# CuteFTP - Can't initiate RAS connection

#### THE INFORMATION IN THIS ARTICLE APPLIES TO:

• CuteFTP® (All Versions)

#### **SYMPTOMS**

When attempting a connection, the following error is encountered:

ERROR:> RAS:

**ERROR:** > Can't initiate RAS connection.

ERROR: > Control connection closed.

### **CAUSE**

There is a configuration error in the CuteFTP DUN/LAN settings area.

## **RESOLUTION**

Follow these steps to resolve this error:

- 1. On the **Tools** menu, click **Global Options**.
- 2. Expand Connection and then click **DUN/LAN**.
- 3. Click **Connect to the Internet using a LAN**. (Yes, click on it even though it is the only option available, and it is already selected.)
- 4. Click **OK** and then connect to the site.

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