"Unable to open a session" - unable login to centos server from ezeelogin jump server

141 admin May 26, 2024 [Common Errors & Troubleshooting](#) 24306

Unable to open a session- ssh session fails with pam_systemd(sshd:session): Failed to create session

If you are unable to ssh via the ezsh interface and you get the error "*unable to open a session*" and you find these error on the remote server in */var/log/secure*

pam_systemd(sshd:session): Failed to create session: Activation of org.freedesktop.login1 timed out

Below is a snippet of the error from /var/log/secure

```
Sep 4 17:56:05 server2 crond[938922]: pam_systemd(crond:session):
Failed to create session: Activation of org.freedesktop.login1 timed
out
Sep 4 17:56:05 server2 sshd[938752]: pam_systemd(sshd:session):
Failed to create session: Activation of org.freedesktop.login1 timed
out
Sep 4 17:56:05 server12 sshd[938752]: pam_unix(sshd:session): session
opened for user root by (uid=0)
Sep 4 17:56:05 server12 sshd[938752]: debug1: rekey after 4294967296
blocks
Sep 4 17:56:05 server12 sshd[938752]: debug1: rekey after 4294967296
blocks
Sep 4 17:56:05 server12 sshd[938752]: debug1:
ssh_packet_set_postauth: called
Sep 4 17:56:05 server12 sshd[938752]: debug1: Entering interactive
session for SSH2.
Sep 4 17:56:05 server12 sshd[938752]: debug1: server_init_dispatch
Sep 4 17:56:05 server12 sshd[938752]: debug1:
server_input_channel_open: ctype session rchan 0 win 2097152 max
32768
Sep 4 17:56:05 server12 sshd[938752]: debug1: input_session_request
```

```
Sep 4 17:56:05 server12 sshd[938752]: debug1: channel 0: new [server-
session]
Sep 4 17:56:05 server12 sshd[938752]: debug1: session_new: session 0
Sep 4 17:56:05 server12 sshd[938752]: debug1: session_open: channel 0
Sep 4 17:56:05 server12 sshd[938752]: debug1: session_open: session
0: link with channel 0
Sep 4 17:56:05 server12 sshd[938752]: debug1:
server_input_channel_open: confirm session
Sep 4 17:56:05 server12 sshd[938752]: debug1:
server_input_global_request: rtype keepalive@libssh2.org want_reply 1
Sep 4 17:56:05 server12 sshd[938752]: Received disconnect from
112.227.16.12 port 49315:11: Channel failed
Sep 4 17:56:05 server12 sshd[938752]: Disconnected from 112.227.16.12
port 49315
Sep 4 17:56:05 server12 sshd[938752]: debug1: do_cleanup
Sep 4 17:56:05 server12 sshd[938752]: debug1: PAM: cleanup
Sep 4 17:56:05 server12 sshd[938752]: debug1: PAM: closing session
Sep 4 17:56:05 server12 sshd[938752]: pam_unix(sshd:session): session
closed for
```

1. Ensure that you are able to ssh from the gateway box to the remote server directly (bypassing the Ezeelogin ezsh interface). If the SSH works, do change the SSH Timeout value to 300 seconds from 10 seconds to rule out network slowness and a connectivity issue.
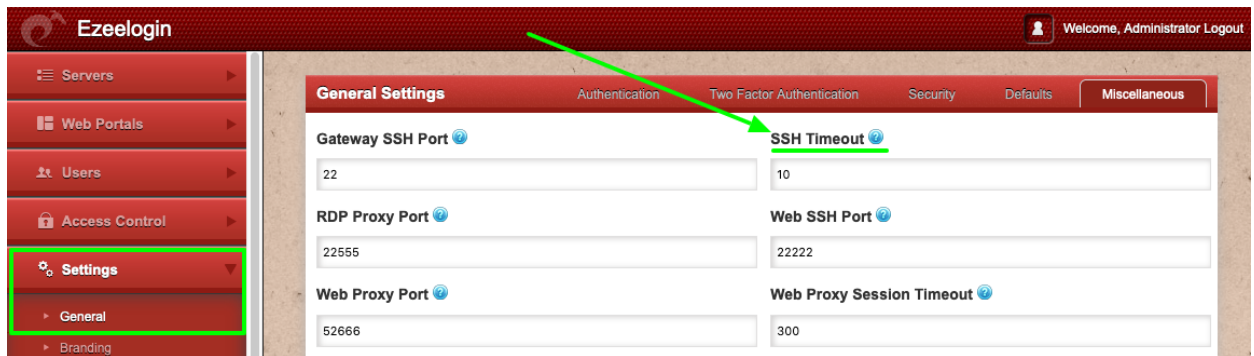
2. Do restart systemd-logind.service on the remote server:

```
root@remote-server:~ systemctl restart systemd-logind.service
```

3. Check the size of the **/var/log/btmp**. You can check that by running the following command on the remote server

```
root@remoteserver:~ ls -lah /var/log/btmp
```

If you are unable to ssh via the ezsh interface and you get the error on /home/{username}/ezsh.log

```
Authentication by SSH key DB failed :

Channel failed (shell): Timed out waiting on socket
```

You can find the following logs on /var/log/secure and /var/log/messages

```
 sshd[236622]: Accepted publickey for root from 46.232.178.114 port
40506 ssh2: RSA SHA256:cpVnOWHn+WeiGl4JuYAlMtx39Vx5Dz82CuN7Il2yITI

 sshd[236622]: pam_unix(sshd:session): session opened for user root
by (uid=0)
```

```
     md-logind: New session c100 of user root.

systemd: Started Session c100 of user root.

systemd-logind: Removed session c100.
```

If the size of **/var/log/btmp** is high then truncate the logs in **/var/log/btmp**. You can truncate the logs by running the following command on the remote server.

```
root@remoteserver:~ > /var/log/btmp
```