

Failed FTP connection after upgrading DMZ Gateway

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT version 6.4.x and DMZ Gateway version 3.3 or later

SYMPTOM

When running EFT version 6.4.x with the DMZ Gateway version 3.3 or later, FTP protocol connections through the DMZ Gateway to EFT fail.

RESOLUTION

Upgrading EFT to version 6.5 resolves this problem. (If you upgrade EFT to v6.5 before upgrading the DMZ Gateway to v3.3, you will not encounter this problem.)

MORE INFORMATION

The data channel used, in either PORT or PASV mode, fails to connect. This occurs because the server-side IP address from the DMZ Gateway is being used when communicating with the FTP client application rather than the client-side IP address. If the server-side IP address is not accessible by the FTP client the connection will fail.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11131/Failed-FTP-connection-after-...>