

Accessing shared files with FTP and WebDAV

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How FirstClass accesses shared files

Internet Services supports File Transfer Protocol (FTP) and Web-based Distributed Authoring and Versioning (WebDAV) to access shared files.

Using the FTP folder located in the Internet Services folder on the administrator's Desktop, you can make files available for download on your FirstClass system. FTP on FirstClass also allows users to access uploaded files within their FirstClass accounts.

Using WebDAV, you can allow editing within FirstClass of any Microsoft Office documents like Word, Excel, and PowerPoint.

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Using FTP

The FTP folder contains conferences, folders, and files available for download using the FTP protocol.

You can upload files to the FTP folder (subject to permissions), create FirstClass documents in it, or alias conferences and folders to it. All information in this folder is available to authenticated users, anonymous users (if you have this option enabled), and FTP clients (any FTP program).

You can enable anonymous FTP users on the FTP tab on the Advanced Web & File form.



Note

Anonymous users cannot directly upload to the FTP folder. In order for anonymous users to be able to upload, you must create a new conference or alias an existing conference to the FTP folder that has appropriate permissions for nonauthenticated users.

Uploaded files and documents, whether uploaded directly to the FTP folder or to a conference aliased to that folder, are available for FTP download. Messages within an aliased conference will also be available, but not attachments to those messages. Any attachments you wish FTP users to download should be uploaded separately.

For Mac environments, files in the FTP folder must be in a suitable form for downloading. For example, multifork Mac files must be in BinHex or MacBinary format, since FTP does not support multifork file transfers. Internet Services does not perform conversions dynamically.

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Using WebDAV

Using the WebDAV set of extensions to the Hypertext Transfer Protocol (HTTP) allows users to collaboratively create and edit any type of non-FirstClass documents (for example, Word, Excel, PowerPoint).

This function is platform agnostic and will map to the FirstClass Desktop anywhere in the world. Users can access uploaded files on their FirstClass accounts as if they were using a file server. On Windows and Macs, FirstClass client and web users can map their drive to Internet Services and then authenticate it. For the FirstClass Communities web browser client, a Windows-based plugin that users install is required to allow Microsoft Office files to be opened directly from the browser.

A WebDAV-enabled application's locking mechanism can also be supported. This means that if UserA opens the document for editing, UserB will be notified that the document is locked when they attempt to edit it.

Depending on the application, UserB may be allowed to continue editing and then be offered a choice to merge documents at the end, or wait and be notified by the application when the document is available for editing. Support for WebDAV locking requires the WebDAV lock columns to be present in the container being accessed.

WebDAV uses port 80 (or whatever port your HTTP is configured for). WebDAV requires an SSL connection (SSL certificate on your Internet Services HTTP server). The WebDAV domain you supply on the Group Privileges form must start with <https://>, point to your site's Internet Services machine, and not end with /.

In addition, see the HeaderMatch document for configuration required in that document to enable WebDAV.

Mapping a network drive

If you or your users want to edit documents online or upload/download lots of files, you can map an online location to your computer. This lets you edit any kind of uploaded files online, and transfer multiple files back and forth using drag and drop.

Below are the instructions you need to provide to your users if you want them to map drives.

Mapping a Windows drive



Note

This process will work at a general level for all Windows versions. However, the process may change slightly between versions.

- 1 Open My Computer.
- 2 Choose Tools > Map Network Drive.
- 3 Enter the desired URL to connect to (example: `\\otsw.huskyplanes.com\Login`).
- 4 Enter your login credentials when prompted.

These are the same username and password you use to log in.

Windows will then map that network drive for you. Once it's mapped, you can navigate to it like any other folder in Windows.

Mapping a Mac drive

- 1 Choose Finder > Go > Connect to Server.
- 2 Enter the desired URL to connect to (example: <smb://otsw.huskyplanes.com/Login>).
- 3 Enter your login credentials when prompted.

These are the same username and password you use to log in.

A new icon for the networked drive will appear on your Mac desktop. Once it's mapped, you can navigate to it like any other folder in Mac.

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