

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

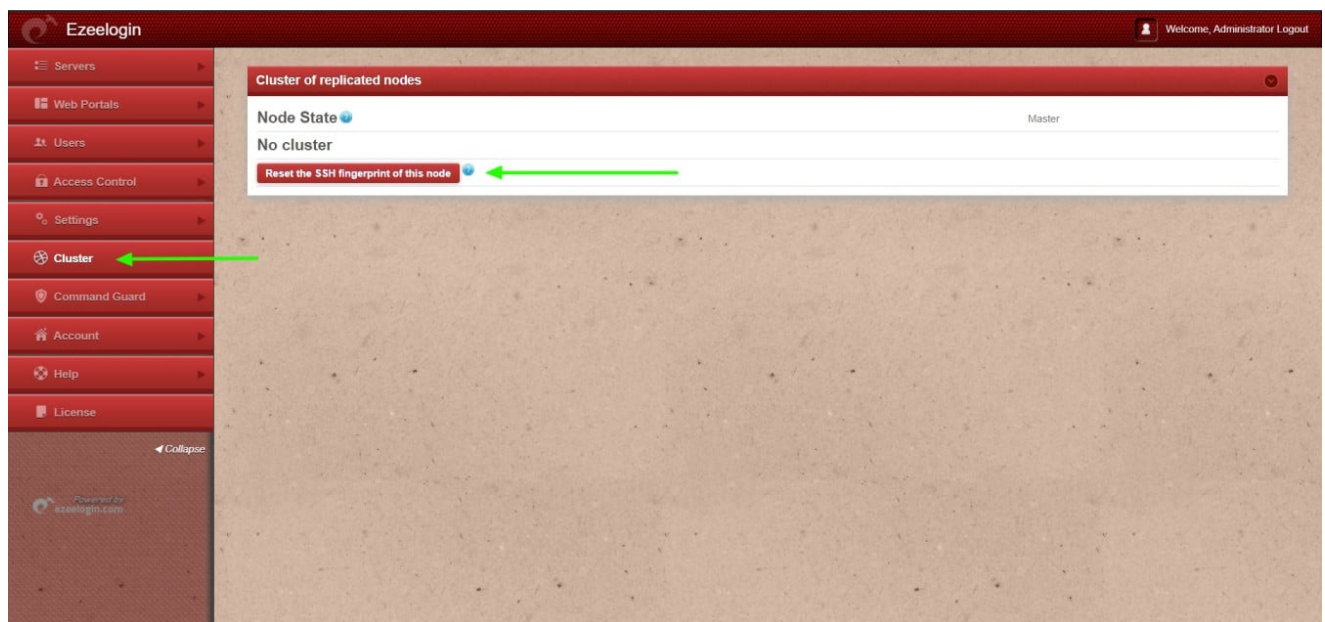
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User add failed. Fingerprint changed: Cannot modify user on this node: REMOTE HOST IDENTIFICATION HAS CHANGED! (Reset fingerprint to authorize the change)

The screenshot shows the Ezeelogin web interface. At the top, a red banner displays an error message: "Error: User add failed. Fingerprint changed: 84ca18b6706bdd2bd23e13a52ee97a6200d9302 -> 84ca18b6706bdd2bd23e13a52ee97a6200d9304. Cannot add user on this node: REMOTE HOST IDENTIFICATION HAS CHANGED! (Reset fingerprint to authorize the change)". Below the banner is the "Add User" form. The form is divided into two columns. The left column contains fields for First Name (Dany), Username (Dany), Password (masked), User Group (Admins), Expire (Never), Limit IPs (unchecked), Allowed IPs (empty), SSH Private Key (empty), Sub SSH User (Select), Add user to database only (unchecked), and Force Password Change (unchecked). The right column contains fields for Last Name, Email (Dany@gmail.com), Security Code (masked), Status (Active), Command Guard (None), Virtual Shell (unchecked), Pass User Through (Inherit), SSH Key Passphrase (empty), LDAP (None), and Authorization Password (masked). At the bottom right of the form are "Cancel" and "Save" buttons. A sidebar on the left lists various navigation options like Servers, Web Portals, Users, Access Control, Settings, Cluster, Command Guard, Account, Help, and License.

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!](#)

Online URL:

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