

Re: Clients not able to ftp

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-03/msg02718.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Tue, 20 Mar 2007 05:18:12 GMT
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Hello Thomas,

Thank you for posting here. And thanks for Cris's inputs.

According to your description, I understand that you can access external FTP site from command line but cannot access it from IE after you install windows 2003 sp2. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, this problem is caused when the software hash code for the connection and the hardware hash code for the connection do not match. Receive Side Scaling works by offloading the TCP secure hash function to the network adapter hardware. Therefore, the network adapter calculates the hash value for the connection when Receive Side Scaling is enabled. Internet Connection Sharing also modifies the addresses and the ports that are provided by the IP header for the connection. When this occurs, the hash value that is generated by the network adapter is invalidated. When the invalidated hash value is used, the TCP connection is reset.

This problem may also occur if the IP source address, the IP destination address, the TCP source port, or the TCP destination port are modified during receive processing. These addresses and ports are provided in the TCP and IP headers for the connection. This problem may occur in some NAT scenarios.

I suggest we try the following steps to see if we can resolve this issue:

Warning: Serious problems might occur if you modify the registry incorrectly by using Registry Editor or by using another method. These problems might require that you reinstall the operating system. Microsoft cannot guarantee that these problems can be solved. Modify the registry at your own risk.

To work around this problem, disable Receive Side Scaling when the computer is configured as an Internet Connection Sharing gateway. To do this, follow these steps:

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1. Click Start, click Run, type regedit, and then click OK.
2. Locate and then click the following registry subkey:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters
3. On the Edit menu, point to New, click DWORD Value, and then type EnableRSS.
4. Double-click EnableRSS, type 0, and then click OK.

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 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: Clients not able to ftp

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| thread-index: AcdqnLM1lnixbE81Rg6eX5i2bltEJQ==
| X-WBNR-Posting-Host: 24.163.96.145
| From: =?Utf-8?B?VGhvbWFz?= <Thomas@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References: <F817EDD0-0CED-4103-9AD8-259CA9D6291A@xxxxxxxxxxxx>
<#HqkrjpaHHA.1216@xxxxxxxxxxxxxxxxxxxx>
| Subject: Re: Clients not able to ftp
| Date: Mon, 19 Mar 2007 20:06:05 -0700
| Lines: 38
| Message-ID: <8DA38EF4-95BD-4BC8-A6FF-5F9B9A895D40@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:23952
| NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| No ISA installed. And what i really mean is that clients on the sbs network

| can not reach ftp servers out side the network. The server can ftp using IE.

| Clients can only ftp by using command line. Clients could ftp last week. Installed Windows 2003 SP2 over the weekend. Now no FTP. ouch.

| "Cris Hanna [SBS-MVP]" wrote:

| > Do you have ISA installed?

| >

| > ---

| > Cris Hanna [SBS-MVP]

| > -----

| > Please do not contact me directly, only respond in the Newsgroups

| > MVPs do not work for Microsoft

| > -----

| > Send via Windows Mail on Vista Ultimate connected to SBS 2003 R2

| > "Thomas" <Thomas@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

| > [news:F817EDD0-0CED-4103-9AD8-259CA9D6291A@xxxxxxxxxxxxxxxx](mailto:F817EDD0-0CED-4103-9AD8-259CA9D6291A@xxxxxxxxxxxxxxxx)

| > > can't connect to our web server via ftp. Neither client nor web browser

| > > will connect. Last Tuesday I connected just fine (it's not a password or

| > > login issue).

| > >

| > > I tried using SmartFTP, Internet Explorer, and Firefox. I can

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connect via

|>> the command line, but I'm not that much of a techie. Any ideas, this is

|>> the

|>> message I get with SmartFTP:

|>>

|>> [13:52:27] Resolving host name "IP"

|>> [13:52:27] Connecting to IP Port: 21

|>> [13:52:27] Connected to IP.

|>> [13:52:27] 220 FTP service

|>> [13:52:27] USER

|>> [13:52:27] An established connection was aborted by the software in your

|>> host machine.

|>> [13:52:27] Server closed connection

|>> [13:52:27] Cannot login waiting to retry (30s)...

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