

Web hosting

Upload and directory information

Loading content to your site is done using File Transfer Protocol (FTP). Please use the FTP IP address if your domain name is not currently live on our system. Using your FTP client you will need to add the username and password provided in the email when hosting was provisioned. Please also use the correct port for FTP which is 21.

NOTE: We do not currently support SFTP.

Several pre-configured directories are available in your account. Below is a brief description of some important directories:

- **httpdocs:** This is the directory where all files intended to be available on the web should be published. The httpdocs directory is located in your site's document root.
- **error_docs:** This directory allows you to customize server-generated error pages, such as "page not found." Replace the existing files with your own customized versions and contact us to enable custom error documents for your hosting account.
- **statistics:** This directory contains log files used for web statistics reporting. These files cannot be accessed directly via FTP but can be accessed through the Plesk Administrator.

Unique solution ID: #1045

Author: 1st Domains Support

Last update: 2024-10-25 04:25