

SFTP shows error when file transfer is downloading with matching file name options

### THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT, v7.x and later

### SYMPTOM

When an event rule file transfer is using the "Matching filenames" dropdown in the **Offload Action Wizard > Destination File Path**, the client server shows an error similar to the following:

[11:36:59 AM] COMMAND:> Get attributes of file: /Copy (4) of New Text Document - Copy (8).txt

[11:36:59 AM] ERROR:> Attributes are not available

[11:36:59 AM] COMMAND:> Get attributes of file: /Copy (4) of New Text Document - Copy (8).txt

[11:36:59 AM] ERROR:> Attributes are not available

[11:36:59 AM] COMMAND:> Open file: /Copy (4) of New Text Document - Copy (8).txt

[11:36:59 AM] STATUS:> File opened successfully

[11:36:59 AM] STATUS:> File closed: /Usr/babby/Copy (4) of New Text Document - Copy (8).txt

### CAUSE

The error is normal behavior of the "smart" upload workflow. That is, before upload, the SFTP client checks if the destination file exists and sends a "Get Attributes" command for its name.

- If it receives an error message, the client sees that "file does not exist" and starts the upload.
- If it receives a success message, the client sees that "file does exist" and starts applying "match filename" policy (overwrite/numerate/skip).

Refer to the "Smart Overwrite" topic in your version of EFT for a flow chart describing the process and more information, if needed.

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