

Cannot transfer .MDB files. Other file types transfer successfully

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP 8 running on Windows XP SP2 with Windows Firewall disabled and another firewall program in use.

SYMPTOMS

When attempting to transfer a Microsoft Access Database file (.mdb file), the transfer is prohibited from starting and CuteFTP appears to hang. It may be necessary to restart the computer before another FTP connection can be established. The same or similar behavior may be observed when using other FTP clients.

CAUSE

This problem is not caused by CuteFTP. Even though it may be disabled, Windows Firewall may still be controlling port 21 whenever a transfer of a .mdb file is initiated.

RESOLUTION

Remove the third-party firewall program and activate Windows Firewall by following the steps shown below:

1. In **Control Panel**, start **Windows Firewall**.
2. On the **General** tab, click **On**.
3. On the **Advanced** tab, in the **Network Connection Settings** area, click on your network connection and then click **Settings**.
4. Select the **FTP Server** check box. (If prompted for **Service Settings**, it is usually okay to leave those at the default and then click **OK**)
5. Click **OK** to close **Advanced Settings** and click **OK** once more to close **Windows Firewall**.

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