
Question

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Unable to sFTP to vendor

We have many sFTP business operations that work successfully. I just modified an existing one to point to a new IP and Port, as well as use new credentials (username and password only). When I attempt to sFTP a file, I receive the following error.

ERROR <Ens>ErrFailureTimeout: FailureTimeout of 15 seconds exceeded in EnsLib.FTP.PassthroughOperation; status from last attempt was ERROR <Ens>ErrOutConnectFailed: SFTP Connect failed for sftp.pmpclearinghouse.net:22/OARRS PMP/SSL='!SFTP'/PubKey=''/PrivKey=' with error ERROR #7500: SSH AuthenticateWithUsername Error '-2146430958': SSH Error [80101012]: Authentication failed (username/password) [FFFFFFFF80101012] at Session.cpp:277,0

I am able to use the supplied credentials to sFTP to the site using CoreFTP and sFTP'ing directly from the Unix prompt on the server. I know the IP/Port/Username/Password are all correct. Any idea what else could be causing this? BTW, there are no firewall rules blocking connectivity to this site (all sFTP connections are open).

[#Business Operation](#) [#FTP](#) [#Ensemble](#)

Source URL: <https://community.intersystems.com/post/unable-sftp-vendor>