

## Advanced Problems and Solutions for FTP and Secure Internet Connections

Identify the Problem	Probable Causes	Possible Solutions
A user cannot access the FTP server.	FTP is being blocked by the firewall at the router.	Ensure that ports 20 and 21 are allowed through the router's outbound firewall.
A user cannot access the FTP server.	FTP is being blocked by the Windows firewall.	Ensure that ports 20 and 21 are allowed through the Windows outbound firewall.
A user cannot access the FTP server.	The maximum number of users has been reached.	Increase the maximum number of simultaneous FTP users on the FTP server.
The FTP client software cannot find the FTP server.	The FTP client has an incorrect server/domain name or port setting.	Enter the correct server/domain name and port settings in the FTP client.
The FTP client software cannot find the FTP server.	The FTP server is not operational or is offline.	Restart the FTP server.
The FTP client software cannot find the FTP server.	The DNS server is not operational and not resolving names.	Restart the DNS server.
The FTP client software cannot find the FTP server.	The FTP client has an incorrect server/domain name or port setting.	Enter the correct server/domain name and port settings in the FTP client.
A device cannot access a specific HTTPS site.	The site is not on that computer's browser's list of trusted sites.	Decide whether to add the security certificate to the browser's list of trusted sites.