Administration interface connections are unresponsive until restart

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT versions prior to v7.2

SYMPTOM

After a while of being up, the administration interface connections are unresponsive.

WORKAROUND

A server service restart restores functionality. This issue appears to be caused by mishandling of concurrent connections using the SSL cipher: DES-CBC3-SHA. When this issue is encountered, the FIPS SSL subsystem eventually breaks down. Disabling this cipher prevents the problem from occurring.

It is recommended that you upgrade EFT to a version after which this issue was resolved, version 7.2 or later.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/11345/Administration-interface-con...