

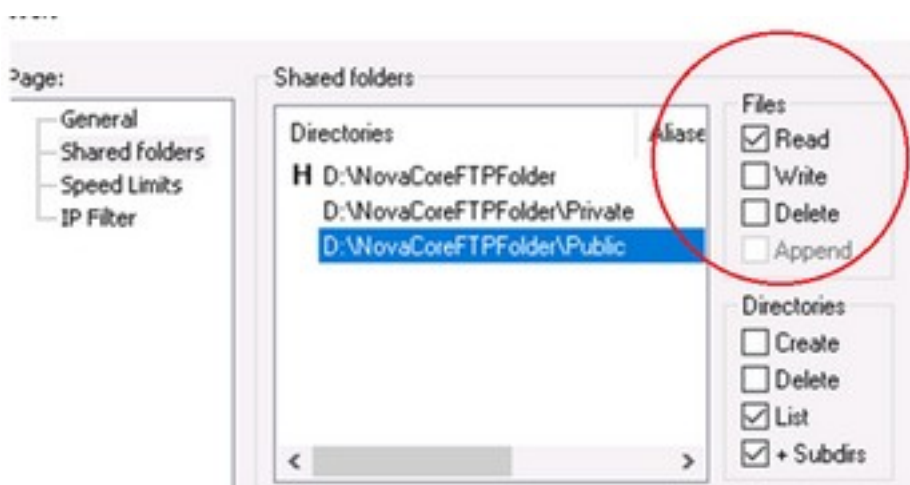
IT - Technical

My FTP directory doesn't seem to be updating. What do I do?

Look out for it being set to read only.

It is possible that you are ticking all of your documents to publish as “Public” but in your FTP settings you have your Public Directory set to read-only. This will mean that the publisher does not have permission to write to that directory and therefore will not publish. Change your setting for the Public Directory to Read, Write and Delete as circled in the screenshot below, this should then allow you to publish without an issue.

Please keep in mind it may take up to 60 minutes for the documents to appear on your selected FTP directory.



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