

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

582 Krishnaja February 16, 2023 [Common Errors & Troubleshooting](#) 840

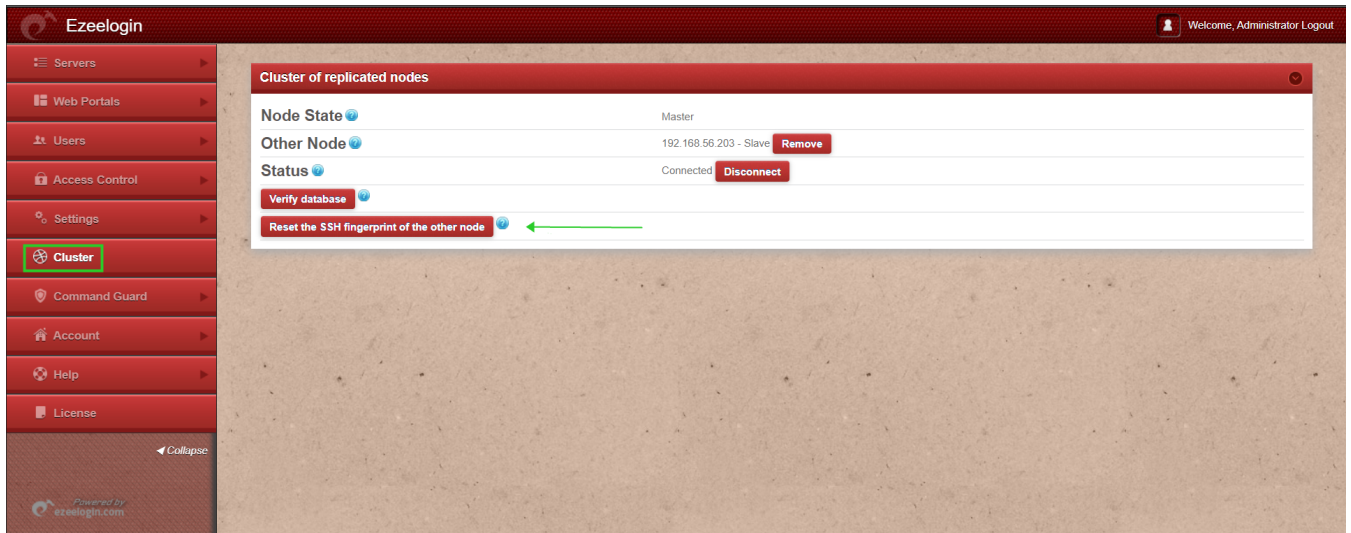
User add failed. Fingerprint changed: Cannot modify user on other node: REMOTE HOST IDENTIFICATION HAS CHANGED! (Reset fingerprint to authorize the change)

The screenshot shows the Ezeelogin web interface. At the top, there's a navigation bar with the Ezeelogin logo and a 'Welcome, Administrator Logout' link. On the left, there's a sidebar menu with options like Servers, Web Portals, Users, Access Control, Settings, Cluster, Command Guard, and Account. The main content area displays an error message: 'Error: User add failed. Fingerprint changed. sfsdgd -> 2aeff3276bbade794cfe7a39448d283db7c7418. Cannot add user on other node: REMOTE HOST IDENTIFICATION HAS CHANGED! (Reset fingerprint to authorize the change)'. Below the error message is the 'Add User' form. The form has two columns. The left column contains fields for First Name (Dany), Username (dany), Password (masked), User Group (Dummy), Expire (Never), Limit IPs (disabled), Allowed IPs (empty), and SSH Private Key (empty). The right column contains fields for Last Name (empty), Email (Dany@gmail.com), Security Code (masked), Status (Active/Suspended), Command Guard (None), Virtual Shell (disabled), and Pass User Through (Inherit). There are 'Generate' buttons next to the Password and Security Code fields.

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

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Online URL:

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