Shell is not connected to the TE

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP (All Versions)

SYMPTOM

When attempting to start CuteFTP, the following error message is displayed:

"Shell is not connected to the TE."

RESOLUTION

This error may occur if the CuteFTP **Transfer Engine (TE)** becomes disassociated from the CuteFTP user interface.

To re-establish the connection between the interface and the Transfer Engine, follow these steps:

1. Navigate to the folder where the CuteFTP Transfer Engine is installed. By default, this is located in:

   `C:\Program Files\GlobalSCAPE\CuteFTP\Home` or

   `C:\Program Files\GlobalSCAPE\CuteFTP\Professional`

   (On some systems, this may be under `C:\Program Files (x86)\`.)

2. Double-click **ftpte.exe** to start the Transfer Engine manually.

3. While the Transfer Engine is running, start CuteFTP normally from the Start menu.

Once both components are running, the association should be restored and CuteFTP should function normally.

If the error continues to occur, reinstalling CuteFTP may be necessary. Download the latest version or build of CuteFTP from the following link and select the **Repair** option during setup:

Shell is not connected to the TE

https://www.globalscape.com/replacement-software

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/10145/Shell-is-not-connected-to-th...