

## "An error occurred. Please contact administrator." - got error while trying to access remote server from jump server

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## "An error occurred. Please contact administrator." - Error in ssh shell while accessing remote server from ezeelogin bastion host.

Looks for errors in the /home/{username}/ezsh.log. As you can see the user is unable to write the ssh sessions into the directory /var/log/ezlogin/

```
root@jumpserver:~# tail -f /home/{username}/ezsh.log

SSH log file (/var/log/ezlogin/full/john/master~auto-
test-01.master.eznoc.com~Mon_May_9_12:09:12_2018) creation failed:
Permission denied

SSH log file (/var/log/ezlogin/full/john/master~auto-
test-01.master.eznoc.com~Mon_May_9_22:18:38_2018) creation failed:
Permission denied

SSH log file (/var/log/ezlogin/full/john/master~auto-
test-01.master.eznoc.com~Mon_May_9_22:38:25_2018) creation failed:
Permission denied
```

Fix the log permission by executing the following command

```
root@jumpserver:~# /usr/local/ezlogin/eztool.php -fix_log_permissions
```

Online URL:

<https://www.ezeelogin.com/kb/article/an-error-occurred-please-contact-administrator-got-error-while-trying-to-access-remote-server-from-jump-server-211.html>

