

## RE: Client Computers cannot upload or download from Remote FTP ser

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-03/msg01376.html>

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- *From:* Fred Hartzler <[FredHartzler@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:FredHartzler@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 7 Mar 2006 05:58:54 -0800
- 

I do not see how tthe KB artical applies. Only FTP via the MS DOS FTP Client (c:\windows\system32\ftp.exe) is effected.

ISA is not installed.

The server that works is a member of the SBS's Domain, BUT as I indicated, it has 2 NIC's and is connected directly to the internet and it's gateway is the router, not the SBS server. (does not use the SBS server to route to the internet)

The client event log has nothing related logged.

The SBS event log has nothing related logged.

One of the remote FTP servers I tested (one I own and have access to) reports a warning:

Source: MSFTPSVC, Category: None, EventID: 10 – User xyz at host 24.185.123.161 has timed-out after 120 seconds of inactivity.

NOTE: I also used ftp.microsoft.com as a test and have the same problem.

I have found similar reports on the internet (never resolved) of problems with the DOS FTP client and SBS.

""Crina Li"" wrote:

Hi Fred,

Thanks for your update.

To narrow down the problem, would you please help me collect the following information?

1. Please check the following KB article to see if it helps:

898060 Installing security update MS05-019 or Windows Server 2003 Service Pack 1 may cause network connectivity between clients and servers to fail

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<http://support.microsoft.com/default.aspx?scid=kb;EN-US:898060>

- 2. Do you have ISA installed on SBS? If so, it is ISA 2000 or ISA 2004?
- 3. Is the Windows 2003 server member server of SBS?
- 4. Are there any related error messages in event log of SBS?

I appreciate your time and look forward to hearing from you.

Best regards,

Crina Li (MSFT)

Microsoft CSS Online Newsgroup Support

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=====  
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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.

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| Thread-Topic: Client Computers cannot upload or download from Remote FTP ser  
 | thread-index: AcZBWylUSBKIEOJ/SWecH3MYyObdQg==  
 | X-WBNR-Posting-Host: 24.185.123.161  
 | From: =?Utf-8?B?RnJlZCBiYXJ0emxlg==?= <FredHartzler@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
 | References: <4A386E0F-EF70-49E0-84A9-6B7D3FF81EA1@xxxxxxxxxxxx>  
 <26gO4IOQGHA.1484@xxxxxxxxxxxxxxxxxxxxxxxx>

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| Subject: RE: Client Computers cannot upload or download from Remote FTP ser  
| Date: Mon, 6 Mar 2006 12:18:30 -0800  
| Lines: 218  
| Message-ID: <320C2EFA-6F8C-4642-8C9E-62F08DD16729@xxxxxxxxxxxxxx>  
| MIME-Version: 1.0  
| Content-Type: text/plain;  
| charset="Utf-8"  
| Content-Transfer-Encoding: 7bit  
| X-Newsreader: Microsoft CDO for Windows 2000  
| Content-Class: urn:content-classes:message  
| Importance: normal  
| Priority: normal  
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.1830  
| Newsgroups: microsoft.public.windows.server.sbs  
| Path: TK2MSFTNGXA03.phx.gbl  
| Xref: TK2MSFTNGXA03.phx.gbl microsoft.public.windows.server.sbs:249854  
| NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250  
| X-Tomcat-NG: microsoft.public.windows.server.sbs  
|  
| Router  
| LAN IP: 192.168.1.1 /255.255.255.0  
| WAN IP: 24.185.123.161 / 255/255/240  
| WAN Gateway: 24.185.112.1  
| WAN DNS: 167.206.3.203 / 167.206.3.137  
|  
| SBS External NIC – Cannot FTP From this server  
| IP: 192.168.1.2 / 255.255.255.0  
| Gateway: 192.168.1.1  
| DNS 10.0.0.3  
|  
| SBS Internal NIC  
| IP: 10.0.0.3 / 255.255.255.0  
| Gateway: none  
| DNS 10.0.0.3  
|  
| DNS Forwarders : 167.206.3.203 / 167.206.3.137  
|  
| Workstation NIC  
| IP: 10.0.0.30 / 255.255.255.0 – (Cannot FTP from this client)  
| Gateway: 10.0.0.3  
| DNS: 10.0.0.3  
|  
| Other Server External NIC (FTP works here!)  
| IP: 192.168.1.5 / 255.255.255.0  
| Gateway: 192.168.1.1  
| DNS: 10.0.0.3  
|  
| Other Server Internal NIC  
| IP: 10.0.0.6 / 255.255.255.0  
| Gateway: none

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| DNS: 10.0.0.3

| I cannot connect to any FTP server. I can connect to these same FTP servers

| from the working SERVER (see above)

| No firewall software is running. Trend Micro's Office Scan Personal Firewall

| service was installed but the service is disabled (it blocked all client internet access until I stopped it). Windows Firewall reports "Windows Firewall cannot run because another program or service is running that might

| use the network address translation component (Ipnat.sys)"

| IE: Help reports Version 6.0.2900.2180.xpsp\_sp2\_dgr.050301-1519

| I tried with Use Passive FTP (for firewall and DSL modem compatibility) checked and unchecked

| Does the MS FTP client use these settings?

| FTP server is Checked in Routing and Remote Access – Internet Connection

–

| Properties – Services and Ports

| Re-ran wizard following your instructions. No change

| I'm still dead in the water!

| Since I cannot FTP from (as a client) the SBS server, can I not assume that

| I should not be able to FTP from the SBS clients? And if that is true, I need

| to resolve why I cannot FTP from the SBSSERVER first. This should be simpler

| to T/S.

| ""Crina Li"" wrote:

| > Hi Fred,

| >

| > Thank you for posting in SBS newsgroup.

| >

| > Based on the description, I understand the issue to be: you cannot upload

| > or download files or receive directory listings from remote (internet

| > based) FTP server on SBS and client computers. And you can operate

| > correctly to the FTP server if you connect a Windows 2003 server on the

| > same network with SBS. If I have misunderstood your concerns, please do not

| > hesitate to let me know.

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|>  
|> To narrow down the problem, would you please help me collect the following information?  
|>  
|> 1. Have you configured SBS and client computer as following?  
|>  
|> On SBS server:  
|>  
|> External NIC:  
|> IP: assigned by your ISP or your hardware router  
|> Gateway: your ISP or your Hardware router IP  
|> DNS: SBS INTERNAL NIC IP as the only entry  
|>  
|> Internal NIC:  
|> IP: Fixed IP  
|> Gateway: None  
|> DNS: SBS INTERNAL NIC IP as the only entry  
|>  
|> In the DNS console (dnsmgmt.msc), right click your ServerName and click properties. In the Forwarders tab, your ISP DNS server IP should be inputted there.  
|>  
|> On workstation inside your SBS local subnet  
|>  
|> IP: Assigned by DHCP on SBS  
|> Gateway: SBS internal NIC IP  
|> DNS: SBS INTERNAL NIC IP as the only entry  
|>  
|> 2. Does the situation occur on all FTP servers? Can you upload files to other internet FTP server?  
|> 3. Can you upload files to the remote FTP server from a home computer?  
|> 4. Do you have any router or firewall on your SBS? If so, you may configure them to open port 21.  
|> 5. Have you applied the latest IE 6 SP1 on your clients? If not, I strongly suggest that you upgrade to the latest IE version.  
|> 6. Please use Internet Explorer and try to modify the IE to test the FTP in different client mode "FTP PORT Mode and PASV Mode". Open Internet Explorer, click 'Tools'-->'Internet Options'. In 'Advanced' tab, modify the settings and then try the FTP access:  
|>  
|>  
|> 1) Check "Enable folder view for FTP site" option; uncheck "Use Passive FTP" option (The IE will work in Active mode FTP).  
|> 2) Uncheck "Enable folder view for FTP site" option; check "Use Passive

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|> FTP" option (The IE will work in Passive mode FTP).  
|>  
|> You may also refer to the KB 323446:  
|>  
|> 323446 How to configure Internet Explorer to use both the FTP PORT  
mode  
|> and the  
|> <http://support.microsoft.com/?id=323446>  
|>  
|> 7. Please also re-run CEICW and make sure you have selected FTP on  
Services  
|> Configuration page to see if the problem can be resolved:  
|>  
|> 1) Open Server Management, click To Do List, and then click Connect to  
the  
|> Internet to launch CEICW.  
|> 2) On the Wizard, click Next until you see Firewall page.  
|> 3) Click to select Enable Firewall, and then click Next.  
|> 4) Select all options, and then click Next.  
|> 5) Click to select "Allow access to only the following web site  
services  
|> from the Internet", and then select the websites that you need such as  
|> Windows SharePoint Services intranet site, and then click Next.  
|> 6) Click Create a new Web server certificate and input your FQDN as the  
web  
|> server certificate on Web server name column and then click Next.  
|> 7) Follow the instructions to finish the rest steps.  
|>  
|> You can also refer to the following KB article:  
|>  
|> 825763 How to configure Internet access in Windows Small Business  
Server  
|> 2003  
|> <http://support.microsoft.com/?id=825763>  
|>  
|> Thanks for your taking time to help me collect the above information  
and I  
|> look forward to hearing from you.  
|>  
|> Best regards,  
|>  
|> Crina Li (MSFT)  
|>  
|> Microsoft CSS Online Newsgroup Support  
|>  
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|> FTP

|> servers