

Frequently Asked Questions

Everything is set up correctly, but users can't log in. What is wrong?

An inability for users to be able to connect to the server is virtually always due to networking problems. For full details, see the "FTP Overview" article in the "Helpful Info" folder of the Rumpus package. For those running private LANs bridged via a single IP address to the public Internet, please also see the "Port Forwarding" article for specifics on setting up Rumpus and your router in this networking environment.

Users can log in, but get an error immediately when attempting to retrieve a directory listing. Why?

Most FTP clients automatically retrieve a directory listing as soon as they successfully log in, so this is by far the most common point at which failures can occur. There are 2 basic reasons: networking problems and Rumpus configuration issues.

Even when a user can establish an initial control connection to an FTP server, networking issues may be present. This is because data transfers (such as directory listings, file uploads and file downloads) take place on a second data connection, which may require additional network setup to support. For details, see the "FTP Overview" article in the "Helpful Info" folder.

It is also possible that the problem is due to incorrect Rumpus setup. If your network is private, and bridged to the public Internet via a single IP address, be sure that the "Passive Mode Connect Address" has been set correctly. This field can be found on the "Advanced" tab of the Rumpus "FTP Settings" window and should be set to the external, "WAN" address of your router.

The problem may also be due to an incorrect folder path specified for the user account. On the "Define Users" window, select the user account in question and click the "select folder" button to reset the user's home folder. Even if the path to the user folder looks correct, reset it, as even a single errant space in the path can cause problems.