

## EFT Arcus File transfer failed

### **THE INFORMATION IN THIS ARTICLE APPLIES TO:**

- EFT Arcus

### **SYMPTOM**

When attempting to download a file to the L: or W: drive, the file transfers failed.

### **CAUSE**

This is by design. EFT Arcus uploads and downloads should go through the Site root folder on the gsldata share.

The correct path is displayed on the Site's **General** tab, in the **Site root** field.

### **MORE INFORMATION**

When defining event rules, be sure any paths point to the Site root folders. For security reasons, access outside of your EFT Arcus instance is blocked by default.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11541/EFT-Arcus-File-transfer-fail...>