

Dear Client

As a security measure we have now disabled the ftp connections via plain text mode. This is being exploited to launch gumblar attack on your websites. In most of the cases we found that the attack was due to compromised user systems. There the attacker was able to sniff the login details and use them to upload malware in the website. To prevent this we have already enabled ftpes which will allow you to upload via secure connection. But we do not see this to be used by many users and hence they get attacked. Hence we have now enabled ftp only via TLS / SSL. This means you will now be able to connect via TLS / SSL mode only.

For your convenience we have the following instructions on how to connect via ssl in your ftp.

First download ftp software from

https://www.ohloh.net/p/filezilla/download?filename=FileZilla_3.2.7.1_win32-setup.exe

Install it.

Click on File >> Site Manager

Click on New Site option

Supply the following details

Host : <ftp.yourdomain.com>

port : 21

server type : FTPES - FTP over explicit TLS/ SSL

Logon Type : Normal

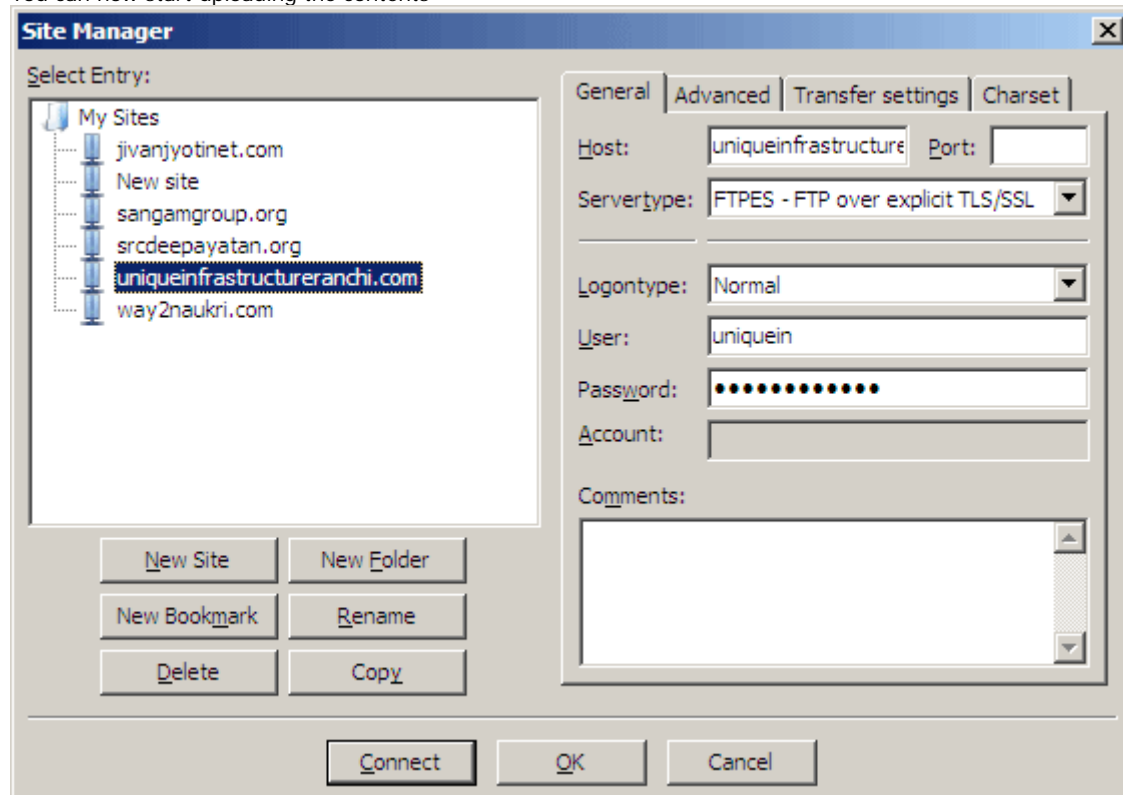
User : your ftp user name

password : your ftp password

Click on connect

Now you should be able to view the local system in left side and server in the right side

You can now start uploading the contents



CUTE FTP

If you are using cute ftp, please follow the steps below;

Click on File >> New >> FtP Site

Under General Tab

Label - Provide the site name
Host Address : <ftp.yourdomain.com>
User Name : Your ftp user name
Password : Your ftp password
Login Method : Choose normal

Click on Type Tab

Protocol Type >> Choose FTP with TLS/SSL (AUTH TLS - Explicit)
Port : 21
Server Type >> Choose Auto Detect
Data Connection Type >> Choose User Global Settings
Transfer Type >> Choose Use Global Setting
Server Time Zone >> No Offset
Check the Check box " Clear Data Channel " [Without this it will not work]

Click on connect now

[If any prompt to accept the certificate appears, please accept it as the server used open ssl]

Now you should be able to view the local system in left side and server in the right side

You can now start uploading the contents

Rgds

Ashutosh