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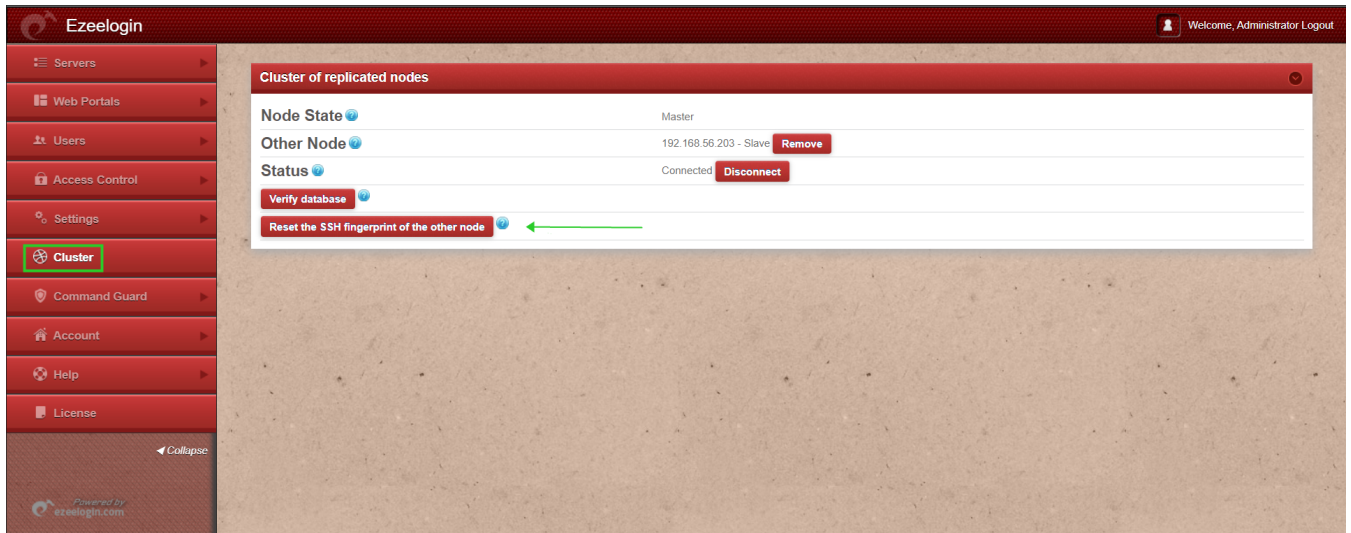
Run the following MySQL query to reset the fingerprint from the backend " **update db_prefix_settings set value="" where name='remote_fp';** " (Replace the **db_prefix** with the values in **/usr/local/etc/ezlogin/ez.conf** in your Ezeelogin)

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