

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

35 admin September 29, 2024 [Common Errors & Troubleshooting](#) 6767

## 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?

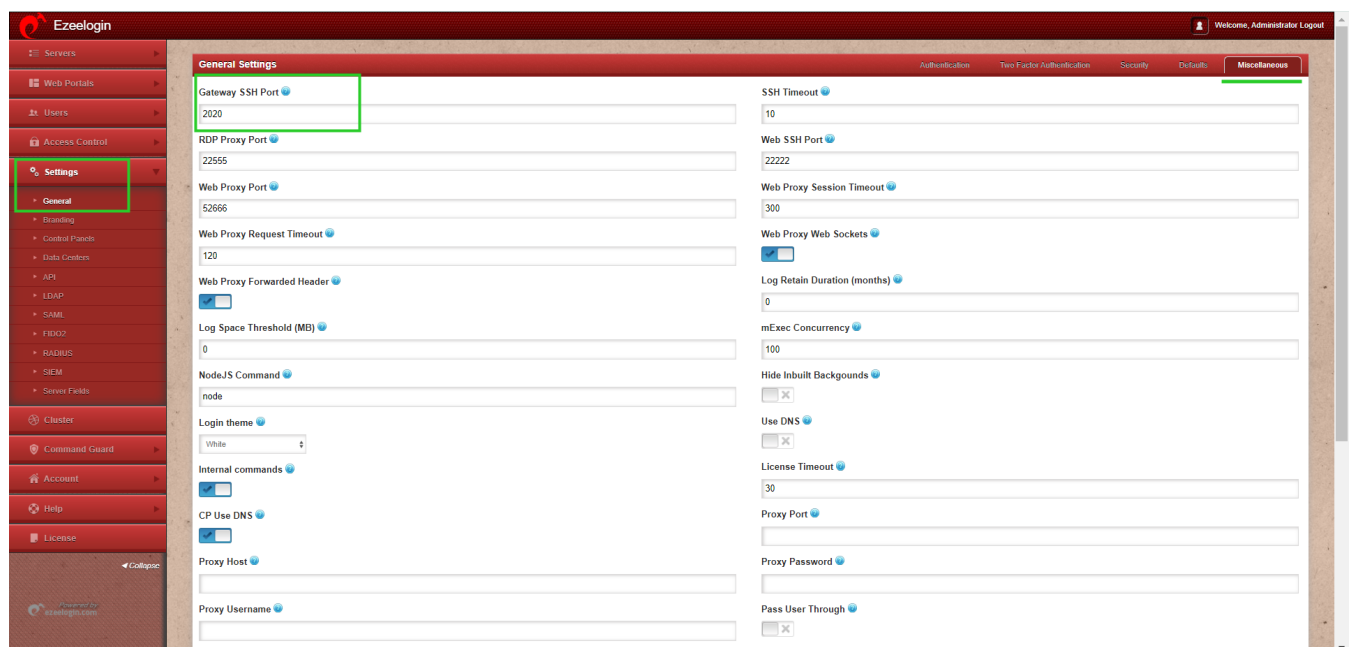
**Overview:** This article will help the gateway users resolve the error "User add failed: Cannot add user on this node: Could not connect" displayed in the GUI when adding or editing gateway users.

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

```
root@gateway:~# grep -i '^port' /etc/ssh/sshd_config

Port 2020
```

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



**Step 3:** Confirm the same by running the below command.

```
root@gateway:~# ssh root@localhost -p <port number>
```

Contact [support](#) with any [error messages](#) you may have.

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## Related Articles:

[User add failed](#)

[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 Cannot add user on this node: REMOTE HOST IDENTIFICATION HAS CHANGED!](#)

[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](#)

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