Could not upload a 1.5 GB file to the ICAP server

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT, v7.x and later

SYMPTOM

Could not upload a 1.5 GB file to the ICAP server.

CAUSE

The connection to the ICAP server timed out before EFT received a response. You may need to increase the timeout period on EFT. The full error message is pasted below:

Exception thrown while tasking ICAP client to process REQMOD: Unable to read data from the transport connection:

A connection attempt failed because the connected party did not properly respond after a period of time,

or established connection failed because connected host has failed to respond.

RESOLUTION/WORKAROUND

You can increase the timeout response period on EFT server using the advanced property described below.

Prior to v8:

Create DWORD at registry Path:
HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\GlobalSCAPE Inc.\EFT Server 7.0

Name: **ICAPConnectionTimeoutInMs**

Minimum = 0

Maximum =2147483647 (anything above that will crash the EFT server service)

Default = 20000 (20 seconds)

For v8 and later, edit the JSON file:

```
{
"ICAPConnectionTimeoutInMs": 20000
}
```

Replace "enter value here" with the timeout period that you want. (Refer to Maximum, Minimum, and default values above.)

For instructions for editing Advanced Properties, refer to https://kb.globalscape.com/Knowledgebase/11526/Advanced-Properties.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/11527/Could-not-upload-a-15-GB-fil...