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 ?

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
```

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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
```
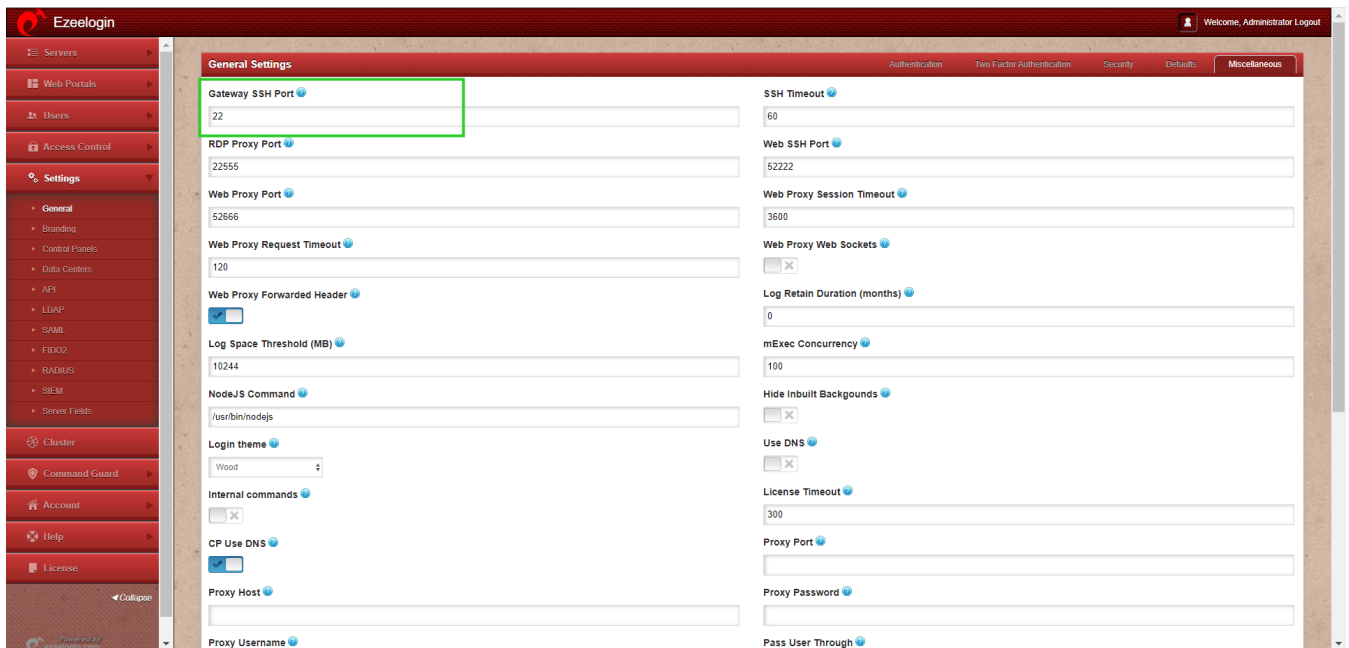
Confirm the sshd configuration step with the following command:

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

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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]