

# Failure establishing SSH session: Unable to exchange encryption keys

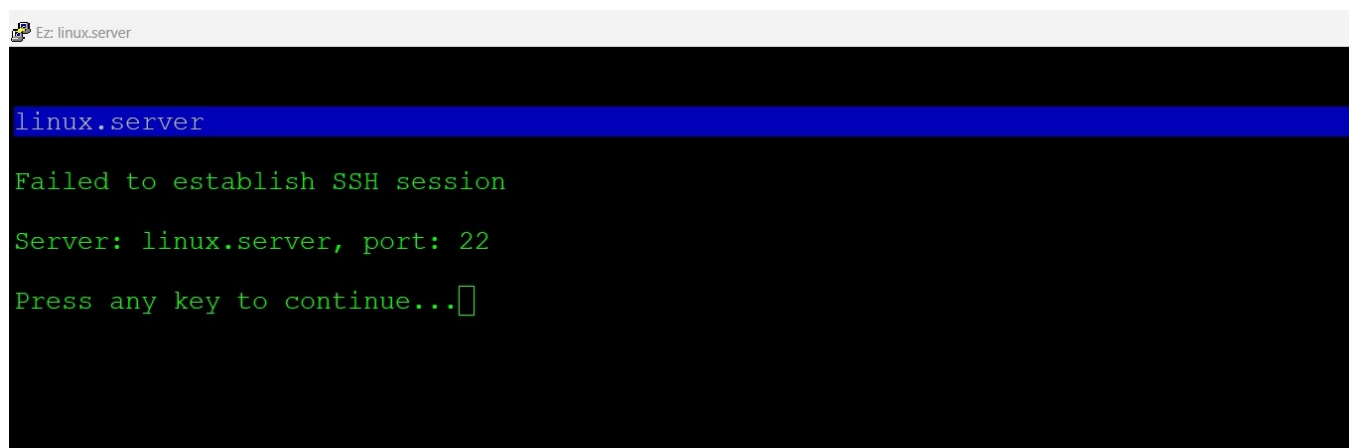
566 Nesvin KN March 21, 2025 [Common Errors & Troubleshooting](#) 5713

## 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"?

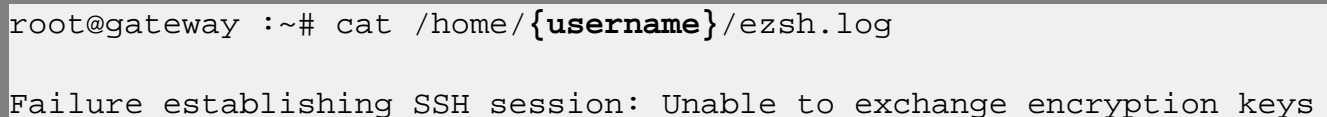
This error occurs when a user tries to login to the remote servers that are added in gateway server. Refer below screenshot of the error.

A screenshot of a terminal window with a black background. The title bar at the top says "Ez: linux.server". The terminal text is as follows: a blue prompt "linux.server", followed by "Failed to establish SSH session" in green, then "Server: linux.server, port: 22" in green, and finally "Press any key to continue..." in green with a cursor.

```
Ez: linux.server
linux.server
Failed to establish SSH session
Server: linux.server, port: 22
Press any key to continue...
```

**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.

A screenshot of a terminal window showing a command being executed. The prompt is "root@gateway :~#". The command is "cat /home/{username}/ezsh.log". The output of the command is "Failure establishing SSH session: Unable to exchange encryption keys".

```
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>