

Introduction

FTP (File Transfer Protocol) is a network protocol used to transfer data from one computer to another over a network, such as the Internet.

This will be the protocol used if you need to transfer files between your computer and the server hosting your web site.

An FTP transfer can be initiated using either a dedicated FTP client or an HTML editor with a built in transfer feature (such as Microsoft FrontPage or Macromedia Dream weaver). Files can be uploaded to ProserveUK servers using either.

If you choose to use an FTP client, we recommend FileZilla from <http://filezilla-project.org/>. This program is free and simple to use. We have also written a dedicated tutorial for transferring files with this client.

Note:

If you choose to use FrontPage you must NOT use an FTP client as well. FrontPage requires you to use it explicitly. Use of any other FTP client whilst using FrontPage will result in your site becoming corrupt, and unusable. We recommend that an FTP client be used.

The following tutorial gives general guidance on transferring files via FTP - if you are using FileZilla, please use the dedicated tutorial.

General guidelines for FTP transfer

Depending on the FTP client you use, the terms used here may vary slightly.

To upload using FTP you will need to set the following options:

Host: ftp.example.com (where example.com is your domain)

Username: This is the user name setup for ftp access in Plesk

Password: This is the password setup for ftp access in Plesk

Port: 21 (This is the standard FTP port so may be set by default)

Depending on your FTP client, you may also need to specify a remote folder. This refers to the folder on the server where your files need to be uploaded to. If you need to set this option, you must enter /httpdocs.

Once you have connected to the server, most FTP clients show two windows. One window will display the contents of your computer and one the contents of your account on our server. You should make sure you are in the httpdocs directory in the server window. You can then drag and drop your files from your computer to the server. This will upload the selected files to your account.

Note: If you are using sub-directories on the server or our using one of our pre-installed systems ensure that you have navigated to the correct directory on the server. The /httpdocs directory is the root directory for files accessible from the web – all directories should be relative to the root.

Most FTP clients will provide a status showing transfer progress. If you have a large amount of data to transfer the process may take several minutes.

Your first page needs to be named index.html or index.htm. If you use index.htm you must first delete the index.html already on the server.

Troubleshooting

Q: My FTP client says: "Host not found", "Hostname not found", "Cannot find hostname", etc...

A: Check that you have updated the primary and secondary name servers for your domain to ns1.proserveuk.com and ns2.proserveuk.com.

If this has not been done, your domain will not point to our servers and as such you will not be able to connect to your account.

Q: My FTP client will simply not connect; I am not sure what the error message is?

A: Ensure you are not behind a firewall or proxy server. If you are talk to the person who set this feature up or ensure that your firewall/proxy allows connections on port 21 and port 22. Also ensure your FTP client is set to passive mode.

Q: I have uploaded my files to the httpdocs folder but the holding page is still shown?

A: Firstly make sure you have deleted the index.html file and you have uploaded your own index.html or index.htm file. Our servers are case sensitive so you must ensure the file names use all lower case characters.

A: Your ISP may use a web cache or Proxy server. Try disabling the proxy settings in your Internet options. If they use a transparent cache server (one you are routed through no matter what settings you personally choose - try a different ISP. Also try specifying a particular file. Instead of www.example.com - try asking for www.example.com/index.html.

If your ISP is employing caching technology you may have to wait several hours before your new page will become active. Please also bear this in mind when you make changes to your site.

Q: I have uploaded my files to the httpdocs folder and deleted the index.html file but my site now shows "Forbidden - you are not authorized to view this page".

A: By default our servers are set not to display the contents of a directory on the server for extra security. If you do not have the relevant index file in a directory, you will receive this error message. Please ensure that you have an html file in the root directory named either index.htm or index.html (all in lower case).

About us

This tutorial has been produced by ProserveUK. A professional hosting company that provides affordable web hosting solutions. Large selection of plans available, one-month free trial offered on all plans.

For more information, please visit www.proserveuk.com
Or contact us as sales@proserveuk.com.