CuteFTP was unable to load the resource file

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP Pro® and Home (All versions)

SYMPTOMS

When starting CuteFTP from the **Quick Launch** toolbar, the following error occurs:

> CuteFTP was unable to load the resource file. Please reinstall CuteFTP and repair. If you continue to receive this error, please contact our support department.

Reinstalling the program does not resolve the error.

RESOLUTION

To repair the problem, remove CuteFTP from the **Quick Launch** toolbar and then create a shortcut on the toolbar instead.

CAUSE

This error can occur if the CuteFTP program file is copied to the **Quick Launch** toolbar. Instead, a shortcut to the program should be created.

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