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

35 admin September 29, 2024 Common Errors & Troubleshooting 8818

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?

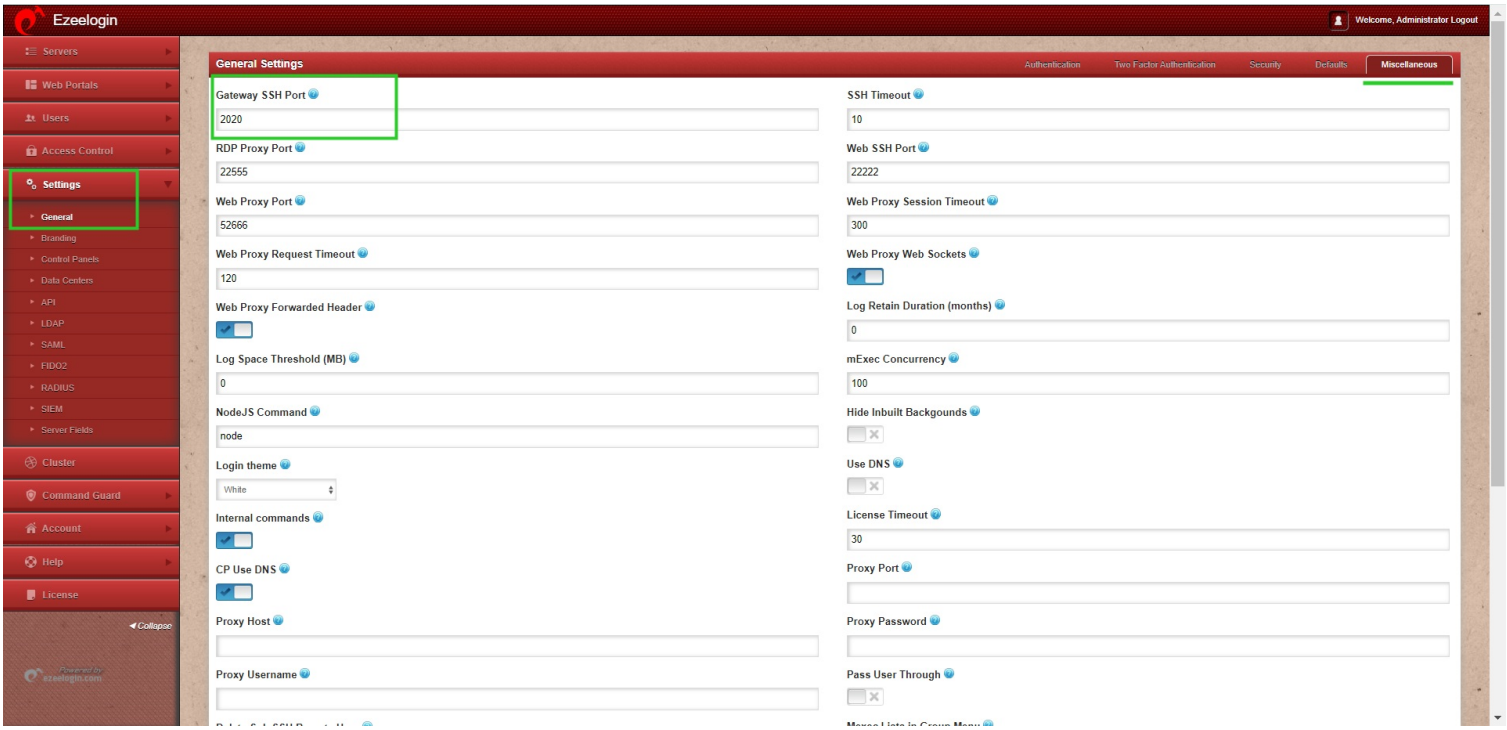
Overview: This article will help the gateway users resolve the error "User add failed: Cannot add user on this node: Could not connect" displayed in the GUI when adding or editing gateway users.

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.

Related Articles:

User add failed

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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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