

SFTP Login Troubleshooting

Enterprise Content Operations

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Purpose:

This document will help you troubleshoot your customer's SFTP login issues.

You/the user will need:

- FileZilla account
- Company SFTP account
- Our SFTP account (ds-ftp.lexisnexisrisk.com)
- Admin access to IPSwitch

Troubleshooting Steps:**Blacklist**

Search:

Search

Clear

<input type="checkbox"/>	IP Address	Subnet Mask	Lockout Start ▲	Lockout Expires	Entry Type
<input type="checkbox"/>	125.107.3.110	255.255.255.255	07/31/2021 4:49:10 AM	07/31/2022 4:49:10 AM	Automatic
<input type="checkbox"/>	112.119.154.233	255.255.255.255	08/02/2021 2:55:55 AM	08/02/2022 2:55:55 AM	Automatic
<input type="checkbox"/>	65.60.64.50	255.255.255.255	08/02/2021 10:57:48 PM	08/02/2022 10:57:48 PM	Automatic
<input type="checkbox"/>	191.20.205.55	255.255.255.255	08/03/2021 3:37:53 AM	08/03/2022 3:37:53 AM	Automatic
<input type="checkbox"/>	27.44.79.54	255.255.255.255	08/03/2021 10:05:59 AM	08/03/2022 10:05:59 AM	Automatic
<input type="checkbox"/>	116.110.126.73	255.255.255.255	08/04/2021 3:06:05 PM	08/04/2022 3:06:05 PM	Automatic
<input type="checkbox"/>	113.243.254.219	255.255.255.255	08/04/2021 8:39:32 PM	08/04/2022 8:39:32 PM	Automatic
<input type="checkbox"/>	116.110.102.97	255.255.255.255	08/05/2021 7:12:36 AM	08/05/2022 7:12:36 AM	Automatic
<input type="checkbox"/>	171.240.198.194	255.255.255.255	08/05/2021 7:15:56 AM	08/05/2022 7:15:56 AM	Automatic
<input type="checkbox"/>	116.110.0.83	255.255.255.255	08/05/2021 7:17:16 AM	08/05/2022 7:17:16 AM	Automatic
<input type="checkbox"/>	8.210.184.1	255.255.255.255	08/05/2021 8:42:15 PM	08/05/2022 8:42:15 PM	Automatic
<input type="checkbox"/>	78.158.241.57	255.255.255.255	08/07/2021 4:38:02 AM	08/07/2022 4:38:02 AM	Automatic
<input type="checkbox"/>	64.20.00.227	255.255.255.255	08/07/2021 0:53:36 AM	08/07/2022 0:53:36 AM	Automatic
<div>CreateDeleteRefresh Status</div>					

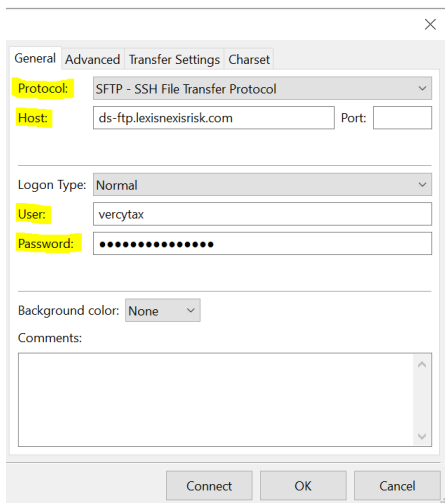
1. Ask the user for their IP address
2. Search the blacklist for their IP address (<https://alawpokcftp303.risk.regn.net/WSFTPSVR/login.asp> > IP Lockouts > Blacklist)
3. If their IP is blacklisted, check the box next to their IP address, then hit 'delete' at the bottom
4. If their IP is not blacklisted, continue to the below steps

Viewing: 07/20/2022 - 07/29/2022 ([Export](#))

Timestamp	Service	Listener (IP:Port)	Host	Session ID	Client (IP:Port)	User	Command	Parameters	Type	Error	Severity	Description
07/27/2022 18:56:31	SFTP	10.191.1.59:22	alawpokcftp303.risk.regn.net	27166359	10.191.21.183:50382	vercytax	realpath		Information	0	Informational	Translated '/vercytax/' to '/vercytax'
07/27/2022 18:59:49	SSH	10.191.1.59:22	alawpokcftp303.risk.regn.net	54976614	70.169.227.97:50419	vercytax			User Error	0	Error	Failed password Authentication
07/27/2022 19:00:15	SSH	10.191.1.59:22	alawpokcftp303.risk.regn.net	27166359	10.191.21.183:50382	vercytax			Information	0	Informational	Client closed connection
07/27/2022 19:00:43	SSH	10.191.1.59:22	alawpokcftp303.risk.regn.net	38799045	70.169.227.97:50425	vercytax			User Error	0	Error	Failed password Authentication
07/27/2022 19:00:58	SSH	10.191.1.59:22	alawpokcftp303.risk.regn.net	29040535	70.169.227.97:50428	vercytax			User Error	0	Error	Failed password Authentication
07/27/2022 19:15:00	SSH	10.191.1.59:22	alawpokcftp303.risk.regn.net	63814240	70.169.227.97:50615	vercytax			Success	0	Normal	Completed password Authentication. User logged in
07/27/2022 19:15:01	channel	10.191.1.59:22	alawpokcftp303.risk.regn.net	63814240	70.169.227.97:50615	vercytax	subsystem		Information	0	Warning	simple@putty.projects.tartarus.org
07/27/2022 19:15:01	channel	10.191.1.59:22	alawpokcftp303.risk.regn.net	63814240	70.169.227.97:50615	vercytax			Information	0	Normal	SFTP subsystem started in channel s_id: 2462, c_id: 2
07/27/2022 19:15:01	SFTP	10.191.1.59:22	alawpokcftp303.risk.regn.net	63814240	70.169.227.97:50615	vercytax	realpath		Information	0	Informational	Translated '/vercytax/' to '/vercytax'
07/27/2022 19:15:01	SFTP	10.191.1.59:22	alawpokcftp303.risk.regn.net	63814240	70.169.227.97:50615	vercytax	realpath		Information	0	Informational	Translated '/vercytax/' to '/vercytax'
07/27/2022 19:15:03	SFTP	10.191.1.59:22	alawpokcftp303.risk.regn.net	63814240	70.169.227.97:50615	vercytax	realpath		Information	0	Informational	Translated '/vercytax/OUT/' to '/vercytax/OUT'
07/27/2022 19:15:09	SSH	10.191.1.59:22	alawpokcftp303.risk.regn.net	13259906	70.169.227.97:50618	vercytax			Success	0	Normal	Completed password Authentication. User logged in
07/27/2022 19:15:09	SSH	10.191.1.59:22	alawpokcftp303.risk.regn.net	06682800	70.169.227.97:50617	vercytax			Success	0	Normal	Completed password Authentication. User logged in
07/27/2022 19:15:09	channel	10.191.1.59:22	alawpokcftp303.risk.regn.net	13259906	70.169.227.97:50618	vercytax	subsystem		Information	0	Warning	simple@putty.projects.tartarus.org
07/27/2022 19:15:09	channel	10.191.1.59:22	alawpokcftp303.risk.regn.net	13259906	70.169.227.97:50618	vercytax			Information	0	Normal	SFTP subsystem started in channel s_id: 2463, c_id: 2
07/27/2022 19:15:09	channel	10.191.1.59:22	alawpokcftp303.risk.regn.net	06682800	70.169.227.97:50617	vercytax	subsystem		Information	0	Warning	simple@putty.projects.tartarus.org
07/27/2022 19:15:09	channel	10.191.1.59:22	alawpokcftp303.risk.regn.net	06682800	70.169.227.97:50617	vercytax			Information	0	Normal	SFTP subsystem started in channel s_id: 2464, c_id: 2
07/27/2022 19:15:09	SFTP	10.191.1.59:22	alawpokcftp303.risk.regn.net	06682800	70.169.227.97:50617	vercytax	realpath		Information	0	Informational	Translated '/vercytax/' to '/vercytax'
07/27/2022 19:15:09	SFTP	10.191.1.59:22	alawpokcftp303.risk.regn.net	13259906	70.169.227.97:50618	vercytax	realpath		Information	0	Informational	Translated '/vercytax/' to '/vercytax'
07/27/2022 19:15:10	SFTP	10.191.1.59:22	alawpokcftp303.risk.regn.net	06682800	70.169.227.97:50617	vercytax	open-read	VX220721.csv.zip	Success	0	Normal	Open file VX220721.csv.zip, mode Open, access Read, t
<input type="button" value="Previous"/>	<input type="button" value="Next >>"/>											

1. Check the error logs (<https://alawpokcftp303.risk.regn.net/WSFTPSVR/login.asp> > Log Viewer)

2. Look for any red logs, which indicate an error has occurred
3. If the user has failed password authentication, confirm that they have the correct password
4. If they get another failed password error, reset their password and check the blacklist for their IP address
5. If there are no other errors, but the user still cannot connect, continue to the below steps



The screenshot shows a dialog box titled 'SFTP Login' with a close button (X) in the top right corner. The dialog has four tabs: 'General', 'Advanced', 'Transfer Settings', and 'Charset'. The 'General' tab is selected. It contains the following fields:

- Protocol:** A dropdown menu showing 'SFTP - SSH File Transfer Protocol'.
- Host:** A text box containing 'ds-ftp.lexisnexisrisk.com'. To its right is a 'Port:' label and an empty text box.
- Logon Type:** A dropdown menu showing 'Normal'.
- User:** A text box containing 'vercytax'.
- Password:** A text box filled with 12 dots.
- Background color:** A dropdown menu showing 'None'.
- Comments:** A large text area with a vertical scrollbar.

At the bottom of the dialog are three buttons: 'Connect', 'OK', and 'Cancel'.

1. Verify that all credentials are correct (Protocol, Host, User, Password)
2. Make sure the user is not entering "sftp://" in the Host name. SFTP is already specified in the Protocol box
3. Make sure their company SFTP account has no typos and their login is enabled
4. The User name should be lower case and have no spaces
5. Double check that the user has the correct password. Change the password if needed

Next Steps:

If the user is still having troubles logging in, suggest that they try a VPN, as their firewall might be the culprit. If this is not an option, consult your manager for additional resources.