
"Permission denied" trying to ftp Upgrade Express kit

- **Product:** Aleph
 - **Product Version:** 22, 23
 - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
-

Description

We are trying to upgrade to Aleph v22 in a TWO_TASK environment. The /exlibris directory on the database server shows this:

```
drwxr-xr-x. 8 501 exlibris 4096 Feb 16 10:07 exlibris
```

An attempt to get the v23 Upgrade Express kit ends with "Permission denied":

```
.../exlibris$ftp ftp.exlibrisgroup.com
Connected to ftp.exlibrisgroup.com (74.217.12.254).
220 Serv-U FTP Server v15.0 ready...
Name (ftp.exlibrisgroup.com:oracle): ver22up
331 User name okay, need password.
Password:
230 User logged in, proceed.
Remote system type is UNIX.
Using binary mode to transfer files.
ftp> dir
227 Entering Passive Mode (74,217,12,254,102,67)
150 Opening ASCII mode data connection for /bin/ls.
-rw-rw-rw- 1 user group 56 Jun 10 2015 cksum_files_list
-rw-rw-rw- 1 user group 133604 Jun 9 2015 upgrade_express_2101_2201.tar.1.07.gz
226 Transfer complete. 167 bytes transferred. 10.87 KB/sec.
ftp> get upgrade_express_2101_2201.tar.1.07.gz
local: upgrade_express_2101_2201.tar.1.07.gz remote:
upgrade_express_2101_2201.tar.1.07.gz
local: upgrade_express_2101_2201.tar.1.07.gz: Permission denied
```

It seems odd that the owner of the /exlibris directory is "501".

Resolution

The log shows "150 Opening ASCII mode ...". That's wrong. It should be binary mode for this tar.gz file. Specify "bin" before doing the "get".

The owner of /exlibris should be aleph. The Unix administrator changed the owner to aleph and the "get" was then successful.

-
- **Article last edited:** 28-Feb-2016