Error when accessing sites: "Server busy ... the other program is busy ... choose ''Switch To'' to activate"

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP®

SYMPTOM

Error when accessing sites: "Server busy ... the other program is busy ... choose 'Switch To' to activate"

RESOLUTION

The “Server Busy” message is a Windows error prompt, NOT a CuteFTP message.

This message appears whenever there is a resource conflict between two processes in Windows and one of the processes will not release the required resource so that it can be used by another process.

It is possible that Windows thinks there is a network service conflict of some kind; however, adware / spyware can also cause this problem to occur.

It appears that one user’s scanner driver was conflicting with CuteFTP. Another user uninstalled the Web cam drivers and eliminated the problem.

It is very likely that a program on your computer is not releasing resources as it should. Turning off non-essential services and/or device drivers might help to identify the culprit. In the programs that allow you to configure whether they automatically check for updates (such as Adobe, Java, iPod, and iTunes) or start automatically on Windows startup, you should configure them to NOT automatically check for updates and NOT start on Windows startup, at least until you have identified which program is causing the Server Busy message. You can also edit the startup sequence (**Start > Run > msconfig**) so that non-essential programs are not started until you manually start them. (Also see "Removing a Program from the Startup folder" below.)

To view which programs and services are running on your computer

1. Right-click on the Task Bar, then click **Task Manager**. The **Windows Task Manager**

appears. The **Applications** tab displays a list of all programs that are currently running on your computer.

2. Click the **Processes** tab. The **Processes** tab displays a list of all of the services/processes that are currently running on your computer.

There are also numerous free-ware programs that allow you to view and stop processes, such as PrcView, and to see what is using your ports, such as TCPView.

CAUTION: Do not click End Process to stop a process unless you are 100% sure you do not need it. For example, there will be many instances of svchost.exe, which is used by numerous programs and should not be stopped; however, cuteftppro.exe is the process used by CuteFTP Pro® and can be stopped (closed) if you are not using it.

Removing a Program from the Startup Folder

CAUTION: Editing the Registry and system files is for ADVANCED users only. If you have never successfully edited the registry, do not do it. There are free tools available, such as the Windows **msconfig** utility mentioned above, with which you can remove items from startup.

If you cannot find the program in the StartUp folder (C:\Documents and Settings\<username>\Start Menu\Programs\Startup), then it might be launching from one of the registry keys below. To remove it, delete the value associated with the program you want to remove.

[HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Run]

[HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\RunOnce]

[HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\RunServices]

[HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\RunServicesOnce]

[HKEY_LOCAL_MACHINE\Software\Microsoft\Windows NT\CurrentVersion\Winlogon\Userinit]

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[HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run]

[HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\RunOnce]

[HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\RunServices]

[HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\RunServicesOnce]

[HKEY_CURRENT_USER\Software\Microsoft\Windows NT\CurrentVersion\Windows]

It might also be loading from the [Load] or [Run] sections of your WIN.INI file, found in the Windows directory.

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