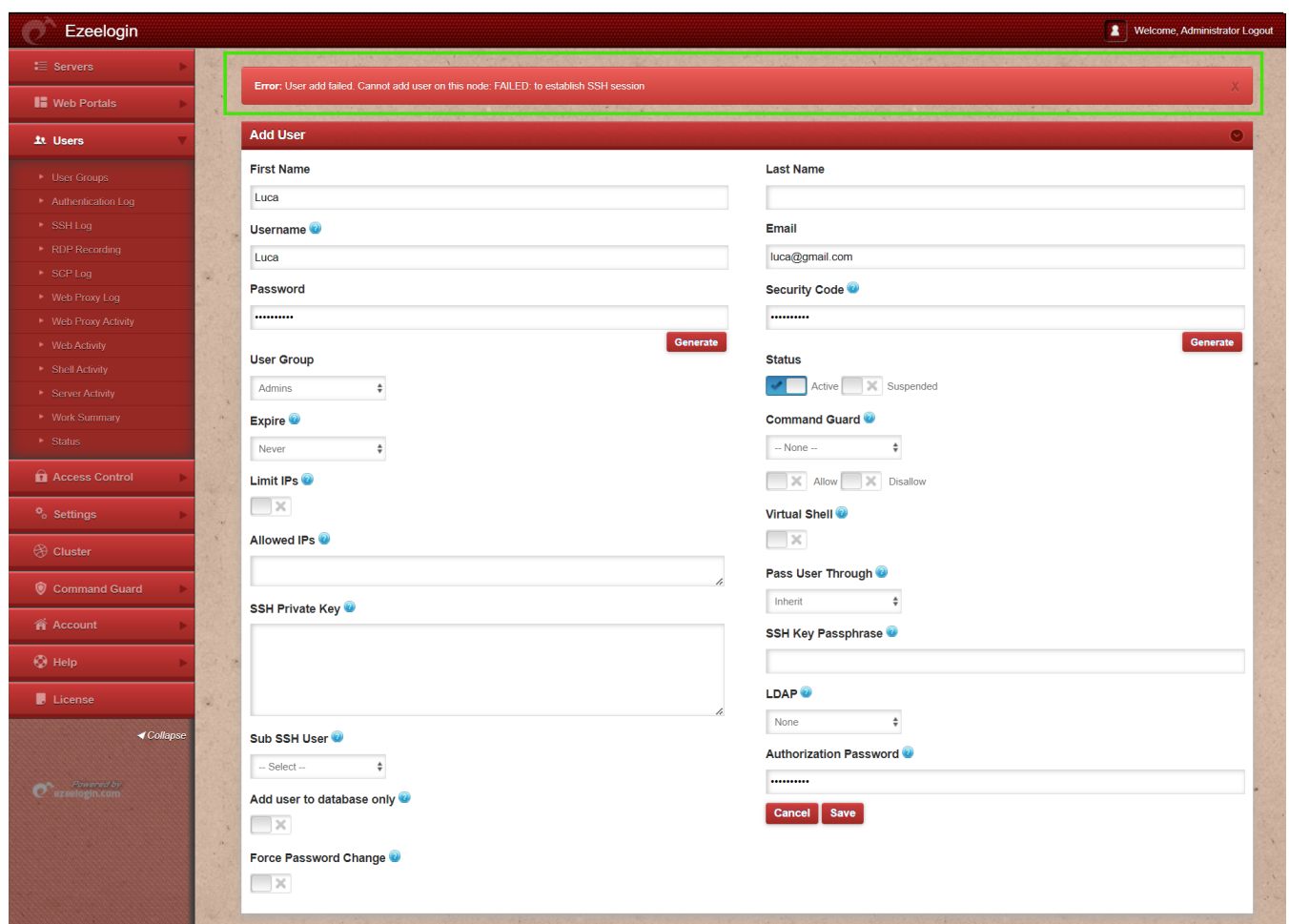


Error: User add failed. Cannot add user on this node: FAILED: to establish SSH session

235 Manu Chacko October 11, 2024 [Common Errors & Troubleshooting](#) 5973

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.



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.

The screenshot displays the Ezeelogin administration interface. On the left sidebar, the 'Settings' menu is expanded, and the 'Miscellaneous' sub-tab is selected. The main content area shows the 'General Settings' configuration page. A green box highlights the 'Gateway SSH Port' field, which is set to '22'. Another green box highlights the 'Miscellaneous' tab in the top navigation bar. Other visible settings include 'RDP Proxy Port' (22555), 'Web Proxy Port' (52666), 'Web Proxy Request Timeout' (120), 'Web Proxy Forwarded Header' (checked), 'Log Space Threshold (MB)' (10244), 'NodeJS Command' (/usr/bin/nodejs), 'Login theme' (Wood), 'Internal commands' (disabled), 'CP Use DNS' (checked), 'Proxy Host', 'Proxy Username', 'SSH Timeout' (60), 'Web SSH Port' (52222), 'Web Proxy Session Timeout' (3600), 'Web Proxy Web Sockets' (disabled), 'Log Retain Duration (months)' (0), 'mExec Concurrency' (100), 'Hide Inbuilt Backgrounds' (disabled), 'Use DNS' (disabled), 'License Timeout' (300), 'Proxy Port', 'Proxy Password', and 'Pass User Through'.

Related Articles:

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

[User add failed](#)

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

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>