

## User add failed

33 admin April 6, 2021 [Common Errors & Troubleshooting](#) 9064

### 1. User add in your Ezeelogin Web panel prompted with the following error:

"User add failed. sh: /usr/local/ezlogin/ezcltool: Permission denied"

Check whether you have enabled **SELinux** on your server. You can check this by executing the following command.

```
root@gateway ~]# sestatus
SELinux status: disabled
```

Solution 1 :

Disabling SELinux will fix the issue.

Solution 2 :

Ensure that the permission of file and folder is correct.

```
root@gateway ~]# chmod 755 /usr/local/ezlogin/ezcltool
```

```
root@gateway ~]# chmod 751 /usr/local/ezlogin
```

```
root@gateway ~]# Chmod 751 /usr/local
```

```
root@gateway ~]# chmod 751 /usr
```

Ensure that you have set these correctly in **/etc/ssh/sshd\_config**.

```
#SSHD Global Settings

AllowTcpForwarding no

PubkeyAuthentication yes

PasswordAuthentication yes


#SSHD localhost settings.

Match Address 127.0.0.1

PermitRootLogin yes

PubkeyAuthentication yes
```

## **2. Message: Cannot add user on this node: Authentication by ssh key failed**

Run this command :

```
root@gateway ~]# cat /usr/local/etc/ezlogin/id_clkey.pub >>
/root/.ssh/authorized_keys
```

### 3. Error:- User delete failed Cannot delete user on this node: Authentication by ssh key failed

Solution :

- Make sure you are able to SSH to localhost as root on the Ezeelogin installed SSH gateway server, Gateway SSH port is set correctly in general settings and that firewall allows connections to ssh port of the servers being added to Ezeelogin.



```
~]#
```

- If you are using a very old version of Ezeelogin, please upgrade to the new version and try again.

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

Solution :

- Make sure iptables / firewall is not blocking ssh traffic and make sure SSHD is not blocked in /etc/hosts.allow or /etc/hosts.deny
- If you are using a custom SSHD port in your gateway, then make sure it's updated under Settings->Miscellaneous->SSH Gateway Port is set to the current SSHD listening port on the ssh gateway server.

Ezeelogin

Welcome, Administrator Logout

Servers

Web Portals

Users

Access Control

Settings

- General
- Branding
- Control Panels
- Data Centers
- API
- LDAP
- SAML

General Settings

Authentication Two Factor Authentication Security Defaults Miscellaneous

Gateway SSH Port 22000

SSH Timeout 10

RDP Proxy Port 22555

Web SSH Port 22222

Web Proxy Port 52666

Web Proxy Session Timeout 300

Web Proxy Request Timeout 120

Web Proxy Web Sockets ☒

Web Proxy Forwarded Header ☒

Log Retain Duration (months) 0

Online URL: <https://www.ezeelogin.com/kb/article/user-add-failed-33.html>