# [SFTP] Basic Auth not work and Error Message contains "keyboard-interactive"

Last updated by | Ruoyu Li | Feb 16, 2023 at 1:02 AM PST

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| 201029- [SFTP] Basic Auth not work and Error Message contains "keyboard-interactive" | | **ASC Onboard** |

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10:35 AM

| SME | |
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| **Symptoms** | Error message saying Basic auth fail and contains "keyboard-interactive" keyword (like below sample)<br><br>*Meet authentication failure when connect to Sftp server 'xxxx' using 'Basic' authentication type. No suitable authentication method found to complete authentication (publickey, keyboard-interactive)*<br><br>Also customer may have able to connect to the SFTP server by using other tool like WinSCP. |
| **Cause** | SFTP keyboard-interactive auth is supported in ADF but not by default open to customers for security concern. |
| **Resolution** | 1. CSS make sure customer is really facing the keyboard-interactive auth not supported issue from error message<br>2. Notify customer that we need his confirmation to open keyboard-interactive feature for his subscription. A sample could be like:<br><br>From Gateway log, the error message is<br><span style="color:red">Meet authentication failure when connect to Sftp server 'xxx' **using 'Basic' authentication**. No suitable authentication method found to complete authentication (publickey, **keyboard-interactive**)</span><br><br>This means customer's SFTP server only allow keyboard-interactive auth ([RFC4256](#)) but not basic auth (aka password auth, [RFC4252 Sec.8](#).). These 2 authentication types are actually different although some SFTP tool hide this detail (e.g. WinSCP).<br>Keyboard-interactive is design to be used in interactive scenario that user need to input password manually each time when establish a SSH session. It is somehow not suitable in ADF, which is a schedule scenario.<br>But technically, it is possible to login through keyboard-interactive auth automatically in backend, without customer manual input.<br>In ADF, keyboard-interactive is supported for Copy, but from security concern, **we need customer to explicitly confirm to grant ADF** to use keyboard-interactive auth to establish SSH session in the schedule Copy.<br><br>Once we receive the ack from customer, we will open that feature for this customer.<br><br>3. After customer confirm to open keyboard-interactive auth feature, then tell customer to follow below steps to enable keyboard-interactive auth<br>  • On UX, click on Connections->Linked Services<br>  • Find the SFTP linked service you created<br>  • Click on the button heighted as right snapshot<br><br>  • Remove encryptedCredential property, Add property allowKeyboardInteractiveAuth with value true, below is an example<br><br>```json
"name": "■■■■■",
"type": "Microsoft.DataFactory/factories/linkedservices",
"properties": {
    "type": "Sftp",
    "typeProperties": {
        "host": "■■■■■",
        "port": 22,
        "skipHostKeyValidation": true,
        "authenticationType": "Basic",
        "userName": "{your user name}",
        "password": "{your password}",
        "allowKeyboardInteractiveAuth": true
    }
}
```<br><br>  • Save the changes and rerun the copy |
| **More Information** | |
| **Tags** | SFTP |

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