

# Failure establishing SSH session: Unable to exchange encryption keys

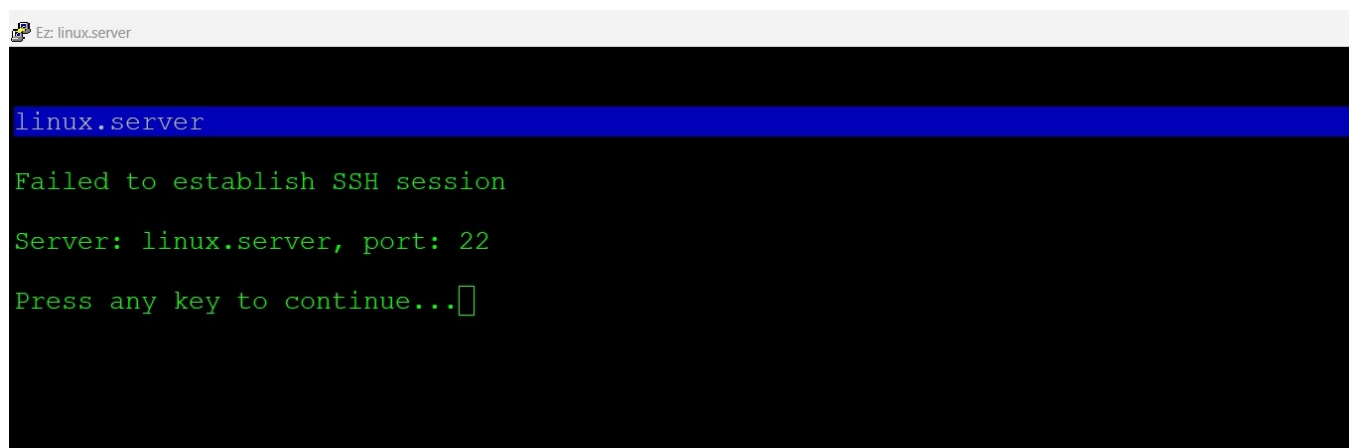
566 Nesvin KN March 21, 2025 [Common Errors & Troubleshooting](#) 5816

## How to fix the error "Failure establishing SSH session" in ezsh (ezeelogin shell)?

**Overview:** This article describes resolving the "Failure establishing SSH session" error in ezsh by updating encryption algorithms.

### How to fix the error "Failed to establish SSH session"?

This error occurs when a user tries to login to the remote servers that are added in gateway server. Refer below screenshot of the error.



The screenshot shows a terminal window titled "Ez: linux.server". The prompt is "linux.server". The output of the command is "Failed to establish SSH session", followed by "Server: linux.server, port: 22" and "Press any key to continue..." with a cursor.

**Step 1:** Check the ezsh log of the user from the gateway server.

Login to the gateway server as the root user and check the ezsh log of the user.

```
root@gateway :~# cat /home/{username}/ezsh.log  
Failure establishing SSH session: Unable to exchange encryption keys
```

### How to fix the error "Failure establishing SSH session: Unable to exchange encryption keys"?

**Step 1:** Login to the remote server from the gateway server with level 3 verbose to find out the KEX and Host Key algorithms used. Refer below example of SSH and algorithms.

```
root@gateway :~# ssh root@remote_server -vvv  
  
debug1: kex: algorithm: curve25519-sha256  
debug1: kex: host key algorithm: ecdsa-sha2-nistp256
```

**Step 2:** Refer below article and replace the KEX and Host Key algorithms that are supported. This will fix the error "Failure establishing SSH session: Unable to exchange encryption keys" in the ezsh (ezeelogin shell).

[KEX and Host Key Algorithms in SSH](#)

## Related Articles:

[Encryption technologies used in ezeelogin.](#)

[Kex and Host key algorithms in ssh](#)

Online URL:

<https://www.ezeelogin.com/kb/article/failure-establishing-ssh-session-unable-to-exchange-encryption-keys-566.html>