# Overview

During FTP sessions, CuteFTP may display socket□related errors indicating issues with connectivity, resource availability, or misconfigured settings. This article consolidates guidance for resolving three common socket errors:

- **Socket Error 10055 – Insufficient Buffer Space**
- **Socket Error 10054 – Connection Reset by Peer**
- **Socket Error 2000 – Cannot Connect to Remote Server**

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# Socket Error 10055

**ERROR:**

```
Can't read from data socket. Socket error = #10055
```

## Cause

Error 10055 indicates the system lacks sufficient buffer space or has a full queue. This generally results from:

- Low system resources
- Too many applications running
- Insufficient physical memory
- A paging file (virtual memory) that is too small
- Low available disk space
- Excessive items in the CuteFTP transfer queue

## Resolution

Try one or more of the following steps:

1. **Close unnecessary applications** to free memory.
2. **Restart the computer** to reset available resources.
3. **Clear completed transfers** in CuteFTP's Queue window:
   - Right#click the Queue window # **Remove All**
4. **Limit CuteFTP bandwidth usage:**
   - Go to **Tools > Global Options > Transfer > General**
   - Set **Global Bandwidth Limit** to **500 KB/s or lower**
5. **Increase virtual memory** by enlarging the Windows paging file.
6. **Windows Vista users:**
   - Open **Performance Information and Tools** from Control Panel to adjust performance settings.

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# Socket Error 10054

**ERROR:**

```
Can't read from control socket. Socket error = #10054
```

## Cause

Socket error 10054 means the connection was forcibly closed by the remote server or by network equipment. Common reasons include:

- Invalid FTP host address
- The remote server was restarted or stopped
- The server's network interface is down
- Too many users logged in to the server
- Restrictions on your server account
- Recent browser upgrades affecting networking behavior
- Data connection settings incompatible with the server (PASV vs. PORT mode)

## Resolution

Try the following:

1. **Verify the FTP host address** is correct.
2. **Retry the connection later**—the issue may be temporary.
3. Confirm that the remote server is online and not overloaded.
4. Ensure your server account has permission to connect.
5. If the issue began after a browser upgrade, refer to **KB 10294**.
6. **Change the data connection type (PASV # PORT):**
    - **CuteFTP Home:**
        - Site Manager # Select site # **Type** tab # Set **Data Connection Type** to **Use Port**
    - **CuteFTP Professional:**
        - Site Manager # Right#click site # **Site Properties** # **Type** tab # Set **Data Connection Type** to **Use Port**
    - If this does not fix the issue, revert to **Use global settings**.
7. In CuteFTP Professional, if the server cannot handle advanced features, **limit transfers to one file at a time**.
8. If problems persist, the send/receive buffer size may be too high. See **KB 10293** for instructions.

# Socket Error 2000

**ERROR:**

```
Can't connect to remote server. Socket error = #2000
```

Possible accompanying message:

```
STATUS: Time zone synchronization failed.
```

## Cause

The most common cause is **port 21 being blocked** by:

- Firewall software
- Hardware firewalls
- Proxy servers
- Misconfigured network security rules

## Resolution

Ensure that **port 21 is open** for both inbound and outbound traffic.

Check and update:

- Local firewall software
- Router/firewall hardware
- Proxy server configuration

Consult your firewall or network device documentation for exact steps.