Triggers in EFT Folder Monitor rules will not work with Hitachi NAS devices

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT, all versions

SYMPTOM

Hitachi Network-Attached Storage (HNAS) devices do not support file change notifications over the Server Message Block (SMB) protocol. The HNAS device does not return a list of changes under its subdirectories. Instead it returns an empty response with "ERR_NOTIFY_ENUM_DIR," which is intended to indicate to the client that it needs to enumerate the directory and discover the changes for itself.

For this reason, Folder Monitor Triggers in EFT Event rules will not work with Hitachi NAS devices.

WORKAROUND

Refer to the links below for information about using the HNAS-level auditing as a workaround for the desired audit information.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/11381/Triggers-in-EFT-Folder-Monit...