

DriveHQ FTP/SFTP Hosting Service Manual

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Your complete FTP, FTPS and SFTP Solution

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www.DriveHQ.com

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1. About DriveHQ FTP/SFTP Server Hosting Service

DriveHQ is a leading FTP/SFTP/FTPS Server Hosting service provider. DriveHQ's FTP Server supports all standard FTP/SFTP features (you can use any FTP client on any OS platform incl. Mac and Linux). Moreover, it is integrated with DriveHQ's very broad cloud IT service. It offers the following advanced features:

- Create/manage FTP accounts with a web browser or import from Active Directory domain.
- Access files with FTP, web browser, DriveHQ FileManager or WebDAV Drive Mapping.
- Share folders with other users and set granular access permissions.
- Folder synchronization between local and cloud folders; among multiple Users and PCs;
- Custom domain FTP server and custom website logo.

The FTP Server Hosting service is mainly designed for businesses. Personal (Paid) Members can use our FTP service, but it has restrictions and is not optimized for business purposes.

1.1 DriveHQ FTP Server Name, IP and Logon Info

DriveHQ's main FTP server (site) is: <ftp.drivehq.com>, the IP address is 66.220.9.50.

Paid members (incl. SFTP users) and use another FTP/SFTP server: [proFTP.drivehq.com](proftp.drivehq.com), the IP address is 66.220.9.51.

Proftp is reserved for paid users only. The regular ftp server can be used by all users.

DriveHQ FTP service is seamlessly integrated with DriveHQ's very broad cloud IT service. If you have a DriveHQ account, you can log on to DriveHQ FTP server with the same username / password. If not, you can sign up a new DriveHQ account on www.DriveHQ.com website.

You can create multiple FTP accounts using DriveHQ's group account feature. You can share folders to different users (or sub-users) with different permissions.

Some FTP client software may require you to specify an FTP directory. For individual users and group owners, usually you can leave it empty or enter the root folder path "/". For sub-users, you might need to specify a shared folder path, such as "/DriveHQShare/GROUP_OWNER/SHARENAME".

1.2 FTP Service Restrictions

It is forbidden using our service for:

- Transferring pirated, inappropriate or illegal contents.
- Using automatic devices / software that keep logging on DriveHQ FTP server. For example:
 - **Using KeyLogger software is forbidden.** If there is a legitimate reason to use KeyLogger, you must contact DriveHQ support for approval. We recommend [CameraFTP.com's screen recording solution](#). It works much better than any keylogging software.
 - Using IP cameras, DVRs or similar software/devices that automatically upload photos / videos to our FTP server. You must use [CameraFTP Cloud Surveillance & Recording Service](#) instead.
- **Free FTP service is limited with the following limitations:**

- Small amount of storage space and monthly download bytes.
- Limited to 200MB max file size, 2 concurrent connections; throttled upload/download speed; limited max daily logon times.
- Designed for personal use and cannot be used for business use.

2. DriveHQ FTP/SFTP Service Features Summary

DriveHQ offers a complete FTP solution. Our cloud-based FTP server can replace your on-premise FTP/SFTP servers. It is extremely easy, reliable and secure. It has the following features:

- **Supports FTP, FTPS, FTPES and SFTP**
 - It works with all popular FTP client software such as FileZilla, WsFTP, CuteFTP, WinSCP, Fetch, Transmit and command-line FTP clients.
 - It works with most software that supports FTP, such as DreamWeaver,
- **Supports Active Mode FTP and Passive Mode FTP; supports anonymous FTP**
 - Passive Mode FTP is recommended as Active Mode FTP is often blocked by network routers.
 - Anonymous FTP can be used for hosting files for public downloads.
- **Web-based Group Account Management**
 - Create and manage FTP sub-accounts for employees and external clients and set different user roles.
- **Group File Sharing**
 - Share folders to different users with different permissions.
- **Set Group Default Folder and User Default Folders**
 - Set the default FTP folder for the entire group or a specific sub-user.
- **Supports secure SFTP and FTPS for EDI**
 - Supports SFTP
- **Powerful Command-line FTP Utility and FTP Scripting**
 - DriveHQ offers Command FTP, a command-line FTP client that supports FTP scripting, and Passive Mode FTP, FTPS and SFTP.

3. Get Started with DriveHQ FTP Service

If you don't have a DriveHQ account, you can sign up a free account on DriveHQ.com. DriveHQ offers 5GB of storage space for free. However, FTP is mainly a business feature. Our free/personal FTP service has some feature limitations that make it not suitable for business use. You can try the free service first before ordering a subscription.

If you already have a DriveHQ account, then you can start using our FTP service.

3.1 Configure FTP client software to connect to DriveHQ FTP server

You can access your DriveHQ FTP storage with any popular FTP clients, including Smart FTP, CuteFTP, WsFTP, FileZilla, WinSCP, etc. To configure your FTP client, please use the following info as needed:

- FTP/SFTP server: <ftp.drivehq.com> or <proFTP.drivehq.com> (for paid users only)
- Port number: 21 (plain FTP, or FTP over TLS Explicit); 990 (FTP over TLS Implicit).
22 (SFTP - only available on <proFTP.drivehq.com> for paid members)
- Username and password: your DriveHQ username and password.
- **Remote (FTP) directory (optional):** Leave it blank or enter "/" as the root folder. You can also create your own folder on DriveHQ.com and use that folder as the default remote directory.

(**Note:** Some other FTP services only offer a user directory, DriveHQ offers a virtual FTP server. You can access your root folder.)

When connecting to our FTP server behind a firewall/router, please set the FTP mode to PASSIVE (PASV). Microsoft's command-line FTP client does not support passive mode, please use other GUI-based FTP clients or DriveHQ's CommandFTP.

DriveHQ offers <proFTP.drivehq.com> site dedicated to paid members. If you have a paid account, you can use both [ftp](ftp.drivehq.com) and [proftp](proftp.drivehq.com) sites.

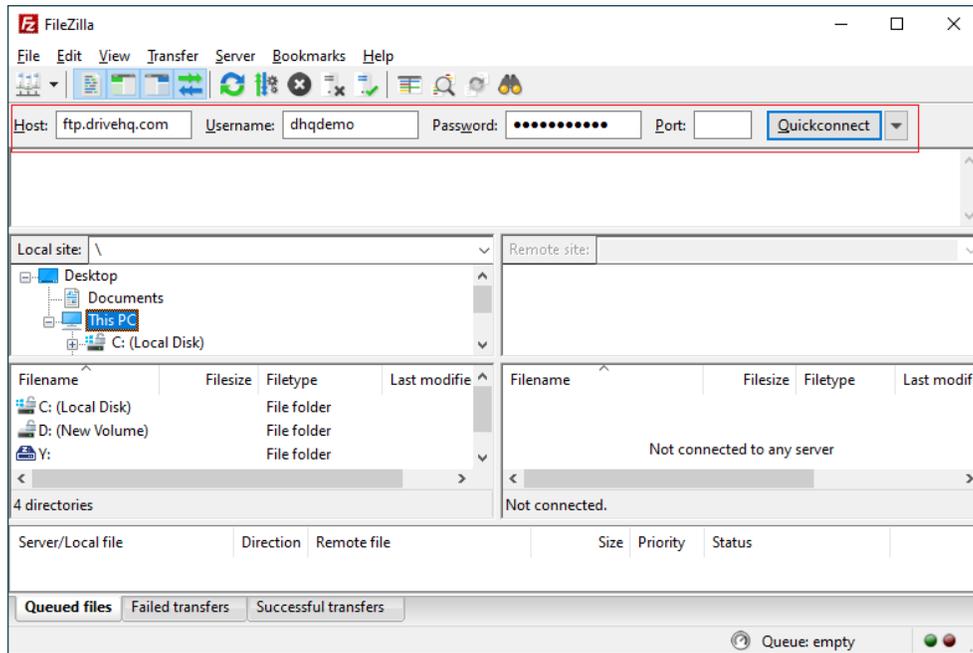
If you need to use SFTP, then you must use <proftp.drivehq.com>. DriveHQ SFTP supports login with a key pair.

3.2 Configure FileZilla to Connect to DriveHQ FTP Server

FileZilla is one of the most popular open source free FTP client programs. If you are familiar with FTP, configuring FileZilla is very easy. You have two ways to connect to DriveHQ FTP, one is Quickconnect and the other is Site Manager. **The latest and complete setup guide for FileZilla is available at:**

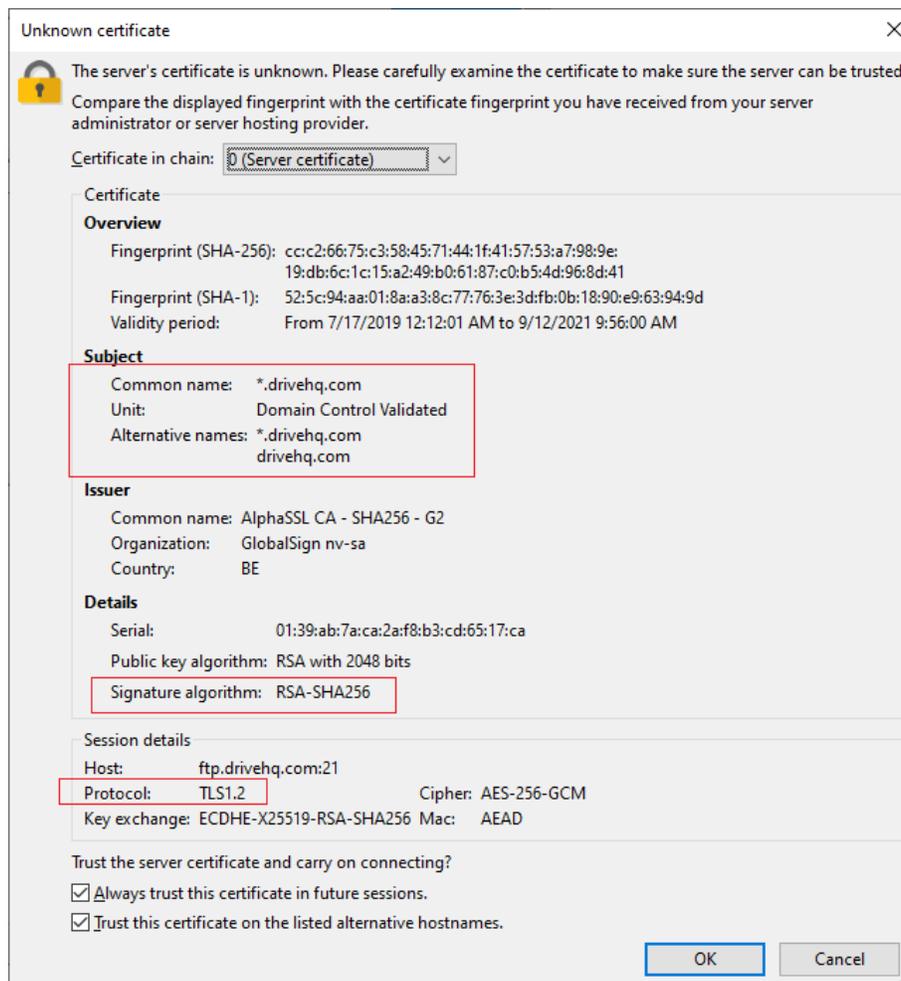
<https://www.drivehq.com/DriveHQ-KB/ftp/configure-FileZilla.aspx>

Method 1: Launch FileZilla, just enter the FTP host name, username, password and remote directory, click Quickconnect. By default, FileZilla uses FTP over TLS/SSL Explicit, which is secure. If you need to use the plain FTP (insecure, not recommended), you must use the second method.

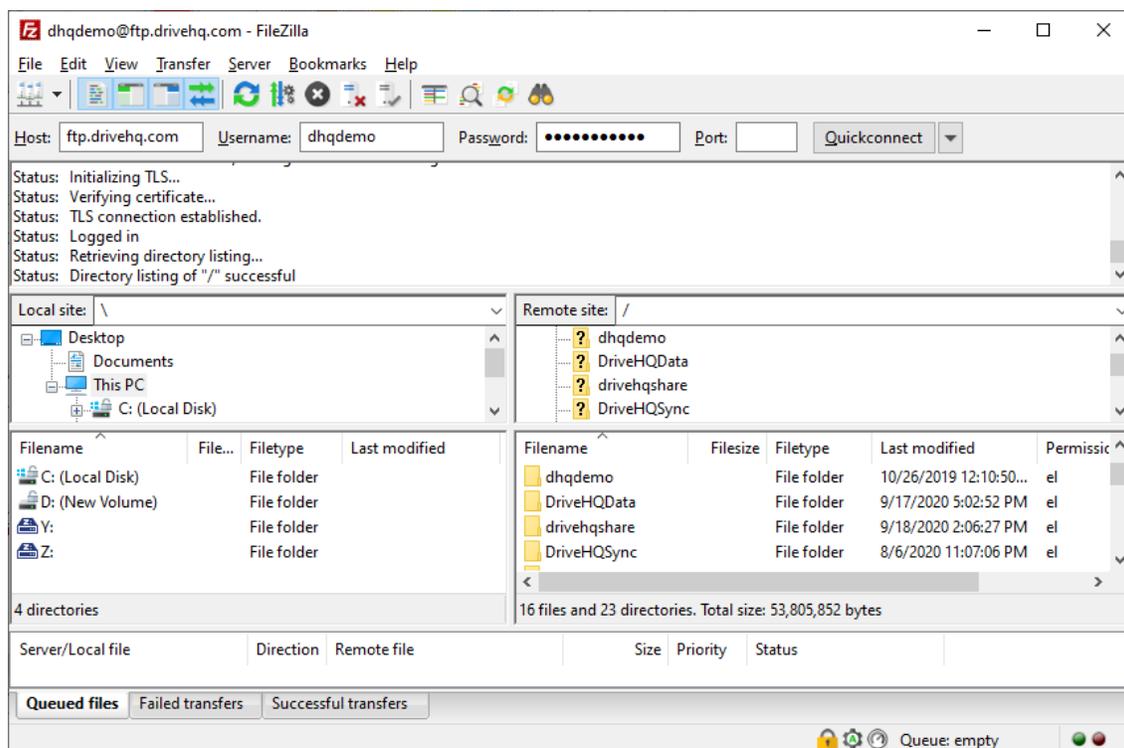


After you click Quickconnect, FileZilla may display an SSL certificate dialog as shown below. The dialog title is “Unknown certificate”. This is normal as explained at: <https://forum.filezilla-project.org/viewtopic.php?t=45670>

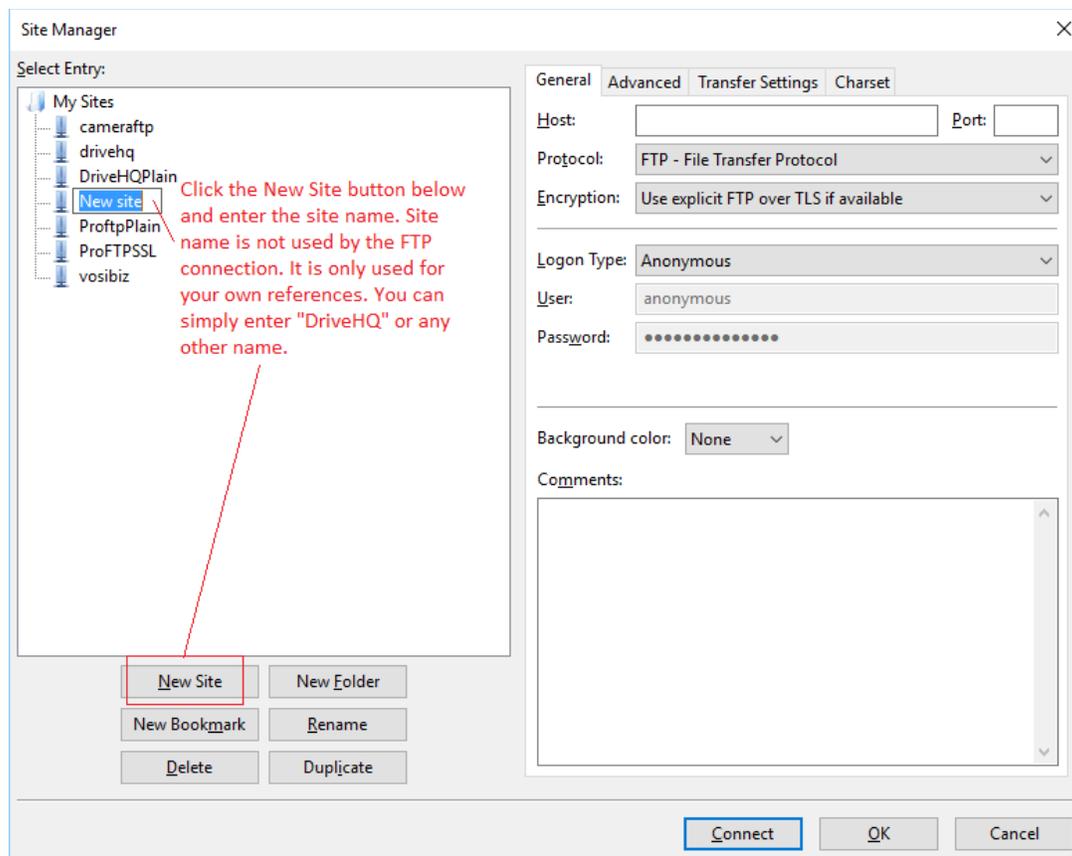
Basically, FileZilla doesn't use the OS's certificate store; instead, it follows the TOFU model (TOFU = Trust On First Use). So you will see the dialog at the first connection.



Click OK, FileZilla will connect to DriveHQ FTP server and display the root folder ("/") info as follows:

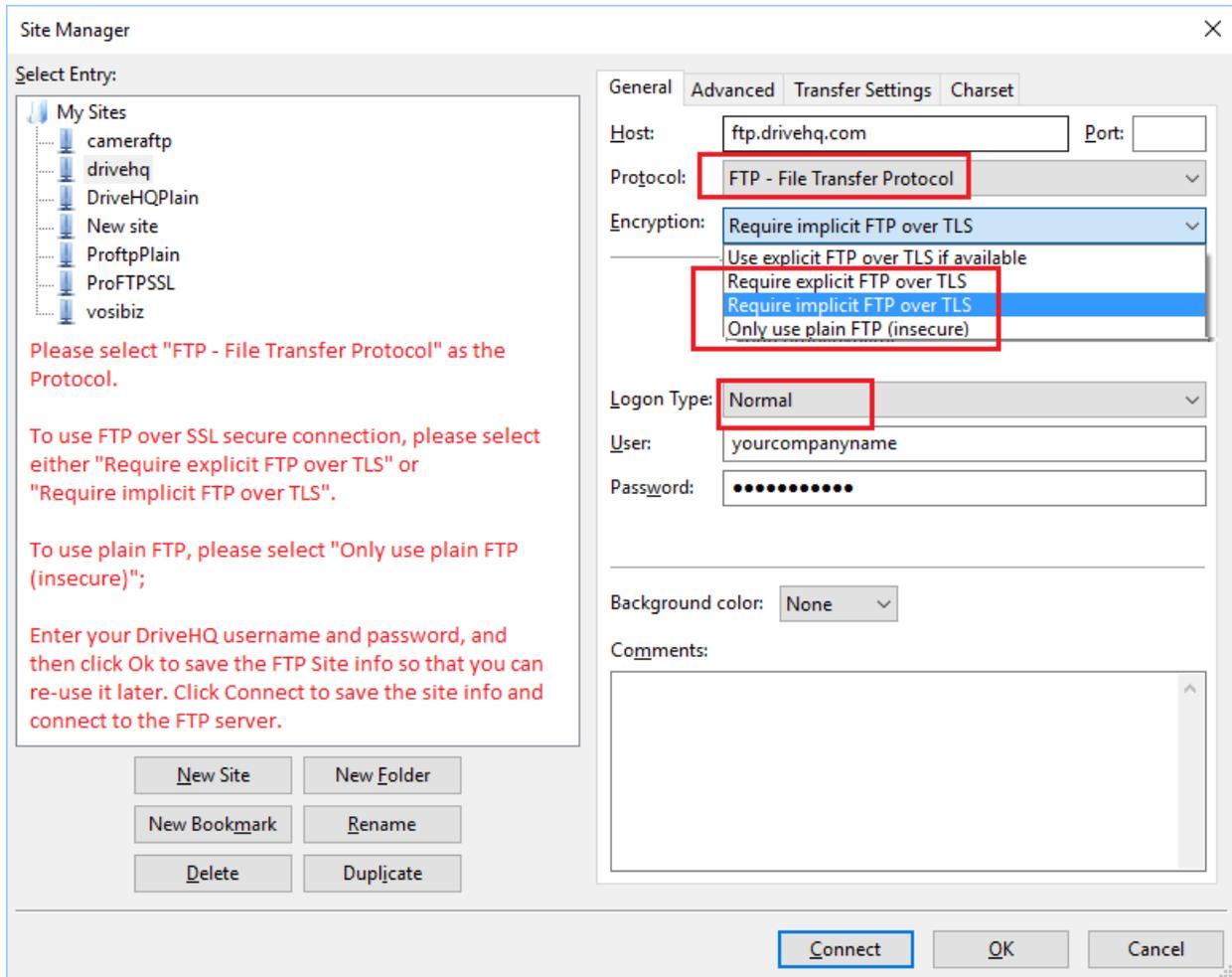


Method 2: Launch FileZilla, click the File menu, then select Site Manager. It will open Site Manager window.



Click New to create a New Site. The Site Name is only used for your own references. You can use any name, e.g. DriveHQ.

You will then need to enter the connection info. Please see the screenshot below.



You need to enter the FTP host name, and select a Protocol.

For FTP and FTP over TLS (FTPS/FTPES), the protocol should be "FTP - File Transfer Protocol"

For SFTP, please select "SFTP – SSH File Transfer Protocol". Many people assume that SFTP means secure FTP, in fact, SFTP means SSH FTP, a different file transfer protocol. If you use SFTP, the FTP server name must be proftp.drivehq.com, and you must be a paid member.

Both SFTP and FTPS use data encryption and are secure.

For FTPS/FTPES, you need to select an Encryption method. There are two slightly different versions:

- FTPES: FTP over SSL Explicit. It uses the default FTP port of 21, and uses the “StartTLS” command to start TLS/SSL communication.
- FTPS: FTP over SSL Implicit. It uses the default port of 990, which uses SSL/TLS for communication by default.

DriveHQ's FTP server supports both FTPES and FTPS. There is little difference between them. (FTPES is more popular.)

Lastly, click Ok to save the FTP site info; or click Connect to save the site info and connect to the FTP server.

Usually that's all you need. FileZilla has a few more advanced settings, such as:

- Set a default folder
- Set Active or Passive FTP
- SFTP login with a “key file”. (You can generate a key pair on DriveHQ.com website; or use your own key pair and upload your public key to DriveHQ.)

You can explore these options by clicking the Advanced tab and Transfer Settings tab.

3.3 Access DriveHQ FTP Server with Windows Explorer

You can use any FTP client programs to connect to DriveHQ's FTP server. Windows Explorer can be used as a simple FTP Client. It supports Passive Mode FTP, but it does not support encryption. In general, we recommend using a real FTP client.

If you need to use FTP heavily, please install a real FTP client, or DriveHQ FileManager.

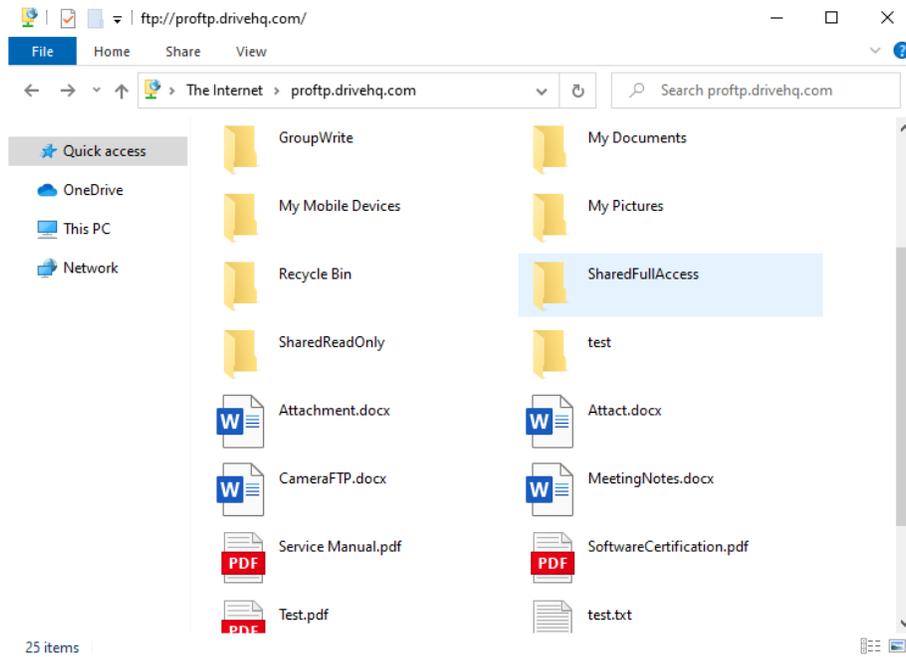
To connect to DriveHQ FTP server using Windows Explorer, just launch Windows Explorer (or My Computer), enter the following FTP URL:

(1) Enter an FTP URL that includes username and password, e.g.

```
ftp://USERNAME:PASSWORD@ftp.drivehq.com/
```

Note: with this URL format, the password cannot contain any special characters such as “/”, “&”, “:”, etc.

It will display the following FTP folder:

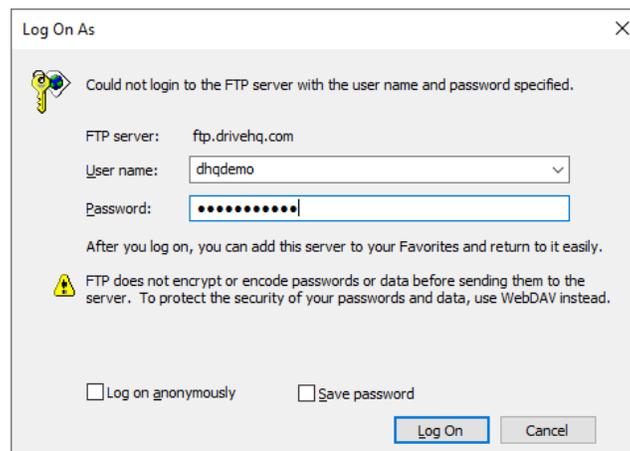


DriveHQ FTP Folder

(2) Enter an FTP URL that includes the username:

```
ftp://USERNAME@ftp.drivehq.com
```

Since you have only provided the username, it will display the following login dialog:



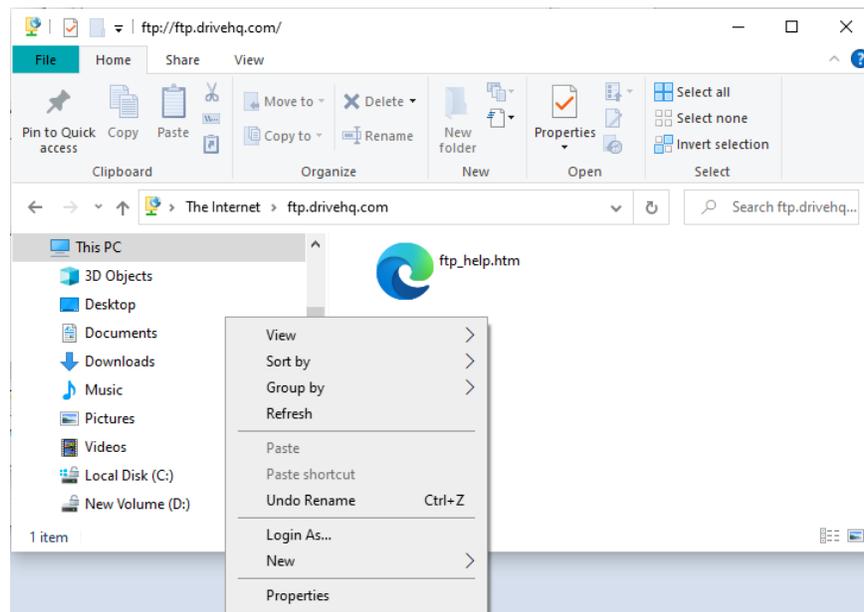
Enter your DriveHQ username and password to log on, it will display the same FTP folder as above.

In this case, the password can contain some special characters.

(3) Enter an FTP URL without username and password:

```
ftp://ftp.drivehq.com/
```

It will display an ftp_help.htm, as shown below. The ftp_help.htm contains some help info about DriveHQ's FTP service.



At this time, you have not logged on, but you can download or view the Help file. To log in, please right click on a blank area and select Login As. It will display the login dialog. You can then enter your DriveHQ username and password to log on.

After you log on, it will display the same DriveHQ FTP Folder.

You can drag and drop files between the FTP folder and any other local folders. You can create a sub-folder in the FTP folder; you can also double click on a file in the FTP folder and open the remote file.

For Mac users, please download a free FTP client program (e.g. FileZilla). Mac Finder also supports FTP.

3.4 Access DriveHQ FTP Server with Command-line FTP Client / FTP Scripting

Windows, Linux, Unix and Mac all include a built-in command-line FTP client. The command-line FTP client is not user-friendly, but it is very useful to IT staff, esp. for automated data transfers such as EDI.

Unix-based command-line FTP client is more powerful than the default Windows-based command-line FTP client. **If you use the default command-line FTP client on Windows, please note it does not support FTPS/SFTP (i.e. no data encryption, so it is not secure!), and it only supports Active Mode FTP (which is often blocked by your router/firewall/security software).**

To connect via the command line, you will need to open a command (console) window, then type in the FTP commands. You will need to type in:

“ftp ftp.drivehq.com” to connect to the FTP server (or “ftp proftp.drivehq.com” if you have a paid account). Then you need to type in your username and password to log in to the FTP server. This step usually always works fine.

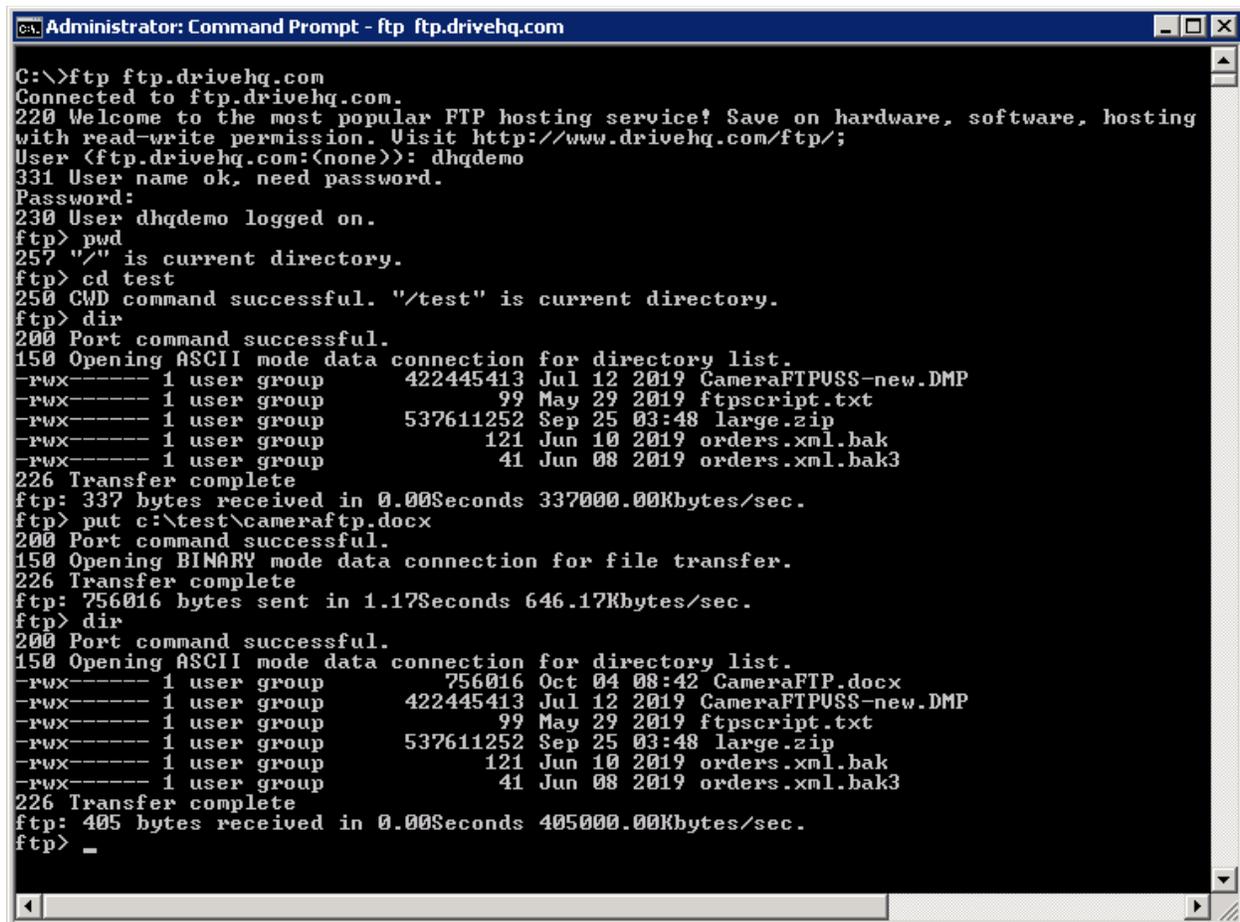
After you log in to the FTP server, you will type in other FTP commands to accomplish your task. In the screenshot below, you type in “pwd” to find the current (default) remote FTP server directory path; then change the current FTP directory to “/test”. Type “dir” command to list the directory content of the current directory. Please note the “dir” command requires a Data Connection. Since the Windows command-line client only supports active-mode FTP, it means the FTP server will connect to the FTP client for Data Connection. If your router / firewall / security software blocks active FTP, then you will receive the following message:

```
200 Port command successful.
```

```
421 Failed to create ActiveFTP Data Connection. If you use Windows command-line FTP, please visit: www.DriveHQ.com/ftp/DownloadCMDftp/
```

Dependent on your network structure, you may or may not be able to make it work.

If your network supports Active FTP, then it will display the directory content as shown in the screenshot below. In the example below, you can use the “put” command to upload a file to the FTP server.



```
C:\>ftp ftp.drivehq.com
Connected to ftp.drivehq.com.
220 Welcome to the most popular FTP hosting service! Save on hardware, software, hosting
with read-write permission. Visit http://www.drivehq.com/ftp/;
User (ftp.drivehq.com:(none)): dhqdemo
331 User name ok, need password.
Password:
230 User dhqdemo logged on.
ftp> pwd
257 "/" is current directory.
ftp> cd test
250 CWD command successful. "/test" is current directory.
ftp> dir
200 Port command successful.
150 Opening ASCII mode data connection for directory list.
-rwx----- 1 user group      422445413 Jul 12 2019 CameraFTP USS-new.DMP
-rwx----- 1 user group         99 May 29 2019 ftpscript.txt
-rwx----- 1 user group      537611252 Sep 25 03:48 large.zip
-rwx----- 1 user group       121 Jun 10 2019 orders.xml.bak
-rwx----- 1 user group        41 Jun 08 2019 orders.xml.bak3
226 Transfer complete
ftp: 337 bytes received in 0.00Seconds 337000.00Kbytes/sec.
ftp> put c:\test\cameraftp.docx
200 Port command successful.
150 Opening BINARY mode data connection for file transfer.
226 Transfer complete
ftp: 756016 bytes sent in 1.17Seconds 646.17Kbytes/sec.
ftp> dir
200 Port command successful.
150 Opening ASCII mode data connection for directory list.
-rwx----- 1 user group       756016 Oct 04 08:42 CameraFTP.docx
-rwx----- 1 user group      422445413 Jul 12 2019 CameraFTP USS-new.DMP
-rwx----- 1 user group         99 May 29 2019 ftpscript.txt
-rwx----- 1 user group      537611252 Sep 25 03:48 large.zip
-rwx----- 1 user group       121 Jun 10 2019 orders.xml.bak
-rwx----- 1 user group        41 Jun 08 2019 orders.xml.bak3
226 Transfer complete
ftp: 405 bytes received in 0.00Seconds 405000.00Kbytes/sec.
ftp> _
```

DriveHQ has a much better command-line FTP client: DriveHQ CommandFTP. It is like the default FTP client, but it also supports:

- Passive Mode FTP
- SFTP and FTPS (FTP over SSL/TLS both implicit and explicit)
- FTP scripting

You can download DriveHQ CommandFTP on DriveHQ.com website (click the Software tab):

https://www.drivehq.com/DriveHQ-KB/ftp/Command-line_FTP_Scripting.aspx

For more info about the command-line FTP and FTP Scripting, please read the DriveHQ CommandFTP documentation.

4. Use DriveHQ As Cloud FTP Server

DriveHQ offers a complete FTP solution. Many companies use DriveHQ as a cloud FTP server, replacing on-premise FTP server. There are a few advantages:

- It is cloud-based virtual FTP server; you don't need to manage the FTP server hardware, software or operating system.
- Replace multiple FTP servers in different locations with one "cloud FTP server"; save cost on both hardware and maintenance.
- Users don't need training as it is the same FTP/FTPS/SFTP solution.
- More secure, more reliable and faster.
- Web-based account management and folder access control system, easier than managing a regular FTP server.
- Active Directory Integration and SSO. Employees can log on with their Active Directory email addresses and passwords.
- Set default FTP directory for the group and/or for individual sub-users.
- Command-line FTP client that is far more powerful than the default Windows FTP client.

4.1 "My Storage", "DriveHQShare" and Sample Folders/Files/Shares (Such as GroupWrite)

When you log on to www.DriveHQ.com, there are two root folders: "My Storage" (or "\") and "DriveHQShare" (or "\\"). If you log on to DriveHQ FTP, there is only one root folder "\ (or "/"). "DriveHQShare" is placed in the root folder as a special virtual folder "/DriveHQShare".

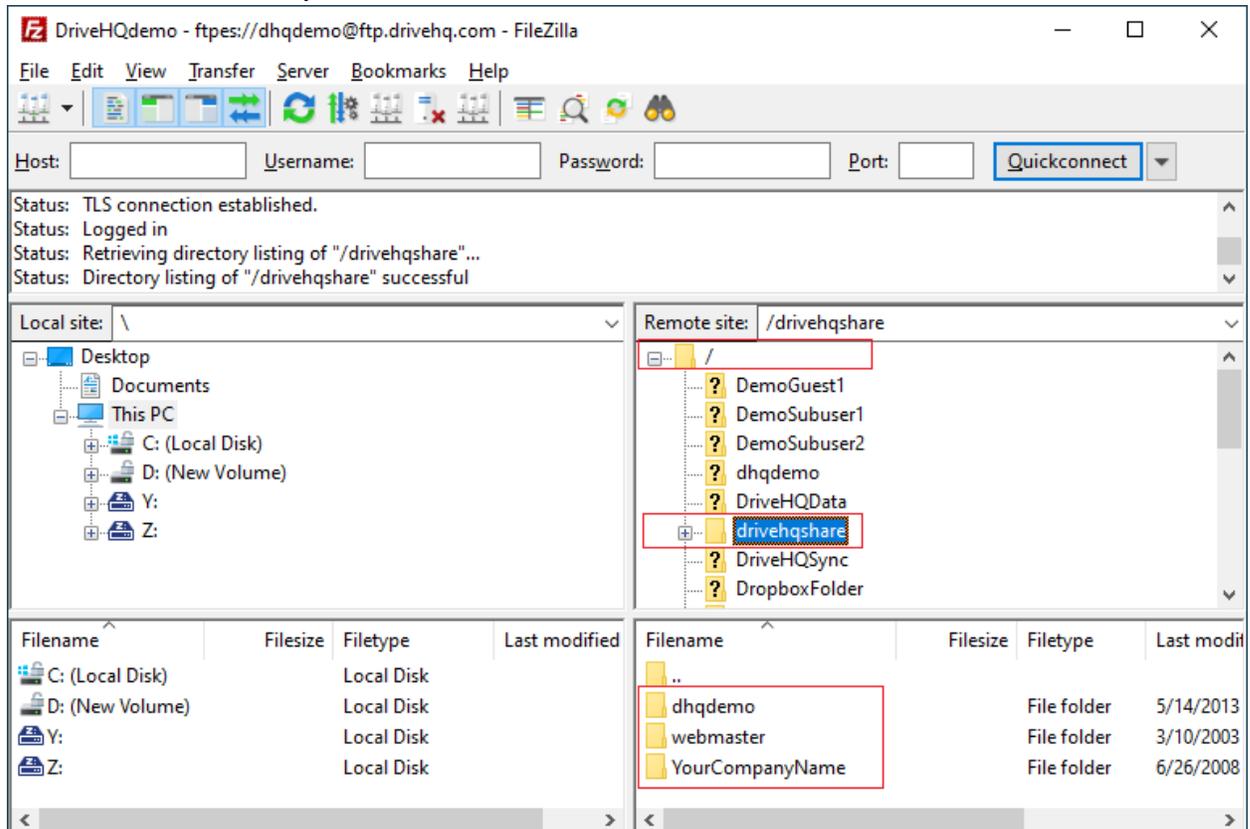
- **My Storage ("/):** It is the root folder that contains all folders and files in this account.

Folders / files inside of "/" are owned by this account, except the special "/DriveHQShare" folder.

By default, folders and files are secure and private if they are not shared with others or published for public access. Users always have full access to files / folders in their own "My Storage", incl.

create folders, upload files, edit / delete / download files / folders, share / publish folders or files, etc.

- **DriveHQ Share (“/DriveHQShare”):** It is a special virtual folder that contains all folders / files shared to this account by other DriveHQ members. Please see the folder structure in FileZilla:



In the above screenshot, you can see 3 subfolders in “/DriveHQShare”: dhqdemo, webmaster, YourCompanyName. They are not real folders. They are the usernames who shared folders with this user.

As you expand folders in “/DriveHQShare”, you can see the following folder paths:

`/DriveHQShare/USER_NAME/SHARE_NAME/FOLDER_NAME/...`

Here “DriveHQShare”, “USER_NAME” and “SHARE_NAME” are all virtual folders. Virtual folders cannot be deleted or renamed. If you want to remove a USER_NAME or SHARE_NAME from the “DriveHQShare” virtual folder, you can ask the USER_NAME to stop sharing folder(s) with you (or you can block the user from sharing folders with you).

You cannot upload files to a “virtual folder”, except the root folder “/” and shared folders like [/DriveHQShare/USER_NAME/SHARE_NAME](#). You can upload files to a real folder (if you have the access right).

Subfolders inside of a virtual folder like [/DriveHQShare/USER_NAME/SHARE_NAME](#) are real folders. They are accessible at: [/DriveHQShare/USER_NAME/SHARE_NAME/FOLDER_NAME](#). They are not your folders. They belong to USER_NAME. If USER_NAME logs on to DriveHQ, the folder will be accessible from his “My Storage”.

Storage space and monthly download bytes

If you upload a file into your “My Storage” (excluding “DriveHQShare”), then it will use your account’s storage space.

If you upload a file into a shared folder like:

`/DriveHQShare/USER_NAME/SHARE_NAME/FOLDER_NAME`

It will use the folder owner’s (i.e. USER_NAME’s) storage space.

Similarly, if you download a file from your own “My Storage”, it uses your account’s download bytes, otherwise, if you download a file from a shared folder, it uses the file owner’s download bytes.

Sample Folders, Files, Shares and Publishes

When you sign up a new account on DriveHQ.com, the system automatically creates a few sample folders, files, shares and publishes. It is similar to a new PC. You can use the sample folders. They are the same as other regular folders. You can delete them if you really like to. Otherwise, you can keep them, whether you want to use them or not.

There is a shared sample folder from DriveHQ Webmaster:

[/webmaster/ShareSample](#)

This share is used as an example. It includes instructions about folder sharing. If you want to hide (“delete”) it, you can log on to DriveHQ.com website, go to Account Details page, click Account Options -> Folder Options. Then uncheck “Display webmaster’s share in folder tree” and click “Update”.

- o Account Details
- o Account Balance
- o Security
- o Account Options**
- o Customization
- o Group Account
- o Coupons
- o Subscribe
- o Manage Subscriptions ▾
- o Deposit / Pay
- o Transaction History ▾
- o Event Log History
- Your account type is:

Account & Folder Options

Folder Options Account Options

Folder Tree & Layout

Folder Tree
 Yes No

Display webmaster's share in folder tree

Thumbnail View & Detail View
 Thumbnail View
 Detail View

Recycle Bin & History

Show hidden folders and old version folders

Enable the "Recycle Bin" folder; files in it are automatically purged in 2 weeks.

Enable file versioning. Max file versions to keep (1-100)

If you are a group member, you might see two default Shared Folders:

[/GroupOwnerUsername/GroupRead](#)

and

[/GroupOwnerUsername/GroupWrite](#)

The group owner can delete these two sample folders from his My Storage, or Delete the shares from his Manage My Shares page, or set the group option not to create the two default group-shared folders.

4.2 Group Account Management

Like a local FTP server with multiple user accounts, you can use DriveHQ's group account feature to create multiple sub-users and subgroups. The free service only offers 1 free sub-user license. If you need more than 1 sub-user, you can order an enterprise subscription.

To create sub-accounts, there are two options:

Option 1: Use the Group Admin feature. Log on to DriveHQ.com website, then click the Group Admin link. Please see the screenshot below.

DriveHQ Start Menu My Storage **Group Admin** Manage Shares Drive Mapping, Backup & Sync Tools Manage Drop Boxes FTP/SFTP Hosting

DriveHQ First Cloud IT Service Provider FEATURES PRICING SOFTWARE dhqdemo

Back **Create** Add Import Edit Save Delete Refresh Action

User Management

Group Members (8/21)

- SalesSubgroupDemo (2)
- FinanceSubgroupDemo (0)
- LegalSubgroupDemo (0)

Group Settings

- Group Account Balance
- Group Backup List
- Group Options
- Default Security Policy
- Group Event Log
- Sub-user Folder Access List

Group Admin [Max # of subusers: 21] Order More Licenses Export User List

<input type="checkbox"/>	Username	Used Space/Max Space	Used/Max Download Bytes	User Type	Status	Create Time	Last Logon Time
<input type="checkbox"/>	SalesSubuser2Demo	2 KB / 0 B	0 B / 200 MB	Regular Member	Enabled	5/2/2018	5/2/2018
<input type="checkbox"/>	SalesSubuser1Demo	2 KB / 0 B	0 B / 200 MB	Regular Member	Enabled	5/2/2018	5/2/2018
<input type="checkbox"/>	LegalSubgroupDemo	2 KB / 0 B	0 B / 200 MB	Subgroup Admin	Enabled	5/2/2018	5/2/2018
<input type="checkbox"/>	FinanceSubgroupD...	2 KB / 0 B	0 B / 200 MB	Subgroup Admin	Enabled	5/2/2018	5/2/2018
<input type="checkbox"/>	SalesSubgroupDemo	2 KB / 0 B	0 B / 200 MB	Subgroup Admin	Enabled	5/2/2018	5/2/2018
<input type="checkbox"/>	DemoGuest1	9 B / 1000 MB	0 B / 1000 MB	Guest User	Enabled	5/2/2018	11/1/2019
<input type="checkbox"/>	DemoSubuser2	2 KB / 0 B	0 B / 200 MB	Regular Member	Enabled	5/2/2018	5/2/2018
<input type="checkbox"/>	DemoSubuser1	2 KB / 0 B	0 B / 200 MB	Regular Member	Enabled	5/2/2018	5/2/2018

Reset Password Allocate Space Disable View Account Backups Logon As

The Group Admin feature

Click "Create" as shown above, it will display the following screen:

Create a Subuser

Subuser Basic Information

Username:

Password:

Confirm Password:

Email: or Use DriveHQ email address

User Type: Regular Member

Assign to Subgroup: --Select Subgroup--

Max Storage Space: MB (Enter 0 to force sub-user to only use shared folders)
Allocate up to 1047096 MB. (Note it will reduce your own account's max storage space)

Max Download Bytes: MB (Enter 0 to force sub-user to only use shared folders)
Allocate up to 1536842 MB. (Note it will reduce your own account's max downloads)

Optional Information

First Name: Last Name:

Company Name: Business Phone:

Address Line 1:

Save Cancel

You will need to enter the sub-username, password, confirm password; you don't have to enter an email address, just check the "Use DriveHQ email" checkbox.

For the User Type dropdown box, you can select:

- **Regular Member**
It is designed for regular employees.
- **Guest User**
It is usually for external clients. Guest users cannot access folders shared with the entire group, incl. the default GroupRead and GroupWrite folders. They can access folders shared with them directly.
- **Subgroup Administrator**
It is designed for department managers or branch office managers. When you create a subgroup administrator, it implicitly creates a subgroup with the same subgroup name being the subgroup administrator's username. A subgroup administrator can manage a subset of the group members. If you have a lot of sub-users, you can create nested subgroup administrators.
- **Group Administrator**
Designed for the IT Manager(s). A group administrator can create, manage and log on as other group members, except the Group Owner.

Assign to Subgroup: if you have already created a subgroup administrator(s), you can assign a new sub-user to a subgroup (A subgroup administrator implicitly represents a subgroup). You don't have to select a subgroup.

Max Storage Space: The default value is 0 MB. It means the sub-account does not have any storage space. The sub-user cannot upload any files into his own "My Storage". He cannot create a new file/folder in his "My Storage". This forces the sub-user to only use a shared folder(s). The group owner can share a folder with the sub-user and set a specific access permission.

If you set the value to a positive number, then the sub-user will be able to store files/folders in his own My Storage. Please note each user has his own "My Storage". The group owner cannot directly see files/folders in a sub-user's My Storage. However, the Group Owner can log on as a sub-user and see the files/folders. **Allocating storage space to a sub-user(s) will reduce the Max Storage Space allocated to the Group Owner.**

Max Monthly Download Bytes: The default value is 0 MB. It means the sub-account does not have any download bytes. The sub-user cannot download any files from his own "My Storage", but the sub-user can download files from a folder shared with him. In this case, he uses the file owner's download bytes.

If you set the value to a positive number, then the sub-user will be able to download files/folders from his own My Storage. **It will also reduce the Max Monthly Download Bytes allocated to the Group Owner.**

Option 2: Use Active Directory Integration and SSO service.

For large enterprises with many users, DriveHQ offers an add-on service: Active Directory Integration and SSO service. You can use our Active Directory Integration Agent software to batch import accounts from your Active Directory domain to your DriveHQ Group Account. You can enable/disable SSO for individual users. With SSO, your users can log on to DriveHQ account with their Active Directory domain email addresses and passwords.

After sub-accounts are created, the group admin can make changes to sub-accounts, incl. change username/password, disable/enable/delete an account, re-allocate storage space and monthly download bytes, etc.

4.3 Group Folder Sharing and Access Control

As mentioned before, each user has his own “My Storage”. Therefore, sub-users cannot access files in the group owner’s “My Storage”. The group owner can select a folder and share with a sub-user using DriveHQ.com website or DriveHQ FileManager client.

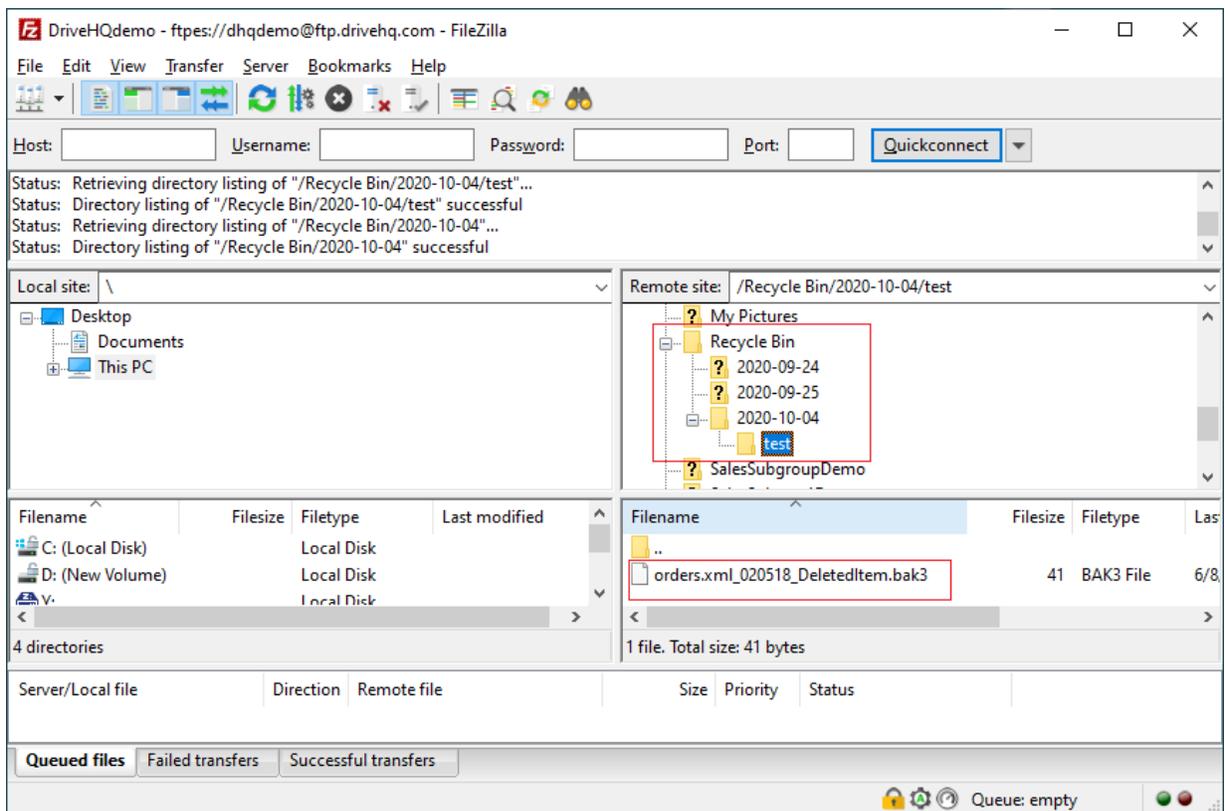
The Group Owner can also select a folder and share it with a subgroup. All sub-users in the subgroup are automatically shared with. This way, you don’t need to enter all sub-username in the Share-to field. It is more efficient and more manageable: If a new sub-user is added to the subgroup, the folder is automatically shared with the new sub-user; if an existing sub-user is removed from the subgroup, then he will no longer be able to access the shared folder.

For more detailed info about folder sharing and access control, please read Chapter 5.

4.4 The “Recycle Bin” Folder and Restore a Deleted File

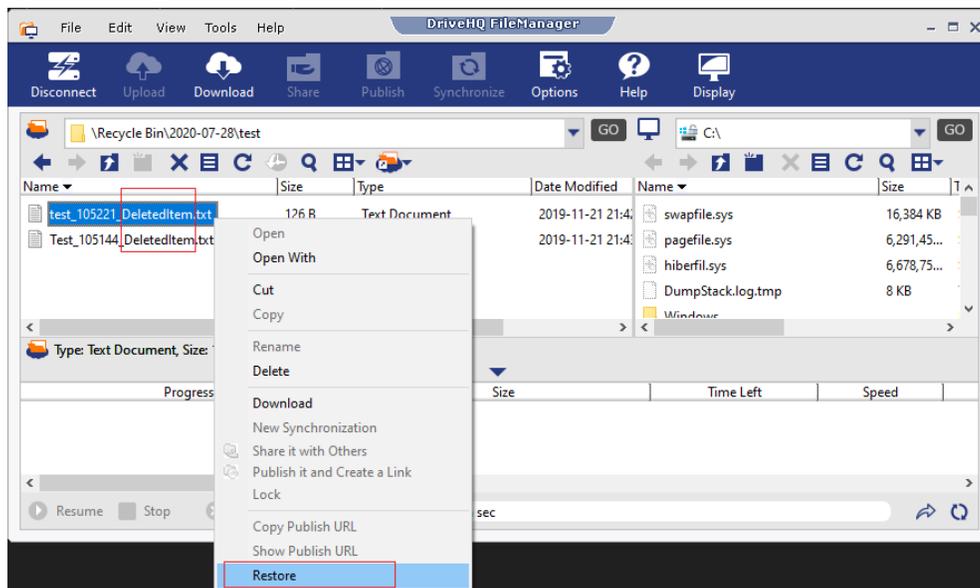
If you delete a file/folder with FTP, it is moved to **the “/Recycle Bin” folder of the file/folder’s owner account.**

If the file/folder was in your “My Storage”, then it is moved to your own “Recycle Bin” folder. If it is in “DriveHQShare”, e.g.: it is in “/DriveHQShare/USER1/SHARE1”, then it is moved to USER1’s “Recycle Bin” folder. Please note a file/folder can be deleted, re-created and then deleted again. In order to keep all deleted files/folders, DriveHQ system automatically renames a deleted file/folder to make its name unique. Please see the screenshot below:



As you can see, the deleted files/folders are organized by the deleting date. A deleted file/folder is renamed to make sure the name is unique in the folder.

Deleted files/folders are kept in the Recycle Bin for 2 weeks, then they are automatically purged. You can restore a deleted file/folder before it is purged using DriveHQ.com website or DriveHQ FileManager. Please see the screenshot below.



Restore a file with DriveHQ FileManager

You can use the Restore option on files/folders with “DeletedItem” in the name; or you can manually copy and paste the file/folder and then manually change the name.

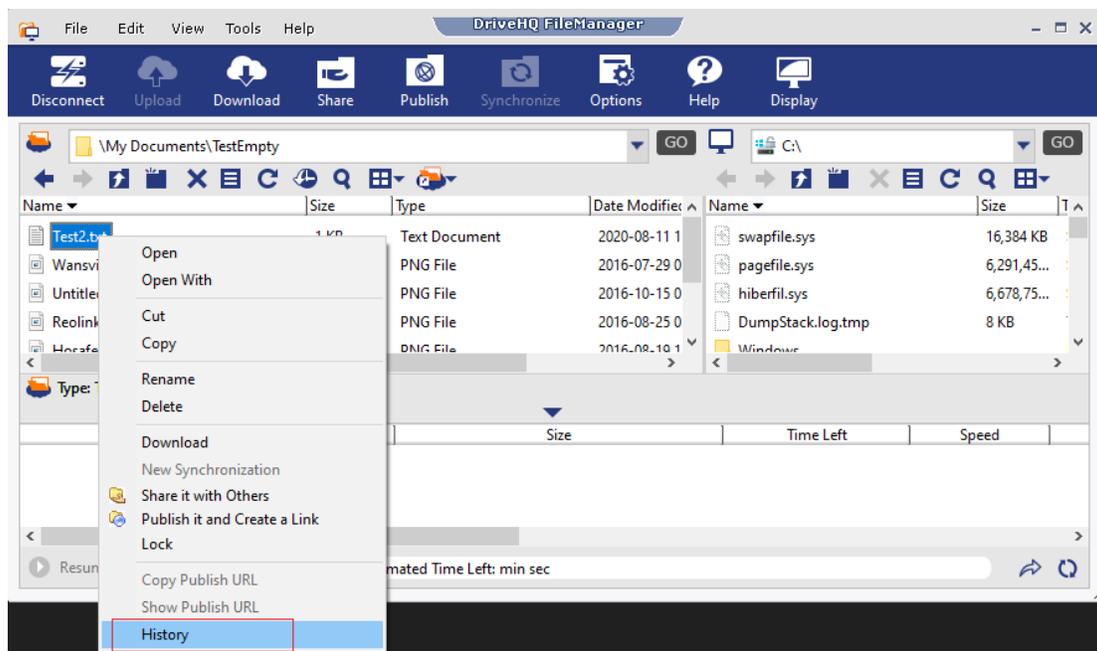
If you delete a file/folder in a folder shared with you by another user, then it is moved to the “Recycle Bin” folder of that user (the file owner). The file owner can log on to his FileManager and restore the file/folder.

The Recycle Bin option can be turned off from your DriveHQ.com account options page.

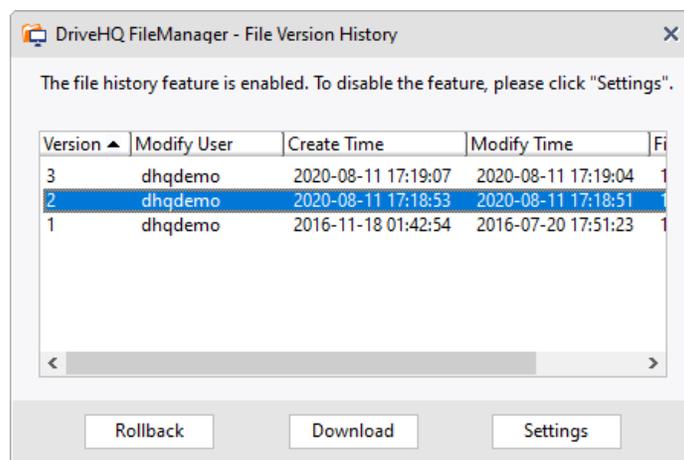
4.5 File History and Versioning

After you edit a cloud file and save it, or if you overwrite a cloud file via FTP, DriveHQ system can keep the old version and save the new version. By default, it can keep up to 10 versions. It will use additional storage to save the old versions. You can turn off this option from your DriveHQ.com account options page, or you can change the max number of versions to 2 - 100.

If you accidentally overwrote / corrupted a file, the **File Owner** can use the file versioning feature to restore an older version using DriveHQ.com website or DriveHQ FileManager. With FileManager, just right click on the cloud file and select History, see the screenshot below:



It will display a list of file versions as follows:



You can select a version and click Download to download it to your local PC, or click Rollback to roll back the cloud version.

5. Share Files and Folders

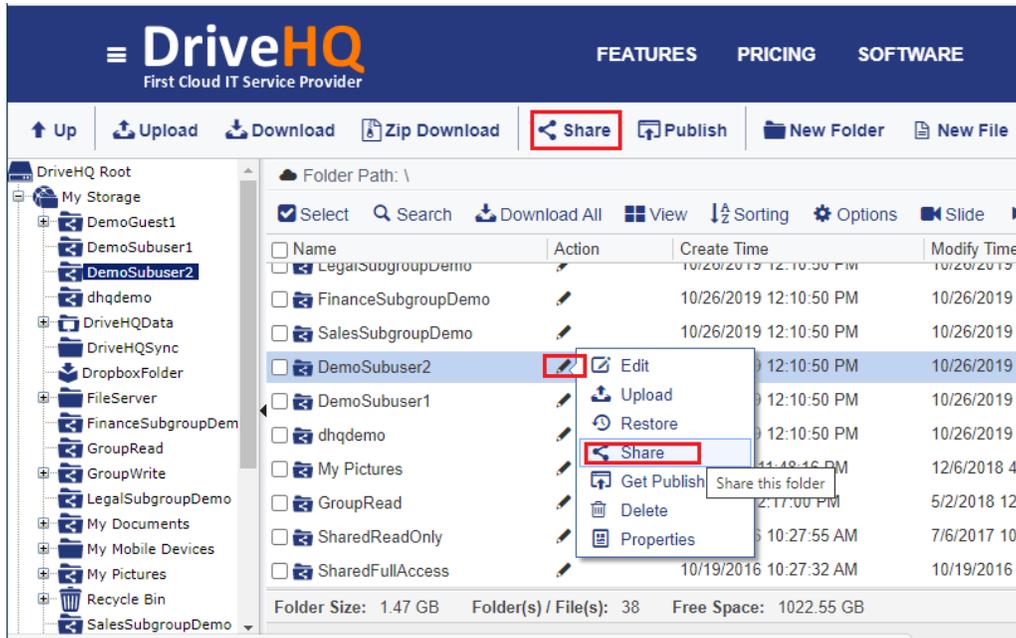
Using DriveHQ.com website or DriveHQ FileManager, it is very easy to share folders / files online. Just select a folder (in My Storage) and click on the Share button. Please note you can only share your own folders. You cannot share a folder that is shared with you by another user.

5.1 Share a Cloud Folder

To share a cloud folder, you can:

- Select it and click the Action (pencil) icon, then click Share in the popup menu
- Or right click on the folder name and select share
- Or select a folder and then click the Share button in the toolbar

Please see the screenshot below:



Share a folder on DriveHQ.com

It will pop up a new dialog:

Path: \DemoSubuser2

Publish **Share**

This part is displayed only if the folder has already been shared.

NO	Share Name	Create Time	Permission Level
1	DemoSubuser2	10/26/2019 12:10:50	Full access

If you want to create a new share, please click [new share](#) You can edit the share or create a **new share**

Share to: Share to Your Group

Emails or DriveHQ usernames, separated by ";"

Enter DriveHQ usernames or email addresses, or
 » Select from Your Group
 » Select from Your Contacts
 » Manage Your Contacts

Max 2000 characters. You can enter up to 2000 characters

Exclude Folders/Files: Enter folders and files in share root folder, separated by "|".

Share Name: DemoSubuser2
 must be unique; use only alphabet, '-', '_' and space

Description: Share to DemoSubuser2

Permission Level: Download & comment

Expiration Date: Never expires
 Send share change notification Save access log
 Disable Comment

Share **Close**

Share a folder and set permission dialog

The default share name is the same as the folder name, you can change the share name and description. **If the folder has already been shared, you can edit the existing share, or click "New Share" to share this folder again. If you just want to add/remove a user from the Share-to list, you can edit the existing share. If you want to share the folder to another user with a different permission level, then you need to click "new share" and use a different share name for the new share.**

By default, all files and subfolders in this folder are shared. If you don't want to share some files / subfolders, you can move them out of this folder, or you can exclude them by entering the file or folder names (separate by "|") in the text box of "Exclude folder/file names". **Only files and subfolders immediately in this folder can be excluded.**

The permission level can be set to one of the following levels (in the incremental order):

- Preview only (For image files only. Only share image previews, but not the original images)

- Read / download files only
- Download and view comments
(Allow other users to download files in the shared folder and view comments to the shared files).
- Download and comment
(Allow other users to download the files and comment the share and view the comments)
- Add / upload files
(Allows all previous permissions and allow uploading files into the folder. But other users cannot delete or edit the files)
- Add & Edit files
(Allow all previous permissions and all editing files in the shared folder)
- Full access

Please note a higher level permission includes all previous permissions.

In the Share-to field, please enter the email addresses or DriveHQ usernames of the persons who you want to share the folder with. If a person does not have a DriveHQ account, or if you don't know the person's DriveHQ username, you can enter the person's email address. You can enter multiple usernames / email addresses separated by "," or ";;".

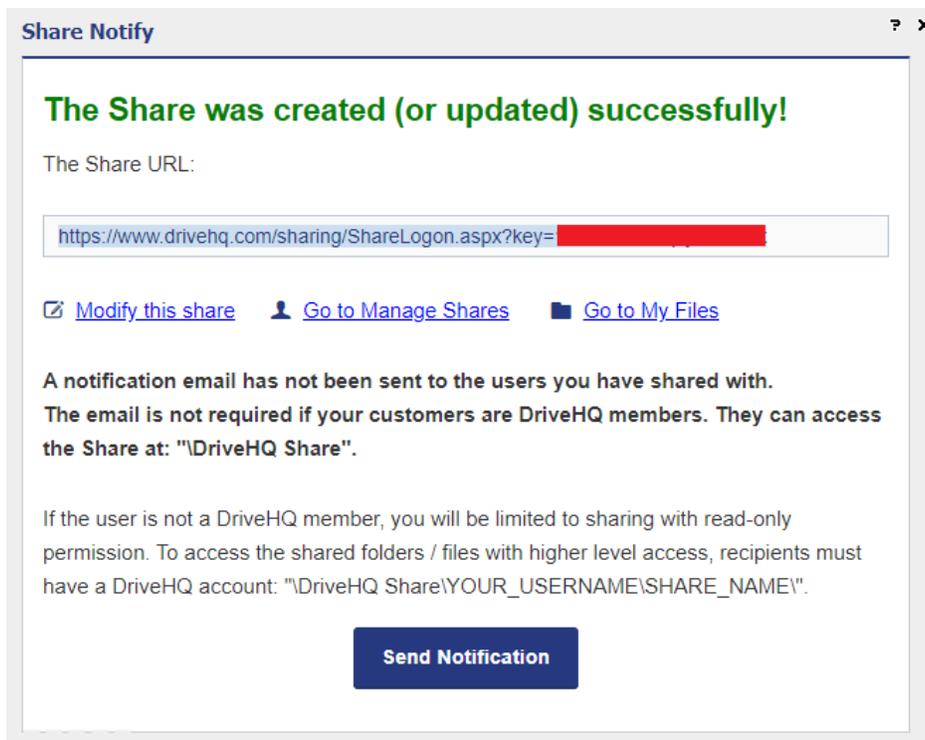
If you have a group account, then you can check the checkbox "Share to group", which shares the folder to all members in the same group except guest users. You can also:

- Click the "Select from your group" link to add group members into the Share-to list. You can also share a folder with a subgroup(s). All sub-users in the subgroup are automatically shared with. If a sub-user is removed from the subgroup, then he/she will not be able to access the shared folder again.
- Click "Select from your contacts" link to select users from your contact lists. You can create contact groups on DriveHQ's Webmail. A contact group is like an address book. It contains a list of contacts. For folder sharing, we only use the email address field of contacts. When a folder is shared with a contact, it means the folder is shared with the email address of the contact. If you share a folder with a contact group, then all email addresses in the contract group are shared with.

If you need to share a folder with 100s of users, you must use the group sharing feature.

The "Send share change notification" checkbox is available to paid users. If it is checked, and if anybody uploads a file into the shared folder later, the software will (request the user to) send a "Share change notification" email.

After you click Share, the Share is created and a confirmation dialog pops up:



Share created confirmation dialog

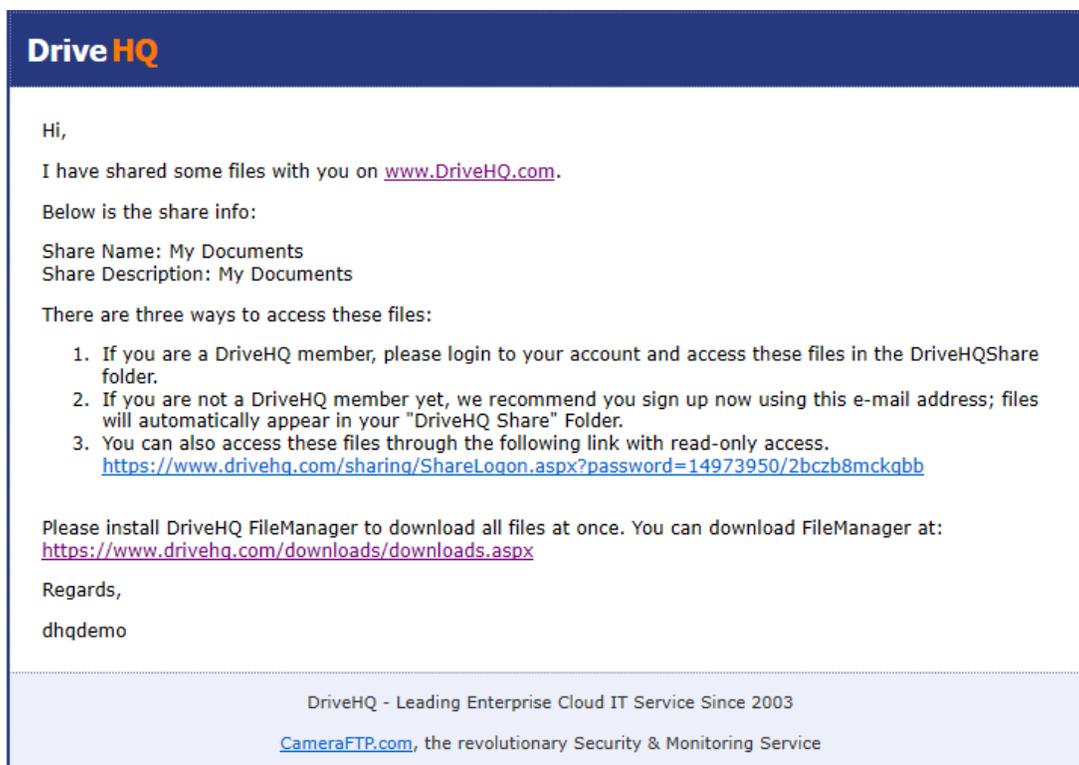
The cloud folder has been shared. If all Share-to users are DriveHQ members, then it is not necessary to send the share notification email. The “share-to” users can log on to www.drivehq.com (or other DriveHQ programs such as DriveHQ FileManager, WebDAV Drive Mapping Tool, DriveHQ FTP server and DriveHQ FileManager mobile apps) and access the shared folder at:

```
/DriveHQShare/YOUR_USERNAME/SHARE_NAME
```

In the case of this example, it is:

```
/DriveHQShare/DHQDemo/DemoSubuser2
```

If you shared the folder with a non-DriveHQ member using his/her email address, then you need to send a share notification email. You can send it with DriveHQ’s webmail, or use your own email software / service. If you click “Open DriveHQ Webmail”, it will launch a web browser and display the default email template:



The default share notification email

You can send the share notification email using your own email account with your own email server & client. You can edit the email body to include your own messages. DriveHQ emails are more likely to be filtered / ignored by the recipient. **Sending from your own email account might be more reliable.**

When a recipient receives the notification email, he can simply click the Share URL and then enter his email address to access the shared folder. The permission level will be read-only. **If the folder is shared with a higher level permission, the user must log in, or sign up a new account on DriveHQ.com first.** He can then access the shared folder from his “\DriveHQShare\YOUR_USERNAME\SHARE_NAME” with a higher level access permission.

5.2 Manage My Shares

If you need to stop sharing a folder, or want to make changes to an existing share, you can click Manage Shares:

DriveHQ Start Menu My Storage Group Admin **Manage Shares** Drive Mapping, Backup & Sync Tools Manage Drop Boxes FTP/SFTP Hosting

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- o Manage Shares
- o Share My Folder
- o Visit Shares
- o Share Help
- o Manage Publishes

My Shared Folders

Share name/Share to: Search [View Received Comments](#)

Share Name	Share Key	Times Visited	Create Date	Hide Link
<input type="checkbox"/> DemoGuest1	14598967/86827924	8	10/26/2019 12:10:50	Hide Link
Description:				
Share Link: https://www.drivehq.com/sharing/ShareLogon.aspx?key=14598967/86827924				
<input type="checkbox"/> DemoSubuser1	14598953/86827924	0	10/26/2019 12:10:50	Hide Link
Description:				
Share Link: https://www.drivehq.com/sharing/ShareLogon.aspx?key=14598953/86827924				
<input type="checkbox"/> DemoSubuser2	14598960/86827924	0	10/26/2019 12:10:50	Hide Link
Description:				
Share Link: https://www.drivehq.com/sharing/ShareLogon.aspx?key=14598960/86827924				
<input type="checkbox"/> My Pictures	13884365/80lymf581v8r	0	03/14/2018 08:58:45	Hide Link
Description: My Pictures				
Share Link: https://www.drivehq.com/sharing/ShareLogon.aspx?key=13884365/80lymf581v8r				

[Add](#) [Delete](#) 1 of 2 1/2

Click “Manage Shares” to display the share list

It will display a list of your Shares (shared folders).

You can click on a share name to edit an existing share. If you want to stop sharing a folder(s), just select it and then click Delete. It will delete the share only. Your files/folders will not be affected.

5.3 Access Shared Folders with FTP

As explained in 4.1, the “DriveHQShare” folder is a special virtual folder. It contains usernames who shared a folder(s) with you.

To access a folder shared with you, you just need to log in to the FTP server, navigate to “/DriveHQShare”, then double click the username who shared the folder with you. You will see a list of folders shared by the user. For more detailed info, please read section 4.1.

6 Set the Default (Initial) FTP Folder

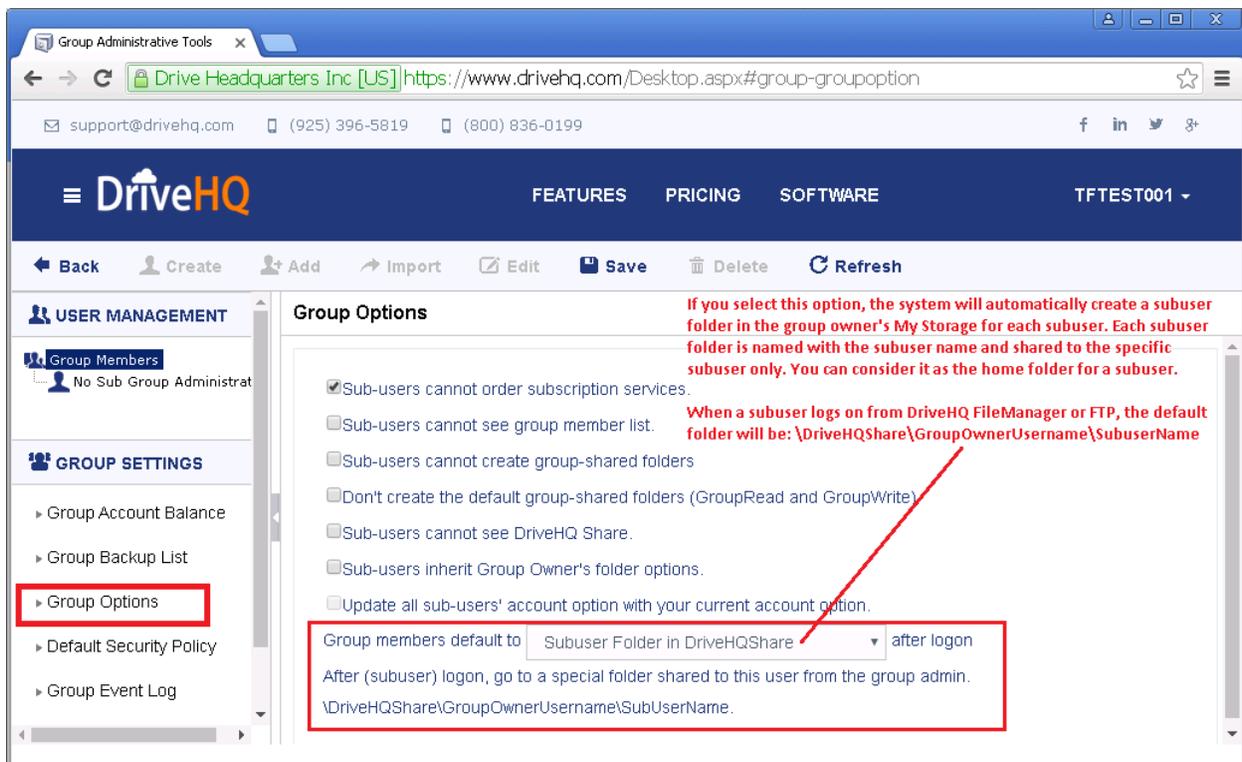
6.1 Set the default folder for group members

By default, when a USER logs on to DriveHQ FTP server, the initial FTP folder path is the user's root folder (i.e. My Storage, or "/"). It works fine for individual users or group owners. For sub-users, it is inconvenient since sub-users usually don't have their own storage space. They need to navigate to the “/DriveHQShare/GroupOwnerUsername/ShareName” to access a shared folder.

You can change the default folder to:

- /DriveHQShare
The virtual folder that contains usernames who shared folders with the USER.
- /DriveHQShare/GroupOwnerName/GroupWrite
A sample folder shared with all group members (except guest users) by the group owner with full-access right.
- /DriveHQShare/GroupOwnerName/SubuserName
A folder shared with the USER with full-access permission by the group owner.

The above 3 options are Group Options and can be set in Group Admin tool. You can do so from DriveHQ.com website, log on to your Group Owner account, then go to the Group Admin page, click Group Options, you will see the screenshot as follows:



Note:

If you select "Subuser folder in DriveHQShare", the system will create a subuser folder for each subuser in your group owner's root folder (My Storage). The subuser folder's name is the subuser's username. The folder is automatically shared to the subuser with full access permission. A "Subuser folder in DriveHQShare" is similar to a "home folder for a user on a local File Server". You can move the subuser folders into a different location if you don't want them to be in the root level. For example, you can create a folder named "/Users", and then move these sub-user folders there.

6.2 Set the default folder for individual users

In the previous section, you set the default folder for all group members. You can also set it for sub-users, standalone users and subgroups. This option is very flexible as you can set it to any folder path

in the user's My Storage or DriveHQShare. To do so, you need to log on to the user account. If you are a standalone user or a sub-user, you can simply log on to your own account; if you are a group administrator, you can log on to your account, then go to the Group Admin page, right click on a sub-username, select Logon As to log on as the sub-user.

After you log on as the user, go to My Account page, then click Account Options on the left-hand side, it will display "Account & Folder Options". Click the Account Options tab, you can then enter a default folder path as shown in the screenshot below:

Account & Folder Options

Folder Options | **Account Options**

Default folder path for FTP and web access: [Optional]
 (Right after login from an FTP client, it will go to this default folder)

NOTE:

- If undefined, the default folder is My Storage root folder (i.e. "").
- A Group Owner can set a default folder in Group Options for all sub-users. The account option here supersedes group option.
- Must be a real folder path, e.g.: \temp\fd1, or \\username1\sharename1\folder1
- Cannot be a virtual path like: \\username1 or \\username1\sharename1.
- The default folder path must only contain alpha-numeric characters.

With this method, you can set the default folder to any folder in My Storage or DriveHQShare (i.e. folders shared with you by other users). To set the default folder to a folder in My Storage, you can enter the path:

\\Folder1\Folder2\...

To set the default folder to a folder in DriveHQShare (i.e. a folder shared with you by another user), you can enter:

\\DriveHQShare\FolderOwnerUsername\ShareName\...

6.3 The Default Folder for SFTP

As mentioned, SFTP is a different file transfer protocol. It does not really support the Default Folder. If you set a default folder for SFTP, then the folder is treated as the root folder for SFTP, i.e. the user will be limited in the default folder.

With FTP/FTPS, the default folder is just the initial folder. If it is not the root folder, then the user can navigate to its parent folder or the root folder.

Note: The individual default folder option overwrites the group default folder option. If your FTP client program also sets the default/initial FTP folder path, then the default folder option defined on DriveHQ.com is ignored.

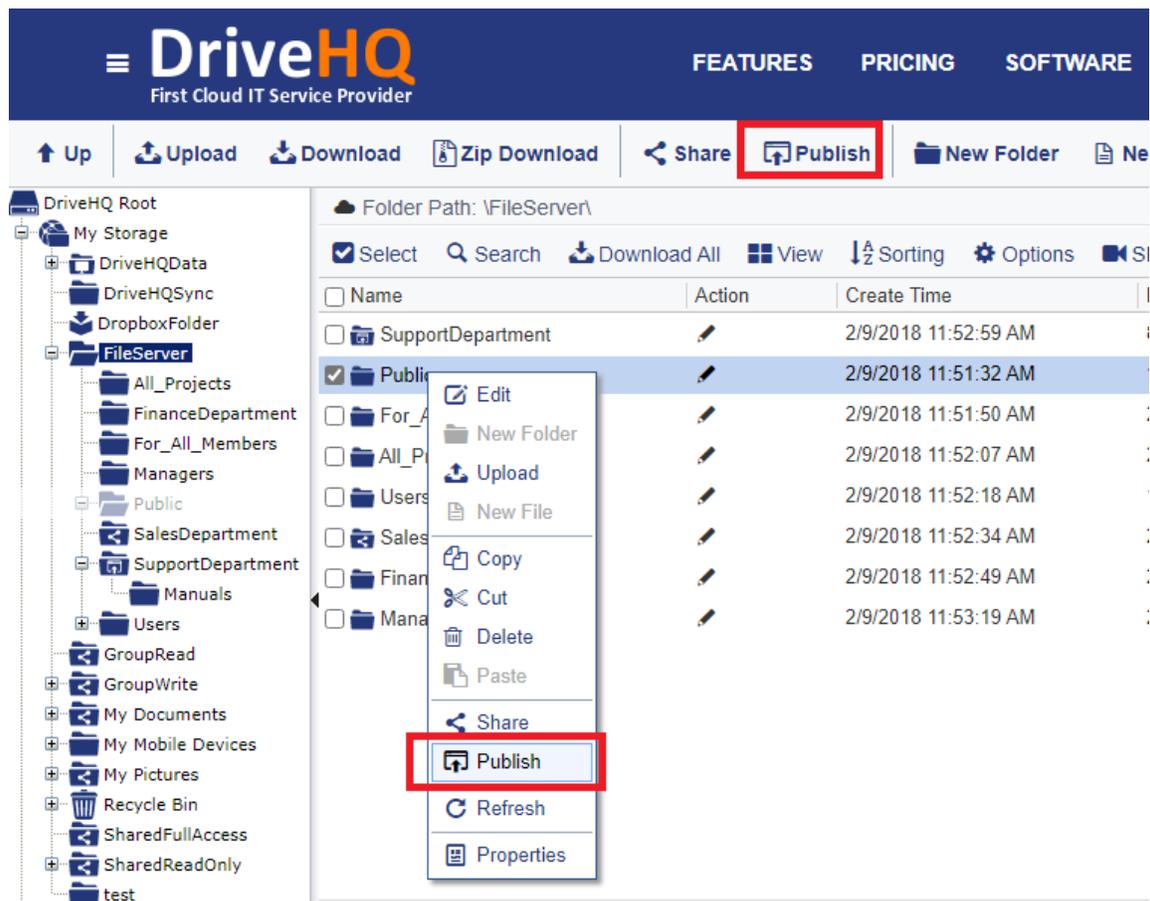
7 Anonymous FTP and Folder Publishing

DriveHQ FTP Server supports anonymous FTP. Anonymous FTP is designed for public to download files without requiring an FTP account. To access a folder with anonymous FTP, the folder must have been published.

If you want to publish files for anybody to download without a DriveHQ account, then you must be a paid member (or a true member, which is a free service member but registered with a business email address). A free member cannot publish folders and cannot allow other users to access his files via anonymous FTP. A free user (or any user incl. non-DriveHQ member) can access files published by a DriveHQ users via anonymous FTP.

7.1 Publish a Folder and Access Files via Anonymous FTP

If you are a paid member, you can publish a folder using a browser, or more easily using DriveHQ FileManager client software. To publish a folder with a browser, just log on to your account, then go to My Storage. You can publish any folder in your account (i.e. in My Storage), but not folders shared with you by other users (i.e. folders in DriveHQShare). Please see the screenshot below:



As you can see, you can right click on a folder to publish it, or select a folder and then click the Publish button to publish it.

After you click Publish, it will ask you to agree to the publishing agreement. Then it will display:

Path: \FileServer\Public

Publish **Share**

Publish Link:
f t in

Embed Code:
Q Preview

Advanced ▶

✓ The folder publish link has been created successfully.

Save **Delete** **Close**

Files in the published folder can be linked with the following static URLs:

or

Please replace FILENAME with the real file name and avoid using any special characters in the file, folder and publish names.

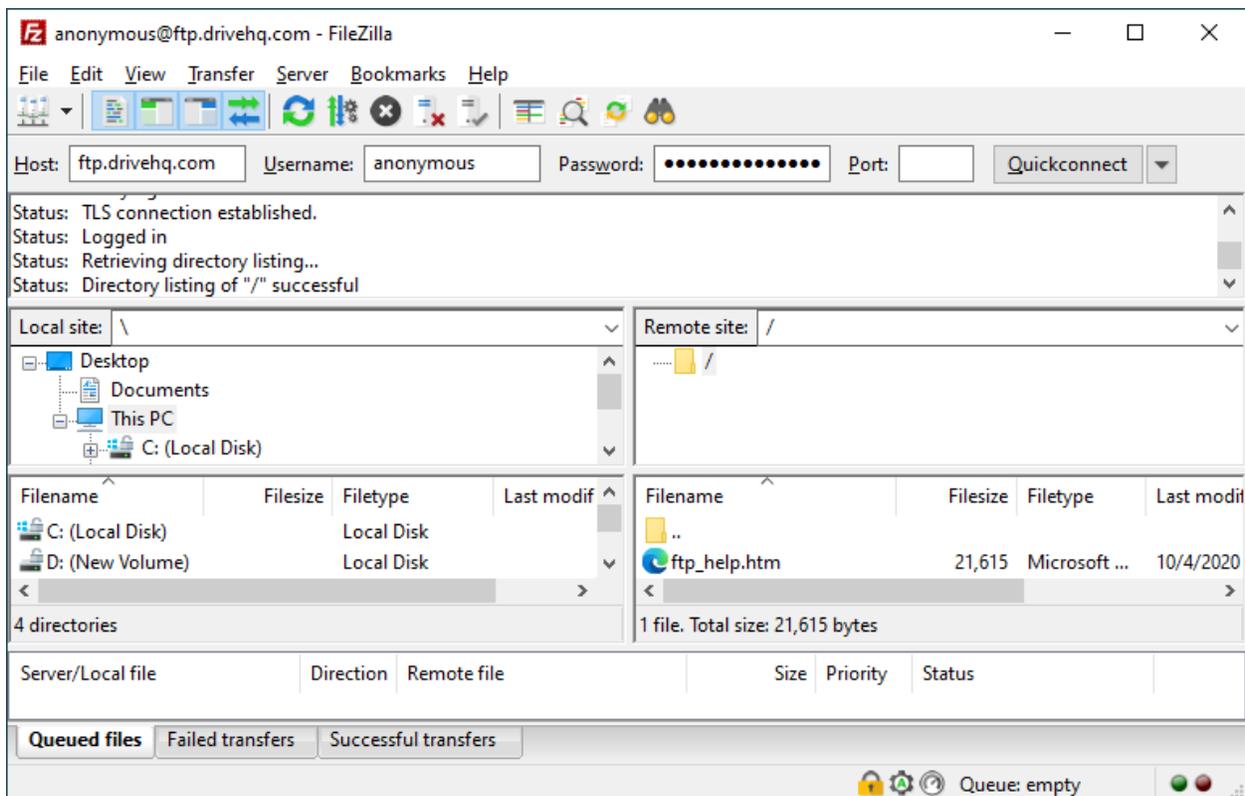
Published folders are accessible using "static publish URLs", which are HTTP or FTP URLs that can be accessed via a web browser. The URL formats are shown in the above screenshot. The FTP publish URL format is as follows:

```
ftp://ftp.drivehq.com/USERNAME/PUBLISHNAME/FILENAME
```

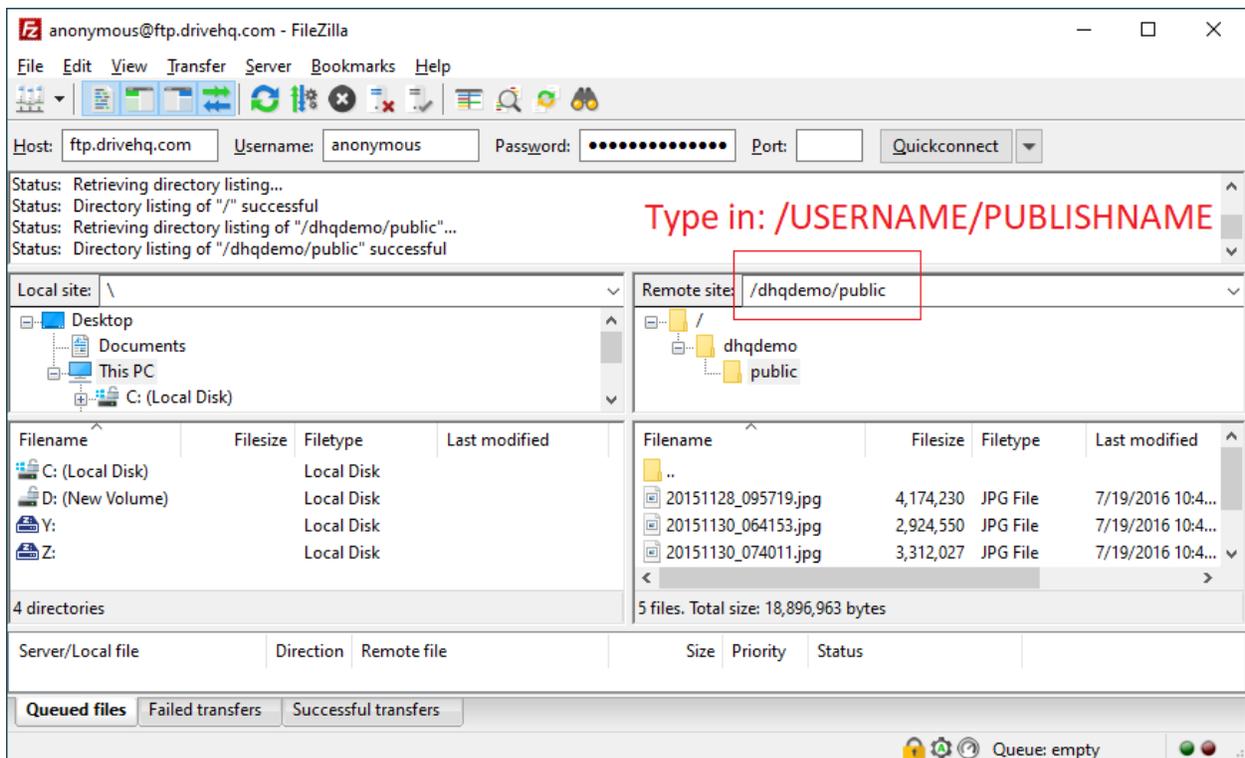
```
e.g.: ftp://ftp.drivehq.com/DriveHQ/DriveHQSoftware/DriveHQFileManager.exe
```

If you want to access a published folder using FTP client software (such as FileZilla) and if you know the publisher's username, you can log on anonymously as follows:

Log on to ftp.drivehq.com as the username "anonymous", enter your e-mail address as the password. Once connected, change the folder to "/USERNAME", (USERNAME is the username who published the folder). You will then see all folders published by the user. Please see the screenshot below:



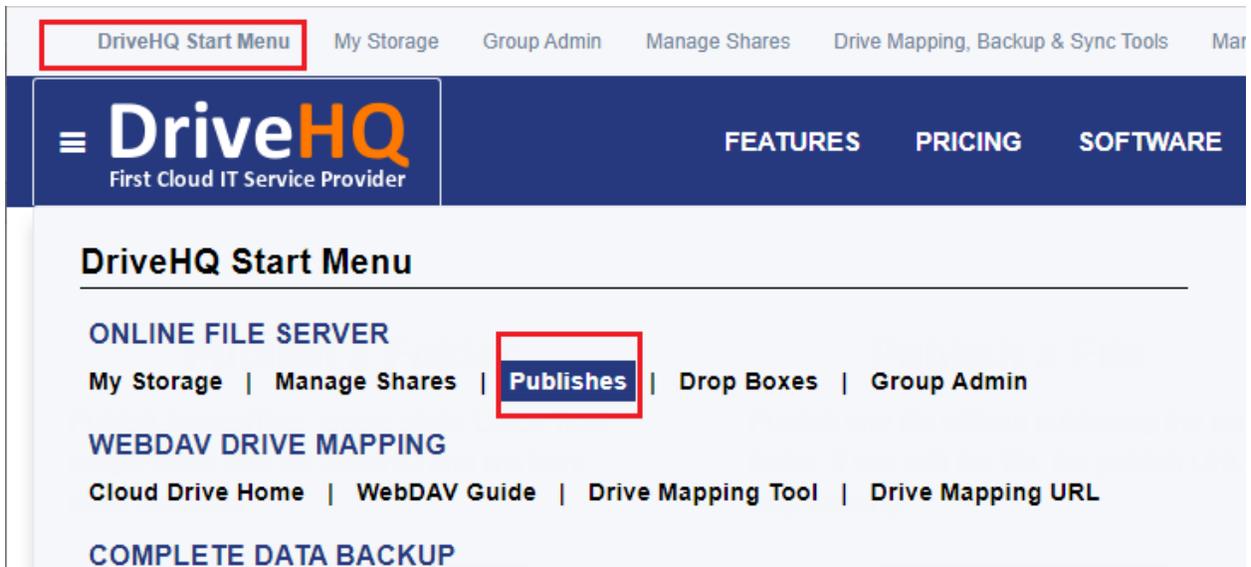
In the above screenshot, you logged on anonymously. To see folders published by a user, you need to manually enter the folder: /USERNAME/PUBLISHNAME. See the screenshot below:



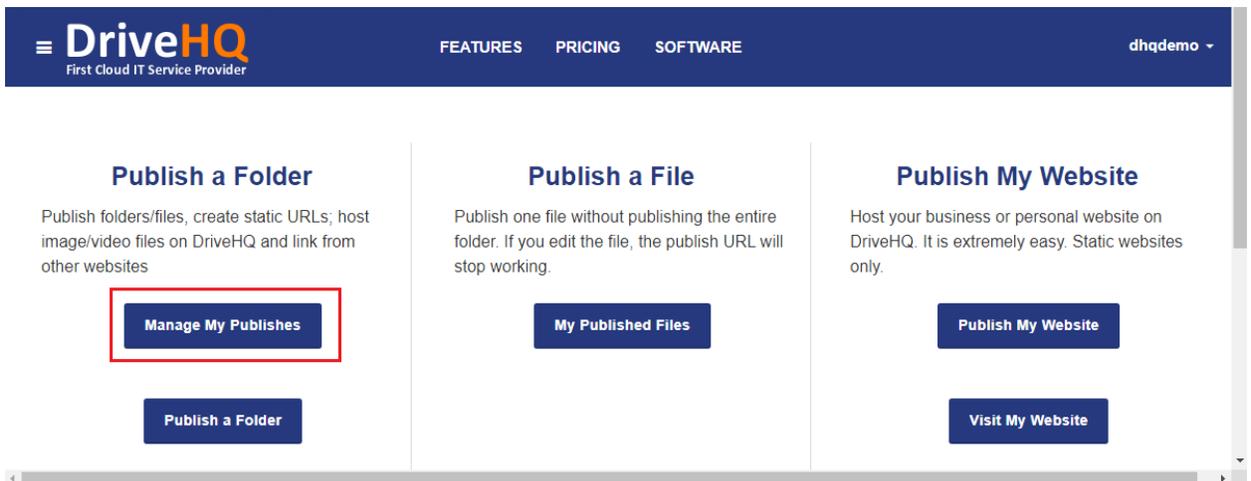
7.2 Manage Publishes

If you want to stop publishing a folder, or make changes to an existing Publish, you can do so with a browser or DriveHQ FileManager.

With a web browser, you can log on to DriveHQ.com website, then click DriveHQ Start Menu, then click Publishes as shown below.



It will display the following page:



Click Manage My Publishes, it will display a list of your publishes (published folders).

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Publish Folder
 Manage My Published Folders
 Received comments
 Help

Publish File
 Publish WebSite

Manage My Shares

My Published Folders

Publish name:

<input type="checkbox"/>	Publish Name	Times Visited	Create Date	Hide Link
<input type="checkbox"/>	My Pictures2 Description: My Pictures2 Publish Link: https://www.drivehq.com/folder/p14974419.aspx	0	08/09/2020 15:38:10	Hide Link
<input type="checkbox"/>	Public Description: Public Publish Link: https://www.drivehq.com/folder/p15029383.aspx	0	10/04/2020 13:17:43	Hide Link
<input type="checkbox"/>	SupportDepartment Description: SupportDepartment Publish Link: https://www.drivehq.com/folder/p14955862.aspx	0	07/22/2020 01:29:30	Hide Link

1 of 1 1/1

You can see the Publish URLs in the list. If you click a share name, you can find more detailed info about the publish and the HTTP/FTP based publish URLs.

You can select a publish and click Delete to delete it. It will only delete the Publish, but not the folder or files in it.

8 DriveHQ FTP Service usage scenarios

DriveHQ FTP service can be used for:

- Creating a business FTP Server (with multiple FTP accounts); or replacing your existing FTP Server.
- Transferring large files / a lot of files to a remote location, incl. to your client(s).
- Creating FTP scripts to run at scheduled times. (Recommend using DriveHQ CommandFTP)
- Backup files to a remote FTP server.
- EDI, Voice Logging/Recording, File Hosting (Download Hosting).

Please note free service users are limited to a maximum of 10-50 FTP logins / day. Using DriveHQ FTP service for spreading bad contents, hacking, keylogging or spying is strictly prohibited.

For recording camera footage, please use www.CameraFTP.com service.

For monitoring computer usage by kids/employees, please install [CameraFTP VSS software](#).