

## 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.

**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**

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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...>