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.

EFT v8.0 and later store Advanced Properties in a JSON file. When you upgrade from EFT v7.4.x to EFT v8, the non-default settings that you have defined in the registry will be added to the Advanced Properties file during upgrade. (Default settings become part of the EFT configuration files.) For a more on how to use advanced properties, and a spreadsheet of the advanced properties, please refer to the "Advanced Properties" topic in the help for your version of EFT.

<u>In EFT v8 and later:</u>

Add the name:value pair to the AdvancedProperties.JSON file in EFT's \ProgramData\ directory as described in the "Advanced Properties" topic in the online help for your version of EFT.

"SiteStartRetries": number of retries,

"SiteStartRetryDelay": retry delay in milliseconds

}

In versions prior to v8.0:

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

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

EFT fails to start one or more Sites

in milliseconds

Cached: yes

Backup/Restore: yes

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/11450/EFT-fails-to-start-one-or-mo...