

CuteFTP Can't Connect After Upgrade to MSIE 7

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP® Home (All Versions)
- CuteFTP Pro® (All Versions)

SYMPTOMS

After upgrading to Microsoft Internet Explorer (MSIE) 7.0, CuteFTP will no longer connect to the remote site. A Socket Error 10054 may also be shown in the connection log.

CAUSE

The upgrade to MSIE 7.0 has reset or otherwise made it so that the firewall no longer recognizes CuteFTP. This can be true even though both programs (cuteftp.exe and ftp.exe) are visible in the list of firewall exceptions.

RESOLUTION

Remove and then re-install CuteFTP so that the firewall will properly recognize the program.

You can download your version of CuteFTP at <http://www.globalscape.com/downloads/>

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10294/CuteFTP-Can't-Connect-After-...>