

WFAS Frequently Asked Question #1

USDA Forest Service FTP Troubleshooting

The FTP server used by WFAS denies users access to the site with Passive FTP. Internet Explorer uses passive FTP by default. If you are having trouble downloading files (particularly NDVI-based files) from the site, follow the steps below to ensure that you have Passive FTP disabled in Internet Explorer. Other browsers may have similar settings and we recommend that you search the help in those browsers to determine how to properly disable Passive FTP.

On the MenuBar, click “Tools” then click “Internet Options...” (See Figure 1)

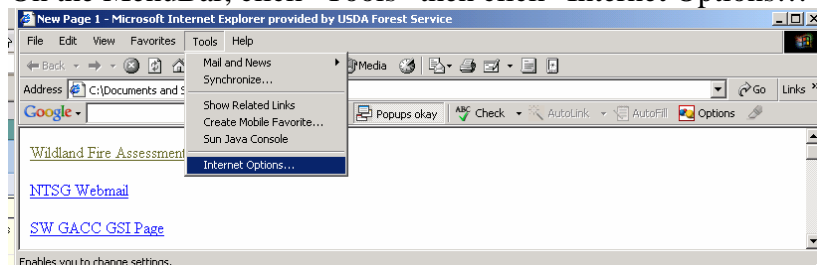


Figure 1

On the “Internet Options” form, click the “Advanced” tab and scroll down to the option labeled “Use Passive FTP (for firewall and DSL modem compatibility)”. Ensure that this option is NOT checked (See Figure 2). Click “Apply” and then click “OK”.

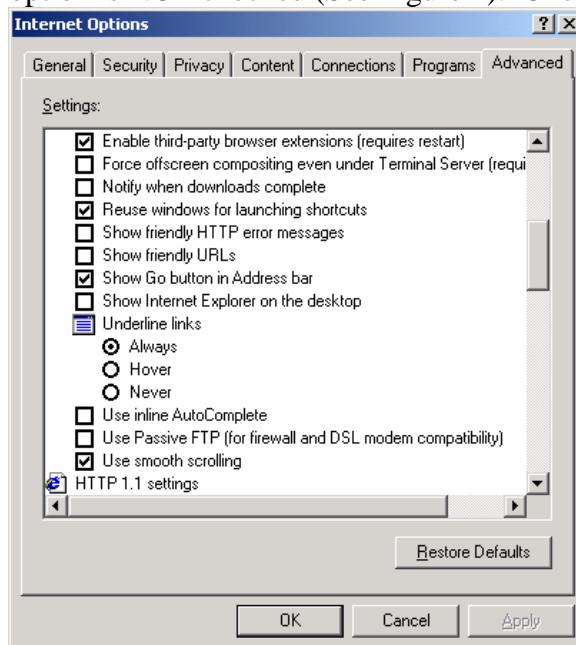


Figure 2

This should allow you to access all data on the FTP site.