

**Title: Why do I receive an error when using Plesk FTP Domain Backup?**

**Subtitle: Dedicated Windows**

Author: Jane83

Date: 2008/3/9

URL: <http://www.powerhoster.com/domainhosting/modules/article/view.article.php/c11/1768>

Keywords: Plesk FTP Domain Backup

If you encounter an error when attempting a Plesk FTP backup of your domain (during either a manual or scheduled FTP backup), Plesk has released fixes for versions 7.5.4, 7.5.5, and 7.5.6 that eliminate the root cause of these errors. To Implement the Plesk Domain FTP Backup Fix for your Windows Hosting Account, navigate to the location appropriate for your Plesk version: [7.5.4 download](#) [7.5.5 download](#) [7.5.6 download](#). Download the zip file to your local computer. Upload (FTP) the zip file to your hosting account. [Remote desktop](#) to your hosting account. On your hosting server, from the **Start Menu**, select **Control Panel > Administrative Tools > Services**. Stop the Plesk control panel service. Unzip the zip file to one of the following locations: Plesk version 7.5.4: c:\program files\swsoft\pleskadmin\bin Plesk versions 7.5.5 and 7.5.6: c:\swsoft\pleskadmin\bin Start the Plesk control panel service.