

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

35 admin March 8, 2018 [Common Errors & Troubleshooting](#) 5226

I get the following error on adding a new user

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

- Make sure the gateway port is set correctly under
Settings->General->Miscellaneous->SSH Gateway port

ezeelogin

Welcome, rLogout

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Gateway SSH Port

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SSH Timeout

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RDP Proxy Port

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NodeJS Command

/usr/local/bin/node

Log Space Threshold (MB)

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mExec Concurrency

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Login theme

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Internal commands

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Use DNS

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License Timeout

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Proxy Host

Proxy Port

Proxy Username

Proxy Password

Web SSH Port

52222

Cancel

Save

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- The gateway ssh port would be the port that is sshd is listening on.
If you are running a slave cluster, make sure that sshd is listening on the same port as the master.
- Also, make sure are you able to login with the following command.



```
root@localhost
```

Online URL:

<https://www.ezeelogin.com/kb/article/user-add-failed-error-waiting-for-connection-cannot-add-user-on-this-node-could-not-connect-35.html>