

EFT server service randomly crashes after upgrading

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT v7.3.5.4 and later

DISCUSSION

After upgrading from EFT v6.5 to EFT v7.3.5.4, a customer reported that the EFT server service would "randomly crash." Upon researching the issue, it was discovered that when the Site was restarted, the scClient was being re-bundled. After multiple Site restarts, the EFT service would crash due to OOM exception caused by excessive ScClientBundler::BundleThreadProc threads. To address this issue, enable the registry setting described below.

Path: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\GlobalSCAPE Inc.\EFT Server 7.3\

Key: LimitscClientBundle

Type: DWORD

Value: Defaults to 0 (Unlimited). Any non-0 value will limit the amount of rebundles attempted.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11387/EFT-server-service-randomly-...>