



User is unable to login to StorageGRID S3 Bucket

https://kb-stage.netapp.com/hybrid/StorageGRID/Maintenance/User_is_unable_to_login_to_StorageG...

Updated: Wed, 22 Apr 2026 02:10:12 GMT

Applies to

StorageGRID

Issue

User is unable to login to S3 Bucket, getting error on application end :

```
SdkClientException: Unable to execute HTTP request: Connect to
<STORAGEGRID_NODE>:4443 [<STORAGEGRID_NODE>/<IP>] failed: Connect timed
outsoftware.amazon.awssdk.core.exception.SdkClientException: Unable to execute
HTTP request: Connect to <STORAGEGRID_NODE>:4443 [<STORAGEGRID_NODE>/<IP>]
failed: Connect timed out
    at
```

```
software.amazon.awssdk.core.exception.SdkClientException$BuilderImpl.build(SdkClientException$BuilderImpl)
at
software.amazon.awssdk.core.exception.SdkClientException.create(SdkClientException$BuilderImpl)
at sof
```