

# 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.

Unique solution ID: #1780

Author: EUserv Support

Last update: 2017-12-29 10:22