Authentication by ssh key failed

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How to solve the error "Authentication by SSH key failed/Authentication by SSH key failed" in Ezeelogin?

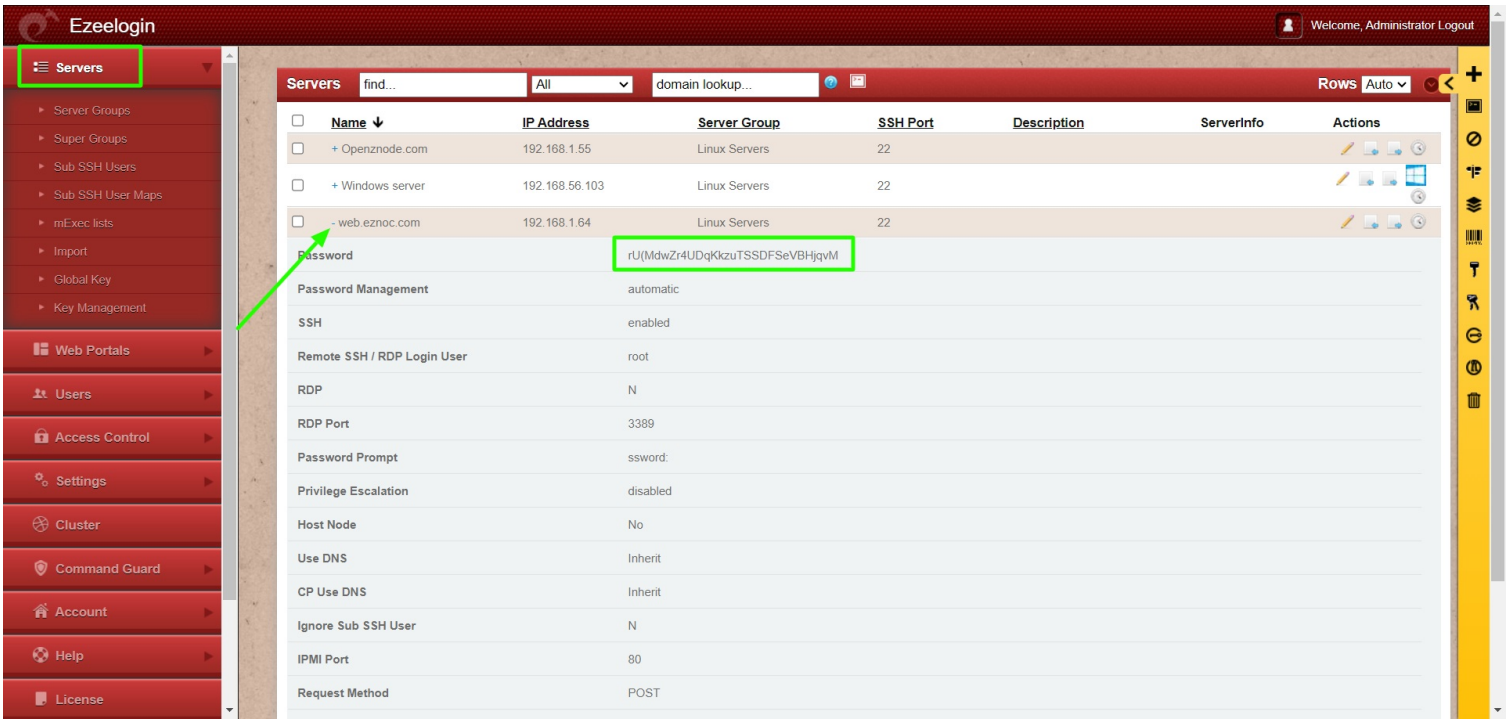
Overview: This article helps in resolving the "**Authentication by SSH key failed/Authentication by password failed**" error that occurs in the backend(ezsh) when logging into a remote server.



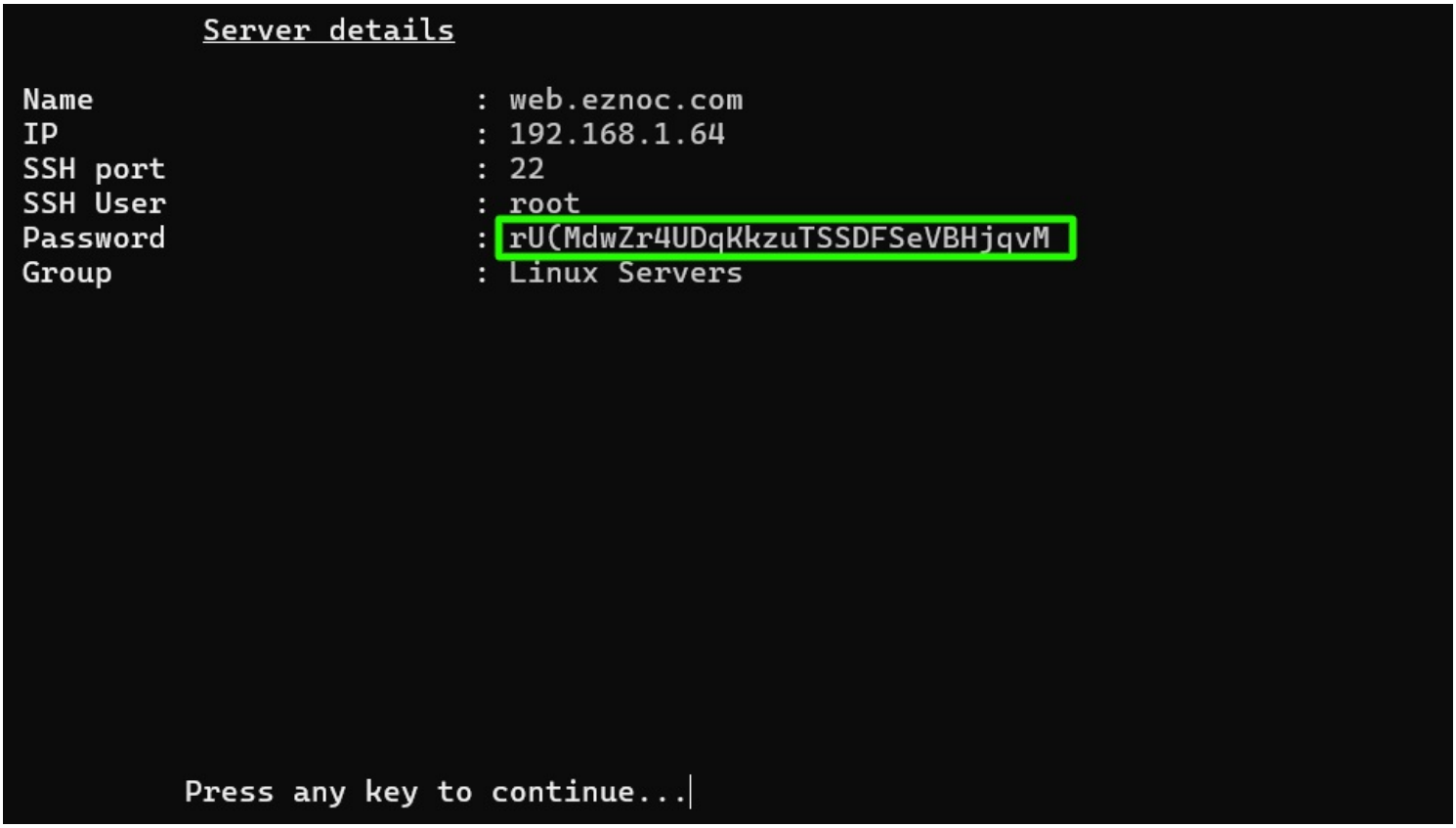
Step 1: Confirm manually SSH to the remote server from the Ezeelogin gateway server.

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

Step 2: Verify the password has been entered correctly from Ezeelogin GUI and backend(ezsh). Refer below screenshots.



Step 2(A): To view password from backend(ezsh), ssh into the jump server, select the server whose password needs to be viewed, and press the tab key.



Step 3: While adding the server using a key, make sure that the key is correct and does not contain any strange characters or space while copy-pasting.

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

For Ubuntu:
root@remote_server:~# /var/log/auth.log

For Centos:
root@remote_server:~# /var/log/secure

For other OS (RockyLinux, AlmaLinux, Amazon Linux, RHEL, Debian):

root@remote_server:~# journalctl -u sshd or journalctl -u ssh

Step 5: Ensure that either **PasswordAuthentication** or **PublicKeyAuthentication** directives is enabled in the **sshd_config** file on the remote server.

```
root@remote_server:~# sshd -T | grep -i 'PubkeyAuthentication\|PasswordAuthentication'

pubkeyauthentication yes
passwordauthentication yes
```

Step 6: Ensure that the user or user group is listed under **AllowUsers** or **AllowGroups** directives in the **sshd_config** file on the remote server to permit SSH access.

```
root@remote_server:~# sshd -T | grep -i 'AllowUsers\|AllowGroups'

allowusers root
allowusers alex
allowgroups ezuser
```

Step 7: Check the error logs

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Authentication by key or password not supported

Online URL: https://www.ezeelogin.com/kb/article/authentication-by-ssh-key-failed-471.html