify the recipient of the invitation is required to sign-in to access the shared item. OneDrive may return an error if the recipient is not an OneDrive user.
8. If you want to remove an existing permission click the - button.
9. You can change the existing permission grantee or role.
10. Click on **OK** to apply the changes to the permissions.

You can also create a sharing link for the selected items. Anyone with the link can either view or edit the item depending on the link type:

1. Select the sharing link type:
  - view: creates a read-only link to the item
  - edit: creates a read-write link to the item
2. Click Create. The links are shown in the list below.

## 18.35 fzdefaults.xml

The file **fzdefaults.xml** is used to store system-wide default settings for FileZilla Pro.

**fzdefaults.xml** can contain any setting from **filezilla.xml**. FileZilla Pro loads the settings from **fzdefaults.xml**. Then, it loads the settings from **filezilla.xml**.

For example, suppose you have the following settings in **fzdefaults.xml**:

```
<FileZilla3>
  <Settings>
    <Setting name="Proxy type">1</Setting>
    <Setting name="Proxy host">192.168.0.11</Setting>
    <Setting name="Proxy port">1892</Setting>
  </Settings>
</FileZilla3>
```

And the following settings in **filezilla.xml**:

```
<Settings>
  <Setting name="Proxy port">9834</Setting>
</Settings>
```

FileZilla Pro reads both files and uses the following settings:

- proxy type: 1 - HTTP/1.1 using CONNECT method (from **fzdefaults.xml**)
- proxy host: 192.168.0.11 (from **fzdefaults.xml**)
- proxy port: 9834 (from **filezilla.xml**)

The application uses the internal defaults for settings that are missing from both files.

The **Config Location** setting can only be set in **fzdefaults.xml**.

The **Kiosk Mode** setting, if set in both files, is not overridden by the value in **filezilla.xml**. The value in **fzdefaults.xml** has priority.

FileZilla Pro does not modify **fzdefaults.xml**.

---

**Note:** **fzdefaults.xml** cannot be used with the macOS AppStore version.

---

### 18.35.1 Usage

- Windows: put the file **fzdefaults.xml** into the same directory as **filezilla.exe**.
- macOS: modify the app bundle, put **fzdefaults.xml** into **Contents/SharedSupport/** subdirectory
- Other: put the file **fzdefaults.xml** into one of the following directories (in order of precedence):
  - **\$XDG\_CONFIG\_HOME/filezilla**
  - **~/.config/filezilla**

- `~/.filezilla`
- `/etc/filezilla`
- shared/filezilla subdirectory of install prefix

## Default site manager entries

Create some new *Site Manager* entries and export the list of sites. See [Export Configuration Settings](#) on how to export them. Rename the resulting XML file to `fzdefaults.xml` or copy the `<Server>` block in it into `fzdefaults.xml`.

## Global configuration settings

### Config Location

By default, FileZilla Pro stores its settings in the user's home directory. If you want to change the location, modify the *Config Location* setting.

*Config Location* either accepts absolute paths or paths relative to the location of `fzdefaults.xml`.

You can also use environment variables by preceding them with the dollar sign, e.g. `$HOME/foobaz`. Use `$$` to denote a path containing dollar signs, e.g. `c:\$$foobar\` if settings should be located in `c:\$foobar`.

A single dot denotes the directory containing `fzdefaults.xml`.

### Kiosk Mode

If the *Kiosk mode* setting is set to 1, FileZilla Pro does not write any passwords to disk. If set to 2, FileZilla Pro does not write to any configuration file. The latter is useful if FileZilla Pro gets executed from read-only media. This option has priority over the password saving options in *Settings*.

### Disable update check

If the *Disable update check* setting is set to 1, the capability to check for new FileZilla Pro versions is completely disabled.

### Cache directory

Use the *Cache directory* setting to override where FileZilla Pro places its resource cache. Same rule applies for environment variables and relative paths as for the *Config Location* setting.

## Sample

You can find a sample fzdefaults.xml file under **docs** subdirectory in the FileZilla Pro installation directory:

```
<FileZilla3>
  <Settings>
    <Setting name="Config Location">$SOMEDIR/filezilla/</Setting>
    <Setting name="Kiosk mode">0</Setting>
    <Setting name="Disable update check">0</Setting>
    <Setting name="Cache directory">$USERPROFILE/Documents</Setting>
  </Settings>
  <Servers>
    <Server>
      <Host>ftp.gnu.org</Host>
      <Port>21</Port>
      <Protocol>0</Protocol>
      <Type>0</Type>
      <Logontype>0</Logontype>
      <User>anonymous</User>
      <Pass>someone@example.com</Pass>
      <TimezoneOffset>0</TimezoneOffset>
      <PasvMode>MODE_DEFAULT</PasvMode>
      <MaximumMultipleConnections>0</MaximumMultipleConnections>
      <EncodingType>Auto</EncodingType>
      <Comments></Comments>
      <LocalDir></LocalDir>
      <RemoteDir></RemoteDir>
      <Name>Primary GNU download server</Name>
    </Server>
  </Servers>
</FileZilla3>
```

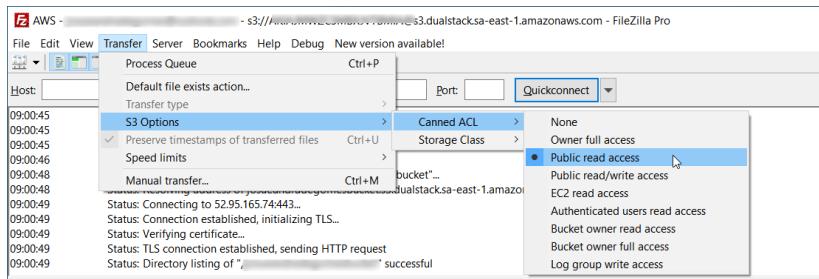
## 18.36 S3 Canned ACL

Each S3 bucket and file has an associated Access Control List (ACL) with grantees and permissions. A canned ACL is a predefined set of grantees and permissions that can be set when creating a bucket or file.

To configure FileZilla Pro to use a canned ACL when creating buckets and files:

1. Connect to your S3 site.

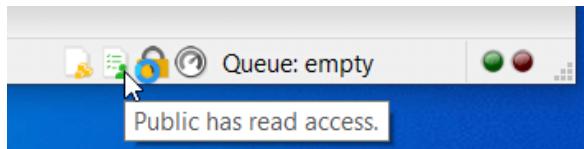
2. In the main menu choose Transfer > S3 Options > Canned ACL:



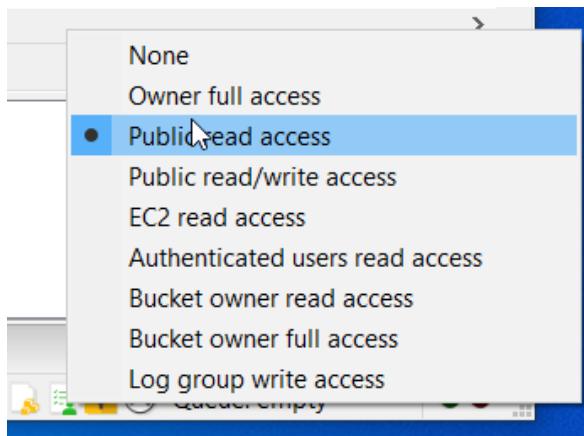
The options are:

- None: no canned ACL is used. The S3 provider will use a default ACL for the bucket or object.
- Owner full access: owner gets full access; no one else has access rights.
- Public read access: owner gets full access; anyone gets read access rights.
- Public read/write access: owner gets full access; anyone gets read and write access rights.
- EC2 read access: owner gets full access; Amazon EC2 gets read access rights.
- Authenticated users read access: owner gets full access; any AWS account gets read access rights.
- Bucket owner read access: owner gets full access; bucket owner gets read access rights.
- Bucket owner full control: both owner and bucket owner get full access.
- Log group write access: Amazon log group gets write access.

3. The chosen canned ACL is shown in the status bar:



4. Click the status bar canned ACL icon to select the canned ACL:



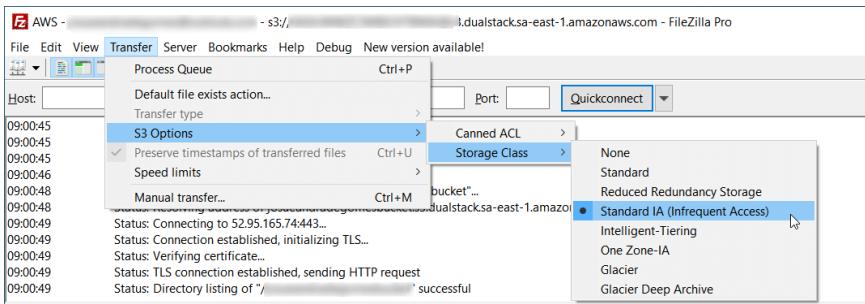
Files added to the queue for upload include the currently selected canned ACL option which will be set when the file is processed. Buckets created during the queue processing use the currently selected canned ACL.

## 18.37 S3 Storage Class

Each S3 bucket and file has an associated storage class.

To configure FileZilla Pro to use a storage class when creating buckets and files:

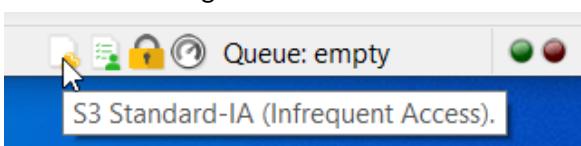
1. Connect to your S3 site.
2. In the main menu choose Transfer > S3 Options > Storage Class:



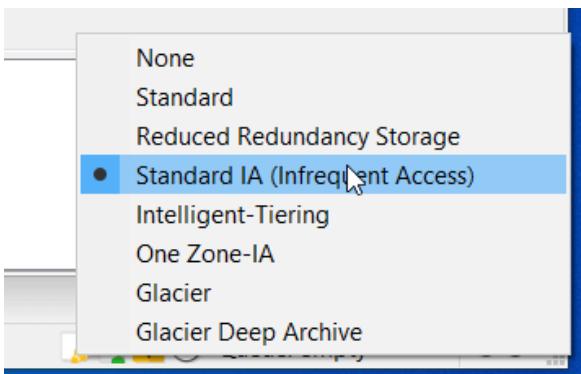
The options are:

- None: no storage class is used. The S3 provider will use a default storage class for the bucket or object.
- Standard.
- Reduced Redundancy Storage.
- Standard IA (Infrequent Access).
- Intelligent-Tiering.
- One Zone-IA.
- Glacier Flexible Retrieval (formerly Glacier).
- Glacier Instant Retrieval.
- Glacier Deep Archive.

3. The chosen storage class is shown in the status bar:



4. Click the storage class status bar icon to select the storage class:

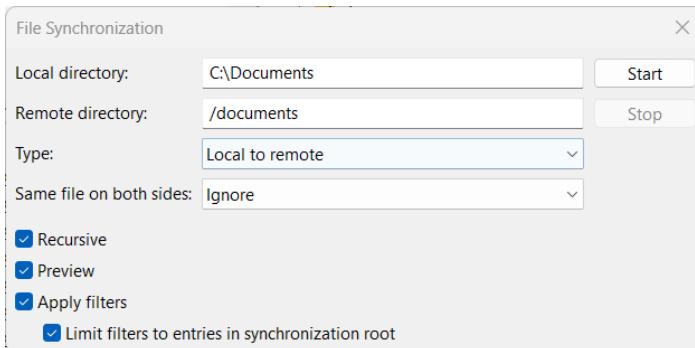


Files added to the queue for upload include the currently selected storage class option which will be set when the file is processed. Buckets created during the queue processing use the currently selected storage class.

## 18.38 File Synchronization

Use synchronization to compare and synchronize files and directories between your local computer and the remote server:

1. In the main menu choose **Transfer > File Synchronization**. The options window is displayed:

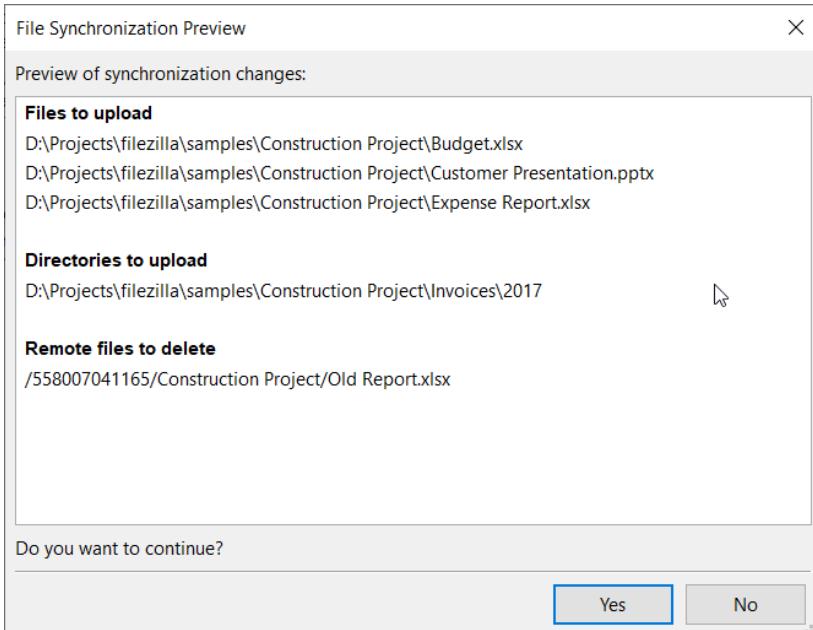


2. Enter both the local and remote directories that will be synchronized.
3. Select the synchronization type:
  - **Local to remote:** local files not on the server are uploaded, files on the server but not on the local directory are removed from the server, files existing on both sides are uploaded depending on the Same File option.
  - **Remote to local:** remote files not on the local directory are downloaded, files on local system but on the server are removed locally, files existing on both sides are downloaded depending on the Same File option.
  - **Bidirectional:** local files not on the server are uploaded, remote files not on the local directory are downloaded, no files are deleted.
4. Select the criteria to handle files that exist on both sides:
  - **Ignore:** just ignore the files.
  - **Transfer if newer:** upload or download if the source (local or remote) is newer than the target (remote or local).
  - **Transfer if sizes are different:** upload or download if file sizes are different.
  - **Transfer if source is newer or sizes are different:** upload or download if the source is newer or file sizes are different.

The latest two criteria are ignored in the Bidirectional type. With FTP family protocols it works only for non ASCII files according to the configuration. See [Configure File Type Classifications for FTP and FTPS](#).

5. Tick **Recursive** if you want to recursively synchronize files and subdirectories. If not set FileZilla Pro only synchronizes files on the root directories.
6. Tick **Preview** if you want to have a preview of the synchronization changes. If not set: the synchronization starts immediately.
7. The option **Apply filter** is available if you have filters enabled (see [Filter Files and Directories](#)). Tick this option to apply the current enabled filters to the synchronization. The same local and remote filters must be enabled.

8. The option **Limit filters to entries in synchronization root** apply the filters only to entries in synchronization root on a recursive synchronization.
9. Click **Start** to begin the synchronization.
10. After start, you can click **Stop** to stop the synchronization. If the Preview option is not set some transfers may have been already started. If Preview option is set a window is displayed with a list of the changes:

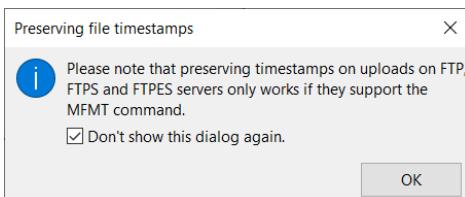


Choose **Yes** and the actions take place, or **No** to close without changes.

## 18.39 Preserve Timestamps

By default last modified time of downloaded or uploaded files is set to the date and time of when they were downloaded or uploaded. Learn how to preserve the original file timestamp.

1. Choose **Transfer > Preserve timestamps of transferred files**
2. A warning is shown. For FTP, FTPS and SFTP protocols the timestamp for uploads requires that the server supports the MFMT FTP command:



3. Upload or download your files.

There are no special requirements for preserving timestamps over SFTP.

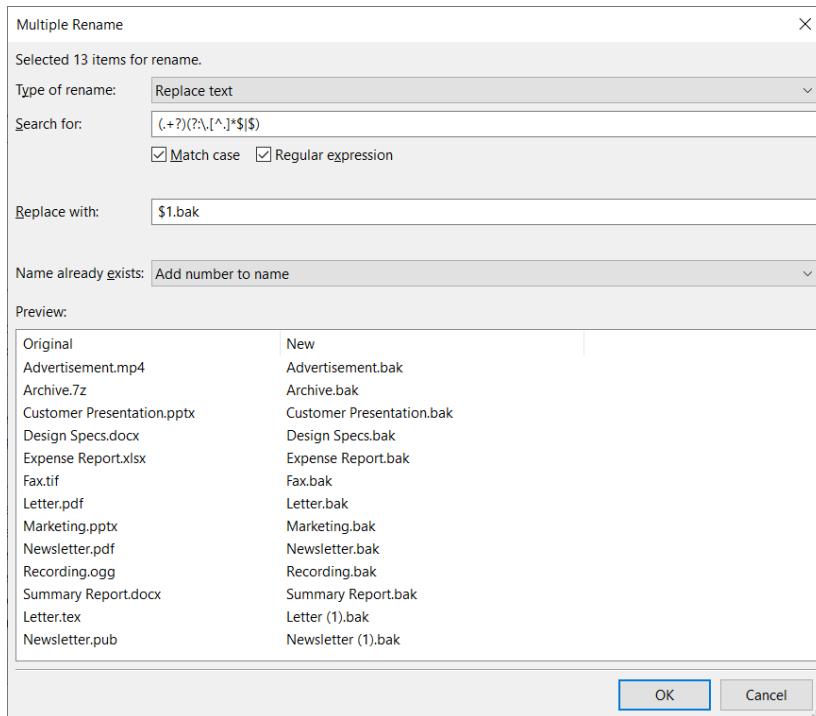
Preserving timestamps of downloaded files is supported for all protocols. Preserving timestamps of uploaded files is supported only by the following protocols:

- Azure File
- Backblaze B2
- Box
- Dropbox
- Google Drive
- OneDrive

## 18.40 Multiple Rename

You can rename multiple files and directories.

1. Select the files and directories you want to rename.
2. Press F2 or right-click (Windows) or CTRL-click (macOS) and choose **Rename**



3. Select the type of rename:
  - **Replace text:** a text is searched in the file or directory name and replace by another text.
  - **Add text:** a text is added to the file or directory name.
4. **Search text** (replace type only): the text that will be searched in the file or directory names.
5. Search criteria (replace type only):
  - **Match case:** recognize the character case when searching.
  - **Regular expression:** Use a regular expression:
    - .: use a period to substitute for a single character. For example, searching on f.11 can return fell.txt and fill.txt.

- \*: use an asterisk after a character to search for any number of that character in the specified place in the string. For example, searching on tex\*t can return tet, text, texxt, texxxxxxxt, etc.
  - ?: use a question mark after a character to search for 0 or 1 uses of that character in the specified place in the string. For example, searching tex?t can return tet or text, but not texxt.
  - ^: use a caret mark to search for all file names beginning with the character(s) after it. For example, searching on ^t would return all files with names beginning with a t.
  - \$: use a dollar sign to search for all file names ending with the character(s) before it. For example, searching on b\$ would return all files with names ending with a b.
  - \: use a backslash character to 'escape' the following character, telling FileZilla Pro to treat it as a normal character and not as a search expression. For example, if you want to search for text files, you could search on \.txt.
6. **Replace with** (replace type only): text that will replace the searched text.
  7. **Text to add** (add text type only): text that will be added to the file or directory name.
  8. Add text mode (add text type only):
    - **At the end**: the text is added to the end of the file or directory name.
    - **At the beginning**: the text is added to the beginning of the file or directory name.
  9. **Name already exists**: criteria for handling when the renamed file or directory already exists:
    - **Ignore**: the new name is ignored and renaming does not take place.
    - **Overwrite**: the existing file is replaced with the renamed one. If there is a conflict, an error message is shown. A conflict happens when you try to rename more than one file with the same name.
    - **Add number to name**: an incremental number is appended to the new name in order to distinguish it from the existing name.
  10. **Preview**: a list of the names and their corresponding new names. Replace type only: the list is empty if the search criteria do not return any result.

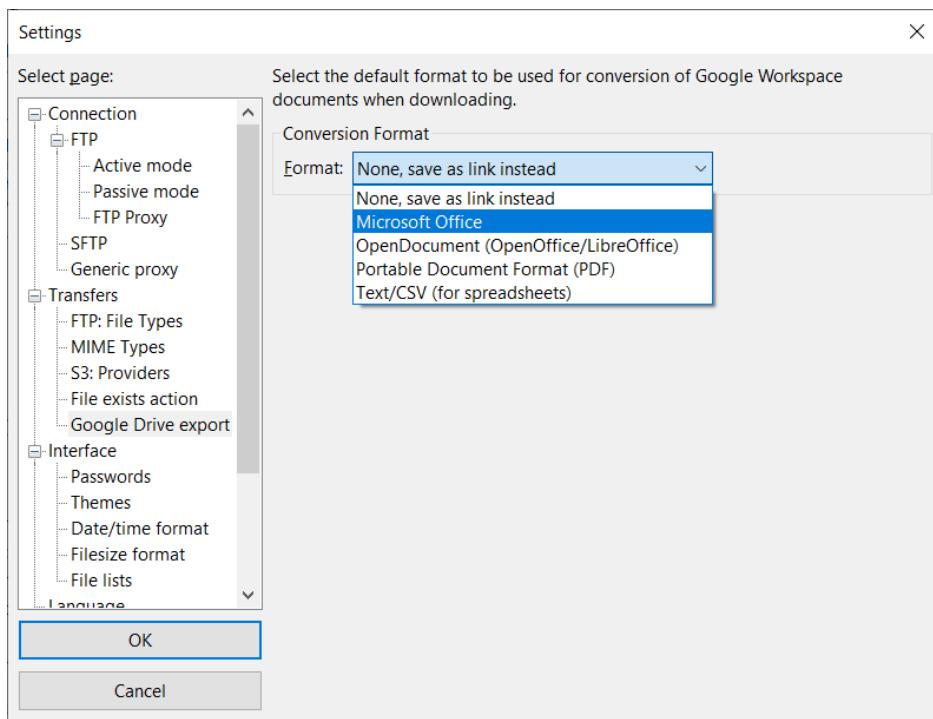
## 18.41 Google Documents Download

FileZilla Pro allows you to download Google Workspace documents (documents, spreadsheets, and presentations) in the format of your choice.

To choose format:

1. Go to **Edit > Settings > Google Drive export**.

2. Select the format from the **Format** choice box.



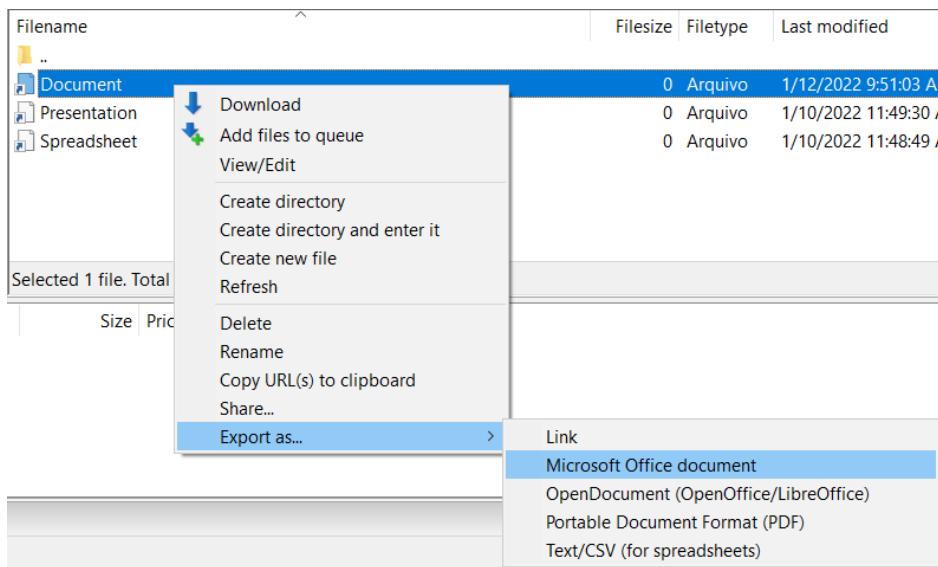
Below you find the list of formats and respective extensions:

- Link: a web link file: .desktop (\*nix systems), .webloc (macOS), .url (Windows)
- Microsoft Office: .docx, .xlsx, .pptx.
- OpenDocument: used by LibreOffice, OpenOffice, and other office suites. .ods, .odt, .odp.
- Portable Document Format: .pdf.
- Text: .txt, .csv (for spreadsheets).

To export a document in a format different from the format specified in the configuration:

1. Select the document file or files.
2. Right-click (Windows) or CTRL-click (macOS) and choose **Export As**.

### 3. Choose the format.

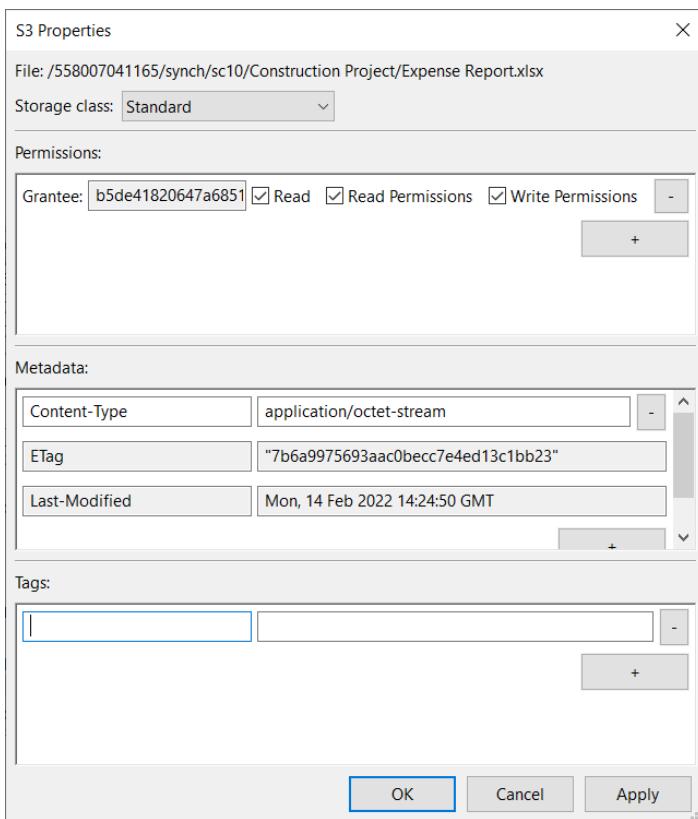


## 18.42 S3 File Properties

To view and set a file's permissions and properties:

1. Connect to your S3 site.
2. Right-click (Windows) or CTRL-click (macOS) on a file and select **File Permissions**.

3. The S3 Properties dialog is shown with the file's current properties:



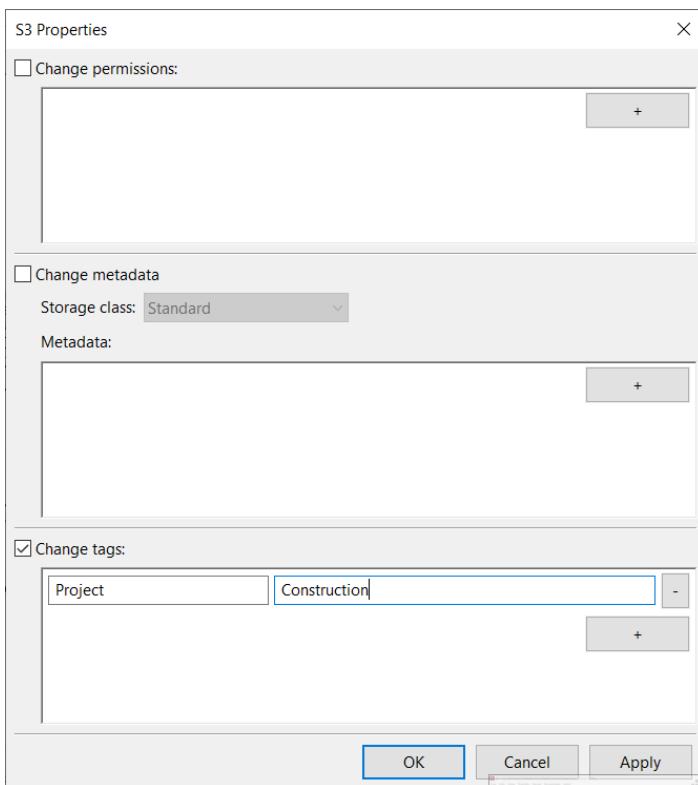
4. From the **Storage Class** you can change the file storage class.
5. In the **Permissions** box you can grant access to the file. You can also remove access to the file.
6. In the **Metadata** box you can add or remove metadata associated with the file.
7. In the **Tags** box you can add or remove tags associated with the file.
8. Click **Apply** to apply the properties to the object, or click **OK** to apply the properties and close the dialog.

### 18.42.1 Recursively set properties

To set the permissions to all files under a directory:

1. Connect to your S3 site.
2. Right-click a directory and select **Set S3 properties recursively**.

3. The S3 Properties dialog is shown:



4. In the **Permissions** box you can grant access to the files. Existing permissions are overwritten.
5. In the **Metadata** box you can add metadata associated with the files. Existing metadata is overwritten.
6. In the **Tags** box you can add tags associated with the files. Existing tags are overwritten.
7. Click **Apply** to apply the properties to the objects, or click **OK** to apply the properties and close the dialog.

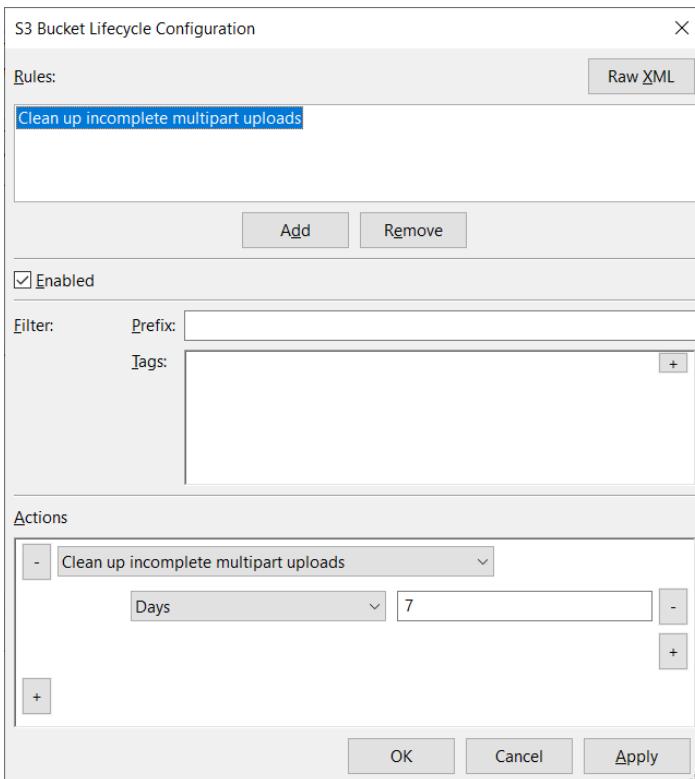
## 18.43 S3 Lifecycle Policies

S3 buckets can have a lifecycle configuration to manage its objects. The configuration is a set of rules that are applied to a group (or all) objects in a bucket.

To view and set the lifecycle configuration for a bucket:

1. Connect to your S3 site.
2. Right-click (Windows) or CTRL-click (macOS) on any directory on remote side and choose **S3 Bucket Lifecycle Policies**.

3. The lifecycle configuration dialog is shown with the bucket's current lifecycle configuration:



If the bucket has no lifecycle rules, a default rule is created to clean up incomplete multipart uploads after 7 days.

4. To add a new rule, click on the **Add** button and give it a name.
5. Mark the checkbox **Enable** to let it run automatically.
6. To limit the rule to objects starting with a prefix, enter it in **Prefix**.
7. To limit the rule to objects with specific tags, enter them in **Tags**.
8. In the **Actions** pane, click on the **+** button on the left side to enter the rule actions:
  - Transition (current version)**: move the current version of the objects to another storage.
  - Expire (current version)**: delete the current version of the objects.
  - Transition (previous versions)**: move the previous versions of the objects to another storage.
  - Expire (previous versions)**: delete the previous versions of the objects.
  - Clean up incomplete multipart uploads**: delete incomplete uploads.
9. Click the **+** button on the right to enter the parameters for each action:
  - Date**: the date the action will take place.
  - Days**: the number of days after the object creation date the action will take place.
  - Storage**: which storage class the object will be moved to.
  - Delete object delete markers**: remove the expired delete markers.
10. Click on the **Apply** button to apply the lifecycle configuration to the bucket, or click on the **OK** button to apply the configuration and close the dialog

Parameters available for each action type:

**Transition (current version): Date or Days, Storage.**

**Expire (current version): Date or Days, Delete object delete markers.**

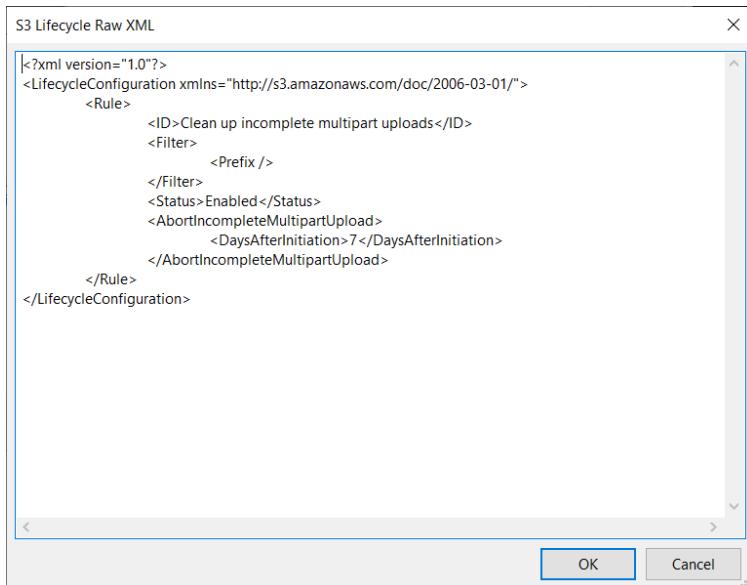
**Transition (previous versions): Days and Storage.**

**Expire (previous versions): Days.**

**Clean up incomplete multipart uploads: Days.**

You can add as many actions you want in a rule, provided that you do not add the same action twice.

Click the **Raw XML** button to view and modify the lifecycle configuration in XML format. The **S3 Lifecycle Raw XML** is shown.



Edit the XML data and click on the **OK** button and the lifecycle configuration is applied to the lifecycle configuration dialog.

## 18.44 Managing File Versions

FileZilla Pro allows you to list, download and delete file versions. The cloud storage services that support file versions are: Backblaze B2, Box, Dropbox, Google Drive, Microsoft OneDrive and Amazon S3.

All file versions are listed (including the current or latest one). Except with Box where only the previous versions are listed.

---

**Note:** Box: file versions are only supported with premium accounts.

---



---

**Note:** Version download is not supported with Microsoft OneDrive.

---



---

**Note:** Version delete is not supported with Dropbox and Microsoft OneDrive.

---

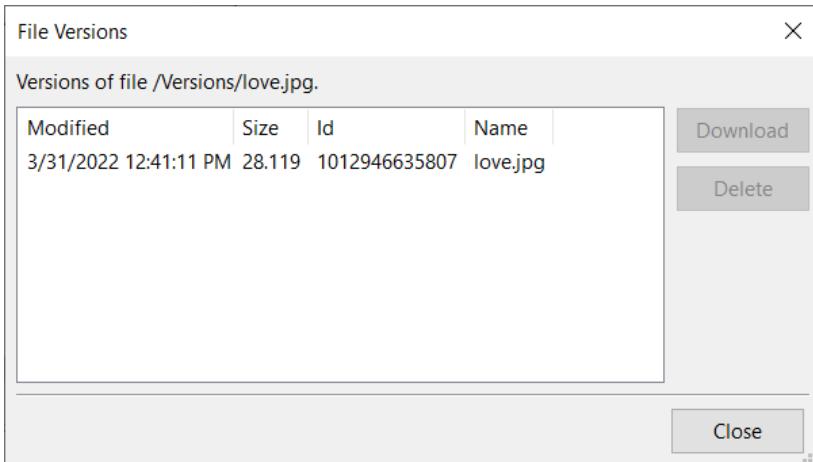
---

**Note:** S3: file versions are only supported on objects stored in buckets with object versioning enabled.

---

To list the versions of a file:

1. Select the file in the remote file list.
2. Right-click (Windows) or CTRL-click (macOS) and choose **List file versions**.
3. The **File versions** dialog is shown:



The version list shows the version:

- modified data and time
- size
- internal protocol id
- name (with Box only)

To download a version:

1. Select a version in the version list.
2. Click the **Download** button.

To delete a version:

1. Select a version in the version list.
2. Click the **Delete** button.

## 18.45 TLS Certificate Trust

When connecting to a secure server FileZilla Pro presents to the user the server [TLS](#) certificate and prompts to trust or not the certificate for the current and future connections.

Alternatively, you can use the operating system trust store to validate the certificates:

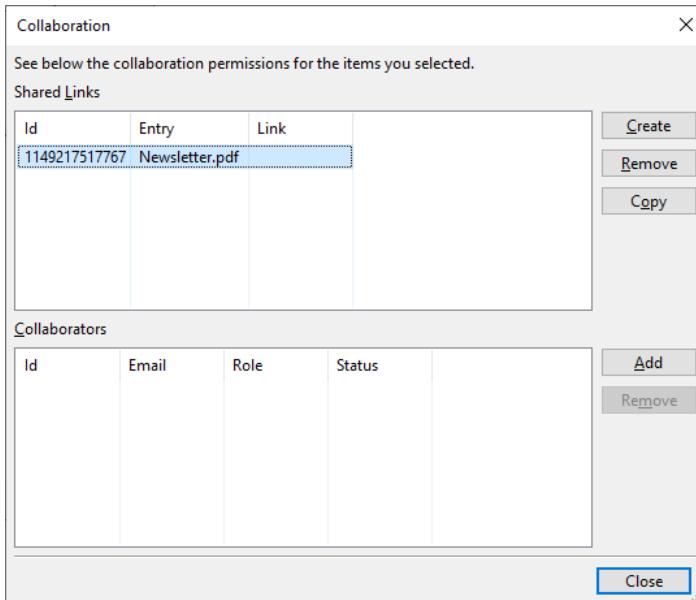
1. Go to **Edit > Settings**
2. Select connection from the menu on the left
3. Mark the option **Use system trust store to validate TLS certificates**
4. Click **OK**

## 18.46 Box Sharing and Collaboration

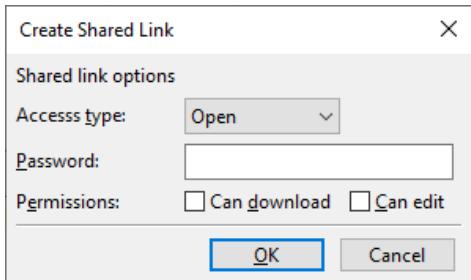
To share files and directories, you have two options: creating shared links and collaborations. Collaborations define access permissions to files and folders.

To create a collaboration:

1. Select the files and directories you want to share.
2. Right-click and choose **Share**. This opens the collaboration window:



3. To create a shared link, select an entry in the list and click the **Create** button.
4. The shared link window is displayed:



5. Select the **Access Type**:
  - **Open**: allows anyone with the link to access it.
  - **Company**: limit access to people within the company.

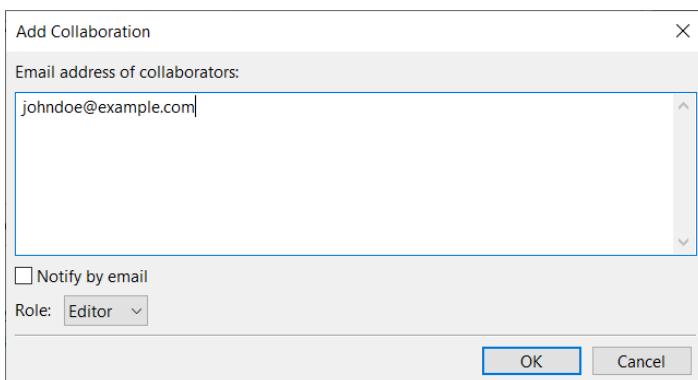
- **Collaborators:** grant access to specific people via an invitation.
6. If the **Access Type** is **Open**, you can enter a password in the **Password** field, which will be required to access the link.
  7. For **Access Type Open** or **Company**, enable downloading or editing of the file.
  8. Click **OK** and the created link will appear in the list.

To manage shared links:

- Click **Remove** to delete a shared link; or
- Click **Copy** to copy the shared link to the clipboard.

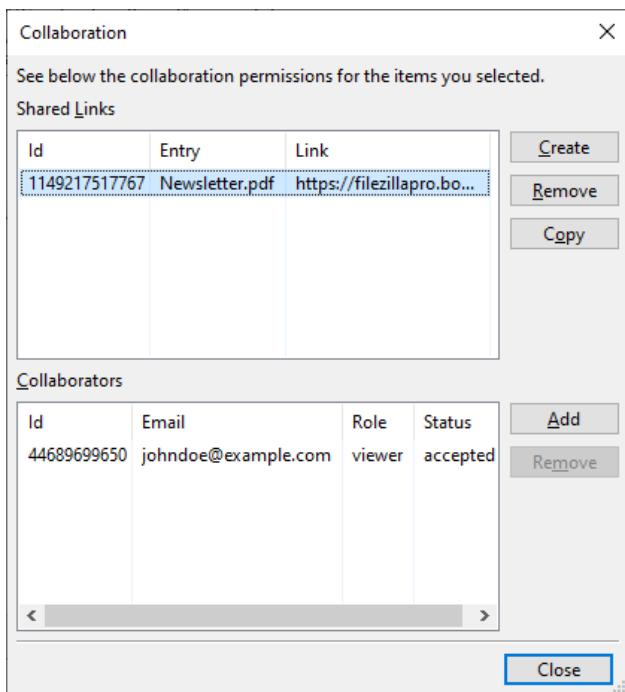
To add collaborations:

1. Select one or more entries in the list.
2. Clicks the **Add** button, this opens the **Add Collaboration** window.



3. Enter the email addresses of the collaborators in the text box.
4. Check the **Notify by email** option to send the collaborator an email notification.
5. Use the **Role** option, to determine the level of access granted to the collaborator.
6. Click **OK**.

In the **Collaboration** window, the collaborators list shows the role and status (accepted, pending, rejected) of the collaboration.



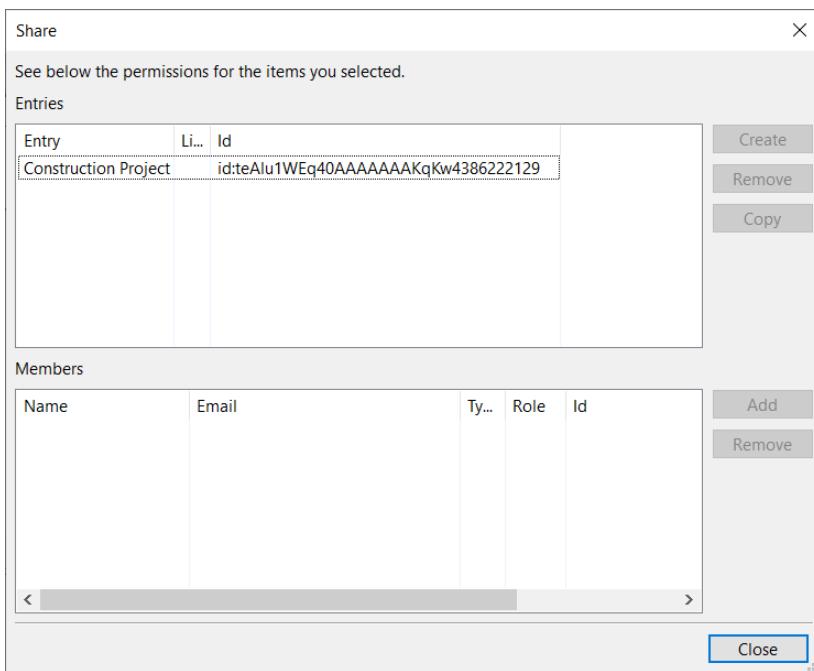
## 18.47 Dropbox Sharing

To share files and directories, you have two options: creating shared links and adding members. Membership allows you to define access permissions to files and folders.

To share files and directories:

1. Select the files and directories you want to share.

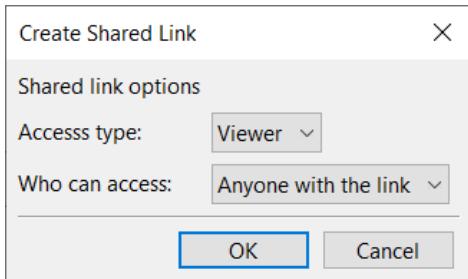
- Right-click and choose **Share**. This will open the share window.



From the share window, you can proceed with the desired sharing method, whether it's generating shared links or adding members to the sharing.

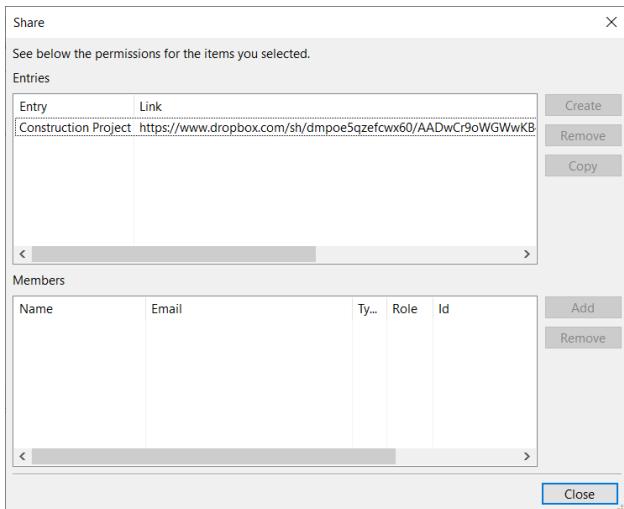
To create a shared link:

- Select an entry in the list and click the **Create** button.
- The shared link window is displayed:



- Select the **Access Type**:
  - Viewer**: anyone with the link can view the file or directory.
  - Editor**: anyone with the link can edit the file or directory.
- In the **Who can access** choice box, select:
  - Anyone with the link**.
  - Invited only**: only invited members.

Click **OK** and the created link will appear in the list.

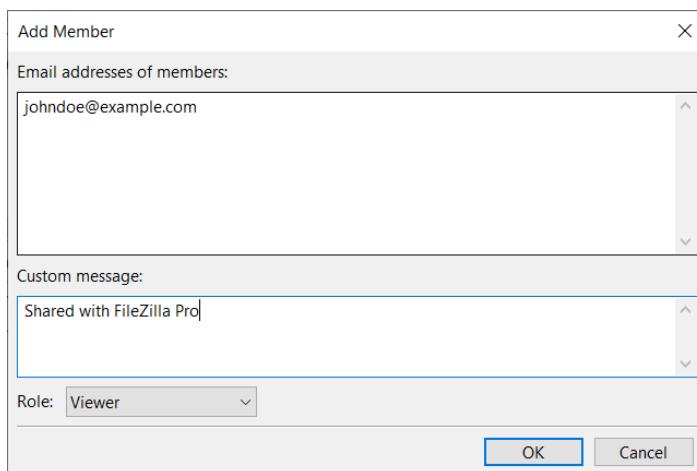


To manage shared links:

- Click **Remove** to delete a shared link; or
- Click **Copy** to copy the shared link to the clipboard.

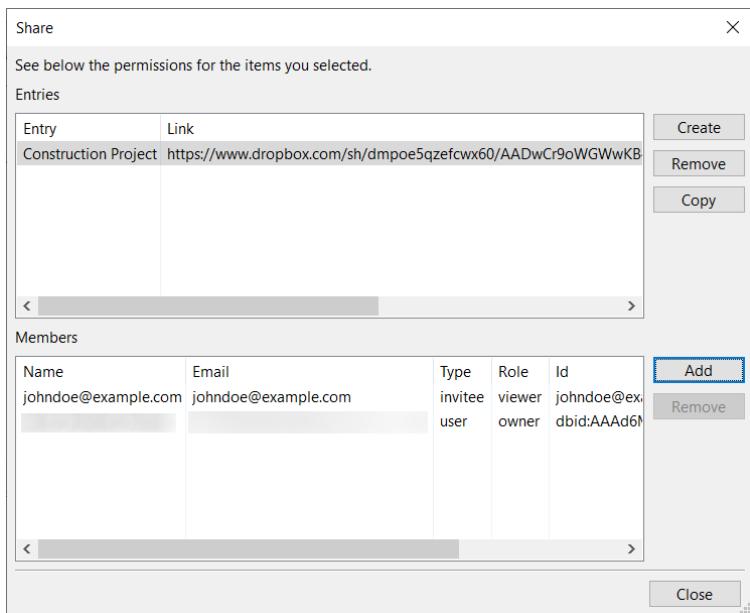
To add membership:

1. Select one or more entries in the list.
2. Clicks the **Add** button, this opens the **Add Member** window.



3. Enter the email addresses of the member in the text box.
4. You can enter a custom message and Dropbox will include it in the notification email.
5. Use the **Role** option, to determine the level of access granted to the member. Dropbox personal accounts have no permission to grant **Editor** role.
6. Click **OK**.

In the **Share** window, the members list shows the type and role of the membership.



## 18.48 SSH Tunnel with PuTTY

Follow these steps to create a **SSH** tunnel and use it from FileZilla Pro.

1. Download and install PuTTY from <https://www.chiark.greenend.org.uk/~sgtatham/putty/>
2. Launch PuTTY.
3. On the left pane choose **Connection > SSH > Tunnels**.
4. In **Source port** choose any port, preferable above 3000.
5. Check the **Dynamic** box.
6. Click **Add** button.
7. Again on the left pane choose **Session**.
8. Enter your remote SSH server in the **Host** box.
9. Click **Open** to start you session and log in.
10. On FileZilla Pro, go to **Edit > Settings > Proxy**.
11. Choose **SOCKS 5 proxy**.
12. In the **Proxy host** box enter **localhost**.
13. In the **Proxy port** box enter the port you choose above.
14. Click **OK**.
15. Perform your connection as usual.

# 19

## Troubleshooting

### 19.1 How to Speed Up File Transfers

If your internet connection is slow, there's often not much you can do to increase the actual speed of the connection – but how FileZilla Pro uses that connection can make a difference to your file transfer rates.

#### 19.1.1 If you have lots of small files

Set FileZilla Pro to use the maximum number of simultaneous file transfers (see [Limiting Simultaneous File Transfers](#)). Also check the simultaneous upload/download limits, and increase the relevant option.

This can help because with very small files, often the major time-sink is actually the commands and feedback passed between local and remote machines; not the actual file transfers themselves. Running a number of file transfers at the same time means that data flows more smoothly instead of in little stops and starts.

#### 19.1.2 If you have very large files

The advice for this situation is opposite to that of the previous example. Decrease the simultaneous transfers (see [Limiting Simultaneous File Transfers](#)) to 1 or 2.

With very large files being transferred, the majority of the data and time used is in transferring the files themselves. Decreasing simultaneous transfers minimizes the chance of encountering transfer hazards like timeouts.

### 19.1.3 If your connection is unreliable

If you notice that FileZilla is frequently losing connection and having to restart transfers, especially for large files, set the default file exists action to *Resume file transfer* (see [Change default 'file exists' behavior](#)).

## 19.2 Include Debug Information in Message Log

If you're having trouble with a particular connection or feature, you can configure FileZilla Pro to include debug information in the message log:

1. In the main menu, click on **Edit** > **Settings....**
2. Select **Debug** from the menu on the left.
3. Select a debug level from the **Debug information in message log** drop down list.
4. Click on **OK**.

Enabling this option might cause the user interface to become unresponsive under load. Eventually, the user interface becomes responsive again when the activity ends.

This option resets if FileZilla Pro is restarted.

## 19.3 Replacing Invalid Characters in Filenames

If you're transferring files between two different operating systems or regions, you may run into problems with different character sets being enabled for each.

FileZilla Pro can check the names of files being downloaded for characters that are invalid on the local operating system and replace them with a valid character.

To configure this:

1. In the main menu, click on **Edit** > **Settings....**
2. Select **Transfers** from the menu on the left.
3. Tick the **Enable invalid character filtering** checkbox.
4. Enter a character to use when replacing invalid characters.
5. Click on **OK**.

## 19.4 Configure Character Set Used for a Connection

FileZilla Pro usually detects the character sets supported by a remote server and modifies file names accordingly. To configure FileZilla Pro to use a specific character set for a specific connection:

1. Open the [Site Manager](#).
2. Select the connection to modify.
3. Click on the **Charset** tab.
4. Select the *Use custom charset* option.
5. Enter a character set code. See [https://en.wikipedia.org/wiki/Character\\_encoding#Common\\_character\\_encodings](https://en.wikipedia.org/wiki/Character_encoding#Common_character_encodings) for common character sets.
6. Click on **OK**.

## 19.5 Set Remote Server Type

While FileZilla Pro can usually automatically detect the operating system running on a remote server, on occasion this might need to be configured manually.

To manually set the remote server's operating system:

To configure FileZilla Pro to use synchronized browsing when it connects to a specific remote server:

1. Open the [Site Manager](#).
2. Select the connection to modify.
3. Click on the **Advanced** tab.
4. Select the operating system from the **Server Type** list.
5. Click on **OK**.

## 19.6 Limit Number of Simultaneous Connections to a Server

To limit the number of simultaneous file transfer connections that FileZilla Pro opens to a specific remote server:

1. Open the [Site Manager](#).
2. Select the connection to modify.
3. Click on the **Transfer Settings** tab.
4. Tick the **Limit number of simultaneous connections** checkbox.
5. Enter a number in the **Maximum number of connections** field.
6. Click on **OK**.

## 19.7 Timeouts on Large Files

If you can transfer small files without any issues, but transfers of larger files end with a timeout, a broken router and/or firewall may exist between the client and the server and is causing a problem.

[FTP](#) uses two TCP connections: a control connection to submit commands and receive replies, and a data connection for actual file transfers. It is the nature of FTP that during a transfer the control connection stays completely idle.

The TCP specifications do not set a limit on the amount of time a connection can stay idle. Unless explicitly closed, a connection is supposed to remain alive indefinitely. However, many routers and firewalls automatically close idle connections after a certain period of time. For [FTP](#), this means that during a long transfer the control connection can get dropped because it is detected as idle, but neither client nor server are notified. So when all data has been transferred, the server assumes the control connection is alive, and it sends the transfer confirmation reply. Likewise, the client thinks the control connection is alive, and it waits for the reply from the server. But since the control connection got dropped without notification, the reply never arrives and eventually the connection will time out.

In an attempt to solve this problem, the TCP specifications include a way to send keep-alive packets on otherwise idle TCP connections, to tell all involved parties that the connection is still alive and needed. However, these keep-alive packets should not be sent more often than once every two hours. Therefore, with added tolerance for network latency, connections can stay idle for up to 2 hours and 4 minutes.

However, many routers and firewalls drop connections that have been idle for less than 2 hours and 4 minutes. In other words, all routers and firewalls that are dropping idle connections too early cannot be used for long [FTP](#) transfers. To solve this problem, you need to uninstall affected firewalls and replace the faulty routers.

## 19.8 Amazon S3: Forbidden Error

If you are getting the 403 Forbidden error when connecting to Amazon S3 storage check if your access key ID has permission to list the available buckets. In case your access key ID is restricted to a single bucket you need to enter it as default remote directory on the advanced tab of the site entry in the Site Manager. Make sure it is prefixed with a slash.

Also double check the entered credentials. Watch out for character case and leading or trailing whitespaces.

## 19.9 Amazon S3: Bad Request Error

If you encounter a 400 Bad Request error while connecting to Amazon S3, and the log displays:

The [region] location constraint is incompatible for the region-specific endpoint this request was sent to

you are likely attempting to access a bucket in a region created after March 20, 2019. In such cases, S3 returns a "Bad Request error" if the request does not arrive from the correct region endpoint. To resolve this, configure the accurate region [ID in the S3 tab](#) of your site.

## 19.10 Common Errors

### 19.10.1 Connection timeout

There are a few different reasons that a connection timeout can occur:

#### Slow or unreliable connection

Somewhere between your *Local* machine and the host server is a slow or unreliable connection.

To counter this:

1. In the main menu, click on **Edit** > **Settings....**
2. From the menu on the left, select **Connection**.
3. Increase the number in the **Timeout in seconds** field.
4. Click on **OK**.

#### Incorrectly configured server

If the connection times out on large file transfers, a server somewhere between your local computer and the *Remote* server might be incorrectly configured, identifying the command channel of the connection as 'idle', and closing it. This is a misconfiguration, and ideally should be handled by opening a support ticket with the owner of the server.

You might be able to counter it temporarily:

1. In the main menu, click on **Edit** > **Settings....**
2. From the menu on the left, select **Connection** > **FTP**.
3. Tick the **Send FTP keep-alive commands** checkbox.
4. Click on **OK**.

### 19.10.2 Critical error: Could not connect to server

This error usually means that the login details or method set for a *Remote* connection are incorrect.

Check:

- The user ID and password that you entered. Note that for many website hosting providers, the user ID and password that you use to login to the website itself will be different to the user ID and password that you need for file transfer connections. Look for **FTP** or **SFTP** or SSH connection details in information provided by the hosting provider.
- The type of login configured for this site. In the Site Manager, select the connection and check the **Logon Type** drop down list. Most servers will refuse **Anonymous** automatically.

### Status: Connection attempt failed with "ECONNREFUSED - Connection refused by server" message

If the connection is failing with the status message above, there might be a *Local* network configuration issue.

FileZilla Pro has a network configuration wizard that can find common issues in network and router settings.

To diagnose:

1. In the main menu of FileZilla Pro, click on **Edit** > **Network configuration wizard....**
2. Click on **Next**.
3. Enter details as requested - if you're unsure, you can usually use the default configuration settings and just click **Next** at each screen.

Once FileZilla Pro has gathered all the configuration information it needs, it will perform a test connection on a test server run by the FileZilla team. If the test connection works with no errors, then the problem probably exists on the remote site that you're trying to connect to.

Another possible cause is that the connection is being blocked by a firewall. If you have a local firewall or an antivirus, try to disable it. If that works you may need to add an exception to the firewall configuration to grant FileZilla Pro permanent access to the network.

If you are in a corporate network, you may need to ask the network administrator to open specific [FTP](#) ports. Most [FTP](#) servers use port 21, [SFTP](#) servers use port 22 and [FTPS](#) (implicit mode) use port 990 by default.

## 19.10.3 Login failure

There are a couple of reasons that your login might fail for a particular server:

### Incorrect credentials

Check that you're using the [FTP](#) login details provided by your server administrator or hosting provider. These will generally be different to the login details you use to gain access to website functionality or your website hosting account.

### Caps lock is enabled

If caps lock is turned on, your login information might be in the wrong case. Check your keyboard's Caps Lock indicator.

## Excess white space

Even if you've copied and pasted your [User ID](#) and password, problems can still occur. A space before or after a user ID or password can creep in when you copy text from an email or file. These spaces generally won't be automatically stripped by the server, because they could be a legitimate part of your credentials.

## Firewall or antivirus is blocking FileZilla Pro

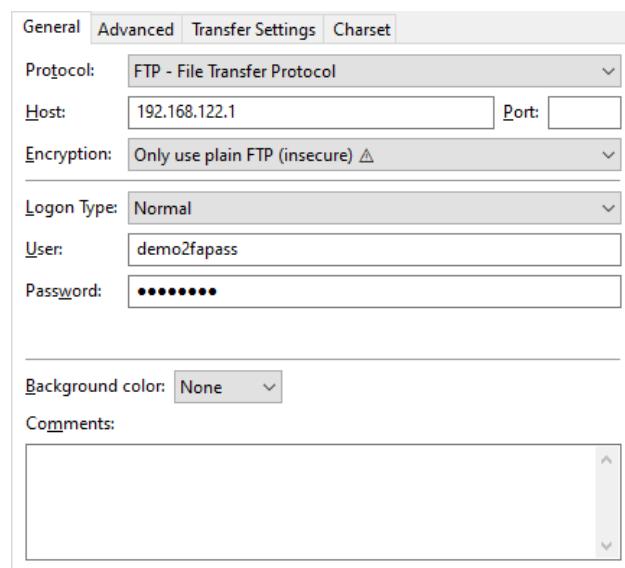
Some firewall and antivirus programs block file transfer connections by injecting false login failures. Check the settings on any firewall or antivirus scanning programs, or check with your network administrator to see if this might be happening to you.

## Issue on the server end

If you've checked all of these possibilities, and you're still having trouble logging in, contact your server administrator or hosting provider.

### 19.10.4 Insecure server, it does not support FTP over TLS

While not strictly an error this status message indicates you are trying to connect to a [FTP](#) server which does not support TLS. In this case you have to change the connection encryption configuration to **Only use plain FTP (insecure)**.



However, with this option all the data, including the credentials, is transferred in clear text.

## 19.10.5 Files are not transferred or deleted

A failure to transfer or delete a file on a remote server is generally caused by permissions or a lock set on the file.

### File permissions do not allow the current operation

Copy the displayed error message and contact your server administrator or server hosting provider for assistance. Include the text of the error message, as it may assist the person handling the help request.

### The directory is protected

Check the directory that you're trying to transfer files to. Is it protected, or a system directory? Try transferring a file to a different directory.

### The file is open in another program

Windows machines tend to lock files that are currently being used by an application. While the file is locked, FileZilla Pro won't be able to transfer it. Try again when the file is not open in another application.

## 19.10.6 Directory listings and file transfers fail

If you can connect to a remote server in FileZilla Pro using [FTP](#) or FTP with [TLS](#), but not see remote directory listings or transfer files, there is probably something between FileZilla Pro and the remote server that is interfering with the connection. Generally this will be a virus scanner, firewall, or NAT router.

Use [FTP Test](https://ftptest.net/) at <https://ftptest.net/> to find out where in the connection the problem lies.

If the test connection fails, the problem is on the [Remote](#) end – talk to your system administrator or hosting provider for assistance.

If the test connection succeeds, then the problem is probably on your [Local](#) computer or network. Some steps that you can take to diagnose the problem are:

- Check your local computer's antivirus software. Its settings, list of blocked applications, or logs might show that it has blocked FTP commands from FileZilla Pro.
- Check your local computer's firewall, if one is enabled. Most modern Windows machines have a native firewall enabled by default; open Windows Defender Security Center (Windows 10) and click on **Firewall & network protection** to check firewall settings or to configure the firewall to let FileZilla Pro access remote servers.
- Are you using active-mode FTP? (see [Active vs Passive Mode](#)) If so, you may need to configure the NAT router to allow it. See [FTP Active Mode Configuration](#) for instructions, or go to [https://wiki.filezilla-project.org/Network\\_Configuration](https://wiki.filezilla-project.org/Network_Configuration) for a more in-depth discussion of network configuration.
- Is your internet service provider blocking FTP transfers using an ISP-level firewall or NAT router? If so, your only option might be to switch to a different ISP.

## 19.10.7 Uploads fail but downloads work

If you can download files from a remote server but not upload to, the most common reason is that the server has run out of disk space, or you've exceeded a storage quota assigned to the [FTP](#) user or group (for example, your company). If you think this might be the problem, try deleting some files from the remote server and try again to upload files.

Depending on the server, you might be able to check the disk space currently available to you in a user dashboard. If not, check with your web hosting service or server administrator.

Very occasionally, a server's file system might experience technical difficulties to the point that all files are read-only – you can look at them and download them, but no changes can be made to existing files or new files added. Contact your server administrator or web hosting provider for assistance.

## 19.10.8 Local files not displayed

This is typically a problem in macOS, where FileZilla Pro has been purchased from the Mac App Store. As a standard security measure, Apple's Sandbox denies local file system access to apps from the App Store.

To grant access to local files:

1. Select **Edit > Directory access permissions**.
2. Add the directories that you want FileZilla Pro to access.
3. Click on **OK**.

## 19.10.9 FileZilla Pro always asks for updates

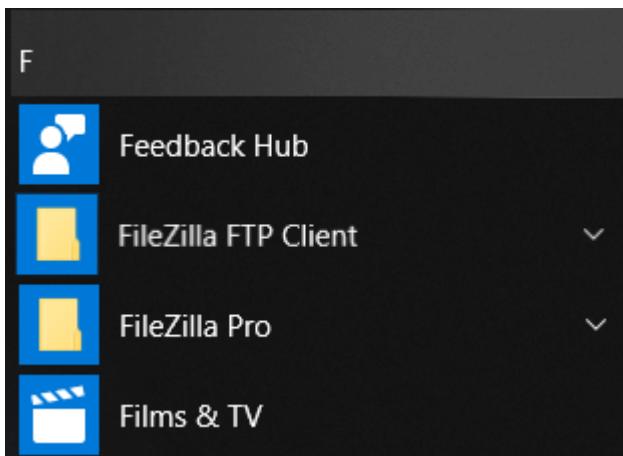
If you find that FileZilla Pro is asking you to update it even when you've only just updated it, you might have multiple versions of FileZilla Pro installed on your computer.

To remedy this, look for multiple versions of FileZilla Pro.

### Windows

- Check Program Files and Program Files (x86), by default located on C: (your computer might differ).  
To remove the older version(s):
  1. Enter the directory.
  2. Run `uninstall.exe`.

- Look in your Start Menu for more than one FileZilla entry.



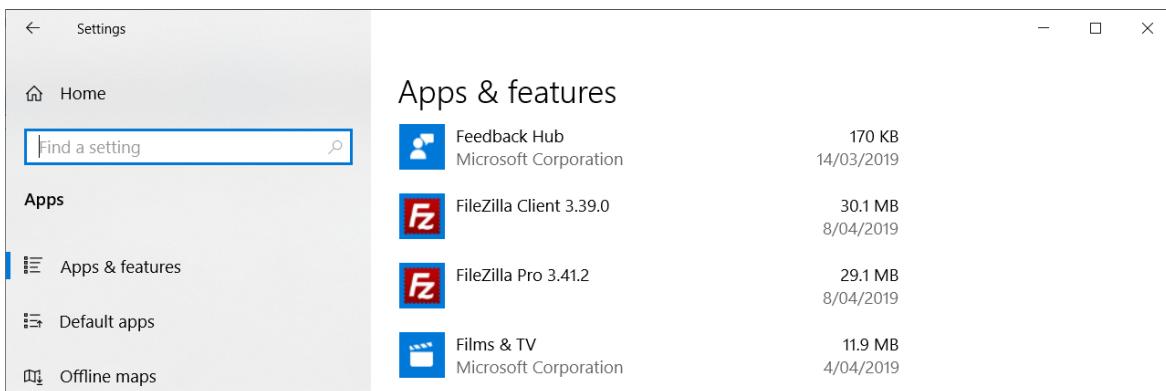
To remove the older version(s):

1. Click on the version you want to remove.



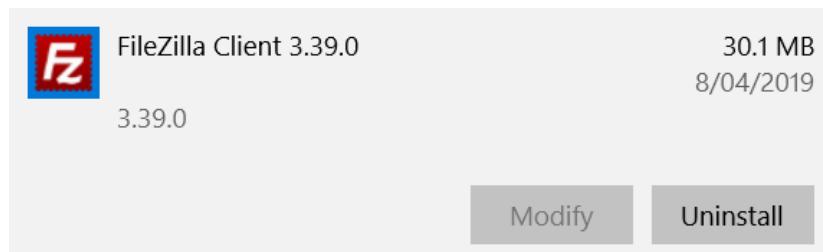
2. Select **Uninstall**.

- In Windows 10, check Apps and Features for multiple FileZilla versions.



To remove the older version(s):

1. Click on the program name.



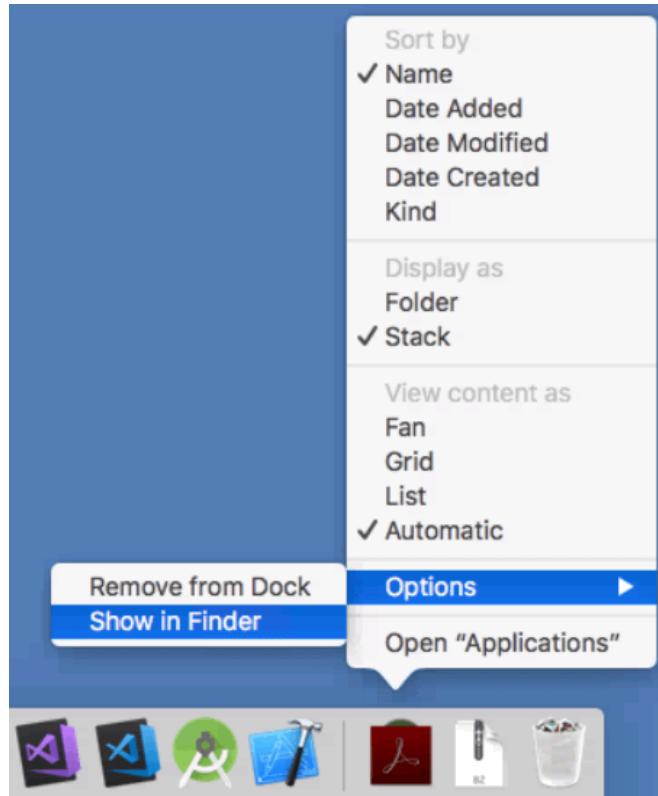
2. Select **Uninstall**.

## macOS

- Look in your Applications for more than one FileZilla entry.

To remove the older version(s):

1. CTRL-click on Applications and select Options > Show in Finder.



2. Double-click on Applications.
3. CTRL-click on the older version and select Move to Trash.

## 19.11 Drag and Drop Support for Microsoft Store Version

Due to Microsoft Store limitations, the support for drag-and-drop from FileZilla Pro into Windows Explorer is not enabled by default.

To enable this feature, please follow these steps:

1. Close FileZilla Pro.
2. Download the shell extension DLL from [https://download.filezilla-project.org/client/fzshellext\\_64.dll](https://download.filezilla-project.org/client/fzshellext_64.dll).
3. Save the DLL to a directory of your choice.
4. Press **Win+R**.
5. In the Run dialog box, type **cmd** in the **Open** box.
6. Press **Enter** or click **OK**. A command prompt window opens.

7. In the command prompt window, type:

```
cd <directory>
```

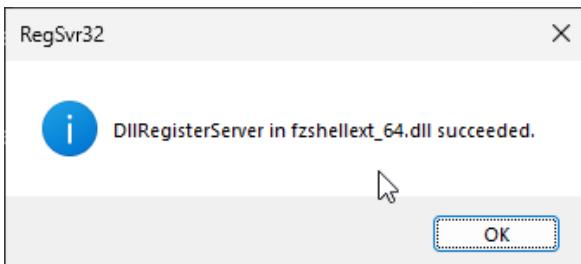
Replace <directory> with the actual path of the DLL. Press **Enter**.

8. Still in the command prompt, type:

```
regsvr32 fzshellext_64.dll
```

and press **Enter**.

9. On success, you will see a message like this:



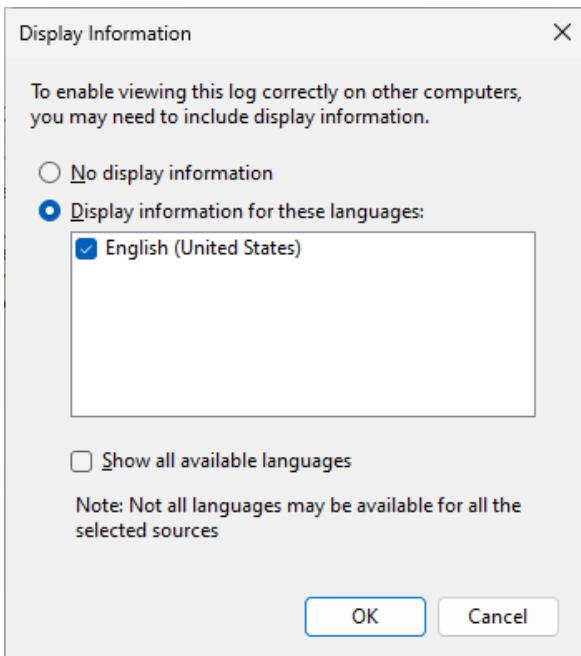
10. Restart FileZilla Pro.
11. If drag-and-drop still doesn't work, you may need to reboot your system.

## 19.12 Get Microsoft Store Logs

If the FileZilla Pro support team requests Microsoft Store logs to investigate and issue, please follow these steps:

1. Press **Win+R**.
2. In the Run dialog box, type `eventvwr .msc` in the **Open** box.
3. Press **Enter** or click **OK**. The **Event Viewer** window opens.
4. In the left column, navigate to **Applications and Services Logs, Microsoft, Windows, Store**.
5. Right-click the **Operational** entry.
6. Choose **Save All Events As**.
7. In the **Save As** dialog box, choose a file name.
8. Click **OK**.

9. If the **Display Information** dialog box shows, choose **Display information for these languages**, and check **English (United States)**.



10. Click **OK** to save the log file.

Once you have saved the Microsoft Store logs, please provide them to the FileZilla Pro support team as instructed.

## 19.13 Contact Support for Microsoft Store Version

If you can't find a solution to your issue in the User Guide, you can receive priority support from FileZilla Pro staff at [microsoft-store@filezillapro.com](mailto:microsoft-store@filezillapro.com).

## 19.14 Contact FileZilla Pro Customer Support

If you can't find a solution to your issue in the User Guide, you can receive priority support from FileZilla Pro staff using the Customer Support forum at <https://customerforum.filezilla-project.org/>.

You will need to register as a customer before posting in the forum (see *Register as a Customer*).

**Related topics:**

[Bypass the Proxy Server](#)

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## Copyright and Trademark Information

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