Connecting to cPanel using FTP

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Overview:

Connecting to your cPanel hosting service using FTP (File Transfer Protocol) allows you to connect to and browse the directories and files within your hosting service. You can upload local files directly to your server and download files from the server to your local machine. By default, your primary cPanel login information will work for access via FTP, but you can create alternative FTP users following our guide.

Prerequisites:

1. Ensure that you have an FTP client, such as FileZilla, CoreFTP, Cyberduck or WinSCP installed.
2. Validate your IP address via the Micron21 WebAuth. For more information, you can review our WebAuth article here.

Using a configuration file:

1. Log into your cPanel hosting service.
2. Navigate to the "**FTP Accounts**" tool in the "**Files**" category.
3. Scroll down and find the account you'd like to retrieve a configuration file for.
4. Select the software you'd like to download the configuration file for ("**CoreFTP**" or "**Cyberduck**").
5. Download the "**FTP"** or "**SFTP"** configuration file (though wherever possible - **we recommend using SFTP** - as it is more secure).
6. Click "**Instructions (New Window)**" and follow the steps to import the file to your **FTP Manager**.

Manual connection:

1. Open your chosen FTP client on your local machine.
2. Enter your server details and login credentials.
    1. **Server Hostname** and **IP Address:** Can be determined by following our guide.
    2. **Username:** By default, will match your primary cPanel username (unless you have created an alternative FTP user).

3. **Password**: By default, will match your primary cPanel user password (unless you have created an alternative FTP user).

4. **Port**: The default FTP port is 21 (whereas SFTP connections use 21212).

With the above details entered correctly, there should be no issue with the connection. If there are any issues feel free to contact our Micron21 Support team.