

When attempting to issue an Ad Hoc EFT Server invitation and uploading a file, we receive the following error "An Internal error has occurred. Error Code 10020"

#### **THE INFORMATION IN THIS ARTICLE APPLIES TO:**

- EFT Server, all versions (with the Secure Ad Hoc Transfer module)

#### **SYMPTOM**

When attempting to issue an Ad Hoc EFT Server invitation and uploading a file, we receive the following error "An Internal error has occurred. Error Code 10020."

#### **CAUSE**

The most likely cause is that the SMTP server used by EFT Server was down/unavailable. In general, the error indicates that the email was not sent. Refer to the logs for more information about your specific error.

#### **MORE INFORMATION**

Refer to Knowledgebase article # [10429](#), "What do the SAT Error Codes Mean?" for other SAT error code descriptions.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10617/When-attempting-to-issue-an-...>