



File Transfer Protocol (FTP) Server Policies and Procedures

NASA Headquarters

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The NASA Headquarters Systems Operations Group operates a File Transfer Protocol (FTP) service on a public server at <ftp://ftp.hq.nasa.gov/>. This service is available for anonymous users as well as for registered, privileged users.

Requirements

The requirements to use the FTP system vary depending on whether you are using the Anonymous system or if you have a privileged account.

Anonymous Use

For anonymous use, there is no requirement for account management.

Privileged Account

To obtain privileged FTP access, you must first perform both of the steps below:

1. Complete the required [elevated privileges training](#) in SATERN.

For more information on elevated privileges, visit the ITCD [Elevated Privileges For End Users](#) page.

2. Users must submit a NAMS request within IdMAX for FTP access. Use the search term “HQ Elevated Privileges for NON-ACES computers.”



Accessing FTP System

Access and use of the FTP system varies depending on whether you are using the Anonymous system or if you have a privileged account.

Anonymous Use

To use the system for anonymous service, there is an “incoming” folder at <ftp://ftp.hq.nasa.gov/incoming> that is set to allow anonymous FTP “puts” of files by any user with no limit set on file size. There is an outgoing folder called <ftp://ftp.hq.nasa.gov/shortterm> where users can receive files placed there by the administrator. For anonymous access, there is a “pub” folder that contains a hierarchy of lower-level directories, all of which are accessible by any anonymous user.

Privileged Account

Users with privileged accounts can access their home folder for “puts” and “gets” as well as “deletes.”

File Management

There is a limit on the time a file can reside in the FTP system. This limit varies depending on whether you are using the Anonymous system or you have a Privileged account.

Anonymous Use

Files located in “incoming” have a resident lifetime of 7 days from placement into the directory. Once a file is placed into “incoming,” the individual placing the file should notify both the intended recipient and the FTP Systems Administrator. (The e-mail notification address for the FTP Systems Administrator is ftpadmin@hq.nasa.gov). The notification should include the following:

- Name of the file
- Approximate size
- Time of posting
- Intended recipient

The recipient will be contacted by the FTP Systems Administrator for guidance on where the file should be placed permanently.

Privileged Account

Privileged accounts on the FTP server come with read, write, and delete privileges on the user’s personal folder. However, in order to facilitate the management of this system, owners of these accounts will be requested to review files located in their accounts that are older than 6 months. Privileged accounts which have not been accessed in 6 months may be removed by the FTP Systems Administrator. An effort will be made to contact owners prior to deletion. Data that is removed will be archived on offline storage media.

File Transfer Protocol (FTP) Server Policy

Time-out limits for FTP accounts

Anonymous Use	<ul style="list-style-type: none">• Incoming-Files will be deleted by the system after being resident for 7 days;• Short term-Files will be deleted by the system after being resident for 45 days or as instructed by the owner.
Privileged Account	Contents and account will be deleted following 6 months of inactivity.

With respect to classification of information, NASA Policy Guideline (NPG) 2810.1A defines information categories and appropriate locations for these categories of information. For detailed instructions on what should not be placed on public servers, see [NPR 2800.1A, Security of Information Technology](#)

Visit the [FTP Server](#) Web page for more information.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at [esd.nasa.gov](#), or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:
<http://itcd.hq.nasa.gov/instructions.html>