

Troubleshooting FTP File Download Problems

If you're having trouble downloading a file from our FTP site, check this list for symptoms, suggested causes, and solutions:

Cannot establish a connection at all or cannot even start a download:

1. Your IP address (the Internet address of your computer) may not resolve to a host name (that is, to other computers, it may look like a string of numbers instead of words), or your host name may not resolve back to your IP address. The security protections on some servers may prevent you from making a connection unless your address resolves. Most Internet Service Providers (ISPs) ensure that their customers' addresses resolve, but some ISPs may not. Check with your network administrator or ISP to find out whether your address resolves. If it does not, and if your ISP cannot fix this problem for you, you may need to use a different Internet connection to download a file from us.
2. Your browser may not support FTP downloading. The best solution is to upgrade to a current version of a browser such as Internet Explorer or Firefox. You also can try using an FTP or downloading utility instead. If you are behind a firewall that prohibits FTP, then you should talk to your network administrator about how you might obtain files through FTP through some firewall adjustments. Your own computer operating system, such as Windows XP or Windows 7, may have firewall settings which you or your network administrator must change to allow for FTP download.

You get a message that no FTP port can be opened or that the server is busy:

1. The maximum number of users is probably already logged on to the server. Just wait a few moments, then try again.

The file seemed to download okay, but you cannot open it:

The file may have been corrupted during the download. First, try re-downloading it. Before you do so,

1. Be sure that your browser is not set to automatically disconnect after a certain number of minutes of inactivity (in Internet Explorer, under Connection Settings, be sure that "Disconnect if idle for __ minutes" is unchecked.)
2. Consider disabling your screen saver, to ensure that it does not interfere with the download.

You see the message, "Corrupt cabinet file," while you're downloading a file:

1. If you are using web-filtering software contact your network administrator in case there is a problem downloading FTP files. If you just can't download the file using your browser, try using an FTP utility instead.

None of the above fixes work:

Try clearing your cached web pages:

1. Try clearing your browser's cache of stored web pages. Use your specific browser HELP function to learn how.
2. Finally, if nothing works, there may be an unresolvable conflict between your system and our server software. If possible, download the file through another Internet connection.