

## Tools for Data: Web Data

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### Trouble Shooting Internet Explorer FTP Problems

Download "[Using\\_Internet\\_Explorer\\_to\\_FTP.doc](#)"  
from [http://192.107.108.56/portfolios/s/sciorra\\_r/help/ftp/](http://192.107.108.56/portfolios/s/sciorra_r/help/ftp/)  
to learn how to use Internet Explorer to FTP files.

#### Internet Explorer (IE) FTP Issues

1. CANNOT be used if FrontPage Extensions are required
2. Some features operate differently depending on version of IE
3. Some features operate differently depending on operating system in use
4. May have problems based on certain settings  
(made in - tools |internet options |advanced tab)
5. May have difficulties if used through a LAN or proxy server

#### Troubleshooting Problems with IE FTP

1. If you follow the procedures outlined in "[Using\\_Internet\\_Explorer\\_to\\_FTP.doc](#)" and are still experiencing problems, you may need to change a setting.
  - a. Open IE | Tools | Internet Options | Advanced
  - b. Scroll to the browsing section
  - c. Make sure "enable folder view for ftp sites" is checked
  - d. Check the box if it is not already checked
  - e. Test to see if you can now FTP
2. If you still do not see the "login as" option when in ftp:

Try adding your username:password to the address you type in the URL box by using the following format.

<ftp://user:password@ftpserver/url-path>

I.e. – [ftp://jsmith:js123@192.107.108.56/portfolios/s/smith\\_j](ftp://jsmith:js123@192.107.108.56/portfolios/s/smith_j)

Use this method in a completely secure location, as it will display your username and password in the address bar while you are using it. This is obviously a huge security risk.

3. You may still experience problems depending on how you are connecting to the Internet. Try changing the following setting.
  - a. Open IE | tools | internet options | advanced
  - b. Scroll to the browsing section
  - c. Click "use passive ftp for compatibility with some firewalls and DSL modems"  
(option should be checked)
  - d. Close and restart IE

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## Test Using 2 Options

- ❖ First, try logging in without the username:password in address. If unsuccessful:
- ❖ Next, try logging in with the username:password in address ([see above](#))

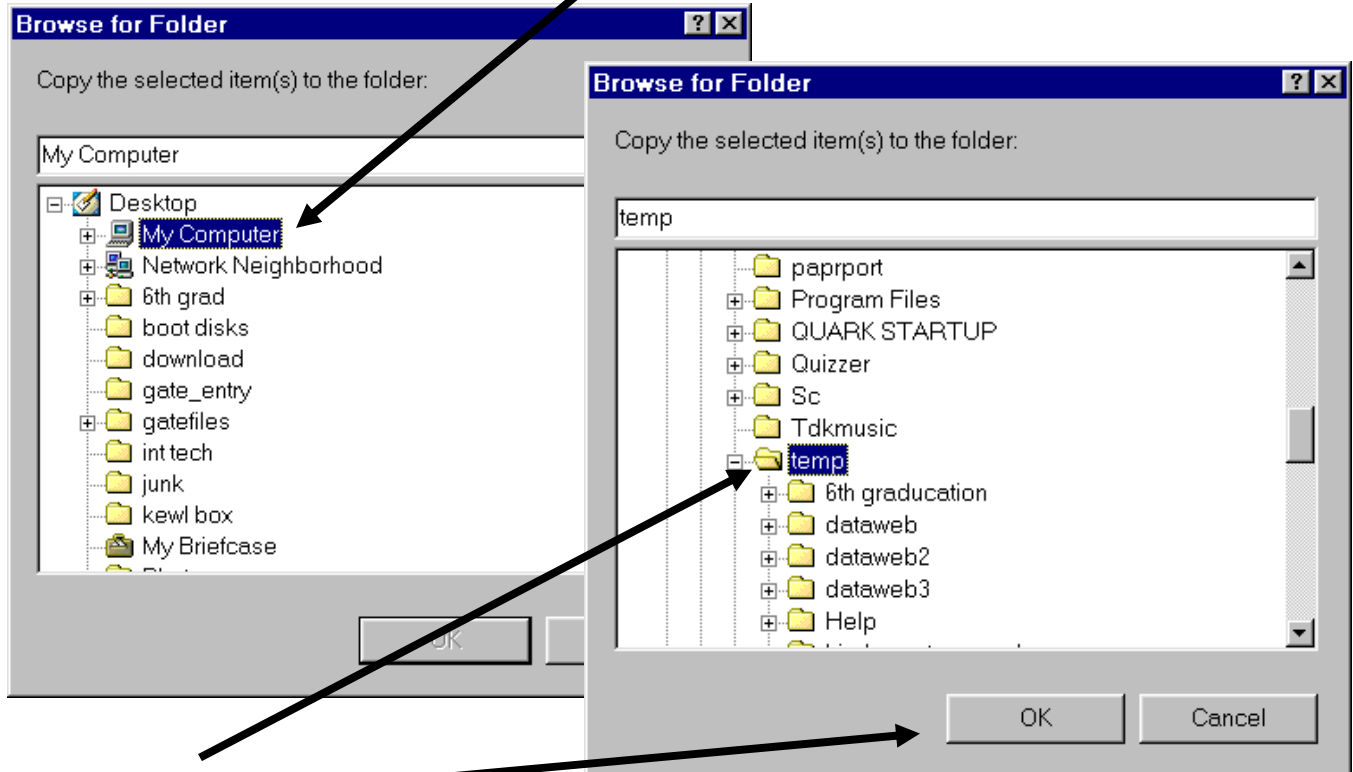
If it still does not work, Set your IE options back the way they were and [email me](#) the following information about the computer you are working on:

1. Operating system (i.e. "windows 98")  
click "start" the OS will be listed on the left side of the startup menu as it pops up.
2. Your version of Internet explorer (find by clicking help | about windows explorer)
3. How you connect to the Internet (i.e. AOL, Local Area Network at School, etc.)

## Drop and Drag Problems

In some versions of IE on some operating systems, drag and drop will not work when trying to move files from the server to your computer. To work around this:

1. select the file or folder
2. Right Click | copy to folder
3. You may need to double click the "My Computer" Icon to see all drives on your system



4. Select Folder | OK
5. The file can now be opened from this location with the appropriate program (i.e. – FrontPage for web pages, PowerPoint for PowerPoint presentations, etc.)