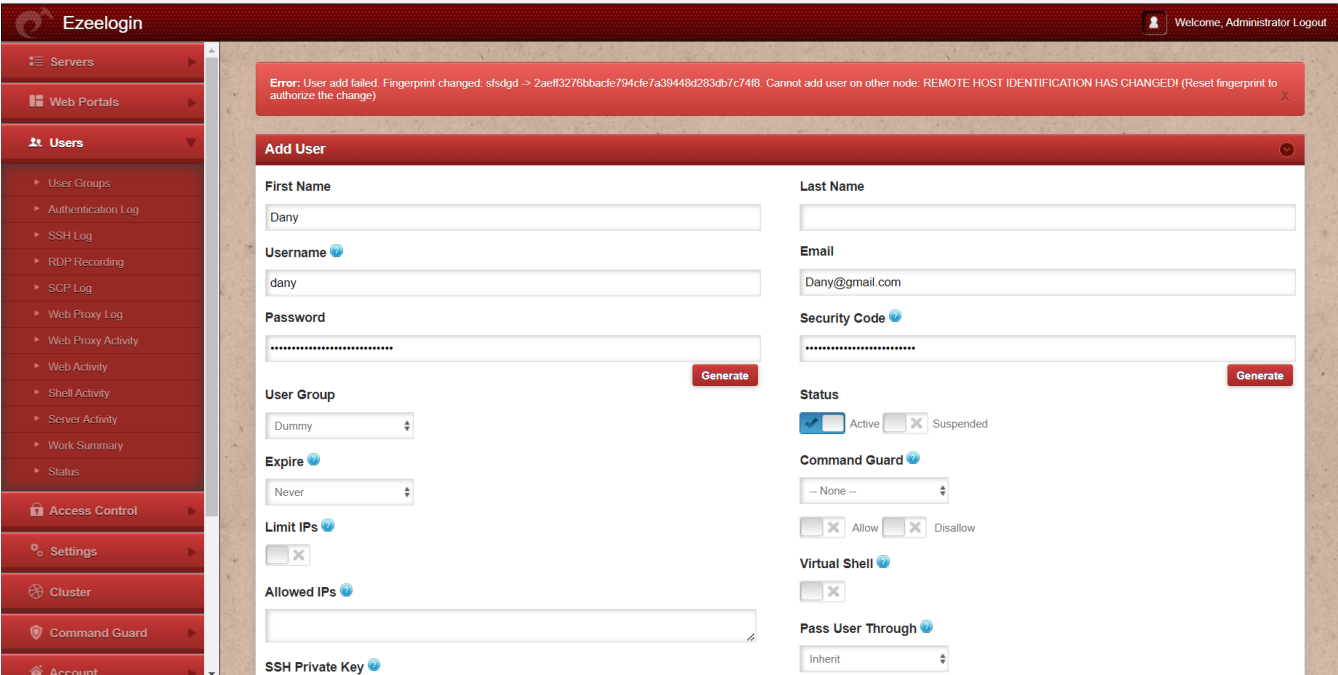


# User add failed Cannot add user on other node: REMOTE HOST IDENTIFICATION HAS CHANGED!

582 Krishnaja March 23, 2025 [Common Errors & Troubleshooting](#) 2294

## 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.

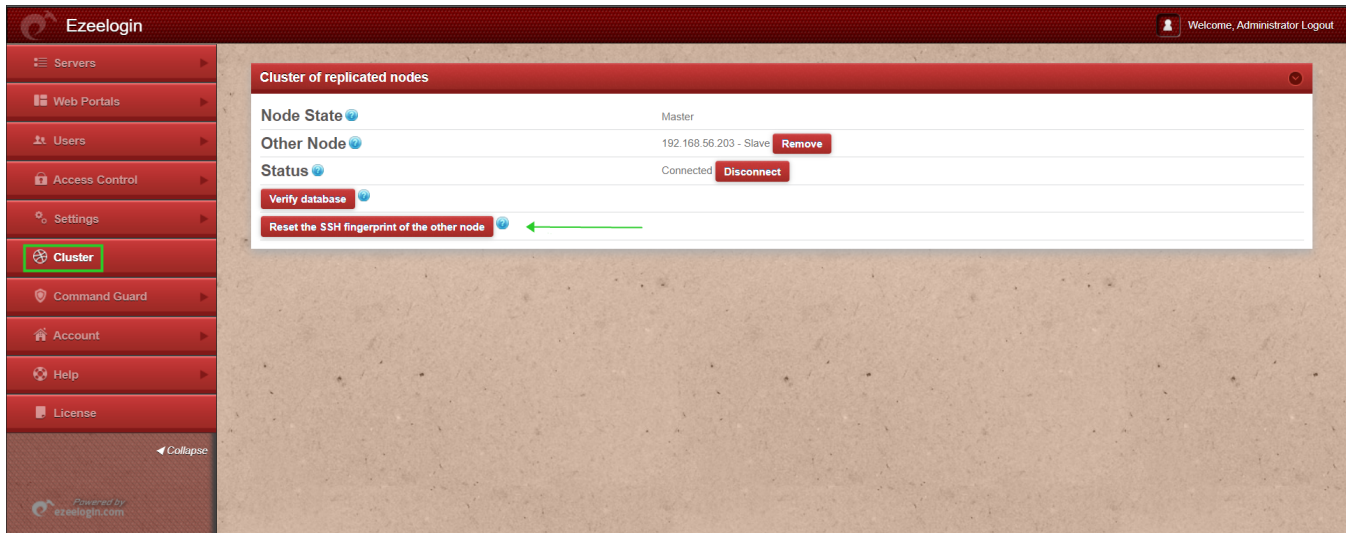


The screenshot shows the Ezeelogin web interface. At the top, there's a navigation menu with options like Servers, Web Portals, Users, Access Control, Settings, Cluster, Command Guard, and Account. The 'Users' section is selected. A red error banner at the top of the main content area reads: "Error: User add failed. Fingerprint changed. sfsdgd -> 2ae#3276bbade794cle7a39448d283db7c74f8. Cannot add user on other node: REMOTE HOST IDENTIFICATION HAS CHANGED! (Reset fingerprint to authorize the change)". Below the error banner 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 (unchecked), 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), Command Guard (None), Virtual Shell (empty), 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@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>