



version 8.3.3
User Guide

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October 15, 2009

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WHAT'S NEW IN THIS VERSION?

Version 8.3.3 of CuteFTP includes the following improvements:

- Added support for Windows 2008 Server
- All languages are now deployed by a single installer (with English as the default).
- Connection wizard will revalidate the host connection if you go back through the wizard and change the host name.
- CuteFTP now numerates additional bookmarks with the same name.
- When you attempt to connect to a site using a different username, you are not prompted to use the existing connection. If the username is blank or if the username is the same as an existing connection, then you are asked if you want to use the existing connection.
- Fixed error that caused Folder Monitor to fail if you save the TE queue and then reload it.
- Fixed issues with ISA Proxy / Squid Proxy uploads.
- Various usability fixes (e.g., changed "mbs" to "Mbs")
- Upgraded SSH (SFTP) library; updating the SSH library allows CuteFTP to upload >2GB files to EFT Server via SFTP and to upload multiple large files to EFT Server via SFTP in FIPS mode.
- Upgraded OpenPGP library
- When files are edited from within CuteFTP, the file name on the tab changes color and is underlined.
- Now compatible with "freeSSHd server"
- Can navigate to an HTTP folder with % or # in the name.
- No longer receive an HTTP timeout error while browsing on EFT Server.
- Correctly parses file listing for some CONNECT: Enterprise servers.
- Right-click context menu is now restricted to 103 items to avoid overwriting other shell extension items.
- Upgraded SSL (FTPS) library
- Upgraded ModeZ (zlib compression)

For a complete version history, visit <http://www.globalscape.com/cuteftp/history.aspx>.

ABOUT CUTEFTP

CuteFTP is easy enough for a novice FTP user, yet powerful enough for experienced users. CuteFTP provides a variety of features to enhance file transfer:

- The user-friendly interface allows you to easily update and maintain sophisticated Web sites.
- You can safeguard transfers of mission-critical files with CuteFTP Professional's security features.
- You can speed the transfer of large architectural, graphic, or engineering files with multi-part accelerated downloads.
- Site caching allows you to minimize bandwidth while you browse.

- You can even schedule and script FTP transactions with minimal overhead using the autonomous Transfer Engine. You can use the Transfer Engine from within CuteFTP, or with any COM enabled scripting or programming language
- An integrated HTML editor allows you to create, open, and edit HTML documents on your computer or a remote server within CuteFTP.

If you downloaded CuteFTP as a trial and are considering whether to purchase CuteFTP Home or CuteFTP Professional, visit our Web site for a [comparison](#) of the two products and for information on purchasing and upgrading.

INSTALLING AND REMOVING THE SOFTWARE

System Requirements

- Windows 2000, Windows XP, Windows Server 2003, Windows Server 2008, or Windows Vista.
- An Internet connection
- Microsoft Internet Explorer 5.5 or higher

To install CuteFTP on your computer

1. Do one of the following:
 - Download and save CuteFTP from <http://www.globalscape.com/downloads/>, then double-click the executable to run the installer.
 - Place the installation CD in your DVD/CD-ROM drive. Installation should begin automatically. If your DVD/CD-ROM drive does not support automatic installation:
 - a. Double-click **My Computer** located on the desktop.
 - b. Double-click the DVD/CD-ROM drive icon.
 - c. Double-click the **Setup.exe** icon.

2. Follow the wizard instructions.

You are offered the following installation options:

- **Typical** - All available options are installed.
- **Compact** - If you choose the Compact installation option, the following options are **not** installed:
 - Productivity Tools
 - Folder Monitor Tool
 - Site Backup Tool
 - Compressed Transfers
 - Site Importer
 - Windows Shell Integration
 - Program Documentation
 - Program Documentation
 - Transfer Engine SDK
 - SDK Sample Scripts

- **Custom** - You can decide which options to install.

To remove CuteFTP from your computer

1. Click **Start > Settings > Control Panel**, then click **Add/Remove Programs**.
2. Click **CuteFTP Professional**.
3. Click **Add/Remove**.
4. Follow the wizard instructions. You are offered the option of retaining your site configuration and logs, in case you are reinstalling or moving the application to a different computer.

For information about installing CuteFTP on Windows Vista, see [Knowledge Base article #10278](#) on the GlobalSCAPE support pages.

UPGRADING CUTEFTP

The CuteFTP installer makes an upgrade intuitive, so long as it's the same major version and same product type. As long as you are upgrading within the same product type (Home/Pro/Lite) and same major version (CuteFTP 8), then the regular installer will automatically upgrade the existing installation using all of the existing file locations and settings.

If you upgrade from one major version to another (CuteFTP 7 to CuteFTP 8) or from one product type to another (Lite to Home, Home to Pro, Lite to Pro) then CuteFTP installs as a new application. This means that if you do not want your old CuteFTP installation, you will need to uninstall it. The "upgrade" will not uninstall it.

As a precaution, you should [backup your old application files and settings files](#) before doing an upgrade, just in case you want to go back to your previous version.

ACTIVATING CUTEFTP

CuteFTP must be activated within 30 days or it will no longer function. When prompted, provide the serial number you received when you purchased the product. You can use either your first and last name or your company name. After you have provided the information, you can view your activation information on the main menu by clicking **Help > About CuteFTP**.

To ensure your software is activated accurately, provide all of the optional details that are requested so that we can confirm your eligibility for technical support or any upgrades that may become available in the future.



Your serial number can be found on the invoice you received by email or on your product packing if you obtained a boxed version. If you have lost your serial number, you can request a copy using GlobalSCAPE's [Lost Serial Number form](#). Customer Support can locate your serial number if you provide your name, address, order ID, or any other pertinent data that might help us locate your original purchase record.

When you enter your registration information, it will be transmitted to GlobalSCAPE via the Internet. As part of the registration, the software assigns a unique number to your computer based on system information and reports this number to us. We use this data to help us prevent the program from being copied onto more computers than permitted by the license.

To register successfully, you must be connected to the Internet and have administrator privileges on your computer. If a firewall or proxy server is in use, the network administrator should ensure port 80 is open during the registration process.

To activate CuteFTP

1. On the Welcome screen, click **Enter Serial Number** or, on the main menu, click **Help > Enter a serial number**. The **Registration wizard** appears.
2. In the **Serial Number** box, provide the serial number, then click **Next**.
3. Provide your name, email address, company name, and other details, then click **Next**.
4. To save a backup of the serial key in text format on a local drive, click **Backup and Print Registration Data**. This information is useful if you change computers and need to install the software on the new computer.
5. In the **Backup Registration Location** dialog box, browse for the folder in which you want to save the backup, then click **OK**.
6. Click **Finish**.

TROUBLESHOOTING PRODUCT ACTIVATION

If activation fails, try the following resolutions:

Invalid Serial Number - The serial number must be entered exactly as it appears on your invoice or label. It is not case sensitive. If you received a digital invoice, avoid typing errors by copying the serial number to the Windows clipboard and then paste it (CTRL+V) into the serial number box in the registration wizard.

Serial Number Entered for the Wrong Product type - Serial numbers are specific to a particular product. Double-check your invoice to see which product and version you purchased. Compare that to the product name and version shown in the **About** dialog box or on the splash screen. If they do not match, then download the correct product from the GlobalSCAPE [website](#). If you have accidentally purchased the wrong product, then contact the [GlobalSCAPE support team](#).

Registration Unable to Complete due to a Network Problem - Because activation takes place over the Internet, CuteFTP must be able to connect to our registration server to complete the activation process. If it cannot connect or complete the process, it will prompt you with various alternatives. You can email us certain information and we will reply with an unlock code or you can register via a Web form, which also provides you with an unlock code. The final alternative is to continue as an "unverified" registration, which means that we will honor the serial number you provided as valid for now and attempt to complete the activation process later once a connection to the registration server is secured (checked at application startup).

Unable to Connect due to Proxy Settings - In the **Registration Failed** dialog box, click **HTTP Proxy** to modify your proxy settings so that CuteFTP can perform HTTP (Web) transactions. If you do not know how to edit this information, ask your system administrator what the proxy settings are. Many Internet Service Providers have this information on their Web site.

Lost Serial Number - If you cannot locate your serial number, you can [obtain a copy](#) from GlobalSCAPE Support. If you still have the original email address used to purchase the software, on the main menu, click **Help > Locate a lost serial**. If you no longer have access to that email account or do not recall which email address you used, contact [customer service department](#) and provide your name, address, order ID or any other pertinent data that might help us locate your original purchase record.

FREQUENTLY ASKED QUESTIONS

- [How do I set up a connection to my FTP Server?](#)
- [What is my FTP Host Address?](#)
- [What is my user name and password?](#)
- [How do I upload my files with CuteFTP?](#)

- [How do I transfer files from one site to another \(CuteFTP Professional only\)?](#)
- [How do I navigate the directory tree in CuteFTP?](#)
- [How do I change the permissions of my files \(CHMOD\)?](#)
- [How do I delete files from my server?](#)
- [Why can I not connect to my FTP site?](#)
- [Does CuteFTP support SSL \(FTPS\) and SSH2 \(SFTP\)?](#)
- [How do I connect if I am behind a firewall?](#)
- [Why are my files not transferring?](#)
- [How do I remove files from CuteFTP that have finished transferring?](#)
- [What is the Transfer Engine \(TE\)?](#)
- [How do the various versions of CuteFTP differ?](#)
- [How can I get a copy of CuteFTP?](#)
- [How long does it take to download?](#)
- [What sort of support do you offer for CuteFTP?](#)
- [How can I best describe my problem if I contact technical support?](#)



Refer to Troubleshooting for answers to problems frequently encountered.

How do I set up a connection to my FTP Server?

First time users should use the [Connection Wizard](#), which will ask you for a Label for the site and the rest of the login information provided to you by your Web Hosting Provider.

What is my FTP Host Address?

A host address will be in the format of `ftp.mywebsite.com`. This information is assigned by your Web Hosting Provider. If you do not know the FTP address, contact your Web Hosting Provider or Internet Service Provider. Many ISPs provide FTP configuration information on their Web site. For an example of what to look for, go to <http://help.yahoo.com//us/yahoo/geocities/gftp/gftp-09.html>. A similar help page should be available from the company that is hosting your web site.

What is my user name and password?

Your Web Hosting Provider or Internet Service Provider assigns this information. If you need to find out what this information is, you can contact them and they will be able to give that information back to you.

How do I upload my files with CuteFTP?

First, you must [configure and connect to your site](#). Once connected, you can upload your files by browsing to the directory where your files are located on the left pane, click the files you want to upload, then drag them to the corresponding folder in the right pane (the server side). You will see the upload progress of your files in the **Queue** window.

More on transferring files and folders.

How do I transfer files from one site to another?

In CuteFTP Professional, connect to two different servers. In the first server window, click the files you want to transfer, then drag and drop these files to the second server window. The files will be transferred from the first server to the second server. This feature is not available in CuteFTP Home or CuteFTP Lite.

[More on site-to-site transfers.](#)

How do I navigate the directory tree in CuteFTP?

The **Local** pane, located on the left side of the interface, shows files and folders on your computer. The **Remote** pane, located on the right side of the interface, shows you the directories of the site to which you are logged in. You can navigate your drives in the same fashion as in Windows Explorer.


In CuteFTP Professional, the left pane shows you both the **Local Drive** pane and the **Site Manager** as separate tabs.

How do I change the permissions of my files (CHMOD)?

Connect to your server using CuteFTP. Click to select the file whose permissions you want to change, then right-click the selection and click **Properties**. The options for the permissions are located at the bottom of the **Properties** dialog box. Only servers that support the CHMOD command allow you to change permissions. You cannot change permissions on servers that do not support CHMOD.

Refer to [Viewing File and Folder Properties](#) for more information regarding CHMOD.

How do I delete files from my server?

To delete files from your server, click the file you want to delete, then press **Delete**. You can also right-click the file and click **Delete**, or you can click the file then click the **Delete** icon  on the toolbar.

Why can I not connect to my FTP site?

If you have tried to log into your FTP site and have been unsuccessful, a message appears telling you that CuteFTP could not log in. Click **Details** to view the exact error message sent to you by the server. Contact your Internet Service Provider or your Web Host Provider with this error message and they will be able to assist you in getting connected. GlobalSCAPE Technical Support does not have access to your Internet Service Provider/Web Host Provider's FTP information.

See Troubleshooting for more information

Does CuteFTP support SSL (FTPS) and SSH2 (SFTP)?

CuteFTP Professional supports SFTP, which is a component of SSH2. Professional and Home editions both support SSL. CuteFTP Lite does not support SSL or SSH. Check with your server administrator or ISP to verify that the server you are connecting to supports SSL or SFTP (SSH2).

You cannot connect with SFTP simply by configuring the proxy settings in Global Options. CuteFTP does not support using SFTP through a proxy server that is **not** a SOCKS proxy server. Non-SOCKS servers are "protocol dependent," meaning that if it's an FTP server, you must use FTP and if it's an HTTP server, you must use HTTP. SOCKS proxy servers are not protocol dependent. A SOCKS proxy server works for any TCP/IP socket connection, so the protocol should not matter.

How do I connect if I am behind a firewall?

If you are behind a firewall and you cannot connect, you will need to set up CuteFTP to connect through that firewall. On the main menu, click **Tools > Global Options > Connection** node. Click either [SOCKS4 & 5](#) or [Proxy Server](#) and complete the information. If you are unsure if you are behind a proxy firewall or a socks firewall, or are not sure of the specific settings for that firewall, consult your system administrator or

Internet Service Provider for the correct settings. (Since servers can have a variety of configurations, GlobalSCAPE Technical Support will not have that information.)

Why are my files not transferring?

If a message appears that says your files could not transfer, click **Details** to view the exact error message sent to you by the server. Contact your Internet service provider or your Web hosting provider with this error message.

See Troubleshooting for more help.

How do I remove files from CuteFTP that have finished transferring?

To remove items from the **Queue Window** that have already transferred or will not transfer, on the main menu, click **Tools > Queue > Remove all**. All of the items are removed from the **Queue** window. (Or you can right-click in the **Queue Window**, then click **Remove Selected**, **Remove Finished**, or **Remove All**.)

What is the Transfer Engine (TE)?

CuteFTP uses a *Transfer Engine* (TE) to transfer files, which is completely independent of the main application interface. You can configure CuteFTP Professional and Home to continue to transfer files even after the main CuteFTP interface is exited. In CuteFTP Lite, the TE shuts down and all in-progress transfers stop if the application is closed. CuteFTP Professional offers a COM interface to the Transfer Engine that allows application developers to develop custom FTP solutions.

How do the various editions of CuteFTP differ from one another?

All editions of CuteFTP allow you to connect to FTP sites to transfer files. CuteFTP Professional provides extra security, automation, and management tools, such as the Transfer Engine (TE) interface, and capabilities for SFTP, HTTPS, site-to-site transfer, multi-part transfers, and more. Visit the [comparison](http://www.globalscape.com/cuteftp/compare.asp) page at <http://www.globalscape.com/cuteftp/compare.asp> for more information.

How can I get a copy of CuteFTP?

All editions of CuteFTP are available by download from our Web site at <http://www.globalscape.com/downloads/>.

How long does it take to download?

Download time depends on your modem speed. On a regular 56K modem, CuteFTP takes about 7 minutes. The time to download decreases as your connection speed increases.

What sort of support do you offer for CuteFTP?

Free online self-help resources are available for all users at the [GlobalSCAPE Help Center](#). Help is also available via email and telephone for registered users covered by a Priority Support plan. Visit the [GlobalSCAPE Help Center](#) for up-to-date information about all of the technical support options available to you.

How can I best describe my problem if I contact technical support?

If you are having a transfer or connection problem, [enable extended log listing](#), reproduce the problem, then copy and paste the log in to our online [support request form](#) or your Web Hosting Provider/Internet Service Provider.

CONNECTING TO A SITE USING THE CONNECTION WIZARD


CuteFTP allows you to connect to a Web site to upload and download files between a server and your local computer. To transfer files, you must log on to that server through your FTP client computer.

CuteFTP Connection Wizard helps you to define a site to which you want to connect and saves the information in the **Site Manager** for future connections.



The Internet Service Provider (ISP) or Web Hosting Provider to which you want to upload files provides you with the username, password, and FTP account information required to connect to their server. Many providers offer this information on their Web support pages. Refer to the GlobalSCAPE Knowledge Base articles at <http://kb.globalscape.com/> for information about FTP connections to your [AOL](#) or [Roadrunner](#) accounts or search your provider's support pages for keyword `ftp`.


To connect to an FTP site

1. Gather the information that you need to make a connection:
 - **Host Address** - the IP address or FTP domain address that your ISP gave you to log in to the FTP site (e.g., 64.243.64.21 or ftp.example.com).
 - **User Name** - the user name your ISP gave you to log in to the FTP site. Your username is often the part of your email address in front of the @ sign.
 - **Password** - the password your ISP gave you to log in to the FTP site. This is often the same password you use to download your email.
 - **Site Name** - By default, the Site Name is the same as the Host Address, but you can name it anything you want; it is not provided by your ISP or GlobalSCAPE.
2. Do one of the following:
 - On the main menu, click **File > Connect**, then click **Connection Wizard**.
 - On the toolbar, click the **Connection Wizard** icon .
 - Press CTRL+J.

The **CuteFTP Connection Wizard** appears.



3. In the **Host Address** field, type the IP address or FTP domain address that your ISP gave you to log in to the FTP site.

4. The address that you typed in the **Host Address** field appears in the **Site Name** field. You can leave it as is, or type a descriptive name for this site. The site name will appear on the **Site Manager** tab.
5. Click **Next**. The login page appears
6. In the **User Name** box, type the user name your ISP gave you to log in to the FTP site.
7. In the **Password** box, type the password your ISP gave you to log in to the FTP site.
8. Specify a login method from the following options.
 - **Normal** - The user name and password are mandatory to connect to a site.
 - **Anonymous** - The site does not require any user name and password.
 - **Double** - The user name and password are required twice to connect to a site.
9. Click **Next**. The **Connecting to Site** message appears.
 - If you need to change the host address or do not want to log in, click **Cancel**.
 - If the connection fails, an error message appears. Click **Yes** to close the message, then click **Back** to verify/correct the host address, username, and password. (If the connection fails again, refer to Troubleshooting.)
10. After you are connected to the FTP site, the default folders page appears.
11. In the **Default Local Folder** field, click the folder icon  to browse for the default folder from which you want to upload/download files to/from the server.
12. In the **Default Remote Folder** field, type the path of the remote folder from/to which you want to upload files.
13. Click **Next**. The **Connection Completed** page appears.
14. Click **Finish**. Cute FTP connects to the site and saves the site in the **Site Manager**.

For subsequent connections to this FTP site, refer to [Connecting to a Site](#).

Refer to [Configuring Connection Options](#) for details of how to configure the number of simultaneous connections you will allow from CuteFTP, number of times CuteFTP tries to connect to a site before giving up, how long CuteFTP should wait before attempting a new connection after a failed connection, and so on.

CONFIGURING INTERNET CONNECTION (DUN/LAN) SETTINGS

CuteFTP automatically detects which method you use to connect to the Internet. You must have a network connection configured on the computer on which you are using CuteFTP in order for it to detect the settings.

- If you connect to the Internet with a phone modem, you are using Dial-Up Networking (DUN). If you have a modem connection configured, it will detect it and allow you to use it. If you do not have a modem installed, the modem options are not available.
- If you connect to the Internet with a cable modem, DSL modem, or through a computer network, you are using a Local Area Network (LAN). If you have a LAN connection, it will detect it and allow you to use it. If you do not have a LAN connection, the LAN options are not available.

If CuteFTP does not detect your modem, search the Microsoft Window's help file (**Start > Help and Support**) for "Make an Internet Connection."

To access Dial-up and Network settings

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).

2. Expand the **Connection** node, then click **DUN/LAN**. The **DUN/LAN** options appear.
3. Configure options as described below.
 - If you connect to the Internet with a cable modem, DSL modem, or through a computer network, click **Connect to the Internet using a LAN**.
 - If you connect to the Internet using a modem over regular telephone lines, click **Connect to the Internet using a modem**.
 - If you are using a dial-up connection, configure the following options:
 - In the **Use the following Dial-Up Networking connection** box, click the dial-up connection you want CuteFTP to use. The list includes every dial-up connection on the local computer that is available in Windows. Many computers list only one.
 - To display the dial-up connection user name and password whenever CuteFTP attempts a connection, select the **Show authentication window (requires user input)** check box. Clear this check box to stop the display of the dial-up connection user name and password when CuteFTP attempts a connection.
 - To display messages when an error occurs with the dial-up connection, select the **Show error prompts (requires user interaction)** check box. Clear this check box to stop the display of error messages from the dial-up connection.
 - To disconnect from the Internet automatically when CuteFTP or the Transfer Engine shuts down, select the **Disconnect from the Internet upon program exit** check box. Clear this check box to keep the Internet connection active after CuteFTP or the Transfer Engine shuts down.
 - To specify how many times CuteFTP tries to establish a dial-up connection to the Internet after a connection fails, in the **Number of times to attempt connection** box, specify from 0 to 1000 attempts.
 - To specify how long in seconds CuteFTP waits between attempts to establish a dial-up connection to the Internet, in the **Number of seconds to wait between attempts** box, specify from 0 to 1000 seconds (1000 seconds equals almost 17 minutes).
4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

TRANSFERRING FILES AND FOLDERS

Transferring files and folders between sites is quick and easy. Besides just clicking and dragging the item that you want to transfer, you can also:

- Multi-select and drag items as group. (SHIFT + click for contiguous items; CTRL + click for non-contiguous items.)
- Drag items to the [Queue](#) to upload them later.
- [Select an item or group of items in Windows Explorer](#), then right-click and click **Upload**.

To upload files (transfer from a local to remote computer)

1. [Connect to a remote site](#).
2. In the **Local** pane, locate the files or folders that you want to upload.
3. Click and hold the mouse button while dragging the item(s) from the **Local** pane to the **Remote** pane or **Queue** pane.

4. Release the mouse button. The items are copied (not moved) to the remote server or to the **Queue** pane for later uploading.

To download files (transfer from a remote to a local computer)

1. [Connect to a remote site](#).
2. In the **Remote** pane, locate the files or folders that you want to download.
3. Click and hold the mouse button while dragging the item(s) from the **Remote** pane to the **Local** pane or **Queue** pane.
4. Release the mouse button. The items are copied (not moved) to your local location or to the **Queue** pane for later downloading.

For the procedures for file and folder management, see Managing Files and Folders.

MOVING CUTEFTP TO A DIFFERENT COMPUTER

In CuteFTP Home and Professional, there are two alternatives for moving the software to a new computer.

OPTION 1 (If the old computer is no longer running or available to you, or if you do not need the existing **Site Manager** data):

1. Download the software from this page: <http://www.globalscape.com/support/reg.asp>
2. Install CuteFTP on the new computer and activate it using your existing serial number.

OPTION 2 (If the old computer is still available to you and you need access to the existing **Site Manager** data):

1. On the old computer:
 - a. Launch CuteFTP. If you do not already have your serial number available, on the main menu, click **Help > About CuteFTP**. Record your serial number so that you can use it on the new computer.
 - b. On the main menu, click **Help > Backup registration & personal data**. The **Backup Registration Location** dialog box appears.
 - c. Click **Browse**. Select a drive with portable media (e.g., a USB drive) or network location in which to save the data, then click **OK**. A backup successful message appears when completed.
 - d. If you are transferring the license to the new computer, remove the software from the old computer using **Windows Add or Remove Programs**.
2. On the new computer :
 - a. Download the software from this page: <http://www.globalscape.com/support/reg.asp>
 - b. Install CuteFTP on the new computer and activate it with the serial number that you recorded in step 1 in the previous procedure.
 - c. Insert the media on which your backup was saved or make sure you have access to the network location in step 2 in the previous procedure.
 - d. Launch CuteFTP.
 - e. On the main menu, click **Tools > Site Manager > Import FTP Sites**, and follow the instructions.



*On some older versions of CuteFTP, open the Site Manager and then click **Import**. For detailed instructions*

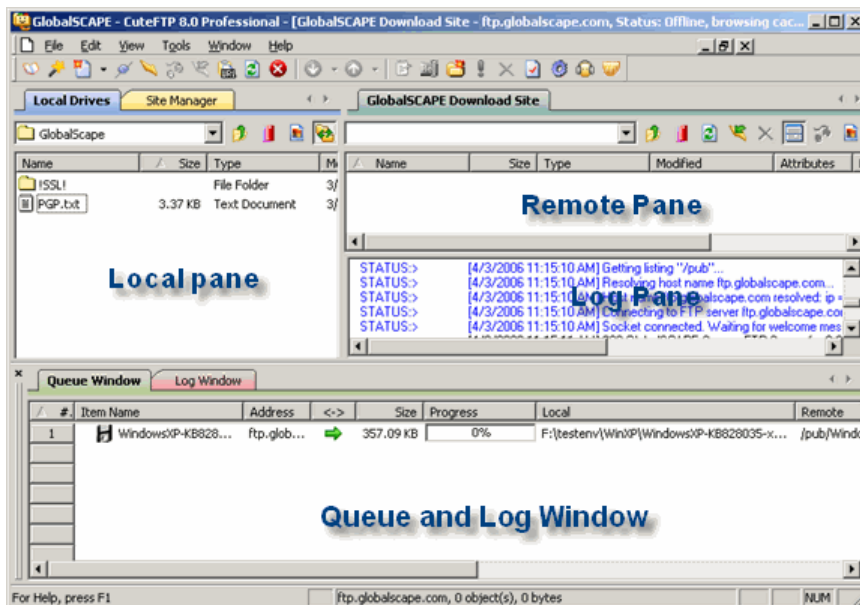
about how to import your Site Manager data, refer to [Importing FTP Sites](#).

USING THE CUTEFTP INTERFACE

CuteFTP Professional provides two views: the classic CuteFTP Home view and the CuteFTP Professional interface.

In **Professional Interface** view, the main window is divided into four panes: **Local** pane, **Remote** pane, **Individual Session Log** pane, and the bottom pane, which has the **Queue Window** tab and the **Log Window** tab.

- The **Local** pane has two tabs: **Local Drives** and **Site Manager**. The **Local Drives** tab displays the files available for upload on local computer and the **Site Manager** tab displays the list of your FTP sites.
- The **Remote** pane displays the list of files available for download to your local computer.
- The **Log** pane displays the time and date of uploads, downloads, and other events that occur.
- The bottom pane has a **Queue Window** that displays the status of the uploads and downloads and the **Log Window** that displays the FTP connection information for all remote sites, number of sites you are connected to, and other details of the session, such as the time, date, and so on.

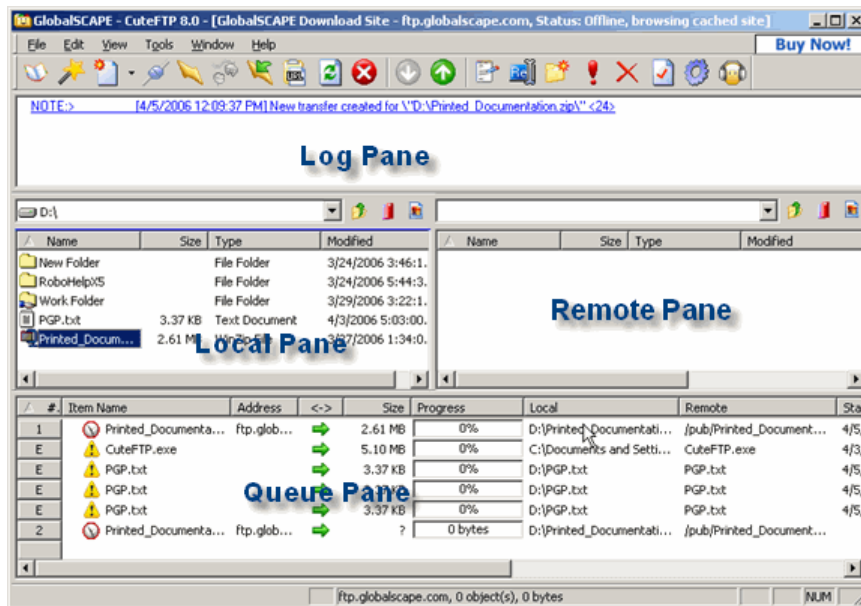


Classic View

The Classic view is also a four-pane view with a **Log Pane** displayed above the **Local Drives** and **Remote** panes and the **Queue Pane** at the bottom. This is the view found in earlier versions of CuteFTP.

To use the classic view

- On the main menu, click **View > Switch to Classic Interface** or press F6.



The **Local Drives** pane displays files and folders on your computer in the same manner as Windows Explorer.

To show and hide the Local Drives pane

- On the main menu, click **View > Show Panes > Local Drives Pane**.

The **Individual Session Logs** pane displays the FTP connection information for one remote connection.

To show and hide the Individual Session Logs pane

- On the main menu, click **View > Show Panes > Individual Session Logs**.

The **Queue** pane displays file and folder transfers. The **Log** pane displays FTP connection information for all remote sites.

To show and hide the Queue/Log pane

- On the main menu, click **View > Show Panes > Queue & Log Pane**.






















The **Remote** pane displays files and folders on FTP sites to which you are connected. The pane is blank if you are not connected to any remote sites. You cannot hide the **Remote** pane.

THE STANDARD TOOLBAR

The Standard toolbar is displayed by default. To hide or display the Standard toolbar, on the main menu click **View > Toolbars > Standard Toolbar**. The toolbar provides icons for the following functions:

| Name | Icon | Function |
|-------------------|------|--------------------------------------|
| Site Manager | | Opens the Site Manager . |
| Connection Wizard | | Opens the Connection Wizard . |

| | | |
|-----------------|---|--|
| New |  | Opens the Site Properties for dialog box. Click the down arrow to create a new site, or new macro/script or HTML file. |
| Connect |  | Connects you to your FTP site. |
| Quick Connect |  | Speeds up the connection to FTP sites. |
| Disconnect |  | Disconnects the connection to your site. |
| Reconnect |  | Reconnects the connection to your site. |
| Connect to URL |  | Opens the Connect to URL dialog box in which you can specify the address to which you want to connect (e.g., http://www.myremotesite.com). |
| Refresh |  | Refreshes the log pane. |
| Stop Transfer |  | Stops a transfer in progress. |
| Download |  | Downloads selected files from the remote computer to your local computer. Click the down arrow and click HIGH to split the file into two parts or MAX to divide the file into more parts. |
| Upload |  | Uploads selected files from your local computer to the remote computer. Click the down arrow and click HIGH to split the file into two parts or MAX to divide the file into more parts. |
| Edit |  | Opens a selected HTML file in your default HTML editor or the built-in HTML editor. |
| Rename |  | Allows you to rename a selected file. |
| New Folder |  | Creates a new folder on the local computer and the remote computer. |
| Open |  | Opens a selected file. |
| Delete |  | Deletes a selected file. |
| Properties |  | Displays the properties of a selected file. |
| Global Options |  | Opens the Global Options dialog box. |
| PODcast Manager |  | Opens the CutePODcast Manager . |
| OpenPGP Mode |  | Opens the OpenPGP Mode Settings dialog box to select a key, or allows you to create a key. |

TOGGLING BETWEEN THE CLASSIC AND PRO CUTEFTP INTERFACE

If you are used to using earlier versions of CuteFTP, you can change the CuteFTP Professional window to look like the CuteFTP Home (Classic) interface. Certain CuteFTP Professional features are unavailable when you switch to the classic interface.

To change to the classic CuteFTP interface

- Do one of the following:
 - Press F6
 - On the main menu, click **View**, then click **Switch to Classic Interface**.

To change to the Professional CuteFTP interface

- Do one of the following:
 - Press F6

- On the main menu, click **View**, then click **Switch to Pro Interface**.

DISPLAYING THE SITE MANAGER

To display or hide the Site Manager

- Do one of the following:
 - Press F4 to toggle the **Site Manager**.
 - On the main menu, click **Tools > Site Manager > Display Site Manager**. A check mark indicates the Site Manager is visible. No check mark indicates that the Site Manager is hidden.



*Hiding the Site Manager also hides the **Local Drives Pane**.*

DISPLAYING LOCAL FILES AND FOLDERS

Local files and folders are displayed in the **Local Drives** pane on the left-hand side of the CuteFTP window.

To display files and folders on the local computer

- Do one of the following:
 - Press ALT+0
 - On the main menu, click **View > Show Panes > Local Drives & SM Pane** (there should be a check mark next to it).

To toggle between the Local Drives and the Site Manager

- Click the **Local Drives** tab in the left pane to toggle between **Local Drives** and the **Site Manager**.




Hiding the Local Drives Pane also hides the Site Manager.

DISPLAYING FOLDER CONTENTS

To view a listing of local folder contents

1. Click the **Local Drives** tab.
2. Double-click a folder to view its contents.

To view listings in a parent folder

1. Click in the pane where you want to view the parent folder.
2. Click the **Move up** icon .

To update (refresh) a folder listing

1. Display the folder.
2. Click in the pane where the folder is displayed.

3. Do one of the following:
 - On the main menu, click **View > Refresh**.
 - Right-click, then click Refresh.
 - Press F5.

DISPLAYING TRANSFER ITEMS

The **Queue Window** displays items ready for transfer, in transit, or just transferred.

To display or hide queued files and folders

- On the main menu, click **View > Show Panes > Queue Pane** (or press ALT+2) .

To toggle between the Queue Window and the Log Window

- Click the **Queue Window** or **Log Window** tab.



*Hiding the **Queue Window** also hides the **Log Window**.*

DISPLAYING THE CONNECTION LOG

Messages between the local computer and the server are stored in the **Log**.

To display the connection log

1. On the main menu, click **View > Show Panes > Queue & Log Pane** (or press ALT+1).



*Hiding the **Queue Window** also hides the **Log Window**.*

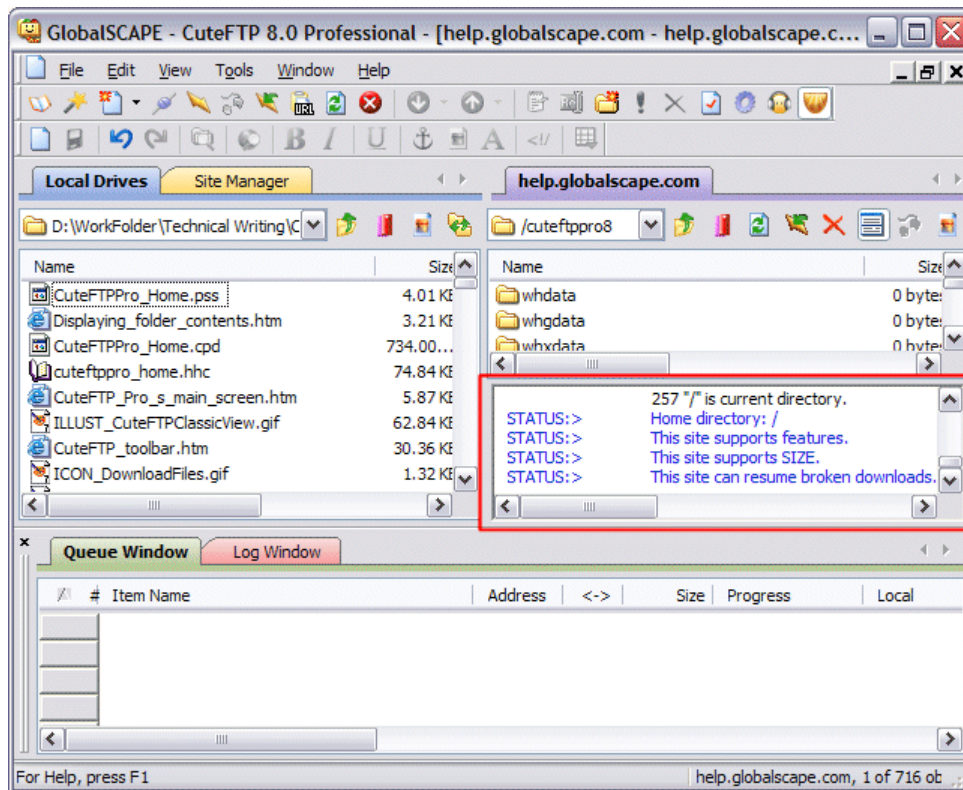
2. Select the **Log Window** tab.
3. On the left side of the **Log Window**, click the plus sign next to the FTP address.
4. Click a session. The log for that session appears on the right side of the **Log Window**.



*The active session log displays as a small log underneath the **Remote** pane, with additional transfer session logs shown in the **Log Window**.*

DISPLAYING AN INDIVIDUAL SESSION LOG

Messages between the local computer and the server appear in the **Log**. You can also see a log for each individual session in the **Individual Session Log**, just below the **Remote Pane**.



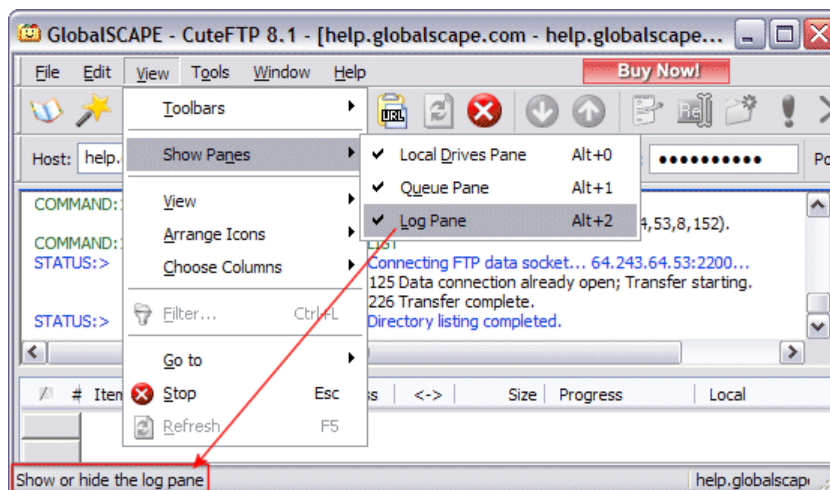
To display a session log for a connection

- Click **View > Show Panes > Individual Session Logs**.

DISPLAYING THE STATUS BAR

The **Status Bar** appears at the bottom of the CuteFTP interface. When you place the cursor over a tool or menu item, the left side of the **Status Bar** displays a brief description/tool tip of the item. The right side of the **Status Bar** displays information about the folder selected in the **Remote** pane.

For example, when you click **View > Show Panes > Log Pane**, the **Status Bar** reads, Show or hide the log pane, as shown below.



To show/hide the Status Bar

- On the main menu, click **View > Toolbars > Status Bar** (or press ALT+3).

DISPLAYING OR HIDING TOOLBARS

CuteFTP includes the following toolbars:

- [Standard Bar](#)
- [Quick Connect Bar](#)
- [Custom Commands Bar](#)
- [HTML Editor Bar](#) (available only when a document is open in the Editor)
- [Status Bar](#)

You can also choose to display large or small toolbar icons.

To toggle between large and small icons

- Right-click on the toolbar, then click **Show large icons**. A check mark indicates that large icons are displayed.

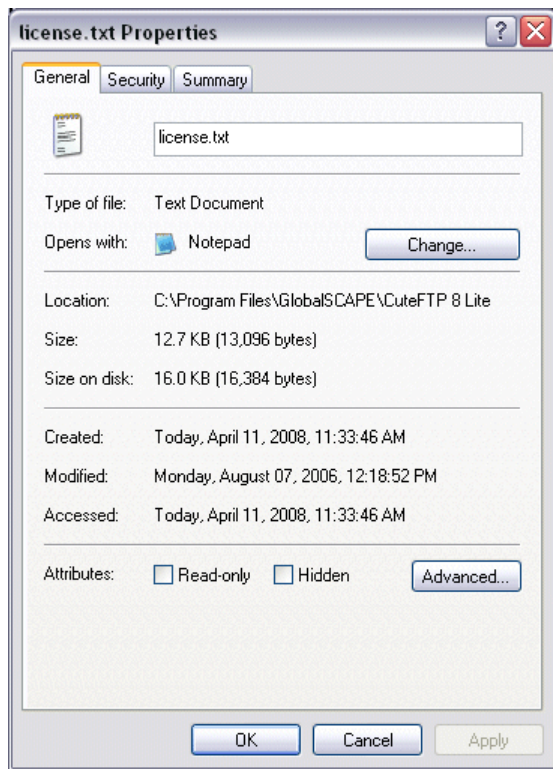
To hide/show a toolbar

- On the menu, click **View > Toolbars**, then click the toolbar you want to hide or display. A check mark indicates that the toolbar is visible.

VIEWING FILE AND FOLDER PROPERTIES

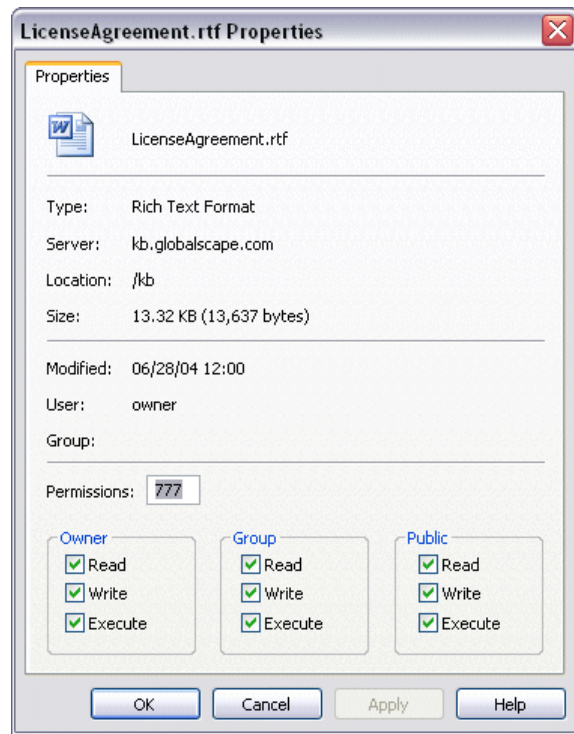
Just as in Windows Explorer, you can view the properties of any file or folder by right-clicking the file, then clicking **Properties**.

Local pane information:



- **Type:** Kind of item (e.g., HTML document, File Folder)
- **Location:** Path where the file resides (e.g., C:\Documents and Settings\user1\My Documents; on the remote server, displays the directory)
- **Opens with:** Indicates in which application the file opens. To open ALL files of that type with a different application, click **Change**. For example, if your computer is configured to open GIF (image) files in Internet Explorer, but you want them to open in Paint Shop Pro so that you can edit them, click **Change**, scroll to or browse for **psp.exe**, then click **OK**. **This change will affect ALL files on your computer that have that extension**; the same as clicking **Tools > Folder Options > File Types** in Windows Explorer.
- **Size:** Size of the file or folder (e.g., 43.1 MB (45,281,728 bytes))
- **Contains:** For folders, displays how many files and subfolders it contains

Remote pane information:



- **Server:** The address (URL) of the server on which the file resides
- **Modified:** When the item was last modified
- **User:** Specifies the user of the item (e.g., owner)
- **Group:** Specifies the group to which the item belongs (can be blank)
- **Read/Write Permissions:** You can set the CHMOD permissions by changing the number (such as 777), or just check off the permissions in the **Owner**, **Group**, and **Public** area of the dialog box.

About CHMOD Permissions

The CHMOD permission mask is a three-digit number.

- **First digit:** Defines the permissions for the owner (you).
- **Second digit:** Defines the permissions for the group.
- **Third digit:** Defines the permissions for everyone else (referred to as public).

Each digit works the same for each group of users: the owner, group, and public. What you set for one digit has no effect on the other two digits. Each digit is made up of the three **Read**, **Write**, and **Execute** permissions. The Read permission value is 4, the Write permission value is 2, and the Execute permission value is 1. These three numbers are added together to get the permissions for a file. If you want a file only to be readable and not writable or executable, set its permission to 4. This works the same for Write and Execute. Executable only files have a permission of 1.


For example, if you want a file to have Read and Write permissions, add the Read and Write values together (4+2) and you get 6, which is the permissions setting for Read and Write. If you want the file to have Read, Write, and Execute permissions, use the value 7 (4+2+1). Do this for each of the three permission groups and you get a valid CHMOD mask. If you want your file to have Read, Write, and Execute permissions (4+2+1) for yourself; Read and Execute (4+1) for your group; and Execute (1) only

for everyone else, you would set the file permissions to 751. (Or just select the appropriate check boxes under Owner (you), Group, and Public.)

TRANSFERRING GRAPHIC FILES

If you are uploading or downloading graphic files, thumbnail view makes it convenient to preview the images right in CuteFTP so you can select the ones you want before you transfer them.

To turn on thumbnail view

1. Click in the pane (local or remote) that you want to change to thumbnail view.
2. Do one of the following:
 - On the main menu, click **View > View > Thumbnails**.
 - At the top of the **Local** or **Remote** pane, click the **Thumbnail** icon .



Thumbnail view supports previews of GIF, JPG, or BMP files, but not PNG files.

You can adjust how CuteFTP handles thumbnail images in the thumbnail cache settings in **Global Options**. For more information, refer to the procedure in Log File Settings for [configuring thumbnail cache options](#).

KEYBOARD SHORTCUTS

If you are more comfortable using the keyboard than the mouse, numerous keyboard shortcuts are available in CuteFTP.

In the table below (and elsewhere in this user guide), "ALT+" indicates that you are to press and hold the ALT key on your keyboard while simultaneously pressing one or more other keys. "CTRL+" indicates that you are to press and hold the CTRL (Control) key on your keyboard while simultaneously pressing another key. For example, "CTRL+SHIFT+D" indicates that you are to press and hold the Control Key and the Shift key, while simultaneously pressing the D key (to move items down the list in the queue). These key combinations are used instead of using the mouse to click in the interface. For example, press **ALT+F** to activate the **File** menu; press **CTRL+C** to copy selected text.

| Key | Function |
|--------------|---|
| Backspace | Move to parent folder |
| Number Pad + | Group select |
| Number Pad - | Group deselect |
| Number Pad * | Invert selection |
| Tab | Moves focus between tabs (documents) in the active pane group |
| Delete | Delete selected object |
| Esc | Cancel transfer |
| F1 | Help |
| F2 | Rename |
| F3 | Find next |
| F4 | Switch between Site Manager and Local Drives tabs |
| F5 | Refresh active pane |
| F6 | Switch to Classic/Pro mode |

| Key | Function |
|-----------------|--|
| F8 | Display folder information |
| F9 | Cancel transfer |
| F10 | Switch between Log pane and Queue pane |
| F11 | Folder comparison options |
| F12 | Hide or display individual log window |
| Alt+Enter | Folder, file, or site properties |
| Alt+Up Arrow | Move to parent folder |
| Alt+Down Arrow | Select drop-down arrow for active pane |
| Alt+Right Arrow | Show bookmark drop-down for remote pane |
| Alt+Left Arrow | Show bookmark drop-down for local pane |
| Alt+F7 | Display Global Options dialog box |
| Alt+0 | Toggle show Site Manager /Local Pane view |
| Alt+1 | Toggle show Queue /Log Pane |
| Alt+2 | Hide or display individual log window (same as F12) |
| Alt+3 | Toggle show status bar |
| Alt+Q | Exit |
| CTRL+A | Select All |
| CTRL+B | Bold Font (when in HTML editor), Browse offline (when a site is selected in Site Manager pane) |
| CTRL+C | Copy |
| CTRL+D | Change remote folder |
| CTRL+E | Execute file |
| CTRL+F | Find |
| CTRL+H | Launch internal HTML editor |
| CTRL+I | Italic Font (when in HTML editor mode) |
| CTRL+J | Launch Connection wizard |
| CTRL+L | Filter |
| CTRL+M | Make new folder |
| CTRL+N | New FTP Connection |
| CTRL+O | Open (new document) |
| CTRL+P | Print (when in HTML editor mode) |
| CTRL+Q | Add current path as new bookmark |
| CTRL+R | Reconnect |
| CTRL+T | Connect to selected site |
| CTRL+S | Save open document (HTML editor mode) |

| Key | Function |
|----------------|---|
| CTRL+U | Connect to URL or underline when HTML editor is active. |
| CTRL+V | Paste |
| CTRL+W | View file |
| CTRL+X | Cut |
| CTRL+Y | Redo (When in HTML editor mode) |
| CTRL+Z | Undo (When in HTML editor mode) |
| CTRL+F4 | Close active pane |
| CTRL+F8 | Quick Connect |
| CTRL+F9 | Folder Monitor Tool |
| CTRL+F10 | Folder Backup Tool |
| CTRL+F11 | Folder Synchronize Tool |
| CTRL+~ (tilde) | Move focus between left, right and bottom panes |
| CTRL+PAGE DOWN | Download |
| CTRL+PAGE UP | Upload |
| CTRL+Tab | Move focus right to left among open connections and documents |
| CTRL+ENTER | Edit selected document (also creates a line-break when in the integrated editor's Find/Replace utility) |
| CTRL+ALT+T | Toggles Thumbnail view |
| CTRL+SHIFT+A | Add anchor (when in HTML editor mode) |
| CTRL+SHIFT+B | Change item queue order (place at bottom) |
| CTRL+SHIFT+C | Add comment (when in HTML editor mode) |
| CTRL+SHIFT+D | Change item queue order (move down one) |
| CTRL+SHIFT+I | Font dialog (when in HTML editor mode), Input RAW FTP command when in CuteFTP mode |
| CTRL+SHIFT+L | Clear entire log |
| CTRL+SHIFT+T | Change item queue order (move to top) |
| CTRL+SHIFT+U | Change item queue order (move up one) |
| SHIFT+F4 | Disconnect |

LOCAL AND REMOTE PANE VIEWS

To change the pane view

1. Click within the pane you want to change.
2. On the main menu, click **View > View**, then click one of the following:
 - Large Icons
 - Small Icons
 - Details
 - [Thumbnails](#)

- List

CHANGING HOW FILES AND FOLDERS ARE DISPLAYED

You can display files and folders with large or small icons, in a list, or with file size and date-modified details.

Large Icons - Displays files and folders as large icons

Small Icons - Displays files and folders as small icons

List - Displays files in a list, but no folders, and no details

Details - Displays files and folders in a list with the file or folder size, type, and date modified

To display files and folders as large icons, do one of the following:

- Right-click in the **Local** or **Remote** pane, then click **View > Large Icons**.
- On the main menu, click **View > View > Large Icons**.

To display files and folders as small icons, do one of the following:

- Right-click in the **Local** or **Remote** pane, then click **View > Small Icons**.
- On the main menu, click **View > View > Small Icons**.

To display files in a list, but no folders, and no details, do one of the following:

- Right click in the **Local** or **Remote** pane, then click **View > List**.
- On the main menu, click **View > View > List**.

To display files and folders in a list with the file or folder size, type, and date modified, do one of the following:

- Right-click in the **Local** or **Remote** pane, then click **View > Details**.
- On the main menu, click **View > View > Details**.

LOCKSTEP FOLDER NAVIGATION

Lockstep folder navigation allows you to navigate simultaneously through local and remote folders that have the same structure.

To turn on Lockstep Navigation

- On the main menu, click **Tools > Lockstep Navigation** .



The lockstep navigation function does not apply if you jump up or down several directory levels at once.

CONFIGURING CUTEFTP (GLOBAL OPTIONS)

The **Global Options** dialog box is used to configure logs, connections, security, how files are transferred, navigation, prompts, sounds, HTML file editing, and languages. You can configure Global Options to apply to all sites, and then configure site-specific options for individual sites, such as port number, time zone, caching options.

CONFIGURING CONNECTION OPTIONS

In the **Global Options** dialog box, you can configure the number of simultaneous connections you will allow from CuteFTP, number of times CuteFTP tries to connect to a site before giving up, how long CuteFTP should wait before attempting a new connection after a failed connection, and so on.

To configure connection options

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Connection** node. The **Connection** options appear.
3. Configure options as described below.
 - To specify the number of simultaneous connections you will allow from CuteFTP, in the **Global max concurrent transfers** box, specify the number of connections.
 - You can choose up to 200 connections, but CuteFTP will warn you that more than 20 connections may compromise system performance.
 - Connections include transfers and browse sessions, and every thread in a Multi-Part transfer.
 - To specify the number of simultaneous connections you will allow from CuteFTP per site, in the **Per site max concurrent transfers** box, type or select the number of connections. (Same as **Global max** but on a per site basis.)



If you choose to allow only one connection per site, you must transfer files over the browse session only (you can navigate or transfer, but not both at the same time). This may be needed in situations where the server does not allow more than one connection from the same user. If the server allows more than one connection, then it is recommended that you use a value greater than one (e.g., the default of 5). That way you can transfer files and at the same time continue to navigate the site.

- To specify the number of times CuteFTP tries to connect to a site before giving up, in the **Connection retry attempts** box, type or select the number of attempts. You can set CuteFTP to try connecting up to 1,000 times.
- To specify how long CuteFTP waits before attempting a new connection after a failed connection, in the **Delay between retries in seconds** box, choose up to 1,000 seconds (about 17 minutes).



CuteFTP does not automatically retry after fatal errors, such as a host unreachable (invalid IP address or host name), or upon receiving a socket 1006n error, which usually has to do with the client not being able to connect to the host for various reasons (firewall blocking, network error, host is down, etc.).

- To specify how long CuteFTP waits for an unresponsive server before it stops attempting a new connection, in the **Connection timeout in seconds** box, type or select up to 1,000 seconds (about 17 minutes).

- To specify the address that you want to send to servers that require an email address for anonymous log ins, in the **Email address for anonymous logins** box, type the email address. By default, CuteFTP sends a simulated email address.
- To display a pop-up window with information from the server when initial connections are successful, select the **Display the server's welcome message** check box. Clear this check box to skip the server's successful connection message.
- To ask the server for a list of extended features it supports, select the **Send the FEAT command after login to determine feature support** check box. Clear this check box to stop sending the FEAT command.



FEAT is used to determine whether extended features are supported, such as MDTM, MLST, and others. Not all servers support the FEAT command.

- To send the QUIT command from CuteFTP no matter how you choose to disconnect, select the **Send QUIT command before disconnecting** check box. Clear this check box to disconnect without sending the QUIT command.
- To use the UPnP NAT interface (available in Windows XP) to provide proper port mapping when connecting securely from behind a NAT/firewall using PORT mode (rather than PASV, due to the remote host also being behind a NAT/firewall), select the **Enable port mapping using UPnP** check box. Without UPnP, you would need to manually set the port range in the client and also enable and forward them in the NAT/firewall device.



*You can choose **Max connections**, **Delay between retries**, and **Retry attempts** for individual sites. In the **Site Manager**, click the **Options** tab.*

- To specify an IP address and define a port range when establishing connections using PORT mode, select the **Assign PORT mode IP address and port range** check box, then specify the IP address and port range. Typically, this setting should be turned off, but if you are using SSL and are having difficulty negotiating a firewall, it may help to specify your public FTP address here to enable CuteFTP to negotiate with the firewall or NAT. Optionally, you can specify a range of ports for issuing port commands.



Use local port range when you have a defined limited number of open ports on your firewall.

4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

SPECIFYING THE DEFAULT LANGUAGE

CuteFTP's user interface resources are independent from the main application executable and are contained in a file called **Default.lng**. You can modify the text and dialogs displayed in the program or localize the entire resources in order to use CuteFTP in your own language. The **Global Options** dialog box **Language** page is used to select the language file. If you have the applicable language pack installed for the operating system, CuteFTP will support the language and special characters.


To specify which language file to use

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Display** node, then click **Language**. The available **Language Files** appear. The **Language File Information** list displays information about the selected language file, including the language and version number.
3. In the **Language File** list, click a language file to use, click **OK**, then **restart** CuteFTP.

4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

Creating a Customized Language File

You can use tools such as Microsoft Visual Studio and Resource Hacker to create your own customized language file.

 *This topic is for advanced users only. Do not attempt if you are unfamiliar with Visual Studio or Resource Hacker. The procedure below is provided as a courtesy. GlobalSCAPE Technical Support does not provide support for Visual Studio or Resource Hacker.*

*CuteFTP's License Agreement contains specific language prohibiting reverse engineering, decompiling, or otherwise modifying the application or any one of its components. You are permitted to modify the resource file for **your own personal use on your own system only**. You are not allowed to distribute your modified resource file to anyone other than GlobalSCAPE Technical Support.*

To modify the resource file using Microsoft Visual Studio

1. Locate the **default.lng** file in the CuteFTP installation folder.
2. Make a copy of this file in the same folder and rename it with a dll extension. For example: **custom.dll**.
3. Launch **Visual Studio**.
4. On the main menu, click **File > Open**. The **Open** dialog box appears.
5. In the **Look in** box, locate the CuteFTP installation folder.
6. In the **Files of type** field, click **Executable Files** (.exe; .dll; .ocx).
7. In the **Open as** box, click **Resources**.
8. Click the resource dll file you just created, then click **Open**.
9. In Visual Studio's main editor, click one of the resource folders, such as **String Table**.
10. Modify the resource strings. Take care to not modify dynamic string placeholders (i.e. %d or %s) or escape sequences (\n). The "&" sign represents a mnemonic and must remain intact.
11. After you have completed your modifications, on the main menu, click **File**, then click **Save**.
12. Close Visual Studio.
13. Locate the resource dll you just modified.
14. Change its extension back to **lng**. For example: **custom.lng**. Be sure to save it in the CuteFTP installation folder.
15. Launch CuteFTP.
16. On the main menu, click **Tools > Global Options** (or press ALT+F7).
17. Expand the **Display** node, then click **Language**. The **Language** options appear. The language file you created appears in the **Language File** column.
18. Click the new language file, click **OK**, then restart CuteFTP.

To modify the resource file using Resource Hacker

Follow the same steps as above with the following exceptions:

- When opening the dll file in Resource Hacker, select Win32 PE files as the Files of type.

- As you edit the resources of each node in the resource tree, make sure to select **COMPILE SCRIPT** after making changes to that node.
- Remember to save your changes (on the main menu, click **File > Save**). Resource Hacker automatically makes a backup of the original **dll** file. All other steps are the same as in Visual Studio, including the naming of the file back to **something.lng** and the steps on how to load it in CuteFTP.

CONFIGURING STARTUP OPTIONS

Configure startup options on the **General** node in **Global Options**.

To configure startup options

1. On the main menu, click **Tools > Global Options**.
2. Click the **General** node.
3. In the **Startup events** area, click the down arrow next to **On startup** then click one of the following:
 - Click **Display Site Manager** to display the **Site Manager** automatically when launching CuteFTP.
 - Click **Connect to last connected site from Site Manager** to automatically connect and display the last site to which CuteFTP was connected when you last closed the interface.

CONFIGURING DISPLAY SETTINGS

The display settings determine the way in which toolbars, icons, and fonts appear in dialog boxes.

To configure CuteFTP display settings

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Display** node. The **Display** options appear.
3. To specify which toolbars to display, in the **Select the toolbars to display** list, select their check boxes.
4. To add or remove buttons on the toolbar, with a toolbar in the list selected, click **Customize selected toolbar**. (The **Custom Commands** and the **Quick Connect** toolbars cannot be customized.) The **Customize Toolbar** dialog box appears.
 - To add a button, click it in the **Available toolbar button s** list, then click **Add**.
 - To remove a button, click it in the **Current toolbar buttons** list, then click **Remove**.
 - To move a button on the toolbar, click **Move Up** to move a button one icon to the left, click **Move Down** to move the button one icon to the right on the toolbar.
 - To accept changes, click **Close**; to cancel changes, click **Reset**. (Reset only backs up changes made since the dialog box was opened. Changes are applied after you click **Close**.)
5. To display the large (32x32 pixel) set of main toolbar icons, select the **Show large toolbar icons** check box. Clear this check box to display the small (16x16 pixel) set of main toolbar icons.
6. To hide the Quick Connect bar upon connection to a site, select the **Auto-hide Quick Connect bar** check box. Clear this to cause the Quick Connect bar to stay in view upon connection to a site.

7. To display small icons in the menus next to commonly used menu items, select the **Display menu icons** check box.
8. To display a thin blue line at the top of the pane that has the focus, select the **Highlight active pane** check box.
9. To display borders between rows and columns in the queue window, and in the Local and Remote panes when in **Detail** view, select the **Show grid lines on all view panes** check box. Clear this check box to hide all borders between rows and columns.
10. To specify whether to show files in bytes, KB, MB, GB, in the **Display File Sizes in** box, click one of the following options:
 - **Adaptive** - CuteFTP decides when to show files in bytes, KB, MB, or GB.
 - **Kilobytes** - CuteFTP always displays values in KB.
11. To adjust the font type and size display of all text in the Local Drives tab, Queue pane, and Remote pane, click **Local, Remote, Queue Pane Font**.
12. To sort file lists by the value of each digit or by whole number values, in the **Sorting** area, select one of the following options:
 - To sort file lists by the value of each individual digit, select **Use standard lexicographic sorting for alphanumeric file names**.
 - To sort file lists by whole number value, select **Use Smart Sorting for alphanumeric file names**.



Smart Sorting always lists file names with smaller numbers first. For example, A2 comes before A12. David Wincelberg developed Smart Sorting. CuteFTP uses it by default. Standard Lexicographic sorting lists file names using one character at a time reading from left to right. For example, A12 comes before A2. MS Windows uses Standard Lexicographic sorting by default.

| Smart Sorting | Standard sorting |
|---------------|------------------|
| FileA1.ext | FileA1.ext |
| FileA2.ext | FileA12.ext |
| FileA6.ext | FileA2.ext |
| FileA9.ext | FileA20.ext |
| FileA12.ext | FileA21.ext |
| FileA20.ext | FileA6.ext |
| FileA21.ext | FileA9.ext |

13. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

CONFIGURING PROMPTS

You can configure whether CuteFTP displays a confirmation message when you attempt to delete an item from local drives, remote sites, or the queue, and displays a prompt for errors, connection progress, and other information. The **Prompts** page is used to configure prompts to appear for various events.

To configure CuteFTP prompt settings

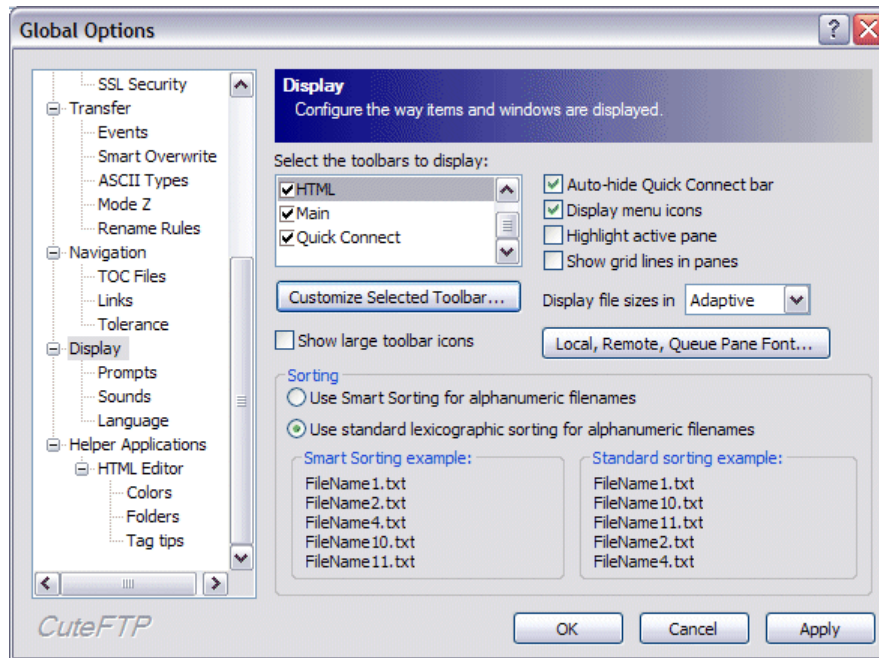
1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Display** node, then click **Prompts**. The **Prompts** options appear.
3. Configure options as described below.
 - To display a prompt when deleting from local drive, select the **Confirm when deleting from local drive** check box. Clear this check box if you do want a confirmation prompt.
 - To display a prompt when deleting from a remote folder, select the **Confirm when deleting from remote drive** check box. Clear this check box if you do want a confirmation prompt.
 - To display a prompt when deleting from the queue, select the **Confirm when deleting from queue** check box. Clear this check box if you do want a confirmation prompt.
 - To display a prompt when you try to close a window for an active connection, select the **Confirm when closing a remote pane** check box. Clear this check box if you do want a confirmation prompt.
 - To display a prompt upon certain server errors (5xx range), select the **Show prompt upon error** check box.
 - To display a prompt when the site password is rejected or missing, select the **Show login prompt if connection fails or is missing data** check box.
 - To display a prompt when a task is scheduled and added to the queue, select the **Show prompt when new tasks are scheduled** check box.
 - To display a prompt when a scheduled task has started to run, select the **Show prompt when new tasks are started** check box.
 - To display a prompt when the archive was expanded successfully, select the **Show prompt after successful decompression** check box.
 - To display a warning when you may be transferring a certain file type in the wrong mode, select the **Show warning when transferring binary files in ASCII mode** check box.
 - To display a connection status message when connecting, select the **Show connection progress prompts** check box. If the log view is unavailable when connecting, this dialog will show you if there may be a problem with the connection. This is disabled by default.
4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

CUSTOMIZING TOOLBARS

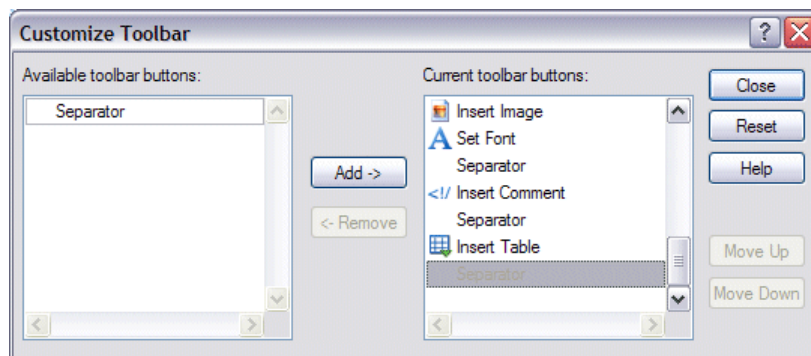
You can specify which toolbar icons to display and their order.

To add, remove, or rearrange icons

1. On the main menu, click **Tools > Global Options**. The **Global Options** dialog box appears.



2. Click the **Display** node.
3. In the **Select the toolbars to display** list, click a toolbar, then click **Customize Selected Toolbar**. The **Customize Toolbar** dialog box appears.



4. Do one of the following:
 - To add an icon, click it in the **Available toolbar buttons** list, then click **Add**.
 - To remove an icon, click it in the **Current toolbar buttons** list, then click **Remove**.
 - To rearrange the toolbar, click an icon in the **Current toolbar buttons** list, then click **Move Up** to move a button one icon to the left on the toolbar or click **Move Down** to move the button one icon to the right on the toolbar.
5. Select **Reset** to cancel any changes made since opening the dialog box.

LOG FILE SETTINGS

In the **Global Options** dialog box, you can specify where and when log files are saved, and how they are displayed.

To configure the log file settings

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **General** node, then click **Log Files**. The **Log Files** options appear.
3. Configure the options as described below.
 - To specify the location at which logs are saved, in the **Log path** box, click the folder icon to browse for the folder or type a different path.
 - To delete log files automatically at time intervals you specify, select the **Delete saved logs every** check box. Specify whether to delete files after a specified number of days, hours, or minutes. Clear the check box to keep all log files, or if you plan to delete them in other ways.
 - To delete error logs automatically when the Transfer Engine shuts down, select the **Delete error logs after quitting the Transfer Engine** check box. Clear the check box to keep error logs after the Transfer Engine shuts down.
 - To delete the associated logs automatically immediately after a successful task is finished, select the **Delete logs of successful transfers immediately after completion** check box. Clear the check box to keep the associated logs after a successful task is finished.
 - To include the date and time in all log files, select the **Record/Display time stamps in logs** check box. Clear the check box to exclude the date and time from all log files.



*This option consumes additional system resources due to insertion of time and date stamp at each log event. The **Record/Display time stamps in logs** check box is selected by default. Select the check box if you are copying logs to send to customer support for troubleshooting.*

- To remove all log files from your log folder that are currently not in use, click **Delete all logs**.



Logs for active sessions are not automatically deleted.

- To remove all remote file and folder listings CuteFTP has saved on your computer for offline browsing, click **Delete listing cache**.
- To configure thumbnail cache options, in the **When the transfer engine exits** box, specify one of the following actions:
 - **Retain images in thumbnail cache** - Thumbnails stored in the cache are not deleted when you exit CuteFTP or the Transfer Engine.
 - **Delete images in thumbnail cache** - The thumbnail cache is emptied when the Transfer Engine is exited.
 - **Delete images older than value specified** - Thumbnails are stored for the time specified by the thumbnail cache expiration drop down menu.
- To empty the thumbnail cache immediately, click **Delete thumbnail cache**.
- To access the log display and log saving options, click **Logs**. The **Log** options appear. Configure options as described below.

- To choose a new color for all log window status messages, click **STATUS**.
- To choose a new color for all log window error messages, click **ERROR**.
- To choose a new color for all log window command messages, click **COMMAND**.
- To choose a new display color for all other messages in log windows, click **OTHER**.
- To change the style of text in the log windows, click **Font**. The Font dialog box appears in which you can specify a different font face (e.g., Arial, Times), style (e.g., Regular, Bold), size (e.g., 8 points, 10 points), and script (e.g., Western, Hebrew, Arabic). The **Preview** box displays how the font will appear in logs.
- To save each session log as a separate text file and to display the log in the individual session log window, select the **Enable session (control connection) logs** check box. Clear this to stop recording a log for each session, and to show no logs in the individual session log window.
- To save the log for each item transferred as a separate text file, select the **Enable individual transfer item (data connection) logs** check box. Clear this to stop recording a separate log for each item transferred.
- To display all logs in the **Log Window** in the bottom of CuteFTP interface, select the **Enable consolidated transfer logs (both session and all transfers in log pane)** check box. This option also saves all activity in one log file. Clear this to leave the Log Window blank and to stop recording all activity in a single log file.
- To include file lists and permissions as part of session logs and consolidated logs, select the **Record/Display raw directory listing in logs** check box. This returns a RAW list, which is used commonly for debugging. Clear this to exclude file lists and permissions from session logs and consolidated logs.
- To show a log window in the remote pane for each site to which you connect, select the **Show individual logs for each connection window** check box. Clear this to hide any log windows in the remote pane.



*Logs can consume a large amount of system resources (memory and hard drive space), depending on the amount and size of files being transferred. It is recommended that you disable most logging (especially data connection logs) when performing a transfer that consists of many thousands of files, especially small files. To further reduce resource use, on the main menu, click **Tools > Global Options**, expand the **Transfer** node, click **Events**, then click **Remove successful transfers from the queue automatically**.*

4. Click **OK** to save changes and close the **Global Options** dialog box.

General Security Settings

To display the Security window

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Security** node. The **Security** options appear.
3. Configure options as described below.
 - To prevent storing any site passwords in the Site Manager file, select the **Remove Site Manager passwords upon program exit** check box. CuteFTP asks for the site password for each connection attempt. Clear this check box to allow CuteFTP to store site passwords in the Site Manager file (default behavior). When passwords are saved, you do not have to enter them again when connecting to a site.



Not saving passwords at all is useful in shared system environments, where CuteFTP is likely being used by multiple users on the same physical computer.

- The default location to store the Site manager is displayed in the Site Manager path box. To move your Site Manager to a different location on your computer or network, type or browse for a new path.
- To secure the Site Manager, select the **Encrypt contents of Site Manager** check box, then click **Change Password**. You must supply a password every time you start CuteFTP. Clear this check box, and CuteFTP starts without requiring a password. Site Manager and all its sites are available.



*When this option is not used (default) CuteFTP uses mild encryption with a system-generated password to protect your Site Manager's contents. It is highly recommended that you select **Encrypt the contents of the Site Manager**, as it protects the contents of the Site Manager with **strong encryption**, using a password you supply.*

- To remove passwords from queued items, select the **Remove Queue file passwords upon program exit** check box. Next time you start CuteFTP, you will be prompted for a password to complete the transfer. Clear this check box to allow passwords to be sent automatically for queued items.
 - To erase any URLs and remove all sites from the Quick Connect drop-down when CuteFTP is shut down, select the **Remove Quick Connect and Connect to URL history upon program exit** check box. Clear this check box to keep URLs and to keep a list of sites in the Quick Connect drop-down list even when CuteFTP is closed.
4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

OPENPGP SECURITY SETTINGS

CuteFTP uses OpenPGP, based on the open source implementation of Pretty Good Privacy (PGP), to safeguard transferred data. PGP provides cryptographic privacy and authentication by encrypting the content of any data, such as any computer file or message text.

OpenPGP uses asymmetric key encryption algorithms, with which the recipient must have previously generated a linked key pair, a Public key, and a Private key. This key pair is associated with a particular site. The public key encrypts the data and the private key helps in decrypting data.

CuteFTP allows you to create keys and ensures security of the transferred data. A file is encrypted before it is uploaded to a server.


For example, if you want to upload **result.txt** as OpenPGP encrypted file, the system encrypts **result.txt** into **result.txt.pgp** and then uploads **result.txt.pgp** to a server.

The topics below provide the procedures for managing, importing, exporting, and uploading OpenPGP keys.

Managing OpenPGP keys

CuteFTP allows you to create, [import](#), [export](#), and [delete](#) OpenPGP keys.

To specify an OpenPGP key to use

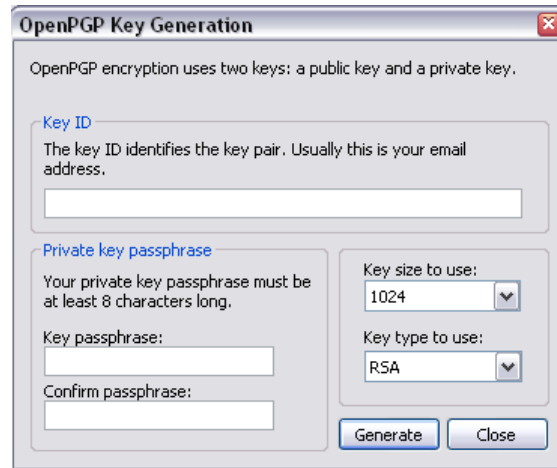
1. On the toolbar, click the **OpenPGP Mode** icon . The **OpenPGP Mode Settings** dialog box appears.
2. In the **Select key** list, click a key.

To view, create, import, export, or delete keys

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Security** node, then click **OpenPGP Security**. The **OpenPGP Security** options appear.

- To create OpenPGP keys

- a. Click **Create**. The **OpenPGP Key Generation** dialog box appears.



- b. In the **Key ID** box, type your email address. The key identifies the key pair.
- c. In the **Key Passphrase** and the **Confirm Passphrase** boxes, type your private key passphrase.
- d. In the **Key size to use** list, click a key size. A key is a value that works with a cryptographic algorithm to produce a specific ciphertext (encrypted message) from a specific plaintext (original document). Key size is measured in bits. In cryptography, a bigger the key ensures more secure ciphertext.
- e. In the **Key type to use** list, click a key type. Key types are the cryptosystems named after their inventors.
- f. To generate the keys, click **Generate**.
- g. The generated key is added to the **OpenPGP Key** list. The **OpenPGP Key** list displays the user id, key id, and key type.

- To delete an OpenPGP key

- o Click a key in the list, then click **Delete**.

- To import an OpenPGP key

- a. In the **OpenPGP** list, click a key, then click **Import**. The **Open** dialog box appears.
- b. Navigate to the OpenPGP key file, then click **Open**.
- c. Click **OK**.

- To export an OpenPGP key

- a. In the **OpenPGP** list, click a key, then click **Export**. A confirmation message appears.

- b. Click **Yes** to export the private key along with the public key, otherwise click **No**. The **Save As** dialog box appears.
 - c. In the **File name** box, type a name for the key, then click **Save**.
 - d. Click **OK**.
3. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

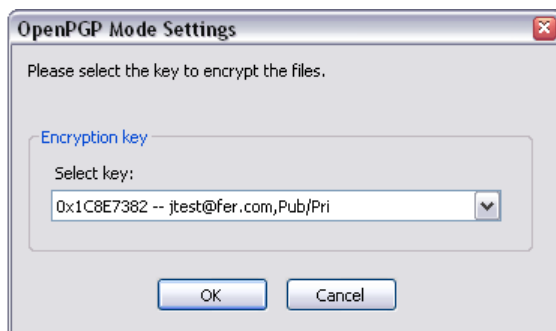
Uploading and Downloading Files Using OpenPGP Keys

You can upload and download files using OpenPGP keys. The Public key encrypts the data before the upload starts and Private key decrypts the data prior to the download.

To upload or download a file using OpenPGP keys

1. Connect to your site.
2. In the **Local** pane (upload) or **Remote** pane (download), click the file you want to transfer.
3. Do one of the following:
 - On the main menu, click **Tools > OpenPGP mode**.
 - On the toolbar, click **OpenPGP Mode**.
 - Right-click the file you want to upload, click **Upload Advanced**, then click **Upload OpenPGPed**.
 - Right-click the file you want to download, click **Download Advanced**, then click **Download OpenPGPed**.

The **OpenPGP Mode Settings** dialog box appears.





4. In the **Encryption Key** list, click a key, then **OK**.
5. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

SSH2 SECURITY SETTINGS

To access the SSH2 security settings

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Security** node, then click **SSH2 Security**. The **SSH2 Security** options appear.
3. Configure options as described below.

- In the **Cipher** list, select the check box for every cipher (encryption algorithm) you want available for SSH2 connections. See [Learning about SSH2](#) for an explanation of the algorithms. Clear the check box for any cipher you do not want available for SSH2 connections.
- In the **MAC** list, select the check box for every MAC (Message Authentication Code) you want available for SSH2 connections. See [Learning about SSH2](#) for an explanation of MACs. Clear the check box for any MAC you do not want available for SSH2 connections.
- **Priority** - Use the Priority arrows to determine the level of precedence for the selected schemes. Move your preferred cipher or MAC to the top of the list by highlighting it and clicking the up arrow  outside the list. Move your least preferred Cipher or MAC to the bottom of the list by highlighting it and clicking the down arrow  outside the list.
- Select the **Use data compression** check box to compress transfers if the server will allow it. Clear the check box to refuse transfer compression.
- Select the **Use password authentication** check box to sign on to SSH2 servers with a password (entered in your Site Manager). Clear this check box to use public/private key authentication only. You can clear this box only if you have already selected the **Use public key authentication** check box.
- Select the **Use public key authentication** check box to sign on to SSH2 servers with a certificate (identity file). Clear this check box to only sign on to SSH2 servers with a password.
 - In the **Public Key Path** box, browse or type the location of the Public Key file on your local computer.
 - In the **Private Key Path** box, browse or type the location of the Private Key file on your local computer.
 - In the **Use Passphrase** box, type the appropriate passphrase for decrypting the key listed in **Private Key Path**.
 - In the **Confirm Passphrase** box, type the same passphrase again for the key listed in **Private Key Path**.



The private key password is stored in the registry using strong encryption. For added security, leave the passphrase fields blank. CuteFTP prompts you for the private key password when necessary.

- Click **Create identity file** to create a new Public/Private key pair. For instructions on key pair creation see [Creating SSH2 key pairs](#).
- Click **Trusted identity list** to open the **Certificate Manager** to see a list of public keys that you have accepted as valid. In the Certificate manager:
 - Select **Import** to add a public key to the trusted list.
 - Select **Export** to send a highlighted public key to a location or program.
 - Select **Remove** to delete a highlighted public key from the trusted list.



SSH2 connections require at least one authentication method, but may require more than one. Check with your server administrator when in doubt.

To use public key authentication, you must send your public key to the server administrator before making an SSH2 connection.

4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

SSL SECURITY SETTINGS

To access the SSL security settings

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Security** node, then click **SSL Security**. The **SSL Security** options appear.
3. Configure options as described below:
 - Select the **Use SSL certificate when authenticating** to send a certificate to SSL servers for authentication. Clear this check box to send no certificate to SSL servers for authentication.



Your server may not require client certificates. If they do require client certificates, you may need to send your self-signed or 3rd-party signed certificate to the server administrator to be added to the server's Trusted List.

- In the **Certificate** box, browse to or type the location of an SSL certificate file on your local computer. The file should have a .crt extension.
 - In the **Private key** box, browse to or type the location of an SSL private key file on your local computer. The key file should have a .key extension.
 - In the **Use passphrase** box, provide the passphrase used for the certificate listed in the **Certificate** field.
 - In the **Confirm Passphrase**, provide the passphrase again for the certificate listed.
-



The private key password is stored in the registry using strong encryption. For added security, leave the passphrase boxes blank so that CuteFTP will prompt you for the private key password when necessary.

- Click **Create Certificate** to create a new SSL certificate with a signing request and a key for the certificate. For more information on creating SSL certificates, see [Creating your own SSL certificates](#).
- Click **Trusted Certificates** to display a list of certificates that you have accepted as valid. For more information on trusted certificates, see [Accepting server SSL certificates](#) and [Importing SSL certificates](#).
- Select the **Reuse cached session for data connection (required by some servers)** check box to allow new transfers without encrypting a new data channel. Clear this check box to require encryption of every session for every new transfer.
- Select the **Accept certificates in Windows Trusted Root Certificate Authority store** check box to automatically trust certificates already accepted by your system, even if they have not been added to your Trusted list. Clear this check box to require all certificates to be added to the CuteFTP Trusted list before allowing connections.
- Select the **Warn when switching from secure to non-secure pages (CuteFTP Professional Only)** check box to see a pop-up message when, after connecting to a secure HTTP site, you click a folder or link that is not secure. Clear this check box to be able to link from secure HTTP sites to HTTP sites that are not secure without seeing any pop-up messages.
- Select the **Enable SSH operation logging** check box to enable SSH logging. Version 8.3.3 uses a new SSH library which does not make use of the verbosity level setting.

4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

TRANSFER SETTINGS

Many of these controls are intended for **advanced users** only. For example:

- The REST/APPE sequence is only intended for problem servers that do not support the proper resume sequence.
- Transfer type should only be changed when you need to force files to transfer a certain way.
- The data port mode should only be changed if you are having problems establishing a data connection (on LIST or RETR for example). Limiting the local port range can have adverse affects when transferring many small files over a narrow range of ports.

To access transfer settings

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Transfer** node. The **Transfer** options appear.
3. Configure options as described below.
 - In the **Transfer method** box, specify one of the following methods:
 - Choose **Auto-detect** to have CuteFTP decide the transfer method based on the file and server type.
 - Choose **ASCII** to transfer text files, web pages, or other text type files.
 - Choose **Binary** to transfer pictures, programs, or executable files.



Binary files cannot be transferred in ASCII mode, but ASCII files can be transferred in Binary mode.

- In the **Data mode** box, specify one of the following modes:
 - **Auto** - CuteFTP makes connections in PASV mode. If the PASV connection fails, CuteFTP attempts to connect in PORT mode automatically.
 - **PASV** - Helps avoid conflicts with security systems. PASV support is necessary for some firewalls and routers, because with PASV, the client opens the connection to an IP Address and port that the server supplies.
 - **PORT** - Connections or transfer attempts fail in PASV mode or when you receive data socket errors. When an FTP client connects using PORT, the server opens a connection to an IP Address and port that the client supplies.

If you connect in PORT mode, your session becomes vulnerable to "Port theft," which means that a third party can interfere with transfers.

- **EPRT** - An extension of PORT that allows the server to give an Ipv6 address to the client for negotiation through NAT firewalls.
- **EPSV** - An extension of PASV that allows the server to give an Ipv6 address to the client for negotiation through NAT firewalls.



EPRT and EPSV are used as an alternative to PASV or PORT commands for the traversal of NAT firewalls for secure (FTPS) connections. Read RFC 2428 for more details. Note that each site in the Site Manager is currently able to either inherit global settings for Data Mode or define its own. Therefore the EPRT and EPSV

choices are also available at the site level (Site Properties / Type tab).

- Select the **Allow transfers to occur over the existing (browse) session** check box to transfer files over new and existing sessions. CuteFTP uses the browse session and if available, additional connections. For example, If you define a per site max limit of five connections and then transfer five files, CuteFTP checks the browse connection first to see if it is busy, and if not busy, transfers the 1st file over the browse connection. The subsequent four files are transferred over four additional sessions. CuteFTP automatically adjusts for allowed connections (both from the client and server perspective) and whether or not it can use the browse session.
 - Clear the check box to transfer files over new sessions only. Use this option if your server allows multiple connections, is quick to respond, and you want to navigate the site while downloading. All transfers are forced over new connections, freeing up the browse session so you can continue to navigate. The only time this could cause a problem is when the server either refuses to allow multiple connections or is slow to log into.
 - If you select the check box, then press CTRL when transferring files, files transfer over the existing session only. To use this, select the files you want to transfer, then press and hold the Ctrl key while you drag and drop the files into the destination folder. This forces CuteFTP to transfer all the files on the existing session. Transferring files using only the currently logged in session can reduce overhead in certain situations. For example, a transfer of a large number of small HTML files can often be done much faster if limited to the current connection rather than performing a full TCP/IP connection and FTP login (and possibly FEAT/CWD/LIST) sequence first
 - In the **When selecting MAX in a multi-part transfer use** box, specify the number of parts to split a file into when a max [multi-part transfer](#) is requested.
 - In the **Global bandwidth limit** box, specify the number of kilobytes per second to throttle the bandwidth of all sessions on CuteFTP. If this is set to 0 (the default), there is no throttling.
 - In the **Reconnect and resume in** box, specify the time that CuteFTP waits to try again after an interrupted or failed download. Select a time between 0 and 1,000 seconds (about 17 minutes).
 - In the **Roll back (retry at byte offset)** box, specify the number of bytes prior to the transfer failure CuteFTP resends when attempting to finish an interrupted transfer. Select between 0 and 65536 bytes.
 - Select the **Send REST command prior to APPE when resuming a transfer** check box to send the **REST** (Restart) command to resume a transfer, before sending the **APPE** (Append) command. Clear this check box to send the **APPE** (Append) command to resume a transfer without first sending the **REST** (Restart) command.
 - In the **Receive buffer** and **Send buffer** boxes, specify the number of bytes for the send and receive buffers. The default setting for both send and receive is 65536 bytes. It is unlikely you will ever need to adjust these settings, but if you have problems with dropped transfers, you can use them to fine tune transfers over high latency or lossy connections like those over satellite links or with legacy CDMA wireless connections. For more, refer to [Improving Slow Transfers](#).
4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

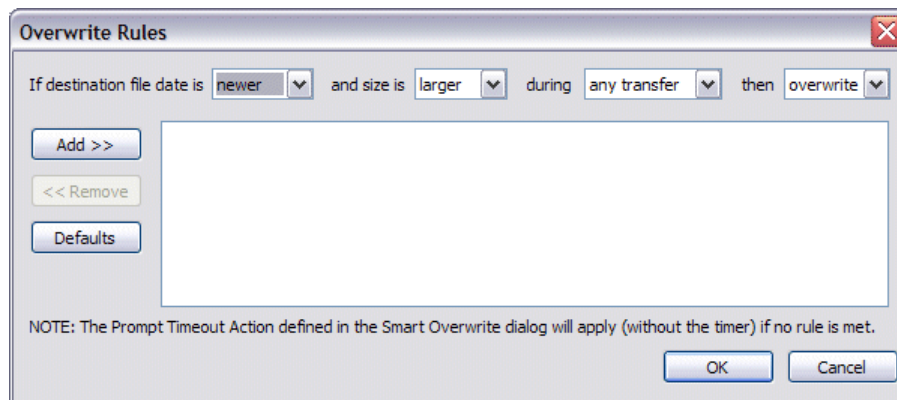
SMART OVERWRITE SETTINGS

When you try to transfer a file to a destination with a file of the same name, use Smart Overwrite to determine the proper action to take. Smart overwrite settings apply to both uploads and downloads. Some servers are [case sensitive](#). Such servers will not recognize files names as identical if the letter case of the two file names does not match.

To configure the Smart Overwrite settings

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Transfer** node, then click **Smart Overwrite**. The **Smart Overwrite** options appear.
3. Configure options as described below.
 - In the **For matching files** box, click one of the following actions:
 - **Prompt** - CuteFTP displays a window asking you to overwrite or skip the file in the destination folder that has the same name as the file you are transferring.
 - **Overwrite** - If a file in the destination folder has the same name as the file you are transferring CuteFTP replaces the destination file with the transferred file.
 - **Skip** - If a file in the destination folder has the same name as the file you are transferring CuteFTP does not transfer the file and leave the destination file as it is.
 - **Rename** - If a file in the destination folder has the same name as the file you are transferring CuteFTP asks you for a new file name for the transferred file.
 - **Resume** - If a file in the destination folder has the same name as the file you are transferring CuteFTP treats the destination file as an incomplete transfer. If the destination file is already a complete file, the transferred file replaces the destination file.
 - **Numerate** - If a file in the destination folder has the same name as the file you are transferring CuteFTP renames the transferred file to 'Copy of file.txt'. If the same transfer occurs again CuteFTP renames the transferred file to 'Copy (2) of file.txt'
 - **Use Rules** - If a file in the destination folder has the same name as the file you are transferring, CuteFTP uses the rules you define in the **Overwrite Rules** dialog box (see below).
4. Select the **Ignore Zero byte files** check box to specify that CuteFTP is to ignore any files with a size of zero bytes. If you clear this check box, CuteFTP applies all rules and settings to all files regardless of size.
5. In the **For matching folders** box, click one of the following actions:
 - **Prompt** - CuteFTP displays a window asking what you want to do to a folder in the destination folder that has the same name as the folder you are transferring.
 - **Replace All** - If a folder in the destination folder has the same name as the folder you are transferring CuteFTP replaces every destination file with matching names with files in the transferred folder.
 - **Use Rules** - If a folder in the destination folder has the same name as the folder you are transferring, CuteFTP uses the rules you define in the **Overwrite Rules** window to determine how to handle all files with matching names.
6. Click **Configure Rules** to open the **Overwrite Rules** dialog box to define the rules you want CuteFTP to use when two files have the same name. You must select **Use rules** in the **For**

matching folders box to enable these options.



- In the **If destination file date is** box, click one of the following options:
 - **newer** replaces a file if it has a time stamp more recent than the file you are transferring.
 - **no matter** replaces any file regardless of when it was created in relation to the file you are transferring. Select this option if you do not want to replace files based on when they were created.
 - **older** replaces a file only if it has a time stamp further in the past than the file you are transferring.
 - **the same** replaces a file if it has the same time stamp as the file you are transferring.
 - **different** replace a file if it has a time stamp that is older or newer than the file you are transferring.
- In the **and size is** box, click one of the following options:
 - **larger** replaces a file if it is larger than the file you are transferring.
 - **no matter** replaces a file regardless of its size. Select this option if you do not want to replace files based on their size in relation to the file you are transferring.
 - **smaller** replaces a file if it is smaller than the file you are transferring.
 - **the same** replaces a file if it is same size as the file you are transferring.
 - **different** replaces a file if it is larger or smaller than the file you are transferring.
- In the **during** box, click one of the following options:
 - **any transfer** replaces files whether you are uploading or downloading.
 - **download** replace only the files on the local computer with files transferred from a remote site.
 - **site to site transfer** replaces files when with the same name when transferring from one remote site to another.
 - **upload** replace only the files on the remote site with files transferred from the local computer.
- In the **then** box, click one of the following options:
 - **overwrite** completes the transfer by replacing the file that is in the destination folder.

- **numerate** completes the transfer by renaming the transferred file with "Copy (*n*) of..." added before the name.
 - **resume** treats the transfer as an attempt to continue an interrupted transfer.
 - **show prompt** pauses the transfer and display the message that asks the user which action to take.
 - **skip** cancels the transfer and leave the original file in the destination folder.
- Click **Add** to places the rule into the list. If you are using rules, CuteFTP checks every rule in the list during all transfers.
 - Click **Remove** to delete a rule you have highlighted in the list and CuteFTP will no longer use the rule when it encounters two files of the same name.
 - Click **Defaults** to delete every rule from the list.
- For more information, see Smart Overwrite Example.
7. The **Prompt timeout action** box, defines the action CuteFTP takes if no rules apply, or if you enable a timeout value. When you select the **Timeout in *n* seconds** check box, a prompt appears, but after waiting the defined amount of time, CuteFTP takes one of the following actions if a file in the destination folder has the same name as the file you are transferring:
 - **Overwrite** - Replaces the destination file with the transferred file
 - **Skip** - Does not transfer the file and leaves the destination file as it is
 - **Rename** - Asks you for a new file name for the transferred file
 - **Resume** - Treats the destination file as an incomplete transfer. If the destination file is already a complete file, the transferred file replaces the destination file
 - **Numerate** - Renames the transferred file to `Copy of file.txt`. If the same transfer occurs again CuteFTP renames the transferred file to `Copy (2) of file.txt`.
 8. Select the **Resend LIST command as necessary** check box to use the LIST command to retrieve file details and determine similarities and differences between a transferring file and destination file with the same name. Clear this check box and CuteFTP does NOT use the LIST command.
 9. Select the **Use SIZE and MDTM commands to gather precise details** check box to use the SIZE command to retrieve file size and the MDTM command to retrieve file modification time to determine similarities and differences between a transferring file and destination file with the same name. If you clear this check box, CuteFTP will NOT use the SIZE and MDTM command.
 10. Select the **Compare using XCRC and overwrite, skip, or resume accordingly** check box to use file integrity checking (cyclical redundancy checksums) to determine overwrite, skip or resume status based on similarities and differences between a source and destination file with the same name.



*This feature only works with GlobalSCAPE Secure Server and EFT Server. **Compare using XCRC** takes precedence over standard overwrite action settings.*

11. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

SMART KEEP ALIVE SETTINGS

You can set CuteFTP to maintain an active connection to a server even if you are not currently sending commands or making transfers, by using Smart Keep Alive (SKA). SKA sends commands at random intervals to the FTP server, maintaining an active connection.

Refer to [Staying Connected to Sites](#) for more information.

ASCII TRANSFER SETTINGS

Select, by file extension, file types that should always be transferred in ASCII mode.

To configure the ASCII transfer options

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Transfer** node, then click **ASCII Types**. The **ASCII Types** options appear.
3. Configure options as described below.
 - In the **ASCII extensions** box, type the file extension for files you want to transfer in ASCII mode, then click **Add** to add the extension to the list.
 - To remove an extension from the list (to send files of this type in binary mode), click the extension in the list, then click **Remove**.



*You can specify a Transfer type from the main menu (see [Transferring files in binary or ASCII mode](#)). You can also specify a Transfer type for an individual site by highlighting the site in the **Site Manager**, clicking the **Type** tab, and choosing from the **Transfer** list. **Auto** is the default transfer type, and sends files in the mode specified for each file's extension. All extensions are sent in binary mode unless they are listed in the **ASCII Extensions** list.*

4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

MODE Z SETTINGS

Mode Z compression compresses files on-the-fly for file transfers from the local computer to the remote computer and remote to local computer, saving bandwidth and improving transfer time. You must configure MODE Z to take advantage of this feature. If MODE Z is enabled, then all the file types in the Mode Z list (ASP, BMP, CSS, DAT, DOC, EXE, HTM, JS, LOG, PDF, PHP, PL, PPT, PY, SWF, TXT, VBS, XLS, XML, XSL) are compressed when transfer of files between the computers take place.

To configure Mode Z settings

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Transfer** node, then click **MODE Z**. The **MODE Z** options appear.
3. Configure options as described below.
 - Select the **Apply MODE Z compression** check box to enable the compression of files. Mode Z compression is applied to all file types in the list.
 - To add file type to Mode Z list, in the box, type the file extension, then click **Add**.
 - To remove file type from Mode Z list, click the extension of the file in the list, then click **Remove**.



Only those files in the Mode Z list are compressed.

4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

RENAME RULES

You can configure CuteFTP to change the name of files automatically they transfer.

To configure the Rename Rules

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Transfer** node, then click **Rename Rules**. The **Rename Rules** options appear.
3. Configure options as described below.
 - Select the Apply auto-rename rules to transfers check box to change the names of transferred files with names that appear in the **Rename Rules** list. Clear this check box and CuteFTP will not rename any files.
 - To create an auto-rename rule, type the original file name in the text box on the upper left, type the desired new file name in the text box on the upper right, then click **Add**.
 - To remove an auto-rename rule, in the **Rename Rules** list, click the rule you want to delete, then click **Remove**.
 - The rules are case sensitive.
 - These rules will apply to all uploads, downloads, and site-to-site transfers.
 - You can create rules with wildcard masks to change just the extension of several files of the same type. For example, if your .jpg files need the extension in upper case (.JPG) on the server, create the rule:

| Rename from | Rename to |
|-------------|-----------|
| *.jpg | *.JPG |

- You can create a rule to strip extensions from file names. For instance if you want to transfer a file called "index.htm" as simply "index" add this rule to your list:


| Rename from | Rename to |
|-------------|-----------|
| index.htm | index.* |

4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

CONFIGURING NAVIGATION OPTIONS

To configure the navigation options

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Navigation** node. The **Navigation** options appear.
3. Configure options as described below.
 - In the **When adding items to the queue** box, click one of the following actions:
 - **Transfer immediately** to start transfer of the queued item as soon as it is dropped in the queue.
 - **Suspend** to place the item in the queue, but to hold the transfer.

- **Schedule** to display the scheduling window when an item is placed in the queue.
- In the **When dragging an item to the local pane** box, click one of the following actions:
 - **Transfer to current folder** to send the dragged item to the folder currently listed in the **Local Drives** pane
 - **Transfer to default folder** to send the dragged item to the default transfer folder listed in General Settings
 - **Add to queue & suspend** to place the dragged item in the queue, but hold the transfer.
- In the **When double-clicking an item** box, click one of the following actions:
 - **Transfer immediately** to send the item to the displayed remote site or the default download folder
 - **Add to queue & suspend** to place the double-clicked item in the queue, but hold the transfer
 - **Launch in viewer** to open the item in the **File Viewer** program chosen in **Helper Applications**
 - **Execute** to run the item if it is a program
 - **Edit** to open the item in the **File Editor** program chosen in **Helper Applications**
- Select the **Auto-refresh the remote pane after an upload** check box to update the remote folder's listing after every upload to that folder. Clear this check box to stop sending LIST requests to a remote site after every upload.
- Select the **Use the logical parent (not physical parent) on CDUP command** check box to return to the folder you just linked from when clicking the **Move up directory** icon . Clear this check box to change to the actual folder the item resides in, and not a folder with a link to the item, when clicking the **Move up directory** icon.
- Select the **Link the remote and its associated local pane when working with multiple sites** to ties the local and remote panes to each other. If you have more than one remote pane open and you switch between the remote panes, the last path in the local pane used for that remote pane is recalled. Clear this check box to retain the same path in the local pane regardless of the remote pane selected.
- Select the **Switch from the Site Manager to the Local Drives Pane upon connection** check box to display the **Local Drives** pane automatically when a connection is made. Clear this check box to leave the **Site Manager** displayed when a connection is made.
- Select the **Switch from the Local Pane to the Site Manager upon closing all connections** check box to display the **Site Manager** automatically when all connections are closed. Clear this check box to leave the **Site Manager** hidden when all connections are closed.
- 4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

TOC FILE SETTINGS

You may connect with remote folders that have Table of Contents (TOC) files. TOC files contain detailed information about the folder. In long and complicated directories, the TOC files can be quite large. If you download very large TOC files, they may interfere with CuteFTP's performance or operation.

To configure the TOC File settings

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Navigation** node, then click **TOC Files**. The **TOC Files** options appear.
3. Configure options as described below.
 - Select the **Load TOC Files** check box to download TOC files automatically whenever connecting to a remote folder. If you clear this check box, TOC files are not downloaded.
 - In the **If the TOC file size exceeds *n* Kbytes, then prompt before loading** box, specify the maximum size (between 1 and 1,000 kilobytes) TOC file CuteFTP downloads without prompting for permission.
 - In the **TOC include masks** box, type file names or extensions that CuteFTP should consider as TOC files, then click **Add**. You can use wildcard masks. To remove a mask, click it in the list, then click **Remove**.
 - In the **TOC exclude masks** box, type file names or extensions that CuteFTP should NOT consider as TOC files, then click **Add**. You can use wildcard masks. To remove a mask, click it in the list, then click **Remove**.



*The **TOC include masks** and the **TOC exclude masks** act as a double filter to help CuteFTP determine whether a file is a TOC file. For example, if you type `Index*` in the **TOC include masks** and `*.html` in the **TOC exclude masks**, a file named **Index.txt** would be considered a TOC file, but a file named **Index.html** would not.*

4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

CONFIGURING HOW CUTEFTP HANDLES SYMBOLIC LINKS

You can determine how CuteFTP handles symbolic links. Symbolic links are similar to shortcuts, in that they point to items in other locations on a server.

To configure the Link options

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Navigation** node, then click **Links**. The **Links** options appear.
3. Configure options as described below.
 - Select the **Attempt link resolution using LIST-L command** check box to send the LIST-L command instead of LIST to display folder contents. LIST-L attempts to list the actual file or folder rather than the link that points to the file or folder. Clear this check box to send just the LIST command to display folder contents and leave links in the list.



Servers are not always able to resolve links using LIST-L.

- Select one of the following options:
 - **Try to determine the link's target type by its extension** - CuteFTP tries to tell if the link points to a file or a folder. CuteFTP treats the link as if it were the item it references.
 - **Always assume the link is a file (don't attempt to resolve)** - treats symbolic links as files. If you download the link, it displays as a file with size 0 in your local folder.



This option is useful when you download large directories or folders with many files and subfolders.

- **Always assume the link is a folder (don't attempt to resolve)** - treats symbolic links as folders that you can double-click to see folder contents.



*CuteFTP attempts to show the actual path of a file or folder link in the Remote pane, in the **Name** column. For example, a link to a file called **archive.zip** might display as **.3/networks/bbs_info/archive.zip**.*

4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

CONFIGURING TOLERANCE OPTIONS

Some servers treat PASV mode and links differently than others. Configure from the tolerance options to help CuteFTP connect to these servers.

To configure the Tolerance settings

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Navigation** node, then click **Tolerance**. The **Tolerance** options appear.
3. Configure options as described below.
 - When using PASV mode, select the **Use correct timing of PASV mode command** check box. This option works with most FTP servers. If you are having difficulty connecting in PASV mode, clear this check box.
 - To use the Print Working Directory (PWD) command to determine which remote folder is currently open on the server, select the **Use PWD to determine current folder** check box. Clear this check box and CuteFTP attempts to determine the current remote folder based upon the relative location from the root login folder. If your server does not support PWD, clear this check box.
 - To send the absolute path to the file to complete delete, download, or upload file operations, select the **Use absolute paths for DELE, RETR, and STOR commands** check box (e.g., "RETR /pub/cuteftp/cuteftp.exe"). If your server does not support absolute path names for these commands, clear this check box, and CuteFTP will send the relative path to the file instead (e.g., "RETR cuteftp.exe").
 - To use the complete absolute path to retrieve the listings for a folder, select the **Use absolute paths for the LIST command** check box. For example: "LIST /pub/cuteftp". If your server does not support absolute path names for the LIST command, clear this check box, and CuteFTP will use the relative file path to retrieve the listings for a folder (e.g., "LIST").
 - To retrieve a list of just file names for each folder, select the **Use NLST instead of LIST (retrieves an abbreviated listing)** check box. The list does not include time stamps, file size, or other details. Clear this check box to use the LIST command and retrieve a list with details for each file and folder.
 - To continue login attempts if the server returns permanent errors (5xx) inappropriately, such as when the server is full or busy, select the **Treat 5xx errors as 4xx errors during login** check box. To accept permanent errors, stop further connection attempts, and avoid being banned for hammering, clear this check box.



Selecting this option may result in being banned from a server. CuteFTP will repeatedly try to connect to the server (according to retry and retry delay settings). If the retry delay period is set

too low, these repeated attempts may end up being considered "hammering," and the server administrator or service may ban your accounts.

4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

SOUND OPTIONS

The **Sounds** page is used to assign a sound to a specific event. For example, you might want to hear a beep when there is a transfer error. You must select the **Add sounds** check box for the **Events** list to become active (i.e., so you can add sounds to events).

To configure sound options

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Display** node, then click **Sounds**. The **Sounds** options appear.
3. Configure options as described below.
 - To hear audio cues for certain events in CuteFTP and to edit the sounds associated with events, click **Add sounds**. Clear this check box to silence all sounds from CuteFTP and disable sound association editing.
 - The **Event** column lists possible CuteFTP events.
 - The **File** column displays the path to the associated sound. If there is nothing in the **File** column, the event does not have a sound associated with it.
 - To add a sound to an event, click the event, then in the **File** box, browse or type the path to a sound that you want.
 - To remove a sound from an event, select it, and then click **None**.
 - You can preview the sound by clicking the sound, then clicking the speaker icon.
4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

VIEWING AND EDITING HTML FILES

CuteFTP comes with a built-in HTML editor with which you can view and edit HTML files both on your local drive and on remote servers. Alternately, you can specify a third-party application to view and edit files (such as Notepad, EditPlus, Microsoft Front Page, and so on).

Note the difference between **Opening** and **Viewing** a file:

- On the main menu, click **File > Open** (or press CTRL+E). The file opens in your browser (e.g., Internet Explorer).
- On the main menu, click **File > View** (or press CTRL+W). The file opens in the HTML editor that you specify in the **Helper Applications** node. If you are using the built-in HTML editor, the file opens in the right pane, showing the HTML code. (You can change from tabbed view to full screen on the [HTML Editor Settings](#) page.)
- On the main menu, click **File > Edit** (or press CTRL+ENTER). The file opens in the HTML editor that you specify below. If you are using the built-in HTML editor, the file opens in the right pane, showing the HTML code. (You can change from tabbed view to full screen on the [HTML Editor Settings](#) page.)



If you open an HTML file in the built-in HTML editor by clicking **File**, then clicking **View**, you can still edit and save the file.

To access Helper Applications

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Helper Applications** node. The **Helper Applications** options appear.
3. Configure options as described below.
 - To view files in CuteFTP's built-in HTML editor, select the **Use the integrated HTML editor to view files** check box.
 - To specify the application in which to view files, in the **File Viewer** box, clear the check box, then browse for or type the path to the program you want to use.
 - To open files for editing in CuteFTP's built-in HTML editor, select the **Use the integrated HTML editor to edit files (recommended)** check box. The HTML code for the file appears in the right pane. (You can change from tabbed view to full screen on the [HTML Editor Settings](#) page.) On the main menu, click **File**, then click **Save** (CTRL+S) or **Save As** to save your changes.
 - To open files for editing in another editor, clear this check box, then in the **File editor** box, browse for or type the path to the program you want to use.



When you edit remote files in a third-party editor, CuteFTP launches the editor and then monitors the folder containing the temporary file being modified. After you save your changes, CuteFTP uploads the changes to the server.

4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

HTML EDITOR SETTINGS

To view or edit HTML Editor settings

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Helper Applications** node, then click **HTML Editor**. The **HTML Editor** options appear.
3. Configure options as described below.
 - To display the editor in full screen, select the **Display editor using Full Screen view** check box. To display the editor as a tab in the CuteFTP window, clear the check box. By default, CuteFTP displays the HTML editor in tab view mode.
 - To add line breaks at the right end of long lines, so that you can see entire lines of code without scrolling to the left or right, select the **Enable word wrap** check box. Clear this check box and the HTML editor will use line breaks where you add them. You might have to scroll to the right to see the ends of longer lines of code.
 - To display numbers at the beginning of each line of code, select the **Prefix each line with line numbers** check box. If word wrap is enabled, the numbers will only display after line breaks you have entered. The line numbers are not saved as part of the document. Clear this check box and no line numbers will be displayed.
 - To allow the cursor to keep moving to the right after the last character in a line, select the **Allow editing beyond the end of line** check box. Clear this check box to force the

cursor to return to the left end of the following line after the last character in a line. (The **Allow editing beyond the end of line** check box is only available if **Enable word wrap** is cleared.)



*If you disable **Allow editing beyond the end of line**, you can still add more characters after the right-most character.*

- To specify the number of spaces you want the cursor to move to the right when you hit the TAB key, in the **Tab size** box, type a number from 1 to 32.
 - To change the HTML code and text that is generated automatically when you start a new document in the HTML editor, click **Edit new document template**. The template appears for you to edit. When you have finished making changes, click **Close**.
 - To specify the type, style, and size of the font displayed in the HTML Editor, click **Choose font for editor**. After you make changes, click **OK**; to abort the changes, click **Cancel**.
4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

SPECIFYING DISPLAY COLORS USED IN THE HTML EDITOR

To specify display colors for HTML tags and Perl scripts

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Helper Applications** node, expand the **HTML Editor** node, then click **Colors**. The **HTML Editor Colors** options appear.
3. Configure options as described below.
 - For each HTML tag set and for Perl script components, select a color from the drop-down lists.
 - To use the system default colors for the background (white) and text font (black), select the **Use system settings** check box.
 - To choose different colors for the background and text font, clear the **Use system settings** check box, then in the **Background** and **Text font** drop-down lists, specify the colors.
4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

SPECIFYING THE FOLDER FOR STORING HTML CODE SNIPPETS AND JAVA SCRIPTS

To specify the folder for code snippets and previewing HTML documents from CuteFTP

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Helper Applications** node, expand the **HTML Editor** node, then click **Folders**. The **HTML Editor Folders** options appear.
3. Configure options as described below.
 - To specify a browser other than the default, clear the **Preview using the default browser** check box, then in the **Browser path** box, browse for or type the path to the browser executable file.

- To specify the folder in which you want to store code snippets, in the **Code snippets** box, browse for or type the path.
 - To specify the folder in which you want to store Java scripts, in the **Java scripts** box, browse for or type the path.
4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

SPECIFYING HTML TAGS TO USE FOR A SPECIFIC BROWSER

The HTML Editor can automatically provide suggestions for HTML tags that work for specific browsers. The HTML Editor offers HTML tag choices in drop down boxes. These are called tag tips.

When more than one primary browser is selected, the tag tips in the drop down that are common to both browsers display in black. This enables you to code for two types of browsers, such as Firefox and Internet Explorer, or two versions of the same browser.

For example, if you want to code for IE 5.0, but maintain backwards compatibility with 4.0, then choose 5.0 and 4.0 as the two primary browsers. Tags in common to both are available in the tag tips box. Newer 5.0 tags that did not exist in 4.0 do not appear, which helps you code your HTML without having to worry about which tag are supported.

Choosing a secondary browser lets you see ALL the tags for a certain browser in a different color. In the example above, if you wanted to code for IE 4.0 and 5.0 but add certain tags from OPERA, you would select OPERA as the secondary browser. When you saw a colored tag in the tag tips box, you would know it was an OPERA tag, which may or may not work in IE or Firefox helping you to decide whether to insert the particular tag.

To show tag tips

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Helper Applications** node, expand the **HTML Editor** node, then click **Tag tips**. The **HTML Editor Tag tips** options appear.
3. Configure options as described below.
 - To show tag tips, select the **Show tag tips** check box. Clear the **Show tag tips** check box to keep tag tips hidden.
 - To display tag tips that are supported only by the first primary browser, select the browser in the **First primary browser tags** list.
 - To display tag tips that are supported by the first and second primary browser, select the browser in the **Second primary browser tags** list.
 - To display tag tips that are supported by the secondary browser, select the browser in the **Secondary browser tags** list.
 - To specify a color for the tags that are supported by the secondary browser, select the color in the **Secondary browser color** list.
 - To specify how long the tag tips take to appear, in the **Tag tips delay in milliseconds** box, type a time for the HTML editor to wait before showing tag tips.
 - To capitalize all tag tips, select the **Capitalize tag tips** check box. Clear the **Capitalize tag tips** check box to leave tag tips in lower case.
4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

IMPROVING CUTEFTP PERFORMANCE WHEN TRANSFERRING LARGE NUMBERS OF FILES AT ONCE

A few changes to CuteFTP's default settings can improve CuteFTP performance if you regularly transfer a large number of files at the same time. For example, making a few adjustments to the settings in CuteFTP's Global Options can prevent the initial connection from being used for transfers and/or improve the responsive of CuteFTP.

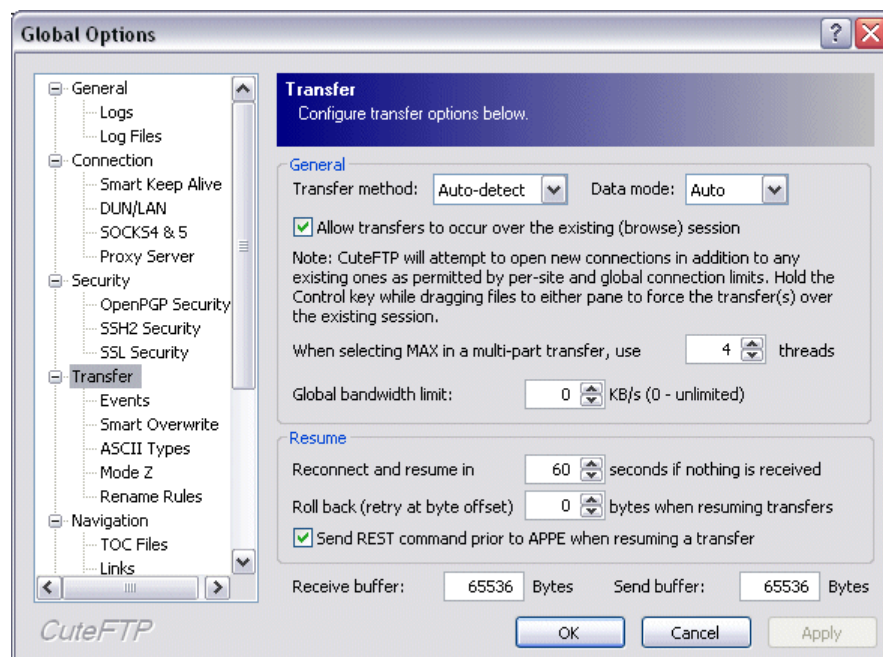
To improve CuteFTP performance

1. Open the **Global Options** dialog box. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Adjust the following settings as needed:

- o **Allow transfers to occur over the existing (browse) session:**

When you transfer more than the (user-configurable) maximum number of files at the same time, CuteFTP will use the initial connection to the Server for one of the file transfer connections, known as the "browse" session. When this occurs, an hourglass can intermittently appear and CuteFTP becomes unresponsive as the files are transferring and using the connection. Also, scheduled transactions cannot occur if all of the available connections are in use.

- a. Click the **Transfer** node.

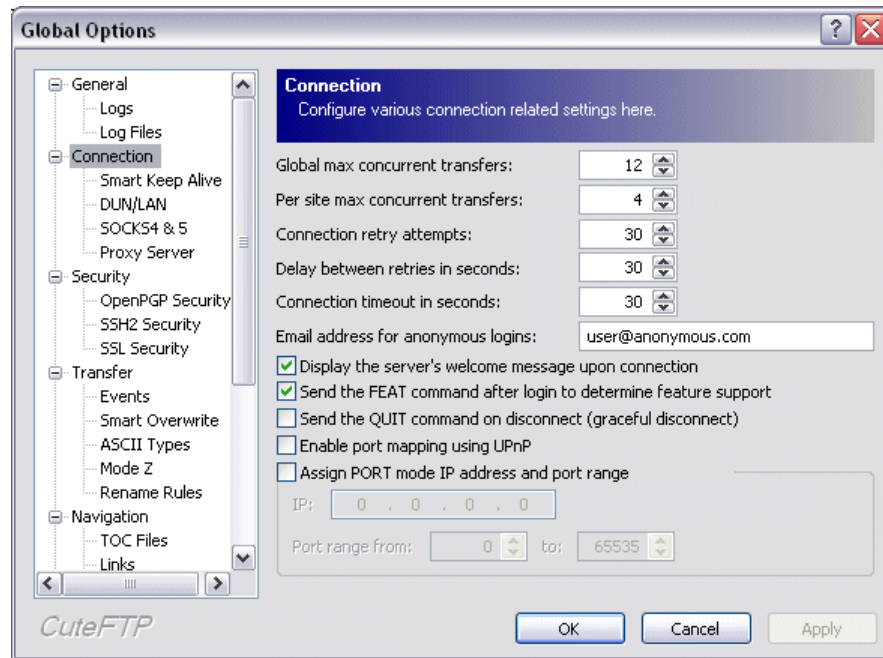


- b. In the **General** area, clear the **Allow transfers to occur over the existing (browse) session** check box. The check box is selected by default, because most users want their transfer to occur quickly and are not likely to be browsing while a large number of transfers are in progress.
- o **Adjust the allowed number of concurrent transfers:**

Allowing a very large number of concurrent transfers can cause CuteFTP to monopolize the computer's CPU. Avoid adjusting these settings, unless you are willing to spend some time optimizing CuteFTP to your particular CPU and network capabilities. For example, on a broadband connection with a 1 Ghz+ CPU, it might be more appropriate to

set **Global max concurrent transfers** to 120 and **Per site concurrent transfers** to 40. Keep in mind that if the FTP server does not support the requested number of multiple connections, connection errors will occur when these settings are increased. One of the reasons this setting exists is to prevent CuteFTP from trying to open more connections than the server allows.

- Click the **Connection** node.



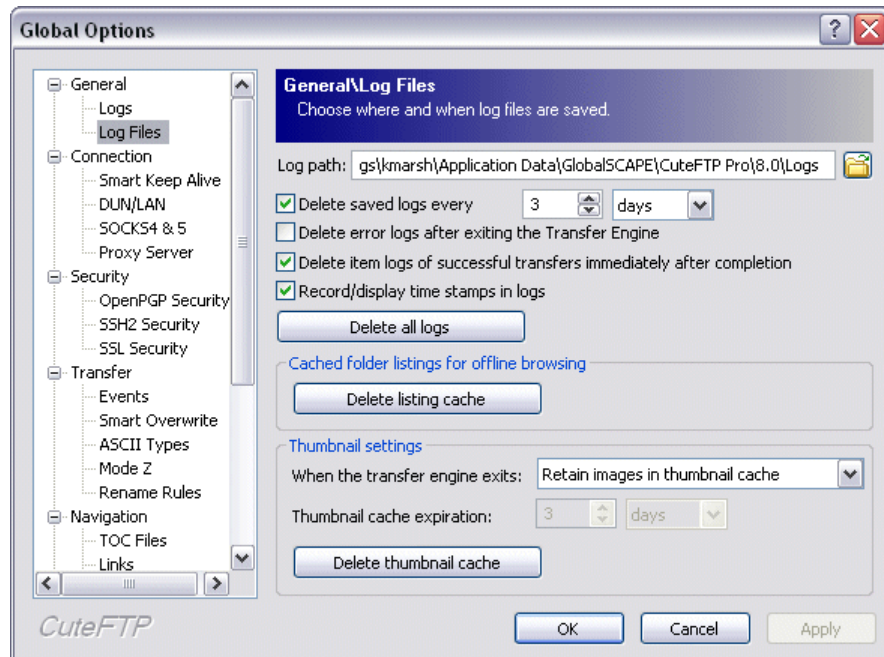
- a. Increase the defaults for **Global max concurrent transfers** (the default is 12) and **Per site max concurrent transfers** (the default is 4) to allow CuteFTP to open more transfer connections simultaneously.

Regardless of these settings, CuteFTP can become unresponsive if you are sending more files than the maximum.

- **Adjust the log storage settings:**

By default, saved logs are deleted every 3 days. You can delete them more frequently if you transfer large numbers of files frequently. If you want to keep logs indefinitely, be aware that this may adversely affect performance of CuteFTP and/or quickly fill up disk space.

- Expand the **General** node, then click **Log Files**.



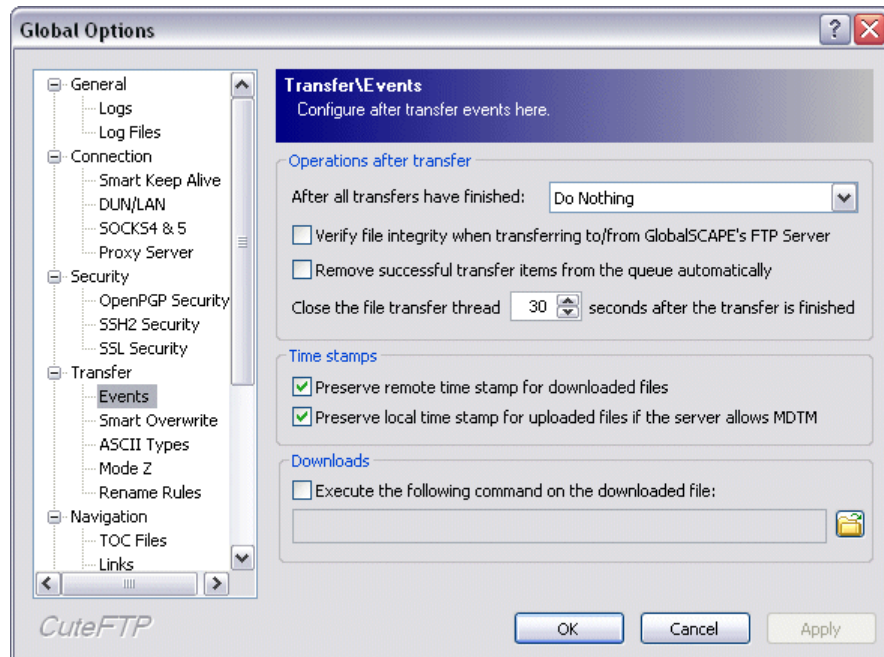
- a. By default, saved logs are deleted every 3 days. In the boxes next to the **Delete saved logs every** check box, you can set the frequency to between 1 to 1000 minutes, hours, or days. Clear the check box if you do not want to delete the logs automatically, but be sure to delete them manually periodically to avoid filling up the hard drive.
- b. (Available in Pro and Home only) Select the **Delete item logs of successful transfers immediately after completion** check box. By default, this check box is not selected, but selecting it could improve the performance of CuteFTP when downloading a large number of files.

Alternately, you can delete all logs that are not currently associated with an open connection or an item listed in the transfer queue, by clicking **Delete all logs**. (Be sure to close connections and clear out the queue before you click **Delete all logs** to ensure that all logs are deleted.)

- o **Adjust the Queue cleanup settings:**

A large number of items in the Queue use up memory and resources that can be freed by simply keeping the Queue clean. Removing completed transfers from the Queue could help improve the performance of CuteFTP when downloading a large number of files.

- . Expand the **Transfer** node, then click **Events**.



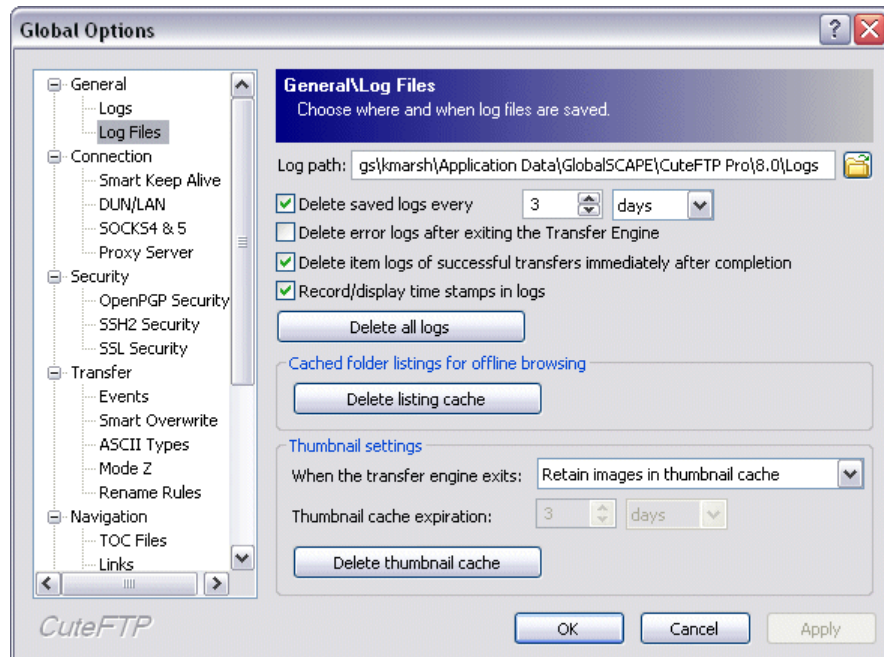
- a. By default, the **Remove successful transfer items from the queue automatically** check box is not selected. Selecting this check box could help improve the performance of CuteFTP when downloading a large number of files, by keeping the Queue clean.

Alternately, you can manually empty the queue periodically by clicking **Tools > Queue > Remove All** or by right-clicking in the queue, then clicking **Remove All**, but if the browse session is being used for transfers, manually removing items from Queue might prove difficult.

- o **If you have a particularly fast (broadband) connection, you can delete the thumbnail cache:**

Enabling **Thumbnail cache expiration** ensures that the thumbnail cache will periodically be cleared; however, it also will cause the FTP session to re-download thumbnails, which can take a significant amount of time on a dial-up connection.

- . Expand the **General** node, then click **Log Files**.



- a. In the **Thumbnail settings** area, set **When the transfer engine exits** to **Delete images older than the value specified**.
- b. In **Thumbnail cache expiration**, set the expiration to an appropriate time. (This setting becomes editable after you set **When the transfer engine exits** to **Delete images older than the value specified**.)

Alternately, you can click **Delete thumbnail cache** to delete all thumbnails in the cache except those that are currently displayed in the application. (Turn off thumbnail view or close all connections before clicking **Delete thumbnail cache** to ensure all thumbnail files are deleted.)

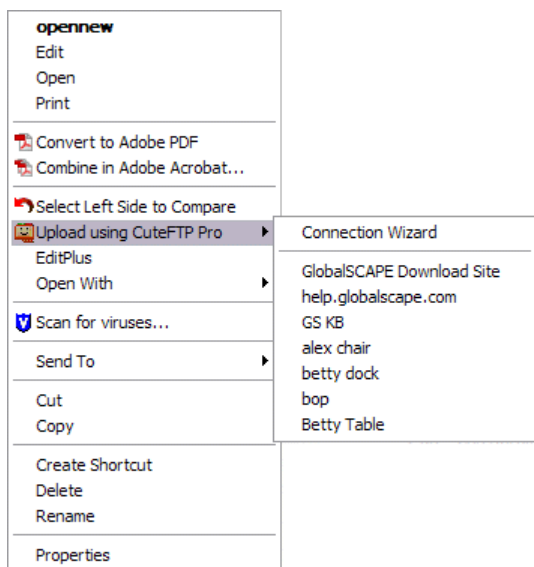
3. Click **OK** to close the Global Options and save the changes.

ADDING CUTEFTP TO THE WINDOWS EXPLORER RIGHT-CLICK MENU

You can create a submenu option in Windows Explorer that will allow you to right-click a file to upload it with CuteFTP. The submenu provides options to connect to a site using the Connection Wizard or sites that you have defined in CuteFTP.

To add CuteFTP to the Windows Explorer right-click menu

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **General** node. The **General** options appear.
3. Select the **Integrate into Windows Explorer context menu** check box. Clear the check box to remove the option from the submenu.



4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

STAYING CONNECTED TO SITES

Smart Keep Alive (SKA) allows you to maintain connections even when you are not transferring files. SKA sends commands at random intervals to the FTP server, maintaining an active connection. If the server terminates the connection, CuteFTP automatically reconnects to the FTP site.

To turn on/off Smart Keep Alive

1. On the main menu, click **Tools > Global Options**. The **Global Options** dialog box appears.
2. Expand the **Connection** node, then click **Smart Keep Alive**.
3. In the right pane, select the **Enable Smart Keep Alive (SKA)** check box to turn on SKA; clear the check box to turn off SKA.
4. Configure SKA as needed:
 - To set the time SKA waits before starting
 - In the **Start SKA *n* seconds after the last command** box, type or select a value between 0 and 1000. CuteFTP will begin using SKA after the specified idle time. (The default is 30 seconds.)
 - To set how long SKA will run
 - In the **Maintain SKA for *n* minutes** box, type or select a value between 1 and 1000. (The default is 30 minutes.)
 - To set when SKA commands are sent
 - In the **Send command at random intervals between *n* and *n* seconds** box, type or select values between 0 and 1000. (The default is between 15 and 60 seconds.) SKA sends commands from the **Commands** list in random order.
 - To add a command
 - Click **Add**. The **Input FTP Command** dialog box appears. Type a command to add to the list, then click **OK**.

- To remove a command
 - Click a command in the list, then click **Remove**.
 - To set how long CuteFTP waits before reconnecting
 - In the **If disconnected, auto-reconnect within *n* seconds** box, type or select a value between 1 and 1000 seconds. (The default is 10 seconds.)
5. Click **OK** to save the settings and close the dialog box, or click **Apply** to save the settings without closing the dialog box.

MAKING MULTIPLE CONCURRENT CONNECTIONS

You can transfer files on one site while browsing another site, or browse a folder on a site while transferring files from the same site.

Multiple Concurrent Sessions are depicted as multiple open windows in the **Remote Pane** (on the right side by default). You can tile, cascade, or minimize these windows. When the panes are maximized, select alternate sessions by clicking the tabs at their lower left border.

To open multiple concurrent connections

1. Click the **Site Manager** tab, click a site, then do one of the following:
 - Right-click the site, then click **Connect**.
 - On the main menu, click **File > Connect > Connect**.
 - Press CTRL+T.
2. Repeat to connect to more sites. You can connect to the same or different sites.

To force CuteFTP to open new connections for multiple transfers

1. On the main menu, click **Tools > Global Options**.
2. Click the **Transfer** node.
3. Clear the **Allow transfers to occur over the existing browse session** check box.

To allow multiple connections from CuteFTP

1. On the main menu, click **Tools > Global Options**.
2. Click the **Connection** node.
3. In the **Global max concurrent transfers** box, type or select a value between 1 and 200.

To allow multiple connections to the same site

1. On the main menu, click **Tools > Global Options**.
2. Click the **Connection** node.
3. In the **per site max concurrent transfers** box, type or select a value between 1 and 200.

To enhance performance with limited resources

- Limit the number of concurrent per site transfers allowed
- Turn off [individual transfer item logging](#) in settings or turn off all logging options.
- Do not transfer files in [Multi-Part](#) mode

- Do not perform on-the-fly [File Integrity Checking](#)
- Close the main program interface and [use the Transfer Engine](#).

Performance Limitations

- On a Windows 95/98/ME computer, you can only choose up to 40 concurrent connections.
- On a Windows NT/2K/XP computer, you can choose up to 200 concurrent connections, but more than 40 connections may compromise system performance.
- Connections include transfers, browser sessions, and every single thread in a multi-part transfer.
- FTP sites that do not support multiple connections or sites that frequently drop the FTP connection will limit concurrent sessions.
- Computer resources and slow hardware may limit or prohibit multiple connections.

PROXY CONNECTION SETTINGS

To access proxy server settings

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Connection** node, then click **Proxy Server**. The **Proxy Server** options appear.
3. Configure options as described below.
 - To use the proxy settings already set in Internet Explorer to connect to FTP sites, select the **Use network connection proxy settings from Internet Explorer** check box. Clear this check box to connect to an FTP site without connecting through a proxy server, or to connect using proxy settings listed in CuteFTP.



With this option, CuteFTP attempts to detect Internet Explorer's proxy settings, including proxy.pac proxy script files. This is only available for Windows XP SP1, W2K Pro SP3, W2K Server SP3, and W2K Server 2003 using WinHTTP dll. If that fails, WinInet dll, which is supported by XP, 2K PRO, NT4, ME, 98, and 95 is queried.

- To connect to an FTP site through a proxy server, select the **Use the highlighted proxy when connecting** check box. Clear this check box to connect to an FTP site without connecting through a proxy server, or to connect using settings from Internet Explorer.
- To make FTP connections through a specified server, click it in the **Proxies** list.
 - To add a server to the **Proxies** list, click **Add**, then type the server name in the **Host name** box.
 - To delete a server from the **Proxies** list, click it, then click **Remove**.
- The **Host name** box displays the name of a server selected in the **Proxies** list. To edit the host name, click a server in the **Proxies** list, then edit the name in the **Host name** box.
- The **Port** box displays the name of a server selected in the **Proxies** list. To edit the port, click a server in the **Proxies** list, then edit the name in the **Port** box.
- In the **Username** box, type or edit the user name for the selected proxy server.
- In the **Password** box, type or edit the password for the selected proxy server.
- To match the protocol the selected proxy server supports, click **FTP** or **HTTP**.

- To specify advanced authentication methods, click **Advanced** then click one of the following methods:
 - **USER user @site** if your proxy server requires the USER command followed by your user name and the site name to allow connection with a remote site. You can change the @ symbol if a different separator is required by your proxy server.
 - **SITE site** if your proxy server requires the SITE command followed by the address of the remote FTP site to allow a connection.
 - **USER with logon** if your proxy server requires the USER command followed by a user name and password to allow connection with a remote site.
 - **USER/PASS/ACCT** if your proxy server requires all three commands before allowing a connection to a remote site.
 - **OPEN site** if your proxy server requires the OPEN command followed by the site name before allowing connection to the site.
 - **Custom** if your proxy server requires a login sequence different from those above.
- 4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

To create a [custom authentication](#) method for a proxy server

1. Click **Advanced**. The **Advanced Proxy Settings** dialog box appears.
2. Click **Custom**, then type a command in the text box.
3. Follow the command with a space and the appropriate variable. Choose from:
 - %host% - sends the host name you typed in the Proxy server options window.
 - %user% - sends the user name you typed in the Proxy server options window.
 - %pass% - sends the password you typed in the Proxy server options window.
 - %port% - sends the port number you typed in the Proxy server options window.
 - %fire_pass% - sends the password you typed in the Proxy server options window as authentication for the firewall.
 - %fire_user% - sends the user name you typed in the Proxy server options window as authentication for the firewall.
4. Enter each variable with percent signs before and after.
5. Press ENTER to separate commands.
6. Enter any other commands and variables, separating commands with a line break.
7. Click **OK**.



Contact your system administrator for the proper Host name, Port, User name, Password, and proxy type, as well as any required advanced authentication methods.

SOCKS 4 AND 5 CONNECTION SETTINGS

SOCKS is a network proxy protocol that allows transparent Internet connections across a firewall.

To access SOCKS 4 and 5 settings

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Connection** node, then click **SOCKS4 & 5**. The **SOCKS4 & 5** options appear.
3. Configure options as described below.
 - To connect to an FTP site through a SOCKS server, select the **Use the highlighted SOCKS server when connecting** check box. Clear this check box to connect to an FTP site without connecting through a SOCKS server. Then configure the options below:
 - To include a server in the **SOCKS** list, click **Add**, then type the server name in the **Host name** box.
 - To make FTP connections through a specified server, click the host name in the list
 - To delete a server from the **SOCKS** list, click it, then click **Remove**.
 - The **Host name** box displays the name of a server selected in the SOCKS list. To edit a host name, click a server in the **SOCKS** list, then edit the name in the **Host name** box.
 - The **Port** box displays the port number for the server selected in the **SOCKS** list. The default port for SOCKS servers is 1080. To edit the server's port number, click it in the **SOCKS** list, then edit the number in the **Port** box.
 - To have CuteFTP automatically send the proper user name and password for the SOCKS server when first connecting, select the **Use Authentication** check box. Clear this check box if you do not have a SOCKS user name and password, or if you choose to enter them manually upon connection.
 - In the **Username** box, provide the user name for the highlighted SOCKS server. (The **Use Authentication** check box must be selected.)
 - In the **Password** box, provide the password for the highlighted SOCKS server. (The **Use Authentication** check box must be selected.)
 - Click **SOCKS4** or **SOCKS5** to match the highlighted SOCKS server.



SOCKS4 servers do not require usernames and passwords. If you need a username and password to connect to the server, it is a SOCKS5 server.


Contact your system or network administrator or ISP or the proper Host name, Port, User name, Password and SOCKS type.

4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

CONNECTING TO SITES

You can connect to any site listed in the CuteFTP Site Manager. You must be connected to the Internet before you can connect to any sites. CuteFTP can connect to sites using FTP, FTPS (SSL), TLS (SSL v3), SSCN (SSL Site-to-Site transfer), SSH2 (SFTP2), HTTP, and HTTPS (SSL). For more on SSCN, see [Site-to-site transfers](#). (To add an FTP site to the Site Manager, refer to [Adding a Site to the Site Manager](#).)

To connect to an existing site within the Site Manager


1. In the Local Drives pane, click the **Site Manager** tab.
2. Expand a folder in the list, then click a site.
3. Do one of the following:
 - On the main menu, click **File > Connect > Connect**.
 - On the toolbar, click the **Connect** icon .
 - Double-click the selected site.
 - Press CTRL+T.



*You can also connect to a site by clicking **File, Connect**, then clicking **Connect to URL**.*

To connect to a URL with the Transfer Engine

The **Connect to URL** feature is also supported by the Transfer Engine. Whether the URL specifies a path to a folder or file, the TE will try to download it.

1. In the Windows System Tray, right-click the **Transfer Engine** icon , then click **Download URL**.
2. Type or paste the URL in the **Download URL** box. See below for supported URL formats and the behavior depending on the URL pasted.

Supported URL formats

- ftp://user:pass@host.host.com:port
- ftp://user:pass@host.host.com
- ftp://user@host.host.com
- ftp://host.host.com:port
- ftp://host.host.com
- ftp://ftp.sitename.com/pub l: user p: pass
- ftp://ftp.sitename.com/pub:44 l: user p: pass
- ftp://ftp.sitename.com/pub port:44 l: user p: pass
- ftp://ftp.sitename.com/pub l/p: user/pass
- ftp://ftp.sitename.com/pub:44 l/p: user/pass
- ftp://ftp.sitename.com/pub p:44 l/p: user/pass
- ftp://ftp.sitename.com/pub port:44 l/p: user/pass
- ftp://ftp.sitename.com/pub l: user p: pass
- ftp://ftp.sitename.com/pub:44 l: user p: pass

- ftp://ftp.sitename.com/pub p:44 l: user p: pass
- ftp://ftp.sitename.com/pub port:44 l: user p: pass
- ftp://[any of the above formats]/pathnametofile/[optional filename]
- also http, https, sftp, and ftps URLs

Tip:

Using **Paste URL**, CuteFTP either connects to the folder or downloads the file specified in the path. Here are some sample path endings and how the main program interprets them.

- "ftp://host/dir.ext/" This URL is considered a folder. CuteFTP can connect to it.
- "host/.ext/" This is considered a folder. CuteFTP can connect to it.
- "host/dir/" This is considered a folder. CuteFTP can connect to it.
- "host/dir" This is considered a folder. CuteFTP can connect to it.
- "host/dir.ext" This is considered a file. CuteFTP can download it.
- "host/.ext" This is considered a file. CuteFTP can download it.

CONNECTING TO A SITE USING THE CONNECTION WIZARD


CuteFTP allows you to connect to a Web site to upload and download files between a server and your local computer. To transfer files, you must log on to that server through your FTP client computer.

CuteFTP Connection Wizard helps you to define a site to which you want to connect and saves the information in the **Site Manager** for future connections.




The Internet Service Provider (ISP) or Web Hosting Provider to which you want to upload files provides you with the username, password, and FTP account information required to connect to their server. Many providers offer this information on their Web support pages. Refer to the GlobalSCAPE Knowledge Base articles at <http://kb.globalscape.com/> for information about FTP connections to your [AOL](#) or [Roadrunner](#) accounts or search your provider's support pages for keyword `ftp`.

To connect to an FTP site

1. Gather the information that you need to make a connection:
 - **Host Address** - the IP address or FTP domain address that your ISP gave you to log in to the FTP site (e.g., 64.243.64.21 or ftp.example.com).
 - **User Name** - the user name your ISP gave you to log in to the FTP site. Your username is often the part of your email address in front of the @ sign.
 - **Password** - the password your ISP gave you to log in to the FTP site. This is often the same password you use to download your email.
 - **Site Name** - By default, the Site Name is the same as the Host Address, but you can name it anything you want; it is not provided by your ISP or GlobalSCAPE.
2. Do one of the following:
 - On the main menu, click **File > Connect**, then click **Connection Wizard**.
 - On the toolbar, click the **Connection Wizard** icon .
 - Press CTRL+J.

The **CuteFTP Connection Wizard** appears.



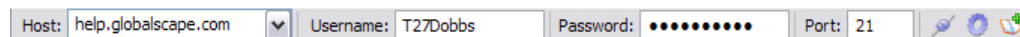
3. In the **Host Address** field, type the IP address or FTP domain address that your ISP gave you to log in to the FTP site.
4. The address that you typed in the **Host Address** field appears in the **Site Name** field. You can leave it as is, or type a descriptive name for this site. The site name will appear on the **Site Manager** tab.
5. Click **Next**. The login page appears
6. In the **User Name** box, type the user name your ISP gave you to log in to the FTP site.
7. In the **Password** box, type the password your ISP gave you to log in to the FTP site.
8. Specify a login method from the following options.
 - **Normal** - The user name and password are mandatory to connect to a site.
 - **Anonymous** - The site does not require any user name and password.
 - **Double** - The user name and password are required twice to connect to a site.
9. Click **Next**. The **Connecting to Site** message appears.
 - If you need to change the host address or do not want to log in, click **Cancel**.
 - If the connection fails, an error message appears. Click **Yes** to close the message, then click **Back** to verify/correct the host address, username, and password. (If the connection fails again, refer to Troubleshooting.)
10. After you are connected to the FTP site, the default folders page appears.
11. In the **Default Local Folder** field, click the folder icon  to browse for the default folder from which you want to upload/download files to/from the server.
12. In the **Default Remote Folder** field, type the path of the remote folder from/to which you want to upload files.
13. Click **Next**. The **Connection Completed** page appears.
14. Click **Finish**. Cute FTP connects to the site and saves the site in the **Site Manager**.

For subsequent connections to this FTP site, refer to [Connecting to a Site](#).

Refer to [Configuring Connection Options](#) for details of how to configure the number of simultaneous connections you will allow from CuteFTP, number of times CuteFTP tries to connect to a site before giving up, how long CuteFTP should wait before attempting a new connection after a failed connection, and so on.

USING QUICK CONNECT

Use the **Quick Connect toolbar** to make speedy connections to your FTP sites.




The **Quick Connect** toolbar has the following fields and icons:


Host - The name or TCP/IP address of the FTP server. The **Host** box is a drop-down list; by clicking on the arrow to the right of the field, you can access a list of the last several sites accessed during the current session via Quick Connect.

User Name - Type your user name or leave it blank for anonymous FTP.

Password - Type the associated password if not connecting anonymously.

Port - If you are not connecting to the default FTP port (21), type the appropriate port here.


 **Connect** - Activates the connection to the site specified in the fields. You can also connect by pressing the **Enter** key while the cursor is in one of the boxes.

 **Site Properties** - Allows you to set connection options for the site.

 **Add to Site Manager** - Automatically creates a **Site Manager** entry for the site specified in the **Quick Connect** bar, so that you can easily access it in the future.

The **Quick Connect** bar can be moved or undocked by clicking and dragging on the vertical bar at the left-hand edge of the bar.

To connect using the Quick Connect toolbar


1. If the **Quick Connect Bar** is not displayed, click **View > Toolbars > Quick Connect Bar**, or press CTRL+F8.
2. In **Host** box, type or select from the **Host** drop-down list the Host to which you want to connect. The **Host** drop-down list displays the list of sites to which you have previously connected.
3. In the **Username** box, type the user name you use to connect to this site. The user name you used previously will appear in the box.
4. In the **Password** box, type the password you use to connect to this site. The password you used previously will appear in the box as dots.
5. In the **Port** box, type the port number if different from the default FTP port (21). The port you connected through previously will appear in the box.
6. Click the **Connect** icon . The files and folders in the remote server appear in the **Remote** (right) pane. If you connect to more than one site, each site has its own tab.

CONNECTING TO AN HTTP SITE

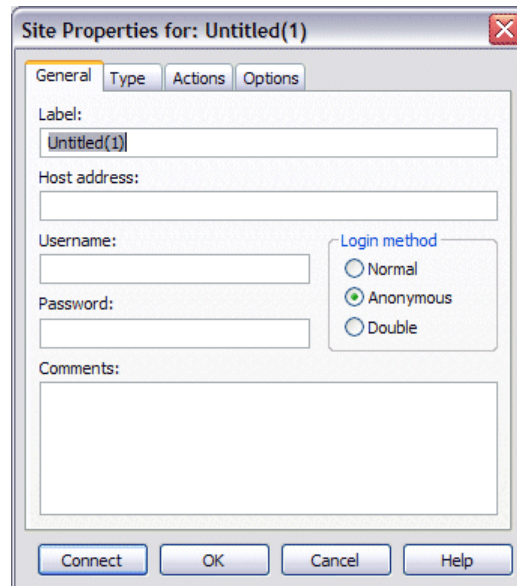
If you have the appropriate permissions, you can connect to an HTTP site, browse its contents, download, upload, and delete files.

To connect to an HTTP site


1. Do one of the following:

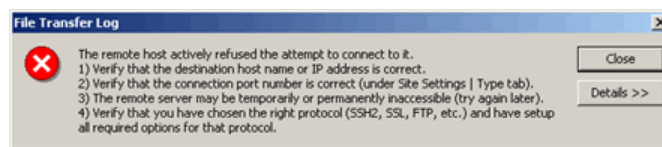
- On the main menu, click **File > New > HTTP Site**.
- On the toolbar, click the arrow next to the **New Site** icon , then click HTTP Site.

The **Site Properties for** dialog box appears.



2. In the **Label** box, type a descriptive name for the site.
3. In the **Host address** box, type the address for the site. The address can be a domain address, such as ftp.globalscape.com, or an IP address, such as 192.168.20.52. Ask your hosting provider for the address. Prefixing the HTTP site address with http:// is not necessary.

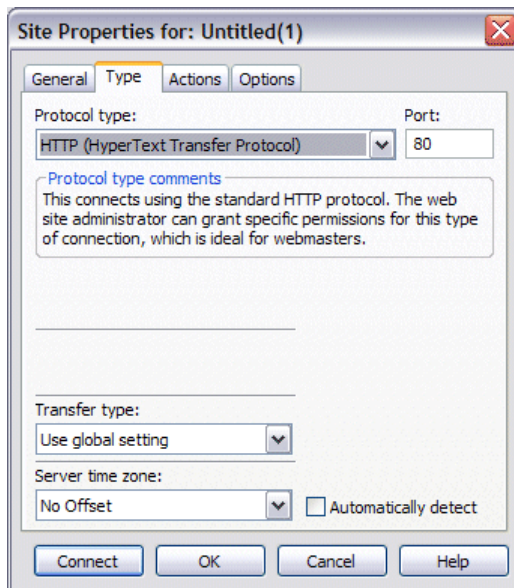
 *If you do not provide the correct address, then every time you try to connect to that site an error message like the one below is displayed.*



Click **Details** to view the details and log entries to determine the specific error.

4. If the site uses basic HTTP username/password authentication, fill in your user name and password in the appropriate fields.

5. On the **Type** tab, the site has been automatically set up as an HTTP site.



6. Most HTTP sites connect to port 80. If the Web site operates on a port other than 80, type the port number in the **Port** field. If the last portion of the site's URL ends in a number, that number is the port to use. For example, `http://www.example.com:99` indicates that the Web server `www.example.com` operates on port 99. The remainder of the tabs and fields are identical to those seen when adding an FTP site.
7. Select **Connect** to establish the connection or click **OK** to save the site in the Site Manager.

CuteFTP takes advantage of the *keep-alive header* (as defined in RFC 2068 & 2616) which keeps the session open during multiple transactions, saving the user considerable time and bandwidth.




The Web server must support basic authentication as described in RFC 1945

<<http://www.faqs.org/rfcs/rfc1945.html>>. Because of the way authentication works, the server may challenge the client with a `www-Authenticate` request. The client responds with `Authorization: Basic <base64 encoding of user id-password>`. Most Web Servers support basic authentication but require intervention on the site operator's behalf to set it up because it is server specific. Various sites employ other authentication schemes, such as NTLM or those found in ASP or Java Scripts, and are not supported by CuteFTP.

CONNECTING TO SECURE SITES

You can make secure connections and transfers with FTPS (SSL/TLS), SFTP (SSH2), HTTPS (SSL), and standard FTP with [One Time Password](#) authentication.

To connect to a secure site

1. Do one of the following:
 - On the main menu, click **File > New > (FTPS (SSL) Site, SFTP (SSH2) Site, HTTPS (SSL) Site)**.
 - On the toolbar, click the down arrow next to the **New Site** icon , then click the type of site (**FTPS (SSL) Site, SFTP (SSH2) Site, HTTPS (SSL) Site**).

The **Site Properties** appear.
2. Provide the host address and login information.

3. If you are defining an FTPS (SSL/TLS) site, click the **Type** tab.
4. In the **Protocol Type** list, click the down arrow and click one of the following:
 - **FTP with TLS/SSL (Implicit encryption)**
 - **FTP with TLS/SSL (Explicit encryption)**
 - **FTP with TLS/SSL (AUTH TLS - Explicit)**

The appropriate port appears depending on your selection. Certain servers support only one of the above [SSL connection mechanisms](#).

5. Click **Connect** to connect to the site now or **OK** to connect to the site later.

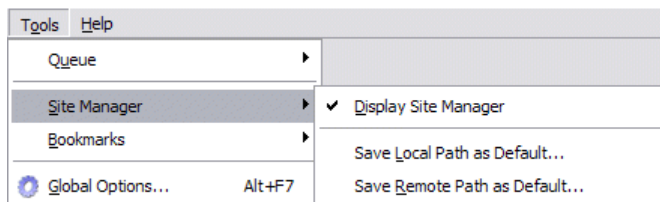
SAVE LOCAL OR REMOTE PATH AS DEFAULT

When you connect to a site, your My Documents folder is the default local folder, and the default remote folder is the folder that you specified when you configured the site. You can specify that a different local folder and/or remote folder to appear in the Local and Remote panes when you log in to a site.

You can also configure sites to [switch](#) to a local and/or remote filter that you specify in the **Site Properties** dialog box for each site.

To save the local or remote path as the default

1. Connect to the Site.
2. In the **Local** pane, browse to the folder that you want to make the default.
3. On the main menu, click **Tools > Site Manager > Save Local Path as Default**.



4. In the **Remote** pane, browse to the folder that you want to make the default.
5. On the main menu, click **Tools > Site Manager > Save Remote Path as Default**.

The next time you connect to the site, the local folder that you specified as the default will appear in the **Local** pane, and the remote folder that you specified as the default will appear in the **Remote** pane.

DISPLAYING A SPECIFIC FOLDER WHEN CONNECTING TO A SITE

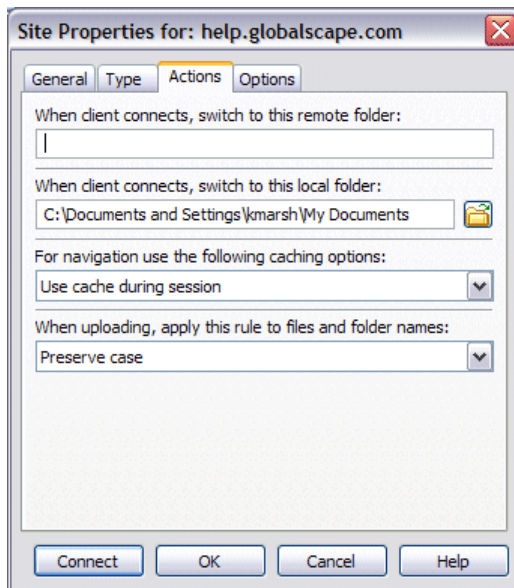
When you connect to a site, your My Documents folder is the default local folder, and the default remote folder is the folder that you specified when you configured the site. You [can specify that a different local folder and/or remote folder](#) appear in the Local and Remote panes when you log in to a site.

You can also configure sites to switch to a local and/or remote filter that you specify in the **Site Properties** dialog box for each site.

To switch to a remote or local folder when a site connects

1. [Display the Site Manager](#) and view the Site Properties.

2. Click the [Actions](#) tab.



3. To switch to a specified remote folder when CuteFTP connects, in the **When client connects, switch to this remote folder** box, type the remote folder name, prepended with a forward slash. For example, type `/mywebsite`.
4. To switch to a specified local folder when CuteFTP connects, in the **When client connects, switch to this local folder** box, click the folder icon to browse to a select the local folder.
5. Click **OK**.

MAKING MULTIPLE CONCURRENT CONNECTIONS

You can transfer files on one site while browsing another site, or browse a folder on a site while transferring files from the same site.

Multiple Concurrent Sessions are depicted as multiple open windows in the **Remote Pane** (on the right side by default). You can tile, cascade, or minimize these windows. When the panes are maximized, select alternate sessions by clicking the tabs at their lower left border.

To open multiple concurrent connections

1. Click the **Site Manager** tab, click a site, then do one of the following:
 - Right-click the site, then click **Connect**.
 - On the main menu, click **File > Connect > Connect**.
 - Press CTRL+T.
2. Repeat to connect to more sites. You can connect to the same or different sites.

To force CuteFTP to open new connections for multiple transfers

1. On the main menu, click **Tools > Global Options**.
2. Click the **Transfer** node.
3. Clear the **Allow transfers to occur over the existing browse session** check box.

To allow multiple connections from CuteFTP

1. On the main menu, click **Tools > Global Options**.
2. Click the **Connection** node.
3. In the **Global max concurrent transfers** box, type or select a value between 1 and 200.

To allow multiple connections to the same site

1. On the main menu, click **Tools > Global Options**.
2. Click the **Connection** node.
3. In the **per site max concurrent transfers** box, type or select a value between 1 and 200.

To enhance performance with limited resources

- Limit the number of concurrent per site transfers allowed
- Turn off [individual transfer item logging](#) in settings or turn off all logging options.
- Do not transfer files in [Multi-Part](#) mode
- Do not perform on-the-fly [File Integrity Checking](#)
- Close the main program interface and [use the Transfer Engine](#).

Performance Limitations

- On a Windows 95/98/ME computer, you can only choose up to 40 concurrent connections.
- On a Windows NT/2K/XP computer, you can choose up to 200 concurrent connections, but more than 40 connections may compromise system performance.
- Connections include transfers, browser sessions, and every single thread in a multi-part transfer.
- FTP sites that do not support multiple connections or sites that frequently drop the FTP connection will limit concurrent sessions.
- Computer resources and slow hardware may limit or prohibit multiple connections.

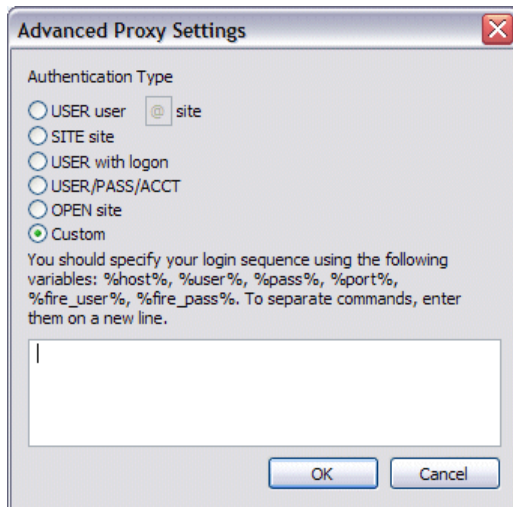
USING THE ACCT COMMAND

You can establish a connection and then supply the ACCT command for servers that require it.

To use ACCT with or without an FTP proxy

1. In the **Site Manager**, click the site you want to change.
2. Do one of the following:
 - Right-click the site, then click **Properties**.
 - On the main menu, click **File > Properties**.
3. Click the **Options** tab.
4. In the **Site-specific configuration options** box, click **Use site-specific options**.
5. Click **Proxy**. The **Proxy** dialog box appears.
6. In the **Proxy type** list, click the proxy type (**FTP** or **HTTP**).
7. In the **Host name** and port boxes, provide the same host and port as specified on the **General** and **Type** tabs.

8. Select the **Use authentication** check box. The **Username** and **Password** boxes become editable.
9. In the **Password** box, type the password (for ACCT).
10. Click **Advanced**. The **Advanced Proxy Settings** dialog box appears.



11. Do one of the following:
 - Click **Custom**, then add the following variables. Press ENTER after each variable:
 - USER %user%
 - PASS %pass%
 - ACCT %fire_pass%
 - Click **USER/PASS/ACCT**.
12. Click **OK** to save the settings and close the **Advanced Proxy Settings** dialog box.
13. Click **OK** again to close the **Proxy** dialog box.
14. Click **Connect** to connect now or **OK** to connect later.

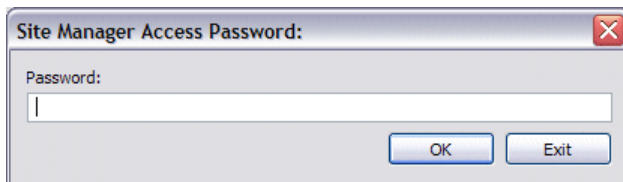
PROTECTING SITE MANAGER CONTENT

To require a password to open the Site Manager

1. On the main menu, click **Tools > Site Manager > Security > Encrypt Site Manager Data**. The **Site Manager Encryption** dialog box appears.



2. In the **Password** and **Confirm password** boxes, type a password for opening the Site Manager. Create a password of at least 5 characters for maximum security.
3. Click **OK**. CuteFTP will now display the following prompt every time it starts.



To change the Site Manager password

1. On the main menu, click **Tools > Manager > Security > Change Password**. The **Site Manager Encryption** dialog box appears.
2. In the **Password** and **Confirm password** boxes, type a new password for opening the Site Manager. Create a password of at least 5 characters for maximum security.
3. Click **OK**. The password is changed.

To remove the Site Manager password

- On the main menu, click **Tools > Site Manager > Security > Remove Password**.
CuteFTP will no longer prompt for a password when it starts.

Configuration Notes

- When the Site Manager Access Password is defined, the Site Manager information is protected with 64-bit Blowfish encryption.
- If you forget the password, you will not be able to use the protected **Site Manager**. You will have the option to back up the locked **Site Manager** and re-enter your site information in a new **Site Manager**.
- You can import a password-protected **Site Manager** file, but will need the password to do so.

LEARNING ABOUT SSL

When you use CuteFTP to connect securely to a server that supports SSL or TLS (SSL v3), the two computers pass a sequence of commands to create a secure connection. The FTP protocol definition provides at least two distinct mechanisms by which this sequence is initiated: Explicit (active) and Implicit (passive) security.

Explicit Security - Explicit security requires that the FTP client issue a specific command to the FTP server after establishing a connection to establish the SSL link. The default FTP server port is used. This formal method is documented in RFC 2228.

Implicit Security - Implicit security is a mechanism by which security is automatically turned on as soon as the FTP client makes a connection to an FTP server. In this case, the FTP server defines a specific port for the client (990) to be used for secure connections.

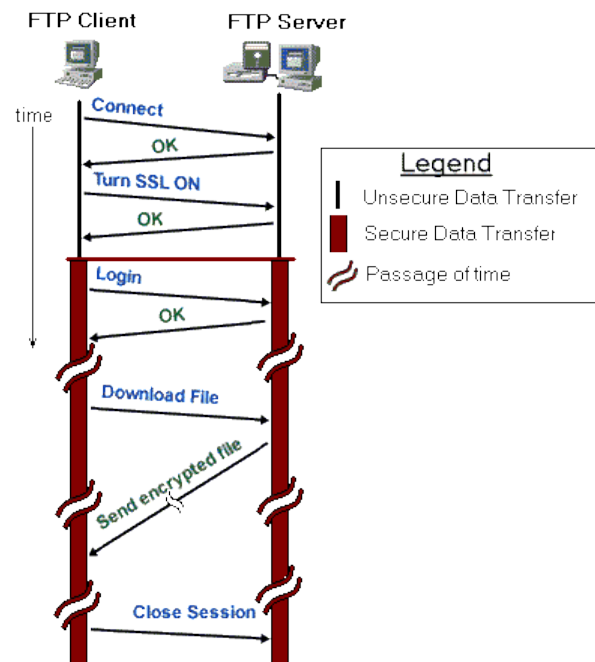


Implicit SSL is discussed in various SSL drafts, but not formally adopted in an RFC. For strict compliance to standards, use the explicit method. Implicit SSL adds benefits in the form of a dedicated port strictly used for secure connections, requiring fewer overheads in establishing the session. There are various FTP servers that support this mode, including GlobalSCAPE's Secure FTP Server. For more on SSL Connection Mechanisms, see [Troubleshooting SSL Connections](#).

SSL Sessions

The diagram below shows a SSL session using explicit security. In this picture, the two computers communicate over an Internet connection. Time is represented vertically; the first communication at the top of the time line is from the Client to the Server, and subsequent communications proceed chronologically down the time line. The breaks in the time line represent the passage of time.

EXPLICIT SSL CONNECTION




CuteFTP adheres to Internet standards for secure transfer of files over the FTP protocol. Specifically, CuteFTP implements the FTP extensions documented in RFC 2228. Any FTP Server that also implements these extensions will work with CuteFTP in order to ensure the encryption of your sensitive data.

GlobalSCAPE Secure FTP Servers and Enhanced File Transfer Servers are also capable of Implicit SSL sessions over a dedicated port. See the [Secure FTP Server User's Guide](#) and [Enhanced File Transfer Server User's Guide](#) for more information on configuring a secure session to a GlobalSCAPE Secure Server.

CONNECTING TO SECURE SOCKET LAYER (SSL AND TLS) SITES

To connect to an FTP site over SSL

1. Do one of the following:
 - On the main menu, click **File > New > FTPS (SSL) Site**.
 - On the toolbar, click the down arrow next to the **New Site** icon , then click **FTPS (SSL) Site**.
 - In the **Site Manager**, right-click, then click **New > FTPS (SSL) Site**.The **Site Properties** dialog box appears.
2. Type in the **Host address**, **Username**, and **Password**.
3. Click the **Type** tab.
4. In the **Protocol** list, choose the type of [SSL connection mechanism](#) supported by your server or use the default type selected.
5. Click **Connect** to connect to the site now, or click **OK** to connect later.

To connect to an existing site over SSL

- Click the site in the **Site Manager**, then click **Connect**.

To speed up transfers with an SSL site

Using a clear data channel speeds up transfers with SSL sites. A clear data channel encrypts the connection process, but files are transferred without encryption.

1. Click the site in the **Site Manager**.
2. On the main menu, click **File**, then click **Properties**. The **Site Properties** dialog box appears.
3. Click the **Type** tab.
4. Select the **Clear Data Channel** check box.
5. Click **OK** or **Connect**.



Not all servers support or allow the PROT C (Clear Data Channel) command argument sequence.

To encrypt the data transfer and not the command connection

Using a Clear Command Channel, you can keep your data transfers encrypted and still avoid firewall issues.

1. Click the site in the **Site Manager**.
2. On the main menu, click **File**, then click **Properties**. The **Site Properties** dialog box appears.
3. Click the **Type** tab.
4. Select the **Clear Command Channel** check box.
5. Click **OK** or **Connect**.



Not all servers support or allow the CCC (Clear Command Channel) command argument.

To configure other SSL settings

1. On the main menu, click **Tools**, then click **Global Options**.
2. Expand the **Security** node.
3. Select **SSL Security**.



CuteFTP Professional supports keyboard interactive authentication. This authentication method involves connecting to servers with a challenge/response type of password-based authentication, and requires a one-time-use password typically generated by hardware-based or, less commonly, software-based password generators.

CREATING SSL CERTIFICATES

SSL servers use certificates to determine whether they will allow you to connect. With CuteFTP, you can create and sign digital certificates.

To create an SSL certificate

1. On the main menu, click **Tools > Global Options**.
2. Expand the **Security** node.
3. Click **SSL Security**.
4. Click **Create Certificate**. The **Create Client SSL Certificate Set** wizard appears.
5. In the **Certificate Set Name** box, type the name of the certificate that will be generated by the **Certificate Wizard**.
6. In the **Output Location** box, click the folder icon to select a folder in which to save the certificate.
7. In the **Key length in bits** box, click a bit length for the certificate private key. CuteFTP supports keys up to 4,096 bits.
8. In the **Expiration** box, specify how long the certificate is to remain valid.
9. Enter and confirm the **Passphrase**. The passphrase, which is used to encrypt the private key, can be any combination of characters or spaces. Do not lose the passphrase, as the certificate is useless without it.
10. Click **Next**.
11. In the **Certificate Information** area, type the following required information:
 - **City/Town** - the city/town where your organization is located.
 - **State/Province** - the state/province where your organization is located.

- **Organization** - the name of your organization.
- **Common Name** - the common name or fully qualified domain name of your site.
- **Email** - email address in the format x@x.com.
- **Unit** - name of your department, such as *Information Systems*.
- **Country** - the two-letter country code for the country where your organization is located.

12. Click **Next**.

13. Click the **Set up CuteFTP to use the generated certificate** check box - the wizard automatically associates the certificate to CuteFTP.

- The certificate can be unassociated by clearing the **Use SSL Certificate** check box in **Global Options (Tools > Global Options > Security > SSL Security)**. If the check box is cleared, the wizard only saves the certificate files in the folder originally specified.

14. Click **Finish**.

CuteFTP displays the paths to all the files generated for your certificate. If you want a third party to sign your certificate, you must send the Certificate Signing Request (.csr) file to the third party.

Configuration Notes

- Not all SSL sites require certificates.
- When you create a certificate CuteFTP generates the following files:
 - **Private key file (.key)** - The private key should never be distributed to anyone. It is used to decrypt sessions encrypted by a public key.
 - **Certificate request file (.csr)** - This file can be signed by GlobalSCAPE Secure FTP Server's Certificate Signing Utility or sent to an intermediate Certificate Authority such as Verisign or Thawte for signing.
 - **Certificate file (.crt)** - This is a signed certificate, whether self-signed or signed by an intermediate certificate authority.
- If the server accepts self-signed certificates, you can connect with the .crt file and .key file you created and associated to CuteFTP, provided the server has added your certificate to its trusted list.
- You can export certificates (.crt files) from CuteFTP's Trusted certificate store, located in **Global Options > Security > SSL Security**.

HAVING AN SSL CERTIFICATE SIGNED

To have a certificate signed

1. [Create a certificate](#). CuteFTP generates the necessary files, including a Certificate Signing Request (.csr) file.
2. Send the .csr file to the server or a Certificate Authority (CA) such as Verisign (www.verisign.com) or Thawte (www.thawte.com).
3. The server or CA uses your .csr file to create a **signed** certificate (.crt) file, which it should then send to you.
4. Replace your existing .crt file with the signed one.

CHOOSING A CERTIFICATE FOR SSL SESSIONS

Choose the certificate CuteFTP will send to SSL servers.

To choose a certificate

1. On the main menu, click **Tools > Global Options**.
2. Expand the **Security** node.
3. Click **SSL Security**.
4. Select the **Use SSL Certificate when authenticating** check box.
5. Browse to the files to use by clicking the folder icons next to **Certificate** and **Private Key**.
6. Type the passphrase in the **Passphrase** and **Confirm passphrase** boxes.
7. Click **Apply**, then click **OK**.

ACCEPTING SERVER SSL CERTIFICATES

Accepting a certificate from a server allows you to connect with the server. Once you accept a certificate, it is added to your **Trusted Certificates** list, and you will not be asked to accept or reject the certificate again. If you reject a certificate, and try to connect again, you will be asked again to accept the certificate.

To accept a server's SSL certificate

1. Connect to a server [with SSL](#). If the server has a certificate, it appears.
2. Click **Accept**. The certificate is added to your **Trusted Certificates** list.



*If you click **Reject**, you will not be able to connect to the server.*

To see your Trusted Certificates

1. On the main menu, click **Tools > Global Options**.
2. Expand the **Security** node.
3. Click **SSL Security**.
4. Click **Trusted Certificate**. The **Certificate Manager** appears.
5. Click a certificate in the list, then click **Properties** to see detailed information about the certificate.

IMPORTING OR REMOVING SSL CERTIFICATES FROM THE TRUSTED LIST

When a certificate is in your trusted list, you are able to connect to any server presenting that certificate.

To import a certificate to the CuteFTP trusted list

1. On the main menu, click **Tools > Global Options**.
2. Expand the **Security** node.
3. Click **SSL Security**.
4. Click **Trusted Certificate**. The **Certificate Manager** appears.
5. Click **Import**. The **Open** dialog box appears.

6. In the **Files of Type** field, select **Certificates (*.pem, *.pfx, *.crt)** or **All files (*.*)**.
7. Navigate to the folder containing the certificate file.
8. Click the certificate file, then click **Open**. The certificate is now listed in your **Trusted Certificates** list.
9. Close the **Certificate Manager**.
10. Click **OK** to close the **Global Options** dialog box.

To remove an SSL certificate from the trusted list

1. On the main menu, click **Tools > Global Options**.
2. Expand the **Security** node.
3. Click **SSL Security**.
4. Click **Trusted Certificate**. The **Certificate Manager** appears.
5. Click the certificate you want to remove, then click **Remove**.
6. Close the **Certificate Manager**.
7. Click **OK** to close the **Global Options** dialog box.

USING A CLEAR DATA CHANNEL WITH SSL

Using CDC (Clear Data Channel) speeds up transfers with SSL sites. A clear data channel encrypts the connection process, but files are transferred without encryption. You can add more speed to your transfers by using a [clear command channel](#) as well.



*The **Clear Data channel** option is only available with SSL connections.*

To use a clear data channel

1. Click the site in the **Site Manager**, then do one of the following:
 - On the main menu, click **File > Properties**.
 - Right-click the site, then click **Properties**.
 - Press ALT+ENTER.
2. Click the **Type** tab.
3. In the **Protocol** list, click **FTP with TLS/SSL (Port 990 - Implicit)**, **FTP with TLS/SSL (AUTH SSL - Explicit)**, or **FTP with TLS/SSL (AUTH TLS - Explicit)**.
4. Click the **Clear Data channel** check box.
5. Click **Connect** to connect now or **OK** to connect later.

USING A CLEAR COMMAND CHANNEL WITH SSL

Using CCC (Clear Command Channel), your connection process and login are encrypted, but when you begin transferring data, all FTP commands are sent in clear text. The data transfers remain encrypted, unless you choose to use a [clear data channel](#). SSL connections require CCC when connecting in PORT mode from behind a NAT firewall.



*The **Clear Command channel** option is only available with SSL connections.*

To use a clear command channel with SSL

1. Click the site in the **Site Manager**, then do one of the following:
 - On the main menu, click **File > Properties**.
 - Right-click the site, then click **Properties**.
 - Press ALT+ENTER.
2. Click the **Type** tab.
3. In the **Protocol** list, click **FTP with TLS/SSL (Port 990 - Implicit)**, **FTP with TLS/SSL (AUTH SSL - Explicit)**, or **FTP with TLS/SSL (AUTH TLS - Explicit)**.
4. Select the **Clear Command channel** check box.
5. Click **Connect** to connect now or **OK** to connect later.

SECURE SITE-TO-SITE TRANSFERS USING SSCN

CuteFTP supports secure (SSL) site-to-site transfers using a proprietary command developed by Raiden FTP Server and supported by GlobalSCAPE Secure FTP Server and a few others.

To transfer files from one server to another securely

1. Connect to each site (source and destination).
2. On the main menu, click **Window > Tile**.
3. Drag the file from one **Remote Pane** to another. The **Queue pane** displays a double arrow (<->) to indicate a site-to-site transfer.



Both sites must support and enable SSCN (Set Secured Client Negotiation). As of March 2004, the following servers are the only ones to support this command: GlobalSCAPE Secure FTP Server, SurgeFTP Server, Raiden FTPD, Blackmoon FTP Server, Titan FTP Server, and Orenosv HTTP/FTP Server.

TROUBLESHOOTING SSL CONNECTIONS

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

SSL Connection Checklist

1. Verify that the server you are connecting to supports SSL connections.
2. Verify the port being used. Some servers require that SSL connections use a dedicated port, such as 990.
3. Verify the SSL connection type selected under [Site Properties > Type > Protocol Type](#) is the correct SSL mechanism supported by your server.
4. Verify that your **Certificate** was added to the server's **Trusted List** if the server requires client certificates upon connect. You may have to notify the server administrator as not all servers will auto-accept client certificates upon their first connection attempt.
5. You must accept the server's certificate when prompted during a connection attempt, otherwise the client will not connect as desired.
6. Verify that your certificate has not expired. Check your [Trusted List](#).
7. Copy the connection log to a text file or email to assist in troubleshooting when contacting your FTP or Web service provider or the GlobalSCAPE support team.

SSL Connection Mechanisms

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 past few years. Most do not conform to RFC-2228 or are at odds with the latest IETF (Internet Engineering Task Force) drafts.

Typical Implementations include:

Implicit TLS/SSL - This is an SSL connection over a dedicated port (990) registered with the [IANA](#). This approach, while quite common, is not favored by the IETF. CuteFTP supports this implementation for broader compatibility.

Explicit "AUTH SSL" - This is an 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 does support AUTH SSL, and subsequently sets the protection mechanism explicitly using the PROT command and its approved arguments.


Explicit "AUTH TLS" - This is an 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 and is selected by default when you establish a new SSL connection.

Apart from those mentioned above, CuteFTP does not connect to servers requiring "AUTH TLS-P" or other deprecated SSL connection mechanisms.

CONNECTING TO HTTPS SITES

HTTPS sites use SSL to secure HTTP connections.

To connect to an HTTPS Site

1. Do one of the following:
 - On the main menu, click **File, New**, then click **HTTPS (SSL) Site**.
 - On the toolbar, click the arrow next to the **New Site** icon , then click **HTTPS (SSL) Site**.

The **Site Properties for** dialog box appears.
2. Type a name for the site in the **Label** field.
3. Type the site's address in the **Host address** field. You do not need to prefix the site address with `https://`.
4. Type your user name in the **Username** field provided by your administrator.
5. Type your password in the **Password** field.
6. Click **Connect**.
7. When you connect for the first time, the **Accept Certificate** dialog box appears.
8. Click **Accept** if you trust the certificate. Rejecting a certificate will abort the connection.


Configuration Notes

- HTTPS sites rely on the use of certificates to verify that you are in fact communicating with the desired HTTPS server and to establish the secure connection.
- Accepting a certificate stores the certificate on your computer so you do not have to verify it again the next time you connect to the site.

- If a site's certificate appears unusual, has not been signed by a third party (such as VeriSign, or Thawte), or does not match the operator's name, you should reject the request.
- Once the connection is established, a small lock icon displays on the [Status Bar](#). Double-clicking the icon in the **Status Bar** displays the server's certificate.
- The lock icon represents the type of connection established, but does not guarantee a secured connection. Even though you are connected to an https site, you could be linked to an unsecured directory, at which time the session is no longer https, but http instead. Check the log if you are unsure of the security of your connection.

CONNECTING TO SECURE SHELL (SSH2) SITES

To connect to an SSH2 site

1. Do one of the following:
 - On the main menu, click **File > New > SFTP (SSH2) Site**.
 - On the toolbar, click the down arrow next to the **New Site** icon , then click **SFTP (SSH2) Site**.
 - On the Site Manager tab, right-click, click **New > SFTP (SSH2) Site**.

The **Site Properties** appear.
2. Type the site's address in the **Host address** field. You do not need to prefix the site address with "ftp://" or "sftp://".
3. Type your user name in the **Username** field provided by your administrator.
4. Type your password in the **Password** field.
5. Click **Connect**.

To choose SSH2 ciphers and authentication methods

1. On the main menu, click **Tools > Global Options**, or press ALT+F7.
2. Expand the **Security** node, then click **SSH2 security**.
3. Configure the SSH2 cipher, MAC, and other options, then click **OK**.



CuteFTP Professional supports keyboard interactive authentication (KIA). This authentication method involves connecting to servers with a challenge/response type of password-based authentication, and requires a one-time-use password typically generated by hardware or, less commonly, software based password generators.

AUTHENTICATING IN SSH2

You can use Password, Public Key, or both authentication methods for SSH2 connections. Password authentication is the default.

To use password authentication

1. On the main menu, click **Tools > Global Options**, or press ALT+F7.
2. Expand the **Security** node, then click **SSH2 security**.
3. Make sure the **Use password authentication** check box is selected. You are using password authentication whenever the check box is selected, even if the box and check are dimmed.
4. Click **OK**.



Password authentication uses the FTP site login password for authentication, not the passphrase used to decrypt the identity file's private key shown in the field beneath the **Use password authentication** check box.

To use public key authentication

1. On the main menu, click **Tools > Global Options**, or press ALT+F7.
2. Expand the **Security** node, then click **SSH2 security**.
3. Select the **Use public key authentication** check box. You are using public key authentication whenever the check box is selected, even if the box and check are dimmed.
4. Click **OK**.



To use public key authentication, you will need to send your public key to the server administrator before making an SSH2 connection. If the server is running OpenSSH, you will need to convert the public key as described below.

5. [Create an identity file](#) in the client.
6. Send the public key (Identity.pub) to the server administrator (via FTP, e-mail, etc.)
7. The server administrator *must* convert the public key to OpenSSH, check it with *wordcount*, and add it to *authorized_keys*.

Command sequence:

```
ssh-keygen -i -f Identity.pub > sshpub  
wc sshpub  
cat sshpub > ~/.ssh/authorized_keys
```



Word count should return a "1" as the first number. OpenSSH asks for the identity files password the first time you log in. If CuteFTP fails to connect, contact our support team and provide the kernel version, OpenSSH build, and the CuteFTP build number. (To view the build number, on the main menu, click **Help > About**.)

CREATING SSH2 KEY PAIRS

To create your own Private and Public key for SSH2 connections

1. On the main menu, click **Tools > Global Options**, or press ALT+F7.
2. Expand the **Security** node, then click **SSH2 security**.
3. Click **Create identity file**. The **Create public/private key pair** wizard appears.
4. In the Key type box, click **RSA** or **DSA**, then click **Next**.
5. In the **Passphrase** and **Confirm Passphrase** boxes, type any combination of characters and spaces, then click **Next**.
6. In the **Private key filename** box, type or click the folder icon to specify the location at which to store the private key, then type a name for the key at the end of the path.
7. In the **Public key filename** box, type or click the folder icon to specify the location at which to store the public key. Make sure the filename extension is .pub and the file name matches.
8. In the **Key length** box, specify a key length between 1024 and 4096 bits. Shorter keys are faster but less secure; longer keys are more secure but slow connections.
9. Click **Finish**. CuteFTP generates the keys. Longer keys take more time to generate.

10. A confirmation message appears with the path and name of the keys. If you want CuteFTP to use the keys just generated, select **Yes**.
11. Click **OK** to close the **Global Options** dialog box.



For added security, before closing the **Global Options** dialog box, clear the **Passphrase** and **Confirm passphrase** fields in the **SSH2 Security** page. CuteFTP then **prompts** for the identity file's secret key passphrase when required for connection to a SFTP site.

CuteFTP only supports two algorithms for SSH2 keys *ssh-dss* (DSA) and *ssh-rsa* (RSA). A DSA key is required for SSH2, an RSA key is recommended.

INTRODUCTION TO SSH2

When you connect with SSH2 there are two components or layers involved: the Transport and Authentication layers.

Transport Layer

When you first attempt to connect to an SSH2 site, CuteFTP Professional and the server determine whether the transmission should be:

- Encrypted or clear
- Compressed or uncompressed
- Which [Method Authentication Code \(MAC\)](#) to use
- Which kind of [encryption \(cipher\)](#) to use

Once the encryption method is chosen, the following occurs:

1. The server sends a public key to CuteFTP.
2. CuteFTP generates a session key, and encrypts it with the server's public key.
3. CuteFTP then sends the encrypted session key back to server.
4. The server then decrypts the session key with its private key and, from that time on, all transmitted data is encrypted with the session key.

Authentication Layer

After the Transport Layer is established, the server attempts to authenticate the client.

Common methods for establishing user authentication include:

- **Public Key Authentication Method: public key**

To use this method, you will need your private key and your public key, which is passed to the server. The server encrypts a random number with your public key and sends it to you.

 1. If you have not already entered your passphrase in [SSH2 security settings](#), CuteFTP asks you for your passphrase to activate the private key.
 2. The private key decrypts the number and sends it back to the server.
 3. The server recognizes the number as correct and allows the connection.
- **Password Authentication Method: password**
 - Using this method, the client sends its password to server. The client does not need to encrypt the password explicitly, because the SSH2 Transport layer automatically encrypts it. This is the default in CuteFTP. With this type of authentication, the connection fails if the Transport Layer cannot encrypt the data.

After the encryption method is established and authentication is complete, the two systems are ready to exchange secure data. CuteFTP Professional sends a secured FTP connection along the encrypted data tunnel, the remote system responds and you can begin transferring files securely.

Transport Layer Settings

To select Message Authentication Codes (MAC)

Message Authentication Codes are algorithms used to confirm data has not been altered between the client and server.

1. On the main menu, click **Tools > Global Options**, or press ALT+F7.
2. Expand the **Security** node, then click **SSH2 security**.
3. In the MAC list, specify at least one Message Authentication Code from the following:
 - MD5
 - SHA1
 - SHA1-96
 - MD5-96
4. Click **OK**. CuteFTP tries each selected MAC with the server starting with the top method in the **MAC** list.

To select encryption methods (ciphers)

1. On the main menu, click **Tools > Global Options**, or press ALT+F7.
2. Expand the **Security** node, then click **SSH2 security**.
3. In the **Cipher** list, specify at least one encryption method from the following types:
 - **ARCFOUR** - Arcfour is intended to be compatible with the RC4 cipher trademarked by RSA Data Security, makers of the famous PGP program. It uses a 128-bit key and provides good security.
 - **Cast128** - This cipher is the CAST-128 cipher in CBC mode, with 128 bit keys.
 - **Triple DES (3DES)** - This algorithm uses a 24-bit "triple key" to encrypt data 3 times. The 24-bit key is split into 3 8-bit segments and each is used for encryption. Triple DES is fast, but not as strong as the other algorithms.
 - **Twofish** - Twofish is an improved version of Blowfish using a 256-bit key. It provides the strongest security available in CuteFTP Professional and should protect your data in most transfers.
 - **Blowfish** - The Blowfish algorithm is a public-domain method using a 128-bit key. Blowfish was intended to be a replacement for 3DES. It provides good security.
4. Click **OK**. CuteFTP Professional tries each selected encryption method with the server starting with the top method in the **Cipher** list.

Authentication Layer Settings

To use public key authentication

If you want to use public key authentication, you will need to send your public key to the server administrator before you will be able to make an SSH2 connection.

1. On the main menu, click **Tools > Global Options**, or press ALT+F7.

2. Expand the **Security** node, then click **SSH2 security**.
3. Select the **Use public key authentication** check box. You are using public key authentication whenever the check box is selected, even if the box and check are dimmed.
4. Click **OK**.

To use password authentication

1. On the main menu, click **Tools > Global Options**, or press ALT+F7.
2. Expand the **Security** node, then click **SSH2 security**.
3. Select the **Use password authentication** check box. You are using password authentication whenever the check box is selected, even if the box and check are dimmed.
4. Click **OK**.



You have to use at least one authentication method for an SSH2 connection. You can use both methods for the same SSH2 connection.

USING SSH2 KEY PAIRS

You can authenticate SSH2 connections with a certificate (public key) just like SSL. To use public key authentication, you must send your public key to the server administrator before making an SSH2 connection. If the server is running OpenSSH, you must convert the public key as described below.

To use public key authentication in SSH2

1. [Create an SSH2 key pair](#).
2. Send the Public key to the SSH2 server administrator.
3. On the main menu, click **Tools > Global Options**, or press ALT+F7.
4. Expand the **Security** node, then click **SSH2 security**.
5. Select the **Use public key authentication** check box.
6. In the **Public key path** and **Private key path** boxes, specify the path to your public and private keys
7. In the **Use Passphrase** and **Confirm passphrase** boxes, type the passphrase for the key.
8. Click **OK**.



The private key and passphrase are never transmitted over a connection. When the server attempts to authenticate:

1. *The server encrypts a random number with your public key and sends it to you.*
 2. *If you have not entered your passphrase in [SSH2 security settings](#), CuteFTP asks you for your passphrase to activate the private key.*
 3. *The private key decrypts the number and sends it back to the server.*
 4. *The server recognizes the number as correct and allows the connection.*
-

To convert the public key

1. [Create an identity file](#) in the client.
2. Send the public key (Identity.pub) to the server administrator (via FTP, e-mail, etc.)

3. The server administrator must convert the public key to OpenSSH, check it with *wordcount*, and add it to *authorized_keys*.

Command sequence:

```
ssh-keygen -i -f Identity.pub > sshpub  
wc sshpub  
cat sshpub > ~/.ssh\authorized_keys
```



Word count should return a "1" as the first number. OpenSSH asks for the identity files password the first time you log in. If CuteFTP fails to connect, contact our support team and provide the kernel version, OpenSSH build, and the CuteFTP Professional build number (located under Help > About).

TROUBLESHOOTING SFTP CONNECTIONS

You cannot connect with SFTP simply by configuring the proxy settings in Global Options. CuteFTP does not support using SFTP through a proxy server that is **not** a SOCKS proxy server. Non-SOCKS servers are "protocol dependent," meaning that if it's an FTP server, you must use FTP and if it's an HTTP server, you must use HTTP. SOCKS proxy servers are not protocol dependent. A SOCKS proxy server works for any TCP/IP socket connection, so the protocol should not matter.

If you are having difficulty connecting to your SFTP server, do the following:

1. Verify that the server you are connecting to supports **SFTP connections**.



CuteFTP Professional supports SFTP, 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 SSH2 uses port forwarding capabilities to forward standard FTP transactions through an encrypted tunnel but the actual file is transferred by a separate, non-secure FTP server. If you are unsure if the host is supporting SFTP, check the connection port. SFTP usually occurs over **port 22**.

2. Try toggling the **compression** options in the [SSH2 Security](#) page.
3. Verify the authentication mechanism supported and required by the server. It may require **password**, **public key** (identity file), or **both** (see note below).
4. If public key authentication is required, be sure to provide a copy of the public key you created to the server's administrator, as it must be in the server's **trusted list** in order for you to connect.
5. If the server administrator created a public key for you, be sure to replace your existing one with it and select the provided key from within the [SSH2 Security](#) page.
6. [Copy the connection log to a text file or email](#) to assist in troubleshooting when contacting your FTP or Web service provider or the GlobalSCAPE support team.



To use public key authentication, you must send your public key to the server administrator before making an SSH2 connection. If the server is running OpenSSH, [convert the public key](#).

ENCRYPT PASSWORDS USING OTP

When you connect to a site, you can encrypt your password to protect it from interception using the One-Time Password (OTP) scheme. OTP is supported by GlobalSCAPE Secure FTP Server, EFT Server, various *nix servers, and a few Windows-based servers.

To enable OTP for a standard FTP site

1. In the **Site Manager**, click a site.

2. On the main menu, click **File > Properties**.
3. Click the **Type** tab.
4. In the **Protocol type** box, make sure **FTP (standard File Transfer Protocol)** is selected.
5. In the **Password Protection** group, specify an encryption method.
 - **Not Encrypted** - the password is sent unprotected to the server.
 - **MD4** - A system that encrypts your password a different way every time it is sent.
 - **MD5** - A system like MD4, with more complex encryption scheme.
 - **Auto detect OTP** - CuteFTP tries to detect the encryption method the server uses.
6. Click **Connect** or **OK**.

To enable OTP for an FTP over SSL site

1. On the **Site Manager** tab, click a site.
2. On the main menu, click **File > Properties**.
3. Click the **Type** tab.
4. In the **Protocol type** box, make sure **FTP (standard File Transfer Protocol)** is selected.
5. In the **Password Protection** group, specify an encryption method.
7. In **Protocol type**, select the desired **SSL connection mechanism**.
8. Click **Connect** or **OK**.



Using OTP with SSL adds a redundant layer of protection as SSL authentication already protects the password using a robust encryption mechanism.

OTP is defined in RFC 1938 (replaced by 2289) and was evolved from S/KY™, a One-Time Password System originally developed by Bellcore.

CuteFTP Professional supports keyboard-interactive authentication. This authentication method involves connecting to servers with a challenge/response type of password-based authentication, and requires a one-time use password typically generated by hardware or, less commonly, software-based password generators.

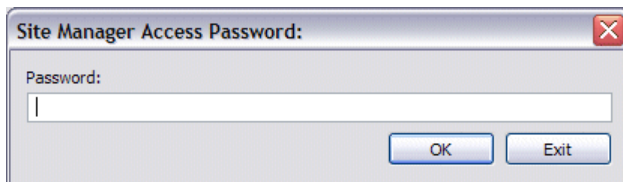
PROTECTING SITE MANAGER CONTENT

To require a password to open the Site Manager

1. On the main menu, click **Tools > Site Manager > Security > Encrypt Site Manager Data**. The **Site Manager Encryption** dialog box appears.



2. In the **Password** and **Confirm password** boxes, type a password for opening the Site Manager. Create a password of at least 5 characters for maximum security.
3. Click **OK**. CuteFTP will now display the following prompt every time it starts.



To change the Site Manager password

1. On the main menu, click **Tools > Manager > Security > Change Password**. The **Site Manager Encryption** dialog box appears.
2. In the **Password** and **Confirm password** boxes, type a new password for opening the Site Manager. Create a password of at least 5 characters for maximum security.
3. Click **OK**. The password is changed.

To remove the Site Manager password

- On the main menu, click **Tools > Site Manager > Security > Remove Password**.
CuteFTP will no longer prompt for a password when it starts.

Configuration Notes


- When the Site Manager Access Password is defined, the Site Manager information is protected with 64-bit Blowfish encryption.
- If you forget the password, you will not be able to use the protected **Site Manager**. You will have the option to back up the locked **Site Manager** and re-enter your site information in a new **Site Manager**.
- You can import a password-protected **Site Manager** file, but will need the password to do so.

STORING AND MODIFYING SITE CONFIGURATION

ADDING A SITE TO THE SITE MANAGER WITHOUT THE CONNECTION WIZARD

You can save connection settings for sites that you use often by adding them to the Site Manager.

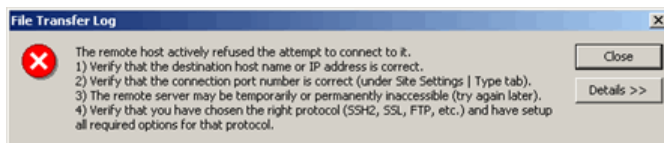
To add a site to the Site Manager without the Connection Wizard

1. Do one of the following:
 - On the main menu, click **File > New**, then click the type of site.
 - Press CTRL+N.
 - On the toolbar, click down arrow on the **New Site** icon , then click the type of site.

The **Site Properties for** dialog box appears.

2. On the **Type** tab, specify the protocol for the site.
3. On the **General** tab, in the **Label** box, type a descriptive name for the site.
4. In the **Host address** box, type the address for the site. The address can be a domain address, such as **ftp.globalscape.com**, or an IP address, such as **192.168.20.52**. Ask your hosting provider for the address.

If you do not provide the correct address, then every time you try to connect to that site an error message like the one below appears.



Click **Details** to view the details and log entries to determine the specific error.

5. In the **Username** field, type the user name given to you by your hosting provider.
6. In the **Password** field, type the password given to you by your hosting provider.
7. Click **Connect** to connect now or **OK** to connect later. The site information is saved in the **Site Manager** for future use.



Your host address can be in IP format (e.g., **255.255.255.255**) or in domain name format (e.g., **ftp.mysite.com**).


IMPORTING FTP SITES

You can add sites to your Site Manager from simple text listings or from site listings in the following FTP clients:

- CuteFTP Pro 1.0-3.3 (sm.dat)
- CuteFTP Pro exported sites list (*.txt)
- CuteFTP 4.0-6.0 (sm.dat)
- CuteFTP 2.6-3.5 sites (smdata.dat)
- CuteFTP 1.4-2.0 (tree.dat)

- CuteFTP 1.3 (hosts.dat)
- Blu Zone v1.0-v2.11
- CoffeeCup 4.0-4.5 (FTPServers.ini)
- Crystal FTP 2000
- FTP Commander 4.0 (ftplist.txt)
- FTP explorer 1.00
- FTP Voyager 6.0-8.0 (ftpvoyager.ftp)
- Generic Site List from text (*.txt)
- LapLink 2.0
- TransSoft 4.4
- WS_FTP 5.0 (ws_ftp.ini)
- WS_FTP 6.0-7.0 (ws_ftp.ini)

To import FTP sites

1. On the main menu, click **Tools > Site Manager > Import/Export FTP Sites**. The **Choose import or export site manager** wizard appears.
2. In the **Select the operation** area, click **Import**, then click **Next**.
3. Specify the application or file from which you want to import, then click **Next**.
4. In the **Conversion type** area, specify the conversion type, then click **Next**.
5. Do one of the following:
 - If you select the **Merge the entries into the existing Site Manager** option, browse for the old database file to be merged and click **Next**.
 - If you select the **Create a new Site Manager with these entries** option browse for the old database file and the new database file.
6. Click magnifying glass icon  to open the **Find Site Database Tool** and view the list of sites.
7. Click the site you want to import, then click **OK**.
8. After the sites are imported, click **Finish**.
9. Open the **Site Manager** to verify the sites were imported.

EXPORTING FTP SITES

You can export your **Site Manager** listings if another user requires the same site configuration, or if you just want to back it up.

To export your Site Manager listings

1. On the main menu, click **Tools > Site Manager > Import/Export FTP Sites**. The **Choose import or export site manager** wizard appears.
2. Click **Export**, then click **Next**.
3. In the **Select the file format** area, click one of the following:
 - **As text** - to generate a list of sites in plain text.

- **As URL** - to generate a list of sites as Web addresses.
4. Click **Next**.
 5. In the **File location and Name** box, click the folder icon to define the path for the new file. The **Save As** dialog box opens.
 6. In the **File name** box, type a name for the file, then click **Save**.
 7. Click **Finish**.

REMOVING A SITE FROM THE SITE MANAGER

If you have sites defined in the Site Manager to which you no longer connect, you can delete them.

To remove a site from the Site Manager

1. [Display the Site Manager](#) and view the Site Properties.
2. Click the site you want to delete, then do one of the following:
 - Click the site that you want to delete, then on the main menu, click **File > Delete**.
 - Right-click the site, then click **Delete**.
 - On the keyboard, press DELETE.
 - On the toolbar, click the **Delete** icon.

A confirmation message appears.

3. Click **Yes**.

BACKING UP SITE CONFIGURATIONS

CuteFTP can back up your site configuration and save the backup file in any directory you specify. It is a good idea to back up this data in case you need to restore your setup.

To back up the configurations in Site Manager

1. On the main menu, click **Help > Backup Personal & Registration Data**.
2. Specify the location to save your backup data. CuteFTP create backup files (**key.reg**, **serial.txt**, and **sm.dat**) in the location you specified.
3. You are prompted to print out your registration information. If you click **Yes**, the following information prints to your default printer:
 - Instructions for restoring your registration (using **key.reg**)
 - Instructions for restoring your Site Manager configuration (using **sm.dat**)
 - Your registration number(This same information is saved in the backup file **serial.txt**.)

MODIFYING SITE CONNECTION SETTINGS

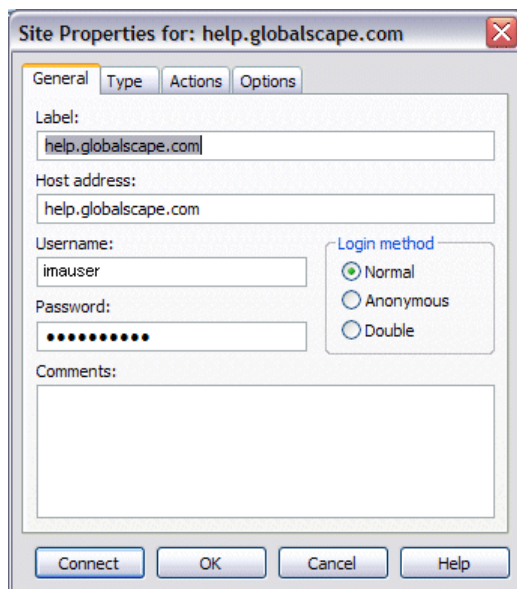
You can change a number of connection settings for individual sites in the Site Manager. The changes made to sites in the Site Manager only affect the individual site.

To change site properties or settings

1. [Display the Site Manager](#) and view the Site Properties.
2. Click the [General](#), [Type](#), [Actions](#), or [Options](#) tab.
3. Modify the site properties, then do one of the following:
 - Click **Connect** to connect to the site.
 - Click **OK** to save the changes without connecting.
 - Click **Cancel** to abort the changes.

Site Properties - General Tab

On the **General** tab of the **Site Properties**, you can [modify](#) the name (Label) by which the site is displayed in the Site Manager, the host address, username, password, and login method. You can also type comments that are saved with the site settings.



Label - Type a descriptive name for the site, as it will appear in the Site Manager.

Host address - Type the address to which you will connect for this site. The address can be a domain name, such as **ftp.example.com**, or an IP address, such as **192.168.125.210**. If you do not know the address, your hosting provider or system administrator should be able to provide it to you. Many ISPs provide FTP configuration information on their Web site. For an example of what to look for, go to <http://help.yahoo.com/l/us/yahoo/geocities/gftp/gftp-09.html>. A similar help page should be available from the company that is hosting your web site.

Username - Type the username given to you by your hosting provider.

Password - Type the password given to you by your hosting provider.

Comments - Type any notes about the site that you want to save with the site.

Login method:

- Click **Normal** if the server requires your user name and password for a connection.
- Click **Anonymous** if the server does not require a user name and password for a connection.
- Click **Double** if you need to supply your user name and password twice for a connection.

Connect - Saves site changes and connects to the site.

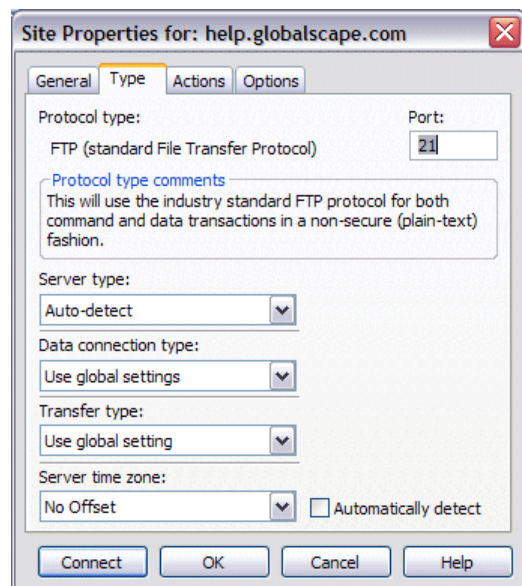
OK - Saves changes and closes **Site Properties**.

Cancel - Cancels changes and closes **Site Properties**.

Help - Opens the online help.

Site Properties - Type Tab

On the **Type** tab of the **Site Properties**, you can synchronize the [time zone](#), and define the [server type](#), [data connection type](#), and [transfer type](#).



Protocol type - Specify the transfer protocol for the site. Options include FTP and various [SSL options](#). In CuteFTP Professional, you can also choose HTTP, HTTP with SSL, or SSH2 (SFTP).

If you choose any of the SSL options, you will also be able to choose a [Clear Data Channel](#) or a [Clear Command Channel](#).

Port - The default port number appears (e.g., FTP = 21). You can change the number if the default is not correct for your site. Contact your ISP/Web service provider for the correct port number.

Server type - If you keep the default of **Auto-detect**, CuteFTP tries to determine what kind of server is at the site. If you have connection problems, or you know what kind of server is at the site, you can choose from the list that includes UNIX, UNIX compatible, Windows NT, and many others.

Data connection type - Click **Use global settings**. CuteFTP uses the connection type set in **Global Options > Transfer**. You can also specify PORT, PASV, EPRT, or EPSV connection mode.

Transfer type - Specify the transfer type you set in [Global Options](#) or one of the following:

- **Auto-detect:** Based on the file type, CuteFTP decides whether to transfer in ASCII or binary.
- **ASCII:** Used primarily for transfer of text-based files such as HTML, text, and other documents.
- **Binary:** Used primarily for data type transfers such as pictures and other graphics, or files those do not have line feeds (carriage returns).

Server time zone - Specify **No Offset** if the server is in the same time zone as yours. If the server is in a different time zone, specify it here. These time zones do not account for Daylight Saving Time. To account for Daylight Saving Time, choose a time zone one hour ahead of the server's time zone. For example, if you are connecting to a server in Central Daylight time, set the time zone to Eastern Standard Time.

Time Zone Synchronization - Select the **Automatically detect** check box to enable time zone synchronization.

The **Time Zone Synchronization** feature helps in synchronizing time for all of the time zones. For example, if you set the time zone to CST, then during daylight savings the difference in the time occurs. In that case, you select the time zone one hour ahead of the server's time zone.

Time Zone synchronization feature helps in comparing the time of the file when it is uploaded on the remote server to the local computer time, rounding to the nearest 30 minutes. The difference in the time is the Time Zone offset.

The CuteFTP shall automatically detects the remote server time zone and synchronize it with the local computer time zone when a file is transferred.



*By default the **Automatically detect** check box is not selected.*

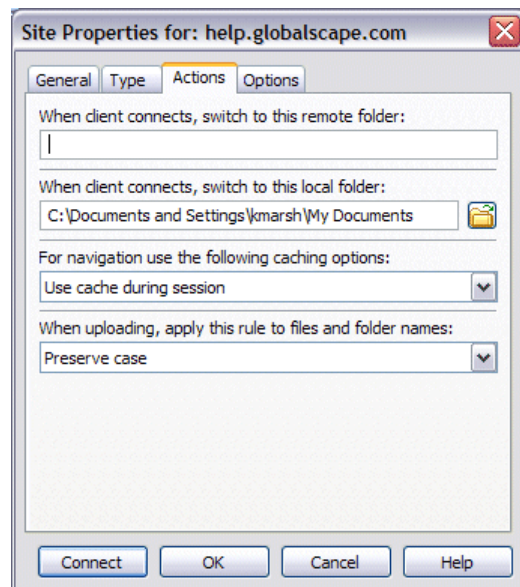
Password Protection - If simple FTP is selected as the protocol type, [password encryption](#) options appear.

Clear Data channel - If FTP with TLS/SSL is selected, you can select the check box for unencrypted data transfers.

Clear Command channel - If FTP with TLS/SSL is selected, you can select the check box to send unencrypted commands.

Site Properties - Actions Tab

On the **Actions** tab of the **Site Properties**, you can specify the actions to take when you connect to and upload to the site.



When client connects, switch to this remote folder - Type the full path to any folder on the remote site, and CuteFTP will automatically open the folder in the Remote Pane when you connect to the site.

When client connects, switch to this local folder - Type or browse to the full path for any folder on your computer, and CuteFTP will automatically open the folder in the Local Pane when you connect to the site.

For navigation use the following caching options - Caching means CuteFTP stores the site list information on your computer, so when you navigate to different files and folders, you do not have to reconnect.

- **Use cache during session** - Store the site's information only until you close the connection.
- **Always use cache** - Store the site's information and keep it even after you disconnect.
- **Do not use cache** - Never store the site's information.

When uploading, apply this rule to files and folder names - Use this to change file names to upper case, lower case, or to keep the case the same.

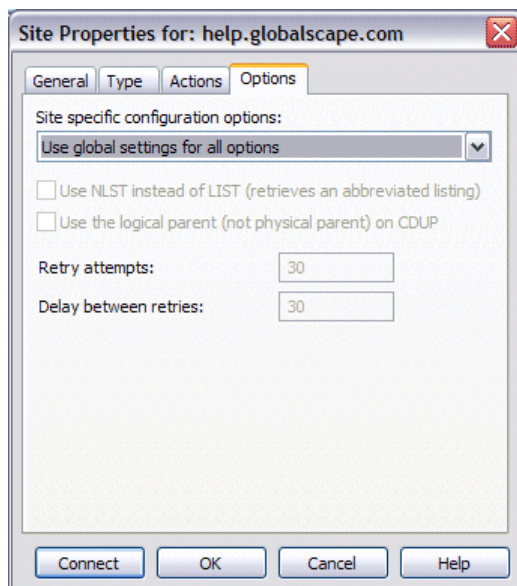
- **Preserve case** - Keep all uploaded file names in their original case.
- **Force lower case** - Change all uploaded file names to small letters.
- **Force upper case** - Change all uploaded file names to all capitals.

Filter - Click this button to define which files will be hidden or displayed on the site.

For more information, refer [Choosing which files and folders to display](#).

Site Properties - Options Tab

On the **Options** tab of the **Site Properties**, you can specify the number of retry attempts, delay between retries, and other options.




Site-specific configuration options

- **Use global settings for all options** - the site will use the parameters set in **Global Options**
- **Use site specific option** - the site will use the parameters set on this tab.

Apply auto-rename scheme to transfer - Select this check box if you want the files that you transfer to be renamed according to the settings you chose in the [Global Options Rename Rules](#) panel. Clear this check box if you do not want files to be renamed when you make transfers with this site.

Use NLST instead of LIST (retrieves an abbreviated listing) - Select this check box to get only a list of file names and no other file information from the site. Clear this check box if you want the site to send you complete file listings, including file size, file modified date, and folder names.

Use the logical parent (not physical parent) on CDUP - Select this check box if you want to return to the previous directory when you clicked the **Up folder** icon , even if you clicked a link or shortcut in the previous directory. Clear this check box to go back to the parent directory for this folder, which might not have been the directory you were in when you jumped to the current directory.

Site-Specific Firewall settings

- Click **Proxy** if you need to connect through a proxy server to get to this site. A **Proxy** dialog box appears in which you can enter the proxy type, server address, username and password.
- Click **Socks** if you need to connect through a Socks server to get to this site. A **Socks** dialog box appears in which you can enter the SOCKS type, server address, username and password.

Retry attempts - Specify the number of times you want CuteFTP to try connecting to this site, if there is a problem making a connection.

Delay between retries - Specify the number of seconds you want CuteFTP to wait before retrying a connection after a connection attempt fails.

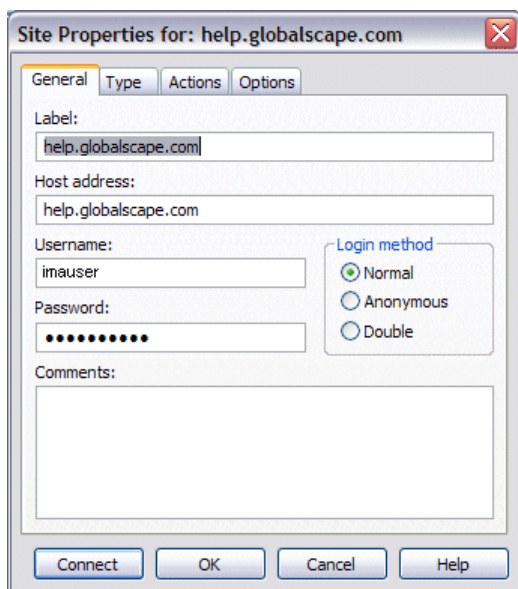
Site max concurrent transfers - Specify the number of connections CuteFTP can open to the site for transferring many files simultaneously.

CHANGING A SITE'S CONNECTION SETTINGS OR LOGIN INFORMATION

On the **General** tab of the **Site Properties** dialog box, you can change the connection or login information for the selected site.

To change a site's connection settings or login information

1. [Display the Site Manager](#) and view the Site Properties.
2. Click the [General](#) tab.



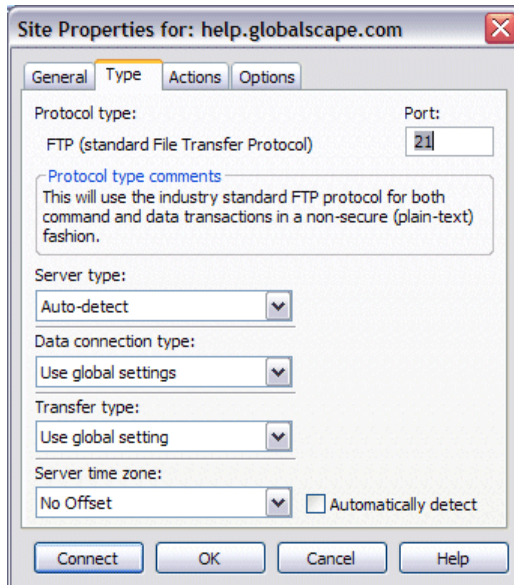
3. Change the information as needed, then click **Connect** to accept the changes and connect to the site or **OK** to accept the changes without logging in.

CHANGING THE DATA CONNECTION TYPE (PORT OR PASV)

The sites are all configured by default to use the data connection type set in the **Global Options** dialog box. You can change that setting for each site. For example, if you want to connect in PASV mode to a server that prefers PORT for data connections, you might need to change the data connection type.

To change the data connection type

1. [Display the Site Manager](#) and view the Site Properties.
2. Click the [Type](#) tab.



3. In the **Data Connection Type** box, click **Use PORT** or **Use PASV**.
4. Click **Connect** or **OK**.

PROXY SETTINGS FOR INDIVIDUAL SITES

You can set individual sites to connect through a proxy server in the Site Manager. To set the proxy settings the same for all sites in the **Global Options** dialog box, refer to [Proxy Connection Settings](#).

To setup a proxy connection for an individual site

1. In the **Site Manager**, click the site you want to change.
2. Do one of the following:
 - Right-click the site, then click **Properties**.
 - On the main menu, click **File > Properties**.
3. Click the **Options** tab.
4. In the **Site specific configuration options** list, click **Use site specific option**.
5. Click **Proxy**. The **Proxy** dialog box appears.
6. In the **Proxy type** list, click the protocol your proxy server supports.
7. In the Host name and port boxes, type the name and port number of the proxy server. The default port for proxy servers is 8000.
8. If the proxy server requires a user name and password or some other authentication, select the **Use authentication** check box. If the proxy server does not require authentication, skip to step 15.
9. Type your proxy **User name**.
10. Type your proxy **Password**.

11. If your proxy server only requires the user name and password, skip to step fifteen; otherwise, click **Advanced**.
12. Click one of the following advanced authentication methods.
 - **USER user @site** if your proxy server requires the USER command followed by your user name and the site name to allow connection with a remote site. You can replace the @ sign with a different separator to match what your proxy server requires.
 - **SITE site** if your proxy server requires the SITE command followed by the address of the remote FTP site to allow a connection.
 - **USER with login** if your proxy server requires the USER command followed by a user name and password to allow connection with a remote site.
 - **USER/PASS/ACCT** if your proxy server requires all three commands before allowing a connection to a remote site.
 - **OPEN site** if your proxy server requires the OPEN command followed by the site name before allowing connection to the site.
 - **Custom** if your proxy server requires a login sequence different from those above. See the procedure [below](#) for creating a custom authentication method.
13. Click **OK** to close the **Advance Proxy Settings** dialog box.
14. Click **OK** to accept the Proxy settings specific to this site.
15. Click **Connect** or **OK** to close the Site Manager.



Contact your system administrator for the proper Host name, Port, User name, Password, and proxy type, as well as any required advanced authentication methods.

To create a custom authentication method for a proxy server

1. Type a command.
2. Follow the command with a space and an appropriate variable:
 - %host% sends the host name you typed in the **Proxy** dialog box.
 - %user% sends the user name you typed in the **Proxy** dialog box.
 - %pass% sends the password you typed in the **Proxy** dialog box.
 - %port% sends the port number you typed in the **Proxy** dialog box.
 - %fire_pass% sends the password you typed in the **Proxy** dialog box as authentication for the firewall.
 - %fire_user% sends the user name you typed in the **Proxy** dialog box as authentication for the firewall.

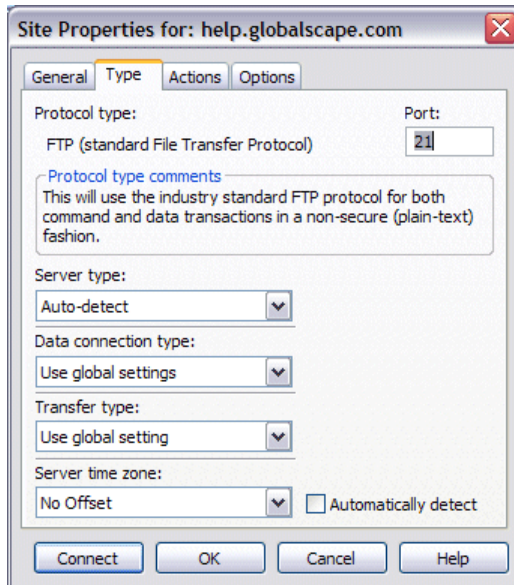
Type each variable with percent signs before and after.
3. Press **Enter** to separate commands.
4. Click **OK**.

CORRECTING TIMES FOR SITES IN DIFFERENT TIME ZONES

CuteFTP uses time zone offset information for display, transfer, and overwrite logic.

To compensate for servers in different time zones

1. [Display the Site Manager](#) and view the Site Properties.
2. Click the **Type** tab.



3. In the **Server time zone** list, select the server's time zone. Alternately, select the **Automatically detect** check box, and CuteFTP will determine the time zone from the system clock.
4. Click **Connect** or **OK**.

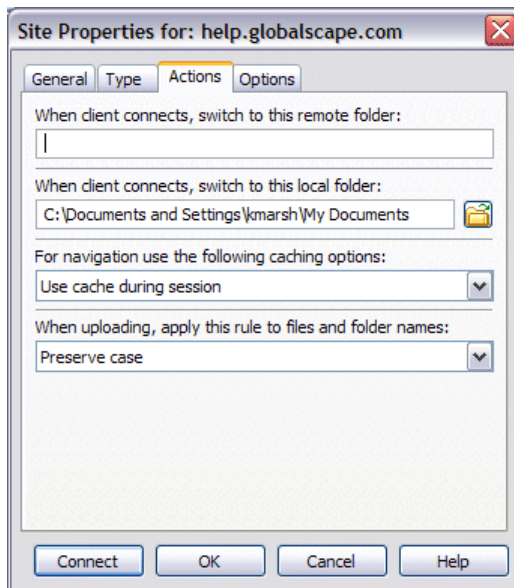
SPECIFYING WHETHER TO SAVE A SITE'S INFORMATION - CACHING

Caching means CuteFTP stores the site list information on your computer, so when you navigate to different files and folders, you don't have to reconnect.

To specify cache options

1. [Display the Site Manager](#) and view the Site Properties.

2. Click the [Actions](#) tab.



3. In the **For navigation use the following caching options** box, click one of the following:
 - **Use cache during session** - Store the site's information only until you close the connection (the default setting).
 - **Always use cache** - Store the site's information and keep it even after you disconnect.
 - **Do not use cache** - Never store the site's information.
4. Click **Connect** or **OK**.

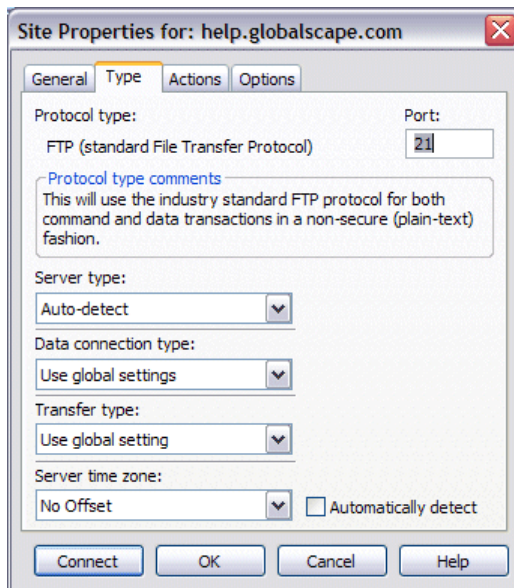
DESIGNATING A SITE'S SERVER TYPE

You can improve compatibility with individual sites by designating the type of server used for that site.

To designate server type

1. [Display the Site Manager](#) and view the Site Properties.

2. Click the [Type](#) tab.



3. In the **Server Type** list, select a server type.
4. Click **Connect** or **OK**.

FINDING A SITE IN THE SITE MANAGER

If you have numerous sites defined in the Site Manager, you use the **Find** function to search for it.

To find a site in the Site Manager

1. [Display the Site Manager](#) and view the Site Properties.
2. Right-click in the **Site Manager**, then click **Find Text in Site Manager** (or press ALT+F3).
3. In the **Find** dialog box, type all or part of the site name, then click **OK**.
4. If a site other than the one you wanted is found, right-click and select **Find Next**, or press F3, until the desired site is highlighted.



The **Find** tool is **not** case sensitive, searches from the top to the bottom of your site listings, and does not recognize wildcards.

CREATING AND USING BOOKMARKS

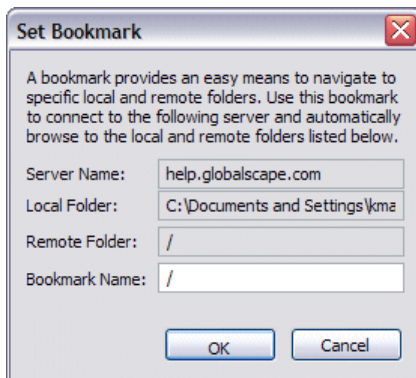
You can have special entries called *bookmarks* associated with sites that open a specific local or remote folder, or both the folders.

To create a bookmark

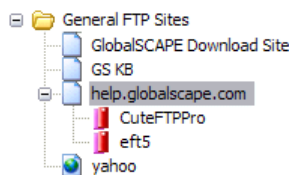
1. Connect to a site.
2. In the **Local** tab, click or browse to the folder you want to bookmark.
3. In the **Remote** tab, click or browse to the remote folder you want to bookmark.
4. Do one of the following:
 - On the main menu, click **Tools > Bookmark current folder**.

- Click the **Bookmark** icon , then click **Bookmark current folder**.
- Press CTRL+Q.



The **Set bookmark** dialog box appears.



5. The **Local folder** and the **Remote folder** are displayed in the **Set Bookmark** dialog box and cannot be changed. To change the local folder and remote folder you have to repeat the previous steps.
6. In the **Bookmark Name** box, provide a descriptive name for the bookmark, then click **OK**. The new bookmark appears in the **Site Manager** as a sub-listing of the remote site's entry. Bookmarks created in this manner are assigned the remote folder as their default name, but you can [rename](#) them.



To connect to a bookmarked directory

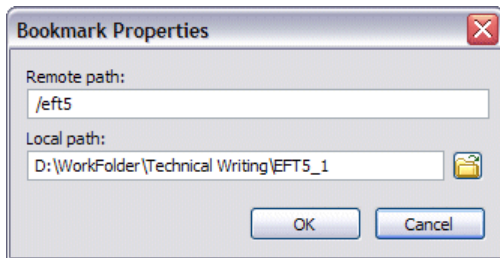
- Do one of the following:
 - Double-click a bookmark displayed as a sub-item under the site name in the **Site Manager**.
 - Click **Bookmark**  and select the desired bookmark from the shortcut menu.
 - On the toolbar, click the **Bookmark**  icon, then click the bookmark on the shortcut menu.

A new remote window appears displaying the bookmark's remote folder, if specified; otherwise, the root folder appears. The **Site Manager** switches to **Local Drives**, displaying the local folder specified in the bookmark.

To edit a bookmark

1. In the **Site Manager**, click the bookmark.
2. Do one of the following:
 - On the main menu, click **File > Properties**.
 - Right-click the bookmark, then click **Properties**.

The **Bookmark Properties** dialog box appears.




3. To change the remote folder, in the **Remote path** box, type a new remote path.
4. To change the local folder, in the **Local Path** box, type or browse for a new local path.
5. Click **OK**.

To rename a bookmark

1. Click the bookmark.
2. On the main menu, click **File > Rename** (or press F2).
3. Type a new name, then press ENTER.

To remove a bookmark

1. Click the bookmark, then do one of the following:
 - On the main menu, click **File > Delete**.
 - Right-click the bookmark, then click **Delete**.
 - On the toolbar, click the **Delete** icon .

A confirmation message appears.

2. Click **Yes**.

TRANSFERRING FILES AND FOLDERS

SPECIFYING A DEFAULT DOWNLOAD FOLDER

In the **Global Options** dialog box, you can specify which folder on your hard drive is the default folder for downloads from your remote site. You can specify that whichever folder is displayed in the local pane is the download location, or specify another folder.

To specify a default download folder

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **General** node. The **General** options appear.
3. Do one of the following:
 - To download remote items that were dragged to the queue to the folder displayed in the **Local Drives** pane, select the **Use the current folder in the local pane as the default** check box.
 - To provide a path to a specific folder, clear the **Use the current folder in the local pane as the default** check box, then in the **Use** box, browse for or type the path to a download location for remote items you place in the queue. All remote items dragged to the queue are downloaded to the specified folder.
4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

TRANSFERRING FILES AND FOLDERS

Transferring files and folders between sites is quick and easy. Besides just clicking and dragging the item that you want to transfer, you can also:

- Multi-select and drag items as group. (SHIFT + click for contiguous items; CTRL + click for non-contiguous items.)
- Drag items to the [Queue](#) to upload them later.
- [Select an item or group of items in Windows Explorer](#), then right-click and click **Upload**.

To upload files (transfer from a local to remote computer)

1. [Connect to a remote site](#).
2. In the **Local** pane, locate the files or folders that you want to upload.
3. Click and hold the mouse button while dragging the item(s) from the **Local** pane to the **Remote** pane or **Queue** pane.
4. Release the mouse button. The items are copied (not moved) to the remote server or to the **Queue** pane for later uploading.

To download files (transfer from a remote to a local computer)

1. [Connect to a remote site](#).
2. In the **Remote** pane, locate the files or folders that you want to download.
3. Click and hold the mouse button while dragging the item(s) from the **Remote** pane to the **Local** pane or **Queue** pane.

4. Release the mouse button. The items are copied (not moved) to your local location or to the **Queue** pane for later downloading.

For the procedures for file and folder management, see Managing Files and Folders.

QUEUING FILES AND FOLDERS FOR TRANSFER

CuteFTP allows you to drag items to the queue to download them later. From within the queue pane, you can also [stop](#), [resume](#), or [restart](#) a transfer. For a description of the icons that appear in the Queue pane, see [Transfer Queue Icons](#).

To display or hide the queue

1. On the main menu, click **View > Show Panes**.
2. Click **Queue Pane** or click ALT+1 to display or hide it.

To add items to the queue

1. **Connect** to a site. (You cannot drag items to the queue unless you are connected to a site.)
2. **Locate** the files or folders you want to upload or download in your local or remote pane.
3. **Drag** the selected items to the transfer queue window.
4. **Repeat** as necessary. You can also connect to other sites and add files and folders to the queue.
5. Once you have finished adding items to the transfer queue, you can change queue item attributes if desired, such as destination path, transfer type, scheduling, and so on by clicking the item, then pressing ALT+ENTER.
6. To [change the transfer priority](#) of an item, click it, then drag it up or down in the queue. A blue line appears to indicate where the item will be placed.
7. When you are ready to begin processing the queue, do one of the following:
 - On the main menu, click **Tools > Queue > Transfer All**.
 - Click to select one or more items in the queue, then click **Tools > Queue > Transfer Selected**.
 - Right-click in the queue, then click **Transfer All**.
 - Click to select one or more items in the queue, then right-click the selection and click **Transfer Selected**.

REMOVING ITEMS FROM THE QUEUE PANE

You can remove items from the queue that are queued for transfer, that have completed transfer, or that have failed transfer. To remove completed transfers from the Queue pane automatically, refer to [Removing Successful Transfers from the Queue Automatically](#).

To remove selected items from the queue

1. Click to select one or more items in the queue, then do one of the following:
 - On the main menu, click **Tools > Queue > Remove Selected**.
 - Right-click the selection and click **Remove Selected**.
 - Press DELETE.

A confirmation message appears.

2. Click **Yes**.

To remove completed transactions from the queue

1. Do one of the following:
 - On the main menu, click **Tools > Queue > Remove Finished**.
 - Right-click in the Queue pane, then click **Remove Finished**.

A confirmation message appears.


2. Click **Yes**.

To clear everything from the queue

1. Do one of the following:
 - On the main menu, click **Tools > Queue > Remove All**.
 - Right-click in the Queue pane, then click **Remove All**.

A confirmation message appears.

2. Click **Yes**.

 *If you remove everything from the Queue, you will also remove your Folder Monitor Rules!*

REMOVING SUCCESSFUL TRANSFERS FROM THE QUEUE AUTOMATICALLY

As old items build up in the queue, it can consume large amounts of memory.

To remove successful transfers from the queue automatically

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Transfer** node, then click **Events**. The **Events** options appear.
3. Select the **Remove successful transfer items from the queue automatically** check box to erase items from the queue after they have transferred. Clear the check box to keep items in the queue even after they have transferred.
4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

UPLOADING FILES FROM ANYWHERE IN WINDOWS











You can upload files from anywhere in Windows by selecting CuteFTP's Upload options from Window's context menu (usually a right-click).

To upload files in Windows

1. In Windows, right-click the file you want to upload to a server, click **Upload using CuteFTP Pro**, then click **Connection wizard**. The **CuteFTP Connection Wizard** appears.
2. File the instructions in [Connecting to Sites Using the Connection Wizard](#) to define the site connection options, then click **Finish**. Cute FTP connects to the site, uploads the file, then saves the site in the **Site Manager** for future connections.

TRANSFER QUEUE ICONS

The queue icons are displayed next to each item in the **Queue** pane.

| Icon | Description |
|---|---|
|  | The item is in the queue but a transfer has not been attempted or scheduled. |
|  | The item is in the queue and a transfer has been scheduled , but has not yet occurred. |
|  | This item's transfer is starting. |
|  | There is an existing file of the same name in the destination folder and you will have to decide whether to Overwrite the existing file, Skip the transfer, Resume an interrupted transfer, Rename the file you are transferring, or Numerate the file you are transferring. |
|  | The item transfer is in progress; this usually appears for large transfers. |
|  | The item transferred successfully. |
|  | The transfer has been interrupted, but CuteFTP is still trying to complete the transfer. |
|  | The item has been skipped, usually because you chose to skip it manually or in a Smart Overwrite rule that you chose previously. |
|  | You have stopped the transfer while it was in progress. You can still Resume this transfer. |
|  | The server has refused to transfer the item. The transfer log will show an ERROR:> message with a more information. |

TRANSFERRING FILES IN ORDER

You can see the order in which queued items transfer at the left end of the **Queue** pane. The numbers in the column indicate the order of transfer. By default, files transfer in the same order that they are added to the queue.


To transfer items in the order added

1. Sort the **Local** or **Remote** pane by clicking on the corresponding column header (Name, Time, Size, etc.)
2. In the **Local** or **Remote** pane, click the item(s) to transfer, then drag the selected items into the queue. Note that the items are ordered in the same way they were sorted prior to adding them to the queue.
3. Right-click in the **Queue** pane, then click **Transfer All**. CuteFTP transfers the files in the order reflected by the numbers in the left column of the queue.

To set a specific transfer order

1. Move transfer items to the **Queue** pane as described above.
2. Click the pound sign (#) column header to sort the items by their transfer order.
3. Click an item in the queue.
4. On the main menu, click **Tools > Queue > Change Order**.
 - To transfer the selected item first, click **Move to Top** (or press CTRL+SHIFT+T).
 - To transfer the selected item last, click **Move to Bottom** (or press CTRL+SHIFT+B).
 - To transfer the selected item before the previous item in the queue, click **Move Up One** (or press CTRL+SHIFT+U).

- To transfer the selected item after the following item in the queue, click **Move Down One** (or press CTRL+SHIFT+D).

 You can also change an item's place in the transfer order by clicking and dragging the item up or down in the queue. A blue line indicates where the item's new position in the queue will be after you release the mouse.

| # | Item Name | Address | <-> | Size | Progress |
|---|-------------|-------------|-----|---------|----------|
| 1 | cuteftp.exe | ftp.glob... | ← | 0 bytes | 0% |
| 2 | index.txt | ftp.glob... | ← | 0 bytes | 0% |
| 3 | csb.exe | ftp.glob... | ← | 0 bytes | 0% |
| 4 | csb3.exe | ftp.glob... | ← | 0 bytes | 0% |

STOPPING TRANSFERS

You can stop in-progress transfers, remove items from the queue, and reset failed transfers. To resume or restart a transfer, refer to [Resuming Transfers](#).

To stop a transfer


1. Click the item(s) in the queue to be stopped.
2. On the main menu, click **View > Stop** (or press ESC).

To remove items queued for transfer

1. Click an item in the **Queue** pane.
2. Do one of the following:
 - On the main menu, click **Tools > Queue > Remove Selected**.
 - Select one or more items in the queue, then right-click the selection and click **Remove Selected**.
 - Press DELETE.

A confirmation message appears.


3. Click **Yes**.

 **Remove All** deletes every file from the queue. **Remove Finished** deletes all of the items from the queue that have completed their transfer.

The shortcut keys ESC or F9 stop active transfers. Press ESC once to stop the last command (be it a transfer or connection request). Press ESC repeatedly to cycle through active transfers and/or connections and stop them one by one. You can also select multiple items in the queue and press ESC to stop them. Press DELETE to stop and remove selected queue items.

RESUMING TRANSFERS

CuteFTP automatically attempts to resume interrupted transfers caused by lossy connection, server-kicked users, a slow server, and so on. CuteFTP does not auto-resume interrupted transfers when the remote server is unreachable (i.e., there is no connection available, the server is down, or for any other reason). In those situations, you must manually resume the transfer.

 In you have not shut down and restarted CuteFTP since the interruption took place, CuteFTP assumes that the transfer is within its original context and attempts to resume it from the point it left off. If the transfer is no longer in the original context, CuteFTP prompts you to overwrite the destination file, that is, to start over again.

You can set up [overwrite rules](#) to tailor such situations to your specific needs.

To resume a stopped transfer

- Click the stopped item in the queue, then do one of the following:
 - On the main menu, click **Tools > Queue > Transfer Selected**.
 - Right-click the item, then click **Transfer Selected**.

To reset a failed transfer

- Click the stopped item in the queue, then do one of the following:
 - On the main menu, click **Tools > Queue > Reset Selected**.
 - Right-click the item, then click **Reset Selected**.
 - To restart the transfer, click **Tools > Queue > Transfer Selected**.
 - Right-click the item, then click **Transfer Selected**.

VIEWING TRANSFER STATUS

While items are transferring and after the transfer is complete, you can view the details of the transfer in the **Log** pane. Refer to [CuteFTP Professional's Main Screen](#) to view an illustration showing where the Log pane appears.

The **Log** pane appears under the **Remote** pane when you are connected to a site. The **Log Window** tab (behind the **Queue Window** tab) shows detailed session status.

Ensure the log settings in the **Global Options** dialog box are configured to display the logs.

To view the log pane

- On the main menu, click **View > Show Panes > Individual Session Logs** (or press ALT+2).

To view the Log Window

1. On the main menu, click **View > Show Panes > Queue & Log Pane** (or press ALT+1).
2. In the bottom pane, click the **Log Window** tab.

USING THE CLIPBOARD TO TRANSFER

You can use the Windows clipboard to copy and paste a URL directly into CuteFTP with the **Connect to URL** feature. This allows you to connect to a site, or if specified, download a file.

1. In a browser or Windows application, copy the URL to the clipboard (e.g., press CTRL+C). The URL may be general (ftp://www.globalscape.com) or specific (ftp://www.globalscape.com/pub/cuteftp/cute2632.exe).
2. In CuteFTP, on the main menu, click **File > Connect > Connect to URL** (or press CTRL+U). The **Connect to URL** dialog box appears.
3. Paste the URL into the **Connect to URL** dialog box (e.g., press CTRL+V).
4. Click **OK**. CuteFTP parses the URL and connects to the site or, if specified, starts downloading the file.



The URLs that you paste into the **Connect to URL** dialog box are saved for future sessions. Then you can just

press CTRL+U, then click the down arrow to select the URL.

The following formats are supported:

- ftp://user:pass@host.host.com:port
- ftp://user:pass@host.host.com
- ftp://user@host.host.com
- ftp://host.host.com:port
- ftp://host.host.com
- ftp://ftp.sitename.com/pub l: user p: pass
- ftp://ftp.sitename.com/pub:44 l: user p: pass
- ftp://ftp.sitename.com/pub port:44 l: user p: pass
- ftp://ftp.sitename.com/pub l/p: user/pass
- ftp://ftp.sitename.com/pub:44 l/p: user/pass
- ftp://ftp.sitename.com/pub p:44 l/p: user/pass
- ftp://ftp.sitename.com/pub port:44 l/p: user/pass
- ftp://ftp.sitename.com/pub l: user p: pass
- ftp://ftp.sitename.com/pub:44 l: user p: pass
- ftp://ftp.sitename.com/pub p:44 l: user p: pass
- ftp://ftp.sitename.com/pub port:44 l: user p: pass
- ftp://[any of the above formats]/pathnametofile/[optional filename]

CuteFTP Professional also accepts http, https, sftp, and ftps URLs.

Pasting an URL Directly into the Transfer Engine

The Paste URL feature is also accessible from the Transfer Engine icon  in the Windows system tray.

1. Right-click the TE icon, then click **Download URL**. The **Download URL** dialog box appears.
2. Paste the URL into the **Download URL** dialog box, then click **OK**. The TE attempts to download the URL regardless of whether the URL specifies a path to a folder or a file.

Depending on the URL you paste, CuteFTP tries to connect and navigate to the specified folder or attempts to download the item. Following is a sample of path endings and how CuteFTP handles them.

| Path endings | Interpretation | Action Attempted |
|---------------------|----------------|------------------|
| ftp://host/dir.ext/ | A folder | Connection |
| host/.ext/ | A folder | Connection |
| host/dir/ | A folder | Connection |
| host/dir | A folder | Connection |
| host/dir.ext | A file | Download |
| host/.ext | A file | Download |

SCHEDULING TRANSFERS

CuteFTP allows you to schedule transfers from the queue window. Additionally, you can schedule uploading files from your local computer to a server and downloading files from a server to your local computer.

To schedule transfers from the queue window

1. In the **Queue** pane, click the file to be transferred, then do one of the following:
 - On the main menu, click **Tools > Queue > Schedule Selected**.
 - Right-click the item, then click **Schedule Selected**.The **Scheduling Properties** dialog box appears.
2. Select the **Schedule the current item** check box.
3. In the **Start on** boxes, specify a date and time to transfer the item.
4. If you want the transfer to repeat automatically, select the **Enable Recurrence** check box, then, in the **Repeat every** boxes, specify how often you want the transfer to repeat.
5. Click **OK**.



- You can schedule multiple transfers.
- CuteFTP continues to run and complete any scheduled or pending transfers even if you exit the program before a transfer is scheduled to start, unless the "Don't close the transfer engine if tasks are pending" is disabled in **Tools > Global Options > General**.
- If you close the Transfer Engine or shut down the computer before a scheduled transfer can start, CuteFTP prompts if you still want to complete the scheduled transfer the next time you open CuteFTP.
- If you leave CuteFTP or the Transfer Engine open to accomplish a number of tasks, it is a good idea to configure CuteFTP to [delete successfully finished items](#) from the queue.

FILTERING TRANSFERS

CuteFTP allows you to set filters that automatically include or exclude files from transfers. You define the filters in the **Filter** dialog box, then apply them to individual transfers, or use them on all transfers. You can also use filters during folder [synchronizations](#).

To transfer filtered items

1. Click in the pane displaying the files or directory to which you want to apply a filter.
2. On the main menu, click **View**, then click **Filter** (or press CTRL+L). The **Filter** dialog appears.
3. On the **Filter Properties** tab, click **Enable filtering**.
4. If you want to filter at the folder level, select **Apply filtering to folder names**. If a filter you add matches a folder name, the entire contents of that folder are included or excluded along with the folder.
5. If you want the filters to work during transfers, select **Apply to file transfers**.
6. On the **Filter Mask** tab, type a mask, then click **Add** to add files you want to include.
7. On the **Filter NOT Mask** tab, type a mask, then click **Add** to add items you want to exclude.
8. Click **OK**.
9. Click the files that remain visible, then click **File, Upload Advanced**, then click **Upload filtered** (or **Download filtered** if you are downloading.).



- You can configure two filter sets: one for the local pane, and one for the remote pane. Note that CuteFTP applies the filter parameters to all of the contents, directories, and subdirectories displayed in that pane.
- Filtering works with [folder synchronizing](#).
- You can filter by file extensions, for example, .htm, .php, .asp, etc.

SITE-TO-SITE TRANSFERS (FXP)

Separate CONTROL and DATA connections allows transmitting data not only between client and server; it allows a client to control two FTP servers at once and transfer data between them by issuing a PASV command on one server and then a matching PORT command on the other. Thus, one server connects to the other instead of to a client. This behavior is not a hack; it is part of the official FTP specs. Today, it is widely known as FXP. The chart below shows servers that support FXP.

To perform a site-to-site transfer

1. Connect to each site (source and destination).
2. On the main menu, click **Window > Tile**.
3. Drag the file from one Remote Pane to another. The **Queue pane** displays a double arrow (<->), to indicate a site-to-site transfer.

To display more than one remote site at a time

1. Connect to two or more sites.
2. On the main menu, click **Window > Cascade** or **Tile**.
3. To return to the default, tabbed view, click **Maximize** in the upper right of any remote pane.



- If you are transferring between sites with SSH2 or SSL connections, transfers between them are not secure unless both servers support [SSCN](#).
- Because site-to-site transfers are considered a security risk, many servers do not support them or optionally decline to do so. The following table displays supporting servers.

BLUE servers must be present for successful site-to-site transfer.

RED servers make site-to-site transfers impossible.

BLACK servers can perform site-to-site transfers if a **BLUE** server is on the other side.

A site-to-site transfer with at least one **RED** server or two **BLACK** servers will fail.

| FTP Servers | GS Secure Server | Vs_ftp server 2.0.0 | VarFTPD 1.7 | ServU 2.5a | SSLftp 0.10 | SunOS 5.7 | BeroFTPD 1.3.4(6) | ProFTPD 1.2.0pre10 | Wu-2.4.2 | Netware FTP Server for NW 3.1x, 4.xx (v1.10) | MVS (TCPFTP1 IBM FTP CS V2R7) | IIS 5.0 | IIS 4.0 | Wu-2.5.0 | Wu-2.6.0(1) | Wu-2.6.0(3) |
|--|------------------|---------------------|-------------|------------|-------------|-----------|-------------------|--------------------|----------|--|-------------------------------|---------|---------|----------|-------------|-------------|
| GS Secure Server | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Fail | Fail | Fail | Fail |
| Vs_FTP server 2.0.0 | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Fail | Fail | Fail | Fail |
| VarFTPD 1.7 | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Fail | Fail | Fail | Fail |
| ServU 2.5a | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Fail | Fail | Fail | Fail |
| SSLftp 0.10 | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Fail | Fail | Fail | Fail |
| SunOS 5.7 | Pass | Pass | Pass | Pass | Pass | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail |
| BeroFTPD 1.3.4(6) | Pass | Pass | Pass | Pass | Pass | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail |
| ProFTPD 1.2.0pre10 | Pass | Pass | Pass | Pass | Pass | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail |
| Wu-2.4.2 | Pass | Pass | Pass | Pass | Pass | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail |
| Netware FTP Server for NW 3.1x, 4.xx (v1.10) | Pass | Pass | Pass | Pass | Pass | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail |
| MVS (TCPFTP1 IBM FTP CS V2R7) | Pass | Pass | Pass | Pass | Pass | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail |
| IIS 5.0 | Pass | Pass | Pass | Pass | Pass | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail |
| IIS 4.0 | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail |
| Wu-2.5.0 | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail |
| Wu-2.6.0(1) | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail |
| Wu-2.6.0(3) | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail | Fail |

You can configure the ProFTPD 1.2.3 Orc3 server, the wu-ftpd 2.6.0 server and the MS IIS 5.0 server to allow FXP.

MULTI-PART (ACCELERATED) TRANSFERS

You can greatly speed up the transfer of large files using *multi-part transfers*. A multi-part transfer divides large files and sends the parts over multiple FTP sessions.



You can only use multi-part uploads with servers that support the COMB command, such as GlobalSCAPE Secure FTP Server and EFT Server.

To perform a multi-part download

1. Connect to a remote site.
2. In the **Remote** pane, click the file you want to transfer.
3. In the **Local Drives** pane, open the destination folder.
4. On the main menu, click **File > Download Advanced > Multi-part Download**, then click one of the following:
 - **HIGH**, to split the file into two parts
 - **MAX**, to divide the file into more parts

To perform a multi-part upload

1. Connect to a remote site.
2. In the **Local Drives** pane, click the file you want to transfer.
3. On the main menu, click **File > Upload Advanced > Multi-part Upload**, then click one of the following:

- **HIGH**, to split the file into two parts
- **MAX**, to divide the file into more parts



- *Very large files can take time to combine, so you might have to refresh (F5) the screen after a large multi-part transfer to see the resulting single, combined file on the remote server.*
- *You can quickly gauge the effectiveness of the transfer by highlighting that item in the queue pane, and clicking on the small plus sign + next to the item name. The item will expand to show you all parts of the transfer with the average speed of each part.*
- *Multi-part transfers are not very effective for smaller files.*
- *Multi-part downloads do not occur for sites that do not support resume downloading.*
- *Multi-part transfers are not very effective within your own network.*
- *Multi-part transfers are not very effective for modems slower than 56kb, because most FTP servers can at least transfer at that speed.*
- *Multi-part transfers do not work if the FTP site does not allow multiple simultaneous connections from the same user or IP address.*
- *Due to added overhead on the processor of a server when generating encrypted transfers, multi-part downloads over SSH and SSL can be ineffective and are not recommended.*

ACCELERATING ASCII TRANSFERS WITH MODE Z

Mode Z compression compresses files on the fly as you transfer them, saving bandwidth and improving transfer times. This feature is turned on by default, and is used whenever you connect to a server that supports Mode Z.

To turn off Mode Z compression

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Transfer** node, then click **Mode Z**.
3. On the **Configure Mode Z** page, clear the **Apply MODE Z compression to ASCII transfers when possible** check box.

TRANSFERRING FILES IN BINARY OR ASCII MODE

You can specify binary or ASCII mode for a [session](#), globally (per file type), and [per site](#). All extensions are sent in binary mode unless they are listed in the **ASCII extensions** list, as described [below](#).

To choose the transfer mode for a session

You can change the transfer type for a single CuteFTP session. Once CuteFTP is restarted, it reverts to the transfer type set in **Global Options**.

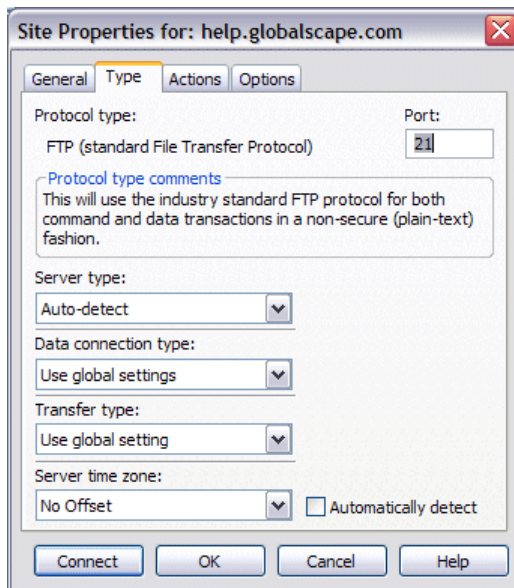
- On the main menu, click **File > Transfer Type**, then click one of the following:
 - **Auto** (or press CTRL+F1) - Auto is the default transfer type, and sends files in the mode specified for each file's extension. All extensions are sent in binary mode unless they are listed in Global Options, as described below.
 - **ASCII** (or press CTRL+F2) - files will be transferred in ASCII mode.
 - **Binary** (or press CTRL+F3) - files will be transferred in Binary mode.

To transfer specific file types in ASCII mode


1. On the main menu, click **Tools > Global Options** (or press ALT+F7). The **Global Options** dialog box appears.
2. Expand the **Transfer** node, then click **ASCII Types**. A list of the file types that are transferred in ASCII mode are displayed.
3. Do the following:
 - To specify file types that are to be transferred in ASCII mode, in the **ASCII extensions** list, type the file extension for the file type you want to transfer in ASCII mode, then click **Add**. The extension appears in the list.
 - To specify file types that are to be transferred in binary mode, in the **ASCII extensions** list, click the extension of the file type that you want to transfer in binary mode, then click **Remove**. Removing the file type from the **ASCII extensions** list will cause that type of file to be transferred in binary mode.
4. Click **OK**.

To change a site's transfer types

1. [Display the Site Manager](#) and view the Site Properties.
2. Click the [Type](#) tab.




3. In the **Transfer type** box, **Auto-detect** is selected by default. Based on the file type, CuteFTP decides whether to transfer in ASCII or binary. To change this setting for this site, click one of the following:
 - **ASCII** - Used primarily for transfer of text-based files such as HTML, text, and other documents.
 - **Binary** - Used primarily for data type transfers such as pictures and other graphics or files that do not have line feeds.
4. Click **Connect** or **OK**.

 SSH2 servers do not support ASCII transfers (see <http://www.ssh.com/tech/archive/secsh.cfm>). CuteFTP Professional adjusts for this by automatically stripping line feeds prior to uploads and restores them during downloads (prior to the file being written to disk).

VERIFYING INTEGRITY OF TRANSFERRED FILES

Although TCP/IP ensures that all packets are received properly, mishandling by the application can occur, leading the client to believe that a transfer was successful when it was not.

The Server's file integrity command is defined as **XCRC**. Once an XCRC-enabled client (such as CuteFTP) performs a transfer, it can request the Server to do a checksum calculation on the file. If it matches the checksum on the client, then the transfer is deemed successful. Performing XCRC checksum calculations is processor intensive; enable or disable the feature accordingly.

 XCRC applies to FTP only, not SFTP. Refer to [File Integrity Checking in FTP and SFTP](#) below for details of file integrity checking in SFTP.

XCRC is a proprietary command and is not defined nor endorsed by any FTP-related RFC. Competing servers who want to implement this command may do so using the syntax described below.

```
XCRC <File Name>
XCRC <File Name>, <EP>
XCRC <File Name>, <SP>, <EP>
```

SP = Starting Point in bytes (from where to start CRC calculating)

EP = Ending Point in bytes (where to stop CRC calculating)

FTP Client Log Example

```
COMMAND:> XCRC "/Program Files/MSN Gaming Zone/Windows/chkrzm.exe" 0 42575
```

- SP and EP are optional parameters. If not specified then it calculates the CRC for the whole file. If only EP is specified, then the CRC calculation starts from the beginning of the file to the EP.
- This command can be used for a single file at a time. It does not allow file lists as parameters.
- The standard CRC32 algorithm is used (for speed and efficiency).
- A client can invoke this command for uploads, downloads, and single and Multi-Part Transfers.

| Server Reply | Indicates |
|-------------------------------------|---|
| 250 <XCRC> | calculated CRC value |
| 450 Requested file action not taken | file is busy |
| 550 Requested action not taken | file is not found or has no read permission; or the SP or EP are not correct |

File Integrity Checking in FTP and SFTP

FTP provides a very raw mechanism to transfer files — the data for a file is uploaded/downloaded as a stream of bits over a TCP/IP connection. There is no additional overhead on that operation, so it is fast; however, this also means that there are no intrinsic mechanisms for ensuring that the file got to the other end intact. That is why many servers, including EFT Server, support the XCRC command, an extension to the FTP protocol. The XCRC command performs a CRC32 checksum over the file (either the whole file, or a portion of the file if a byte range is specified on the command line). This gives a 32-bit value that the Server computes on the file, which can be compared to the 32-bit value computed on the client side. If both files are the same size and the CRC32 matches, then there is a very high probability that the files are identical and files were transferred correctly.

In contrast, SFTP **does** add overhead to the transfer of files. As a file is transferred between client and server, it is broken up into smaller chunks called "packets." For example, suppose each packet is 32KB. The SFTP protocol does a checksum on each 32KB packet as it is sent, and includes that checksum along with that packet. The receiver gets that packet and decrypts the data, and then verifies the checksum. The checksum itself is "stronger" than the CRC32 checksum (because SFTP uses a 128-bit or higher checksum, such as MD5 or SHA, and because this is done on each and every packet, there is a very granular integrity checking that is accomplished as part of the transfer. Thus, the protocol itself is slower (because of the additional overhead), but the successful completion of a transfer means, de facto, that it has been transferred integrally and there is no need for an additional check.

If you want to verify integrity, then use SFTP protocol and it is built-in; or, use FTP and after a transfer issue the raw command "XCRC /path/to/file" and read the results, comparing to a locally calculated CRC32 on the client side. EFT Server also supports querying the CRC32 value over the HTTP/S protocol by issuing a "HEAD" request to the file. The result of a HEAD method invocation on the HTTP/S engine will result in a response that includes the "X-CRC" header, which contains the CRC32 value of the file in question. This can be compared to the CRC32 computed over the local file, just like in the FTP case.

To verify files have successfully transferred

1. On the main menu, click **Tools > Global Options** (or press ALT+F7). The **Global Options** dialog box appears.
2. Expand the **Transfer** node, then click **Events**.
3. In the **Operations after transfer** area, select the **Verify file integrity when transferring to/from GlobalSCAPE's FTP Server** check box.
4. Click **OK**.



The File Integrity CRC Checksum is used ONLY if all of the following are true:

- *The file integrity feature is turned on in CuteFTP.*
- *The FEAT command is enabled in CuteFTP (Tools > Global Options > Navigation Settings).*
- *The remote server supports both FEAT and XCRC, and has enabled it for the specific user account.*
- *The files are binary files transferring in binary mode.*
- *The destination file size is smaller than the source and the server supports resume OR the destination is equal to the source size (regardless of resume capability).*

GlobalSCAPE's Secure FTP Server and EFT Server support the XCRC command.

COMPRESSING AND DECOMPRESSING

To compress files for uploads

1. Connect to a site and click the destination folder in the **Remote** pane.
2. In the **Local Drives** pane, click the item(s) you want to upload.
3. On the main menu, click **File > Upload Advanced > Upload Compressed**. A sub menu displays the selected file name with three different extensions. Each extension identifies a compression scheme.
4. Click the file name with the extension for the compression scheme you want.

To decompress a local archive

1. In the **Local Drives** pane, click the archive to be expanded.

2. On the main menu, click **Tools > Compression > Decompress**. The contents of the archive expand into a directory with the same name as the archive.



You cannot decompress a file on a remote FTP server from within CuteFTP's interface. To decompress an archive remotely, use a compression tool and GlobalSCAPE SecureFTP Server or EFT Server to create an Event Rule or Custom Command (on the Server) that will decompress archives uploaded to the server (either automatically or as a result of a custom command sent by the client). See this [custom command example](#) for more information.

To create encrypted archives for upload, you need a compression tool and a call script to encrypt, compress, and then upload an archive. For more information, see [Automatically encrypting and compressing transfers](#).

- **.zip** is the industry standard archival method (wide support, medium compression).
- **.cab** is a Microsoft format (not very wide support, stronger compression than ZIP).
- **.gzip/tar** is a UNIX format (files are stored in a "r;Tarball" then compressed).
- Windows XP has a built-in compression/decompression tool. Refer to the Microsoft Support article #306351, at <http://support.microsoft.com/kb/306351>.

USING SCRIPTS TO TRANSFER FILES

You can write scripts to transfer files using CuteFTP Professional's Transfer Engine (TE). With scripts, you can interact directly with the TE using common programming languages such as Visual Basic (VB) or other scripting languages supported by the Windows Scripting Host (WSH).

Sample scripts and examples are available in Transfer Engine Help.

You can also use CuteFTP's [macro recorder](#) to capture entire sessions to a script for future [playback](#).



To conserve resources, if you leave CuteFTP or the Transfer Engine open to accomplish a number of tasks, you should set CuteFTP to [delete successfully finished items](#) from the queue.

RECORDING A MACRO

CuteFTP Professional can record and playback entire sessions using the powerful macro record/playback tool. Sessions are recorded in Visual Basic Script and take advantage of CuteFTP's COM exposed [transfer engine \(TE\) interface](#). To play a recorded macro, refer to [Playing a Recorded Macro](#).

To start recording a macro

1. Before recording your macro, perform the steps you will be recording to test the process.
2. When you are ready to record, on the main menu, click **Tools > Macros and Scripting > Start Recording**.
2. Connect to your site and perform the tasks you want to record.
3. When you finish recording the macro, click **Tools > Macros and Scripting > Stop Recording**. The **Save As** dialog box opens.
4. In the **File name** box, type a name for the macro, then click **Save** (or click **Cancel** to cancel the recording). If you click **Cancel**, a confirmation message appears.
5. Click **Yes** to cancel the recording session or click **No** to specify a location to save. If you click **Yes**, the recorded script is lost.

Configuration Notes

The macro recorder can record most events supported by the CuteFTP Professional's TE [COM interface](#):

- Connect (FTP, FTPS, SFTP, HTTPS) including all parameters (OTP, CCC, AUTH_TLS, etc.)
- Disconnect
- Upload
- Download
- Site to Site Transfer
- Synchronize
- URL Transfer
- Create Local Folder
- Create Remote Folder
- Rename Local Folder
- Rename Remote Folder
- Remove Local Folder
- Remove Local Folder
- Raw FTP Command



The macro recorder uses all defined parameters set in the CuteFTP interface for Socks and Proxy information; therefore, there is no need to add "UseProxy" to the resulting script (macro) that is created.

PLAYING A RECORDED MACRO

To play a macro from within CuteFTP

1. On the main menu, click **Tools > Macros and Scripting > Run > Browse**. The **Open** dialog appears.
2. Click the macro you want to run, then click **Open**. The **Open** dialog closes and the macro runs.

To playback a macro script from outside of CuteFTP

- In Windows Explorer, locate the macro file, then double-click it. CuteFTP's Transfer Engine performs the recorded events without launching the interface.




You must have the [Windows Scripting Host \(WSH\)](#) installed to play recorded macros or scripts.



To create a macro, refer to [Recording a Macro \(Automating Sessions\)](#).

ADDING CUSTOM COMMANDS

Custom commands allow you to specify a raw FTP command sequence and assign shortcuts or toolbar links to these sequences.

To add a custom command

1. On the main menu, click **Tools > Custom Commands > Edit Custom Commands**. The **Custom Commands** dialog box appears.
2. Click the **New Folder** icon . A new folder is created.

3. Type a name for the folder.
4. Click the **New Command** icon . A new command appears beneath the folder.
5. Type a name for the command.
6. With the command selected, click the **Properties** icon . The Custom Command Properties dialog box appears.
7. In the **Command** box, type an FTP command or command sequence.
 - To add a command sequence, add a line break between command sequences when entering them into the **Command** box. For example:



```
USER %u \n PASS %p
```
8. Optionally, click in the **Shortcut Key** box, then press the keys on your keyboard for the shortcut.
9. Optionally, click **Change Icon** to select a toolbar icon for the command. The **Choose an Icon** dialog box appears.
10. Click the icon you want, then click **OK**.
11. To include the new command on the **Custom Commands** toolbar, select the **Place on the custom commands toolbar** check box.
12. Click **OK** twice to accept the changes and close the **Custom Commands** dialog box.

To use a custom command

1. Connect to a site.
2. On the main menu, click **Tools > Custom Commands**, then click your custom command.

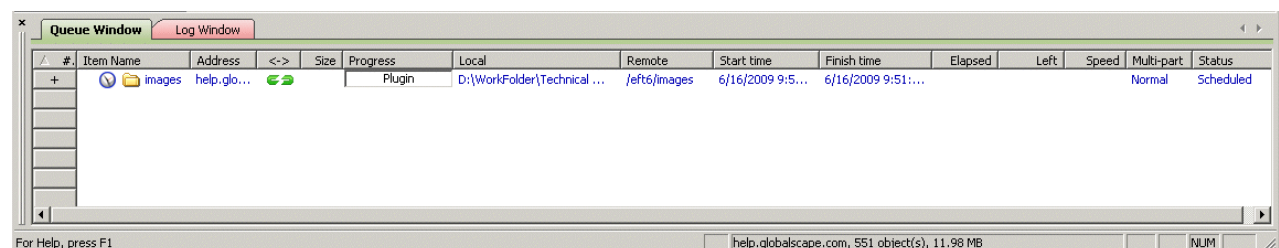
To display the Custom Commands Bar

- On the main menu, click **View > Toolbars > Custom Commands Bar**.

 *The remote site must be the active pane for a command to be sent. Once sent, you can view the server's response in the **Log** window.*

SAVING AND REUSING A LIST OF TRANSFER TASKS

When you [create a Folder Monitor job](#), the job is saved in the Queue pane.



CAUTION: If you use **Remove All** to remove everything from the Queue pane, you will also remove your Folder Monitor rules!!

Unfortunately it is not possible to retrieve any jobs that were deleted. However, you can backup (export) all jobs and reload (import) them if they are deleted.

To save a list of transfer jobs/Folder Monitor Rules

1. Do one of the following:

- On the main menu, click **Tools > Queue > Load & Save Queue > Save Queue**.
 - Right-click in the Queue, then click **Load & Save Queue > Save Queue**.
2. In the **Save As** dialog box, specify a name and location, then click **Save**. The file is saved as **quesave.cpx** by default.

To reuse a list of jobs (load a previously saved queue)

1. Do one of the following:
 - On the main menu, click **Tools > Queue > Load & Save Queue > Load Queue**.
 - Right-click in the Queue, then click **Load & Save Queue > Load Queue**.
2. In the **Open** dialog box, click a saved Queue file (Queue files are saved with a **.cpx** extension), then click **Open**. The saved jobs appear in the Queue. (**NOTE:** If a job in the **.cpx** file is already in the Queue, it is not overwritten; instead, you will have duplicate jobs in the Queue. Sort the Queue by the **Local** or **Remote** column to find the duplicates.)

IMPROVING SLOW TRANSFERS

If you are experiencing slow transfer speeds, try fine tuning CuteFTP as described below.

- [Make sure that Mode Z is turned on](#)
- [Tweak the receive and send buffers](#)
- [Turn off the time stamp in logs](#)
- [Try using multi-part transfers](#)
- [Check the global bandwidth limit](#)

Make sure that Mode Z is turned on

Mode Z compression compresses files as they are transferred. Reducing the file size reduces the necessary bandwidth and improves transfer times. If this option is turned on, CuteFTP will take advantage of any server that supports Mode Z.

Tweak the receive and send buffers

Setting these buffers allow you to fine tune transfers over high latency or lossy connections like those over satellite links or with legacy CDMA wireless connections. It is unlikely you will ever need to adjust this setting, but if you have problems with successful transfers and suspect the latency or quality of the connection is at fault, try tweaking these buffers. The receive buffer holds data until CuteFTP is ready to read it; the send buffer holds data until it can be sent to the server. Typically, both send and receive buffers should be set to the same size. The default is set at 65536 bytes, the normal maximum window size of TCP. You can measure the latency and estimate the available bandwidth with network monitoring tools. There is some guesswork involved, as most tools are not entirely accurate, but they can guide you to finding a sweet spot where transmissions are successful. If you have a lossy connection, try lowering the buffer size. If you have high latency, a higher buffer size might help.

Normally, the optimal buffer size is your bandwidth times the latency of the link. So,

```
bandwidth (in bits) * latency (round trip time in seconds) = socket buffer size (in bits)
```

Convert bits to bytes (bits divided by 8 equals bytes) for the buffer size.

So, if your bandwidth is 1,536,000 bps and you have a latency of 200ms (.2 seconds), your socket buffers should be set to 38400:

```
1536000*.2=307200 bits
307200/8=38,400 bytes
```

You can also try halving or doubling the buffer size. For example, if the buffer is set to 65536 (64kb), try 32768 (32kb).

1. On the main menu, click **Tools > Global Options**.
2. Click the **Transfer** node.
3. In **Receive buffer** and **Send buffer** boxes, change the values as needed. (See guidelines above.)
4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

Turn off the time stamp in logs

When this feature is on, CuteFTP adds a time stamp next to each log event. This option consumes system resources, so you can turn this off if performance is critical. For more information, see Record/Display time stamps in [Log file settings](#)

Try using multi-part transfers

If you are transferring large files, try using a [multi-part transfer](#). You can only use this option if the server you are connecting to supports it.

Check the global bandwidth limit

Determine whether the global bandwidth limit is limiting your throughput. This setting in **Global Options** throttles the bandwidth of all sessions on CuteFTP. See [Global bandwidth limits](#).

TRANSFERRING MANUALLY

Use this function to transfer a specific file if you know its exact location and you are unable to navigate to that location or do not have LIST permissions for that folder.

To download a file manually

1. In the **Local** pane, open the destination folder.
2. Connect to the site where the file exists.
3. In the **Remote** pane, click any file or folder.
4. On the main menu, click **File > Download Advanced > Download Manually**. The **File to Download** dialog box appears.
5. In **Download path**, type the path to the file you want to download.
6. Click **OK**.

To upload a file manually

1. Connect to the site to which you want to upload the file.
2. Open the destination folder in the **Remote** pane.
3. In the **Local** pane, select the file you want to upload.
4. On the main menu, click **File > Upload Advanced > Upload Manually**. The **File to Upload** dialog box appears.
5. In **Upload path**, type the complete path to the file you want to upload.
6. Click **OK**.

CONFIGURING OPTIONS FOR COMPLETED TRANSFERS

You can configure CuteFTP to disconnect, shut down, and/or log off after transfers have completed.

To access transfer event settings

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Transfer** node, then click **Events**. The **Events** options appear.
3. Configure options as described below.
 - In the **After all transfers have finished** box, specify one of the following actions:
 - **Do Nothing** - Keep the connection and CuteFTP open after all transfers are complete.
 - **Disconnect from site** - Close the connection, but keep CuteFTP open after all transfers are complete.
 - **Disconnect and close program** - Close all connections and close CuteFTP after all transfers are complete.
 - **Disconnect from Internet** - Close the dial-up connection automatically after all transfers are complete.
 - **Shut Down Computer** - Close all connections, close CuteFTP, close the dial-up connection, and shut down the computer after all transfers are complete.
 - **Log Off** - Log the current user off the computer automatically after all transfers are complete.
4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

SPECIFYING TIME CUTEFTP WAITS AFTER A TRANSFER COMPLETES

You can configure CuteFTP to keep a thread open for a specific number of seconds after a transfer is complete. Leaving data connections open allows more transfers to use the same connection, avoiding the need to open new connections.

To specify the wait time that CuteFTP

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Transfer** node, then click **Events**. The **Events** options appear.
3. In the **Close the file transfer thread n seconds after the transfer is finished** box, specify the time that CuteFTP will wait to close the data connection after a transfer is complete. Specify a time between 0 and 1,000 seconds.
4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

EXECUTING COMMANDS ON DOWNLOADED FILES

As old items build up in the queue, it can consume large amounts of memory. Use the settings on the Events node to remove old items from the queue and to preserve the local and/or remote time stamp.

To execute commands on downloaded files

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).

2. Expand the **Transfer** node, then click **Events**. The **Events** options appear.
3. Select the **Execute the following command on the downloaded file** check box to execute the command value on the specified executable file displayed in the edit box below the check box. Browse for the file to define the path of an executable, batch file, and so on. You can enter your own command line parameters by typing them in the edit box; the system appends the full path of the downloaded file to that string.

For example, if the **Execute the following command** value is "c:\windows\system32\csript.exe" "c:\documents and settings\ghoffer\mydocuments\check.vbs", then with this value turned on, if you download a file "foo.dat" to "d:\temp\", the command is executed in the following way:

```
"c:\windows\system32\cscript.exe" "c:\documents and  
settings\ghoffer\mydocuments\check.vbs" "d:\temp\foo.dat"
```

4. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.

MANUALLY ENTERING FTP COMMANDS

You can communicate with an FTP site on the lowest possible level.

To manually enter an FTP command

1. Connect to a site.
2. On the main menu, click **Tools > Enter FTP Command**.
3. In the **Input FTP command** box, type a command such as **LIST** or **CWD** or **PWD**.
4. Click **OK**.



You can also input multiple commands to the FTP server by using the [Custom Commands](#) feature.

MANAGING FILES AND FOLDERS


OPENING, EDITING, RENAMING, AND DELETING FILES

You can manage your files on both local and remote drives from within CuteFTP.

Because of the way in which various type of servers handle files and to make file maintenance easier, keep the following in mind when naming your files and folders:

- Keep names short. Some servers only allow a certain number of characters.
- Create meaningful names using whole words to avoid ambiguity and so that you do not have to open a file to know what it is. For example, a year after you create a Web page for your friend's cat, Greta, you are more likely to know what `pictures-of-greta.htm` contains versus `pog.htm`.
- Use lowercase for names. Some servers are [case sensitive](#).
- Names should never contain spaces or special characters (`? * / \ : ; < > ,` and so on). If you want to make filenames easier read, use hyphens or underscores; however, underscores are hidden if the filename is turned into a hyperlink.
- For most Web sites, the main page must be called `index.htm` or `index.html`. If you rename it `main.htm`, it might not work.

To open a file

1. Click a file in **Local Drives** or the **Remote** pane.
2. On the main menu, click **File > Open**, or click the **Open** icon . The applicable program opens or runs the file.

To edit a file (HTML)


1. Click a file in **Local Drives** or the **Remote** pane.
2. On the main menu, click **File > Edit** or **View**. The file opens in CuteFTP's built-in HTML editor or the HTML editor that you have specified in [Global Options](#).
3. Make any desired changes.
4. On the main menu, click **File > Save**.



You can configure the built-in editor to open in [full-screen mode or in tab view](#). When you exit the editor, CuteFTP restores the screen to its original state. Cycle through the open panes, including any editor tabs, by pressing **CTRL+TAB**.

To rename a file

1. Click a file in **Local Drives** or the **Remote** pane.
2. On the main menu, click **File > Rename** or right-click the file and click **Rename**.
3. Type a new name for the file, then press **ENTER**.
4. The renamed file is highlighted and the sequence of the file is changed alphabetically. For example, if the file name was `S.txt`, and the name of the file is changed to `A.txt`, then the sequence of the file changes. The file `A.txt` appears where all files starting with alphabet `A` appear.

 *If you change the extension when you rename the file, you may not be able to open the file in the proper program.*

To delete a file

1. Click a file in **Local Drives > Remote** pane.
2. On the main menu, click **File > Delete**. A confirmation message appears.
3. Click **Yes**.

UPDATING OR REFRESHING FOLDER LISTINGS

To update or refresh a folder listing

1. Click in the pane where the folder is displayed.
2. On the main menu, click **View > Refresh**.

To update remote folder listings automatically


1. On the main menu, click **Tools > Global Options** (or press ALT+F7). The **Global Options** dialog box appears.
2. Expand the **Navigation** node, then select the **Auto-refresh the remote pane after uploading a file or folder** check box.
3. Click **OK**.

LISTING FILES AND FOLDERS IN ORDER

You can sort the display of the files and folders in the Remote, Local, and Queue panes. Sorting is for ease of finding a file or folder; it does not affect the transfer order of the files/folders in the Queue.

To sort files and folders in order by name

1. Click in the **Remote** or **Local Drives** pane.
2. On the main menu, click **View > View > Details**.
3. Click the **Name** column header in the Remote or Local drives pane.
4. Each time you select the column header the items are sorted in the opposite order.

 *You can sort by any column when in **Details** view.*

To sort files and folders in order in the Queue

1. Click in the **Queue** pane.
2. Click a column header in the **Queue** pane. The transfer items are listed in alphabetic order of the selected column's contents.

- Each time you select the column header the items are sorted in the opposite order.



The order items are listed in the Queue is not necessarily the order in which they transfer. The numbers in the left-most column of the Queue indicate the order of transfer. For example, when the Queue is sorted alphabetically by Item Name, the transfer order stays the same.

| # | Item Name | Address | <-> | Size | Progress | Local | Remote | Start time | Finish time | Elapsed | Left | Speed | Sta |
|---|----------------|-------------|-----|------|----------|------------|-------------|------------|-------------|---------|------|-------|-----|
| 4 | bv_page.gif | ftp.glob... | → | ? | 0 bytes | D:\Work... | /pub/bv_... | | | 0:00:00 | ? | ? | Sus |
| 7 | DIALOG.CID | ftp.glob... | → | ? | 0 bytes | D:\Work... | /pub/DIA... | | | 0:00:00 | ? | ? | Sus |
| 5 | wht_glo_h.gif | ftp.glob... | → | ? | 0 bytes | D:\Work... | /pub/wht... | | | 0:00:00 | ? | ? | Sus |
| 6 | wht_glo_n.gif | ftp.glob... | → | ? | 0 bytes | D:\Work... | /pub/wht... | | | 0:00:00 | ? | ? | Sus |
| 8 | wht_idx_h.gif | ftp.glob... | → | ? | 0 bytes | D:\Work... | /pub/wht... | | | 0:00:00 | ? | ? | Sus |
| 1 | wht_next_g.gif | ftp.glob... | → | ? | 0 bytes | D:\Work... | /pub/wht... | | | 0:00:00 | ? | ? | Sus |
| 2 | wht_prev.gif | ftp.glob... | → | ? | 0 bytes | D:\Work... | /pub/wht... | | | 0:00:00 | ? | ? | Sus |
| 3 | wht_prev_g.gif | ftp.glob... | → | ? | 0 bytes | D:\Work... | /pub/wht... | | | 0:00:00 | ? | ? | Sus |

CHANGING HOW FILES AND FOLDERS ARE DISPLAYED

You can display files and folders with large or small icons, in a list, or with file size and date-modified details.

Large Icons - Displays files and folders as large icons

Small Icons - Displays files and folders as small icons

List - Displays files in a list, but no folders, and no details

Details - Displays files and folders in a list with the file or folder size, type, and date modified

To display files and folders as large icons, do one of the following:

- Right-click in the **Local** or **Remote** pane, then click **View > Large Icons**.
- On the main menu, click **View > View > Large Icons**.

To display files and folders as small icons, do one of the following:

- Right-click in the **Local** or **Remote** pane, then click **View > Small Icons**.
- On the main menu, click **View > View > Small Icons**.

To display files in a list, but no folders, and no details, do one of the following:

- Right click in the **Local** or **Remote** pane, then click **View > List**.
- On the main menu, click **View > View > List**.

To display files and folders in a list with the file or folder size, type, and date modified, do one of the following:

- Right-click in the **Local** or **Remote** pane, then click **View > Details**.
- On the main menu, click **View > View > Details**.

FINDING FILES AND FOLDERS

CuteFTP **Site Search** function allows you to search local and remote drives and folders for files based on all or part of the filename with wildcard support, modification date or date range, and file size or size range.

To find a file or folder

1. On the main menu, click **Edit > Find**. The **Search Results** dialog box opens.
2. Next to **Search in**, specify whether to search on the local or remote pane.
 - **Local drives** - If you want to search for a file in your local drive.
 - **Remote pane** - If you want to search for a file in the remote pane.
3. In the **Search for the files or folder named** box, type the name of a file or folder, or the extension of a file for which you want to search. The name or the extension of the file is added to the drop-down list. You can also use wildcards.
4. In the **Look in** box, specify the folder to search or type the path.
5. To include the subfolders in the target folder, select the **Search subfolders** check box.
6. To define the file size, select the **File size between** check box, then type the number of kilobytes in the text boxes.
7. To specify a date range, select the **Date modified between** check box, then type or select the date range in which to search.
8. To start the search, click **Search Now**.
9. To stop the search, click **Stop search**.
10. All of the files with the same extension or with same name with other details, such as size, type, modified on, and attributes are listed in the **Results** pane of the **Search Results** dialog box.



***Find** and **Find Next** are not case sensitive and only search from the top to the bottom of your listings.*

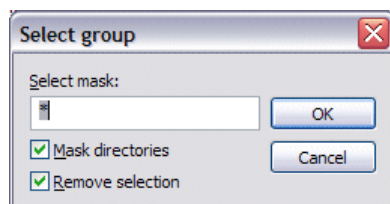
SELECTING A GROUP OF ITEMS

You can select (highlight) items in the remote, local, or queue pane by name or type using **Group Select** and wildcard masks.

To select all files of a certain type

1. Click in the pane displaying the files you want to select.
2. Do one of the following:
 - On the main menu, click **Edit > Group Select**.
 - Press the PLUS SIGN (+) on the number pag. (Be sure NUM LOCK is on).

The **Select group** dialog box appears.



3. In the **Select mask** box, do one of the following:
 - Type *. and the extension of the file type you want to group select. For example, to group select all gif files, type *.gif.

- Type a string to match. For example, if you type `doc`, all items containing the string `doc`, regardless of file type, are selected.
4. To group select only files (not folders), clear the **Mask directories** check box.
 5. To include previously selected files in the new group you are defining, select the **Remove Selection** check box. Clear the check box to exclude previously selected items that are not in the new group.
 6. Click **OK**. Files of the specified type are selected (highlighted) in the pane. You can now manage them (transfer, copy, delete, move, etc.) as a group.

To switch the selection between the highlighted group and all non-highlighted items

- With a group selected, on the main menu, click **Edit > Invert Selection** or press * (asterisk).

To remove items from a group selection

If you have selected a large group of items then decide you want to remove certain items or file types from the group, use the procedure below.

1. With a group selected, on the main menu, click **Edit > Group Deselect**.
2. In **Deselect group**, type the name of the file or file type you want to remove or use wildcard masks to remove a group of items.
3. Select the **Mask directories** check box to include folders in the action.
4. Click **OK**.

MOVING ITEMS FROM ONE FOLDER TO ANOTHER ON A REMOTE SERVER

You can move selected items from one remote folder to another remote folder on the same server.

To move items from one remote folder to another

1. Connect to the site, then open a folder on the remote site.
2. Select items in the folder.
3. Do one of the following:
 - On the main menu, click **Edit > Move to Folder**.
 - Right-click the file, then click **Move to**.
4. In the **Move items to** box, specify the path at which to save the selected items.
5. Click **OK**.



CuteFTP does not create the folder. If the folder does not exist, an error message appears.

CHANGING FILE AND FOLDER PERMISSIONS ON REMOTE SITES

You can set who can open, change, or delete files and folders on remote sites.

To change permissions for a remote file(s) or folder(s)

1. Connect to a site.

2. Select the file(s) or folder(s) for which you want to change permissions.
3. On the main menu, click **File > Properties**.
4. Select the check boxes next to the permissions you want for yourself (**Owner**), a **Group** of users, and the **Public**.
 - When multiple items are selected, a gray check mark signifies the permission is granted for some files in the group, but not in others. You can still change the permission for the whole group.
 - If you cannot change permissions for a file or folder, the FTP server administrator must modify your account or the file permissions.
5. Click **OK**.

CHOOSING THE FILES AND FOLDERS TO DISPLAY (FILTERING)

When you apply filters, you do not add or remove files, you simply set which files will be visible or invisible in CuteFTP.

To choose which files/folders to display

1. On the main menu, click **View > Filter**.
2. Select the **Enable Filtering** check box.
3. Select the following check boxes as needed:
 - To apply the filter to folders, select the **Apply filtering to folder name(s)** check box.
 - To use filters with transfers, select the **Apply to file transfers** check box.
 - To make filters case sensitive, select the **Case sensitive filtering** check box.
 - To use server filters, select the **Enable server side filtering** check box, and type a filter from the Unix **ls** program.
4. Click the **Filter Mask** tab.
5. Type the names of files/folders you want to display, or use wildcard masks to include a group of files, then click **Add**.
6. Select the **Filter NOT Mask** tab.
7. Type the names of files/folders you want to hide, or use wildcard masks to exclude a group of files, then **Add**.
8. Click **OK**.



*Below are a few of the **LIST** wildcards (parameters) and combinations that can be passed to the **ls** program running on a UNIX server:*

| Parameter | Definition |
|-----------|---|
| -l | Display a list of files in the current directory, and information about each file (long format) |
| -a | Display hidden files |
| -la | Display a list of files in long format and include hidden files |
| -l *.ext | Display a list of files with a specific extension (*.html, *.txt, etc.) |
| ls r* | Displays a list of files with names beginning with r (or any other letter) |

| | |
|----------|--|
| -t | Sort display by time stamp |
| -R | Sort recursively |
| -lt | Display files in long format, sorted by time |
| -t *.ext | Displays a list of files with a specific extension (*.html, *.txt, etc.), sorted by time |

DISPLAYING HIDDEN FILES OR FOLDERS

By default, some servers will hide files with names starting with a period such as ".htaccess" or ".profile".

To display hidden files on a remote site

1. In the **Site Manager**, click the site with the hidden files.
2. On the main menu, click **File > Properties**.
3. On the **Actions** tab, click **Filter**.
4. Select the **Enable filtering** check box.
5. Select the **Enable server side filtering** check box.
6. In the **Remote** filter field, type **-a**, then click **OK**.
7. Connect to the site. You should now be able to see hidden files and folders.

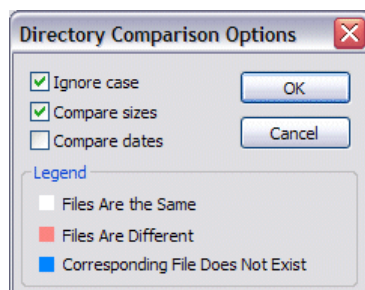
COMPARING FOLDERS BY CASE, SIZE, AND DATE

CuteFTP Professional allows you to compare folders in a local folder with a remote folder. You can compare file size and/or dates. The files that are different are highlighted in red. If the file does not exist, it is highlighted in blue.

To compare folders

1. Click the **Local Drives** tab and navigate to the folder you want to compare.
2. Navigate to the same folder on the remote computer pane.
3. On main menu, click **Tools > Folder Tools > Compare Folders** (or press F11).

The **Directory Comparison Options** dialog box appears.



- To ignore case while comparing the folders, select the **Ignore case** check box. This compares all files with the same name, regardless of case. That is, **AddFile.gif** is compared to **addfile.gif**.
- To compare files by size, select the **Compare sizes** check box.
- To compare files by date, select the **Compare dates** check box.

4. Click **OK** to start comparing. CuteFTP compares the files with the same name, and highlights any files or folders that are different (either in size and/or by date).

- If the file is **highlighted in blue**, the file does not exist in the remote folder.



*If a file in your local folder is called **add feed.gif**, and a file in the remote folder is called **add_feed.gif** (the local file has a space and the remote file has an underscore), the comparison tool thinks the file does not exist on the remote system. It is recommended that you use underscores instead of spaces when naming files so that the format is compatible across operating systems. For example, Windows allows spaces in file names, but UNIX does not.*

- If the file is **highlighted in red**, the file size or date is different.



*If you have NOT selected the **Preserve the local time stamp for uploaded files if the server allows MDTM** check box in **Tools > Global Options**, then the date/time will likely be different between local and remote files.*

- If the file is not highlighted, the file on your local system has the same properties as the file on the remote system.

5. If you want to update the files in the remote location, hold down CTRL to multi-select the files that are different, then do one of the following:

- Right-click the selection and click **Upload**.
- Drag the selection to the remote location.
- On the main menu, click **File**, then click **Upload**.
- Press CTRL+PAGE UP



*If you are not sure why a file is different and want to compare the HTML contents manually before uploading, you can right-click the file, then click **View**.*

SYNCHRONIZING FOLDERS USING THE FOLDER SYNCHRONIZATION WIZARD

CuteFTP Pro allows you to synchronize the contents of a local folder with a remote folder and vice versa. The contents are matched accurately so that there is no difference in the contents of both the folders. You can monitor more than one folder or synchronize multiple sites. You have to schedule and queue the required synchronizations. **Folder Synchronization Wizard** guides you through the steps required for synchronizing folders.

To synchronize folders

1. On the main menu, click **Tools > Folder Tools > Synchronize Folders** (or press CTRL+F11). The **Folder Synchronization Wizard** appears.
2. In the **Enter the local path to synchronize** box, click the folder icon to browse for the folder.
3. In the **Enter the remote path to synchronize** box, type the remote path of the folder.
4. To include the subfolders within the folder you want to synchronize, select the **Include subfolders** check box.
5. Click **Next**.
6. In the **Select the direction of synchronization** box, click one of the following options:

- **Mirror Local** keeps the local folder the same and changes the remote folder to match the local folder. This is the default selection.
 - **Mirror Remote** keeps the remote folder the same and changes the local folder to match the remote folder.
 - **Mirror Both** adds files to both the folders and puts the latest version of all files in both folders.
7. Click **Next**.
 8. In the **For matching filenames always** box, click one of the following:
 - **Use global overwrite settings.** This is the default selection. This option uses overwrite settings configured for all sites in **Tools > Global Options > Transfer > Smart Overwrite**.
 - **Overwrite.** The transferring file replaces the destination file. When mirroring both folders, the most recent version of the file is kept.
 - **Numerate.** Both files are kept, and one is renamed with a number to distinguish between the two.
 - **Skip.** Ignores matching files and transfers only those files that are not present on the other system.
 9. In the **Remote file names that differ only in case** box, if the file names are identically spelled but differently cased, you can select one of the following:
 - **Transfer first file only and skip others.** The first file transfers and the rest are skipped.
 - **Numerate files.** Both files are kept. One is renamed with a number to distinguish between the two.
 - **Show rename prompt.** CuteFTP prompts you to rename one of the identical files.
 10. To make the mirrored folder a strict duplicate of the source folder, select the **When one way mirroring, delete the destination file if it does not exist in the source folder** check box. This updates old files and deletes unused files. If you clear this check box, the extra files present in the mirrored folder are left in place.
 11. To prompt you before deleting the file, select the **Always prompt before deleting** check box.
 12. Click **Next**.
 13. To prevent CuteFTP from following symbolic links when mirroring subfolders, select the **Ignore symbolic link** check box. Select this option unless symbolic links are absolutely needed. If you clear this check box and a symbolic link points to a spot further up in the folder tree from where the mirroring began, you are stuck in an infinite loop.
 14. To compensate for a problem that occurs when trying to synchronize ASCII files residing on UNIX file systems, select the **Transfer all files in binary to compensate for ASCII file differences** check box.

Windows and UNIX differ slightly on how they store ASCII files, especially with regard to the End of Line (EOL) or line breaks in ASCII documents. This difference causes an otherwise identical file to be seen as "different" when performing a synchronization tasks because of size difference.

All files are transferred in binary mode, which means that an ASCII file residing on a local system is transferred to the remote server with its EOLs intact.
 15. Click **Next**.
 16. Click one of the following:

- To start synchronization of the folders immediately, click **Run**.
- To start synchronization of folders at a specified time, click **Schedule**.

17. Click **Next**.

18. Do one of the following:

- If you clicked **Run**, click **Finish** to start the synchronization.
- If you clicked **Schedule**:
 - a. In the **Start on** area, specify the date and time for the synchronization.
 - b. To repeat the synchronization after a specified period, select the **Enable recurrence** check box, then in the **Repeat every** box, specify the frequency.
 - c. Click **Next**. The synchronization settings appear.
 - d. Verify the synchronization settings, then click **Finish** to save the settings or click back to edit the settings.

The synchronization task appears in the **Queue Window**.

To stop a synchronization task

1. Select the task in the **Queue Window**.
2. On the main menu, click **Tools > Queue > Remove Selected**.

To use filters with synchronizations

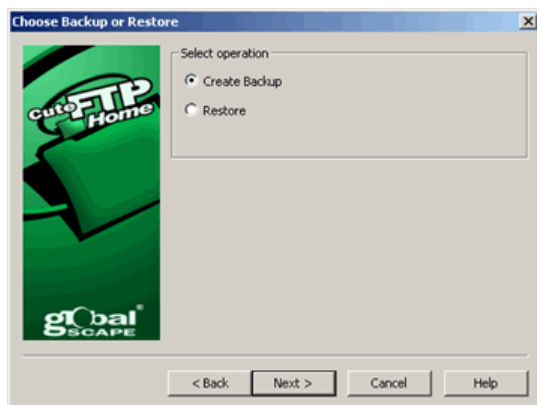
- When you set up the [Folder synchronization wizard](#), right-click in the pane you want to filter (local or remote), click **Filter**, and make sure that **Enable filtering** and **Apply to file transfers** are selected. Additionally, ensure that the filter definitions are in place when you set up the synchronization wizard. For more information, refer to [Filtering transfers](#).

BACKING UP LOCAL FILES TO REMOTE HOST

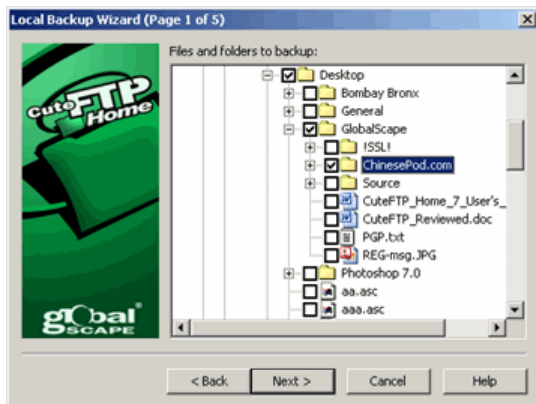
You can back up files and folders from your local computer to a remote host. The Local Backup Wizard guides you through the process of selecting the files and folders to be backed up and specifying other settings.

To backup local files to remote host

1. On the main menu, click **Tools > Folder Tools > Backup Local to Remote**. The **Choose Backup or Restore** dialog box appears.

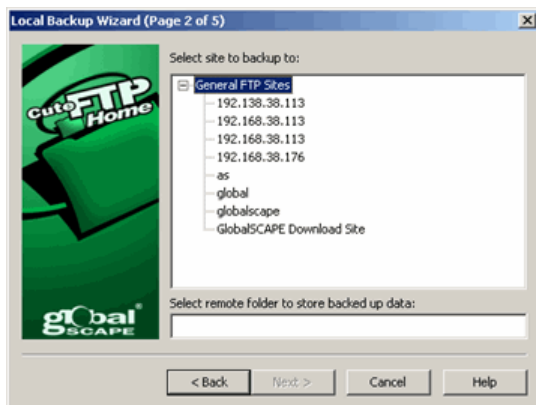


2. Click **Create Backup**, then click **Next**. The **Local Backup Wizard** appears. The Local Backup Wizard contains the list of all local files and directories on your local computer.

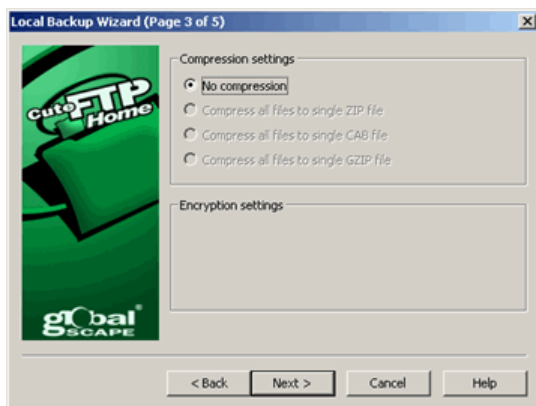


3. Select one or more check boxes adjacent to the files and folders to backup, then click **Next**.

When you select the check box for a folder, each of the subfolders and files in that folder are selected automatically. To clear the check boxes for the subfolders and files the folder, clear the check box next to the parent directory.



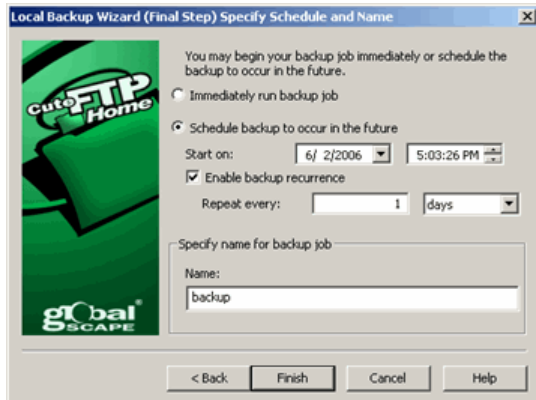
4. In the **Select site to backup to** page, click the site. The parent directory for the site appears in the **Select remote folder** box. If necessary, specify the subfolder of the remote folder to which you want to save the backup, then click **Next**.



5. Select the compression settings from the following options, then click **Next**.
 - No compression

- Compress all files to a single ZIP file - ZIP is an industry standard archival method. ZIP supports most of the files, but provides medium compression.
- Compress all files to a single CAB file - CAB is a Microsoft format. It provides stronger compression than ZIP.
- Compress all files to single GZIP file - GZIP/tar is a UNIX format. Files are stored in a "Tarball", and then compressed.

The Schedule page appears.



6. Select the **Immediately run backup job** option to take the backup immediately.
- or -
- Select the **Schedule local backup** check box to set the date and time.
7. Set the date and time for the local backup from the **Start on** calendar if you select the **Schedule** option.
8. Select the **Enable backup recurrence** check box to repeat the synchronization after a specified period.
9. In the **Repeat every** list, specify a time and unit (minute, hours, days, weeks, months, years).
10. In the **Name** box, specify a name for the backup folder.
11. Click **Finish**. The backup folder appears in the remote folder of the server.

BACKING UP REMOTE FOLDERS

CuteFTP Professional allows you to create copies of remote files and folders on your local computer regularly or at a scheduled time. CuteFTP also compresses the backup automatically.

To back up a remote folder

1. On the main menu, click **Tools**, point to **Folder Tools**, then click **Backup Remote Folders**. The **Site Backup Wizard** appears.
2. In the **Local path for storing backup file** box, click the folder icon to specify the local folder for the backup.
3. In the **Remote path to backup** box, type the path of the remote folder to be backed up.
4. To include subfolders of the target folder, click select the **Include subfolders** check box.
5. Click **Next**.
6. In the **Choose compression type** list, click a compression type:

- No compression
 - ZIP
 - Cab
 - GZip
7. Click **Next**.
 8. Select from the following options.
 - **Run now** - To start the backup immediately.
 - **Schedule** - To schedule the backup at a specified time.
 9. Click **Next**.
 10. Do one of the following:
 - If you clicked **Run**, click **Finish** to start the backup.
 - If you clicked **Schedule**:
 - a. In the **Start on** area, specify the date and time for the synchronization.
 - b. To repeat the backup after a specified period, select the **Enable recurrence** check box, then in the **Repeat every** box, specify a time and unit (minute, hours, days, weeks, months, years).
 - c. Click **Next**.
 - d. Click **Finish**.

The backup task appears in the **Queue Window**.

To discontinue a scheduled backup task

- Right-click the task in the **Queue** window, then click **Remove Selected**.


MONITORING A LOCAL FOLDER FOR CHANGES USING THE FOLDER MONITOR WIZARD

CuteFTP Pro allows you to upload any new or modified files or folders added to a specific local folder automatically. The **Folder Monitor** wizard guides you through the steps required for activating the folder monitoring function.

To upload changes to a local folder automatically

1. Connect to the site that contains the folder to which you want to upload the changed or new files.
2. On the main menu, click **Tools > Folder Tools > Monitor Local Folders**. The **Folder Monitor Wizard** appears.
3. Specify the local path to the folder you want to monitor.
4. In the **Upload to the following remote path** box, provide the remote path to where you want to upload the files in the monitored folder.
5. To monitor all subdirectories within the target folder, select the **Include subfolders** check box.
6. Click **Next**.
7. Specify the date and the time after which all the files created or modified in the folder are uploaded to the server.


8. To overwrite any file with the same name on the server, select the **Always overwrite** check box.

 *If you select this check box, Smart Overwrite rules are ignored and there is no warning before files are overwritten.*

10. To monitor certain files or file types in a folder, select the **Apply monitor filters** check box.
12. To apply filtering to the particular folders, select the **Apply filtering to folder names** check box. (The filters should be predefined. Refer to [Filtering Transfers](#) for details.)
14. If you want two files with the same name but different case to be treated as two separate files, select the **Use case sensitive filtering** check box.
15. Click **Next**.
16. If you selected filtering, specify which files to include or exclude in the transfer (otherwise, skip this step):
 - Type the file name or file type in the **Include files that match the mask listed below** box, then click **Add**. The file or file type is added to the list of files that are monitored. For example, type `.txt` in the **Include files that match the mask listed below** box, then click **Add**. All the `.txt` files in the folder are monitored.
 - For the files you do not want to monitor, add them to the **Do not include files that match the mask** list.
 - To remove a file from the list, click the file, then click **Remove**.
17. Click **Next**.
18. To use system functions to determine the changes when a file is modified, select the **Attempt to auto-detect changes in monitored folder** check box. If the check box is cleared, CuteFTP cycles through the folder at the rate defined by **Monitor folder every n seconds** and looks for changes to the modified time-stamp.
19. Click **Next**.
20. Click **Finish**.

To later stop monitoring the folder, start the wizard again. The list of monitored folders appears on the first page of the wizard. (You may have to disconnect and then reconnect for the monitored folders to appear.) You can also right-click the job in the Queue, then click **Properties**.


 *If you right-click in the Queue, then click **Remove All**, you will remove your Folder Monitor Rules!*

 *Items deleted from the local folder are not deleted from the remote folder. To discontinue a scheduled backup task, select the task in the **Queue window**, then on the main menu, click **Tools > Queue > Remove Selected**.*

LISTING FILES ON HTTP SITES

To list files on HTTP sites

1. Connect to an HTTP site within CuteFTP.
2. Files on the site will be listed in the remote pane.

 *When you connect to HTTP sites in CuteFTP, the sites do not list file sizes, attributes, or dates like FTP sites do. This is because HTTP listings are not actual lists of files on the server.*

CuteFTP downloads the server's index.html file and parses it, looking for links. Each link is then listed as an available file in the HTTP site's window. Because this is not an actual file listing, there may be files on the HTTP site not accessible to CuteFTP. Also, some of the files may just be links that lead to another HTTP site.

If you connect to an HTTP site that does not support the listing of folder contents, CuteFTP attempts to guess the contents of the HTTP server by scanning its Web pages.

MANAGING LOG FILES

In the **Global Options** dialog box, you can specify where and when log files are saved, and specify how often to delete the log files.

Refer to [Log File Settings](#) for the procedures for how the logs are created and displayed, where to save the log files, and whether/how often to delete them.

CUSTOMIZING THE HTML EDITOR

For the procedures for customizing the built-in HTML Editor, refer to [Helper Applications](#).

CREATING A NEW HTML DOCUMENT

You can create new HTML documents within the CuteFTP interface.

To create a new HTML document

1. Do one of the following:
 - On the main menu, click **File > New > HTML Document**.
 - On the HTML Editor toolbar, click the **New HTML document**  icon.
 - Press CTRL+H.

A new HTML document appears in which you can use HTML tags to create the document.

2. Type the content of your HTML document, that is, the part you want your viewers to see, between the two BODY tags.



Every HTML document must contain, at minimum, [the tags in the default HTML template](#). The template as is will display a blank page.

3. To change HTML editor settings, including editing the default template, and opening in full view instead of tab view, refer to [HTML Editor Settings](#).

EDITING THE DEFAULT HTML TEMPLATE

All HTML documents should contain the following tags:

- **Document Type** <HTML></HTML> (beginning and end of file)
- **Header** <HEAD></HEAD> (after the HTML tag, but before the BODY tags, includes descriptive info, such as title)
- **Title** <TITLE></TITLE> (must be in header)
- **Body** <BODY></BODY> (after the HEAD tags, bulk of the page)

When you create a new HTML document with CuteFTP's HTML Editor, it uses the default HTML template shown in the **New document template** dialog box.

To open the default HTML template

1. On the main menu, click **Tools > Global Options**. The **Global Options** dialog box appears.
2. Expand the **Helper Applications** node, then click **HTML Editor**.

3. Click **Edit new document template**. The **New document template** dialog box appears.



Each of the tags shown in the template are required, except for the META tags. The *attributes* in the Body tag, BGCOLOR="#FFFFFF" TEXT="#000000" LINK="#0000FF" VLINK="#800080", define the background color (BGCOLOR is white), text color (black), and the colors of hyperlinks (blue) and visited hyperlinks (dark magenta) in the document.

4. Add/remove tags or edit attributes that you want to appear in each of your new HTML documents, then click **Close**. The changes are saved when you close the dialog box.

A link to your [style sheet](#) is one tag you might want to add to your default template.





HTML EDITOR TOOLBAR

When a document is open in CuteFTP's built-in HTML Editor (click **Tools > HTML Editor**, or press CTRL+H), the following HTML Editor toolbar icons are available.



To close the HTML Editor, right-click within the editor, click **File**, then click **Close**.

| Name | Icon | Function |
|-------------------|------|--|
| New HTML document | | Opens a new HTML document in the editor |
| Save | | Save the document as web page (htm or html) |
| Undo | | Click this to undo an action |
| Redo | | Click this redo an action |
| Find/Replace | | Finds and replaces the words in an HTML document |
| View in Browser | | Opens the document in your default Web browser |
| Bold | | Formats text as bold |
| Italics | | Formats text as italicized |
| Underline | | Formats text as underlined |
| Insert Anchor | | Opens the Anchor Tag dialog box in which you can assign hyperlinks to a specific location in a topic. (Similar to a bookmark.) |

| Name | Icon | Function |
|----------------|---|--|
| Insert Image |  | Opens the Image tag dialog box in which you can browse to a folder and specify an image to insert in an HTML document |
| Set Font |  | Opens the Font tag dialog box in which you can specify the font face, color, and size for text |
| Insert Comment |  | Inserts the opening and closing comment tags. Type the desired comment between the tags. The comment does not appear when the page is viewed in a browser. |
| Insert Table |  | Inserts the HTML table tags for the specified number of rows and columns, into which you can type your text |

To show/hide the toolbar, refer to [Displaying and Hiding the Toolbar](#).

FINDING AND REPLACING TEXT IN HTML DOCUMENTS

Using the integrated editor's powerful search and replace tool, you can search and replace characters, words, sentences, or entire paragraphs

To open search and replace

1. Click within the HTML Editor pane, then on the main menu, click **Edit**, then click **Find/Replace** (or press CTRL+F). The **Find/Replace** dialog box appears.
2. In the **Search for** box, type the words to search for or change.
3. In the **Replace with** box, type the replacement words or phrase.



*When entering text into the **Search for** or **Replace with** fields, use **Ctrl+Enter** to insert a line break.*

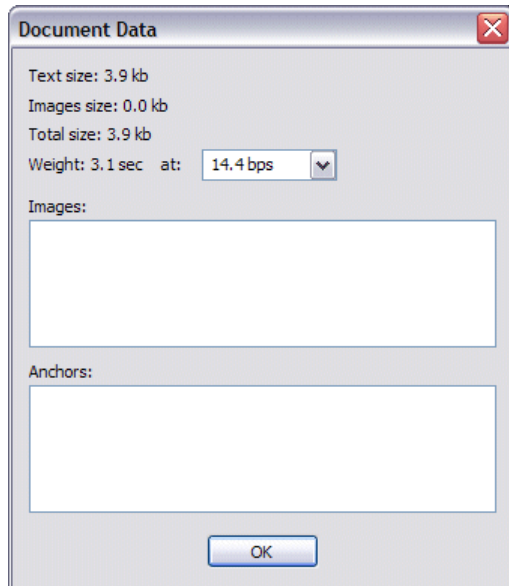
4. In the **Where to search** area, specify whether to search only the selected document or all open documents.
5. If you want to match upper or lower case (depending on which you have typed in the boxes above, select the **Match case** check box.
6. Click **Find**.
7. If a match is found, it is replaced. To continue to search and replace throughout the document, select **Find Next** for each instance (or press F3).



Because it replaces all occurrences, be very careful when choosing the replace option. For example, if you want to change all occurrences of 'one' to '1', it will also change words like 'everyone' to 'every1'.

VIEWING DOCUMENT INFORMATION

The **Document Data** dialog box provides information about the document currently being edited.



- The **Text Size** area displays the total size of text contained in the document, in kilobytes.
- The **Image Size** area displays the total size of images contained in the document, in kilobytes.
- The **Total Size** area displays the total size of text and images combined, in kilobytes.
- The **Weight** area displays the approximate number of seconds your page will take to load based on the size of the file and the modem speed of your viewers. Click the down arrow on the modem speed box to see how soon the page displays at various speeds.
- The **Images** box displays a list of all images in the document.
- The **Anchors** box displays a list of all anchors in the document.
- If the number of seconds in the **Weight** area seems excessive, you can shorten the time it takes to display your page by doing some or all of the following:
 - Remove excess code or text, or use smaller graphics files.
 - If you are using graphics to display bullets in lists, remove the images used for the bullets, and instead use [list tags](#) to create lists. You will also have fewer files to transfer and maintain if you eliminate the graphic bullets.
 - Use a style sheet (CSS file) and link each of your pages to the style sheet. You will need fewer tags within each document, creating smaller files with a faster upload speed. Style sheets also create a "consistent look and feel" for your site. For more information about using style sheets, refer to <http://www.w3schools.com/css/default.asp>.
 - Review your code for extra tags that you do nothing to enhance your page. For example, this `<P> </p>` makes a blank line. If you do not need the extra line, you can remove it; however, adding "[white space](#)" such as this to HTML pages often enhances readability.
 - Use [tables](#) to design the layout, rather than using multiple ` ` (non-breaking space) tags to indent text.

BASIC HTML TAGS





All HTML documents should contain the following tags:

- **Document Type** <HTML></HTML> (beginning and end of file)
- **Header** <HEAD></HEAD> (after the HTML tag, but before the BODY tags, includes descriptive info, such as title)
- **Title** <TITLE></TITLE> (must be in header)
- **Body** <BODY></BODY> (after the HEAD tags, bulk of the page)



When you create a new HTML document with CuteFTP's HTML Editor, it uses the [default HTML template](#). You can change the attributes as you see fit.

The HTML Editor [toolbar](#) allows you to insert basic HTML tags into your page, without any prior knowledge of HTML code.


To format text

- Select the text you want to format, then do one of the following:
 - To bold the text, click the **Bold** icon .
 - To italicize the text, click the **Italic** icon .
 - To underline the text, click the **Underline** icon .
 - To format the font face, size, and color, click the **Font** icon . In the **Font tag** dialog box, click the down arrow to specify the Font (e.g., Arial), Color (e.g., Red), and Size (e.g., 1). As a base font size for a document, 1em (or 100%) is equivalent to setting the font size to the user's preference. Avoid sizes in em smaller than 1em for text body, except for copyright statements or other kinds of "fine print." Do not specify the font size in pt, or other absolute length units. They do not appear the same on all computers and cannot be resized by the browser.

To insert a table

- Click the **Table** icon  then on the graphic that appears, use your cursor to highlight the number of rows and columns you want. When you click the selection, the table tags appear in your document. Type the content for each cell between the tags. (**Tip:** Click the **Browser** icon  to preview how the table will look.) You can even insert images into the table.

To insert an image


1. Click the **Image** icon . The **Image tag** dialog box appears.
2. Specify the location of the image, then click **OK**.



The steps above are sufficient to insert an image; however, you can experiment with the advanced settings when you are comfortable in HTML. Regarding the **Width** and **Height** boxes, it is better for page loading if you size the graphic itself properly in your graphics editor, rather than adjusting the size with Width and Height attributes. Inserting a huge graphic and then downsizing it with the Width and Height attributes will cause your page to load very slowly (and your viewers to leave your Web site!).


To insert an anchor

An anchor is used to link to a specific spot within Web page. For information about the HREF (Anchor) tag, refer to http://www.w3schools.com/tags/tag_a.asp.

1. Click the **Anchor** icon . The Anchor tag dialog box appears.
2. In the HREF box, type the URL (e.g., **<http://www.globalscape.com>**).
3. In the Target box, click an attribute:
 - **_blank** - the target URL opens in a new window
 - **_self** - the target URL opens in the same window
 - **_parent** - the target URL opens in the parent frame
 - **_top** - the target URL opens in the full body of the window

To insert a comment

Comments are used to notate your code to remind yourself why you inserted a particular element, or for team members editing the same documents.

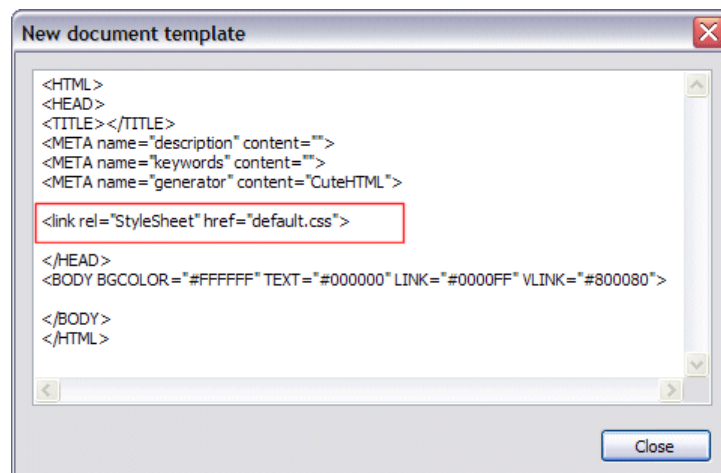
- Click the **Comment** icon . The Comment tags are inserted into the document. Type your comment between `<!--` and `-->`.

CASCADING STYLE SHEETS (CSS)

[Cascading Style Sheets](#) (CSS) are used to define the attributes of the tags in your HTML documents. Although not required, they make designing and, more importantly, updating HTML documents much more efficient. For example, if you have defined the BODY tag in a linked style sheet to display the page with a white background and black text, you can change the background to yellow in one file--the style sheet--and that change appears in every one of your HTML documents that are linked to that style sheet. You can also have more than one style sheet if you want different sections of your site to have a different look.

When you use a style sheet, you do not need to add the attributes for the BODY tag to every single HTML document. The BODY tag is defined in the style sheet, and each of your Web pages contain a link to the style sheet. The link to your style sheet is one tag you might want to add to your [default template](#). For example, if your style sheet is named **default.css**, you would add the following tag between the `<HEAD></HEAD>` tags of your default template, after the META tags:

```
<link rel="StyleSheet" href="default.css">
```



In the example above, the style sheet is placed in the same directory as the HTML documents to which it is linked; otherwise, you need to add a path to the style sheet in the link. For example, if your HTML documents are in a folder called **htms** and your style sheet is in a folder called **css**, and both of those folders are in a folder called **myweb**, you would type the link as follows:

```
<link rel="StyleSheet" href=" ../css/ default.css">
```

The **../css/** part of the tag (red text shown for emphasis only) tells CuteFTP to search up one directory and look in the **css** directory for the file.

Your style sheet can contain tags for just one or several tags, such as default paragraph font face, size, color, and margins, table format, heading styles, headers, footers, and so on.

USING COLORS

In HTML documents, when you want to change the font color, you have to type a hexadecimal value for the color. The code is in hexadecimal with a pound sign and 6 characters from 0 (zero) to F (fifteen in hexadecimal). Some of the most common colors are shown below; however, the **Color** utility in CuteFTP eliminates the need to memorize the HTML codes for colors.

| Color Name | Hex Code | RGB (Red, Green, Blue) Values |
|------------|----------|-------------------------------|
| black | #000000 | 0,0,0 |
| white | #FFFFFF | 255,255,255 |
| red | #FF0000 | 255,0,0 |
| blue | #0000FF | 0,0,255 |
| green | #00FF00 | 0,255,0 |
| yellow | #FFFF00 | 255,255,0 |

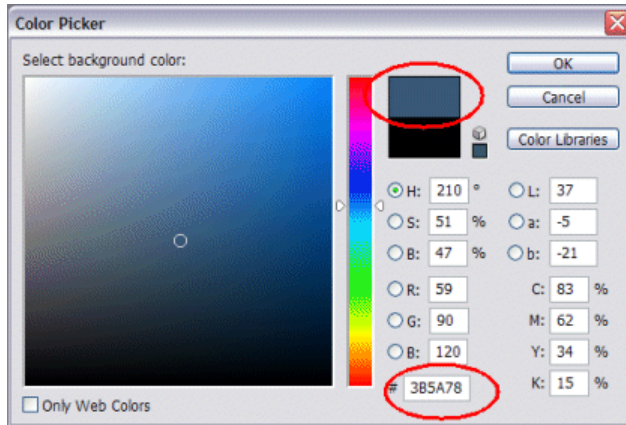
To open the color options

1. Click within the HTML Editor pane at the location where you want to paste the hexadecimal color code.
2. On the main menu, click **Tools > Color to HEX**. (This option is not available if you do not click within the HTML Editor pane first.) The **Color** dialog box appears.
3. Click the color to use.
4. If you want to use browser-safe colors only, select the **Paste browser safe color** check box .
5. Choose **OK** to insert the HEX code for the selected color into your document.

For more information about using colors in HTML documents, as well as a chart of many different color codes, refer to http://www.w3schools.com/html/html_colors.asp.




You can view or choose a color number using the Color Picker in most graphic editors.



SAVING HTML DOCUMENTS

To save an HTML document

1. Make sure the file you want to save is visible in the right pane.
2. Do one of the following:
 - To save the file is saved in its current location with its current name, do one of the following:
 - On the main menu, click **File > Save**.
 - On the HTML editor toolbar, click the **Save** icon .
 - Press CTRL+S.
 - Right-click within the HTML document, click **File > Save**.



*If the file has never been saved before, CuteFTP opens the **Save As** dialog box.*

- To save the file with a new name and/or location, do one of the following:
 - On the main menu, click **File > Save As**.
 - Right-click within the HTML document, click **File > Save As**.
 - In the **Save As** dialog box, specify the file name and location, then click **Save**.
- To save all open HTML documents at the same time:
 - a. On the main menu, click **File > Save All**. All open documents are saved. If you have not saved all of them previously, the **Save As** dialog box appears for each new file.
 - b. Specify a name and location for each new file, then click **Save**.



Each open HTML document has a tab with its name on it.

OPENING AN HTML DOCUMENT FOR EDITING

You can open HTML documents for editing within CuteFTP.

To open an HTML document for editing


1. Do one of the following:
 - On the main menu, click **File > Open file** (or press CTRL+O). In the **Open** dialog box, browse to and select the document, then click **Open**.
 - In the **Local** or **Remote** pane, right-click the document, then click **Edit**.
2. The document opens in the editor that you have specified in [Helper Applications](#).

When you edit the document in the HTML Editor, the file name text in the tab turns red and is underlined to indicate that the file has been modified.


PREVIEWING AN HTML DOCUMENT IN A BROWSER

From within CuteFTP, you can open an HTML document in your default browser.

To preview an HTML document in a browser

1. [Open](#) an HTML document in CuteFTP.
2. Click anywhere in the document, then do one of the following:
 - On the main menu, click **Tools > View in Browser**.
 - On the HTML editor toolbar, click **View in Browser** .

To close the preview

- Do one of the following:
 - In the upper-right corner of the browser window, click **Close** .
 - On the main menu of the browser, click **File > Close**.

EDITING AN HTML DOCUMENT ON A REMOTE SITE

To edit HTML documents on a remote site

1. Connect to a remote server.
2. In the **Remote** pane, click an HTML document.
3. Do one of the following:
 - On the main menu, click **File > Edit**.
 - Right-click the file, then click **Edit**.
 - Press CTRL+ENTER.
4. The document will be downloaded and opened in the built-in HTML editor [or the editor you have defined](#) in **Global Options**.
5. Make your changes to the document, then [save](#) the changes. The saved document will be uploaded to the remote server.

When you edit the document in the HTML Editor, the file name text in the tab turns red and is underlined to indicate that the file has been modified.

PRINTING AN HTML DOCUMENT

To print a document

1. [Open](#) a document in the HTML editor.
2. Do one of the following:
 - On the main menu, click **File > Print**.
 - Press CTRL+P.



The document prints as it appears in the HTML editor, NOT as it appears in a browser.

To see a print preview

1. [Open](#) a document in the HTML editor.
2. On the main menu, click **File > Print Preview**. The **Preview** dialog box appears.
3. Do one or more of the following:
 - To increase/decrease magnification, click **Zoom In/Zoom Out**.
 - To display two pages at a time, click **Two Page**.
 - To scroll through multiple pages, click **Next page** and **Prev Page**.
 - To send the document to the printer, in the preview dialog box, click **Print**.
 - Click **Close** to close the dialog box.

To change the printer setup (such as the printer, paper size or orientation)

1. [Open](#) a document in the HTML editor.
2. On the main menu, click **File > Print Setup**. The **Print Setup** dialog box appears.
3. Specify the printer, printer properties, paper size, paper source, and orientation, then click **OK** to accept, or **Cancel** to abort changes.



While a document is printing, a printer icon appears next to the clock on the task bar. When this icon disappears, your entire document has been sent to the printer.

CLOSING AN HTML DOCUMENT

To close an HTML document

1. Make sure the document you want to close is visible in the right pane.
2. Do one of the following:
 - On the main menu, click **File > Close**.
 - In the upper-right corner of CuteFTP, click **Close**
 - Right-click within the HTML document click **File > Close**.
 - At the top of the HTML document, right-click the tab, then click **Close**.

3. If your document has unsaved changes, you are prompted to save the changes. Click one of the following:
 - **Yes** to save the document.
 - **No** to exit without saving the document.
 - **Cancel** to return to the document without saving the document.


OPENING THE HTML EDITOR IN A FULL WINDOW

The HTML editor opens either in the **Remote** pane or a full window, depending on the selection in **Global Options**.

To open an HTML document in the Remote pane or a full window

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Helper Applications > HTML Editor**. The **HTML Editor** options appear.
3. Select or clear the **Display editor using Full-Screen view** check box.



*In Full-Screen view, the editor opens in the full CuteFTP window. To close Full-Screen view, click the  in the upper-right corner or on the main menu, click **File**, then click **Close**. The CuteFTP interface will reappear.*

ADDING COUNTERS AND OTHER UTILITIES

GlobalSCAPE does not offer support for creating or coding advanced HTML. If you want to add counters, animations, or other special effects to a Web page, you will need to seek other sources. Many Web hosting services (e.g., Yahoo) provide extras, such as counters, that you can add to Web pages hosted on their servers. Usually, the code that they provide you to paste into your Web page links to code stored on their server, so the same code might not work if you move your Web page to a different server.

Search your Web hosting provider's Web pages to see if they offer code for counters or other add-ons.

LEARNING HTML

HTML code uses tags to define how text, pictures, and other objects are to appear in a Web browser, such as Internet Explorer. Numerous Web sites explain HTML tags and how to use them. Like software applications, HTML code comes in versions, some of which are not supported by common browsers. For the most current version of HTML code that is supported by most common browsers, search the Web for free guides and tutorials. The [World Wide Web Consortium](http://www.w3.org/), a cooperative of Web developers and designers, provides standards for HTML and CSS code, as well as tutorials for [beginners](#) and [advanced](#) users.

While you search for tutorials about how to code your Web pages, keep in mind that, although most browsers still support HTML v4, many Web developers have moved on to XHTML, which is a more strict version of HTML. Also, most Web sites now use [cascading style sheets \(CSS\)](#) to help maintain a consistent design across all Web pages on the site, and allow you to update an entire Web site design simply by changing one file--the style sheet.

Here are a few references to get you started:

- [NCSA Beginner's guide to HTML](#).
- [Getting started with HTML](#)
- [W3 Schools \(Web building tutorials for beginners to developers\)](#)

- [Introduction to HTML, including listings of common tags](#)

TRANSFER ENGINE (SDK)

Built on a modular design platform, CuteFTP Professional's FTP **Transfer Engine (TE)** is completely independent of the main application's interface. The transfer engine (TE) runs invisibly in the background and does most of the real work that CuteFTP does. The TE program allows features such as scheduled transfers to operate in the background while the CuteFTP interface is closed. In CuteFTP Professional, you can interact with the Transfer Engine through an industry-standard COM (Component Object Model) interface using your favorite programming or scripting language, such as Visual Basic, Perl, ASP or JavaScript.

The Transfer Engine:

- Is COM enabled
- Takes up minimal resources
- Handles background transfers
- Handles transfers outside the main interface
- Handles continuous folder synchronization events
- Can be used with a custom application or script to perform FTP related tasks.

CuteFTP Pro relies on two executables for file transfers:

- **Cftpupro.exe** is the CuteFTP interface
- **ftppte.exe** is the Transfer Engine (TE)

The Transfer Engine requires an NT login and will not run as an NT service; however, it is configured by default to start on Windows startup. You can [change this setting](#) in the CuteFTP interface **Global Options** dialog box.

Some of the actions you can accomplish using the TE include:

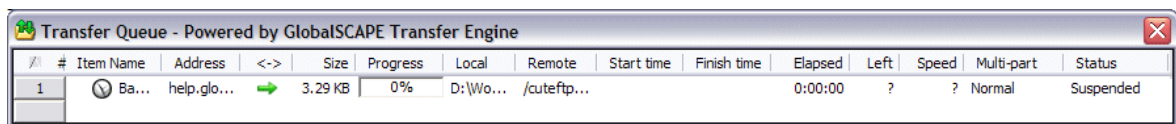
- Login to an FTP server over a [defined port](#)
- Login using an encrypted authentication mechanism, such as [OTP](#)
- Login and transfer files using industry [standard SSL/TLS](#) (explicit & implicit modes supported)
- Login and transfer files [using SSH2](#)
- Login to sites through Firewalls or [Socks or Proxy](#) servers
- Transfer files [one at a time](#) or [simultaneously](#)
- Transfer files using [multi-part transfers](#) to increase throughput
- Transfer files [from one remote site to another](#)
- Transfer files using a wildcard mask
- Transfer files obtained from [server-side links](#)
- Perform folder [synchronization](#) tasks
- Check on an item's [transfer status](#)

To access Transfer Engine features

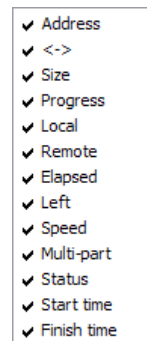
The Transfer Engine starts when the CuteFTP interface opens or [on Windows startup](#) when selected in the CuteFTP interface. When the Transfer Engine is started, its icon appears in the Windows system tray.

- Right-click the TE icon 🗄️ in the Windows system tray. The Transfer Engine menu appears. (Certain features are only available when the CuteFTP interface is closed.)

| | |
|---|--|
| <div> About... Launch CuteFTP interface Show current transfer(s) Download URL... <hr/> Enter Serial Number... Find Lost Serial Number... How to Purchase... <hr/> Exit Transfer Engine </div> | <ul style="list-style-type: none"> To view information about the Transfer Engine, including your serial number, click About. To open the CuteFTP interface, click Launch CuteFTP interface. To access the current download queue (only visible if the CuteFTP interface is closed), click Show current Transfers. The Transfer Queue appears. (You can also open the Transfer Queue by double-clicking the TE icon.) To download from a site by typing the URL, click Download URL. |
|---|--|



The **Transfer Queue** displays each item queued for transfer. For example, if you are monitoring a folder for changes and scheduled them for uploading to a remote location, the queue displays each item and its properties. You can specify which properties to hide or display by right-clicking on the header of the queue. All properties are selected by default. Clear the check box to hide a property. Arrange the columns by clicking and dragging the column header.



- To download from a specific URL, click **Download URL**.
- To activate a new serial number, click **Enter Serial Number**. (Not available when the CuteFTP interface is open. To activate a serial number when the interface is open, click **Help**, then click **Enter a Serial Number**.)
- To request your serial number from GlobalSCAPE Support, click Find Lost Serial Number. The GlobalSCAPE Support [Lost Serial Number request web page](#) appears. (Not available when the CuteFTP interface is open. To request your serial number when the interface is open, click **Help**, then click **Locate a Lost Serial Number**.)
- If you are using a trial serial number and want to purchase a license, click **How to Purchase**. The [Purchase CuteFTP Professional web page](#) appears. (Not available when the CuteFTP interface is open. To purchase CuteFTP when the interface is open, click **Help**, then click **Purchase Now**.)
- To close the TE, click Exit **Transfer Engine**.

Transfer Engine Licensing Requirements

The TE is licensed with CuteFTP Professional. The TE is a component of CuteFTP Professional, therefore any computer with a licensed copy of CuteFTP Pro can access the TE through the CuteFTP interface or through its COM interface.

STARTING THE TRANSFER ENGINE ON WINDOWS STARTUP

By default, the Transfer Engine starts when Windows starts up. You can change this setting in the **Global Options** dialog box. You can also configure whether the Transfer Engine remains running or closes when Windows closes.

To display the General settings

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **General** node. The **General** options appear.
3. To start the Transfer Engine automatically when your computer boots up, select the **Start the Transfer Engine on Windows startup** check box. When not selected, the Transfer Engine does not start until you start CuteFTP or call it from a script.
4. In the **On startup** box, specify one of the following actions:
 - **Display Site Manager** - Displays the **Site Manager** on program start
 - **Do Nothing** - Prevents the **Site Manager** from displaying on program start
 - **Connect to the last connected to Site Manager site** - Connects to the site you were connected to the last time you closed the program, so long as the site is saved in the **Site Manager**.
5. In the **On exit** box, specify one of the following actions:
 - **Don't close the Transfer Engine if tasks are pending** - Completes unfinished or scheduled transfers after CuteFTP is closed. The Transfer Engine automatically shuts down after the last scheduled transfer.
 - **Don't close the Transfer Engine** - Leaves the Transfer Engine running even when CuteFTP is closed and there are no transfers to complete. The Transfer Engine stays open until the computer is shut down or you close the Transfer Engine from the System Tray.
 - **Close the Transfer Engine** - Shuts down the Transfer Engine whenever you close CuteFTP.
6. Click **Apply** if you are going to make changes to other pages; click **OK** to save changes and close the **Global Options** dialog box.


TRANSFER ENGINE (TE) INITIAL SETUP

The Transfer Engine object must be registered as a COM component on the target system. The TE automatically performs COM registration if it has been manually executed (run once) prior to a script or application instantiating (calling) the TE object.



In order to run script files, you must have the Windows Scripting Host (WSH) installed. WSH relies on the Visual Basic Script and JavaScript engines provided with Internet Explorer 3.0 or later. WSH is also installed as a part of Windows 98, Windows 2000, and Internet Information Server (IIS) 4.0.

To register the TE COM component

- Do one of the following:
 - Launch CuteFTP Professional, then close CuteFTP Professional.
 - In the CuteFTP Professional installation folder, double-click **ftppe.exe**, right-click the TE icon  in the system tray, then click **Exit Transfer Engine**.

It should now be registered.

Once the TE is registered, you can create script files to interface with it. You can create your own scripts or use the scripts included in this user guide, modifying the script to suit your needs.

DISTRIBUTING THE TRANSFER ENGINE

If you have created a script or application that calls the TE, you may wish to distribute your script or application to a group of end-users.

CuteFTP's [Transfer Engine](#) (TE) is subject to [End User License Agreement](#) and can only be distributed in its current form (evaluation software). However you can purchase a license for and register the trial version of the TE on each computer you install it on.

Subsequently you must configure the TE so that it can run properly without the CuteFTP GUI (interface) installed, especially if you plan to run automated or scheduled tasks while not logged in, or if you plan to connect to SSL enabled FTP servers.

Refer to [Licensing the TE](#) for more details.



Contact GlobalSCAPE and request special licensing arrangements when distributing to large amounts of users.

Licensing the TE (for Distribution)

Refer to the CuteFTP interface help for information regarding [License Agreements](#).

Licensing - Steps to License the TE

1. Determine how many copies (seats) you will need.
2. Go to <http://www.globalscape.com/cuteftp>.
3. Click the **Purchase** link.
4. Purchase one license for each seat you need. If you need to purchase a license to cover a large number of seats, please contact [GlobalSCAPE support](#).
5. Once registered, check your email for the serial number.

Licensing Considerations

- The TE inherits its registration process from CuteFTP. If running on a system that has a registered copy of CuteFTP installed, you do not need to register the TE. If CuteFTP is not installed (or registered), you must register the TE.
- The TE runs through a 30-day trial just like CuteFTP. Therefore, the TE may be distributed royalty-free with unlimited runtimes for 30 days from the time it is installed on an end-user's computer.
- After residing 30 days on the target computer, it disables itself if not properly registered. The TE must be registered either prior to first launch, during the trial, or after the trial has expired.
- When you purchase a license for CuteFTP you may NOT distribute CuteFTP or any of its sub-components (such as the Transfer Engine) in an unlimited royalty free fashion.
- Each copy of the distributed Transfer Engine must be licensed for each computer where it is installed. This means you must purchase a full license of CuteFTP for each distributed copy of the TE.

- You can purchase the necessary amount of licenses up front or after the TE has expired on the end-user computer. The benefit of licensing up front is that you can distribute the TE and register it on the end-user's computer. They will not see any prompts or registration related dialogs.
- Once you have licensed the TE, you must install it (if not already installed) and then register it on each target computer.
- You are not permitted to distribute the TE as a component of an FTP client or other product that competes with CuteFTP or GlobalSCAPE's Secure FTP Server.

Installing the TE (for Distribution)

You do NOT need to install the full copy of CuteFTP on the end-user's computer. If you were distributing a custom-made application, this would not be the case.

Installation - Steps to Install the TE

1. Locate the TE component (**ftppte.exe**), the End User License Agreement (**license.txt**), and the TE's subordinate dynamic link libraries (**sftp21.dll**, **ssl.dll**, etc.) and the resource file (**default.lng**) on your developer (source) computer.
2. Package the TE along with the other items mentioned in step 1, along with your installation program, script, or executable.



For setting specific options only available through the GUI (that is, no property or method available), you can copy specific registry settings from the source computer to the destination. Most all settings are stored in the registry under the following hive:

HKEY_CURRENT_USER\Software\GlobalSCAPE\CuteFTP Professional

Registering the TE (for distribution)

You can register the TE automatically or manually using the procedures below.

Registration - Automated Registration

The first method of registering the TE is the most efficient when dealing with a large amount of target systems, or when you do not have direct access to the target system. Your application installer or script can perform the steps below to transparently register the TE.

1. Purchase a license for the amount of TE seats that you want to distribute.
2. Install a copy of the Transfer Engine and related components onto the target computer.
3. Create a new registry key on the target computer at the following location:
HKEY_USERS\.DEFAULT\Software\GlobalSCAPE\CuteFTP Professional\Index
4. Create a new string value in the key above and insert the serial number as the data value.

```
String Value = "1"
Data = "[Your Serial Number]"
```

5. When the transfer engine is called for the first time, it retrieves this value (the serial number) and uses it to complete the registration with GlobalSCAPE.
-



The target computer must have access to the Internet. If no Internet access is available, the registration process may fail and disable the TE.

The TE is automatically registered if it is installed onto a computer with a registered copy of CuteFTP Professional. Keep in mind that the TE must be the same version as CuteFTP. The TE from CuteFTP Professional 7.0 is NOT automatically registered if it is installed on a computer with a registered copy of CuteFTP version 3.0.

Registration - Manual Registration

If you have physical access to the target computer, or want to register the copy installed on your developer computer, do the following:

1. Right-click the **TE icon** in the system tray to display the context menu (while running, the TE is represented by a yellow folder icon with up and down arrows), then click **Enter Serial Number**.
2. Paste or type the serial number, then click **Register**.

A message should appear declaring that the registration was successful. The TE can now be used on that computer without interruptions.

If you receive an error message, verify that the serial number was typed correctly and that the number of licensed computers does not exceed the licenses purchased. If all this is correct and you are still unable to register, contact the GlobalSCAPE [support department](#) and provide them with the exact details of the error received.

COM Registration of the TE (for Distribution)

As a typical COM component, the TE must be registered as such on the target system. The TE automatically performs COM registration if it has been manually executed prior to a script or application instantiating the TE object.

The preferred method (for distributed versions of the TE on end-user's systems) is to set the appropriate registry entries before trying to call the TE.

COM Registration via the Registry

From your installation program, script, or custom application, write the registry entries below to the target computer. The entries are shown in the standard **.reg** file notation.



*Include the correct the path to the Transfer Engine ([installpath]/ftpte.exe) where **%MODULE%** is shown below.*

```
Windows Registry Editor Version 5.00
```

```
[HKEY_CURRENT_USER\Software\Classes\CuteFTPPro.TEConnection]
```

```
@="TEConnection Class"
```

```
[HKEY_CURRENT_USER\Software\Classes\CuteFTPPro.TEConnection\CLSID]
```

```
@="{112EA537-7AB9-4e22-8BFB-7FD5FCB19849}"
```

```
[HKEY_CURRENT_USER\Software\Classes\CuteFTPPro.TEConnection\CurVer]
```

```
@="CuteFTPPro.TEConnection.8"
```

```
[HKEY_CURRENT_USER\Software\Classes\CuteFTPPro.TEConnection.8]
```

```
@="TEConnection Class"
```

```
[HKEY_CURRENT_USER\Software\Classes\CuteFTPPro.TEConnection.8\CLSID]
```

```
@="{112EA537-7AB9-4e22-8BFB-7FD5FCB19849}"
```

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CLSID\{112EA537-7AB9-4e22-8BFB-7FD5FCB19849}]
```

```
@="TEConnection Class"
```

```
"AppID"="{DA15006A-FADA-495b-9A0C-EC2107E2FB9F}"
```

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CLSID\{112EA537-7AB9-4e22-8BFB-7FD5FCB19849}\LocalServer32]
@="\"C:\\Program Files\\GlobalSCAPE\\CuteFTP 8 Professional\\ftpte.exe\" "

[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CLSID\{112EA537-7AB9-4e22-8BFB-7FD5FCB19849}\ProgID]
@="CuteFTPPro.TEConnection.8"

[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CLSID\{112EA537-7AB9-4e22-8BFB-7FD5FCB19849}\Programmable]

[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CLSID\{112EA537-7AB9-4e22-8BFB-7FD5FCB19849}\TypeLib]
@="{1B04F22B-5012-432d-8EA0-B57DD75EBF9D}"

[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CLSID\{112EA537-7AB9-4e22-8BFB-7FD5FCB19849}\VersionIndependentProgID]
@="CuteFTPPro.TEConnection"
```

Finalizing TE Distribution

Once the TE has been licensed, installed, registered, and COM registered on the target system, your script or custom application should be able to instantiate the TE object, and invoke any one of the supported methods or properties.

For a complete description of the TE, including its supported methods and properties, sample scripts and extended trouble shooting guide, please refer to the related topics in this user guide and our online [knowledge base](#).


Troubleshooting TE Distribution

Described below are some common issues encountered when distributing the TE.

Problems with running scripts *while not logged in* (suppressing message prompts or dialogs)

Your script should not contain Message Box functions or any other function that requires user input or shows a dialog box. These prompts do not display when the system is not logged in.

You can physically suppress prompts from ever appearing. Use the `-noprompt` flag and execute the TE from the shell on the target computer before calling it from the script. For example, run `c:\program files\mycustomapp\ftpte.exe - noprompts`.

 *Suppressing prompts may cause lockups if no default action is available for the event in question, or if the prompt was produced by an error.*

The best way to avoid prompts is to properly configure the TE ahead of time to cover all possible prompt scenarios, such as overwrite conditions, or SSL server certificate acceptance dialogs. For example, set your overwrite actions under CuteFTP's global settings to Always Overwrite to avoid any overwrite prompts, or pre-define various rules to cover various overwrite scenarios. You can then export those rules as registry entries and import them onto the target computer.

You can also tell the TE to auto-accept SSL or SSH certificates using the `AutoCloseMethod` parameter of the [Option](#) method. Also refer to the following trouble shooting topic regarding [running the TE while not logged in](#).

Locked TE

If your script or application runs the TE and does not return control to the script, it is possible that the TE has locked. Before trying to troubleshoot the problem, make sure you exit the locked TE process using the **Windows Task Manager** (kill the `ftpte.exe` process).

If your script is connecting to an SSL enabled server, double check the steps listed under [Handling SSL Certificates](#). The primary cause for a locked TE during an SSL connection is the fact that the TE could not locate the client or server certificate, or the client certificate does not reside in the server's trusted list.

An incorrect FTP host address or other common connection problem (host not available, connection refused, etc.) can lock up the TE. Verify that the host, proxy, socks, user and password property value are correct.

The TE may also lock up if an improperly [registered](#) TE is launched and unsuccessfully tries to display the registration reminder (Web nag dialog).

Lastly, not properly configuring [DCOM configuration](#) for the TE to access the target user's settings may cause the TE to lock up.



If the system is currently logged in when the TE is run, it runs as the user specified under DCOMCNFG. The TE icon does not display in the system tray when the CuteFTP's main interface runs. Also, the hard coded user's settings are employed when the TE is run, not those of the currently logged in user. This is not an issue if you are running the TE when the system is not logged in.

Handling SSL Certificates (When Running a Script while not Logged In)

Setting up the TE to connect to an FTP server over SSL (via scripting) involves several steps. Follow the instructions below carefully.

You must know whether the TE will require the use of server certificates only or both server and client certificates.

Server Certificates

Most FTP SSL servers will provide a certificate to the client during authentication. The certificate proves the server's legitimacy to the client. The server's certificate must be added the client's Trusted Certificate store prior to any connection, otherwise the TE will lock up when trying to authenticate.

To add the SSL certificate to the client's Trusted Certificate store

1. Export or obtain a copy of the server's certificate from the FTP server administrator. Otherwise connect to the server with the CuteFTP GUI (interface) from the developer computer and manually accept the server's certificate. You can then export it from the Trusted List under **Global Options > Security > SSL Security** to a staging directory of your choice.
2. Place/Install the certificate into the target computer's Default User directory. For example:
`C:\Documents and Settings\Default User\Application Data\GlobalSCAPE\CuteFTP Pro\Security`
3. If you will also be running the TE while logged in, place a copy of the server certificate under the USER folder on the target computer, as follows:
`C:\Documents and Settings\[USERNAME]\Application Data\GlobalSCAPE\CuteFTP Pro\Security`
- where [USERNAME] is the login name for the user.
4. Configure the TE to auto-accept SSL or SSH certificates using the `AutoCloseMethod` parameter of the [Option](#) method. Also refer to the following trouble shooting topic regarding [running the TE while not logged in](#).

Now when you connect, the TE sees the server's certificate and proceed with the connection.

Client Certificates

Some FTP SSL servers require that the client provide a certificate. The certificate proves the veracity of the client and is an important factor in weeding out spurious FTP clients masquerading as legitimate ones.

To setup the target system to use client certificates

1. On the developer computer, create the client certificate and private key pair using the CuteFTP GUI (interface). The certificate creation utility is located under the **Tools > Global Settings > Security > SSL** dialog.
2. Add the client certificate to the server's trusted list. Do this by connecting to the server with the CuteFTP GUI (interface) from the developer computer. On the server, move the certificate from the Pending to the Trusted list. If your server only has a Trusted list, manually import the client certificate into the Trusted list.
3. Place the client certificate and private key into the target computer's USER folder:

```
C:\Documents and Settings\[USERNAME]\Application Data\GlobalSCAPE\CuteFTP
Pro\Security
```

- where [USERNAME] is the login name for the user.

4. If you created the certificate set on the developer computer, export the following registry key:

```
HKEY_CURRENT_USER\Software\GlobalSCAPE\CuteFTP
Professional\Settings\SecuritySSL
```

5. Import the registry key from step 4 onto the target computer, or manually create the necessary entries. The entries are shown in standard **.reg** file notation.

```
REGEDIT4
[HKEY_CURRENT_USER\Software\GlobalSCAPE\CuteFTP Pro\Settings\SecuritySSL]
"SSLCertificate"="C:\\Documents and Settings\\[USERNAME]\\Application
Data\\GlobalSCAPE\\CuteFTP Pro\\Security\\client.crt"
"SSLPrivateKey"="C:\\Documents and Settings\\[USERNAME]\\Application
Data\\GlobalSCAPE\\CuteFTP Pro\\Security\\client.key"
"UseSSLCertificate"=dword:00000001
"UseSSLCertPassphrase"=dword:00000001
"ReuseSSLData"=dword:00000000
"WarnWhenToNonSecure"=dword:00000001
"DataTransportMethod"=dword:00000001
"SSLCertPassphrase"="[PASSWORD]"
```

- where [USERNAME] is the login name for the target system and where [PASSWORD] is the encrypted password exported from the source computer. *Do not modify the password!*

At the next connection, the TE finds the client certificate and uses it to authenticate with the server.

Example


Below is a sample script that connects to a fictitious site running SSL Implicit over port 990. It also writes to the event log for debugging purposes. if you use this script to test your setup, make sure you modify the MySite.Host line to include your actual FTP SSL server host and login information.

```
#file test.vbs
Const EVENT_SUCCESS = 0
Set objShell = Wscript.CreateObject("Wscript.Shell")
```



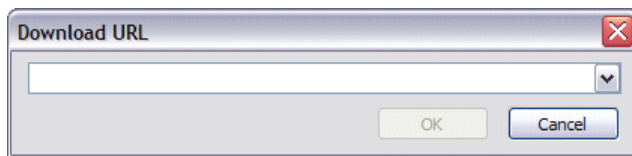
```
objShell.LogEvent EVENT_SUCCESS, "AT Loaded me"
Set MySite= CreateObject("CuteFTPPro.TEConnection")
MySite.Option ("ThrowError") = True
MySite.Host = "ftp://myuser:mypass@ftp.mysslserver.com:990"
objShell.LogEvent EVENT_SUCCESS, "vars set"
MySite.Connect
objShell.LogEvent EVENT_SUCCESS, "connected"
MySite.Disconnect
MySite.Close
```

TRANSFERRING FILES OR SITES WITH THE TRANSFER ENGINE

When the Transfer Engine (TE) is running, the TE icon  appears in the Windows system tray. You can download files or even an entire site by right-clicking the TE icon, then clicking **Download URL**.

To download files from a URL with the Transfer Engine

1. Right-click the TE icon, then click **Download URL**. The **Download URL** dialog box appears.

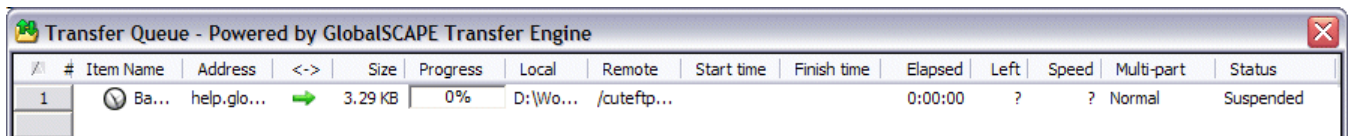


2. Type the full URL, e.g., ftp://mysite.com, then click **OK**.

If CuteFTP is closed, the download happens in the background. If CuteFTP is open, the progress of the download appears in the Queue pane.

To view current transfers

- Right-click the TE icon, then click **Show current transfers**. (Only available if the CuteFTP interface is closed.) The **Transfer Queue** appears. (You can also open the **Transfer Queue** by double-clicking the TE icon.)



To stop a transfer

- Right-click the in-progress transfer in the **Transfer Queue**, then click **Stop transfer**.

To start a transfer in the Transfer Queue

- Right-click the item(s) to be transferred, then click **Start transfer**.

To remove items from the Transfer Queue

- To remove one or more items, right-click the item(s) to be removed, then click **Remove**.
- To remove all items from the queue, right-click anywhere in the queue, then click **Remove All**.

RUNNING SCRIPTS

You can execute a script you create in Windows, from the command line, from within CuteFTP's interface, or as a scheduled task to be run with no user logged in.

To execute a script directly in windows

1. Launch CuteFTP Professional.
2. On the main menu, click **Tools > Macros & Scripting > Run**.
3. **Browse** for the script file you created. For example, **sample.vbs**.
4. Click **Open** to launch the script.

The log and queue view in CuteFTP populates with session and transfer information.



*When creating your VB scripts, remember that in VB, you aren't checking to see if the returned value is the string "True" or "False"; you're checking for the *value* True (i.e., -1) or False (i.e., 0). So, the values should *not* be quoted. The rule is, with quotes, it's a string.*

To execute a script from the command line

1. On the Windows task bar, click **Start > Run**.
2. In the **Run** dialog box, type **CMD**, then press ENTER.
3. Navigate to the location of the script file.
4. Type the name of the file, then press ENTER.

TE launches (the TE icon display in the system tray) and executes your script.

To execute a script directly in Windows

1. In Windows Explorer, navigate to the location of the script file.
2. Double click the script file

TE launches (the TE icon displays in the system tray) and executes your script.

CREATING SCRIPTS

You can interact with the TE directly from your own custom applications using common programming languages such as Visual Basic (VB) or in a scripting language supported by the Windows Scripting Host (WSH).

You can create a script from the development IDE of your choice, or you can create scripts from within CuteFTP Professional by clicking **Tools > Macros & Scripting > New**. CuteFTP will open a template script file in a document window.

To create a new script file, you need to have some familiarity with programming concepts and, ideally, some experience with VB or Java.



If you do not have any programming experience, you can still create scripts using the session [Record](#) and [Playback](#) functionality in CuteFTP Professional.

- Due to the wide range of scripts that CuteFTP is able to accommodate, we are unable to offer technical support on individual scripts other than what is available in the help files and online Knowledge Base.

- If you are having trouble with your script, try to perform the desired action manually, using the CuteFTP interface. If you cannot, then troubleshoot that problem first, and then retry your script.
- If you are able to perform the desired actions, and in the desired sequence when using the interface, then the problem is not with CuteFTP or the FTP Server. The next thing to do is to troubleshoot your script line by line.
- You have to register the TE COM component on the computer before you can create script files to interact with it.

METHODS, PROPERTIES, AND WILDCARDS OVERVIEW

Use methods and properties to operate the Transfer Engine. Methods and properties are defined below.

Methods

A method can be described as a command or function that may accept arguments (parameters) and may return a certain type of value. For example:

```
Boolean Object.LocalExists(BSTR bstrName);
```

For this method, the type of the return value is Boolean. The command accepts an argument as a string value, here shown as BSTR (the type) and bstrName (a place holder for the argument).

In a program, you can execute a method and assign the return value to a variable all in one command. For example

```
Exists = MySite.LocalExists "c:\temp\file.txt"
```

The argument "c:\temp\file.txt exists" is passed to the method LocalExists as a string (reason for the quotes). The variable Exists is then populated with a 1 or a 0 which is, in essence, true or false. You can then perform actions in your script based on those results.

Properties

A property is simply an attribute of a function (another word for method) or object internal to the TE framework. All properties have default values. Methods that rely on these properties will use default values unless you specify otherwise.

Most of the time, you can assign a value to a property or retrieve its value into a variable. You can set a property much like a local variable to your script. For example

```
String Object.Protocol
```

The above property can accept a predefined set of string values or can be assigned to a variable to retrieve the currently selected value. The default in this case is "FTP".

You can assign a value to a property as follows:

```
MySite.Protocol = "FTPS"
```

Upon subsequent connections, the TE will attempt to login using FTP over SSL, rather than via FTP, the default attribute for this property.

Wildcard Masks

Wildcard masks are patterns of special characters used to filter file names. When a wildcard mask is matched against a file name, the two patterns are compared, letter-by-letter, from left to right until a mismatch occurs. If all the characters in both patterns compare positively, the file name matches the Wildcard Mask.

USING A SCRIPT TO CONNECT TO A REMOTE SITE

The script below connects the TE to the public GlobalSCAPE FTP server and displays the words **Connected OK** in a message box after a successful connection.

```
Set MySite= CreateObject("CuteFTPPro.TEConnection")
MySite.Option ("ThrowError") = False
MySite.Protocol = "FTP"
MySite.Host = "ftp.cuteftp.com"
if cbool(MySite.Connect) then
MsgBox "Connected OK"
else
MsgBox MySite.ErrorDescription
end if
MySite.Disconnect
MySite.Close
```



*Save this script in a text editor with a **.vbs** extension, then double-click the **.vbs** file to execute the script.*

USING A SCRIPT TO DOWNLOAD A FILE

The script below connects to the GlobalSCAPE FTP site and downloads a file called **index.txt** to two local folders; **c:/temp1** and **c:/temp2**.

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Host = "ftp.globalscape.com"
MySite.Connect 'Recommended: call connect first
'next line changes to a predetermined folder so I can use a relative path in
the download method
MySite.RemoteFolder = "/pub/cuteftp"
MySite.LocalFolder = "c:\temp1"
MsgBox (MySite.RemoteFolder) 'display current remote folder
MySite.Download "index.txt"
MySite.Download "index.txt", "c:\temp2\index.txt"
'now verify that it downloaded okay
If MySite.LocalExists ("c:\temp1\index.txt") Then
MsgBox "File1 downloaded OK."
End If
If MySite.LocalExists ("c:\temp2\index.txt") Then
MsgBox "File2 downloaded OK."
```

```
End If
MsgBox "Done"
MySite.Disconnect
MySite.Close
```

SCHEDULING SCRIPTS WITH THE WINDOWS TASK SCHEDULER

The Windows Task Scheduler is the recommended tool for setting your TE scripts to run at specific times, but you can also use the [NT 4 AT Scheduler](#).

To schedule a task

1. Click **Start > Programs > Accessories > System Tools > Scheduled Tasks**.
2. Double-click **Add Scheduled Task**. The **Scheduled Task Wizard** appears.
3. Click **Next**, then click **Browse**. The **Select Program to Schedule** dialog appears.
4. Navigate to the script that you [created](#), click it, then **Open**. You are returned to the **Scheduled Task Wizard**.
5. Provide a name for the task, or keep the default, which is the filename, specify how often to run the script, then click **Next**.
6. Specify the starting time and date (if you specified Daily, Weekly, or Monthly, or One time only) and recurrence (if you specified Daily, Weekly, or Monthly), then click **Next**.
7. Type the user name and password for the account that will run the script (e.g., the EFT Server account in Windows), then click **Next**.
8. If you want to configure advanced properties, select the check box, then click **Finish**.



- If you want to disable the task without deleting it, open the task in the **Scheduled Tasks** dialog box (see step 1 above), then on the **Task** tab, clear the **Enable** check box.
- To delete the task, in the **Scheduled Tasks** dialog box (see step 1 above), click the task, then click **Delete**.
- If you do not have the **Scheduled Tasks** folder, you can [use the NT 4 AT scheduler](#).
- In Windows 2000 or Windows XP, you can configure the Transfer Engine so that it can [run when no one is logged in](#).
- In Windows NT 4, you must have Internet Explorer 4 or higher and the [Offline Browsing Pack](#) installed to see the **Scheduled Tasks** folder.

SCHEDULING SCRIPTS WITH THE WINDOWS NT 4 AT SCHEDULER

The [Windows Task Scheduler](#) is the recommended tool for running TE scripts at specific times, but you can also use the NT 4 AT scheduler.

If you want to use the Windows NT 4 AT Scheduler to run TE scripts at specific times, follow these guidelines:

- A user must be logged in at the time the task is scheduled to run, though the computer can be locked.
- Include the **/interactive** switch in each task.
- Include the full path to the script with the file name and extension.

The following example runs a script at 2:12 pm, every day of the week. The script is on the computer's **C** drive, in the **example** folder, and is named **te-test.vbs**. For example:

```
at 14:12 /interactive /every:M,T,W,Th,F,S,Su c:\example\te-test.vbs
```



- For more details and switches for the AT Scheduler type **AT/?** at the command prompt.
- You can install a GUI task scheduler as part of Internet Explorer if you have version 4 or higher, see <http://support.microsoft.com/default.aspx?scid=kb;EN-US;171229>. The task scheduler is part of the **Offline Browsing Pack**.

RUNNING THE TRANSFER ENGINE WITHOUT A USER PRESENT

The Transfer Engine is a process, not a service. However, you can execute scripts while the system is not logged in if you properly configure Windows DCOM configuration for the Transfer Engine. Carefully read and follow the steps below. A sample script is provided.

To configure the TE under the DCOM configuration applet

1. Click **Start > Run**.
2. In the **Run** dialog box, type:
DCOMCNFG
3. Click **OK**. The Windows **Component Services** dialog box appears.
4. In the left pane, expand **Component Services**, expand **Computers**, expand **My Computer**, expand **DCOM Config**, then click **TEConnection Class**.
5. Right-click **TEConnection Class**, then click **Properties**. The **TEConnection Class Properties** dialog box appears.
6. Click the **Identity** tab.
7. Under Which user account do you want to use to run this application, click **This user**, then provide a valid user name and password. *It must be the same user as established under your task scheduler's run as property* (if applicable), so that the scheduler service can call the COM object as a user. This will enable the Transfer Engine to run with the user settings, and if necessary, access pre-established SSL certificates (for secure connections).
8. Click **OK** to save the changes, and close the **Properties** dialog box.
9. Close the **Component Services** dialog box.

Configuration Notes

- If the system is currently logged in when the TE runs, it runs as the user that you specified in the **TEConnection Class Properties** dialog box. You will not see the TE icon in the system tray when running CuteFTP's main interface. Also, the hard coded user's settings are employed when the TE is run, not those of the currently logged in user. This is not an issue if you are running the TE while the system is not logged in.
- You should test your script from the command line while logged in. You can also write to the Event Viewer or a local text file to debug a script when run on system startup if necessary. Below is a sample script that includes event viewer logging of transactions.
- Your script should not contain Message Box functions or any other function that requires user input or shows a dialog box. Dialog boxes cannot display these prompts while the system is not logged in. Set your overwrite actions under CuteFTP's Global Options\Transfer\Smart Overwrite to **Always Overwrite** to avoid any overwrite prompts, or pre-define various rules to cover various overwrite scenarios. (See also [Disabling Prompts](#).)

```

Const EVENT_SUCCESS = 0
Set objShell = Wscript.CreateObject("Wscript.Shell")
objShell.LogEvent EVENT_SUCCESS, "AT Loaded me"
Set MySite= CreateObject("CuteFTPPro.TEConnection")
MySite.Option ("ThrowError") = False
MySite.Host = "ftp://anonymous:user@user.com@ftp.globalscape.com/pub/cuteftp"
objShell.LogEvent EVENT_SUCCESS, "vars set"
MySite.Connect
objShell.LogEvent EVENT_SUCCESS, "connected"
MySite.Download "index.txt", "c:\temp"
objShell.LogEvent EVENT_SUCCESS, "downloaded"
MySite.Disconnect
MySite.Close

```

RUNNING THE TRANSFER ENGINE FROM A SQL JOB

You can use SGL function `sp_OACreate` to create a `TEConnection` object. SQL runs `ftpte` and hides all windows. SQL uses a special instance of `ftpte` exe, which cannot prompt for user name and password.

Specify a local download path or filename. While optional, it's a good idea to make sure that it is going where you intend. Also, make sure that the local path has the appropriate NTFS permissions to allow the TE to have full control.

For scripted or scheduled tasks use an otherwise unused account for scheduled TE tasks. Once the CuteFTP TE (transfer engine) is started, another instance cannot be created. Windows treats the logged-in user differently than the logged-out-user and DCOM errors may occur. For instance, if a recurring background process has already run before the user logs in, once the user logs in and the background process starts again, a DCOM error will occur.

Example Transfer Script

```

DECLARE @property varchar(255)
DECLARE @object int
DECLARE @hr int
DECLARE @src varchar(255), @desc varchar(255)
PRINT '---start'
EXEC @hr = sp_OACreate 'CuteFTPPro.TEConnection', @object OUT
EXEC @hr = sp_OASetProperty @object, 'Host', 'ftp.mysite.com'
EXEC @hr = sp_OAGetProperty @object, 'Host', @property OUT
PRINT @property
EXEC @hr = sp_OAGetProperty @object, 'Login', @property OUT
PRINT @property
EXEC @hr = sp_OAGetProperty @object, 'Protocol', @property OUT
PRINT @property
EXEC @hr = sp_OAMethod @object, 'Connect'
EXEC @hr = sp_OAMethod @object, 'download', NULL, '/pub', "e:/eee"
EXEC @hr = sp_OAGetProperty @object, 'Log', @property OUT

```

```
PRINT @property
EXEC @hr = sp_OADestroy @object
PRINT '---finish'
```

Configuration Notes

- SQL cannot use an already running instance of ftp.exe. The CuteFTP interface cannot communicate with an ftp.exe instance created by SQL.
- When a scheduled task runs as user X while user X is logged in, the profile path will be set to that user's directory (C:\Documents and Settings\X\). However, when a scheduled task runs as user X while user X is *not* logged in, the profile path will be set to the default user directory (C:\Documents and Settings\Default User\). Therefore, the desired SSL certificates from C:\Documents and Settings\X\Application Data\GlobalSCAPE\CuteFTP Professional\certs.crt should be copied to C:\Documents and Settings\Default User\Application Data\GlobalSCAPE\CuteFTP Professional\certs.crt
- If you use [UseProxy](#), be sure to specify any proxy information. Please see [Connecting through a SOCKS or Proxy Server](#) for more information.



- *Add a couple of log lines so that it can write to the log whenever something happens successfully. Add it after the connect line, so that you can see how far it gets.*
- *To make sure you are connecting long enough to get data, use the [GetList](#) method to write a list to a local file.*

DISABLING PROMPTS

To run the Transfer Engine with prompts disabled


Launch the TE manually and supply the `-noprompts` parameter.

Example

1. On the Windows **Start** menu, click **Run**.
2. In the **Run** dialog box, type:

```
"C:\Program Files\Globalscape\CuteFTP Professional\TE\ftp.exe" -
noprompts.
```

3. Click **OK**.

 *Suppressing prompts may cause lockups if no default action is available for the event in question, or if the prompt was produced by an error. When running the TE in this mode using Windows scheduler from a different user account, the TE will not be accessible from its COM or GUI interface and can only be unloaded via the Task Manager.*

The best way to avoid prompts is to properly configure the TE ahead of time to cover all possible prompt scenarios, such as overwrite conditions, or SSL server certificate acceptance dialogs. For example, set your overwrite actions under CuteFTP's global settings to Always Overwrite to avoid any overwrite prompts, or pre-define various rules to cover various overwrite scenarios. You can then export those rules as registry entries and import them onto the target computer.

You can also tell the TE to auto-accept SSL or SSH certificates using the `AutoCloseMethod` parameter of the [Option](#) method. Also refer to the following trouble shooting topic regarding [running the TE while not logged](#)

AUTOMATICALLY ENCRYPTING AND COMPRESSING TRANSFERS

You can also compress and encrypt files after transferring them by using GlobalSCAPE [Secure FTP Server's](#) Custom Site Commands. The benefits of encrypting files prior or post transfer depends on the circumstances and level of trust for the particular host.

In the example script below, an entire folder (including sub-folders) is compressed, encrypted (using Twofish 128 bit encryption) and then transferred via regular FTP to an FTP server. Since the archived file is encrypted, there is no need to connect using SSL, OTP, or SSH2 unless you also want to protect the login process.

Example

```
Dim WshShell, MySite, Return
Set WshShell = CreateObject("WScript.Shell") 'Window's Scripting Host shell object
'next line calls the run method of the WSH shell object. It returns true once
CuteZIP does its thing.
'The complete command line instructions for CuteZIP are located here.
If Return = WshShell.run ("c:\progra~1\global~1\CuteZIP\cutezip.exe -c -p12345
c:\archive c:\temp", 0, true) Then
    Set MySite = CreateObject("CuteFTPPro.TEConnection")
    MySite.Option ("ThrowError") = True
    MySite.Host = "ftp://user:pass@myftpsite.com" 'one of the ways to connect using
the TE
    MySite.Connect
    MySite.Upload "c:\archive.zip" 'upload the new archive, then check to see if it
made it up to the server.
    if not CBool(MySite.RemoteExists("\archive.zip")) then
        MsgBox "Failed to Upload, Exiting!"
    Else
        MsgBox "Success!"
    End If
    MySite.Disconnect
    MySite.Close
Else
    MsgBox "Compression and Encryption Failed, Exiting!"
End If
```



You can optionally protect the FTP login by connecting with SSL, SSH2 or OTP using CuteFTP Professional's Transfer Engine (GlobalSCAPE's Secure FTP Server 2 supports SSL, OTP, and SSH2 logins). Use the protocol property to set the connection type prior to calling MySite.Host and MySite.Connect.

Windows XP has a built-in compression/decompression tool. Refer to the Microsoft Support article #306351, at <http://support.microsoft.com/kb/306351>.

TIMEOUT STRATEGIES FOR THE WAIT METHOD

The default timeout value for the [Wait](#) method is 21,805,184 milliseconds, which is approximately 6 hours. The timeout value is a SIGNED LONG data type, meaning its maximum possible value is

2,147,483,647 milliseconds, which is roughly 596.5 hours or just under 25 days. This is probably enough time for even the slowest transfer.

The **Wait** method supports a "0" timeout value which means "keep waiting forever or until the transfer reaches a state of CANCELED, FINISHED, ERROR, SUSPENDED, SKIPPED, or BLOCKED."

You can also write scripts so that they check the condition of a transfer and if it is still in the "TRANSFERRING" state, to wait on it again.

Three timeout strategies for long transfer tasks

1. **Specify a large timeout value in the script call** - Because the first parameter to the **Wait** method is a task index, this example uses a "-1" which means "current task." For this example, the timeout is set for 10 hours or, $10 * 60 * 60 * 1000 = 36000000$ milliseconds.

Example

```
strResult = strataFTP.Wait( -1, 36000000 )
```

2. **After a Wait() function has timed out, check the STATUS of the transfer** - In this scenario, use the program (or script) logic to keep trying after a **Wait** times out when the transfer is still in the TRANSFERRING state. In other words, your polling for the termination status has timed out, but not necessarily the transfer itself, so you keep going.
In the following example, you wait up to 10 hours for the transfer, and if that times out, you check the status of the transfer. If it is still TRANSFERRING, you do it again (please note the last two conditional statements):

Example

```
Do
strResult = strataFTP.Wait( -1, 36000000 )
Loop While ( strResult <> "CANCELED" ) and ( strResult <> "FINISHED" )
and
( strResult <> "ERROR" ) and ( strResult <> "SKIPPED" ) and
( strResult <> "SUSPENDED" ) and ( strResult <> "BLOCKED" )
```

Alternatively, you can take the more positive outlook of continuing on while the transfer task is either WORKING, CONNECTING, or TRANSFERRING:

Example

```
Do
strResult = strataFTP.Wait( -1, 36000000 )
Loop While ( strResult = "TRANSFERRING" ) or ( strResult = "WORKING" ) or
( strResult = "CONNECTING" )
```

3. **Wait forever, or until the transfer reaches some termination point.** Most transfers eventually either FINISH or receive an error from the server; but there is a minor chance that the transfer in the queue is perpetually stuck in a "TRANSFERRING" state. This strategy might be considered a little riskier than the first two:

Example

```
strResult = strataFTP.Wait( -1, 0 )
```

METHODS

Finding a Method Alphabetically

Click a method in the list below to view information about using the method.

- [AbortAsync](#)
- [Close](#)
- [Connect](#)
- [CreateLocalFolder](#)
- [CreateRemoteFolder](#)
- [Disconnect](#)
- [Download](#)
- [DownloadAsync](#)
- [GetList](#)
- [LocalExists](#)
- [LocalRemove](#)
- [LocalRename](#)
- [RemoteCommand](#)
- [RemoteExists](#)
- [RemoteRemove](#)
- [RemoteRename](#)
- [S2Sxfer](#)
- [Synchronize](#)
- [TECommand](#)
- [TransferURL](#)
- [TransferURLAsync](#)
- [Upload](#)
- [UploadAsync](#)
- [Wait](#)
- [WriteToLOG](#)

Finding a Method by Category

Click a method in the list below to view information about using the method.

| | |
|---|--|
| Connection <ul style="list-style-type: none">• Connect• Disconnect• Close | Asynchronous Transfer <ul style="list-style-type: none">• UploadAsync• DownloadAsync• TransferURLAsync |
| Transfer <ul style="list-style-type: none">• Upload• Download• S2Sxfer• Synchronize• TransferURL | Files and Folders <ul style="list-style-type: none">• CreateLocalFolder• LocalExists• LocalRename• LocalRemove• CreateRemoteFolder• RemoteExists• RemoteRename• RemoteRemove |
| Commands <ul style="list-style-type: none">• AbortAsync• RemoteCommand• TECommand | |

- [Wait](#)
- [WriteToLOG](#)

Basic Methods

Connecting to a Remote Server (Connect)

Use the **Connect** method to log in to the remote server. Before calling it, set the protocol, [host address](#), [user name](#), and [password](#) to establish a successful connection.

Syntax

```
Object.Connect
```

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Protocol = "FTP"
MySite.Host = "ftp.cuteftp.net"
MySite.Login = "username"
MySite.Password = "password"
MySite.Connect
```



Any time you call a transfer function, the connect function is called indirectly. It is recommended you explicitly invoke the **Connect** function, though it is not necessary. You can always use the [IsConnected](#) property to determine whether you are connected at any given time.

Downloading Files (Download)

Use the **Download** method to transfer a file or folder from a remote location to your local hard drive.

Syntax

```
Object.Download (BSTR strRemoteName ,BSTR strLocalName , long nMultiPartNumber)
```

Parameters

| | |
|------------------|--|
| strLocalName | This is optional. Use this only if you want to change the destination name or path for the downloaded files or folder. You can use absolute or relative paths. |
| strRemoteName | This is the path to the remote item you are downloading. You can use absolute or relative paths with or without wildcards. |
| nMultiPartNumber | Use this to split the download into multiple parts. The default value = 1. The value specifies the number of parts used for the download. |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Specify user, pass, host, and connect as normal...
MySite.Connect 'Recommended: call connect first
'next line changes to a predetermined folder so you can use a relative path in the
download method
```

```

MySite.RemoteFolder = "/c:/inetpub/ftproot/Temp/Temp/"
MsgBox (MySite.RemoteFolder) 'display current remote folder
MySite.Download "agent.ini", "c:\temp\agent1.ini"
'now verify downloaded ok
If CBool(MySite.LocalExists ("c:\temp\agent1.ini")) Then
MsgBox "File downloaded OK."
End If

```

Configuration Notes:

- Setting the Multi-part download attribute can greatly increase the transfer speed for larger files under certain conditions. For example, the site must support multiple concurrent connections from the same user and you must have significant bandwidth.
- The Download method is a synchronous command, meaning it must finish executing before subsequent commands in your script can be called. Use the method [DownloadAsync](#) (which also supports Multi-part transfers) to asynchronously download files, which allows you to execute the rest of the script while the download(s) take place.
- You **cannot** download and rename multiple files by specifying a wildcard in the strLocalName parameter. For example, MySite.Download "*.exe", "*.txt" will download all of the files in the current remote folder that end with *.exe to a local folder named "_.txt". That is, if you specify a wildcard, the wildcard character is replaced by an underscore (_) character.

Uploading Files (Upload)

Use the **Upload** method to transfer a file or folder from a local hard drive to a remote server.

Syntax

```
Object.Upload(BSTR strLocalName ,BSTR strRemoteName , long nMultiPartNumber)
```

Parameters

| | |
|------------------|---|
| strRemoteName | This is optional; use it only if you want to change the destination name or path for the uploaded files or folders. You can use absolute or relative paths. |
| strLocalName | This is the path to the local item you are uploading. You can use absolute or relative paths with or without wildcards. |
| nMultiPartNumber | Use this to split the upload into multiple parts. The default value = 1. The value specifies the number of parts used for the download. |

Example

```

Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Specify user, pass, host, and connect as normal...
MySite.Connect 'r;Recommended: call connect first
MySite.RemoteFolder = "Temp"
MySite.LocalFolder = "C:\123"
'using relative path, all files in folder 123 are uploaded to the folder Temp off
the current folder on the server.
MySite.Upload "*.*"

```

Configuration Notes

- You can only use multi-part uploads with servers that support the COMB command. Currently, only GlobalSCAPE Secure FTP server supports the COMB command.
- Setting the Multi-part upload attribute can greatly increase the transfer speed for larger files under certain conditions. For example, the site must support multiple concurrent connections from the same user and you must have significant bandwidth.
- The Upload method is a synchronous command, meaning it must finish executing before subsequent commands in your script can be called. Use the method [UploadAsync](#) (which also supports Multi-part transfers) to synchronously upload files, which allows you to execute the rest of the script while the upload(s) take place.
- You **cannot** upload and rename multiple files by specifying a wildcard in the `strRemoteName` parameter. For example, `MySite.Upload "*.exe", "*.txt"` will upload all of the files in the current local folder that end with *.exe to a remote folder named "_.txt". That is, if you specify a wildcard, the wildcard character is replaced by an underscore (_) character.

Transferring from URLs (TransferURL)

Use the **TransferURL** method to download files directly from a Web address.

Syntax

```
Object.TransferURL(BSTR bstrRemoteName, long nMultipartNumber)
```

Parameters

| | |
|------------------|---|
| bstrRemoteName | This is a string value for the URL for the file transfer such as: (ftp://ftp.globalscape.com/pub/cuteftp/cuteftp.exe). |
| nMultipartNumber | This is optional and will split a file into parts for transfer. The default = 1. |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.TransferURL "ftp://ftp.globalscape.com/pub/cuteftp/cuteftp.exe"
```

The TE recognizes these URL formats:

```
ftp://user:pass@ ftp.sitename.com:port
ftp://user:pass@ ftp.sitename.com
ftp://user@ ftp.sitename.com
ftp:// ftp.sitename.com:port
ftp:// ftp.sitename.com
ftp://ftp.sitename.com/pub l: user p: pass & l: user is a lowercase "L", not "one"
ftp://ftp.sitename.com/pub:44 l: user p: pass
ftp://ftp.sitename.com/pub port:44 l: user p: pass
ftp://ftp.sitename.com/pub l/p: user/pass
ftp://ftp.sitename.com/pub:44 l/p: user/pass
ftp://ftp.sitename.com/pub p:44 l/p: user/pass
ftp://ftp.sitename.com/pub port:44 l/p: user/pass
ftp://ftp.sitename.com/pub l: user p: pass
ftp://ftp.sitename.com/pub:44 l: user p: pass
```

```
ftp://ftp.sitename.com/pub p:44 l: user p: pass  
ftp://ftp.sitename.com/pub port:44 l: user p: pass
```

Creating a Local Folder (CreateLocalFolder)

Use the CreateLocalFolder method to create a new folder (directory) on your local hard drive.

Syntax

```
Object.CreateLocalFolder(BSTR strName)
```

Parameters

| | |
|----------|---|
| BstrName | This contains the folder's relative or absolute path. |
|----------|---|

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")  
MySite.CreateLocalFolder "c:\temp\New Folder"  
'now check to see if it was created  
MySite.LocalFolder = "c:\temp\New Folder"  
currentdir = MySite.LocalFolder  
MsgBox currentdir
```

Creating a Remote Folder (CreateRemoteFolder)

Use the CreateRemoteFolder method to create a new folder (directory) on a remote server.

Syntax

```
Object.CreateRemoteFolder(BSTR strName)
```

Parameters

| | |
|----------|---|
| BstrName | This contains the folder's relative or absolute path. |
|----------|---|

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")  
'Initialize all necessary fields for MySite : host name, user, password, etc.  
MySite.Connect  
MySite.CreateRemoteFolder("/dir") 'creates /dir (because absolute path was used)  
MySite.RemoteFolder = "/dir" 'now change to the newly create 'dir' folder  
MySite.CreateRemoteFolder("dir2") 'creates /dir/dir2 (because relative path was  
used)
```

Renaming a Remote File or Folder (RemoteRename)

Use the RemoteRename method to rename a file or folder on the remote server.

Syntax

```
Object.RemoteRename(BSTR bstrFrom, BSTR bstrTo)
```

Parameters

| | |
|----------|---|
| BstrFrom | This contains the folder's old name in a relative or absolute path. The path must be the same in both parameters. |
| BstrTo | This contains the folder's new name in a relative or absolute path. The path must be the same in both parameters. |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Initialize all necessary fields for MySite : host name, user, password,
etc.
MySite.RemoteRename "/pub/user1/file.txt", "/pub/user1/file3.txt"
```

Renaming a Local File or Folder (LocalRename)

Use the **LocalRename** method to rename a file or folder on your local hard disk.

Syntax

```
Object.LocalRename(BSTR bstrFrom, BSTR bstrTo)
```

Parameters

| | |
|----------|--|
| BstrTo | This contains the folder's new name in its full absolute path. |
| BstrFrom | This contains the folder's old name in its full absolute path. |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Initialize all necessary fields for MySite : host name, user, password, etc.
MySite.LocalRename "c:\file.txt", "e:\temp\users\file.exe"
```



Make sure you specify the full source and destination path. If you had written the command as `MySite.LocalRename "c:\file.txt", "file.exe"`, thinking it would rename it using relative paths, you might be surprised to find that your file has been moved to your profiles folder (system dependent). In essence, the `LocalRename` is similar to a `MOVE` command issued through drag and drop with the added name change sequence.

Deleting a Remote File or Folder (RemoteRemove)

Use the **RemoteRemove** method to delete a remote file or folder. You can specify the file or folder with absolute or relative paths. If the command fails, make sure you have specified the correct path and that you have the appropriate permissions required to delete the item.

Syntax

```
Object.RemoteRemove(BSTR bstrName)
```

Parameters

| | |
|----------|---|
| BstrName | This contains the folder's relative or absolute path. |
|----------|---|

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Initialize all necessary fields for MySite : host name, user, password, etc.
MySite.RemoteRemove "/pub/user1/file.txt"
MySite.RemoteRemove("file.ext") 'removes if exact match
MySite.RemoteRemove("*.obj") 'wild card match with a specific extension
MySite.RemoteRemove("*.aaa" & Chr(10) & "*.bbb" & Chr(10) & "t*") 'various wildcard filters
```



You can also use wild cards to replace the string value of *bstrName*. These wild card masks include "*", "?", and "\n" (new line symbol, also known as *Chr(10)* in VB).

Deleting a Local File or Folder (*LocalRemove*)

Use the **LocalRemove** method to delete a local file or folder. Use the absolute path name for the item you want to delete.

Syntax

```
Object.LocalRemove(BSTR bstrName)
```

Parameters

| | |
|----------|---|
| BstrName | This contains the items full absolute path. |
|----------|---|

Example 1

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Initialize all necessary fields for MySite : host name, user, password, etc.
MySite.LocalRemove "c:\temp\file.txt"
```



You can also use wild cards to replace the string value of *bstrName*. These wild card masks include "*", "?", and "\n" (new line symbol, also known as *Chr(10)* in VB).

Example 2

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Initialize all necessary fields for MySite : host name, user, password, etc.
MySite.LocalFolder = "c:\temp"
MySite.LocalRemove("file.ext") 'removes if exact match
MySite.LocalRemove("*.obj") 'wild card match with a specific extension
MySite.LocalRemove("*.aaa" & Chr(10) & "*.bbb" & Chr(10) & "t*") 'various wildcard filters
```


Checking for a Remote File or Folder (RemoteExists)

Use the **RemoteExists** method to verify that a remote file or folder exists. BstrName should be the full path.

Syntax


```
Boolean Object.RemoteExists(BSTR bstrName)
```

Return Values

| | |
|-------|-------------------------------|
| true | File or folder does exist |
| false | File or folder does not exist |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Initialize all necessary fields for MySite : host name, user, password, etc.
R = MySite.RemoteExists( "/pub/user/file.txt" )
If (R) Then
MsgBox "File exists on remote side"
Else
MsgBox "File doesn't exist on remote side"
End if
```

 If using an "if not" conditional, use CBool instead of boolean as the return type.

Correct:

```
if not CBool(MySite.RemoteExists(strRemote)) then
MsgBox "Error! " & MySite.ErrorDescription
```

Incorrect:

```
if not MySite.RemoteExists(strRemote) then
MsgBox "Error! " & MySite.ErrorDescription
```

Checking for a Local File or Folder (LocalExists)

Use the **LocalExists** method to verify that a local file or folder exists. BstrName should be the full path.

Syntax

```
Boolean Object.LocalExists(BSTR bstrName);
```

Return Values

| | |
|-------|-------------------------------|
| True | File or folder does exist |
| False | File or folder does not exist |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Initialize all necessary fields for MySite : host name, user, password, etc.
L = MySite.LocalExists("c:\temp\file.txt")
If (L) Then
MsgBox "File exists on local side"
Else
MsgBox "File doesn't exist on local side"
End if
```

Advanced Methods

Sending Commands to the Transfer Engine (TECommand)

Use the **TECommand** method to pass various commands to the Transfer Engine component. If you leave the Transfer Engine running for a long time, it is recommended you include the **DeleteFinished** or **DeleteAll** in your scripts to occasionally empty the queue. The Transfer Engine [does not empty the queue](#) automatically.

Syntax

```
Object.TECommand(BSTR bstrParameter)
```

Parameters

| | |
|-------------------|--|
| "CLOSE" or "EXIT" | Closes the TE (all tasks will be stopped) |
| "EXITNOPENDING" | Closes the TE if no pending tasks are available |
| "UPDATESETTINGS" | Reloads settings from the registry (Note you can modify the registry from VBS) |
| "DELETEDFINISHED" | Removes finished items from queue |
| "DELETEALL" | Removes all items from queue |



You can use any number of spaces or underscores inside these parameters. For example, "update setting" and "_UPDATE_SETTINGS_" are the same.

If the Transfer Engine has several tasks, or must run for a long time, you should include the **DeleteFinished** command in your scripts to occasionally clear items from the queue.

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.TECommand("delete finished")
```

Sending Commands to a Server (RemoteCommand)

Use the **RemoteCommand** method to send the server any supported command. This function acts like the raw input command found in CuteFTP.

Syntax

```
Object.RemoteCommand(BSTR bstrCmd)
```

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Initialize all necessary fields for MySite : host name, user, password, etc.
MySite.RemoteCommand "PWD" 'sends a print working directory command
```



If you include the word **"LIST"**, or **"RETR"**, or **"STOR"** in `bstrCmd` then the Transfer Engine will open the data connection, perform the operation (to the buffer) and then discard it. You should use the **GetList**, **Download** or **Upload** methods to accomplish these tasks.

You can combine strings to perform custom commands. For example, if you wanted to do use CHMOD on a file, you could do as shown in the example below:

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Initialize all necessary fields for MySite : host name, user, password, etc.
strMODE = "777" 'full permissions
strFile = InputBox("Type in the file name below ", "CHMOD Dialog", "cftp10.log")
'an input dialog with some default content
strvar = "SITE CHMOD " & strMODE & " " & strFile 'concatenate the values
MySite.RemoteCommand strvar 'send the command
```

Synchronizing Folders with the TE (Synchronize)

Use the **Synchronize** method to perform one or two way mirrors of a remote and local folder's contents.



The synchronize method contains as many as 9 parameters. Be sure to use absolute path names for both local and remote folder paths.

Syntax

```
Object.Synchronize(BSTR bstrRemoteName, BSTR bstrLocalName, long nDirection, long
nAction, long nCasehandling, BOOL bRecursive, BOOL bIgnoreLinks, BOOL
bDelDestination, BOOL bPromptDel);
```

Parameters

| # | Name | Value |
|---|----------------|--|
| 1 | BstrRemoteName | String value that specifies the absolute path name of the remote folder |
| 2 | BstrLocalName | String value that specifies the absolute path name of the local folder |
| 3 | nDirection | 0 = Mirror Local (make the remote look just like the local) 1 = Mirror Remote (make the local look just like the remote) 2 = Mirror Both |

| # | Name | Value |
|---|-----------------|--|
| 4 | nAction | When nDirection = 2 (Mirror Both) 0 = Mirror the more recent file 1 = Mirror the larger file 2 = Prompt for matching file names 3 = Skip mirroring files with the same names ----- When nDirection = 0 or 1 (Mirror Local or Remote) 0 = Use Global Overwrite settings in the CuteFTP shell for matching filenames 1 = Always overwrite the file with a matching name 2 = Numerate the file (filename[1]) 3 = Skip |
| 5 | nCaseHandling | 0 = Transfer first and skip the rest (default) 1 = Show rename prompt 2 = Numerate Note: This action applies when matching filenames are found and the only difference is the filename case. |
| 6 | bRecursive | 0 = Don't sync subfolders 1 = Apply sync to subfolders (default) |
| 7 | bIgnoreLinks | 0 = Don't ignore symbolic links 1 = Ignore symbolic links (default) |
| 8 | bDelDestination | 0 = Don't remove destination 1 = Remove destination if source does not exist (default) Note: This action only applies to one-way mirroring. If a file exists in the destination that isn't in the source being mirrored, then delete the destination file. |
| 9 | bPromptDel | 0 = Don't prompt before removing destination 1 = Prompt before removing destination (default) Note: Only applies to one-way mirroring when DelDestination is True. |

Examples

'Simple synchronize using minimal parameters

Set MySite = CreateObject("CuteFTPPro.TEConnection")

'Don't forget to initialize all necessary fields for MySite : host name, user, password, etc.

MySite.Connect

MySite.Synchronize "/pub/myfolder", "C:\mysitesfiles", 0, 1

'This will perform a local mirror, overwriting any matching filename.

'Simple synchronize using minimal parameters

Set MySite = CreateObject("CuteFTPPro.TEConnection")

'Don't forget to initialize all necessary fields for MySite : host name, user, password, etc.

MySite.Connect

MySite.Synchronize "/pub/myfolder", "C:\mysitesfiles", 2, 0

'This will perform full mirror (both), overwriting older files when a matching filename is found.

'Slightly more complex synchronize routine used to synchronize bookmarks. Uses variables for the path names

strRemotePath = "\Favorites"

strLocalPath = "C:\Documents and Settings\username\Favorites"

'Don't forget to initialize all necessary fields for MySite : host name, user, password, etc.

MySite.Connect

 If (Not (MySite.IsConnected)) Then

 MsgBox "Unable to connect to server:" + MySite.Host

 End if

MySite.Synchronize strRemotePath, strLocalPath, 2, 3, 0, 1, 1, 0, 1

'Performs a full mirror, skips matching filenames, transfers only the first file if multiple files are found with the same name but different case, applies to subfolders, ignores symbolic links, does not remove destination files if the source doesn't exist (N/A when dealing with dual mirror), and prompt prior to deleting anything (N/A when dealing with dual mirror).

MsgBox "DONE!" 'Alert me to the completed task

MySite.Disconnect'Disconnects from the site when done

MySite.Close'Close the Transfer Engine process

'A full synchronizaiton VB subroutine:

Sub Sync()

 >Dim MySite

 Set MySite = CreateObject("CuteFTPPro.TEConnection")

 strHost = "ftp.yourhost.com"

 strPath = "/pub"

 strLocalPath = "c:\temp\sync_test"

 strHost = InputBox("Enter host", "CuteFTP Pro", strHost)

 strPath = InputBox("Enter remote path", "CuteFTP Pro", strPath)

 strLocalPath = InputBox("Enter local path", "CuteFTP Pro", strLocalPath)

 MySite.Host = strHost

 MySite.CaseHandling = 1

 MySite.Recursive = False

```

MySite.IgnoreLinks = True
MySite.DeleteDestination = False
MySite.PromptDelete = True

nUserChose = MsgBox ("Mirror remote: " & strHost & strPath & " to local " & strLocalPath & " ?",
vbYesNoCancel)
If nUserChose = vbYes Then
    MySite.Synchronize strPath, strLocalPath, 1, 0
else
    nUserChose = MsgBox ("Mirror local: " & strHost & strLocalPath & " to remote " &
strPath & " ?", vbYesNoCancel)
    If nUserChose = vbYes Then
        MySite.Synchronize strPath, strLocalPath, 0, 0
    else
        nUserChose = MsgBox ("Mirror both: " & strHost & strPath & " <-> " &
strLocalPath & " ?", vbYesNoCancel)
        If nUserChose = vbYes Then
            MySite.Synchronize strPath, strLocalPath, 2, 1
        else
            End if
        End if
    End if
End if
End Sub

```

Site-to-Site Transfers (S2Sxfer)

Use the **S2Sxfer** method to transfer a file from one remote site to another. You must use absolute path names for the source and target folders.

Syntax

```

Boolean Object.S2Sxfer(BSTR bstrSourceName, BSTR bstrDestName, BSTR bstrPeerHost,
BSTR bstrPeerLogin, BSTR bstrPeerPassword, long Port, BSTR bstrPeerProtocol);

```

Parameters

| | |
|------------------|-----------------------------|
| bstrSourceName | source file and folder name |
| bstrDestName | target file and folder name |
| bstrPeerHost | target host name |
| bstrPeerLogin | target login |
| bstrPeerPassword | target password |

| | |
|------------------|--|
| Port | target port |
| BstrPeerProtocol | target protocol (FXP can be applied for hosts with different protocols FTP, FTP-S) |

Return values

| | |
|--------------|--------------------------------|
| <i>true</i> | <i>Transfer was successful</i> |
| <i>false</i> | <i>Transfer failed</i> |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Initialize all necessary fields for MySite : host name, user, password, etc.
MySite.Connect
MySite.S2Sxfer "/cftppro14.log", "/home/myfolder/cftppro14.log",
"ftp.destinationhost.com", "username", "passwd" 'everything else left as default
```

Writing Messages in a Log (WriteToLOG)

Use the **WriteToLOG** method to write a message directly to the connection log saved in the path set in CuteFTP Professional's global options. It is useful for documenting events to aid in script debugging.

Syntax

```
Object.WriteToLOG(BSTR bstr , BSTR bstrType)
```

Parameters

| | |
|----------|--|
| bstr | The log message. |
| bstrType | A log message, type: "STATUS", "ERROR", "NOTE", "COMMAND", "RAW". The default is "STATUS". |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Initialize all necessary fields for MySite : host name, user, password, etc.
MySite.TransferURLAsync "ftp://ftp.cuteftp.com/pub/cuteftp"
strResult = MySite.Wait
If (strResult = "FINISHED") then
MySite.WriteToLOG "Transfer successful!!"
MySite.WriteToLOG "Transfer successful!!", "error"
MySite.WriteToLOG "Transfer successful!!", "note"
End if
As result, the log will contain the following strings:
STATUS: > Transfer successful!!
ERROR: > Transfer successful!!
Note > Transfer successful!!
```

Resuming a Transfer

There is no resume method; however, you can use the [RemoteCommand](#) method to send the APPE (Append) command to a server. APPE is the FTP command to resume a transfer.

Example

```
MySite.RemoteCommand "APPE html/test.txt"
```



The **RemoteCommand** method exists to allow you to pass any command to the server manually, even if that command is not natively supported through the TE API.

Waiting for a Task to Complete (Wait)

Use the **Wait** method to tell the Transfer Engine to hold all other tasks until a specific asynchronous task is completed. Then continue with the rest of the script.

Syntax

```
String Object.Wait (long taskIndex, long timeout)
```

Parameters

| | |
|-----------|---|
| taskIndex | This is the task index in the asynchronous tasks array. The default = -1 (which is current task). It can range from 0 to the total number of tasks minus one. |
| timeout | Determines how long (in milliseconds) to wait for a finished, cancelled, or error status before continuing with the script. |

Return Value

| | |
|-------------|---|
| "CANCELLED" | Transfer was stopped by the user |
| "FINISHED" | Transfer was successfully finished |
| "ERROR" | There were errors during the transfer |
| "SKIPPED" | The transfer was skipped (file overwrite rules) |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Initialize all necessary fields for MySite : host name, user, password, etc.
MySite.TransferURLAsync "ftp://ftp.cuteftp.com/pub/cuteftp"
strResult = MySite.Wait
If (strResult = "ERROR") then
MsgBox "warning! An error has occurred!"
End if
```

Configuration Notes

- The default timeout value for the **Wait** method is 21,805,184 milliseconds, or approximately 6 hours.

- The maximum possible value for timeout is 2,147,483,647 milliseconds, or just under 25 days.
- You can set the **Wait** method to never timeout by using a timeout value of 0 (zero).
- For hints on **Wait** method timeouts, see [Timeout strategies](#).

Stopping Transfers and Other Events (Disconnect)

Use the **Disconnect** method to end an event in progress. It is normally used to stop a file transfer.

Syntax

```
Object.Disconnect()
```

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.TransferURLAsync
MySite.Disconnect
```

Configuration Notes

- Disconnect is not the same as the standard FTP command QUIT. Instead it is simply a command to stop the current transfer task. You can issue a QUIT command prior to invoking Disconnect by using the [RemoteCommand](#) function.
- A socket disconnect (more brutal than QUIT) to an FTP server occurs automatically after all transfers and other commands have finished. This is similar to the Connect command, which is implicitly called when a transfer method is invoked.
- The example above uses the TransferURLAsync command to pass the TE an FTP file location to download. Since the TransferURLAsync command is asynchronous, you could called TransferURLAsync multiple times consecutively.
- If you issue a Disconnect command after issuing multiple TransferURLAsync commands, the last called TransferURLAsync request is the one that is cancelled.

Closing the Transfer Engine (Close)


Use the **Close** function to exit the Transfer Engine. You can include parameters to only exit on certain conditions.

Syntax

```
Object.Close (BSTR bstrParameter)
```

Parameters

| | |
|------------------------------------|---|
| ""(default empty), "CLOSE", "EXIT" | Closes TE (all tasks will be stopped) |
| "EXITNOPENDING" | Closes TE if no pending tasks available |

 You can use any number of spaces or underscores inside these parameters. For example, "exit no pending" and "_EXIT_NO_PENDING_" are the same.

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.LocalFolder = "c:\temp"
MySite.TransferURLAsync "ftp://ftp.cuteftp.com/pub/cuteftp"
MySite.Close "EXITNOPENDING"
```

Uploading Items Asynchronously (UploadAsync)

Use the **UploadAsync** method to upload a file or folder to a remote server asynchronously. An asynchronous upload starts and then returns control to the script before the transfer finishes. This allows you to perform many simultaneous transfers because the method does not wait for the upload to end.

Immediately after you call this method subsequent methods in your script will be called, so be careful when timing certain events.

If **UploadAsync** encounters a problem when trying to complete its task, it will not throw a COM, ATL, or VB error. **UploadAsync** will also adhere to your max global and per site settings.

Syntax

```
Object.UploadAsync(BSTR strLocalName [,BSTR strRemoteName [, long  
nMultiPartNumber]])
```

Parameters

| | |
|------------------|---|
| strRemoteName | This is optional, use it only if you want to change the destination name or path for the uploaded files or folders. You can use absolute or relative paths with or without wildcards. |
| strLocalName | This is the path to the local item you are uploading. You can use absolute or relative paths with or without wildcards. |
| nMultiPartNumber | Use this to split the upload into multiple parts. The default value = 1. The value specifies the number of parts used for the download. |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Initialize all necessary fields for MySite : host name, user, password, etc.
MySite.Connect
MySite.UploadAsync "c:\temp\*.vob", "/DVDFiles" 'uploads as many .vob files as  
concurrent connection settings allow
```



*The multi-part parameter for the **UploadAysnc** is currently limited to servers that support this operation, due to the need to recombine the files after the upload of each part has completed. GlobalSCAPE's Secure Server and EFT Server support this function.*

Downloading Items Asynchronously (DownloadAsync)

Use the **DownloadAsync** method to download a file or folder to the local hard drive asynchronously. An asynchronous download starts and then returns control to the script before the transfer finishes. This allows you to perform many simultaneous transfers because the method does not wait for the download to end. Immediately after you call this method subsequent methods in your script will be called, so be careful when timing certain events.

If **DownloadAsync** encounters a problem when trying to complete its task, it will not throw a COM, ATL, or VB error. **DownloadAsync** will also adhere to your max global and per site settings.

Syntax


```
Object.DownloadAsync(BSTR strRemoteName ,BSTR strLocalName , long nMultiPartNumber)
```

Parameters

| | |
|------------------|--|
| strLocalName | This is optional, use it only if you want to change the destination name or path for the downloaded files or folder. You can use absolute or relative paths with or without wildcards. |
| strRemoteName | This is the path to the remote item you are downloading. You can use absolute or relative paths with or without wildcards. |
| nMultiPartNumber | Use this to split the download into multiple parts. The default value = 1. The value specifies the number of parts used for the download. |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Host = "ftp.cuteftp.com"
MySite.Connect
MySite.DownloadAsync "/pub/cuteftp/english/*", "c:\temp" 'downloads all files in
the pub/cuteftp folder
```

 You can call the **DownloadAsync** method many times sequentially in a script. Each call, in turn, opens a new data connection to the specified server, enabling you to transfer multiple files simultaneously. This, combined with the ability to transfer the file in multiple parts, greatly increases the overall transfer speed and execution of your task.

Transferring from URLs Asynchronously (TransferURLAsync)

- Use the **TransferURLAsync** method to start a download from a web address, and return control to the script immediately. This method does not wait for the transfer to end. You can use it to perform many simultaneous transfers.
- The difference between this method and [DownloadAsync](#) is simply the ability to specify all of the necessary parameters in one command, rather than having to set the user name, port, host, etc. and then transfer a file.
- Immediately after you call this method subsequent methods in your script will be called, so be careful when timing certain events.
- If **TransferURLAsync** encounters a problem when trying to complete its task, it will not throw a COM, ATL, or VB error. **TransferURLAsync** will also adhere to your max global and per site settings. You can't use wildcards in this method.

Syntax

```
Object.TransferURLAsync(BSTR bstrURL [, long nMultipartNumber])
```

Parameters

| | |
|------------------|--|
| bstrURL | A string value for the URL for the file transfer (ftp://ftp.cuteftp.com/pub/cuteftp) |
| nMultipartNumber | An optional multipart parameter with default = 1 |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.TransferURLAsync "ftp://ftp.cuteftp.com/pub/cuteftp/english"
'this will transfer the entire English CuteFTP directory from the CuteFTP.com ftp
site.
```

Normal Formats Supported

```
ftp://user:pass@ ftp.sitename.com:port
ftp://user:pass@ ftp.sitename.com
ftp://user@ ftp.sitename.com
ftp:// ftp.sitename.com:port
ftp:// ftp.sitename.com
ftp://ftp.sitename.com/pub l: user p: pass ß l: user is a lowercase "L", not "one"
ftp://ftp.sitename.com/pub:44 l: user p: pass
ftp://ftp.sitename.com/pub port:44 l: user p: pass
ftp://ftp.sitename.com/pub l/p: user/pass
ftp://ftp.sitename.com/pub:44 l/p: user/pass
ftp://ftp.sitename.com/pub p:44 l/p: user/pass
ftp://ftp.sitename.com/pub port:44 l/p: user/pass
ftp://ftp.sitename.com/pub l: user p: pass
ftp://ftp.sitename.com/pub:44 l: user p: pass
ftp://ftp.sitename.com/pub p:44 l: user p: pass
ftp://ftp.sitename.com/pub port:44 l: user p: pass
```

Extended URL Formats

Aside from the standard URL formats shown above, additional specifiers may be used to denote the direction of transfer and download path. Use the extended format to perform site to site transfers, uploads, targeted downloads, and more.

The standard url ftp://user:pass@ftp.host.com will be used in the following examples:

• Format: Normal URL transfer

```
MySite.TransferURLAsync "ftp://user:pass@ftp.host.com"
'download site to the default download folder
```

• Format: URL [space] "-->" [space] LPATH

```
MySite.TransferURLAsync "ftp://user:pass@ftp.host.com --> c:\temp"
'download site to the c:\temp folder
```

- **Format: URL [space] "<--" [space] LPATH**

```
MySite.TransferURLAsync "ftp://user:pass@ftp.host.com <-- c:\web"
'upload files from c:\web to the site
```

- **Format: URL1 [space] "<->" [space] URL2**

```
MySite.TransferURLAsync "ftp://user:pass@ftp.host.com <->
ftp://user2:pass2@ftp.host2.com" 'perform a site to site transfer
```

- **Format: URL [space] "<==" [space] LPATH**

```
MySite.TransferURLAsync "ftp://user:pass@ftp.host.com <== c:\web"
'synchronize (mirror local) the c:\web folder to the site
```

- **Format: URL [space] "==" [space] LPATH**

```
MySite.TransferURLAsync "ftp://user:pass@ftp.host.com ==> c:\web"
'synchronize (mirror remote) the site to c:\web
```

- **Format: URL [space] "<=>" [space] LPATH**

```
MySite.TransferURLAsync "ftp://user:pass@ftp.host.com <=> c:\web"
'synchronize both local and remote (mirror both)
```

Stopping Asynchronous Transfers (AbortAsync)

Use the **AbortAsync** function to stop an asynchronous task created previously by [UploadAsync](#), [DownloadAsync](#), or [TransferURLAsync](#). Refer to those methods for more information.

Syntax

```
Object.AbortAsync(long taskIdx)
```

Parameters

| | |
|----------------|--|
| TaskIdx | This is a task index in the array of tasks created by the various asynchronous methods. The default value of taskIdx is - 1 which specifies all the asynchronous tasks in array. TaskIdx should be between 0 and AsyncTaskNumber minus one. |
|----------------|--|

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Option("CleanupAsync") = False
'Initialize all necessary fields for MySite : host name, user, password, etc.
MySite.Connect
MySite.DownloadAsync "*.*", "c:\temp"
MsgBox "Number of tasks created: " & MySite.AsyncTaskNumber
If MySite.AsyncTaskNumber > 10 then
MsgBox "Aborting 11th task"
MySite.AbortAsync ( 10 ) 'abort task # 11 (one less then total, since
starts from 0)
End if
```



You must set `MySite.Option("CleanupAsync") = False` so that all asynchronous tasks are counted. Otherwise, only the last asynchronous task launched will be referenced when calling the `AbortAsync` method.

Automatically Encrypting and Compressing Transfers

You can also compress and encrypt files after transferring them by using GlobalSCAPE [Secure FTP Server's](#) Custom Site Commands. The benefits of encrypting files prior or post transfer depends on the circumstances and level of trust for the particular host.

In the example script below, an entire folder (including sub-folders) is compressed, encrypted (using Twofish 128 bit encryption) and then transferred via regular FTP to an FTP server. Since the archived file is encrypted, there is no need to connect using SSL, OTP, or SSH2 unless you also want to protect the login process.

Example

```
Dim WshShell, MySite, Return
Set WshShell = CreateObject("WScript.Shell") 'Window's Scripting Host shell object
'next line calls the run method of the WSH shell object. It returns true once
CuteZIP does its thing.
'The complete command line instructions for CuteZIP are located here.
If Return = WshShell.run ("c:\progra~1\global~1\CuteZIP\cutezip.exe -c -p12345
c:\archive c:\temp", 0, true) Then
    Set MySite = CreateObject("CuteFTPPro.TEConnection")
    MySite.Option("ThrowError") = True
    MySite.Host = "ftp://user:pass@myftpsite.com" 'one of the ways to connect using
the TE
    MySite.Connect
    MySite.Upload "c:\archive.zip" 'upload the new archive, then check to see if it
made it up to the server.
    if not CBool(MySite.RemoteExists("\archive.zip")) then
        MsgBox "Failed to Upload, Exiting!"
    Else
        MsgBox "Success!"
    End If
    MySite.Disconnect
    MySite.Close
Else
    MsgBox "Compression and Encryption Failed, Exiting!"
End If
```



You can optionally protect the FTP login by connecting with SSL, SSH2 or OTP using CuteFTP Professional's Transfer Engine (GlobalSCAPE's Secure FTP Server 2 supports SSL, OTP, and SSH2 logins). Use the protocol property to set the connection type prior to calling `MySite.Host` and `MySite.Connect`.

Windows XP has a built-in compression/decompression tool. Refer to the Microsoft Support article #306351, at <http://support.microsoft.com/kb/306531>.

Retrieving a Folder Listing (GetList)

Use the **GetList** method to download folder listings.

Syntax

Object.GetList(BSTR bstrPath, BSTR bstrLocalFile, BSTR bstrFormat, BOOL *pVal)

Parameters

| | |
|---------------|---|
| bstrPath | The remote path to be listed. Leave it empty if its the current path. |
| bstrLocalFile | Specifies a local file name where the listing can be saved. |
| bstrFormat | Can be used to format the listing. If left empty, a raw listing will be returned. You can specify %NAME, %DATE, and %SIZE as return values in a string. |

Example


```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Host = "ftp.cuteftp.com/pub"
MySite.Connect
MySite.GetList "", "c:\temp_list.txt" 'saves a raw listing for the default path to
the file temp_list.txt
MsgBox MySite.GetResult 'retrieves and displays the listing
```

Example 2

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Host = "ftp.cuteftp.com"
MySite.Connect
MySite.GetList "/pub", "", "FILE NAME: %NAME" 'goes to pub folder, doesn't save
the listing to file, and formats it as shown
MsgBox MySite.GetResult 'retrieves and displays the listing
```

Example 3

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Host = "ftp.cuteftp.com"
MySite.Connect
MySite.GetList "/pub", "", "NAME= %NAME SIZE= %SIZE DATE= %DATE" 'goes to pub
folder, doesn't save the listing to file, and formats it as shown
MsgBox MySite.GetResult 'retrieves and displays the listing
```

 *GetResult is an optional method used only with GetList. It simply retrieves the data. Without GetResult the data is written to the buffer, or if defined in the parameters, the data is written to the log.*

PROPERTIES

Finding a Property Alphabetically

Click a property in the list below to view information about using the property.

- [AsyncTaskNumber](#)
- [IsPending](#)
- [RemoteSiteFilter](#)
- [AutoRename](#)
- [Links](#)
- [RestSupport](#)

- [ClearCommandChannel](#)
- [ClearDataConnection](#)
- [CombSupport](#)
- [DataChannel](#)
- [Delay](#)
- [ErrorDescription](#)
- [FileSize](#)
- [FileTimeModified](#)
- [FileType](#)
- [HomeDir](#)
- [Host](#)
- [IgnoreLinks](#)
- [IsConnected](#)
- [LocalFilterExclude](#)
- [LocalFilterInclude](#)
- [LocalFolder](#)
- [Log](#)
- [Login](#)
- [MaxConnections](#)
- [Option](#)
- [Password](#)
- [Port](#)
- [Protocol](#)
- [ProxyInfo](#)
- [Recursive](#)
- [RemoteFilterExclude](#)
- [Retries](#)
- [SocksInfo](#)
- [Speed](#)
- [Status](#)
- [TimeElapsed](#)
- [TimeLeft](#)
- [TotalSize](#)
- [TransferredSize](#)
- [TransferType](#)
- [UseProxy](#)
- [RemoteFolder](#)
- [RemoteFilterInclude](#)

Finding a Property by Category

Click a property in the list below to view information about using the property. The properties are organized in the following categories:

- [Connection properties](#)
- [Read-only connection properties](#)
- [Transfer properties](#)
- [Read-only transfer properties](#)
- [Filter properties](#)

| Connection Properties | |
|----------------------------|---------------------------------------|
| • Protocol | • ClearDataConnection |
| • Host | • ClearCommandChannel |

| | |
|--|---------------------------------------|
| • Login | • Retries |
| • Password | • Delay |
| • Port | • Links |
| • UseProxy | • LocalFolder |
| • ProxyInfo | • RemoteFolder |
| • SocksInfo | • MaxConnections |
| • DataChannel | • Option |
| Read-Only Connection Properties | |
| • IsConnected | • HomeDir |
| • ErrorDescription | • Log |
| Transfer Properties | |
| • TransferType | • Recursive |
| • LocalFolder | • IgnoreLinks |
| • RemoteFolder | • Option |
| • AutoRename | |
| Read-Only Transfer Properties | |
| • AsyncTaskNumber | • Speed |
| • Combsupport | • TimeLeft |
| • IsPending | • TimeElapsed |
| • Status | • FileType |
| • RestSupport | • FileSize |
| • TotalSize | • FileTimeModified |
| • TransferredSize | |
| Filter Properties | |
| • LocalFilterInclude | • RemoteFilterInclude |
| • LocalFilterExclude | • RemoteFilterExclude |

| | |
|--|--|
| | <ul style="list-style-type: none"> • RemoteSiteFilter |
|--|--|

Connection Properties

Setting Protocols

Use the **Protocol** property to set or retrieve the value for the protocol type.

Syntax

```
String Object.Protocol
```

Parameters

| | |
|-----------------|--|
| "FTP" | File Transfer Protocol |
| "FTPS" | FTP using SSL in explicit mode (standard port 21) |
| "FTPS_IMPLICIT" | Extension of FTP using SSL -- FTP using SSL in implicit mode (specific port) |
| "SFTP" | Secure protocol based on SSH2 |
| "FTP_SKEY_MD4" | Secure one time password login using MD4 |
| "FTP_SKEY_MD5" | Secure one time password login using MD5 |
| "HTTP" | Hypertext Transfer Protocol |
| "HTTPS" | HTTP with SSL |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Protocol = "FTPS_IMPLICIT "
MySite.Host = "ftp.ftp.net" >
MySite.Port = 990
MySite.Login = "username"
MySite.Password = "password"
MySite.Connect
```



You can find more options for using SSL in [ClearDataChannel](#).

Setting a Host Address for a Connection

Use the **Host** property to set or retrieve the value for the host name of a site when you are connecting.

Syntax

```
int Object.Host
```

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Protocol = "FTP"
MySite.Host = "ftp.ftp.net"
MySite.Port = 21
MySite.Login = "username"
MySite.Password = "password"
```

Setting Your User Name

Use the **Login** property to set or retrieve the value for the user name (login) you use to connect.

Syntax

```
String Object.Login
```

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Protocol = "FTP"
MySite.Host = "ftp.cuteftp.com"
MySite.Login = "username"
MySite.Password = "password"
MySite.Connect
```

Setting the Password for a Connection

Use the **Password** property to set or retrieve the value for the password you use to connect.

Syntax

```
String Object.Password
```

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Protocol = "FTP"
MySite.Host = "ftp.ftp.net"
Object.Login = "username"
MySite.Password = "password"
MySite.Connect
```

Setting the Port for a Connection

Use the **Port** property to set or retrieve the value for the Port on the server when you connect.

Syntax

```
int Object.Port
```

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Protocol = "FTP"
MySite.Host = "ftp.cuteftp.com"
MySite.Port = 21
MySite.Login = "username"
MySite.Password = "password"
MySite.Connect
```

Transferring Items on an Unencrypted Data Channel

Use the **ClearDataConnection** property to specify whether the data channel should be encrypted or not when using FTP over SSL.

Syntax

```
long Object.ClearDataConnection
```

Parameters

| | |
|-------|--|
| True | Your login is encrypted but data transfers are not. This is the default. |
| False | Your login and data transfers are encrypted. |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Protocol = "FTPS"
MySite.ClearDataConnection = false 'encrypt FTP data channel
```

Configuration Notes

- The default is true (encrypted), so only set this property if you wish to log in securely but transfer data in the clear.
- This property will only work if the remote server supports SSL and clear data channel connections (PROT C command according to RFC 2228) and you have specified FTPS as the protocol type.

Sending Unencrypted Commands over an SSL Connection

Use the **ClearCommandChannel** property to specify that the command channel should not be encrypted over SSL.

Syntax

```
long Object.ClearCommandChannel
```

Parameters

| | |
|-------|--|
| True | Your login is encrypted but as data transfers start, commands are not encrypted. |
| False | Your login and subsequent commands are encrypted. This is the default |

Example

```
MySite.Host = "host"
MySite.Protocol = "FTPS"
MySite.ClearCommandChannel = true '<-- CCC will be sent prior to the first data
connection operation.
MySite.Connect
```

Configuration Notes

- The default is false (encrypted), so only set this property if you wish to log in securely but send subsequent commands in the clear.
- This property will only work if the remote server supports SSL and clear command channel connections (according to RFC 2228) and you have specified FTPS as the protocol type.

Connecting through a Proxy or SOCKS Server

Use the **UseProxy** property to retrieve or set the value for the type of SOCKS or proxy server that is being (or should be) used. Since OFF is the default, you don't need UseProxy for regular connections which do not pass through proxy or SOCKS servers.

Syntax

```
String Object.UseProxy
```

Parameters

| | |
|---------|---|
| "OFF" | Direct connection without any socks and proxy |
| "SOCKS" | SOCKS server only - the user must specify the SOCKS parameters by setting the SocksInfo property |
| "PROXY" | Proxy server only - the user must specify the proxy server parameters by setting the ProxyInfo property |
| "BOTH" | Use both SOCKS and proxy - the user should specify the appropriate information for both the proxy and the socks server with ProxyInfo and SocksInfo . |

Example

```
Object.UseProxy = "SOCKS" 'specify that socks will be used, then configure
SocksInfo
Object.SocksInfo = "socks5://globalscape.com:1080"
'Rest of connection code follows...
```

Setting and Retrieving Proxy Server Configurations

Use the **ProxyInfo** property to set or retrieve FTP and HTTP proxy server configurations. Do not use this function if you do not connect through a proxy server.

Authentication Parameters

| | |
|--|---|
| "ftp://proxyusername:proxypassword@proxyhostname:proxyport" | For FTP proxies that require authentication. |
| "http://proxyusername:proxypassword@proxyhostname:proxyport" | For HTTP proxies that require authentication. |
| "ftp:// proxyhostname:proxyport" | For FTP proxies that don't require Authentication. |
| "http:// proxyhostname:proxyport" | For HTTP proxies that don't require Authentication. |

Additional parameters

| | |
|-----------------|---|
| "proxyusername" | The user name for login to the proxy server |
| "proxypassword" | The password for login to the proxy server |
| "proxyhostname" | The proxy server address |
| "proxyport" | The proxy server connection port |

Syntax

```
String Object.ProxyInfo
```

Example 1

```
MySite.ProxyInfo = http://globalscape.com:8000 'use http proxy without
authorization
```

Example 2

```
MySite.ProxyInfo = ftp://joeuser:maypass@globalscape.com:21 'use ftp proxy with
authorization for user "joesuser" & password "mypass"
```

Example 3

```
str = MySite.SocksInfo 'retrieve the current value of SocksInfo (empty if none)
MsgBox str 'now display it
```

Setting or Retrieving Values for SOCKS Servers

Use the **SocksInfo** property to set or retrieve values for SOCKS4 or SOCKS5 servers. (SOCKS is a protocol for a TCP proxy across firewalls.)

Syntax

```
String Object.SocksInfo
```

Authentication Parameters

| | |
|--|--|
| "socks4://socksusername:sockspassword@sockshostname:socksport" | For SOCKS4 servers that require authentication. |
| "socks5://socksusername:sockspassword@sockshostname:socksport" | For SOCKS5 servers that require authentication. |
| "socks4:// sockshostname:socksport" | For SOCKS4 servers that do not require authentication. |
| "socks5:// sockshostname:socksport" | For SOCKS5 servers that do not require authentication. |

Additional parameters

| | |
|-----------------|---|
| "socksusername" | The user name or log in name to the SOCKS server. |
| "sockspassword" | The password for the SOCKS server. |
| "sockshostname" | The address and port for the SOCKS server. |

Example 1

```
MySite.SocksInfo = "socks4://globalscape.com:1080" 'use socks4 without authorization
```

Example 2

```
MySite.SocksInfo = "socks5://joeuser:mypass@globalscape.com:1080" 'use socks5 with  
authorization for user "joeuser" with password "mypass"
```

Example 3

```
str = MySite.SocksInfo 'retrieve the current value of SocksInfo (empty if none)  
MsgBox str 'now display it
```

Choosing ASCII, Binary, or Auto Transfer Types

Use the **TransferType** property to retrieve or set the value for the way the Transfer Engine should transfer files (ASCII, binary or auto).

Syntax

```
String Object.TransferType
```

Parameters

| | |
|---------------------|--|
| "ASCII" | All files should be transferred in ASCII mode |
| "BINARY" | All files should be transferred in BINARY mode |
| "AUTO" (default) | The TE will reference an internal list editable from CuteFTP's Global Options to determine the proper transfer type for that particular file. For example, if the ASCII list contains a filter mask of "txt" then all files with extension ".txt" will be transferred in ASCII. If a file doesn't correspond to any mask in this list then it will be transferred in binary mode. |

Example

```
Object.TransferType = "AUTO" 'the Transfer Engine will use the shell's default
settings to establish whether the transfer should occur in binary or ASCII. 'write
file transfer code next...
```

Choosing a PASV or PORT Connection

Use the **DataChannel** property to set or retrieve values for the method in which the data port is established for the data channel (PASV or PORT). The default is PORT.

Syntax

```
String Object.DataChannel
```

Parameters

| | |
|-----------|--|
| "PORT" | The client specifies what port to use for the data connection |
| "PASV" | Lets the server specify the port used for the data connection port |
| "DEFAULT" | Uses the method defined in Global Options |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Host = "ftp://ftp.cuteftp.com"
MySite.useProxy = "off"
MySite.DataChannel = "PASV"
MySite.RemoteCommand("LIST")
MySite.DataChannel = "PORT"
MySite.RemoteCommand("LIST")
MsgBox MySite.Log
```

Setting the Number of Retry Attempts

Use the **Retries** property to retrieve or set the value for the maximum number of attempts the Transfer Engine should make to connect to a remote host.

Syntax

```
int Object.Retries
```

Example

```
MySite.Retries = 10
```



You cannot use the **Retries** property with transfers; you can only use **Retries** with connections.

Setting the Delay between Retries

Use the **Delay** property to set the delay between connection retry attempts (in seconds).

Syntax

```
int Object.Delay
```

Example

```
MySite.Delay = 90
```



You cannot use the **Delay** property with transfers; you can only use **Delay** with connections.

Resolving or Retrieving Links

Use the **Links** property to both set and retrieve values for working with links on a remote server.

Syntax

```
String Object.Links
```

Parameters

| | |
|-----------------|--|
| "Resolve " | The TE will attempt to resolve the link prior to transfer. |
| "GetAsFile " | The TE will assume it's a file and transfer as is (This is used to avoid endless loops in a large multi-directory transfer). |

Example

```
MySite.Links = "Resolve"
```

Ignoring Links

Use the **IgnoreLinks** property when working with Unix servers. Use **IgnoreLinks** to set or retrieve the value that determines whether or not you want to bypass links.

Syntax

```
Bool Object.IgnoreLinks
```

Parameters

| | |
|-------|--|
| True | Skip symlinks during synchronization |
| False | Handle symlinks during synchronization as files or folders |

Example

```
Mysite.IgnoreLinks = False
```

Choosing a Local Folder

Use the **LocalFolder** property to retrieve or set the current folder on your local hard disk. You can use relative or absolute paths.

Syntax

```
String Object.LocalFolder
```

Example

```
Object.LocalFolder = "c:\temp"
```

Choosing a Remote Folder

Use the **RemoteFolder** property to retrieve or set the current remote folder. You can use absolute or relative paths.

Syntax

```
String Object.RemoteFolder
```

Example

```
'Connect to site following previous samples
MySite.RemoteFolder = "/pub/cuteftp" 'Changes the remote folder to /pub/cuteftp
(absolute paths used)
'subsequently
MySite.RemoteFolder = "test" 'Changes to the folder called "test" located in
"/pub/cuteftp", using relative paths.
```

Using the Auto-Renaming Feature in Transfers

Use the **AutoRename** property to set or retrieve the renaming values prior to the transfer of a file or folder.

To configure the auto-rename rules, refer to the procedure in [Rename Rules Settings](#).

Syntax

```
String MySite.AutoRename
```

Parameters

| | |
|-------|-------------------------------|
| "ON" | AutoRename feature turned on |
| "OFF" | AutoRename feature turned off |

Example

```
MySite.AutoRename = "ON"
```

Setting the Maximum Number of Connections

Use the **MaxConnections** property to set or retrieve the most connections the script is allowed to open.

Syntax

```
long Object.MaxConnections
```

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")  
MySite.MaxConnections = 1 'restrict connections to 1
```

Choosing to Include or Exclude Subfolders in a Task

Use the **Recursive** property to set or retrieve the value that determines whether or not subfolders will be included in a transfer task. This property is used often in synchronization scripts.

Syntax

```
Bool Object.Recursive
```

Parameters

| | |
|-------|---------------------------|
| True | Include subfolders |
| False | Do not include subfolders |

Example

```
Mysite.Recursive = True
```

Setting or Retrieving Advanced Settings

Use the **Option** property to set or retrieve various settings, such as Auto-rename, include folder names when filtering, cache invalidation, error handling, cleaning up of asynchronous tasks, and to auto-close prompts.

Syntax

```
String Object.Option("[option name]") = true | false
```

Parameters

| | |
|-------------------|--|
| "ThrowError" | (defaults to True) - TE COM will call AtlReportError (showing a VB runtime error message box) on connection/transfer/IO/other error which will terminate script execution. If set to False, then if some transfer method fails the script will continue to the next command. |
| "AutoRename" | (defaults to False) - The same as the AutoRename property. |
| "CleanupAsync" | (defaults to True) - All task IDs accumulated by previous Async methods will be lost. If set to False, all task IDs will be added to the ones created by previous Async methods. |
| "InvalidateCache" | (defaults to True) - Remove cached file (containing listings) before uploading, downloading, renaming or deleting files. If false, then don't remove cached listing. You can obtain the specific file information when needed by using one of the file property methods. InvalidateCache optimizes LIST traffic. |
| "FilterDirs" | (defaults to True) - Apply filters to folder names. If set to False, then don't apply. |
| "AutoCloseMethod" | (default to 0) 1 - auto accept, 2 - auto reject, 0 - Don't accept (default). This handles hidden prompts (such as SSL Accept Cert Prompt when running a script while not logged in). |
| "AutoCloseDelay" | (default value is 60 seconds). Time delay before CuteFTP should perform the action specified by the AutoCloseMethod option. |

Example 1

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Host = "ftp://ftp.cuteftp.com"
MySite.Option("FilterDirs")=False           'don't filter folder names
MySite.LocalFilterExclude= "TDIMon; *.txt; *.vbs"
                                           'now set the item names to exclude
MySite.Upload "c:\test"
                                           'uploads all of test including sub dirs.
                                           'Even sub dirs that match the filter,
such as TDIMon.
                                           'If I had left FilterDirs=True, then the
folter
                                           'TDImond would not have been uploaded.
```

Example 2

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Host = "ftp://ftp.somestrangedomain.com"
MySite.Option("ThrowError") = false
if not CBool(MySite.Connect) then
    MsgBox "Error : " & MySite.ErrorDescription
end if
```

Example 3

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Host = "ftps://ftp.asecuredomain.com"
MySite.Option("AutoCloseMethod") = 1 'will auto accept cert and continue
MySite.Option("AutoCloseDelay") = 5 'wait 5 seconds before accepting
MySite.Connect 'now connect to the secure site. The TE will
accept the server's SSL cert after 5 seconds and continue executing the rest of the
script.
```

Read-Only Properties

Checking for a Connection

Use the **IsConnected** property to indicate whether or not you are presently connected to the remote site.

Syntax

Boolean Object.IsConnected

Parameters

| | |
|-------|---|
| True | The Transfer Engine is currently connected to the server. |
| False | The Transfer Engine is not currently connected to the server. |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
If Cbool(MySite.IsConnected) Then
MsgBox "Connected to server:" + MySite.Host
End if
```



You can set how long the Transfer Engine will leave the data connection open after a completed transfer.

Retrieving the Number of Asynchronous Tasks


Use the **AsyncTaskNumber** property to return the number of tasks created by the [UploadAsync](#), [DownloadAsync](#) and [TransferURLAsync](#) methods.

Syntax

Long Object.AsyncTaskNumber

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Initialize all necessary fields for MySite : host name, user, password,
etc.
MySite.Option("CleanupAsync") = False
MySite.DownloadAsync "/path/*.*"
MsgBox "task number created" & MySite.AsyncTaskNumber
```

 You must set `MySite.Option("CleanupAsync") = False` so that all asynchronous tasks are counted. Otherwise, only the last asynchronous task launched will be referenced when calling the `AsyncTaskNumber` property.

Checking if a Server Supports Multi-Part Uploads

Use the **CombSupport** property to check if the server supports the [COMB](#) (multi-part upload) command.

Syntax

`Boolean Object.CombSupport`

Return values

| | |
|----|------------------------------|
| -1 | Server supports COMB |
| 0 | Server does not support COMB |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Initialize all necessary fields for MySite : host name, user, password, etc.
If (not MySite.CombSupport) Then
MsgBox "This server doesn't support the COMB command!"
End if
```

Retrieving Error Descriptions

Use the **ErrorDescription** property to get the string describing the last error condition. It may consist of some messages taken from the transfer log.

Syntax

`String Object.ErrorDescription (long taskIdx)`

Parameter

| | |
|---------|--|
| TaskIdx | This is a task index in the array of tasks created by the various asynchronous methods. The default value of taskIdx is - 1 which specifies all the asynchronous tasks in array. TaskIdx should be between 0 and AsyncTaskNumber minus one. |
|---------|--|

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Option("ThrowError") = false 'disable ATL exceptions
if cbool(MySite.Connect) then
MsgBox "Connected OK"
else
MsgBox "Error! " & MySite.ErrorDescription
```

Retrieving the Server's Home Directory

Use the **HomeDir** property to return a string value containing the name of the server's home directory.

Syntax

```
String Object.HomeDir
```

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Initialize all necessary fields for MySite : host name, user, password, etc.
MsgBox "Home dir for server " + MySite.Host + " is: " + MySite.HomeDir
```

Checking if a Transfer is Active

Use the **IsPending** property to determine whether a transfer is active or if it is already finished with success or error. This can be useful in combination with async commands or during an interactive script. The IsPending property will return a value of either true or false.

Syntax

```
Boolean Object.IsPending(long taskIdx)
```

Parameter

| | |
|---------|--|
| TaskIdx | This is a task index in the array of tasks created by the various asynchronous methods. [0.. AsyncTaskNumber minus one, or - 1 (last asynchronous task started)] This has a default value (if nothing is specified) of ALL tasks. Therefore, IsPending will return true if any task is still pending. It will return false if none are pending. |
|---------|--|

Example 1

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Regular connection code here:
MySite.Download inbound/*.*, "c:\temp"
If CBool(MySite.IsPending) Then
MsgBox "task is in working state" + MySite.Host
End if
```

Example 2

Here is another example that checks an asynchronous transfer and will return various [transfer progress properties](#) of each transfer while IsPending is true.



If you copy and paste this code, be aware that line breaks may be inserted into the code.

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Protocol = "FTP"
MySite.Port = "21"
MySite.Host = "ftp.url"
MySite.login = "loginname"
MySite.Password = "your pass"
```

```

MySite.Connect
MySite.Option("CleanupAsync") = False
' line break
strNL = (Chr(13) & Chr(10))
MySite.MaxConnections = 3
MySite.Option("ThrowError") = false
MySite.DownloadAsync "inbound/*.*", "c:\temp"
bContinue = true
while CBool(MySite.IsPending) and bContinue
str = "LOOP, Total: " & MySite.AsyncTaskNumber & strNL
for i = 0 to MySite.AsyncTaskNumber - 1 step 1
str = str & i & ": size: " & MySite.TransferredSize(i) & ", speed: " &
MySite.Speed(i) & ", time left: " & MySite.TimeLeft(i) & ", status: " &
MySite.Status(i) & strNL
next
str = str & "YES - continue loop, NO - stop tasks, CANCEL - exit loop"
nUserChoise = MsgBox(str, vbYesNocancel) 'press YES many time to see transfer
progresses
if nUserChoise = vbCancel then
bContinue = false
elseif nUserChoise = vbNO then
MySite.AbortAsync 'abort all tasks
bContinue = false
end if
wend
str = "DONE, Total: " & MySite.AsyncTaskNumber & strNL
for i = 0 to MySite.AsyncTaskNumber - 1 step 1
str = str & i & ": size: " & MySite.TransferredSize(i) & ", speed: " &
MySite.Speed(i) & ", time left: " & MySite.TimeLeft(i) & ", status: " &
MySite.Status(i) & strNL
next
MsgBox str

```

Retrieving the Status of a Transfer

Use the **Status** property to determine whether a transfer is active or it is already finished with success or error. This can be useful in combination with asynchronous commands or during an interactive script. The **Status** property will return a string.

Syntax

```
String Object.Status (long taskIdx)
```

Parameters

| | |
|---------|--|
| TaskIdx | This is the task index in the array of tasks created by asynchronous methods [0.. AsyncTaskNumber or - 1 (last started)] |
|---------|--|

Return Values

| | |
|----------------|---|
| "WAIT" | Transfer action invoked but not initiated yet (followed by connecting) |
| "CANCELED" | Active transfer canceled by user |
| "FINISHED" | Transfer completed |
| "ERROR" | Error in transfer (any possible client or server error) |
| "SUSPENDED" | Added to queue but no transfer initiated yet |
| "SCHEDULED" | Item is scheduled for future transfer |
| "BLOCKED" | An internal status used for navigation and does not pertain to active or pending transfers. You can cancel any transfer requests in BLOCKED status without any ill effects. |
| "CHILDWAIT" | Condition when transfer item is waiting for a dependant item to finish transferring (*) |
| "SKIPPED" | Transfer skipped by user or automatically per overwrite rules |
| "CONNECTING" | Connecting to server (status right after WAIT) |
| "CANCELLING" | Cancel initiated but not completely stopped yet |
| "WORKING" | After connecting but before transferring. Could be opening data connection, or setting REST params, etc. |
| "TRANSFERRING" | File transfer in progress |
| "UNKNOWN" | Another string was returned other than one of the above. The string was unrecognized. |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
If not CBool(MySite.IsPending) Then
MsgBox "Task done, final status is " + MySite.Status
End if
```

Checking if a Server can Resume Downloads

Use the **RestSupport** property to check if the server supports the REST (resume download) command.

Syntax

```
Boolean Object.RestSupport
```

Return values

| | |
|----|-------------------------------|
| -1 | Server supports REST. |
| 0 | Server does not support REST. |

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
'Initialize all necessary fields for MySite : host name, user, password, etc.
If (not cbool(MySite.RestSupport)) Then
MsgBox "This server doesn't support the REST command"
End if
```

Retrieving a Log as a String

Use the **Log** property to return the entire log as a string which can be handled separately in your VB application or VB script.

Syntax

```
String Object.Log (long taskIdx)
```

Parameters

| | |
|---------|---|
| TaskIdx | This is the task index in the array of tasks created by asynchronous methods [0.. AsyncTaskNumber minus one, or - 1 (last asynchronous task started)] It has a default value of -1 = current task. |
|---------|---|

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Host = "ftp://ftp.cuteftp.com"
MySite.Connect
MsgBox MySite.Log
```

Checking Transfer Progress

Use the **TotalSize**, **TransferredSize**, **Speed**, **TimeLeft**, and **TimeElapsed** properties to determine a transfer's progress and various other aspects of the transfer.

Syntax

```
long Object.TotalSize (long taskIdx) = size in bytes
long Object.TransferredSize (long taskIdx) = size in bytes
long Object.Speed (long taskIdx) = bytes/second
long Object.TimeLeft (long taskIdx) = seconds
long Object.TimeElapsed (long taskIdx) =seconds
```

Parameters

| | |
|---------|--|
| TaskIdx | This is the task index in the array of tasks created by asynchronous methods [0.. AsyncTaskNumber minus one, or - 1 (last asynchronous task started)] It has a default value of - 1 = current task. |
|---------|--|

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")
MySite.Host = host 'set all relevant host, login, pass, etc. properties
MySite.Download "aaa", "c:\temp"
MsgBox "Size: " & MySite.TotalSize & ", speed: " & MySite.Speed & ", time: " &
MySite.TimeElapsed
```

Retrieving File Information

Use the **FileType**, **FileSize**, and **FileTimeModified** properties to retrieve information about a particular item.

Syntax

```
long Object.FileType
long Object.FileSize
string Object.FileTimeModified
```

Return Values

For FileType:

| | |
|---|-----------|
| 1 | Directory |
| 2 | File |
| 3 | Link |

For FileSize:

the size in bytes of the file

For FileTimeModified:

mm/dd/yyyy hh:mm:ss

Example

```
Set fserv = CreateObject("CuteFTPPro.TEConnection")
strRemote = "somefilename.ext"
if cbool(fserv.RemoteExists(strRemote)) then
MsgBox "Remote file/folder info: Type=" & fserv.FileType & ", Size=" &
fserv.fileSize & ", Date=" & fserv.FileTimeModified & strNL & "(type:1-dir,2-
file,3-link)"
else
MsgBox "Error! " & fserv.ErrorDescription
End If
```

Filter Properties

Including Local Files in Lists and Transfers

Use the **LocalFilterInclude** property to set or retrieve the values for including local files or folders in transfers and listings. The string values may contain wildcards and you can add multiple filters by separating them with a semicolon (;).

Syntax

```
String Object.LocalFilterInclude
```

Example

```
MySite.LocalFilterInclude = "*.jpg;*.gif"
```



If filter causes no file to be transferred then no folders will be created.

Excluding Local Files from Lists and Transfers

Use the **LocalFilterExclude** property to set and retrieve the values for excluding local files or folders from transfers and listings. The string values may contain wildcards and you can add multiple filters by separating them with a semicolon.

Syntax

```
String Object.LocalFilterExclude
```

Example

```
MySite.LocalFilterExclude = "*.mp3;*.jpg"
```



If filter causes no file to be transferred, then no folders will be created.

Excluding Remote Files from Lists and Transfers

Use the **RemoteFilterExclude** property to set and retrieve the values for excluding remote files or folders from transfers and listings. The string values may contain wildcards and you can add multiple filters by separating them with a semicolon.

Syntax

```
String Object.RemoteFilterExclude
```

Example

```
MySite.RemoteFilterExclude = "*.txt;*.swp"
MySite.Download "*.*" ' will download all files except those with extensions of
*.txt and *.swp
```



If filter causes no file to be transferred then no folders will be created.

Including Remote Files in Lists and Transfers

Use the **RemoteFilterInclude** property to set or retrieve the values used to include remote files or folders in transfers and listings. The string values may contain wildcards and you can add multiple filters by separating them with a semicolon ";".

Syntax

```
String Object.RemoteFilterInclude
```

Example

```
MySite.RemoteFilterInclude = "*.jpg;*.gif"
```



If filter causes no file to be transferred then no folders will be created.

Adding Filters to the LIST Command

Use the **RemoteSiteFilter** property to specify a string which will be used as a filter parameter by the LIST command.

Syntax

```
string Object.RemoteSiteFilter
```

Example

```
Set MySite = CreateObject("CuteFTPPro.TEConnection")  
MySite.RemoteSiteFilter = "-l"  
'This will send a "List -l" command to the server.
```

Configuration Notes

Refer to [Choosing Which Files and Folders to Display \(Filtering\)](#) for a table of LIST wildcards (parameters) and combinations that can be passed to the **ls** program running on a UNIX server.

TROUBLESHOOTING TE PROBLEMS

High Memory Usage with the Transfer Engine

If you leave the Transfer Engine running for extended lengths of time, it may begin to consume large amounts of memory. Set the CuteFTP Professional Transfer Engine to remove successful items from the queue to avoid this problem.

To remove successful items from the queue in a script

- Use the [TECommand](#) method with the [DELETEFINISHED](#) or [DELETEALL](#) parameter.

No Timeout when Connecting to an Unavailable Host

If the Transfer Engine's [Connection method](#) refuses to timeout when connecting to a non-existing or temporarily unavailable host, try setting the throw error to true. The Connection method does not have a built-in timeout value. It will keep trying to connect indefinitely. Because the event is synchronous, subsequent lines in the script, including conditional statements for determining the connection status of the TE, never get called.

Examples:

A few possible workarounds, and help for accepting and rejecting certificates:

```
MySite.Option("AutoCloseMethod") = 2 '1 - auto accept, 2 - auto reject, 0 - default  
no auto  
MySite.Option("AutoCloseDelay") = 12 ' default value is 60 sec  
Set Option("AutoCloseMethod") property to 1 or 2 in order for script can continue  
its processing:  
MySite.Option("AutoCloseMethod") = 1 will auto accept cert and continue  
MySite.Option("AutoCloseMethod") = 2 will auto reject cert and finish with error  
MySite.Option("AutoCloseMethod") = 0 default: will not close prompt on timeout
```

My Scheduled Scripts No Longer Run while not Logged In

If you have installed the Security Update for Microsoft Data Access Components (MDAC) Security Patch MS03-033 you may have problems using scripts to connect to secure sites.

You can get your scripts to work again by moving your certificate file. The CuteFTP certificate files generally reside in a specific user's folder, like: C:\Documents and Settings\jsmith\Application Data\GlobalSCAPE\CuteFTP Professional\Security\certs.crt.

Move the certs.crt file to the Default User Folder. For example; C:\Documents and Settings\Default User\Application Data\GlobalSCAPE\CuteFTP Professional\Security\certs.crt, and your scripts should now work.



The file name for Security Patch MS03-033 is Q823718_MDAC_SecurityPatch.exe.

Scripting Technical Support

Due to the wide range of scripts that CuteFTP Professional is able to accommodate, we are unable to offer technical support on individual scripts other than what is available in the help files and online Knowledge Base.

If you are having trouble with your script, try to perform the desired action manually, using the CuteFTP interface. If you cannot, then troubleshoot that problem first, then retry your script.

If you are able to perform the desired actions in the desired sequence from within CuteFTP, then the problem is not with CuteFTP or the FTP Server. The next thing to do is to troubleshoot your script line by line.

ABOUT CUTEPODCAST MANAGER

CutePODcast Manager provides you a user-friendly Windows interface to subscribe to media files from an RSS feed using its *Subscriptions* option and to publish media files in the form of an [RSS](#) feed using its *Publications* option.

Subscribing to CutePODcast Manager allows users to collect programs from a variety of sources for listening or viewing even when the user is offline.

The publish and subscribe model of PodCasting is a version of push technology. The information provider chooses which files to offer in a feed, and the subscriber chooses among available feed channels.

Benefits and Features

CutePODcast Manager offers the following benefits and features:

- Subscribe to multiple feeds
- Schedule downloads
- Manage episodes
- Play selected episodes
- Download selected episodes
- Upload feeds
- Set skip hours for uploads

To open CutePODcast Manager, see Getting Started.

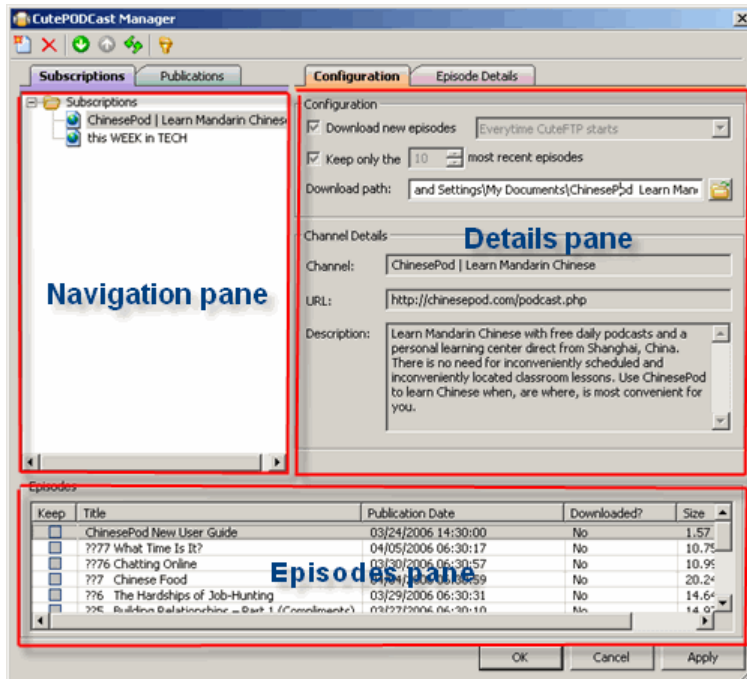
For a list of available Podcasts, visit <http://www.podcast.net/>.

GETTING STARTED

CutePODcast Manager's Interface

CutePODcast Manager's Interface is used to configure and schedule subscriptions for [RSS](#) feeds and to configure channels and publications.

The CutePODcast Manager window consists of three panes:



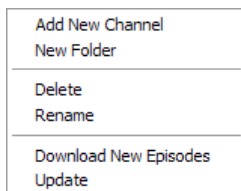
Navigation Pane

The **Navigation** pane contains the **Subscriptions** tab and the **Publications** tab. The **Navigation** pane allows you to navigate through your subscribed and published feeds. You can add, delete, update, and rename feeds, and add episodes on the **Navigation** pane.

The tree view allows the creation of folders and subfolders that you can use to organize PODcast subscriptions and publications. You can drag and drop feeds into parent or child folders in the tree.

The **Subscriptions** tab is used to add and manage subscriptions to RSS feeds. The right-click menu in the tree provides the following functions:

- [Adding New Channels to Subscriptions](#)
- [Create a new folder](#)
- [Delete an item](#)
- [Renaming Channels in Publications](#)
- [Renaming a folder](#)
- [Downloading Episodes from Feeds in Subscriptions](#)
- [Updating Channels in Subscriptions](#)



By default, the **Subscriptions** tab is in front of the **Publications** tab; however, if the **Publications** tab is selected when you close the Cute PODcast Manager, then the **Publications** tab retains the focus the next time you open the CutePODcast Manager.

The **Publications** tab is used to add and manage newsgroups. The right-click menu in the tree provides the following functions:

| |
|-----------------|
| Add New Channel |
| Add New Episode |
| New Folder |
| Delete |
| Rename |
| Upload |

- [Adding New Channels to Publications](#)
- [Adding Episodes to Feeds in Publications](#)
- [Creating a New Folder](#)
- [Deleting Channels from Publications](#)
- [Renaming Channels in Publications](#)
- [Renaming a folder](#)
- [Uploading Episodes for Publication](#)

To create new folder

- Right-click a selected feed or folder, then click **New Folder**.



If you right-click the mouse and select New Folder without selecting any channel, then the new folder is created under the parent node.

To delete an item

- Right-click the item, then click **Delete**.

To rename a folder

- Right-click the folder, then click **Rename**.

Details Pane

The Details pane contains the **Configuration** tab and the **Episode Details** tab.

The **Configuration** tab displays the following information for an item selected in the **Navigation** pane:

- Configuration and subscription details for a subscription.
- Channel settings and the publish configuration for a publication selected in the Navigation pane.
- Subscriptions Details for a feed selected in the Navigation pane.







The **Episode Details** tab displays information about an item selected in the **Navigation** pane, including details of the episodes in subscriptions and publications, such as the title, description, and so on. You can also perform various operations on the episodes, such as play an episode, delete an episode, and so on.

Episodes Pane

The **Episodes** pane displays the title, publication date, size, and other details of an episode or feed selected in the **Navigation** pane.






CutePODcast Manager Toolbar

The **CutePODcast Manager** toolbar provides the following functions:

| Name | Icon | Function |
|-------------|---|--|
| New Feed |  | Adds a new channel to your subscriptions. For publications, this invokes the Publication Wizard. |
| Delete Feed |  | Deletes a selected channel from your subscriptions or publications. |
| Download |  | Downloads all the episodes of the selected channel from your Subscriptions. You can view the download details in the CuteFTP Queue pane. |
| Upload |  | Uploads the selected channel from your publications. You can view the upload details in the CuteFTP Queue pane. |
| Update |  | Updates the details and episodes of a subscribed channel. |
| Filter |  | Filters the list of episodes in a subscribed channel based on the specified criteria. |

CutePODcast Manager Episode Details Toolbar

The **Episode Details** toolbar provides the following functions:

| Name | Icon | Function |
|----------|---|--|
| Play |  | Downloads and plays the selected episode from a subscribed channel. |
| Delete |  | Deletes the selected episode from a subscribed or published channel. |
| Upload |  | Uploads the selected episode for publication. |
| Download |  | Downloads the selected episode from a subscribed channel. |
| Add |  | Adds an episode to a published channel. |




*These icons are only available when an episode is selected in the **Episodes** pane.*

Publication Wizard

The Publication Wizard is used to easily add new channels and episodes.

To add a new channel and episode

1. On the **Publications** tab, click the **Publications** node.
2. On the toolbar, click the **New** icon . The **Publication Wizard** appears.
3. Provide the channel settings, then click **Next**. (For information on the Channel settings, refer to [Configuring channel settings for publications](#).)
4. Provide the publish configuration information, then click **Next**. (For details of publish configuration, refer to [Configuring Channels for Publications](#).)
5. Provide the publication information for [new episodes](#) or leave the fields empty to do it later, then click **Next**.
6. The last page of the wizard displays the channel summary. Click **Finish**. The new channel is added.

MANAGING SUBSCRIPTIONS

Configuring Subscription Settings

You can specify the configuration settings for all subscriptions. Configuration settings are inheritable. The values set for the **Subscriptions** folder are applied to the new child nodes by default. However, you can modify the settings for each channel or subfolder.


To configure general subscriptions settings

1. In the **Navigation** pane, click the **Subscriptions** tab, then do one of the following:
 - To configure the setting for all subscriptions, click the **Subscriptions** folder.
 - To configure the settings for a specific feed or subfolder, click the feed or subfolder.
2. In the **Details** pane, click the **Configuration** tab. In the **Channel Details** area, the name, URL, and description of the selected feed appear.
 - To download new episodes, select the **Download** new episodes check box, then click an option in the drop-down list (**Every time CuteFTP starts**, or **Every Week, Day, or Hour**).
 - To keep only recent episodes, select the **Keep only the** check box, then type or select the number of most recent episodes to keep.
 - In the **Download path** box, specify the location in which to save the episodes.
3. Click **Apply**.

Adding New Channels to Subscriptions

You can subscribe to numerous channels that are available on a variety of servers.


To add a new channel to subscriptions

1. In the **Navigation** pane, click the **Subscriptions** tab, then do one of the following:
 - On the toolbar, click the **New** icon .
 - Right-click **Subscriptions**, then click **Add New Channel**.The **Add New Channel** dialog box appears.
2. In the **Channel URL** box, type or paste the **URL** for the RSS feed, then click **OK**. The application validates whether the specified channel is a valid RSS feed.
3. Do one of the following:
 - If the RSS feed is found, **CutePODcast Manager** parses the feed and downloads the media episodes. The channel is added to the subscriptions in the **Navigation** pane and the episodes found are listed in the **Episodes** pane.
 - If the load fails, a message such as **Failed to download the channel** or **Channel contains no episodes** is displayed. Click **OK** to close the message, then try again after verifying the URL.
4. Click **Apply** to save the subscribed channel.

Deleting Channels from Subscriptions

Deleting a channel clears the channel from the **Navigation** pane, but does not affect the server. You cannot delete channels or feeds off of the server from within the **CutePODcast Manager**.


To delete a channel from subscriptions

1. On the **Navigation** pane, select the channel under **Subscriptions**, then do one of the following:
 - On the toolbar, click the **Delete Feed** icon .
 - Right-click the channel, then click **Delete**.A confirmation message appears.
2. Click **Yes** to delete the channel.

Updating Channels in Subscriptions

The **CutePODcast Manager** allows you to update channels in subscriptions by downloading the latest RSS XML file, then parsing, and updating the episode list. When you update a channel, all episodes added to the channel are displayed in the **Episodes** pane.

To update a feed in subscriptions

1. In the Navigation pane, select the channel under **Subscriptions**, then do one of the following:
 - On the toolbar, click the **Update** icon .
 - Right-click the channel, then click **Update**.
2. The selected channel is updated and all the episodes added to the channel are displayed in the episodes pane.

Episodes in Subscriptions

A channel can contain one or more *episodes*. An episode is an individual news article or announcement present in an RSS feed or channel. The owner of a channel adds new episodes as content becomes available.

In the **CutePODcast Manager**, the **Episodes** pane displays the title, publication date, status of download, and size of the file. The **Keep** column of the **Episode** pane contains a check box for each episode. To retain the episodes, select the **Keep** check box, or clear the **Keep** check box to remove it from the **Episode** pane. If you delete an episode, it remains on the server from which you downloaded it, but is no longer viewable in the **CutePODcast Manager**.

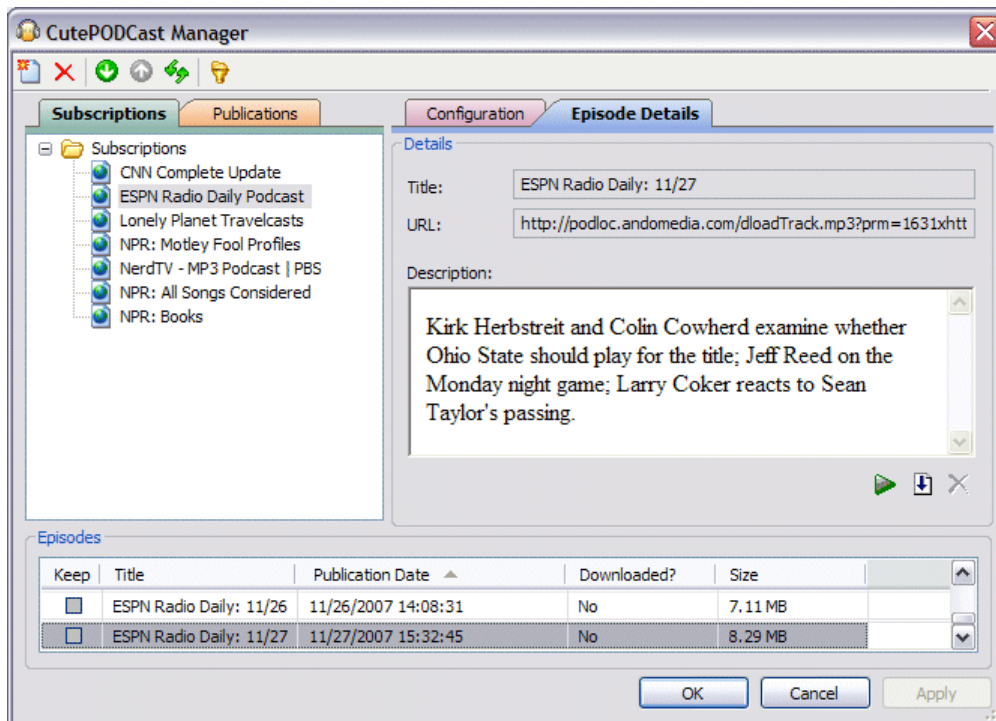
Viewing Episodes in Subscriptions

When you subscribe to a channel, all the episodes present in the channel are listed in the **Episodes** pane. You can view the episode details after you select the channel in the tree view.


To view episodes

1. On the **Subscriptions** tab, click a channel. The latest episodes are downloaded and appear in the **Episodes** pane. The first episode is selected.
2. Click the **Episode Details** tab. The title, URL, and description of the selected channel appear on the tab. In the **Episodes** pane (at the bottom), the list of each of the current episodes in the RSS feed appear.
3. In the **Episodes** pane, click an episode to view its description in the **Description** box of the **Episode Details** tab.

In the example below, on the **Subscriptions** tab *ESPN Radio Daily Podcast* is selected, and in the **Episodes** pane, the podcast for 11/27 is selected. The **Episode Details** pane displays a summary of the selected podcast.




If you are looking for a specific podcast, but do not recall the date, you can click each episode and read the descriptions until you find the one you are looking for. Alternately, you can [filter](#) the episodes.


 By default the first episode is selected. Every time the Episode tab is activated for a channel and the episode list is updated with the list of episodes for that channel, the first episode in the episode list is selected by default.

Downloading Episodes in Subscriptions


CutePODcast Manager allows you to download the episodes to your computer. The **Download** column in the episodes pane displays the status of the download. For each episode, the column displays **Yes** when the download is complete, displays **No** if the download fails, and **In progress** whenever the episode has been added to the queue to be downloaded. The local filename for the episode that is downloaded is the same as the title of the episode.

To download an episode from channels in subscriptions

1. In the **Navigation** pane, click the **Subscriptions** tab, then click a channel.
2. In the **Episodes** pane, click the episode you want to download, then click the **Download** icon .

 The episode also appears in the Queue Pane of the CuteFTP window.

To download all episodes from channels in subscriptions

1. In the **Navigation** pane, click the **Subscriptions** tab, click a channel, then do one of the following:
 - On the toolbar, click the **Download** icon .
 - Right-click the feed, then click **Download**.

2. Click **OK**.


To download new episodes

1. In the **Navigation** pane, click the **Subscriptions** tab, then click a channel.
2. Right-click the feed, then click **Download New Episodes**. All the episodes that are new and are not already available on your computer are downloaded.

Deleting Episodes in Subscriptions

The **CutePODcast Manager** allows users to delete an episode from a channel in a subscription. This deletes the episode from the computer. Deleting an episode removes it from the **Episode** pane, but does not affect the server. You cannot delete episodes off of the server from within the **CutePODcast Manager**.

To delete an episode from a channel in subscriptions

1. In the **Navigation** pane, click the channel.
2. In the **Episodes** pane, click the episode you want to delete, then click **Delete** . A confirmation message appears.




*The **Delete** icon is available only when an episode has been downloaded.*

3. Click **Yes** to delete the episode. The local file is deleted and the downloaded status of the episode changes to **No**.

Playing Episodes in Subscriptions

The **CutePODcast Manager** allows you to play the episodes directly from your computer.

To play an episode from channels in subscriptions

1. In the **Navigation** pane, click the channel.
2. In the **Episode** pane, click the episode you want to play, then do one of the following:
 - On the **Episode Details** tab, click the **Play** icon .
 - Right-click the episode, then click **Play**.
 - Double-click the episode.

If the selected episode was not previously downloaded (a **No** appears in the **Downloaded** column), it is first downloaded and then plays in the appropriate application (e.g., Windows Media Player).

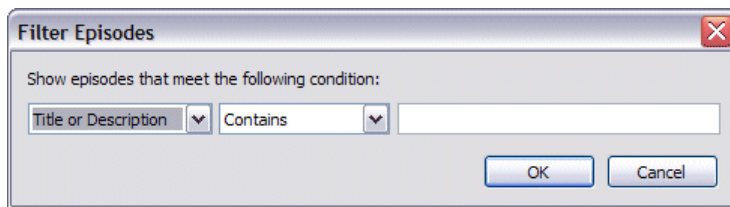
Filtering Episodes in Subscriptions


For your convenience, you can filter the **Episode** pane to display only those episodes that contain information in the **Title** or **Description** boxes that you specify. For example, if you configure the filter to display only episodes that contain the text **11 / 27** in the title, only the episodes with 11/27 in the title appear.

To filter episodes in a channel

1. In the **Navigation** pane, click the channel you want to filter.

2. On the toolbar, click the **Filter** icon . The **Filter Episodes** dialog box appears.



3. In the drop-down boxes and text box, specify the filter criteria.
 - In the first box, select one of the following:
 - **Title or Description**
 - **Title**
 - **Description**
 - In the second box, select one of the following:
 - **Contains**
 - **Does not contain**
 - In the text box, specify any value that might appear in the **Title** or **Description**.
4. Click **OK**. The **Episode** pane updates based on the criteria you specified.
5. To clear the filter, click the **Filter** icon  again.

MANAGING PUBLICATIONS

Configuring Channels for Publications

If you are uploading episodes to a server, you must specify the channel settings. Except for the channel name, the values set for the **Publications** node are inherited by the child nodes. You cannot rename the **Publications** node; however, you can add subfolders and name them whatever you want. You cannot specify different channel settings for different folders; channel settings for all the folders are same. If you change the channel settings for one folder, then the channel settings for all the subfolders and the main **Publications** folder change automatically. You can drag and drop the channels in subfolders and specify different channel settings for the channels.

To configure general channel settings

1. In the **Navigation** pane, click the **Publications** tab.
2. Click the **Configuration** tab and specify the following information:
 - **Title** - Provide a title for the channel. The **Title** box is automatically populated based on what you typed in the tree, but you can type a different title.
 - **Email** - Type the webmaster's email address. A valid email address is in the format <username>@<domain_name or host_name>, such as abc@example.com.
 - **Summary** - Provide a relevant summary and description for the channel.
3. Click **Advanced** to add additional information about the owner of the channel. The **Optional Channel Fields** dialog box appears in which you can provide information such as **Language**, **Copyright**, **Editor email**, **Category**, and Skip Hours.

4. In the **Publish Configuration** area, specify the following details:
 - **Upload Type** - Click the drop-down menu to specify FTP or HTTP.
 - **Server** and **Port** - Type the name and port of the server on which you want to publish the RSS feed, or click **Site Manager** to open the **Select site** dialog box, which lists each of the sites defined in CuteFTP. In the **Select site** dialog box, click a site, then click **OK**. The site's configuration data is imported into the **CutePODCAST Manager**.
 - **User Name** - Type the user name given to you by your hosting provider.
 - **Password** - Type the password given to you by your hosting provider.
 - **Remote Path** - Type the path on which you will upload the channel.
 - **RSS Filename** - Click the drop-down list and select an XML file.
 - **Base URL** - Type the address at which the episode will be available for download. Provide the complete http path. e.g., `http://www.globalscape.com/podcast/`.
5. Click **Apply** to save the channel settings.




*The **Publications** node is the default folder.*

Adding Channels to Publications

You can add feeds on the server for publication. These channels are then available for download by the users who subscribe to your publications.

To add a new channels to publications

1. On the **Publications** tab, right-click **Publications > Add New Channel**. A new channel appears in the tree with the default values. The tree node is editable. The new channel is assigned a name in the format `Channel x`, which you can change.
2. If you have specified general settings for all publications, the **Configuration** tab displays the general settings. You can modify these settings for each channel.
3. To upload the episodes for the channel to the server, on the toolbar, click the **Upload** icon . [Every channel must have at least one episode](#) before you click **Upload**.
4. Click **Advanced** in the **Details** pane to add additional information about the owner of the channel, such as Language, Copyright, Editor email, Category, and Skip Hours.
5. Click **Apply** to save the settings.




You can also use the [Publication Wizard](#) to add a channel.

Deleting Channels from Publications

You can delete channels from the **CutePODCAST Manager**. Deleting a channel clears the **Publications** tab, but it remains on the server. You cannot delete the feeds from the server from within the **CutePODCAST Manager**.

To delete a channel from publications


1. On the **Publications** tab, click the channel you want to delete, then do one of the following:
 - On the toolbar, click the **Delete** icon .
 - Right-click the channel, then click **Delete**. A confirmation message is appears.

2. Click **Yes** to delete the channel; otherwise, click **No**.

Uploading Channels for Publications

You can upload an RSS XML file and episodes for publication after specifying the publish configuration. Remember to add episodes before you upload. This generates a new XML file during upload and uploads items marked as [Publish](#).

To upload an RSS XML file for publications

- On the **Publications** tab, click the channel, then do one of the following:
 - On the toolbar, click the **Upload** icon .
 - Right-click the channel, then click **Upload**.

The selected channel is uploaded to the specified server.

Renaming Channels in Publications

By default, a published feed is assigned a name in the format `Channel x`, but you can rename it.

To rename a channel in publications

1. On the **Publications** tab, right-click the channel you want to rename, then click **Rename**.
2. Type a new name for the channel, then click **Apply**.

Episodes in Publications

Episodes are the items present in an RSS feed or channel. A channel can contain one or more episodes. Each episode is a separate news article or announcement. The owner of a feed adds new content, when available, to periodically update items. You can add new episodes in the feeds and publish them using **CutePODcast Manager**.

The **Episode** pane displays the title, publication date, duration, and size of an episode. The **Publish** column contains a check box for each episode. Select the **Publish** check box for each episode that you want to upload. If you clear the **Publish** check box, then the episode information is not placed into the RSS XML file, and the episode is not uploaded.



*By default, the **Publish** check box is selected.*

Viewing Episodes in Publications

When you select a channel, all the episodes present in the channel are listed in the **Episodes** pane.

To view episodes

1. On the **Publications** tab, click the channel.
2. In the **Episodes** pane, each of the episodes present in the RSS feed are displayed.
3. Click the **Episode Details** tab, then click the folder icon to browse for the file you want to upload.
4. In the **Description** pane, provide a summary for your subscribers.
5. Click **Apply** to save the settings.




*By default, the first episode is selected. Each time the **Episode Details** tab is activated for a channel and the **Episode** pane is updated with the list of episodes for that channel, the first episode in the **Episode** pane is selected.*

Adding Episodes in Publications

CutePODcast Manager allows you to add new episodes to a feed and publish them. These episodes are then available for download by subscribers.


To add an episode to a feed in publications

1. On the **Publications** tab, click the feed to which you want to add an episode.
2. On the **Episode Details** tab, click the **Add** icon . The **Publish episode** dialog box appears.
3. On the **Required Fields** tab, provide the details of the episode:
 - **Title** - Type the title of the episode.
 - **File** - Browse for the folder to enter the name of the file.
 - **Duration** - Enter the duration of the episode.
 - **Description** - Provide a brief summary of the episode.
4. On the **Optional Fields** tab, provide optional information:
 - **Author (Email)** - Type the email address of the owner of the feed or episode.
 - **Subtitle** - Type the subtitle, if any.
 - **Category** - Type the category (e.g., News).
 - **Keywords** - Type any keywords that will help subscribers find the episode.
5. If the episode contains any explicit material, select the **Explicit Content** check box.
6. To prevent the episode from appearing in the episode list, select the **Block Episode** check box. The episode is not available for download if you select this check box.
7. Click **OK**.

Playing Episodes in Subscriptions

The **CutePODcast Manager** allows you to play the episodes directly from your computer.

To play an episode from channels in subscriptions


1. In the **Navigation** pane, click the channel.
2. In the **Episode** pane, click the episode you want to play, then do one of the following:
 - On the **Episode Details** tab, click the **Play** icon .
 - Right-click the episode, then click **Play**.
 - Double-click the episode.

If the selected episode was not previously downloaded (a **No** appears in the **Downloaded** column), it is first downloaded and then plays in the appropriate application (e.g., Windows Media Player).

Uploading Episodes for Publication

You can upload selected episodes in a channel for publication.


To upload selected episodes for publication

1. On the **Publications** tab, click the channel that contains the episode you want to upload.
2. In the **Episodes** list, click the episode, then do one of the following:
 - On the **Episode Details** pane, click **Upload** icon .
 - Right-click the episode, then click **Upload**.

Deleting Episodes from Channels in Publications

CutePODcast Manager allows you to delete an episode from a channel in a publication. The episode is deleted from your computer, but remains on the server.

To delete an episode from a channel in publications

1. On the **Publications** tab, click the channel that contains the episode you want to delete.
2. In the **Episodes** list, click the episode you want to delete, then do one of the following:
 - On the toolbar, click the **Delete** icon .
 - Right-click the episode, then click **Delete**.


The **Delete Episode** dialog box appears.

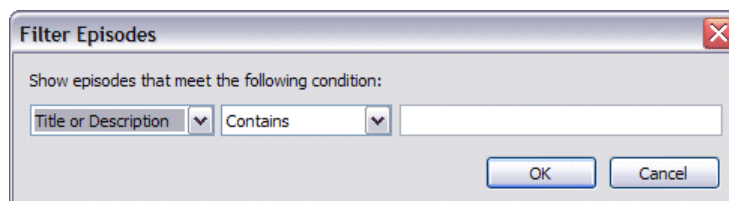
3. Do one or more of the following:
 - To delete the file from your computer, but not from the remote file or the RSS XML file, select the **Delete local file** check box.
 - To delete the episode from the publication list or an RSS XML file, select the **Remove this episode from the list** check box.
 - To delete the remote file corresponding to this episode, select the **Delete remote file** check box. The **Delete remote file** check box is only available if the **Remove this episode from list** check box is selected.
4. Click **OK** to delete an episode or click **Cancel** if you decide not to delete the file.


Filtering Episodes in Subscriptions

For your convenience, you can filter the **Episode** pane to display only those episodes that contain information in the **Title** or **Description** boxes that you specify. For example, if you configure the filter to display only episodes that contain the text 11 / 27 in the title, only the episodes with 11/27 in the title appear.

To filter episodes in a channel

1. In the Navigation pane, click the channel you want to filter.
2. On the toolbar, click the **Filter** icon . The **Filter Episodes** dialog box appears.



3. In the drop-down boxes and text box, specify the filter criteria.
 - In the first box, select one of the following:
 - **Title or Description**
 - **Title**
 - **Description**
 - In the second box, select one of the following:
 - **Contains**
 - **Does not contain**
 - In the text box, specify any value that might appear in the **Title** or **Description**.
4. Click **OK**. The **Episode** pane updates based on the criteria you specified.
5. To clear the filter, click the **Filter** icon  again.

Opening Containing Folder

You can open the local folder that contains a copy of the episode.

To open the local folder

- In the **Episode** list, right-click the episode, then click **Open Containing Folder**. Windows Explorer opens to the folder on your computer that contains the episode.

Adding Media Files to Channel from Local Pane

You can add audio and video files to a channel in the CuteFTP **Local** pane without opening the **CutePODcast Manager**.

To add media files to a channel from Local pane

1. In the **Local** pane, open the folder in which your media files are stored.
2. Right-click the media file that you want to add to a channel, then click **Add to Channel**. The **Publish Episode** dialog box appears.
3. Type the information as described in [Configuring Channels for Publications](#), then click **OK**. The file is added to the specified feed or channel.

TROUBLESHOOTING TIPS

A common file transfer error is the inability to connect to the server. To test your connection, you can use the *ping* and *tracert* utilities.

Ping and tracert are DOS command-line utilities that you can use to troubleshoot connection problems. Third-party applications are also available that do basically the same thing, but provide a graphical interface for those who are not comfortable entering commands at a command prompt.

- **Ping** - When you *ping* a remote host, your computer sends "echo request" packets to the target host and listens for "echo response" replies. Ping also estimates the round-trip time, generally in milliseconds, records any packet loss, and prints the ping statistics when finished.
- **Tracert** - *Tracert* is used to determine the route taken by packets across an IP network. This is useful to determine where the connection problem exists, whether with your CuteFTP configuration, at the server, or somewhere in between, such as blocking by a firewall.



TCPView is a Windows utility, available for free on Microsoft TechNet at <http://www.microsoft.com/technet/sysinternals/Utilities/TcpView.msp>.

To use ping or traceroute

1. On the Windows task bar, click **Start > Run**. The **Run** dialog box appears.
2. In the **Run** box, type `cmd`, then click **OK**. The Windows Command Prompt appears.
3. At the prompt, type the command and then the IP address or domain name of the server to which you are trying to connect.

For example, to test that you are using ping correctly, try pinging the GlobalSCAPE web site and do a tracert to the Gmail server, as shown in the illustrations below:

```
ping www.globalscape.com
```

-or-

```
tracert www.gmail.com
```

```
C:\WINDOWS\system32\cmd.exe

C:\Documents and Settings\user1h>ping www.globalscape.com

Pinging www.globalscape.com [64.243.64.12] with 32 bytes of data:

Reply from 64.243.64.12: bytes=32 time<1ms TTL=128
Reply from 64.243.64.12: bytes=32 time<1ms TTL=128
Reply from 64.243.64.12: bytes=32 time<1ms TTL=128
Reply from 64.243.64.12: bytes=32 time<1ms TTL=128

Ping statistics for 64.243.64.12:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms


C:\Documents and Settings\user1h>
```

```
C:\WINDOWS\system32\cmd.exe - tracert www.gmail.com

C:\Documents and Settings\user1h>tracert www.gmail.com

Tracing route to googlemail.l.google.com [66.249.83.19]
over a maximum of 30 hops:

  1  <1 ms    <1 ms    <1 ms    64.243.64.250
  2  <1 ms    <1 ms    <1 ms    64.243.64.251
  3  12 ms    10 ms    11 ms    bcr1-at-6-1-0-419.dallas.savvis.net [64.243.79.1]
  4  13 ms    10 ms    11 ms    cr1-pos0-0-3-0.dallas.savvis.net [204.70.193.10]
  5  1621 ms  850 ms   *        cr2-loopback.ald.savvis.net [208.172.66.71]
  6   30 ms   30 ms    34 ms    pr1-so-0-3-0.atlantapaix.savvis.net [204.70.193.238]
  7   30 ms   36 ms    30 ms    bpr1-so-1-2-0.atlantapaix.savvis.net [204.70.200.42]
  8   41 ms   30 ms    32 ms    74.125.48.9
  9   30 ms   30 ms    67 ms    64.233.174.86
 10  35 ms    33 ms    38 ms    72.14.239.19
 11
```

 Windows XP SP1 will not respond to an echo request on the public Internet, but you should have updated to SP2 to get the latest security fixes.

The ping command function has several switches available, as described in the Windows XP documentation available at <http://www.microsoft.com/resources/documentation/windows/xp/all/proddocs/en-us/ping.msp?mfr=true>. At that same address, click in the table of contents for more Windows XP troubleshooting tips.

USING ERROR MESSAGES AND LOGS TO TROUBLESHOOT

You can help resolve errors by recording information from error messages and log files.

- The **Log** pane appears under the **Remote** pane.
- A standard error dialog box includes a short error message and two buttons, **Cancel** and **Details**. Click **Cancel** to dismiss the error dialog box. Click **Details** to expand the error dialog to show more information.

Review the information in the logs and error messages. The problem could be as simple as a typo in the connection information, or the remote server might be refusing connection for some reason.

To use an error messages and logs to troubleshoot

1. Do one or both of the following:
 - In the error message, click the **Details** button, right-click in the log text area, then click **Copy All Text**. The entire contents of the window is copied to the clipboard, then paste it into an email or text file.
 - In the **Log** pane, right-click, then click **Copy Entire Log to Clipboard** (or press CTRL+SHIFT+C), then paste it into an email or text file.
2. If you suspect CuteFTP configuration is at fault, paste it directly into the **Description** field at the [GlobalSCAPE Technical Support Contact page](#) to ask for help from GlobalSCAPE Technical Support.
3. Send the information to your technical support department, ISP, or Web hosting provider for troubleshooting assistance.

FTP STATUS AND ERROR CODES

CuteFTP displays FTP status codes in the log window. The codes are numbered according to their category. Some codes represent errors, while most codes simply communicate the status of the connection. Below are brief explanations for the most common status and error codes. They are provided here to point you in the right direction for solving your FTP errors. For example, if you receive a 331 error, you can look at the table below and see that a 331 error indicates that your username is authorized and now you need to provide a password. If you received a 530 error, your password was rejected (because you typed it wrong, your account is expired, you provided the wrong username/password pair, etc.). Often you can type the description from the table below into your ISP/Web Hosting Provider's help pages to find an explanation for the error.

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

| Code | Description |
|------------|---|
| 100 Series | The requested action is being initiated, expect another reply before proceeding with a new command. |
| 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. |
| 200 Series | The requested action has been successfully completed. |
| 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. |

| Code | Description |
|------------|---|
| 250 | Requested file action okay, completed. |
| 257 | "PATHNAME" created. |
| 300 Series | The command has been accepted, but the requested action is on hold, pending receipt of further information. |
| 331 | User name okay, need password. |
| 332 | Need account for login. |
| 350 | Requested file action pending further information. |
| 400 Series | 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. |
| 421 | <p>Error 421 Service not available, closing control connection.</p> <p>Error 421 User limit reached</p> <p>Error 421 You are not authorized to make the connection</p> <p>Error 421 Max connections reached</p> <p>Error 421 Max connections exceeded</p> <p>Possible Solutions</p> <p>You can receive that 421 error if the FTP server you are connected to limits the total number of connections available or limits the connections available to one user. There are three things you can do:</p> <ol style="list-style-type: none"> 1. Limit the number of connections to any one FTP site: Click Tools, click Global Options, then click the Connection node. Set Per site max connections /transfers to 1. (By default it is set to 2.) 2. Remove items from the queue. The Queue pane displays items ready for transfer, in transit, or just transferred. Sometimes the Queue pane can become cluttered with unfinished transfers. To clear the queue, right-click within it, then click Remove All. 3. Make sure only one instance of CuteFTP is running on your system. Open the Windows Task Manager and see if CuteFTP is listed more than once. |
| 425 | Cannot open data connection. Try changing from PASV to PORT mode . Check your firewall settings. Try making an HTTP connection . |
| 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. |
| 500 Series | The command was not accepted and the requested action did not take place. |
| 501 | Syntax error in parameters or arguments. |
| 502 | Command not implemented. The server does not support this command. |
| 503 | Bad sequence of commands. |
| 504 | Command not implemented for that parameter. |
| 530 | Not logged in. Your password is being rejected, contact the server administrator. |
| 532 | Need account for storing files. |

| Code | Description |
|---------------|--|
| 550 | Requested action not taken. File unavailable (e.g., file not found, no access) or permission denied. This error is not caused by CuteFTP. If you believe that your FTP account privileges or permissions are configured incorrectly, contact the technical support department at the remote FTP site or your Web hosting company for help. |
| 552 | Requested file action aborted. Exceeded storage allocation (for current directory or data set). This error is not caused by CuteFTP. There is not enough disk space available to you on the remote FTP server. The most common cause for this error is that the limited disk space allocated for your individual FTP account is already in use. This error may also appear when disk space appears to be available but the file being uploaded is large enough so that if it were uploaded, it would cause your disk space quota to be exceeded. To resolve this error, you can increase the space available by deleting unnecessary files from the remote server or by making arrangements with your Web hosting provider or FTP account administrator for additional disk space. |
| 553 | Requested action not taken. File name not allowed. Try changing the file name, or getting rid of spaces in the file name. This error is not caused by CuteFTP. The file name is not allowed by your server. Many FTP servers have restrictions on file names. If your file name contains special characters, symbols, or spaces in the file name, it might be rejected by the remote FTP server. The remote FTP site may also be rejecting a particular file based on the file type or extension. To resolve this error, if the file name contains special characters, symbols, or spaces, you will need to rename the file before you can upload it. Rename the file using only alpha-numeric characters and no spaces. For more information, refer to Opening, Editing, Renaming, and Deleting Files . Note: If you change the file name, you will also need to change links in Web pages that point to that file name. |
| 10,000 series | Winsock error codes |
| 10054 | Connection reset by peer. The connection was forcibly closed by the remote host. |
| 10060 | Cannot connect to remote server (Generally a time-out error). Try switching from PASV to PORT mode, or try increasing the time-out value (See Reconnect and resume in Transfer settings) |
| 10061 | Cannot connect to remote server. The connection is actively refused by the server. Try switching the connection port. |
| 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. Try connecting later. If the problem persists, contact the server administrator. |

HTTP STATUS AND ERROR CODES

During your HTTP sessions, you will receive various numbered codes from Web servers. When connected via HTTP, CuteFTP displays these codes in the **Log** window. Some codes represent errors; most others simply communicate the status of the connection. Below are descriptions of the most common status and error codes.

| Code | Description |
|-------------------|---|
| 100 Series | Informational - These status codes indicate a provisional response. The client should be prepared to receive one or more 1xx responses before receiving a regular response. |
| 100 | Continue. |
| 101 | Switching protocols. |
| 200 | Okay - The client request has succeeded This status code indicates that the Web server has successfully processed the request |

| Code | Description |
|-------|---|
| 201 | Created. |
| 202 | Accepted. |
| 203 | Non-authoritative information. |
| 204 | No content. |
| 205 | Reset content. |
| 206 | Partial content. |
| 302 | Object moved. |
| 304 | Not modified. The client requests a document that is already in its cache and the document has not been modified since it was cached. The client uses the cached copy of the document, instead of downloading it from the server |
| 307 | Temporary redirect. |
| 400 | Bad request. |
| 401 | Access denied. |
| 401.1 | Logon failed. The logon attempt is unsuccessful, probably because of a user name or password that is not valid. |
| 401.2 | Logon failed due to server configuration. |
| 401.3 | Unauthorized due to ACL on resource. This indicates a problem with NTFS permissions. This error may occur even if the permissions are correct for the file that you are trying to access. For example, you see this error if the IUSR account does not have access to the C:\Winnt\System32\inetrv directory. |
| 401.4 | Authorization failed by filter. |
| 401.5 | Authorization failed by ISAPI/CGI application. |
| 401.7 | Access denied by URL authorization policy on the Web server. This error code is specific to IIS 6.0. |
| 403 | Forbidden. |
| 403.1 | Execute access forbidden. The most two common causes of this error message are: <ul style="list-style-type: none"> You do not have enough Execute permissions. For example, you may receive this error message if you try to access an ASP page in a directory where permissions are set to None, or you try to execute a CGI script in a directory with Scripts Only permissions. The script mapping for the file type that you are trying to execute is not set up to recognize the verb that you are using (for example, GET or POST). |
| 403.2 | Read access forbidden. Verify that you have Read access to the directory. Also, if you are using a default document, verify that the document exists. |
| 403.3 | Write access forbidden. Verify that you have Write access to the directory |
| 403.4 | SSL required. Use HTTPS instead of HTTP to access the page. |
| 403.5 | SSL 128 required. |
| 403.6 | IP address rejected. |
| 403.7 | Client certificate required. You do not have a valid client certificate installed |
| 403.8 | Site access denied. |
| 403.9 | Too many users. The number of users who are connected to the server exceeds the connection limit. |

| Code | Description |
|--------|---|
| 403.10 | Invalid configuration. |
| 403.11 | Password change. |
| 403.12 | Mapper denied access. The page that you want to access requires a client certificate, but the user ID that is mapped to your client certificate has been denied access to the file. |
| 403.13 | Client certificate revoked. |
| 403.14 | Directory listing denied. |
| 403.15 | Client Access Licenses exceeded. |
| 403.16 | Client certificate is untrusted or invalid. |
| 403.17 | Client certificate has expired or is not yet valid. |
| 403.18 | Cannot execute requested URL in the current application pool. This error code is specific to IIS 6.0. |
| 403.19 | Cannot execute CGIs for the client in this application pool. This error code is specific to IIS 6.0. |
| 403.20 | Passport logon failed. This error code is specific to IIS 6.0. |
| 404 | Not found. This error may occur if the file that you are trying to access has been moved or deleted. |
| 404.0 | File or directory not found. |
| 404.1 | Web site not accessible on the requested port. |
| 404.2 | Web service extension lockdown policy prevents this request. |
| 404.3 | MIME map policy prevents this request. |
| 405 | HTTP verb used to access this page is not allowed (method not allowed). |
| 406 | Client browser does not accept the MIME type of the requested page. |
| 407 | Proxy authentication required. |
| 412 | Precondition failed. |
| 413 | Request entity too large. |
| 414 | Request-URL too long. |
| 415 | Unsupported media type. |
| 416 | Requested range not satisfiable. |
| 417 | Execution failed. |
| 423 | Locked error. |
| 500 | Internal server error. You see this error message for a wide variety of server-side errors. |
| 500.12 | Application is busy restarting on the Web server. Indicates that you tried to load an ASP page while IIS was in the process of restarting the application. This message should disappear when you refresh the page. If you refresh the page and the message appears again, it may be caused by antivirus software that is scanning your configuration file. |
| 500.13 | Web server is too busy. |
| 500.15 | Direct requests for configuration are not allowed. |
| 500.16 | UNC authorization credentials incorrect. This error code is specific to IIS 6.0. |
| 500.18 | URL authorization store cannot be opened. This error code is specific to IIS 6.0. |

| Code | Description |
|---------|--|
| 500.100 | Internal ASP error. You receive this error message when you try to load an ASP page that has errors in the code. |
| 501 | Header values specify a configuration that is not implemented. |
| 502 | Bad Gateway. Web server received an invalid response while acting as a gateway or proxy. You receive this error message when you try to run a CGI script that does not return a valid set of HTTP headers. |
| 502.1 | CGI application timeout. |
| 502.2 | Error in CGI application. |
| 503 | Service unavailable. This error code is specific to IIS 6.0. |
| 504 | Gateway timeout. |
| 505 | HTTP version not supported. |

CANNOT CLOSE DATA TRANSFER GRACEFULLY

If the error message "Cannot close data transfer gracefully" is generated after a download is complete, it indicates that CuteFTP has received all the data it needs, but the server is still sending information. Since that data is still transmitting, CuteFTP forces the connection to close.

CANNOT INITIATE DATA TRANSFER

If you receive this error from a server, it could indicate one of the following problems:

- The site you are trying to log into requires a special user name and or password in order to transfer files.
 - Contact the administrator of the site, and find out if you need to use a special user name or password, and whether or not you can access that site.
- The permissions on the site are incorrect, so even though your user name and password are correct, you are unable to upload or download.
 - Contact the administrator of the site, and make sure that your user name and password have read and write permissions set correctly.
- You cannot upload because the server you are sending to is full and will not allow more files to be uploaded.
 - Delete files that are no longer used or ask the administrator for more space on the system.
- The file name you are using has a space or a character that the server will not allow.
 - Double-check with the administrator of your site about which characters are accepted on your server, and rename the files to an acceptable name. For example, some Web hosting providers only allow lower-case characters, no spaces, and the files must be named htm instead of html. Many hosting providers list this information on their Web sites.
- A communication error is occurring between the FTP host and your computer, making data transfer impossible.
 - If CuteFTP has worked in the past, change nothing and wait a little while to see if the problem is caused by Internet traffic. If this is the first time you are trying to connect, try using the [other hosts types](#) rather than Auto-detect.

CANNOT RESOLVE HOST NAME

The **Cannot Resolve Host Name** message is displayed when CuteFTP 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 in 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 `ftp.yourhost.com`. Also be sure there is nothing after the host address, especially slashes ("/") indicating subdirectories. If the server does not automatically put you in your default directory when you log in to it, then you can add the directory into the "Default Remote Directory" box when configuring this site.
- If you are using CuteFTP Home or Lite, make sure you are not trying to connect to a HTTP server such as `http://www.cuteftp.com`. You cannot connect to a HTTP (web) server with CuteFTP Home or Lite. If you do not know the FTP Host Address for your site, you will need to contact your server administrator for more information. GlobalSCAPE support staff does **not** know or keep track of FTP host addresses of every ISP/Web server.
- If you have a firewall or proxy server, make sure CuteFTP is properly configured to work with the proxy server. You can edit the firewall or proxy settings by clicking **Tools > Global Options** and expanding **Connection** and selecting **Proxy Server**. If you are not sure what the [settings for the proxy](#) should be, you will need to contact your network or system administrator for that information.

If all of these options fail with the same results, contact the server administrator of the site to which you are attempting to connect to in order to resolve the problem.

CHILD TRANSFER FAILED

If you attempt to transfer a folder or directory and see this error, it simply means that an item or items within the folder failed to transfer. You can check your connection log to find a more [detailed error](#) describing why the item failed to transfer.

NOT ENOUGH CREDITS TO DOWNLOAD

You may not be able to download from some FTP sites until you have uploaded something to them. In other words, you have to give them a file before they give you one -- a type of file trading. Most of these "ratio sites" have a text file that explains how to upload files to them to get credits. If you have any problems, contact the administrator of the site. (GlobalSCAPE does not have this information.)

PERMISSION DENIED

Every time an FTP account (for uploading your Web pages) is opened, your server determines all the things that you are allowed to do, like upload, download, write to a file, delete a file, make new directories, etc. If permissions have not been set up correctly, you will not be able to upload your files to the server. If you receive this message, your server administrator has not established your permissions correctly. Contact the server administrator to reset the permissions.

If none of the transactions you try with CuteFTP seem to be completed, refer to the log pane for any entries that are colored red or any messages indicating a potential problem. You can [copy the contents](#) of the log into an email or text file to send to your administrator or Web hosting provider.

Refer to [FTP Error Codes](#) and [HTTP Status and Error Codes](#) for information about error codes.

PORT ALREADY IN USE ERROR WITH DIAL-UP VPN

If you are connecting to a Virtual Private Network through a modem and receive the **Port already in use** error when trying to connect, you might need to correct your connection settings.


To review/correct connections settings

1. On the main menu, click **Tools > Global Options**.
2. In the left pane, expand **Connection**, then click **DUN/LAN**.
3. In the right pane, click **Connect to the Internet using a LAN**. CuteFTP uses an existing connection defined on your computer.
4. Click **OK**.

If **Connect to the Internet using a LAN** is already selected, verify your computer's VPN settings.

To verify your computer's connection settings

1. Do one of the following:
 - In the Windows Control Panel, click **Internet Options**.
 - In Internet Explorer, click **Tools > Internet Options**.
2. Click the **Connections** tab. The connection settings for one or more internet connections appear on this tab.
3. The **Dial-up and Virtual Private Network settings** box displays dial-up and VPN connections that are defined on your computer.
4. Click **LAN Settings** to view the local area network and proxy server settings.

 *Changing any of these settings can cause your computer to lose its connection to your network and/or the Internet. Do not change them unless you know what they should be. Your network administrator, Web hosting provider, or Internet Service Provider (ISP) can provide you with this information. GlobalSCAPE does not have this information; however, many ISPs provide this information on their Web sites.*

SHELL CANNOT GET DATA FROM TE

If you see this error, there is not enough space in your Temp folder to run CuteFTP.

To correct the error

- Make sure the path to the Temporary Files folder (Temp) is valid.
- Make sure there is enough space to run the program on the drive where the Temporary Files (Temp) folder exists.

Configuration Notes

- A valid path for a temp folder on a Windows 2000 or XP computer would be similar to **C:\Documents and Settings\USER\Local Settings\Temp**
- A valid path for a temp folder on a Windows NT computer would be similar to **C:\Temp**
- This issue is more likely on computers with several different users with different accounts; each user's account needs a valid Temp folder on a hard drive with enough room to run CuteFTP.

CONNECTING AFTER A 425 ERROR

If you receive an 425 error, or an error that says "Cannot open data connection" or "Cannot build data connection," try connecting in [PASV mode](#). If you still cannot connect, you can try connecting via HTTP and port 80. Enter all your information as you would for an FTP site.

To connect via HTTP and port 80

1. On the main menu, click **File > New > HTTP Site**. The **Site Properties** dialog appears showing the **General** tab.
2. In the **Label** box, provide a name for the site.
3. In the **Host Address** box, provide the regular FTP address for the site.
4. In the **Username** box, provide your user name for the site.
5. In the **Password** box, provide your password for the site.
6. Click **Connect**.

FAILED TO ESTABLISH DATA SOCKET

This error usually occurs when trying to connect in PASV mode to a site that only accepts PORT mode connections. Change the connection type from PASV mode to PORT mode to connect to the site.

To switch from PASV to PORT mode

1. In the **Site Manager**, click the problem site.
2. On the main menu, click **File > Properties**.
3. Click the **Type** tab.
4. In the **Data connection type** list, select the **Use PORT** check box.
5. Click **OK**.

SOCKET ERRORS 10060, 10061, 10064, 10065

A socket error in the 10060 range is a Winsock error. It is generally caused by either outgoing connection problems or connection problems on the host end.

Outgoing connections can be affected by the presence of firewall or anti-virus software on the local computer or network connection. Either can block the ports needed to make a successful FTP connection to the remote server. For a regular FTP session, either disable the firewall or anti-virus software or configure them to allow CuteFTP to establish an FTP session over ports 20 and 21. Consult the documentation or help file for your specific firewall or antivirus software product for instructions. Usually the manufacturer of the device or software will also have specific instructions available on their Web site. If you continue to receive the same error after insuring ports 20 and 21 are open, contact the administrator of the site you are trying to connect to.



For more error code information, refer to [Knowledge Base article 10140](#) at <http://kb.globalscape.com>.

WSAETIMEDOUT (10060)

10060 is a connection-timeout error that usually appears when the client does not receive a response from the server for a specific command. This error often occurs when you try to connect in PASV mode to a server that prefers PORT for data connections. If you see an error log similar to the one below, in the

Site Properties of the problem site, click the **Type** tab, then change the **Data Connection Type** to **Use PORT**.

```
COMMAND:> PASV
227 Entering Passive Mode (xxx,xx,xxx,xx,x,xxx).
COMMAND:> LIST
STATUS:> Connecting ftp data socket xxx.xx.xxx.xx:xxxx...
ERROR:> Can't connect to remote server. Socket error = #10060.
ERROR:> Failed to establish data socket.
```

If you still receive a 10060 error, the server may be trying to send a listing for a very large directory (with many thousands of files) causing the client to time-out while waiting. Try increasing the time-out value in the Global Options dialog box (**Tools > Global Options > Transfer > Reconnect and resume in [n] seconds if nothing received**) to a higher value, such as 45 or 60 seconds.

1. The connection fails due to an error or timeout.
2. Verify that the destination IP address is correct.
3. Increase the connection timeout threshold under **Global Settings > Connection**.
4. Switch to the opposite data connection type (PASV or PORT) under **Site Settings > Type** tab.
5. Verify that the problem is not local by trying to connect to an alternate server.
6. If a server name was used, verify it resolves to the correct address.
7. If using a local server table for server name resolution, check to see that it doesn't resolve to an obsolete address.
8. Try pinging the address. (See [Troubleshooting Tips](#) for details.)
9. If you are using a router, verify the router is up and running (check by pinging it and then ping an address outside of the router).
10. Do a traceroute to the destination to verify all routers along the connection path are operational. (See [Troubleshooting Tips](#) for details.)
11. Verify that your subnet mask is setup properly.

WSAECONNREFUSED (10061)

10061 is a **Connection Refused** error sent to you by the server. You could not make a connection because the target computer actively refused it. The most common cause is an incorrectly configured server, full server, or incorrect Port specified by the client.

To change your connection Port for an FTP site

1. Open the **Site Manager**, then click the site.
2. On the main menu, click **File > Properties**.
3. Click the **Type** tab.
4. In the **Port** box, type the correct port number.

Sometimes a 10061 error is caused by either a firewall or anti-virus software presence on the local computer or network connection. Either one may be blocking the ports needed to make a successful FTP connection to the server.

For a regular FTP session, please either disable the firewall or anti-virus software or configure it to allow CuteFTP to establish an FTP session over ports 20 and 21. Please consult the documentation or help file for your specific firewall or antivirus software product for further instructions. Usually, the manufacturer of the device or software has specific instructions available on their Web site.

If you continue to receive the same error after insuring ports 20 and 21 are open, please contact the administrator of the site where you are trying to connect.

1. The remote host actively refused the attempt to connect to it.
2. Verify that the destination server name or IP address is correct
3. Verify that the connection port number is correct (under **Site Settings > Type** tab).
4. The remote server may be temporarily or permanently inaccessible (try again later).
5. Verify that you have chosen the right protocol (SSH2, SSL, FTP, etc.) and have setup all required options for that protocol.
6. Verify that the destination IP address and port numbers are correct.
7. The remote server may be refusing multiple connections from the same client. Try using only one connection thread when connecting to this particular server (**Site Settings > Options**).
8. Try pinging the address.
9. If you are using a router, verify the router is up and running (check by pinging it and then ping an address outside of the router).
10. Do a traceroute to the destination to verify all routers along the connection path are operational.
11. Verify that your subnet mask is setup properly.

WSAESERVERDOWN (10064)

- The server is temporarily or permanently unreachable. Verify that the destination host name or IP address is correct and try again later.

WSAESERVERUNREACH (10065)

- The server is unreachable. Verify that the destination host name or IP address is correct and try again later.

SOCKET ERROR 2000

This error generally occurs when port 21 is blocked on your computer. The port could be blocked by a firewall or a proxy server that has not been configured properly. Generally you'll see a log like this:

```
STATUS:> Connecting to server xxx.xxx.x.xx (ip= xxx.xxx.x.xx)...\nERROR:> Can't connect to remote server. Socket error = #2000.\nERROR:> Timeout (60000ms).\nSTATUS:> Waiting 30 seconds.....
```

To avoid this error, open port 21 to inbound and outbound traffic. Most often a firewall (such as those from MacAfee, Norton or the built-in [Windows XP firewall](#)) is blocking inbound or outbound TCP traffic on port 21.



For more error code information, refer to [Knowledge Base article 10140](#) at <http://kb.globalscape.com>.

SFTP ERROR #4

This is a general SFTP connection error. The SFTP server is using an encryption algorithm or cipher that is not supported by CuteFTP Pro. The most common cipher causing this error is AES which is not currently supported in CuteFTP Pro. Ask the administrator of the remote FTP server to allow use of a different cipher. The default configuration of CuteFTP Pro provides support for TripleDES, ARCFOUR, CAST128, Twofish, and Blowfish automatically.

See [Trouble Shooting SFTP connections](#) for details.

SFTP ERROR #0

This error is by a timeout of an SFTP operation. This problem may be caused by a misconfigured firewall, or attempting an SFTP connection to a server computer running Titan FTP Server (the issue was fixed in CuteFTP 8.1).

Verify the firewall settings and ensure that port 22 is open and enabled for SFTP transfers.

If you are connecting with a server computer running Titan FTP Server, update to CuteFTP 8.1 or greater.

ERROR 421 MESSAGES

Common 421 errors include:

- Error 421 Service not available, closing control connection.
- Error 421 User limit reached
- Error 421 You are not authorized to make the connection
- Error 421 Max connections reached
- Error 421 Max connections exceeded

You can receive a 421 error if the FTP server you are connected to limits the total number of connections available or limits the connections available to one user. To clear the error, change the number of per site max concurrent transfers, remove items from the Queue Pane, and make sure only one instance of CuteFTP is running.

To change per site max concurrent transfers

1. On the main menu, click **Tools > Global Options**.
2. **Click the Connection node.**
3. Set **Per site max concurrent transfers** to 1. (By default it is set to 2. This setting limits the number of connections to any one FTP site.

To remove items from the Queue Pane

- Sometimes the **Queue Pane** can become cluttered with unfinished transfers. To clear the queue, right-click inside the **Queue Pane**, then click **Remove All**.

To verify only one instance of CuteFTP is running on your system.

1. Right-click on the Windows Task bar, then click **Task Manager**.
2. On the **Applications** tab, view the list of running tasks to determine if CuteFTP is listed more than once.
3. If more than one instance is listed, click one of them, then click **End Task**.

INSTALLSHIELD ERROR 1628: FAILED TO COMPLETE SCRIPT-BASED INSTALLATION

The following error message can occur at run time when you are trying to uninstall, repair, or update an installation.

Error 1628: Failed to complete script based install.

This error message is caused by the Windows Installer Service and is often caused by the installation itself.

Possible Cause 1

This error message is often caused when the uninstallation log file becomes corrupt. This can happen if the installation is somehow corrupt.

Fix: In the Windows Task Manager, end the process that is running **IDriver.exe**:

1. Right-click the Windows Task bar, then click **Task Manager**.
2. On the **Processes** tab, click the **Image Name** column to sort it alphabetically.
3. Review the running processes to see if **idriver.exe** is running.
4. If **idriver.exe** is running, click it or right-click it, then click **End Process**.

Run the installation again to see if the error still occurs.

Possible Cause 2

This error can also occur if the Windows Installer Service is not properly configured on your computer or if the installation is created with a newer version of the Windows Installer Service than the one on your computer.

Fix: To fix this issue, install the latest Windows Installer Service on your computer. Instructions and download links for the Windows Installer are listed below, sorted by operating system.

- **Windows 95/ 98/ Me:**
<http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=CEBBACD8-C094-4255-B702-DE3BB768148F>
- **Windows NT 4.0 or 2000:**
<http://www.microsoft.com/downloads/details.aspx?FamilyID=4b6140f9-2d36-4977-8fa1-6f8a0f5dca8f&DisplayLang=en>
- **Windows XP:**
Windows XP contains Windows Installer version 2.0. You should not have to install the Windows Installer Service (MSI engine) on Windows XP.

Restart your computer and run the installation again to see if the error continues to occur.

Possible Cause 3

This error message may also occur if a file in the **Temp** directory is conflicting with the files used by the installation while it is running.

Fix: Delete the entire contents of the **Temp** directory:

1. Double-click the **My Computer** icon on your desktop, or right-click **Start**, then click **Explore**.
2. Navigate to the **Temp** directory, for example, **C:\Windows\Temp**.
3. Click in the directory, then right-click and click **Select All** (or CTRL+A).

4. On the toolbar, click **Delete** or right-click the selection, then click **Delete** (or CTRL+X). A confirmation message appears.
5. Click **Yes**. Run the installation again to see if the issue is resolved.

CANNOT CONNECT TO SERVER

Making one or more minor configuration changes usually solves connection problems quite easily.

In the **Log** pane, a complete list of all communications and commands between CuteFTP and the FTP server to which you are trying to connect appear. If you cannot connect, at least one ERROR message appears in the **Log** pane in red text, which you probably need to scroll up to see. That error message should tell you the specific reason why you cannot connect.

The most common connection problem is that the Host Address, the User Name or the Password has been entered incorrectly. Make sure all three pieces of information exactly match what the administrator of the Server you are connecting with provided.

GlobalSCAPE does not provide you with an FTP server, username, or password for uploading files. The Internet Service Provider/Web Hosting Provider to which you want to upload files provides you with the username, password, and FTP account information required to connect to their server. Most Internet Service Providers/Web Hosting Providers have this information available on their Web pages.

If you cannot connect to your server:

1. Verify that the destination server name and IP address is correct
2. Verify that the connection port number is correct (on the **Type** tab of **Site Properties**). For example, for FTP connections, it is usually port 21.
3. The remote server may be temporarily or permanently inaccessible (try again later).
4. Verify that you have chosen the right protocol (SSH2, SSL, FTP, etc.) and have setup all required options for that protocol.
5. The remote server may be refusing multiple connections from the same client. Try using only one connection thread when connecting to this particular server (on the **Options** tab of **Site Properties**).
6. Try pinging the address (see [Troubleshooting Tips](#) for details).
7. If you are using a router, verify the router is up and running (check by pinging it and then ping an address outside of the router).
8. Do a traceroute to the destination to verify all routers along the connection path are operational (see [Troubleshooting Tips](#) for details).
9. Verify that your Windows network connection is setup properly. (Can you connect to the Internet?)
10. Verify that your local software or hardware firewall is not blocking outbound connections originating from CuteFTP.
11. Verify that your anti-virus software is not at fault (try disabling it).

CANNOT SEE REMOTE FILES OR FOLDERS

If you cannot see your directory listing or files, you can try these solutions then attempt to connect again.

Your connection log shows a LIST-L command instead of the normal LIST

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).

2. Expand the **Navigation** node, then click **Links**. The [Links options](#) appear.
3. Clear the **Attempt link resolution using LIST -L command** check box, then click **OK**.

Use the -L filter on the server

1. [Display the Site Manager](#) and view the Site properties.
2. Click the **Actions** tab, then click **Filter**. The **Filter Properties** dialog box appears.
3. Select the **Enable filtering** check box.
4. Select the **Enable server side filtering** check box, then type -L in the **Remote filter** box.
5. Click **OK** to close the **Filter Properties** dialog box and accept the changes.
6. Click **Connect** or **OK**.

Change connection type

1. [Display the Site Manager](#) and view the Site Properties.
2. Click the **Type** tab.
3. In the **Data connection type** box, click **Use PASV**.
4. Click **Connect** or **OK**.

If you still cannot connect, follow the same steps, but click **Use PORT**.

Turn off all filters

1. [Display the Site Manager](#) and view the Site Properties.
2. Click the **Actions** tab, then click **Filter**. The **Filter Properties** dialog box appears.
3. Clear the **Enable filtering** check box, then click **OK**.
4. Click **Connect** or **OK**.

Change server Host type

1. [Display the Site Manager](#) and view the Site Properties.
2. Click the **Type** tab.
3. In the **Server type** box, click the first server type in the list (**Unix**).
4. Click **Connect** or **OK**.

If that does not work, try the next server type on the list.

Send an extended log to Technical Support

If none of the solutions above resolve the problem, obtain a raw directory listing and submit it, along with details of the problem, to [GlobalSCAPE Technical Support](#).

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **General** node, then click **Logs**. The **Log** options appear.
3. Select the **Record/display raw directory listing in logs** check box.
4. Reconnect to the problem site.
5. Once connected, right-click in the **Log** pane, then click **Copy Entire Log to Clipboard**.
6. Paste the selection (CTRL+V) into an email message.

7. Describe the problem, what you have already tried and include information about the computer you are using (operating system, Internet connection, etc.).
8. Submit your support request using our [support submission form](#).

CANNOT CONNECT TO SSH2 (SFTP) SITES

CuteFTP Professional 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 port forwarding to forward standard FTP transactions over an encrypted tunnel, with the actual file transfer being handled by a separate (and non-secure) FTP server.

SSH2 connections will fail if the client or server is not properly configured. If you are having difficulty connecting to your SFTP server, try the following:

SSH2 Connection Checklist

1. Verify that the server you are connecting to supports **SFTP connections**.
2. Verify the [connection port](#). SFTP usually occurs over port 22.
3. Try toggling the [compression options](#) in the **SSH2 Security** page.
4. Verify the authentication mechanism supported and required by the server. It may require password, public key (identity file), or both (see note below).
5. If public key authentication is required, be sure to provide a copy of the public key you created to the server's administrator, as it must be in the server's trusted list in order for you to connect.
6. If the server administrator created a public key for you, be sure to replace your existing one with it and [select the provided key](#) from within the **SSH2 Security** page.
7. Copy the connection log to a text file or email message to assist in troubleshooting when contacting your FTP or Web service provider or the GlobalSCAPE support team.

Public key authentication

To use public key authentication, you must send your public key to the server administrator before making an SSH2 connection. If the server is running OpenSSH, convert the public key as described below.

To convert the public key

1. [Create an identity file](#) in the client.
2. Send the public key (Identity.pub) to the server administrator (via FTP, e-mail, etc.)
3. The server administrator *must* convert the public key to OpenSSH, check it with *wordcount*, and add it to *authorized_keys*.

Command sequence:

```
ssh-keygen -i -f Identity.pub > sshpub
wc sshpub
cat sshpub > ~/.ssh\authorized_keys
```



Wordcount should return a "1" as the first number. OpenSSH is going to ask for the identity files password the first time you log in. If CuteFTP fails to connect, contact our support team and provide the kernel version, OpenSSH build, and the CuteFTP Professional build number. The CuteFTP build number appears in the **About**

dialog box. (On the main menu, click **Help**, then click **About**.)

CANNOT CREATE MULTIPLE CONNECTIONS TO THE SAME SERVER

If CuteFTP Professional does not open new connections when you try to start new sessions, or if it does not let you browse while transferring files, you can force CuteFTP to open new connections.

To open multiple concurrent connections

1. Select the site in the **Site Manager** then do one of the following:
 - On the main menu, click **File > Connect > Connect**.
 - Click **Connect**.
 - Press CTRL+T.
2. Repeat to create more connections to the same site.

To configure CuteFTP to open new connections for multiple transfers

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Transfer** node. The **Transfer** options appear.
3. Clear the **Allow transfers to occur over the existing (browse) session** check box.
4. Click the **Connection** node.
5. In the **Per site max connections/transfers** box, ensure the value is greater than 1 (2-200).
6. Click OK, then attempt to make multiple connections to the same server.



If the procedures above do not work, it is possible that your server is refusing multiple connections.

COPY AND PASTE FUNCTIONS REMOVE FILE FROM THE REMOTE FOLDER

FTP Servers do not support the **Copy** command. If you copy a file from a folder in the **Remote** pane and then try to paste it in any folder in the **Remote** pane itself, you are moving the file from the original folder to that folder or to a new location on the server. FTP protocol does not allow you to retain the original file and create a copy in other folder in the remote location. You can use the Cut and Paste commands to restore the original file. This is a limitation of the FTP protocol, not CuteFTP.



*The copy command is available, because you can copy files from the **Remote** to the **Local** pane, to the queue, etc.*

To copy a file or folder from one remote folder to another remote folder

1. Download the file.
2. Upload the file to the new location.

Another option is to perform a site-to-site transfer; however, many servers do not support site-to site transfers.

CANNOT DOWNLOAD FILES FROM A VMS SERVER

If your downloads from a VMS server repeatedly restart and try to complete but never do, try turning off the SIZE and MDTM commands.

To turn off the SIZE and MDTM commands

1. On the main menu, click **Tools**, then click **Global Options** (or press ALT+F7).
2. Expand the **Transfer** node, then click **Smart Overwrite**. The **Smart Overwrite** options appear.
3. In the **Advanced Options** area, clear the **Use SIZE and MDTM commands to gather precise details** check box.
4. Click **OK**.

SITE-TO-SITE TRANSFER LIMITATIONS

You can connect to two servers and transfer files between them using FXP (File Exchange Protocol). FXP lets you copy files from one FTP server to another. CuteFTP Professional supports this mechanism for transferring files between sites.

When you transfer files between two remote hosts using an FXP client, the maximum transfer speed does not depend on your connection, but on the connection between the two hosts, which is much faster than your own connection. You cannot see the progress or the transfer speed of the files, because it is a direct connection.

Although transferring files using FXP is very easy, there are a few restrictions in transferring the files. Keep the following points in mind before using FXP:

- Both hosts must support **PASV** mode and must allow **PORT** commands to foreign hosts. The FXP client communicates with the destination FTP server by sending a PASV command.
- The source FTP server connects to the data port reported by the destination server after a successful PASV command. All the data then goes directly from the source to the destination server, and both servers only report fail or success messages to the FTP client.

HIGH MEMORY USAGE

If the Transfer Engine (SDK) of the CuteFTP works for extended periods of time, it begins to consume large amount of system resources, such as memory and hard drive space, due to log and queue requirements.

You can set CuteFTP to remove successful items from the queue to help alleviate this problem.



Successful items are removed even if tasks were run without the user interface open.

Each finished queue item takes up about 500 bytes of memory until the Transfer Engine is closed.

Disable the logging function to improve resource management.

To remove successful items from the queue

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Transfer** node, then click **Events**. The **Events** options appear.
3. Select the **Remove successful transfers from the queue automatically** check box, then click **OK**.

To disable logging

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **General** node, then click **Logs**. The **Log** options appear.
3. Clear the check boxes for logs you do not need.

TRANSFERRING TO CASE-SENSITIVE SERVERS

Some case-sensitive servers treat two files with same name but different case as two different files. CuteFTP is not case-sensitive and, when uploading or downloading files, it treats two files with same name and different case as the same file. For example, if you want to upload TEXT.txt file and a text.txt file already exists on the server, then it will see the files as the same and prompt you to overwrite the text.txt file.

To set a site as case sensitive

1. [Display the Site Manager](#) and view the Site Properties.
2. Click the [Type](#) tab.
3. In the **Server type** list, click **Unix-compatible**.
4. Click **Connect** or **OK**.

OVERWRITE REPEATEDLY PROMPTS ME

If you are getting numerous overwrite prompts and want to avoid receiving them in the future, configure a default rule for the overwrite configuration panel.

To add a rule

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Transfer** node, then click **Smart Overwrite**. The **Smart Overwrite** options appear.
3. In the **For matching files** list, click **Use Rules**.
4. Select the **Ignore zero byte files** check box.
5. In the **For matching folders** list, click **Use Rules**.
6. Click **Configure Rules**. The **Overwrite Rules** dialog box appears.
7. In the **If the destination file date is** list, click **older**.
8. In the **and size is** list, click **smaller**.
9. In the **during** list, click **any transfer**.
10. In the **then** list, click **overwrite**.
11. Click **Add**. The new rule appears in the list. Add more rules as needed. Below are some recommendations:
 - If destination file date is **the same** and size is **the same** during **any transfer** then **skip**.
 - If destination file date is **older** and size is **different** during **any transfer** then **overwrite**.
 - If destination file date is **no matter** and size is **smaller** during **any transfer** then **resume**.
 - If destination file date is **newer** and size is **larger** during **any transfer** then **skip**.
12. Click **OK** to save the rule and close the **Overwrite Rules** dialog box.

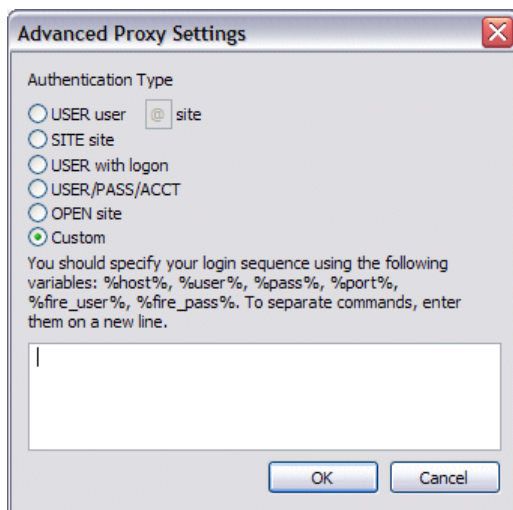
13. In the **Prompt timeout action** list, click **Skip**.
14. Select the **Timeout in** check box, and leave the time at **30 seconds**.
15. Select the **Resend LIST command as necessary** check box.
16. Select the **Use SIZE and MDTM commands to gather precise details** check box.
17. Click **OK**.

USING THE ACCT COMMAND

You can establish a connection and then supply the ACCT command for servers that require it.

To use ACCT with or without an FTP proxy

1. In the **Site Manager**, click the site you want to change.
2. Do one of the following:
 - Right-click the site, then click **Properties**.
 - On the main menu, click **File > Properties**.
3. Click the **Options** tab.
4. In the **Site-specific configuration options** box, click **Use site-specific options**.
5. Click **Proxy**. The **Proxy** dialog box appears.
6. In the **Proxy type** list, click the proxy type (**FTP** or **HTTP**).
7. In the **Host name** and port boxes, provide the same host and port as specified on the **General** and **Type** tabs.
8. Select the **Use authentication** check box. The **Username** and **Password** boxes become editable.
9. In the **Password** box, type the password (for ACCT).
10. Click **Advanced**. The **Advanced Proxy Settings** dialog box appears.



11. Do one of the following:
 - Click **Custom**, then add the following variables. Press ENTER after each variable:
 - USER %user%

- PASS %pass%
 - ACCT %fire_pass%
 - Click **USER/PASS/ACCT**.
12. Click **OK** to save the settings and close the **Advanced Proxy Settings** dialog box.
 13. Click **OK** again to close the **Proxy** dialog box.
 14. Click **Connect** to connect now or **OK** to connect later.

USING CUTEFTP BEHIND A ROUTER

In most cases, CuteFTP does not have any problems working behind a router. If you are having problems, try transferring in [PASV](#) mode.



To transfer in PORT mode or for secure transfers, refer to your router's documentation for information on how to configure the router for such transfers.

If you are behind a NAT firewall and the FTP server is on a different network, you can only make data transfers in PORT mode using a [Clear Command Channel](#) SSL connection.

If connections or transfers fail, try one or more of the following possible solutions:

1. Ask the FTP server's administrator if the server and its network are configured to allow FTP in PASV mode.
2. Review the router documentation for information on how to set it up for FTP or how to open the appropriate ports. FTP generally uses port 21.
3. [Define a port range](#) for CuteFTP.
4. Use [UPnP](#) (if your NAT or router supports it) to establish a connection properly.
5. Turn on port mapping.

USING CUTEFTP WITH NORTON INTERNET SECURITY 2004

If you have Norton Internet Security 2004 installed on the same computer as CuteFTP, you will need to adjust a setting in the Norton program to allow CuteFTP to make connections and transfers.

Allowing CuteFTP to make connections will not compromise the other security settings in Norton Internet Security 2004.



Also see the [Knowledge Base article](#) regarding Norton Internet Security 2005.

To use CuteFTP with Norton Internet Security 2004

1. Open Norton Internet Security 2004. You can open it by clicking the Norton Internet Security icon on your task bar.
2. In the **Norton Internet Security** window, select **Personal Firewall**.
3. In the lower right, select **Configure**. A dialog box with tabs appears.
4. Click **Programs** tab.
5. In the **Manual Program Control** section, scroll down to find the **ftpte.exe** row.
6. Right-click in the **Internet Access** column of the **ftpte.exe** row, then click **Permit All**.

7. Click **OK**. Norton Internet Security 2004 should now allow CuteFTP to make connections and transfers.

CANNOT DOWNLOAD EXECUTABLE FILES

If you use remote filters while connecting with some Unix or Linux servers, CuteFTP cannot download some of the files. You must turn off the filters to download the files.

To turn off remote filters

1. In the **Site Manager**, click the site you want to change.
2. Do one of the following:
 - Right-click the site, then click **Properties**.
 - On the main menu, click **File**, then click **Properties**.
3. Click the **Actions** tab.
4. Click **Filter**. The **Filter** dialog box appears.
5. Delete any filters listed in **Remote filter**, except for the **-L** filter.
6. Click **OK** to close the **Filter** dialog box.
7. Click **Connect** and download your files.

CANNOT CONNECT FROM WINDOWS

Windows comes with a built-in Internet Firewall that is active by default and blocks all FTP traffic. You can turn off this firewall (not recommended by Microsoft) or configure it to allow connections via CuteFTP. Follow the steps below to add CuteFTP to the Windows Firewall exceptions list.

To add CuteFTP to the Windows Firewall exceptions list

1. In the Windows Control Panel, double-click **Security Center**, then click **Windows Firewall**.
2. On the **General** tab, ensure Windows Firewall is **On** and then clear the **Don't allow exceptions** check box.
3. On the **Exceptions** tab, review the **Programs and Services** list to determine if CuteFTP is listed. Look for:
 - **CuteFTP** (the interface)
 - **ftpte.exe** (the Transfer Engine)

Both programs must be shown in the list of exceptions. If they are not, then follow the steps below to add either one or both programs to the list.

4. Click **Add Program**. The **Add a Program** dialog box appears.
5. In the **Programs** list, click CuteFTP, then click **OK**. The **Add a Program** dialog box closes.
6. Click **Add Program**. The **Add a Program** dialog box appears.
7. Click **Browse** to navigate to the CuteFTP installation folder (by default in **C:\Program Files\GlobalSCAPE**), click **ftpte.exe**, then click **Open**.
8. Click **OK** to close the **Add a Program** dialog box and save your changes.
9. Verify both programs appear in the **Programs and Services** list, then click **OK** to exit Windows Firewall. The firewall will now ignore the transfer engine and the interface.



For more information about the Windows Firewall, see the article on Microsoft's web site at http://www.microsoft.com/windowsxp/using/security/internet/sp2_wfintro.msp, or search the Internet for "Windows Firewall."

TRUNCATED LISTINGS

If you connect to a server and the log displays the message **266-Options: -1** or **226 Output truncated to 2000 matches**, the server cannot display more than 2000 items in file listings. This is a limitation of the server to which you are connecting, not CuteFTP.

HELP WITH SCRIPTS

CuteFTP Professional is able to accommodate a wide range of scripts. Therefore, we are unable to offer technical support on individual scripts, other than what is available in the help files and online Knowledge Base.

If you are having trouble with your script, try to perform the desired action manually, using the CuteFTP interface. If you cannot, then troubleshoot that problem first and then retry your script.

If you are able to perform the desired actions in the desired sequence when using the interface, then the problem is not with CuteFTP or the FTP Server. The next thing to do is to troubleshoot your script line by line.

The [Transfer Engine](#) section has extensive scripting examples and help.

UNABLE TO CONNECT TO TITAN FTP SERVER WHEN USING SSL

You must use encryption for every session for every new transfer by disabling the reuse of cached sessions for data connection.

To require encryption of every session for every new transfer

1. On the main menu, click **Tools > Global Options** (or press ALT+F7).
2. Expand the **Security** node, then click **SSL Security**. The **SSL Security** options appear.
3. Clear the **Reuse cached session for data connection (required by some servers)** check box to require encryption of every session for every new transfer, then click **OK**.

FIREWALL PROBLEMS

Outgoing connections can be affected by the presence of firewall or anti-virus software on the local computer or network connection. Either one can block the ports needed to make a successful FTP connection to a remote server.

If you are using a personal firewall software package, configure it so that ports 20 and 21 are open (not blocked). It may also be necessary to grant specific permission for CuteFTP to access those ports. If you need help configuring your personal firewall software, consult the documentation or the support section of their Web site.

Symantec (Norton) support site:

http://www.symantec.com/techsupp/support_options.html

McAfee support site:

<http://www.mcafeehelp.com>

Microsoft Windows Firewall

Refer to [Cannot Connect from Windows XP](#).

CONSERVE LOCAL FILE TIME FEATURE DOES NOT WORK PROPERLY WHEN CONNECTED TO SERV-U FTP SERVER

The MDTM command is designed to be used for *retrieving* a file's time from the server. However, CuteFTP and various other FTP clients use the MDTM command to change (*set*) an uploaded file's timestamp. The standard documenting the MDTM command (<http://www.ietf.org/rfc/rfc3659.txt>) makes no provisions for using the MDTM command to *set* the file time stamp, so various clients and servers have implemented the command differently.

Turn off this feature when connecting to Serv-U or other FTP servers that modify the time sent as part of the MDTM *set* sequence.

The typical command syntax is MDTM YYYYMMDDHHMMSS FILENAME, where the HHMMSS is either the client's actual local time zone or, in the case of some FTP clients, GMT (Greenwich Mean Time), which mimics the *retrieve* behavior of MDTM [as documented in section 2.3 of the standard](#).

Certain servers, such as Serv-u, have extended the MDTM command even further, adding a time zone parameter to the end of the MDTM command, as follows:

```
MDTM YYYYMMDDHHMMSS[+-TZ] FILENAME
```

CuteFTP does not support this proprietary [+-TZ] parameter. Also, CuteFTP sends the local time for the HHMMSS portion of the MDTM command sequence, not the GMT time. Unfortunately, Serv-u (and potentially other FTP servers) expect the time to be sent in GMT and automatically adjust the time for the file, causing it to be different than what the client expected.

Example

CuteFTP retrieves a listing. File time shows 8:55 AM:

```
-rw-rw-rw-  1 user      group      20249 May 14 08:55 Reports.cfc
```

CuteFTP does an MDTM *retrieve* time to determine what the remote file's time is. Notice the server sends 12:55 PM, adding 4 hours due to the server's time difference and GMT:

```
COMMAND:>      MDTM Reports.cfc
                213 20040514125501
```

CuteFTP uploads the replacement file:

```
STOR Reports.cfc
```

CuteFTP issues an MDTM command to *set* the time according the actual date and LOCAL time of the file, 12:55 PM:

```
COMMAND:>      MDTM 20040514125501 Reports.cfc
```

Subsequently, CuteFTP retrieves the list from the server, with the time of 8:55 AM.

```
-rw-rw-rw-  1 user      group      20249 May 14 08:55 Reports.cfc
```

Notice that the server did not write the timestamp as 12:55, as requested. Instead, it assumed the timestamp was in GMT and subtracted 4 hours.

PUBLIC KEY AUTHENTICATION FAILS

After you set up an account for public key authentication, you still have to enter a password the first time you log in. When you set up public key authentication for an account and set the authentication type to

Pwd OR Key, WinSSHD still must cache the password so that you can log in with just the public key. Therefore, on your first login attempt after you set up public key authentication, WinSSHD asks you for a password to store in the cache, even if your client already authenticated successfully using a public key. When this happens, just supply a valid password. When you log in after that, the password will be cached and you will not have to provide it again.

GLOBALSCAPE SUPPORT CENTER

For fast answers to most questions, please visit the [GlobalSCAPE Help Center](#). Our Customer Service team can answer your questions about software activation and registration or help with order problems. If you need technical assistance with your software, please submit your question to the [Technical Support](#) team.

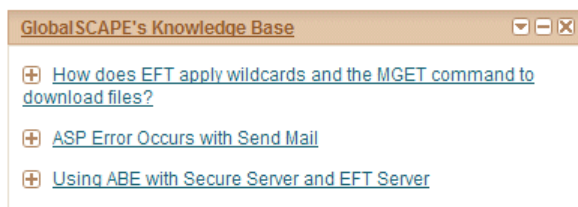
- The GlobalSCAPE [User Forum](#) is a great place to find information or seek help from the global community of GlobalSCAPE customers and product experts.
- The GlobalSCAPE [Knowledge Base](#) (KB) is a database of information on our products.
- [Subscribe to the RSS feed](#) to keep abreast of the latest KB articles. Copy and paste this URL <http://kb.globalscape.com/rssfeed.aspx> into your RSS feed reader. (See [below](#) for examples.)
- [Subscribe to GlobalSCAPE Email Announcements](#) Sign up for the GlobalSCAPE Newsletter, press releases, product announcements, and other GlobalSCAPE news.
- [Recover a Lost Serial Number](#) - If you know the email address you used when you activated the software, we can send it to you at your new address.
- [Contact Customer Service](#) by phone or email.
- [Contact Sales](#) by calling 1-800-290-5054 or 1-210-308-8267, or use the online submission form. Sales representatives are available 8:00 a.m. to 6:00 p.m. (US Central Time) Monday through Friday, excluding [major US holidays](#).
- [Order Status](#) - Complete the online email form to request information about your order.
- [CuteFTP support pages](#) provide downloads, documentation, activation instructions, and the latest news regarding CuteFTP.

To add the GlobalSCAPE Knowledge Base RSS feed to your Google home page



The procedures below are provided as an example; see your feed reader's online help for specific instructions.

1. Sign in to your Google home page, then, in the upper right area of the page, click **Add Stuff**.
2. At the top center of the page, to the right of **Search Homepage Content**, click **Add by URL**. The **Add by URL** form appears.
3. In the text box, provide the URL of the RSS feed, <http://kb.globalscape.com/rssfeed.aspx>, then click **Add**.
4. In the upper left corner, click **Back to Homepage**. The GlobalSCAPE RSS feed appears on your home page.



To add the RSS feed to Microsoft Outlook 2007

1. On the main menu, click **Tools > Account Settings**.

2. On the **RSS Feeds** tab, click **New**.
3. In the **New RSS Feed** dialog box, type or paste the URL of the RSS Feed. For example, <http://kb.globalscape.com/rssfeed.aspx>.
4. Click **Add**.
5. Click **OK**.



Microsoft Office Online provides a [tutorial](#) on RSS feeds.

FINDING INFORMATION IN THE HELP

You can find information in the online or application help in several ways:

- **Hyperlinks** - Clickable text that opens another topic or a Web page.
- **Related Topics** - Listed at the bottom of many topics, lists other topics relevant to the current topic.
- Using the **Contents**, **Search**, or **Favorites** tabs, do the following:

| Tab | Description |
|-----------|---|
| Contents | Contains the table of contents. Click a main heading (represented by a book icon) to display pages that link to topics, and click each subheading (represented by a page icon) to display the corresponding topic in the right pane. |
| Search | Use the search pane or the Search box in the toolbar to locate words or phrases within the content of the topics. Type the word or phrase in the text box, press ENTER, then click in the list of topics, click the topic you want to view. |
| Favorites | (This option is not available in the Web help.) You can add a frequently viewed topic to the Favorites tab in the application's help. Click Add to add the topic you are viewing to the Favorites tab. To remove a topic, click the topic then click Remove . To display a topic, double-click it or click the topic, then click Display . |

Searching the User Guide or globalscape.com

When searching, try several different searches using different words for the same concept. For example, if you want help with creating a script, search for *script*, *vb*, *batch*, and so on. Also, we have attempted to provide intuitive names for the topic titles, and the Index and Table of Contents contains the topic titles of every topic in the help file. So, in this example, if you are looking for a procedure on how to create a script, click the **Index** tab or **Contents** tab and scroll to the topic *Creating Scripts*.

When you search globalscape.com, you are searching across all of GlobalSCAPE products, not just CuteFTP. For targeted searches, try the application's help file first, then the online help file, then the [Knowledge Base](#), then the [user forum](#). (You can also search this PDF.) If you still cannot find the answer to your question, contact [GlobalSCAPE Technical Support](#). Be sure to let us know that you had problems finding your answer in any of our self-help resources so that we can provide better information in the future.

Printing a Help Topic

To print a Help topic:

1. Do one of the following:
 - Click the Print icon in the toolbar.

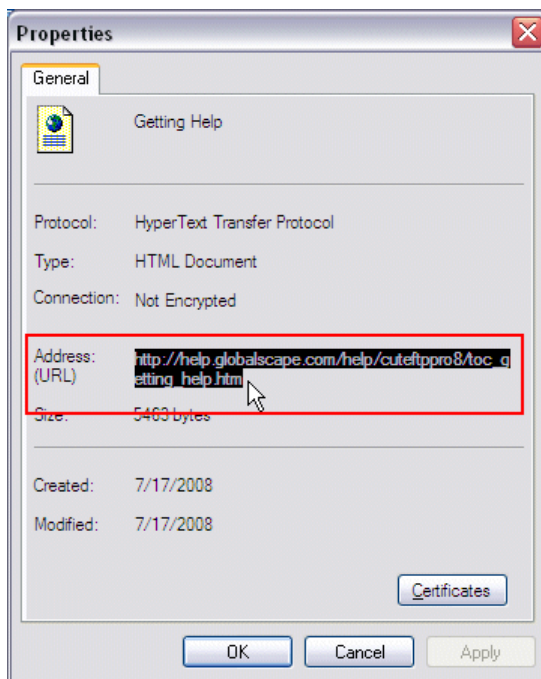
- Right-click in the topic (in the right pane), then click **Print**. The **Print** dialog box for your operating system appears.
2. Click **Print**. The topic is printed to the specified printer.

Sharing Topic Links from the Online Help

In the online (HTML) help, the address bar displays the IP address (URL) of the help file, not the URL of the specific topic. If you right-click in the topic, then click **Properties**, you can copy the URL of the topic; however, the URL displays only the topic, without the Table of Contents.. The procedure below describes how to send a topic URL that also displays the Table of Contents.

To copy a topic URL that includes the table of contents

1. Open the topic in your Web browser.
2. Right-click within the topic (the right frame), then click **Properties**.
3. Highlight the URL for the topic, right-click the selection, click **Copy**, and then close the **Properties** dialog box.



4. Right-click in the address bar of your browser, click **Paste**, and then press ENTER. The topic displays, but not the table of contents (TOC).
5. If you want to see the topic AND the TOC, click **Show**. The URL will update in the address bar and the TOC will appear to the left of the topic.
6. Copy the URL in the address bar (e.g., http://help.globalscape.com/help/cuteftp8/index.htm#toc_getting_help.htm) and paste it into an e-mail.

USING THE KNOWLEDGE BASE

GlobalSCAPE's Knowledge Base, <http://kb.globalscape.com>, provides information in HOW TOs, FAQs, and other types of articles. Many of the articles are created as a result of assisting customers with configuration and troubleshooting.

| | |
|---|---|
| Browse Search | |
| Home : Search Knowledge Base | |
| Search Knowledge Base | |
| For solutions containing: | <input type="text"/> |
| Within: | All Categories |
| Type: | All Types |
| Using: | All of the words entered |
| Search: | <input checked="" type="radio"/> Article Title & Text <input type="radio"/> Article Title Only <input type="radio"/> Article ID |
| Maximum Age... | Any Age |
| <input type="button" value="Go"/> | |

Search Tips:

- For the most comprehensive search for articles specific to CuteFTP type `cuteFTP`, then click **Go**.
- To narrow your search, in the **Within** drop-down menu, click **CuteFTP**.
- To only find certain types of articles (FAQ, HOWTO, INFO, etc.), in the **Type** drop-down menu, click an article type.
- In the **Search** area, the options apply to where it searches, not the display of results. That is, if you search for `cuteftp` and then click **Article ID**, no results are returned, since Article IDs are numbers. For example, if you wanted to search for an article ID 10070, in the **For solutions containing box** type `10070`, click **Article ID**, then click **Go**.
- To search for your keyword only in article titles, click **Article Title Only**.
- To search only for articles going back a certain length of time (e.g., 3 days ago, last year), click the **Maximum Age** drop-down menu, then click the interval.
- After your search results display, at the bottom left of the page, you can click a drop-down menu to choose to display from 10 to 100 results per page, then click **Update**.

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When you contact GlobalSCAPE Customer Support for assistance, you might be asked to provide your serial number, which is available in the **About** dialog box:

- On the main menu, click **Help > About**. The **About** dialog box appears.

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zlib.h -- interface of the 'zlib' general purpose compression library version 1.2.1, November 17th, 2003

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