

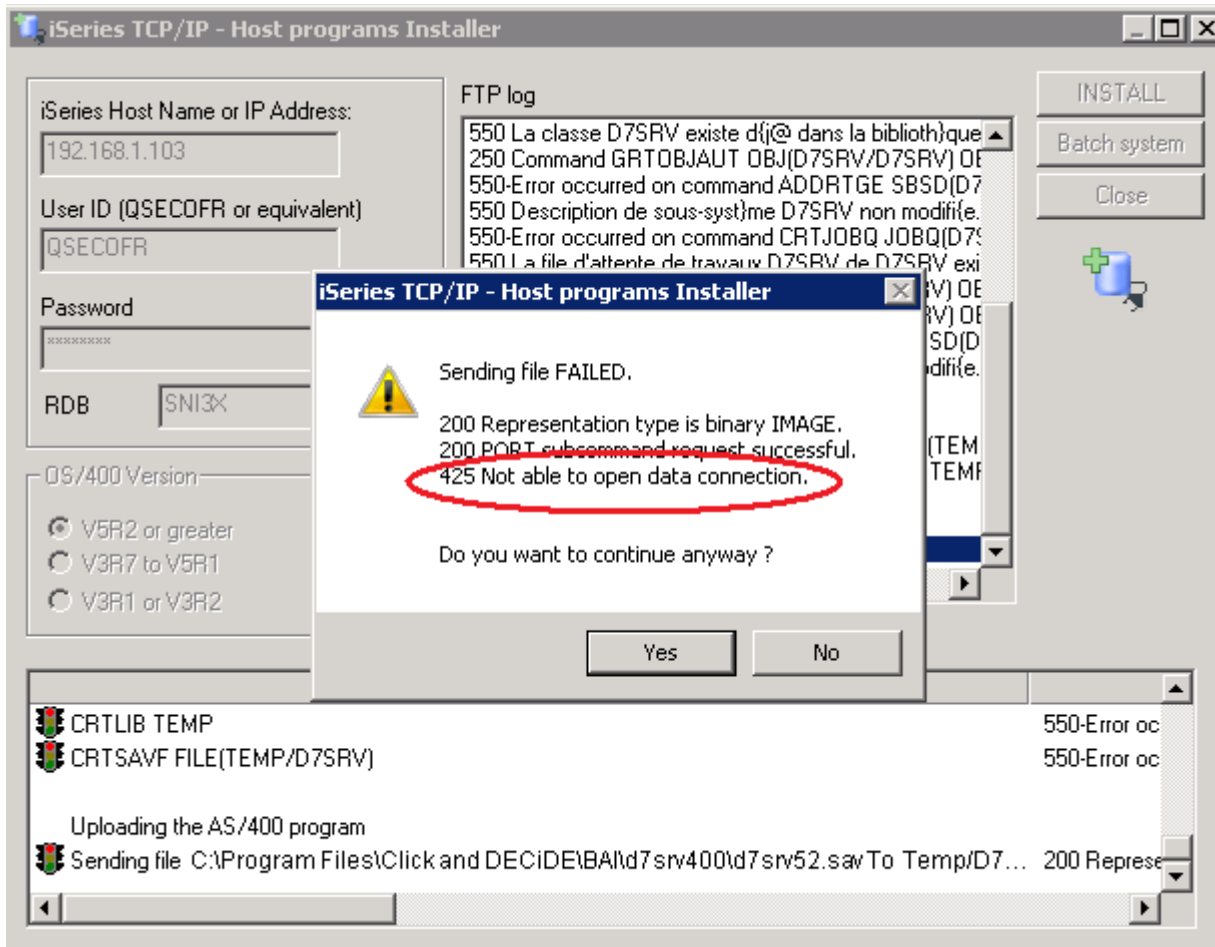
Knowledge Base Article: Article 210

How to solve the error 425 Not able to open data connection with the d7srvins FTP transfer?

Date: October 14th, 2010

Problem:

I am using the iSeries installation program (d7srvins.enu.exe) attempts to send the AS400 / iSeries save file to the target system and get the above error: **425 Not able to open data connection.**


Explanation:

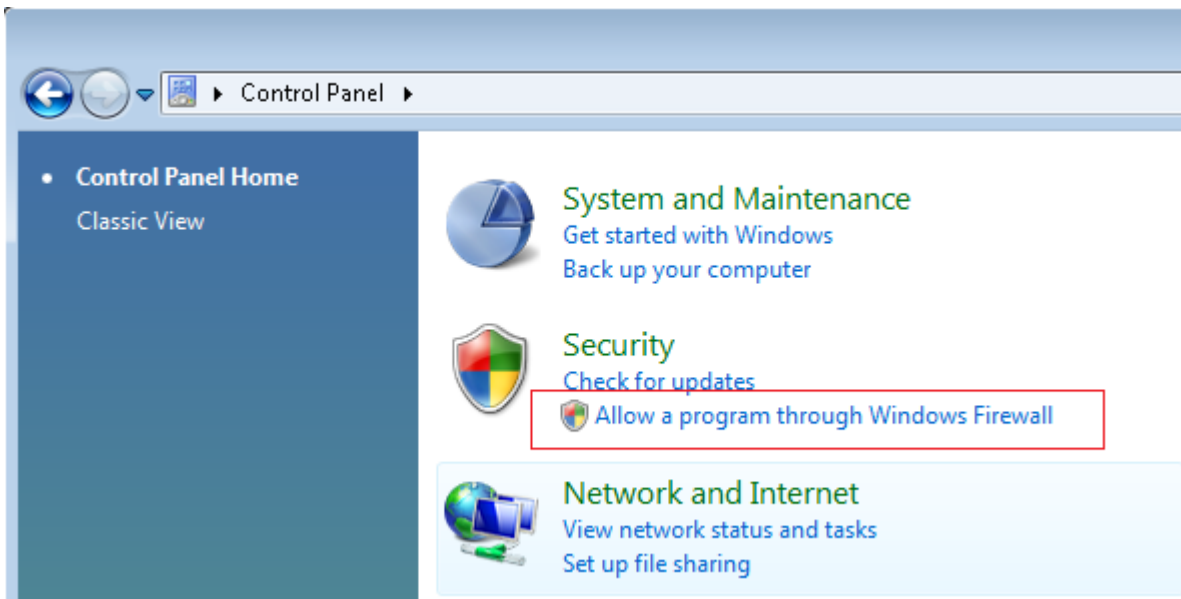
It could be a problem in the Firewall Settings.

Solution:

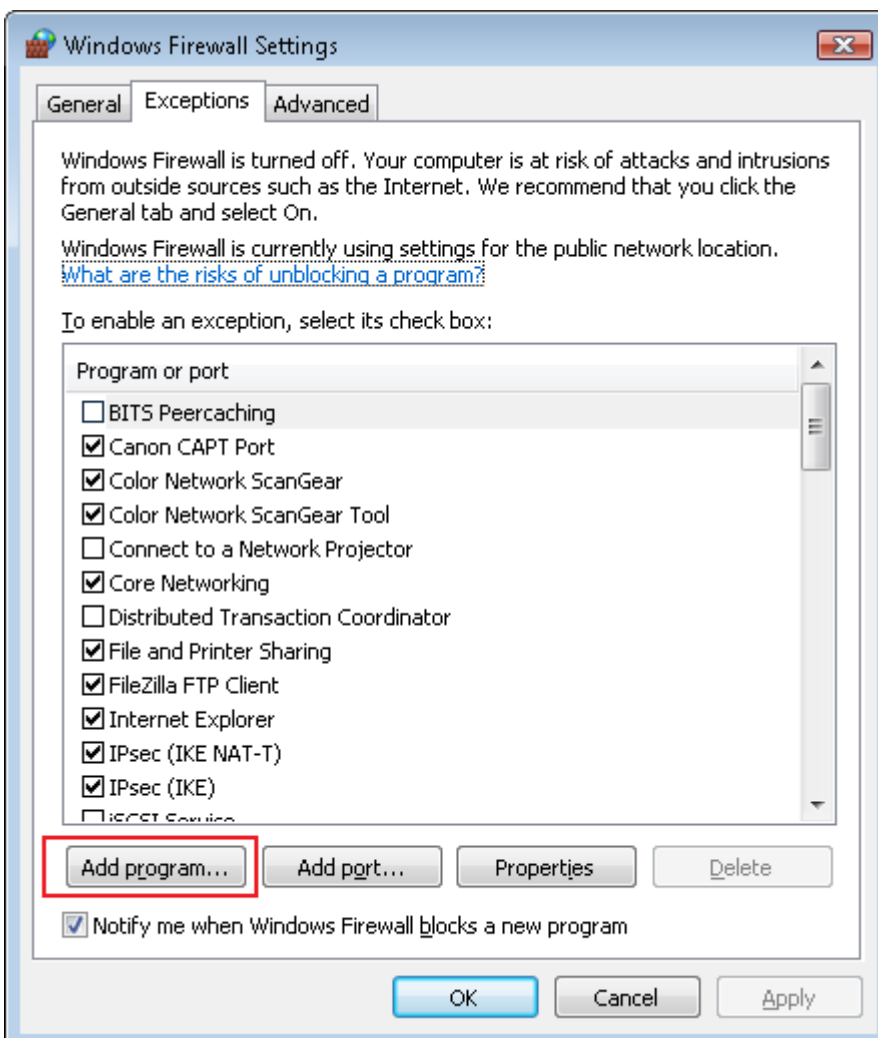
For the case of the Windows Firewall, please follow these steps in order to allow the iSeries installation program through Windows Firewall:

Steps

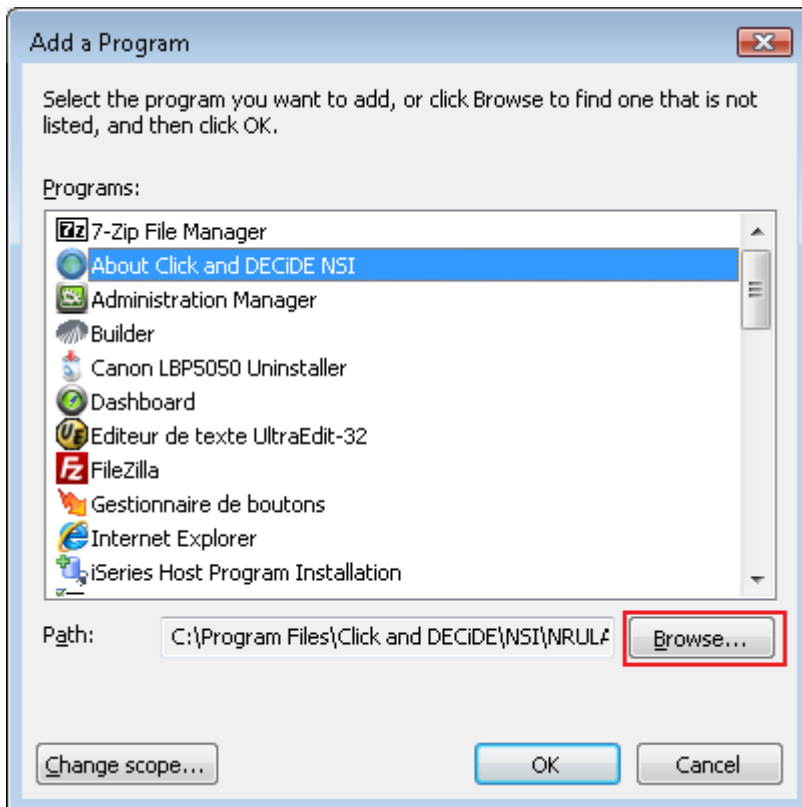
1. Open the Control Panel



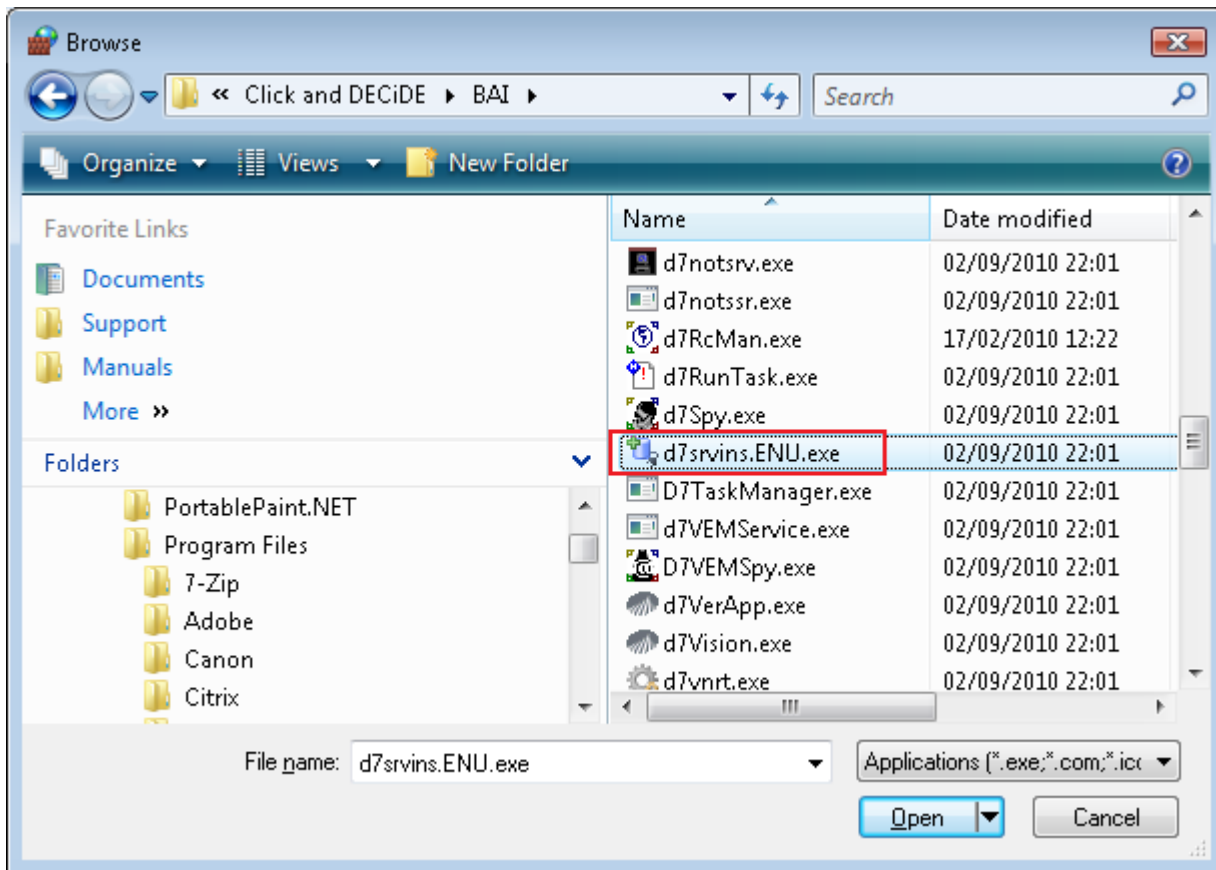
2. Click "**Allow a program through Windows Firewall**":
3. Select the Exception Tab and click the **Add Program...** button:



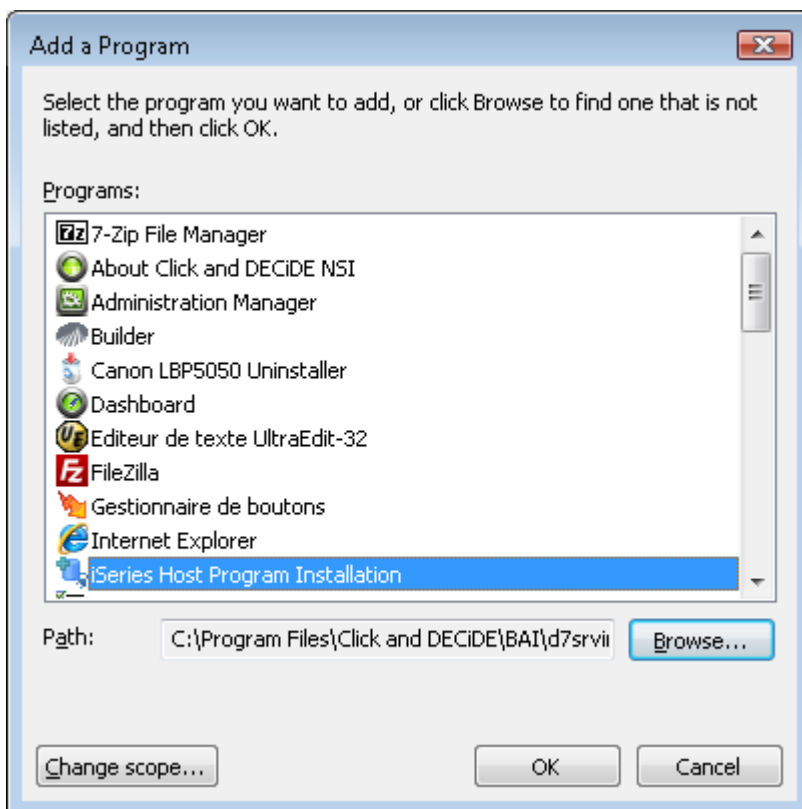
4. Then click the **Browse** button:



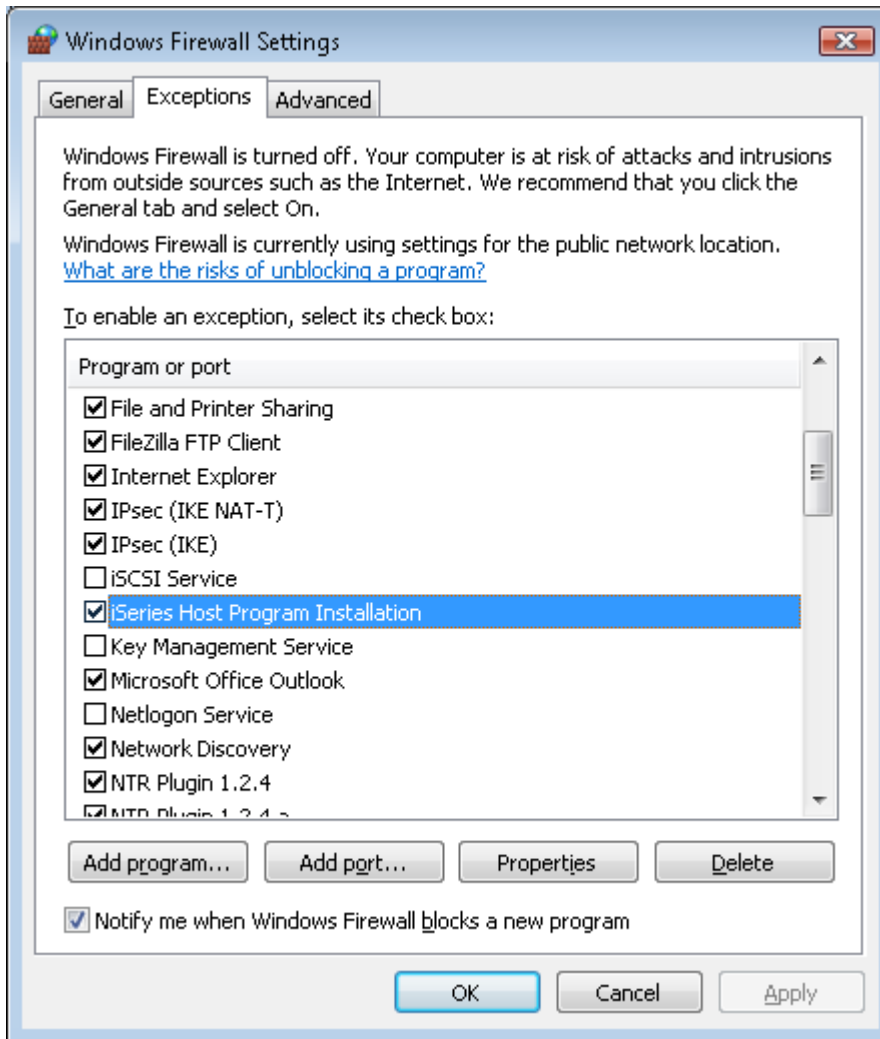
5. Select the **d7srvins.enu.exe** program file which is located by default in the C:\Program Files\Click and DECiDE\BAI directory and click **Open**:



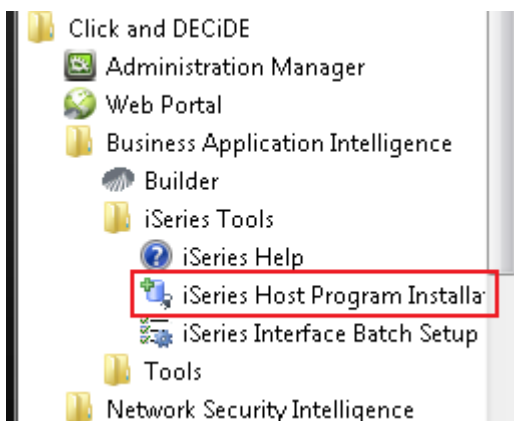
6. Click **OK**



7. Click **OK** again



8. Then try to run again the **d7srvins.enu.exe** program or the command **Start> Program> Click&DECiDE> Business Application Intelligence> iSeries Tools> iSeries Host Program Installation**.



9. Please ignore any error that will be returned about already existing objects on the iSeries.