Mark HowellStaff

Hello,

Thank you for your update.

We would like to inform you that the issue should be resolved.

Could you please attempt once more to upload the media file in question and if the issue is still present please update us.

Please, do not hesitate to update us if we can be of any further assistance.

Kind Regards,

Mark Howell  
Genius Support Team  
TMDHosting.com

SUNDAY, APRIL 4TH, 2021 (23:36)

HOW WOULD YOU RATE THIS REPLY?

Danish AlviClient

still waiting for your response

SUNDAY, APRIL 4TH, 2021 (17:00)

Danish AlviClient

any update for the issue

SUNDAY, APRIL 4TH, 2021 (08:42)

Dennis NewmanStaff

Hello,

Thank you for your update.

Please, allow us some time to review.

We will update you again here on this ticket.

Your patience is appreciated in the meantime.

Best Regards,

Dennis Newman  
Technical Support Team  
TMDHosting.com

SATURDAY, APRIL 3RD, 2021 (14:03)

HOW WOULD YOU RATE THIS REPLY?

Danish AlviClient

still getting same error

SATURDAY, APRIL 3RD, 2021 (13:00)

Dennis NewmanStaff

Hello,

Thank you for your update.

Would you please, again check on your side as the issue should be resolved?

We remain at your immediate disposal.

Best Regards,

Dennis Newman  
Technical Support Team  
TMDHosting.com

SATURDAY, APRIL 3RD, 2021 (11:52)

HOW WOULD YOU RATE THIS REPLY?

Danish AlviClient

I am getting the permission error again. I don't know why that permission issue occur again and again. I am just sending files to the server via code and it is a simple process. Please check it and resolve it.

SATURDAY, APRIL 3RD, 2021 (11:40)

**ATTACHMENTS (1)**  
 [PICERROR.PNG](https://my.tmdhosting.com/dl.php?type=ar&id=3232867&i=0)

Danish AlviClient

I am getting the permission error again. I don't know why that permission issue occur again and again. I am just sending files to the server via code and it is a simple process. Please check it and resolve it.

SATURDAY, APRIL 3RD, 2021 (11:19)

**ATTACHMENTS (1)**  
 [PICERROR.PNG](https://my.tmdhosting.com/dl.php?type=ar&id=3232851&i=0)

Mark HowellStaff

Hello,

Thank you for your update.

We have once more updated the permissions of the directory and the issue should be resolved.

We would recommend to review the uploading process which you are using for the Media Files and ensure that the FTP users and the IIS Application pool service have access to the files.

Please, do not hesitate to update us if we can be of any further assistance.

Kind Regards,

Mark Howell  
Genius Support Team  
TMDHosting.com

FRIDAY, MARCH 5TH, 2021 (09:42)

HOW WOULD YOU RATE THIS REPLY?

Danish AlviClient

the issue was resolved and it was working fine since yesterday. But again it is not working.

FRIDAY, MARCH 5TH, 2021 (09:36)

**ATTACHMENTS (1)**  
 [ERROR05032021.PNG](https://my.tmdhosting.com/dl.php?type=ar&id=3204494&i=0)

Mark HowellStaff

Hello,

Thank you for contacting TMDHosting Support Team.

We would like to inform you that we have adjusted the settings of your account and the issue should be resolved.

Could you please attempt once more to upload the images in question.

Please, do not hesitate to update us if we can be of any further assistance.

Kind Regards,

Mark Howell  
Genius Support Team  
TMDHosting.com

THURSDAY, FEBRUARY 25TH, 2021 (12:41)

HOW WOULD YOU RATE THIS REPLY?

Danish AlviClient

I am trying to upload product images in folder  
Home directory --> test.desiclothingonline.com --> wwwroot --> ProductImages  
it is giving me permission error  
how can I set permission to a folder from plesk

IP Address: 119.73.121.234 USER\_\_\_AGENT:os=windows&&browser=Google Chrome&&accept\_language=en

THURSDAY, FEBRUARY 25TH, 2021 (12:35)

**ATTACHMENTS (1)**  
 [ERROR123.PNG](https://my.tmdhosting.com/dl.php?type=a&id=723632&i=0)