# SFTP connection fails when password not specified in CuteFTP Site Properties or Quick Connect bar

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

- CuteFTP, all versions

**SYMPTOM**

When no password is specified for an SFTP connection in the Site properties or the Quick Connect bar in CuteFTP, the connection fails without asking for a password.

The log file might read:

*** CuteFTP 9.0 - build Jun 25 2013 ***

STATUS:> [6/2/2016 3:22:54 PM] Getting listing ""...

STATUS:> [6/2/2016 3:22:54 PM] Connecting to SFTP server...

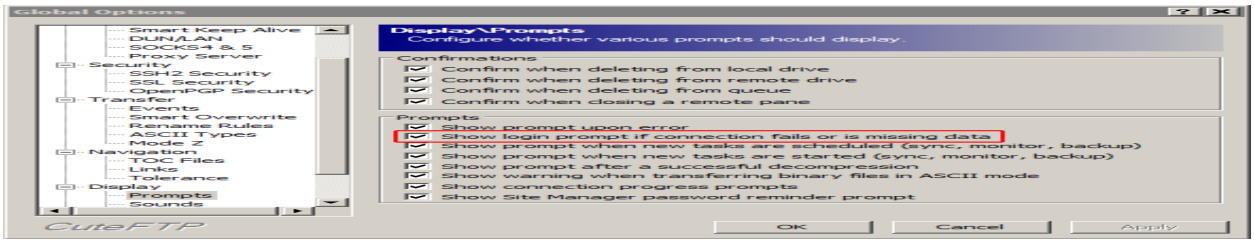
STATUS:> [6/2/2016 3:22:54 PM] SFTP connection closed.

STATUS:> [6/2/2016 3:22:54 PM] Connection closed.

**RESOLUTION**

**To enable the login prompt**

1. In CuteFTP, click **Tools > Global Options**.
2. In the **Global Options** dialog box, click **Display > Prompts**.
3. Under **Prompts**, select the **Show login prompt if connection fails or is missing data** check box.
4. Click **OK**.



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