

Clients uploading thousands of files/folders to EFT can be adversely affect the performance and stability of the server.

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT, v7.4 and later

SYMPTOM

Clients uploading thousands of files/folders to EFT can be adversely affect the performance and stability of the server.

- **Low impact** - Clients begin to experience sluggish response times (slow listings, client takes a while to load, etc).
- **Moderate impact** - The large directories and listings cause an impact in the File System I/O and/or consume excess network utilization.
- **High Impact** - Repeat listings of large directories are requested faster than EFT can respond, causing high memory consumption and crashing

WORKAROUND

EFT's File System logging is configurable so that an WARN level log can be written if the number of files/folders in a listing exceeds a certain threshold. This threshold is configurable via the following registry override:

HKEY_LOCAL_MACHINE\Software\WOW6432Node\GlobalSCAPE Inc.\EFT Server 7.4\

Type: DWORD

Value name: FileSystemItemThreshold

Default Value: 5000

Cached: yes

Backup/Restore: yes

Clients uploading thousands of files/folders to EFT can be adversely affect the performance and stability of the server.

MORE INFORMATION

Beginning in EFT v7.2.8, new File System logging was introduced to track numerous file system operations, such as:

Operation: "CheckPermissions"

Operation: "FolderExists"

Operation: "GetFolderListing"

Operation: "GetListingEntry"

Operation: "GetRealPath"

Operation: "GetFileSize"

Operation: "LockFile"

Operation: "OpenFile"

Operation: "UnlockFile"

This logging is helpful in diagnosing many types of issues and can help identify and resolve issues related to lock/unlock operations that are causing unresponsive servers. Because EFT is capturing the number of items in the listing, EFT can use this information to preemptively WARN the admin of large listings before they become a larger problem.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11383/Clients-uploading-thousands-...>