How to capture hang and crash logs for EFT Server

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT v6 and later

DISCUSSION

For support to properly determine root cause of a crash or hang of EFT, the client must be able to provide a crash dump or a hang dump.

- *A Hang* is when the process (cftpstes.exe) is still running in task Manager but EFT does not respond to FTP/SSH/HTTP connections. It may also not respond to Administrator requests through COM or through the Administrator Interface.
- *A Crash* is when the process (cftpstes.exe) is no longer running in Task Manager.

Download and install the latest Microsoft Debugging Tools for Windows: [Debug Diagnostic Tool v2 Update 2 from Official Microsoft Download Center](#)

It is installed (by default) in **C:\Program Files\DebugDiag**. Follow the instructions in the tool to collect the crash/hang report.

Once you have collected the hang dump or crash dump file, create a Support case and the Globalscape Support team will provide a drop off location for you to upload your files and any other necessary documentation.

If Support requests a list of installed applications, refer to [How to Collect an Installed Applications List](#).

(NOTE: The Microwsoft ADPlus tool is no longer available for download.)

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