CuteFTP 8 causes my computer to run slowly

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP® Home versions 8.0 through 8.3
- CuteFTP Pro® versions 8.0 through 8.3

SYMPTOMS

Occasionally, after using CuteFTP for about 30 minutes, the computer's performance is significantly slowed, affecting CuteFTP and all other open applications. Closing or restarting CuteFTP causes performance to return to normal.

CAUSE

The GlobalSCAPE QA team recently confirmed that, occasionally, CuteFTP 8 may fail to release memory that is no longer needed. While being used, CuteFTP will continue to consume more and more memory, eventually causing a noticeable drop in overall system performance. This condition is most noticeable for users that transfer many files (50+) over an extended period (30 min. or more). The majority of users, especially those that regularly transfer only a few files or whose sessions are typically shorter, do not experience any slowness.

RESOLUTION

To release memory and restore system performance, close and restart CuteFTP regularly or when you begin to notice a slowdown.

This issue is being researched, but is difficult to reproduce. Once the cause is discovered, it will be fixed in a CuteFTP maintenance release that will be made available as soon as possible.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/10419/CuteFTP-8-causes-my-computer...