

The registered user name shown in the About box is incorrect.

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP Pro®, Home, and Lite, version 8

PROBLEM

The registered user name shown in the *About* box is incorrect or it has become corrupted.

RESOLUTION

If the registered user name shown in the *About* box is incorrect or has been corrupted, delete the file named *value.dat* from the following location. After deleting *value.dat*, restart CuteFTP and then use your existing registration serial number to activate and register CuteFTP again.

In Windows XP:

C:\Documents and Settings\All Users\Application Data\GlobalSCAPE\CuteFTP 8 [Home or Professional]\value.dat

In Windows Vista and Windows 7:

C:\Program Data\GlobalSCAPE\CuteFTP 8 [Home or Professional]\value.dat

IF value.dat IS HIDDEN...

By default, Windows hides many program files to prevent accidentally deleting or changing them. If you cannot find *value.dat* at the path shown above, follow the steps below (depending on your operating system) to display hidden files and folders.

In Windows XP:

1. Click **Start**, click **Control Panel** and then double-click **Folder Options**.
2. On the **View** tab, under **Hidden files and folders**, click **Show hidden files and folders** and then click **OK**.

In Windows Vista:

The registered user name shown in the About box is incorrect.

1. Click **Start**, click **Control Panel**, click **Appearance and Personalization** and then click **Folder Options**.
2. On the **View** tab, under **Hidden files and folders**, click **Show hidden files and folders** and then click **OK**.

In Windows 7:

1. Click **Start**, click **Control Panel**, and then click **Folder Options**.
2. On the **View** tab, under **Hidden files and folders**, click **Show hidden files and folders** and then click **OK**.

GlobalSCAPE Knowledge Base

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