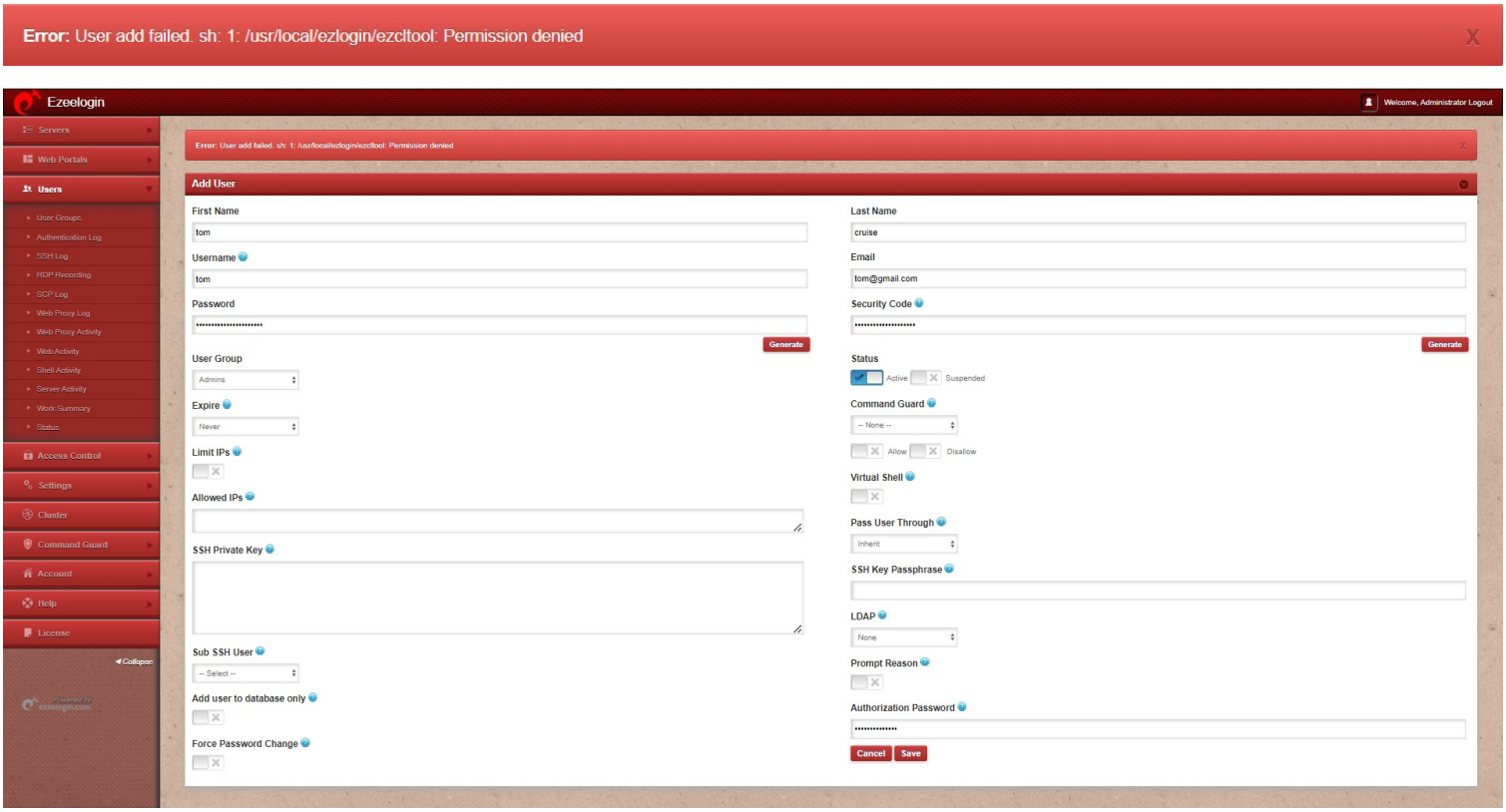
User add failed

33 admin September 28, 2024 Common Errors & Troubleshooting 13963

Error: User add failed. sh: 1: /usr/local/ezlogin/ezcltool: Permission denied

Overview: This article will help the Ezeelogin users fix the user add error shown in the GUI. Follow the below steps to troubleshoot the issue.

You might have received this error while trying to add the gateway user.



To troubleshoot the error while adding the gateway user, we will check the firewall, verify permissions, and ensure the SSHD configuration.

Step 1: Check if SELinux is enabled on the server. Run the command below to verify this.

```
root@gateway:~# sestatus

SELinux status: enabled
```

Disable SELinux to fix the issue:

```
root@gateway:~# vim /etc/sysconfig/selinux

SELINUX=disabled
```

Step 2: Ensure that the **permissions of files and directories are 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
```

Step 3: Ensure to set below settings in **/etc/ssh/sshd_config**.

```
root@gateway:~# vim /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
```

Following these steps will ensure that you resolve the "Permission denied" error when adding a gateway user in your gateway server.

Related Articles:

Error: User add failed. Cannot add user on this node: FAILED: to establish SSH session
Error: User add failed. Error: Plugin caching_sha2_password could not be loaded
User add failed: Error waiting for connection: Cannot add user on this node: Could not connect
User add failed Cannot add user on this node: REMOTE HOST IDENTIFICATION HAS CHANGED!
User add failed Cannot add user on other node: REMOTE HOST IDENTIFICATION HAS CHANGED!
Error: User add failed. Cannot add a user on this node. user already exists

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