Why does CuteFTP attempt to connect to globalscape.com several times each day?

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP®, all versions

QUESTION

Why does CuteFTP attempt to connect to globalscape.com several times each day?

ANSWER

A few reasons that CuteFTP might attempt to connect to globalscape.com every day include:

- Every time you close the program while in TRIAL mode, it will launch the globalscape.com website to remind/ask you to register.
- If the product was activated (meaning a serial number was entered) but the product couldn't finalize the activation process for whatever reason, then it will intermittently attempt to connect to the registration/activation server so that it can complete the activation process.
- Every time the product is opened while in TRIAL mode, it will retrieve some HTML content from globalscape.com to fill out the reminder message to inform you that it's still in trial mode and provides information about how to register.

There may be other reasons, but it is hard to provide an exact reason without knowing more about the connection attempt that was made. If you setup a packet sniffer, such as WireShark, and send Support a capture of that computer's TCP traffic for that day, then Support can likely determine the exact reason it is reaching out so often.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/10869/Why-does-CuteFTP-attempt-to-...