CuteFTP v9 manual registration fails

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP version 9

SYMPTOM

Attempting to manually register CuteFTP v9 fails with the following error:

The Product type (PR9) is unknown, registry path is set to XXX, filename is set to "Cute unknown product registration.reg"

RESOLUTION

When manually registering CuteFTP, you are provided a registry entry file to run on the CuteFTP system that creates the necessary registry entries. Within this registry file is the registry path that the information is saved to. CuteFTP v9 (build 9.0.0.0063) provides an incorrect registry path.

Open the registry entry file and modify the registry path from:

```
[HKEY_CLASSES_ROOT\XXX]
```

to

```
[HKEY_USERS\.DEFAULT\Software\Globalscape\CuteFTP 9\Value]
```

MORE INFORMATION

This registry error is expected to be corrected in the next maintenance release.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/11118/CuteFTP-v9-manual-registrati...