

# Re: Mac clients having trouble using FTP on SBS

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg06054.html>

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- *From:* v-chayan@xxxxxxxxxxxxxxxxxxxxxxxx ("Charles Yang [MSFT]")
  - *Date:* Mon, 22 Aug 2005 05:08:54 GMT
- 

Hi Julie,

Welcome to SBS newsgroup. William thanks a lot for so valuable information.

Issue description:

=====

I understand that you encountered some problem when using FTP from Mac.

Analyzing and suggestions:

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William have described the issue so clear that Mac have no special setting, the FTP is a common protocol not based on OS. You can refer to his suggestion to check your Mac setting.

Here I would like to give you some more suggestions:

1. Do have ISA installed on your SBS 2000, if so please make sure that ISA have been configured correctly:

You can refer to the following KB article for detailed information:

313072 HOW TO: Configure the Web Publishing Service to Work with Internet  
<http://support.microsoft.com/?id=313072>

310110 HOW TO: Secure FTP Directory Access by Using Internet Security and  
<http://support.microsoft.com/?id=310110>

2. If you have implement a hardware firewall on SBS 2k, please also make sure that it is configured correctly for FTP, you may ask for hardware vendor for assistance in this issue.

3. You can refer to this for more detailed information about configuring FTP port for active and passive mode

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309816 How To Configure Internet Explorer to Use Both the FTP PORT Mode and <http://support.microsoft.com/?id=309816>

Hope the above information helpful in this issue, if you have any further concerns, please feel free to let me know. I will be glad to help you.

Best regards,

Charles Yang (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>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

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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| From: William Smith <mecklists@xxxxxxxxxxxxxxxxxxxxxxxx>

Re: Mac clients having trouble using FTP on SBS

Re: Mac clients having trouble using FTP on SBS

| Subject: Re: Mac clients having trouble using FTP on SBS  
| References: <eCo\$MnTpFHA.2904@xxxxxxxxxxxxxxxxxxxxxx>  
| User-Agent: MT-NewsWatcher/3.4 (PPC Mac OS X)  
| Date: Sat, 20 Aug 2005 10:01:10 -0500  
| Message-ID: <mecklists-22EDCE.10011020082005@xxxxxxxxxxxxxxxxxxxxxx>  
| Newsgroups: microsoft.public.windows.server.sbs  
| NNTP-Posting-Host: cpe-70-92-13-119.mn.res.rr.com 70.92.13.119  
| Lines: 1  
| Path:  
TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP09.phx.gbl!mecklists  
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:146211  
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| In article <eCo\$MnTpFHA.2904@xxxxxxxxxxxxxxxxxxxxxx>,  
| "Julie" <julie@xxxxxxxxxxxxxx> wrote:

| > We have a client with SBS2K who uses its FTP service to receive files  
| > from clients (using authentication.) Some of these clients have Mac  
machines  
| > and they sometimes have trouble hooking up. In virtually every case,  
having  
| > the Mac user change their FTP client from active to passive (or vice  
versa)  
| > solves the problem. However, there is at least one client for whom  
neither  
| > setting  
| > works.  
| >  
| > Would it be worthwhile to add a Mac machine to the network in order to  
| > give these remote Mac users a native environment?

| Hi Julie!

| From your description, I'm really confused as to where the servers are  
| located and where the client Macs are located.

| I'm assuming that the Macs are transferring files over the Internet via  
| FTP to the SBS server. Correct?

| Setting a Mac to use passive mode simply means that it must go through  
| its company's own proxy server to connect to the Internet before  
| connecting to your FTP server. Depending on the proxy software used and  
| how it's configured, changing this setting from one to the other will  
| correct most problems as you've already seen.

| If neither of these settings (passive vs. non-passive) is working for  
| your customer then something else is wrong. It could be authentication,  
| a blocked FTP port on the client side (maybe their proxy server blocks  
| 20 and 21), an incorrect setting or something else. Most Mac FTP clients  
| have transcripts and logs you can check for information about the

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| errors.

| \*\*\* Mac OS X can not natively upload FTP files using the Go --> Connect  
| menu. Stupid, yes, and Apple should have changed this long ago. Your Mac  
| user must use a third party client such as Anarchie, Fetch or  
| Transmit.\*\*\*

| FTP is a pretty generic protocol and nothing is specific to Macs that  
| Windows and UNIX FTP servers don't already do. Getting a Mac to handle  
| Mac client FTP transfers is probably overkill.

| Hope this helps! bill

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| William M. Smith  
| (Microsoft Interop MVP)

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• **References:**

◆ **Mac clients having trouble using FTP on SBS**

◇ From: Julie

◆ **Re: Mac clients having trouble using FTP on SBS**

◇ From: William Smith

• Prev by Date: **Re: Question about monitoring in SBS2K3 Prem. vs. SBS2K**

• Next by Date: **Flatten Dell box before installing SBS 2003**

• Previous by thread: **Re: Mac clients having trouble using FTP on SBS**

• Next by thread: **VPN – client suddenly cannot see (make a drive share to) server fo**

• Index(es):

◆ **Date**

◆ **Thread**