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

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How to solve "An error occurred. Please contact administrator." when accessing the remote server from Ezeelogin?

**Overview:** This article provides a solution for the error "**An error occurred. Please contact the administrator**" encountered while accessing a remote server from the ezsh shell. This issue is typically caused by permission problems when writing SSH sessions to the /var/log/ezlogin/ directory. The resolution involves checking the log file for specific errors and correcting the log file permissions using a command.

An error occurred. Please contact administrator. Connection to 192.168.1.38 closed.

**Step 1:** Check for the <u>errors</u> in the /home/{username}/ezsh.log.

root@gateway:~# 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

**Step 2:** Fix the log permission by executing the following command in your gateway server:

root@gateway:~# /usr/local/ezlogin/eztool.php -fix\_log\_permissions

## **Related Articles:**

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## 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