

Slow data transfers through EFT Server/DMZ Gateway

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server (all versions)
- DMZ Gateway (all versions)

SYMPTOM

Slow data transfers through EFT Server/DMZ Gateway

CAUSE

The TCP stack on the HP Server is 'backing up' data transfer requests, introducing many 0.2-second delays into the transfer. On Microsoft servers, the TCP/IP Offload-enabled network adapter may consume lots of non-paged pool memory. This may cause other problems in the operating system. In some cases, the TCP/IP Offload-enabled network adapter may request large blocks of contiguous memory. This makes the computer stop responding when it tries to free the memory.

RESOLUTION

Disable "TCP Offload Engine" in the HP Network Configuration Utility:

1. In the HP Network Configuration Utility, click **Properties**.
2. Clicked the **Advanced** tab.
3. Under **Ethernet Property**, clear the **TCP Offload Engine** check box.

Be aware that the check box might become re-enabled when you upgrade your HP Server.

To "permanently" disable TCP offload on the Windows computer, refer to [Microsoft Article ID: 948496](#). (Refer to the "Workaround" section.)

See also [Q10438 - HOWTO: Tuning Windows for TCP/IP performance](#).

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