

Error: User add failed. Cannot add user on this node: FAILED: to establish SSH session

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How to solve Error: User add failed. Cannot add user on this node: FAILED: to establish SSH session ?

The screenshot shows the Ezeelogin web interface. A red error banner at the top states: "Error: User add failed. Cannot add user on this node: FAILED: to establish SSH session". Below this is the "Add User" form. The form is divided into two columns. The left column contains fields for: First Name (Luca), Username (Luca), Password (masked with dots), User Group (Admins), Expire (Never), Limit IPs (checkbox), Allowed IPs (text area), SSH Private Key (text area), Sub SSH User (dropdown), Add user to database only (checkbox), and Force Password Change (checkbox). The right column contains fields for: Last Name, Email (luca@gmail.com), Security Code (masked with dots), Status (Active/Suspended), Command Guard (dropdown), Virtual Shell (checkbox), Pass User Through (dropdown), SSH Key Passphrase (text area), LDAP (dropdown), and Authorization Password (masked with dots). There are "Generate" buttons for the Password and Security Code fields. At the bottom right of the form are "Cancel" and "Save" buttons. A sidebar on the left lists various system components like Servers, Web Portals, Users, Access Control, Settings, Cluster, Command Guard, Account, Help, and License.

1. Make sure iptables / firewall is not blocking ssh traffic

Add the following to allow localhost in iptables / firewall

Check if you can ssh " **ssh root@localhost** " / " **ssh root@127.0.0.1** " (Specify the SSH port with the -p variable if you are using a custom SSH port)

2. Make sure SSHD is not blocked in **/etc/hosts.allow** or **/etc/hosts.deny**

Add the following to allow localhost in **/etc/hosts.allow** or **/etc/hosts.deny**

```
sshd : localhost : allow
```

3. If you are using a **custom sshd port** in your gateway, then make sure its updated under **Settings->Miscellaneous->SSH Gateway Port** is set to the **current SSHD listening port** on the ssh gateway server.

Check your **ssh port** with the following command

```
[root@gateway ~]# cat /etc/ssh/sshd_config | grep Port
```

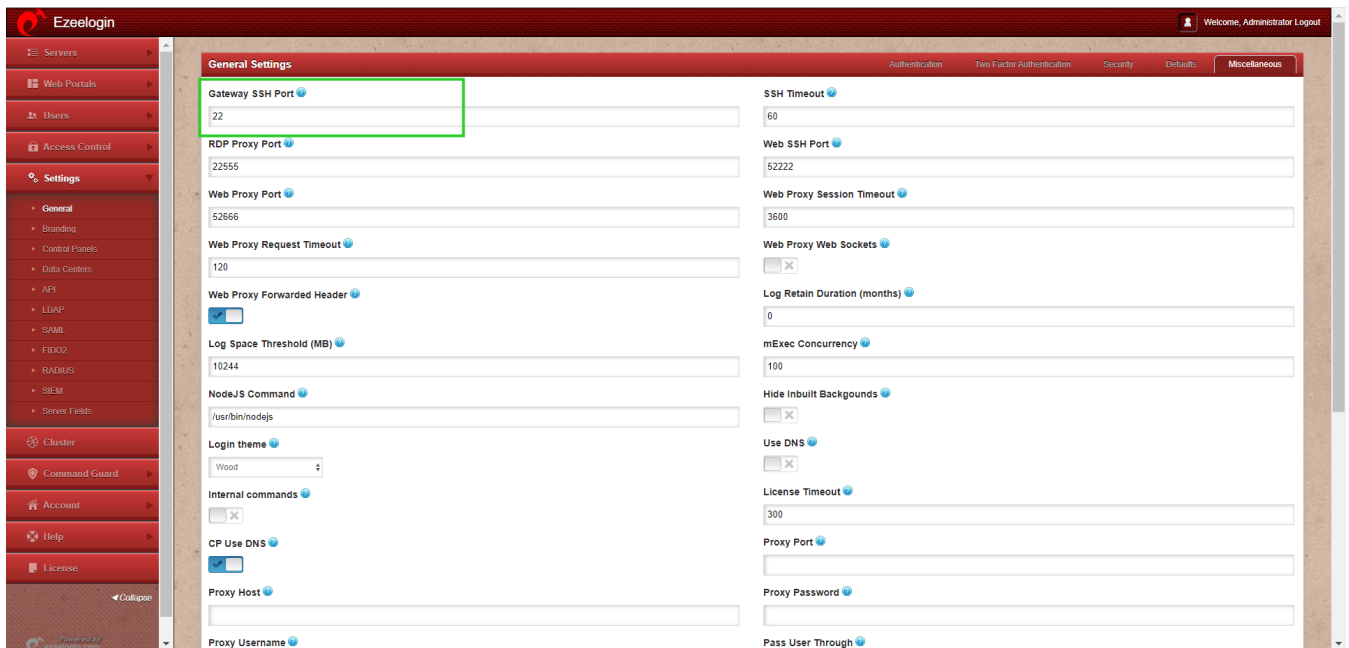
```
# Port 22
```

```
#Gateway Ports no
```

Confirm the sshd configuration step with the following command:

```
[root@gateway ~]# grep -v '^s*#' /etc/ssh/sshd_config | grep -i  
'PermitRootLogin|PubkeyAuthentication|Port|PasswordAuthentication'
```

4. If you are using a **custom SSH port**, make sure it is updated under **Settings->Miscellaneous->SSH Gateway Port**



Ez version : 7.36.0

Related Article:

[no matching host key type found. Their offer: ssh-rsa,ssh-dss \[preauth\]](#)

Online URL:

<https://www.ezeelogin.com/kb/article/error-user-add-failed-cannot-add-user-on-this-node-failed-to-establish-ssh-session-235.html>