IPSWITCH
WS_FTP
Server 6

Getting Started Guide
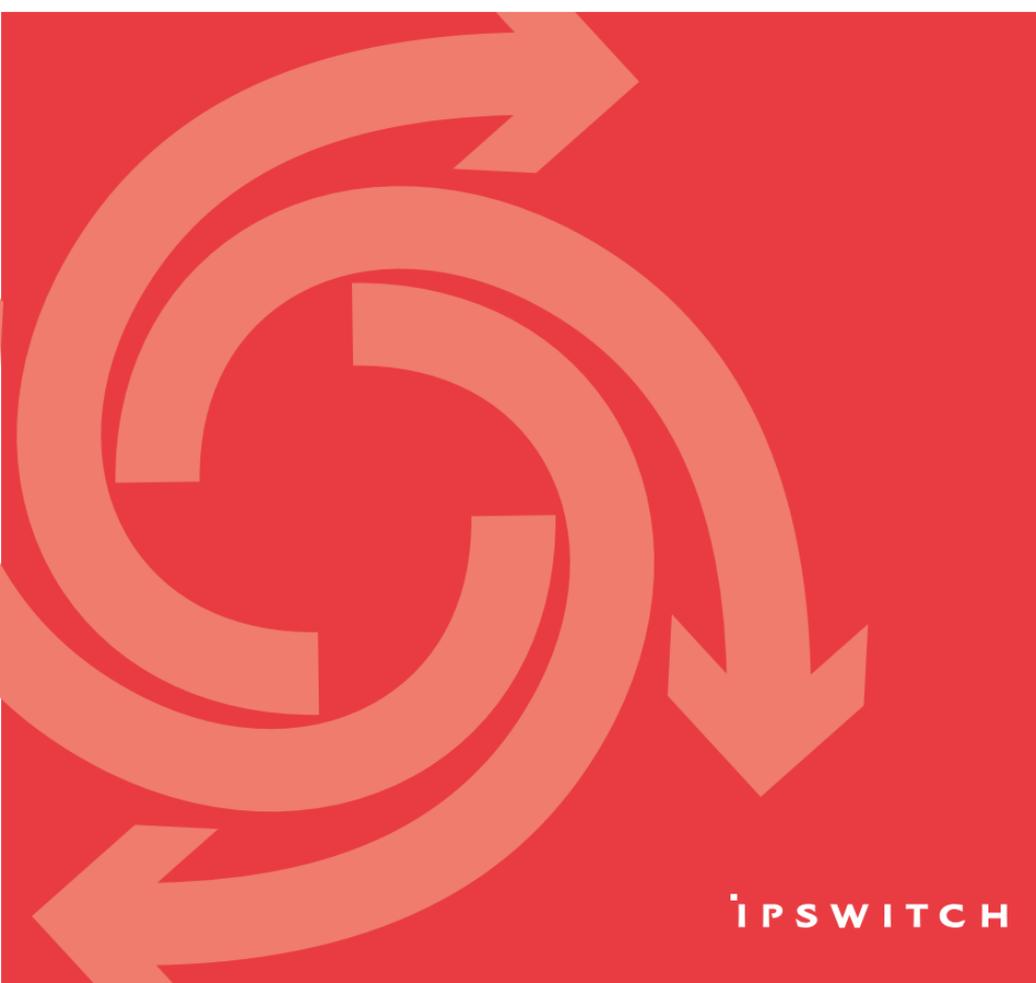
IPSWITCH

About this document

This document contains information on how to install and configure WS_FTP Server and WS_FTP Server with SSH. If you are using WS_FTP Server, portions of this document pertaining to SSH do not apply.

What is Ipswitch WS_FTP Server 6?

Ipswitch WS_FTP® Server is a highly secure, fully featured and easy-to-administer file transfer server for Microsoft Windows® systems. WS_FTP Server lets you create a host that makes files and folders on your server available to other people. Users can connect (via the Internet or a local area network) to your host, list folders and files, and (depending on permissions) download and upload data. Administrators can control access to data and files with granular permissions by folder, user, and group. Administrators can also create multiple hosts that function as completely distinct sites.

WS_FTP Server is proven and reliable. It is used by administrators globally to support millions of end users and enable the transfer of billions of files.

WS_FTP Server complies with the current Internet standards for FTP and SSL protocols. Users can connect to the server and transfer files by using an FTP client that complies with these protocols, such as Ipswitch WS_FTP Home or Ipswitch WS_FTP Professional.

WS_FTP Server with SSH also includes support for SFTP transfers over a secure SSH2 connection.

New in this release (6.1)

The release of WS_FTP Server 6.1 and WS_FTP Server 6.1 with SSH introduces the following new features and fixes:

- Choice of databases: Administrators have the option to either use the embedded WS_FTP Server database (PostgreSQL) or integrate with an existing Microsoft® SQL Server for both user authentication and server system configuration (i.e access controls, user permissions, password

policies, etc). This choice is made when running the installation program.

- **Choice of Web Servers:** Administrators can either use the embedded, standards-based Web server that ships with WS_FTP Server, or integrate with Microsoft Internet Information Services (IIS) for powering the Web administration interface of the WS_FTP Server. This choice is made when running the installation program.

- **Silent Install for Fast Deployment of Multiple Servers:** This feature lets administrators customize the installation and quickly deploy multiple servers with unattended "silent" installations. Silent install can automate product installation on both local and remote computers. For more information, see Appendix: Silent Install (in the **Getting Started Guide** (http://www.ipswitch.com/ftpserver61gsg)).

- **Lock Files During Upload:** This feature ensures version control of files by preventing different users from simultaneously uploading and downloading the same file. File lock during upload prevents users from downloading a file before it is fully uploaded to the server.

- **Enhanced Password Management:** This feature lets administrators force end users to change their password upon their initial login to the server. Administrators can also set policies that require users to reset their password at any time on an ongoing basis.

- For fixes in this release, see the Fixed in 6.1 section in the WS_FTP Server Release Notes.

System requirements

WS_FTP Server requires:

- An Intel Pentium® 4, 1 GHz or higher (or an equivalent processor)
- 512 MB RAM minimum
- 250 MB of drive space
- NTFS formatted drive
- TCP/IP enabled network interface card (NIC)

- Microsoft® Windows® XP Professional SP2 or later, Microsoft Windows 2000 Server SP4 or later, or Windows Server 2003 SP1 or later

- Microsoft .NET Framework 2.0

- Microsoft Data Access Component (MDAC) 2.80 or later

- Microsoft Windows Installer 3.1 or later

- Microsoft Windows Script Host 5.6 or later

- Broadband connection to the Internet (recommended)

- During installation, you can select to use Microsoft Internet Information Services (IIS) as your web server (instead of WS_FTP's Web Server). If you choose this option, you need to have Microsoft Internet Information Services (IIS) 5.0 or later installed on your computer.

- During installation, you can select to use Microsoft SQL Server as your database for configuration data. if you choose this option, you must use one of the following versions: Microsoft SQL Server 2000, Microsoft SQL Server 2005, or Microsoft SQL Server 2005 Express.

Ipswitch Notification Server requires:

All requirements for WS_FTP Server (above), plus:

- Broadband or dial-up connection to the Internet (required for email notifications outside of the local area network)

- Modem and phone line (required for pager and SMS notifications)

WS_FTP Server Manager requires:

- Microsoft Internet Explorer 5.1 or later, Mozilla Firefox 2.0 or later, Netscape Navigator (or other Web browser that is CSS2 and HTML 4.01 compliant)

- Enabled Javascript support in the Web browser

- Enabled Cookie support in the Web browser

Upgrade Notes

Upgrading from WS_FTP Server 6

- Make a backup of your existing server before starting the install of WS_FTP Server 6.1. How to backup WS_FTP Server 6+ (http://support.ipswitch.com/kb/FS-20070924-CM02.htm).

- The 6.1 installation program will maintain PostgreSQL as the database for configuration data, and IIS as the web server.

- If you would prefer to use Microsoft SQL Server as the database or the Ipswitch web server, we recommend that you do the following:

  1 Uninstall WS_FTP Server 6 (see page 17), making sure that you keep the existing PostgreSQL database.

  During uninstall, when the User Configuration Data Exists screen opens, make sure that none of the options are selected, before you click **Next**.

  2 Run the 6.1 installation program.

  For more information, see our Knowledge Base article on 6.1 Upgrade and Migration issues (http://support.ipswitch.com/kb/FS-20071031-CW01.htm).

Upgrading from 5.04 or higher

- Make a backup of your existing server before starting the install of WS_FTP Server 6. See How to backup WS_FTP Server 5.04+ (http://support.ipswitch.com/kb/FS-20000629-DM01.htm).

Upgrading from a version lower than 5.04

- Versions previous to 5.04 of FTP Server will not upgrade to Server 6 and will need to be upgraded to at least 5.04 before attempting an upgrade. If you need to upgrade your current server version to 5.04, please visit the Download Center (http://www.ipswitch.com/apps/download_center/).

Changes related to upgrades from WS_FTP Server 5

- After upgrading to Ipswitch WS_FTP Server 6, some permissions may differ from the permissions granted in WS_FTP Server 5.x.

    - The Anonymous user is no longer included in the Everyone group.

    - When connecting via FTP or SFTP, host administrators and system administrators have expanded control over the folders on the host they administer. In WS_FTP Server 5.x, administrator permissions are determined by explicit permissions set on each folder. In Ipswitch WS_FTP Server 6, administrators have full permission to all folders on the hosts they administer unless an explicit deny permission is set to limit permission.

    - If any Folder Rules were applied to a user in WS_FTP Server 5.x that prevented him from completing an action, the upgrade creates a Deny permission on all affected folders to reproduce the restriction in Ipswitch WS_FTP Server 6.

    - Permissions that are set to propagate do not propagate into virtual folders.

- Mapped drives are no longer supported. Use UNC paths in place of mapped drives.

- The **Enable SSL versions 1 and 2** option in WS_FTP Server 5.x has been changed to **Enable SSL versions 1, 2 and 3** in WS_FTP Server 6.0. This means that upgrading a host with the option enabled in WS_FTP Server 5.x forces clients to use SSL version 3.1 or higher in WS_FTP Server 6.0 instead of SSL version 2 or higher in WS_FTP Server 5.x.

- If the WS_FTP Server 5.x that you are upgrading is set to run as any user other than the default Local System, the upgrade changes the run as user to Local System. You may reset this after the upgrade is complete, or set the impersonation user on the host.

Installing WS_FTP Server

> ✅ **Important**:If upgrading from a previous version of WS_FTP Server, before running the installation program, see the Upgrade Notes in the previous section.

During the installation, a host using the internal WS_FTP Server user database is created. You can create hosts using Microsoft Active Directory, Microsoft Windows, or other external user database types after the install is completed.

> ✅ **Important**: Installing WS_FTP Server on a domain controller is not recommended.

> ✅ **Important**: Installing WS_FTP Server via Terminal Services is not recommended. You can use Terminal Services to install subsequent WS_FTP Server updates and installations.

To install WS_FTP Server:

1   If you are using Microsoft IIS as your web server, before you begin the WS_FTP Server installation, confirm that Microsoft IIS is running and that you can access the Web site on which you will install the WS_FTP Server Manager web application.

2   If you received an installation CD, insert it into a drive. If the Welcome screen does not appear, select **Start > Run**, and enter the drive path followed by launch.exe.

Example: D:\launch.exe

- OR -

If you downloaded the software from our Web site, double-click the executable (.exe) file to begin the installation.

3   On the installation Welcome screen, click **Read** to read the release notes or **View** to download and view an electronic copy of the Getting Started Guide. Click **Next** to continue. The License Agreement dialog appears.

4   Read the license agreement carefully. If you agree to its terms, select **I accept the terms of the license agreement** and click **Next**. The Setup Type dialog appears.

5   The Setup Type dialog lets you select from two installation methods, **Express** and **Custom**.

- **Express** installs the WS_FTP web server and installs the following components to default locations: WS_FTP Server or WS_FTP Server with SSH, Ipswitch Notification Server, Ipswitch Logging Server, and PostgreSQL. The option to install WS_FTP Server with a Microsoft IIS web server, or with a SQL Server database, will not be available with express install.

- **Custom** installation allows you to select the specific components you want to install and also specify locations for each component install. Custom install also allows you the option of using a Microsoft IIS web server and/or MS SQL Server database.

Select the installation method you want to use, then click **Next**.

Using the Express install option

> ✅ **Important**:The express installation option does not include the option of installing WS_FTP Server with Microsoft IIS as the web server, or Microsoft SQL Server as your database. If you wish to run WS_FTP Server with IIS or SQL Server, click the back button and choose the Custom install option.

1   Enter the port that your WS_FTP Web Server will use. (The install will verify that the port is not in use.) Click **Next**.

2   Verify or enter the fully qualified host name for this server. The installation program provides the host name of the server, but you may need to add domain information. This host name is used to create the first host.

3   When you click **Next**, one of the following screens opens:

- **Specify a PostgreSQL Server and Administrator Account**. This screen opens if PostgreSQL database server was previously installed on your computer. Go to step 4.

- **Create User Accounts**. Continue to step 5.

4 In the **Administrator Password** box, enter a System Administrator Password for access to the system administrator (sa) account for the PostgreSQL database that hosts WS_FTP Server data. Click **Next**. The Enter Host Name screen opens.

5 The Create User Accounts screen opens. Set the appropriate options.

- **Create the WS_FTP Server system administrator account on this host**. Select the host on which you want to create a system administrator account. If you are installing for the first time, only one host is available.

- **Username**. Enter a username. This username is used to create:

  - a WS_FTP Server user to serve as the system administrator. This user belongs to the specified host, but is granted full system administrator permissions for all hosts on the server.

  - a non-privileged Windows user account named IPS_ plus the name you provide. For example, if you enter admin, the Windows user is named IPS_admin. This account is used by the configuration data store (PostgreSQL) and serves as the run-as user for the WSFTPSVR virtual folder.

- **Password** and **Confirm Password**. Enter and confirm a password. This password is assigned to both the WS_FTP Server system administrator user and the Windows user account.

  ✅ **Important**: Your domain password policy may require that you use complex password rules. If so, make sure that you use a password that conforms to the domain requirements. The account will not be created without conforming to the domain password requirements.

6 Click **Next**. The Ready to Install the Program screen opens.

7 The install program is now ready to install the components you selected. Click **Install**. The install program installs and configures the components you selected. This may take a few minutes.

Using the Custom install option

1 When you select the **Custom** install option, the Select Features screen opens. Select the checkboxes next to the components you want to install. Click **Next**.

2 Choose the database you wish to use for WS_FTP Server: PostgreSQL or Microsoft SQL Server (you will be asked for configuration values later in the install).

3 For each component that you selected, confirm the **Destination Folder** where the install program will install the component. To choose a new folder, select **Browse** and choose another folder. After you have made your selection, click **Next**. Repeat this step for each component (including the database components). When the destination folder for each component has been selected, the Select Web Host screen appears.

4 Select the web server that you will use with WS_FTP Server. (If you select Microsoft IIS, be sure that IIS is running on the PC that you are installing to.) Click **Next**.

5 If you chose the PostgreSQL database, enter the port that your WS_FTP Web Server will use. (The install will verify that the port is not in use.) Click **Next**.

6 Next, enter the fully qualified host name for this server. The installation program provides the host name of the server, but you may need to add domain information. This host name is used to create the first host.

7 When you click **Next**, one of the following screens apprears:

- **Specify a PostgreSQL Server and Administrator Account**. This screen opens if PostgreSQL database server was previously installed on your computer. Go to step 8.

- **Create User Accounts**. Continue to step 9.

8 In the **Administrator Password** box, enter a System Administrator Password for access to the system administrator account for the PostgreSQL database that hosts WS_FTP Server data. Click **Next**. The Enter Host Name screen opens.

9 The Create User Accounts screen opens. Set the appropriate options.

- **Create the WS_FTP Server system administrator account on this host**. Select the host on which you want to create a system administrator account (if you are using WS_FTP Server). If you are installing for the first time, only one host is available.

- **Username**. Enter a username. This username is used to create:

  - a WS_FTP Server user (if applicable) to serve as the system administrator. This user belongs to the specified host, but is granted full system administrator permissions for all hosts on the server.

  - a non-privileged Windows user account named IPS_ plus the name you provide. For example, if you enter admin, the Windows user is named IPS_admin. This account is used by the configuration data store (PostgreSQL) and serves as the run-as user for the WSFTPSVR Microsoft IIS virtual folder (if you use Microsoft IIS).

- **Password** and **Confirm Password**. Enter and confirm a password. This password is assigned to both the WS_FTP Server system administrator user (if applicable) and the Windows user account. Click **Next**.

> ✅ **Important**: Your domain password policy may require that you use complex password rules. If so, make sure that you use a password that conforms to the domain requirements. The account will not be created without conforming to the domain password requirements.

> ✅ **Important**: The Windows user account must comply with the security policies on your Windows server. Once the install completes, verify that the account is not set to expire at the next logon and that you are aware of any expiration policies that apply to the account.

10 If you chose Microsoft SQL Server for your database (in step 2), next you will be asked to enter the Server's name or IP address with the instance name (formatted as Server/Instance), a Port number (the install autofills SQl Server's default value of 1433), the Master Database Username, and Password. Click **Next**.

11 If you chose Microsoft IIS as your web server, the Web Configuration screen opens. In the **Use this Web site** dropdown, select the preferred Internet Information Services (IIS) Web site. Click **Next**.

12 The Ready to Install the Program screen opens, which will install the components you selected. Click **Install**. This may take a few minutes.

Accessing the WS_FTP Server Manager

Ipswitch WS_FTP Server 6 Manager is the web-based program used to manage the server and any hosts created on it. When you install the server, the server manager is also installed.

To access WS_FTP Server Manager:

1 Using one of the methods below, open the WS_FTP Server Manager.

- Double click the WS_FTP Server Manager icon on the desktop.

- On a computer that has Internet or network access to the server, open a web browser and enter
  `http://yourhostname.domainname.com/WSFTPSVR/`, replacing

`yourhostname.domainname.com` with the host name you specified during installation.

The Ipswitch Web Admin login page appears.

2   In **Username**, enter the username of a system or host administrator. If you want to use a system or host administrator on a host other than the default host, enter the username, host separator and host name, such as `username@hostname`.

3   In **Password**, enter the password for the user you entered.

4   Click **Log In**.

Navigating the WS_FTP Server Manager

The WS_FTP Server Manager has a Web-based user interface.
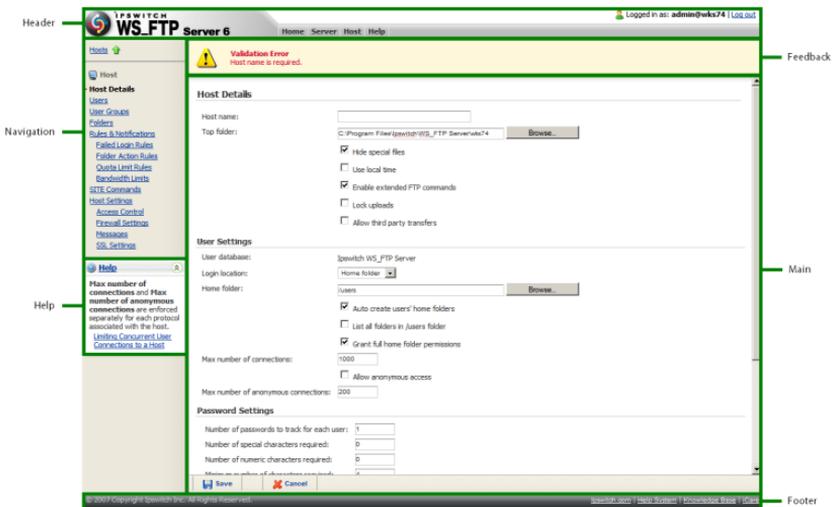
The interface consists of five main regions that each perform a specific function.

▪   **Header**. The header contains the top menu, an indication of which user is logged in, and a link to log out.

- **Navigation**. The navigation area contains a link to the previous page, a contextual menu of links to pages that are relevant to the current page, and the help box.

- **Help**. Click to get help information about using the WS_FTP Server application.

- **Feedback**. This portion of the page displays informational messages about the processes you are completing. This area may display errors, helpful tips, evaluation status, and other information.

- **Main**. The main area contains the information and data for the selected page. If the page allows you to modify or create data, a **Save** (or **OK**) and **Cancel** button are anchored to the bottom left corner of the main area.

- **Footer**. In addition to copyright information, the footer displays links to the Ipswitch Web site, the help system and documentation for the product, the knowledge base, and the iCare campaign.

> **Note**: Some pages are designed to act as dialogs, requiring that content be saved or the action cancelled. On these pages, the top menu in the header and the contextual menu in the navigation area are not displayed.

Installing Ipswitch Notification Server or Ipswitch Log Server on a remote computer

Prior to installing Ipswitch Notification Server or Ipswitch Log Server on a remote computer, you must install WS_FTP Server completely and modify the installation to accept remote connections to its database.

To enable remote connections to the database, make the following changes to PostgreSQL configuration files, both located in `C:\Program Files\PostgreSQL\data\`:

- In postgresql.conf, locate the line that reads

  `listen_addresses = 'localhost'`

and modify it to read

```
listen_addresses = '*'
```

If the line begins with a number sign (#), delete the number sign.

- In pg_hba.conf, append a line at the end of the file that reads

```
host    all    all    <ipaddress>/32    password
```

where `<ipaddress>` is the IP address of the remote log or notification server. For more than one remote server, you can enter a second line .

After making the above changes, you must restart the PostgreSQL server service.

Installing remote services

After enabling remote connections to the database on the server where WS_FTP Server is installed, you can begin installation of Ipswitch Notification Server or Ipswitch Log Server on another computer.

1. If you are using Microsoft IIS as your web server, before you begin the WS_FTP Server installation, confirm that Microsoft IIS is running and that you can access the Web site on which you will install the WS_FTP Server Manager web application.

2. If you received an installation CD, insert it into a drive. If the Welcome screen does not appear, select **Start > Run**, and enter the drive path followed by launch.exe.

   Example: D:\launch.exe

   - OR -

   If you downloaded the software from our Web site, double-click the executable (.exe) file to begin the installation.

3. On the installation Welcome screen, click **Read** to read the release notes or **View** to download and view an electronic copy of the Getting Started Guide. Click **Next** to continue. The License Agreement dialog appears.

4   Read the license agreement carefully. If you agree to its terms, select **I accept the terms of the license agreement** and click **Next**. The Setup Type dialog appears.

5   Select **Custom** and click Next. The Select Features screen opens.

6   Select the checkbox next to the service or services that you want to install on this server. For a standalone installation of Ipswitch Notification Server or Ipswitch Log Server, make sure the checkbox next to WS_FTP Server is cleared. Click **Next**.

7   For each component that you selected to install, confirm the **Destination Folder** where the install program will install the component. To choose a new folder, select **Browse** and choose another folder. After you have made your selection, click **Next**.

8   Repeat step 6 for each component. When the destination folder for each component has been selected, the database Logon screen opens.

9   Enter the IP address of the server where WS_FTP Server is installed. If you are using the database installed with WS_FTP Server, leave the port number as 5432; otherwise, enter the port on which the datbase server listens.

10   Enter the username and password for the database administrative user. If you are using the database installed with WS_FTP Server, enter the administrator username and password that you entered during the installation of WS_FTP Server on the other server. For default installations, you must prepend the username with IPS_ (for example, if you entered admin as the administrator username, enter IPS_admin here).

> **Note**: The username for PostgreSQL is case sensitive.

11   Click **Next**.

- If you are installing Ipswitch Log Server, the Enter Web Administration User name screen opens. Continue to step 12.

- Otherwise, the Web Configuration screen opens. Continue to step 13.

12 Enter a username and password. This username and password is used to create:

- a user to serve as the Web administrator for the Ipswitch Log Server administration application.

- (only applies to Microsoft IIS installations) a non-privileged Windows user account named IPS_ plus the name you provide. This account is used to specify permissions for log files and serves as the run-as user for the WSFTPLogServer virtual folder on the web server.

Click **Next**. If using Microsoft IIS as your web server, the Web Configuration screen opens. Otherwise, proceed to step 14.

13 (Step only applies to Microsoft IIS users.) In the **Use this Web site** list, select the preferred Internet Information Services (IIS) Web site. Click **Next**. The Ready to Install the Program screen opens.

14 The install program is now ready to install the components you selected. Click **Install**. The install program installs and configures the components you selected. This may take a few minutes.

Configuring WS_FTP Server to use remote services

After installing Ipswitch Log Server and/or Ipswitch Notification Server on a remote server, you must configure WS_FTP Server to use those services.

To configure WS_FTP Server to use a remote notification server:

1 Open the WS_FTP Server Manager on the computer where WS_FTP Server is installed.

2 From the top menu, select **Server > Server Settings > Notification Server**. The Notification Server Settings page opens.

> **Note**: You must be logged in as a system administrator for the Notification Server Settings link to appear.

3 In **Notification server IP address**, enter the IP address or host name of the remote notification server. Click **Save**.

✅ **Important**: After changing **Notification server IP address**, you must restart the WS_FTP Server and SSH Server services.

📝 **Note**: If you installed a remote log server as well, you must update the **Log Settings** section with the IP address of the remote log server.

To configure WS_FTP Server to use a remote log server:

1 Open the WS_FTP Server Manager on the computer where WS_FTP Server is installed.

2 From the top menu, select **Server > Server Settings > Log Settings**. The Log Settings page opens.

3 Under **Enable WS_FTP Logging** in **Log server host or IP address**, enter the IP address or host name of the remote log server.

4 Under **Remote Log Server Settings**, enter the username and password you entered for the log server user during the log server installation.

5 In **Web admin login location**, enter the Web address for the login page of the remote log server. In most cases, this address will be `http://<IPAddress>/WSFTPLogServer/ftplogserver/login.asp`, with `<IPAddress>` replaced with the IP address listed in **Log server host or IP address**.

Uninstalling WS_FTP Server

1 In the Control Panel, select Add/Remove Programs.

2 Select Ipswitch WS_FTP Server, then click **Change/Remove** and follow the onscreen prompts to uninstall.

The User Configuration Data Exists screen presents options for removing the configuration database:

- Remove the WS_FTP Server configuration data from the data store

- Remove the Ipswitch Notification Server configuration from the data store

- Also, remove the PostgreSQL database server. (Note: You may have other databases on that server.)

If you want to maintain the configuration data in the database, for example when you plan to upgrade or migrate to another database, make sure that these options are not selected.

For more assistance

For more assistance with WS_FTP Server, consult the following resources:

- **Getting Started Guide (**http://www.ipswitch.com/ftpserver61gsg**).** The Getting Started Guide includes information on custom installations, unattended "silent" installations, and uninstalling the product.

- **Application Help**. Contains dialog assistance, general configuration information, and how-to's that explain the use of each feature. The application help can be accessed from any page in the WS_FTP Server Manager by clicking **Help**.

- **User Guide**. This guide describes how to use the application out-of-the-box. It is also useful if you want to read about the application before installing. To view or download the User Guide, select **Start > Programs > Ipswitch WS_FTP Server > WS_FTP Server User Guide**.

- **WS_FTP Server Forum** (http://forums.ipswitch.com/Forum8-1.aspx). Provides a resource for you to interact with other WS_FTP Server users to share helpful information about the application.

- **The Ipswitch Knowledge Base** (http://support.ipswitch.com/kb/). Search the Ipswitch Knowledge Base of technical support and customer service information.

Appendix: "Silent" Install

WS_FTP Server install allows for a "silent" (unattended) product install. You can use silent install to automate product installation on both local and remote computers.

Silent install uses two operations. The first operation "records" the options you choose during an install, storing them in a local "response" file. The second runs an install on a different computer, based on the options recorded in the file created in the first operation.

If a given computer requires identical install options to the ones you recorded in a response file, you can use that file to automate installation on that computer. A simple command will perform the installation using the entries recorded in response file. Other than the execution of the command, no input will be needed from the user.

> **Note**: If the respective computers do *not* have the same install option requirements, and you nonetheless run silent install using the same file, an error may result and the install will fail.

You can also run a silent *uninstall*. You can do this by initiating a record operation, recording an uninstall, and then performing a silent *un*install, using the response file you created during the initial step.

To perform a silent install (or uninstall):

1 Initiate the recording to start the response file:

Execute the following at a command line or Run dialog:

```
[path+executable].exe -r -f1[path]\setup.iss
```

...where *[path+executable]* is the name of the WS_FTP install executable you are creating the response file for, plus its location, *[path]* is the location where you wish to create the response file, and setup.iss is the response file itself (you can name the file a different name if you wish).

> **Note**: If you use the WS_FTP Web Server install option, to avoid port conflicts, it is recommended that you not use port 80.

2. Proceed with the install using the options you wish to record. When you click Finish, the install (or uninstall) recording will be complete.

3. Execute the silent install on the desired computer by running the following:

```
[path+executable].exe -s -f1[path]\setup.iss
```

...where the bracketed values are the same ones mentioned in the previous step. After this step, the silent install will proceed with no further input needed.

You can run each of these operations with no specifics after the command. This will perform the operation with default values. The default for the record operation will store the file as "setup.iss" in the system's Windows folder. The execute silent install operation will look for a file of that name in the same folder. If there is no .iss file present, the install will fail.

Setup.log

The install creates a log file in the same directory as the response file: setup.log. The Setup.log file contains three sections. The first section,[InstallShield Silent], identifies the version of InstallShield Silent used in the silent setup. The second section, [Application], identifies the installed application's name and version, and the company name. The third section, [ResponseResult], contains the result code indicating whether or not the silent setup succeeded.

The ResponseResult should show one of two values. If your install failed due to a missing value, you will see a value of "-3" in the log file. This means there was a mismatch between 1) the install requirements of the computer originally used to generate the response file, and 2) the install requirements of the target computer.

For instance, if setup.iss contains setup instructions for an Express install on a fresh machine, but the target computer contains a PostgreSQL database, then the silent install will fail, because the install steps for computers with pre-existing PostgreSQL databases are different from computers without them.

A ResponseResult of "0" indicates a successful install.

For further information useful in troubleshooting an install, you can also refer to the `WS_FTP_Install.LOG`, which the install writes to the `C:\Windows\System32\` folder.

The SUPPRESSREBOOT Option

Some installs will require a reboot, especially installs on computers that have never had a WS_FTP installation. If you do not want the target computer to reboot, enter the command "SUPPRESSREBOOT" at the end of the command line. For instance:

```
[path+executable].exe -s -f1[path]\setup.iss SUPPRESSREBOOT
```

You may need to edit the setup.iss file.

If the setup.iss contains a line with the ending `SdFinishReboot-0`, you will need to replace it with `SdFinish-0`. For instance, you should replace the line--

```
Dlg##={3F464442-A51F-414B-ACA4-78BCF276B346}-SdFinishReboot-0
```

...with the line:

```
Dlg##={3F464442-A51F-414B-ACA4-78BCF276B346}-SdFinish-0
```

...where "##" represents the install dialog screen number that the line describes.

Similarly, the lines--

```
[{3F464442-A51F-414B-ACA4-78BCF276B346}-SdFinishReboot-0]
Result=6
BootOption=3
```

...should be changed to:

```
[{3F464442-A51F-414B-ACA4-78BCF276B346}-SdFinish-0]
Result=1
bOpt1=0
bOpt2=0
```

If a reboot was required by the installation, you will still need to perform a reboot for the application to work as expected.

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