

## Problems downloading files from a VMS server

### THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP all versions

### SYMPTOM

Problems downloading files from a VMS server.

### RESOLUTION

Disable the SIZE and MDTM commands:

1. Click **Tools > Global Options** The **Global Options** dialog box appears.
2. Click the **Transfer** node, then click **Smart Overwrite**.
3. In the **Advanced Options** area, clear the **Use size and MDTM commands to gather precise details** check box.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10164/Problems-downloading-files-f...>