

CuteFTP Home 7

User's Guide

glObalSCAPE®

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Getting started with CuteFTP Home

If you're new to the Internet or to CuteFTP Home, here's the information you need to get started.

- CuteFTP Home's main screen
- Making your first connection
- Transferring files and folders
- What's new

Support

Questions? Navigate to <http://www.globalscape.com/support> for information on customer service, technical support, software registration, product manuals, and downloads, as well as access to GlobalSCAPE's Knowledge Base and FAQs.

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CuteFTP 7 Home New Features

New features for CuteFTP Home include:

- View your local and remote images using Thumbnail View just like in Windows Explorer.
- Edit remote files with ease by choosing between Full and Partial Screen Remote Edit modes.
- Set advanced options such as the specific IP Address and Port Range to use when negotiating the connection port through NAT or Firewall devices.
- Schedule concurrent events. Set up as many scheduled events as you like for transfers, synchronizations, monitoring, site backups, etc.
- Faster Startup allows you to start working as soon as you launch the program.
- Show transfer date/time in queue helps determine start and stop time of transfers.
- Even up Panes make it easier to make eyeball comparisons of local and remote directories.
- On Connect Prompts help communicate status during the connection process.
- CTRL key same session transfer enables you to force transfers to occur over the same session.
- Fonts for all panes let you customize the font size and colors used for all views (local, remote, log, queue).
- Automatic Server Port Mapping provides automatic behavior to assist connection to problem servers.
- Miscellaneous enhancements made to improve usability and efficiency.

About CuteFTP Home

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

Registering CuteFTP

CuteFTP must be registered, or activated, within 30 days or it will no longer function. To register and fully activate your software please input the Registration Serial Number you received when you are prompted to do so. For the registered user name, you may use either your first and last name or your company name. This information appears under Help > About from the menu bar.

To ensure your software is registered accurately, we recommend you provide all of the optional details that are requested. This helps us confirm your eligibility for technical support or any upgrades that may become available in the future.

Troubleshooting product registration

If registration fails, try the following:

INVALID SERIAL NUMBER

Make sure the serial number is valid. It is not case sensitive; however, it is alphanumeric and must be entered exactly as it displays on your invoice or label. If you received a digital invoice, try copying the serial number to the Windows clipboard and then paste it into the serial number box in the registration wizard.

SERIAL NUMBER ENTERED FOR THE WRONG PRODUCT TYPE

Registration serial numbers are specific to a particular product. For example, you cannot register CuteFTP Professional with a CuteFTP Home serial number and vice-versa. Also, a serial number for version 7 can't register version 6 and vice-versa. Double-check your invoice to see what product and version you purchased. Compare that to the product name

and version shown in your Help About box or on the Splash screen. If they don't match, then please download the correct product from our website. If you accidentally purchased the wrong product please contact us.

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 go through a manual registration process, where you e-mail us certain information and we subsequently reply with an unlock code, or choose to 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).

Note:

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.

UNABLE TO CONNECT DUE TO PROXY SETTINGS

In the Registration Failed dialog, click on the HTTP Proxy button and modify your proxy settings so that CuteFTP can perform HTTP (Web) transactions. If you don't know how to edit these fields, check with your system administrator.

LOST SERIAL NUMBER

If you cannot locate your serial number, you can obtain a copy from GlobalSCAPE Support if you still have the original e-mail address used to purchase the software. If you no longer have access to that e-mail account or don't recall what e-mail address you used, contact customer service department and provide your name, address, order ID or any other pertinent data that you believe might help us locate your original purchase record.

Making your first connection

TO MAKE A CONNECTION TO AN FTP SITE

1. Select **File > Connect > Connection Wizard**.
2. Type a name for the site in the **Label** field. It can be any name you choose.
3. Enter the address for the site in the **Host** field. You can enter a domain address like ftp.globalscape.com or an IP address such as 192.168.20.52. If you don't know the address, please contact your Web hosting company.

4. In the **Username** field, enter the user name given to you by your hosting provider.
5. In the **Password** field, enter the password given to you by your hosting provider.
6. Click **Connect**. CuteFTP will connect to the remote computer and the site information will be saved in the **Site Manager** for future use.

Transferring files and folders

TO UPLOAD FILES (TRANSFER FROM A LOCAL TO REMOTE COMPUTER)

1. Connect to a remote site.
2. In the Local (left) pane, locate the file or folder you want to upload.
3. Select and drag the item from the Local (left) pane to the Remote (right) pane.

TO DOWNLOAD FILES (TRANSFER FROM A REMOTE TO A LOCAL COMPUTER)

1. Connect to a remote site.
2. In the Remote (right) pane, locate the file or folder you want to download.
3. Select and drag the item from the Remote (right) pane to the Local (left) pane.

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 off my server?
- Why can't I connect to my FTP site?
- Does CuteFTP support SSL (FTPS) and SSH2 (SFTP)?
- How do I connect if I'm behind a firewall?
- Why won't my files transfer?
- How do I remove files from CuteFTP that have finished transferring?
- What is the Transfer Engine (TE)?
- How does CuteFTP Professional & Home differ?
- How can I get a copy of CuteFTP?
- How long does it take to download?
- Do you offer any online or offline support?
- How can I best describe my problem if I contact technical support?

Note:

Reference the troubleshooting section 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, located under File > Connection > Connection Wizard. It will bring up a window that will ask you for a Label for the site and the rest of the login information provided to you by your Web Host Provider.

WHAT IS MY FTP HOST ADDRESS?

This information is assigned by your Web Hosting Provider. If you Don't know what the FTP address is or are not sure, you can contact your Web Hosting Provider or Internet Service Provider and they can give that information to you.

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 connect to your site. Once connected, you can upload your files by browsing to the directory where your files are located on the left hand window of the screen. Click on the files you wish to upload and drag them across to the corresponding right hand window (the server side). You will see the upload progress of your files in the queue window at the bottom of your CuteFTP 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. Click on the files you wish to transfer located in the first server window. Drag and drop these files to the second server window and they will be transferred from the first server to the second server.

More on site-to-site transfers.

HOW DO I NAVIGATE THE DIRECTORY TREE IN CUTEFTP?

The **Local Drives** pane, located on the left-hand side of the screen, shows files and folders on your computer. The left pane in CuteFTP Professional shows you both the Local Drive

pane and the Site Manager as separate tabs. You can navigate your local drives in the same fashion as Windows Explorer.

HOW DO I CHANGE THE PERMISSIONS OF MY FILES (CHMOD)?

Connect to your server using CuteFTP. Click (highlight) the file you wish to change permissions. Right-click on the file and choose **Properties**. The different options for the permissions are located at the bottom of this dialog box. Only servers that support the CHMOD command will let you change permissions. For the servers that do not support CHMOD, you cannot change permissions.

HOW DO I DELETE FILES OFF MY SERVER?

To delete files from your server, simply click on the file you wish to delete and press the **Delete** key on your keyboard. You can also right-click on the file and click **Delete**, or you can click on the file and then click on the red **X** on the toolbar.

WHY CAN'T I CONNECT TO MY FTP SITE?

If you have tried to log into your FTP site and have been unsuccessful, a window will appear telling you that it could not log in. Click on the button that says **Details** and it will list 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.

See Troubleshooting for more help.

DOES CUTEFTP SUPPORT SSL (FTPS) AND SSH2 (SFTP)?

SFTP, which is a component of SSH2, is supported by CuteFTP Professional only. SSL is supported by Professional and Home editions. Check with your server administrator to verify that the server you are connecting to supports SSL or SFTP (SSH2).

HOW DO I CONNECT IF I'M 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. Go to **Tools > Global Options** and expand the menu option entitled **Connection**. Click on the either **SOCKS4 & 5** or **Proxy Server** option and fill out the information. If you are unsure of whether or not 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 for the correct settings.

See Troubleshooting for more help.

WHY WON'T MY FILES TRANSFER?

If you've tried to transfer files and they are not transferring, you will receive a window telling you that the files could not be transferred. Click **Details** for more information on 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 that have already transferred or will not transfer, go to **Tools > Queue > Remove all** and the items will be removed from the queue.

What is the Transfer Engine (TE)?

Built on a modular design platform, CuteFTP Professional's Transfer Engine (TE) is completely independent of the main application interface. Currently, transfers can continue even after the main interface is exited (if enabled in settings). It offers a COM interface that allows application developers to develop custom FTP solutions.

How does CuteFTP Professional & Home differ?

CuteFTP Professional is targeted towards corporate users or prosumers who need extra security, automation, and management tools. It contains everything the Home version has and is equipped with additional tools such as the Transfer Engine (TE), as well as SFTP, HTTPS, site-to-site transfer capability and more. For a comparison of CuteFTP Home and Professional, visit the comparison page.

How can I get a copy of CuteFTP?

CuteFTP is available by download from our website at www.globalscape.com

How long does it take to download?

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

Do you offer any online or offline support?

Telephone support for CuteFTP is available to registered customers within 30-days of purchase or who have purchased a support agreement. All other users may submit their questions to our support form or refer to our online knowledge base for assistance.

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

If you are having a transfer or connection problem, you may want to enable extended listing in the session log window, reproduce the problem and then copy and paste the resulting log in to our online support request form.

Installing & removing the software

TO INSTALL

From a download

1. Download and save CuteFTP from www.globalscape.com.
2. Double-click the executable to run the install.
3. Follow the on-screen instructions.

From a CD

1. Place the installation CD in your CD-ROM drive. Installation should begin automatically.
2. Follow the on-screen instructions.
3. If your CD-ROM drive does not support automatic installation
4. Place the installation CD in your CD-ROM drive.
5. Double-click **My Computer** located on the Desktop.
6. Double-click the CD-ROM drive icon.
7. Double-click the **Setup.exe** icon.
8. Follow the on-screen instructions.

To remove CuteFTP from your computer

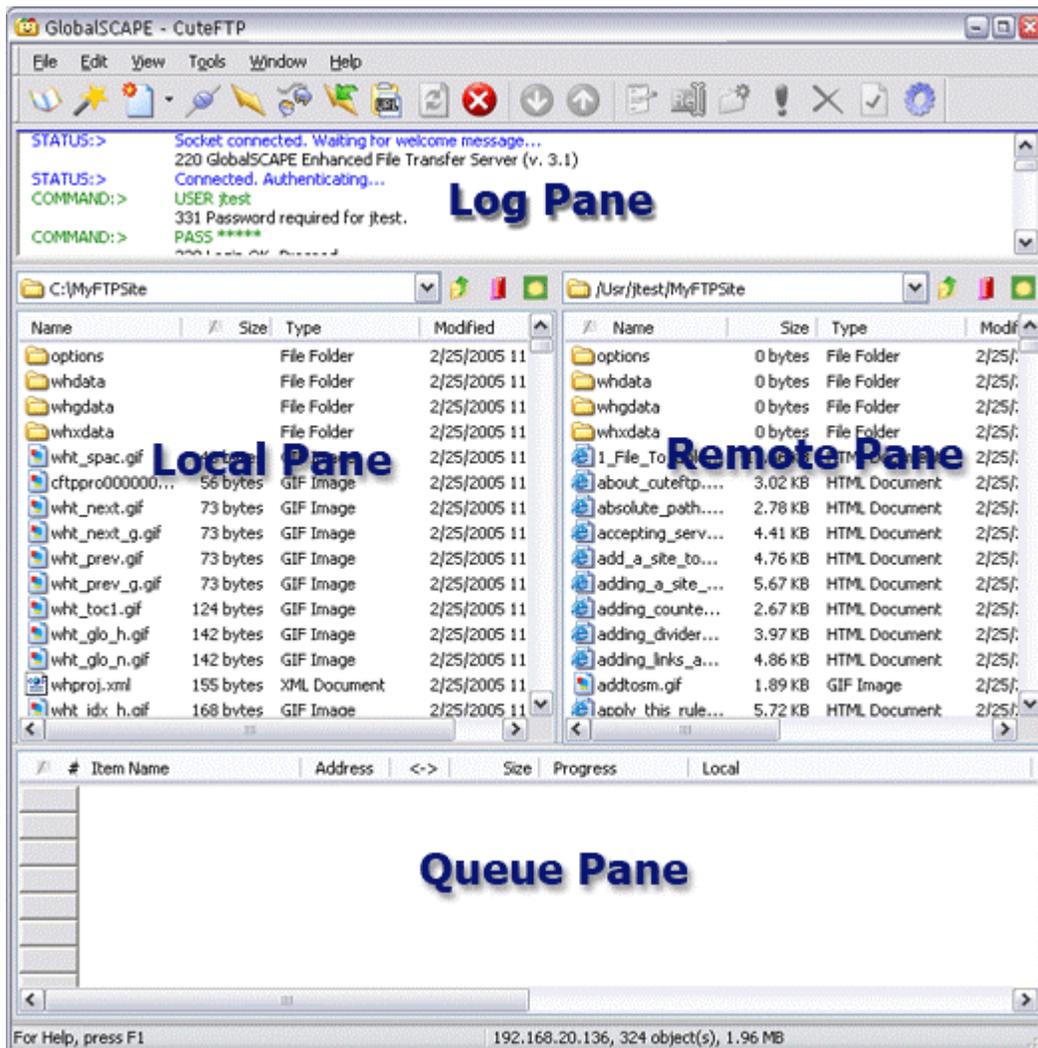
1. Choose **Start > Settings > Control Panel > Add/Remove Programs**.
2. Choose CuteFTP from the list.
3. Select the **Add/Remove** button.
4. Follow the on-screen instructions to uninstall CuteFTP.

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Using the Interface

CuteFTP Home's Main Screen

The main window is used to transfer files to and from remote servers and is divided into four panes. The two center panes represent files available on local and remote drives, much like Windows Explorer. When you first open CuteFTP Home, the upper pane is hidden. You can choose to hide or display the upper pane, the center left pane, and the bottom pane.



CuteFTP Home Main Screen

UPPER (LOG) PANE

The Log pane displays the commands you send and the server's responses. CuteFTP logs this information to inform you of completed transactions or assist in troubleshooting.

- To display or hide the upper (Log) pane, select **View > Show Panes > Log Pane** from the menu.

CENTER LEFT (LOCAL) PANE

The Local pane displays files and folders from your hard drive.

- To display or hide the center left (Local) pane, select **View > Show Panes > Local Drives Pane** from the menu.

CENTER RIGHT (REMOTE) PANE

The Remote pane displays the files and folders on the remote server.

LOWER (QUEUE) PANE

The Queue pane shows the files currently being transferred to the server. If you want to transfer files at a later time, you can also store them here temporarily.

- To display or hide the lower (Queue) pane, select **View > Show Panes > Queue Pane** from the menu.

Displaying the Site Manager

TO DISPLAY THE SITE MANAGER

1. Select **Tools > Site Manager > Display Site Manager** from the menu. A check mark appears next to the menu selection, indicating the Site Manager is visible. To hide the Site Manager again, select it from the menu.

Note:

You can use F4 on your keyboard to toggle the Site Manager on and off.

Warning:

Hiding the Site Manager in CuteFTP Professional hides the Local Drives Pane as well.

Displaying transfer items

Items ready for transfer, in transit, or just transferred display in the transfer **Queue**. The Queue Pane is just above the status bar along the bottom of the CuteFTP window.

TO DISPLAY TRANSFER FILES AND FOLDERS

1. From the menu select **View > Show Panes > Queue Pane** (there should be a check mark next to it.). To hide the Queue pane, repeat the same procedure.

Displaying the connection log

Messages between the local computer and the server are stored in the **Log**. Display the **Log** by selecting its tab in the Queue & Log Pane in the bottom window.

TO DISPLAY THE CONNECTION LOG

- From the menu select **Window > Show Panes > Log Pane**.

Note:

The log for the active session is displayed above the local and remote panes. Additional transfer sessions opened are referenced in the main log window but cannot be accessed or seen through the interface.

Displaying folder contents

TO VIEW A LISTING OF LOCAL FOLDER CONTENTS

1. Local folders are displayed by default in the left-hand pane.
2. Double-click a folder to view its contents.

TO VIEW LISTINGS IN A PARENT FOLDER

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

TO UPDATE (REFRESH) A FOLDER LISTING

1. Display the folder.
2. Select in the pane where the folder is displayed.
3. On the menu bar click **View > Refresh**.

Displaying the Status Bar

You see the Status Bar at the bottom of the CuteFTP window. When you hover the mouse cursor over a tool or menu item, the left side of the Status Bar displays a brief description of

the item. The right side of the Status Bar displays information about the current folder in the Remote pane.

TO SHOW/HIDE THE STATUS BAR

- From the menu, select **View > Toolbars > Status Bar**. A check mark indicates if the status bar is visible.

Displaying toolbars

CuteFTP includes four toolbars you can hide or display.

TO HIDE/SHOW THE QUICK CONNECT BAR

- From the menu select **View > Toolbars > Quick Connect Bar**. A check mark indicates if the status bar is visible.

You can display or hide these toolbars with the same method:

- **Standard Buttons**
- **Quick Connect Bar**
- **Custom Commands Bar**
- **HTML Editor Bar**
- **Status Bar**

Lockstep folder navigation

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

TO TURN ON LOCKSTEP NAVIGATION

- In the **Local Drives** tab view of the local pane, Select the **Lockstep Folder Navigation** icon.

Note:

Lockstep navigation does not follow if you jump up or down several directory levels at once.

Setting delete prompts

You can set CuteFTP to display a pop-up box asking if you are sure you want to delete an item from the following areas:

- Local drives
- Remote sites

- The queue

TO SET CUTEFTP TO ASK BEFORE DELETING FILES FROM LOCAL DRIVES

1. From the menu, select **Tools > Global Options**. The **Global Options** window appears.
2. In the left pane, expand **Display**.
3. Select **Prompts**.
4. In the right pane, select the **Confirm when deleting from local drive** check box.
5. Select **OK**.

TO SET CUTEFTP TO ASK BEFORE DELETING FILES FROM REMOTE SITES

1. From the menu, select **Tools > Global Options**. The **Global Options** window appears.
2. In the left pane, expand **Display**.
3. Select **Prompts**.
4. In the right pane, select the **Confirm when deleting an item on remote view** check box.
5. Select **OK**.

TO SET CUTEFTP TO ASK BEFORE DELETING ITEMS FROM THE QUEUE

1. On the menu bar click **Tools > Global Options**. The **Global Options** window appears.
2. In the left pane, expand **Display**.
3. Select **Prompts**.
4. In the right pane, select the **Confirm when deleting an item from the queue** check box.
 - Clear the same box to stop CuteFTP from asking before a deletion.
6. Select **OK**.

Showing connection errors in pop-up windows

During a session, errors are displayed in the connection log to avoid cluttering the monitor and memory during unattended sessions. You can set CuteFTP to show the errors in a pop-up window when they occur.

To show connection errors in pop-up windows

1. From the menu select **Tools > Global Options**.
2. In the left pane, expand **Display**.

3. Select **Prompts**.
4. In the right pane, select the **Show prompt upon error** check box.
5. Select **OK**.

Customizing toolbars

You can determine the buttons and their order in your toolbars.

TO ADD A BUTTON

1. From the menu, select **Tools > Global Options > Display**, highlight a toolbar and select **Customize**.
2. The **Customize Toolbar** dialog box opens. There are two columns in the dialog box, **Available Toolbar buttons** and **Current Toolbar buttons**.
3. Select a button from the **Available Toolbar buttons** column.
4. Select **Add**.
5. Select **Reset** to cancel any changes.

TO REMOVE A BUTTON

1. From the menu, select **Tools > Global Options > Display**, highlight a toolbar and select **Customize**.
2. The **Customize Toolbar** dialog box opens. There are two columns in the dialog box, they are **Available Toolbar buttons** and **Current Toolbar buttons**.
3. Select a button from the **Current Toolbar buttons** column.
4. Select **Remove**, or double-click the button.
5. Select **Reset** to cancel any changes.

TO MOVE A BUTTON

1. From the menu, select **Tools > Global Options > Display**, highlight a toolbar and select **Customize**.
2. The **Customize Toolbar** dialog box opens. There are two columns in the dialog box, they are **Available Toolbar buttons** and **Current Toolbar buttons**.
3. Select a button from the **Current Toolbar buttons** column.
4. Select **Move Up** to move a button one icon to the left on the toolbar.
 - Select **Move Down** to move the button one icon to the right on the toolbar.
5. Select **Reset** to cancel any changes.

Note:

Reset does not cancel changes made when the Customize Toolbar dialog box was opened and closed previously.

Thumbnail views

If you are working with graphics, uploading or downloading photos, 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. Select the pane (local or remote) that you want to change to thumbnail view.
2. From the menu, select View > View, and choose Thumbnails.

Note:

Thumbnail view supports previews of gif, jpeg and bitmaps, but not .png files.

Note:

You can adjust how CuteFTP handles thumbnail images in thumbnail cache settings in Global Options. For more information, see Thumbnail settings in Log File Settings.

Local and remote pane views

TO CHANGE THE PANE VIEW

1. Select the pane you want to change the view for.
2. From the menu, select **View > View**, and choose from:
 - Large Icons
 - Small Icons
 - List
 - Details
 - Thumbnails

Thumbnail view is useful if you are working with graphics, and need to see what a file looks like before you upload/download it.

File and folder properties

To look at the properties of a file or folder, right-click on the item and select properties.

LOCAL PANE INFORMATION

- **Type:** Tells you the kind of item.
- **Location:** The path the file resides at.
- **Size:** The size of the item. Note that CuteFTP also calculates the size of folders.

REMOTE PANE INFORMATION

- **Type:** Tells you the kind of item, folder, file.
- **Server:** The address of the server the file resides on.
- **Location:** The path the file resides at.
- **Size:** The size of the item. Note that CuteFTP also calculates the size of folders.
- **Modified:** When the item was last modified.
- **User:** Specifies the user of the item
- **Group:** Specifies the group the item belongs to.
- **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.

5

Connecting to Sites

Connecting to sites

CuteFTP can connect to FTP, FTPS (SSL), TLS(SSL v3) FTP sites and SSCN (SSL Site-to-Site transfer) sites.

TO CONNECT TO AN EXISTING SITE WITHIN THE SITE MANAGER

1. From the menu, select **Tools > Site Manager > Display Site Manager**.
2. Expand a folder (click on the plus sign) from the list shown in the **Site Manager**.
3. Double-click a site in the list.

TO ADD AN FTP SITE TO THE SITE MANAGER

1. From the menu select **File > New > FTP Site**. The **Site Properties** window appears.
2. Type a name for the site in the **Label** field. It can be any name you choose.
3. Enter the address for the site in the **Host** field. You can enter a domain address like ftp.globalscape.com or an IP address such as 192.168.20.52. If you don't know the address your hosting provider can give it to you.
4. In the **Username** field, enter the user name given to you by your hosting provider.
5. In the **Password** field, enter the password given to you by your hosting provider.
6. Click **Connect** or **OK**. The site information will be saved in the **Site Manager** for future use.

Note:

You can also type or copy and paste an FTP URL directly into CuteFTP by choosing **File > Connect > Connect to URL** from the menu.

SUPPORTED URL FORMATS

- ftp://user:pass@host.host.com:port
- ftp://user:pass@host.host.com
- ftp://user@host.host.com
- ftp://host.host.com:port
- ftp://host.host.com

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

TIP

Using **Paste URL**, CuteFTP will either connect to the folder or download the file specified in the path. Here are some sample path endings and how the main program will interpret them.

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

Using the Connection Wizard to Connect

Use the **Connection Wizard** to step through the process of connecting to a site. After using the **Connection Wizard**, your site is automatically saved to the **Site Manager**.

TO ADD A SITE THROUGH THE CONNECTION WIZARD

1. From the menu, select **File > Connect > Connection Wizard**.
2. Enter a name for your site. You can choose any name.
3. Select **Next**.
4. Enter the IP or Web address for the site. The address may look like 64.243.64.21 or ftp.example.com. You can get this address from your hosting provider.
5. Select **Next**.
6. In the **Username** field, enter the username given to you by your hosting provider.
7. In the **Password** field, enter the password given to you by your hosting provider.
8. Select **Anonymous logon** if the site does not require a password.

9. Select **Hide password** to disguise the password display as asterisks.
10. Select **Next**.
11. In the **Default Local Folder** field, browse or type the path to the local folder you want to see when connecting to this site.
12. Select **Next**.
13. Select **Finish**. CuteFTP connects to the site, and the site is saved in the **Site Manager**.

Using Quick Connect

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

TO CONNECT USING THE QUICK CONNECT TOOLBAR

1. Open CuteFTP. The **Quick Connect Bar** should display by default under the menu bar and the main toolbar.
2. If the **Quick Connect Bar** is not displayed, select **View > Toolbars > Quick Connect Bar**.
3. Type in the FTP host address in **Host**.
4. Type in your user name in the **Username** box.
5. Type in your password in the **Password** box.
6. Make sure the correct port is listed in the **Port** box (21 is the default FTP port).
7. Select **Connect**  at the end of the **Port** box.

THE QUICK CONNECT TOOLBAR

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

Quick Connect fields

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

User Name: Enter your user name or leave blank for anonymous FTP.

Password: Enter the associated password if not connecting anonymously.

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

Quick connect buttons



Connect: Activates the connection to the site specified in the fields. You can also press the **Enter** key while the cursor is in one of the toolbar fields to connect.



Settings: Allows you to set connection options for the site.



Add to Site Manager: This button automatically creates a **Site Manager** entry for the site in the **Quick Connect** bar, so you can easily access it in the future.

Connecting to secure sites

You can make secure connections and transfers with FTPS (SSL/TLS) sites.

TO CONNECT TO AN FTPS (SSL/TLS) SITE

1. From the menu, Select **File > New > FTPS (SSL) Site**.
2. The **Site Properties** dialog box appears.
3. Type in the host, user name and password.
4. Select the **Type** tab.
5. In the **Protocol** list, choose **FTP with TLS/SSL (Implicit encryption)**, or **FTP with TLS/SSL (Explicit encryption)**, or **FTP with TLS/SSL (AUTH TLS - Explicit)**. The appropriate port is selected. Some servers support only one of the above SSL connection mechanisms.
6. Select **Connect** or **OK**.

Staying connected to sites

You can maintain connections even when you aren't transferring files by using the Smart Keep Alive (SKA) feature. SKA sends commands at random intervals to the FTP server, which maintains an active connection.

TO TURN ON SMART KEEP ALIVE

1. From the menu choose **Tools > Global Options**. The **Global Options** dialog box appears.
2. In the left pane, expand **Connection**.
3. Select **Smart Keep Alive**.
4. In the right pane, select the **Enable Smart Keep Alive (SKA)** check box.
5. Select **OK**.

TO TURN OFF SMART KEEP ALIVE

1. From the menu choose **Tools > Global Options**. The **Global Options** window appears.
2. In the left pane, expand **Connection**.
3. Select **Smart Keep Alive**.
4. In the right pane, clear the **Enable Smart Keep Alive (SKA)** check box.
5. Select **OK**.

CUSTOMIZABLE SETTINGS IN SMART KEEP ALIVE (SKA)

- The time SKA waits before starting
- How long SKA will run
- When SKA commands are sent
- Which SKA commands are sent
- Automatically reconnect

TO SET THE TIME SKA WAITS BEFORE STARTING

1. From the menu, choose **Tools > Global Options**. The **Global Options** window appears.
2. In the left pane, expand **Connection**.
3. Select **Smart Keep Alive**.
4. In the right pane, enter a value between 0 and 1000 in **Start SKA *n* seconds after the last command**. CuteFTP will begin using SKA after the specified idle time. (Default is 30 seconds)
5. Select **OK**.

TO SET HOW LONG SKA WILL RUN

1. On the menu bar, choose **Tools > Global Options**. The **Global Options** window appears.
2. In the left pane, expand **Connection**.
3. Select **Smart Keep Alive**.
4. In the right pane, enter a value between 1 and 1000 in **Maintain SKA for *n* minutes**. (Default is 30 minutes)
5. Select **OK**.

TO SET WHEN SKA COMMANDS ARE SENT

1. From the menu, choose **Tools > Global Options**. The **Global Options** window appears.
2. In the left pane, expand **Connection**.
3. Select **Smart Keep Alive**.
4. In the right pane, enter values between 0 and 1000 in **Send command at random intervals between *n* and *n* seconds**. (Default is between 15 and 60 seconds)
5. Select **OK**.

TO SET WHICH SKA COMMANDS ARE SENT

SKA sends commands from the **Commands** list in random order.

1. From the menu, choose **Tools > Global Options**. The **Global Options** window appears.
2. In the left pane, expand **Connection**.
3. Select **Smart Keep Alive**.
4. In the right pane, click **Add** and type in another command to add a command to the list.

OR

- To remove a command, highlight a command in the list and click **Remove**.
5. Select **OK**.

TO SET CUTEFTP TO AUTOMATICALLY RECONNECT

If the server terminates the connection, CuteFTP automatically reconnects to the FTP site.

1. From the menu, choose **Tools > Global Options**. The **Global Options** window appears.
2. In the left pane, expand **Connection**.
3. Select **Smart Keep Alive**.
4. In the right pane, select **If disconnected, auto-reconnect within *n* seconds**. (Default is 10 seconds)
5. Enter a value between 1 and 1000 seconds to set how long CuteFTP waits before reconnecting.
6. Select **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).

TO CREATE A BOOKMARK

1. Select and then open the folder you want to bookmark.
2. Right-click in either the remote or local window.
3. Choose **Bookmark Current Folder** from the pop-up menu. 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.

TO ACCESS A BOOKMARK

1. Double-click a bookmark in the **Site Manager** (displayed as a sub-item under the site icon).
2. A new remote window opens displaying the bookmark's remote folder if specified; otherwise the root folder displays. The **Site Manager** switches to **Local Drives**, displaying the local folder specified in the bookmark.

Or

1. Select the purple bookmark icon next to the folder path field just above the local or remote folder pane.
2. A new context window appears, displaying the available bookmarks for the current site.
3. Select the desired bookmark.

TO MODIFY A BOOKMARK

1. Select the bookmark.
2. Edit the text in the right pane.
3. In **Remote path**, type a new path if you want to change the bookmark's remote folder.
4. In **Local path**, type a new path if you want to change the bookmark's local folder.
5. Select **OK**.

TO REMOVE A BOOKMARK

1. Select the bookmark in the **Site Manager**.
2. On the menu bar, click **File > Delete** (when using CuteFTP Professional) or click the **Delete** button (when using CuteFTP Home.)
3. Select **Yes**.

TO RENAME A BOOKMARK

1. Select the bookmark.
2. Select **Rename**.
3. Type a new name.
4. Press the **Enter** key.

Using the ACCT command

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

TO USE ACCT WITH OR WITHOUT AN FTP PROXY

1. Select a site in the **Site Manager**.
2. Select the **Options** tab, and choose **Use site-specific option** under the **Site-specific configuration options** drop down menu.
3. Select **Proxy**. The **Proxy** dialog box appears.
4. In the **Proxy type** list, select your proxy type.

5. Select the **Use authentication** check box.
6. Type the password (for ACCT) in the **Password** field.
7. Make sure the **HOST** and **PORT** field are identical to your site's host and port as specified in the **General** and **Type** tabs.
8. Select **Advanced**. The **Advanced Proxy Settings** dialog appears.
9. Select **CUSTOM**.
10. Add the following variables. Select **Enter** after each one:
 - USER %user%
 - PASS %pass%
 - ACCT %fire_pass%
11. Select **OK** to close the **Advanced Proxy Settings** dialog.
12. Select **OK** again to close the **Proxy** dialog.
13. Select **Connect** or **Exit**.

TO USE ACCT WITH AN FTP PROXY

1. Select a site in the **Site Manager**.
2. Select the **Options** tab, and choose **Use site-specific option** under the **Site-specific configuration options** drop down box.
3. Select **Proxy**. The **Proxy** window appears.
4. In the **Proxy type** list, select **FTP proxy**.
5. Select the **Use authentication** check box.
6. Type the password (for ACCT) in the **Password** field.
7. Select **Advanced**. The **Advanced Proxy Settings** dialog appears.
8. Select **USER/PASS/ACCT**.
9. Select **OK** to close the **Advanced Proxy Settings** dialog.
10. Select **OK** again to close the **Proxy** dialog.
11. Select **Connect** or **Exit**.

Protecting Site Manager content

TO REQUIRE A PASSWORD TO OPEN THE SITE MANAGER

1. From the menu, choose **Tools > Site Manager > Security > Encrypt Site Manager Data**.
2. Type the same password in both the **Enter new password** and **Confirm new password** fields.
3. Select **OK**. CuteFTP will prompt for a password every time it starts.

TO CHANGE THE SITE MANAGER PASSWORD

1. From the menu, choose **Tools > Site Manager > Security > Change Password**.
2. Type the same password in both the **Enter new password** and **Confirm new password** fields.
3. Select **OK**. CuteFTP will prompt for a password every time it starts.

TO REMOVE THE SITE MANAGER PASSWORD

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

CONFIGURATION NOTES

- When protected, the Site Manager information is protected with 64-bit Blowfish encryption.
- Create a password at least 5 characters long for maximum security.
- If you forget the password, you will not be able to use the protected **Site Manager**. You will have the option to back up the locked **Site Manager** and re-enter your site information in a new **Site Manager**.
- You can re-import the password-protected **Site Manager** file, but you still need the password to do so.

6

Secure Connections

Connecting to Secure Socket Layer (SSL and TLS) sites

TO CONNECT TO AN FTP SITE OVER SSL

1. From the menu, select **File > New > FTPS (SSL) Site**.
2. The **Site Properties** dialog box appears.
3. Type in the **Host address**, **Username** and **Password**.
4. Select the **Type** tab.
5. In the **Protocol** list, choose the type of SSL connection mechanism supported by your server or use the default type selected.
6. Select **Connect**.

TO CONNECT TO AN EXISTING SITE OVER SSL

1. Select on the site in the **Site Manager**.
2. Select **Connect**.

TO SPEED UP TRANSFERS WITH AN SSL SITE

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

1. Select on the site in the **Site Manager**.
2. From the menu, select **File > Properties**. The **Site Properties** dialog box appears.
3. Select the **Type** tab.
4. Select the **Clear Data Channel** check box.
5. Select **OK** or **Connect**.

Note:

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

TO ENCRYPT THE DATA TRANSFER AND NOT THE COMMAND CONNECTION

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

1. Select on the site in the **Site Manager**.
2. From the menu, select **File > Properties**. The **Site Properties** dialog box appears.
3. Select the **Type** tab.
4. Select the **Clear Command Channel** check box.
5. Select **OK** or **Connect**.

Note:

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

TO CONFIGURE OTHER SSL SETTINGS

1. From the menu, select **Tools > Global Options**.
2. Expand **Security**.
3. Select **SSL Security**.

Creating your own SSL certificates

With CuteFTP you can create and sign digital certificates. SSL servers use certificates to determine whether or not they will allow you to connect.

TO CREATE AN SSL CERTIFICATE

1. From the menu, select **Tools > Global Options**.
2. Select **Security > SSL Security**.
3. Select **Create Certificate**.
4. Enter the **Certificate Set Name** - This is the name of the certificate generated by the **Certificate Wizard**.
5. Enter the **Output Location** - Select the folder to save the certificate in.
6. Choose a **bit-length** for the certificate private key. CuteFTP supports keys up to 4,096 bits.
7. Choose an **Expiration** date - This defines how long the certificate remains valid.
8. Enter and confirm the **Pass Phrase** - The Pass Phrase can be any combination of characters or spaces. It is used to encrypt the private key. Do not lose the pass phrase. The certificate is useless without it.

9. Select **Next**.
10. Enter the **City/Town** of your organization.
11. Enter the **State/Province** of your organization.
12. Enter the **name** of your Organization.
13. Enter the **Common Name**. Typically, this is your name or the domain name associated with your site.
14. Enter your **E-mail** address.
15. Enter the **Unit** or name of your department, such as "Information Systems."
16. Enter the two-letter **Country** code for your organization's nation.
17. Select **Next**.
18. Select the **Set up CuteFTP to use the generated certificate** check box - the wizard automatically associates the certificate to CuteFTP. It can be unassociated by clearing the **Use SSL Certificate** check box in **Tools > Global Options > Security > SSL**. If the check box is cleared, the wizard only saves the certificate files in the folder originally specified.
19. Select **Finish**.
20. CuteFTP displays the paths to all the files generated for your certificate. If you want a third party to sign your certificate, you must send the Certificate Signing Request (.csr) file to the third party.

CONFIGURATION NOTES

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

Having an SSL certificate signed

TO HAVE A CERTIFICATE SIGNED

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

CONFIGURATION NOTES

When you create a certificate CuteFTP generates the following files:

- **A Private key file (.key)** - The private key should never be distributed to anyone. It is used to decrypt sessions encrypted by a public key.
- **A Certificate request file (.csr)** - This file can be signed by GlobalSCAPE Secure FTP Server's Certificate Signing Utility or sent to an intermediate Certificate Authority such as Verisign or Thawte for signing.
- **A Certificate file (.crt)** - This is a signed certificate, whether self-signed or signed by an intermediate certificate authority.

Choosing a certificate for SSL sessions

Choose the certificate CuteFTP will send to SSL servers.

TO CHOOSE A CERTIFICATE

1. From the menu select **Tools > Global Options**.
2. If you don't see **SSL security** click on the plus sign to expand **Security**.
3. Select **SSL security**.
4. Select **Use SSL Certificate when authenticating**.
5. Select the appropriate files using the Browse buttons next to **Certificate** and **Private Key**.
6. Enter the passphrase in the **Passphrase** and **Confirm passphrase** boxes.
7. Select **Apply** and **OK**.

Accepting server SSL certificates

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

TO ACCEPT A SERVER'S SSL CERTIFICATE

1. Connect to a server with SSL.
2. If the server has a certificate, it displays.
3. Select **Accept**. The certificate is added to your **Trusted Certificates** List.

Note:

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

TO SEE YOUR TRUSTED CERTIFICATES

1. From the menu bar, choose **Tools > Global Options > Security > SSL security**.
2. Select **Trusted Certificate**.
3. Highlight a certificate in the list.
4. Select **Properties** to see more detailed information about the certificate.

Importing or removing SSL certificates from the trusted list

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

TO IMPORT A CERTIFICATE TO THE CUTEFTP TRUSTED LIST

1. From the menu, choose **Tools > Global Options > Security > SSL security**.
2. Select **Trusted Certificate**.
3. Select **Import**.
4. In the **Files of Type** field, select **Certificates (*.pem, *pfx, *.crt)** or **All files (*.*)**.
5. Navigate to the folder containing the certificate file.
6. Highlight the certificate file.
7. Select **Open**. The certificate is now listed in your **Trusted Certificates** list.
8. Select **Close**.

TO REMOVE AN SSL CERTIFICATE FROM THE TRUSTED LIST

1. From the menu, choose **Tools > Global Options > Security > SSL security**.

2. Select **Trusted Certificates**.
3. Highlight the certificate you want to remove.
4. Select **Remove**.
5. Select **Close** to close the **Certificate Manager** dialog.
6. Select **OK** to close the **Global Options** dialog.

Using a clear data channel with SSL

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

1. Select a site in the **Site Manager**.
2. Select the **Type** tab.
3. In the **Protocol** list, select **FTP with SSL (Implicit encryption)**, or **FTP with SSL (Explicit encryption)** or **FTP with SSL/TLS (AUTH TLS)**.
4. Select the **Clear Data channel** check box.
5. Select **OK** or **Connect**.

Note:

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

Using a clear command channel with SSL

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

1. Select a site in the **Site Manager**.
2. Click the **Type** tab.
3. In the **Protocol** list, select **FTP with SSL (Implicit encryption)**, or **FTP with SSL (Explicit encryption)** or **FTP with SSL/TLS (AUTH TLS)**.
4. Select the **Clear Command channel** check box.
5. Select **OK** or **Connect**.

Note:

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

Learning about SSL

When you use CuteFTP to connect securely to a server that supports SSL or TLS, the two machines pass a sequence of commands to create a secure connection. The FTP protocol

definition provides at least two distinct mechanisms by which this sequence is initiated: Explicit (active) and Implicit (passive) security.

EXPLICIT SECURITY

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

IMPLICIT SECURITY

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

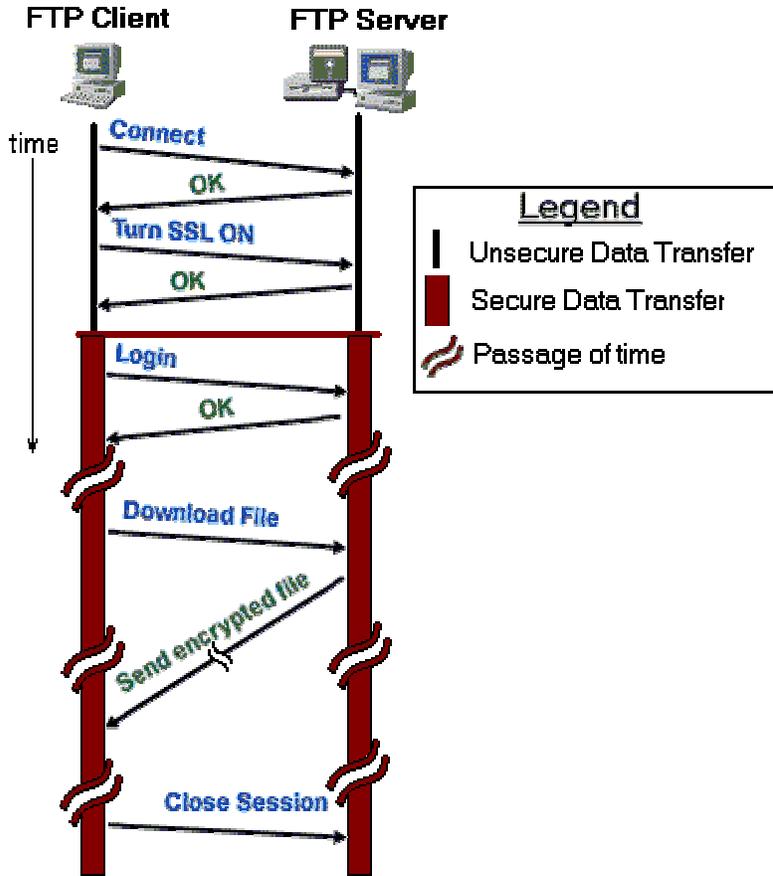
Note:

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

SSL SESSIONS

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

EXPLICIT SSL CONNECTION



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

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

Troubleshooting SSL Connections

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

SSL CONNECTION CHECKLIST

1. Verify that the server you are connecting to supports SSL connections.
2. Verify the port being used. Some servers require that SSL connections use a dedicated port, such as 990.

3. Verify the SSL connection type selected under **Site Properties > Type > Protocol Type** is the correct SSL mechanism supported by your server. See **SSL Compatibility Issues** further below.
4. Verify that your **Certificate** was added to the server's **Trusted List** if the server requires client certificates upon connect. You may have to notify the server administrator as not all servers will auto-accept client certificates upon their first connection attempt.
5. You must accept the server's certificate when prompted during a connection attempt, otherwise the client will not connect as desired.
6. Verify that your certificate hasn't expired. Check your Trusted List.
7. Copy the connection log to a text file or e-mail to assist in troubleshooting when contacting your FTP or Web service provider or the GlobalSCAPE support team.

SSL CONNECTION MECHANISMS

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

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

Implicit TLS/SSL

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

Explicit "AUTH SSL"

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

Explicit "AUTH TLS"

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

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

Protecting Site Manager content

TO REQUIRE A PASSWORD TO OPEN THE SITE MANAGER

1. From the menu, choose **Tools > Site Manager > Security > Encrypt Site Manager Data**.
2. Type the same password in both the **Enter new password** and **Confirm new password** fields.
3. Select **OK**. CuteFTP will prompt for a password every time it starts.

TO CHANGE THE SITE MANAGER PASSWORD

1. From the menu, choose **Tools > Site Manager > Security > Change Password**.
2. Type the same password in both the **Enter new password** and **Confirm new password** fields.
3. Select **OK**. CuteFTP will prompt for a password every time it starts.

TO REMOVE THE SITE MANAGER PASSWORD

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

CONFIGURATION NOTES

- When protected, the Site Manager information is protected with 64-bit Blowfish encryption.
- Create a password at least 5 characters long for maximum security.
- If you forget the password, you will not be able to use the protected **Site Manager**. You will have the option to back up the locked **Site Manager** and re-enter your site information in a new **Site Manager**.
- You can re-import the password-protected **Site Manager** file, but you still need the password to do so.

Storing and Modifying Sites

Adding a site to the Site Manager

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

TO ADD A SITE TO THE SITE MANAGER

1. From the menu, select **Tools > Site Manager > Display Site Manager**.
2. Select the protocol you want the site to have. The **Site Properties** dialog box appears.
3. Enter a name for the site in the **Label** field.
4. Enter the address for the site in the **Host address** field. It can be a domain name such as ftp.example.com, or an IP address. If you don't know the address, your hosting provider can give it to you.
5. In the **Username** field, enter the username given to you by your hosting provider.
6. In the **Password** field, enter the password given to you by your hosting provider.
7. Select **Connect** or **OK**. The site information is saved in the **Site Manager**.

Note:

Your host address can be in IP form (like 255.255.255.255) or in domain name form (like ftp.mysite.com)

Importing and exporting sites in the Site Manager

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

- BlueZone 1.01-2.11
- CoffeeCup 4.0-4.5
- Crystal FTP 2000
- CuteFTP 1.3 - 7.0
- CuteFTP Pro 1.0 - 7.0
- FTP Commander 4.0
- FTP Explorer 1.00

- FTP Voyager 6.0-8.0
- LapLink 2.0
- LeapFTP 2.7.0
- TransSoft 4.4
- WS_FTP 5.0 - 7.0

TO ADD SITE LISTINGS TO YOUR SITE MANAGER

1. From the menu, choose **Tools > Site Manager > Import FTP Sites**.
2. Select your old FTP client from the **Import from** list.
3. Type the path or browse to your old client site list.
4. Select **Merge site entries into the existing Site Manager**.
5. Choose **Start Conversion**.

TO REPLACE YOUR SITE MANAGER LISTINGS WITH AN IMPORTED LIST

1. From the menu, choose **Tools > Site Manager > Import FTP Sites**.
2. Select your old FTP client from the **Import from** list.
3. Type the path or browse to your old client site list.
4. Type a path or browse to a folder where you will save the new Site Manager list.

Warning:

Do not save the new database in the CuteFTP program folder or the CuteFTP Application Data folder until step 10.

5. Select **Create a new Site Manager with these entries**.
6. From the menu **Start Conversion**.
7. Exit CuteFTP and open Windows Explorer.
8. Navigate to your user profile folder.
Example: `WDocuments and Settings\jsmith\Application Data\Globalscape\CuteFTP Professional`.
9. Give your current Site Manager file (**sm.dat**) another name, like **sm.bak** or **sm.old**.
10. Move the database you created in step five to the CuteFTP directory and rename it **sm.dat**.
11. Restart CuteFTP and begin using your new **Site Manager** database.

Warning:

Do not manually overwrite CuteFTP's sm.dat file while CuteFTP is running. CuteFTP automatically saves the sm.dat file upon exit. This means that if you replace the sm.dat file while running, CuteFTP will replace it again when you exit, resulting in the loss of your replacement file.

TO EXPORT YOUR SITE MANAGER LISTINGS

You can also export your Site Manager listings as a text file in two different formats. You may export the listings as URLs only, or as a more detailed listing of hostnames, directories and descriptions.

1. From the menu, choose **Tools > Site Manager > Export Sites as URL** to generate a list of sites as Web addresses. Choose **Tools > Site Manager > Export Sites as Text** to generate a list of sites in plain text.
2. Enter a name and choose a location for your exported listings in the **Save As** dialog box that appears.
3. Select **Save**.

Modifying a site in the Site Manager

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

TO CHANGE SITE PROPERTIES OR SETTINGS

1. Select the site you want to change in the **Site Manager**.
2. Select the **General, Type, Actions, or Options** tab.
3. Make any desired changes.
4. Select **Connect** or **OK** to save the changes.

OR

- Select **Cancel** to reject the changes.

General site properties

The following settings are made from the **General** tab of the Site Properties dialog:

LABEL

Type the name for the site as it will appear in your **Site Manager**. This can be any name you like.

HOST ADDRESS

Enter the address for the site. It can be a domain name such as ftp.example.com, or an IP address. If you don't know the address your hosting provider or system administrator should be able to provide it for you.

USERNAME

Enter the username given to you by your hosting provider.

PASSWORD

Enter the password given to you by your hosting provider.

COMMENTS

Enter any notes about the site that you want to save with the site.

LOGIN METHOD

- Select **Normal** if the server requires your user name and password for a connection.
- Select **Anonymous** if the server doesn't require a user name and password for a connection.
- Select **Double** if you need to supply your user name and password twice for a connection.

BUTTONS

New

Saves all of your changes for the current site, and opens a new blank site.

Rename

Change the name of the site highlighted in the left pane.

Delete

Deletes the selected site. The site and all related information are removed from the Site Manager.

Browse Offline

Opens a cached version of the site's folders in the Remote pane.

Help

Opens help for Site Properties.

Connect

Saves site changes and connects to the site.

Exit

Saves changes and closes the **Site Properties** dialog box.

Site Properties Type

The following settings are made from the **Type** tab of the Site Properties dialog:

PROTOCOL TYPE

Choose the transfer protocol for the site. You can choose FTP and various SSL options. In CuteFTP Professional you can also choose HTTP, HTTP with SSL, or SSH2 (SFTP).

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

PORT

CuteFTP chooses the appropriate default port for the protocol you choose. You can change this number if the default is not correct for your site.

SERVER TYPE

You can leave this at Auto-detect, and CuteFTP will try 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 which includes Unix, Unix compatible, Windows NT, and many others.

DATA CONNECTION TYPE

Set to **Use global settings**, CuteFTP uses the connection type set in **Global Options > Transfer**. You can also specify from PORT, PASV, EPRT, or EPSV connection mode. For more information, see Data_mode in Transfer Settings.

TRANSFER TYPE

Choose to use the transfer type you set in Global Options or one of the following:

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

SERVER TIME ZONE

Choose **No Offset** if the server is in your same time zone. If the server is in a different time zone, choose 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.

PASSWORD PROTECTION

Offers four options for password encryption if simple FTP is selected as the protocol type.

Site Properties Actions

The following settings are made from the **Actions** tab of the Site Properties dialog:

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 machine, 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 don't have to reconnect.

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

When uploading, apply this rule to files and folder names

Use this to change file names to upper case, lower case, or to keep the case the same.

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

Change all uploaded file names to all capitals.

Filter

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

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

Site Properties Options

The following settings are made from the **Options** tab of the Site Properties dialog:

Site specific configuration options

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

Apply auto-rename scheme to transfer

- Select this check box and files you transfer will be renamed according to the settings you chose in the **Global Options Rename Rules** window.
- Clear this check box and no files will be renamed when you make transfers with this site.

Use NLST instead of LIST (retrieves an abbreviated listing)

- Select this check box to get only a list of file names and no other file information from the site.
- Clear this check box and the site will 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 to and when you click the button to go back to the previous directory, you will go back to the previous directory, even if you clicked a link or shortcut to from the previous directory.
- Clear this check box and when you click the button to go back to the previous directory, you will go back to the actual parent directory for this folder, which might not have been the directory you were in when you jumped to the current directory.

Site Specific Firewall settings

- Click **Proxy** if you need to connect through a proxy server to get to this site. A **Proxy** window will appear where you can enter the proxy type, server address, username and password.

- Click **Socks** if you need to connect through a Socks server to get to this site. A **Socks** window will appear where you can enter the SOCKS type, server address, username and password.

Retry attempts

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

Delay between retries

Enter how many seconds you want CuteFTP to wait before retrying a connection after a connection attempt fails.

Max connections per this site

Enter how many connections CuteFTP can open to the site for transferring many files simultaneously.

Correcting times for sites in different time zones

TO COMPENSATE FOR SERVERS IN DIFFERENT TIME ZONES

1. Select a site in the **Site Manager**.
2. Select the **Type** tab.
3. Select the server's time zone from the **Server time zone** list.
4. Choose **Connect** or **OK**.

Note:

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

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. Select a site from the **Site Manager**.
2. Select the **Type** tab.
3. In the **Server Type** list, select a server type.
4. Select **Connect** or **OK**.

Removing a site from the Site Manager

1. Select the site you want to delete in the **Site Manager**.
2. Select **Delete**. A message appears asking if you are sure you want to delete the site.
3. Select **Yes**.

Finding a site in the Site Manager

TO FIND A SITE IN THE SITE MANAGER

1. Select the **Site Manager**.
2. Right-click and select **Find Text in Site Manager**.
3. Type in some letters from the site name.
4. Select **OK**.
5. If a site other than the one you wanted was highlighted, right-click and select **Find Next**, until the desired site is highlighted.

Note:

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

Creating and using bookmarks

You can have special entries called Bookmarks associated with sites that open a specific local or remote folder (or both).

TO CREATE A BOOKMARK

1. Select and then open the folder you want to bookmark.
2. Right-click in either the remote or local window.
3. Choose **Bookmark Current Folder** from the pop-up menu. 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.

TO ACCESS A BOOKMARK

1. Double-click a bookmark in the **Site Manager** (displayed as a sub-item under the site icon).
2. A new remote window opens displaying the bookmark's remote folder if specified; otherwise the root folder displays. The **Site Manager** switches to **Local Drives**, displaying the local folder specified in the bookmark.

Or

1. Select the purple bookmark icon next to the folder path field just above the local or remote folder pane.
2. A new context window appears, displaying the available bookmarks for the current site.
3. Select the desired bookmark.

TO MODIFY A BOOKMARK

1. Select the bookmark.
2. Edit the text in the right pane.
3. In **Remote path**, type a new path if you want to change the bookmark's remote folder.
4. In **Local path**, type a new path if you want to change the bookmark's local folder.
5. Select **OK**.

TO REMOVE A BOOKMARK

1. Select the bookmark in the **Site Manager**.
2. On the menu bar, click **File > Delete** (when using CuteFTP Professional) or click the **Delete** button (when using CuteFTP Home.)
3. Select **Yes**.

TO RENAME A BOOKMARK

1. Select the bookmark.
2. Select **Rename**.
3. Type a new name.
4. Press the **Enter** key.

Transferring Files and Folders

Transferring files and folders

TO UPLOAD FILES (TRANSFER FROM A LOCAL TO REMOTE COMPUTER)

1. Connect to a remote site.
2. In the Local (left) pane, locate the file or folder you want to upload.
3. Select and drag the item from the Local (left) pane to the Remote (right) pane.

TO DOWNLOAD FILES (TRANSFER FROM A REMOTE TO A LOCAL COMPUTER)

1. Connect to a remote site.
2. In the Remote (right) pane, locate the file or folder you want to download.
3. Select and drag the item from the Remote (right) pane to the Local (left) pane.

Queuing Files and Folders for Transfer

TO DISPLAY OR HIDE THE QUEUE

1. From the menu, choose **View > Show Panes**.
2. Select the **Queue Pane** to show or hide it.

TO ADD ITEMS TO THE QUEUE

1. **Connect** to a site.
2. **Locate** the file(s) or folder(s) you want to upload or download in your local or remote pane.
3. **Drag** the selected item(s) 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 more by selecting the item, and pressing Alt+Enter on your keyboard.

6. You can change the transfer **priority** of items by selecting them, then them up or down in the queue. A blue line displays to indicate where the items will move.
7. Once you are ready to begin **processing** the queue, choose **Tools > Queue > Transfer All** from the menu.

Transfer queue icon legend

The queue icons display next to each item in the Queue pane.

-  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 occurred yet.
-  This item's transfer is starting.
-  There is an existing file of the same name in the destination folder and you will have to decide whether to **Overwrite** the existing file, **Skip** the transfer, **Resume** an interrupted transfer, **Rename** the file you are transferring, or **Numerate** the file you are transferring.
-  The item transfer is in progress, this usually appears for large transfers.
-  The item transferred successfully.
-  The item transfer has been interrupted, but CuteFTP is still trying to complete the transfer.
-  The item transfer has been skipped, usually because you chose to skip it manually or in a **Smart Overwrite** rule that you chose previously.
-  You have stopped the item transfer while it was in progress. You can still Resume this transfer.
-  The server has refused to complete the item transfer for some reason. Your transfer log will show an **ERROR:>** message with a little more detail.

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 panes by clicking on the corresponding column header (Name, Date, Size, etc.)
2. Select the items to transfer.
3. 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.
4. Right-click in the **Queue** pane.
5. Choose **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.
2. Select the pound sign (#) column header to sort the items by their transfer order.
3. Select an item in the queue.
4. On the menu bar, choose **Tools > Queue > Change Order**.
5. Select **Move to Top** to transfer the selected item first.

Or

- Select **Move to Bottom** to transfer the selected item last.

Or

- Select **Move Up One** to transfer the selected item before the previous item in the queue.

Or

- Select **Move Down One** to transfer the selected item after the following item in the queue.

Tip:

To change an item's place in the transfer order, select the line item and drag up or down in the queue. A blue line indicates the item's new position in the queue.

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

Moving an item from position 4 to position 2 prior to transfer.

Stopping transfers

TO STOP A TRANSFER

1. Select the item(s) in the queue to be stopped
2. On the menu bar, click **View > Stop**.

TO REMOVE ITEMS QUEUED FOR TRANSFER

1. Highlight a file listed in the **Queue** Pane.
2. On the menu bar, go to **Tools > Queue > Remove Selected**.
3. A message appears asking if you are sure you want to remove the item from the queue.
4. Click **Yes**.

Tip:

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

TO RESUME A STOPPED TRANSFER

1. Select the stopped item in the queue.
2. From the menu, choose **Tools > Queue > Transfer Selected**.

TO RESET A FAILED TRANSFER

1. Select the item in the queue.
2. From the menu, choose **Tools > Queue > Reset Selected**.
3. To restart the transfer, choose **Tools > Queue > Transfer Selected** from the menu.

Tip:

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 select Esc to stop them. Use the **Del** key to stop and remove selected queue items.

Resuming transfers

TO AUTOMATICALLY RESUME 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 because there is no connection available, the server is down, or for any other reason. In those situations, you must manually resume the transfer.

TO MANUALLY RESUME A TRANSFER

1. Select the stopped item in the queue.
2. From the menu, choose **Tools > Queue > Transfer Selected** or **Transfer All**.

Note:

In you have not shut down and restarted CuteFTP since the interruption took place, CuteFTP assumes that the transfer is within its original context and attempts to resume it from the point it left off. If the transfer is no longer in the original context, CuteFTP prompts you to overwrite the destination file, that is, to start over again. You can set up overwrite rules to tailor such situations to your specific needs.

TO RESUME A STOPPED TRANSFER

1. Select the stopped item in the queue.
2. From the menu, choose **Tools > Queue > Transfer Selected**.

TO RESET A FAILED TRANSFER

1. Select the item in the queue.
2. From the menu, choose **Tools > Queue > Reset Selected**.
3. To restart the transfer, choose **Tools > Queue > Transfer Selected** from the menu.

Tip:

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 select Esc to stop them. Use the **Del** key to stop and remove selected queue items.

Using the clipboard to transfer

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

1. From the browser or Windows application of your choice, copy the URL to the clipboard. The URL may be general (ftp://www.globalscape.com) or specific (ftp://www.globalscape.com/pub/cuteftp/cute2632.exe).
2. Return to CuteFTP. From the menu, choose **File > Connect > Connect to URL**.
3. Paste the URL into the **Connect to URL window**.
4. Select **OK**.

CuteFTP parses the URL and connects to the site or, if specified, starts downloading the file.

The following formats are supported:

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

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

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

Scheduling transfers

TO SCHEDULE DOWNLOADS

1. Connect to a remote site.
2. Select the destination folder in the **Local Drives** pane.
3. In the **Remote** pane, select the file or folder you want to transfer.
4. From the menu, choose **File > Download Advanced > Download Scheduled**. The **Scheduling Properties** dialog appears.
5. Select the **Schedule the current item** check box.
6. In the **Start on** option boxes, choose a date and time.
7. Select the **Enable Recurrence** check box and continue with step eight if you want the download to repeat automatically. If you do not want the download to repeat automatically, clear the **Enable Recurrence** check box and skip to step nine.
8. In the **Repeat every** option boxes, choose how often you want the download to repeat.
9. Select **OK**.

TO SCHEDULE UPLOADS

1. Connect to a remote site.
2. Open the folder where you want to send the file or folder.
3. In the **Local Drives** pane, highlight the file or folder you want to transfer.
4. From the menu, choose **File > Upload Advanced > Upload Scheduled**.
5. Select the **Schedule the current item** check box.
6. In the **Start on** option boxes, choose a date and time.

7. Select the **Enable Recurrence** check box and continue with step eight if you want the upload to repeat automatically. If you do not want the upload to repeat automatically, clear the **Enable Recurrence** check box and skip to step nine.
8. In the **Repeat every** option boxes, choose how often you want the upload to repeat.
9. Select **OK**.

TO SCHEDULE TRANSFERS FROM THE QUEUE WINDOW

1. In the Queue pane, select the file to be transferred.
2. From the menu, choose **Tools > Queue > Schedule Selected**.
3. Select the **Schedule the current item** check box.
4. In the **Start on** option boxes, choose a date and time.
5. Select the **Enable Recurrence** check box and continue with step six if you want the transfer to repeat automatically. If you do not want the transfer to repeat automatically, clear the **Enable Recurrence** check box and skip to step seven.
6. In the **Repeat every** option boxes, choose how often you want the transfer to repeat. boxes.
7. Choose **OK**.

CONFIGURATION NOTES

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

Filtering Transfers

CuteFTP allows you to set filters that automatically include or exclude files from transfer so you don't have to manually. You define the filters in the filter dialog box, then apply them to individual transfers, or use them on all transfers. You can also use filters during folder synchronizations.

TO TRANSFER FILTERED ITEMS

1. Select the pane displaying the files or directory you want to apply a filter to.
2. From the menu, choose **View > Filter...** The **Filter** dialog appears.

3. From the **Filter Properties** tab, select **Enable filtering**.
4. If you want to filter at the folder level, select **Apply filtering to folder names**. If a filter you add matches a folder name, the entire contents of that folder are included or excluded along with the folder.
5. If you want the filters to work during transfers, select **Apply to file transfers**.
6. Select the **Filter Mask tab** and add any files you want to include.
7. Select the **Filter NOT Mask** tab and add any items you want to exclude.
8. Select **OK**.
9. Select the files that remain visible and choose **File > Upload Advanced > Upload filtered** from the menu (or **Download filtered** if you are downloading.).

CONFIGURATION NOTES

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

Transferring files in binary or ASCII mode

TO CHOOSE THE TRANSFER MODE

1. From the menu, choose **File > Transfer Type**.
2. Choose **ASCII**, **Binary**, or **Auto**.

TO TRANSFER SPECIFIC FILE TYPES IN ASCII MODE

1. From the menu, choose **Tools > Global Options**. The **Global Options** window appears.
2. In the left pane, expand **Transfer**.
3. Select **ASCII Types**.
4. In the right pane, enter the file extension for the file type you want to transfer in ASCII mode in the **ASCII extensions** box. If the extension is already in the list, proceed with the transfers.
5. Select **Add**.
6. Select **OK**.
7. Proceed with transfers.

TO TRANSFER SPECIFIC FILE TYPES IN BINARY MODE

1. From the menu, choose **Tools > Global Options**. The **Global Options** window appears.
2. In the left pane, expand **Transfer**.
3. Select **ASCII Types**. A list of the file types that are transferred in ASCII mode will be displayed. If the file type you want to transfer is not displayed, select **OK** and proceed to step seven. If it is displayed continue with step four.
4. Select the extension of the file you want to transfer in binary mode.
5. Select **Remove**.
6. Select **OK**.
7. Proceed with transfers.

CONFIGURATION NOTES

- 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 > Transfer Settings > ASCII Types**.
- You can specify the transfer type for a particular site in your Site Manager under its **Site Properties > Type** tab.
- You can change the transfer type for a single CuteFTP session by choosing **File > Transfer Type** from the menu. Once CuteFTP is restarted, it reverts to the transfer type set under Global Options.

Saving and reusing a list of transfer tasks

TO SAVE A LIST OF TRANSFER TASKS

1. From the menu, choose **Tools > Queue > Load & Save Queue > Save Queue**.
2. Choose a name and location in the **Save As** dialog box.
3. Select **Save**.

TO REUSE A LIST OF TRANSFER TASKS (LOAD A PREVIOUSLY SAVED QUEUE)

1. From the menu, choose **Tools > Queue > Load & Save Queue > Load Queue**.
2. Select the a previously saved Queue file in the **Open** dialog box.
3. Select **Open**.
4. From the menu, choose **Tools > Queue > Transfer All**.

Notes:

When you drag items from the local drive to the Queue, they transfer to the site currently displayed in the Remote pane.

Queue files are saved with a **.cpx** extension.

Improving slow transfers

If you are having problems with slow transfer speeds, try fine tuning CuteFTP. Try the following:

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,

$$\text{bandwidth (in bits)} * \text{latency (round trip time in seconds)} = \text{socket buffer size (in bits)}$$

Convert bits to bytes (bits/8=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:

$$1536000 * .2 = 307200 \text{ bits}$$

$$307200 / 8 = 38,400 \text{ bytes}$$

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

TURN OFF TIME STAMP IN LOGS

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

Transferring manually

Use this function to transfer a specific file if you know its exact location and you are unable to navigate to that location or do not have LIST permissions for that folder.

TO DOWNLOAD A FILE MANUALLY

1. Select the destination folder in the Local pane.
2. Connect to the site where the file exists.
3. Select any file or folder.
4. From the menu, choose **File > Download Advanced > Download Manually**. The **File to Download** dialog appears.
5. In **Download path**, type the path to the file you want to download.
6. Select **OK**.

TO UPLOAD A FILE MANUALLY

1. Connect to a site.
2. Open the destination folder in the Remote pane.
3. In the Local pane select any file.
4. From the menu, choose **File > Upload Advanced > Upload Manually**. The **File to Upload** dialog appears.
5. In **Upload path**, enter the complete path to the file you want to upload.
6. Select **OK**.

Manually enter FTP commands

You can communicate with an FTP site on the lowest possible level.

TO MANUALLY ENTER AN FTP COMMAND

1. Connect to a site.
2. From the menu, choose **Tools > Enter FTP Command**.
3. Enter the command such as **LIST** or **CWD** or **PWD** in the **Input FTP command** box.
4. Select **OK**.

Note:

You can also input multiple commands to the FTP server by using the **Custom Commands** feature.

Managing Files and Folders

Opening, editing, renaming and deleting files

You can work with files on local and remote drives from within CuteFTP.

TO OPEN A FILE

1. Select a file in **Local Drives** or the Remote pane.
2. From the menu, choose **File > Execute**. The selected program opens and displays or runs the file.

Note

File > Execute only works on executable files.

TO EDIT A FILE

1. Select a file in **Local Drives** or the Remote pane.
2. From the menu, choose **File > Edit** or **File > View**. The file opens in CuteFTP's built-in HTML editor.
3. Make any desired changes.
4. To save the changes, choose **File > Save** from the menu.

Note:

The integrated editor opens in full-screen mode. When you exit the editor, CuteFTP restores the screen to its original state. Cycle through the open panes, including any editor tabs, by pressing Ctrl+Tab on your keyboard.

TO RENAME A FILE

1. Select a file in **Local Drives** or the Remote pane.
2. From the menu, choose **File > Rename**.
3. Enter the new name for the file and press the **Enter** key on your keyboard.

Warning:

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. Select a file in the **Local Drives** or the Remote pane.
2. From the menu, choose **File > Delete**. CuteFTP displays a message asking if you are sure you want to delete the file.
3. Select **Yes**.

Updating or refreshing folder listings

To update or refresh a folder listing

1. Click in the pane where the folder is displayed.
2. On the menu bar, click **View > Refresh**.

To update remote folder listings automatically

1. On the menu bar, choose **Tools > Global Options**. The **Global Options** window appears.
2. In the left pane, select **Navigation**.
3. Select the **Auto-refresh the remote pane after uploading a file or folder** check box.
4. Click **OK**.

Listing files and folders in order

TO SORT FILES AND FOLDERS IN ORDER BY NAME

1. Select the **Remote** or **Local Drives** pane.
2. From the menu, choose **View > View > Details**.
3. Select the **Name** column header in the Remote or Local drives pane.
4. Each time you select the column header the items list in the opposite order.

Tip:

You can sort by any column when in **Details** view.

TO SORT FILES AND FOLDERS IN ORDER IN THE QUEUE

1. Select the **Queue** pane.
2. Select a column header in the **Queue** pane. The transfer items are listed in alphabetic order of the selected column's contents.

- Each time you select the column header the items list in the opposite order.

Note:

The order items are listed in the queue is not necessarily the order in which they transfer. The numbers in the leftmost column of the queue indicate the order of transfer.

Changing how files and folders are displayed

You can display files and folders in one of four ways:

LARGE ICONS

- Select the Local or Remote drives pane.
- From the menu, choose **View > View > Large Icons**.

SMALL ICONS

- Click in the Local or Remote drives pane.
- From the menu, choose **View > View > Small Icons**.

LIST

- Right click in the Local or Remote drives pane.
- From the menu, choose **View > View > List**.

SIZE AND DATE DETAILS

- Right-click in the Local or Remote drives pane.
- From the menu, choose **View > View > Details**.

Finding files and folders

Search for a specific file or folder in a local folder or a remote folder.

TO FIND A FILE OR FOLDER

- Select the directory level you want to search.
- From the menu, choose **Edit > Find**.
- Enter the item name. You can also use wildcards.
- Select **OK**.
- If the item you wanted wasn't selected, choose **Edit > Find Next** until it is.

Note:

Find and **Find Next** are not case sensitive and only search from the top to the bottom of your listings.

Selecting a group of items

You can select (highlight) items in the remote, local, or queue pane by name or type using **Group Select** and wildcard masks.

TO SELECT ALL FILES OF A CERTAIN TYPE

1. Choose the pane displaying the files you want to select.
2. From the menu, choose **Edit > Group Select**.
3. In the **Select group** box, enter *. (asterisk, period) and then the extension for the file type you want to select.
4. Clear **Mask directories** to exclude folders from the selection.
5. Select **Remove Selection** to include previously selected files in the new group you are selecting, or clear the check box to unselect any previously selected items that are not in the new group.
6. Select **OK**.

TO SWITCH A SELECTION FROM THE HIGHLIGHTED TO GROUP, TO ALL NON-HIGHLIGHTED ITEMS

- From the menu, choose **Edit > Invert Selection**.

TO REMOVE ITEMS FROM A GROUP SELECTION

1. Select the items to remove from the group.
2. Choose **Edit > Group Deselect** from the menu.
3. In **Deselect group**, enter the name of the file you want to remove, or use wildcard masks to remove a group of items.
4. Select **Mask directories** to include folders in the action.
5. Select **OK**.

Moving items from one folder to another on a remote server

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 a site.
2. Open a folder on the remote site.
3. Select items in the folder.
4. From the menu, choose **Edit > Move to Folder**.
5. Enter the path where you want to send the selected items in the **Move to folder** box.
6. Select **OK**.

Changing file and folder permissions

You can set who can open, change, or delete files and folders on remote sites.

TO CHANGE PERMISSIONS FOR A SINGLE REMOTE FILE OR FOLDER

1. Connect to a site.
2. Select the file or folder you want to change permissions for.
3. From the menu, choose **File > Properties**.
4. Select the permissions desired.
5. Select **OK**.

TO CHANGE PERMISSIONS FOR A GROUP OF REMOTE FILES OR FOLDERS

1. Connect to a site.
2. Select a group of files or folders.
3. From the menu, choose **File > Properties**.
4. Select the check boxes next to the permissions you want for yourself (**Owner**), a **Group** of users, and the general **Public**.
5. Select **OK**.

CONFIGURATION NOTES

- A gray check signifies the permission is granted for some files in a selected 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 before you can modify permissions.

Choosing which files and folders to display (Filtering)

When you apply filters, you do not add or remove files, you simply set which files will be visible or invisible in CuteFTP.

TO CHOOSE WHICH FILES TO DISPLAY

1. From the menu, select **View > Filter**.
2. Select the **Enable Filtering** check box.
3. Select the **Filter Mask** tab.
4. Enter the names of files you want to display, or use wildcard masks to include a group of files.
5. Select **Add**.
6. Select the **Filter NOT Mask** tab.
7. Enter the names of files you want to Hide, or use wildcard masks to exclude a group of files.
8. Select **OK**.

TO CHOOSE WHICH FOLDERS TO DISPLAY

1. From the menu, select **View > Filter**.
2. Select **Enable Filtering**.
3. Select **Apply filtering to folder name(s)**.
4. Select the **Filter Mask** tab.
5. Enter the names of files and folders you want to display, or use wildcard masks to include groups of files and folders.
6. Select **Add**.
7. Select the **Filter NOT Mask** tab.
8. Enter the names of files and folders you want to Hide, or use wildcard masks to exclude groups of files and folders.
9. Select **OK**.

TO USE FILTERS WITH TRANSFERS

1. From the menu, select **View > Filter**.
2. Select **Enable Filtering**.
3. Select **Apply to file transfers**.
4. Set your filters in the **Filter Mask** tab and **Filter NOT Mask** tab.
5. Select **OK**.

TO MAKE FILTERS CASE SENSITIVE

1. From the menu, select **View > Filter**.
2. Select **Enable Filtering**.
3. Select **Case sensitive filtering**.
4. Set your filters.

5. Select **OK**.

TO USE SERVER FILTERS

1. From the menu, select **View > Filter**.
2. Select **Enable Filtering**.
3. Select **Enable server side filtering**.
4. Enter in a filter from the Unix ls program.
5. Select **OK**.

Displaying hidden files or folders

By default, some servers will hide files with names starting with a period such as ".htaccess" or ".profile".

TO SEE HIDDEN FILES ON A REMOTE SITE

1. Select the **Site Manager** tab.
2. Select the site with the hidden files.
3. Select the **Actions** tab.
4. Select **Filter**.
5. Select **Enable filtering**.
6. Select **Enable server side filtering**.
7. Enter **-a** in the **Remote** field.
8. Select **OK**.
9. Connect to your site.

Settings and Options

General settings

GENERAL SETTINGS

In this window, you choose when to start and stop the Transfer Engine, other startup options, and which folder to show in the **Local Drives** pane.

To display the General Settings window

1. From the menu, choose **Tools > Global Options**.
2. Select **General**.

Startup and exit events

- **Start the Transfer Engine on Windows startup**
 - When selected, the Transfer Engine starts automatically when your computer starts up.
 - When not selected, the Transfer Engine does not start until you start CuteFTP, or call it from a script.
- **On startup**
 - Choose **Display Site Manager** to display the **Site Manager** on program start.
 - Choose **Do Nothing** to keep the **Site Manager** from displaying on program start
 - Choose **Connect to the last connected to Site Manager site** to connect to the site you were connect to the last time you closed the program so long as the site is saved in the **Site Manager**.
- **On exit**
 - Choose **Don't close the Transfer Engine if tasks are pending** to complete unfinished or scheduled transfers after CuteFTP is closed. The Transfer Engine automatically shuts down after the last scheduled transfer.
 - Choose **Don't close the Transfer Engine** to leave the Transfer Engine running even when CuteFTP is closed and there are no transfers to complete. The Transfer Engine stays open until the computer is shut down, or you close the Transfer Engine from the System Tray.
 - Choose **Close the Transfer Engine** to shut it down whenever you close CuteFTP.

Download folder defaults

- **Use the current folder in the local pane as the default**
 - When selected, remote items dragged to the queue are downloaded to the folder displayed in the **Local Drives** pane.
 - When not selected, you can enter a path to a specific folder with **Use (text field)**.
- **Use (text field)**
 - Browse or type the path to a download location for remote items you place in the queue. All remote items dragged to the queue are downloaded to the specified folder.

LOG DISPLAY AND CAPTURE SETTINGS

To access the log display and log saving options

1. From the menu, choose **Tools > Global Options**.
2. Expand **General Settings**.
3. Select **Logs**.

Log text colors

- **STATUS**
 - Select the **STATUS:>** color icon to choose a new color for all log window status messages.
- **ERROR**
 - Select the **ERROR:> color icon** to choose a new color for all log window error messages.
- **COMMAND**
 - Select the **COMMAND:>** color icon to choose a new color for all log window command messages.
- **OTHER**
 - Select the **OTHER:>** color icon to choose a new display color for all other messages in log windows.

Log text fonts

- **Select Font**
 - Changes the style of text in the log windows.

Other log settings

- **Enable session (control connection) logs**
 - Select this to save each session log as a separate text file, and to display the log in the individual session log window.
 - Clear this to stop recording a log for each session, and to show no logs in the individual session log window.
- **Enable individual transfer item (data connection) logs**

- Select this to save the log for each item transferred as a separate text file.
- Clear this to stop recording a separate log for each item transferred.
- **Enable consolidated transfer logs (both session and all transfers in log pane)**
 - Select this to display all logs in the **Log Window** in the bottom of CuteFTP interface. This option also saves all activity in one log file.
 - Clear this to leave the Log Window blank and to stop recording all activity in a single log file.
- **Record/Display raw directory listing in logs**
 - Select this to include file lists and permissions as part of session logs and consolidated logs. This returns a RAW list, which is used commonly for debugging.
 - Clear this to exclude file lists and permissions from session logs and consolidated logs.

Tip:

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

LOG FILE SETTINGS

To access the log file settings

1. From the menu, choose **Tools > Global Options**.
2. Expand **General**.
3. Select **Log Files**.

Options

- **Log path**
 - Browse or type a path to the folder where you want to save your log files.
- **Delete saved logs every...**
 - Select this to automatically delete log files at time intervals you choose. Choose to delete files after a specified number of days, hours, or minutes.
 - Clear this to keep all log files, or to delete them in other ways.
- **Delete error logs after quitting the Transfer Engine**
 - Select this to automatically delete error logs when the Transfer Engine shuts down.
 - Clear this to keep error logs after the Transfer Engine shuts down.

- **Delete logs of successful transfers immediately after completion**
 - Select this to automatically delete the associated logs immediately after a successful task is finished.
 - Clear this to keep the associated logs after a successful task is finished.
- **Record/Display time stamps in logs**
 - Select this to include the date and time in all log files.
 - Clear this to exclude the date and time from all log files.

Note:

This option consumes additional system resources due to insertion of time/date stamp at each log event.

- **Delete all logs**
 - Select this to remove all log files from your log folder that are currently unused.

Note:

Logs for active sessions are not automatically deleted.

- **Delete listing cache**
 - Select this to remove all remote file and folder listings CuteFTP has saved on your computer for offline browsing.
- **Thumbnail settings**

Choose from:

 - **Retain images in thumbnail cache** - thumbnails stored in the cache are not deleted when you exit CuteFTP or the Transfer Engine.
 - **Delete images in thumbnail cache** - the thumbnail cache is emptied when the Transfer Engine is exited.
 - **Delete images older than value specified** - Thumbnails are stored for the time specified by the thumbnail cache expiration drop down menu.
 - **Delete thumbnail cache** - Empty the cache at any time by selecting this button.

Connection settings

CONNECTION OPTIONS

To display the Connection window

1. From the menu, choose **Tools > Global Options**.
2. Select **Connection**.

Options

- **Global max connections/transfers**
 - Choose the number of simultaneous connections you will allow from CuteFTP.

- On a Windows 95/98/ME computer you can choose up to 40 connections.
 - On a Windows NT/2k/XP computer you can choose up to 200 connections, but CuteFTP will warn you that more than 20 connections may compromise system performance.
 - Connections include transfers and browse sessions.
- **Per site max connections/transfers**
 - Same as Global max but on a per site basis.

Note:

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

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

Note:

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.).

- **Connection timeout in seconds:**
 - Choose how long CuteFTP waits for an unresponsive server before it stops attempting a new connection. Choose up to 1,000 seconds (about 17 minutes).
- **E-mail address for anonymous logins**
 - Enter the address you want to send to servers that require an e-mail address for anonymous logins. By default, CuteFTP sends a simulated e-mail address.
- **Display the server's welcome message**
 - Select this to display a pop-up window with information from the server when initial connections are successful.
 - Clear this check box to skip the server's successful connection message.
- **Send the FEAT command after login to determine feature support**
 - Select this to ask the server for a list of extended features it supports.

- Clear this check box stop sending the FEAT command, the server won't respond with a list of supported features.

Note:

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

- **Send QUIT command before disconnecting**
 - Select this check box to always send the QUIT command from CuteFTP no matter how you choose to disconnect.
 - Clear this check box to disconnect without sending the QUIT command.
- **Enable port mapping using UPnP**
 - Select this 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). 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.

Note:

You can choose **Max connections**, **Delay between retries**, and **Retry attempts** for individual sites. Select the site to configure from **Site Manager**, then from the menu, choose **File > Properties**, and select the **Options** tab.

- **Assign PORT mode IP address and port range**
 - Use this to specify an IP address and define a port range when establishing connections using PORT mode.

Typically, this setting should be turned off, but if you are using SSL and are having difficulty negotiating a firewall, it may help to specify your public FTP address here to enable CuteFTP to successfully negotiate with the firewall or NAT. Optionally, you can specify a range of ports for issuing port commands.

Tip:

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

SMART KEEP ALIVE OPTIONS

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

To access Smart Keep Alive options

1. From the menu, choose **Tools > Global Options**.
2. Expand **Connection**.
3. Select **Smart Keep Alive**.

Options

- **Enable Smart Keep Alive (SKA)**
 - Select this to automatically send commands to a server to keep a connection open, and to make all the SKA options available.
 - Clear this check box to disable SKA and to disable all SKA options.
- **Start SKA *n* seconds after the last command**
 - Set how soon SKA begins after transfers and other activities have stopped. You can start SKA immediately or after 1,000 seconds (just under 17 minutes).
- **Maintain SKA for *n* minutes**
 - Choose how long SKA sends commands to keep a connection open. You can set this for as little as one minute, and as much as 1,000 minutes (just under 17 hours).
- **Send command at random intervals between *n* and *n* seconds**
 - For after SKA has started, choose the shortest and longest time CuteFTP will wait before sending a command to keep the connection open. You can choose to set times as low as zero seconds up to 1,000 seconds (just under 17 minutes). Between 15 and 60 seconds are the defaults.
- **Commands**
 - Select **Add** to include new FTP commands in the list of possible commands sent to keep a connection open. CuteFTP uses the listed commands.
 - Choose **Remove** after selecting a command in the list to exclude that command from the list of commands sent to keep a connection open.
- **If disconnected, auto-reconnect within *n* seconds**
 - Select this to have CuteFTP attempt a new connection with a server that has closed a connection. Choose a delay time between zero and 100 seconds.
 - Clear this check box if you don't want CuteFTP to automatically attempt a new connection.

INTERNET CONNECTION (DUN/LAN) SETTINGS

DUN stands for Dial-Up Networking. LAN stands for Local Area Network. If you connect to the Internet with a regular phone modem you are using Dial-Up networking. If you connect to the Internet with a cable modem, DSL modem, or through a computer network, you are using a Local Area Network.

To access Dial-up and Network settings

1. From the menu, choose **Tools > Global Options**.
2. Expand **Connection**.
3. Select **DUN/LAN**.

Connection Type

- **Connect to the Internet using a LAN**

- Select this if you connect to the Internet with a Cable modem, DSL modem or through a computer network.
- **Connect to the Internet using a modem**
 - Select this if you connect to the Internet using a modem over regular telephone lines.

Dial-Up options

- **Use the following Dial-Up Networking connection**
 - Select the dial-up connection you want CuteFTP to use. The list includes every dial-up connection on the local computer that is available in MS Windows®. Many computers list only one.
- **Show authentication window (requires user input)**
 - Select this to display the dial-up connection user name and password whenever CuteFTP attempts a connection.
 - Clear this check box to stop the display of the dial-up connection user name and password when CuteFTP attempts a connection.
- **Show error prompts (requires user interaction)**
 - Select this to display messages when an error occurs with the dial-up connection.
 - Clear this check box to stop the display of error messages from the dial-up connection.
- **Disconnect from the Internet upon program exit**
 - Select this to automatically disconnect from the Internet when CuteFTP or the Transfer Engine shuts down.
 - Clear this check box to keep the Internet connection active after CuteFTP or the Transfer Engine shuts down.
- **Number of times to attempt connection**
 - Choose how many times CuteFTP tries to establish a dial-up connection to the Internet after a connection fails. You can choose from 0 to 1000 attempts.
- **Number of seconds to wait between attempts**
 - Choose how long in seconds CuteFTP waits between attempts to establish a dial-up connection to the Internet. You can choose from 0 to 1000 seconds (1000 seconds equals almost 17 minutes).

SOCKS 4 AND 5 CONNECTION SETTINGS

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

To access SOCKS 4 and 5 settings

1. From the menu, choose **Tools > Global Options**.
 2. In the left pane, expand **Connection**.
 3. Select **SOCKS4 & 5**.
- **Use the highlighted SOCKS server when connecting**

- Select this to connect to an FTP site through a SOCKS server.
 - Clear this check box to connect to an FTP site without connecting through a SOCKS server.
 - **SOCKS**
 - Select a host name in the list to make FTP connections through that specific server.
 - Select **Add**, then enter the server name in the **Host name** box to include a server in the **SOCKS** list.
 - Select **Remove** button to delete a highlighted server from the **SOCKS** list.
 - **Host name**
 - Select **Add**, then enter the name of a new SOCKS server.
- OR
- Select a server from the **SOCKS** list, and edit the name.
- **Port**
 - Enter the port for the server selected in the **SOCKS** list. The default port for SOCKS servers is 1080.
- OR
- Select a server in the **SOCKS** list, and edit the port number.
- **Use Authentication**
 - Select this to have CuteFTP automatically send the proper user name and password for the SOCKS server when first connecting.
 - Clear this check box if you don't have a SOCKS user name and password, or if you choose to enter them manually upon connection.
 - **User name**
 - Enter or edit the user name for the highlighted SOCKS server.
 - **Password**
 - Enter or edit the password for the highlighted SOCKS server.
 - **SOCKS type**
 - Select either **SOCKS4** or **SOCKS5** to match the highlighted SOCKS server.

Tip:

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

Note:

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

PROXY CONNECTION SETTINGS

To access proxy server settings

1. From the menu, choose **Tools > Global Options**.

2. In the left pane, expand **Connection**.
3. Select **Proxy Server**.

Configuration notes

Use network connection proxy settings from Internet Explorer

- Select this and CuteFTP uses the proxy settings already set in Internet Explorer to connect to FTP sites.
- Clear this check box to connect to an FTP site without connecting through a proxy server, or to connect using proxy settings listed in CuteFTP.

Note:

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

- **Use the highlighted proxy when connecting**
 - Select this to connect to an FTP site through a proxy server.
 - Clear this check box to connect to an FTP site without connecting through a proxy server, or to connect using settings from Internet Explorer.
- **Proxies**
 - Select a host name in the list to make FTP connections through that specific server.
 - Select **Add** and enter the server name in the **Host name** box to include a server in the **Proxies** list.
 - Select **Remove** to delete the selected server from the **Proxies** list.
- **Host name**
 - Select **Add** and enter the name of a new proxy server.
- OR
- Select a server in the **Proxies** list and edit the name.
- **Port**
 - Type the proper port for the server selected in the **Proxies** list. The default port for proxy servers is 8000.
- **User name**
 - Enter or edit the user name for the selected proxy server.
- **Password**
 - Enter or edit the password for the selected proxy server.
- **Proxy type**
 - Select either **FTP** or **HTTP** to match the protocol the selected proxy server supports.
- **Advanced** is for selection of advanced authentication methods. Choose:

- **USER user @site** if your proxy server requires the USER command followed by your user name and the site name to allow connection with a remote site. You can change the @ symbol if a different separator is required by your proxy server.
- **SITE site** if your proxy server requires the SITE command followed by the address of the remote FTP site to allow a connection.
- **USER with logon** if your proxy server requires the USER command followed by a user name and password to allow connection with a remote site.
- **USER/PASS/ACCT** if your proxy server requires all three commands before allowing a connection to a remote site.
- **OPEN site** if your proxy server requires the OPEN command followed by the site name before allowing connection to the site.
- **Custom** if your proxy server requires a login sequence different from those above.

To create a custom authentication method for a proxy server

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

Note:

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

Security settings

SECURITY SETTINGS

To display the Security window

1. From the menu, choose **Tools > Global Options**.

2. Select **Security**.

Configuration notes

- **Remove Site Manager passwords upon program exit**
 - Select this to prevent storing any site passwords in the Site Manager file at all. CuteFTP asks for the site password for each connection attempt.
 - Clear this check box to allow CuteFTP to store site passwords in the Site Manager file (default behavior). When passwords are saved, you won't have to enter them again when connecting to a site.

Note:

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

- **Site Manager path:**
 - Leave this to keep the Site Manager file in its default location.
 - Enter a new path or browse to a new path to move your Site Manager to a different location on your computer or network.
- **Encrypt contents of Site Manager**
 - Select this to secure the Site Manager. You must supply a password every time you start CuteFTP.
 - Clear this check box, and CuteFTP starts without requiring a password. Site Manager and all its sites are available.

Tip:

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

- **Change Password**
 - This becomes available when you select **Encrypt contents of Site Manager**. Select it to open a dialog to set and confirm a password for protecting the contents of the Site Manager.
- **Remove Queue file passwords upon program exit**
 - Select this to remove passwords from queued items. Next time you start CuteFTP, you will be prompted for a password to complete the transfer.
 - Clear this check box to allow passwords to be sent automatically for queued items.
- **Remove Quick Connect and Connect to URL history upon program exit**
 - Select this to erase any URLs and remove all sites from the Quick Connect drop-down, when CuteFTP is shut down.
 - Clear this check box to keep URLs and to keep a list of sites in the Quick Connect drop-down list even when CuteFTP is closed.

SSL SECURITY SETTINGS

To access the SSL security settings

1. From the menu, choose **Tools > Global Options**.
2. In the left pane, expand **Security**.
3. Select **SSL Security**.

Configuration Notes

- **Use SSL certificate when authenticating**
 - Select this to send a certificate to SSL servers for authentication.
 - Clear this check box to send no certificate to SSL servers for authentication.

Note:

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

- **Certificate**
 - Browse to or type the location of an SSL certificate file on your local machine. The file should have a .crt extension.
 - **Private key**
 - Browse to or type the location of an SSL private key file on your local machine. The key file should have a .key extension.
- **Use passphrase**
 - Enter the appropriate passphrase for the certificate listed in the **Certificate** field.
- **Confirm Passphrase**
 - Enter the appropriate passphrase again for the certificate listed.

Tip:

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

- **Create Certificate**
 - Select this to create a new SSL certificate with a signing request and a key for the certificate. For more information on creating SSL certificates see [Creating your own SSL certificates](#).
- **Trusted Certificates**
 - Displays a list of certificates that you have accepted as valid. For more information on trusted certificates see [Accepting server SSL certificates](#) and [Importing SSL certificates](#).
- **Reuse cached session for data connection (required by some servers)**
 - Select this to allow new transfers without encrypting a new data channel.

- Clear this check box to require encryption of every session for every new transfer.
- **Accept certificates in Windows Trusted Root Certificate Authority store**
 - Select this to automatically trust certificates already accepted by your system, even if they have not been added to your Trusted list.
 - Clear this check box to require all certificates to be added to the CuteFTP Trusted list before allowing connections.
- **Warn when switching from secure to non-secure pages (CuteFTP Professional Only)**
 - Select this to see a pop-up message when, after connecting to a secure HTTP site, you click a folder or link that is not secure.
 - Clear this check box to be able to link from secure HTTP sites to HTTP sites that are not secure without seeing any pop-up messages.

Transfer settings

TRANSFER SETTINGS

To access transfer settings

1. From the menu, choose **Tools > Global Options**.
2. Select **Transfer**.

Transfer method

- Choose **Auto-detect** to have CuteFTP decide the transfer method based on the file and server type.
- Choose **ASCII** to transfer text files, web pages or other text type files.
- Choose **Binary** to transfer pictures, programs or executable files.

Note:

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

Data mode:

- Choose **Auto** and CuteFTP makes connections in PASV mode. If the PASV connection fails, CuteFTP attempts to connect in PORT mode automatically.
- **PASV** helps avoid conflicts with security systems. PASV support is necessary for some firewalls and routers, because with PASV, the client opens the connection to an IP Address and port that the server supplies.
- Choose **PORT** when connections or transfer attempts fail in PASV mode, or when you receive data socket errors. When an FTP client connects using PORT, the server opens a connection to an IP Address and port that the client supplies.
- **EPRT** is an extension of PORT that allows the server to give an Ipv6 address to the client for negotiation through NAT firewalls.

- **EPSV** is an extension of PASV that allows the server to give an IPv6 address to the client for negotiation through NAT firewalls.
- Used as an alternative to PASV or PORT commands for the traversal of NAT firewalls for secure (FTPS) connections. Read RFC 2428 for more details. Common Add EPRT and EPSV to the existing Data mode drop-down (combo) located under Global Options | Transfer pane. Note that each site in the site manager is currently able to either inherit global settings for Data Mode or define their own. Therefore the EPRT and EPSV choices must also be available on a site basis (Site Properties | Type page).

Note:

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

Transfer files over the browse session

This feature controls the sessions that files are transferred on.

If **Allow transfers to occur over the existing (browse) session** is:

- **Checked**, files transfer over new and existing sessions. CuteFTP uses the browse session and if available, additional connections. For example, If you define a per site max limit of five connections and then transfer five files, CuteFTP checks the browse connection first to see if it is busy, and if not busy, transfers the 1st file over the browse connection. The subsequent four files are transferred over four additional sessions. CuteFTP automatically adjusts for allowed connections (both from the client and server perspective) and whether or not it can use the browse session.
- **Checked + CTRL key**, files transfer over the existing session only. To use this, select the files you want to transfer, then press and hold the Ctrl key while you drag and drop the files into the destination folder. This forces CuteFTP to transfer all the files on the existing session. Transferring files using only the currently logged in session can reduce overhead in certain situations. For example, a transfer of a large number of small HTML files can often be done much faster if limited to the current connection rather than performing a full TCP/IP connection and FTP login (and possibly FEAT/CWD/LIST) sequence first
- **Cleared (unchecked)**, files transfer over new sessions only. Use this option if your server allows multiple connections, is quick to respond, and you want to navigate the site while downloading. All transfers are forced over new connections, freeing up the browse session so you can continue to navigate. The only time may pose a problem is when the server either refuses to allow multiple connections or is slow to log into.

Reconnect and resume in n seconds, if nothing is received

- Select 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).

Roll back (retry at byte offset) n bytes when resuming transfers

- Select the number of bytes prior to the transfer failure CuteFTP resends when attempting to finish an interrupted transfer. Select between 0 and 65536 bytes.

Send REST command prior to APPE when resuming a transfer

- Select this check box to send the **REST** (Restart) command to resume a transfer, before sending the **APPE** (Append) command.
- Clear this check box to send the **APPE** (Append) command to resume a transfer without first sending the **REST** (Restart) command.

Receive and send buffers

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, see Tweak the send and receive buffers in Improving Slow Transfers.

Tip:

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

EVENT SETTINGS

After all transfers have finished

- Choose **Do Nothing** to keep the connection and CuteFTP open after all transfers are complete.
- Choose **Disconnect from site** to close the connection but keep CuteFTP open after all transfers are complete.
- Choose **Disconnect and close program** to close all connections and close CuteFTP after all transfers are complete.
- Choose **Disconnect from Internet** to close a dial-up connection automatically after all transfers are complete.
- Choose **Shut Down Computer** to close all connections, close CuteFTP, close a dial-up connection and shut down the computer after all transfers are complete.
- Choose **Log Off** to automatically log the current user off the computer after all transfers are complete.

Remove successful transfer items from the queue automatically

- Select this to erase items from the queue after they have transferred.

- Clear this check box to keep items in the queue even after they have transferred.

Tip:

As old items build up in the queue it can consume large amounts of memory. Selecting this option avoids that problem.

Close the file transfer thread n seconds after the transfer is finished

- Select the time that CuteFTP will wait to close the data connection after a transfer is complete. Leaving data connections open allows more transfers to use the same connection, avoiding the need to open new connections. Select a time between 0 and 1,000 seconds.

Preserve remote time stamp for downloaded files

- Select this to keep a downloaded file's time stamp the same on the local machine as it is on the server.
- Clear this check box to allow the local machine to give downloaded files a new time stamp.

Preserve the local time stamp for uploaded files if the server allows MDTM

- Select this to keep an uploaded file's time stamp the same on the server as it is on the local machine.
- Clear this check box to allow the server to give uploaded files a new time stamp.

Note:

Using MDTM to **modify** a remote file's time stamp is not endorsed by the IETF Extensions to FTP working group or any formal RFC. However it is supported by quite a few FTP servers. CuteFTP will attempt the command when requested and report any errors to the log (if received).

RENAME RULES SETTINGS

You can set CuteFTP to automatically change the name of files it transfers.

To access the Rename Rules options

1. From the menu, choose **Tools > Global Options**.
2. Expand **Transfer**.
3. Select **Rename Rules**.

Apply auto-rename rules to transfers

- Select this check box and CuteFTP will change the names of transferred files with names that are listed in the large box of the Rename Rules window.
- Clear this check box and CuteFTP will not rename any files.

To create an auto-rename rule

1. Type the original file name in the text box on the upper left.

2. Type the desired new file name in the text box on the upper right.
3. Click **Add**.

To remove an auto-rename rule

1. In the large list box, highlight the rule you want to delete.
2. Click **Remove**.

Configuration notes

- The rules are case sensitive.
- These rules will apply to all uploads, downloads, and site-to-site transfers.
- You can create rules with wildcard masks to change just the extension of several files of the same type. For example, if your .jpg files need the extension in upper case (.JPG) on the server, create the rule:

Rename from	Rename to
*.jpg	*.JPG

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

Rename from	Rename to
index.htm	index.*

ASCII TRANSFER SETTINGS

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

To access the ASCII transfer options

1. From the menu, choose **Tools > Global Options**.
2. Expand **Transfer**.
3. Select **ASCII Types**.

ASCII Extensions

- Type the file extension for files you want to transfer in ASCII mode in this box.
- Select **Add** to add the extension to the list.
- Select **Remove** to delete the selected extension from the list.

Note:

You can specify a Transfer type from the main menu (see Transferring files in binary or ASCII mode). You can also specify a Transfer type for

an individual site by highlighting the site in the **Site Manager**, clicking the **Type** tab, and choosing from the **Transfer** list. **Auto** is the default transfer type, and sends files in the mode specified for each file's extension. All extensions are sent in binary mode unless they are listed in the **ASCII Extensions** list.

Navigation settings

SMART OVERWRITE SETTINGS

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

To access the Smart Overwrite settings

1. From the menu, choose **Tools > Global Options**.
2. In the left pane, expand **Transfer**.
3. Select **Smart Overwrite**.

For matching files

- **Prompt:** CuteFTP displays a window asking you to overwrite or skip the file in the destination folder that has the same name as the file you are transferring.
- **Overwrite:** If a file in the destination folder has the same name as the file you are transferring CuteFTP replaces the destination file with the transferred file.
- **Skip:** If a file in the destination folder has the same name as the file you are transferring CuteFTP does not transfer the file and leave the destination file as it is.
- **Rename:** If a file in the destination folder has the same name as the file you are transferring CuteFTP asks you for a new file name for the transferred file.
- **Resume:** If a file in the destination folder has the same name as the file you are transferring CuteFTP treats the destination file as an incomplete transfer. If the destination file is already a complete file, the transferred file replaces the destination file.
- **Numerate:** If a file in the destination folder has the same name as the file you are transferring CuteFTP renames the transferred file to 'Copy of file.txt'. If the same transfer occurs again CuteFTP renames the transferred file to 'Copy (2) of file.txt'
- **Use Rules:** If a file in the destination folder has the same name as the file you are transferring, CuteFTP uses the rules you define in **Overwrite Rules**.

Ignore Zero byte files

- Select this and CuteFTP ignores any files with a size of zero bytes.
- Clear this check box and CuteFTP applies all rules and settings to all files regardless of size.

For matching folders

- **Prompt:** CuteFTP displays a window asking what you want to do to a folder in the destination folder that has the same name as the folder you are transferring.
- **Replace All:** If a folder in the destination folder has the same name as the folder you are transferring CuteFTP replaces every destination file with matching names with files in the transferred folder.
- **Use Rules:** If a folder in the destination folder has the same name as the folder you are transferring, CuteFTP uses the rules you define in the **Overwrite Rules** window to determine how to handle all files with matching names.

Configure Rules

Configure Rules defines the rules you want CuteFTP to use when two files have the same name. You must select **Use rules** to enable these options.

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

- **overwrite** completes the transfer by replacing the file that's already in the destination folder.
- **numerate** completes the transfer by renaming the transferred file with "Copy (*n*) of..." added before the name.
- **resume** treats the transfer as an attempt to continue an interrupted transfer.
- **show prompt** pauses the transfer and display the message that asks the user which action to take.
- **skip** cancels the transfer and leave the original file in the destination folder.
- Select **Add >>** places the rule into the list. If you are using rules, CuteFTP checks every rule in the list during all transfers.
- Select **<< Remove** to delete a rule you have highlighted in the list and CuteFTP will no longer use the rule when it encounters two files of the same name.
- Select **Defaults** to delete every rule from the list.

For more information, see Smart Overwrite Example.

Prompt timeout action

Defines the action CuteFTP takes if no rules apply, or if you enable a timeout value. When you select the **Timeout in *n* seconds** check box, a prompt appears, but after waiting the defined amount of time, CuteFTP takes one of the following actions:

- **Overwrite:** If a file in the destination folder has the same name as the file you are transferring CuteFTP replaces the destination file with the transferred file.
- **Skip:** If a file in the destination folder has the same name as the file you are transferring CuteFTP does not transfer the file and leave the destination file as it is.
- **Rename:** If a file in the destination folder has the same name as the file you are transferring CuteFTP asks you for a new file name for the transferred file.
- **Resume:** If a file in the destination folder has the same name as the file you are transferring CuteFTP treats the destination file as an incomplete transfer. If the destination file is already a complete file, the transferred file replaces the destination file.
- **Numerate:** If a file in the destination folder has the same name as the file you are transferring CuteFTP renames the transferred file to 'Copy of file.txt'. If the same transfer occurs again CuteFTP renames the transferred file to 'Copy (2) of file.txt'.

Resend LIST command as necessary

- The LIST command retrieves file details and determine similarities and differences between a transferring file and destination file with the same name.
- Clear this check box and CuteFTP does NOT use the LIST command.

Use SIZE and MDTM to gather precise details

- The SIZE command retrieves file size and the MDTM command retrieves file modification time to determine similarities and differences between a transferring file and destination file with the same name.
- Clear this check box and CuteFTP will NOT use the SIZE and MDTM command.

Note:

The resulting action of Compare using XCRC... takes precedence over your standard overwrite action settings.

NAVIGATION SETTINGS

To access the navigation settings

1. From the menu, choose **Tools > Global Options**.
2. Select **Navigation**.

Event Handling

- **When adding items to the queue, choose:**
 - **Transfer immediately** to start transfer of the queued item as soon as it is dropped in the queue.
 - **Suspend** to place the item in the queue, but to hold the transfer.
 - **Schedule** to display the scheduling window when an item is placed in the queue.
- **When dragging an item to the local pane, choose:**
 - **Transfer to current folder** to send the dragged item to the folder currently listed in the **Local Drives** pane.
 - **Transfer to default folder** to send the dragged item to the default transfer folder listed in General Settings.
 - **Add to queue & suspend** to place the dragged item in the queue, but hold the transfer.
- **When double-clicking an item, choose:**
 - **Transfer immediately** to send the item to the displayed remote site or the default download folder.
 - **Add to queue & suspend** to place the double-clicked item in the queue, but hold the transfer.
 - **Launch in viewer** to open the item in the **File Viewer** program chosen in **Helper Applications**.
 - **Execute** to run the item if it is a program.
 - **Edit** to open the item in the **File Editor** program chosen in **Helper Applications**.

More options

- **Link the remote and its associated local pane when working with multiple sites**
 - Ties the local and remote panes to each other.
 - Clear this checkbox to retain the same path in the local pane regardless of the remote pane selected.
- **Auto-refresh the remote pane after an upload**
 - Update the remote folder's listing after every upload to that folder.
 - Clear this check box to stop sending LIST requests to a remote site after every upload.

- **Switch from the Site Manager to the Local Drives Pane upon connection**
 - Automatically displays the **Local Drives** pane when a connection is made.
 - Clear this check box to leave the **Site Manager** displayed when a connection is made.
- **Use the logical parent (not physical parent) on CDUP command**
 - Returns to the folder you just linked from when clicking the **Move up directory**  button.
 - 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** button.

TOC FILE SETTINGS

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

To access the TOC File settings

1. From the menu, choose **Tools > Global Options**. The **Global Options** dialog appears.
2. In the left pane, expand **Navigation**.
3. Select **TOC Files**.

Settings

- **Load TOC Files**
 - Automatically downloads Table of Contents files whenever connecting to a remote folder.
 - Clear this check box to never download Table of Contents files.
- **If the TOC file size exceeds *n* Kbytes, then prompt before loading.**
 - Choose the maximum size TOC file CuteFTP downloads without prompting for permission. Choose a size between 1 and 1,000 kilobytes.
- **TOC include masks**
 - Enter file names or extensions that CuteFTP should consider as TOC files. You can use wildcard masks.
 - **Add** includes your entry in the list of **TOC include masks**.
 - **Remove** deletes the selected item from the **TOC include masks** list.
- **TOC exclude masks**
 - Enter file names or extensions that CuteFTP should NOT consider as TOC files. You can use wildcard masks.
 - **Add** includes your entry in the list of **TOC exclude masks**.
 - **Remove** deletes the selected item from the **TOC exclude masks** list.

Note:

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

SYMBOLIC LINK OPTIONS

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

To access the Link options

1. From the menu, choose **Tools > Global Options**.
2. Expand **Navigation**.
3. Select **Links**.

Server side link resolution

- **Attempt link resolution using LIST-L command**
 - Sends 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.

Note:

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

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

Tip:

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

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

Note:

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

TOLERANCE OPTIONS

You may encounter some servers that treat PASV mode and links differently. You can choose from the following options to help when connecting with these servers.

To access the Tolerance options

1. From the menu, choose **Tools > Global Options**. The **Global Options** window appears.
2. In the left pane, expand **Navigation**.
3. Select **Tolerance**.

Configuration notes

- **Use correct timing of PASV mode command**
 - This option works with most FTP servers. See RFC compliant PASV mode example.
 - Clear this check box to connect with a server when having difficulty connecting in PASV mode.
- **Use PWD to determine current folder**
 - Uses the 'Print Working Directory' command to determine what remote folder is currently open on the server.
 - Clear this check box and CuteFTP attempts to determine the current remote folder based upon the relative location from the root login folder. Uncheck this box only if your server does not support PWD.
- **Use absolute paths for DELE, RETR, and STOR commands**
 - Sends the absolute path to the file to complete delete, download, or upload file operations. For example: "RETR /pub/cuteftp/cuteftp.exe".
 - Clear this check box if your server doesn't support absolute path names for these commands. CuteFTP sends the relative path to the file instead. For example: "RETR cuteftp.exe".
- **Use absolute paths for the LIST command**
 - Uses the complete absolute path to retrieve the listings for a folder. For example: "LIST /pub/cuteftp".
 - Clear this check box if your server doesn't support absolute path names for the LIST command. CuteFTP uses the relative file path to retrieve the listings for a folder. For example: "LIST".
- **Use NLST instead of LIST (retrieves an abbreviated listing)**
 - Retrieves a list of just file names for each folder. 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.
- **Treat 5xx errors as 4xx errors during login**
 - Continues login attempts if the server returns permanent errors (5xx) inappropriately, such as when the server is full or busy.

Warning:

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.

- Clear this check box to always accept permanent errors, to stop further connection attempts, and to avoid being banned for hammering.

Display settings

DISPLAY SETTINGS

To access CuteFTP display settings

1. From the menu, choose **Tools > Global Options**.
2. Select **Display**.

Configuration Notes

Select the toolbars to display

- Select the toolbars you want to display by clicking the checkbox next to the toolbars.
- Click the name of the toolbar to select it.
- With a toolbar in the list highlighted, click the **Customize selected toolbar** button to add or remove buttons on the toolbar.

Customize selected toolbar - add a button

1. Select a button from the **Available Toolbar buttons** column.
2. Click **Add**, or double-click the button.
3. Click **Close** to accept changes, **Reset** to cancel changes.

Customize selected toolbar - remove a button

1. Select a button from the **Current Toolbar buttons** column.
2. Click **Remove**, or double-click the button.
3. Click **Close** to accept changes, **Reset** to cancel changes.

Customize - move a button

1. Select a button from the **Current Toolbar buttons** column.
2. Click **Move Up** to move a button one icon to the left on the toolbar.
 - Click **Move Down** to move the button one icon to the right on the toolbar.

3. Click **Close** to accept changes, **Reset** to cancel changes.

Note:

Reset does not cancel changes made when the **Customize Toolbar** dialog box was opened and closed previously.

Show large toolbar icons

- Select this to display the large (32x32 pixel) set of main toolbar icons.
- Clear this to display the small (16x16 pixel) set of main toolbar icons.

Auto-hide Quick Connect bar

- Select this to cause the Quick Connect bar to hide upon connection to a site.
- Clear this to cause the Quick Connect bar to stay in view upon connection to a site..

Display menu icons

- Select this to display small icons in the menus next to commonly used menu items.

Highlight active pane

- Select this to display a thin blue line at the top of the window pane that currently has the focus.

Show grid lines on all view panes

- Select this check box to display borders between rows and columns in the queue window, and in the Local and Remote panes when in **Detail** view.
- Clear this check box to hide all borders between rows and columns.

Display File Sizes in

- Adaptive causes CuteFTP to decide when to show files in Bytes, KB, MB, or GB.
- Kilobytes causes CuteFTP to always display values in KB.

Local, Remote, Queue Pane Font

Allows you to adjust the font type and size display of all text in the Local Drives tab, Queue pane, and Remote pane.

Smart Sorting

- **Use standard lexicographic sorting for alphanumeric file names**
Select this option to sort file lists by the value of each individual digit.
- **Use Smart Sorting for alphanumeric file names**
Select this option to sort file lists by whole number value.

Tip:

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

SOUND OPTIONS

To access CuteFTP sound options

1. From the menu, choose **Tools > Global Options**.
2. In the left pane, expand **Display**.
3. Select **Sounds**.

Configuration notes

- **Add sounds**
 - Select this to hear audio cues for certain events in CuteFTP and to edit the sounds associated with events.
 - Clear this check box to silence all sounds from CuteFTP and disable sound association editing.
- **Events**

The **Event** column lists possible CuteFTP events. The **File** column lists the sound file that plays for each event. If there is nothing in the **File** column, the event to the left does not cause a sound. Select an event in the list to add or change the sound associated with it.
- **File**
 - Browse or type the path to a sound that you want. To remove a sound from an event, select it, then choose **(None)**.

Tip:

With a sound listed in the File entry box you can preview the sound by clicking the speaker button.

PROMPT SETTINGS

To access CuteFTP prompt settings

1. From the menu, choose **Tools > Global Options**.
2. Expand **Display**.
3. Select **Prompts**.

Confirmations

- **Confirm when deleting from local drive**
 - A confirmation prompt appears before each delete and asks if you are sure you want to delete the item before removing it.
 - Clear this check box and when you try to delete an item from the Local Drives pane, it will be removed without a confirmation prompt.
- **Confirm when deleting from remote drive**
 - Select this check box and when you try to delete an item from a remote folder, CuteFTP asks if you are sure you want to delete the item before removing it.
 - Clear this check box and when you try to delete an item from a remote folder, it will be removed immediately.
- **Confirm when deleting from queue**
 - Select this check box and when you try to delete an item from the queue, CuteFTP will ask if you are sure you want to delete the item before removing it.
 - Clear this check box and when you try to delete an item from the queue, it will be removed immediately.
- **Confirm when closing a remote pane**
 - Select this check box and when you try to close a window for an active connection, CuteFTP will ask if you want to disconnect first.
 - Clear this check box and when you try to close a window for an active connection, the window and connection will be closed immediately.

Prompts

- **Show prompt upon error** Select this to display a dialog upon certain server errors (5xx range).
- **Show login prompt if connection fails or is missing data** Select this to display a dialog when the site password is rejected or missing.
- **Show prompt when new tasks are scheduled** Select this to display a dialog notifying you that a task was scheduled and added to the queue.
- **Show prompt when new tasks are started** Select this to display a dialog notifying you that a scheduled task has started to run.

- **Show prompt after successful decompression** Select this to display a dialog notifying you that the archive was expanded successfully.
- **Show warning when transferring binary files in ASCII mode** Select this to display a dialog warning you when you may be transferring a certain file type in the wrong mode.
- **Show connection progress prompts** Select this to display a connection status dialog when connecting. If the log view is unavailable when connecting, this dialog will show you if there may be a problem with the connection. This is enabled by default.

LANGUAGE SETTINGS

CuteFTP's 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.

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. Choose **File > Open** from the menu.
5. In the **Look in** field of the Open dialog, locate your **CuteFTP installation folder**.
6. In the **Files of type** field, select **Executable Files** (.exe; .dll; .ocx).
7. In the **Open as** field, select **Resources**.
8. Select the resource dll file you just created and select **Open**.
9. In Visual Studio's main editor window, select one of the resource folders shown, such as **String Table**.
10. Modify the resource strings. Take special 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. Once you've completed your modifications, save your changes by choosing **File > Save** from the main menu.
12. Close Visual Studio.
13. Locate the resource dll you just modified.
14. Change its extension back to lng. For example: **custom.lng**
15. Launch CuteFTP.
16. Choose **Tools > Global Options > Display > Language** from the menu.
17. Select the new language file from the left-hand pane of the Language settings dialog.
18. Select OK, close the Global Options dialog and **restart** CuteFTP.

The resource changes take place throughout the program. You can also modify the resource file using other third party tools, such as the free utility called **Resource Hacker** (search for it using Google) used for modifying resource files.

To modify the resource file using Resource Hacker

Follow the same steps as above with the following exceptions:

1. When opening the **dll** file in Resource Hacker, select **Win32 PE files** as the **Files of type**.
2. As you edit the resources of each node in the resource tree, make sure to select **COMPILE SCRIPT** after making changes to that node.

Tip:

Make sure you save your changes from the **File > Save** menu once finished. Resource Hacker automatically makes a backup of the original dll file. All other steps are the same, including the naming of the file back to something.lng and the steps on how to load it in CuteFTP.

Note:

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 others. We are considering a program in the near future that will permit users to localize their resources and submit them to GlobalSCAPE for redistribution to others. If you are interested in taking part in any localization efforts and feel that you are able to provide timely, **high-quality** translations of the CuteFTP resources file, please contact the CuteFTP Product Manager.

Helper Applications

HELPER APPLICATIONS

You can choose the programs to use for viewing and editing documents from within CuteFTP.

To access Helper Applications

1. From the menu, choose **Tools > Global Options**.
2. Select **Helper Applications**.

File Viewer

- **Use the integrated HTML editor to view files**
 - Select this check box to open files in CuteFTP's built-in HTML editor when clicking a file and going to **File > View**.
 - Clear this check box to open files in a program you choose in the long box below the check box.
- **File viewer**
 - Browse or type the path to the program you want to use when clicking a file and going to **File > View**.

File Editor

- **Use the integrated HTML editor to edit files (recommended)**
 - Select this check box to open files in CuteFTP's built-in HTML editor when clicking a file and going to **File > Edit**.
 - Clear this check box to edit files in a program you choose in the long box below the check box.
- **File editor**
 - Browse or type the path to the program you want to use when clicking a file and going to **File > Edit**.

Note:

If you choose a third party editor with which to edit remote files, CuteFTP launches the editor and then monitor the folder containing the temporary file being modified. Once you've made your changes in the editor and saved them, CuteFTP will upload the changes back to the server.

Tip:

If you prefer to use a direct editor over a WYSIWYG editor but find the integrated editor too limited in functionality, consider trying out our CuteHTML Pro tool. It is powerful editor for working with HTML, ASP, PHP, Perl, and many more file types.

Note:

If you open an HTML file in the built-in HTML editor using **File > View** you can still edit and save the file.

HTML EDITOR SETTINGS

To view or edit HTML Editor settings

1. From the menu, select **Tools > Global Options**.
2. Expand **Helper Applications** and select **HTML Editor**.

Display editor using Full Screen view

- The editor can display in full screen or as a tab in the CuteFTP window. By default, CuteFTP displays the HTML editor in tab view mode. To change to full screen view, select **Display editor using Full-Screen view**.

Enable word wrap

- Select this check box and the HTML editor will add line breaks at the right end of long lines, so that you can see entire lines of Code without scrolling to the left or right.
- Clear this check box and the HTML editor will use line breaks where you add them. You might have to scroll to the right to see the ends of longer lines of code.

Prefix each line with line numbers

- Select this check box to display numbers at the beginning of each line of code. If word wrap is enabled, the numbers will only display after line breaks you have entered. The line numbers are not saved as part of the document.
- Clear this check box and no line numbers will be displayed.

Allow editing beyond the end of line

This check box is only available if **Enable word wrap** is cleared.

- Select this check box to allow the cursor to keep moving to the right after the last character in a line.
- Clear this check box to force the cursor to return to the left end of the following line after the last character in a line.

Note:

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

Tab size

Enter the number of spaces you want the cursor to move to the right when you hit the **Tab** key. You can choose from 1 to 32.

Edit new document template

Select **Edit new document template** to open a window where you can change the HTML code and text that is generated automatically when you start a new document in the HTML editor. When you have finished making changes, click the **CLOSE** button.

Choose font for editor

Select **Choose font for editor** to open a dialog where you can choose the type, style and size of the font displayed in the HTML Editor. When you have made your selections click **OK**, or if you don't want to change the font click **Cancel**.

CHOOSING DISPLAY COLORS FOR THE HTML EDITOR

To specify display colors for HTML tags and Perl scripts

1. From the menu, choose **Tools > Global Options**.
2. Expand **Helper Applications** and **HTML Editor**.
3. Select **Colors**.
4. Select a color from the list for each tag set and for Perl script components.
5. Select **Apply** or **OK**.

To specify background and standard font colors for the HTML editor

1. From the menu, choose **Tools > Global Options**.
2. Expand **Helper Applications** and **HTML Editor**.
3. Select **Colors**.
4. To use the system default colors, select the **Use system settings** check box and skip to step 7.

OR

- To choose different colors, clear the **Use system settings** check box and continue with step 5.
- 5. Select a color for the background from the **Background** list.
- 6. Select a color for the font from the **System font** list.
- 7. Select **Apply** or **OK**.

CHOOSING THE FOLDER FOR HTML CODE SNIPPETS AND JAVA SCRIPTS

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

1. From the menu, choose **Tools > Global Options**.
2. Expand **Helper Applications** and **HTML Editor**.
3. Select **Folders**.
4. In the **Code snippets** box, browse or type the path to the folder where you want to store code snippets.
5. In the **Java scripts** box, browse or type the path to the folder where you want to store Java scripts.
6. Select **OK**.

CHOOSING TO WRITE HTML FOR A SPECIFIC BROWSER

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

To show tag tips

1. From the menu, choose **Tools > Global Options**.
2. Expand **Helper Applications** and **HTML Editor**.
3. Select **Tag tips**.
4. Select the **Show tag tips** check box.

Or

- Clear the **Show tag tips** check box to keep tag tips hidden.
- 5. Select **OK** or **Apply**.

The tags shown in the tag-tip drop down boxes are controlled by the primary and secondary browsers you choose.

To display only tag tips that apply to certain browsers

1. From the menu, choose **Tools > Global Options**.
2. Expand **Helper Applications** and **HTML Editor**.
3. Select **Tag tips**.
4. Select your first browser choice from the top list, **First primary browser tags**.

5. Select your second browser choice from the next list, **Second primary browser tags**.
6. Select your third browser choice from the list **Secondary browser tags**.
7. Select a color for tag tips that apply only to the third browser choice in **Secondary browser color**.
8. Select **OK** or **Apply**.

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

Example

If you want to code for IE 5.0, but conserve backwards compatibility with 4.0, then choose 5.0 and 4.0 as the two primary browsers. Tags in common to both are available in the tag tips box. Newer 5.0 tags that didn't exist in 4.0 don't even appear, which helps you code your HTML without having to worry about which tags may be supported or not.

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

To choose how long the tag tips take to appear

1. From the menu, choose **Tools > Global Options**.
2. Expand **Helper Applications** and **HTML Editor**.
3. Select **Tag tips**.
4. In the **Tag tips delay in milliseconds** box, enter a time for the HTML editor to wait before showing tag tips.
5. Select **OK** or **Apply**.

To capitalize all tag tips

1. From the menu, choose **Tools > Global Options**.
 2. Expand **Helper Applications** and **HTML Editor**.
 3. Select **Tag tips**.
 4. Select the **Capitalize tag tips** check box.
- Or
- Clear the **Capitalize tag tips** check box to leave tag tips in lower case.
5. Select **OK** or **Apply**.

Integrated HTML Editor

HTML Editor overview

CuteFTP has a built in HTML editor. You can edit HTML and other ASCII (text) based documents.

The built-in editor was added primarily for remote file editing. This enables Webmasters and users to select a document on the remote site, load it in the editor, make quick changes, and then save the document back to the remote location.

TO OPEN THE HTML EDITOR

- From the menu, choose **File > New > HTML Document**.

The editor has the following features:

- **Auto-tag** completion feature for HTML tags
- **Auto validation** using code-for-browser settings
- Customizable color-coded HTML and PERL tags
- Color and RBG to HEX converter
- Unlimited **Undo** and **Redo** commands
- **Document weight** feature
- **Word wrap** toggle
- **Smart Anchor** and **Image** dialogs that remember commonly used data
- Sophisticated word/paragraph **Find** and **Replace** feature
- Dynamic view in browser function
- Highly customizable **Java script** support for commonly used scripts
- Handy and customizable **Code Snippet** feature that allows you to save and reuse code
- Customizable default template for new HTML docs
- **Line numbering** option for better code management
- Easy to use **Bold**, **Italic**, and **Font** selector for those commonly used tags
- Optional end of line or extended editing cursor placement
- Color printing for easy document comprehension/layout
- **View unsaved changes in browser** feature for fast assessment of proposed changes

- Plus most standard text editor features

Editor Menu Tools

SEARCH AND REPLACE

You can search and replace characters, words, sentences or entire paragraphs with the integrated editor's powerful search and replace tool.

- From the menu, choose **Edit > Find / Replace**.
1. Enter the word(s) you wish to search for or change in the **Search for** field.
 2. Enter the replacement word(s) or phrase in the **Replace with** field.
 3. Select whether to search only the open document or all open documents by checking the appropriate field under **Where to search** in the lower left part of the screen.
 4. Select the open box next to **Match case** if you want the system to match capitalization. (A check mark in the box indicates matching will occur.)
 5. Select **Find**.
 6. The first match is located and replaced. To continue to search and replace throughout the document, select **Find Next** for each instance (or hit **F3** on your keyboard)

WARNING:

Because it replaces all occurrences, be very careful when choosing the replace option. For example, if you want to change all occurrences of 'one' to '1', it will also change words like 'everyone' to 'every1'.

Tip:

When entering text into the **Search for** or **Replace with** fields, use **Ctrl+Enter** to enter a line break.

COLOR TO HEX

The Color to HEX utility eliminates the need to know HEX codes. It will also provide HTML values if desired. Find the desired color in the color grid and the integrated editor will insert it into your open document at the cursor location.

1. From the menu, choose **Tools > Color to HEX**.
2. Select a basic color or choose one from the color wheel.
3. If you desired to use HTML safe colors only, select **Paste browse safe**.
4. Choose **OK** to insert the HEX code for the selected color into your document.

DOCUMENT DATA

The Document Data screen contains information about the document currently being edited.

Text Size	The total size of text contained in the document, shown in kilobytes.
Image Size	The total size of images contained in the document, shown in kilobytes.
Total Size	Total of text and images size, shown in kilobytes.
Weight	Number of seconds your page will take to load based on size and modem speed. Use the down arrow at the end of this field to adjust modem speed.
Images	A list of all images appearing in the document.
Anchors	A list of all anchors appearing in the document.

Working with HTML documents

CREATING A NEW HTML DOCUMENT

You can create new HTML documents within the CuteFTP interface.

To create a new HTML document

1. From the menu, choose **File > New > HTML Document**. A new HTML document opens. You may begin coding.

SAVING HTML DOCUMENTS

To save an HTML document

1. Make sure the file you want to save is visible in the main window.
2. From the menu, choose **File > Save**. The file is saved.

Note:

If the file has never been saved before, CuteFTP opens the **Save As** dialog box.

To save an HTML document with a new name and/or location

1. Make sure the file you want to save is visible in the main window.

2. From the menu, choose **File > Save As**. The **Save As** dialog box appears.
3. Choose a name and location for the file.
4. Select **Save**.

OPENING AN HTML DOCUMENT

You can open HTML documents for editing within CuteFTP.

To open an HTML document

1. From the menu, choose **File > Open**.
2. Browse to the folder containing the document.
3. Select the document.
4. Select **Open**.

EDITING AN HTML DOCUMENT ON A REMOTE SITE

To edit HTML documents on a remote site

1. Connect to a remote server.
2. Highlight an HTML document in the Remote pane.
3. On the menu bar, click **File > Edit**.
4. The document will be downloaded and opened in the built-in HTML editor.
5. Make your changes to the document.
6. On the menu bar, click **File > Save**. The saved document will be uploaded to the remote server.

PRINTING AN HTML DOCUMENT

To print a document

1. Open a document in the HTML editor.
2. From the menu, choose **File > Print**.

Warning:

The document prints as it appears in the HTML editor, NOT as it appears in a browser.

To see a print preview

1. Open a document in the HTML editor.
2. From the menu, choose **File > Print Preview**.
3. From the preview screen, select **Print** to send the document to the printer.
4. Select **Zoom In** to increase magnification or **Two Page** to display facing pages.

To change the printer setup (such as the printer, paper size or orientation)

1. Open a document in the HTML editor.
2. From the menu, choose **File > Print Setup**.
3. Make any desired changes.
4. Select **OK** to accept, or **Cancel** to make no changes to the **Print Setup**.

Note:

While a document is printing, a printer icon appears next to the clock on the taskbar. When this icon disappears, your entire document has been sent to the printer.

CLOSING AN HTML DOCUMENT

To close an HTML document

1. Make sure the document you want to close is visible in the main window
2. From the menu, choose **File > Close**.
3. If your document has unsaved changes you will be asked if you want to save the changes. Choose one of the following:
 - **Yes** to save the document.
 - **No** to exit without saving the document or changes.
 - **Cancel** to return to the document without saving the document or changes.

PREVIEWING AN HTML DOCUMENT IN A BROWSER

You can check to see how an HTML document will look as a Web page, from within CuteFTP.

To preview an HTML document in a browser

1. Open an HTML document in CuteFTP.
2. Click anywhere in the document.
3. From the menu, choose **Tools > View in Browser**.

To close the preview

- Select the **Close**  button in the upper right of the browser window.

Working with HTML

LEARNING HTML

Within HTML you use tags to define how text, pictures, and other objects should appear in a Web browser. The topics within **Working with HTML** discuss many of the tags you can use to create Web pages. You use most tags in pairs - a start and ending tag. You can visit various web sites that explain HTML and how to use it.

To learn more about HTML

- See the NCSA Beginner's guide to HTML.
- OR
- Getting started with HTML from W3C by Dave Raggett.

STARTING HTML DOCUMENTS

To start an HTML document

All HTML documents should have the following codes:

- **Document Type** <HTML></HTML> (beginning and end of file)
- **Head** <HEAD></HEAD> (after the HTML tag, but before the BODY tags, includes descriptive info, such as title)
- **Title** <TITLE></TITLE> (must be in header)
- **Body** <BODY></BODY> (after the HEAD tags, bulk of the page)

Example

```
<HTML>
  <HEAD>
    <TITLE>Your page title</TITLE>
  </HEAD>
  <BODY>
    The main part of your Web page for public
    viewing.
  </BODY>
</HTML>
```

SETTING HTML DOCUMENT STRUCTURE

Use the following tags to set the overall structure of your Web pages.

Heading <H?></H?> (the spec. defines 6 levels)

Align Heading <H? ALIGN=LEFT|CENTER|RIGHT></H?>

Division <DIV></DIV>

Align Division <DIV ALIGN=LEFT|RIGHT|CENTER|JUSTIFY></DIV>

Block Quote <BLOCKQUOTE></BLOCKQUOTE> (usually indented)

Emphasis (usually displayed as italic)

Strong Emphasis (usually displayed as bold)

Citation <CITE></CITE> (usually italics)

Code <CODE></CODE> (for source code listings)

Sample Output <SAMP></SAMP>

Keyboard Input <KBD></KBD>

Variable <VAR></VAR>

Definition <DFN></DFN> (not widely implemented)

Author's Address <ADDRESS></ADDRESS>

Large Font Size <BIG></BIG>

Small Font Size <SMALL></SMALL>

FORMATTING HTML PAGES

Use these HTML tags to alter the appearance and format of text.

Bold

Italic <I></I>

N3.0b Underline <U></U> (not widely implemented yet)

Strikeout <STRIKE></STRIKE> (not widely implemented yet)

N3.0b Strikeout <S></S> (not widely implemented yet)

Subscript

Superscript

Typewriter <TT></TT> (displays in a monospaced font)

Preformatted <PRE></PRE> (display text spacing as-is)

Width <PRE WIDTH=?></PRE> (in characters)

Center <CENTER></CENTER> (for both text and images)

N1.0 Blinking <BLINK></BLINK>

Font Size (ranges from 1-7)

Change Font Size

N1.0 Base Font Size <BASEFONT SIZE=?> (from 1-7; default is 3)

Font Color

N3.0b Select Font

N3.0b Multi-Column <MULTICOL COLS=?></MULTICOL>

N3.0b Column Gutter <MULTICOL GUTTER=?></MULTICOL>

N3.0b Column Width <MULTICOL WIDTH=?></MULTICOL>

N3.0b Spacer <SPACER>

N3.0b Spacer Type <SPACER TYPE=horizontal|vertical|block>

N3.0b Size <SPACER SIZE=?>

N3.0b Dimensions <SPACER WIDTH=? HEIGHT=?>

N3.0b Alignment <SPACER ALIGN=left|right|center>

ADDING LINKS AND GRAPHICS TO HTML DOCUMENTS

Use the following tags to add hyperlinks, pictures, and other graphics to your Web pages.

Link Something

Link to Target (if in another document)

 (if in current document)

N2.0 Target Window

Define Target

Display Image

Alignment <IMG SRC="URL"

ALIGN=TOP|BOTTOM|MIDDLE|LEFT|RIGHT>

Alternate (if image not displayed)

Dimensions (in pixels)

Border (in pixels)

Runaround Space (in pixels)

N1.0 Low-Res Proxy

Imagemap (requires a script)

Imagemap

Map <MAP NAME=""></MAP> (describes the map)

Section <AREA SHAPE="RECT" COORDS=",,, " HREF="URL" | NOHREF>

N1.1 Client Pull <META HTTP-EQUIV="Refresh" CONTENT="?"; URL=URL">

N2.0 Embed Object <EMBED SRC="URL"> (insert object into page)

N2.0 Object Size <EMBED SRC="URL" WIDTH=? HEIGHT=?>

ADDING DIVIDERS TO HTML DOCUMENTS

Use the following tags to add breaks to your Web pages.

Paragraph <P></P> (closing tag often unnecessary)

Align Text <P ALIGN=LEFT|CENTER|RIGHT></P>

Line Break
 (a single carriage return)

Clear Text Wrap <BR CLEAR=LEFT|RIGHT|ALL>

Horizontal Rule <HR>

Alignment <HR ALIGN=LEFT|RIGHT|CENTER>

Thickness <HR SIZE=?> (in pixels)

Width <HR WIDTH=?> (in pixels)

Width Percent <HR WIDTH="%"> (as a percentage of page width)

Solid Line <HR NOSHADE> (without the 3D cutout look)

N1.0 No Break <NOBR></NOBR> (prevents line breaks)

N1.0 Word Break <WBR> (where to break a line if needed)

CREATING LISTS IN HTML DOCUMENTS

Use these tags to create bulleted, numbered, and other lists.

Unordered List (before each list item)

Compact <UL COMPACT>

Bullet Type <UL TYPE=DISC|CIRCLE|SQUARE> (for the whole list)

<LI TYPE=DISC|CIRCLE|SQUARE> (this & subsequent)

Ordered List (before each list item)

Compact <OL COMPACT>

Numbering Type <OL TYPE=A|a|I|i|1> (for the whole list)

<LI TYPE=A|a|I|i|1> (this & subsequent)

Starting Number <OL START=?> (for the whole list)

<LI VALUE=?> (this & subsequent)

Definition List <DL><DT><DD></DL> (<DT>=term, <DD>=definition)

Compact <DL COMPACT></DL>

Menu List <MENU></MENU> (before each list item)

Compact <MENU COMPACT></MENU>

Directory List <DIR></DIR> (before each list item)

Compact <DIR COMPACT></DIR>

USING BACKGROUNDS AND COLORS IN HTML DOCUMENTS

Use these tags to set colors, and add colored backgrounds to your Web pages.

Tiled Bkground <BODY BACKGROUND="URL">

Bkground Color <BODY BGCOLOR="#\$\$\$\$\$\$"> (order is red/green/blue)

Text Color <BODY TEXT="#\$\$\$\$\$\$">

Link Color <BODY LINK="#\$\$\$\$\$\$">

Visited Link <BODY VLINK="#\$\$\$\$\$\$">

Active Link <BODY ALINK="#\$\$\$\$\$\$">

Note:

The dollar signs represent a hexadecimal code. The first two digits represent the amount of red, the middle two digits represent the amount

of green and the last two digits represent the amount of blue in your color. Replace the dollar signs with any number from **0** to **9**, or any letter from **A** to **F**. The numbers are additive, and the letters are higher than the numbers, so **#000000** is black, **#777777** is gray, **#FFFFFF** is white, **#FF0000** is pure red, **#00FF00** is pure green, and **#0000FF** is pure blue.

USING SPECIAL CHARACTERS IN HTML DOCUMENTS

You may need to use certain symbols that require special codes in HTML to appear properly in Web pages. Use these codes to place special symbols in your Web pages.

< <

> >

& &

" "

Registered TM ®

Registered TM ®

Copyright ©

Copyright ©

Non-Breaking Space

Special Character &?; (where ? is the ISO 8859-1 code)

Note:

The letters in the character strings must all be in the same letter case.

INCLUDING FORMS IN HTML DOCUMENTS

Use the following tags to add different input fields to your Web pages.

Define Form <FORM ACTION="URL" METHOD=GET|POST></FORM>

N2.0 File Upload <FORM ENCTYPE="multipart/form-data"></FORM>

Checked? <INPUT CHECKED> (checkboxes and radio boxes)

Input Field <INPUT TYPE="TEXT|PASSWORD|CHECKBOX|RADIO|
IMAGE|HIDDEN|SUBMIT|RESET">

Field Name <INPUT NAME="">

Field Value <INPUT VALUE="">

Field Size <INPUT SIZE=?> (in characters)

Max Length <INPUT MAXLENGTH=?> (in characters)

Selection List <SELECT></SELECT>

Name of List <SELECT NAME=""></SELECT>

Number of Options <SELECT SIZE=?></SELECT>

Multiple Choice <SELECT MULTIPLE> (can select more than one)

Option <OPTION> (items that can be selected)

Default Option <OPTION SELECTED>

Input Box Size <TEXTAREA ROWS=? COLS=?></TEXTAREA>

Name of Box <TEXTAREA NAME=""></TEXTAREA>

N2.0 Wrap Text <TEXTAREA

WRAP=OFF|VIRTUAL|PHYSICAL></TEXTAREA>

Note:

Receiving input from a form generally requires a script on the server.

INCLUDING TABLES IN HTML DOCUMENTS

Use these tags to add tables to your Web pages.

Define Table <TABLE></TABLE>

Table Border <TABLE BORDER></TABLE> (either on or off)

Table Border <TABLE BORDER=?></TABLE> (you can set the value)

Cell Spacing <TABLE CELLSPACING=?>

Cell Padding <TABLE CELLPADDING=?>

Desired Width <TABLE WIDTH=?> (in pixels)

Width Percent <TABLE WIDTH=%> (percentage of page)

Table Row <TR></TR>

Alignment <TR ALIGN=LEFT|RIGHT|CENTER
VALIGN=TOP|MIDDLE|BOTTOM>

Table Cell <TD></TD> (must appear within table rows)

Alignment <TD ALIGN=LEFT|RIGHT|CENTER
VALIGN=TOP|MIDDLE|BOTTOM>

No linebreaks <TD NOWRAP>

Columns to Span <TD COLSPAN=?>

Rows to Span <TD ROWSPAN=?>

N1.1 Desired Width <TD WIDTH=?> (in pixels)

N1.1 Width Percent <TD WIDTH="%"> (percentage of table)

N3.0b Cell Color <TD BGCOLOR="#\$\$\$\$\$\$">

Table Header <TH></TH> (same as data, except bold centered)

Alignment <TH ALIGN=LEFT|RIGHT|CENTER
VALIGN=TOP|MIDDLE|BOTTOM>

No Linebreaks <TH NOWRAP>

Columns to Span <TH COLSPAN=?>

Rows to Span <TH ROWSPAN=?>

N1.1 Desired Width <TH WIDTH=?> (in pixels)

N1.1 Width Percent <TH WIDTH="%"> (percentage of table)

N3.0b Cell Color <TH BGCOLOR="#\$\$\$\$\$\$">

Table Caption <CAPTION></CAPTION>

Alignment <CAPTION ALIGN=TOP|BOTTOM> (above/below table)

USING FRAMES IN HTML DOCUMENTS

Use these tags to separate the Web browser into frames.

N2.0 Frame Document <FRAMESET></FRAMESET> (instead of <BODY>)

N2.0 Row Heights <FRAMESET ROWS=,,,></FRAMESET> (pixels or %)

N2.0 Row Heights <FRAMESET ROWS=></FRAMESET> (= relative size)

N2.0 Column Widths <FRAMESET COLS=,,,></FRAMESET> (pixels or %)

N2.0 Column Widths <FRAMESET COLS=></FRAMESET> (= relative size)

N3.0b Borders <FRAMESET FRAMEBORDER="yes|no">

N3.0b Border Width <FRAMESET BORDER=?>

N3.0b Border Color <FRAMESET BORDERCOLOR="#\$\$\$\$\$\$">

N2.0 Define Frame <FRAME> (contents of an individual frame)

N2.0 Display Document <FRAME SRC="URL">

N2.0 Frame Name <FRAME NAME=""|_blank|_self|_parent|_top>

N2.0 Margin Width <FRAME MARGINWIDTH=?> (left and right margins)

N2.0 Margin Height <FRAME MARGINHEIGHT=?> (top and bottom margins)

N2.0 Scrollbar? <FRAME SCROLLING="YES|NO|AUTO">

N2.0 Not Resizable <FRAME NORESIZE>

N3.0b Borders <FRAME FRAMEBORDER="yes|no">

N3.0b Border Color <FRAME BORDERCOLOR="#\$\$\$\$\$">

N2.0 Unframed Content <NOFRAMES></NOFRAMES> (for non-frames browsers)

INCLUDING JAVA IN HTML DOCUMENTS

Use these tags to include Java scripts in your web pages.

Applet <APPLET></APPLET>

File Name <APPLET CODE="">

Parameters <APPLET PARAM NAME="">

Location <APPLET CODEBASE="URL">

Identifier <APPLET NAME=""> (for references)

Alternative Text <APPLET ALT=""> (for non-Java browsers)

Alignment <APPLET ALIGN="LEFT|RIGHT|CENTER">

Size <APPLET WIDTH=? HEIGHT=?> (in pixels)

Spacing <APPLET HSPACE=? VSPACE=?> (in pixels)

USING MISCELLANEOUS TAGS IN HTML DOCUMENTS

Use these tags for advanced Web functions.

Comment <!-- --> (not displayed by the browser)

Prologue <!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 3.2//EN">

Searchable <ISINDEX> (indicates a searchable index)

Prompt <ISINDEX PROMPT=""> (text to prompt input)

Send Search (use a real question mark)

URL of This File <BASE HREF="URL"> (must be in header)

N2.0 Base Window Name <BASE TARGET="">(must be in header)

Relationship <LINK REV="" REL="" HREF="URL"> (in header)

Meta Information <META> (must be in header)

Style Sheets <STYLE></STYLE>

Scripts <SCRIPT></SCRIPT>

Customizing the Editor

CHOOSING THE PREVIEW BROWSER FOR HTML DOCUMENTS

When previewing HTML documents created or edited in CuteFTP's built-in editor you will see the documents in your computer's default browser, unless you specify a different browser.

To specify the browser for previewing HTML documents from CuteFTP

1. From the menu, choose **Tools > Global Options**.
2. Expand **Helper Applications** and **HTML Editor**.
3. Select **Folders**.
4. If you want to use the computer's default browser, select **Preview using the default browser** and select **OK**.

Or, to choose a different browser:

4. Clear **Preview using the default browser**.
5. In the **Browser path** box, browse or type the path to the program you want to use for previews of HTML.
6. Select **OK**.

CHOOSING THE FOLDER FOR HTML CODE SNIPPETS AND JAVA SCRIPTS

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

1. From the menu, choose **Tools > Global Options**.
2. Expand **Helper Applications** and **HTML Editor**.
3. Select **Folders**.
4. In the **Code snippets** box, browse or type the path to the folder where you want to store code snippets.
5. In the **Java scripts** box, browse or type the path to the folder where you want to store Java scripts.
6. Select **OK**.

CHOOSING TO WRITE HTML FOR A SPECIFIC BROWSER

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

To show tag tips

1. From the menu, choose **Tools > Global Options**.
2. Expand **Helper Applications** and **HTML Editor**.
3. Select **Tag tips**.
4. Select the **Show tag tips** check box.
Or
 - Clear the **Show tag tips** check box to keep tag tips hidden.
5. Select **OK** or **Apply**.

The tags shown in the tag-tip drop down boxes are controlled by the primary and secondary browsers you choose.

To display only tag tips that apply to certain browsers

1. From the menu, choose **Tools > Global Options**.
2. Expand **Helper Applications** and **HTML Editor**.
3. Select **Tag tips**.
4. Select your first browser choice from the top list, **First primary browser tags**.
5. Select your second browser choice from the next list, **Second primary browser tags**.
6. Select your third browser choice from the list **Secondary browser tags**.
7. Select a color for tag tips that apply only to the third browser choice in **Secondary browser color**.
8. Select **OK** or **Apply**.

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

Example

If you want to code for IE 5.0, but conserve backwards compatibility with 4.0, then choose 5.0 and 4.0 as the two primary browsers. Tags in common to both are available in the tag tips box. Newer 5.0 tags that didn't exist in 4.0 don't even appear, which helps you code your HTML without having to worry about which tags may be supported or not.

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

To choose how long the tag tips take to appear

1. From the menu, choose **Tools > Global Options**.
2. Expand **Helper Applications** and **HTML Editor**.
3. Select **Tag tips**.
4. In the **Tag tips delay in milliseconds** box, enter a time for the HTML editor to wait before showing tag tips.
5. Select **OK** or **Apply**.

To capitalize all tag tips

1. From the menu, choose **Tools > Global Options**.
 2. Expand **Helper Applications** and **HTML Editor**.
 3. Select **Tag tips**.
 4. Select the **Capitalize tag tips** check box.
- Or
- Clear the **Capitalize tag tips** check box to leave tag tips in lower case.
5. Select **OK** or **Apply**.

CHOOSING DISPLAY COLORS FOR THE HTML EDITOR

To specify display colors for HTML tags and Perl scripts

1. From the menu, choose **Tools > Global Options**.
2. Expand **Helper Applications** and **HTML Editor**.
3. Select **Colors**.
4. Select a color from the list for each tag set and for Perl script components.
5. Select **Apply** or **OK**.

To specify background and standard font colors for the HTML editor

1. From the menu, choose **Tools > Global Options**.
2. Expand **Helper Applications** and **HTML Editor**.
3. Select **Colors**.
4. To use the system default colors, select the **Use system settings** check box and skip to step 7.

OR

- To choose different colors, clear the **Use system settings** check box and continue with step 5.
5. Select a color for the background from the **Background** list.
 6. Select a color for the font from the **System font** list.
 7. Select **Apply** or **OK**.

CHOOSING OTHER HTML EDITOR SETTINGS

To keep text from running off the right end of the HTML editor screen

1. From the menu, choose **Tools > Global Options**.
2. Expand **Helper Applications**.
3. Select **HTML Editor**.
4. Select the **Enable word wrap** check box.
 - Clear the **Enable word wrap** check box to allow text to continue beyond the right edge.
5. Select **OK** or **Apply**.

To display line numbers in HTML documents

1. From the menu, choose **Tools > Global Options**.
2. Expand **Helper Applications**.
3. Select **HTML Editor**.
4. Select **Prefix each line with line numbers**.
 - Clear **Prefix each line with line numbers** to hide line numbers.
5. Select **OK** or **Apply**.

To change the tags and text that appear in new HTML documents

1. From the menu, choose **Tools > Global Options**.
2. Expand **Helper Applications**.
3. Select **HTML Editor**.
4. Select **Edit new document template**.
5. Make changes in the **New document template** dialog.
6. Select **OK**.
7. Select **OK** or **Apply**.

Error Resolution

USING ERROR MESSAGES TO TROUBLESHOOT

You can help resolve errors by recording information from error messages. 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.

To use an error message to troubleshoot

1. Record the error message and what occurred previous to the error.
2. Click the **Details** button.
3. Right-click in the log text area.
4. Choose **Copy All Text**. The entire contents of the error log window will be copied to the clipboard.
5. Paste this information into an email asking for help, and send it to your IS department, or paste it directly into the **Description** field at the GlobalSCAPE tech support email page to ask for help from GlobalSCAPE's tech support staff.

FTP STATUS AND ERROR NUMBERS

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. Here are brief explanations for the most common status and error codes:

Code	Description
100 Series	The requested action is being initiated, expect another reply before proceeding with a new command.
110	Restart marker reply.
120	Service ready in <i>mm</i> minutes.
125	Data Connection already open, transfer starting.
150	File status okay, about to open data connection.

Code	Description
200 Series	The requested action has been successfully completed.
200	Command okay.
202	Command not implemented, superfluous at this site.
211	System status, or system help reply.
212	Directory status.
213	File status.
214	Help message.
215	NAME system type. (Where NAME is an official system name from the list in the Assigned Numbers document.)
220	Service ready for new user.
221	Service closing control connection. Logged out if appropriate.
225	Data connection open; no transfer in progress.
226	Closing data connection. Requested file action successful (for example; file transfer or file abort).
227	Entering Passive Mode.
230	User logged in, proceed.
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.

Code	Description
400 Series	The command was not accepted and the requested action did not take place, but the error condition is temporary and the action may be requested again.
421	<p>Error 421 Service not available, closing control connection. 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</p> <p>Possible Solutions</p> <p>You can receive that 421 error if the FTP server you are connected to limits the total number of connections available or limits the connections available to one user. There are three things you can do:</p> <ol style="list-style-type: none"> 1. Limit the number of connections to any one FTP site by selecting Tools > Global Options > Connection and set "Per site max connections /transfers" to 1 (By default it will be set to 2). 2. Remove items from the Transfer Queue. The Transfer Queue is where you see 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 inside it and choose 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	Can't open data connection. <i>Try changing from PASV to PORT mode. Check your firewall settings. Try making an HTTP connection.</i>
426	Connection closed; transfer aborted.
450	Requested file action not taken. File unavailable (e.g., file busy).
451	Requested action aborted: local error in processing.
452	Requested action not taken. Insufficient storage space in system.
500 Series	The command was not accepted and the requested action did not take place.
501	Syntax error in parameters or arguments.

Code	Description
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. <i>Your password is being rejected, contact the server administrator.</i>
532	Need account for storing files.
550	Requested action not taken. File unavailable (e.g., file not found, no access). <i>Contact the server administrator.</i>
552	Requested file action aborted. Exceeded storage allocation (for current directory or data set). <i>Contact the server administrator.</i>
553	Requested action not taken. File name not allowed. <i>Try changing the file name, or getting rid of spaces in the file name.</i>
10,000 series	Winsock error codes
10054	Connection reset by peer. The connection was forcibly closed by the remote host.
10060	Can't connect to remote server (Generally a time-out error). <i>Try switching from PASV to PORT mode, or try increasing the time-out value (See Reconnect and resume in Transfer settings).</i>
10061	Can't connect to remote server. The connection is actively refused by the server. <i>Try switching the connection port.</i>
10066	Directory not empty. The server will not delete this directory while there are files/folders in it.
10068	Too many users, server is full. <i>Try connecting later. If the problem persists, Contact the server administrator.</i>

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 be one of these 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 be using a special user name or password, and whether or not you can access that site.
- The permissions on the site are incorrect, so even though your user name and password are correct, you are unable to upload or download.
 - Contact the administrator of the site, and make sure that your user name and password have read and write permissions set correctly.
- You cannot upload because the server you are sending to is full, and will not allow more files to be uploaded.
 - Delete files that are no longer used, or ask the administrator for more space on the system.
- The file name you are using has a space or a character that the server will not allow.
 - Double-check with the administrator of your site about which characters are accepted on your server, and rename the files to an acceptable name.
- A communication error is occurring between the FTP host and your computer, making data transfer impossible.
 - If CuteFTP has worked in the past, change nothing and wait a little while to see if the problem is caused by Internet traffic. If this is the first time you are trying to connect, try using the other hosts types rather than Auto-detect.

CANNOT RESOLVE HOST NAME MESSAGE

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 in 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, 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. 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.
- If you have a firewall or proxy server, make sure CuteFTP is properly configured to work with the proxy server. You can edit the firewall or proxy settings by clicking **Tools > Global Options** and expanding **Connection** and selecting **Proxy Server**. If you are not sure what the settings for the proxy should be, you will need to contact your network or system administrator for that information.

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

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 and get credits. If you have any problems, contact the administrator of the site.

PERMISSION DENIED

If you receive this message, your server administrator has not established your permissions correctly. You will need to call the server administrator to reset the permissions. 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, it will cause these types of problems.

If any transaction you try with CuteFTP doesn't seem to be accomplished, refer to the log (the lower part of the remote pane in the CuteFTP Professional window, and the top window in CuteFTP Home) for any entries that are colored red or any message boxes that appear indicating a potential problem on your server's end.

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, do the following:

1. From the menu, choose **Tools > Global Options**.
2. In the left pane, expand **Connection**.
3. Select **DUN/LAN**
4. In the right pane choose **Connect to the Internet using a LAN**. CuteFTP uses the existing connection.
5. Select **OK**.

SHELL CANNOT GET DATA FROM TE

If you see this error, there is not enough space in your Temp folder to run CuteFTP.

To correct the error

- Make sure the path to the Temporary Files folder (Temp) is valid.
- Make sure there is enough space to run the program on the drive where the Temporary Files (Temp) folder exists.

Configuration Notes

- A valid path for a temp folder on a Windows 2k or XP machine would be similar to this: C:\Documents and Settings\USER\Local Settings\Temp
- A valid path for a temp folder on a Windows NT computer would be similar to this: C:\Temp
- This issue is more likely on machines with several different users with different accounts, each user's account needs a valid Temp folder on a hard drive with enough room to run CuteFTP.

CONNECTING AFTER A 425 ERROR

If you receive an 425 error, or an error that says "Cannot open data connection" or "Cannot build data connection", try connecting in PASV mode. If you still cannot connect, you can try connecting via HTTP and port 80. Enter all your information as you would for an FTP site.

To connect via HTTP and port 80

1. From the menu, choose **File > New > HTTP Site**. The **Site Properties** dialog appears showing the **General** tab.
2. In **Label**, enter any name you would like for the site.
3. In **Host Address**, enter the regular FTP address for the site.
4. In **Username**, enter your user name for the site.
5. In **Password**, enter your password for the site.
6. Select **Connect**.

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.

SOCKET ERROR = #10061

10061 is a **Connection Refused** error sent to you by the server. You could not make a connection because the target machine actively refused it. The most common cause is an incorrectly configured server, full server, or incorrect Port specified by the client.

To change your connection Port for an FTP site

1. Select the site in the **Site Manager**.
2. From the menu, choose **File > Properties**.
3. Select the **Type** tab.
4. Enter the correct port number in the **Port** text box.

Sometimes a 10061 error is caused by either a firewall or anti-virus software presence on the local computer or network connection. Either one may be blocking the ports needed to make a successful FTP connection to the server.

For a regular FTP session, please either disable the firewall or anti-virus software or configure it to allow CuteFTP to establish an FTP session over ports 20 and 21. Please consult the documentation or help file for your specific firewall or antivirus software product for further instructions. Usually, the manufacturer of the device or software has specific instructions available on their Web site.

If you continue to receive the same error after insuring ports 20 and 21 are open, please contact the administrator of the site where you are trying to connect.

SOCKET ERROR = #10060

10060 is a Connection Time-out error that usually appears when the client does not receive a response from the server for a specific command.

Most often this occurs when you try to connect in PASV mode to a server that prefers PORT for data connections. If you see an error log similar to the one following, right click the problem site and choose **Site Properties**, click the **TYPE** tab and change the **Data Connection Type** to **Use PORT**.

```
COMMAND:> PASV  
227 Entering Passive Mode (xxx,xx,xxx,xx,x,xxx).  
COMMAND:> LIST  
STATUS:> Connecting ftp data socket xxx.xx.xxx.xx:xxxx...
```

```
ERROR:> Can't connect to remote server. Socket error =
#10060.
ERROR:> Failed to establish data socket.
```

If you still receive a 10060 error, the server may be trying to send a listing for a very large directory (with many thousands of files) causing the client to time-out while waiting. Try increasing the time-out value under **Tools > Global Options > Transfer > Reconnect and resume in [n] seconds if nothing received**, to a higher value, such as 45 or 60 seconds.

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**, select the problem site.
2. From the menu, choose **File > Properties**.
3. Select the **Type** tab.
4. In the **Data connection type** list, select **Use PORT**.
5. Select **OK**.

SOCKET ERRORS 10060, 10061, 10064, 10065

A socket error in the 10060 range is a Winsock error. It is generally caused by either outgoing connection problems or connection problems on the host end.

Firewall and AV Software

Outgoing connections can be affected by the presence of firewall or anti-virus software on the local computer or network connection. Either one may be blocking the ports needed to make a successful FTP connection to the remote server.

For a regular FTP session, please either disable the firewall or anti-virus software or configure it to allow CuteFTP to establish an FTP session over ports 20 and 21. Please consult the documentation or help file for your specific firewall or antivirus software product for further instructions. Usually the manufacturer of the device or software will also have specific instructions available on their Web site.

If you continue to receive the same error after insuring ports 20 and 21 are open, contact the administrator of the site you are trying to connect to.

Technical reasons for 1006x errors

WSAETIMEDOUT (10060)

1. The connection fails due to an error or timeout.
2. Verify that the destination IP address is correct.

3. Increase the connection timeout threshold under **Global Settings > Connection**.
4. Switch to the opposite data connection type (PASV or PORT) under **Site Settings > Type** tab.
5. Verify that the problem is not local by trying to connect to an alternate server.
6. If a server name was used, verify it resolves to the correct address.
7. If using a local server table for server name resolution, check to see that it doesn't resolve to an obsolete address.
8. Try pinging the address.
9. If you are using a router, verify the router is up and running (check by pinging it and then ping an address outside of the router).
10. Do a traceroute to the destination to verify all routers along the connection path are operational.
11. Verify that your subnet mask is setup properly.

WSAECONNREFUSED (10061)

1. The remote host actively refused the attempt to connect to it.
2. Verify that the destination server name or IP address is correct
3. Verify that the connection port number is correct (under Site Settings | Type tab).
4. The remote server may be temporarily or permanently inaccessible (try again later).
5. Verify that you have chosen the right protocol (SSH2, SSL, FTP, etc.) and have setup all required options for that protocol.
6. Verify that the destination IP address and port numbers are correct.
7. The remote server may be refusing multiple connections from the same client. Try using only one connection thread when connecting to this particular server (Site Settings | Options).
8. Try pinging the address.
9. If you are using a router, verify the router is up and running (check by pinging it and then ping an address outside of the router).
10. Do a traceroute to the destination to verify all routers along the connection path are operational.
11. Verify that your subnet mask is setup properly.

WSAESERVERDOWN (10064)

- The server is temporarily or permanently unreachable. Verify that the destination host name or IP address is correct and try again later.

WSAESERVERUNREACH (10065)

- The server is unreachable. Verify that the destination host name or IP address is correct and try again later.

ERROR 421 MESSAGES

Common Error 421 Problems

- 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 by selecting **Tools > Global Options > Connection** and set "Per site max connections /transfers" to 1 (By default it will be set to 2).
2. Remove items from the Transfer Queue. The Transfer Queue is where you see 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 inside it and choose **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.

INSTALLSHIELD ERROR 1628: FAILED TO COMPLETE SCRIPT BASED INSTALL

Problem:

The following error message occurs at run time:

```
Error 1628: Failed to complete script based install.
```

More Information

The error message occurs at run time usually when you are trying to uninstall, repair, or update an installation. 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: End the process that is running IDriver.exe via the Task Manager by following these steps:

1. Press Ctrl + Alt + Del and select Task Manager.
2. Go to the Processes tab.
3. Check the running processes for idriver.exe
4. If found, select the process and then select 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 what exists 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 can be found below. Just click on the link for your 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 already contains Windows Installer version 2.0. Thus, 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 being used by the installation while it is being run.

Fix: Delete the entire contents of the Temp directory using these steps:

1. Double-click the **My Computer** icon on your desktop or select **Start > Explore**.
2. Navigate to the location of the Temp directory, for example, C:\Windows\Temp.
3. Select **Edit > Select All**.
4. Select **File > Delete**.
5. Click **Yes** or **Yes to All** in the dialog that appears.

Run the installation again to see if the issue is resolved.

Can't connect to server

Making one or more minor configuration changes usually solves connection problems quite easily.

In the Log window there is a complete list of all communications and commands between CuteFTP and the FTP server you are trying to connect with. In that list there is at least one ERROR message in red. You probably need to scroll up to see it. That error message should tell you the specific reason why you cannot connect.

The most common 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.

Cannot see files or folders

If you cannot see your directory listing or files you can try these solutions to display files or folders.

YOUR CONNECTION LOG SHOWS A LIST-L COMMAND INSTEAD OF THE NORMAL LIST

1. From the menu, choose **Tools > Global Options > Navigation Settings > Links**.
2. Clear the **Resolve links by sending LIST-L command** check box.
3. Select **OK**.
4. Try to connect.

CHANGE CONNECTION TYPE

1. From the menu, choose **Tools > Global Options**.
2. Select **Connection**.
3. In the **Connection type** box, choose **PASV**.
4. Select **OK**.
5. Try to connect. If you cannot connect, follow the same steps, but choose **PORT**.

TURN OFF ALL FILTERS

1. Select the **Site Manager** tab.
2. Select the problem site.
3. Right-click the site and select **Site Properties**.
4. Select the **Actions** tab.
5. Select **Filter**.
6. Clear the **Enable filtering** check box.
7. Select **Connect**.

USE THE -L FILTER ON THE SERVER

1. Select the **Site Manager** tab.
2. Select the problem site.
3. Right-click the site and click **Site Properties**.
4. Select the **Actions** tab.
5. Select **Filter**.
6. Select the **Enable filtering** check box.
7. Select the **Enable server side filtering** check box.

8. Enter -L in the **Remote** field.
9. Select **Connect**.

CHANGE SERVER HOST TYPE

1. Select the **Site Manager** tab.
2. Select the problem site.
3. Right-click the site and click **Site Properties**.
4. Select the **Type** tab.
5. Change the **Host Type** from **Auto-Detect** to the first specific server.
6. Select **Connect**.
7. If that does not work, try the next host type on the list.

SEND AN EXTENDED LOG TO TECHNICAL SUPPORT

If none of the solutions discussed here work, please obtain a raw directory listing and submit it along with details of the problem to GlobalSCAPE's technical support team.

1. From the menu, choose **Tools > Global Options > General > Logs**.
2. Select the **Enable extended list in session log window (raw listing - for debugging)** checkbox.
3. Reconnect to the problem site.
4. Once connected, right-click in the log pane located directly beneath the Remote Pane.
5. Select **Copy entire log to clipboard**.
6. Paste the selection (hold down **Ctrl** and press **V**) into an e-mail message.
7. Describe the problem, what you have already tried and include information on the system you are using.
8. Submit your support request using our support submission form.

Copy and Paste removes files from the remote folder

FTP Servers do not support a "Copy" command. If you use "Copy" then "Paste" you actually move the file to the new location on the server, and the file is removed from the old location. You can "Cut & Paste" the file back if you need to restore the original file. This is a limitation of the FTP protocol.

To copy a file or folder from one remote folder to another

1. Download the file.
2. Upload the file to the new location.

CONFIGURATION NOTES

- Not all servers allow site-to-site transfers

- You can accomplish a copy by downloading the file and then uploading again to the new destination folder, or by performing a site to site transfer on the same site (if the server allows it).
- The copy command is in the menu, because you CAN copy files from the remote to the local pane, or to the queue, etc.

Can't download files from a VMS server

PROBLEM:

When connected to a VMS server, downloads start, reach approximately 98% and never complete. They continually restart and try to complete but never do.

SOLUTION:

From the menu, choose **Tools > Global Options > Transfer > Smart Overwrite > Advanced Options**. Clear the check in **Use SIZE and MDTM commands to gather precise details**.

High memory usage

If CuteFTP (specifically its Transfer Engine) is working for extended periods of time, it may begin to consume large amounts of system resources (memory and hard drive space) due to log and queue requirements.

You can set CuteFTP to remove successful items from the queue to help alleviate this problem.

TO REMOVE SUCCESSFUL ITEMS FROM THE QUEUE

1. From the menu, choose **Tools > Global Options > Transfer > Events**.
2. Select **Navigation Settings**.
3. Select the **Remove successfully finished items from the queue automatically** check box.
4. Select **OK**.

CONFIGURATION NOTES

- Successful items are removed even if tasks were run without the user interface open.
- Each finished queue item takes up about 500 bytes of memory until the Transfer Engine is closed.
- Turn off logging to further improve resource management.

TO DISABLE LOGGING

1. From the menu, choose **Tools > Global Options > General > Logs**.
2. Select **Logs**.
3. Clear the check boxes for logs you won't be needing.
4. Select **OK**.

Transferring to case sensitive servers

Some servers are case sensitive and will treat two items with the same name typed in different case as two different files. For instance, if you sent a file called TEST.txt to a case sensitive server that already had a file called test.txt, you would not be prompted to overwrite the destination file, instead the server would keep both files. If you connect to such a site in CuteFTP, CuteFTP will treat the files as the same, unless you change settings for the site.

TO SET A SITE AS CASE SENSITIVE

1. Select the site in the **Site Manager**.
3. Select the **Type** tab.
4. In the **Server type** list choose **Unix-compatible**.

Overwrite prompts me again and again

If you are getting numerous overwrite prompts and want to avoid receiving them in the future, configure a default rule for the overwrite configuration panel.

TO ADD A RULE

1. From the menu, choose **Tools > Global Options**.
2. Expand **Transfer** and select **Smart Overwrite**
3. In the **For matching files** list, choose **Use Rules**.
4. Select **Ignore zero byte files** .
5. In the **For matching folders** list, choose **Use Rules**.
6. Select **Configure Rules**. The **Overwrite Rules** dialog appears.
7. In the **If the destination file date is** list select **older**.
8. In the **and size is** list select **smaller**.
9. In the **during** list select **any transfer**.
10. In the **then** list select **overwrite**.
11. Select **Add**. The new rule displays in the list. Add more rules as needed. Here are some recommendations:

- If destination file date is **the same** and size is **the same** during **any transfer** then **skip**
 - If destination file date is **older** and size is **different** during **any transfer** then **overwrite**
 - If destination file date is **no matter** and size is **smaller** during **any transfer** then **resume**
 - If destination file date is **newer** and size is **larger** during **any transfer** then **skip**
12. Select **OK**. The **Overwrite Rules** dialog disappears.
 13. In the **Prompt timeout action** list, choose **Skip**.
 14. Select **Timeout in**, and leave the time at **30 seconds**.
 15. Select **Use LIST to determine overwrite status**.
 16. Select **Use SIZE and MDTM to determine overwrite status**.
 17. Select **OK**.

Using the ACCT command

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

TO USE ACCT WITH OR WITHOUT AN FTP PROXY

1. Select a site in the **Site Manager**.
2. Select the **Options** tab, and choose **Use site-specific option** under the **Site-specific configuration options** drop down menu.
3. Select **Proxy**. The **Proxy** dialog box appears.
4. In the **Proxy type** list, select your proxy type.
5. Select the **Use authentication** check box.
6. Type the password (for ACCT) in the **Password** field.
7. Make sure the **HOST** and **PORT** field are identical to your site's host and port as specified in the **General** and **Type** tabs.
8. Select **Advanced**. The **Advanced Proxy Settings** dialog appears.
9. Select **CUSTOM**.
10. Add the following variables. Select **Enter** after each one:
 - USER %user%
 - PASS %pass%
 - ACCT %fire_pass%
11. Select **OK** to close the **Advanced Proxy Settings** dialog.
12. Select **OK** again to close the **Proxy** dialog.
13. Select **Connect** or **Exit**.

TO USE ACCT WITH AN FTP PROXY

1. Select a site in the **Site Manager**.
2. Select the **Options** tab, and choose **Use site-specific option** under the **Site-specific configuration options** drop down box.
3. Select **Proxy**. The **Proxy** window appears.
4. In the **Proxy type** list, select **FTP proxy**.
5. Select the **Use authentication** check box.
6. Type the password (for ACCT) in the **Password** field.
7. Select **Advanced**. The **Advanced Proxy Settings** dialog appears.
8. Select **USER/PASS/ACCT**.
9. Select **OK** to close the **Advanced Proxy Settings** dialog.
10. Select **OK** again to close the **Proxy** dialog.
11. Select **Connect** or **Exit**.

Using CuteFTP behind a router

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

IF CONNECTIONS OR TRANSFERS STILL FAIL:

1. Check with the FTP server administrator to make certain the Server and it's network are configured to allow FTP in PASV mode.
2. Check your 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. You can define a port range for CuteFTP to operate with under **Tools > Global Options > Transfer Settings > Limit local port range from n to n**.
4. You can try using UPnP (if your NAT or router supports it) to establish a connection properly. You can turn on port mapping under the **Tools > Global Options > Connection** tab.

CONFIGURATION NOTES

- 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 you are behind a NAT firewall, and the Secure FTP server is on a different network, you can only make data transfers in PORT mode using a Clear Command Channel SSL connection.

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.

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 with tabs opens.
4. Select the **Programs** tab.
5. In the **Manual Program Control** section, scroll down to find **ftp.exe** row.
6. In the **Internet Access** column of the **ftp.exe** row, click the down arrow next to **Block All**.
7. In the list that appears, select **Permit All**.
8. Select **OK**. Norton Internet Security 2004 should now allow CuteFTP to make connections and transfers.

Cannot download executables

If you use remote filters while connecting with some Unix or Linux servers, CuteFTP may not be able to download some of the files. You can download the files by simply turning off the filters.

TO TURN OFF REMOTE FILTERS

1. Select the **Site Manager** tab.
2. Select the site with files you want to download.
3. From the menu, choose **File > Properties**. The **Site Properties** dialog appears.
4. Select the **Actions** tab.
5. Select **Filter**. The **Filter** dialog appears.
6. Delete any filters listed in **Remote filter**. You do not need to delete the **-L** filter.
7. Select **OK** to close the **Filter** dialog.
8. Select **Connect** to close the **Site Properties** dialog and connect to your site.
9. Download your files.

Can't connect from Windows XP

Some versions of Windows XP have an Internet Firewall built in, which is active by default and blocks FTP traffic. You can turn off this firewall.

TO TURN OFF THE WINDOWS XP FIREWALL

Follow the instructions Microsoft has posted at <http://www.microsoft.com/WINDOWSXP/home/using/howto/homenet/icf.asp>

Truncated listings

If you connect to a server and you see **266-Options: -1** or **226 Output truncated to 2000 matches**, it means the server cannot display more than 2000 items in file listings. This is a limitation of the server and not CuteFTP.

Unable to connect to Titan FTP server when using SSL

Disable **Reuse cached session for data connection** under **Tools > Global Options > Security > SSL Security** and try again.

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 may be blocking the ports needed to make a successful FTP connection to the remote server.

If you are using a personal firewall software package please configure it so that ports 20 and 21 are open. It may also be necessary to grant specific permission for CuteFTP to access those ports. If you need help configuring your personal firewall software please consult the documentation or the support section of their Web site.

Symantec (Norton) support site:

http://www.symantec.com/techsupp/support_options.html

McAfee support site:

<http://www.mcafeehelp.com>

Microsoft has complete instructions on how to disable the Internet Connection Firewall built into some versions of Windows XP.

<http://www.microsoft.com/WINDOWSXP/home/using/howto/homenet/icf.asp>

Conserve Local File Time feature doesn't work properly when connected to Serv-u FTP Server

Problem

When using CuteFTP (Home and Professional) to connect to Serv-u, the "Conserve Local File Time" feature doesn't work properly.

Cause

The MDTM command is supposed to be used for *retrieving* a file's time from the server. However, CuteFTP and various other FTP clients use the MDTM command change (*set*) an uploaded file's timestamp as well.

The official draft documenting the MDTM command (draft-ietf-ftpext-mlst-16.txt) makes no provisions for using the MDTM command to *set* the file time stamp, so various clients and servers have ended up implementing the command differently.

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 Meridian Time), which mimics the *retrieve* behavior of MDTM as documented in section 2.3 of the afore mentioned IETF draft.

A couple 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 a couple 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 hrs. due to the server's time difference and GMT:

```
COMMAND:>          MDTM Reports.cfc
                  213 20040514125501
```

CuteFTP uploads the replacement Reports.cfc 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 we retrieve the list from the server. Notice the time, 8:55 AM.

```
-rw-rw-rw-  1 user      group      20249 May 14 08:55  
Reports.cfc
```

Notice that the server didn't write the 12:55 timestamp as requested. Instead, it assumed the timestamp was in GMT and subtracted 4 hours.

Workaround

There are no known workarounds.

Solution

Don't turn on this feature when connecting to Serv-U or other FTP servers that modify the time sent as part of the MDTM *set* sequence.

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