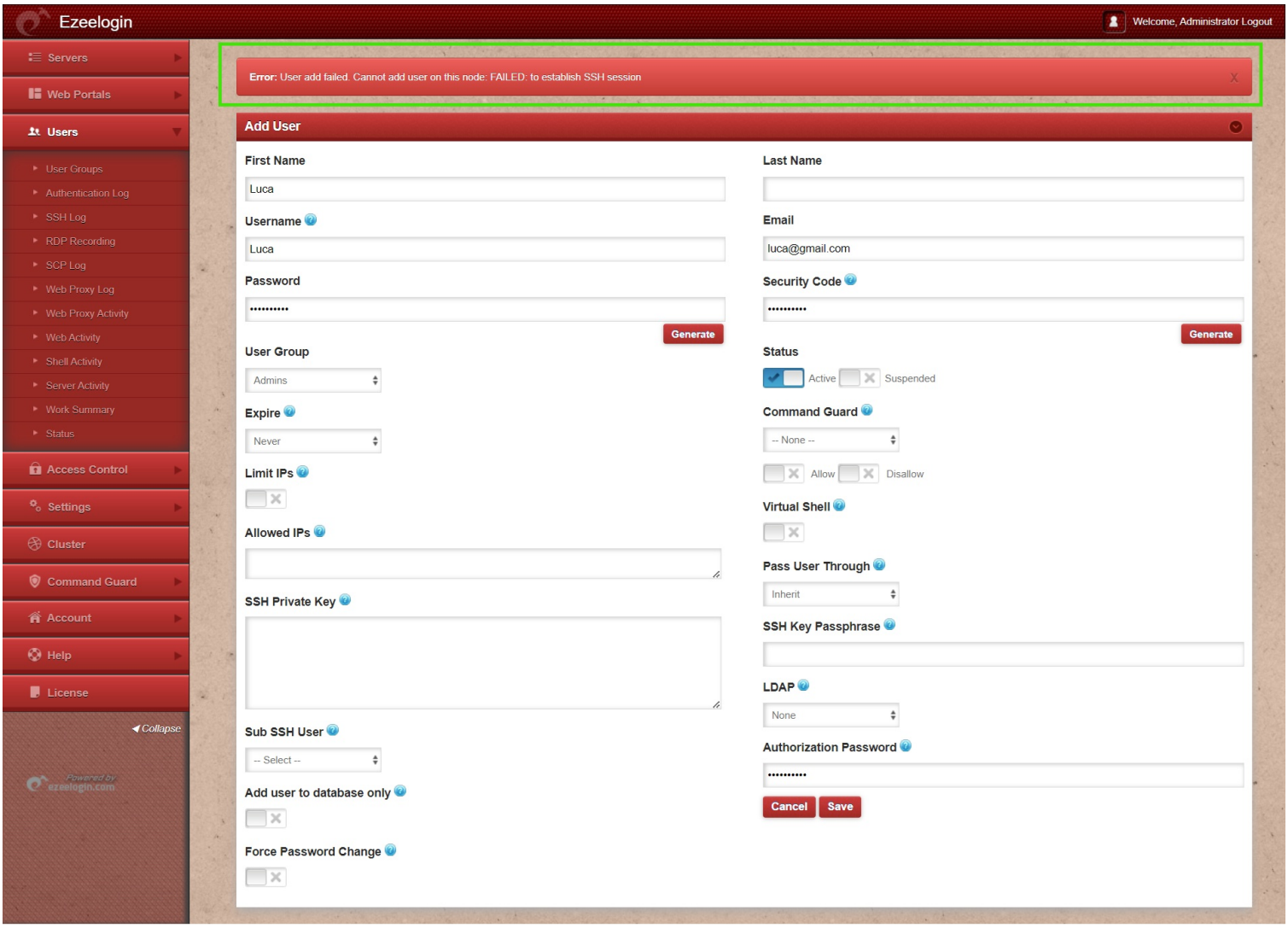
Error: User add failed. Cannot add user on this node: FAILED: to establish SSH session

235 Manu Chacko October 11, 2024 Common Errors & Troubleshooting 8990

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.



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:

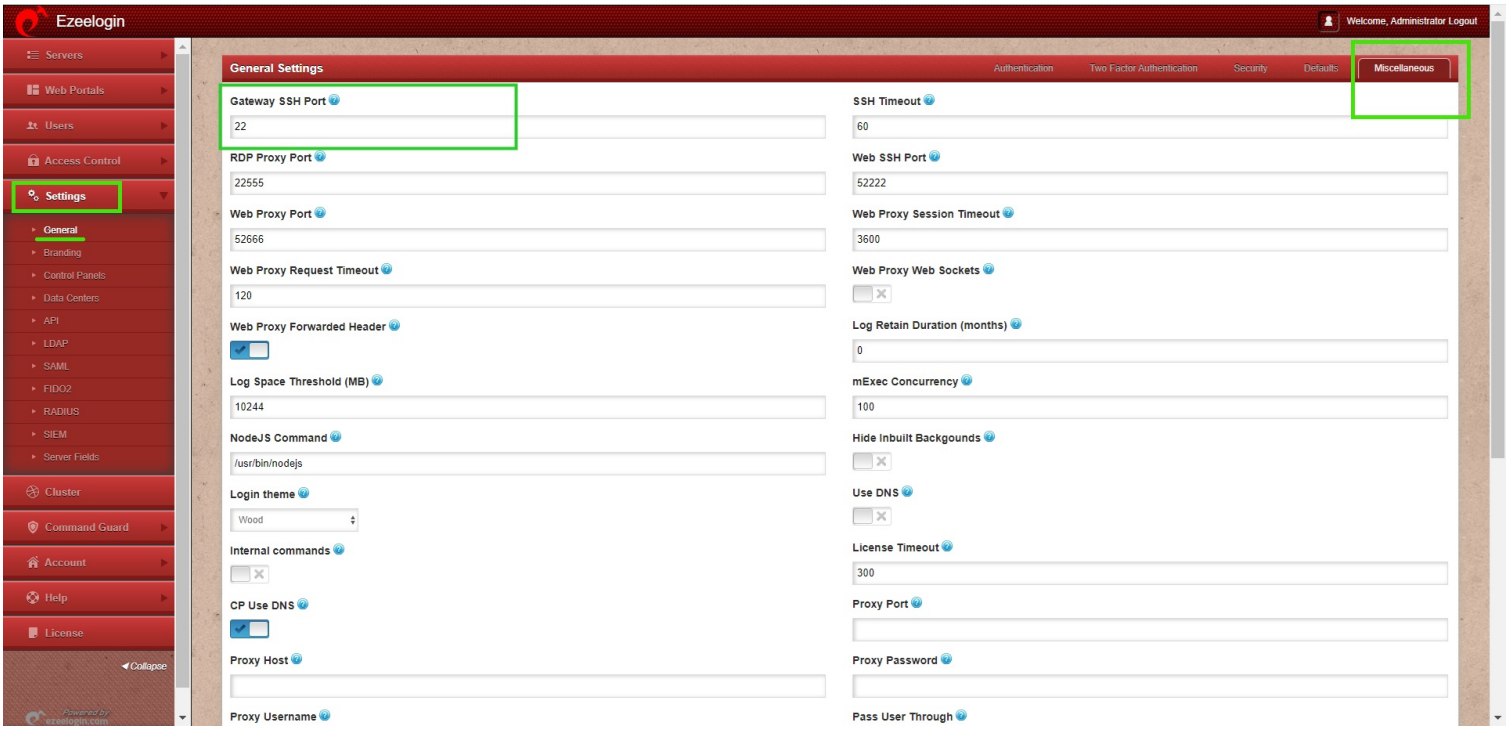
```
root@gateway:~# vim /etc/hosts.allow

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.



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