

SFTP21 error = #7 (Connection to the server was lost)

### THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP Pro® (All Versions)

### 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:> Connection to the server was lost, and the operation could not be performed.
```

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

```
ERROR:> Can't connect to 192.168.20.135:22. SFTP21 error = #7.
```

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

### CAUSE

The remote server may be configured to use the deprecated **SCP** protocol instead of **SFTP**. The **SCP** protocol was superseded by the more comprehensive **SFTP** protocol. CuteFTP Pro does not support the **SCP** protocol.

### RESOLUTION

Contact the administrator of the remote FTP site and ask if they are requiring that users connect using **SCP** instead of **SFTP**. If they are, then before you can use CuteFTP Pro, the remote FTP site will need to be configured to use the **SFTP** protocol.

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GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10353/SFTP21-error-7-Connection-to...>