

Remote administration of the server fails; wrong version indicated in the remote interface

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

- Secure FTP Server (All versions)
- Enhanced File Transfer Server (All versions)

### **SYMPTOMS**

- When attempting to administer Secure FTP Server or EFT Server remotely, an error message appears.
- The **Help > About** dialog box on the remote interface indicates an incorrect version.

### **CAUSE**

Secure FTP Server or EFT Server was updated on the server computer but the remote Administrator was not updated. When connected remotely, the server version and build number shown in the Administrator is that of the remote Administrator console, not of the server.

### **RESOLUTION**

Update any remote administration interfaces whenever Secure FTP Server or EFT Server is updated.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10191/Remote-administration-of-the...>