

## 8-0010-EN-Problems with Publishing inside ShopFactory

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If you are having Problems with Publishing to hosting server and ShopFactory cannot connect or if you receive a message like "ensure you have the correct privileges with your hosting". Then below are some suggestions to help solve the issue

1. Check that you have entered the correct login/password
2. If the username/ password is correct try un-checking the "passive" feature, or
- 3 Check .htaccess (as per below)

If none of that works then try the following:

4. Check The FTP server address you have entered in the field Remote Host

a) instead of typing `_www.domainname.com` to connect to the hosting server try typing `_ftp.domainname.com`

b) If that does not work try entering the actual IP address.

Even though some hosting companies allow the `_www.domainname.com` routing to be used for publishing, when used in the Publish window of ShopFactory it sometimes results in errors, depending on how your hosting provider has setup your hosting space.