

# Unable to open ssh session

93 admin October 3, 2024 [Common Errors & Troubleshooting](#) 7643

## How to solve the error "Unable to open session" while trying to SSH?

**Overview:** This article helps gateway users to resolve the error "**Unable to open session**" while trying to SSH.

**Step 1:** Ensure that SELinux is disabled on the gateway server as well as on the remote or target host. Check the status of SELinux using following command.

```
root@gateway:~# sestatus
```

**Step 2:** If SELinux is enabled, try disabling it and after disabling reboot the machine.

```
root@gateway:~# vi /etc/selinux/config
SELINUX=disabled
```

**Step 3:** If this is still unresolved, check for error messages in `/var/log/secure` , `/var/log/messages`, `/var/log/audit/audit.log`

**Step 4:** Check the [ezsh log](#) of the gateway user from the gateway server.

```
root@gateway:~# tail /home/username/ezsh.log
```

### Related Articles:

[Failed to establish SSH session.](#)

[Error log file and configuration file to troubleshoot.](#)

Online URL: <https://www.ezeelogin.com/kb/article/unable-to-open-ssh-session-93.html>