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## Website is not loading: Document name requested (/index.php) could not be found on the server or Homepage has been renamed

Merliza N. - 2022-02-22 - Publishing your website

**SCENARIO 1:** When you go to your website, it does not load the default page properly but when you try clicking on other pages or links on the page, you see the website being loaded completely. Then click Home or Company Image/Name link to get to the homepage - you will notice the correct page used for the homepage, i.e. *home.html*

**Solution:** Change the Homepage setting in the Publish SETUP dialog box to the default directory index.

- Open your shop in ShopFactory
- Click *Publish* -> *Publish website on the Net*
- Click **Setup** button to open the hosting details dialog
- Tick "Show Advanced Settings" checkbox
- Click the dropdown button for "*Rename Website home page to:*"
- Select ***index.html***

**Setup**

This Wizard allows you to quickly publish your Website to the Internet or to your own Computer.  
Just select the option you require, fill in the details required and then click on the NEXT button.

➤ **Internet:** Select this option to publish to your Internet account. You must enter your account details so your website can be published properly.

**Remote Host:** The name of your server or website, such as [www.yourserver.com](http://www.yourserver.com). Do NOT use http:// at the beginning.

**User Name:** The name you use to log on to your server. Unless you have changed it, it is the one your service provider has given you.

**Password:** The password to gain access your server.

☒ Internet    ☐ My Computer

**1. ☒ Show advanced settings**

User Name:  Password:

Remote Host:

Publish URL:

Base Directory:

Protocol:

Encryption:

☒ Use PHP search  
☒ Automatic PHP detection  
☒ Passive  
Timeout:

Rename Website home page to:

**2.**  **3.**

index.html  
enter.h  
default.ht  
home.html

- Click OK

*Optional:* Tick "Publish All"

- Publish the shop again to fix the default homepage

**SCENARIO 2: When you go to a website but it does not load the page show, this means their server setting was set to use index.php by default.**

You can contact your Hosting Provider and they will be able to assist you more quickly.  
There's a server configuration some where (might be in the `.htaccess` file) that is changing the `index.html` to `index.php`

The site owner needs to change their server configuration to make the default document to be ***index.html***

**Error message:** *The document name you requested (/index.php) could not be found on this server. However, we found documents with names similar to the one you requested.*

*Available documents:*

*/index.html (common basename)*

**Solution:**

Add this line in the **.htaccess** file if you can't change the setting in the CPanel -

DirectoryIndex index.html home.html enter.html index.php

### How to edit your .htaccess file

Use *Notepad++* to edit the *.htaccess* file to ensure the file type remains intact

Download Notepad++ from this link, <https://notepad-plus-plus.org/download/v7.4.2.html>

- Open Windows Explorer and navigate to your shop folder -

#### \Runtime\

- **IMPORTANT:** Right click on the *.htaccess* file and select 'Edit with Notepad++'

- Add this line on top of your *.htaccess* content window:

**DirectoryIndex index.html home.html enter.html index.php**

- Save and close Notepad++

- Use a third-party FTP client to upload the *.htaccess* file to your Host, i.e. FileZilla or cuteFTP to connect to your Host

See related article on using third-party FTP client, [Publish my Shop locally and then upload using a third party FTP \(i.e. publishing behind a proxy\) - Knowledgebase / Publishing your website - ShopFactory Help Center \(deskpro.com\)](#)

- Connect to your Host -> on the left column, locate your updated **.htaccess** file in

**\Runtime\** -> copy/drag it to your server base directory i.e. */public\_html/*

(The *.htaccess* file must be in the same directory as your *index.html* file on your server)

- Check your website again to ensure it is now loading the default document **index.html**