

## Could not connect or access the remote servers/devices

458 Krishnaja March 14, 2023 [Common Errors & Troubleshooting](#) 1676

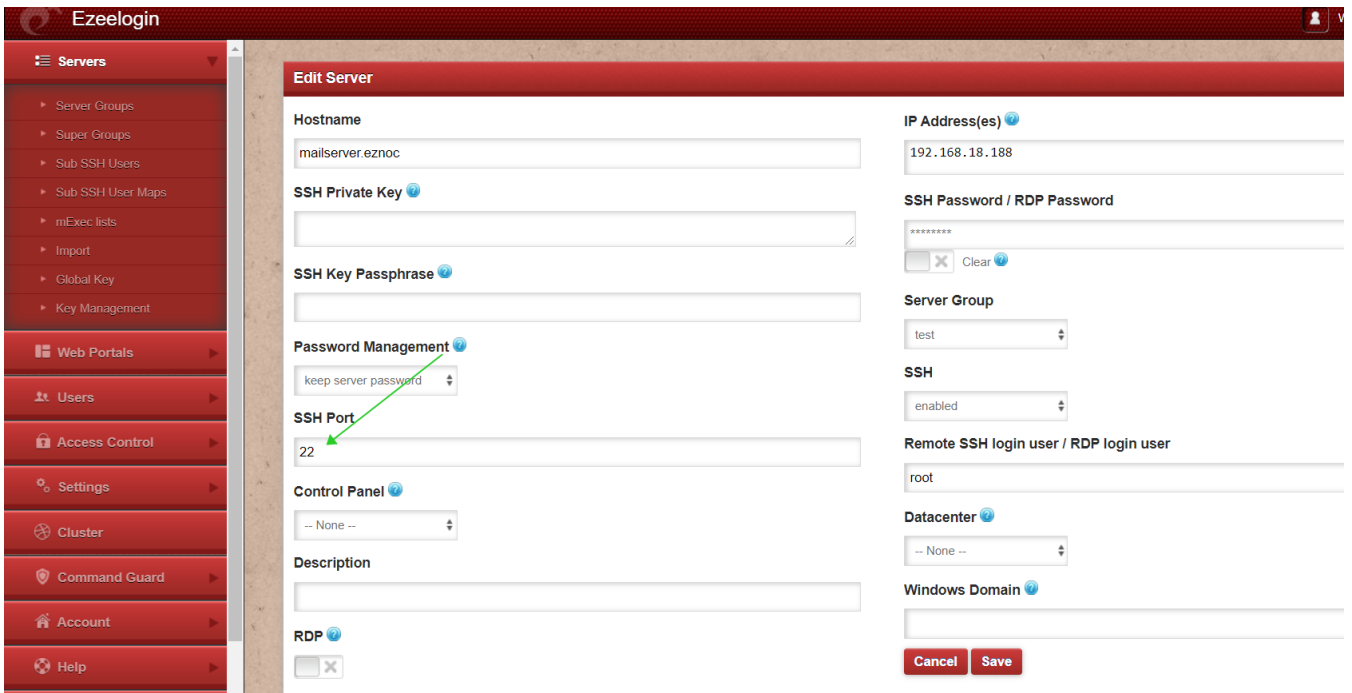
Could not connect or access the remote servers added in the Ezeelogin gateway

```
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...|
```

This error may occur due to several reasons. The following are some of the reasons

1. Make sure that the sshd is listening on the port specified in the Add server form as shown below



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

```
telnet <remote_node_ip> <ssh port>
```

3. Make sure that you are able to manually ssh to the remote server from the Ezeelogin gateway server.

4. Check for the SSHD error log of the remote server to which you are trying to log in.

If it is **Centos** it will be /var/log/secure

If it is **Ubuntu** it will be /var/log/auth.log

5. Make sure iptables / firewall is not blocking ssh traffic in the Ezeelogin gateway server and the remote server. check 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: ~
```

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



Online URL:

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