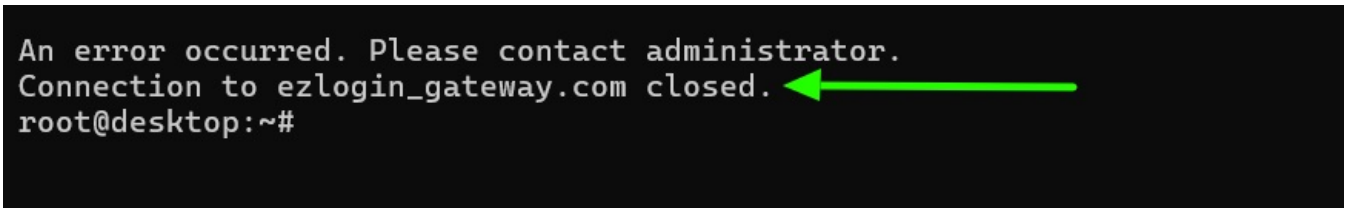
An error occurred. Please contact administrator.Connection to server.hostname closed.

55 admin October 1, 2024 Common Errors & Troubleshooting 8349

How to solve the error the error "An error occurred. Please contact the administrator. Connection to the server, hostname closed"?

Overview: This article helps Ezeelogin gateway users to fix the error "**An error occurred. Please contact administrator. Connection to the server, hostname closed**" while logging into Ezeelogin backend(ezsh)



Step 1: Look for errors in the /home/{username}/ezsh.log.

```
root@gateway:~# tail -f /home/{username}/ezsh.log
```

Step 2: Ensure the MySQL server is running on the Ezeelogin gateway server.

```
root@gateway:~# service mysql status
```

Step 2(A): If MySQL server is not running run below command to start MySQL.

```
root@gateway:~# service mysql start
```

Step 3: Ensure there is sufficient disk space on the gateway server. Use the following command to check the available space:

```
root@gateway:~# df -h
```

Step 4: Ensure that the permissions for the **/var/log/ezlogin** directory are set correctly. Run the below command to fix the log permission.

```
root@gateway:~# /usr/local/ezlogin/eztool.php -fix_log_permissions
```

Contact **support** with any **error messages** you may have.

Related Articles:

Error in SSH shell while accessing the remote server from Ezeelogin bastion host

Unable to ssh / An error occurred. Please contact administrator

closed-55.html