

## SFTP key failed to load for unknown reason

### **THE INFORMATION IN THIS ARTICLE APPLIES TO:**

- EFT, v7.4.11 and later

### **SYMPTOM**

EFT fails to load SFTP KEY after upgrading from to new EFT version; Public key blob is gone. Error message: SFTP key failed to load for unknown reason.

### **CAUSE**

Your version of EFT is using older SFTP keys that are no longer supported in the updated FIPS library. For example, MD5 is no longer a supported hash and is not allowed for FIPS mode.

### **WORKAROUND**

Before upgrading, be sure your SFTP keys are the current keys allowed for FIPS compliance. The older keys use an unsupported file format.

As a workaround, you can convert keys by switching to non-FIPS mode and then exporting your keys and using a tool like [PuTTYGen](#) to convert them to the new OpenSSH format.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11443/SFTP-key-failed-to-load-for-...>