

# FTPS file transfers fail

## THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server Enterprise version 6.2.18 and 6.3.1 (not supported in 6.3.0 and later)

## DISCUSSION

After EFT Server sends a Clear Command Channel (CCC) request, the Sterling CONNECT Enterprise server sends back an encrypted `close_notify` message when switching out of encryption to clear text. By default, EFT Server does not expect the encrypted `close_notify` message, and often incorrectly parses the next message, which is usually the result of a PASV request. The following registry value is available starting with EFT Server 6.3.1 and a patch is available for EFT Server 6.2.18.

**32-bit:**HKEY\_LOCAL\_MACHINE\SOFTWARE\GlobalSCAPE Inc.\EFT Server 4.0

**64-bit:**HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\GlobalSCAPE Inc.\EFT Server 4.0

**DWORD:**SterlingConnectServerCCCLogic

If value is missing or zero - legacy behavior, otherwise, an encrypted `close_notify` message is expected.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10707/FTPS-file-transfers-fail>