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

235 Manu Chacko October 11, 2024 Common Errors & Troubleshooting 6815

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.

Ezeelogin Welcome, Administrator Logout						
i≣ Servers ►	State of					
🖬 Web Portals		Error: User add failed. Cannot add user on this node: FAILED: to establish SSH session				
±t Users ▼		Add User	•			
		First Name	Last Name			
		Luca				
	2.10	Username 🥥	Email			
		Luca	luca@gmail.com			
	12.1	Password	Security Code 🥥			
		Generate User Group	Status			
		Admins \$	Active Suspended			
	1					
		Expire 💿	Command Guard 🐨			
F Status		Never \$	None 🗘			
Access Control		Limit IPs 🥹	Allow Disallow			
[©] ₀ Settings ►		×	Virtual Shell 🞯			
🛞 Cluster		Allowed IPs 💿	×			
		6	Pass User Through 🥹			
Command Guard		SSH Private Key 🕑	Inherit \$			
🐔 Account 🔹 🕨			SSH Key Passphrase 🕢			
🛞 Help 🕨 🕨	61.0					
📕 License			LDAP 🥹			
∢ Collapse		Sub SSH User 🕑	None +			
			Authorization Password @			
		Select +				
		Add user to database only 🐵	Cancel Save			
	5 N	×				
		Force Password Change 💿				
		×				

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 <u>custom SSHD port</u> 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.

Ezeelogin				Welcome, Administrator Logo	out ^	
i≣ Servers ►						
		General Settings		Authentication Two Factor Authentication Security Defaults Miscellaneous		
Web Portals	×	Gateway SSH Port 🕢		SSH Timeout 😡		
±t Users ►		22		60		
Access Control		RDP Proxy Port 🐵		Web SSH Port 💿		
% Settings ▼		22555		52222		
	1.0	Web Proxy Port 🐵		Web Proxy Session Timeout 😨		
General		52666		3600		
Branding Control Panels		Web Proxy Request Timeout 🐵		Web Proxy Web Sockets 🕡		
 Data Centers 		120		X		
► API		Web Proxy Forwarded Header 🐵		Log Retain Duration (months) 🐵		
► LDAP				0		
► SAML	x	Log Space Threshold (MB) 🐵		mExec Concurrency 🐷		
FIDO2		10244		100		
RADIUS SIEM		NodeJS Command 🕡		Hide Inbuilt Backgounds 🗑		
 Server Fields 		NodeJS Command W /usr/bin/nodejs		Hide Inbuilt Backgounds 🥣		
	~					
Cluster	1	Login theme 🐵		Use DNS 🖗		
Command Guard		Wood \$		X		
💣 Account 🔹 🕨		Internal commands 🐵		License Timeout 🕡		
🚫 Help 🕨 🕨		×		300		
S neip	1.0	CP Use DNS @		Proxy Port 🐵		
License		×				
		Proxy Host 🧼		Proxy Password 🥹		
					1	
Powered by ezeelogin.com		Proxy Username 🐵		Pass User Through 🗑	-	

Related Articles:

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

User add failed

User add failed Cannot add user on other node: REMOTE HOST IDENTIFICATION HAS CHANGED!

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