

Clear an overloaded transfer queue in CuteFTP

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**.
2. 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:

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- 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...>