## WEBSOCKET SERVER DISCONNECTED: transport close

309 admin August 28, 2024 <u>Technical</u> 5444

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**Overview:** This article describes the issue of encountering 'WEBSOCKET SERVER DISCONNECTED: transport close' by enabling auto-create for LDAP users, adjusting SSHD configuration, and managing user settings in the Ezeelogin gateway server.

This error occurs when the user is not present in the system. Enabling the auto-create feature resolves the issue by automatically creating a system user when an LDAP user logs in to the web interface. Follow these steps to resolve the issue:

## Note

If the gateway user is present on the server, please add the following lines to the SSHD configuration and try again.

Add the following parameters to the END of /etc/ssh/sshd\_config file and restart SSHD to reflect the changes.

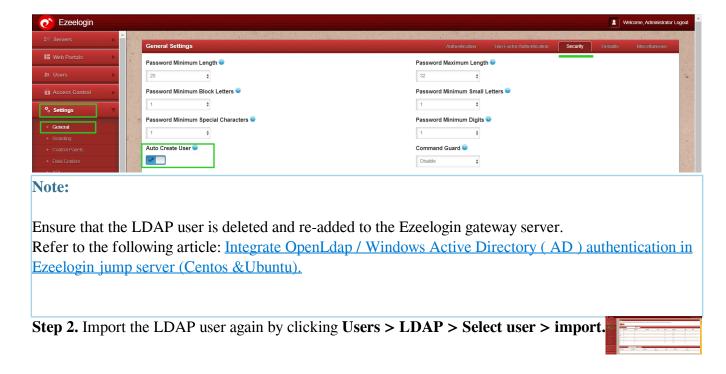
Match Address 127.0.0.1

PermitRootLogin yes

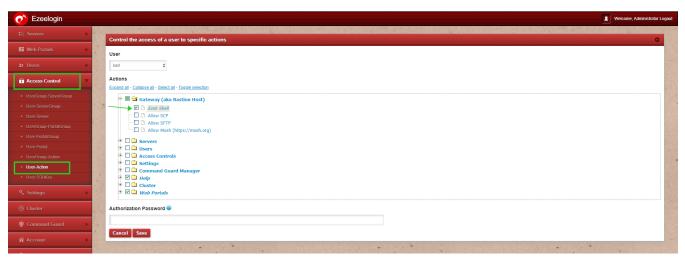
PubkeyAuthentication yes

PasswordAuthentication yes

**Step 1.** Delete the imported LDAP user from the Ezeelogin gateway server and then enable the autocreate feature by clicking **Setting > General > Security > Auto-create user.** 



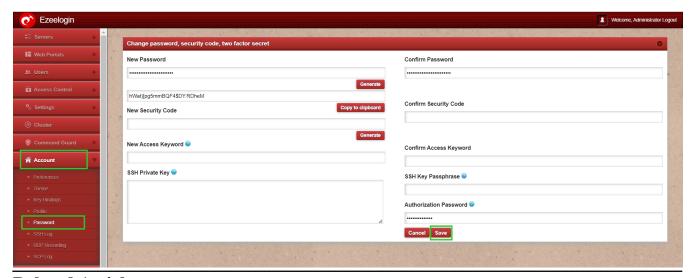
**Step 3.** Grant privilege for the user to access the web shell by navigating to **Access Control > User** action > select the user and enable the ezsh shell feature.



**Step 4.** Now access the web shell / webSSH console as the ldap-user.



- If the issue still persists.
- 1. Reset the User password if the issue still persists from GUI under Accounts > Password.



## **Related Articles**

Setup WebSSH console.

Backend Shell Feature.

Online URL:

https://www.ezeelogin.com/kb/article/websocket-server-disconnected-transport-close-309.html