

Error: User modify failed. Cannot modify user on this node: Authentication by SSH key failed!

24 admin June 18, 2024 [Common Errors & Troubleshooting](#) 9275

How to solve the error occurred while modifying Ezeelogin gateway user?

Synopsis: Provide step by step instructions to troubleshoot and resolve the error encountered while modifying Ezeelogin gateway user.

The screenshot shows the Ezeelogin web interface. At the top, there's a navigation menu with options like Servers, Web Portals, Users, Access Control, Settings, Cluster, Command Guard, Account, and Help. The 'Users' section is selected. A red error message box at the top of the main content area reads: "Error: User modify failed. Cannot modify user on this node: Authentication by SSH key failed!". Below the error message, there's a form titled "Change password and/or security code - John". The form has fields for "New Password", "Confirm Password", "New Security Code", "Confirm Security Code", "Clear Two-Factor Authentication Secret", and "Authorization Password". There are "Generate" buttons for the password and security code fields, and "Cancel" and "Save" buttons at the bottom. Below the form, there's a table of users. The table has columns: Username, First Name, Last Name, Email, Status, Expiry, User Group, and Actions. The table shows two users: John (Active, Dummy group) and admin (Active, Admins group).

Username	First Name	Last Name	Email	Status	Expiry	User Group	Actions
John	John		john@gmail.com	Active		Dummy	[Icons]
admin	Administrator			Active		Admins	[Icons]

Step 1: Check if the ezeelogin installed server is missing its public key in the `/root/.ssh/authorized_keys` file. If the key is missing, run the following command to add it:

```
root@gateway ~]#
```

Step 1.a: Run below command to check if the key is back in the file.

```
root@gateway ~]#
```

Run the following command to check if you have enabled the recommended **sshd settings** in `/etc/ssh/sshd_config`

Step 2: Ensure that the port on which sshd is listening on the Ezeelogin gateway server is specified as the [gateway port](#) in Ezeelogin GUI under **Settings -> General -> Miscellaneous -> Gateway SSH Port**.

Step 3: Make sure **PubkeyAuthentication** is set to 'YES' in your `sshd_config` (sshd configuration) file. In Centos/RHEL/Fedora/Ubuntu it would be:

```
root@gateway ~]#
```

```
root@gateway ~]#
```

Step 4: Ensure that **root login** is permitted on the gateway server. You can check this by running the command:

Step 4.a: If it does not log you in, edit `/etc/ssh/sshd_config` and set **PermitRootLogin** to **yes**.

```
root@gateway ~]#
```

```
Match Address 127.0.0.1
```

```
root@gateway ~]#
```

Step 4.b: After making the changes, ensure that you can log in as root by using the following command and entering the password:

Step 5: Ensure that the **web user** (such as `apache` or `nobody`) that the web server (Apache/Nginx) runs has **read** access to the keys in the directory `/usr/local/etc/ezlogin` by granting **read privileges** with the following command:

Step 6: Find out which key type is used by the server by running the below command.

```
root@gateway ~]# ssh-keygen -l -f  
/usr/local/etc/ezlogin/id_key.pub
```

Step 6.a: Open `/etc/ssh/sshd_config` file and append below line to **enable RSA** key type.

```
root@gateway ~]# vim /etc/ssh/sshd_config  
  
PubkeyAcceptedKeyTypes +ssh-rsa  
  
root@gateway ~]# systemctl restart sshd
```

Step 7: Check the log file `/var/log/secure`

```
root@gateway ~]# tail -f /var/log/secure
```

Refer below article if you get "**userauth_pubkey: signature algorithm ssh-rsa not in PubkeyAcceptedAlgorithms**"

https://www.ezeelogin.com/kb/article/userauth_pubkey-signature-algorithm-ssh-rsa-not-in-pubkeyacceptedalgorithms-518.html

Related Articles

[Error: User modify failed. Cannot modify user on other node: Authentication by SSH key failed!](#)

[Error: User modify failed Cannot modify user on this node: OS=FreeBSD: Command not found. OS: Undefined](#)

[Reset Ezeelogin keys used for privilege escalation](#)

Online URL:

<https://www.ezeelogin.com/kb/article/error-user-modify-failed-cannot-modify-user-on-this-node-authentication-by-ssh-key-failed-24.html>