Why can’t I run scripts uploaded by my additional FTP accounts?

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Most scripts that are uploaded should work with all FTP accounts, as all the FTP users on the same hosting account have the same user ID number. However, there may be some CGI or PHP scripts that will not run due to ownership restrictions when uploaded by an additional FTP account instead of the main account. Â This is done to ensure the security of the servers for all customers. If this situation causes you a problem, please raise a Support Ticket with our Customer Services team, and they can check on the issue for you.

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Online URL:
https://www.heartinternet.uk/support/article/why-can-t-i-run-scripts-uploaded-by-my-additional-ftp-accounts.html