User add failed Cannot add user on this node: REMOTE HOST IDENTIFICATION HAS CHANGED!

34 admin February 16, 2023 [Common Errors & Troubleshooting](#) 13048

User add failed. Fingerprint changed:Cannot modify user on this node: REMOTE HOST IDENTIFICATION HAS CHANGED! (Reset fingerprint to authorize the change)

The identity of your gateway server has changed(due to os reload, IP migration, etc). Reset the fingerprint of the Ezeelogin installed node.
From the web panel, click **Cluster -> Reset the SSH fingerprint of this node**
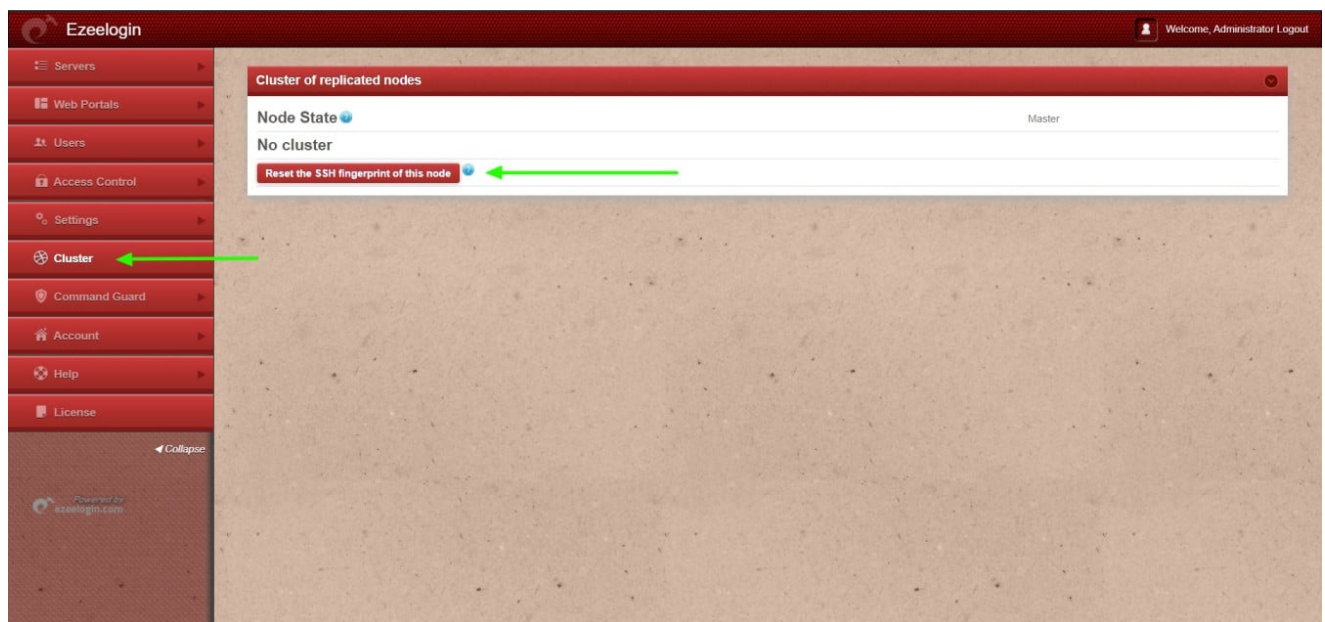
Run the following MySQL query to reset the fingerprint from the backend " **update db_prefix_settings set value='''' where name='local_fp';** " (Replace the **db_prefix** with the values

in **/usr/local/etc/ezlogin/ez.conf** in your Ezeelogin)

You can reset fingerprint by running:

```
root@jumpserver:~#
```

User add failed Cannot add user on other node: REMOTE HOST IDENTIFICATION HAS CHANGED!