TROUBLESHOOTING

FTP Site Troubleshooting page.

List of known problems and solutions:

- **I cannot log on to the FTP site.**
- **I am able to log on but I cannot upload or download files**
- **When I upload files I either time out or am logged off**
- **I can upload/download files but it is very slow**

Problem: I cannot log on to the FTP site

Resolutions:

1. Make sure that you are entering the correct username and password. Passwords are case sensitive to please enter it exactly as it was given to you.
2. Make sure that the address you have entered does not have a **www** in it. The correct address will be **ftp://ftp.ppcexpert.com.**

3. If the above solutions have not worked, your company may have FTP sites and other such file transfer methods blocked for security reasons. Consult your network Administrator to see if this is the case.

 Problem: I am able to log on but I cannot upload files

Resolutions:

If you see "FTP roof at ftp.ppcexpert.com at the top of the page:

1. Click on the "Page" button near the bottom of your browser's tool bar
2. Select "Open FTP Site in Windows Explorer"
3. Login again
4. A folder will now open to your FTP account
5. Drag and drop files to and from the designated folder in order to upload/download

If you see the "folder" version but still cannot move or take anything

1. Contact Pacific Property Consultants Technical Assistant

 Problem: When I upload/download files I either time out or am logged off

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Resolutions:

- Upload/download smaller batches of files at a time
- Ensure that no one else on your end is trying to connect to the FTP site as well. The FTP Site will only allow one login instance of any given account.
- Reboot your computer

Problem: I can upload/download files but it is very slow

Resolutions:

- Upload/download smaller batches of files at a time
- Ensure that no one else on your end is trying to connect to the FTP site as well. The FTP Site will only allow one login instance of any given account.
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