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## AIK step 1: "Connection timed out"

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 21
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### Description:

I downloaded the aik, and am trying to do step 1. The log is filled with this:

```
--15:43:57-- ftp://ver21:<password>@ftp.exlibris-usa.com/product/scripts/*  
(try:14) => `.listing'  
Connecting to ftp.exlibris-usa.com:21... connected!  
Logging in as ver21 ... Logged in!  
==> SYST ... done. ==> PWD ... done.  
==> TYPE I ... done. ==> CWD /product/scripts ... done.  
==> PASV ...  
connect: Connection timed out  
Retrying.
```

Let me know what I should do.

### Resolution:

[From site:] Following KB 16384-45697, I deleted everything and started again. I turned off PASV. The log now looks like this:

```
--17:08:35-- ftp://ver21:<password>@ftp.exlibris-usa.com/ver/*  
=> `.listing'  
Connecting to ftp.exlibris-usa.com:21... connected!  
Logging in as ver21 ... Logged in!  
==> SYST ... done. ==> PWD ... done.  
==> TYPE I ... done. ==> CWD /ver ... done.  
==> PORT ... done. ==> LIST ... done.
```

We think there must be a block on port 20, which is used for the data transfer when not using PASV, I am told. So I have asked our network security guys to check that.

[Later:] The firewall was finally opened properly and the connection did not time out.

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