Unable to upload or download files to or from the home directory

THE INFORMATION IN THIS ARTICLE APPLIES TO:

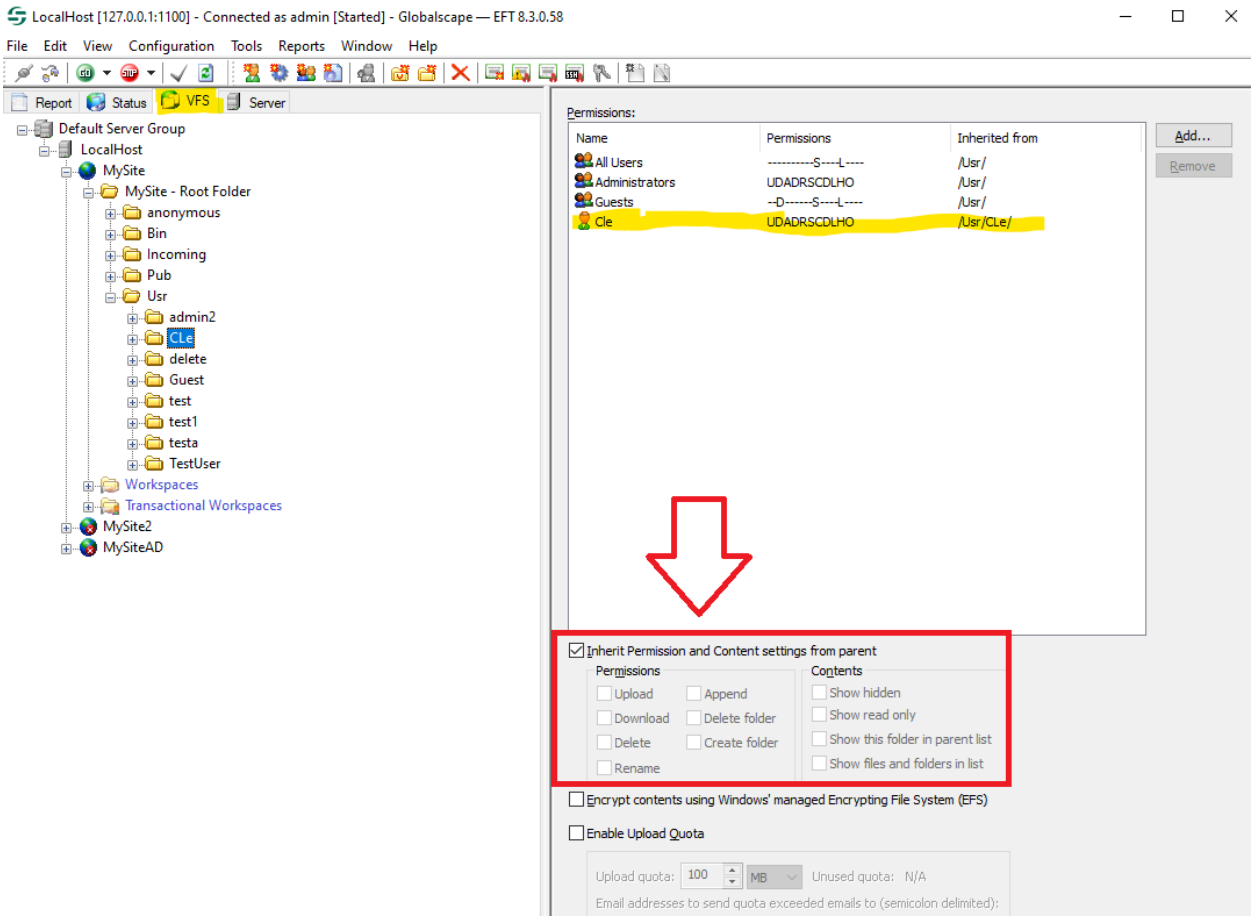
- EFT Server (All Versions)

SYMPTOM

Unable to upload or download files to or from the home directory

RESOLUTION

- Verify that the server's service account has permissions to modify the network share directory.
- Verify in EFT that the user or group has the appropriate permissions in the VFS for that directory.



For details of defining permissions, refer to "Controlling Access to Folders (Permission Groups and VFS" in the help documentation for your version of EFT.

If after checking the above settings and the issue is still occurring, call 1-210-366-3993 to open up a case with the Globalscape Support Team.