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

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- CuteFTP® (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 The **SCP** protocol was superseded by the more comprehensive **SFTP** protocol.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 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, the remote FTP site will need to be configured to use the **SFTP** protocol.

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

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/10353/CuteFTP-SFTP21-error-7-Conne...