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

THE INFORMATION IN THIS ARTICLE APPLIES TO:
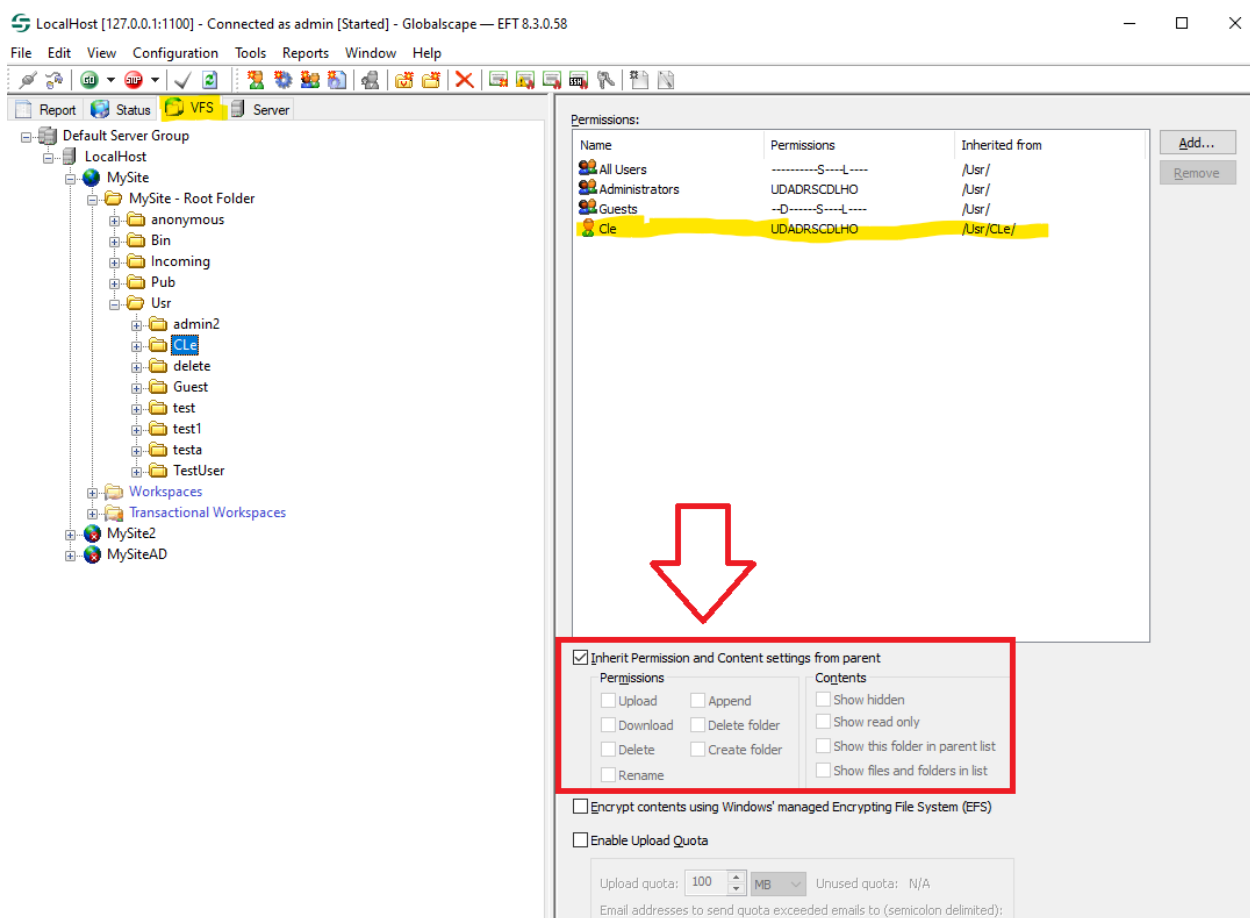
- EFT Server (All Versions)

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.

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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.

GlobalSCAPE Knowledge Base

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