

Internet Checklist

This checklist should help you to handle problems with downloading SO-FiSTiK Software. First you have to prove which kind of download you tried.

1. From the website www.sofistik.de -> Latest versions of our FE-programs
2. With SONAR
3. You connect our download server ([ftp.sofistik.de](ftp://ftp.sofistik.de)) directly with a browser (MS Internet Explorer, Mozilla/Netscape or others). Following entries (URL's) are possible
`ftp://ftp-sofistik:****@ftp.sofistik.de/` (**** stands for the password)
`http://ftp.sofistik.de/` (in the following steps you are asked for login ("ftp-sofistik") and password)
4. With a classical FTP program (FTP-Voyager or others) or the command "ftp"

At variant 1 you are using the HTTP protocol for downloading, at variant 4 the FTP protocol. Only at variant 2 and 3 you are able to choose between HTTP and FTP.

You don't have access to the download server in general (affects 1-4)

Many networks do not allow direct access to the internet. They do only allow a restricted access over a proxy server which is in the middle between the client and the download server. If you tried more than one of the possibilities above without success you can assumed that you are in such a network.. Another test is to execute the command **ping ftp.sofistik.de** at a command shell (Windows: Command Prompt). If the host is not reachable, although you have internet access, its probably the case that you have only internet access over a proxy server.

This means that you have to specify the proxy settings in the programs which you are use to download SOFiSTiK software. This is you internet browser at the first and third variant , in variant 2 it's SONAR and at the last variant it's your FTP program. FTP command at the shell normally don't have a possibility to specify a proxy server.

Proxy settings for your browser:

All internet browsers have a possibility to specify a ProxyServer (normally one server and port for each protocol - FTP,HTTP,SSL...). Examples:
Mozilla Firefox (0.8): Menu Tools → Settings → General → Connection Settings

MS Internet Explorer (5.5): Menu Extras → Internet Options → Connections → LAN-Settings → ProxyServer Settings (→ Advanced)

Proxy settings for SONAR:

At step 2 click at the tool button right from the server choice box. There you can specify all appropriate ProxyServer and -ports.

Proxy settings for FTP programs:

There you specify only a FTP proxy server. The place of this is unfortunately different for every FTP program, one example:

FTP-Voyager (9.0): Menu View → Options → Connection → Proxy

Problems with firewall (affects 4 ; 2+3 only related to FTP)

If your internet access is protected through a firewall and you want to download over FTP protocol, you network admin must assure that at least passive FTP connections could be established.

At passive FTP mode, only the client opens TCP connections. Following ports must be opened:

- Ports 1024 - 65535 (TCP) intern -> Port 21 (TCP) extern
- Ports 1024 - 65535 (TCP) intern -> Ports 1024 - 65535 (TCP) extern

At active FTP mode, the downloadserver will open a certain highport at the client computer (low secure at client side):

- Ports 1024 - 65535 (TCP) intern -> Port 21 (TCP) extern
- Ports 1024 - 65535 (TCP) intern <- Port 20 (TCP) extern

Additional the admin should assure, that requests at port 113 will be allowed or rejected - not dropped (will cause a time expensive timeout). An example from an linux kernel-based firewall:

```
/usr/sbin/iptables -A INPUT -p TCP --dport auth --syn -j REJECT
```

Problems with MS Internet Explorer (affects 1+3 – especially with FTP)

If you try to update over the SOFiSTiK Support website (Variant 1) with the correct password and nothings happens - or you see only cryptical error messages, it may be happen that the Internet Explorer has cached old network data.

Try following steps:

- Menu Extras → Internet Options → General → Delete Files
- Menu Extras → Internet Options → General → Clear History
- After that press F5 to refresh the SOFiSTiK website

Notice: There are no cookies stored when you accessing our download-server. Therefore it make no sense to delete cookies.

If you download directly via FTP (Variant 3), maybe you are confronted with some problems with the internal FTP module of Internet Explorer (MS KnowledgeBase Q236178,Q241727). Therefore following hints:

Up from version 5.5 you should activate following options:

Extras → Internet Options → Advanced → Browsing:

x Activate folder view for FTP Sites

x Use passive FTP mode (text from version 6.0, or in 5.5.: "Use passive mode for compatibility with some firewalls and DSL-modems")

Generally spoken you have a high security risk if you are using MS Internet Explorer, like US CERT: Vulnerability Note

Because of all the trouble we discourage you to use this browser.

We recommend the browsers of the family Mozilla/Netscape (they are using passive FTP by default). But you should also be aware of executing not certified programs/scripts within the browser.

Problems with SONAR – while download with an internet browser is not a problem

(affects 2)

If you successfully downloaded SOFiSTiK software with a browser, but SONAR hangs at step 3, it's probably that you only have internet access over a proxy server. Probably anyone has specify the necessary proxy settings in your browser.

Please read the first section [You don't have access to the downloadserver in general](#) and there above all [Proxy settings for SONAR](#). If you have doubts about the settings, please ask your network admin.

One comment, in case of downloading with FTP: SONAR tries first to establish a passive FTP connection. Only if that fails, the active mode will be tried as a fallback.