CuteFTP - unresponsive when assigning a sound to an event

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP® version 8

SYMPTOMS

When assigning sounds to specific events in Global Options, CuteFTP becomes unresponsive if you elect to browse to a sound file that is not in the default list.

RESOLUTION

Open Windows Task Manager (Press **CTRL** + **ALT** + **DEL**) and stop the Folder Cache process. After you are finished assigning sounds to events in CuteFTP then Folder Cache can be restarted.

CAUSE

This behavior has been found to be related to an incompatibility with *Folder Cache by NeSoft*. Folder Cache is a Windows Explorer add-on program that lists the recently used folders. There may be other Windows Explorer add-on programs or utilities that are similarly incompatible.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/10252/CuteFTP-unresponsive-when-as...