THE INFORMATION IN THIS ARTICLE APPLIES TO:

• CuteFTP® (All versions)

PROBLEM

I selected about 30,000 files and clicked the upload button. Now I've lost control of CuteFTP. When I display the transfer queue or the CuteFTP interface it just hangs and can't even paint the client area. No files are being transferred, but CPU is being used. All I want to do is reset the queue so I can get control back. How can I do this if the transfer queue hangs every time I try to display it?

CAUSE

This can happen if several thousand files are selected and then a transfer is initiated. Preparing that many files for transfer may take a very long time.

RESOLUTION

To clear the CuteFTP transfer queue:

- 1. Press **CTRL** + **ALT** + **DEL** and then click **Task Manager**.
- On the Processes tab, click cuteftppro.exe (or cuteftp.exe) and then click End Process. You may be presented with a warning about stopping the process. Click Yes to end the process.
- 3. Click **ftpte.exe** and then click **End Process**. Again, if you receive a warning screen, click **Yes** to end the process.
- 4. Close the Task Manager.
- 5. Click **Start**, click **Run**, type **%AppData%** and then click **OK**. (See note below)
- 6. Open the **GlobalSCAPE** folder, open the **CuteFTP Home** (or Pro) folder and then open the folder named **7.0**.
- 7. Rename CIS_Queue.dat to CIS_Queue.dat.broken
- 8. Restart CuteFTP.

Depending on your operating system, the path to the CuteFTP application data files may differ:

- In Windows XP Pro, the path is by default: *%AppData%\GlobalSCAPE\CuteFTP Home* (or Pro)\7.0
- In Windows 95 & 98 the path is: *%WinDir%\Application Data\GlobalSCAPE\CuteFTP Home (or Pro)\7.0*

GlobalSCAPE Knowledge Base

https://kb.globalscape.com/Knowledgebase/10221/Clear-an-overloaded-transfer...