EFT Server in the Windows Event Viewer

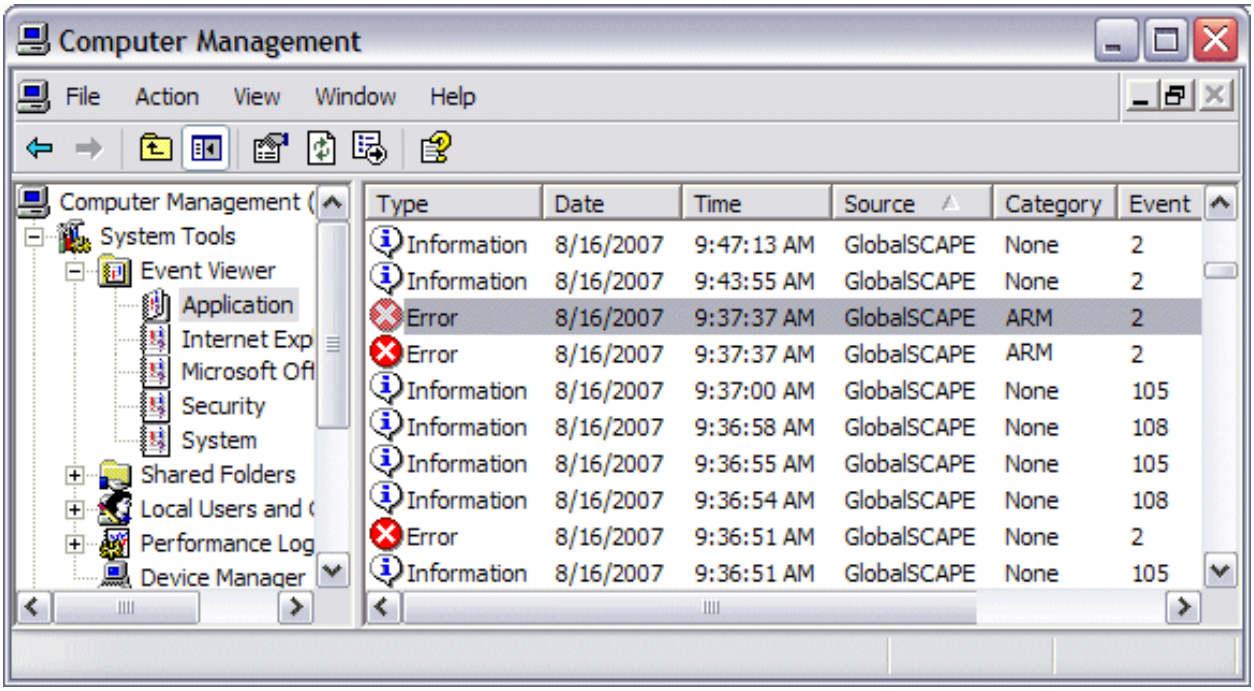
THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server, all versions*

  *Not all messages are available in every version; this document is provided simply to explain that ***if*** you get this message, this is what it ***might*** mean.

DISCUSSION

Certain EFT Server events, such as service startup and failure, appear in the Windows Event Viewer **Application** Log.



- Click the **Source** column header to group the GlobalSCAPE logs together.
- The **Category** column displays the component, if applicable, that caused the log to be written. In the example above, ARM appears in the **Category** column. (ARM did not start because it was unable to connect to the database.)

When the trial period ends for modules for

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	which you did not purchase a license, an information error appears in the Event Log to indicate the module has expired.

EFT Server and EFT Server Enterprise write a variety of messages to the Event Viewer. Typical messages are shown in the table below.

Type	Information Displayed	Description
Warning	AWE Task '%s' at Site '%s' is aborted by timeout.	The AWE task on the Site noted was unable to complete and timed out. Verify the AWE task and the timeout specified for the task are configured properly.
Warning	Custom Command '%s' is aborted by timeout.	The command was unable to complete and timed out. Verify the command and the timeout specified for the command are configured properly.
Error	CADODatabase Error Code = <<code>> Code meaning = <<meaning>> Source = <<source>> Description = <<description>>	Database errors related to either ARM or ODBC user authentication
Error	CADOCommand Error	Database errors related to

	Code = <<code>> Code meaning = <<meaning>> Source = <<source>> Description = <<Description>>	either ARM or ODBC user authentication
Error	CADORecordset Error Code = xxx Code meaning = xxx Source = xxx Description = xxx	Database errors related to either ARM or ODBC user authentication
Error	CADOParameter Error Code = xxx Code meaning = xxx Source = xxx Description = xxx	Database errors related to either ARM or ODBC user authentication
Error	Error: Failed to load settings. Archive is broken. File: '<<filename>>'. (<<exception description>>)	If the service cannot load the FTP.CFG file at startup time (due to corruption, bad upgrade, or whatever) then the ERROR is entered into the

		log.
Error	Error: Can't load server settings. Using default	If the service cannot load the FTP.CFG file at startup time (due to corruption, bad upgrade, or whatever) then the following ERROR is entered into the log
Error	GlobalSCAPE Secure FTP Server failed to start. No Authentication Managers found.	If the service starts and cannot find any registered COM Authentication Managers, then the following ERROR is logged:
Error	GlobalSCAPE Secure FTP Server failed to start. Can't initialize socket system. Error code: <<error code>>.	If WinSock could not be initialized at startup time, the following ERROR is logged:
Error	GlobalSCAPE Secure FTP Server is already running.	If the service executable is launched and there is already a service instance running, the following ERROR is logged:
Error	Trial period is over, please register.	When the trial period is determined to be expired (or invalid), then the following ERROR is logged:
Error	Server could not create administrative socket.	If the service cannot create the listening socket on the specified IP Address : PORT combination, then the following ERROR is logged:

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Error	GlobalSCAPE Secure FTP Server failed to start. Can't initialize administrative socket on port: <<socket error code>>	If the server cannot start up (possibly due to the above error), then we also log the following ERROR:
Error	Accepted administrative connection from <<ip address>>. User ID: '<<admin username>>'.	When the server accepts an administration connection, it records the following INFORMATION to the event log:
Error	The EFT Server Enterprise service was removed.	*** service Uninstall errors ***
Error	The EFT Server Enterprise service could not be removed.	*** service Uninstall errors ***
Error	The control handler could not be installed.	service startup error
Error	The initialization process failed.	service startup error
Error	The service received an unsupported request.	service startup error
Error	DMZ denied the request.	
Error	Registry defined config file access failed:<<filename>>. Use default location for config file.	
Error	Invalid IP defined in profile	

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Error	Client IP is invalid, listener creation failed	
Error	PNC IP is invalid, listener creation failed	
Error	Failed to start this listener	
Error	Request from Site <<sitename>> on computer <<computername>> is denied! Baseline EFT Server tried to connect to Enterprise DMZ Gateway.	
Error	Config file monitor failed.	
Error	Error: Failed to load entire dictionary file (size grew beyond maximum of <<max>>). Only the first <<lines>> lines were read in.	Password complexity dictionary
Error	Error: Failed to load dictionary file (<<filename>>)	Password complexity dictionary
Error	Error: Failed to load dictionary file. (?)	Password complexity dictionary
Error	GlobalSCAPE EFT Server failed to create folder monitor rules on <<site>>. Error: <<error>>	

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Error	GlobalSCAPE EFT Server folder monitor rule on <<site>> encountered an error <<error>>. Reconnect1
Error	GlobalSCAPE EFT Server folder monitor rule on <<site>> encountered an error <<error>>. Reconnect2
Error	GlobalSCAPE EFT Server folder monitor rule on <<site>> encountered an error <<error>>. Reconnect3
Error	GlobalSCAPE EFT Server folder monitor rule on <<site>> encountered an error <<error>>
Error	ARM database ERROR - auditing STOPPED. Please correct the ARM database problem and select RECONNECT within the EFT Server Admin client to reestablish database auditing. Error code: <<code>> Error description: <<description>> ARM database host: <<hostname>> ARM database name:

	<<databasename>>	
Error	Server could not create administrative socket.	
Error	Server could not create administrative socket on specified port. Using <<host>>:<<port>> instead.	
Error	Failed to intialize SSL. Please check certificate file paths.	
Error	GlobalSCAPE EFT Server - FIPS %SUBSYSTEM% mode initialization error; all Sites have been stopped.	
Error	Audit is disabled.	
Error	Failed to load settings from file \"<CFG_FILE>\": <FAILURE_REASON>.	
Error	GlobalSCAPE EFT Server failed to start. No Authentication Managers found.	EFT Server was unable to load user authentication manager COM objects. Check installation
Error	GlobalSCAPE EFT Server failed to start. Can't initialize socket system. Error code: <<code>>.	
Error	GlobalSCAPE EFT Server is	Attempt was made to start

	already running.	the EFT Server even though it was already running
Error	GlobalSCAPE EFT Server failed to start. Can't initialize administrative socket on port: <<port>>	EFT Server was unable to initialize the administrative socket which by default uses port 110
Error	Trial period is over, please register.	EFT Server was registered to run in trial mode and the trial has expired

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GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/10538/EFT-Server-in-the-Windows-Ev...