

Performance time accessing EFT is too long when accessing via FileZilla

#### **THE INFORMATION IN THIS ARTICLE APPLIES TO:**

- EFT Enterprise v 7.4.6 and later
- **EFT v4.x to v7.4.x** stores advanced properties in the registry.
- **EFT v8.x** stores Advanced Properties in a JSON file.

In EFT v8.0, all registry settings were moved to AdvancedProperties.json. For information about Advanced Properties, refer to [the online help](#) for your version of EFT.

#### **SYMPTOM**

Performance times accessing EFT are too long (around 30 seconds) when accessing via FileZilla.

#### **WORKAROUND**

Performance time can be improved when ignoring folder encryption status.

**In v8.x and later**, add the value to the advancedproperties.json file and set it to "true":

```
{  
"IgnoreFolderEncryptionStatus": "true"  
}
```

**In versions prior to v8.x**, set the registry key to true:

HKEY\_LOCAL\_MACHINE\Software\WOW6432Node\GlobalSCAPE Inc.\EFT Server 7.3\

**Type:** BOOL

**Value name:** IgnoreFolderEncryptionStatus

**Default Value:** false

**Cached:** yes

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**Backup/Restore:** yes

(There is no 32-bit version because there is no 32-bit OS supported.)

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11413/Performance-time-accessing-E...>