

RE: SBS 2003 Premium: how to allow FTP .EXE downloads

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-01/msg04124.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Tue, 30 Jan 2007 08:24:51 GMT
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Hello Customer,

Thank you for posting here.

According to your description, I understand that one client can not download .exe files via FTP. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, I suggest we try the following steps to see if we can resolve this issue:

Step 1:

You have to rerun the CEICW to make sure your SBS 2003 server have right network configuration. Go through the follow KB and Rerun CEICW again carefully.

How to configure Internet access in Windows Small Business Server 2003

<http://support.microsoft.com/kb/825763/en-us>

Step 2:

1. Please open ISA 2004 management console, extend firewall policy
2. Locate on SBS Protected Networks Access Rule, right click it, select properties
3. Click Content Tapes tap, select All content types, click OK
4. Right click SBS Protected Networks Access Rule, select Configure HTTP
5. Click Extensions tap, select Allow all extensions, click OK
6. Move SBS Protected Networks Access Rule to top
7. Click Apply to save the configuration and test this issue.

Step 3:

Disable the problematic client XP firewall, then test this issue.

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Step 4: Do clean boot on problematic client to narrow down this issue

To clean boot the problematic computer, please use the steps below:

a. Click Start, click Run, and then in the Open box, type "MSCONFIG" (without the quotation marks). Click OK.

b. In the System Configuration Utility (MSConfig) window, click to select the Selective Startup button.

c. Click to clear the check mark from the "Load startup items" below Selective Startup.

d. Click the Services tab, click to check the "Hide All Microsoft Services" box, and remove all the check marks from the remained Non-Microsoft Services.

e. Click OK to close the MSConfig window. Click Yes when you are asked to restart your computer in order to enable the changes.

f. After restarting, please check whether this issue will reoccur.

If the issue persists, please kindly help me collect some information for further investigation:

1. Does this issue only happen on one internal client?

2. Is the FTP server on SBS?

3. What's kind of FTP server application you used? Is it IIS?

4. Please help to gather the ISA Info:

1) Download the file from the following URL:

<http://www.isatools.org/tools/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 at v-terliu@xxxxxxxxxxxxxx

5. 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 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.

Hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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This newsgroup only focuses on SBS technical issues. If you have issues

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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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| Thread-Topic: SBS 2003 Premium: how to allow FTP .EXE downloads
| thread-index: AcdEAQdxKgbz/DEpRwSVr3cuuZHJlQ==
| X-WBNR-Posting-Host: 71.116.16.159
| From: =?Utf-8?B?dGltMTQ0QG5ld3Nncm91cC5ub3NwYW0=?=
<tim144newsgroupnospam@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: SBS 2003 Premium: how to allow FTP .EXE downloads
| Date: Mon, 29 Jan 2007 15:56:01 -0800
| Lines: 11
| Message-ID: <C2A6D44F-6E0F-4BE2-9173-14B26759F640@xxxxxxxxxxxx>
| 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 V6.00.3790.2757
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGHUB02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:13615
| NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Our most recent stock deployment of SBS2003 R2 Premium left us with a client

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| who cannot download .EXE files via FTP. If I rename the file, they can
| download and save as just fine. I don't see any access policy or
| firewall

| rule restricting EXE files (except of course in Exchange).

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| When they FTP the file in, via IE or any 3rd party client, they get Error
| 550.

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| Can anyone enlighten me to what setting I missed?

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| Thanks!!
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