

WEBSOCKET SERVER DISCONNECTED: transport close

309 admin November 1, 2023 [Technical](#) 3538

WEBSOCKET SERVER DISCONNECTED: transport close

This error occurs when the user is not present in the system, enabling the auto-create feature will solve the issue. This feature auto-creates a system user when a LDAP user login to the web. The following are the steps to resolve the issue:

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.

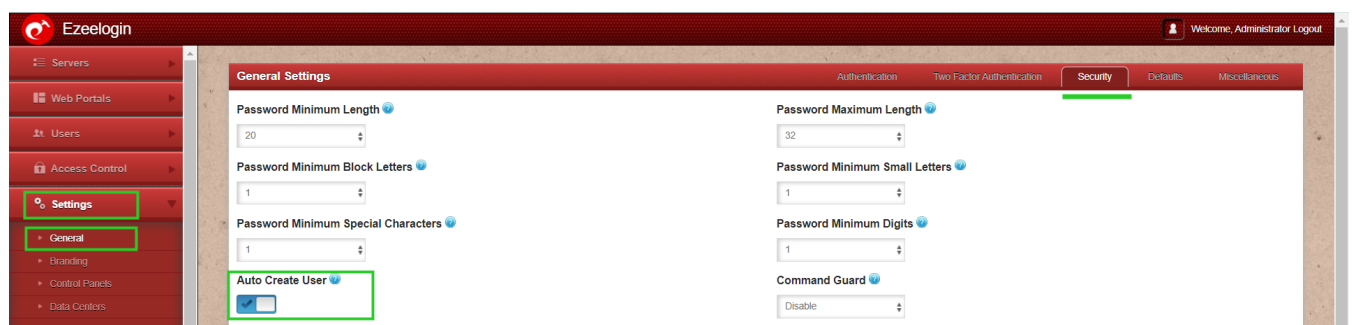
```
Match Address 127.0.0.1
```

```
PermitRootLogin yes
```

```
PubkeyAuthentication yes
```

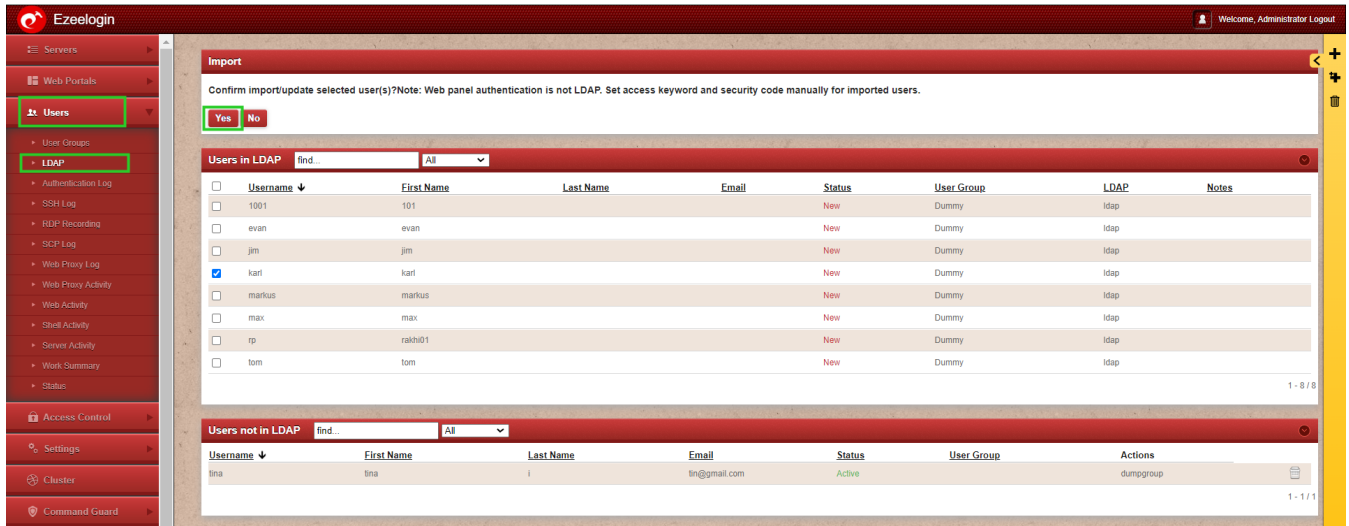
```
PasswordAuthentication yes
```

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

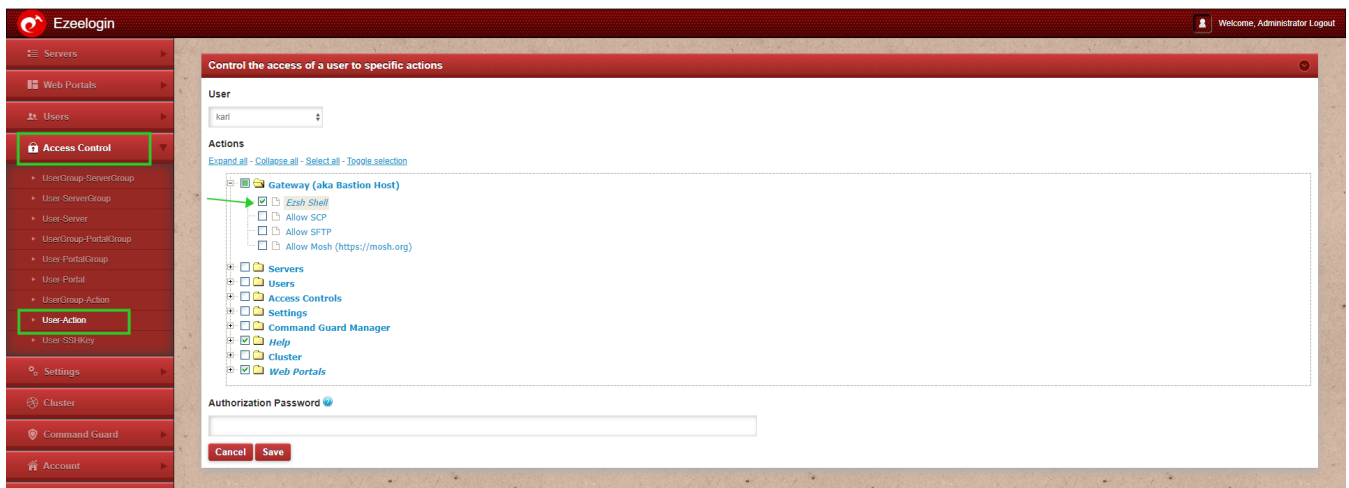


Ensure that the LDAP user is deleted and re-added to the Ezeelogin gateway server.
Refer the following article: [Integrate OpenLdap / Windows Active Directory \(AD \) authentication in Ezeelogin jump server \(Centos &Ubuntu\)](#)

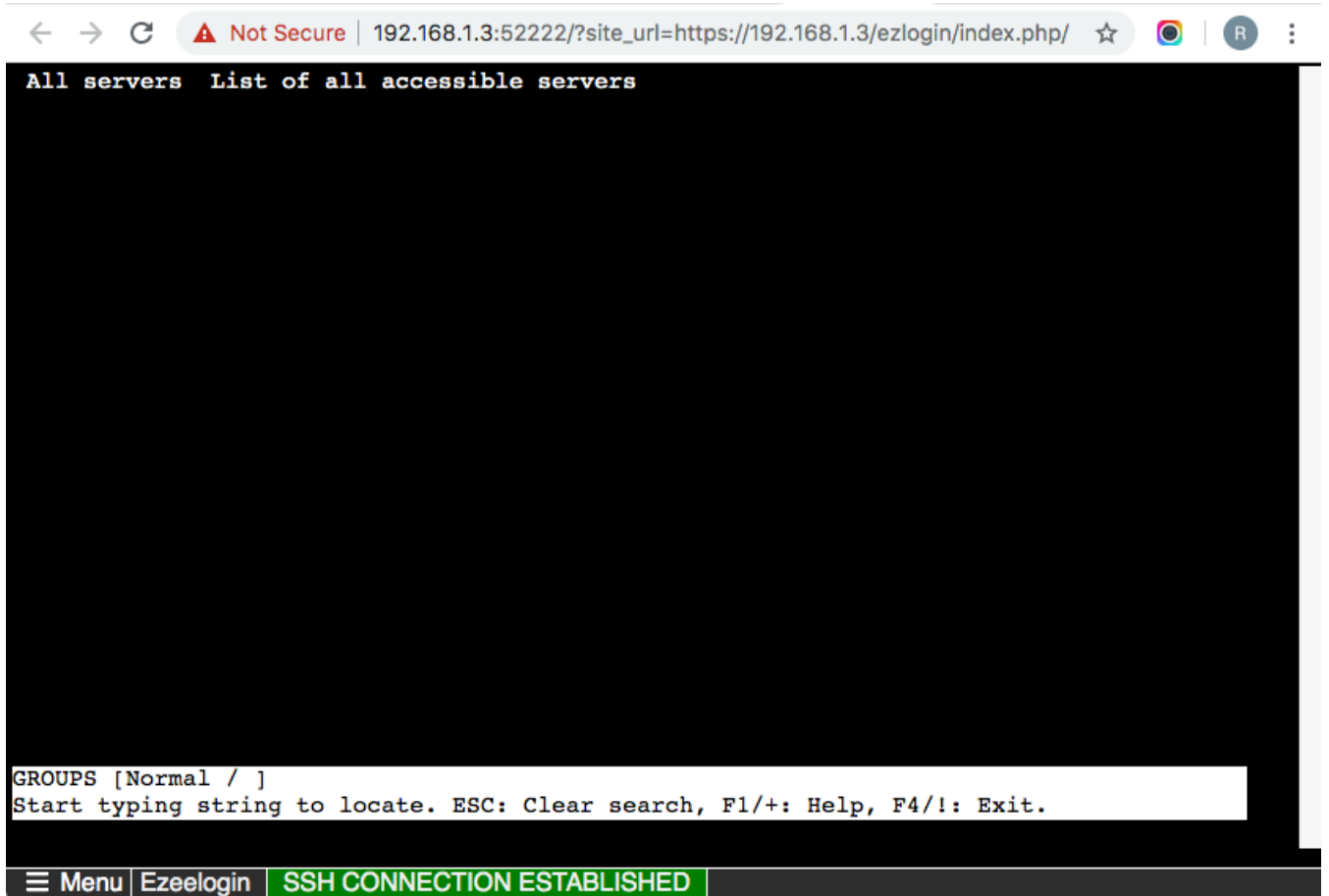
2. Import the LDAP user again by clicking Users > LDAP > Select user > import



3. Grant privilege for the user to access the web-shell.



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



1) If the Issue still persists Reset the User password from GUI under Accounts > Password

Ezeelogin

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Web Portals

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Change password, security code, two factor secret

New Password

.....

Generate

hWatJpg5mmBQF4\$DYRDheM

Copy to clipboard

New Security Code

Generate

New Access Keyword

SSH Private Key

Confirm Password

.....

Confirm Security Code

Confirm Access Keyword

SSH Key Passphrase

Authorization Password

.....

Cancel

Save

Online URL:

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