

# 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...>