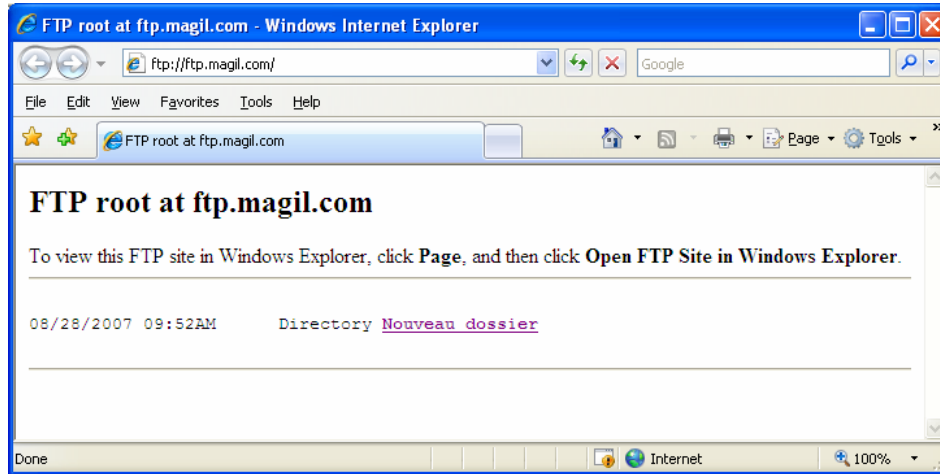


# Frequently Asked Questions

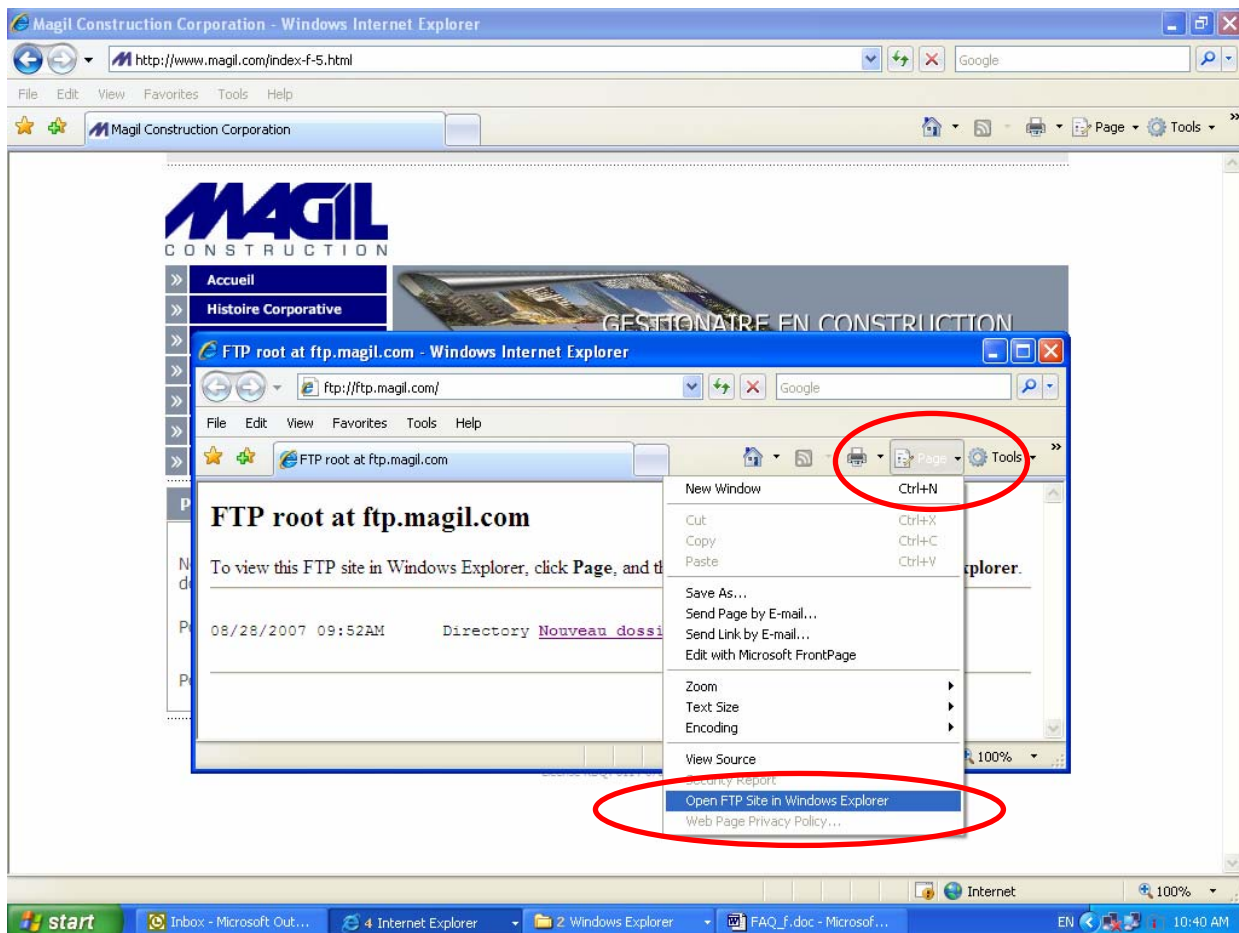
## 1. FTP root at ftp.magil.com

To view this FTP site in Windows Explorer, click Page and then click Open FTP Site in Windows Explorer.

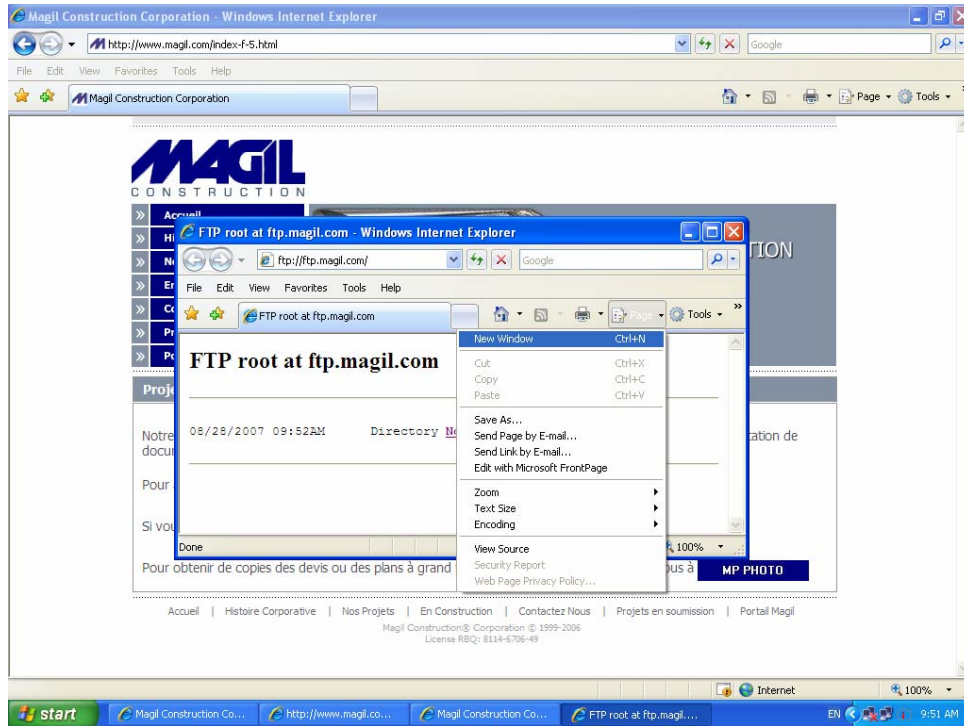


Fixes: Open your browser

- Click the **Page** menu.
- Select the option **Open FTP site in Windows Explorer**.

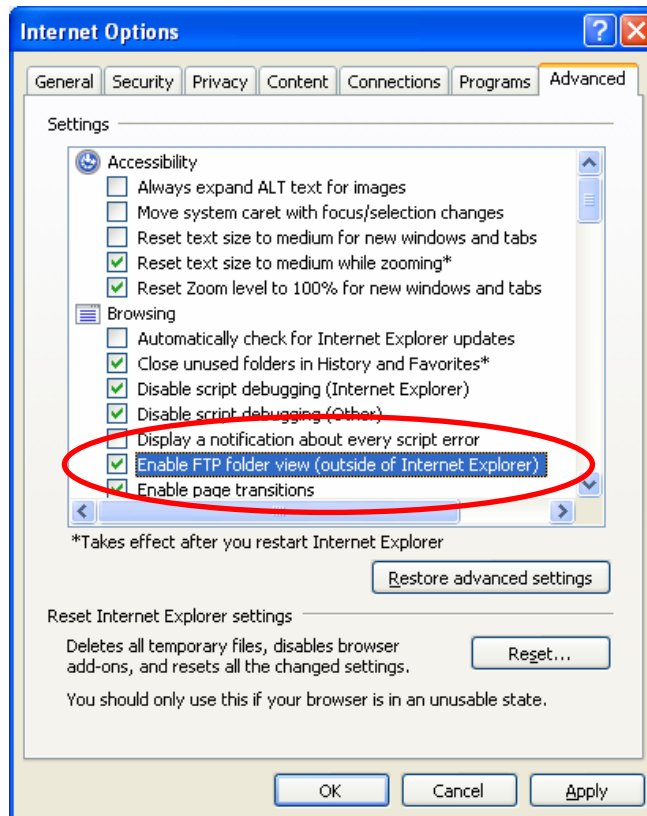


## 2. I can't find the option **Open FTP site in Windows Explorer** in **Page** menu.

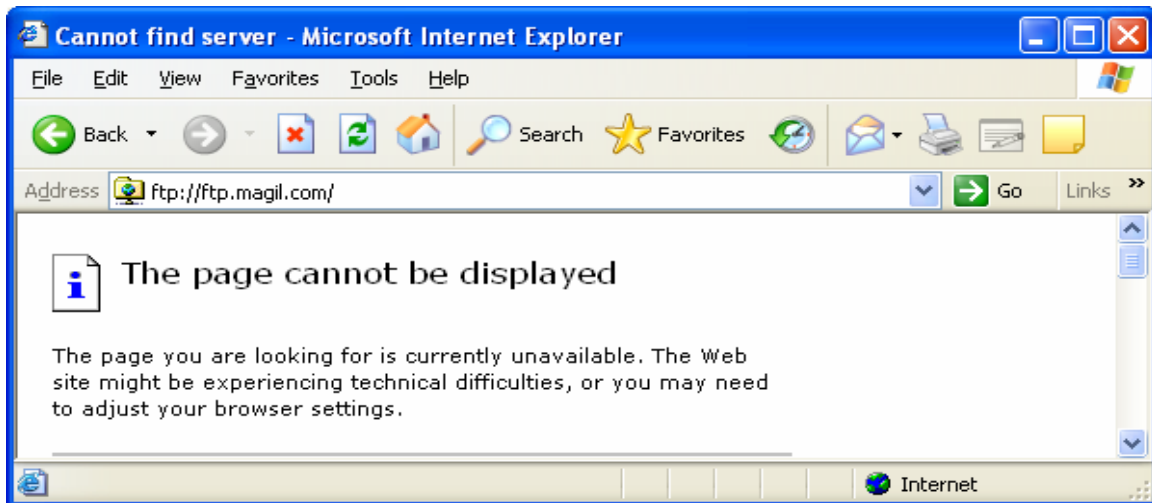


### **Fixes:** Open your browser

- Go to **Tools** menu > **Internet Option**
- Click the **Advanced** tab
- Check the option **Enable FTP folder view (outside of Internet Explorer)**.
- Click the **Apply**.

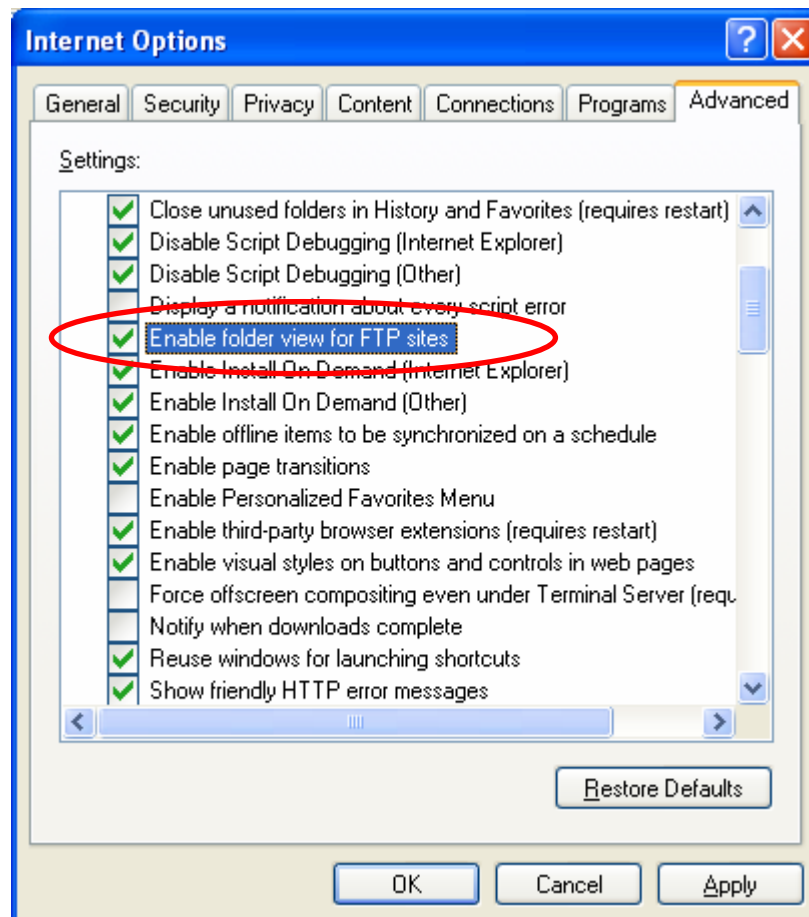


### 3. The page cannot be displayed



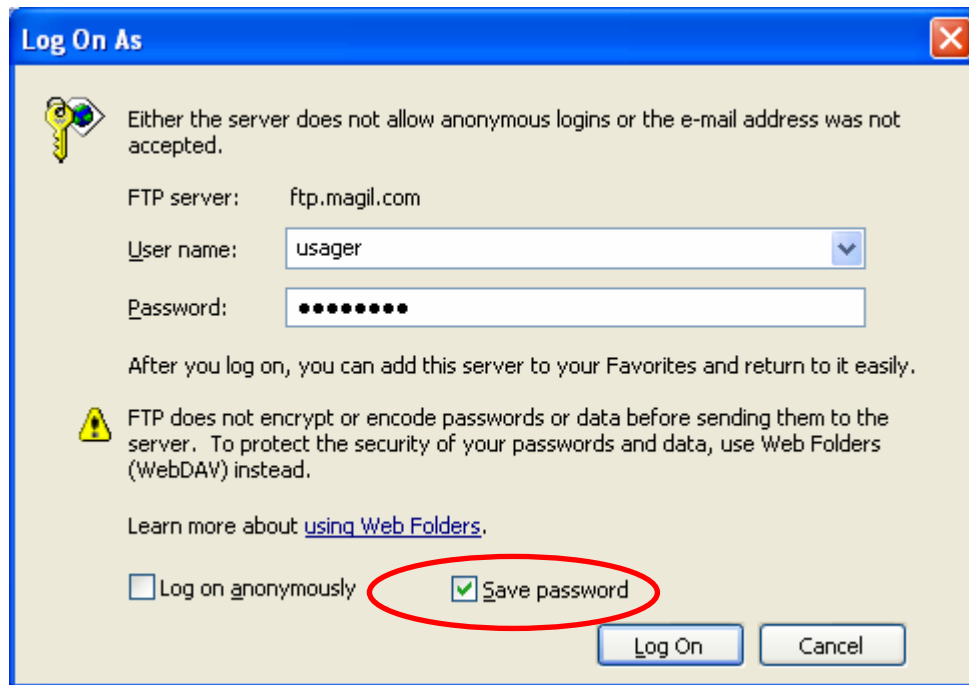
**Fixes:** Find if the option **Enable folder view for FTP Server** is checked.

- Open your browser Internet Explorer
- Go to **Tools** menu > **Internet Option**
- Click the **Advanced** tab.
- Check the option **Enable folder view for FTP sites**.
- Click **Apply**.



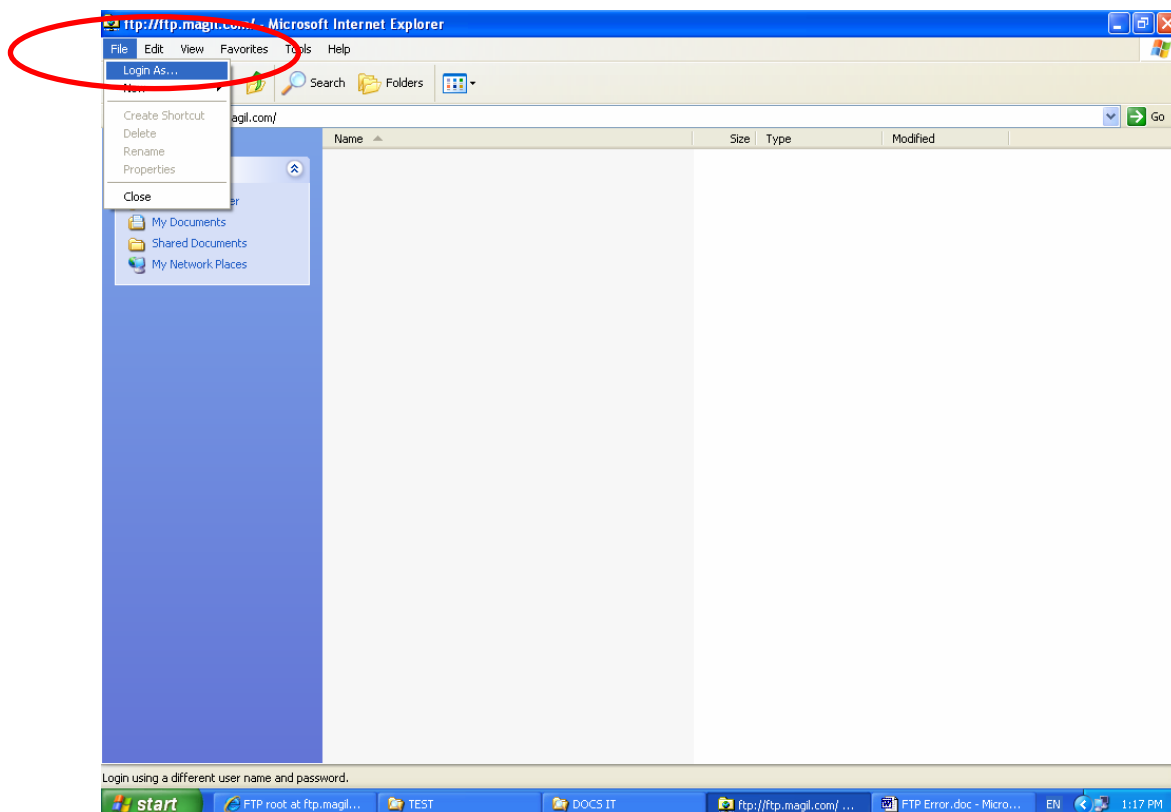
#### 4. "Folder Error" error message when you attempt to gain access to FTP Server

You have checked the option **Save password** in your authentication windows.

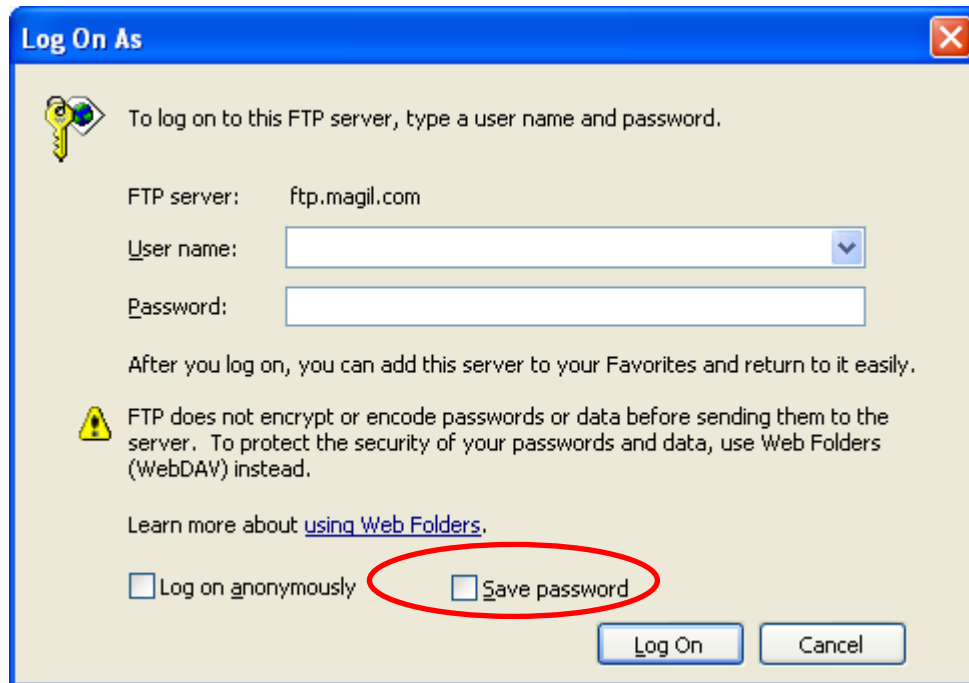


**Fixes:** Open your browser

- Write the URL address <ftp://ftp.magil.com>
- Go to **File** menu > **Login Us...**



- Uncheck the option **Save password**



## Contact us

If you prove difficulty to access information, please contact IT department for help.