

## SFTP21 error = #4 (Algorithm negotiation failed)

### THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP Pro® 8.3.2 or earlier

### SYMPTOMS

When attempting a connection using the SFTP protocol, the following error is encountered:

```
STATUS:> Getting listing ""...
```

```
STATUS:> Initializing SFTP21 module...
```

```
STATUS:> Connecting to SFTP server... 192.168.20.135:22 (ip = 192.168.20.135)...
```

```
ERROR:> Algorithm negotiation failed.
```

```
ERROR:> The requested operation failed for an unknown reason.
```

```
ERROR:> Can't connect to 192.168.20.135:22. SFTP21 error = #4.
```

```
STATUS:> SFTP21 connection closed.
```

### CAUSE

The SFTP server is using an encryption algorithm or cipher that is not supported by CuteFTP Pro version 8.3.2 or earlier. The most common ciphers causing this error are **AES128** or **AES256**. (That is what **Algorithm negotiation failed** indicates.)

You can also get this error just from providing the wrong password. #4 error is a generic error saying connection/login failed. It just so happens in the example above, it was caused by bad ciphers.

### RESOLUTION

## SFTP21 error = #4 (Algorithm negotiation failed)

To resolve this issue, upgrade to CuteFTP Pro version 8.3.3 or later. Support for **AES128** and **AES256** ciphers was added in CuteFTP Pro 8.3.3. If an upgrade is not an option, ask the administrator of the remote FTP server to allow use of a different cipher. The default configuration of earlier versions of CuteFTP Pro provided support for **TripleDES**, **ARCFOUR**, **CAST128**, **Twofish** and **Blowfish** automatically. The allowed ciphers are accessible from the **SSH2 Security Settings** screen in **Global Options**.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10351/SFTP21-error-4-Algorithm-neg...>