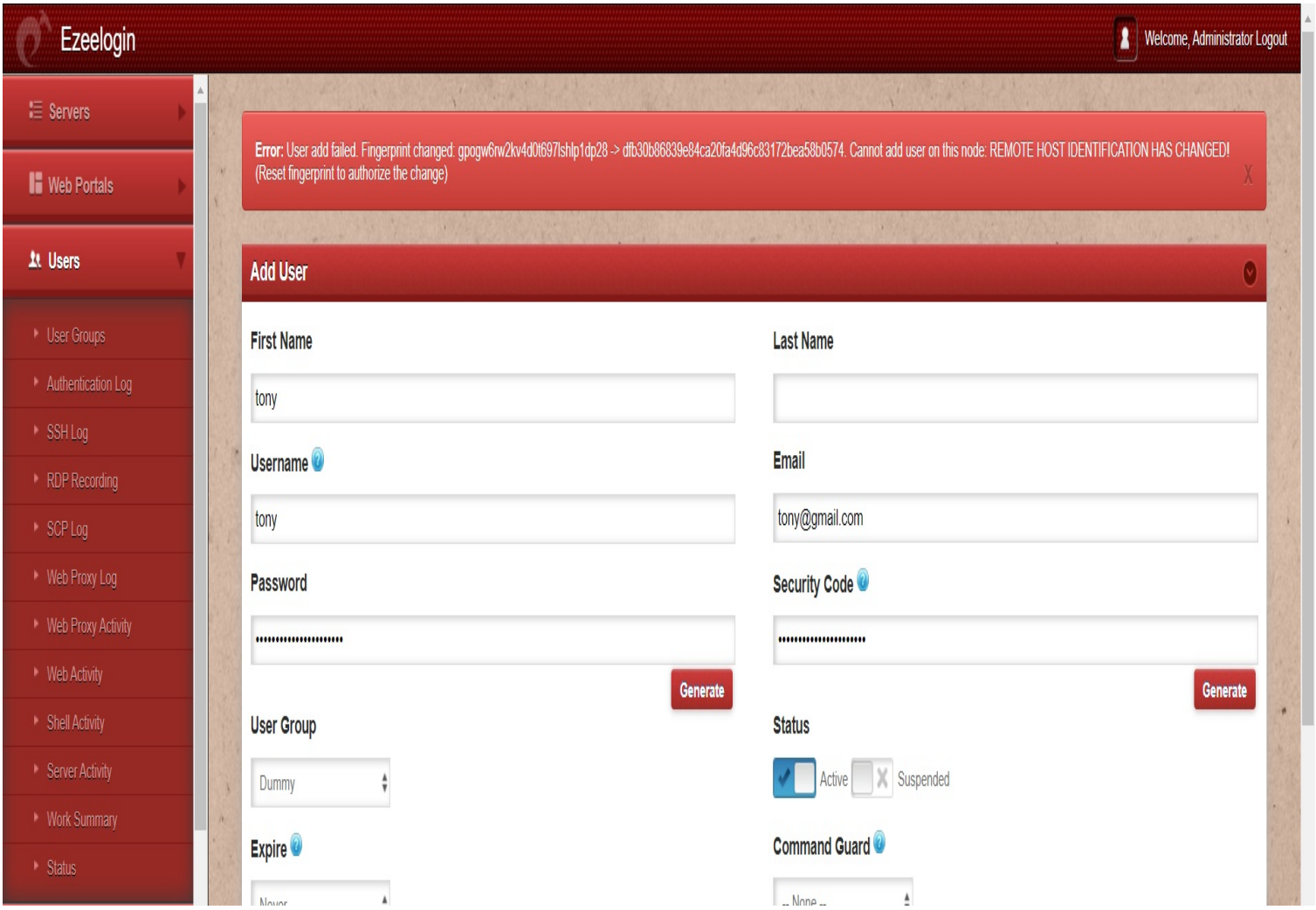
User add failed Cannot add user on this node: REMOTE HOST IDENTIFICATION HAS CHANGED!

34 admin November 21, 2024 Common Errors & Troubleshooting 19751

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

Overview: This article will help gateway users fix the error "user add failed: cannot modify user on this node: REMOTE HOST IDENTIFICATION HAS CHANGED" displayed in the WebGUI while adding or modifying the gateway users.



This error occurs when the identity of your gateway server has changed due to OS reload, IP migration, etc.

Follow the below step to **Reset the fingerprint** of the Ezeelogin installed node **from the web panel**,

Step 1: Click on **Cluster** tab **-> Reset the SSH fingerprint of this node** to resolve the error.

This will resolve the issue received in GUI, but in any case, if you are not able to log in to the Ezeelogin GUI interface. Follow the emergency CLI method.

Emergency CLI Method:

Run the following MySQL query from the gateway server to *reset the fingerprint in the backend.*

```
root@gateway:~# php /usr/local/ezlogin/ez_queryrunner.php "UPDATE prefix_settings SET value='' WHERE name='local_fp'"
```

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User add failed

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

Error: User add failed. Cannot add a user on this node. user already exists

Online URL: https://www.ezeelogin.com/kb/article/user-add-failed-cannot-add-user-on-this-node-remote-host-identification-has-changed-34.html