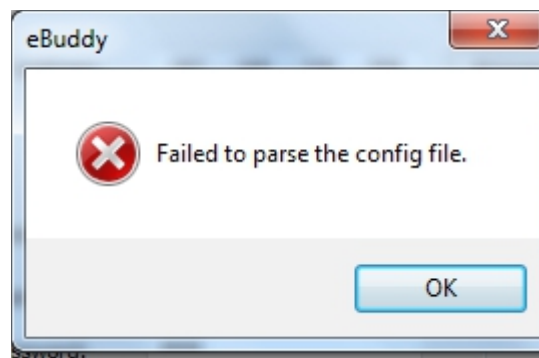# eBuddy - FTP connection modes

For upgrading firmware, creating a backup, and restoring from a backup, eBuddy sends and receives information from the eWON using an FTP connection. eBuddy's default FTP mode is active mode. In active mode, the FTP client initiates a connection to the FTP server on one port and the FTP server responds by initiating a connection to the FTP client on a different port. Depending on your firewall settings, this inbound connection from the FTP server can be blocked. When eBuddy is blocked, you will often an error message telling you that eBuddy "failed to parse the config file."

There are two ways around the firewall block. The first way is to modify your firewall settings to allow eBuddy to communicate through the firewall. The other way is to have eBuddy make its FTP connection in passive mode. In passive mode, the FTP client initiates both connections to the FTP server. Since the FTP client is initiating all the connections, most firewalls will not block this communication.

To configure eBuddy to use passive mode, you must initiate your actions from the list view rather than the wizard view. From list view, select Tools and then the action you wish to perform such as upgrade firmware or backup/restore. On the next screen you will be able to specify the address of the eWON and whether you want to operate in passive mode.
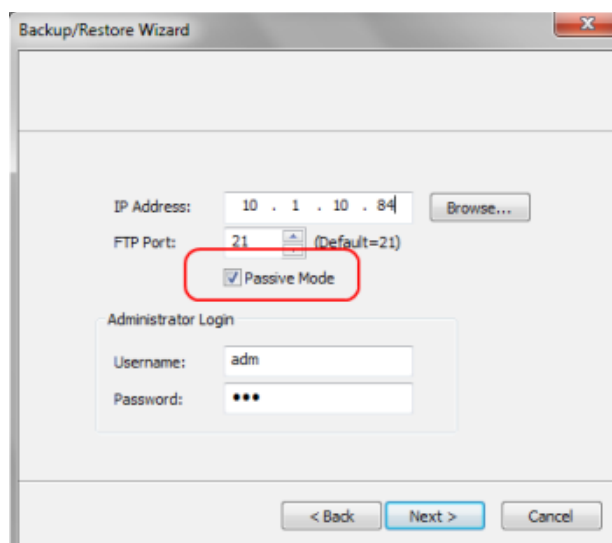
Revision

Revision History

Revision Level	Date	Description
1.0	28/01/2014	Creation of document

Document build number: 33

Note concerning the warranty and the rights of ownership: