

## 530 Not logged in (or Password Rejected)

### THE INFORMATION IN THIS ARTICLE APPLIES TO:

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

### SYMPTOMS

When attempting to log on to a remote FTP site, a **530** status code is encountered, resulting in an error message similar to one of the following examples:

**530** Not logged in.

ERROR:> Not logged in.

STATUS:> Connection closed.

**530** Login authentication failed.

ERROR:> Not logged in.

STATUS:> Connection closed.

**530** Password rejected.

ERROR:> Not logged in.

STATUS:> Connection closed.

**This error is usually accompanied by repeated requests for the FTP account username and password.**

### RESOLUTION

**The 530 error is not caused by CuteFTP.** The 530 error code and the repeated requests for the username and password are coming directly from the remote FTP server. The remote

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FTP server is rejecting the username and password combination that is being submitted to it.

The remote FTP server is indicating that one or more of the following three pieces of information is incorrect:

- Host address
- Username
- Password

Double-check all three items. Your FTP account details are not necessarily the same as what you might use to access other areas of your domain or Web hosting account. It is also possible that the host address has changed or your password has been reset for some reason.

***GlobalSCAPE, Inc. does not provide FTP accounts and does not have access to your FTP server's connection information. Contact the administrator of the FTP server for the information you need to connect to their server.***

If you have recently changed your connection information, including host, username (email address), or password, you will have to edit your Site in the Site Manager.

- If the remote FTP site is related to your own domain or Web site then contact your Web hosting company for help. Most Web hosting companies have instructions for FTP access or technical support available on their Web site. You may even have direct access to your FTP account details via the Web hosting company's Control Panel for your account.
- If the remote FTP site belongs to some other company then contact the technical support department at that company for help with your FTP account.

When you have the corrected FTP account login information, you can then edit the login details that are stored for that particular site in the **CuteFTP Site Manager**. To make changes, first open the **Site Manager** (press F4) and then in **CuteFTP Home**, click once on the name of the site and then make the necessary changes on the right side of the screen. If you are using **CuteFTP Pro**, right-click on the name of the site and then click **Properties** and make the necessary changes.

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GlobalSCAPE Knowledge Base

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