

## Server service will not start

### THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server, all versions

### DISCUSSION

If you get an error similar to "Could not start the EFT Server service on Local Computer" there may be a minor problem in your registry.

#### To start the EFT Server service

**Caution:** The following steps involve editing the Windows registry on the server computer. Incorrectly editing the registry may severely damage your system. These instructions are intended for the advanced user who is prepared to both edit and restore the registry. We recommend that you backup the registry on the server computer before proceeding.

1. Open the Registry Editor (e.g, click **Start**, then type `regedit` in the **Search** box.)
2. Navigate to **HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\EFT Server**. (Or **\EFT Server Enterprise**)
3. Click the right pane, double-click **ImagePath**. The **Edit String** dialog box appears.
4. In the **Value Data** box, add quotation marks before and after the path to the EFT Server service executable (`cftpstes.exe`). By default, the path is: "C:\Program Files\GlobalSCAPE\EFT Server\cftpstes.exe".
5. Click **OK**, then close the Registry Editor. EFT Server should restart.

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