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

Backup/Restore: yes

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