

**CuteFTP  
macPro v3**

*User Guide*

**GlobalSCAPE, Inc. (GSB)**

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### Customer Service

If you are having trouble downloading, installing or registering our products, customer service representatives are available to assist you by telephone at 210-308-8267 or [send them an e-mail](#).

### Lost Serial Number

If you are having problems registering your product because of a lost serial number and would like it re-sent, please click [here](#), and your serial number will automatically be sent to you by e-mail!

### Comprehensive Support Programs

If you would like ongoing technical support, GlobalSCAPE offers [programs](#) to help you get the most out of your investment.

### About FTP (File Transfer Protocol)

One of the oldest Internet protocols still in use today is the File Transfer Protocol, known as FTP. It was first developed in 1971. FTP is a standard Internet protocol and the simplest way to exchange files between computers on the Internet.

FTP is commonly used to transfer Web page files from the computer where they are created to the computer that shows them on the Web. FTP is also commonly used to download programs and other files to a local computer from remote computers.

### About CuteFTP Mac

CuteFTP Mac is a program that allows you to move and manage files using FTP (File Transfer Protocol) without having to know all the details of the protocol itself. CuteFTP Mac offers a user-friendly interface, and gives you the ability to upload, download, and edit files on remote FTP servers around the world.

## CuteFTP Mac's Features:

<p><b>Security</b></p> <ul style="list-style-type: none"><li>• SSL Connections</li><li>• SFTP (SSH) Connections</li><li>• Store Passwords in Key Chain</li></ul> <p><b>Transfer</b></p> <ul style="list-style-type: none"><li>• Simple drag 'n drop transfers</li><li>• Resume transfers</li><li>• Accelerated Transfers</li><li>• Simultaneous Transfers</li><li>• Auto-detect ASCII/Binary/MacBinary mode</li><li>• Transfer Queue</li><li>• Server to Server File Transfer (FXP)</li><li>• After Transfer Event Sounds</li><li>• Default Download Folder</li><li>• Preserve Remote Time Stamp(s)</li><li>• OS X Server support</li><li>• OS/400 FTP server support</li></ul> <p><b>Tools / Advanced</b></p> <ul style="list-style-type: none"><li>• Folder Synchronization</li><li>• Auto-UMASK on upload</li><li>• Rendezvous Support</li><li>• Plugins for Internet Browsers (Helper)</li><li>• Extended GetInfo</li><li>• Remote File Edit w/BBEdit, Hydra</li><li>• Site Search (Multi-Directory)</li><li>• Raw FTP Command Input</li><li>• Virtual Folders</li></ul>	<p><b>Connectivity / Navigation</b></p> <ul style="list-style-type: none"><li>• Simultaneous Connect &amp; Navigate</li><li>• Site Manager (Address Book)</li><li>• Standard Rename, Delete, Edit, and View Support</li><li>• Search Sites in Address Book</li><li>• Bookmarks "Favorite" Folders</li><li>• On Connect Default Folder</li><li>• Auto-Connect to Default Site</li><li>• Account Support</li><li>• Proxy/Firewall Support</li><li>• Keep Alive (anti-idle)</li><li>• On Startup Events</li><li>• Connection Retry/Delay Options</li><li>• Link Resolution Options</li><li>• Various Sorting Options</li></ul> <p><b>Interface / Compatibility</b></p> <ul style="list-style-type: none"><li>• Side by side panes</li><li>• Detailed Log View</li><li>• Raw Listing View</li><li>• Font and Display Options</li><li>• Quick Connect Bar</li><li>• Context Menus</li><li>• Full Drag &amp; Drop Support</li><li>• Tiger OS ready</li><li>• International Font Support</li><li>• Multi-part Progress Indicators</li><li>• File/Folder Group Select</li><li>• Default Startup Folder</li><li>• Error Prompts</li><li>• Tooltips (Balloon Help)</li></ul>
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## About FTP (File Transfer Protocol)

One of the oldest Internet protocols still in use today is the File Transfer Protocol, known as FTP. It was first developed in 1971. FTP is a standard Internet protocol and the simplest way to exchange files between computers on the Internet.

FTP is commonly used to transfer Web page files from the computer where they are created to the computer that shows them on the Web. FTP is also commonly used to download programs and other files to a local computer from remote computers.

### System Requirements

- A Mac running OS 10.2 or higher.
- At least 16 MB of free memory.
- A connection to the Internet.

### Installing CuteFTP Mac

1. Download the installer.
2. Double-click the installation file.
3. CuteFTP Mac installs on your computer.

#### Notes

- CuteFTP Mac runs on Mac OS 10.2 or higher.
- If you are installing from a CD, put the CD in your CD-ROM drive and the installation process will start automatically.

### Registering CuteFTP Mac

When you purchase CuteFTP Mac you will receive a serial number. You must enter the serial number into the program for it to work beyond the trial period.

#### To register CuteFTP Mac

1. Make sure you are connected to the Internet.
2. Start CuteFTP Mac. The **Welcome** window opens.
3. Click **Enter Serial Number**. The **Enter Serial Number** window opens.
4. Enter your serial number into the **Serial Number** box.
5. Enter your name into the **Name** box. The rest of the boxes are optional, but the information will assist us if you need our help resolving problems.
6. Click **Register Online**. In a few moments you will see a message congratulating you for registering CuteFTP Mac.

#### To register if CuteFTP Mac is already open

1. Make sure you are connected to the Internet.
2. On the menu bar, choose **Help > Enter Serial Number**. The **Enter Serial Number** window opens.
3. Enter your serial number into the **Serial Number** box.
4. Enter your name into the **Name** box. The rest of the boxes are optional, but the information will assist us if you need our help resolving problems.
5. Click the **Register Online**. In a few moments you will see a message congratulating you for registering CuteFTP Mac.



## CuteFTP Mac's Main Screen

The main screen is used to transfer files to and from remote servers and is divided into three windows: an upper window and two lower windows. The two lower windows represent files available on local and remote drives.

- **Upper (Log) pane:** The Log Window displays the commands CuteFTP Mac sends and the server's responses. CuteFTP Mac logs this information to inform you of completed transactions or to assist in troubleshooting.
- **Lower panes:** When you start CuteFTP Mac, both left and right middle panes will display your local drive contents. When you connect to an FTP server, its drive contents are displayed in the pane that has the focus (is selected). In fact, you can connect to one server in one pane, change focus to the other pane, connect to another server and then transfer files between remote servers by dragging the selected files between both panes.

### To change the size of the windows

1. move your mouse cursor over any border between two windows until the cursor becomes a double-headed arrow.
2. Click and drag the border until the windows are the size you want. Next time you launch CuteFTP Mac, the windows will be the same size as when you last quit.

## Context menus and keyboard shortcuts

CuteFTP Mac's context menus allow you to access frequently used commands without having to navigate the main menu.

### To access context menus

1. Left-click in either the local, remote, or log pane to place the focus on that pane
2. Hold down the Control key on your keyboard and left click  
or if you have a two button mouse,  
Right-click (click on the opposite mouse button from the normal one you use)
3. Now left-click on the desired menu choice provided by the context menu

### To access keyboard shortcuts

1. Make note of the main menu command you want to reference and the shortcut assigned to it.
2. Hold the Apple key down and type the shortcut key assigned. For example, holding down the Apple key and typing the number 1 will cause the quick connect bar to display (or hide)

## Logs and raw listings

The log window is displayed above the local and remote panes and allows you to view basic and extended log information, including unaltered (raw) directory listings provided by the server.

### Choosing the type of log to display in the log view

1. Click **CuteFTP Mac > Preferences > Connection**
2. Next to the Logging: label, choose from **None**, **Basic**, **Standard**, or **Full**.
  - **None** = no logging
  - **Basic** = log RETR and STOR command sequences

- **Standard** = log all commands except for raw directory listings, multi-part segments, file size calculations and searches.
- **Full** = log everything except raw directory listings

### To view raw directory listings

1. Click on **View > Show Raw Listing**

### To select and copy log output

1. Highlight the portion of the log to copy
  2. Click **Edit > Copy**
- or
- Click **Edit > Copy Log** to copy the entire log

*Note: CuteFTP Mac's log displayed in the main GUI automatically scrolls so that most recent data is displayed at the bottom of the log. In addition, if you place your cursor somewhere in the log, the log will stay at the currently selection position and not auto-scroll. Once you manually scroll down to the most recent entry or remove the cursor focus by placing the focus somewhere else, the log will go back to auto-scroll mode.*

### Log output colors

**BLUE** = Actions performed by the client (Connecting, Socket Connected, Authenticating, etc.)

**GREEN** = Commands sent by the client (USER anonymous, PWD, CWD, etc.)

**BLACK** = Server response (226 Data Connection Opened, etc.)

**RED** = Errors reported by the server (5xx errors)

When connecting to two sites concurrently (one in each pane), the second connection will precede its log entries with a "1". For example: **1: RETR filename.exe**

### Changing fonts

You can change the fonts used for various panes in CuteFTP Mac

#### To change the fonts used:

1. Click **CuteFTP Mac > Preferences > Display**
2. Click on the **Set...** button next to the pane you wish to change the font for
3. Select a new font in the font window that appears
4. Close the font window
5. Click **OK**

### Selecting items

You can select files and folders in the local or remote panes using one or more of the following methods

- Click on an item
- Hold the Control key down and click on multiple items to select more than one item
- Hold the Shift key down and click on multiple items to select multiple items in sequence
- Click **Edit > Select All** to select all items in the focused pane
- Click **Edit > Unselect All** to deselect any selected items
- Click **Edit > Select Group** to select items using a filter (mask)

- Click **Edit > Unselect Group** to deselect items from a previous selection using a filter
- Click **Edit > Invert Selection** to select all items except for those currently selected

### Quick connect bar

Use the quick connect bar to [connect](#) to different sites without entering them into the Site Manager. Also modify quick connect site settings, add a quick connect site to the site manager, and toggle the quick connect bar on and off. Turning it off increases screen real estate.

#### To toggle the quick connect bar

Click on **File > Quick Connect**

#### To add a quick connect site to the site manager

1. Turn the quick connect bar on (see above)
2. Enter the site information in the **Host**, **User**, and **Password** fields
3. Click on the Add to Site Manager (book icon) to the right of the quick connect bar
4. Modify advanced properties if desired when prompted and click OK

The site will now be shown in the Site Manager. You can optionally change the Label used for identifying from the Site Manager dialog

#### To modify a quick connect site's properties

1. Turn the quick connect bar on (see above)
2. Enter the site information in the **Host**, **User**, and **Password** fields
3. Click on the Site Properties (checkmarked paper icon) to the right of the quick connect bar
4. Modify advanced properties if desired when prompted and click OK

The properties entered will be applied once you connect (lightning icon) to the site.

### Error prompts

You will see an error prompts appear when you attempt to perform an action that is either not supported by CuteFTP Mac or the server you are connecting to

#### To disable error prompts

1. Click CuteFTP Mac > Preferences > Prompts
2. Select or deslect the prompts you want to see

*Note* When you receive an error, consult the Log Window for more details. Usually CuteFTP Mac or the remote FTP server will provide enough details in the log to help determine the exact cause of the error.

### General navigation

There are many ways to navigate local and remote drives.

- Double-click on a folder to change into that folder and view its contents
- Control+click or shift+click to select multiple files or folders
- Use the drop down box just above the local and remote dirve panes to visit any previously visited folder during the same session
- Quickly jump to [bookmarked](#) (saved) folders using the bookmark feature
- Configure general navigation settings, such as cached folder duration, default double-click action and more.
- Use the mouse to drag files or folders within panes or between panes

- Click on the up-arrow located at the top of the local and remote drive panes to visit the parent folder to the one you are currently in

*Note :* When navigating through folder links, when you click on the up-arrow to go back up, you are taken to the physical parent folder (the actual folder containing the folder you are current in) as opposed to the logical parent (the originating folder that linked you to the current folder).

## **Change window sizes**

### **To change the size of the log, remote, and local windows**

1. Move your mouse cursor over any border between two windows until the cursor becomes a double-headed arrow.
2. Click and drag the border until the windows are the size you want. Next time you launch CuteFTP Mac, the windows will be the same size as when you last quit.

## Connecting to an FTP server using the Site Manager

The **Site Manager** is like an address book, allowing you to store information you need to connect to FTP servers such as IP addresses, user names and passwords. The most common way to connect to an FTP server is by accessing it through the **Site Manager**.

### To connect to an existing site using the Site Manager

1. From the menu bar choose **CuteFTP Mac > Site Manager**.
2. Select a site from the list in the **Site Manager** window.
3. Click the **Connect** button to connect to the FTP server.

### To add a new site to the Site Manager

1. From the menu bar, select **CuteFTP Mac > Site Manager**.
2. Select an existing folder from the list on the left, or create a new folder for the site. To create a folder, click **New Folder**.
3. Click **New Site**. Enter a name for your site in **Label for site**. This is just a name you choose to help you remember the site.
4. Enter the FTP server address in the **FTP host address** field. This is the address of your FTP server, i.e. ftp.cuteftp.com. If you do not know the address, contact the administrator of the site or your Internet Service Provider. Do not type in "ftp://" or "http://" before the server address.
5. Enter your user name (or user ID) in the **FTP site user name** field. Your user name is provided by your Service Provider and may be case sensitive.
6. Enter your password in the **FTP site password** field. The password is provided by your Service Provider and is case sensitive. If Keychains are available and enabled on your computer, the password will be stored securely in a Keychain.
7. If the site requires a port other than 21 to establish a connection (almost all FTP sites use 21), enter it in the **FTP site port** field.
8. Select FTP (SSL), SFTP (SSH) or standard FTP (plain-text) for the FTP connection mechanism from the **Security** list. The remote server must also support SSL or SSH in order for CuteFTP to connect in those modes. More details here.
9. Select the **Login Type**. Two types are available:
  - **Normal**: used if a user name and password are required.
  - **Anonymous**: used to connect to FTP sites that do not require a password.
10. To connect to your new site, select the site in the left window and click **Connect**.

*Note: If Keychains are not available or enabled on your computer, your password will be stored in a file in the Preferences folder, and it will be stored in clear text.*

## Connecting to an FTP server using Quick Connect

CuteFTP Mac includes an address bar much like a browser. You can type the address, user name and password for an FTP site into the Quick Connect bar.

### To connect normally using the Quick Connect bar

1. On the menu bar, choose **File > Connect**. The Quick Connect bar will appear below the toolbar.
2. Enter the FTP site address in **Host**, then enter a **User Name** and **Password**.
3. Press the **Enter** button on your keyboard to connect.

*Note* If you connect to a site that uses a port other than 21 for FTP connections, enter the appropriate number in **Port**.

### To connect anonymously using the Quick Connect bar

1. On the menu bar, choose **File > Connect**. The Quick Connect bar will appear below the toolbar.
2. Enter the FTP site address in **Host**.
3. Press **Enter** on your keyboard to connect.

*Note:* If you connect to a site that uses a port other than 21 for FTP connections, enter the appropriate number in **Port**.

### Connection to an FTP server using Bonjour

You can use Bonjour to locate servers inside your LAN or WAN and connect to them.

#### To connect to a server using Bonjour

1. From the menu bar choose **CuteFTP Mac > Bonjour**.
2. Select **FTP Servers** from the drop down list
3. Allow some time for CuteFTP Mac to locate published servers
4. Select the desired server from the list and **double-click** to connect to it

#### Notes

- The server will be added to your site manager.
- You may need to supply a username and password for the connection.
- The FTP server must support Bonjour in order for it to appear in the search list. For example, Crocodile FTP Server, Pure FTP Server, Pure-FTPd support Bonjour.

#### What is Bonjour?

Bonjour is a mechanism for achieving "Zero Configuration" networking, and is the successor to Apple Talk. As stated on the Apple's web page, "Bonjour enables automatic discovery of computers, devices, and services on IP networks." Click [here](#) for more details.

Bonjour is a Trade Mark of Apple Computer Inc.

#### Working with sites in the Site Manager

The Site Manger stores your frequently used sites much like an address book. You can perform a variety of tasks in the site manager.

- [Add a new site and connect to it](#)
- [Search for site in your site list](#)
- [Import sites from other FTP clients](#)
- [Modify a site's properties](#)
- [Delete a site](#)
- [Rename a site](#)

#### To delete a site

1. Select the site in the **Site Manager**.

2. Right-click (or command click) to bring up the context menu.
3. Select **Delete**.

#### **To rename a site**

1. Select the site in the **Site Manager**.
2. Right-click (or command click) to bring up the context menu.
3. Select **Rename**.

#### **To find a site in your site list**

1. Select the site in the **Site Manager**.
2. Right-click (or command click) to bring up the context menu.
3. Select **Find...**
4. Type in the word to search for.
5. The matching site will be highlighted.

### **Importing sites into the Site Manager**

You can import sites from other FTP clients into your CuteFTP Mac Site Manager.

#### **To import FTP sites from third party FTP clients**

1. Launch CuteFTP Mac
2. Open the **Site Manger** (File > Site Manager)
3. Click on the **Import** button
4. Select a 3rd party FTP client from the **Import from** list
5. CuteFTP Mac will automatically detect and import sites from the selected client.

*Note: Depending on the client, CuteFTP Mac may not be able to import the password list. You may have to re-enter the passwords for imported sites.*

### **Editing Sites in the Site Manager**

You can configure advanced options in the Site Manager for each site entered.

#### **To edit a site's advanced options**

1. Open the **Site Manger** (File > Site Manager).
2. Highlight the site to be edited in the left pane.
3. Click on the **Edit** button.
4. Modify the **Site Properties** for the particular site.

### **Site Properties**

#### **Remote folder**

Specify a default folder on the remote server that CuteFTP should navigate to as soon as you connect.

#### **Local folder**

Specify a default local folder on your hard drive that CuteFTP should navigate to as soon as you connect.

## **Account**

Supply an account name (or keyword) for servers that require the ACCT command for logging in, post login, or for access to certain folders.

## **Transfer Type**

Choose whether files should be transferred in ASCII, binary, Mac binary or if CuteFTP should auto-detect the correct transfer mode, or use the mode specified under Global Preferences.

## **Data Connection**

Choose whether CuteFTP should use PORT or PASV mode when establishing the data connection with the server. PASV mode is the preferred method and the default one used when you choose to use "Global Preferences".

## **File name encoding**

Choose between standard encoding (ISO 8859-1), Unicode or Double-byte encoding for international character support in CuteFTP Mac.

## **User Proxy (firewall) server**

Specify whether CuteFTP Mac should use your system proxy settings to negotiate a connection past your firewall (if applicable). You will have to specify the proxy host address when requested by CuteFTP Mac. You can obtain this information from your system administrator.

## **Set as default login site**

Specify whether CuteFTP Mac should automatically connect to this site upon session startup.

## **Show hidden files and folders**

Specify whether CuteFTP Mac should display "hidden" items i.e. files or folders beginning with a "." (period), such as .htaccess.

## **Convert %NN in filename to the representative character**

Specify whether CuteFTP Mac should character sequences such as %20 to its representative character. In this case, %20 is the same as a "space".

## **Keep connection alive sending NOOP command every N seconds**

Specify whether CuteFTP Mac should attempt to keep an idle connective active by sending a NOOP (no operation) command every few seconds.

## **Set file upload permissions mask to NNN**

Automatically apply a defined CHMOD sequence to a transferred item.

## Disconnecting from an FTP server

To disconnect from an FTP server, select **File > Disconnect** from the menu bar. You can easily [reconnect](#) after disconnecting.

## Reconnecting to an FTP server

If you [disconnect](#) from an FTP server and want to reconnect, select **File > Reconnect** from the menu bar.

## Automatically connecting to a site

You can automatically connect to a site stored in your Site Manager upon session startup.

### To automatically connect to a site

1. Click on **CuteFTP Mac > Site Manager** from the menu bar
2. Select a site from the left pane
3. Click on the **Edit** button
4. In the Site Properties page, select the **Set as default login site** checkbox

## Multiple concurrent connections

You can connect to more than one site at the same time. This is useful for performing site-to-site transfers or when you are downloading a file from one site and want to browse or download a file from another site simultaneously.

You can accomplish this using two different methods:

### Using a complete new session of CuteFTP Mac

1. Connect to one site as normal in the active session.
2. On the menu bar, choose **Window > New Window**.
3. Open the **Site Manager** in the new window (session) that appears.
4. Select a site and click **Connect**.

### Using the active session of CuteFTP Mac

1. Highlight the left or right pane.
2. Open the **Site Manager**
3. Select a site and click **Connect**.
4. Now highlight the opposite pane.
5. Open the **Site Manager** again.
6. Select a site and click **Connect**.

## Connecting through a proxy server or firewall

### To connect using a proxy server

1. Open the **Site Manger** (File > Site Manager)
2. Highlight the site to be edited in the left pane
3. Click on the **Edit** button
4. In the **Site Properties** dialog, check the **User Proxy (firewall) server** checkbox

5. Enter the Host address for the Proxy

CuteFTP Mac will then attempt the connection using the following format:

USER ftp\_user@ftp\_address

*Note: Firewall password based authentication is not supported at this time. The type of connection supported is called: USER with no login or user@host port*

### **Maintaining connections (Keep Alive, Anti-idle)**

You can set a Keep Alive (Anti-idle) value to maintain your connection open and avoid idle timeouts.

#### **To avoid idle timeouts on a per site basis**

1. Click on **CuteFTP Mac > Site Manager** from the menu bar
2. Select a site from the left pane
3. Click on the **Edit** button
4. In the Site Properties page, specify a value for the **Keep connection alive sending NOOP command every N seconds** field and make sure the check box is checked.

### **Setting default folders**

You can tell CuteFTP Mac to automatically switch to a certain folder upon session startup and upon connect, and the default download folder.

#### **To switch to a local folder automatically upon session startup**

1. Click on **CuteFTP Mac > Preferences...** from the menu bar
2. Select **General** from the left pane
3. In the right pane, select a folder in the drop down next to **Startup folder** or define one by clicking on the **Choose...** button directly beneath it

*Tip: You can also choose "Last used" which will cause CuteFTP Mac to switch to the local folder you last visited prior to exiting your last session.*

#### **To switch to a local or remote folder upon connecting to a site.**

1. Click on **CuteFTP Mac > Site Manager** from the menu bar
2. Select a site from the left pane
3. Click on the **Edit** button
4. In the Site Properties page, specify a folder name for the default Remote or Local folder fields

#### **To specify a default download folder**

1. Click on **CuteFTP Mac > Preferences...** from the menu bar
2. Select **General** from the left pane
3. In the right pane, click on the **Choose...** button next to **Default download folder**

### **Bookmarking favorite folders**

You can bookmark frequently visited folders for quick retrieval and access.

#### **To create a new bookmark**

1. Connect to a site
2. Navigate to the folder you want to bookmark
3. Click on the bookmark icon next to the path menu in the remote or local pane

4. Select **Bookmark Current Folder** from the context menu
5. Type in a name to help identify the new bookmark

Next time you connect to this site, you can jump straight to the bookmarked folder by using the bookmark.

#### **To use an existing bookmark**

1. Connect to a site
2. Click on the bookmark icon next to the path menu in the remote or local pane
3. Select the bookmark from the context menu. You will be taken directly to the bookmarked folder

#### **Back up your Site Manager**

You can save a copy of your Site Manager as a backup or for transfer to a different computer. All of your sites and site preferences will be saved in the backup.

#### **To backup the Site Manager**

1. Double-click the hard drive icon, then the Users folder, then your folder, and go to **Library:Preferences**.
2. Copy the file named CuteFTP AddressBook.plist.
3. Save your copy on a removable disk or to some other location.



### Transferring files

Select either the left or right middle pane and [connect](#) to a remote server. Then use one of the following methods to transfer files and folders:

- **Drag-and-Drop:** Place your mouse cursor over a file or folder, click and hold the mouse button, drag the item to the opposite window, and release your mouse button.
- **Upload from the Menu:** Select files in the left or right pane (whichever pane is currently displaying your *local* drive contents) and on the menu bar choose, **File > Upload**.
- **Download from the Menu:** Select files in the left or right pane (whichever pane is currently displaying the *remote* drive contents) and on the menu bar choose, **File > Download**.
- **Control-click Upload:** Select files in the left or right pane (whichever pane is currently displaying your *local* drive contents), hold down the **control** key click and choose **Upload**.
- **Control-click Download:** Select files in the left or right pane (whichever pane is currently displaying the *remote* drive contents) and on the menu bar choose, hold down the **control** key, click and choose **download**.
- **Context-menu Transfers:** Select the desired item(s), right-click and select upload or download as appropriate.

### Transferring files

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- **Download from the Menu:** Select files in the left or right pane (whichever pane is currently displaying the *remote* drive contents) and on the menu bar choose, **File > Download**.
- **Control-click Upload:** Select files in the left or right pane (whichever pane is currently displaying your *local* drive contents), hold down the **control** key click and choose **Upload**.
- **Control-click Download:** Select files in the left or right pane (whichever pane is currently displaying the *remote* drive contents) and on the menu bar choose, hold down the **control** key, click and choose **download**.
- **Context-menu Transfers:** Select the desired item(s), right-click and select upload or download as appropriate.

### Stopping transfers

- When transferring via the main interface, simply using the toolbar Stop button to abort a transfer
- When using the transfer queue, select one or more items and click on the Stop icon located in the transfer queue toolbar

### Making multiple concurrent transfers

You can transfer many files simultaneously with CuteFTP using the Transfer Queue

1. Click on **View > Transfer Queue**

2. Connect to your FTP site
3. Locate and select the files to transfer
4. Drag the files into the **Transfer Queue** window
5. If **Auto** is turned on, the transfers will automatically start, if **Auto** is turned off, select one or more files in the transfer queue and click **Start**

### Accelerated (multi-part) transfers

You can split apart large files into smaller segments, transfer each segment simultaneously and later reunite them upon receipt using CuteFTP Mac.

1. Click **CuteFTP Mac > Preferences > Transfer**
2. Select the checkbox titled Perform multi-part downloads for files bigger than (MB)
3. If desired, specify a minimum size threshold in order for multi-part transfers to occur
4. Click OK to exit the Preferences dialog
5. Connect and transfer files as normal. Files larger than the minimum size you defined will be transferred in multi-part mode. Note the progress bar is split into multiple parts and will track each part individually.

*Note: The FTP site you are connecting to must support the resume (REST) command. throughput gets are dependent on many factors, such as your network speed, the server's bandwidth output per connection and more. CuteFTP Mac automatically determines whether to use 2, 3, or 4 parts for the multi-part transfer. The formula for determining how many parts to use is:*

*number\_of\_segments = MIN((int)((file\_size\_in\_MB) / (min\_size\_for\_seg / 2)), 4)*

### Site-to-site (a.k.a. FXP) transfers

You can transfer files and folders from one FTP server to another using CuteFTP Mac.

#### To perform Site-to-site transfers

1. Select either the left or right pane and connect to site A
2. Select the opposite pane and connect to site B
3. Locate the items to transfer in either site A or B
4. Drag the selected items from one pane to the opposite pane

*Note: Many servers consider site-to-site transfers a security vulnerability and won't allow it. Check with your system administrator or refer to the server's documentation to see if the server supports this feature.*

### Manual transfers

You can download files or folders from a folder without directory listing permissions provided you have download permissions to the same.

#### To download manually

1. Click **Tools > Download Manually**
2. Enter the remote path (relative from your current position) and filename for the file you want to download
3. Click **Browse...** in the manual download prompt to specify an alternate destination location

### Using the transfer queue

Manage your file transfers using CuteFTP Mac's transfer queue.

#### To add items to the transfer queue

1. Click on **View > Transfer Queue**
2. Connect to your FTP site
3. Locate and select the files to transfer
4. Drag the files into the **Transfer Queue** window

#### To remove items from the transfer queue

1. Click on **View > Transfer Queue**
2. Locate and select the items to remove from the queue window
3. Click Delete on the transfer queue toolbar

#### To stop and resume transfers in the transfer queue

1. Click on **View > Transfer Queue**
2. Locate and select the items to stop (pause) in the queue window
3. Click **Stop** to pause the selected item(s).
4. Click **Start** to resume transfer where you left off

#### To specify the default folder for storing items downloaded using the transfer queue

1. Click **CuteFTP Mac > Preferences > General**
2. Click the **Choose...** button underneath the label **Default download folder when transferring via the Queue**
3. Select a location
4. Click **Set**
5. Click **OK**

#### To automatically transfer items added to the transfer queue

1. Click on **View > Transfer Queue**
2. Click on Auto in the transfer queue toolbar to toggle Auto Transfer on and off

#### Transfer queue icons and states

State	Icon	Meaning
Waiting		Status of newly added items
Connecting		Logging in or navigating folders
Connection Postponed		Server rejected connection for various reasons. The transfer queue will retry the connection
Transferring		Transfer in progress
Transfer Postponed		Transfer failed. Wait a while and try again
Stopped		Transfer has been stopped by the user. Click on the Start button to restart the transfer
Finished		Transfer completed successfully
Error		Transfer failed, fatal error (server/network down, etc.)
Calculating		Calculating folder size prior to download

## Toolbar button behavior

**Auto button** toggles the transfer queue mode between **Auto Start** and **Manual Start**. When in Auto Start, any item added to the queue will begin to transfer immediately. When in Manual Start, items added to the queue must be started manually by clicking on the **Start button**.

**Start button** starts transferring selected item(s) manually. You can start transferring item(s) manually which are in the following state: WAITING, STOPPED, ERROR, CONNECTION POSTPONED, TRANSFER POSTPONED, or FINISHED.

**Stop button** stops (pauses) selected transfers currently in progress.

**Delete button** deletes selected item(s) from the transfer queue window. If the item is in a TRANSFERING state, it will be stopped, removed from the queue, and the connection closed.

**Stay on Top button** causes the transfer queue window to stay on top of any other open windows.

**Setting** the transfer type (ASCII/Binary/Mac Binary) CuteFTP Mac is programmed to automatically select the proper transfer type.

### To manually specify a file transfer type

1. On the menu bar, select **File > Transfer Type**.
2. Select from **Mac Binary, Auto-detect** (Your Mac chooses the transfer type), **ASCII**, or **Binary**.

***Note:** When you select a transfer type from the File > Transfer Type menu, it will only use the specified value for the duration of the session.*

## Preserving remote time stamps

### To keep the remote time stamp of a downloaded file

1. Click on **CuteFTP Mac > Preferences > Transfer page**
2. Enable the **Preserve remote time stamp for downloaded files** option

## **Synchronizing local and remote directories**

### **To mirror your remote folder (make the local side look exactly like the remote)**

1. Connect to your FTP site
2. Highlight the pane containing the **remote** FTP sever listing
3. Click **Tools > Synchronize Folders...** from the main menu
4. The synchronize direction shown in the resulting prompt should be **Download**. Choose whether to include sub-folders and whether to ignore or consider dates when comparing files.
5. Click OK

### **To mirror your local folder (make the remote side look exactly like the local)**

1. Connect to your FTP site
2. Highlight the pane containing the **local** listing
3. Click **Tools > Synchronize Folders...** from the main menu
4. The synchronize direction shown in the resulting prompt should be **Upload**. Choose whether to include sub-folders and whether to ignore or consider dates when comparing files.
5. Click **OK**

### **To synchronize local and remote directories (full mirroring)**

This option allows you copy to or from the FTP server only those files whose content differs from the ones on local/remote Host. The following logic determines how the directories are synchronized:

- If there is no file in destination folder, the source file is copied.
- If destination and source files have the same name but differ in size, the source file is copied.
- When Ignore date is not checked and the destination and source files have the same name and size but different date, the source file is copied. The local file's date is set to the remote file's date.
- When Ignore date is checked and the destination and source files have the same name and size but different date, the source file is not copied.
- In all other situations, the source file is not copied.

When the synchronization process begins the Visual Synchronization browser window opens automatically showing what is being synchronized, and highlights any files that have differences.

## **File operations (edit, rename, delete, view)**

### **To delete a file**

1. Locate a file or folder you want to delete
2. Select one or more items for removal
3. On the menu bar, choose **File > Delete**. A message appears, asking if you are sure you want to delete the item(s) you selected
4. Click **Yes**

### **To rename a file**

1. Locate the file or folder you want to rename
2. On the menu bar, choose **File > Rename**. A message appears, asking you for the new name
3. Type a new [name](#)

4. Click **OK**

#### **To view text (ASCII) files**

1. Locate the file you want to view and select it
2. On the menu bar, choose **File > View**

#### **To edit files on your FTP server**

1. Locate the file you want to edit and select it
2. On the menu bar, choose **File > Edit**
3. Make the necessary changes
4. In your Editor, select Save As... from the menu bar
5. Save the file to a known location on your computer
6. Transfer the file you just saved back to the original folder on the remote computer, overwriting the existing one

*Note:* You can change the text editor used to view files in CuteFTP Mac's Preferences.

### **Viewing and modifying details & permissions**

#### **To view and modify file and folder details and [permissions](#) for a local file**

1. Locate the file or folder in CuteFTP Mac and select it
2. From the context menu (control+click or right-click), select **Get Info...**
3. Click on **General** to see general information about the item
4. Click on **Owner** to see the item's group and owner
5. Click on **Permissions** to view and modify the item's permissions (UMASK)
6. Click on **Preview** to view a thumbnail version of the selected item

#### **To view and modify file and folder details and [permissions](#) for a remote file**

1. Connect to the remote site
2. Locate the file or folder in the remote pane and select it
3. From the context menu (control+click or right-click), select **Get Info...**
4. Click on **General** to see general information about the item
5. Click on **Owner** to see the item's group and owner
6. Click on **Permissions** to view and modify the item's permissions (UMASK)

### **Setting file permissions automatically**

#### **To automatically set ([CHMOD](#)) the permission ([UMASK](#)) of an uploaded file or folder**

1. Launch the Site Manager
2. Select a site in the Site Manager
3. Click **Edit**
4. Add a UMASK value next to the **Set uploaded file permissions mask to:** field and check the box to the left of the label to enable it.
5. Click **OK**

Next time you connect to the site and upload a file, its UMASK value will be set to the value you specified.

*Note :* Applies to server's with UNIX type permissions only

**To automatically set the UMASK of a downloaded file or folder to rw-r-r**

1. Click CuteFTP Mac > Preferences > Transfer
2. **Check the box next to Set download file permissions to rw-r-r**
3. Click **OK**

Next time you download a file, its UMASK value will be set to rw-r-r.

**Creating a new folder**

1. Connect to an FTP site and navigate to where you would like a new folder.
2. On the menu bar, choose **File > New Folder**.
3. Type in the new folder [name](#).
4. Click **Create**.

**Copying or moving a file or folder****To copy a file or folder**

1. Click the file or folder you want to copy
2. On the menu bar choose, **Edit > Copy**
3. Open the folder where you want a copy of the item
4. On the menu bar, choose **Edit > Paste**

**Notes**

- FTP servers do not support copying. If you select a remote file or folder, choose **Copy** and then choose **Paste** to a different remote folder, you will move the item rather than copy it
- If you need to copy a file on an FTP server you must first download it, then re-upload it to its new location
- You can copy items from one local folder to another or from a local folder to a remote folder

**To move a file or folder**

1. Click the file or folder you want to move
2. On the menu bar, **Edit > Cut**
3. Open the destination folder for the item
4. On the menu bar, choose **Edit > Paste**

**Manually inputting a command to an FTP server.**

You can manually enter any command to an FTP server.

**To manually enter an FTP command**

1. Connect to an FTP server.
2. On the menu bar, choose **Tools > Enter Raw FTP Command**.
3. Type a command.
4. Click **OK**.

***Note** : High-level commands such as DIR and MGET are not supported. Only raw FTP commands defined by RFC 959 are supported.*

**Searching for items on a site**

### To search for files on a remote site

1. [Connect](#) to the site
2. Click **Tools > Search...** from the menu bar
3. In the **Search dialog > File name**, type the exact name you wish to search for or use wildcards (i.e. \*.txt) if desired.
4. Specify a path in the **Search in** field if desired
5. Specify whether to search in subfolders if desired
6. Click **Start** to begin searching

Resulting files or folders will be displayed in the search pane. Double-click on a matching result to go directly to that folder in CuteFTP Mac. You can then [transfer](#) the item using drag & drop.

### Virtual Folders

Virtual Folders represent folders on your remote FTP server. With this option you can easily upload files and folders by dragging them onto the Virtual Folder icon. Below you can see how to create and use Virtual Folders.

1. Connect to the FTP server and open the folder you want to save as a Virtual Folder.
2. Ctrl & click on remote browser (it doesn't matter which file you click on):
3. From the popup menu choose "Create Virtual Folder."
4. Choose the destination of the Virtual Folder on your computer.
5. You can enter the name for the Virtual Folder (by default the name of the remote folder is assumed)
6. Press the "Save" button and the Virtual Folder icon will appear in the desired location.
7. You don't have to run CuteFTP Mac if you want to upload some files to your Virtual Folder. Just drag and drop desired item onto the Virtual Folder icon and CuteFTP Mac will start to quickly perform your request.
8. You can also double click on the Virtual Folder to open its content in the CuteFTP Mac browser.

## SSL sessions

### To establish an SSL session

1. Create a [new site](#) in the Site Manager
2. Choose FTPS (SSL FTP) from the Security drop down in the right pane
3. Connect to the site

### Troubleshooting Secure Connections

If you are having difficulty connecting to your FTP server over SSL, refer to the following checklist below for help.

#### SSL Connection Checklist

1. Not all FTP servers support secure FTP connections using SSL. Check with your server administrator before you attempt to connect securely.
2. Verify the port being used. Some servers require that SSL connections use a dedicated port other than port 21.
3. Verify that the server isn't requiring a client certificate, as CuteFTP Mac does not provide one.
4. Does the server you are connecting to support SSL v3.1 (AUTH TLS) or a properly implemented version of AUTH SSL? [Click here for more.](#)

#### Related topics

[SSL details](#)

#### SSL details

Not all FTP servers that support SSL connections do so correctly or in strict compliance to proposed or approved standards.

Various FTP over SSL implementations have been proposed over the last few years. Most do not conform with RFC-2228 or are at odds with the latest IETF (Internet Engineering Task Force) drafts.

#### Typical Implementations:

##### Implicit TLS/SSL

SSL connection over a dedicated port (990) registered with the IANA. This approach, while quite common, is not favored by the IETF and is not supported by CuteFTP Mac.

##### Explicit "AUTH SSL"

SSL connection over a standard port (21) using "AUTH SSL" or "AUTH TLS-P" to negotiate the protection mechanism. AUTH TLS-P implicitly sets the protection mechanism and is therefore in direct disagreement with RFC 2228. CuteFTP Mac does support AUTH SSL, and subsequently sets the protection mechanism explicitly using the PROT command and its approved arguments.

##### Explicit "AUTH TLS"

SSL v3.1 connection over a standard port (21) and explicitly setting the protection mechanism. This is the version that best adheres to RFC 2228 and is favored by the IETF in its latest FTP over SSL draft (draft-murray-auth-ftp-tls-13.txt). This version is supported by CuteFTP Mac.

### Notes

CuteFTP Mac will attempt to connect using AUTH TLS and if that fails, it will attempt to connect using AUTH SSL.

CuteFTP Mac will not connect to servers requiring "AUTH TLS-P" or other deprecated SSL connection mechanisms aside from those mentioned above.

CuteFTP Mac's key exchange algorithms, authentication algorithms, and data encryption ciphers are based on the OpenSSL library as employed by the Mac OS.

### To see what OpenSSL version you are running,

- from the Mac terminal, type:  
OpenSSL <enter>  
version <enter>

### Related topics

[SSL sessions](#)

### SSH2 (SFTP) sessions

#### To establish an SSH2 (SFTP) session

1. Create a [new site](#) in the Site Manager
2. Choose SFTP (SSH2 FTP) from the Security drop down in the right pane
3. Connect to the site

### Troubleshooting Secure Connections

If you are having difficulty connecting to your FTP server over SSH2, refer to the following checklist below for help.

#### SFTP Connection Checklist

1. Verify that the server you are connecting to supports SFTP connections (see Note below).
2. Verify the connection port. SFTP usually occurs over port 22.
3. Verify the authentication mechanism supported and required by the server. It may be requiring a public key (identity file). CuteFTP Mac only supports password based authentication.
4. When prompted to accept the server's identity file, you must accept in order to continue connecting. The identity file is stored under HOME/.ssh/known\_hosts

#### Note

CuteFTP Mac supports SFTP, which is a secure service provided by the SSH2 host, in which the server both encrypts the data and handles the file transfer. This should not be confused with FTP over SSH2, in which the SSH2 uses its "port forwarding" capabilities to forward standard FTP transactions over an encrypted tunnel, with the actual file transfer being handled by a separate (and non-secure) FTP server.

### Related topics

[SSH2 details](#)

**SSH details**

CuteFTP Mac's key exchange algorithms, authentication algorithms, and data encryption ciphers are based on the OpenSSH library as employed by the Mac OS.

You can configure various SSH settings from the UNIX command prompt (terminal) by editing the following file:

`$HOME/.ssh/config`

`/etc/ssh_config`

[Click here for more information on configuring SSH settings.](#)

**Related topics**

[SSH2 sessions](#)



### General

To access preferences, click **CuteFTP Mac > Preferences** from the menu bar.

#### General Preferences page

**On startup:** Select whether to launch the Site Manager (address book), or automatically connect to the default site (selected in the site manager) or to not do anything upon application startup.

**Startup folder :** Select which folder should be shown in the local pane upon application startup. Whether the last one used, your computer view, or a folder you define. Click on the Choose... button to define a custom startup folder.

**Default download folder when transferring via the [Queue](#):** Select a folder in which to place files or folders downloaded using the transfer queue.

**Always show [Quick Connect](#) bar on startup:** Select whether to display the Quick Connect address bar in the main window upon application startup.

**Store site passwords in the Key Chain:** Select whether CuteFTP Mac should store your site passwords in the Mac OS Key Chain for extra security.

**Set CuteFTP Mac as the default FTP client:** Select whether your operating system should always call CuteFTP Mac when dealing with FTP URLs.

**[File editor](#):** Select the editor to use for performing file edits. Note: choose a ODB Editor Suite protocol compliant editor such as BBEdit or AlphaX to perform remote file editing (Saves changes back to remote), or any other text editor, such as Text Edit.

**Force to ASCII all files requested with the view command:** Select this option to force all files selected for remote edit to be transferred in ASCII before opening them in the editor. Note: Forcing true binary files into ASCII for editing will show garbled text in the editor.

### Connection

To access preferences, click **CuteFTP Mac > Preferences** from the menu bar.

#### Connection Preferences page

**E-mail address for anonymous logins:** Specify the e-mail address to use when connecting to anonymous FTP sites.

**Data connection type:** Specify whether to use PASV or PORT mode for the data connection. PASV is the default mode used. Switch to PORT mode if you are having trouble connecting to a site using PASV mode.

**Store Quick Connect history:** Select whether CuteFTP Mac should remember the Quick Connect information you enter between application sessions.

**Connection retry attempts:** Specify the amount of times CuteFTP Mac should attempt a connection to a non-responding site.

**Delay between retries in seconds:** Specify the amount of seconds CuteFTP Mac should delay between reconnect attempts.

**[Logging](#):** Specify the type of logs CuteFTP Mac should display in the log view.

- **None** = no logging
- **Basic** = log RETR and STOR command sequences
- **Standard** = log all commands except for raw directory listings, multi-part segments, file size calculations and searches.

- **Full** = log everything except raw directory listings

## Transfer

To access preferences, click **CuteFTP Mac > Preferences** from the menu bar.

### Transfer Preferences page

**Transfer method:** Specify whether CuteFTP Mac should automatically detect the transfer mode based upon the file type or force a particular mode, such as binary, ASCII, or MacBinary.

**ASCII (text) file extensions:** Specify file extensions for files that should be transferred in ASCII mode. Examples are .html, .htaccess, .txt, etc.

**Perform [multi-part downloads](#) for files bigger than:** Specify whether files should be split apart, transferred simultaneously, and later recombined upon receipt and the minimum size before a multi-part transfer should occur.

**Allow up to [N simultaneous transfers](#) (when transferring via the Queue):** Specify the amount of concurrent transfers allowed.

**[Preserve remote time stamp](#) for downloaded files:** Specify whether CuteFTP Mac should write the time stamp of downloaded files to match the modified time for the same file(s) that exists on the server.

**Calculate folder size prior to download:** Specify whether CuteFTP Mac should recursively analyze a folder prior to download to determine whether enough space is available and to help track download progress.

**Prompt to overwrite file and folders with same name:** Specify whether CuteFTP Mac should prompt you when a matching filename is encountered during a transfer. If not selected, CuteFTP Mac will always overwrite the matching file.

**Set downloaded [file permissions](#) to rw-r-r (default):** Specify whether CuteFTP Mac should modify the permission of downloaded files to always be read-write, read, read, regardless of the file's permission on the server.

**Set text files Creator to: [ ] and Type to: [ ]:** Select the creator code and file type for a particular extension. The creator code identifies what application is responsible for a particular file type. The file type describes what kind of file it is, as interpreted by its creator application. You would only need to set this if the default creator and type for a particular binary file hasn't been set by your OS.

**Use binary mode when transferring ASCII files between UNIX hosts:** Specify whether CuteFTP Mac should ignore the file type when transferring between UNIX hosts, always transferring in binary.

**Always attempt to resolve links:** Specify whether CuteFTP Mac should attempt to resolve all links encountered (figure out if they link to files or folders). This is recommended, however it can take some time when there are a lot of links in a particular folder.

## Navigation

To access preferences, click **CuteFTP Mac > Preferences** from the menu bar.

### Navigation Preferences page

**Enable case-sensitive sorting:** Specify whether CuteFTP Mac should consider file case when sorting items displayed in the local and remote pane.

**Sort files and folders separately:** Specify whether CuteFTP Mac should sort folders followed by files or both together.

**Cache folders contents indefinitely (default is 24 hrs.):** Specify whether CuteFTP Mac should remember visited folder contents past 24 hours. If not selected, CuteFTP will always refresh the cache for a folder you are visiting if it has been 24 hours since you last visited it.

**Quit CuteFTP Mac when last window is closed:** Specify whether CuteFTP Mac should shutdown once you've closed the last open connection.

**Launch new session (window) when connecting to Site Manager site:** Specify whether CuteFTP Mac should open an entire new application session when you connect to a site from the Site Manger.

**After downloading a file, perform default action for files of type:** Specify whether the default action associated with a file extension should be performed once the file is downloaded.

**Remove successful transfer items from the Queue automatically:** Specify whether CuteFTP Mac should automatically remove finished transfers from the transfer queue.

**Delete items to Trash when Command+Backspace is used:** Specify whether CuteFTP Mac should delete items to the Trash as opposed to permanently deleting them when using the Command+Backspace shortcut key.

**Double click local/remote file action:** Select the action to occur when double-clicking on an item. Choose whether to transfer, open or edit the item that is double-clicked.

## Prompts

To access preferences, click **CuteFTP Mac > Preferences** from the menu bar.

### Prompt Preferences page

**Show error prompts:** Specify whether CuteFTP Mac should display fatal errors in a separate window, requiring user interaction.

**Prompt before deleting files:** Specify whether CuteFTP Mac should confirm a delete item request, requiring user interaction.

**Prompt prior to reconnect:** Specify whether CuteFTP Mac should confirm when a reconnect request is made, requiring user interaction.

**Beep upon transfer completion:** Specify whether CuteFTP Mac should perform a system sound event upon successfully completing a transfer.

## Display

To access preferences, click **CuteFTP Mac > Preferences** from the menu bar.

### Display Preferences page

**Show file size:** Specify whether CuteFTP Mac should display file sizes in the local or remote panes.

**Show file date/time:** Specify whether CuteFTP Mac should display file and folder time and date in the local or remote panes.

**Show date, Show time, Show seconds:** Tailor your date/time display to include any combination of date, time and/or seconds for files and folders.

**Show remote hidden files and folders:** Select this option to sends the -a list parameter in order to view hidden files and folders on the server.

**Show local hidden (system) files and folders:** Select this option to view hidden files and folders on your system.

**Show links:** Specify whether CuteFTP Mac should display file and folder links in the remote pane.

**Show new remote connection in:** Select the pane in which to display new connections, either always left, right or the active pane (whichever one has the focus).

**Font Controls:** Choose the log, left/right pane and status bar fonts by clicking the Choose button and selecting a font.



## **Xbox connectivity**

To connect to the Xbox, install FTP server on the Xbox. Then configure it and connect from your computer using CuteFTP Mac. See <http://www.xbox-scene.com>.

## **Scripting**

CuteFTP Mac Pro supports the following AppleScript commands:

### **browse**

This command opens Captain FTP main window, connects to the specified server and lists its directory content.

```
browse [reference]
```

List of references:

**change folder** "Unicode text" -- The argument specifies the remote folder on the server.

**server** "Unicode text" -- The argument specifies the host name (URL based format).

**using addressbook session** "Unicode text" -- The argument specifies the address book session name.

### **upload**

This command uploads files/folders list onto server.

```
upload [reference]
```

List of references:

**into folder** "Unicode text" -- The argument specifies the remote folder on the server.

**onto server** "Unicode text" -- The argument specifies the host name (URL based format).

**elements list** -- The argument specifies the list of files/folders to be uploaded.

**using addressbook session** "Unicode text" -- The argument specifies the address book session name.

## **Sample Apple scripts:**

### **browse**

```
launch application "Captain FTP"
tell application "Captain FTP"
    browse server "user:password@hostname"change folder "~/aFolder"
end tell
```

### **upload**

```
launch application "Captain FTP"
tell application "Captain FTP"
    upload elements {"/TestFile.txt"} using addressbook session "Remote
server"
end tell
```



### Saving a log

The [Log Window](#), visible in the upper portion of the CuteFTP Mac screen, shows every action CuteFTP Mac performs and the server's responses. Many error codes and problems will show up here. You can save the contents of the log window to a file for review, and to help with troubleshooting.

#### To save the contents of the log window

1. On the menu bar, choose **Edit > Copy Log**.
2. Open a blank document in **TextEdit**, or some other text editing application.
3. On the text editor menu bar, choose **Edit > Paste**. Your log text will appear.
4. On the text editor menu bar, choose **File > Save** and save the document. Your log will now be in a text file you can review, or that you can send via email for others to review.

### Tooltip Help

CuteFTP Mac utilizes Tooltip help to provide a brief description of controls located in the Preferences page.

#### To access balloon help

1. On the menu bar, choose **CuteFTP Mac > Preferences**
2. Place your mouse over a control in one of the preference pages and leave it there. After a couple seconds, a small tip will display providing a brief description of the highlighted control.

## FTP error and status codes

During FTP sessions, the server will send numbered codes representing errors or session status. CuteFTP Mac displays these codes in the log window. Here are brief explanations for the error and status codes.

- [100's](#)
- [200's](#)
- [300's](#)
- [400's](#)
- [500's](#)
- [10000's](#)

Code	Description
<b>100 Series</b>	<b>The requested action is being initiated, expect another reply before proceeding with a new command.</b>
110	Restart marker reply.
120	Service ready in <i>nn</i> minutes.
125	Data Connection already open, transfer starting.
150	File status okay, about to open data connection.
<b>200 Series</b>	<b>The requested action has been successfully completed.</b>
200	Command okay.
202	Command not implemented, superfluous at this site.
211	System status, or system help reply.
212	Directory status.
213	File status.
214	Help message.
215	NAME system type. (Where NAME is an official system name from the list in the Assigned Numbers document.)
220	Service ready for new user.
221	Service closing control connection. Logged out if appropriate.
225	Data connection open; no transfer in progress
226	Closing data connection. Requested file action successful (for example - file transfer or file abort).
227	Entering Passive Mode.
230	User logged in, proceed.
250	Requested file action okay, completed.
257	"PATHNAME" created.
<b>300 Series</b>	<b>The command has been accepted, but the requested action is on hold, pending receipt of further information.</b>
331	User name okay, need password.
332	Need account for login.
350	Requested file action pending further information.
<b>400 Series</b>	<b>The command was not accepted and the requested action did not take place, but the error condition is temporary and the action may be requested again.</b>

421	Service not available, closing control connection. This may be a reply to any command if the service knows it must shut down.
425	Can't open data connection. <i>Try <a href="#">changing from PASV to PORT mode</a>.</i>
426	Connection closed; transfer aborted.
450	Requested file action not taken. File unavailable (e.g., file busy).
451	Requested action aborted: local error in processing.
452	Requested action not taken. Insufficient storage space in system.
<b>500 Series</b>	<b>The command was not accepted and the requested action did not take place.</b>
501	Syntax error in parameters or arguments.
502	Command not implemented.
503	Bad sequence of commands.
504	Command not implemented for that parameter.
530	Not logged in. <i>Your password is being rejected, contact the server administrator.</i>
532	Need account for storing files.
550	Requested action not taken. File unavailable (e.g., file not found, no access). <i>Contact the server administrator.</i>
552	Requested file action aborted. Exceeded storage allocation (for current directory or data set). <i>Contact the server administrator.</i>
553	Requested action not taken. File name not allowed. <i>Try changing the file name, or getting rid of spaces in the file name.</i>
<b>10,000 series</b>	<b>Winsock error codes</b>
10054	Connection Reset by Peer - The connection was forcibly closed by the remote host.
10060	Can't connect to remote server (Generally a time-out error). <i>Try switching <a href="#">from PASV to PORT mode</a>.</i>
10061	Can't connect to remote server. The connection is actively refused by the server. <i>Try switching <a href="#">from PASV to PORT mode</a>.</i>
10066	Directory not empty. The server will not delete this directory while there are files/folders in it.
10068	Too many users, server is full. <i>Contact the server administrator.</i>

## Registration issues

### CuteFTP Mac still shows it's unregistered

CuteFTP Mac uses a serial number registration process. When you purchased CuteFTP Mac, you should have received a serial number. To register, you need to enter this serial number in CuteFTP Mac.

#### To register CuteFTP Mac

1. Make sure you are connected to the Internet.
2. Start CuteFTP Mac. A window appears asking you to enter your serial number.
3. Click **Enter Serial Number**. The **Enter Serial Number** window appears.
4. In the **Serial Number** box, type or paste your serial number.
5. In the **Name** box, type in your name.
6. In the **Email** box, type your email address.
7. Enter your information into the rest of the boxes. We use this information to help you if you lose your serial number.
8. Click **Register Online**. You should see a message telling you the registration was successful.

### How to register with a serial number

#### To enter your serial number

1. Connect to the Internet as you normally would.
2. Start CuteFTP Mac. If the **Site Manager** appears, click **Exit** to close it.
3. On the menu bar, choose **Help > Enter Serial Number**. An **Enter Serial Number** window will appear.
4. In the **Serial number** box, type in or paste your unique serial number.
5. In the **Name** box, type in your name or the name of your company. The rest of the boxes are optional, but the information will assist us if you need our help resolving problems.
6. Click **Register Online**.
7. You should receive a message that says something like, "Congratulations! You have now registered your copy of CuteFTP Mac."

## Registration Errors

Since all serial numbers are verified through the Internet, the potential for errors exists during the process. If you are receiving errors while attempting to register CuteFTP Mac, you may manually register the program by submitting your registration information to us by email.

1. Choose Help > Enter your serial number.
2. Enter your Serial Number and Name in the appropriate boxes. Fill out the remainder of the boxes.
3. Click Register By E-mail. A Register By E-mail window opens.
4. Click Copy Text.
5. Create an email to [manreg@globalscape.com](mailto:manreg@globalscape.com)
6. Click in the body of the message and Paste.
7. Send the message. Please do not modify the format of the text.

8. We will process your email and send you a registration file with instructions.
9. When you receive the email, copy the registration key.
10. Reopen the Register By Email window.
11. Paste the registration key into the bottom box of the Register By E-mail window.
12. Click OK.

### Find a lost serial number

If you cannot locate your serial number, [access your serial number from our Web site](#). Just give us the original e-mail address you supplied at the time of your order, and we will be able to respond with your ordering information.

After you request your registration information, you will receive:

- Your original invoice.
- Your registration number (with instructions for your records).

#### Note

The invoice which we e-mail to you is your original; you have not been double-billed. If you have any other questions, feel free to [contact us](#).

### Registration limit exceeded message

The "**Registration Limit Exceeded**" message you are receiving indicates that you have attempted to register the software on multiple computers.

According to the license agreement, "...you are licensed to copy the SOFTWARE only into the memory of the number of computers corresponding to the number of licenses purchased. The primary user of the computer on which each licensed copy of the SOFTWARE is installed may make a second copy for his or her exclusive use on a portable..."

We understand that hard drives "crash," system upgrades occur and other problems arise that may indicate the need to install the software on a system other than the original. Before we are able to increase your registration limit, we need more details as to the steps you took when you installed and registered the product, including any major changes you made to your operating system or your hardware. Please [contact GlobalSCAPE technical support](#) and be as detailed and specific as possible.

If you wish to install and use the software on more than one machine, you will need to purchase a license for each computer.

### "Unable to Recognize Server Response"

If this error occurs while trying to register, register your software manually.

#### To register manually

1. Choose **Help > Enter your serial number**.
2. Enter your **Serial Number** and **Name** in the appropriate boxes. Fill out the remainder of the boxes.
3. Click **Register By E-mail**. A **Register By E-mail** window opens.
4. Click **Copy Text**.
5. Create an email to [manreg@globalscape.com](mailto:manreg@globalscape.com).
6. Click in the body of the message and paste.
7. Send the message. Please do not modify the format of the text.

8. We will process your email and send you a registration file with instructions.
9. When you receive the email, copy the registration key.
10. Reopen the **Register By Email** window.
11. Paste the registration key into the bottom box of the **Register By E-mail** window.
12. Click **OK**.

**Unable to register because "Enter your serial number" is gray**

If the option to **Enter Serial number** is grayed out, then your software has been registered. No further action is necessary. Under **CuteFTP Mac > About CuteFTP Mac**, you should see the serial number used to register.

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## Purchasing CuteFTP Mac

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### General Purchase Information

You can find the current price for [CuteFTP Mac](#) on our Web site. Please [contact our sales team](#) for more information.

### International orders

International customers may prefer to purchase locally. A complete list of our [international resellers](#) is located at our Web site.

### Serial numbers

After you purchase, you will be e-mailed a registration serial number. [Enter the serial number](#) into your trial copy of the program, and it will be fully operational. Please keep and print your serial number. You will need it for future installations, updates or upgrades to the program.

If you have purchased a license for GlobalSCAPE software and you lose your serial number, you can [request that we e-mail it to you](#).

### How to order

If you would like to purchase a license for GlobalSCAPE software, you have several ordering options. Ordering and purchase options are outlined at <http://www.globalscape.com/store/>. You can also [contact our sales team](#).

### Tax Information

The GlobalSCAPE Tax ID number in the CuteFTP Mac v1 help file is wrong.

[Contact our sales team](#) for correct and current tax and discount information.

You can also find purchase and tax information at [www.globalscape.com/store/](http://www.globalscape.com/store/).

### Find a lost serial number

If you cannot locate your serial number, [access your serial number from our Web site](#). Just give us the original e-mail address you supplied at the time of your order, and we will be able to respond with your ordering information.

After you request your registration information, you will receive:

Your original invoice.

Your registration number (with instructions for your records).

***Note:** The invoice we e-mail to you is your original; you have not been double-billed. If you have any other questions, feel free to contact us.*

### Trial Information

#### What is disabled after 30 days?

The trial version of CuteFTP Mac works just like the full version. To continue using CuteFTP Mac after the trial ends, you must register the software by paying a one-time fee. Registering your software converts your trial copy to a full copy.

If you do not purchase a license and register the software before the trial expires, CuteFTP Mac will cease to function, but you will still have the option to register the software.

Even if you register the software after the trial has expired, CuteFTP Mac will function properly, and all of your **Site Manager** and other custom information will still be available.

## Files and folders

### "File permission denied" message

This error comes from the server you are connected to. It means that you are not permitted to download the particular file you have selected. This is not something that CuteFTP Mac can control. You will need to contact the server's administrator to request permission to download the file.

### Copy and Paste of remote items removes original file

FTP Servers do not support a **Copy** command. If you try to **Copy** then **Paste** an item from one remote folder to another, the item will simply move to the new location on the server. You can **Cut** and **Paste** the file back if you need to restore the original file. This is a limitation of the FTP protocol.

You can use **Copy** and **Paste** to copy files from a remote site to a local folder, from a local folder to a remote folder, or from one local folder to another local folder.

#### To copy and paste items from one remote folder to another remote folder

1. Connect to an FTP site
2. Download the item you want to copy.
3. Open the folder on the remote site where you want a copy of the item.
4. Upload the item to the new folder.

### File size and date issues

If you transfer files with CuteFTP Mac and they show up on the server side as having a slightly different file size than what is shown on your computer, or if the date on the file is displayed differently than what is on your computer, please keep in mind that CuteFTP Mac does not change the file size and date information supplied by the FTP server.

A remote file's size and date are sent to CuteFTP Mac from the FTP server, and CuteFTP Mac simply relays this information to you. The server may report a file as having a different size or date, but it is very likely that the file is indeed the exact same as the one on your local drive, only that it is being reported as having a different size or date by the server. This issue is most common when transferring files to a server that uses a different operating system (Linux, Windows, Sun servers) or is in a different time zone. To be absolutely sure, try downloading the file from the FTP server. The file should be exactly the way you sent it to the server. If it is not, you will need to contact the administrator of the server in order to resolve the issue.

### ASCII or Binary file types

CuteFTP Mac uses the same list that Web browsers and other applications use to determine if a file is ASCII or Binary. File types are determined by the default Mac OS file type list and by the ASCII file types list under general Preferences.

If a certain extension is not in the file type list, CuteFTP Mac will transfer files with that extension in binary (default) mode.

On Mac OS 8-9, you can go to the internet control panel to view, modify or add to the file type list.

### **Extended folder paths in host addresses**

You can enter a host address that includes the path to a specific folder on the remote host. CuteFTP Mac considers the path "relative" by default.

For example: If you log into an FTP server "ftp.myserver.com" as user "joeuser", the initial remote folder will be the home folder for that user (presumably /home/joeuser). If you want your "Documents" folder inside your home folder to be the initial remote folder, you enter the host address as "ftp://ftp.myserver.com/Documents". This connects you automatically to home/joeuser/Documents.

You can also specify an absolute path, you would do that by adding an extra slash: "ftp://ftp.myserver.com//some/absolute/path".

For example, if your default home folder is users/home/joeuser, but you want to open a connection to users/Documents, you would enter this host address: "ftp://ftp.myserver.com//users/Documents".

### **File and folder names**

You can use up to 255 characters to name files and folders in Mac OSX. Volume names are limited to 27 characters.

For all Mac operating systems, names cannot include the colon (:) character. This character is reserved by Mac OS to denote catalog hierarchy. A colon typed in a character name will be replaced by a dash (-) automatically by Mac OS.

You can find more details on files and folders on the Apple Web site at: <http://docs.info.apple.com/article.html?artnum=25010>.

### **Web site issues**

#### **Images are not showing up**

Here are some reasons why your images may not be displayed correctly on your Web page.

Image files were not uploaded to the server

#### **To upload your image files to the server:**

1. Open CuteFTP Mac and locate the image files in the left window.
2. Upload the image files to the server. You should see the files in the right window after the upload.
3. Go back to your browser and click the reload or refresh button. The images should now be displayed.

#### **Image file names are referenced incorrectly**

It is possible that your image files were uploaded correctly to the server, but the server is looking for a different image file name. When you created your Web page, you set up a path and a file name that the server uses to look for the image. In your HTML source code, make sure that image file names are correct in all respects, including letter case.

For example, the Web page calls an image with the following tag: <IMG SRC="my\_image.gif">.

When you look at the file you uploaded to the server, you notice the file name is MY\_IMAGE.GIF. It is all in upper case. Therefore the Web page is referencing an image file that doesn't exist.

You need to either retype your HTML code in upper case: `<IMG SRC="MY_IMAGE.GIF">` or you need to rename the file on the server to lower case to coordinate with the HTML page.

### **Image paths are not referenced correctly**

It is possible that your image files were uploaded correctly to the server, but the server's path to the image is incorrect. When you created your Web page, you set up a path for the server to look for the image as well as the exact file name of the image. In your HTML source code, make sure that all paths are directed properly. Make sure your path is not something like: `<IMG SRC="file://c/Web_editor\Html\Graphics\my_image.gif">`, which would be referencing your hard drive instead of the server.

### **The server cannot find an image stored in a subfolder**

Another problem could be that your server cannot find an image located in a subfolder. If your HTML file is looking for the image in the main folder instead of in a subfolder on the server, your image will not be displayed. For example, you may have uploaded your images to a subfolder called Graphics in the main folder, but your HTML IMG tag looks like this: `<IMG SRC="my_image.gif">`

Because the Graphics subfolder is not referenced in the HTML IMG tag, the server looks in the main folder (or /) but does not see my\_image.gif there. The server should be looking for my\_image.gif in the subfolder /Graphics (folder names are also case sensitive on the server). To direct the server to the right folder, your IMG tag needs to read `<IMG SRC="/Graphics/my_image.gif">`. The server would then find and display my\_image.gif.

### **Unable to see changes to a Web site**

If you are editing a Web page and you do not see any changes after the page is uploaded, please try the following suggestions:

- Make sure the file that you are uploading has the same file name and case as it appears on the remote server.
- If you are still unable to see changes to your Web site, please clear the **History** and **Cache** of your Web browser and then refresh or reload your Web page. Whenever you visit a Web site your browser will save this page as a cached file. If you decide to visit this Web site again, your browser will try to read the cached file first to display it more quickly.
- If none of these work, contact your web host provider. Hosts are responsible for publishing Web page information.

### **Web page problems**

The most common mistake that beginners make is with the main page of a Web site, also called the index. When you type in your URL or Web page address, the server automatically looks for a file in your main folder called index.html, default.html, or index.htm. Make sure that your main Web page is in one of these formats. If you are not sure which format you are supposed to use, contact your service provider for assistance.

If you did upload a file named index.html (preferably in lower case) to your main folder, and you still do not see this page in your browser, another factor could be causing the problem. Sometimes Internet Service Providers (ISP's) or service administrators create a subfolder called "Public\_html" or "web" in your main folder. You can see this directory in CuteFTP Mac's right window when you log into the server. If this is the case, you need to store your Web pages (including index.html) in that subfolder (subdirectory) rather than in the main folder.

To store your Web pages (including index.html) in the Public\_html subfolder (subdirectory) rather than in the main folder

1. Double-click the Public\_html folder to display the contents of that folder.

2. Upload your index.html page again. It should now be stored in the correct folder.
3. Reload (or refresh) your browser. This should correct the problem.

## Connection problems

### Common connection problems

Here are some solutions to solving connection problems from within CuteFTP Mac:

- Make sure you are connected to the Internet before you launch CuteFTP Mac.
- Go to the **Site Manager** and select the problem site. Check the **FTP host address**. If you are not sure that this is the correct host address, you will need to contact your ISP/Web Hosting Service for the FTP host address. If they give you an address like: **ftp://ftp.example.com**, leave off the **ftp://** part of the address.
- Verify that you are using the correct user name. Again if you are not sure, please contact your ISP/Web Hosting Service for the correct user name.
- Verify that you are using the correct password. Re-enter the password. It is easy to type in a wrong letter or number in this field because of the encryption. If it will still not connect, verify the password with your ISP/Web Hosting Service.

*Note: The reason you need to verify information with your ISP/Web Hosting Service is because they generate this information when they create your account with them, and their servers have to verify and accept this information. CuteFTP Mac only sends the information to your ISP/Web Hosting Service.*

### Cannot resolve host name message

The **Cannot Resolve Host Name** message is displayed when CuteFTP Mac cannot make a connection to the FTP Host Address that you specified when you set up the connection. It could be compared to browsing to a web site that either is not up at the moment, or does not exist. There are several ways to approach this situation:

- Make sure you are connected to the Internet. If you are not connected to the Internet, you will need to connect before you can connect to any FTP sites.
- Make sure you typed the **FTP host address** correctly. This would be just the host address of the server. For example, if you were given an FTP host address in the format: ftp://ftp.yourhost.com, you would only type in ftp.yourhost.com. Also be sure there is nothing after the host address, especially slashes ("/") indicating subfolders. If the server does not automatically put you in your default folder when you log in to it, then you can add the folder into the **Default Remote Folder** box when configuring this site.
- Make sure you are not trying to connect to an HTTP server such as http://www.cuteftp.com. You cannot connect to an HTTP (web) server with CuteFTP Mac. If you do not know the FTP host address for your site, you will need to contact your server administrator for more information. GlobalSCAPE does not know or keep track of FTP host addresses.
- If you have a firewall, it must be properly configured for FTP access. If the Firewall is on a network, you will need to contact your network or system administrator for help.

If all of these options fail and you still have the same results, you will need to contact the server administrator of the site you are connecting to, in order to resolve the problem.

### Anonymous v. normal login

There are two ways that you can log in to an FTP site, anonymously and normally.

#### Anonymous

When you log in anonymously, you do not use a specific user name or password. If you are connecting anonymously to a site, you need to leave **User name** and **Password** blank, and make sure you select the **Anonymous** option.

### **Normal**

If you want to connect to an FTP site that your ISP (Internet Service Provider) or Web Hosting service set up for you, you will use a normal login. The ISP will provide you with the Host Address, User name, and Password. Use this information to take advantage of special permissions and privileges not available when you log in anonymously.

### **HTTP:// addresses**

CuteFTP Mac is not a Web browser. The http:// addresses are for programs like Netscape Navigator, Internet Explorer or Safari. For CuteFTP Mac, you need to use addresses that start with **FTP://**.

### **"Password not accepted" error message**

If you are getting an error message about your password not being accepted, you will need to contact the administrator of the server that you are trying to connect to, and confirm that you have the correct user name and password.

Confirm that:

- You are using the correct user name and password.
- You have entered your user name and password correctly. Keep in mind that the password is always case sensitive, and the user name may be case sensitive as well.

***Note:** If you confirm that you are using the correct information and entering it accurately, then there may be a problem with the server itself that the administrator should resolve.*

### **Waiting on welcome message**

**Waiting on welcome message...** means that CuteFTP Mac is waiting for the server to start an FTP connection. Until the connection is made, CuteFTP Mac will continue to wait for the welcome message.

If you keep getting this message, contact the server and verify the following:

- Host name (The name of the server you should be connecting to).
- User name (the user name for that server).
- Password (the password for that server).

### **Transfer problems**

#### **Auto-detect transfers my files in the wrong mode**

When you set CuteFTP Mac to use Auto-detect for the transfer type, CuteFTP Mac will use file definitions created in your Mac OS or in CuteFTP Mac's general preferences to determine if a file should be transferred in Binary or ASCII mode. Undefined file types will be transferred in Binary mode by default.

- [Defining files in OS X](#)
- [Defining files in CuteFTP Mac Preferences](#)

#### **To define files as ASCII in OS X**

1. Open Internet Explorer.
2. On the menu bar, choose **Explorer > Preferences**. The **Internet Explorer Preferences** window appears.

3. In the left pane, expand **Receiving Files**.
4. Select **File Helpers**.
5. In the right pane, click **Add**. The **Edit File Helper** window appears.
6. In **Description**, type a description of the file type.
7. In **Extension**, type the three letter file extension.
8. In **MIME type**, type the appropriate MIME type (Text) followed by a forward slash (/) and sub-type. For example, HTML files would be **Text/HTML**. Other text types include **Text/ASP**, and **Text/PHP**. For a complete list of MIME types go to <ftp://ftp.isi.edu/in-notes/iana/assignments/media-types/media-types>.
9. In **File type**, type **Text**.
10. In **File creator**, click **Browse**, and select the application file for the program that you would use to open this type of file.
11. In **Encoding**, choose **Plain Text**. You can leave the remainder of the options as they are.
12. Click **OK**. The **Edit File Helper** window disappears.
13. Click **OK** again to close the **Internet Explorer Preferences** window.

#### To define files as ASCII in CuteFTP Mac's Preferences

1. On the menu bar, click **CuteFTP Mac > Preferences > Transfer** page
2. Add an extension to the list next to the label "ASCII (text) file extensions."

#### Copy and Paste of remote items removes original file

FTP Servers do not support a **Copy** command. If you try to **Copy** then **Paste** an item from one remote folder to another, the item will simply move to the new location on the server. You can **Cut** and **Paste** the file back if you need to restore the original file. This is a limitation of the FTP protocol.

You can use **Copy** and **Paste** to copy files from a remote site to a local folder, from a local folder to a remote folder, or from one local folder to another local folder.

#### To copy and paste items from one remote folder to another remote folder

1. Connect to an FTP site
2. Download the item you want to copy.
3. Open the folder on the remote site where you want a copy of the item.
4. Upload the item to the new folder.

#### "Disk quota exceeded"

This error occurs when files take up more space than allowed on an FTP server.

#### To correct the problem

- Delete files from the FTP server.
- OR
- Arrange for more space with the server administrator.

#### Slow transfers

CuteFTP Mac will transfer files at the fastest speed your computer will allow. Some issues that may affect transfer speeds:

- Speed of your modem/Internet connection
- Speed of your Internet Service Provider's (ISP) connection to the web
- Downloading or uploading other files (like files from Web sites)
- Traffic on the server
- Traffic on the network

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