553 Permission Denied

THE INFORMATION IN THIS ARTICLE APPLIES TO:

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

SYMPTOMS

When attempting to upload a file to the remote FTP site, a **553** error code is encountered, resulting in an error message similar to the following example:

COMMAND:> STOR **your file.ext**

STATUS:> Connecting FTP data socket... 192.168.0.1:21...

553 **your file.ext**: Permission denied.

ERROR:> Access denied.

CAUSE

This error is not caused by CuteFTP. The **553** error code is coming directly from the remote FTP server. The file name is not allowed.

Many FTP servers have restrictions on file names. If your file name contains special characters, symbols, or spaces in the file name, it might be rejected by the remote FTP server. In the example above, the file name was rejected because of a space. The remote FTP site may also be rejecting a particular file based on the file type or extension.

RESOLUTION

If your file name contains special characters, symbols, or spaces in the file name, you will need to rename it before you can upload the file. Rename the file using only alpha-numeric characters and no spaces. For more information, see Best Practices for Naming Files.

Note: If you change the file name, you may also need to change links in your Web pages

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that point to that file name.

GlobalSCAPE Knowledge Base

https://kb.globalscape.com/Knowledgebase/10303/553-Permission-Denied