

## "Unable to open a session" - unable login to centos server from ezeelogin jump server

141 admin November 22, 2022 [Common Errors & Troubleshooting](#) 23809


### Unable to open a session- ssh session fails with pam\_systemd(sshd:session): Failed to create session

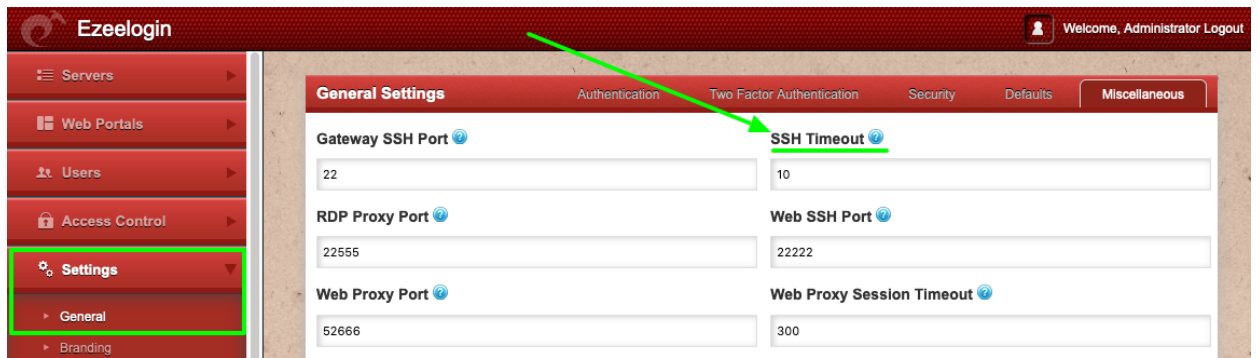
If you are unable to ssh via the ezsh interface and you get the error "*unable to open a session*" and you find these error on the remote server in `/var/log/secure`

```
pam_systemd(sshd:session): Failed to create session: Activation of org.freedesktop.login1 timed out
```

Below is a snippet of the error from `/var/log/secure`

```
Sep 4 17:56:05 server2 sshd[938752]: pam_systemd(sshd:session):  
Failed to create session: Activation of org.freedesktop.login1 timed  
out
```

- 
1. Ensure that you are able to ssh from the gateway box to the remote server directly ( bypassing Ezeelogin ezsh interface). If the ssh works, do change the SSH Timeout value to 300 seconds from 10 seconds to rule out network slowness and a connectivity issue.




2. Do restart systemd-logind.service on the remote server:

```
root@remote-server:~
```


3. Check the size of the `/var/log/btmp`. You can check that by running the following command on the remote server

If you are unable to ssh via the ezsh interface and you get the error on `/home/{username}/ezsh.log`

You can find the following logs on `/var/log/secure` and `/var/log/messages`



If the size of **/var/log/btmp** is high then truncate the logs in **/var/log/btmp**. You can truncate the logs by running the following command on the remote server.



Online URL:

<https://www.ezeelogin.com/kb/article/unable-to-open-a-session-unable-login-to-centos-server-from-ezeelogin-jump-server-141.html>