

Why can't I see my files through my FTP client?

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If your FTP client is logging in correctly, but doesn't show the files or directories on your site, it is likely that something is affecting the ability of your FTP client to connect to the server fully. The first test is to check where you are connecting.Â If you are connecting to an empty directory, it may appear there is nothing there.Â Try connecting to your root directory â€” the one above public_html. If you know exactly where you are connecting, the next step would be to disconnect and reconnect to see if it was just a one-off connection problem. If it is still happening, set your FTP client to 'Passive'.Â You can do this in the settings for your FTP client.Â This avoids many of the common issues with firewalls. If your client is already set to 'Passive', try temporarily switching off your Internet connection's firewall and attempt to connect.Â If you can connect now, look into changing your firewall's settings to allow FTP traffic. However, if you are still unable to view files, please raise a Support Ticket with our Customer Services team to investigate the problem.

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