

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.

**Monitor Folder**

**Monitor**

Folder: C:\Users\Administrator\Desktop

☒ Include subfolders

☐ Use the following credentials to access the monitored folder

Username:

Password:

☐ Require Active Directory domain trust relationship (for legacy support)

**Triggers**

☒ Trigger based on folder change notifications

☒ Perform health check every 60 minutes

☐ Scan for files every... 30 minutes

**Post Processing**

☐ Once all actions are completed, archive any files still present in the monitored folder to avoid reprocessing

Archive subfolder: EFTArchive

☐ Include timestamp in archived filenames

Help OK Cancel

Triggers in EFT Folder Monitor 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.

## **MORE INFORMATION**

For more information about file system auditing, refer to the following links in the Hitachi knowledgebase:

[File System auditing](#)

[Management Auditing Events](#)

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11381/Triggers-in-EFT-Folder-Monit...>