CuteFTP - Error 12002. The operation timed out

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP, all versions

SYMPTOM

Received Error #12002. The operation timed out

EXPLANATION/RESOLUTION

"Error 12002" is a Microsoft Win32 Internet (WinInet) API error code. WinInet provides stand-alone applications with easy access to standard Internet protocols such as Gopher, FTP, and HTTP. The error indicates that the request timed out. For example, if you receive this error when attempting to activate a GlobalSCAPE product, the error can indicate that communication with the activation server has not been established. This can be caused by a firewall or proxy configuration problem, or a temporary network failure.

If you receive this error, try the following:

1. Attempt your connection again.
2. Refer to the CuteFTP documentation for the procedure to adjust your connection configuration, if necessary.
3. Follow the onscreen instructions to perform a manual registration. For fastest resolution, submit the necessary information online at http://www.globalscape.com/register/. If online activation is unsuccessful, submit your activation request directly to our customer service team using the online submission form.