

# 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](#).

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10240/Slow-transfers-via-SFTP-and-...>