CuteFTP - Incompatible Site Manager format

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP 7

SYMPTOMS

When starting CuteFTP 7, the following error is encountered:

Incompatible Site Manager format. Do you want to create a new Site Manager and backup the old one?

CAUSE

That error may be encountered if the user has installed CuteFTP 8.0.0 but then decides to return to using CuteFTP 7. The CuteFTP 8.0.0 installer has caused CuteFTP 7 to be incorrectly configured to use the CuteFTP 8 Site Manager data file.

The root cause of this problem has been fixed in CuteFTP 8.0.1 which was released August 17, 2006.

RESOLUTION

Configure CuteFTP 7 so that it uses the correct Site Manager data file as follows:

1. At the error prompt, press **CTRL** + **ALT** + **DEL** to start Windows Task Manager.
2. On the **Applications** tab, select the **CuteFTP** task and then click **End Task**.
3. Close Task Manager.
4. Remove CuteFTP.
   - In Control Panel, double-click **Add or Remove Programs**.
   - Select CuteFTP from the list and then click **Remove** and follow the onscreen instructions.

     Note: If both CuteFTP 7 and CuteFTP 8 are listed or if CuteFTP 8 is listed more than once, both should be removed.
5. When finished removing CuteFTP, follow these steps to delete the incompatible Site Manager data file(s):
   - Start Windows Explorer and navigate to *C:\Documents and*

Settings\USERNAME\Application Data\GlobalSCAPE\CuteFTP(or CuteFTP Pro)\7.0

- If you cannot find the path specified, then your computer may be configured such that hidden and system folders and files are not shown. In that case, follow these steps to access the correct folder:
  a. Click **Start**, click **Run**, type **%AppData%** and then click **OK**.
  b. Open the GlobalSCAPE folder, open the CuteFTP Home (or Pro) folder and then open the folder named 7.0 or 8.0 as appropriate.

- If it exists, move the file named **sm.dat** to another folder such as your desktop.
- Navigate to *C:\Documents and Settings\USERNAME\Application Data\GlobalSCAPE\CuteFTP(or CuteFTP Pro)\8.0*
- If it exists, delete the file in that folder named **sm.dat**.

6. Install CuteFTP 7.
   - Browse to http://www.globalscape.com/support/reg.asp
   - Follow the onscreen instructions to download and install CuteFTP 7.
7. When finished installing CuteFTP 7, you can import a previously saved backup of the Site Manager data file (sm.dat) into the newly created CuteFTP 7 Site Manager as follows:
   - Locate a backup copy of **sm.dat**.
   - Start CuteFTP.
   - On the **Tools** menu click **Site Manager**, then click **Import FTP Sites** and follow the onscreen instructions. If you need help, press **F1** for Help.

If no backup Site Manager data file exists, then your sites in the Site Manager will need to be recreated. If you do not have the login information needed to access your FTP sites then you will need to contact the administrator for the particular FTP site you wish to connect with.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/10246/CuteFTP-Incompatible-Site-Ma...