

LavaSoft Ad-Aware causes EFT server service to crash

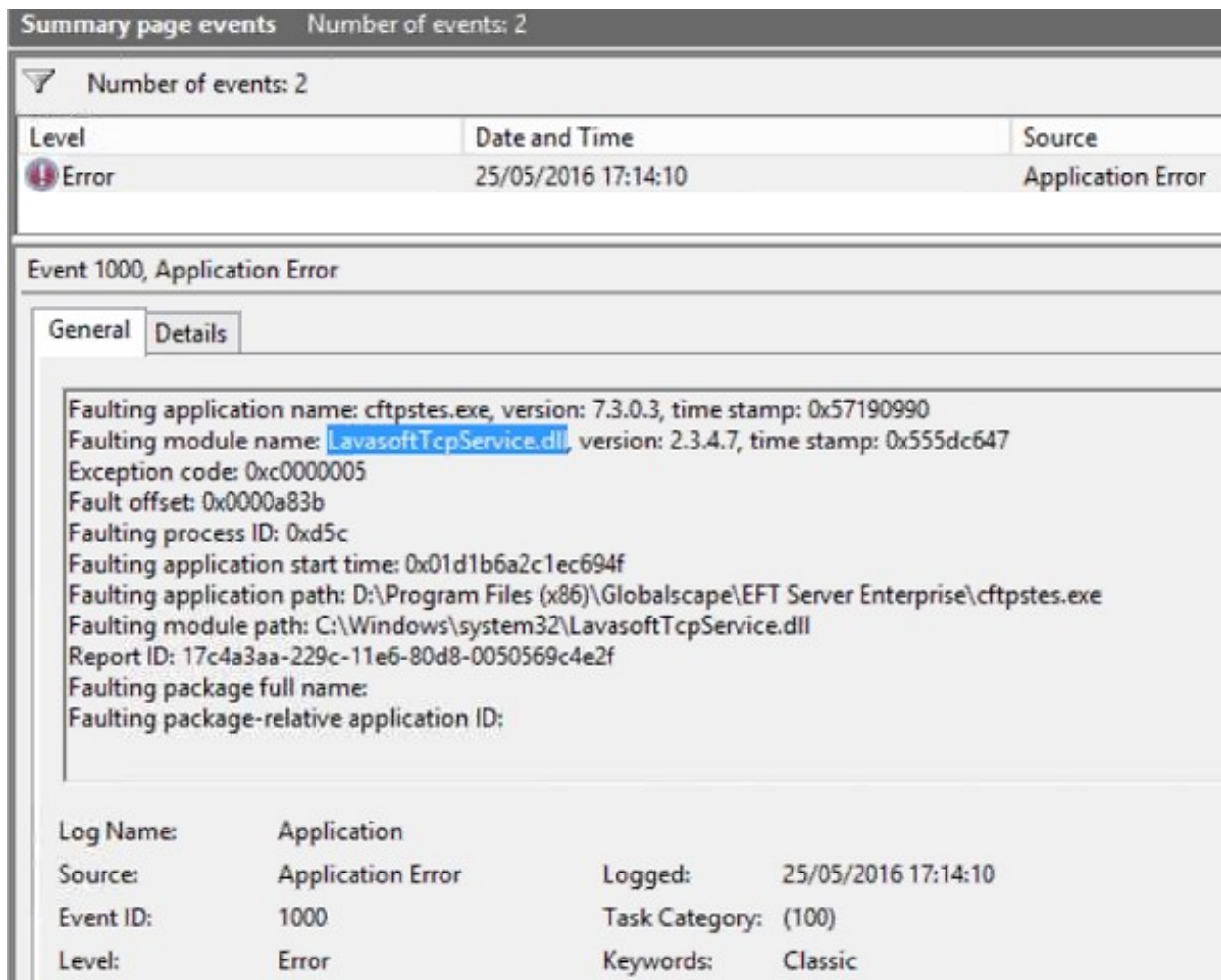
THE INFORMATION IN THIS ARTICLE APPLIES TO:

- 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.



The screenshot shows the Windows Event Viewer interface. At the top, it says "Summary page events" and "Number of events: 2". Below that, there's a filter icon and "Number of events: 2". A table lists the event details:

Level	Date and Time	Source
Error	25/05/2016 17:14:10	Application Error

Below the table, the event details for "Event 1000, Application Error" are shown. The "General" tab is selected, displaying the following information:

```
Faulting application name: cftpstes.exe, version: 7.3.0.3, time stamp: 0x57190990
Faulting module name: LavasoftTcpService.dll, version: 2.3.4.7, time stamp: 0x555dc647
Exception code: 0xc0000005
Fault offset: 0x0000a83b
Faulting process ID: 0xd5c
Faulting application start time: 0x01d1b6a2c1ec694f
Faulting application path: D:\Program Files (x86)\Globalscape\EFT Server Enterprise\cftpstes.exe
Faulting module path: C:\Windows\system32\LavasoftTcpService.dll
Report ID: 17c4a3aa-229c-11e6-80d8-0050569c4e2f
Faulting package full name:
Faulting package-relative application ID:
```

At the bottom, a summary table provides additional event details:

Log Name:	Application	Logged:	25/05/2016 17:14:10
Source:	Application Error	Task Category:	(100)
Event ID:	1000	Keywords:	Classic
Level:	Error		

WORKAROUND

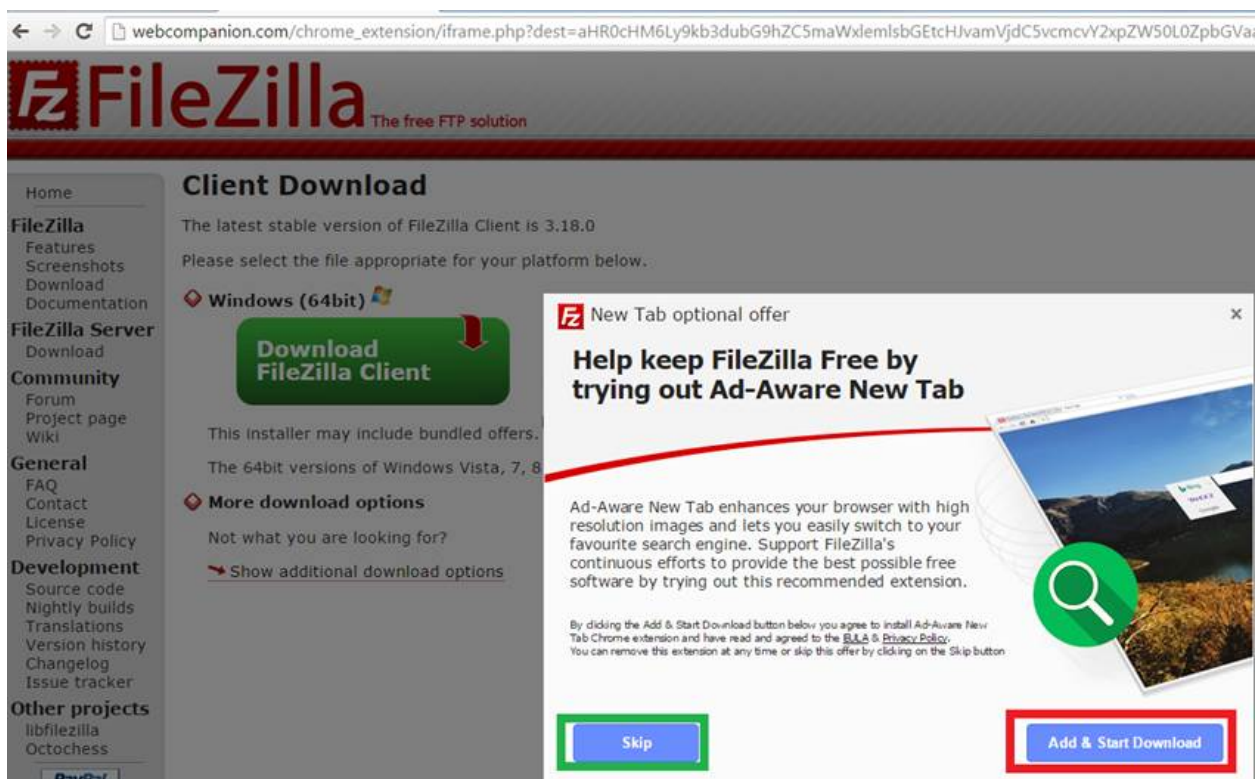
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Uninstall or disable any Lavasoft products that may be installed on the EFT server computer.

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.



The screenshot shows the FileZilla website's 'Client Download' page. The page title is 'Client Download' and it states 'The latest stable version of FileZilla Client is 3.18.0'. Below this, there is a section for 'Windows (64bit)' with a large green button labeled 'Download FileZilla Client'. To the right of this section is a white pop-up window titled 'New Tab optional offer' with a close button (X). The pop-up contains the text: 'Help keep FileZilla Free by trying out Ad-Aware New Tab'. It describes the extension as enhancing the browser with high resolution images and allowing easy switching to a favorite search engine. At the bottom of the pop-up, there are two buttons: 'Skip' (highlighted with a green box) and 'Add & Start Download' (highlighted with a red box). The background of the pop-up shows a laptop screen displaying a search engine interface.

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-...>