FileZilla 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/

Which edition of FileZilla Client do I pick?

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

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.
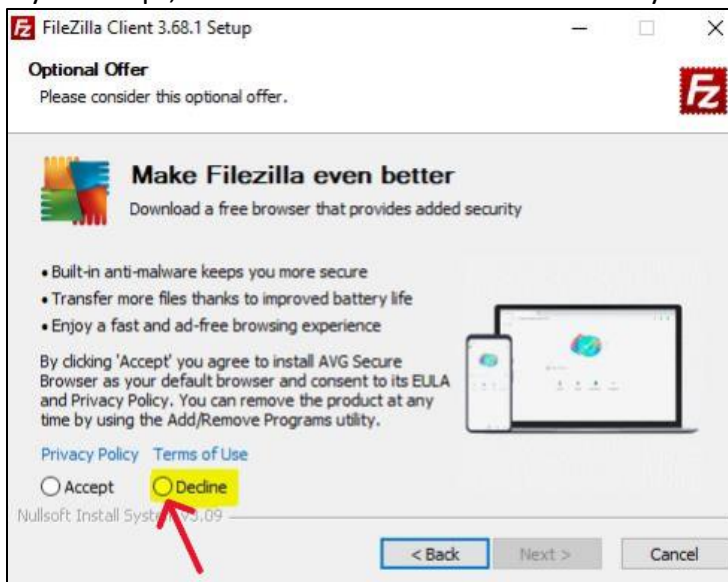
Where are my log in credentials for FileZilla?

– 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

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.

I got the error message "Authentication failed." What do I do?

- Connect to WSU VPN GlobalProtect 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 or filling out an appointment request form.

Other Resources

SIS Tech Tutorial for Downloading FileZilla
SIS Tech Tutorial for Logging into FileZilla
Check out Dr. Li's video tutorial