

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

35 admin June 14, 2024 [Common Errors & Troubleshooting](#) 5446

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**

Ezeelogin Welcome, Administrator Logout

Servers Web Portals Users Access Control **Settings** Cluster

General Branding Control Panels Data Centers API LDAP SAML FIDO2 RADIUS SIEM Server Fields

General Settings Authentication Two Factor Authentication Security Defaults **Miscellaneous**

Gateway SSH Port 2020

RDP Proxy Port 22555

Web Proxy Port 52666

Web Proxy Request Timeout 120

Web Proxy Forwarded Header

Log Space Threshold (MB) 0

NodeJS Command /usr/local/bin/node

Login theme

SSH Timeout 10

Web SSH Port 22222

Web Proxy Session Timeout 300

Web Proxy Web Sockets

Log Retain Duration (months) 0

mExec Concurrency 100

Hide Inbuilt Backgrounds

Use DNS

Step 3: Confirm the same by running below command.



Related Articles:

User add failed

Error: User add failed. Cannot add user on this node: FAILED: to establish SSH session

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

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

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

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>