

FAQ

SFTP Algorithms change

**SFTP Protocol Cryptographic
Standard**

General questions

1. Why do you make the change on SFTP algorithms

Nordea wants to provide secure services and solutions to our customer. We want to have our SFTP solution be compliant with cryptographic standard, to support risk reduction to Nordea businesses and customers.

We introduced [SFTP Protocol Cryptographic Standard](#) in August 2024, and we need to update our SFTP solution to use compliant cryptographic characteristics, e.g. algorithms, keys according to the standard. Nordea's SFTP customers also need to adjust their SFTP accordingly.

2. What is the timeline of the change

August 2024: [SFTP Protocol Cryptographic Standard](#) was introduced.

Customer newsletter were sent to inform about the standard and what it means to our customers:

- By the **end of 2024**, customers should have SFTP software be compliant with Nordea SFTP standard: using allowed algorithms and keys.
- Nordea's TEST environment can be used in test and troubleshooting work related to the change

December 2024: Nordea postponed the deadline of change to Q1 2025

Some customers informed that they would need more time in making the change, so we postponed the change

March 2025: Nordea updated the SFTP

After we made the change, we noticed that some of our customers file flows started to fail because the necessary change in their SFTP were still missing.

We **implemented temporary workaround** solution in our SFTP then so that customers file flows can still run without interruption. We also contacted these customers via different channels, informing them to make the change soonest, and the deadline is mid of Feb 2025

18th Feb 2026: Nordea remove the temporary workaround.

Nordea SFTP is fully changed to use only allowed algorithms. If customer's SFTP use incompatible algorithm(s), connection will fail.

3. Will Nordea carry out similar work regularly

Our [SFTP Protocol Cryptographic Standard](#) will be updated regularly.

When new update will be made to the standard and customer work will be needed to adjust customers' SFTP, we will inform in advance via our newsletters. And we will give customer enough

time to prepare and work on the change.

Technical and Practical questions

4. New SSH host keys

In end of January 2026, to prepare the final change work in February 2026, we added two new SSH host keys:

- One ssh-ed25519 host key
- One ECDSA host key

The old host key of ssh-rsa type is still running without change in our SFTP server. So Nordea SFTP server have 3 SSH host keys in use.

When customers connect to Nordea SFTP server, depending on the customer's SFTP setting in public key algorithms and the order to preferences, customer's SFTP will pick (out of 3 keys) the corresponding Nordea SSH host key to use.

If customer's SFTP uses Public Key Algorithms of RSA family: rsa-sha2-512 and rsa-sha2-256, the old ssh-rsa host key will still be used, and customers don't need to take any actions.

If customer's SFTP uses Public Key Algorithms of ssh-ed25519 or ECDSA family, it will start to use the new key: either the ssh-ed25519 key or the ECDSA key, customer might need to accept the key (the system behavior and needed actions are different, depending on the customer's SFTP software):

- by accepting the new finger print of Nordea server
- or by trusting the new certificate (in pending status) of Nordea server
- or customer's SFTP will accept the new key automatically, and no customer action is needed.

If for some reason, your software need to manually import our new SSH host key, you can contact support and they will share the new key to you.

On 18th February 2026, when Nordea stop to support Public Key Algorithms ssh-rsa and ssh-dsa, Customer's who still have ssh-rsa or ssh-dsa as preferred public key algorithm will not be able to use those anymore, the other algorithms supported by customer's SFTP will then be used in making the connection/negotiation, and customer might need to accept our new SSH host key (read above)

5. Who can help me with questions or issues

Please connect our Support. They know how to help you, and also whom to escalate the questions and requests to.