Troubleshooting

403 Forbidden Errors

This type of error can happen for a number of reasons, but when using Armadillo usually occurs in two situations:

1. The permissions of the folder where Armadillo's files are stored need to be changed. See the article we've provided for [directions on changing permissions.](#)
2. Your hosting company does not enable .htaccess files by default, and a setting must be changed in your hosting control panel to turn this on.

For Situation 2 mentioned above, a .htaccess file can be used to control and re-direct traffic to your website. Armadillo uses such a file for the admin interface where you create content and change settings.

The process of enabling .htaccess files for your hosting account (if necessary) will vary depending on your hosting company. If you don't see an option to turn this on in your hosting control panel, you may need to contact your hosting company directly for more information.

Unique solution ID: #1006
Author: n/a
Last update: 2020-07-04 04:48