

The "Place in Recycle Bin" check box does not work as expected

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

- Advanced Workflow Engine, all versions

#### **SYMPTOM**

In the **Delete File** action, the **Place in Recycle Bin** check box does not work as expected.

#### **RESOLUTION**

In a typical installation, EFT Server is installed to run with the Local System account. By design, a service running as the Local System account does not have access to the Recycle Bin. Every Windows user's Recycle Bin maps to a folder whose name is unique to that user.

- If you want EFT Server to send files to the Recycle Bin, the EFT Server service must run as a user.
- If you do not want to permanently delete the file, use the **Move File** Action instead of the **Delete File** Action.

This information also applies to the **Remove Folder** Action and the **Empty Recycle Bin** Action.

**NOTE:** When you test the workflow from the AWE Task Builder, the Actions appear to work because the interface is being run by a user, not EFT Server.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11007/The-Place-in-Recycle-Bin-che...>