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**CuteFTP™  
for Microsoft  
Windows®  
95/98/ME/NT 4.0  
and 2000**

**User's Guide**

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**by GlobalSCAPE, Inc.**

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# Introduction

## What is File Transfer Protocol?

File Transfer Protocol (FTP) has been used almost exclusively on UNIX workstations and mainframes for many years to transfer files between remote computer systems. Early FTP software used a command-line interface difficult for some beginners to work with. As the Internet grew in popularity, new standards appeared (Gopher, WWW) providing more user-friendly interfaces. However, FTP remains the popular choice among computer professionals.

## What is CuteFTP?

CuteFTP is a Windows-based File Transfer Protocol (FTP) application that allows you to utilize the capabilities of FTP without having to know all the details of the protocol itself. CuteFTP simplifies FTP by offering a user-friendly Windows interface instead of a cumbersome command-line utility. CuteFTP gives novice PC users the ability to upload, download, and edit files on remote FTP servers around the world.

# Installation

## System Requirements

- Any PC running Windows 95, 98, ME, Windows NT 4.0 or 2000.
- At least 16 MB of free memory, 3-5 MB of free hard disk space and a CD-ROM drive.
- A connection to the Internet.

## Installing

**To install from CD-ROM:** Place the CuteFTP CD in your CD-ROM drive. Installation begins automatically. Follow the on-screen instructions.

**If your CD-ROM drive does not support automatic installation:** Place the CuteFTP CD in your CD-ROM drive. Double-click the **My Computer** icon located on the Desktop. Double-click the **CD-ROM drive** icon. Double-click the **setup.exe** icon. Follow the on-screen instructions.

## Registration

During the installation process, CuteFTP prompts you for a serial number. If you purchased CuteFTP directly from GlobalSCAPE, the serial number is located on your invoice. If you purchased from a retailer, it's on the CD jacket or the cover of this manual.

## Manual Registration:

Use **manual registration** if server or Internet connection errors occur during the online registration. Choose **Help>Enter your serial number** from the menu bar. Complete the required information. Click **Register**.

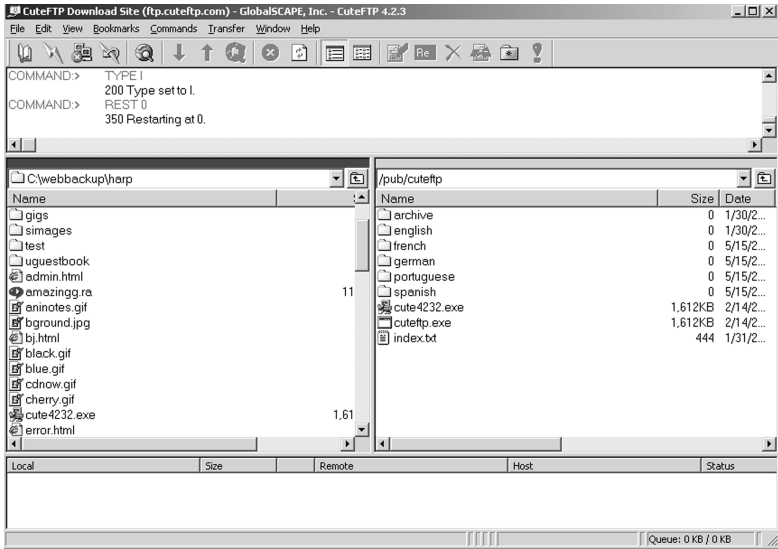
For another method of manual registration, open the **Server Connection Error** dialog box. Click the **Manual Registration** button. Complete any missing information on the form (click each field name and begin typing). Click the **Copy to Clipboard** button on the **Manual Registration** dialog box. Send the e-mail to **support@globalscape.com**. Press the **Control-V** keys to copy the clipboard contents (registration information) to the body of your e-mail. Send the e-mail. The GlobalSCAPE support team will reply with instructions and a file needed to complete the successful registration of your program.

### **Uninstalling**

The **uninstall** function removes the program CuteFTP from your PC. It also removes the CuteFTP icon from your Desktop. However, configured sites still remain after uninstalling and then reinstalling CuteFTP. To uninstall CuteFTP, click the **Start>Settings>Control Panel**. Then select **Add/Remove Programs**. Choose CuteFTP from the list and click the **Add/Remove** button. Follow the on-screen instructions.

# Starting CuteFTP

From the **Start** menu, choose **Programs> GlobalSCAPE>CuteFTP>CuteFTP**, or double-click the desktop **CuteFTP** icon.



## CuteFTP's Main Screen

The main screen is used to transfer files to and from remote servers and is divided into four panes: an upper pane, two center panes, and a lower pane. The center panes represent files available on local and remote drives, much like Windows Explorer.

Upper window (Log window). The log window displays the commands you send and the server's responses. CuteFTP logs this information to inform you of completed transactions or assist in troubleshooting.

Center left window (Local window). The local window displays the selected directory from your hard drive.

Center right window (Remote window). The remote window displays the files and directories of the remote server.

Lower window (Queue window). The queue window shows the files currently being transferred to the server. It also serves as temporary storage for files you wish to transfer at a later time.

## Using the Connection Wizard

Select **File>Connection Wizard** from the menu bar. The **Connection Wizard** breaks the site setup process into easy-to-understand screens.

## 1. Choose your ISP.

**Predefined:** Predefined sites include all pertinent data needed to connect to your service provider. The Wizard includes basic information. Users must still provide a user ID and password to access a directory or file. Select a predefined site from the pop-up menu.

**Other:** Select **Other** to log into sites not listed. Obtain login information from your ISP or FTP Administrator.

## 2. Enter a Site Label.

This screen only appears when **Other** is selected at the beginning of the **Connection Wizard**. Type in a word or words that describe your site. This label is shown on your **Site Manager** screen.

## 3. Enter the Host Address (hostname or IP address).

This appears only when **Other** is selected at the beginning of the **Connection Wizard**. Type in the address of your server. If you do not know the address, contact the administrator of the site or your Internet Service Provider.

## 4. Enter user ID and password.

User IDs and passwords are provided by your Internet Service Provider. Both are case sensitive.

The following options are also available:

**Anonymous Login.** Individual servers frequently limit user access to information and file transfer actions after an **Anonymous Login**. *NOTE: If the log on process fails because the site is set up for a user ID and password, a prompt will appear soliciting this information.*

**Mask Password.** If selected, asterisks will appear as each letter of the password is typed. Once **Mask Password** is selected and you begin typing your password, you cannot deselect **Mask Password** to see letters instead of asterisks.

## 5. Specify a Default Local Directory.

This optional field is part of the **Connection Wizard**. Leave this field blank if you do not wish to specify a default directory. Enter information in this field if you wish to move to a specific local directory when you connect to the site being added.

## 6. Click in the box next to one or both of the options below.

**Connect to this site automatically.** If you want to go to your new site when starting CuteFTP, select this item.

**Add to right click shell integration.** This choice enables you to upload a file or folder to a site by right-clicking items on the Windows Desktop or Explorer.



### **Connecting to an Existing Site**

Use the **Site Manager** to connect to an existing site. Select **File>Site Manager** from the menu bar and select a site from the list in the **Site Manager** window. Click the **Connect** button and CuteFTP connects to the site.

### **Using Quick Connect**

This feature is useful for one-time connections. Users have the option of adding the session to **Site Manager** before terminating the session.

To perform a **Quick Connect**, select **File>Quick Connect** from the menu bar, or click the **Quick Connect** lightning bolt icon on the tool bar. Enter the site address in the **Host** field, and a **User Name** and **Password** if necessary. Click the **lightning bolt** to connect. To add the site to the Site Manager, click **Commands>Session>Add Session to Site Manager** before breaking the connection.

### **Changing the Default Start-Up Window**

CuteFTP allows you to decide which window to display when the program opens: **Site Manager**, **Default Wizard Site**, **Quick Connect** or **Nothing**. To change the default start up window, go to the **Connection** section of the **Edit>Settings** window. Choose the desired start-up window from the **Settings** dialog under **Upon startup launch**.

## Editing FTP Site Properties

Start the **Site Manager** by clicking on the **Site Manager icon** on the tool bar or by choosing **File>Site Manager** on the menu bar. Secure access to your sites by choosing **Security>Set Password** from the **Site Manager** menu bar. CuteFTP will ask for a password before connecting to any site in the **Site Manager** when this option is enabled.

### Adding a Site

Use the **Connection Wizard** to take you through the steps of creating a site or do the following:

1. From the menu bar, select **File>Site Manager**.
2. Select an existing folder from the directory tree on the left or create a new folder for the site.  
To create a folder, select **File>New Folder** from within the **Site Manager**.
3. Click the **New** button. Enter a name for your site in the **Label for site** field.
4. Enter the FTP server address in the **FTP Host Address** field. The address is obtained from the Service Provider hosting your web pages. *NOTE: Do not type in ftp:// or http:// before the server address.*
5. Enter the user ID in the **FTP Site User Name** field. The user ID is provided by your Service Provider and is case sensitive.
6. Enter the password in the **FTP Site Password** field. The password is provided by your Service Provider and is case sensitive.
7. If the site requires a port other than 21 (nearly all FTP sites use 21) to establish a connection, enter it in the **FTP site connection port** field.
8. Select the **Login Type**. **Normal** is used if a username and password are required; use **Anonymous** to connect to anonymous FTP sites. The **Double** option is used when a dual login is required. An anonymous login will automatically be supplied to the server and then a second login will occur using the supplied user name and password.
9. To connect to your new site, highlight the site name in the left window and push the **Connect** button.

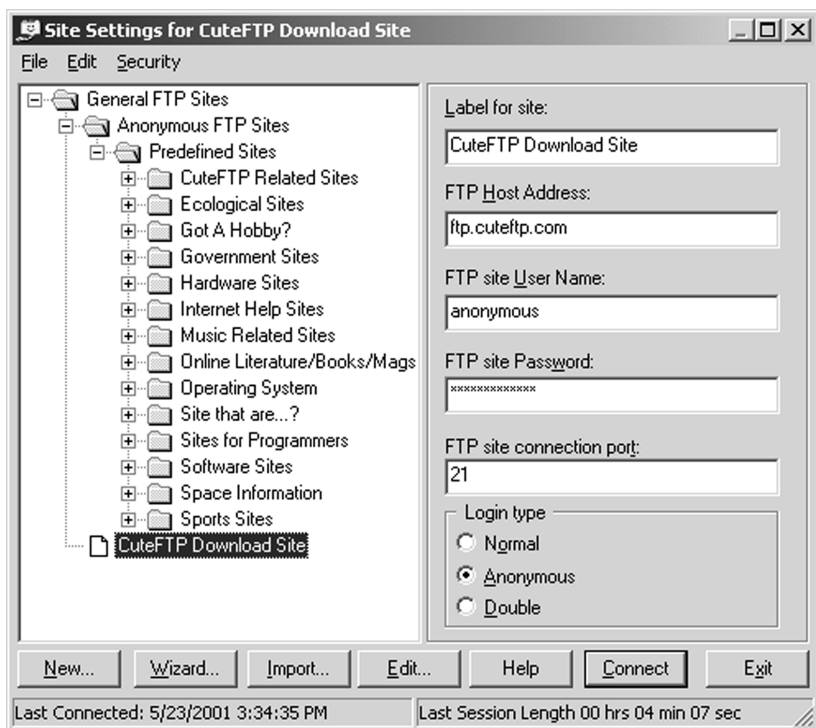
### Editing a Site

Existing sites may be modified at any time. To edit a site, open the **Site Manager**, which is located by default as an icon on the far left side of the **Toolbar**. Select a site from the list on the left of the window. You can then modify its basic settings in the right-hand side of the window. More settings are available by clicking the **Edit** button. See **Site Manager Settings** for a complete description.

### Removing a Site

To remove a site from the **Site Manager**, select the site from the list and then select **Edit>Delete** from the **Site Manager** menu bar.

## Site Manager Settings



By clicking the **Edit** button in this dialog, users may set each of the following settings.

Under the **General** tab:

**Host Type.** By default, CuteFTP will automatically detect which type of server (host) it is connecting to. Use the drop down menu to select a server type if problems occur connecting to a specific host.

**Default Remote Directory/ Default Local Directory.** Specify the initial remote/ local directory (path).

**Site Comments.** Use this field to type comments about the FTP site. This has no effect on the connection to the site.

**Enable Filter.** Activates Filtering. Click **Filter...** to edit defined filters. See **Filtering Files & Folders** for more information.

**PASV Mode:** CuteFTP uses **PASV Mode** to initiate all connections while the server only waits for requests. When active, this feature helps avoid conflicts with the security system. This feature is active by default.

**Enable Firewall Access:** This field is active by default. CuteFTP uses the settings defined in the **Firewall** section of the **Edit>Settings** window.

Under the **Advanced** tab:

**Connection Retries/Delay between retries.** The **Connection Retries** field specifies how many times CuteFTP should attempt to connect to the server. The **Delay between retries** field tells CuteFTP how long to wait after an unsuccessful attempt before trying to reconnect.

**Use AutoRename Scheme.** Active by default, this feature renames file extensions before uploading to the server. Renaming file extensions is helpful if the extension on the local side is different than the extension required by the server or remote side. Refer to the **Automatically Renaming Transferred Files** section for more details.

**Preserve Case, Force Uppercase, Force Lowercase.** CuteFTP can “force” a file to upload in lower, upper, or preserved case. This is helpful if you created files with mixed case on your system, but need them to be upper or lower case on your server.

**Use as default login site.** When checked, this site becomes the default site that CuteFTP automatically connects to, if you have the **Edit>Settings> Connection>Upon Startup Launch** feature set to **Connect to Default Site**.

**Max Safe Index Size.** This field specifies the size (in kilobytes) of the largest index file to load without prompting. Setting this parameter to zero will cause CuteFTP to prompt you for all index files. Setting it to 32000 effectively disables any prompting. *NOTE: It is not advisable to set this parameter too high because there might be multi-directory index files on the sites that CuteFTP can't handle. The default is 100 kb.*

**Auto-Cache Index Files.** Inactive by default, CuteFTP searches for index files and automatically loads them in memory.

**Simple Directory Listing.** CuteFTP will display file names only in directory listing.

**Enable Smart Keep Alive.** Check to have **Smart Keep Alive** maintain a connection automatically. Refer to the **Smart Keep Alive** section for more details.

**Use Logical Parent Directory.** Active by default, this feature specifies the previously visited directory as the parent directory rather than the actual physical parent. It is useful on sites with many inter-directory links.

**Save Session Log to file.** Save **Log** files for this FTP site.

**Add Site to shell integration.** This function allows you to upload a file or folder from the Windows desktop or Explorer to a designated site in CuteFTP.

From Windows Explorer, locate your file or folder, place your mouse pointer over the name, right-click to get a menu, then left-click on **CuteFTP**. Click the site you wish the file or folder to upload to or click **Connection Wizard** to set up a new site. If checked, this site will appear in the right-click menu.

**Cache site “resume” status.** If checked, CuteFTP will remember that the site either does or does not support resuming transfers, which can speed up connection times.

**Transfer Type.** Select **ASCII** or **Binary** to force those transfer modes, or select **AutoDetect** to have CuteFTP determine transfer types for you.

**Check file size on download.** When CuteFTP checks file size, it compares the server’s original file size to the size of the downloaded file to ensure that the transfer is complete and accurate. This setting allows users to specify one of four choices.

**Use Global Settings is on by default.** This means that users can adjust their **Global Settings** in order to alter this choice for every site with this specification.

**On.** With this choice selected, CuteFTP will check download size for every file after downloading.

**Off.** CuteFTP will not check file size.

**Auto.** CuteFTP will check file size if the server permits this action.

### Importing Sites From Old Versions of CuteFTP

CuteFTP’s **Site Manager** now houses its data in a file called **sm.dat**, located in the **CuteFTP directory**. Older versions of CuteFTP use **tree.dat** (before 2.5) or **smdata.dat** (2.5 to 3.5). Importing the **Site Manager** files will allow you to access your old sites.

Import your old sites into CuteFTP by clicking on the **Import** button in the **Site Manager** and then locating your **tree.dat** file. If you have installed version 2.6 or greater, then look for **smdata.dat** in the import directory located under the CuteFTP directory. Once you find the **tree.dat** or **smdata.dat** file, either double click on it or highlight it and choose **Open** in order to import the previous **Site Manager** information. The sites now appear in your **Site Manager**.

If the **tree.dat** file that you imported was also in the same directory where the **bookmark.dat** was, then even your old bookmarks will be imported.

# Transferring Files with CuteFTP

## Transferring Files

Once you are connected to a remote server, there are many ways to start file transfers:

**Drag-and-Drop.** Select the file you want to transfer. Using your left mouse button, “grab” the highlighted file, drag the file to the opposite window, and drop the file anywhere in that window (including folders).

**Menu/Toolbar.** Select the files you want to transfer. Select **Transfer>Upload** or **Transfer>Download** from the menu bar, or click the **Upload** or **Download** buttons on the tool bar.

**Double-click the File.** Highlight the file to transfer and double-click. *NOTE: The **Double-Click Action** feature must be set to **Transfer** for this to work.*

**Using Queue to Transfer.** Highlight the file you want to transfer and drag it to the **Queue** window or select **Transfer>Queue>Add to Queue**. Click **Transfer>Transfer Queue** to transfer the file.

**Right-click Context Menu.** Select the file, right-click, then select **Import** or **Export** from the context menu.

**Windows Desktop or Windows Explorer.** Right-click on the file or folder you wish to transfer, then choose **CuteFTP Upload**. The FTP sites you have specified in the **Site Manager** for use in Windows Explorer or Desktop will be listed. Choose the desired site and CuteFTP will begin uploading. If you are not connected to the remote server you may still use **Shell Integration**. To enable **Shell Integration**, go to the **Advanced** section of the **Edit>Settings** section. Click **Enable Right-Click Shell Integration** to activate the feature.

**Cut or Copy & Paste.** Select a file and choose **Edit>Cut** to move the file or **Edit>Copy** to copy the file. Then, select the opposite pane and choose **Edit>Paste** to transfer the file.

## Using the Queue to Transfer Files

Files may be added to the queue using most of the methods under the **Transferring Files** section, and then batch transferred at a later date by clicking on the **Transfer Queue** button on the **Toolbar**. Queue functions can be accessed by using the right-click menu in the queue window.

## Stopping Transfers

CuteFTP uses persistent transfer to resume and complete transfer requests stopped by a broken connection. Users must disable the persistent transfer feature to permanently stop a transfer. To disable persistent transfers, deselect **Enable Persistent Downloading** in the **Connection** section of the **Edit>Settings** window.

To stop a transfer, either select **Transfer>Stop** from the menu bar, press the **Stop** button on the tool bar, or press **F9**.

## Removing Queue Items

To remove queued items, select them in the queue window and choose **Transfer>Queue>Remove from Queue** from the menu bar, or right-click on the files to remove and choose **Remove from Queue**.

## Resuming Transfers/Auto Reconnect

If disconnected while downloading or uploading a file, CuteFTP will automatically reconnect and resend until the transfer is successful. To disable this function, see **Stopping Transfers** above.

If **Connect to the Internet using a LAN** or **Connect to the Internet using a modem** is not activated, you must manually reconnect to the site where the transfer was broken. CuteFTP sees that you are replacing an existing file and it will ask to **Resume**, **Overwrite**, or **Skip**. Choose **Overwrite** if you are replacing the file. Choose **Resume** to complete a broken transfer, or **Skip** to cancel the operation.

## Manually Getting a File

Use this function to download a specific file if you know its exact directory location. Select **Manual Get** from the **Transfer** menu, and enter the full path and file name to download.

## Setting the Transfer Type (ASCII/Binary)

CuteFTP is programmed to automatically select the proper transfer type (Auto). To manually specify a file transfer type, select **Edit>Settings** from the menu bar and go to the **ASCII/Binary** section. Choose the radio button for the transfer type you prefer.

## Disconnecting, Reconnecting and Stopping Connections

To disconnect. Select **File>Disconnect** from the menu bar or click the **Disconnect** icon on the tool bar, or press **Shift+F4**.

**To Reconnect.** Select **File>Reconnect**. If “Connect to the Internet Using a LAN” or “Connect to the Internet via Modem” is activated, CuteFTP will automatically reconnect in the event of a broken session. See **Dial-Up Networking**. *NOTE: CuteFTP can resume broken transfers only if the FTP server allows it.*

**To Stop a Connection or Transfer.** Either select **Transfer>Stop**, press the **Stop** button on the tool bar, or press **F9**.

## Spawning Sessions

CuteFTP will allow you to open multiple sessions. This is useful when you are downloading a file from one site and want to browse or download a file from another site simultaneously. You will still have access to all configured sites when multiple sessions are open. To launch another session of CuteFTP with the same site open, select **Commands>Session>Spawn Current Session** from the menu bar.

## Using Paste URL and Clipboard Monitoring

Connect to a site or download a file by pasting a URL into CuteFTP. To connect via URL, select a URL in any Windows application and copy it to the clipboard using **Edit>Copy**. Return to CuteFTP and select **File>Paste URL** from the menu bar or press **Control-P**. CuteFTP will automatically connect to the site or download the file.

The monitor clipboard function is very handy when used with your web browser. Instead of using your web browser (which may not resume transfers) to download FTP links, copy the links and let CuteFTP perform the transfer. Refer to **Monitor Clipboard** in the **CuteFTP Settings** for instructions on enabling clipboard monitoring.

CuteFTP supports all standard and many nonstandard URL formats.

## Custom Commands

Users may choose from pre-defined commands or create custom commands to communicate with a server. ISPs normally distribute to all subscribers a custom commands file (COMMANDS.DAT) for their Web server.

### Using a pre-defined command.

1. Select **Commands>Custom Commands** from the menu bar.
2. Select a custom command from the list.

### Adding a custom command

1. Select **Commands>Custom Commands>Define** from the menu bar.
2. Type a name identifier in the **Label** field.
3. Enter the command text in the **Command Text** field. The command text is the actual FTP command sent to the server. It can contain any character, and one or more macros.
4. Enter an optional hot key in the **Hot Key** field. The command can be executed using **Control+Shift** plus this hot key.
5. Click the **Add** button.

### Command text macro expressions

%[ prompt ]. When this macro is encountered, CuteFTP displays a prompt dialog box with an input field. The user can then type any text in the input field, which will be inserted into the actual command text in place of the macro. "Prompt" can be any text, not containing [ ] (square brackets). It will be used as a title for the prompt dialog box.

%f. This macro will be substituted by the name of the file currently selected in the remote browser. If more than one file is selected, the command will be repeated for each file.

%%. A single % character.



*NOTE: The **Show Server's Response** switch specifies whether CuteFTP should display the server's response to the command. If set, a dialog box will pop up containing a command-response sequence for each command executed. The **Hot Key** box is a keyboard accelerator assigned to the command.*

#### Common Command Examples

**SITE CHMOD** %[New Access Mask] %f: This command will prompt the user for a "New Access Mask" and use it for each selected file. For instance, if user enters "=rwx" at the prompt, and FILEA.TXT, FILEB.TXT and FILEC.TXT files are selected, the following sequence of commands will be sent to the server:

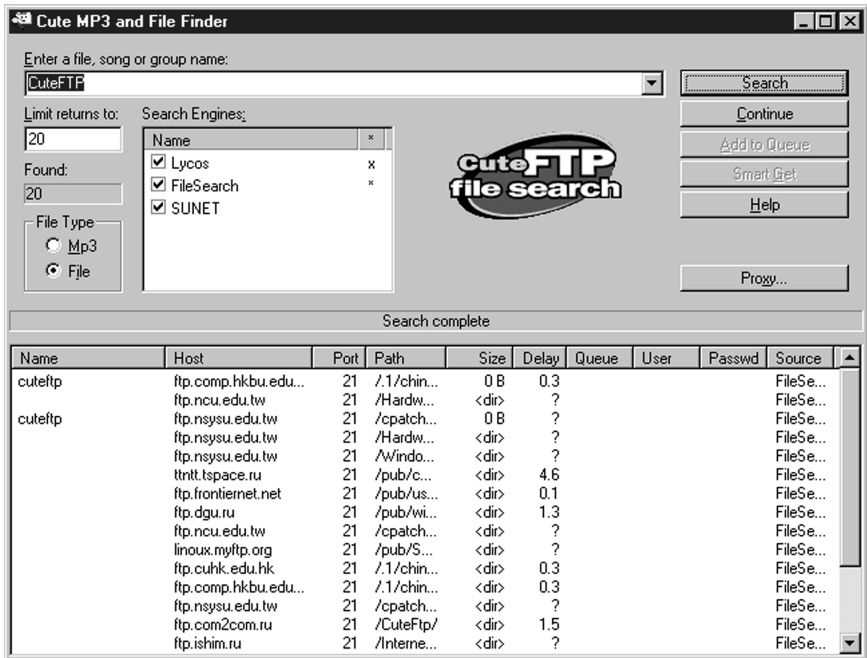
```
SITE CHMOD =rwx FILEA.TXT  
SITE CHMOD =rwx FILEB.TXT  
SITE CHMOD =rwx FILEC.TXT
```

**SITE INDEX** %[Search Text]: This command will prompt for "Search Text" and send a single command to the server. For instance, if a user enters "CuteFTP" at the prompt, the following command will be sent to the server:  
**SITE INDEX** CuteFTP.

#### **Browser Integration**

CuteFTP's **Browser Integration** feature intercepts FTP URLs accessed via your browser and uses CuteFTP technology to complete the file transfer. The characteristics of this feature can be modified by choosing **Edit>Settings> Browser Integration**.

# Working with CuteFTP MP3 and File Finder



## Using the MP3/File Finder

The Cute **MP3/File Finder** makes searching the Internet for MP3s and other files easy. It has been recently updated; by using the latest search engines, CuteFTP finds reliable links to files and automates the downloading process.

Locate the CuteMP3/File Finder by choosing **File>Cute MP3/File Search**.

**File Name Window: (Enter a file, song, or group name):** Type in the name of the file to find.

**Limit Returns To:** Type in the maximum number of file matches that you want returned by a search.

**Found:** This window shows the number of matches.

**File Type:** Choose which file type to find (MP3 or other files).

**Search Engines:** CuteFTP relies on external search engines for MP3 and file searches. Choose the search engine(s) you want to use in the **Search Engines** box. Select or deselect a search engine using the check box next to its name.

**Search button:** Searches for your selected file and returns the results. A small **x** by the search engine's name indicates that a search is in progress, a large **X** indicates a completed search.

**Continue button:** This allows you to continue your search if you hit the **Stop** button.

**Add to Queue button:** Select files and add them to your queue to download later. Highlight the files you want and click the **Add to Queue** button.

**Smart Get button:** This is a powerful tool for automating the downloading process. Select a file and press the **Smart Get** button. It will highlight every file with the same file name and put them into the queue. CuteFTP will then try to download the first instance of the file. If it encounters an error, it will go on to the next file in the queue until the file is downloaded.

**Help button:** This button provides information on using MP3 and File Search.

**Proxy Button:** This option is important if you have a proxy server you use to access the Internet. The dialog box which appears gives you the options: **Do not use**, **Use system settings** and **Use following configuration**. **Do not use** is the default setting. **Use system settings** is, basically, an order to your CuteFTP to autodetect any settings currently on your computer. **Use following configuration** allows you to specify your HTTP proxy server and port.

**Name:** This column shows the list of file names found by your search.

**Host/Port:** Displays the address and port of the found file's server.

**Path/Size:** This displays the path on the server where the file exists, and the file's size.

**Delay:** Indicates what kind of a delay exists on a particular server. A higher delay number generally means a slower site. Try to get files from a server with a lower delay time.

**Queue:** Flags which files have been added to the queue window.

**User:** Shows the User ID required to log on to that server.

**Passwd:** This column shows you the password required to log on to the server.

**Source:** This column displays the search engine source of the file.

**Sorting:** Search results can be organized by clicking on the title bar in each column. For example, clicking on the **Name** bar organizes the results alphabetically by name. Clicking it again reverts the listing back to its previous order.

**Right-Click Options:** These options appear in the context menu when you right-click one of the files found by the search.

**Import:** While in the remote pane, select an item and download it.

**Export:** While in the local pane, select an item to upload it.

**Add to Queue:** Adds files to your queue to be downloaded later.

**Delete:** Deletes the selected file.

**Delete All:** Deletes all files listed in the search results window.

**Connect:** Connects automatically to the server and downloads the selected file.

**Find:** Performs more flexible searches and downloads. A dialog box appears that allows you to perform more specific or more general searches on the search results. Type the search term (no wildcards) in the **Find what:** field. Use the filters found on the left to further narrow your search. Use the **Find Next** button to scroll through every found file or click the **Mark All** button to select all of them.

**Smart Get:** This functions the same as the **Smart Get** button.

### Searching for Files

To search for MP3s or files, select **File>Cute MP3/File Search...** from the menu or click the tool bar globe icon. Enter a name to search for in the **Enter a file, song, or group name:** field and optionally enter a maximum number of returns in the **Limit returns to:** field. Select the file type in the **File Type** area and check the **search engines** to use. Press **Search** to begin. To cancel the search, press **Stop**.

### Getting Files

Once files are found, you have several downloading options.

**Connect:** To get a single file on the list, right-click on the file name and choose **Connect** from the menu.

**Add to Queue:** You can select files and add them to your queue to be downloaded later. Simply highlight the files you want, and click the **Add to Queue** button.

**Smart Get:** Select a file and press the **Smart Get** button.

**Verify File Size.** With this choice, you can verify the size of the files you plan to retrieve. *NOTE: This option should not be used with some MVS servers.*

### Adding to Site Manager

If you find an FTP site in your queue that you would like to access again, add it to the **Site Manager** at any time by right-clicking in the queue window and choosing **Add session to SM**, or selecting **Commands>Session>Add session to Site Manager...** from the CuteFTP menu bar.

## Ratio Sites

Many FTP sites are run as “ratio sites”. Operating under a type of file trading system, these sites do not allow downloads until you have uploaded a file or files. Credits are issued for the uploaded files which, in turn, enables downloading from the site.

The error message “**Insufficient credit for download – upload first**” is issued from a ratio site. Refer to the index or text file on that site for instructions on uploading to their server.

If searching for MP3s using the **Smart Get** feature, you may have trouble with ratio sites. If **Smart Get** receives a ratio site error, it will move on to the next server without giving you a chance to upload.

If you find a ratio server that you would like to download from while using the **Smart Get** feature, you will need to press the stop button (or **F9**) during the transfer. Right-click on the file in queue window and choose **Reset Status**. Next, highlight the file on the server you want to connect to and click the **Queue Transfer** button on the Toolbar. You will probably receive another warning about permissions; just press **OK** if one appears.

Now, you need to upload a file to this ratio site, and they probably only allow uploads in a certain directory. Look for an upload directory on the site. Go to the root directory by pressing the yellow **Up Directory Button**.

Although you will probably be successful using **Smart Get** to download files, you may need to use other download options in the **Cute MP3/File Finder**. These options are defined under **Getting Files** in the **Cute MP3/File Finder** section of this manual.

Use the queue feature of CuteFTP to make uploading to ratio sites easier and eliminate problems downloading files. Add some files to the queue and upload them upon connecting to the ratio site. Consult the administrator of the ratio site if you have problems with uploading or receiving credits.

# File and Folder Management

## Filtering Files and Folders

CuteFTP can display a portion of a directory, hiding unwanted files temporarily. Filtering works by matching each filename in a directory against a user-defined **Wildcard** mask.



## Adding/Removing a filter

From the menu bar, click **Edit>Filter**. To have this filter apply to only one site, edit the site in **Site Manager** and select the **Filter** button. Select the **Filter Mask** or **Filter NOT Mask** tab. Enter the filter definition in the top box and click the **Add** button. The filter information should appear in the bottom box. To remove a filter, select the definition from the list and press the **Remove** button.

**Filter Mask:** Any files matching the parameters defined in the **Filter Mask** tab will be displayed. For instance, if you wish to see only JPEG files, you would add the filter **\*.jpg**.

**Filter NOT Mask:** Files matching filters listed in the **Filter Not Mask** tab will not be displayed. This allows you to eliminate any group of files without affecting others. Adding a filter such as **\*.jpg** would cause CuteFTP to no longer display JPEG files.

## Filter Options

The **Edit>Filter** window's **Options** tab has several selections you may use to help with filtering files.

**Apply filters to local directory listing:** This option applies filters to the local directory listing.

**Apply filters to remote directory listing:** This option applies filters to files displayed in the remote directory listing.

**Apply filters to folder name(s):** This choice causes directories to be affected by the filters.

**Let CuteFTP do the filtering (recommended):** CuteFTP applies the filters you have defined.

**Enable remote filters (Server applied filter):** CuteFTP sends a command containing the filter to the server. You must define filters to be sent in the box below this option. *NOTE: You can now use local and server filtering simultaneously.*

**Apply filters to uploads/downloads:** CuteFTP filters files during uploads or downloads. Useful when transferring directories.

**Apply filters to site-to-site transfer:** **Filters** are enabled when transferring files using **Site-to-Site** Transfers.

**Case sensitive filtering:** Filters will be case sensitive, i.e. \*.JPG is a different filter than \*.jpg.

**Displaying Hidden Files:** You can display hidden files on servers using a special filter command. When configuring your filter, select **Enable remote filters (Server applied filter)**. Type in-rtaf next to this field. Your listing command should now be LIST-rtaf, which allows display of hidden files.

**Selecting file groups using filters:** Select **Edit>Group Select** from the menu bar. Enter a Wildcard expression in the **Filter Mask** field. Select **Mask Directories** if you would like to filter directories as well as files. Select **Remove Selection** to clear currently selected items before selecting masked items. Press **OK** and the filter selection is performed on the currently selected pane. Some examples are included below.

**Task:** Select all GIF, but not HTML files.

**Operation:** Use **Group Select**, specify \*.GIF as filter mask, press **OK**.

**Task:** Select all files, except HTML files.

**Operation:** Use **Group Select** with \* as a filter mask, then use **Deselect Group** with \*.HTML as a filter mask.

**Task:** Select GIF and JPG files, but not HTML, TXT, DOC, WPG files.

**Operation** Use **Group Select** with \*.GIF as a mask. Use **Group Select** again with \*.JPG mask and the **Remove selection** check-box cleared.

**To invert the selected files (highlights files not matching the filter):** From the menu bar, click **Edit>Invert Selection**.

**To deselect a group of files:** From the menu bar, click **Edit>Group Deselect**.

## Wildcard Masks

**Wildcard masks** are patterns of special characters used to filter file names. When a **Wildcard mask** is matched against a file name, the two patterns are compared, letter-by-letter, from left to right until a mismatch occurs. If all the characters in both patterns compare positively, the file name matches the **Wildcard Mask**.

A **Wildcard Mask** can contain the following characters:

- ? Will match any single character (i.e. ? will match a,b,c,1,2,etc...)
- \* Will match any sequence of characters (including no characters at all), terminated by the next character in the mask. (i.e. \*a will match cutea, wwwa, zzza, a etc.).
- [ ] Will match any character in the character set enclosed in the brackets. This can also be a range of characters (i.e. [A-Z] ).

If the opening bracket is followed by !, matches any character NOT in the set (i.e. [abc] will match a, b or c only. [!abc] will match any character except a, b or c).

## Wildcard Mask Examples

Mask:	Will Match:
*	all files
*.bmp	sample.bmp, xyz.bmp, but not sample.gif
x?z	xyz, xaz, but not xyy
a[xyz]c	axc, ayc, azc, but not abc
a![xyz]c	abc, adc, afc etc, but not axc
a[a-c]d	aad, abd, acd, but not axd

## Searching for Files on an FTP Server

Use this feature to search for file names and extensions in the current directory. *NOTE: Wildcards will not work.* The first entry found is highlighted. Subsequent entries can be found with the **Find Next** command (**F3**).

To find a file, select **Edit>Find** from the menu bar. Enter the file name or extension to find, and press **OK**. Select **Edit>Find Next** to find the next matching entry. CuteFTP will display **No More Matches Found** when all matching entries have been highlighted.

## Viewing, Editing, and Executing Files

**View.** Located on the tool bar, this command opens the highlighted file (either on the local or remote drive) in your text file viewer. Select a text file viewer by going to **Edit>Settings>Helper Applications**.



**Edit.** Select an editor program in **Edit>Settings>Helper Applications**. Users may also choose to leave the field blank. To edit a file, right-click on the file name and select **Edit**. If you use CuteHTML as your editor, you will need to initiate the transfer to upload any changes to the remote site; otherwise, you will be presented with a dialog box asking you to upload the changes.

**Execute.** Click **Commands>File Actions>Execute** to launch the highlighted file, or right-click on the file and select **Execute** from the pop-up menu.

### **Deleting, Renaming and Moving Files**

You may access these commands from the from the menu bar under **Commands>Directory** or from the right-click menu.

**Move...:** Highlight the file(s), select **Move** and enter the new path.

**Rename...:** Highlight the files, select **Rename** and enter a new name for the file.

**Delete:** Select the file(s), choose **Delete** (or press the **Delete** key). Files on the local hard drive will be relocated to the **Recycle Bin**. Any other files will be permanently deleted from the FTP server.

### **Creating, Renaming and Deleting Folders**

You may access the following commands from the menu bar under **Commands>Directory** or from the right-click menu.

**Make New Dir...:** creates a new folder.

**Rename:** renames an existing folder.

**Delete:** deletes an existing folder.

### **Changing Attributes of Files and Folders**

From the menu bar, use **Commands>File Actions>CHMOD** to change the attributes of a file or folder on the server. In the **Change Attributes** dialog box, select the **Read**, **Write**, or **Execute** options for each group (Owner, Group and Public) or type in the corresponding **CHMOD** command in the box.

Below is a brief description of **CHMOD** permissions and how they work:

**CHMOD's permission mask** is a three-digit number. Each digit defines the permission for a different user of the file. The first digit defines the permission for the owner, the second digit defines the permissions for the group and the third digit defines the permissions for everyone else (referred to by CuteFTP as public). Each digit works the same for each group of users: the owner, group, and public. What you set for one digit has no effect on the other two digits. Each digit is made up of the three Read, Write, and Execute permissions. The Read permission value is 4, the Write permission value is 2, and the Execute permission value is 1. These three numbers are added together to get the permissions for a file. If you want a file to be readable and not writable or executable, set its permission to 4. This

works the same for Write and Execute. Executable only files have a permission of 1. If you want a file to have Read and Write permissions, add the Read and Write values together (4+2) and you get 6 — the permissions setting for Read and Write. If you want the file to be Read, Write, and Execute, use the value 7 (4+2+1). Do this for each of the three permission groups and you get a valid CHMOD mask. For example, if you want your file to have Read, Write, and Execute permissions (4+2+1) for yourself; Read and Execute (4+1) for your group; and Execute (1) only for everyone else, you would set the file permissions to 751.

### Directory Information and Statistics

CuteFTP maintains information regarding your directories and files in an easily accessible feature called Directory Information. Directory Information displays paths, number of files, combined file size, and other information for all files and selected files. To view the directory information, select

**Commands>Directory>Directory Information** from the menu bar.

### Comparing Local and Remote Directories

Contents of local and remote directories can be compared using the **Compare Directories** command. To use **Compare Directories**, navigate to the desired directory in both the local and remote panes. Then, select **Commands>Directory>Compare Directories** from the menu bar. Select the desired comparison options:

**Ignore Letter Case.** Will not look at capitalization during comparison.

**Compare Sizes.** Will look at file size during comparison.

**Compare Dates.** Will look at file dates during comparison.

Files that match will NOT be highlighted.

### Site-to-Site Transfers

CuteFTP is capable of transferring files from one remote server to another. Some servers do not allow this style of transfer; if you're having difficulty getting this feature to function properly please contact the administrator of the FTP site to see if **Site-to-Site Transfers** are supported. To perform a **Site-to-Site transfer**, connect to the first remote site and choose **Window>New CuteFTP Window** to launch another instance of CuteFTP. Connect to the second site in the new window. Drag and drop the desired file from one window to the other.

### Saving Remote/Local Download Paths

To save the current local or remote directory path information to the **FTP Edit Site** screen, select **Commands>Session>Save remote path to SM** or **Save local path to SM**. The current path will be saved in the **Initial Remote (or Local) Directory** field in the Site Manager's **Edit Site>Settings>Site Properties>General** tab.

Example: You login anonymously to ftp.cuteftp.com and by default start out in the root directory. You then double-click the pub folder and then the CuteFTP folder which puts you in /pub/CuteFTP. Click **Commands>Session>Save**

**Remote Path to SM.** Then /pub/CuteFTP is saved into the **Initial Remote Directory** field under **Edit Site** in the **Site Manager**. The next time you connect to this site, you will be automatically placed into the /pub/CuteFTP directory.

### Using Bookmarks

CuteFTP uses bookmarks to mark local and/or remote directories so you can quickly access them at a later date. Only bookmarks specific to an open site will be available for use. There are two ways to add bookmarks.

To bookmark a directory automatically, navigate your way to the desired directory. Select **Bookmarks>Add** from the menu bar. Choose a name for the bookmark. To use the bookmark, connect to the site you bookmarked. Select **Bookmarks** from the menu bar and choose the desired bookmark from the pull-down menu.

To add a bookmark manually, right-click a site in the **Site Manager** and choose **Advanced>Add Path Bookmark...** Name the bookmark and enter a local and remote directory on the right-hand side of the window.

To edit or remove existing bookmarks, select **Bookmarks>Edit** from the menu bar. Select a bookmark and click the **Edit** or **Remove** button.

### Getting Links as Files

This command directs CuteFTP to get a directory link as a file so that the user does not have to change directories to get files. From the menu bar, click on **Commands>File Actions>Get Link as File**. The contents of the linked directory will begin downloading.

### Symbolic Links

This UNIX-specific option asks the server to resolve symbolic links to either a file or a directory. This option can cause problems with non-UNIX servers. If you are having trouble displaying a list of files located on the server, try deselecting this option by going to the **Directory Navigation** section of the **Edit>Settings** window. Select the **Do not resolve links** radio button.

### Toggling Panes and the Toolbar.

To switch focus from the local to remote pane or vice versa, select **Window>Switch Browser** from the menu bar, or press **Tab**.

To toggle the display of the local or remote panes, press **F6** or **F7** respectively, or choose **Window>Toggle Local/Remote** from the menu bar.

To toggle the display of the queue window, press **F10** or select **Window>Toggle Queue**.

To resize panes, position the cursor over the border of two panes until the cursor becomes a bar with two arrows pointing away from it. Click and drag to resize the pane.

To hide the tool bar, select **View>Toolbar** from the menu bar. Select the same item again to re-enable the tool bar.

## Long Listing and Short Listing

File names are displayed in the local and remote panes of the main CuteFTP window. To change the view, select a pane and choose either **Long Listing** or **Short Listing** from the **View** menu. Short listings display file name only. Long listings display: name, size, time/date, attributes, and description.

## Showing File Details

Users can customize the level of detail displayed when using long listing mode. To customize the long listing display, select a pane and choose **File Details** from the **View** menu. All available display options are selected by default. To remove an item from the long listing display, deselect the corresponding box.

## Sorting the File Listing

In long listing mode, you can sort the listing according to contents of any listed column. Clicking a column header toggles between ascending and descending sort order. Alternatively, by selecting **Sorting** from the **View** menu you can select the desired sort order and type.

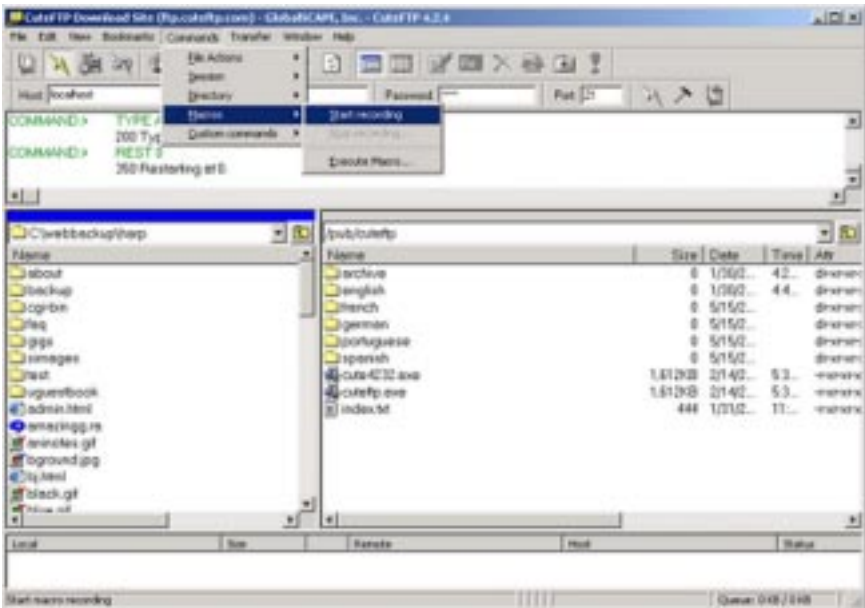
## Printing a Directory Listing

Select **File>Print** from the menu bar to print the directory listing of the currently selected pane.

## Refreshing the Directory Listing

Although CuteFTP automatically refreshes the **Directory Listing** after certain file management operations, you may choose to do a manual refresh for very large directory listings. To manually refresh the selected pane, select **Refresh** from the **View** menu or press **F5**. Automatic refreshing can be disabled from the **Directory Navigation** section of the **Edit>Settings** window. Deselect the **Auto-Refresh Remote Directory** check box.

# Automating Functions



## Macro Scripting

Macros save time by recording keystrokes and commands for routines that you might perform frequently. The following instructions cover recording and executing macros.

**Recording a macro for automated playback:** Click on **Commands>Macros>Start Recording** from the menu bar. Every command and keystroke will be saved from this point. Connect to your site and perform the tasks you wish to record. Click **Commands>Macro>Stop Recording** to stop recording and then save the script.

*NOTE: Commands that can be recorded are limited to transfers (including wildcards), uploads, downloads, deletions, and directory changes. To have the macro shut down CuteFTP after the transfer executes, edit the script file that was created and add the word SHUTDOWN to the last line.*

**Executing a macro from within CuteFTP:** Select **Commands>Macros>Execute Macro** from the menu bar. Choose the macro file to execute and click **OK**.

**Executing a macro from the command line:** Use the following command to automatically launch CuteFTP and execute your macro:

"[path to CuteFTP executable]" Macro=[path to saved macro]

*NOTE: Quotes required for paths containing spaces.*

Example:

```
"C:\Program Files\GlobalSCAPE\CuteFTP\CutFTP32.exe"
```

```
Macro=c:\Scripts\DailyUpload.mcr
```

### Automatically Renaming Transferred Files

CuteFTP can rename file extensions during upload (i.e. converting .htm to .html). To enable this feature, go to the **Auto Renaming** section of the **Edit>Settings** window. Click **Add** and enter the local file extension in the **Local** field. Enter the desired new extension in the **Remote** field. Now, go to the **Site Manager**. Choose **Edit...** for each site the auto-rename scheme should apply to. Switch to the **Advanced** tab and enable **Use Auto-Rename Scheme**. You must have the **Use Auto-Rename Scheme** check box selected in your **FTP Site Edit** screen for this to work.

### Scheduling File Transfers

CuteFTP has the capability to automate file transfers using the built-in scheduler. This is useful for transferring a number of files on a daily basis.

#### Adding queue files to the scheduler:

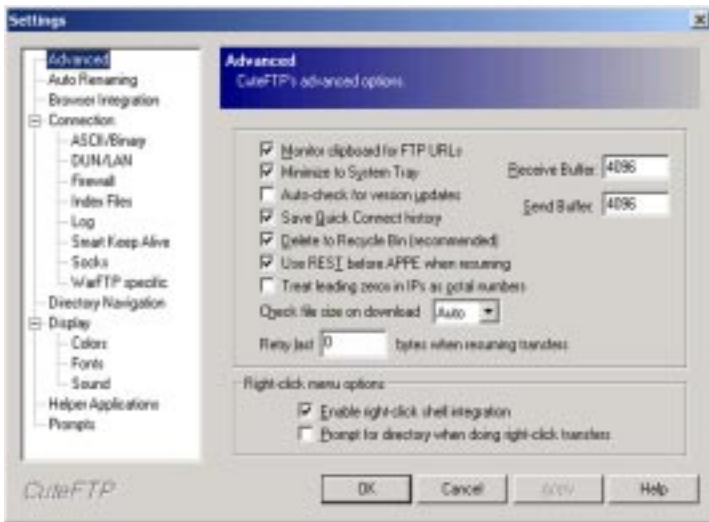
1. Select the files to transfer and add them to the queue.
2. Select **Transfer>Queue>Save Queue** from the menu bar.
3. Select **Transfer>Schedule Transfers...** from the menu bar and check **Enable Scheduler**. (Check **Show countdown timer** to display a countdown until download time)
4. Click **Add Queue File** and select the queue file saved in step 2.
5. Select a date and time to initiate the queue transfer.

**Rescheduling/Removing queued files:** In order to reschedule or remove queued files, select **Transfer> Schedule Transfers...** from the menu bar. Select the queue file to change. Click **Delete** to cancel the queued item, or **Edit...** to reschedule.

**Scheduling currently queued files:** If you have already queued several files you may select **Schedule current queue** in the **Scheduler** dialog box. Enter the date and time to initiate the transfer. Click **Reschedule** to change the date and time. *NOTE: The current queue must be scheduled to run before any other scheduled queues.*

**Disabling the scheduler:** To postpone any queued file transfers, uncheck **Enable Scheduler** in the scheduler dialog box

# CuteFTP Settings



To configure CuteFTP, select **Settings** from the **Edit** menu. The **Settings** window displays a list of configuration categories on the left-hand side, and the settings themselves on the right.

## Advanced Settings

**Monitor Clipboard for FTP URLs.** Activates CuteFTP's URL parsing feature.

Any time an FTP URL is copied onto the Windows Clipboard, CuteFTP will automatically connect to the site and begin downloading the target file.

This feature assumes an anonymous login. Note that the monitor clipboard function does not currently support redirected URLs.

**Minimize to System Tray.** When minimized, CuteFTP places a small icon in the **System Tray** rather than a standard **Task Bar** button.

**Auto-check for version updates.** The **Auto Update** feature keeps CuteFTP current by automatically downloading the latest new features and bug fixes. CuteFTP connects to the GlobalSCAPE website and retrieves a newer version if available.

**Save Quick Connect History.** When enabled, CuteFTP stores recently accessed **Quick Connect** sites in the **Quick Connect Bar's** pull-down menu. If deselected, CuteFTP will clear these entries upon exit.

**Delete to Recycle Bin.** To make CuteFTP permanently delete files, deselect **Delete to Recycle Bin**.

**Use REST before APPE when resuming.** The REST (restore) command is a more efficient but less widely supported way to resume file uploads. If REST is rejected, CuteFTP uses APPE (append), the default, to resume.

**Treat leading zeros in IPs as octal numbers.** This setting alerts CuteFTP to treat leading zeros as a cue to octal (base eight) programming. Decimal (base ten) programming dominates the field at this time, so octal programming should not affect the majority of transfers.

**Check file size on download.** CuteFTP will compare the file size on the file you have downloaded with the file on the server to ensure an accurate transfer.

**Retry last XXX bytes when resuming transfers.** If you are worried about corruption as the result of a broken transfer, specify the point at which (number of bytes) CuteFTP will resume downloading. For example, a transfer might break at 420 bytes. If you had specified 100 bytes for this option, CuteFTP would resume the transfer at 320 instead of 421 bytes.

**Receive/Send Buffer.** This shows the size in bytes of transmission buffers. Larger values may increase performance at the cost of higher RAM usage. Generally, there is no need to modify these values.

**Enable right-click shell integration.** Allows file transfers from Windows Explorer or Desktop. Refer to **Transferring Files with CuteFTP** section for more information.

**Prompt for directory when doing right-click transfers.** CuteFTP asks for a destination directory rather than using the default directory.

### **Auto Renaming Settings**

This section configures CuteFTP's automatic renaming ability. For more information on configuration and use of auto renaming, refer to the **Automatically Renaming Transferred Files** section.

### **Browser Integration**

CuteFTP's **Browser Integration** feature intercepts FTP URLs accessed via your browser and uses CuteFTP technology to complete the file transfer. This means that CuteFTP becomes the default tool for handling FTP links from both your browser and operating system. The characteristics of this feature can be modified by choosing **Browser Integration** from the **Settings** dialogue box.

The following is a list of the check boxes that appear in the **Browser Integration** dialog box accessed through **General Settings**. These selections allow you to choose how CuteFTP will treat FTP URLs:

**Monitor FTP links (Web browser and in Windows program).** This option allows CuteFTP to intercept FTP URLs accessed via your browser.

**Open each FTP link in a new session of CuteFTP.** A new FTP session will be launched each time you access an FTP URL.

**Prompt for file name before downloading.** CuteFTP will open a **Save As** dialog box to ask you for a file name and path before you download a file.

**Close CuteFTP after completing a download.** CuteFTP will close itself down after a transfer is complete. This keeps the application in the background.



## Connection Settings

**E-Mail Address.** Anonymous FTP servers require an email address for identification purposes. You may enter whatever you want here, but some servers will check the address for validity and refuse your connection if it's invalid.

**Upon startup launch.** Perform this task immediately after CuteFTP launches.

**Connection retries & Retry delay.** Attempt network connections this many times, waiting the desired number of seconds between attempts.

**Always check and store 'resume transfer capability' for each site.** Site Manager can remember whether or not each site supports resuming broken transfers. This will speed up connections since CuteFTP won't have to check for this capability each time it connects to the site.

**Enable Persistent Downloading.** CuteFTP will automatically reconnect and resume in the event of an interrupted transfer.

**Reconnect and resume if 0 bytes in \_\_ seconds received.** If transfer stops for this many seconds, CuteFTP will reconnect and resume the transfer.

**After a transfer is completed.** CuteFTP can perform some self-explanatory functions after a transfer completes. Useful when automating transfers.

## Connection – ASCII/Binary

**Text (ASCII) File Extensions:** The CuteFTP program loads with several pre-defined file extensions, but users may also define file extensions CuteFTP should consider as ASCII (plain text) for transferring. Note that CuteFTP will make the final determination as to whether to transfer a file in **ASCII** or **Binary**.

To add additional ASCII File Extensions, click the **Add** button and type in the extension, not including the dot. To remove an ASCII File Extension, select it from the list and click **Remove**.

**Default transfer type:** Select the default transfer type. Auto-detect is recommended unless you are having problems with files being transferred in the wrong mode.

## Connection – DUN/LAN

During installation, CuteFTP detects whether your computer is connected to a LAN or uses a modem for external communication.

**To use a modem to connect:** Select **Connect to the Internet using a Modem**.

Choose your connection from the **Use the following Dial-Up Networking connection:** field. To activate any or all of the following optional functions, click the check box next to the field.

**Show authentication window (requires user input).** Username and password will be checked before connection occurs.

**Show error prompts (requires user interaction).** Messages indicating an action to take will appear when errors occur.

**Disconnect from the Internet upon program exit.** Your connection to the Internet will be terminated when you exit CuteFTP.

**Number of times to attempt connection:** If the connection fails, CuteFTP will retry connecting this many more times before giving up.

**Number of seconds to wait between attempts:** This indicates the delay between connection retries.

## Connection – Firewall



A **firewall or proxy server** is a safeguard utilized by many Local Area Networks (LANs) or Wide Area Networks (WANs) to protect the network from unauthorized access from the outside. If you are using CuteFTP with a firewall or proxy server, you may have some problems caused by the network settings. When you first try to use CuteFTP, leave these settings as they are and try to connect to some of the pre-defined sites in the Site Manager. If every site you try to connect to prompts you with “can’t connect”, or “can’t login, still trying”, then you probably need to configure the firewall settings.

If your LAN or WAN supports FTP Proxy protocol, you will need the following information:

1. **IP address** for your firewall host.
2. **Port number** for the FTP proxy server.
3. **User name** and **password**.

Enter the three items in the appropriate fields. Select the **USER user@site** radio button and the **Enable Firewall Access** box, then try connecting to a site. If you still have trouble, try again with the other options (**OPEN Site**, etc).

The **PASV Mode** radio button specifies that CuteFTP will initiate all connections and the server will only wait for requests, therefore avoiding conflicts with the security system. *NOTE: This feature is active by default.*

## Custom Proxy Commands

**Custom firewall** type is only necessary if the predefined firewall types do not work for you. To use custom firewall logons, select **Custom** and click the **Settings** button. Define a custom logon script in the box. The following variables may be used:

%HOST%	The address of the FTP site to connect.
%USER%	Valid username for the FTP server.
%PASS%	Password associated with the specified FTP user name.
%PORT%	Port used by the FTP server. If this command is not used, it will default to 21 (the standard FTP port).
%FIRE_USER%	Firewall username. Some network configurations may require a login for the firewall.
%FIREPASS%	Password associated with the firewall username.

**Example of Custom Commands:** After setting the **Host** and **Port** fields to the correct firewall/proxy server, select the **Custom** option under **Type**, then click **Settings**. Enter each command necessary to initiate an FTP session with the remote server, one command per line. A typical series of commands might look like this:

```
fire_user jimmy
fire_pass $53a&8*
host ftp.microsoft.com
user anonymous
pass somename@domain.com
port 21
```

This will first send the user name jimmy and the password \$53a&8\* to the firewall/proxy server (as required by that specific server configuration). Then, CuteFTP will open a connection to the Microsoft FTP site and login anonymously on port 21.

Contact your system administrator for the exact sequence of commands needed.

## Connection – Index Files

Users may specify masks for CuteFTP to use in identifying index files. The index file on the server gives you information about all the directories and files available on that site. Click **Add** in the index mask column to enter additional masks. You will also notice a “NOT” mask column, which tells CuteFTP which files are not index files. Add masks to this column in the same fashion.

If you look at the default **Index Files Mask** list, you will notice a file name \*index\*

using **Wildcards**. CuteFTP will consider any file with the word “index” in it to be an index file. That could cause a problem since your web page might be called index.htm. However, CuteFTP passes the file name through a second filter, the **Index Files NOT Mask**, and sees the \*.htm extension in the list. It will no longer consider your web page as an index file because of the double filtering system.

The following options are also available:

**Maximum safe index file size.** Index files larger than the specified number of kilobytes will not be loaded automatically. Users are prompted whether or not to load large index files.

**Auto-load index files to memory.** When enabled, any index files found will be cached for quick access.

### Connection – Log

The log file visible in the upper portion of the CuteFTP screen shows every action performed and server response. The following fields affect the session log:

**Save Logs to File.** Check this box to save log files. Click the button at the end of the **Session Log Directory** field to set the path of the log file.

**Start a new log file.** You can specify **Daily, Weekly or Monthly**. CuteFTP will create a new log file after the specified amount of time.

**Show client commands in display log.** Record commands sent by CuteFTP.

**Show server commands in display log.** Record server messages.

**Advanced INPUT command.** This option is located with a right click in the log window and allows advanced users to communicate with an FTP site at the lowest possible level. Advanced users might choose this when they encounter a site with commands different from usual FTP commands (e.g. to initiate a site-to-site transfer).

### Connection – Smart Keep Alive

CuteFTP compensates for idle timeouts during sessions with the **Smart Keep Alive** feature (SKA). SKA sends commands at random intervals to the FTP server, which maintains an active connection.

**Enable Smart Keep Alive (SKA):** When checked, SKA will be active when connected to any FTP site.

**Start SKA \_\_\_\_ seconds after the last command.** CuteFTP will begin using SKA after the specified idle time.

**Maintain SKA for \_\_\_\_ minutes:** CuteFTP will maintain a connection to the FTP server for the specified length of time.

**Send command at random intervals between \_\_\_\_ and \_\_\_\_ seconds:**  
Commands will be sent to the server using the random interval specified.

**Have SKA use these commands in random order:** Click **Add** or **Remove** to customize the commands listed. CuteFTP will issue a random command in the list when utilizing SKA.

**Enable auto-reconnect if booted from the server using a \_\_\_ second delay:** If the server terminates the connection, CuteFTP will automatically reconnect to the FTP site.

**Obtain a new IP address when reconnecting:** CuteFTP will disconnect then reconnect to the Internet before establishing a connection to the FTP server. Works only with dialup accounts.

### **Connection – Socks**

If your network uses the **SOCKS** protocol, the following settings allow you to connect to external FTP sites. See also the **Firewall** settings for related options. Contact your System Administrator to obtain needed information.  
*NOTE: Users also have the option not to use SOCKS for local addresses.*

**Use direct connection:** Select if you do NOT use the **SOCKS** protocol on your network.

**Socks4:** Select if your network uses the **SOCKS4** protocol. You must also enter the **SOCKS Host** and **Port Number**.

**Socks5:** Select if your network uses the **SOCKS5** protocol. Enter the **Host** and **Port Number**. If **Use user/password for Socks5 proxy** is checked, enter the UserID and Password supplied by your System Administrator.

**Host/Port:** The host name and port number of the **SOCKS proxy** server.

**User ID/Password:** The **User ID** and **password** for the **SOCKS proxy** server.

### **Connection – WarFTP Specific**

These settings are specific to WarFTP servers. WarFTP treats **PASV mode** and links differently. CuteFTP circumvents this with the following options.

**Force RFC compliant PASV mode:** Uncheck if you are having problems connecting to WarFTP sites, or receive error messages indicating that **PASV mode** is not supported.

**Treat .lnk files as linked files:** .Lnk files will be treated as links instead of directories. This solves problems with directory navigation when connected to WarFTP sites.

### **Directory Navigation Settings**

**Default Download Directory.** Received files will be placed into this directory unless you navigate to another directory in the local pane.

**Remember the last local directory used.** The directory visible in the local pane upon exiting CuteFTP will automatically display at the next startup.

**Auto-refresh remote directory.** The contents of the remote pane are refreshed each time you perform operations in that pane.

**Refresh after cancelled transfer.** The remote pane will be refreshed even if your transfer is cancelled.

**Symbolic Links.** Symbolic links are similar to “Shortcuts” in Windows: special files that act as pointers to other files or directories. Users can select how they want symbolic links displayed in the remote pane. Typically you will want to resolve links, meaning you will see the actual file or directory in the remote pane.

**Resolve links and display L attribute.** Links are resolved and flagged with a special **L** attribute. The remote pane must be in **Long Listing** mode to see file attributes.

**Resolve symbolic links.** Symbolic links are resolved, but no special attribute is set.

**Do not resolve links.** The actual link files are displayed instead of the files they point to.

**Use logical parent directory.** When navigating directories using links, CuteFTP will return to the linking directory when pressing the **Parent Directory** button instead of the actual parent directory. For example, you are in /dir1, and double-click link zzz pointing to /dir2/subdir. With this option enabled, you return to /dir1 when pressing the up arrow button. Without it, you return to /dir2.

## Display Settings

**Show splash screen.** Here you can either enable or disable the CuteFTP splash screen at startup.

**Show full directory path in local pane.** The entire pathname is displayed in the local directory pane. If disabled, only the current folder name displays.

**Show file sizes in bytes.** All file sizes are listed in bytes instead of kilobytes or megabytes.

**Auto-save sorting settings.** Remember the last used sort operation and automatically apply it to new sessions.

**Show cumulative file size in queue status bar.** A byte total for all queued files appears in the queue window status bar.

**Auto hide quick connect after each use.** The **Quick Connect** bar can be made to automatically disappear after use. If disabled, the **Quick Connect** bar must be manually toggled using the **Quick Connect** button.

**Don't show system icons.** Instead of the regular file icons you might see in Windows Explorer, CuteFTP will display a set of generic icons, speeding up directory listings.

**Show Text.** Select this box to display text under the buttons on the **Toolbar**. This is recommended if you are using a higher resolution.

**Customize.** Select this box to allow addition and removal of buttons on the CuteFTP main window through the **Customize Toolbar** screen. If too many

buttons are selected, CuteFTP may not be able to display them all.

**Double-click action.** Select **Transfer**, **View**, **Execute**, or **Nothing** as your default action. **Transfer** causes files in the local pane to be uploaded, and files in the remote pane to be downloaded. **View** displays the file in the Windows Notepad. **Execute** runs applications.

### Display – Colors

Pane and text colors may be selected from a basic palette or custom created.

**Select a basic color from the palette.** Find the pane or text field you wish to modify. Click the colored square next to the field name. From the color palette, click the basic color you wish to apply to the field then click **OK**.

**Create a Custom Color.** Find the pane or text field you wish to modify. Click the colored square next to the field name. Click the **Define Custom Color** button. Move to the new color palette (right side) to click and drag the 4-point black cursor (usually at the top or bottom) through the color grid. When the **Color/Solid** block displays the desired color, click the **Add to Custom Colors** button. Move back to the first palette under the **Custom Colors** portion located at the bottom of the box, click the new color and click **OK**.

### Display – Fonts

Fonts for the **Log** window and the **Programs** (remote/local directory windows) can be changed independently of one another.

To change the fonts, click the **Select Font** button in the **Program Font** box. For example, click the **Select Font** button in the **Log Window Font** box to change the log window font. Select the desired font and size from the resulting menu.

### Display – Sound

Connect and end transfer sounds are audio tones played when connection to the server occurs and when transfers are complete. *NOTE: These sounds will only be heard if your PC has a sound card.*

Users may select standard Windows sounds or use a sound file from another source. Select from the list the event you wish to change. To select a default sound, choose it from the **File** drop-down menu. To choose a custom sound, click the folder icon next to the **File** drop-down menu, and locate a sound file. Click the **Speaker** button to preview a selected sound.

### Helper Applications

CuteFTP extends its functionality using helper applications. Two helper applications need to be selected: a text viewer and an HTML editor. When you use the **View** or **Edit** functions, these helper applications are “fed” the selected files. To select helper applications, click the folder icon next to each field and browse to the desired executable.

The Windows Notepad is selected as the default text viewer. **CuteHTML** is automatically selected as the default HTML editor.

## Prompts

CuteFTP sends various informational messages during a session. *Note: By default, all message options are turned on.* To turn off message options, deselect the check box next to the prompt you wish to turn off.

Some prompts can be turned off from the prompt dialog boxes themselves.

**Overwrite Confirmation (Download/Upload).** Select this box to direct CuteFTP to prompt you if your transfer operation is about to overwrite a file.

**Automatically close prompt windows after \_\_\_ seconds.** Select a default number of seconds to display a prompt window before automatically closing.

**Transfer Binary File in ASCII Mode Warning.** Select this box to direct CuteFTP to warn you if you are about to transfer a binary file (.exe, .wav, etc.) in ASCII mode.

**Delete Confirmation/Delete from queue confirmation.** Select these boxes to direct CuteFTP to prompt you when deleting a file or queue item.

**Drag-Drop Operations Confirmation.** Select this box to direct CuteFTP to prompt you for confirmation when you drag and drop files.

**Disconnect During Transfer Confirmation.** Select this box to direct CuteFTP to issue a warning message when you try to disconnect during a transfer.

**Missing Permissions.** Select this box to direct CuteFTP to issue a prompt when your server does not allow the operation you are attempting to perform.

**Can't Connect to Server.** Select this box to direct CuteFTP to issue a prompt with help functions available for connection problems.

**"File unavailable" (ratio sites).** Select to enable warnings when upload/download ratios are violated.

**Prompt for user and pass when login fails.** CuteFTP will prompt for a user and password if your login sequence fails. This can be turned off if you are sure you have entered the correct user and pass and are being rejected by the server due to other reasons, such as there being too many users.

**Login message.** Displays the login messages sent by the FTP server.

**Directory messages.** Show server messages when changing directories.

**Confirm file names.** Prompts when changing file names.

**Missing permissions.** Warning displayed if CHMOD is done incorrectly.



# Troubleshooting

## Connection Problems

Listed below are possible connection problems and solutions.

CuteFTP can't connect to the server / "Cannot resolve host name"

*Make sure that you are connected to the Internet before you launch CuteFTP. Select **File>Site Manager** and verify the host address, user name and password. If you are still having problems, your Web/FTP Hosting Service can give you this information.*

"Cannot resolve host name" error for any site.

*Verify that you are connected to the Internet.*

*Make sure that you are not mistyping the host address.*

*Example: ftp://ftp.sitename.com or http://ftp.sitename.com*

*CuteFTP already adds the ftp:// part of your address, so just type the address.*

*Example: ftp.sitename.com.*

Files won't upload or you get a 'permission denied' response from the server.

*Your permissions may need to be reset. Call your web hosting server administrator.*

*The file may no longer exist. Look for the file on the server side of CuteFTP after you connect to the site.*

Insufficient credit for download—upload first.

*The error message 'Insufficient credit for download – upload first' is issued from a ratio site. Refer to the index or text file on that site for instructions on uploading to their server.*

*NOTE: Many FTP sites are run as **ratio sites**. Operating under a type of file trading system, these sites do not allow you to download a file until you have uploaded a file or files. Credits are issued for the uploaded files which, in turn, enables downloading from the site. See **Cute MP3/File Finder** for more information.*

*Use the queue feature of CuteFTP to make uploading to ratio sites easier and eliminate problems with downloading files. Add some of your files in the queue and upload them upon connecting to the ratio site. Consult the administrator of the ratio site if you have any problems with the uploading process or receiving credits.*

## Frequently Asked Questions

Q) My images are uploaded, but are not displayed in my browser.

A) *Any of the following may be causing your problem.*

***The image files were not uploaded to the server:*** Open CuteFTP, locate the image files in the left window and upload them to the server. Go back to your browser and click the reload or refresh button. The images should now be displayed.

***The image files are located on the server along with the html files, yet no images show in the browser:*** When you created your web page, you set up a path for the server to look for the image as well as the exact file name of the image (in your .html source code). Check all paths and file names to make sure the images are in the correct place and that the file name is correct, including letter case. For example, the web page calls an image in the method `<IMG SRC="my_image.gif">`, which is a common .html tag that calls an image. To see the .html source code and all of its tags in Microsoft Explorer, click View Source from the menu bar in the browser. To view the .html source code in Netscape, choose View>Page Source from the menu bar.

Now, when you look at the file you uploaded to the server, you notice that it's named MY\_IMAGE.GIF. It's upper case so the web page refers to a non-existent image file. You need to either fix the .html code to read in upper case: `<IMG SRC="MY_IMAGE.GIF">` or rename the file on the server to lower case `<IMG SRC="my_image.gif">` to coordinate with the html page.

***The spelling and case are an exact match, yet your browser still doesn't show the images:*** The .html source has a tag like this: `<IMG SRC="file://c:/Web_editor/Html\Graphics\my_image.gif">`. You check CuteFTP and on the server side you see your image file there named my\_image.gif. When you created your web page, the editor located the images on your hard drive—in this case, in the C:\Web\_editor\Html\Graphics subdirectory. However, when you uploaded the images to the server, that reference (file://c:/Web\_editor/Html\Graphics) is no longer a valid location for that image file. Assuming that you uploaded that image to your virtual root directory on the server, the `<IMG SRC>` tag needs to point to that location: `<IMG SRC="my_image.gif">` or `<IMG SRC="/my_image.gif">`. You need to modify your html file to point to the right place.

***If your .html file can't find the image in the virtual root, the file may not actually be there.*** For example, you uploaded your images to a subdirectory of the virtual root drive called Graphics and the .html IMG tag looks like this: `<IMG SRC="my_image.gif">` Your .html file is looking to the virtual root (or /) and doesn't see my\_image.gif there. To correct this, your IMG tag needs to read `<IMG SRC="/Graphics/my_image.gif">`

Q) My web pages are not showing up correctly, or not at all.

A) One of the most common mistakes is with the main page, also called the Index. When you type in your URL or web page address, the server automatically looks for a file in your virtual root directory called `index.html`, `default.html` or `index.htm`. Make sure that your main web page is in one of these formats. If you are not sure which format you are supposed to use, contact your web hosting provider for assistance.

If you did upload the file as `index.html` (preferably in lower case) to your virtual root, and you still do not see anything in your browser, something else could be causing the problem. Sometimes a subdirectory is created beneath your virtual root called `Public_html` by your ISP or service administrator. You can see this directory in CuteFTP's right window when you log into the server. If this is the case, store your main web page (`index.html`) in that folder rather than in the root.

For additional help with HTML, try these URLs:  
<http://www.htmlgoodies.com/tutors/basics.html>  
<http://www.zdu.com>

Q) I can connect and transfer files, but the transfer rate is not satisfactory. Also, sometimes it starts to transfer at one speed, which decreases as the transfer progresses. Example: The transfer rate starts at 2.5kb/s then eventually degrades to 1.5kb/s.

A) If the connection to your FTP server is slow, it may be due to high traffic or you may have a bad connection to your ISP. Try to reconnect.

Q) I connect to the site, but don't see any files or directories listed. Why?

A) There are a few possible fixes for this problem.

First, Open CuteFTP and click on **Site Manager>Edit...** In the **Edit Site** dialog, make sure that you are editing the site you are having problems with. Then click on the **Advanced** tab and make sure **Resolve Links** is unchecked.

Second, go to **Site Properties**. Under the **General** tab, select the Filter button. Verify that there are no filters placed under **FILE MASK** and **FILE NOT MASK**.

Third, in some cases you will need to change the Host Type in the **Edit Site** screen to match the type of FTP server you are connecting to.

We suggest you try all of these host types before you call technical support. If nothing else is working and you need to see your files, there is a temporary fix that you can set. In the **Edit Site>Advanced Tab** screen, check the **Simple Dir Listing** box.

## **Q) How can I select multiple files for upload/download?**

A) Hold down the Control or Shift keys while clicking on the file(s).

Q) I can't configure CuteFTP to go through my firewall.

A) Ask your server administrator if the firewall supports FTP Proxy protocol. If "yes," then:

Determine the IP address of your firewall host and the port number of the FTP proxy server.

The default port is 21, but they could have assigned a different port under special circumstances. A common new user mistake when editing these settings is to place the number 80 in the Port field just because Netscape or Explorer has that port specified for accessing the net. Remember, FTP protocol is not the same as HTTP protocol.

In some instances, you will also need a user name and password to bypass your firewall. Type these in their respective fields, then click the **USER user@site** radio button and the **Enable firewall access** box at the bottom of this tab.

Try again to connect to one of the pre-defined sites. Still having trouble? Go back to the firewall tab, and click on one of the other radio buttons (**USER with logon**, **SITE site**, **OPEN site**) Try to connect using each one. What about the **PASV mode** check box? It's not recommended that you turn this feature on unless you are experiencing problems with default settings. Default is ON. Also, use this setting along with the **Enable firewall access** box (and nothing else) if you are having trouble displaying a directory list on a particular site.

Q) How do I configure CuteFTP to get through Wingate Proxy Server?

A) Make sure that you have enabled firewall access. Go to the **Firewall** section of the **Edit>Settings** window. In the Host field enter the name of the machine running WinGate. In the Port field, enter the port number that an FTP proxy in WinGate is configured to accept connections on. Now type in your Username and Password (if you need one) and in the Type area enable the **USER user@site** option. Choose the **Enable firewall access** option. The rest of the CuteFTP settings do not relate to WinGate. When connecting to a site, make sure the Use firewall option is enabled in the site details.

Q) How do I get WSArchie to work with CuteFTP?

A) In FTP Setup (in WSArchie) put the following text in: c:\CuteFTP\CuteFTP.exe host=%h anonym remote=%d get=%f  
Substitute "c:\CuteFTP\CuteFTP.exe" with the actual location of CuteFTP executable file.

Q) The http:// address I entered doesn't work.

A) *CuteFTP does not currently support HTTP. CuteFTP only supports FTP (ftp://) addresses.*

Q) CuteFTP is asking which index file would you like to load or your index file is XXXXXXXX long. Should you load it anyway?

A) *Check your settings. CuteFTP defaults to use the **Auto-Load Index Files** feature which searches for index files and automatically loads them in memory. This feature may be disabled in the **Edit/Settings** window's **Index Files** section. Deselect **Auto-Load Index Files**. Another setting, **Max Safe Index Size**, specifies the largest index file to load without any prompts. If you do not wish to be prompted, you may change the setting on this field to limit the number of prompts you see or disable them completely.*

Q) I am using WinNT and get a message that says: CuteFTP could not save directory into cache.

A) *This message means that CuteFTP could not locate the windows\temp directory. Windows NT does not use the same caching setup as Windows 95 or 3.1. It may be necessary to specify a Windows temporary directory.*

Q) When I upload my modified page, for instance test.html, to the server, the server seems to receive the file, overwriting the existing test.html on the server. However, after going to my browser and reloading the document, I still see the old test.html, instead of the new one that I just transferred.

A) If you are editing or uploading a webpage and you do not see any changes after it is uploaded, please try the following suggestions.

*First, make sure the file that you are uploading has the same file name and case as it appears on the remote server. If you right-clicked and selected Edit in CuteFTP, please select **File>Save to Remote** after editing it in CuteHTML to upload the file to your server.*

*Second, if you are still unable to see changes to your web site, clear the History and Cache of your web browser then refresh or reload your web browser. Whenever you visit a website your web browser will save this page as a cached file. If you decide to visit this website again, your web browser will try to read the information first to speed up the download and display it in your web browser. If none of these work, contact your web host provider as they are responsible for publishing that information. GlobalSCAPE, Inc. does not provide web hosting services.*

Q) Is CuteFTP changing my login password?

A) *CuteFTP does not change the password that you type in. The program displays asterisks when you enter your password to prevent onlookers from reading your password off the screen.*

Q) How do I make CuteFTP my default FTP Browser? I want to be able to launch CuteFTP from the command line!

A) CuteFTP can run from the command line. The following is an example of how to make changes to the Windows file association. This option varies with each version of Windows.

Example: To associate CuteFTP with the URL-File Transfer Protocol type in Windows File Association Manager, go to **My Computer**. Click on **View** then **Options**. Click on **File Types**, go to the file type called URL:File Transfer Protocol and click on **Edit**. Highlight **Open** and choose **Edit**. Click on **Browse** and find the CuteFTP executable and double click on it. The name of the executable is called CutFTP32.exe. Make sure that **USE DDE** is unchecked and press **OK**.

Now, all you have to do is go to **Start, Run**, and type the FTP address you wish to connect to, i.e. ftp.cuteftp.com. Hit **Enter** and CuteFTP should come up and connect to that site. You can connect to any FTP host address you want. If you want to connect to a password-protected FTP site, use the following syntax: ftp://user:pass@ftp.hostaddress.com.

Q) Why does CuteFTP come up every time I start my computer? How can I stop this?

A)CuteFTP is in your **Startup** directory. To remove it, right-click with your mouse button on your **Task Bar** (the long bar that has the **Start** button on it). Do not right-click on the start button. Now, choose **Properties** and click on **Start Menu Programs** and then **Advanced**. This will open Explorer. You should see a **Programs** directory on the right-hand side. Click there, then click the **Startup** directory. Delete anything in the startup directory that has to do with CuteFTP.

Q) How do I set up CuteFTP to go through Microsoft Proxy Server?

A) You have several possibilities. Go to the **Firewall** section of the **Edit>Settings** window. The IP address should be the IP address of the Proxy server. If you are unsure, contact your administrator. Next, select **PASV mode**. Leave **Enable Firewall Access** unchecked for now. (If you cannot connect after this, place the check there and try again).

Check proxy server settings. Make sure you have permissions set up for the users (if **Access Control** is implemented). Verify that MSProxy Client is installed on respective PC's.

For MSProxy settings help, try visiting <http://proxyfaq.networkgods.com>.

Q) How should I log on to my FTP Site?

A) There are two ways to log on to an FTP site. The first way is anonymous, without user ID or password. If connecting anonymously to a site, leave the user ID and password fields blank and check the anonymous button. If you want to

*connect to a site your ISP (Internet Service Provider) or Web Hosting Service has provided for you, you will need to use the host address, User ID, and password that they provide for you.*

**Technical Support and Services**

For the most up-to-date and accurate assistance with problems you might have using CuteFTP, refer to CuteFTP's Help file or our Web page at: [www.globalscape.com](http://www.globalscape.com).

If you cannot find the answers to your questions, contact us at [support@globalscape.com](mailto:support@globalscape.com), or call us at (210) 308-8267 Monday through Friday between 8am and 6pm CST.

GlobalSCAPE Web site:	<a href="http://www.globalscape.com">www.globalscape.com</a>
Technical support e-mail:	<a href="mailto:support@globalscape.com">support@globalscape.com</a>
Technical support phone:	(210) 308-8267 Hours: 8am-6pm Mon.-Fri. CST
Sales and upgrade e-mail:	<a href="mailto:sales@globalscape.com">sales@globalscape.com</a>
Sales and upgrade phone:	(800) 290-5054 (210) 308-8267 for International Sales Hours: 8am-6pm Mon.-Fri.

## Shortcut Keys

Depressing the **Alt** key allows access to the menu bar via the keyboard. Use the arrow keys to navigate the menus, or press the underlined letter to go directly to that menu. (Example: **Alt-F** displays the file menu.)

<b>Key</b>	<b>Function</b>	<b>Key</b>	<b>Function</b>
<b>Delete</b>	Delete File	<b>Control-D</b>	Change Directory
<b>Backspace</b>	Directory Up	<b>Control-E</b>	Execute File
<b>Tab</b>	Switch Browser Focus	<b>Control-F</b>	Find
<b>F1</b>	Help	<b>Control-G</b>	Short Listings
<b>F2</b>	Rename	<b>Control-H</b>	Long Listings
<b>F3</b>	Find Next	<b>Control-I</b>	Load Index
<b>F4</b>	Site Manager	<b>Control-L</b>	Filter
<b>Control-F4</b>	Quick Connect	<b>Control-M</b>	Make New Directory
<b>Shift-F4</b>	Disconnect	<b>Control-P</b>	Paste URL
<b>F5</b>	Refresh Screen	<b>Control-Q</b>	Quit CuteFTP
<b>F6</b>	Toggle Local Window	<b>Control-R</b>	Reconnect
<b>F7</b>	Toggle Remote Window	<b>Control-U</b>	Change User
<b>F8</b>	Directory Information	<b>Control-V</b>	Paste
<b>F9</b>	Stop Transfer	<b>Control-W</b>	View File
<b>Escape</b>	Stop Transfer	<b>Control-X</b>	Cut
<b>F10</b>	Toggle Queue Window	<b>Control-PgDn</b>	Download
<b>F11</b>	Compare Directories	<b>Control-PgUp</b>	Upload
<b>F12</b>	Toggle Log Window	<b>Numberpad +</b>	Group Select
<b>Control-A</b>	Select All	<b>Numberpad -</b>	Group Deselect
<b>Control-Shift-A</b>	Change Attributes	<b>Numberpad *</b>	Invert Selection
<b>Control-C</b>	Copy		



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