

## Using Microsoft Web Publishing Wizard

Microsoft Web Publishing Wizard helps you publish to the Web any folders or files you want, such as HTML pages, graphics files, and project folders.

### Tips

- You can also publish your Web pages directly from Windows Explorer. Right-click the folder or file you want to publish, point to **Send To**, and then click **Web Publishing Wizard**.
- For an overview of Microsoft Web Publishing Wizard, click **Related Topics** below.

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{button ,AL("IDH\_OVERVIEW")} [Related Topics](#)

## Publishing a single folder or file to a Web server

You can post a single folder or file to a Web server in three different ways. You can start Microsoft Web Publishing Wizard from the **Start** menu and select the file when prompted by the wizard; you can right-click a selected file in Windows Explorer, point to **Send To**, and click **Web Publishing Wizard**; or you can create a desktop shortcut to the wizard and drag files to the Web Publishing Wizard icon. Use the following steps to post a single folder or file to a Web server.

### To publish a single folder or file

- 1 Start Microsoft Web Publishing Wizard.
- 2 When the **Welcome** dialog box appears, click **Next**.
- 3 Click the **Browse Folders** button or **Browse Files** button, select the folder or file you want to post, and then click **Open**.
- 4 Click **Next**.
- 5 In the **Web server** box, click the drop-down arrow and select the name of the Web server where you want to post your folder or file.
- 6 Click **Next**.
- 7 Click **Finish**.

### Note

- If your Web server does not appear in the drop-down list, click the **New** button to add it to the wizard.

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{button ,AL("TASK\_PUBLISHING\_DRAG\_DROP;TASK\_POSTING\_MULTIPLE;TASK\_ADDING;IDH\_OVERVIEW")} [Related Topics](#)

## **Publishing using drag and drop**

You can post folders or files to a Web server by creating a desktop shortcut to Microsoft Web Publishing Wizard and dragging files to the Web Publishing Wizard icon. Do the following to post a single folder or file to a Web server using drag and drop.

### **To publish a folder or file using drag and drop**

- 1 Create a desktop shortcut to Microsoft Web Publishing Wizard. See Microsoft Windows online Help for more information.
- 2 In Windows Explorer, go to the directory where the folder or file you want to publish is located.
- 3 Make sure the wizard icon is visible.
- 4 Click the folder or file and drag it to the Web Publishing Wizard icon.
- 5 To publish your files, follow the on-screen instructions in the wizard.

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{button ,AL("TASK\_POSTING\_MULTIPLE;TASK\_PUBLISHING;TASK\_ADDING;IDH\_OVERVIEW")} [Related Topics](#)

## Publishing multiple files to a Web server

You cannot select multiple files directly from Microsoft Web Publishing Wizard. Therefore, to post multiple files, you must use Windows Explorer. In Windows Explorer, select the files you want to post, right-click the files, point to **Send To**, and then click **Web Publishing Wizard**. If you create a desktop shortcut to the wizard, you can also select your files from Windows Explorer and drag them to the wizard icon. Use the following steps to post multiple files to a Web server.

### To publish multiple files

- 1 Open Windows Explorer.
- 2 Select the files you want to post.
- 3 Right-click the selected files, point to **Send To**, and then click **Web Publishing Wizard**.
- 4 In the **Web server** box, click the drop-down arrow and select the name of the Web server where you want to post your files.
- 6 Click **Next**.
- 7 Click **Finish**.

### Tips

- To select multiple files and folders in Windows Explorer, in the folder window, hold down the CTRL key, and then click each item you want to select:

To select all the files and folders in the window, click **Select All** on the **Edit** menu.

To select a group of files that are next to each other in the Windows Explorer, click anywhere in the blank area of the window. A box appears that you can then drag around the files you want to select.

- If your Web server does not appear in the drop-down list, click the **New** button to add it to the wizard.

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{button ,AL("TASK\_PUBLISHING;TASK\_PUBLISHING\_DRAG\_DROP;TASK\_ADDING;IDH\_OVERVIEW")} [Related Topics](#)

## Adding a Web server

If you have not already provided Microsoft Web Publishing Wizard with information about your Web server, you'll need to do so before posting for the first time. The wizard saves the location of your Web server using the name you provide, so you can easily post to the same location in the future. Use the following information to add your Web server to the wizard.

Before you can add a Web server, you must start the wizard. When the **Welcome** dialog box appears, click **Next**. If you have not done so already, select a folder or file you want to publish and then click **Next**.

### To add a Web server

- 1 Click the **New** button.
- 2 In the **Descriptive name** box, type a friendly name for your Web server, such as *My Web Server*. The descriptive name can be anything you want. It's used to identify your server in the drop-down list. If needed, click **Advanced** for more options.
- 3 When you are done, click **Next**.
- 4 In the **URL or Internet address** box, type the Internet address you use to access the Web server where you publish your files.
- 5 In the **Local directory** box, type the path to the files on your computer that you want to associate with the URL you selected.
- 6 When you are done, click **Next**.
- 7 Click **Finish**.

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{button ,AL("IDH\_NAME\_SERVER;IDH\_URL\_DIRECTORY;IDH\_OVERVIEW")} [Related Topics](#)

## Microsoft Web Publishing Wizard Overview

To publish information on the World Wide Web, all Web pages must be stored on a Web server. Most Internet service providers (ISPs) offer Web hosting services for customer's Web pages. Microsoft Web Publishing Wizard provides you with an easy way to transfer your personal Web pages to your Internet service provider's Web server or to a Web server on your local area network (LAN). You must initiate a connection to your Internet service provider before you can use the wizard to publish your files.

To get started, make sure you have the following:

- A connection to your Internet service provider
- The protocol your service provider uses, such as FTP, HTTP Post, or CRS
- The Uniform Resource Locator (URL) for the Web server you use to publish your files
- The name of the folder on the server where you publish the files

If you do not have this information, contact your Internet service provider or system administrator.

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{button ,AL("TASK\_PUBLISHING;TASK\_POSTING\_MULTIPLE;TASK\_ADDING;IDH\_OVERVIEW")} [Related Topics](#)

### Select a folder or file

Use this screen to specify a single folder or file that you want to publish to the Web. Do one of the following:

- To select a folder to publish to the Web, click **Browse Folders**, locate and select the folder you want to publish, and then click **Open**. To publish all the subfolders within the folder you selected, select the **Include subfolders** check box.
- To select a file to publish to the Web, click **Browse Files**, locate and select the file you want to publish, and then click **Open**.

### Notes

- If the file you are publishing contains references to other files, such as .gif, .jpg, or other .htm files, make sure you also publish them to the Web server.
- When you publish a folder, all of the files in the folder are published.
- For further instructions about publishing folders and files, click **Related Topics**.

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{button ,AL("TASK\_PUBLISHING;TASK\_POSTING\_MULTIPLE;IDH\_OVERVIEW")} [Related Topics](#)

### Select a Web server

Use this screen to select the Web server you want to use to publish the files you have selected. After you select a Web server, information about that server is displayed on the screen. Do one of the following:

- In the **Web server** list, select the server to which you want to publish the files you have selected.
- If the server you want to use does not appear in the list, click **New** to set up a new Web server location.

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{button ,AL("TASK\_ADDING;IDH\_NAME\_SERVER;IDH\_OVERVIEW")} [Related Topics](#)



### **Name the Web server**

Use this screen to provide a descriptive or friendly name for your Web server. The next time you publish files to the Web, you can use this name to select this Web server from a list. You can use any name you want. Do the following:

- In the **Descriptive name** box, type a friendly name for the Web server. For example, type *My Web Server*.
- If you use a particular protocol to publish to your Internet or intranet service provider's server, click **Advanced** to select that protocol provider from the list. If you do not know your provider's name, click **Next**.

### **Note**

- For more information about adding a Web server, click **Related Topics**.

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{button ,AL("TASK\_ADDING;IDH\_OVERVIEW")} [Related Topics](#)

### Select your service provider

Use this screen to select the Internet or intranet service provider you use to publish files to your Web server. If you don't know your service provider, the wizard can attempt to determine it for you. Do one of following:

- In the **Service provider** list, click the name of your provider.
- If you do not know which provider to choose, click **Automatically Select Service Provider**.

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{button ,AL("IDH\_OVERVIEW")} [Related Topics](#)

### Specify the URL and local directory

Use this screen to provide the Uniform Resource Locator (URL) or Internet address Microsoft Web Publishing Wizard uses to publish files to your Web server. Also, specify a local directory on your computer that you want to associate with this Web server. For example, if you are publishing the following file from your computer, `c:\mysite\images\gifs\me.gif`, and you select the following URL for your files on the Web server, `http://www.server.com/myname/mypages/`, then the wizard always puts files in the proper place on the Web server after you select the files or folders you want to publish. If you selected `c:\mysite\images` as your local directory, then the associated relative path of the URL would be `http://www.server.com/mypages/gifs/me.gif`.

Do the following:

- In the **URL or Internet address** box, type the location of your Web server, including any folders on the server that have been set up for your use. For example, if your Internet service provider or system administrator has assigned you a folder named `myname/mypages` on the Web server `www.server.com`, then you would type `http://www.server.com/myname/mypages/`. People use this URL to view the pages you publish on the Web.
- If you want to associate a particular directory or folder on your computer with this Web server, type the directory or folder name in the **Local directory** box; for example, `c:\mysite\images\gifs`. If you select a folder or file for publishing, the **Local directory** box automatically displays the directory or folder name.

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{button ,AL("TASK\_ADDING;IDH\_FTPSERVER\_WEBURL;IDH\_ISP\_SERVERINFO;IDH\_OVERVIEW")} [Related Topics](#)

### **Publish your files**

Microsoft Web Publishing Wizard has gathered all of the necessary information to publish your files or folders to the Web server you selected. Do the following:

- To publish your files and close the wizard, click **Finish**.

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{button ,AL("IDH\_OVERVIEW;TASK\_PUBLISHING;TASK\_POSTING\_MULTIPLE;TASK\_PUBLISHING\_DRAG\_DROP;IDH\_US  
ING")} [Related Topics](#)

### **Choose a specific service provider**

Microsoft Web Publishing Wizard is unable to automatically determine the service provider to use to publish your Web pages.

To continue, you must choose a specific service provider and supply additional information about your Web server. If you don't have the Web server information needed by the wizard, contact your Internet service provider or system administrator for more information. Do the following:

- Click **Next** to return to the **Service Selection** screen to select a service provider. Note that you should not select **Automatically Select Service Provider**.

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{button ,AL("IDH\_OVERVIEW;IDH\_SELECT\_PROVIDER")} [Related Topics](#)

### Choose the CRS Web posting provider

The CRS (Content Replication System) Web posting provider is unable to determine how to publish to your system. You must type the CRS server and CRS project names. Contact your Internet service provider or system administrator for more information. Do the following:

- In the **CRS server** box, type the name of your CRS server.
- In the **CRS project** box, type the name of your CRS project.
- Click the **Advanced** button to configure advanced CRS options.

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{button ,AL("IDH\_CRS\_CONFIGURATION;IDH\_OVERVIEW")} [Related Topics](#)

### Configure the CRS Web posting provider

Use this screen to specify the CRS Web posting provider configuration you are using to connect to the Web server. Contact your Internet service provider or system administrator for more information. Do the following:

- Select **Full sync** to publish to the Web server only the new and updated files in your local directory.
- Select **Force** to force publication of all files in your local directory, even if the files haven't changed since the last publication.
- Select **Frame mode** to publish files with greater security, or to publish files over an unreliable connection.
- Select **Fast mode** to publish files over a more reliable connection. This is recommended for publishing to your intranet.

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{button ,AL("IDH\_CRS\_PROVIDER;IDH\_OVERVIEW")} [Related Topics](#)

### Choose the FTP server and subfolder

Use this screen to provide the FTP server name and the Web pages subfolder. Contact your Internet service provider or system administrator for more information. Do the following:

- In the **FTP server name** box, type the name of the FTP server where you post your files. Verify with your Internet service provider or system administrator that your server uses an FTP protocol. Note that the FTP server name may be different from the URL you previously selected. Make sure you type the information exactly as your Internet service provider specifies.
- Type the folder name your Internet service provider has assigned to you for publishing Web files in the **Subfolder containing your Web pages** box. For example, type *myname/mypages*. This is the subfolder people access to view your Web pages.
- The URL you previously selected appears.

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{button ,AL("IDH\_ISP\_SERVERINFO;IDH\_URL\_DIRECTORY;IDH\_OVERVIEW")} [Related Topics](#)



### Choose the HTTP Post Web Posting Provider

Use this screen to specify the server name and posting command used by the server where you want to publish your Web files. Contact your Internet service provider or system administrator for more information. Do the following:

- In the **Server name** box, type the name of the server where you want to publish your Web files.
- In the **Posting command** box, type the name of the posting command used by the server where you want to publish your Web files.
- If needed, select **Use SSL** (Secure Sockets Layer).
- If needed, select **Post-processing required**.
- If you selected **Post-processing required**, type the URL of the post-processing command to be used after you publish your Web files.

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{button ,AL("IDH\_FTPSERVER\_WEBURL;IDH\_URL\_DIRECTORY;IDH\_OVERVIEW")}[Related Topics](#)

## Microsoft Web Publishing Wizard Troubleshooter

This troubleshooter helps you resolve problems encountered while publishing your Web pages. Typically, most problems arise from information improperly entered in the wizard, or altered settings or problems on the Internet service provider's system. In most cases, you will need to contact your Internet service provider to resolve the problem.

Click the appropriate button, and then perform the suggested steps to fix the problem.

### What's wrong?

{button ,JI(`>proc4`,`WIZARD\_TRB')} \_\_\_\_\_ The wizard encountered a startup, an internal, or a publishing error.

{button ,JI(`>proc4`,`SERVER\_TRB')} \_\_\_\_\_ The wizard encountered a server, FTP, or URL error.

{button ,JI(`>proc4`,`SERVICE\_PROVIDER\_TRB')} \_\_\_\_ The wizard encountered a service provider error.

{button ,JI(`>proc4`,`CRS\_TRB')} \_\_\_\_ The wizard encountered a CRS error.

## What is the error message?

- {button ,JI( ` >proc4', `IDH\_EXIT\_TRY\_AGAIN')} \_\_\_\_\_ An unknown error occurred in the Web Publishing Wizard.
- {button ,JI( ` >proc4', `IDH\_EXIT\_TRY\_AGAIN')} \_\_\_\_\_ An error occurred while attempting to start the Web Publishing Wizard.
- {button ,JI( ` >proc4', `IDH\_EXIT\_TRY\_AGAIN')} \_\_\_\_\_ An error occurred while the Web Publishing Wizard was attempting to publish your files.
- {button ,JI( ` >proc4', `IDH\_UNINSTALL')} \_\_\_\_\_ The Web Publishing Wizard is not installed correctly. Please uninstall and then reinstall the wizard.
- {button ,JI( ` >proc4', `IDH\_EXIT\_TRY\_AGAIN')} \_\_\_\_\_ Web Publishing Wizard extended error.
- {button ,JI( ` >proc4', `IDH\_EXIT\_TRY\_AGAIN')} \_\_\_\_\_ An extended error occurred in the Web Publishing Wizard, but the error message could not be retrieved.
- {button ,JI( ` >proc4', `IDH\_EXIT\_TRY\_AGAIN')} \_\_\_\_\_ An internal error (0x2006) occurred in the Web Publishing Wizard.
- {button ,JI( ` >proc4', `IDH\_EXIT\_TRY\_AGAIN')} \_\_\_\_\_ An internal error (0x2007) occurred in the Web Publishing Wizard.
- {button ,JI( ` >proc4', `IDH\_FILES\_ON\_COMPUTER')} \_\_\_\_\_ The file(s) you selected to publish could not be found.
- {button ,JI( ` >proc4', `IDH\_CONTACT\_MICROSOFT')} \_\_\_\_\_ The initialization of the security package failed.
- {button ,JI( ` >proc4', `IDH\_CONTACT\_PROVIDER')} \_\_\_\_\_ The Web server returned the following error: <error message text>.
- {button ,JI( ` >proc4', `IDH\_EXIT\_TRY\_AGAIN')} \_\_\_\_\_ The Web server either is not responding or returned an unrecognized response.

## What is the error message?

- {button ,JI(` >proc4', `IDH\_EXIT\_TRY\_AGAIN')}\_\_\_\_\_ The Web Publishing Wizard could not retrieve all of the required information about your Web server.
- {button ,JI(` >proc4', `IDH\_EXIT\_TRY\_AGAIN')}\_\_\_\_\_ An error occurred while the Web Publishing Wizard was enumerating the Web servers to which you have previously published.
- {button ,JI(` >proc4', `IDH\_DUPLICATE\_NAMES')}\_\_\_\_\_ The Web Publishing Wizard could not use the requested descriptive name for your Web server because another Web server already uses the name.
- {button ,JI(` >proc4', `IDH\_EXIT\_TRY\_AGAIN')}\_\_\_\_\_ An error occurred while the Web Publishing Wizard was saving information about your Web server.
- {button ,JI(` >proc4', `IDH\_EXIT\_TRY\_AGAIN')}\_\_\_\_\_ Your computer does not contain any information about the Web server you have selected.
- {button ,JI(` >proc4', `IDH\_EXIT\_TRY\_AGAIN')}\_\_\_\_\_ An error occurred while the Web Publishing Wizard was deleting information about your Web server.
- {button ,JI(` >proc4', `IDH\_CONTACT\_PROVIDER')}\_\_\_\_\_ The Web server returned the following error: <error message text>.
- {button ,JI(` >proc4', `IDH\_EXIT\_TRY\_AGAIN')}\_\_\_\_\_ The Web server either is not responding or returned an unrecognized response.
- {button ,JI(` >proc4', `IDH\_CONTACT\_PROVIDER')}\_\_\_\_\_ Your service provider requires that a PostInfo file be located on the server. No PostInfo file could be located.
- {button ,JI(` >proc4', `IDH\_CONTACT\_PROVIDER')}\_\_\_\_\_ The PostInfo file is invalid on the server you selected.
- {button ,JI(` >proc4', `IDH\_CONTACT\_PROVIDER')}\_\_\_\_\_ The security package(s) required by the server could not be found on your computer.
- {button ,JI(` >proc4', `IDH\_CHECK\_CONNECTION')}\_\_\_\_\_ The FTP provider could not connect to the Internet.
- {button ,JI(` >proc4', `IDH\_CHECK\_PASSWORD')}\_\_\_\_\_ The FTP provider could not log in to the FTP server.
- {button ,JI(` >proc4', `IDH\_RETYPE')}\_\_\_\_\_ The URL you selected, <URL name>, is invalid.

## What is the error message?

- {button ,JI(` >proc4', `IDH\_EXIT\_TRY\_AGAIN')}\_\_\_\_\_ The Web Publishing Wizard could not locate the service provider used to transfer files to your Web server.
- {button ,JI(` >proc4', `IDH\_EXIT\_TRY\_AGAIN')}\_\_\_\_\_ The Web Publishing Wizard could not retrieve all of the required information about this service provider.
- {button ,JI(` >proc4', `IDH\_EXIT\_TRY\_AGAIN')}\_\_\_\_\_ The Web Publishing Wizard could not locate the file(s) for the requested service provider.
- {button ,JI(` >proc4', `IDH\_EXIT\_TRY\_AGAIN')}\_\_\_\_\_ The file(s) for the requested service provider are either corrupt or outdated.
- {button ,JI(` >proc4', `IDH\_EXIT\_TRY\_AGAIN')}\_\_\_\_\_ An error occurred while the Web Publishing Wizard was enumerating the service providers on this system.
- {button ,JI(` >proc4', `IDH\_UNINSTALL')}\_\_\_\_\_ The Web Publishing Wizard was unable to determine the version number of your service provider.
- {button ,JI(` >proc4', `IDH\_CHOOSE\_SPECIFIC\_PROVIDER')}\_\_\_\_\_ The service provider could not be automatically selected for your Web server.
- {button ,JI(` >proc4', `IDH\_UNINSTALL')}\_\_\_\_\_ The Web Publishing Wizard was not able to obtain a valid pointer to the requested service provider.
- {button ,JI(` >proc4', `IDH\_CONTACT\_PROVIDER')}\_\_\_\_\_ The Web server you selected does not indicate support for the service provider you selected.
- {button ,JI(` >proc4', `IDH\_UNINSTALL')}\_\_\_\_\_ The Web Publishing Wizard could not run because there are no service providers installed.
- {button ,JI(` >proc4', `IDH\_CONTACT\_PROVIDER')}\_\_\_\_\_ Your service provider requires that a PostInfo file be located on the server. No PostInfo file could be located.

**What is the error message?**

{button ,JI(` >proc4', `IDH\_CRS\_PROJECT')} The CRS project you selected has no MAPURL.

{button ,JI(` >proc4', `IDH\_CONTACT\_PROVIDER')} The CRS server is not responding.

{button ,JI(` >proc4', `IDH\_CONTACT\_PROVIDER')} You do not have the necessary access privileges to publish to this CRS server.

{button ,JI(` >proc4', `IDH\_EXIT\_TRY\_AGAIN')} The CRS provider could not connect to the CRS server.

{button ,JI(` >proc4', `IDH\_CONTACT\_PROVIDER')} The CRS provider could not retrieve all of the required information from the PostInfo file on the server.

**Try a different descriptive name**

- ▶ Type an alternate descriptive name for your Web server.

**Did this fix the problem?**

{button ,CW("proc4")} Yes. Close the troubleshooter.

{button ,JI(">proc4','IDH\_CONTACT\_PROVIDER')} No. What else could be wrong?

**Retype the information from your service provider**

- ▶ Type the appropriate data exactly as specified by your service provider. Make sure the syntax and capitalization exactly match. If you have not typed the appropriate data in all required fields, type it now.



**Check your physical Internet connection**

▶ You may not be properly dialed in to your Internet service provider, you may have a modem problem, or you may have an unplugged or problematic LAN cable. Check all of the equipment that physically connects your computer to the Internet.

**Did this fix the problem?**

{button ,CW("proc4")} Yes. Close the troubleshooter.

{button ,JI(` >proc4', `IDH\_CONTACT\_PROVIDER')} No. What else could be wrong?

**Check your user name and password**

- ▶ Make sure your user name and password are entered correctly. If your user name and password are correct, and you continue to receive this error, contact your Internet service provider or Web server administrator.

**Make sure the files are on your computer**

To resolve this problem, make sure:

- You have selected files that exist on your computer, your network, or other media.
- You have selected the appropriate path to the files you want to publish.
- You have the proper permissions to access the files you want to publish.

**Did this fix the problem?**

{button ,CW("proc4")} Yes. Close the troubleshooter.

{button ,JI(`>proc4', `IDH\_CONTACT\_PROVIDER')} No. What else could be wrong?

### **Choose a specific service provider**

Microsoft Web Publishing Wizard is unable to automatically determine the service provider to use to publish your Web pages.

To continue, you must choose a specific service provider and supply additional information about your Web server. If you don't have the Web server information needed by the wizard, contact your Internet service provider or system administrator.

{button ,CW("proc4")} Yes. Close the troubleshooter.

{button ,JI(">proc4',`IDH\_CONTACT\_PROVIDER'")} No. What else could be wrong?

**Choose a different CRS project**

Microsoft Web Publishing Wizard is unable to publish your pages because the CRS project name you entered is incorrect, or the CRS project was not set up correctly by your Internet service provider. Do the following:

- Retype the CRS project name.
- Type a new CRS project name.
- Contact your Internet service provider or system administrator to determine whether the CRS project is set up correctly.

### **Contact Microsoft Technical Support**

You have encountered a problem that this Troubleshooter can't help you resolve. Most likely, an error has occurred in Microsoft Web Publishing Wizard. Contact Microsoft Technical Support. Make sure to tell Microsoft the exact text of the errors you encountered in the wizard.

{button ,JI(` >proc4', `IDH\_TRB')} Go back to the beginning of this troubleshooter.

{button ,CW("proc4")} Close this troubleshooter.

**Exit the wizard and try again**

▶ Microsoft Web Publishing Wizard encountered an error. Exit the wizard. To continue, start the wizard and enter the appropriate information to publish your files.

**Did this fix the problem?**

{button ,CW("proc4")} Yes. Close the troubleshooter.

{button ,JI(">proc4',`IDH\_RESTART')} No. What else could be wrong?

### **Restart your computer and try again**

- 1 Exit Microsoft Web Publishing Wizard and all other open programs.
  - 2 Click **Start**, and then click **Shut Down**.
  - 3 Click **Restart the computer**.
  - 4 Click **Yes**.
- Start the wizard.
  - Enter the appropriate information to publish your files.

### **Did this fix the problem?**

{button ,CW("proc4")} Yes. Close the troubleshooter.

{button ,JI(`>proc4',`IDH\_UNINSTALL')} No. What else could be wrong?



### **Uninstall and then reinstall Microsoft Web Publishing Wizard**

- 1 Click **Start**, and then point to **Settings**.
- 2 Click **Control Panel**.
- 3 Click **Add/Remove Programs**.
- 4 Select **Microsoft Web Publishing Wizard**.
- 5 Click **Add/Remove**.
  - Restart your computer.
  - Reinstall the wizard.
  - Start the wizard.
  - Enter the appropriate information to publish your files.

### **Did this fix the problem?**

{button ,CW("proc4")} Yes. Close the troubleshooter.

{button ,JI(`>proc4',`IDH\_CONTACT\_PROVIDER')} No. What else could be wrong?

### **Contact your Internet service provider**

You have encountered a problem that this Troubleshooter can't help you resolve. Most likely, the information entered in the wizard is incorrect, your Internet service provider has altered settings on its server, or your Internet service provider is experiencing difficulty with its system.

To continue publishing using Microsoft Web Publishing Wizard, the Web server where you want to publish must be working, you must have appropriate rights on that Web server, and you must supply specific, accurate information about your service provider and Web server.

If all troubleshooting efforts have failed, contact whoever administers the Web server where you are trying to publish your files. This is either your Internet service provider or your system administrator. Make sure you tell your Internet service provider about the errors you encountered.

If the error you encountered is specific to the wizard, contact Microsoft Technical Support.

{button ,JI( ` >proc4', `IDH\_TRB')} [Go back to the beginning of this troubleshooter.](#)

{button ,CW("proc4")} [Close this troubleshooter.](#)

**This is an internal error.**

