Trying to connect to a remote server using SFTP with EFT and cannot list the folders; upload fails

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT, all versions

EFT v8.0 and later store Advanced Properties in a JSON file. When you upgrade from EFT v7.4.x to EFT v8, the non-default settings that you have defined in the registry will be added to the Advanced Properties file during upgrade. (Default settings become part of the EFT configuration files.) For a more on how to use advanced properties, and a spreadsheet of the advanced properties, please refer to the "Advanced Properties" topic in the help for your version of EFT.

DISCUSSION

Trying to connect to a remote server using SFTP with EFT and cannot list the folders; upload fails with message "Failed to retrieve folder listing."

To upload to remote servers over SFTP, set the following advanced property to 0:

In EFT v8 and later:

Add the name:value pair to the AdvancedProperties.JSON file in EFT's \ProgramData\ directory as described in the "Advanced Properties" topic in the online help for your version of EFT.

```
{
"EnableCreateRemotePathForSFTP": true
}
```

In versions prior to v8.0:

HKEY_LOCAL_MACHINE\Software\WOW6432Node\GlobalSCAPE Inc.\EFT Server 4.0

Type: REG_DWORD

Value name: EnableCreateRemotePathForSFTP

Values: 1 - enable (Default); 0 - disable