

## CuteFTP - Port collision detected error

### **THE INFORMATION IN THIS ARTICLE APPLIES TO:**

- CuteFTP Home versions 7.2 and 8.0
- CuteFTP Pro® versions 7.2 and 8.0

### **SYMPTOMS**

When using CuteFTP, and attempting to initiate a Passive mode data transfer, the following status error is encountered:

```
COMMAND:> PASV
```

```
227 Entering Passive Mode (xxx,xx,xxx,xxx,xx,xxx)
```

```
STATUS:> Port collision detected, retrying...
```

### **CAUSE**

This issue is caused when an attempt is made to use a data port that is already in use. This problem most often occurs when attempting a connection to a server that is experiencing heavy usage.

### **FIX OR WORKAROUND**

Usually, CuteFTP will retry on its own and recover. If the problem persists, try the applicable solution below.

#### **IF YOU ARE USING CUTEFTP VERSION 7.2:**

- Update to CuteFTP version 7.2.1 or higher. For most users, the changes made in CuteFTP 7.2.1 will fully address this issue.

#### **IF YOU ARE USING CUTEFTP VERSIONS 8.0.0 OR 8.0.1:**

- Update to CuteFTP version 8.0.2 or higher. This issue occurred more frequently in

## CuteFTP - Port collision detected error

CuteFTP 7.2, 8.0.0 and 8.0.1. For most users, the changes made in CuteFTP 8.0.2 will fully address this issue.

### IF YOU ARE USING CUTEFTP VERSION 7.2.1 OR 8.0.2 OR HIGHER:

- **Option 1:** Disconnect from the server, wait a few minutes and then retry.
- **Option 2:** Use Port mode. To switch from Passive mode to Port mode, follow the instructions below.
  - o **Using CuteFTP Home:** In the Site Manager, click once on the name of the problem site. On the **Type** tab, change the **Data Connection Type** to **Use Port**.
  - o **Using CuteFTP Professional:** In the Site Manager, right-click on the name of problem site and click **Site Properties**. On the **Type** tab, change the **Data Connection Type** to **Use Port**.
- **Option 3:** Configure CuteFTP so that only one file is transferred at a time. For instructions, see [Globalscape Knowledgebase Article 10448](#).
- **Option 4:** If the error persists, please [contact the GlobalSCAPE Technical Support Team](#). Please be prepared to provide a copy of the auto-generated port collision error log file located at *C:\Documents and Settings\USERNAME\Application Data\GlobalSCAPE\CuteFTP(or CuteFTP Pro)\8.0\pasvmap.dat* if it exists.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10231/CuteFTP-Port-collision-detec...>