LavaSoft Ad-Aware causes EFT server service to crash
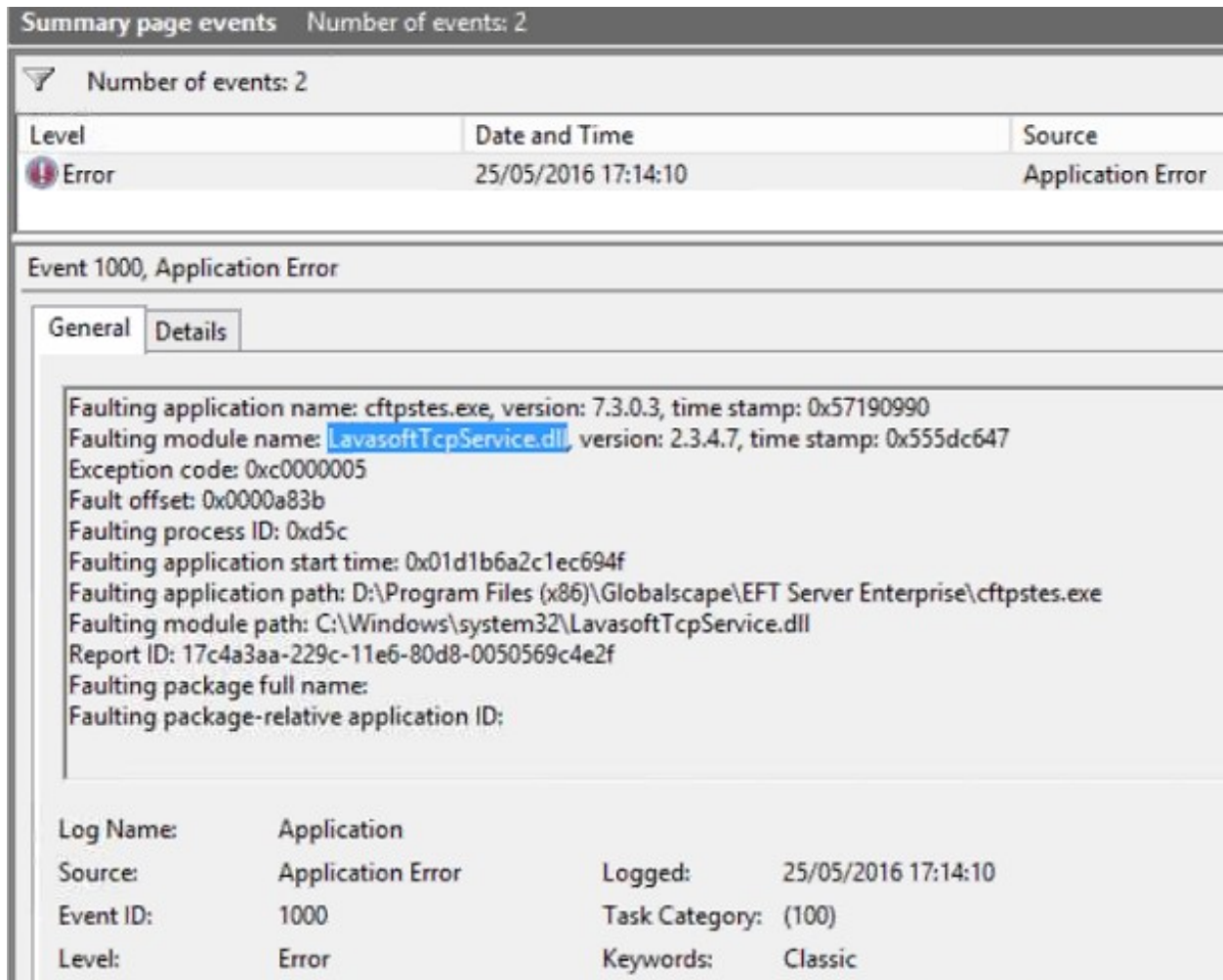
THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT, all versions

SYMPTOM

LavaSoft Ad-Aware erroneously detecting the EFT server service as malware, causing the server service to crash.

Windows Event Viewer displays the error as shown below.

WORKAROUND

LavaSoft Ad-Aware causes EFT server service to crash

Uninstall or disable any Lavasoft products that may be installed on the EFT server computer.

MORE INFORMATION

We have reached out to Lavasoft to have the EFT server service (cftpstes.exe) added to the exclusion list.

Ad-Aware is often installed unintentionally when installing other products, such as shown below.

Use caution when installing "free" software, as it is often not tested for compatibility with other solutions.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/11295/LavaSoft-AdAware-causes-EFT-...