

[V7] ISSUE: "[CloudException.ConnectFailedExpt] [SFtpManager.login] Failed to access SFTP" error when creating a VMware ESXi backup set

Article ID: 5270

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Product Version:

AhsayOBM: 7.11.0.0 to 7.x

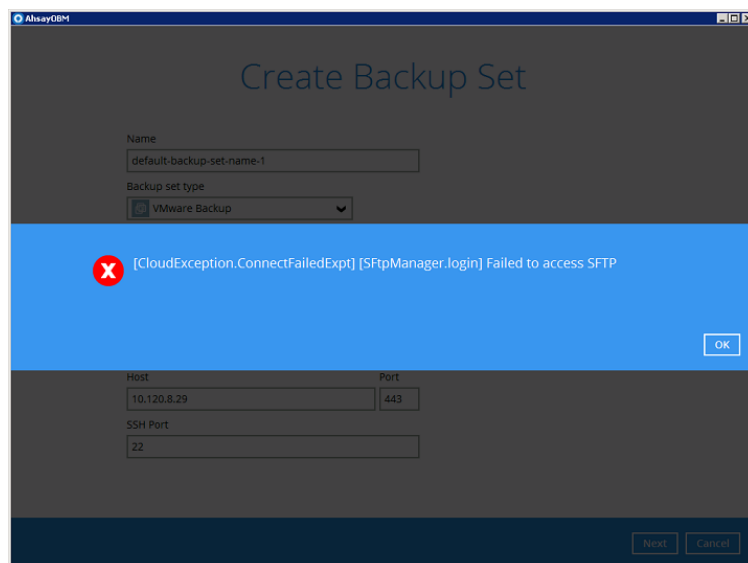
OS: All

ATTENTION 1st January, 2022: v7 officially End-of-Life [[details](#)]

Problem Description

When creating a VMware ESXi backup set on AhsayOBM, the following error message is displayed:

[CloudException.ConnectFailedExpt] [SFtpManager.login] Failed to access SFTP



Cause

The SSH setting is disabled on the VMware ESXi host.

To perform a backup of guest virtual machines on a VMware host, AhsayOBM needs to login to the VMware host with ssh using the root account via port 22 (default).

Resolution

To resolve this issue:

1. Enable SSH on the VMware using the following instructions
https://docs.vmware.com/en/VMware-vSphere/index.html?topic=%2Fcom.vmware.vcli.getstart.doc%2Fcli_jumpstart.3.6.html
2. After enabling SSH verify the setup is correct by using telnet from the AhsayOBM machine, i.e.
telnet esxi_host 22

Reference:

<https://serenity-networks.com/how-to-enable-ssh-on-vmware-esxi-5-5-5-6-all-other-versions/>

Keywords

VMware, ESXi, enable ssh, port 22

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