Copy/Move action does not work correctly when custom credentials are used for Local transfers

THE INFORMATION IN THIS ARTICLE APPLIES TO:
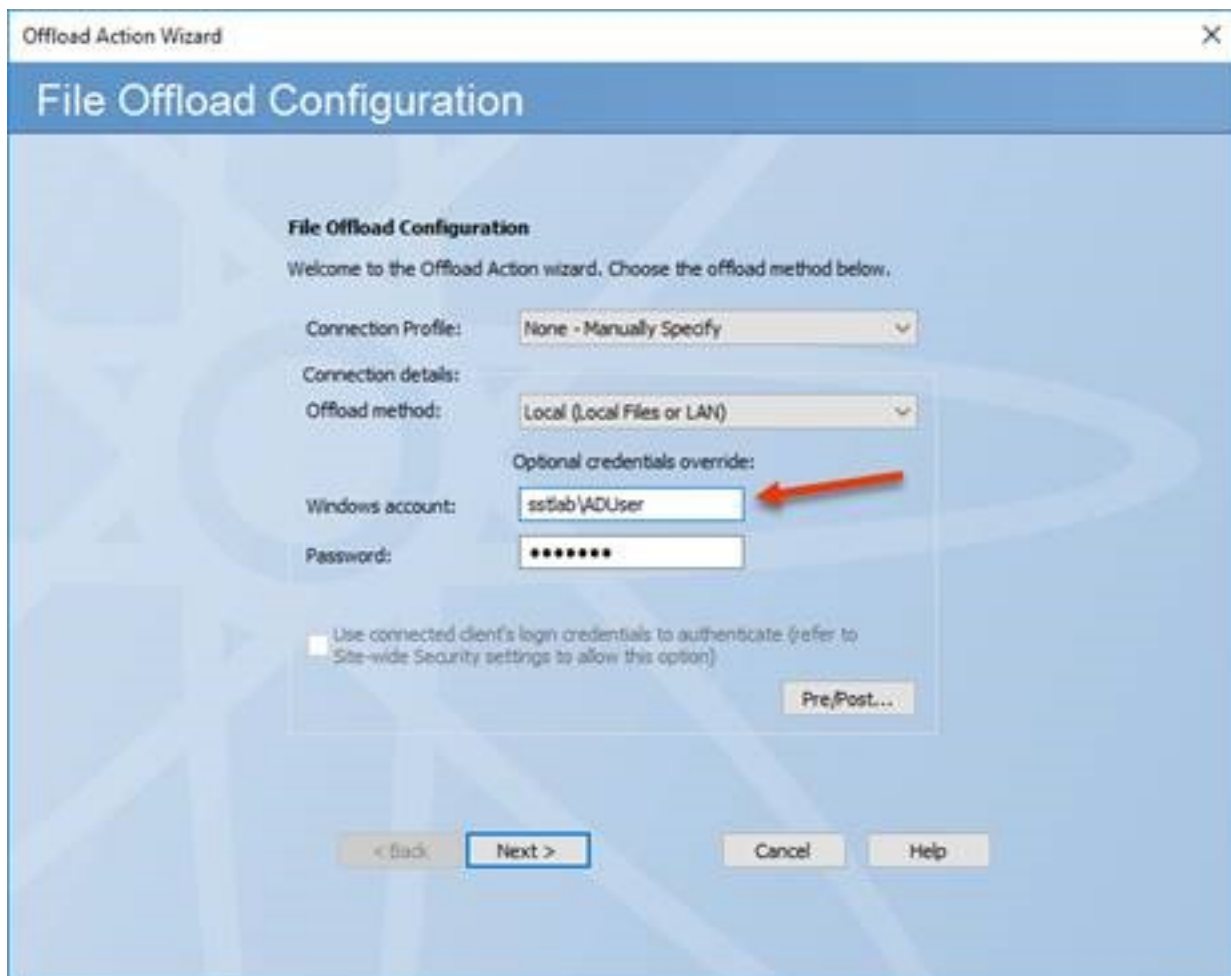
- EFT, all versions

SYMPTOM

Copy/Move action does not work correctly when custom credentials are used for Local transfers.

RESOLUTION

If you specify "Local (Local files or LAN)," under the **Optional credentials override**, provide the **Windows account** username and **Password** for connecting to the remote share (not local folders).

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- These credentials are used for the remote **destination** folder ONLY for copy/move actions. The source (Local) folder will still use EFT server service account at all times. (When using Download (PULL) Actions over LAN, the same concept applies, but credentials will be used for the source directory and EFT server service account for the destination.)

- Only if/when a resource cannot be accessed using the credentials under which the EFT service is running do you need to include the optional credentials**.** The **Optional credentials override** feature allows you to specify an alternate set of logon credentials for accessing the **destination** network shares to which the EFT service account may not have access (due to security constraints).

- If alternate credentials are specified, EFT will use its current security token (associated with the "Log on as" account specified in the EFT server service settings) for LOCAL folder access and then a new security token (associated with the alternate logon credentials) for the remote **destination** folder accessed over network connections (e.g. network shares).

ⓘ	Think of Local Transfer as an operation (offload or download) with a remote server.
	Think of "Optional credentials override") as "credentials to access remote server."
	For download action, it is "credentials for source folder."
	For copy/move (offload), it is "credentials for destination folder."
	"Credentials to access local folder" ("source" for offload and "dest" for download) is Event Rule execution context (EFT account, or Folder Monitor account for FM rules, or Connected Client account for

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	client-originated rules on an AD site): • Offload: local (EFT) => remote ("override credentials") • Download: local (EFT) <= remote ("override credentials") TEST1: Offloads file from "local" Share A (access as EFT account, i.e., X) to "remote" folder B (access as Y) => Fails, as X has no permissions on A. TEST2: Downloads file from "remote" Share A (access as Y) to "local" folder B (access as EFT account, i.e., X) => Succeeds, as Y has permissions on A and X has permissions on B.