Changing the PGP Timeout

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server Enterprise version 6.3.13 and later
- **Does not apply after PGP library updated in v8.0**

DISCUSSION

Encrypting or decrypting very large PGP files (e.g., 10+GB) may take longer than the default PGP timeout of 10 minutes. The PGP timeout can be changed from the 10 minute default to a user-specified value. The value can be change by adding the following registry setting:

```
{
"PGPTaskExecutionTimeout":60
}
```

For versions older than 7.4.13, you will need to update the registry with the below values:

32-bit:

[HKEY_LOCAL_MACHINE\SOFTWARE\GlobalSCAPE Inc.\EFT Server 4.0\EventRules]

64-bit:

[HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\GlobalSCAPE Inc.\EFT Server 4.0\EventRules]

"PGPTaskExecutionTimeout"

DWORD: <timeout value in milliseconds>

The value is in milliseconds, so the default is (10 minutes * 60 seconds * 1000) = 600000.

10 minutes = 600000 milliseconds

15 minutes = 900000 milliseconds

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20 minutes = 1200000 milliseconds

The service must be restarted after setting this registry value.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/10878/Changing-the-PGP-Timeout