User add failed: Error waiting for connection: Cannot add user on this node: Could not connect

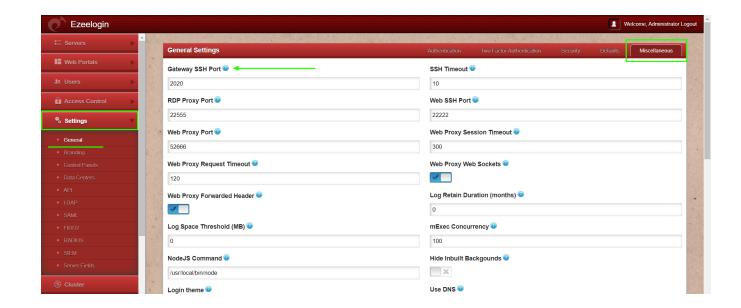
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How to fix the error message "User add failed: Error waiting for connection: Cannot add user on this node: Could not connect" that appears in the GUI?

Synopsis: This article will help the gateway users to resolve the error "User add failed: Cannot add user on this node: Could not connect" displayed in the GUI when adding or editing gateway users.

Step 1: Make sure the gateway port is set correctly. Confirm the gateway port by running below command.

Step 2: Update the global setting from GUI Settings -> General -> Miscellaneous -> SSH Gateway Port



Step 3: Confirm the same by running below command.
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