FTP Hostnames, Ports and Secure Connection Settings

FTP & File Transfer · https://support.jansma.vip/docs/vip-hosting/ftp-file-transfer/ftp-hostnames-ports-and-secure-connection-settings/

Always copy the FTP hostname and port from the active hosting package. A domain-based hostname may not work while DNS is changing, whereas the platform hostname remains tied to the service.

Before you begin

Confirm that you are working with the correct Jansma VIP Hosting package and keep a current backup before replacing live website files. Use encrypted connections whenever the client supports them, and never share credentials in screenshots or public messages.

Step-by-step

1. Open the package access details.
2. Copy the FTP hostname exactly, without https:// or a folder path.
3. Enter the assigned username and password.
4. Select the secure protocol and port shown in the workspace.
5. Save the profile with a clear name that identifies the domain and environment.

Verify the result

- The client reports a successful encrypted connection.
- The remote root contains the expected website directories.
- No certificate or hostname warning is displayed.

Do not guess connection values

Different packages or connection methods can use different endpoints. If your client automatically changes the protocol or port, compare its final connection log with the values in Jansma VIP Hosting.

Need help?

If the issue continues, contact Jansma VIP Support with the domain, connection method, approximate time, exact error message and the troubleshooting already completed. Do not include passwords.