



TechNote

Troubleshoot FTP upload problems (GoLive CS, CS2)

Issue

You can't upload site files or folders to an FTP server using Adobe GoLive. Files aren't uploaded to the server or you receive one of the following error messages:

- "FTP Error: 530"
- "FTP Error 550: Unexpected disconnect"
- "FTP Error 257"

Solutions

Do one or more of the following solutions:

Solution 1: Install the latest Adobe GoLive update.

Find the update and installation instructions on the Adobe website at www.adobe.com/support/downloads/.

Solution 2: Verify that your Internet or network connection is active.

In a web browser, open a website, such as www.adobe.com, to verify that the browser connection to the Internet is active and isn't being used by another application. If the browser returns a message stating that the connection is down, try to reconnect. If you still can't connect to the Internet, check the modem and modem cable, or check your PPP (Point-to-Point Protocol), MacTCP (Transmission Control Protocol), or OpenTransport settings (Mac OS), or your TCP/IP settings (Windows). If you are connected to a network, verify that the network connection is active. If you can't connect to the Internet or the network, contact your Internet service provider (ISP) or your system administrator.

Solution 3: Change the port number for your site's publish server to "21."

Port "21" is the default port for FTP; however, you may want to check with the ISP to determine the correct port setting.

TechNote Details

ID: 322992
Product(s): GoLive
OS: MacintoshWindows

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Not Useful					Very Useful
1	2	3	4	5	

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Maximum of 300 characters.

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To change the port number for a site's publish server in GoLive:

1. Load the site file in GoLive.
2. Do one of the following:
 - In GoLive CS2, choose Site > Publish Server > Settings.
 - In GoLive CS (Windows), choose Edit > Server.
 - In GoLive CS (Mac OS), choose GoLive > Server.
3. In the Publish Server Site Settings (GoLive CS2) or the Edit Publish Server (GoLive CS) dialog box, select the server that is assigned to your current site.
4. Type **:21** after the server name, with no spaces. For example, type **ftp://ftp.netscape.com:21**
5. Click OK.

Solution 4: Turn off Use Standard Framework. (GoLive CS2)

1. Load the site file in GoLive.
2. Choose Site > Publish Server > Settings.
3. In the Publish Server Site Settings dialog box, select the server that is assigned to your current site.
4. Click Advanced.
5. Deselect Use Standard Framework.
6. Click OK.

Solution 5: Use Passive mode to upload files.

1. Load the site file in GoLive.
2. Do one of the following:
 - In GoLive CS2, choose Site > Publish Server > Settings.
 - In GoLive CS (Windows), choose Edit > Server.
 - In GoLive CS (Mac OS), choose GoLive > Server.
3. In the Publish Server Site Settings (GoLive CS2) or the Edit Publish Server (GoLive CS) dialog box, select the server that is

assigned to your current site.

4. Do one of the following:

-- In GoLive CS2, click Advanced, select Use Passive Mode, then click OK.

-- In GoLive CS, Select Use Passive Mode.

5. Click OK

Solution 6: Use an FTP proxy, if necessary.

Use an FTP proxy if the ISP or network uses a proxy server, and only if necessary. Contact your network administrator or ISP to determine whether you need to use a proxy server.

To turn the FTP Proxy setting on or off:

1. Choose Edit > Preferences (Windows) or GoLive > Preferences (Mac OS).

2. Select the Internet icon (GoLive CS) in the left panel.

3. Select or deselect Use FTP Proxy. (If you use an FTP Proxy, you need to type a host name and port number in the Host and Port text fields. Contact the network administrator or ISP to determine what those settings are.)

4. Click OK.

Solution 7: Use a third-party FTP utility or browser to verify the FTP connection.

Connect to the FTP server using a third-party FTP utility (for example, Dartmouth Fetch or WS_FTP) or a browser to verify that the FTP server is accepting connections and permitting uploads. If you use a browser, enter the URL in the following format:

```
ftp://username:password@ftp.hostname.com/path_to_your_folder/
```

If the server accepts connections and permits uploads, you can see a listing of the folders available to you on the server.

Solution 8: Disable the Windows XP firewall. (Windows XP only)

Refer to the documentation included with Windows for more information about firewalls.

Solution 9: Delete the ftpAliasesettings.xml file.

Delete the ftpAliasesettings.xml file for the site returning the error. The file is located in the web-settings folder in the site project folder.

Note: You'll need to reenter FTP server information for the site after deleting the ftpAliasesettings.xml file.

Solution 10: Upload the site at off times.

Upload the site early in the morning or late at night, when Internet usage is usually lighter.

Solution 11: Verify that the site's FTP uploading preferences contain valid entries.

Verify that the site's FTP uploading preferences contain valid entries for the FTP server, directory, user name, and password.

To edit a site's FTP uploading preferences:

1. Load the site file in GoLive.
2. Choose Site > Settings.
3. Click the Publish Server icon in the left panel.
4. Do one of the following:
 - In GoLive CS2, click the New Server icon.
 - In GoLive CS, click Add, and then click New in the Select Publish Server dialog box.
5. In the following fields, enter the FTP server name, the path to your directory, your user name, and your password, as specified by the ISP:

-- Server

The server's hostname may be in WWW format (for example, www2.earthlink.net), FTP format (for example, ftp.mindspring.com), or IP format (for example, 206.251.11.2). (An FTP hostname is typically different from an HTTP hostname.)

-- Directory

The directory path should refer to an actual folder on the web server. The ISP can confirm the path for you. If the folder to which you initially connect when you log in to the web server is different from the folder in which you store files, click Browse, navigate to the folder

in which you store files, and then click OK.

You can also manually enter the relative path from the connection folder to the storage folder (for example, "~user," "public_html," "users/username/"). Use forward slashes (/) to indicate a change of folder hierarchy. Do not precede the pathname with a forward slash (/) unless you're entering the full absolute path on the web server from the connection folder to the storage folder (for example, /home/user/public_html/).

Note: If your user name and password automatically log you into your public HTML folder (where your web pages are stored), leave the Directory field blank. If this field contains incorrect information, new folders will be created in your folder on the web server. Your files may upload successfully but not to the correct location, so you won't be able to see them.

-- User name

The ISP specifies your user name.

-- Password

The ISP specifies the password for your user name.

Solution 12: Name all files and folders in the site using only alphanumeric characters, underscores, or hyphens.

GoLive cannot upload files or folders containing HTML-reserved characters, such as the forward slash.

Don't begin a folder name with a tilde character (for example, "~images"). UNIX servers use the tilde character as a shortcut to change from the original folder to the home folder of the user whose name follows the tilde, and return an "access denied" or "user unknown" error if they can't find that folder.

Solution 13: Make sure that you have the necessary web server privileges.

Check with the ISP to make sure that you have read, write, and delete privileges to all the files, folders, and subfolders inside your folder on the web server.

Note: After you can upload files to your website, you can change access privileges for files, folders and subfolders in the site using the FTP Inspector in GoLive. To change access privileges, be sure that the Inspector is visible, choose Window > Inspector, and then select a file or folder in the FTP tab of the Site window. Select read, write, or

execute rights for Owner, Group, or Others in the FTP File Inspector or the FTP Folder Inspector. Check with the ISP to see how privileges should be set for your site.

Solution 14: Reset preferences to default settings.

Reset the preferences to the default settings by renaming the preferences file, causing GoLive to re-create it. Then reenter the FTP server information and retest the connection.

To re-create the GoLive preferences file:

1. Quit GoLive.
2. Open one of the following folders:
 - Windows XP or 2000: Documents And Settings/ *[user profile]* /Application Data/Adobe/Adobe GoLive
 - Mac OS X: Users/ *[user name]* / Library/ Preferences
3. Rename the preferences file. For example, add "old" to the end of the file name, before the file extension.
 - GoLive CS (Windows): Adobe GoLive 7.prf
 - GoLive CS (Mac OS): Adobe GoLive 7 Prefs
 - GoLive CS 2 (Windows): Adobe GoLive 8.prf
 - GoLive CS 2 (Mac OS): Adobe GoLive 8 Prefs
4. Start GoLive. GoLive creates a new preferences file.

Note: Deleting the preferences file removes all your custom preferences, settings, and server setups from GoLive. Renaming the preferences file allows you to restore your old preferences later, if necessary.

If the problem continues, the preferences file is not the cause. To restore previous settings, delete the new preferences file, and restore the original name of the previous preferences file.

Solution 15 : Use a third-party FTP utility (for example, Fetch or WS_FTP) to upload files.

If you can upload files using an FTP utility, but not GoLive, contact Adobe Technical Support.

Background information

GoLive lets you upload files to an FTP server that has an active Internet connection. In Mac OS, FTP servers can use MacTCP, PPP, OpenTransport TCP/IP, or OpenTransport/PPP protocol to establish connections to the Internet. You can configure the protocol in the MacTCP or TCP/IP control panel.

FTP connections can fail if one or more of the following conditions occur:

- The computer hasn't connected to the server within the allotted time-out period (usually specified in the MacTCP or TCP/IP control panel).
- The connection to the Internet is bad or terminated.
- There is a problem with the modem or modem cable.
- There is a network problem.
- The FTP server is down or not accepting connections.
- Your permissions are not set properly in your upload folder.
- You have specified an incorrect port (the port you'll connect to on the web server).

GoLive may also be unable to upload files if the Internet is very busy. If GoLive can't upload files to an FTP server, you may have to use a third-party FTP utility.

GoLive preferences must contain a valid FTP server name, directory, user name, and password (which you can get from the ISP) before it can upload files. GoLive can use passive mode to upload files. In passive mode, the client establishes data connections, whereas in active mode, the server establishes data connections.

You need to name files and folders to be compatible with the web server or the FTP server to which you upload files. For the greatest compatibility, use alphanumeric, eight-character, single-word file names with three-character extensions (for example, Document.htm). Make sure to use the correct file name extension (for example, .htm or .html for web page documents; .gif, .jpeg, or .jpg for graphics files). Don't use forward slashes, tildes, or spaces in file or folder names. If you must use more than one word when you name files, separate the words with an underscore (_) or a hyphen (-) rather than a space.

Additional Information

322994 : Overview of FTP upload options (CyberStudio and GoLive)

Product versions affected

GoLive CS (7.0) GoLive CS2 (8)

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