

RE: ftp not working after security update .#10054

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-01/msg00331.html>

- *From:* v-robali@xxxxxxxxxxxxxxxxxxxxxxxx (v-robali@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT]))
 - *Date:* Fri, 04 Jan 2008 07:53:00 GMT
-

Hi,

Thanks for posting in our newsgroup.

Before we go further on this issue, please let me know the following to make the situation more clearly:

1. Do all internal users have such issue?
2. Do the issue occurs when you visit specific FTP site or all FTP sites?
3. What your network topology? Did the two NICs of SBS server connected to the same switch? If this is true, based on my experience, this will cause network problem. By default, the SBS server separates the network into two parts, the external NIC connects to Internet and the internal NIC connects to internal computers. In this way SBS can protect the network security via Basic Firewall or ISA server. If the two NICs of SBS all connect to router, this incorrect network configuration can cause thing unexpected.

Before we troubleshooting this issue, you need to change the network connection as the following:

{Internet}---{Router}---{SBS Server}---{Switch}---{Client Workstation}

In addition, please take the following steps to see if the problem can be resolved:

Step 1: Please rerun the CEICW wizard. This helps us to configure the network and IIS setting correctly. You can see the detail steps in the article below:

More information:

825763 How to configure Internet access in Windows Small Business Server 2003
<http://support.microsoft.com/?id=825763>

Step 2: If you installed Windows 2003 SP2 on SBS server, it may cause network problem, please Disable Receive Side Scaling and offloading support.

RE: ftp not working after security update .#10054

To disable Receive Side Scaling:

1. Click Start, click Run, type ncpa.cpl, and then click OK.
2. Right-click a network adapter object, and then click Properties.
3. Click Configure, and then click the Advanced tab.
4. In the Property list, click Receive Side Scaling, click Disable in the Value list, and then click OK.
5. Repeat steps 2 through 4 for each network adapter object.

To disable offloading support

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. In the details pane, right-click EnableTCPA, and then click Modify.
4. In the Value data box, type 0 (zero), and then click OK.
5. Exit Registry Editor.
6. Restart the computer.

More info:

You may experience network-related problems after you install Windows Server 2003 SP2 or the Scalable Networking Pack on a Windows Small Business Server 2003-based computer

<http://support.microsoft.com/kb/936594>

Step 3: Please temporarily disable "Application Layer Gateway service" on SBS to see if FTP will work.

Step 4: Use Internet Explorer as FTP client. Test the FTP access in the following two scenarios:

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 FTP' option (The IE will work in Passive mode FTP)

309816 How To Configure Internet Explorer to Use Both the FTP PORT Mode and
<http://support.microsoft.com/?id=309816>

If the problem persists, please help me collect the following information for further research:

1. Screen shot of the error message when you cannot ftp out with IE on workstation.

2. MPS Report on SBS server and problematic workstation:

a. Download MPSrepot_network from

http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_NETWORK.EXE

b. Run MPSRPT_NETWORK.exe on the client workstation.

RE: ftp not working after security update .#10054

RE: ftp not working after security update .#10054

- c. The tool will automatically collect the information. This procedure will take 10~15 minutes.
- d. Open Windows Explorer, navigate to the folder:
%SystemRoot%\MPSReports\Network\Reports\Cab\
e. Send the .cab file directly to me.

Please send me the information to v-robali@xxxxxxxxxxxx with subject: 41238290-ftp not working after security update .#10054.

I am looking forward to hear from you.

If you need further assistance, please don't hesitate to let me know

Best regards,

Robert Li(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.

<Thread-Topic: ftp not working after security update .#10054

RE: ftp not working after security update .#10054

RE: ftp not working after security update .#10054

<thread-index: AchN1LoJKgbIGJbdQ9aCZMAR3Y+cXQ==
<X-WBNR-Posting-Host: 207.46.193.207
<From: =?Utf-8?B?dmlqaWxlc2g=?= <vijilesh@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<Subject: ftp not working after security update .#10054
<Date: Wed, 2 Jan 2008 22:49:02 -0800
<Lines: 9
<Message-ID: <26E41108-FF37-4D3D-81BE-ED6AC9479F1D@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 V6.00.3790.2992
<Newsgroups: microsoft.public.windows.server.sbs
<Path: TK2MSFTNGHUB02.phx.gbl
<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:84460
<NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
<X-Tomcat-NG: microsoft.public.windows.server.sbs
<
<After updating the security updates i am not able to connect ftp using
cute
<ftp or if i type ftp.website.com . I am able to access the ftp from the
<server.
<
<Cant read from control socket. Socket error=#10054
<
<my default gateway is 192.168.1.1 (sever) . all the machines are
workstations.
<if i change the gateway to our adsl router the ftp works.
<
<