Slower 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)

SYMPTOMS

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 workaround 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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