



## SFTP troubleshooting for websites.sou.edu connections

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There are a number of factors that can lead to a user not being able to log into webpages.sou.edu: misconfigured client, denied host certificate, banned by fail2ban (only off-campus), etc. Therefore, in order to more fully diagnose the issue(s) that are occurring it would be helpful to have the following information:

- Username
- SFTP client and version
- Logs from the SFTP client, especially looking for the exact connection time and duration of the problem
  - [Cyberduck](#)
  - [WinSCP](#)
- OS and version
  - [Windows](#)
  - [Macintosh](#)
- Screenshot of how the client is configured
- Record the error message verbatim or take a screenshot of it
- [What is the IP address](#) of the computer the user is connecting from?
- Can the user log in to Remote Desktop and use WinSCP and do they still have the problem?
  - [How to Connect to Remote Desktop from Windows](#)
  - [How to Connect to Remote Desktop from Mac](#)

If the user can connect via remotedesktop but not from home, then this points to some local client or authentication issue: fail2ban, home network connectivity, SFTP client misconfiguration and/or denied host certificate; however, if it is a problem both via Remote Desktop AND from home then it would point to some other issue on the server.