FTP-Backup

Why can not I create files >2GB?

Situation:
When transferring your backup to the backup memory, you will receive an I/O error or a message from the server that the transferred file is too large.

Reason:
The cause of the problem is the limitation of some (older) backend storage servers, that cannot export their file system for files >2GB to the frontend servers.

Short-term workaround:
As a workaround, please use a software that packs your backups and divides them into files <2GB.

Permanent fix of the problem:
To permanently transfer files >2GB to backup storage, please open a ticket to Support to migrate your storage to another storage server with large file support. This process can take up to 4 weeks.

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