

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

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

- EFT Server

**SYMPTOM**

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

**RESOLUTION**

- Verify that the server's service has permissions to modify the network share directory.
- Verify 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.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10051/Unable-to-upload-or-download...>