I cannot login to my FTP site. What is my password?

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP (All Versions)

QUESTION

I cannot login to my FTP site. What is my password?

ANSWER

The login credentials for your FTP site—including the **Host address**, **Username**, and **Password**—are created and maintained by the administrator of the FTP server. If you receive an error indicating that one or more of these values is incorrect, contact your **Internet Service Provider (ISP)**, **web host**, or **FTP hosting provider** to obtain or verify the correct login information.

Globalscape does not have access to your login information. Globalscape cannot reset your password. Only your ISP/Web/FTP hosting provider can do that.

To update your saved login credentials in CuteFTP, refer to *"Changing a Site's Connection Settings or Login Information"* in the CuteFTP help documentation.

If you are confident that your login information is correct and your FTP server administrator has confirmed that you have access to the site, try the following troubleshooting steps:

- Review the connection log and error codes in **KB10142 – File Transfer Status and Error Codes** to identify the specific failure.
- Verify that the destination server name, IP address, subnet mask, and port numbers are correct.
- Try connecting again later, as the remote server may be temporarily or permanently unavailable.
- Ensure that the site is properly configured in CuteFTP.
- Confirm that you have selected a supported protocol (SSH2, SSL, FTP, etc.) and that all

required protocol settings are configured correctly.

- Try connecting using only one connection thread, as the remote server may refuse multiple simultaneous connections.
- Verify that your local firewall or operating system is not blocking outbound connections from the FTP client.
- Try pinging the FTP server's IP address.
- From a Windows Command Prompt, type `ping` followed by a space and the FTP server address (for example, `ping ftp.geocities.com`).
- If you are using a router, verify that it is functioning properly by pinging the router and then pinging an external address.
- Perform a traceroute to the destination server to confirm that all routers along the network path are operational (for example, `traceroute ftp.geocities.com`).
- Temporarily disable antivirus software to determine whether it is blocking the connection.
- Try connecting to the FTP server from a Windows Command Prompt to rule out client-specific issues. See **KB10407 - Can I use a Windows Command Prompt to send FTP Commands to a server?**