

KNOWLEDGE BASE · PUBLIC DOCUMENT

Common FTP errors: 530, timeouts and files that never show up

cPanel & WHM

CODE

RLX-AO-KB-138

VERSION

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COUNTRY · LANGUAGE

Angola · English

Interweb Angola

RLX Angola, Lda. · Group RLX Holdings

Tax ID (NIF) 500 260 5724 · Commercial registration no. 26464-25/250724

<https://www.meu.interweb.ao/knowledgebase/138>



FTP is simple until the day it will not connect. These are the errors you get, in order of how often they show up, and what each one really means.

Error	What it means and how to fix it
530 Login authentication failed	Wrong username or password. Use the FTP user exactly as created in cPanel - on additional accounts it includes the domain (user@yourdomain).
Connects but shows no files	The classic passive mode problem. In FileZilla settings choose <i>Passive</i> . Our server uses ports 49152-65534 for data; on a corporate network, ask for those to be allowed.
421 Too many connections	You opened too many connections at once. In FileZilla, limit it to 2 to 4 simultaneous connections - and not just to obey the rule: with fewer connections, uploads usually end up faster.
550 Permission denied	You are writing where you cannot, or file permissions do not allow it. Use 755 on folders and 644 on files.
Connection timed out	Port 21 blocked by the network or antivirus, or the wrong server address. Try another network - if it connects, the first one was the problem.
I uploaded the files but the site has not changed	They almost certainly went to the wrong place. The site must live inside public_html ; anything outside that folder is not published.

The right connection details

1

Host: ftp.yourdomain (or the server name we gave you).

2

Port 21, with *explicit FTP over TLS*. Our server accepts TLS - always use it; plain FTP sends your password readable across the network.

3

Passive mode on. It is the right option on virtually every network today.

4

If SSH access is enabled on your plan, you can use **SFTP on port 2299** instead of FTP.

Do not share the main cPanel account. To give a developer or agency access, create a **separate FTP account** limited to the folder they need. When the job is done you delete that account and touch nothing else.

The step-by-step with FileZilla is in **FTP accounts and connecting with FileZilla** , with a screenshot of every field.

Copy the FileZilla log window and send it to us - it says everything.

[Open a support ticket](#)

RLX-LIMITES

Where to see it in your account

- We do not list SSH by plan here, because the place to check is your own account: in cPanel look for **Terminal** or **SSH Access**.
- If either appears, your account has SSH and you can use SFTP on port 2299. If neither appears, use FTP over TLS on port 21.
- FTP accounts themselves are unlimited on every hosting plan. If you need SSH and do not see it, talk to us.

/RLX-LIMITES

SEE ALSO

[Website errors explained: 500, 403, 404, 508 and what to do](#)

[FTP accounts and connecting with FileZilla](#)

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