

Error: User add failed. Cannot add user on this node: FAILED: to establish SSH session

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How to solve Error: User add failed. Cannot add user on this node: FAILED: to establish SSH session

Overview: This article provides steps to resolve the error "**Error: User add failed. Cannot add user on this node: FAILED: to establish SSH session**" in the Ezeelogin GUI when adding a gateway user.

The screenshot shows the Ezeelogin web interface. At the top, there is a navigation menu with options like Servers, Web Portals, Users, Access Control, Settings, Cluster, Command Guard, Account, Help, and License. The main content area is titled 'Add User' and contains various input fields for user creation, including First Name, Last Name, Username, Email, Password, Security Code, User Group, Expire, Limit IPs, Allowed IPs, SSH Private Key, Sub SSH User, Add user to database only, and Force Password Change. There are also checkboxes for Status (Active/Suspended), Command Guard (Allow/Disallow), Virtual Shell, Pass User Through, SSH Key Passphrase, LDAP, and Authorization Password. A red error message is displayed at the top of the form area, stating: "Error: User add failed. Cannot add user on this node: FAILED: to establish SSH session".

Step 1: Ensure that iptables or the firewall is **not blocking** SSH traffic. Add the following rule on the gateway server to allow traffic from localhost:

```
root@gateway:~# iptables -A INPUT -p tcp -s localhost -j ACCEPT
root@gateway:~# csf -a 127.0.0.1
```

Step 2: Verify SSH access to localhost by running the following commands. If a custom SSH

port is being used, specify it with the **-p** option.

```
ssh root@localhost OR ssh root@127.0.0.1 OR ssh root@localhost -p [port]
```

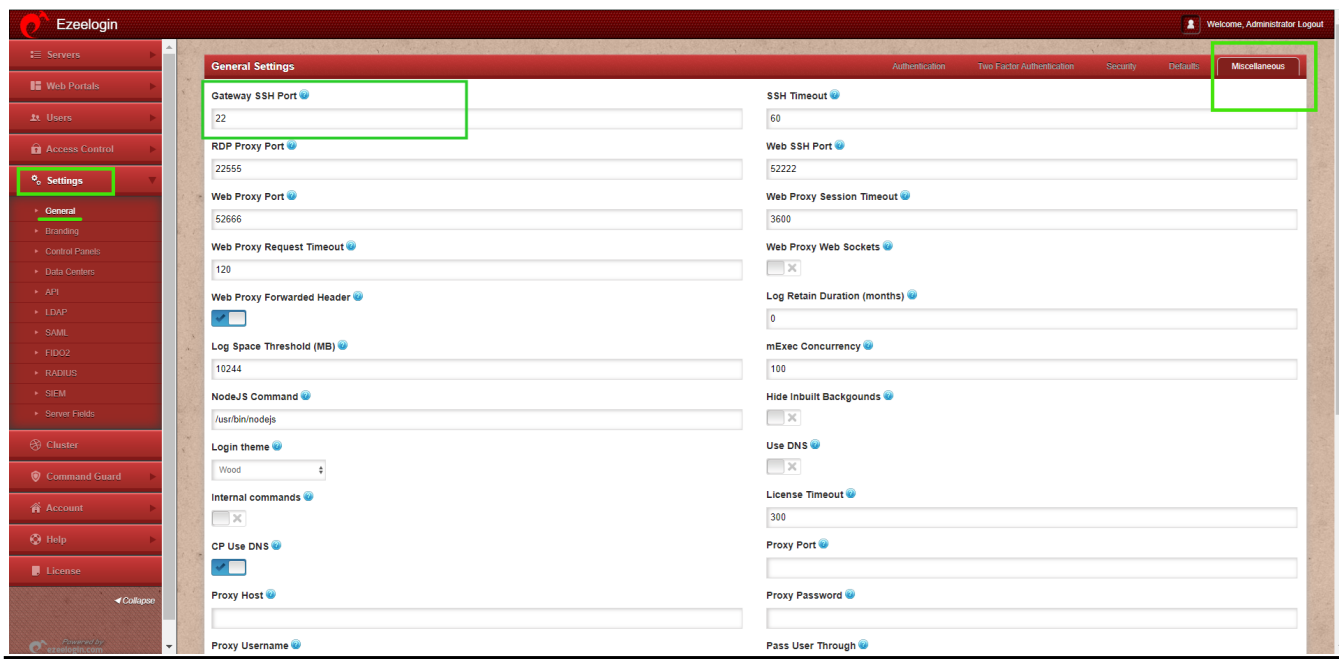
Step 3: Make sure SSHD is not blocked in **/etc/hosts.allow** or **/etc/hosts.deny**. Add the following line to **/etc/hosts.allow** to allow SSH access from localhost:

```
root@gateway:~# vim /etc/hosts.allow  
  
sshd : localhost : allow
```

Step 4: Verify the SSH port used on the gateway server with the following command.

```
root@gateway:~# cat /etc/ssh/sshd_config | grep Port  
Port 22  
#Gateway Ports no
```

Step 5: If a [custom SSHD port](#) is being used on the gateway server, ensure it is updated in **Settings -> Miscellaneous -> Gateway SSH Port** to match the current SSHD listening port on the SSH gateway server.



Related Articles:

[no matching host key type found. Their offer: ssh-rsa,ssh-dss \[preauth\]](#)

[User add failed](#)

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Online URL:

<https://www.ezeelogin.com/kb/article/error-user-add-failed-cannot-add-user-on-this-node-failed-to-establish-ssh-session-235.html>