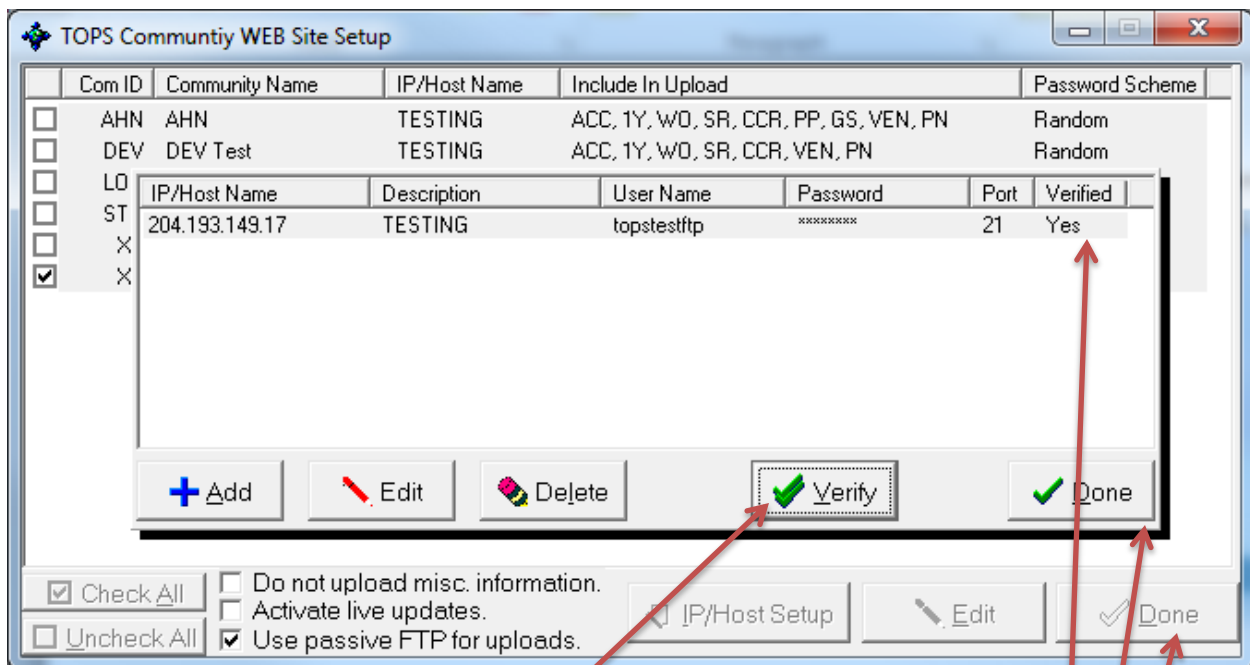


This window will pop up once you have selected, Configure Community Uploads. Let's make sure you only have the community that is experiencing this issue selected.

You will also want to make sure that only Use passive FTP for uploads is selected at the bottom.

Next select the option IP/Host Setup

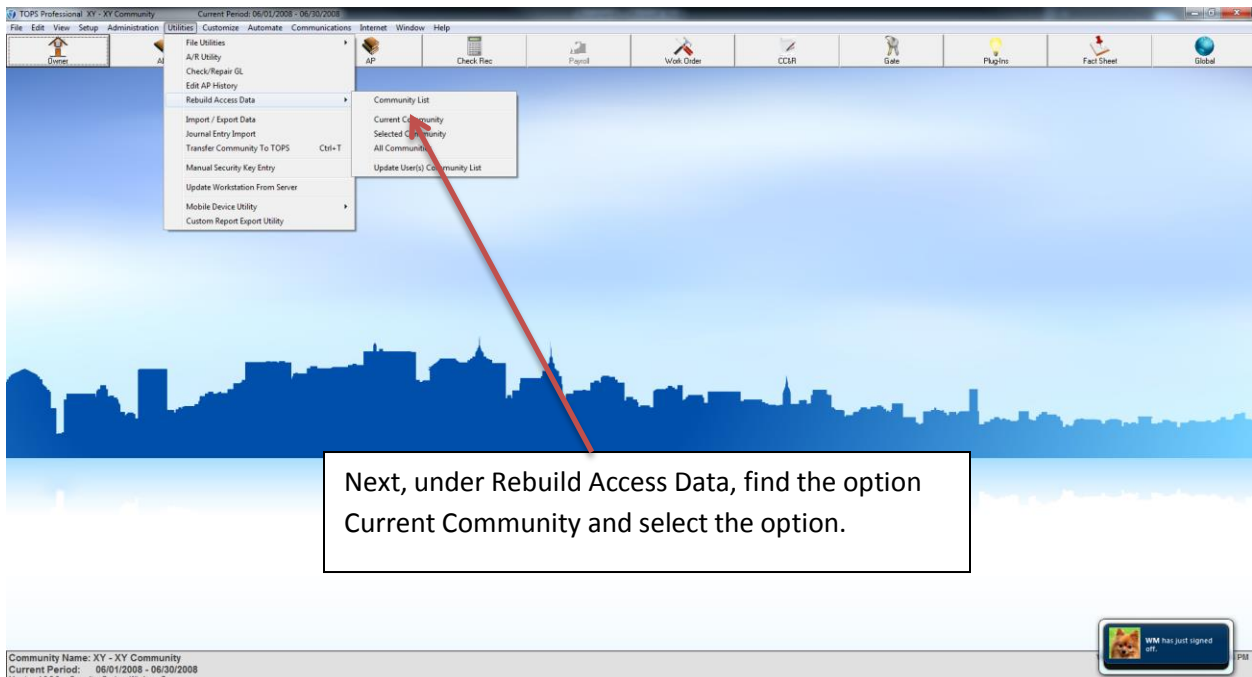
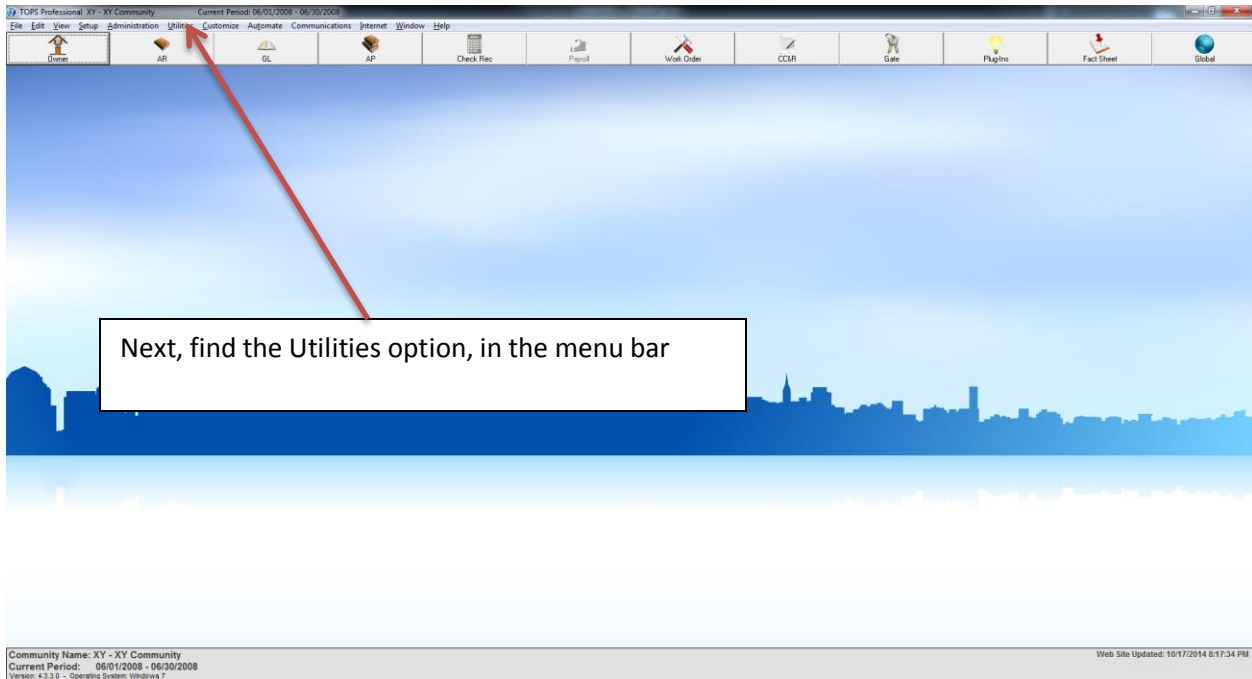


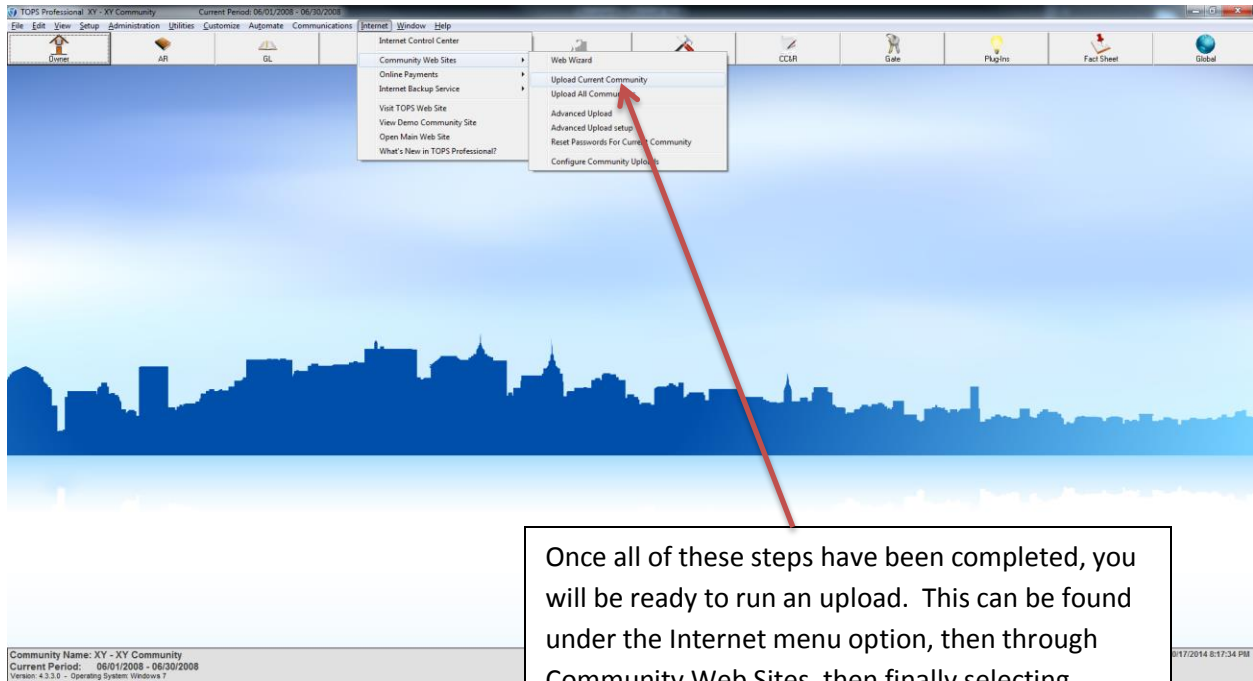
Within this new window, go ahead and click the Verify button.

Once you have done that make sure it says YES under the verified section of the pop up.

If this does not say YES, you will need the proper FTP credentials, which we can provide for you.

Once this is confirmed go ahead and click DONE on both of these pop ups.





Once all of these steps have been completed, you will be ready to run an upload. This can be found under the Internet menu option, then through Community Web Sites, then finally selecting Upload Current Community.

This will help to recreate the proper information that should be flowing from your TOPS software to your website.