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

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP (All Versions)

QUESTION

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ANSWER

The administrator of your FTP site assigns and maintains your login information, including the Host address, Username, and Password. If you are receiving an error message indicating that any one or more of those items is incorrect, contact your Internet service provider (ISP)/Web/FTP hosting provider for 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 change your password in CuteFTP, refer to "Changing a Site's Connection Settings or Login Information" in the CuteFTP help file.

If you are certain that your login information is correct and your FTP Server administrator has verified that you have access to the site to which you are attempting to log in, try the following:

1. Review the connection log and the codes in KB10142 - ERRDOC: FTP Status and Error Codes to determine exactly what the error is.
2. Verify that the destination server name, IP address, subnet mask, and port numbers are correct.
3. Try again later. The remote server may be temporarily or permanently inaccessible.
4. Ensure that your Site is properly configured in CuteFTP.
5. Verify that you have chosen an allowed protocol (SSH2, SSL, FTP, etc.) and have configured all required options for that protocol.
6. Try using only one connection thread when connecting to this particular server. The remote server may be refusing multiple connections from the same client.
7. Verify that your local firewall or Windows Vista is not blocking outbound connections originating from your FTP client.
8. Try pinging the IP address of the server.

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- At a Windows Command Prompt, type ping, a space, and then the address of the FTP server. (e.g., ping ftp.geocities.com)
9. If you are using a router, verify the router is up and running. (Check it 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. (e.g., traceroute ftp.geocities.com)
11. Disable your anti-virus software to determine if it is blocking the connection.
12. Try [connecting to the FTP server from a Windows Command Prompt](#).

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