ERROR:> Can't read from data socket. Socket error = #0

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP® (all versions)

SYMPTOM

When trying to transfer files, an error appears:

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Other (non-CuteFTP) symptoms include:

- Anti-virus software failed to update (cannot connect to server)
- Microsoft update fails
- Cannot run regedit or cmd
- Certain Google searches are redirected to other ad pages

RESOLUTION

The error is unrelated to CuteFTP, but appears to be a malware virus that prevents programs from using the data socket.

To resolve this issue, you will need to edit the Windows Registry.



Disclaimer: Modifying the registry can cause serious problems that may require you to reinstall your operating system. We cannot guarantee that problems resulting from modifications to the registry can be solved. Use the information provided at your own risk. It is a good practice to back up (export a copy of) the registry before you make any changes to it. For more information about editing the Windows Registry, refer to Knowledge Base article Q10411 - HOWTO: Windows Registry Settings.

To resolve the issue:

1. Search for the file **regedit.exe** or **regedit32.exe** (e.g., in C:\WINDOWS\system32) and make a copy of it on your desktop.

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2. Rename the copy **whatever.exe**. (The malware is actually monitoring files with specific names, preventing them from running. Renaming targeted files will prevent them from being "seen" by the malware.)

3. Run **whatever.exe** to open the registry and search for the following registry key:

   `HKLM/SOFTWARE/Microsoft/WindowsNT/CurrentVersion/Drivers32/aux2`

4. Delete this key!

5. Restart the computer.

6. You can now delete **whatever.exe**.

Special thanks to egaille from the CuteFTP user forum who shared this information fromhttp://freeforum.avg.com/read.php?12,183533,backpage=3,sv.1!

GlobalSCAPE Knowledge Base
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