

# I receive this error message: "Connection Times Out" when trying to FTP my files to your server. What should I do?

Authored by: **ASPHostServer Administrator** [asphostserver@gmail.com]

Saved From: <http://faq.asphosthelpdesk.com/article.php?id=36>

---

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.