

## **Why can't I connect to my site using FTP?**

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There are many reasons why you may be unable to connect to your website via FTP. **Locked FTP Access** All FTP accounts are locked by default for security reasons to counter viruses that steal passwords stored in FTP clients. To unlock your FTP account: Log into your eXtend Control Panel Go to the Unlock FTP bar on the side panel Select the amount of time you would like to have FTP unlocked Click 'Unlock' We recommend you prepare everything you need for your website, then unlock FTP for a brief period in order to upload your files. You can also set a particular IP address to have FTP access without a time limit. Log into your eXtend Control Panel Go to the Unlock FTP bar on the side panel Under Unlock by IP, enter in the IP address. If you want to unlock more than one IP address, separate them by a comma. Click 'Unlock'

**Domain Issues** You can have issues connecting to your domain via FTP if the nameservers have been just switched over or it has just been purchased. It can take up to 48 hours for the connection between the nameservers and the domain name to fully propagate across the Internet, and this can cause difficulty when connecting via FTP. If you need to access your domain name via FTP during this period, you can use the IP address for the server, which you can find in your eXtend Control Panel, under FTP Details. Use the same username and password as you would use for your domain's FTP account.

**FTP Program** Some FTP software programs make it very difficult to find the settings you need to change in order to access websites via FTP. We recommend using an FTP program such as FileZilla, CuteFTP, or SmartFTP.

**FTP Settings** Check your FTP settings within your program. These can be found in your eXtend Control Panel under FTP Details, but are usually: Server: ftp.your-domain.com Username: your-domain.com (without the www.) Password: Your eXtend Control Panel password for the domain Ports: Default Some FTP programs give you more options. Some of the options to check are: SFTP " should be set to 'Off' Passive/Active Transfers " should be set to 'Passive' If you are able to connect to your Windows FTP server, but unable to retrieve a directory listing, then your FTP connection needs to switch from 'Passive' to 'Active'. In your FTP client: Disconnect your current connection to your server Switch from 'Passive' to 'Active' in your client's settings Reconnect to your server You should be able to retrieve the directory and upload to your server now.

**Firewalls and Internet Connection** Your Internet connection or your firewall (such as Norton, ZoneAlarm, AVG Internet Security, etc.) may not allow FTP access. Try switching your firewall off, and attempt to connect using FTP. If it does work, then the issue lies with your firewall settings. Turn your firewall back on, and review the options within to see if there is a setting for FTP.

**FTP Errors** As a last resort, check the errors that appear when you attempt to connect. Errors are often descriptive, and a quick search online will often reveal the solution. A common error is "530 Login Incorrect". This suggests that your username or password are incorrect. Review the FTP Details in the eXtend Control Panel and ensure that you have copied them exactly.

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Online URL: <https://www.heartinternet.uk/support/article/why-can-t-i-connect-to-my-site-using-ftp.html>