

Slow transfers via SFTP and for downloads via DMZ Gateway Server

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server (All Versions)
- DMZ Gateway Server (All Versions)
- Secure FTP Server (All Versions)

SYMPTOMS

Significantly slower transfers are occurring when transferring files via SFTP or when downloading files through the DMZ Gateway Server.

CAUSE

A flaw in the way Windows handles delayed acknowledgements under TCP/IP. See [Microsoft KB article 823764](#) and [Microsoft KB article 321098](#).

RESOLUTION

To workaroud the problem, modify the TCP/IP Settings on the Server computer. Use **Workaround Method 3** discussed in [Microsoft KB article 823764](#).

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