

# 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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