CuteFTP Lite

User Guide, v8.3

globalSCAPE®

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About CuteFTP Lite

CuteFTP Lite is a Windows-based File Transfer Protocol (FTP) application that allows you to use FTP without having to know all the details of the protocol itself. CuteFTP Lite simplifies FTP by offering a user-friendly Windows interface instead of a cumbersome command-line utility. CuteFTP Lite gives novice PC users the ability to upload, download, and edit files on remote FTP servers around the world.

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.

To remove CuteFTP from your computer

1. Click **Start > Settings > Control Panel**, then click **Add/Remove Programs**.
2. Click **CuteFTP Lite**.
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.

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).

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/l/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.

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.

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 your 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 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. 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, reproduce the problem, then copy and paste the log in to our online support request form or your Web Hosting Provider/Internet Service Provider.

The CuteFTP Lite interface is divided into four panes. The upper pane displays the Log and the bottom pane displays the Queue. You can choose to hide or display the Log pane and Queue pane. The two center panes represent the folders and files available on local and remote drives, much like Windows Explorer. The Local pane lists the folders and files on your computer. (If you are using a shared computer, you can only see the folders and files to which you have access.) The Remote pane lists the folders and files that are available to you on the remote server.
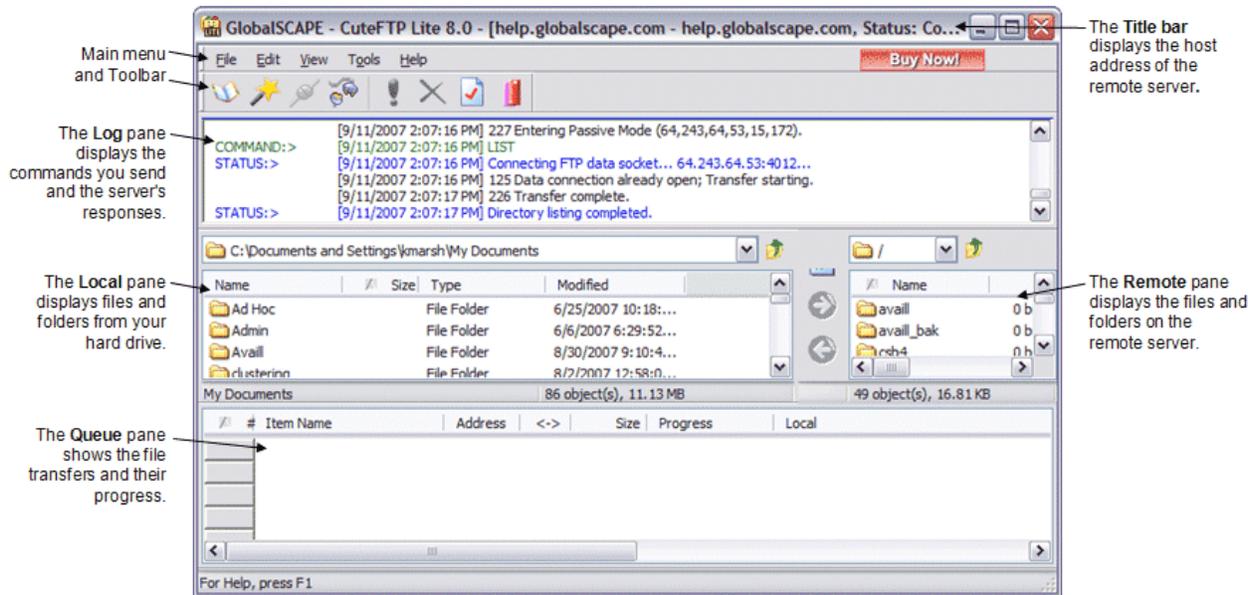
Configuring CuteFTP

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
   - List
   - Details
   - Thumbnails

Displaying the Site Manager

To display or hide the Site Manager

- Do one of the following:
  - o Press F4 to toggle the **Site Manager**.

o   On the main menu, click **Tools > Site Manager > Display Site Manager**.

If you are connected to a site when you choose to display the Site Manager, a confirmation prompt appears to warn you that you will be disconnected from the site.

Displaying Folder 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 the Connection Log

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

To display the connection log

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

    The log for the active session is displayed above the local and remote panes.

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) .

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**.

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 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

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.

Log Display and Capture Settings

The connection and transfer information that appear in the Log pane is color coded. By default, STATUS logs are in blue text, COMMAND logs are in green text, ERROR logs are in maroon text, and other information is in black text. You can a specify a different color for each log type in the Global Options dialog box. You can also change the display font type (e.g., Arial), font style (e.g., Bold), size (e.g., 10pts), and script (e.g., Western)..

To access the log display and log saving options

1. On the main menu, click **Tools > Global Options**.

2. Expand the **General** node, then click **Logs**.
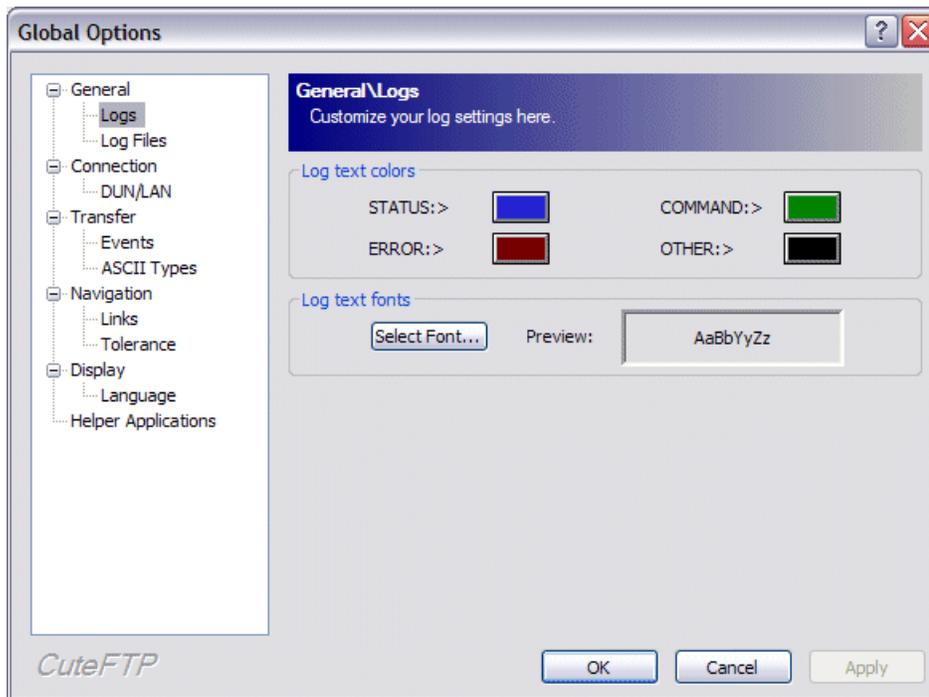
Log text colors

To specify a new color for all log window status messages

1. Click the applicable color icon. The color picker appears.
2. Click a color, then click **OK**.

Log text fonts

To change the style of text in the log windows

1. Click **Select Font**. The **Font** dialog box appears.
2. Specify the font type, font style, size, and script then click **OK**.

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.

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
F8	Display folder information
F9	Cancel transfer
Alt+Enter	Folder, file, or site properties
Alt+Up Arrow	Move to parent folder
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+Q	Exit
CTRL+A	Select All
CTRL+C	Copy
CTRL+D	Change remote folder
CTRL+E	Execute file
CTRL+F	Find
CTRL+J	Launch Connection wizard
CTRL+M	Make new folder
CTRL+N	New FTP Connection
CTRL+O	Open (new document)
CTRL+Q	Add current path as new bookmark

Key	Function
CTRL+R	Reconnect
CTRL+T	Connect to selected site
CTRL+W	View file
CTRL+X	Cut
CTRL+F8	Quick Connect
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+B	Change item queue order (place at bottom)
CTRL+SHIFT+D	Change item queue order (move down one)
CTRL+SHIFT+T	Change item queue order (move to top)
CTRL+SHIFT+U	Change item queue order (move up one)
SHIFT+F4	Disconnect

The topics below describe the various methods for connecting to sites to transfer files.

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:

     o 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.

     o 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.

     o 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.

     o 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 shuts down.

     o 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.

     o 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.

Making Your First Connection - 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 > 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.

Connecting to Sites in the Site Manager

After you have connected to a site in the Connection Wizard, you can later connect to the site from within the Site Manger.

To connect a site in the Site Manager

1. Display the Site Manager. A list of sites to which you have previously connected appear in the **Remote** pane.
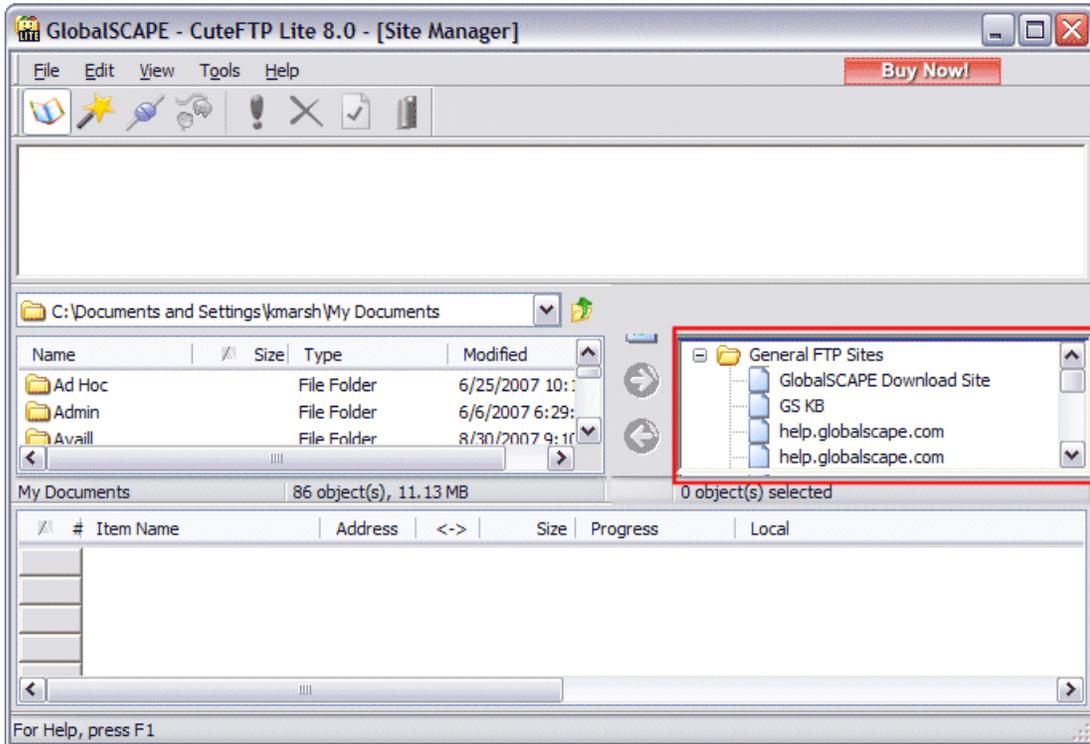
2. Right-click a site, then click **Connect**, double-click the site, or press CTRL+T. The **Login** dialog box appears.

3. Type the **Username** and **Password** provided to you by the server administrator.

4. In the **Password protection** box, click an encryption option, if required by the server (Not encrypted, MD4, MD5).

5. If you want to connect automatically next time, select the **Do not show this prompt again** check box. If you select the check box, then when you right-click the site, then click **Connect**, double-click the site, or press CTRL+T, the **Login** dialog box will not appear. Instead, CuteFTP will attempt to connect you to the site using the login credentials that you provided for the previous connection.

6. Click **OK**. CuteFTP connects to the site.

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.

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:

            o   **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.

            o   **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.

            o   **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 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:

        o   **Transfer immediately** to start transfer of the queued item as soon as it is dropped in the queue.

        o   **Suspend** to place the item in the queue, but to hold the transfer.

    -   In the **When double-clicking an item** box, click one of the following actions:

        o   **Transfer immediately** to send the item to the displayed remote site or the default download folder

- o **Add to queue & suspend** to place the double-clicked item in the queue, but hold the transfer
- o **Launch in viewer** to open the item in the **File Viewer** program chosen in **Helper Applications**
- o Open to run the item if it is a program
- o **Edit** to open the item in the **File Editor** program chosen in **Helper Applications**

- 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.

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 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**.

1. 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**.

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**.
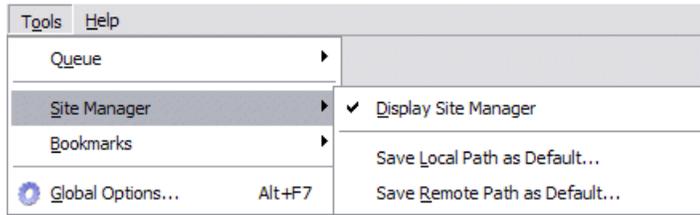
4. In the **Remote** pane, browse to the folder that you want to make the default.

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.
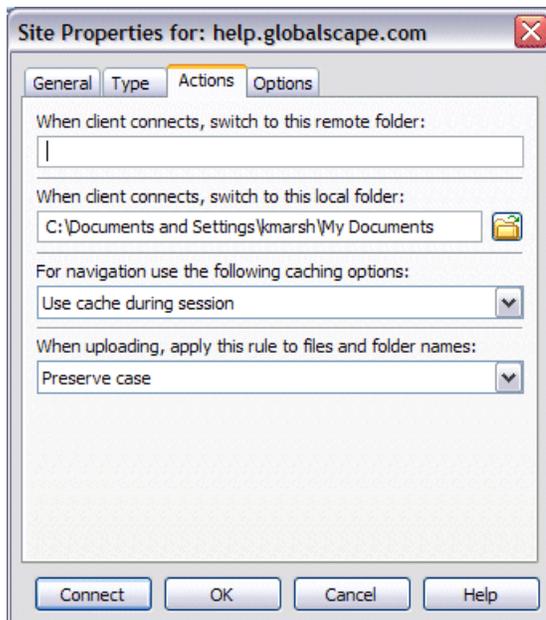
3. To switch to a specified remote folder when CuteFTP connects, in the **When client connects, switch to this remote folder** box, type the remote folder name, prepended with a forward slash. For example, type `/mywebsite`.

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**.

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 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 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. 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.

Storing and Modifying Site Configuration

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 Properties

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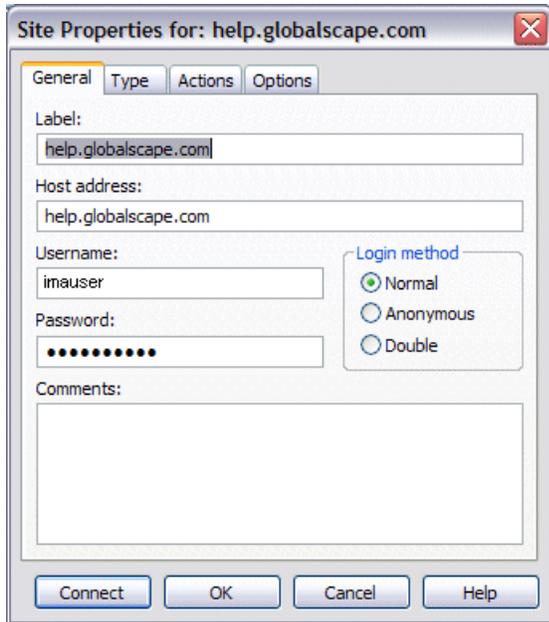
Label - Type a descriptive name for the site, as it will appear in the Site Manager.

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.

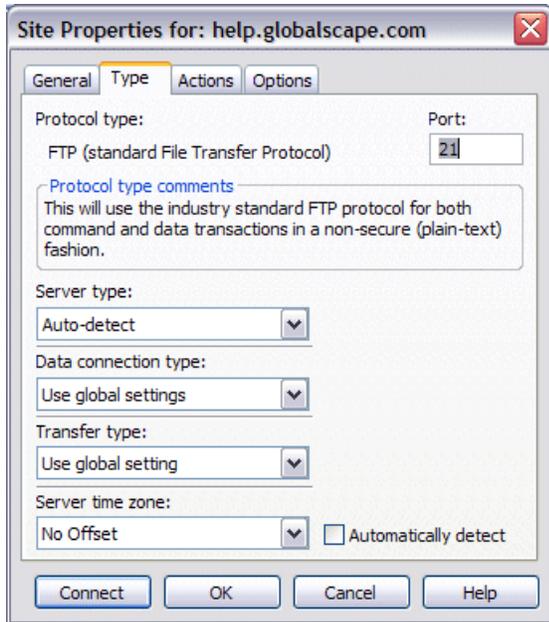**Port** - The default port number appears (e.g., FTP = 21) You can change the number if the default is not correct for your site. Contact your ISP/Web service provider for the correct port number.

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 PORTor PASV 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.*

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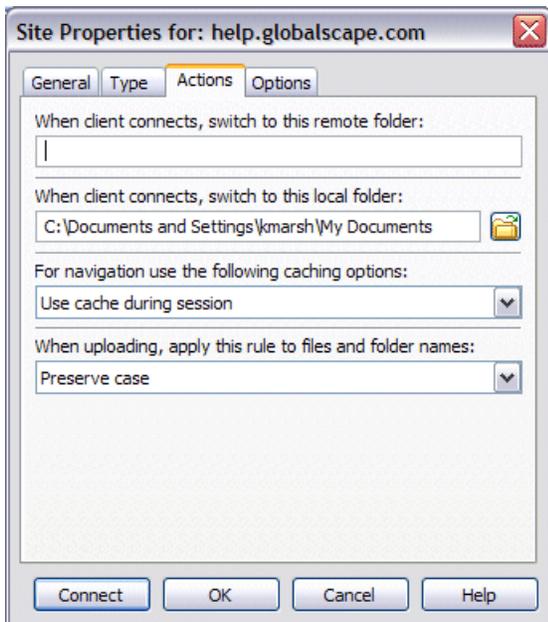
When client connects, switch to this remote folder - Type the full path to any folder on the remote site, and CuteFTP will automatically open the folder in the Remote Pane when you connect to the site.

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.

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.
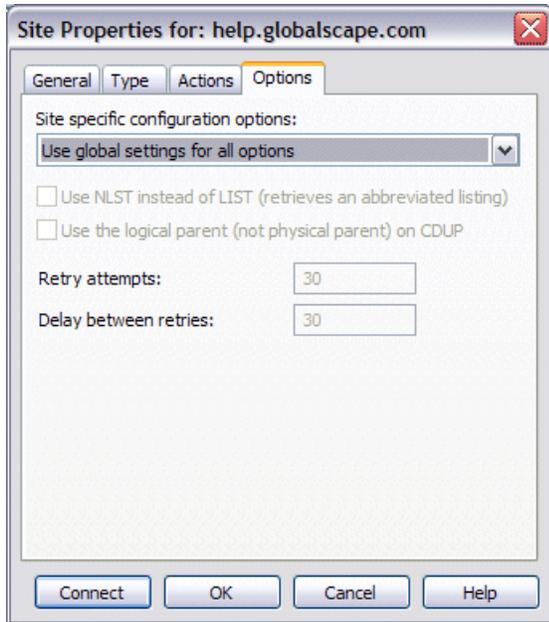
Site-specific configuration options

- **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.

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.

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.

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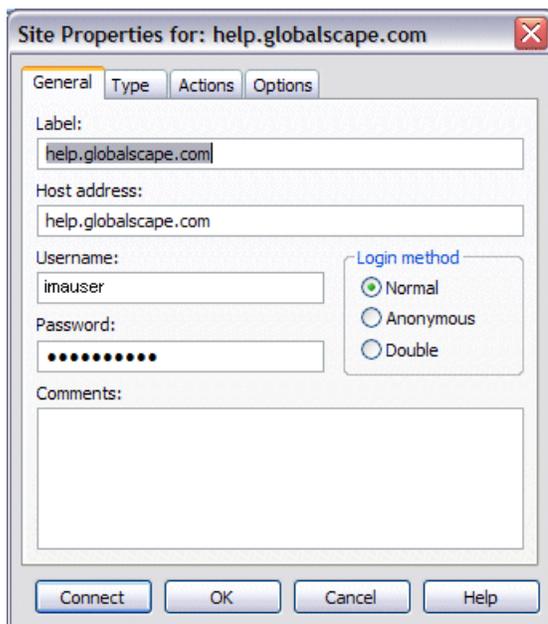
3. Change the information as needed, then click **Connect** to accept the changes and connect to the site or **OK** to accept the changes without logging in.

Changing the FTP Port

On the **General** tab of the **Site Properties**, 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 Type tab.
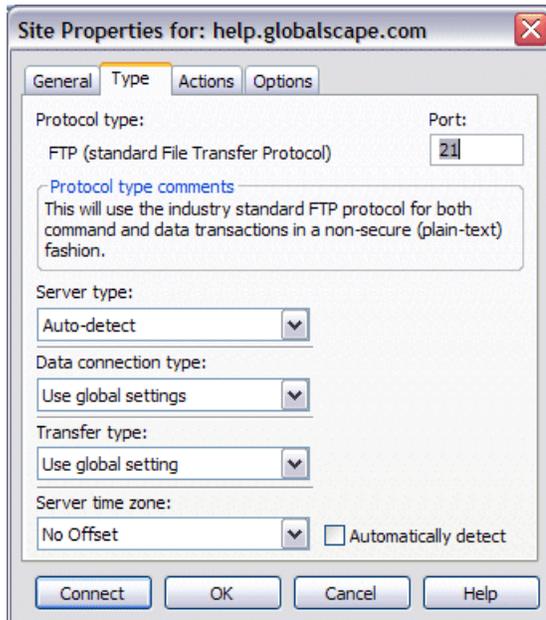
3. In the **Port** box, type a new port number, then click **Connect** to accept the changes and connect to the site or **OK** to accept the changes without logging in.

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.
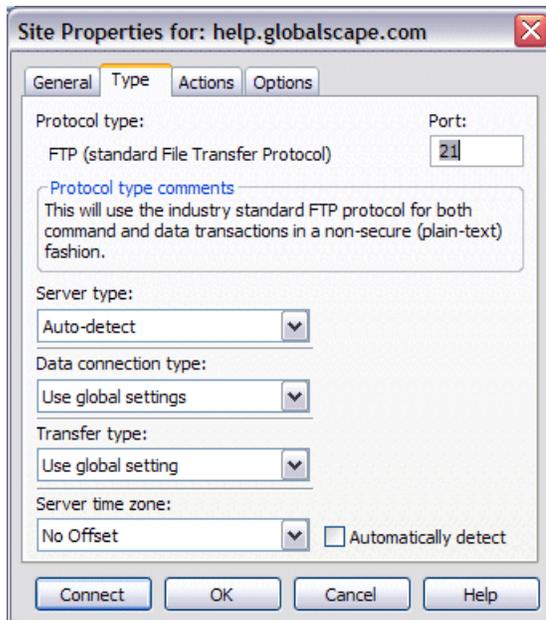
3. In the **Server Type** list, select a server type.

4. Click **Connect** or **OK**.

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.
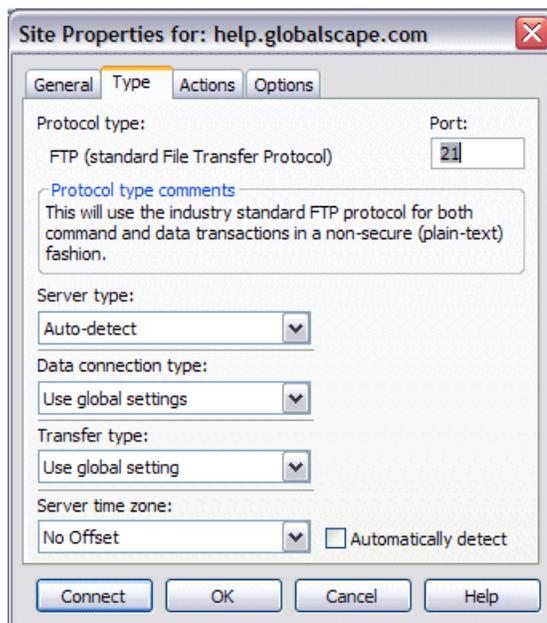
3. In the **Data Connection Type** box, click **Use PORT** or **Use PASV**.

4. Click **Connect** or **OK**.

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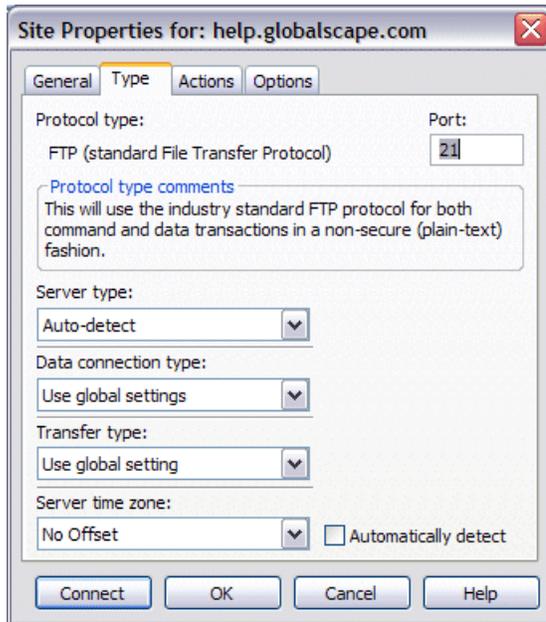
3. In the **Server time zone** list, select the server's time zone. Alternately, select the **Automatically detect** check box, and CuteFTP will determine the time zone from the system clock.

4. Click **Connect** or **OK**.

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**.

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.
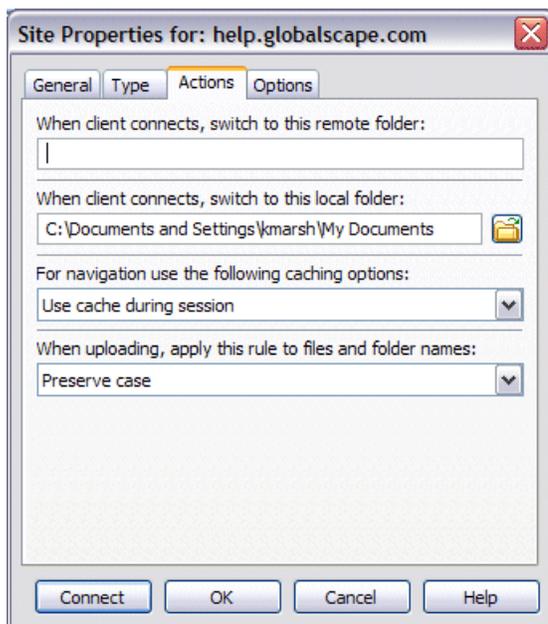
3. In the **For navigation use the following caching options** box, click one of the following:

    *   **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**.

Forcing Upper or Lower Case Filenames on Upload

By default, all file names upload to the site in the case in which you created them. For consistency, you might want to force all of your filenames to upper case or lower case when you upload the files. Certain servers require filenames in all lower case.

To force upper or lower case filenames.

1. Display the Site Manager and view the Site Properties.

2. Click the Actions tab.
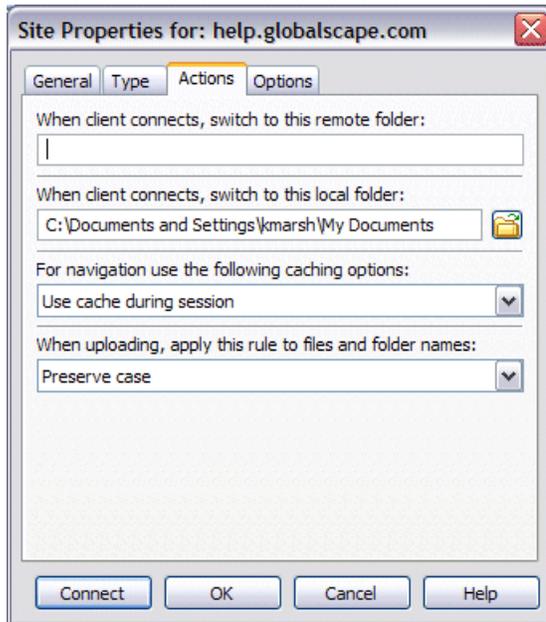
3. In the **When uploading, apply this rule to files and folder names** box, click one of the following:

- **Force lower case** - Change all uploaded file names to lower-case letters.
- **Force upper case** - Change all uploaded file names to upper-case letters (all capitals).

4. Click **Connect** or **OK**

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** pane, click or browse to the folder you want to bookmark.
3. In the **Remote** pane, 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**.
- On the toolbar, click **Bookmark > Bookmark current folder** .
- Press CTRL+Q.

The **Set bookmark** dialog box appears.
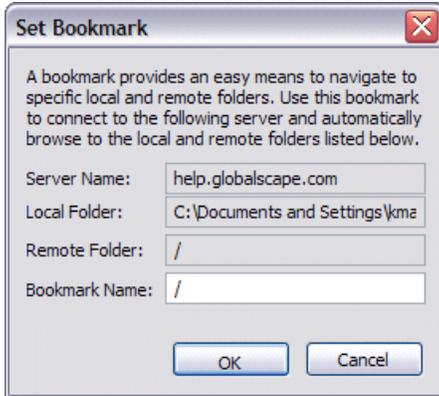
5. The **Local folder** and the **Remote folder** are displayed in the **Set Bookmark** dialog box and cannot be changed. To change the local folder and remote folder you have to repeat the previous steps.

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.
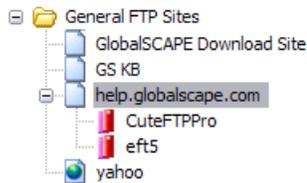
To connect to a bookmarked directory

- 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.

The **Remote** pane reloads displaying the bookmark's remote folder, if specified; otherwise, the root folder displays. The **Local** pane displays the local folder specified in the bookmark.

To edit a bookmark

1. In the **Site Manager**, click the bookmark.

    The **Bookmark Properties** dialog box appears.
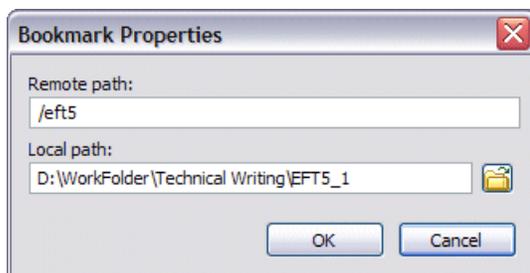
3. To change the remote folder, in the **Remote path** box, type a new remote path.

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. 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**.

Saving and Deleting Log Files

You can specify where to save log files and how often to delete them.

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

     Logs for active sessions are not deleted.

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.

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.

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.*

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 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.

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**.

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.
H	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.
H	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.
SKIP	The item has been skipped, usually because you chose to skip it manually.
❌	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.

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.

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**.

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**.

1. 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**.

Improving Slow Transfers

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

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.

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.

Preserving the Local Time Stamp

You can configure CuteFTP to keep a downloaded file's time stamp the same on the local computer as it is on the server and keep an uploaded file's time stamp the same on the server as it is on the local computer.

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. Select the **Preserve remote time stamp for downloaded files** check box to keep a downloaded file's time stamp the same on the local computer as it is on the server. Clear the check box to allow the local computer to give downloaded files a new time stamp.

4. Select the **Preserve the local time stamp for uploaded files if the server allows MDTM** check box to keep an uploaded file's time stamp the same on the server as it is on the local computer. Clear the check box to allow the server to give uploaded files a new time stamp.

   The FTP command MODIFICATION TIME (MDTM) can be used to determine when a file on the server was last modified. The Internet Engineering Task Force (IETF) does not endorse using MDTM to **modify** *a remote file's time stamp; however, quite a few servers support it. CuteFTP attempts the command when requested and reports errors in the log (if any).*

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.

Transfer Settings

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 **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.

   - 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.

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 the HTML editor that you have specified in Global Options.
3. Make any desired changes.
4. On the main menu, click **File > Save**.

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**.

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:
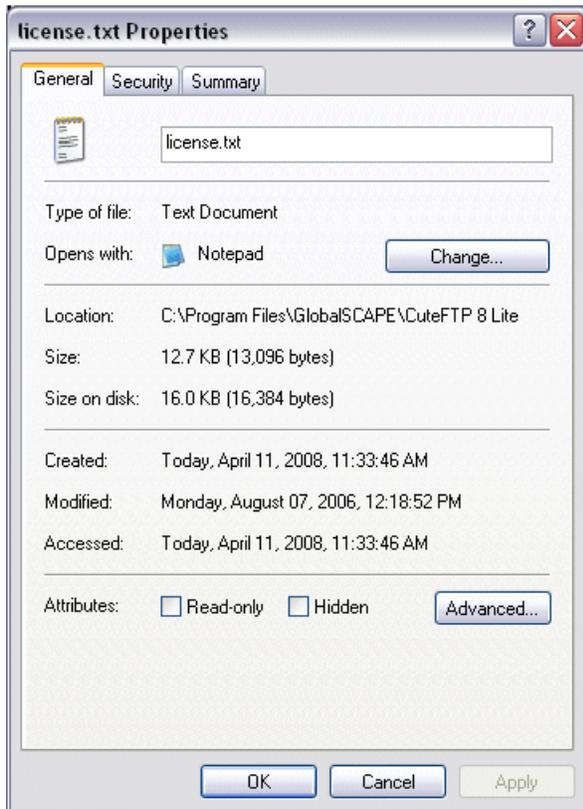
- **Type**: Kind of item (e.g., HTML document, File Folder)
- **Location**: Path where the file resides (e.g., C:\Documents and Settings\user1\My Documents; on the remote server, displays the directory)
- **Opens with**: Indicates in which application the file opens. To open ALL files of that type with 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:
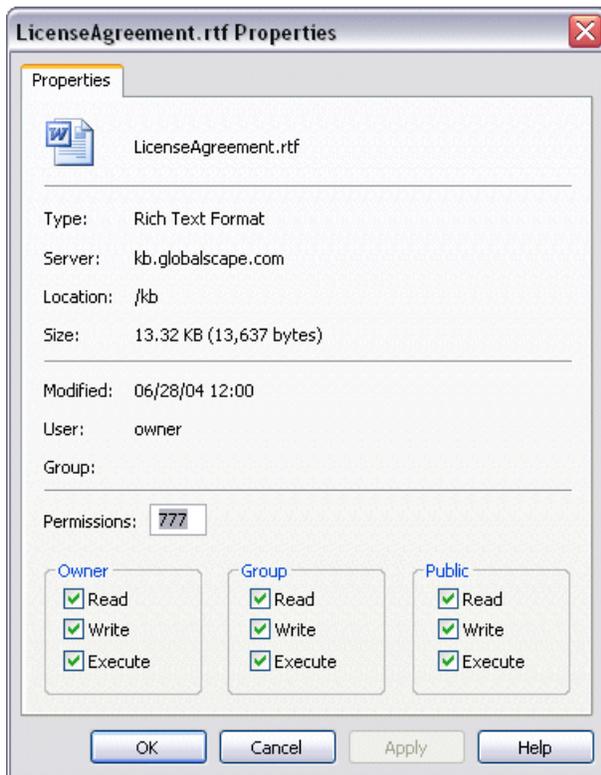
- **Server**: The address (URL) of the server on which the file resides
- **Modified**: When the item was last modified
- **User**: Specifies the user of the item (e.g., owner)
- **Group**: Specifies the group to which the item belongs (can be blank)
- **Read/Write Permissions**: You can set the CHMOD 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.)

Viewing and Editing HTML Files

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.

- On the main menu, click **File > Edit** (or press CTRL+ENTER). The file opens in the HTML editor that you specify below.

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 specify the application in which to view files, in the **File Viewer** box, browse for or type the path to the program you want to use.

    - To open files for editing, , in the **File editor** box, browse for or type the path to the program you want to use.

      When you edit remote files, 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.

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.
3. 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	Status
4	bv_page.gif	ftp.glob...	➡	?	0 bytes	D:\Work...	/pub/bv_...			0:00:00	?	?	Suspende
7	DIALOG.CID	ftp.glob...	➡	?	0 bytes	D:\Work...	/pub/DIA...			0:00:00	?	?	Suspende
5	wht_glo_h.gif	ftp.glob...	➡	?	0 bytes	D:\Work...	/pub/wht...			0:00:00	?	?	Suspende
6	wht_glo_n.gif	ftp.glob...	➡	?	0 bytes	D:\Work...	/pub/wht...			0:00:00	?	?	Suspende
8	wht_idx_h.gif	ftp.glob...	➡	?	0 bytes	D:\Work...	/pub/wht...			0:00:00	?	?	Suspende
1	wht_next_g.gif	ftp.glob...	➡	?	0 bytes	D:\Work...	/pub/wht...			0:00:00	?	?	Suspende
2	wht_prev.gif	ftp.glob...	➡	?	0 bytes	D:\Work...	/pub/wht...			0:00:00	?	?	Suspende
3	wht_prev_g.gif	ftp.glob...	➡	?	0 bytes	D:\Work...	/pub/wht...			0:00:00	?	?	Suspende

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**.

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**.

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 remove 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.

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.mspx.*

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
```


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.mspx?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 at the top of the interface.
- 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. 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 *nn* 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

Code	Description
	abort).
227	Entering Passive Mode.
230	User logged in, proceed.
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	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 **Possible Solutions** 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: 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.
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.

Code	Description
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.

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.

- o 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.
  - o 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.
  - o 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 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 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 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.*

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**.

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, remove items from the Queue Pane and make sure only one instance of CuteFTP is running.

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. Try pinging the address (see Troubleshooting Tips for details).

5. 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).

6. Do a traceroute to the destination to verify all routers along the connection path are operational (see Troubleshooting Tips for details).

7. Verify that your Windows network connection is setup properly. (Can you connect to the Internet?)

8. Verify that your local software or hardware firewall is not blocking outbound connections originating from CuteFTP.

9. 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**.

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**.

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.

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.

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**.

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.

Using CuteFTP behind a Router

In most cases, CuteFTP does not have any problems working behind a router. If you are having problems, try transfering in PASV mode.

To perform transfers 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 connections or transfers still 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.

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.

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

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)...
ERROR:> Can't connect to remote server. Socket error = #2000.
ERROR:> Timeout (60000ms).
STATUS:> 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.

For the most up-to-date information regarding this version of CuteFTP; to view version history, updates, and activation instructions; to download a PDF of this user guide; and for other self-help resources, visit the GlobalSCAPE Support Center.

After release of the product, the online help is updated as errors and omissions are identified; therefore, you should visit the Support center when the help in the application does not answer your questions.

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. Personal technical assistance for CuteFTP Lite is not available by phone.

- 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. .

- 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 contain 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 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 the 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's 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.
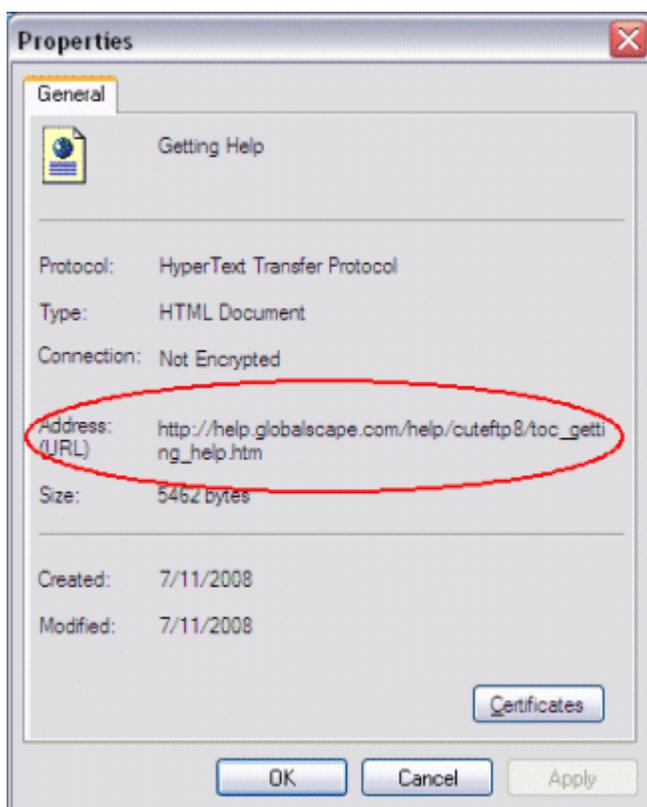
4. Right-click in the address bar of your browser, click **Paste**, and then press ENTER. The topic displays, but not the table of contents (TOC).

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.

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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