

# How To Resolve FTP Connection Is Not working

*There have been a few reports of clients who are trying to connect to their web hosting account using an FTP client who are not able to make a successful connection. If you are using an SSL/TLS connection instead of normal FTP or SFTP without SSL/TLS, this may cause your IP address to be blocked. If these are enabled, which some FTP clients try to set up by default, please disable SSL/TLS connections and use FTP over port 21 or SFTP over port 22. If you encounter any difficulties or have any questions regarding any of the above information, please feel free to contact our Technical Support Department by submitting a ticket. They would be happy to resolve your concerns or address any issues you encounter.*