EFT banning load balancer IP address

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT version 7.x and later

SYMPTOM

EFT banning load balancer IP address

RESOLUTION

Set an IP access rule to allow the load balancer IP on EFTTurn off DoS/Flood protection on EFT. Turn off ban IP address in Login Security settings.

The default EFT options for DoS/Flood Protection and Login Security settings are designed for each IP to have a single user's activity. These settings can cause EFT to ban the load balancer's IP or intermittently block its activity when all user connections are using the load balancer's IP.

These settings should be disabled when using a load balancer. It's also a good idea to set an IP access rule to allow the load balancer IP on EFT just in case the settings are accidentally enabled later.

GlobalSCAPE Knowledge Base
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