Allow Numeration When an Empty Destination File Exists

Applies to: EFT 8.x and later

Summary

An EFT outbound transfer configured to **Numerate** matching destination files can fail when a zero-byte (0 KB) file with the same name already exists at the destination. By default, EFT's `IgnoreZeroFiles` advanced property is enabled. In this specific situation, that default behavior forces resume handling instead of applying the configured smart-overwrite/numeration rule. The transfer can then fail because the destination file already exists.

Symptoms

You might see an error similar to the following in the EFT log:

```
ERROR Common <> - CopyFile failed, couldn't open destination file: C:\Destination\file.txt;
(0x50 (80) The file exists.)
```

This can occur when all of the following are true:

- The source file is larger than 0 KB.
- A same-named destination file exists and is 0 KB.
- The outbound transfer is configured to Numerate matching files.

Cause

`IgnoreZeroFiles` is an EFT ClientFTP advanced property. Its default value is `true`. When it is enabled and EFT finds a 0 KB destination file for a non-empty source file, EFT does not apply the normal smart-overwrite rule in this case. Consequently, the Numerate rule is not used and the transfer can fail with a file-exists error.

Why This Is the Default Behavior

The default behavior supports EFT's automatic-resume handling for interrupted transfers. A same-named 0 KB destination file can be the starting state of a transfer that needs to be retried. With `IgnoreZeroFiles` set to `true`, EFT preserves the destination name and uses resume handling rather than applying a Numerate, Overwrite, Skip, or other smart-overwrite rule.

For a 0 KB destination file, resume begins at byte 0. The important distinction is that EFT keeps the resume/non-overwrite handling instead of changing the destination name or applying the configured Numerate rule.

Considerations Before Changing the Setting

`IgnoreZeroFiles` is a global ClientFTP smart-overwrite property. It is not limited to one Event Rule or one transfer. Setting it to `false` changes the handling of every applicable ClientFTP transfer on that EFT instance when a non-empty source has a same-named 0 KB destination file.

After the setting is changed to `false`, EFT applies the configured overwrite rule in that case:

- **Numerate:** EFT uses a numbered destination name and leaves the 0 KB file in place.
- **Overwrite:** EFT replaces the 0 KB destination file.
- **Skip:** EFT does not transfer the source file.
- **Other smart-overwrite behavior:** EFT follows the applicable configured rule instead of forcing resume.

Before changing this property in production, test representative transfers that use smart overwrite, especially workflows that rely on automatic retries or resume behavior. Do not disable the property solely to address one Numerate workflow without confirming the intended outcome for other matching 0 KB destination files.

Resolution

Set `IgnoreZeroFiles` to `false` so EFT applies the configured smart-overwrite behavior, including Numerate, when a same-named 0 KB destination file exists.

Important: This is a global advanced property for EFT outbound ClientFTP transfers. Test the change in a non-production environment first and schedule an appropriate maintenance window before changing it.

1. Back up `AdvancedProperties.json`.
2. Open `AdvancedProperties.json` in the EFT ProgramData folder. For example: `C:\ProgramData\Globalscape\EFT Server Enterprise\AdvancedProperties.json`.
3. Add the following name/value pair. If the file already contains other properties, retain valid JSON syntax and separate entries with commas.

   ```
   { "IgnoreZeroFiles": false }
   ```

4. Save the file.
5. Restart the EFT Server service.
6. Repeat the transfer with a non-empty source file and a same-named 0 KB destination file. EFT should apply the transfer's Numerate rule rather than fail because the original destination name exists.

To Restore the Default Behavior

Remove the `IgnoreZeroFiles` entry, or set it to `true`, then restart the EFT Server service.

Related Information

For general instructions and precautions when editing advanced properties, see Advanced Properties.