Could not connect or access the remote servers/devices

458 Krishnaja January 25, 2025 Common Errors & Troubleshooting 2543

Unable connect or access the remote servers

Overview: This article helps in resolving the issue of being unable to connect or access remote servers from Ezeelogin.

```
mailserver.eznoc

Could not connect

Server: mailserver.eznoc, port: 22

Press any key to continue...|

mailserver.eznoc

Failed to establish SSH session

Server: mailserver.eznoc, port: 22

Press any key to continue...|
```

The above errors may occur due to several reasons. The following are some of the reasons

Step 1: Make sure that the sshd is listening on the port specified while adding a server

Ezeelogin		1
∷ Servers	Edit Server	
Server Groups	Hostname	IP Address(es)
► Super Groups		
► Sub SSH Users	mailserver.eznoc	192.168.18.188
► Sub SSH User Maps	SSH Private Key @	SSH Password / RDP Password
► mExec lists		*****
► Import		Clear @
► Global Key	SSH Key Passphrase @	
► Key Management		Server Group
■ Web Portals	Password Management	test \$
1 Users ▶	keep server passward SSH Port	SSH enabled
n Access Control ▶	22	Remote SSH login user / RDP login user
^o ₀ Settings ▶	Control Panel @	root
⊗ Cluster	None ‡	Datacenter @
© Command Guard	Description	None •
		Windows Domain @
Account	RDP @	
⊘ Help ▶	-x	Cancel Save

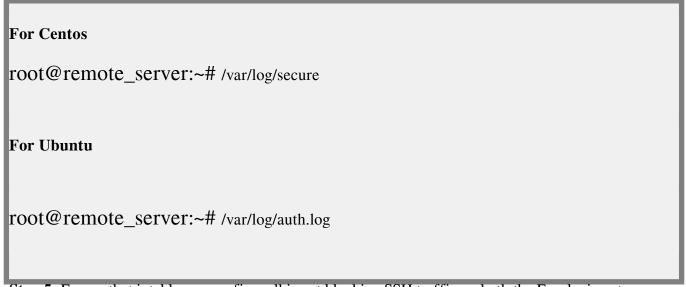
Step 2: Ensure that you are able to telnet to the remote machine from the Ezeelogin gateway server.

```
root@gateway:~# telnet <remote_server_ip> <ssh port>
```

Step 3: Make sure that you can manually SSH into the remote server from the Ezeelogin gateway server.

```
root@gateway:~# ssh username@remoteserver_ip or hostname
```

Step 4: Check the error log from the remote server to which you are trying to login.



Step 5: Ensure that iptables or any firewall is not blocking SSH traffic on both the Ezeelogin gateway

server and the remote server. Verify that the SSH port is open on both the Ezeelogin gateway and the remote server.

Add the following rule to allow outbound connection in the Ezeelogin gateway server.

```
root@gateway:~# iptables -A OUTPUT -s 192.168.18.195 -p tcp --dport 22 -j ACCEPT
```

Add the following rule to allow inbound connection on the remote server.

```
root@remote_server:~# iptables -A INPUT -p tcp -s 192.168.18.195
--dport 22 -j ACCEPT
```

Related Articles:

Authentication by ssh key failed

Authentication by key or password not supported

Online URL:

https://www.ezeelogin.com/kb/article/could-not-connect-or-access-the-remote-servers-devices-458.html