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

cPanel & WHM

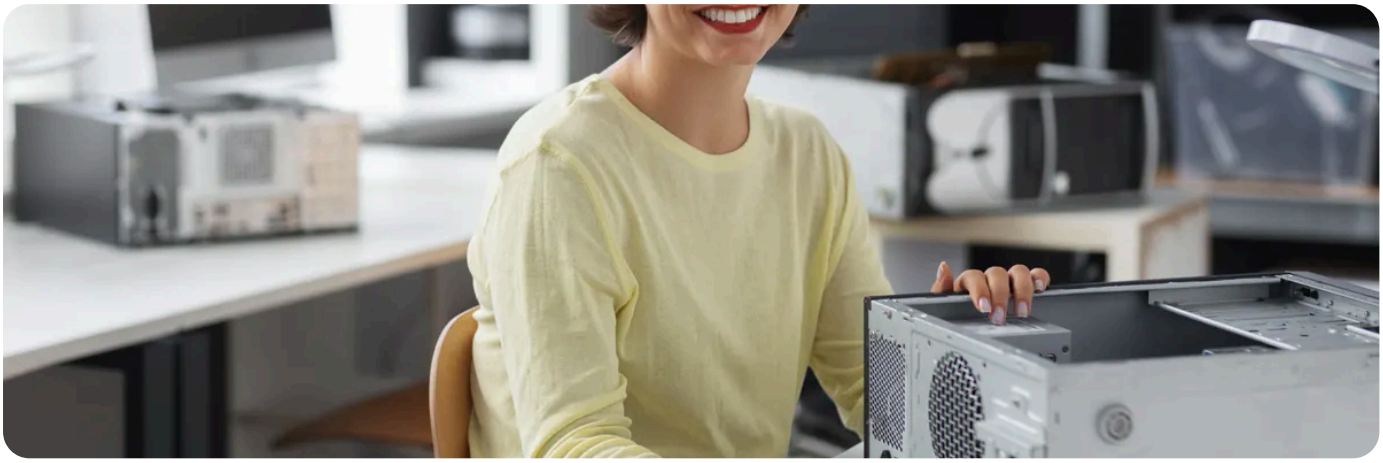
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Common FTP errors: 530, timeouts and files that never show up

cPanel & WHM Created on **August 16, 2026** Updated on **October 18, 2026** 3 min read



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 *Passive*. 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.

NEED A HAND?

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

Open a support ticket →

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.

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