Event rules logged twice when Folder Monitor Event Rules reconnect after a failed health check

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT, all versions

SYMPTOM

Event rules logged twice when Folder Monitor Event Rules reconnect after a failed health check.

WORKAROUND

The duplicate logs are created after reconnecting all folder monitors. The reconnecting process can be started from DirectoryWatcher ("classic reconnect") or from ReconnectedNotification ("reconnect all folder monitors") and are executed in parallel. Depending on which process is the first to complete, you will see in the log either a double entry or an error. These duplicates are a side-effect of the current Folder Monitor design, though Folder Monitor itself works correctly. (The duplicate logs is preferable to the risk of server service crash or deadlock.)

See also https://kb.globalscape.com/KnowledgebaseArticle10682.aspx and https://kb.globalscape.com/KnowledgebaseArticle10696.aspx.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/11398/Event-rules-logged-twice-whe...