
AIK Download failure: "Connection timed out... Retrying."

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
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Description:

I've twice attempted to download the packages for v 20 on our server through the AIK and both attempts have failed. Below is a sample from our logs:

```
--16:23:46-- ftp://ver20:<password>@ftp.exlibris.co.il/ver/*  
(try: 4) => `.listing'  
Connecting to ftp.exlibris.co.il:21... connected!  
Logging in as ver20 ... Logged in!  
==> SYST ... done. ==> PWD ... done.  
==> TYPE I ... done. ==> CWD /ver ... done.  
==> PASV ...  
connect: Connection timed out  
Retrying.
```

It repeats that until finally quitting. Is there something wrong on our end or your server? I set the wget ftp to passive mode. I wanted to retry the download in active mode but was not presented with that option again.

In another case, the "PASV ... Connection timed out" was seen in trying to apply a Service Pack.

Resolution:

We just tested it on one of our servers here, specifying passive mode. It worked fine in this mode. We found that the parameter for passive mode (WGET_PASSIVE=) was set in the file:

```
./aik/param_bash.ini
```

After the successful download, I deleted the value after the WGET_PASSIVE= parameter and deleted all the downloaded files in the ftp_from_exlibris directory. Then when I tried the Download Aleph software step again, I was prompted again for the Passive mode option. I said N the second time, and the software downloaded successfully again.

Note: in another case (a Service Pack) the environment variable wget_options needed to be set to active using the command.

```
setenv WGET_OPTIONS "--no-passive-ftp"  
prior to running the sp download.
```

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