During a transfer, the connection times out and is dropped.

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP Pro® versions 7 and 8
- CuteFTP Home versions 7 and 8

SYMPTOMS

During a transfer, the connection times out and is dropped. Modifying the timeout value has no effect.

CAUSE

The transfer send and receive buffer size may be set too high. The send buffer holds data until it can be sent to the server and the receive buffer holds data until CuteFTP is ready to read it. By default CuteFTP uses a send and receive buffer size of 65536 bytes which is the normal maximum window size of TCP but may be more than your network connection or remote FTP server can reliably process. This problem is usually attributed to high-latency or lossy network connections such as what might be experienced when connected via some dialup, satellite, or legacy CDMA wireless connections.

RESOLUTION

We recommend setting both send and receive buffers to 4096 bytes. For most users lowering the buffer size to 4096 bytes will have little or no noticeable effect on transfer speeds. Advanced users may want to experiment with different buffer settings to obtain the highest reliable speeds.

To change the transfer send and receive buffer sizes:

1. On the **Tools** menu click **Global Options**.
2. Click **Transfer** and then type **4096** for both the **Receive buffer** and **Send buffer** size.
3. Click **OK** and then restart CuteFTP.

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