

# Re: Access to external FTP server

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-07/msg06586.html>

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- *From:* [v-edtian@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-edtian@xxxxxxxxxxxxxxxxxxxxxxxx) (Edward Tian)
  - *Date:* Thu, 28 Jul 2005 01:27:22 GMT
- 

Hi Jim:

I am glad to hear that the problem has been resolved :) It's my pleasure to work with you in this post. If you encounter any difficulties in the future, please feel free to let me know. I hope to see you again in the newsgroup.

Have a nice day, Jim! :-)

Best Regards  
Edward Tian(MSFT)  
Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

=====  
This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:  
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

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Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

=====  
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Re: Access to external FTP server

-----  
| From: "Jim G" <Jim G@xxxxxxxx>  
| References: <ObfTBQgjFHA.3692@xxxxxxxxxxxxxxxxxxxxxxxx>  
<t5nygpjFHA.2700@xxxxxxxxxxxxxxxxxxxxxxxx>  
<eAW0oN7jFHA.3568@xxxxxxxxxxxxxxxxxxxxxxxx>  
<2mjKoeRkFHA.3672@xxxxxxxxxxxxxxxxxxxxxxxx>  
<OMx3EjWkFHA.3064@xxxxxxxxxxxxxxxxxxxxxxxx>  
<Dhn2RUckFHA.3120@xxxxxxxxxxxxxxxxxxxxxxxx>  
| Subject: Re: Access to external FTP server  
| Date: Wed, 27 Jul 2005 17:21:43 -0400  
| Lines: 409  
| X-Priority: 3  
| X-MSMail-Priority: Normal  
| X-Newsreader: Microsoft Outlook Express 6.00.2900.2527  
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2527  
| X-RFC2646: Format=Flowed; Original  
| Message-ID: <uSOCxEvkFHA.320@xxxxxxxxxxxxxxxxxxxxxxxx>  
| Newsgroups: microsoft.public.windows.server.sbs  
| NNTP-Posting-Host: cpe-65-27-242-218.cinci.res.rr.com 65.27.242.218  
| Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP09.phx.gbl  
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:139282  
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Edward,  
|  
| Problem solved. Thank you very much. The problem was that Read Only check  
| box in the FTP protocol definition was selected in the ISA 2004  
management  
| console. Now I can upload to my new site/server.

| Thanks again,  
|  
| Jim G.

| "Edward Tian" <v-edtian@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
| [news:Dhn2RUckFHA.3120@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:Dhn2RUckFHA.3120@xxxxxxxxxxxxxxxxxxxxxxxx)

| > Hi Jim:  
| > Thank you for your reply.  
| >  
| > I am sorry for the delayed response and the inconvenience this issue  
has  
| > brought to you. I want to clarify that I have spent several hours in  
| > performing research and test on my side. This issue appears to be very  
| > tough and may need a deep investigation. From the ISA log and ISAinfo we  
| > are not able to find out the root cause. (What we obtain is just a clue  
| > which indicates the data connection is terminated with an error)  
| >  
| > Since you can use WS\_FTP to upload to and download from the previous  
FTP  
| > site, the FTP access rule in ISA should be correct. From your latest  
| > description, I want to confirm some information with you:

Re: Access to external FTP server

|> 1. You mentioned that file upload is denied no matter you use IE or WS\_FTP client, then can you download file from the problematic file? If file download works fine, you may need to check whether the 'Read Only' checkbox in FTP protocol definition is cleared in ISA2004 management console.

|> You can try the following steps:

|> Open ISA2004 management console, find 'SBS FTP Outbound Access Rule' from Firewall Policy, double-click it, switch to 'Protocols' pane, click 'Filtering' and select 'Configure FTP'. In the 'Configures FTP protocol policy' dialog box, remove the checkmark in the 'Read Only' checkbox.

Does this problem persist?

|> 2. Open a command prompt window on your client computer. At the command prompt enter ftp and press ENTER. Next, at the FTP command prompt, enter 'open <IP address of the FTP server>' and press ENTER. Enter the user name anonymous at the FTP command prompt and press ENTER, then enter a password. After logging on enter dir. A list of files appears at the command prompt.

|> Try using the 'get' command to download a file (e.g. 'get abc.txt').

Will this download be successful? Next, use the put command to upload a file to the site (e.g. 'upload c:\abc.txt' the file exists in your local computer). Will this upload be successful? You may have a try at your convenience and tell me the result.

|> 3. If the issue persists, in order to make a deep investigation, would you please tell us the IP address/URL of the problematic FTP site? However, you may also offer us a temporarily username/password to logon. In this way, I can do the test from my side and capture the network package when this problem is reproduced. I appreciate your understanding and cooperation.:)

|> I will try my best to work with you to resolve this issue. If anything is unclear, please don't hesitate to let me know, I am glad to be of assistance.

|> Have a nice day, Jim!:)

|> Best Regards

Re: Access to external FTP server

Re: Access to external FTP server

|> Edward Tian(MSFT)  
|> Microsoft CSS Online Newsgroup Support  
|>  
|> Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)  
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|>  
|> Any input or comments in this thread are highly appreciated.  
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|>  
|> -----  
|> | From: "Jim G" <Jim G@xxxxxxx>  
|> | References: <ObfTBQgjFHA.3692@xxxxxxxxxxxxxxxxxxxxxxxx>  
|> | <t5nygpojFHA.2700@xxxxxxxxxxxxxxxxxxxxxxxx>  
|> | <eAW0oN7jFHA.3568@xxxxxxxxxxxxxxxxxxxxxxxx>  
|> | <2mjKoeRkFHA.3672@xxxxxxxxxxxxxxxxxxxxxxxx>  
|> | Subject: Re: Access to external FTP server  
|> | Date: Mon, 25 Jul 2005 18:32:39 -0400  
|> | Lines: 252  
|> | X-Priority: 3  
|> | X-MSMail-Priority: Normal  
|> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2527  
|> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2527  
|> | X-RFC2646: Format=Flowed; Original

Re: Access to external FTP server

Re: Access to external FTP server

|> | Message-ID: <OMx3EjWkFHA.3064@xxxxxxxxxxxxxxxxxxxxxx>  
|> | Newsgroups: microsoft.public.windows.server.sbs  
|> | NNTP-Posting-Host: cpe-65-27-242-218.cinci.res.rr.com 65.27.242.218  
|> | Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP15.phx.gbl  
|> | Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:138647  
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs  
|> |  
|> | Edward,  
|> |  
|> | Here's the connection log from WS\_FTP Pro.  
|> |  
|> | WINSOCK.DLL: WinSock 2.0  
|> | WS\_FTP Pro, Version 8.03, 2003.12.16  
|> | Connecting to nn.nnn.nnn.nnn:21  
|> | Connected to nn.nnn.nnn.:21 in 0.000000 seconds, Waiting for Server  
|> Response  
|> | 220 Microsoft FTP Service  
|> | Host type (1): Automatic detect  
|> | USER userid  
|> | 331 Password required for userid.  
|> | PASS (hidden)  
|> | 230 User userid logged in.  
|> | SYST  
|> | 215 Windows\_NT  
|> | Host type (2): Microsoft NT  
|> | Sending "FEAT" command to determine what features this server  
|> supports.  
|> | FEAT  
|> | 211-FEAT  
|> | SIZE  
|> | MDTM  
|> | 211 END  
|> | Finished interpreting "FEAT" response.  
|> | Sending the FEAT command is optional. You can disable it in the site  
|> | options of the profile.  
|> | PWD  
|> | 257 "/userid" is current directory.  
|> | TYPE A  
|> | 200 Type set to A.  
|> | PASV  
|> | 227 Entering Passive Mode (nn,nnn,nnn,nnn,14,93).  
|> | connecting data channel to nn.nnn.nnn.nnn:14,93(3677)  
|> | data channel connected to nn.nnn.nnn.nnn:14,93(3677)  
|> | LIST  
|> | 125 Data connection already open; Transfer starting.  
|> | transferred 9557 bytes in 0.171 seconds, 436.350 Kbps ( 54.544 Kbps),  
|> | transfer succeeded.  
|> | 226 Transfer complete.  
|> |  
|> | "Edward Tian" <v-edtian@xxxxxxxxxxxxxxxxxxxxxx> wrote in message  
|> | [news:2mjKoeRkFHA.3672@xxxxxxxxxxxxxxxxxxxxxx](mailto:news:2mjKoeRkFHA.3672@xxxxxxxxxxxxxxxxxxxxxx)

Re: Access to external FTP server

|> |> Hi Jim:  
|> |> Thank you for your reply.  
|> |>  
|> |> I am sorry for the delayed response due to weekend. Please understand  
|> that  
|> |> the newsgroups are staffed weekdays by Microsoft Support professionals  
|> to  
|> |> answer your systems and applications questions. Your understanding is  
|> |> greatly appreciated!  
|> |>  
|> |> In the ISA log, I found the code 0x80074e20 which means a graceful shutdown  
|> |> (0x80074e21 means an abnormal shutdown). I read the log file and notice  
|> |> that the connection to the port 21 of the FTP server is established successfully, but terminate when try to establish a data connection.  
|> |>  
|> |> We need to determine if the issue occurs on our product. I would suggest  
|> |> you perform a test to access the FTP server by using IE. If the problem  
|> |> also occurs in IE, we may need to gather the network traffic data.  
|> |>  
|> |> Please help to perform the following test:  
|> |>  
|> |> 1. Configure ISA's internal NIC as the proxy in Internet Options | Connections tab | LAN Settings button.  
|> |>  
|> |> 2. Check "Enable Folder View" in Internet Options | Advanced button,  
|> and  
|> |> then click OK.  
|> |>  
|> |> 3. Use IE to access the problematic FTP site, does the problem still occur?  
|> |> You may need to input username and password in File | Login as...  
|> |>  
|> |> 4. Uncheck "Enable Folder View" in Internet Options | Advanced button,  
|> and  
|> |> then click OK.  
|> |>  
|> |> 5. Use IE to access the problematic FTP site, does the problem still occur?  
|> |>  
|> |> I look forward to hearing from you. If anything is unclear, please feel  
|> |> free to let me know, I am glad to be of assistance.

Re: Access to external FTP server

Re: Access to external FTP server

|> |> Have a good day!:)  
|> |>  
|> |> Best Regards  
|> |> Edward Tian(MSFT)  
|> |> Microsoft CSS Online Newsgroup Support  
|> |>  
|> |> Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)  
|> |> =====  
|> |> This newsgroup only focuses on SBS technical issues. If you have  
|> |> issues  
|> |> regarding other Microsoft products, you'd better post in the  
|> |> corresponding  
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|> |> manner.  
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|> |> <http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>  
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|> |> | From: "Jim G" <Jim G@xxxxxxxx>  
|> |> | References: <ObfTBQgjFHA.3692@xxxxxxxxxxxxxxxxxxxxxxxx>

Re: Access to external FTP server

|> |> <t5nygpojFHA.2700@xxxxxxxxxxxxxxxxxxxxxxxx>  
|> |> | Subject: Re: Access to external FTP server  
|> |> | Date: Sat, 23 Jul 2005 14:21:57 -0400  
|> |> | Lines: 96  
|> |> | X-Priority: 3  
|> |> | X-MSMail-Priority: Normal  
|> |> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2527  
|> |> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2527  
|> |> | X-RFC2646: Format=Flowed; Original  
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65.27.242.218  
|> |> | Path:  
|> |> | TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!tk2msftngp13.phx.gbl  
|> |> | Xref: TK2MSFTNGXA01.phx.gbl  
|> |> | microsoft.public.windows.server.sbs:138312  
|> |> | X-Tomcat-NG: microsoft.public.windows.server.sbs  
|> |> |  
|> |> | Edward,  
|> |> |  
|> |> | I just responded to your questions and sent you the requested log  
|> |> | files.  
|> |> |  
|> |> | Thanks,  
|> |> |  
|> |> | Jim G  
|> |> |  
|> |> | "Edward Tian" <v-edtian@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
|> |> | [news:t5nygpojFHA.2700@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:t5nygpojFHA.2700@xxxxxxxxxxxxxxxxxxxxxxxx)  
|> |> |> Hi Jim:  
|> |> |> Please also send the ISA logs directly to my mailbox:  
|> |> |> v-edtian@xxxxxxxxxxxxxxxx  
|> |> |>  
|> |> |> Thank you very much.  
|> |> |> Have a nice weekend! :)  
|> |> |>  
|> |> |> Best Regards  
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|> |> |>  
|> |> |> -----  
|> |> |> | From: "Jim G" <Jim G@xxxxxxxxxxxxxxxx>  
|> |> |> | Subject: Access to external FTP server  
|> |> |> | Date: Thu, 21 Jul 2005 10:53:48 -0400  
|> |> |> | Lines: 20  
|> |> |> | X-Priority: 3  
|> |> |> | X-MSMail-Priority: Normal  
|> |> |> | X-Newsreader: Microsoft Outlook Express 6.00.2800.1409  
|> |> |> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1409  
|> |> |> | Message-ID: <ObfTBQgjFHA.3692@xxxxxxxxxxxxxxxxxxxxxxxx>

Re: Access to external FTP server

|> |> |> | Newsgroups: microsoft.public.windows.server.sbs  
|> |> |> | NNTP-Posting-Host: station.aici.com 162.95.80.214  
|> |> |> | Path:  
|> |> |> | TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP09.phx.gbl  
|> |> |> | Xref: TK2MSFTNGXA01.phx.gbl  
|> |> |> | microsoft.public.windows.server.sbs:137808  
|> |> |> | X-Tomcat-NG: microsoft.public.windows.server.sbs  
|> |> |> |  
|> |> |> | I'm using Ipswitch WS\_FTP Pro to upload my web site to my  
|> |> |> | external  
|> |> |> | web  
|> |> |> | host.  
|> |> |> | I just switched hosting companies. I can upload to and  
download  
|> |> |> | from  
|> |> |> | my  
|> |> |> | previous site but not to and from the new site (host). I get  
|> |> |> | "550  
|> |> |> | Access  
|> |> |> | is  
|> |> |> | Denied." I get the same error using My Network Places in  
Windows  
|> |> |> | XP  
|> |> |> | Pro  
|> |> |> | SP2.  
|> |> |> |  
|> |> |> | My workaround is to use a workstation "outside" my SBS 2003  
SP1  
|> |> |> | domain –  
|> |> |> | plugged into the router in front of the SBS box.  
|> |> |> |  
|> |> |> | I checked the settings in WS\_FTP. There are no differences  
|> |> |> | between  
|> |> |> | the  
|> |> |> | two  
|> |> |> | sites.  
|> |> |> |  
|> |> |> | When I upgraded to ISA2004, I had to modify the FTP  
|> |> |> | rules/settings  
|> |> |> | to  
|> |> |> | allow  
|> |> |> | WS\_FTP to access my old site. This should work for the new  
|> |> |> | site –  
|> |> |> | any  
|> |> |> | site  
|> |> |> | really.  
|> |> |> |  
|> |> |> | What can I check?  
|> |> |> |  
|> |> |> | Jim G  
|> |> |> |

