

Specify timeout for file system activity

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT v7.2.7 and later
- EFT v7.3 and later

DISCUSSION

FileSystemTimeoutMSec is used to specify, in seconds, the timeout threshold for file system objects. This setting will help to identify issues related to unresponsiveness of the file share by recording directory/file actions that take a long time to get a response and identify precisely how long the server has to wait for a response. It can also be used to identify "problem" directories that contain a large number of files/folders.

This threshold is not a "timeout" per se, but a warning: "if it takes longer than X, record a WARNING." With this in place, any file system operation that takes longer than the defined threshold will record a WARN level entry to the log (logging.cfg or another log specified in log4cplus.appender.FileSystem.File=\${AppDataPath}\<name>.log). File system activities include CheckPermissions, FolderExists, GetFolderListing, GetListingEntry, GetRealPath, GetFileSize, LockFile, OpenFile, and UnlockFile.

The following items can be logged:

- Operation: "CheckPermissions"
- Operation: "FolderExists"
- Operation: "GetFolderListing"
- Operation: "GetListingEntry"
- Operation: "GetRealPath"
- Operation: "GetFileSize"
- Operation: "LockFile"
- Operation: "OpenFile"
- Operation: "UnlockFile"

Timeouts appear in the log similar to:

22	[16-11-03 08:56:45][WARN][FileSystem] - Timeout has occurred: (60 ms)	Operation: "G Folder: /SFTP_Home/Sa; Mask: *	Client: 4137529t	Items in Listing: 17	Duration: 63 ms
23	[16-11-03 08:56:45][WARN][FileSystem] - Timeout has occurred: (60 ms)	Operation: "G Folder: /SFTP_Home/Sa; Mask: *	Client: 4137529t	Items in Listing: 17	Duration: 63 ms
24	[16-11-03 08:56:45][WARN][FileSystem] - Timeout has occurred: (60 ms)	Operation: "G Folder: /SFTP_Home/Sa; Mask: *	Client: 4137529t	Items in Listing: 17	Duration: 63 ms
25	[16-11-03 08:56:45][WARN][FileSystem] - Timeout has occurred: (60 ms)	Operation: "G Folder: /SFTP_Home/Sa; Mask: *	Client: 4137529t	Items in Listing: 17	Duration: 63 ms

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32-bit:

HKEY_LOCAL_MACHINE\Software\Software\Globalscape Inc.\EFT Server 7.3\

64-bit:

HKEY_LOCAL_MACHINE\Software\WOW6432Node\GlobalSCAPE Inc.\EFT Server 7.3\

Type: DWORD

Value name: FileSystemTimeoutMSec

Default Value: 2000

Minimum Value: 0

Maximum Value: 4294967295

Cached: yes

Backup/Restore: yes

Restart required: Yes

See also <https://kb.globalscape.com/KnowledgebaseArticle11344.aspx>

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11336/Specify-timeout-for-file-sys...>