Do EFT Server Event Rules automatically retry if there is a Network failure?

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server, all versions

QUESTION

If a file is being downloaded or uploaded with an Event Rule, and the connection breaks (network issues, etc.), will the transfer automatically resume? Will it pick up where it left off?

ANSWER

When files are being transferred with Event Rules (copy, move, or download), if there are connection problems (e.g., the network is unavailable), EFT Server will attempt to establish a connection the number of times specified in the Event Rule. When EFT Server is able to re-establish the connection, it continues to transfer the file from where it stopped, even if there are multiple interruptions. There are no retry attempts after a login failure.

If the network is lost while the Web Transfer Client is transferring files, it waits for a timeout period (30 seconds) and then shows a red X for the transfer. The **Status** in the queue pane indicates that the transfer failed. If you want to attempt to transfer the file again, you must login again when the network is available. After the Web Transfer Client reconnects, it resumes the transfer from where it stopped.)

When you add a **Copy/Move file to host** or **Download file from host** Action to a Rule, the ClientFTP (offload engine) performs retries upon failures -- network failures is the typical example -- based upon the settings in the **Advanced Options** dialog box.

Be aware that the **Copy/Move file to host** or **Download file from host** Action takes place synchronously; that is, EFT Server follows the logic of doing the transfer, including all retries, before moving on to the next Action, such as an email notification. So a really long running transfer that also retries numerous times with large delays will cause the Event Rule to take a long time to complete.

The transfer/retry options include:

- Max concurrent transfer threads

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- Connection timeout
- Connection retry attempts
- Delay between retries

For more details on this, please see the online help for your version of eft.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/10394/Do-EFT-Server-Event-Rules-au...