HTTP file uploads take a long time to complete in Internet Explorer

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server (all versions)

SYMPTOM

When using the HTML Listing and Upload Form (a.k.a. Plain-Text Client or PTC), HTTP file uploads take a long time to complete in Internet Explorer.

RESOLUTION

Configure Internet Explorer to increase the send buffer when communicating with Winsock to increase network performance when you use the HTTP File Upload method. Refer to Microsoft Support article ID: 329781 for the procedure.

MORE INFORMATION

This issue occurs because the default Winsock Send buffer is 8 kilobytes (KB); therefore, Internet Explorer supplies the data in 8 KB chunks. On an average network, this equals approximately 80 KB per second (KBps), regardless of network bandwidth. Start by increasing to a 16-KB buffer size and then test performance. If the upload performance is still too slow, increase the size by another 8 KB and test again. Continue to increase in 8 KB increments and test each increase until the upload performance becomes acceptable. You can increase the buffer size up to 64KB. (Buffers sizes larger than 64KB are not supported by Microsoft.)

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