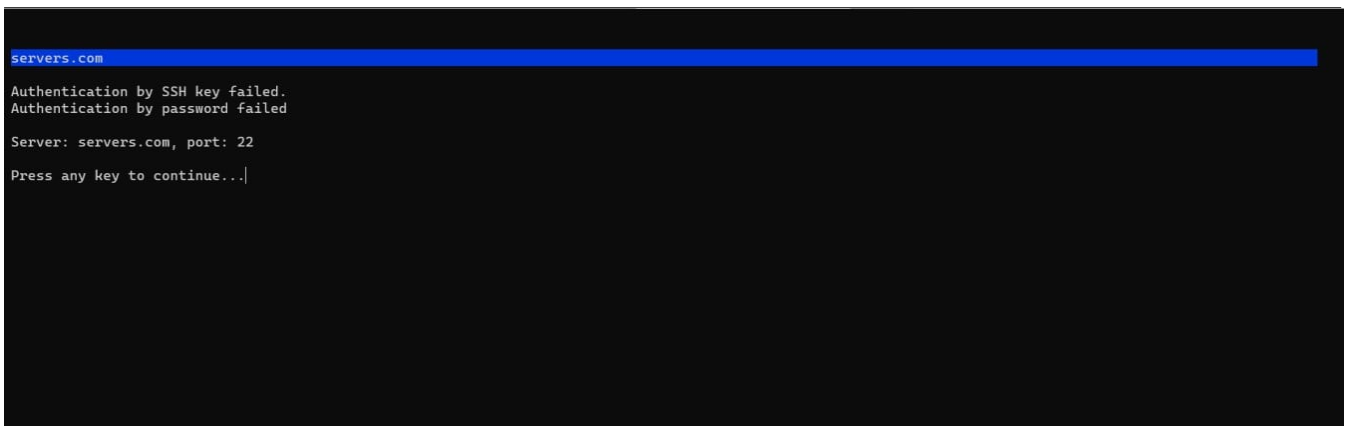


Authentication by ssh key failed

471 Jisna Joseph July 1, 2025 [Common Errors & Troubleshooting](#) 3750

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

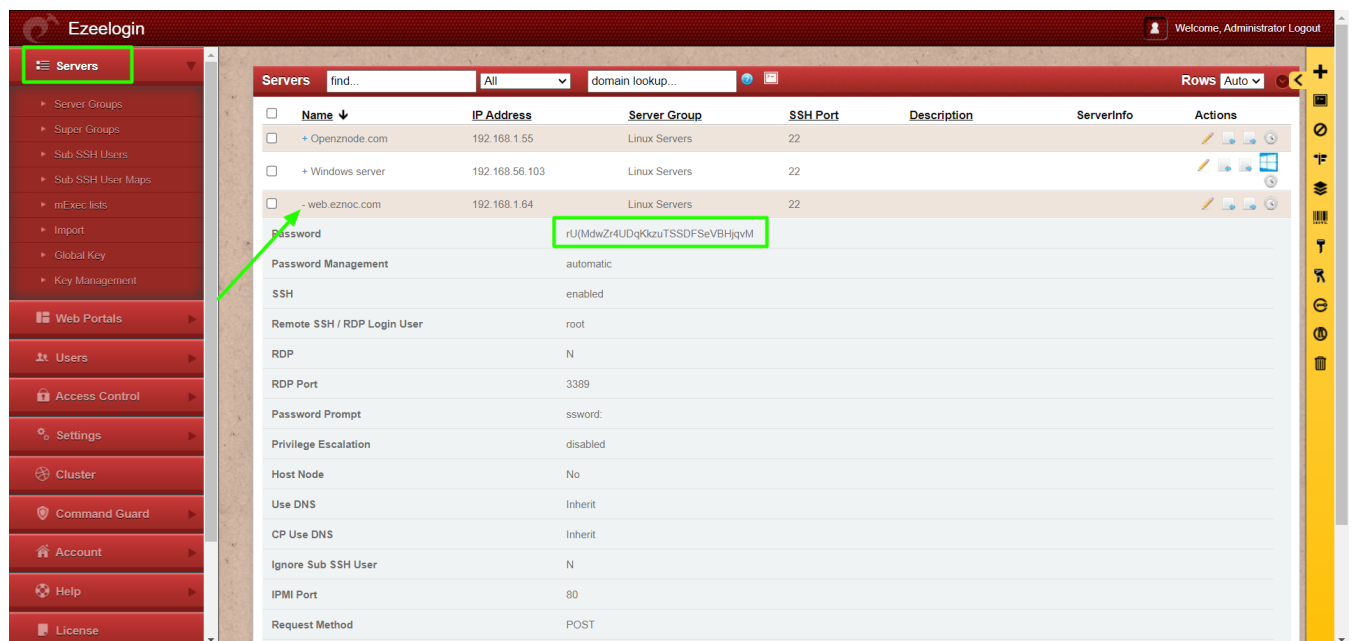
Overview: This article helps in resolving the "Authentication by SSH key failed/Authentication by password failed" error that occurs in the backend(ezsh) when logging into a remote server.



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.

```
Server details
Name           : web.eznoc.com
IP             : 192.168.1.64
SSH port       : 22
SSH User       : root
Password       : rU(MdwZr4UDqKkzuTSSDFSeVBHjqvM
Group          : Linux Servers

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

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](#)

Related Articles:

[Error: Server login failed. Authentication by SSH key failed!. Remote Error: \(1\) if: Expression Syntax..](#)

[Authentication by key or password not supported](#)

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