

Transfer file from desktop machine to remote server

538 Nesvin KN October 4, 2023 [Productivity & Efficiency Features](#) 1486

How to transfer files from the user's desktop to remote servers using Ezeelogin jump server ?

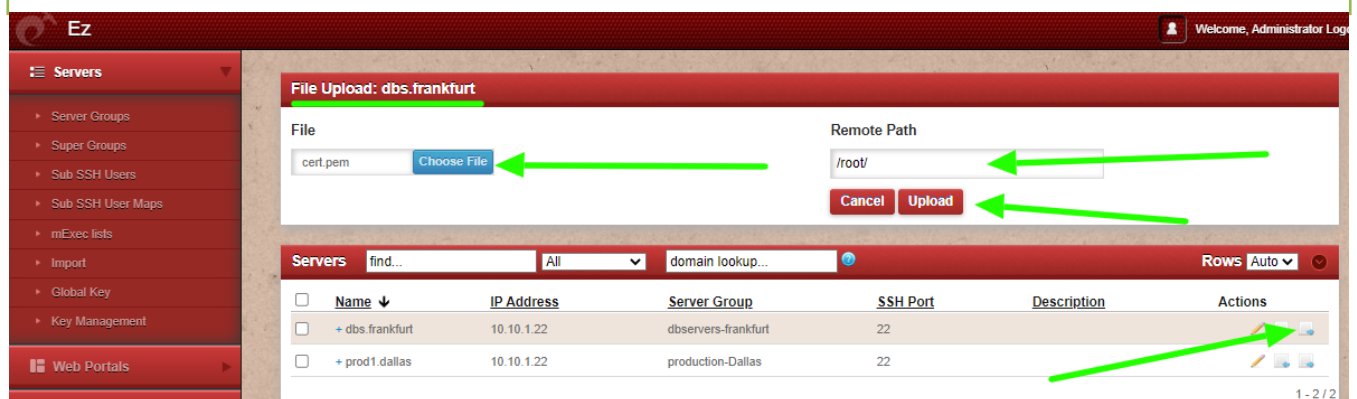
This feature is available from Ezeelogin version 7.30.0. Refer below article to upgrade the current Ezeelogin installation to the latest version.

[How to upgrade the Ezeelogin version to the latest?](#)

Upload Files from your Desktop to remote servers via Ezeelogin GUI

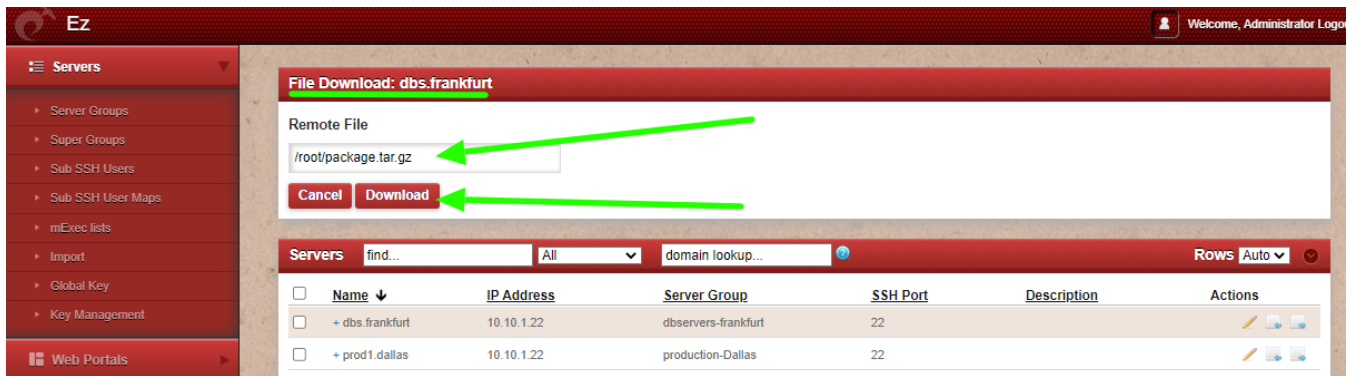
Click on the **File Upload** icon and choose a file from the client machine. Provide a **Remote Path** where the file needs to be copied and then click on the **Upload** button.

File upload can be done in the directories where users have the privilege. The remote user can be specified in **Edit Server** -> **Remote SSH login user / RDP login user**



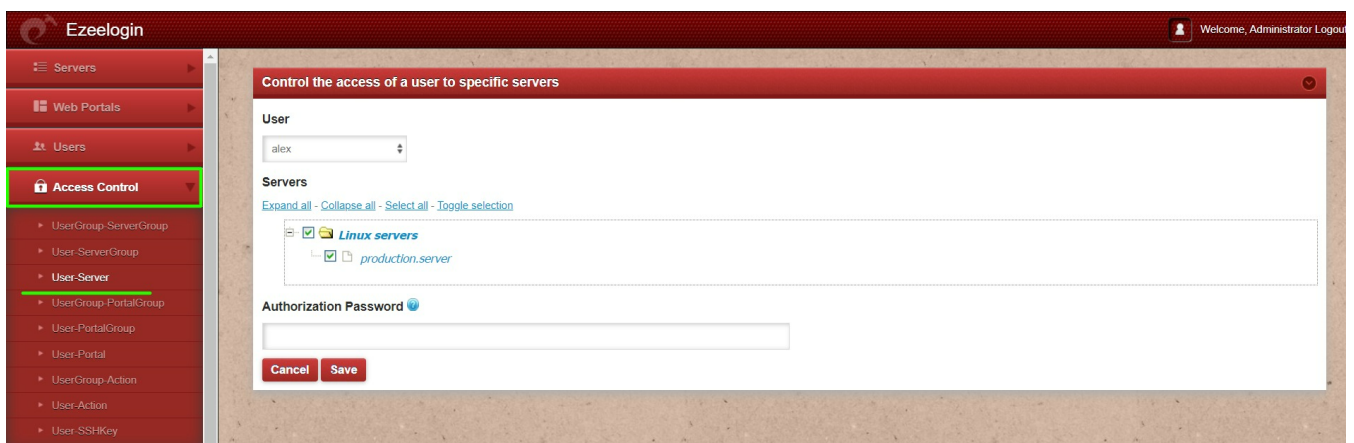
Download Files from the remote servers to your desktop via Ezeelogin GUI

Click on the **File download** icon and provide the **Remote Path** where the file is located and then click on the **Download** button.

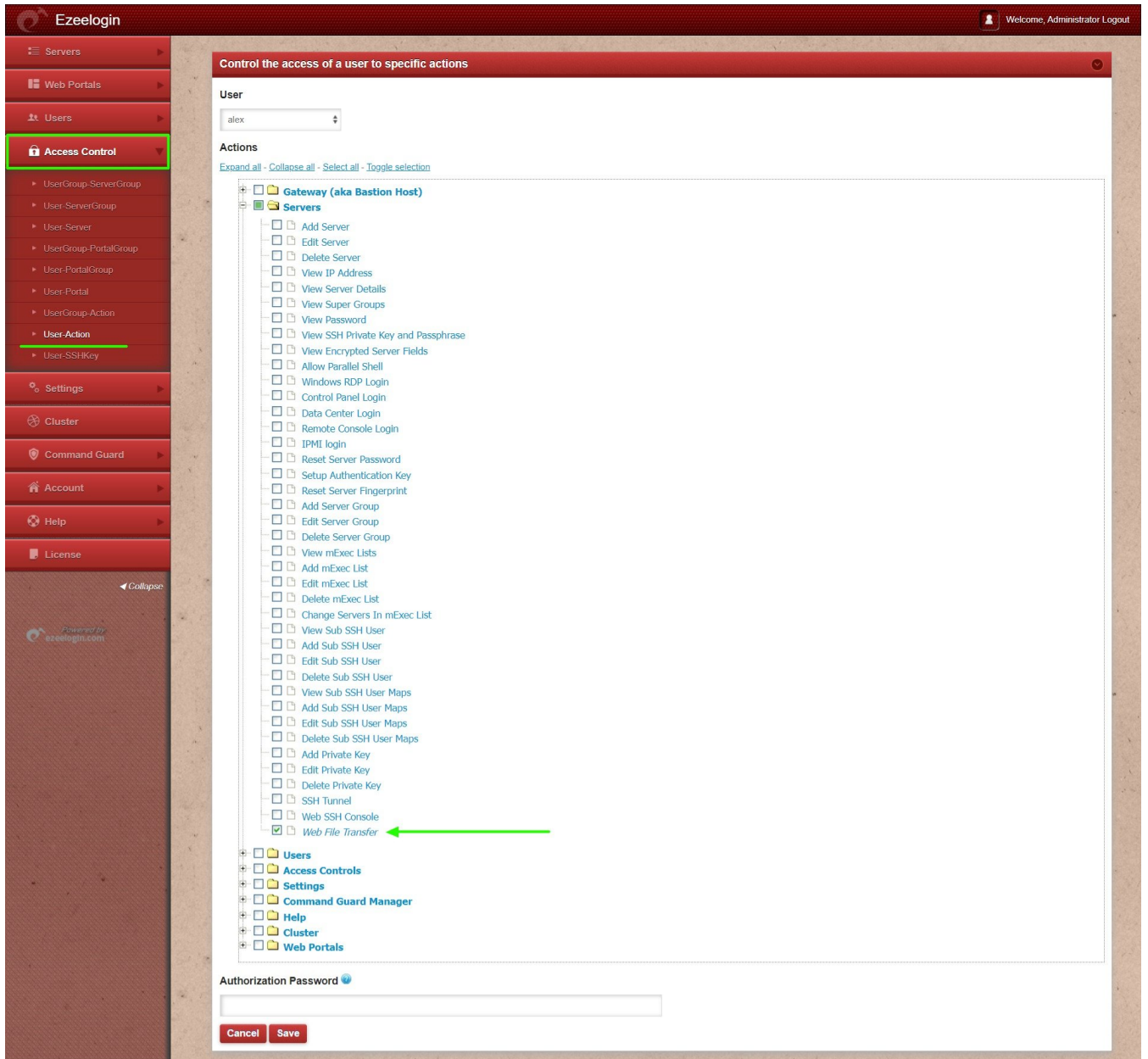


How to grant privileges for gateway users to transfer files to the remote servers?

1. Allow users to access the servers. Refer to the below screenshot.



2. **Edit privilege** for that user and allow **Web File Transfer** to enable **File Upload** for that user. Refer below screenshot.

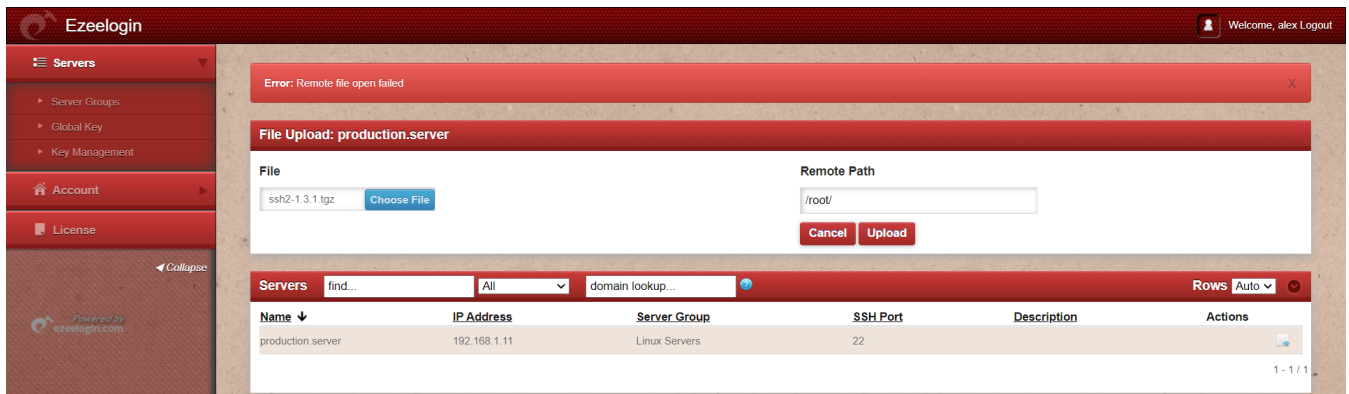


Common errors in Ezeelogin GUI while Uploading/Downloading files.

View detailed error messages on the application log. Tail the latest log and see the mess

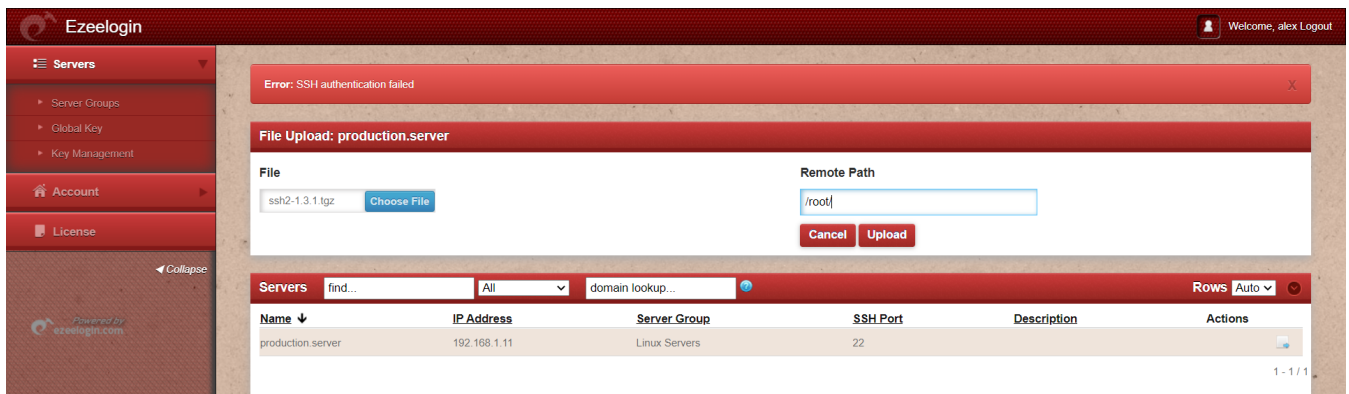


1. Error: Remote file open failed



The above error occurs when the remote SSH user has no privilege to write on the specified remote path.

2. Error: SSH authentication failed



a) The above error occurs when the gateway server is not able to connect to the remote server with the remote username specified while adding the server.

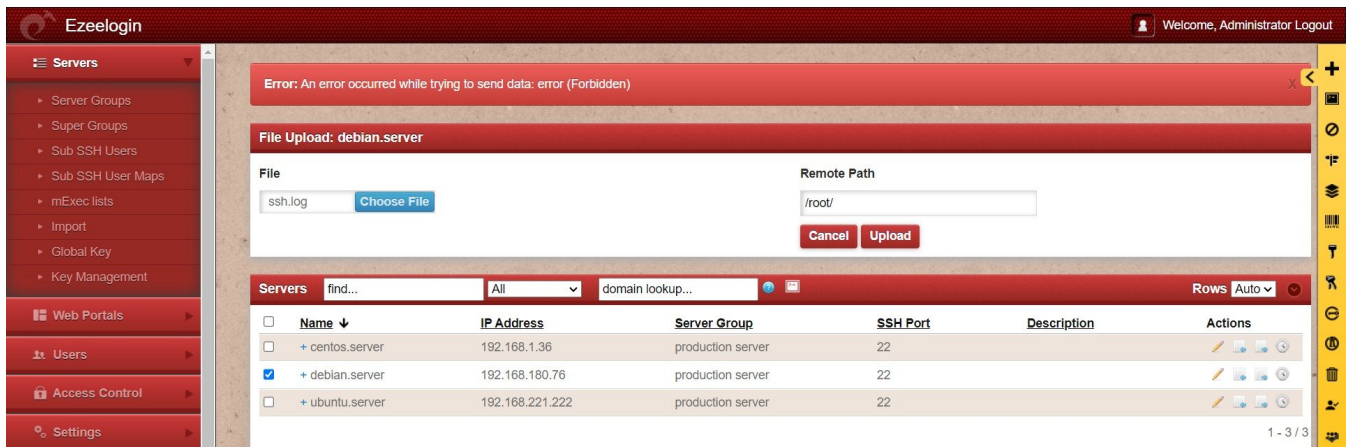
b) The servers added with the key will show the above error (only in specific PHP versions).

3. {"status":"error","data":"Remote file does not exist"}

```
{"status":"error","data":"Remote file does not exist"}
```

When attempting to download a file, if the remote file path provided is incorrect, the above mentioned error occurs. Make sure the remote path given is correct.

3. Error: An error occurred while trying to send data: error (Forbidden)



To resolve the above error, you can increase the values for **max_execution_time**, **memory_limit**, **post_max_size**, and **upload_max_filesize** in the php.ini file. Refer below step.

How to find PHP memory limit, max execution time, post max size, and upload max file size?

How to view detailed logs of file uploads done by the gateway users?

Login to Ezeelogin GUI and navigate to **Users -> Web Activity**. Select **Gateway user** from **User** and **Servers** from **Section**.

1. In the below example, **ezadmin** user uploaded the file **ssh2-1.3.1.tgz** to the remote

The screenshot shows the Zeelogs web interface. On the left sidebar, the 'Users' menu item is highlighted with a green box. In the main area, the 'Search' section has two dropdown menus: 'User' set to 'ezadmin' and 'Section' set to 'Servers'. Both are pointed to by green arrows. The 'From' date is '2022-10-06 06:02' and the 'To' date is '2022-10-08 06:02'. Below these, 'Rows Per Page' is set to '10'. A note states: 'Note: Logs are local to the node. Search the other node as well if cluster is configured.' At the bottom, there are three buttons: 'Export', 'Reset', and 'Find'. Below the search filters, the 'Web Activity Logs' section is visible, featuring a 'Clear all' button and a table with columns: Username, Section, Function, Target, Time, and Actions. The table contains one entry for user '- ezadmin' in the 'servers' section, performing a 'sftp_upload' function at '2022-10-07 06:02:38'. Below the table, a status message reads: 'File upload: production server (1, root) -> /root/ssh2-1.3.1.tgz (application/x-compressed, 33838): Success'. The bottom right corner shows '1 - 1 / 1'.

Zeelogin

Servers

Web Portals

Users

User Groups

Authentication Log

SSH Log

RDP Recording

SCP Log

Web Proxy Log

Web Proxy Activity

Web Activity

Shell Activity

Server Activity

Work Summary

Status

Welcome, Administrator Logout

Search

User

alex

From

2022-10-06 06:22

Rows Per Page

10

Section

Servers

To

2022-10-08 06:22

Export

Reset

Find

Note:

Logs are local to the node. Search the other node as well if cluster is configured.

Web Activity Logs

Clear all

<input type="checkbox"/>	Username	Section	Function	Target	Time	Actions
<input type="checkbox"/>	- alex	servers	sftp_upload		2022-10-07 06:17:50	

File upload: production server (1, john) -> /root/ssh2-1.3.1.tgz (application/x-compressed, 33838): Remote file open failed

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Some PHP versions have issues when using key-based authentication. Change key-based authentication to password-based to fix the error "**Error: SSH authentication failed**".

In order for key-based authentication to work, make sure to install libssh version 1.10.0. Refer below article to compile and install libssh version 1.10.0.

[How to compile and install libssh \(1.10.0\) and php-ssh2 \(1.3.1\)?](#)

1. Install ssh2 PHP module using the below command (replace PHP version).

Make sure php-ssh2 version is greater than or equal to 1.3.1. Run below command to check php-ssh2 and libssh versions.

2. Add **php-ssh2 extension** in **php.ini** (replace PHP version).

3. **Restart** the **apache webserver** and access **Ezeelogin GUI**.

Online URL:

<https://www.ezeelogin.com/kb/article/transfer-file-from-desktop-machine-to-remote-server-538.html>