

EFT fails to start one or more Sites

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT, v7.4.13

SYMPTOM

EFT fails to start one or more Sites

CAUSE

EFT falsely determines that the Site's ports are in use, because the ports were not de-allocated before the service restart has completed—usually due to powerful hardware causing service restart to happen with little to no delay.

RESOLUTION

Configure the following registry settings to insert a slight delay before restarting, or retry Site start a few times when the initial attempt fails.

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.

HKEY_LOCAL_MACHINE\Software\WOW6432Node\GlobalSCAPE Inc.\EFT Server 7.4

Value name: **SiteStartDelay**

Type: DWORD

Default Value: 0 = no delay (default behavior); any other decimal value = milliseconds to insert a delay before the initial start

Cached: yes

Backup/Restore: yes

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Value name: **SiteStartRetries**

Type: DWORD

Default Value: 0 = no retry (default behavior); any other decimal value = number of retries

Cached: yes

Backup/Restore: yes

Value name: **SiteStartRetryDelay**

Type: DWORD

Default Value: 0 = no retry delay(default behavior); any other decimal value = retry delay in milliseconds

Cached: yes

Backup/Restore: yes

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11450/EFT-fails-to-start-one-or-mo...>