

[FTP] FTP over TLS Test Connection(slash)Copy Job Failed

Last updated by | Veena Pachauri | Mar 8, 2023 at 11:10 PM PST

201089- [FTP] FTP over TLS Test Connection/Copy Job Failed

Thursday, December 12, 2019
10:01 AM

SME	
Symptoms	<p>After the installation few windows update (KB4517389 or KB4520003 or KB4519998 or KB4519990) in middle of October, all TLS encrypted data connections to the affected FTP servers fail. Customer will see their ADF jobs target to FTP server that enable SSL failed with:</p> <ul style="list-style-type: none">Copy job failed with error code 'UserErrorFtpListDirectoryDetailsFailed' and error message contains 'The remote server returned an error: (450) File unavailable (e.g., file busy)'Test connection failed with "The remote server returned an error: 150 Opening data channel for directory listing of "/"
RCA	<p>Windows Update addresses an issue in security bulletin CVE-2019-1318 that may cause client or server computers that don't support Extended Master Secret (EMS) RFC 7627 to have increased connection latency and CPU utilization. This issue occurs while performing full Transport Layer Security (TLS) handshakes from devices that don't support EMS, especially on servers. EMS support has been available for all the supported versions of Windows since calendar year 2015 and is being incrementally enforced by the installation of the October 8, 2019 and later monthly updates.</p>
Resolution	<p>ADF suggest customer:</p> <ul style="list-style-type: none">Either follow windows' suggestion KB4528489: Contact the server administrator, explain the situation and request an upgrade of the FTP server software and of the installed OpenSSL version(SHIR User) as a short workaround, customer can try to recover to an old OS without upper updateOr find another data transfer protocol like SFTP, FTP to transfer data
Detail	
Tags	FTP, TLS

Created with Microsoft OneNote 2016.

How good have you found this content?

