

# I receive this error message: "425 can't open data connection" when trying to FTP to my folder.

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If you experience this error message, there are several things you need to do:

1. Please make sure you enter the correct FTP credentials.
2. Please make sure that your local FTP port 21 is not blocked.
3. Please make sure you adjust your FTP connection mode from Passive to Active Mode. Please refer to [this article](#) for more information

To prevent this issue, we highly recommended you to use an FTP program called CoreFTP. This program can be downloaded for FREE at <http://www.coreftp.com/download.html>. This FTP program is lite and it is easy to use. Additionally, it can automatically convert the Passive FTP connection to an Active FTP connection