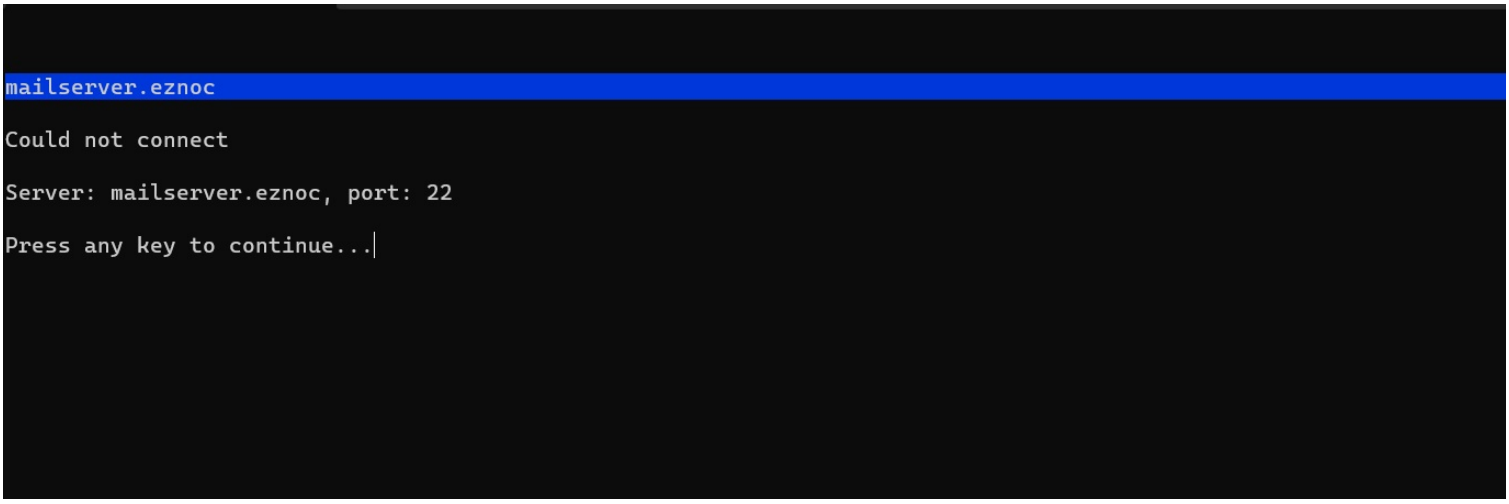
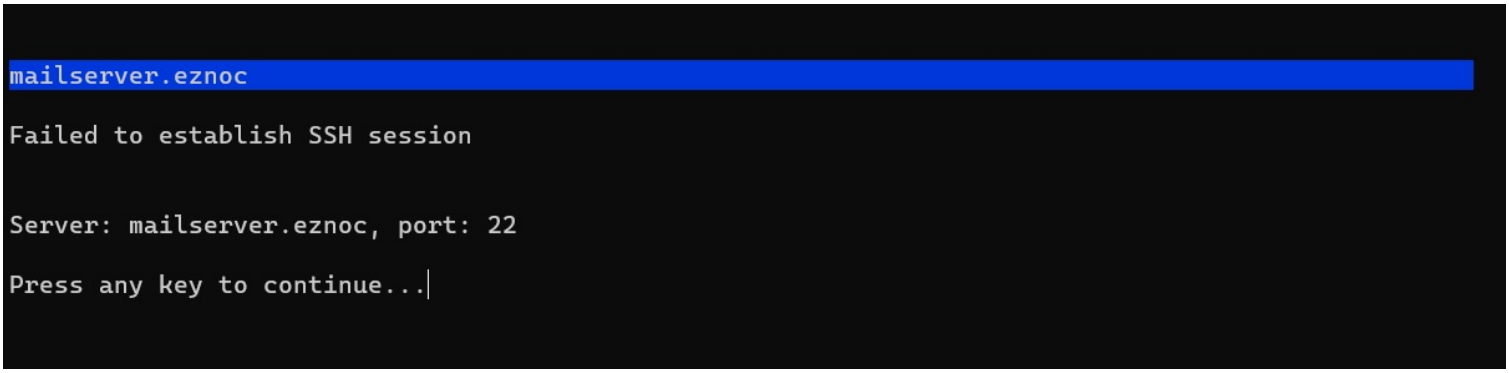
# Could not connect or access the remote servers/devices

458 Krishnaja January 25, 2025 Common Errors & Troubleshooting 4355

### 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.




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

**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.

**For Centos**

```
root@remote_server:~# /var/log/secure
```

**For Ubuntu**

```
root@remote_server:~# /var/log/auth.log
```

**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