Load balanced Folder Monitor events fail to process files in an HA clustered environment

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT version 7

SYMPTOM

Server Message Block (SMB) caching can cause load balanced Folder Monitor events to fail to process files when using EFT 7.0 under an HA clustered environment.

RESOLUTION

To prevent the Folder Monitor events from failing, create the following registry settings:

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\LanmanWorkstation\Parameters]

"FileInfoCacheLifetime"=dword:00000000

"FileNotFoundCacheLifetime"=dword:00000000

"DirectoryCacheLifetime"=dword:00000000

MORE INFORMATION

EFT uses the version of SMB that is included in the operating system:

- SMB 3.02 – Windows Server 2012 R2 and Windows 8.1
- SMB 3.1.1 – Windows Server 2016 and Windows 10

http://blogs.msdn.com/b/winsdk/archive/2009/07/10/file-exists-access-getfileattributes-findfirstfile-findne

http://technet.microsoft.com/library/ff686200%28ws.10%29.aspx

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/11175/Load-balanced-Folder-Monitor...