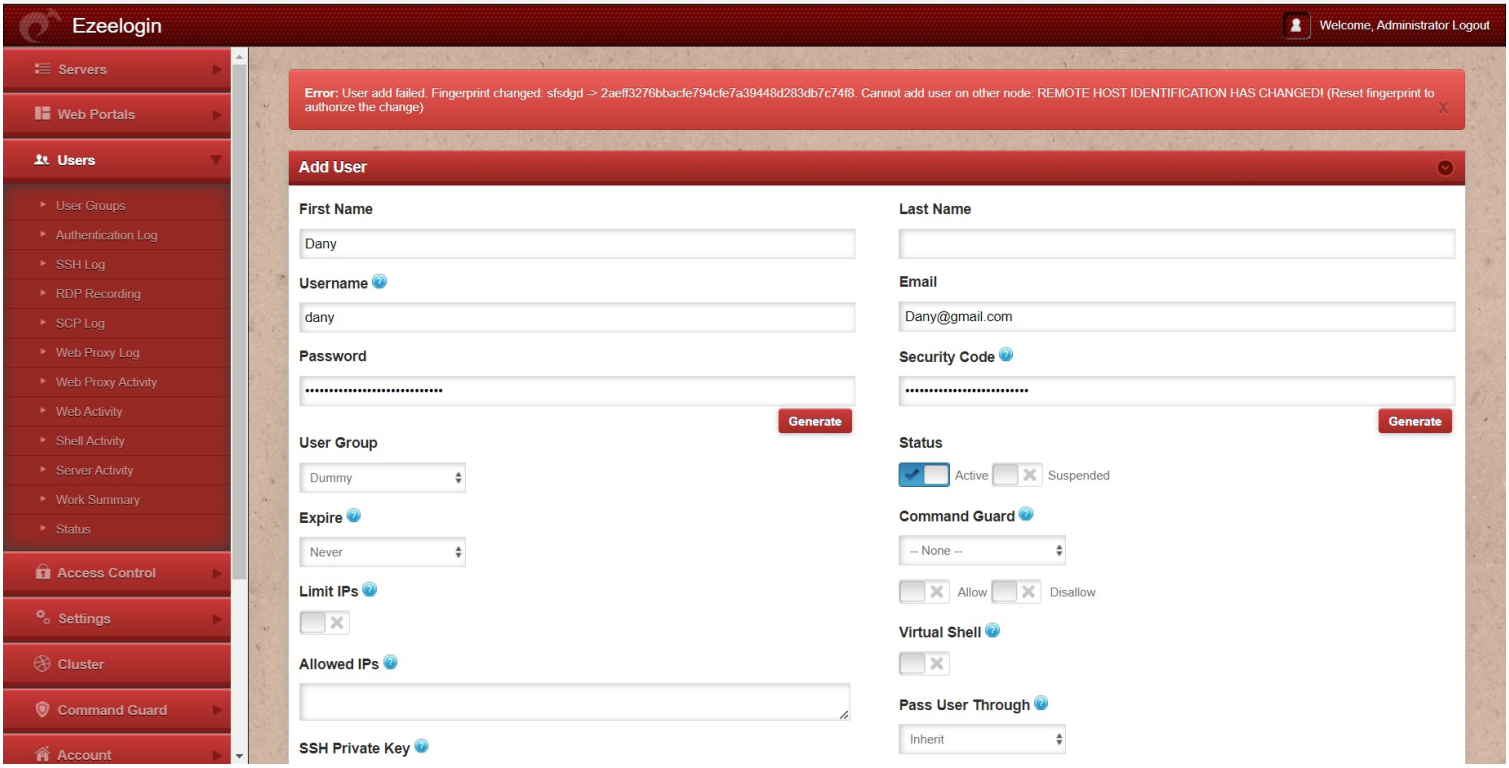
User add failed Cannot add user on other node: REMOTE HOST IDENTIFICATION HAS CHANGED!

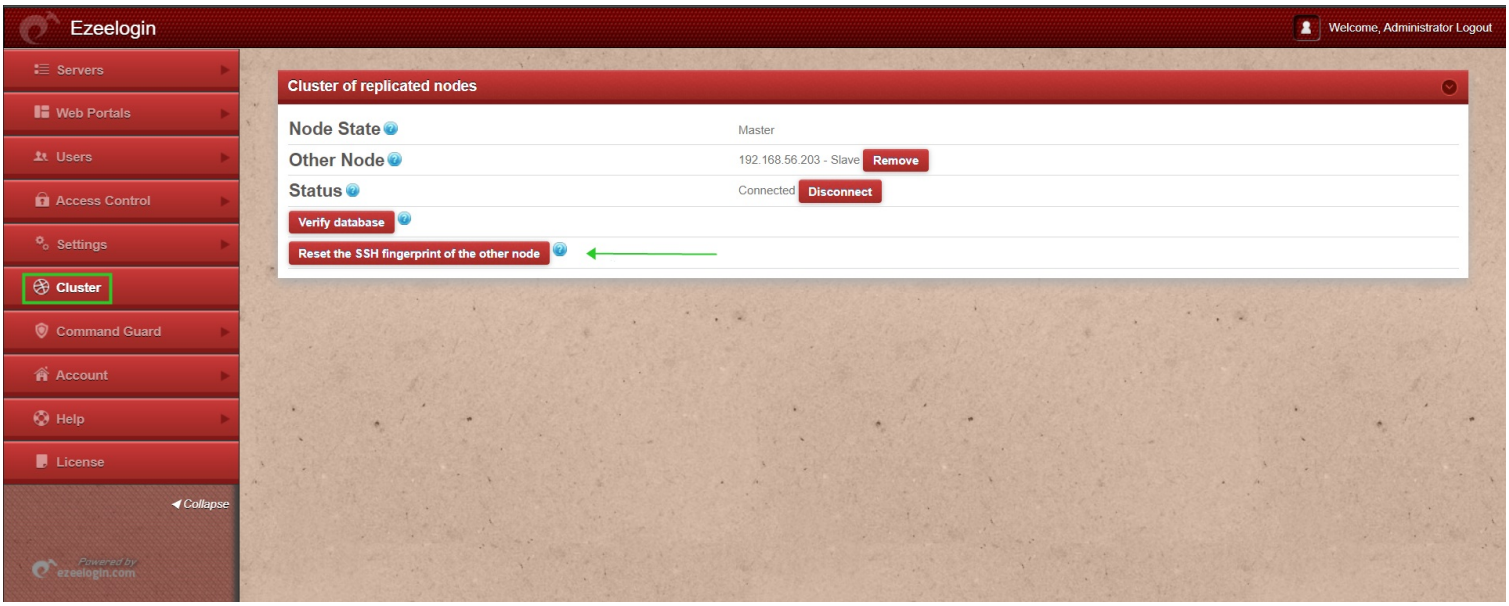
582 Krishnaja March 23, 2025 Common Errors & Troubleshooting 4605

User add failed. Fingerprint changed:Cannot modify user on other node: REMOTE HOST IDENTIFICATION HAS CHANGED! (Reset fingerprint to authorize the change)

Overview: This article explains how to reset the SSH fingerprint in Ezeelogin after changes in the gateway server's identity using the web panel or backend commands.



The identity of your gateway server has changed(due to os reload, IP migration, etc). Reset the fingerprint of the Ezeelogin installed node.
From the web panel, click **Cluster -> Reset the SSH fingerprint of other node**



Run the following MySQL query to reset the fingerprint from the backend " update db_prefix_settings set value="" where name='remote_fp'; " (Replace the db_prefix with the values in /usr/local/etc/ezlogin/ez.conf in your Ezeelogin)

You can reset fingerprint by running:

```
root@gateway:~#  php /usr/local/ezlogin/ez_queryrunner.php "UPDATE prefix_settings SET value='' WHERE name='remote_fp'"
```

> **User add failed Cannot add user on this node: REMOTE HOST IDENTIFICATION HAS CHANGED!**

Related Articles:

User add failed

Error: User add failed. Cannot add user on this node: FAILED: to establish SSH session

Error: User modify failed. Cannot modify user on this node: Authentication by SSH key not supported!

Online URL: https://www.ezeelogin.com/kb/article/user-add-failed-cannot-add-user-on-other-node-remote-host-identification-has-changed-582.html