CuteFTP - Public key authentication failing

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP®, all versions

SYMPTOM

An attempt to connect CuteFTP to WinSSHD using Public Key authentication fails.

RESOLUTION

After you set up an account for public key authentication, you have to enter a password the first time you log in. This occurs because when public key authentication is set up for an account and the authentication type is set to **Pwd OR Key**, WinSSHD must cache the password so that it is possible to log in with just the public key. Therefore, on your first login attempt after you set up public key authentication, WinSSHD asks you for a password to store in the cache, even if your client already authenticated successfully using a public key. When this happens, just supply a valid password. The password is cached and you do not have to enter it again the next time you log in.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/10205/CuteFTP-Public-key-authentic...