

Re: Telnet/ftp problems SBS2000

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg06829.html>

- *From:* "Peter Smith" <psmith@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 24 Aug 2005 14:32:47 +0100
-

Thank you for your help, the client became desperate so we had to find a workaround. Basically we changed it to a one network card set-up which is very less than ideal but because the workstations now do not need to go through the server to get internet access everything works. I know there will be lots of people jumping up and down about it being less secure, but the customer's business needed all this stuff to be working very quickly and that was the only solution we had.

Sadly, because we have changed the configuration of the network we now can't test anything relating to the old (correct!) configuration.

All I can tell you is that I think the set-up was working then stopped. The client uses an internet backup company to backup his really vital data, and the software communicates on port 308. Suddenly it stopped working and it was only then that we tried telnet. So I don't really know if telnet or ftp from the command window ever worked. The fact that it didn't work from any workstation suggested a server side issue to me. I even wondered if it had been attacked by a virus but found nothing. Likewise, the client has banking software for BACS which as far as I know was working then stopped.

In any case, we now have one of those uncorfortable permanently temporary solutions, and annoyingly we can't proceed with fixing the fault (cos I really hate it when I can't fix a fault!). I am most grateful for your help even though we cannot now proceed. But... you have given me a useful check sheet should we encounter anything similar again :-)

Pete Smith

"Edward Tian" <v-edtian@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:KkzbacupFHA.940@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

> Dear Peter:

> Thank you for posting here. 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!

>

> From your description, I understand that you cannot use ftp service to
> access the outside resource. However, the connection can be established
> but

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- > then you received a message saying that the remote server disconnected
- > you.
- > If I am off base, please feel free to let me know.
- >
- > Before we go any further, could you do me a favor and gather the following
- > information in order to narrow down this issue:
- >
- > 1. Please make sure your client computers are configured as both Firewall
- > Client and Web Proxy Client.
- > To be a Firewall client, the workstation needs to have the ISA Firewall
- > Client software installed.
- > To be a Web Proxy client, the workstation should configure its web browser
- > (e.g. IE) to use the ISA server as the proxy server.
- >
- > 2. Open IE, click Tools->Internet Options, and then click Advanced. You
- > will find two options "Enable folder view for FTP sites" and "Use Passive
- > FTP". Please help to perform the following steps:
- > a. Check the option "Enable folder view for FTP sites", then use IE to
- > access the FTP site <ftp://ftp.microsoft.com> , can you access the shares?
- >
- > b. Uncheck the option "Enable folder view for FTP sites" and check the
- > option "Use Passive FTP", then try again.
- >
- > c. Uncheck the option "Enable folder view for FTP sites" and uncheck the
- > option "Use Passive FTP", then try again.
- >
- > Does one of the steps work normally? This can help us make sure whether
- > ISA
- > server blocks the FTP traffic.
- >
- > 3. Since you mentioned that you could connect to the ftp site, it appears
- > that the control connection has been successfully established, but the
- > data
- > connection was refused. So could you tell me which mode does this ftp site
- > use, active mode or passive mode? Does this FTP site use a non-standard
- > port? (other than port 21)
- >
- > 4. Make sure the FTP Access Filter is enabled.
- > To do so, please open ISA management console, navigate to
- > servername\Extensions\Application Filters, on the right pane, double click
- > FTP Access Filter. Double check if the option "Enable this filter" is
- > checked.
- >
- > 5. Does FTP service ever work before? If it works fine before, what
- > changes
- > had been made before the issue occurred?
- >
- > In addition, I would like to provide some information in regard to the two
- > modes of FTP service.
- >
- > For your reference:

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> Technically, FTP uses TCP as transport protocol to provide reliable
> end-to-end connections. Two connections are used: the first is the control
> connection and the second is the data connection that is managing the data
> transfer. The user who initiates the control connection assumes the client
> function, while the server function is provided by the remote host. When
> an
> FTP client wants to exchange files with an FTP server, the FTP client must
> first set up the control connection. The client makes a TCP connection
> from
> a random unprivileged port N (N > 1023) to the FTP server's well known
> command port 21 (the IANA assigned port number). After that the data
> connection will be established and then the file transfer begins.
>
> There are two FTP modes: Active Mode and Passive Mode.
>
> In active mode, the client sends a PORT command to the server. Basically
> this command tells the server to which host (IP address) and port number
> (unprivileged port > 1023) the server must connect back for the data
> connection. After accepting the Port command, the server will then
> establish the data connection from its local data port 20 (the IANA
> assigned port number) to the IP address and port number learned from the
> PORT command.
>
> In passive mode, the client sends a PASV command to the server. Basically
> this command asks the server to "listen" on a data port (which is not its
> default data port 20) and to wait for a connection rather than to initiate
> one. If the server supports the passive mode, it will send a reply to this
> command including the host (IP address) and port number (unprivileged port
>> 1023) this server is listening on. The client will then establish the
> data connection from a local random unprivileged port (> 1023) to the IP
> address and port number learned from the PASV reply.
>
> It is important to note that the data connection will only be established
> upon receipt of the reply to the Transfer Service commands such as LIST,
> RETR, STOR. So, the FTP mode must be selected by the client before sending
> the appropriate Transfer Service command.
>
>
> Regarding the SMTP issue, can you send/receive email normally? If not, did
> it work before?
> I would like to suggestion that we make a further investigation after the
> first issue is resolved or initiate a new thread. Do you agree?
>
> (It is recommended that we 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. Thanks for
> your understanding.)
>
> Hope the above information helps. If you have any questions or concerns,

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> please feel free to let me know.
> Have a nice day! :)
>
> Best Regards
> Edward Tian(MSFT)
> Microsoft CSS Online Newsgroup Support
>
> Get Secure! – 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.
> =====
> This posting is provided "AS IS" with no warranties, and confers no
> rights.
>
> -----
> | From: "Peter Smith" <psmith@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
> | Subject: Telnet/ftp problems SBS2000
> | Date: Sun, 21 Aug 2005 15:07:30 +0100
> | Lines: 24
> | X-Priority: 3
> | X-MSMail-Priority: Normal
> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
> | X-RFC2646: Format=Flowed; Original
> | Message-ID: <eXaOfjlpFHA.1412@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
> | Newsgroups: microsoft.public.windows.server.sbs
> | NNTP-Posting-Host: userdb097.dsl.pipex.com 62.190.225.97
> | Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP09.phx.gbl
> | Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:146359

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> | X-Tomcat-NG: microsoft.public.windows.server.sbs
> |
> | help!!!
> |
> | I support a number of small SBS systems but I have one with a problem
> | that I
> | just can't resolve. I cannot telnet or ftp from the clients even though
> | the
> | firewall client is running. I've tried this from one of the other SBS
> | systems and I know it should all work. This is what you see happen in
> | the
> | command window:
> |
> | Ping works, tracert works.
> | ftp to outside appears to connect and then immediately you get a message
> | saying the remote server disconnected you
> | telnet to an smtp server on port 25 and this happens:
> | the screen is cleared and then a message to press any key to
> | continue....
> | If you do you get an underline character at the beginning of the under
> | the p
> | of press.
> | If you press a key again you get connection to host lost....
> |
> | I have re-run the Internet Connection Wizard to make sure everything is
> | standard but it makes no difference.
> |
> | Pete Smith
> |
> |
> |
> |
> |
> |

• *Follow-Ups:*

- ◆ **Re: Telnet/ftp problems SBS2000**
◇ From: Edward Tian

• *References:*

- ◆ **Telnet/ftp problems SBS2000**
◇ From: Peter Smith
- ◆ **RE: Telnet/ftp problems SBS2000**
◇ From: Edward Tian

- Prev by Date: **REPOST: My Documents Redirection Sync Errors**
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