

Shell is not connected to the TE

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP Pro®, Home, and Lite

SYMPTOM

When attempting to start CuteFTP, the following error appears: **Shell is not connected to the TE.**

RESOLUTION

This error can occur if the CuteFTP Transfer Engine (TE) becomes disassociated with the CuteFTP interface.

To associate the two components, follow these steps:

1. Navigate to the folder where the CuteFTP TE is installed. By default, this is *C:\Program Files\GlobalSCAPE\CuteFTP, Home, or Professional*
2. Double-click the file named **ftpte.exe** to start the TE by itself.
3. While the TE is open, start CuteFTP normally via the Start menu.

At this point, the association will have been accomplished and you can resume using the software normally.

If you continue to get the same error, then it may be necessary to reinstall CuteFTP. You can download the latest version or build of CuteFTP from here:

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

After downloading, run setup and select the **REPAIR** option.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10145/Shell-is-not-connected-to-th...>