

Workspaces Guest account is automatically disabled after administrator has re-enabled it.

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT, v7.4.9

SYMPTOM

Workspaces Guest account is automatically disabled after administrator has re-enabled it.

When a new Workspace is created for a guest user, an expiration timer is set. After the timer has expired, the Guest account is disabled.

The EFT administrator can then re-enable that account. However, the expiration timer was not reset. Therefore, the Guest account is again disabled.

WORKAROUND

There is no workaround at this time, other than recreating the account. The timer reset issue is expected to be fixed in a subsequent release.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11424/Workspaces-Guest-account-is-...>