

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

Overview: This article provides steps to resolve the error "**Error: User add failed. Cannot add user on this node: FAILED: to establish SSH session**" in the Ezeelogin GUI when adding a gateway user.

The screenshot shows the Ezeelogin web interface. At the top, a red error banner reads: "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 (disabled), Allowed IPs (empty), SSH Private Key (empty), 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 (dropdown), Pass User Through (dropdown), SSH Key Passphrase (empty), LDAP (dropdown), and Authorization Password (masked with dots). There are "Generate" buttons for the Password and Security Code fields, and "Cancel" and "Save" buttons at the bottom right of the form.

Step 1: Ensure that iptables or the firewall is **not blocking** SSH traffic. Add the following rule on the gateway server to allow traffic from localhost:

```
root@gateway:~# iptables -A INPUT -p tcp -s localhost -j ACCEPT
root@gateway:~# csf -a 127.0.0.1
```

Step 2: Verify SSH access to localhost by running the following commands. If a custom SSH

port is being used, specify it with the **-p** option.

```
ssh root@localhost OR ssh root@127.0.0.1 OR ssh root@localhost -p [port]
```

Step 3: Make sure SSHD is not blocked in **/etc/hosts.allow** or **/etc/hosts.deny**. Add the following line to **/etc/hosts.allow** to allow SSH access from localhost:

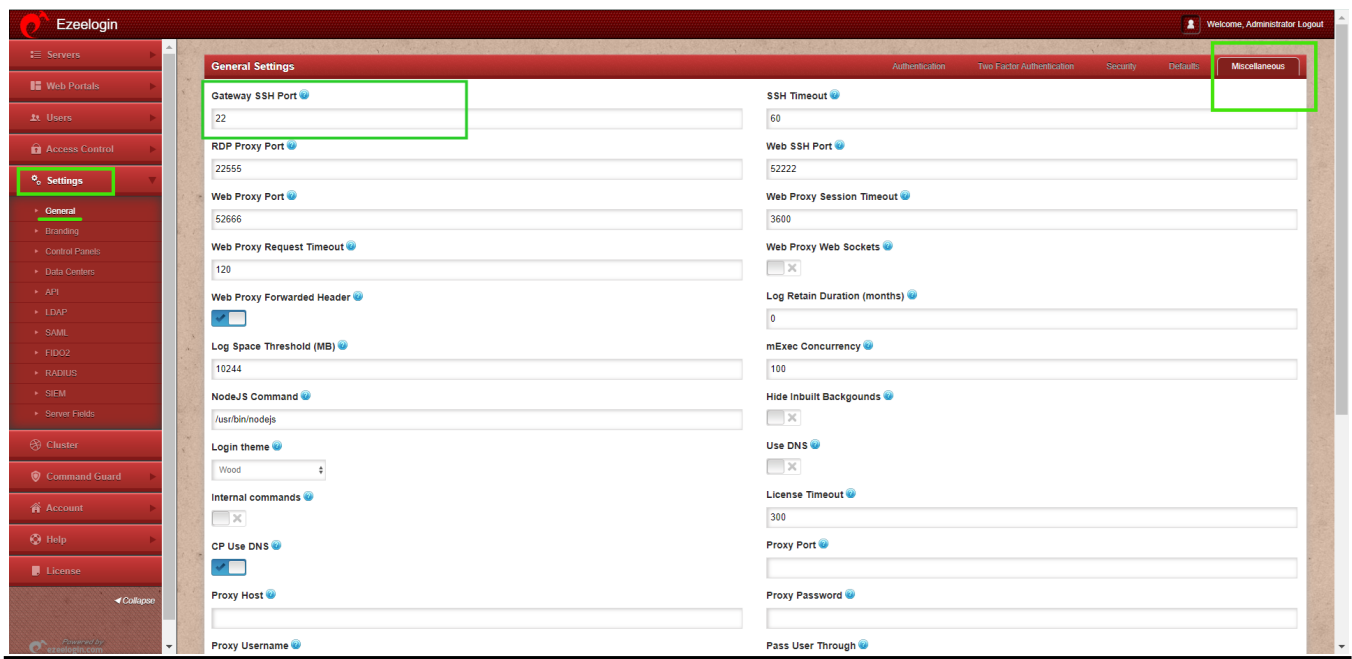
```
root@gateway:~# vim /etc/hosts.allow
```

```
sshd : localhost : allow
```

Step 4: Verify the SSH port used on the gateway server with the following command.

```
root@gateway:~# cat /etc/ssh/sshd_config | grep Port
Port 22
#Gateway Ports no
```

Step 5: If a [custom SSHD port](#) is being used on the gateway server, ensure it is updated in **Settings -> Miscellaneous -> Gateway SSH Port** to match the current SSHD listening port on the SSH gateway server.



Related Articles:

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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>