Timeout occurs when attempting to generate PCI DSS report

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT, v7.x - 7.4.x

SYMPTOM

Timeout occurs when attempting to generate PCI DSS reports.

CAUSE

Standards such as PCI DSS disallow the use of encryption technologies where the keys required for encryption/decryption reside on the systems within PCI DSS scope. Window's EFS keys do reside on the operating system. When the PCI DSS report is generated, EFT checks whether the Site's VFS system has Windows Encrypted File System (EFS), causing warnings in the report. This can cause the report generation to take a long time when a large number of folders have EFS enabled.

RESOLUTION

Disable checks for EFS when generating the PCI DSS

(In EFT v7.4, EFT-based encrypted folders are available in EFT Enterprise as an alternative to EFS, and does not interfere with standards requirements.)

HKEY_LOCAL_MACHINE\Software\WOW6432Node\GlobalSCAPE Inc.\EFT Server 7.1\DisableEFSChecksForPCIReport

Type: DWORD

Value name: DisableEFSChecksForPCIReport

Default Value: 0

- When set to 1, EFT will skip those long-running EFS checks
- When set to 0 or not present, EFT will perform the checks.

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Cached: yes

Backup/Restore: yes

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/11479/Timeout-occurs-when-attempti...