**A red square with black dots

Description automatically generatedFileZilla FAQ**

*Prepared by SIS Tech Team, last updated 1/17/2025*

### **Do I download FileZilla Client or FileZilla Server?**

* You want to download FileZilla *client*.
* Download link: <https://filezilla-project.org/>

A screenshot of a computer

Description automatically generated



### **Which edition of FileZilla Client do I pick?**

* Choose *FileZilla (Free)*. It has everything you need for your assignment.

A screenshot of a computer

Description automatically generated

### **When I started the installation, it says “Make FileZilla even better.” What do I do?**

* Choose *Decline.*
* If you accept, it will install a new web browser on your computer that you do not need.

A screenshot of a computer security system

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### **Where are my log in credentials for FileZilla?**

* Your login credentials are in an email from C&IT. See sample below.
* Please double check your *spam/junk folder*. If you still cannot find it, [contact C&IT](https://tech.wayne.edu/kb/help-support/cit-help-desk/759)

A screenshot of a computer screen

Description automatically generated

### **Can I be locked out from the Apache server?**

* Yes, if you fail to log in *3 times*, you will be locked out until the next day.
* To reset your password, contact C&IT at [helpdesk@wayne.edu.](mailto:helpdesk@wayne.edu)

### **I got the error message “Authentication failed.” What do I do?**

* Connect to [WSU VPN GlobalProtect](https://tech.wayne.edu/kb/security/wsu-virtual-private-network/500212) first. Then login to FileZilla again.

### **Do I need to enter port (22) to connect to the server?**

* Yes. You need to enter the port to connect to the Apache server, along with the IP address.

### **I connected to FileZilla before, but now I’m having trouble reconnecting.**

Here are some troubleshooting tips:

* Close FileZilla completely before trying to log in again
* Connect to the VPN before opening FileZilla
* Don’t let FileZilla autofill your username or password. Input manually or copy and paste from the email.
* Make sure you are using the current server IP address: 141.217.120.86

### **What is my student website address/URL?**

* Keep in mind this is only the URL for your *home page.* 
  + http://141.217.120.86/**AccessID**/html

### **I’m still struggling. Can I get some one-on-one help?**

Yes! You can contact us by emailing [sistech@wayne.edu](mailto:sistech@wayne.edu) or filling out an [appointment request form.](https://forms.wayne.edu/61eb18d2a8c0e)

### **Other Resources**

SIS Tech Tutorial for [Downloading FileZilla](https://waynestateprod-my.sharepoint.com/:v:/g/personal/hv9144_wayne_edu/EeB2eoURGtNBsRvbDV0BgyMB5g7QyxnrFZYdEaQQ82-Vpg?e=e935nv&nav=eyJwbGF5YmFja09wdGlvbnMiOnt9LCJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOiJTdHJlYW1XZWJBcHAiLCJyZWZlcnJhbE1vZGUiOiJtaXMiLCJyZWZlcnJhbFZpZXciOiJwb3N0cm9sbC1jb3B5bGluayIsInJlZmVycmFsUGxheWJhY2tTZXNzaW9uSWQiOiI4NzcyMmViMC1lNmY0LTQwMDMtODEwYi00YWUwMGVhZDNiYTEifX0%3D)

SIS Tech Tutorial for [Logging into FileZilla](https://chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https:/sis.wayne.edu/students/technology/logging_into_filezilla_tutorial.pdf)

Check out [Dr. Li’s video tutorial](https://waynestateprod-my.sharepoint.com/personal/ax9064_wayne_edu/_layouts/15/stream.aspx?id=%2Fpersonal%2Fax9064%5Fwayne%5Fedu%2FDocuments%2FAttachments%2FUsing%20FileZilla%2Emp4&referrer=StreamWebApp%2EWeb&referrerScenario=AddressBarCopied%2Eview%2E62d022df%2D91d3%2D4d65%2Dbfa2%2Dcee6a37aad5f)