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

55 admin October 1, 2024 Common Errors & Troubleshooting 6794

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 <u>errors</u> 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

Online URL:

https://www.ezeelogin.com/kb/article/an-error-occurred-please-contact-administrator-connection-to-server-hostname-closed-55.html