

Cannot open INSTALL.log file

Problem:

When attempting to remove the software the following error is received: **Cannot open INSTALL.log file**

Resolution:

1. Download a fresh copy of the original program installation file and save it to a convenient location. Be sure to download the same major version number as what is already installed.

- For CuteFTP, downloads can be found on globalscape.com under [Support](#).
- For EFT, log in to the [Client Success Portal](#) to review the release notes and download your version of the EFT platform.

2. Start the Setup file downloaded in Step 1 above. If prompted, click **Repair**, then click **Next** and follow the onscreen instructions.

3. In **Control Panel**, double-click **Add or Remove Programs**, select the relevant program and then click **Remove**.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10144/Cannot-open-INSTALLlog-file>