

Technical Service Bulletin

Product: FreeNet System PDM
Purpose: To provide information on how to configure Internet Explorer so that it can be used to FTP files to the Ascom FreeNet system PDM.
Date: 5/3/2007

FTP Folder Error when Using Internet Explorer to FTP Files to the System PDM

General

FTP is used to upload software and definition files to the system PDM. There are two methods in which FTP can be used. One way is via the command line interface and the second and easier way is to use a web browser.

Problem

The following error is reported when trying to FTP files to the Ascom system PDM using internet explorer:

An error occurred opening that folder on the FTP Server. Make sure you have permission to access that folder. The operation timed out (see Figure 1).

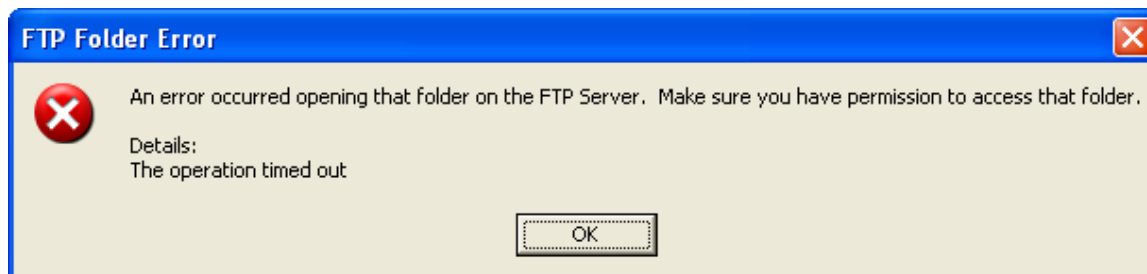


Figure 1

Cause

According to Microsoft's Knowledge Base article 816037, this problem occurs because Internet Explorer 6.0 uses Passive FTP to download files from an FTP server that is configured so that it only has a limited number of available TCP ports. Passive FTP uses an arbitrary TCP port to connect to an FTP server and may not connect if the FTP server is configured to use a limited number of TCP ports.

Resolution

In Internet Explorer go to "Tools" then "Internet Options"... click on the "Advanced" tab and look for "Use Passive FTP (for firewall and DSL modem compatibility)". Make sure that this option is un-checked. If this option is selected then Internet Explorer is un-able to FTP files to the Ascom system PDM (see Figure 2). After un-selecting the option, re-start the web browser in order for the setting to take effect.

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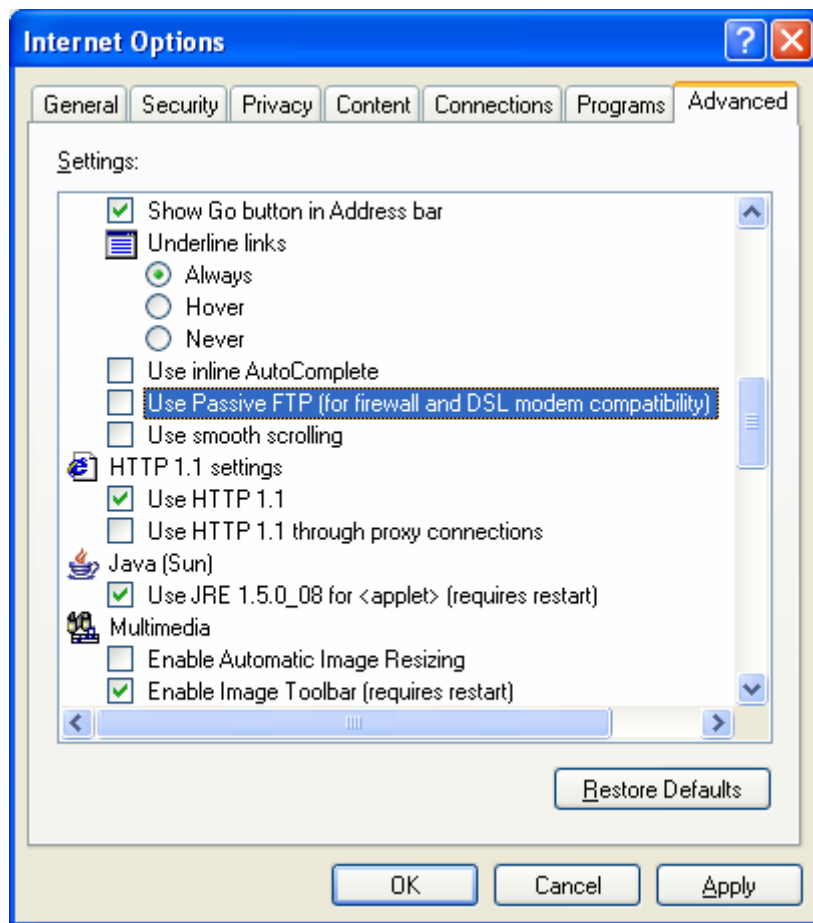


Figure 2

Additional Information

If you have any questions about this bulletin, please contact Ascom Technical Services at 1-877 71ASCOM (1-877-712-7266) option 3.