

Chat ID: 30080539 Initial Question: I am the Webmaster for this site, and am currently trying to connect via FTP on a Windows 7 computer via Cyberduck. I have tried both the main FTP and my personal FTP account with no luck, as well as tried with and without the firewall on. I always get the 'Connection Failed' error message.

4:46:48 PM **S** Hello Stevie.

4:46:54 PM **S** Thank you for contacting support.

4:46:57 PM **S** Could I get the last 4 characters of the cPanel password to verify ownership of the account?

4:47:24 PM **Stevie Bales** O16%

4:48:36 PM **S** Thank you for validating.

4:49:06 PM **S** To login to FTP, try these settings: Server/Host - 66.147.242.191 Username - smasinge Password - Your cPanel password you use to login to the cPanel. Port - 21

4:50:49 PM **Stevie Bales** Trying now

4:50:57 PM **Stevie Bales** Connection Failed

4:51:25 PM **S** Can you please paste the full error message in this chat?

4:53:47 PM **Stevie Bales** Connection Failed Connection timed out: connect. The connection attempt was rejected. The server may be down, or your network may not be properly configured.

4:55:02 PM **S** Are you using above ip itself as hostname>

4:56:12 PM **Stevie Bales** I'm using it as Server name.

4:56:45 PM **S** Please use 66.147.242.191 as host.

4:56:50 PM **S** Server/Host - 66.147.242.191 Username - smasinge Password - Your cPanel password you use to login to the cPanel. Port - 21

4:57:11 PM **Stevie Bales** There is no host option in Cyberduck, it is called server.

4:57:43 PM **S** Yes, please select it as 66.147.242.191

4:58:02 PM **Stevie Bales** Where? There is no option for host, only server.

4:58:55 PM **S** Yes, please select server name as above ip.

4:59:15 PM **S** It is either host or server.

4:59:33 PM **Stevie Bales** Server is currently set to that name, and was when I received the error message.

5:00:16 PM **S** and what username you are using?

5:00:48 PM **Stevie Bales** smasinge - the one listed above

5:00:52 PM **Stevie Bales** The port is 21

5:01:07 PM **Stevie Bales** The password is the cPanel password

5:06:52 PM **S** Stevie, we are not familiar with cyberpunk, but we can find an issue if you are using filezilla. So, I would suggest you to try it with filezilla, so that i can try to find our exact issue,

5:07:59 PM **Stevie Bales** Give a minute, I'll have to download and install it

5:08:48 PM **S** Okay.

5:11:39 PM **Stevie Bales** Received these errors: Error: Connection timed out after 20 seconds of inactivity Error: Could not connect to server

5:14:26 PM **S** Go to edit.

5:14:30 PM **S** Then select settings.

5:14:34 PM **S** Change timeout from 20 to 100

5:14:39 PM **S** Then go to file.

5:14:44 PM **S** select sitemanager.

5:14:48 PM **S** At left bottom click on new site.

5:15:00 PM **S** The at right top under general tab, enter host and port as I mentioned above.

5:15:05 PM **S** Select protocol as FTP.

5:15:10 PM **S** Use encryption as : Use plain FTP

5:15:15 PM **S** Then select logon type as normal.

5:15:20 PM **S** Then enter all the details:

5:15:26 PM **S** Server/Host - 66.147.242.191 Username - smasinge Password - Your cPanel password you use to login to the cPanel. Port - 21

5:15:32 PM **S** Then click on connect.

5:19:07 PM **Stevie Bales** Received this: Status: Disconnected from server Status: Connecting to 66.147.242.191:21... Status: Connection attempt failed with "ETIMEDOUT - Connection attempt timed out". Error: Could not connect to server Status: Waiting to retry... Status: Connecting to 66.147.242.191:21... Status: Connection attempt failed with "ETIMEDOUT - Connection attempt timed out". Error: Could not connect to server

5:22:26 PM **S** Please close all the connections and set timeout to some higher value and try it again.

5:25:04 PM **Stevie Bales** set timeout to 1000

5:25:07 PM **Stevie Bales** Status: Disconnected from server Status: Connecting to 66.147.242.191:21... Status: Connection attempt failed with "ETIMEDOUT - Connection attempt timed out". Error: Could not connect to server Status: Waiting to retry... Status: Connecting to 66.147.242.191:21... Status: Connection attempt failed with "ETIMEDOUT - Connection attempt timed out". Error: Could not connect to server

5:25:40 PM **S** Have you closed all connections and tried?

5:25:57 PM **Stevie Bales** Yes I did.

5:28:11 PM **S** Stevie, it looks that it is your local network issue, which is not allowing your to connect to server.

5:29:00 PM **Stevie Bales** Then how am I able to connect to other servers via ftp?

5:32:24 PM **S** Stevie, can you please restart your computer and try it again?

