# Remote files and folders not visible (Files not parsed)

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

- CuteFTP Pro,® Home, and Lite, version 8.3.3.x and earlier

**SYMPTOMS**

When connected to an FTP server which identifies itself as running on Windows NT (e.g., IIS running on Windows Server 2008) the list of remote files and folders is not visible in the remote pane. Additionally, the CuteFTP connection log contains lines similar to the following example:

```
STATUS:> [4/12/2010 3:03:41 PM] 06-09-2009 09:26AM 1119 examplefile1.asp<<<
NOT PARSED

STATUS:> [4/12/2010 3:03:41 PM] 04-12-2010 06:44PM 1100 examplefile2.php<<<
NOT PARSED

STATUS:> [4/12/2010 3:03:41 PM] 09-04-2009 03:12PM 1442 examplefile3.htm<<<
NOT PARSED

STATUS:> [4/12/2010 3:03:41 PM] 06-09-2009 09:26AM 1800 examplefile4.txt<<<
NOT PARSED
```

**RESOLUTION**

To resolve this issue, upgrade to CuteFTP version 8.3.4 or later. You can download the most recent release version of CuteFTP from the [Replacement Software Download Page](#).

**CAUSE**

This issue was caused by a change in the format used by Microsoft Windows to provide the file and folder list to CuteFTP. CuteFTP does not recognize the new format and fails to parse the listing correctly.

GlobalSCAPE Knowledge Base
[https://kb.globalscape.com/Knowledgebase/10590/Remote-files-and-folders-not...](https://kb.globalscape.com/Knowledgebase/10590/Remote-files-and-folders-not...)