

Mail Express cannot connect to EFT after upgrading Mail Express

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT, v7.2.x
- Mail Express, v4.3.x

SYMPTOM

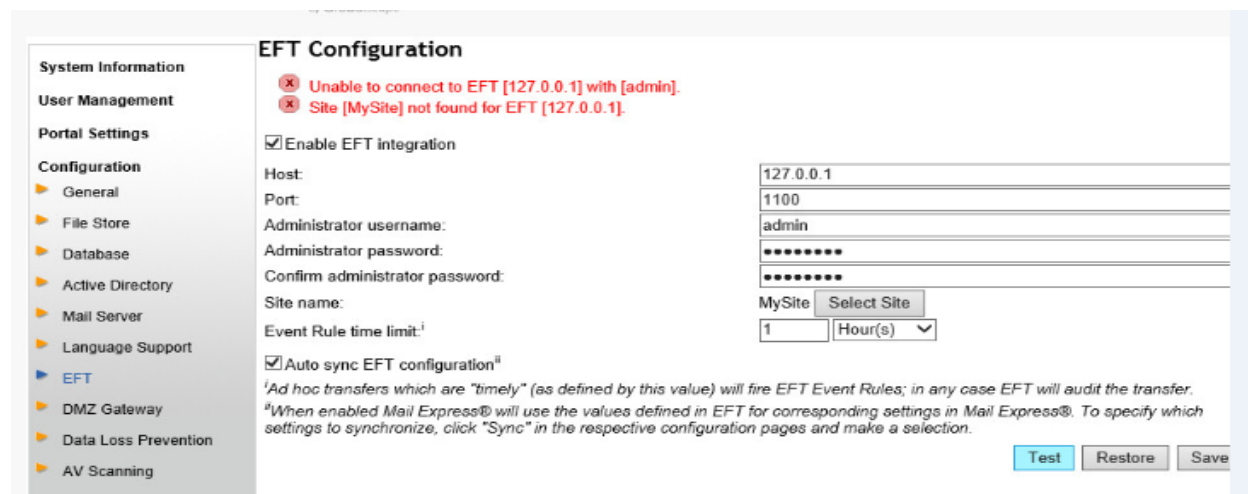
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When using EFT and Mail Express together, it is necessary for them to share certain components, such as the COM API. If these components get out of sync with different versions, they will not be able to communicate.

For integration of EFT and Mail Express you must perform the following steps:

1. Upgrade Mail Express with the 32-bit version of Mail Express (mail-express-windows-x86-32.exe). (The Mail Express installer is available in the EFT installer.)
2. You will receive a prompt about COM upgrade; click **Yes**.
3. Verify Mail Express is upgraded completely.

At this point when you access the EFT integration page in Mail Express and click **Test**, you will be presented with this error: **Unable to connect to EFT**. This error is caused by Mail Express and EFT no longer being able to communicate because of the different COM version.



The screenshot shows the 'EFT Configuration' page in Mail Express. On the left is a navigation menu with categories: System Information, User Management, Portal Settings, Configuration (with sub-items: General, File Store, Database, Active Directory, Mail Server, Language Support, EFT, DMZ Gateway, Data Loss Prevention, AV Scanning), and EFT. The main content area is titled 'EFT Configuration' and contains the following elements:

- Two red error messages: 'Unable to connect to EFT [127.0.0.1] with [admin].' and 'Site [MySite] not found for EFT [127.0.0.1].'
- A checked checkbox for 'Enable EFT integration'.
- Fields for Host (127.0.0.1), Port (1100), Administrator username (admin), Administrator password (masked with dots), and Confirm administrator password (masked with dots).
- A 'MySite' dropdown menu with a 'Select Site' button.
- An 'Event Rule time limit' field set to '1' with a unit dropdown set to 'Hour(s)'.
- A checked checkbox for 'Auto sync EFT configuration'.
- Footnote ⁱ: 'Ad hoc transfers which are "timely" (as defined by this value) will fire EFT Event Rules; in any case EFT will audit the transfer.'
- Footnote ⁱⁱ: 'When enabled Mail Express® will use the values defined in EFT for corresponding settings in Mail Express®. To specify which settings to synchronize, click "Sync" in the respective configuration pages and make a selection.'
- Buttons for 'Test', 'Restore', and 'Save' at the bottom right.

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WORKAROUND

If necessary, Contact Globalscape Support to get the COM version that was bundled with EFT 7.2.0.13. (Support can get it from Developer_Backup\EFT\EFT6Installer\Archive\7.2\((2015-10-21-09-14)-7.2.0.13-7.2-Enterprise\Inter

To fix this error:

1. Stop the EFT server service.
2. Stop the Mail Express server service.
3. Go to the following path: **C:\Program Files (x86)\Common Files**
4. Rename the Globalscape folder to "Globalscape OLD."
5. Contact Globalscape Support to get the COM version that was bundled with EFT 7.2.0.13 (Support can get it from **Developer_Backup\EFT\EFT6Installer\Archive\7.2\((2015-10-21-09-14)-7.2.0.13-7.2-Enter**
6. Run **eft-com-interface-installer.exe**.
7. Verify a new Globalscape folder is recreated under **C:\Program Files (x86)\Common Files**.
8. Start the EFT server service.
9. Start the Mail Express server service.
10. Login to the Mail Express administration portal.
11. In the left pane, expand the **Configuration** menu, and click **EFT**.
12. On the **EFT Configuration** page, click **Test**.

Mail Express should be successfully communicating with EFT now. You can also verify connection by clicking **Configuration>Mail Server** and pressing the **Sync** button (it will pull the latest from EFT).

EFT Configuration

Successfully connected to EFT.

Enable EFT integration

Host: 127.0.0.1

Port: 1100

Administrator username: admin

Administrator password:

Confirm administrator password:

Site name: MySite

Event Rule time limit:¹ 1 Hour(s)

Auto sync EFT configuration²

¹Ad hoc transfers which are "timely" (as defined by this value) will fire EFT Event Rules; in any case EFT will audit the transfer.
²When enabled Mail Express® will use the values defined in EFT for corresponding settings in Mail Express®. To specify which settings to synchronize, click "Sync" in the respective configuration pages and make a selection.

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