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-...