

RE: Download file issue – FTP & Web

>
> Hope the above information helps. Please feel free to let me know if there
> is anything unclear.
> 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.
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> 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.
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> 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.
>
> -----
> | Thread-Topic: Download file issue – FTP & Web
> | thread-index: AcXjyvLn1uYkWwQ4T1ew+6oJhRWmOA==
> | X-WBNR-Posting-Host: 72.11.112.124
> | From: =?Utf-8?B?dGVk?= <ted@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
> | References: <670B9158-3930-4CA7-BE50-398F3B65E9D8@xxxxxxxxxxxx>
> <5b#L8L34FHA.2832@xxxxxxxxxxxxxxxxxxxxxxxx>
> | Subject: RE: Download file issue – FTP & Web
> | Date: Mon, 7 Nov 2005 10:42:04 -0800
> | Lines: 206
> | Message-ID: <A99594C5-1BF4-44ED-A1F5-E8E030B4D3BA@xxxxxxxxxxxx>
> | MIME-Version: 1.0
> | Content-Type: text/plain;
> | charset="Utf-8"
> | Content-Transfer-Encoding: 7bit
> | X-Newsreader: Microsoft CDO for Windows 2000

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> | Content-Class: urn:content-classes:message
> | Importance: normal
> | Priority: normal
> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0
> | Newsgroups: microsoft.public.windows.server.sbs
> | NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250
> | Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGXA03.phx.gbl
> | Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:168343
> | X-Tomcat-NG: microsoft.public.windows.server.sbs
> |
> | Here is the answers to the questions. Thanks.
> |
> | 1. We publish the FTP site via server publishing rule
> | 2. We have 2 NIC cards
> | 3. I can download the files from an internal client just fine.
> | 4. I don't see any event logs in the event viewer
> | 5. FTP site did work at one time. The only thing that I can figure is
> | that
> | it might of stopped working when we upgraded to ISA2004 and just didn't
> | know
> | it.
> |
> |
> | "Edward Tian" wrote:
> |
> | > Hi:
> | > Thank you for posting here. Also many thanks for Russ's inputs.
> | >
> | > 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 the description, I understand that you hosted a FTP site on the
> | > SBS
> | > Server, the internet users can download small files from this FTP site
> | > without difficulty. If they try to download a large file, the download
> | > will
> | > get to a certain point and then terminates. If I am off base, please do
> | > let
> | > me know.
> | >
> | > Russ has asked some useful questions, please verify them first.
> | >
> | > TO narrow down this problem, could you do me a favor and collect the
> | > following information:
> | > 1. How do you publish this FTP site? Do you use the server publishing
> | > rule

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> |> or web publishing rule?
> |>
> |> 2. How many NIC is installed on the SBS Server?
> |>
> |> 3. If you download these large files from internal clients, will the
> |> problem be reproduced?
> |>
> |> 4. Can you find any event logs in the Event Viewer?
> |>
> |> 5. Did the FTP access ever work? If so, what changes had been made
> before
> |> the problem occurred?
> |>
> |> Regarding the current situation, I would like to suggest we try the
> |> following action plans:
> |>
> |> 1. Open the ISA Server management console, navigate to General and
> click
> |> "Define Connection Limits" button on the middle pane. Uncheck the
> "Limit
> |> the number of connections" option and click OK. Then click the Apply
> button
> |> to save the changes.
> |>
> |> 2. If you are using the Web publishing rule instead of Server
> publishing
> |> rule, please open the properties of the FTP web listener, go to the
> |> Preferences tab, and click Advanced. In the Advanced Settings page,
> change
> |> the Number of connections option from "Maximum" to "Unlimited" and
> increase
> |> the Connection timeout (seconds), the default value is 120, you may
> change
> |> it to 300. Then click Apply to save the settings.
> |>
> |> 3. Please temporarily disable all AV software on both the SBS Server
> and
> |> the FTP client.
> |>
> |> After performing the above steps, will you be able to download large
> files
> |> from the FTP site?
> |>
> |> If the problem persists, please help to gather the ISA info and ISA log
> in
> |> order to find out why the FTP traffic is blocked by the ISA Server:
> |>
> |> 1. Please help to gather the ISA Info:
> |>
> |> 1) Download the file from the following URL:
> |>

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> | > <http://www.isatools.org/isainfo/ISAInfo.zip>
> | >
> | > 2) Extract all files to a folder on ISA server.
> | > 3) Double click Isainfo.js. This will generate 2 files
> | > ISAInfo2004-<computer-name>.log and ISAInfo2004-<computer-name>.xml in
> the
> | > current folder.
> | > 4) Please send these files to me.
> | >
> | > Please also help to gather the ISA logs:
> | >
> | > 1) Schedule a down time.
> | >
> | > 2) Open ISA 2004 management console.
> | >
> | > 3) Expand the server node and highlight 'Monitoring'.
> | >
> | > 4) In the right pane, switch to the 'Logging' tab, make sure the 'Task
> | > Pane' is showed there.
> | >
> | > 5) In the 'Task Pane', click 'Configure Firewall Logging' under
> | > 'Logging
> | > Tasks', and then switch the 'log storage format' from 'MSDE database'
> | > (default) to 'File'.
> | >
> | > 6) Switch to the 'Fields' tab, click 'Select All', and then click OK.
> | >
> | > 7) In the 'Task Pane', click 'Configure Web Proxy Logging' under
> | > 'Logging
> | > Tasks', and then switch the 'log storage format' from 'MSDE database'
> | > (default) to 'File'.
> | >
> | > 8) Switch to the 'Fields' tab, click 'Select All', and then click OK.
> | >
> | > 9) Click 'Apply' to save changes and update the configuration.
> | >
> | > 10) Temporarily disable the Firewall service. To do that, please click
> | > Monitoring | Services tab, and then right click 'Microsoft Firewall' to
> | > choose 'Stop'.
> | >
> | > 11) Clear the current existing W3C logs. To do that, go to the log
> | > saving
> | > directory and clean any existing .W3C logs. By default, the logs will
> | > be
> | > saved to 'C:\Program Files\Microsoft ISA Server\ISALogs'. (Some MDF may
> | > not
> | > be able to deleted, that's normal.) You may backup them first and
> | > then
> | > delete them.
> | >
> | > 12) Go back to the ISA 2004 management console, and then Start the

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> stopped
> |> 'Microsoft Firewall' service.
> |>
> |> 13) Reproduce the problem, stop the service, and then gather the
> resulting
> |> W3C files to me for analysis.
> |>
> |> 14) Please also let me know the IP address of the testing clients so
> that I
> |> can filter the data.
> |> You can send all the files to my mailbox: v-edtian@xxxxxxxxxxxxxx
> |>
> |> I appreciate your time and cooperation. If anything is unclear, please
> feel
> |> free to let me know.
> |>
> |> Have a nice day! :)
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> |> Best Regards
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> |> | X-WBNR-Posting-Host: 72.11.112.124
> |> | From: =?Utf-8?B?dGVk?= <ted@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
> |> | Subject: Download file issue – FTP & Web
> |> | Date: Fri, 4 Nov 2005 13:47:05 –0800
> |> | Lines: 11
> |> | Message-ID: <670B9158-3930-4CA7-BE50-398F3B65E9D8@xxxxxxxxxxxx>
> |> | MIME-Version: 1.0
> |> | Content-Type: text/plain;
> |> | charset="Utf-8"
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- Prev by Date: ***Re: Local Groups in the machines***
 - Next by Date: ***Re: Local Groups in the machines***
 - Previous by thread: ***Re: Download file issue – FTP & Web***
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 - Index(es):
 - ◆ ***Date***
 - ◆ ***Thread***