

## 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...>