

WEBSOCKET SERVER DISCONNECTED: transport close

309 admin November 1, 2023 [Technical](#) 3753

WEBSOCKET SERVER DISCONNECTED: transport close

This error occurs when the user is not present in the system, enabling the auto-create feature will solve the issue. This feature auto-creates a system user when a LDAP user login to the web. The following are the steps to resolve the issue:

If the gateway user is present on the server, please add the following lines to the SSHD configuration and try again.

Add the following parameters to the END of `/etc/ssh/sshd_config` file and **restart SSHD** to reflect the changes.

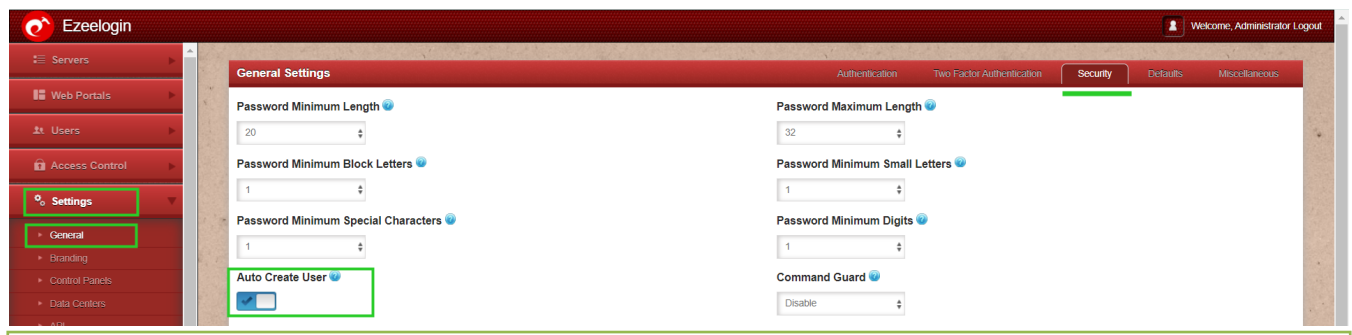
```
Match Address 127.0.0.1
```

```
PermitRootLogin yes
```

```
PubkeyAuthentication yes
```

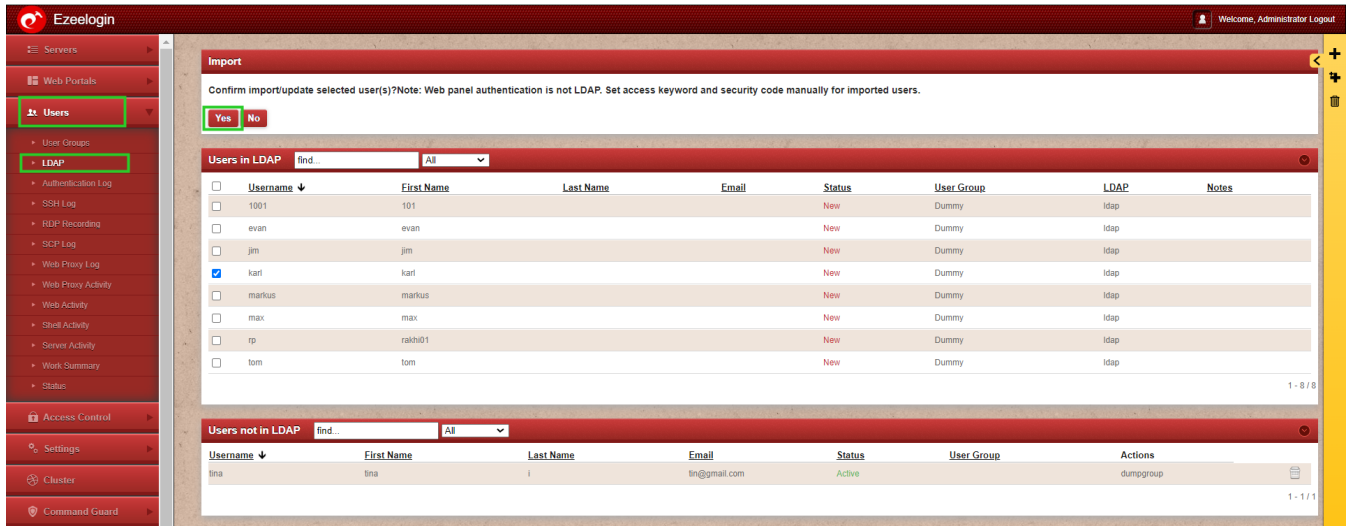
```
PasswordAuthentication yes
```

1. Delete the imported LDAP user from the Ezeelogin gateway server and then enable the auto-create feature by clicking **Setting > General > Security > Auto-create user**

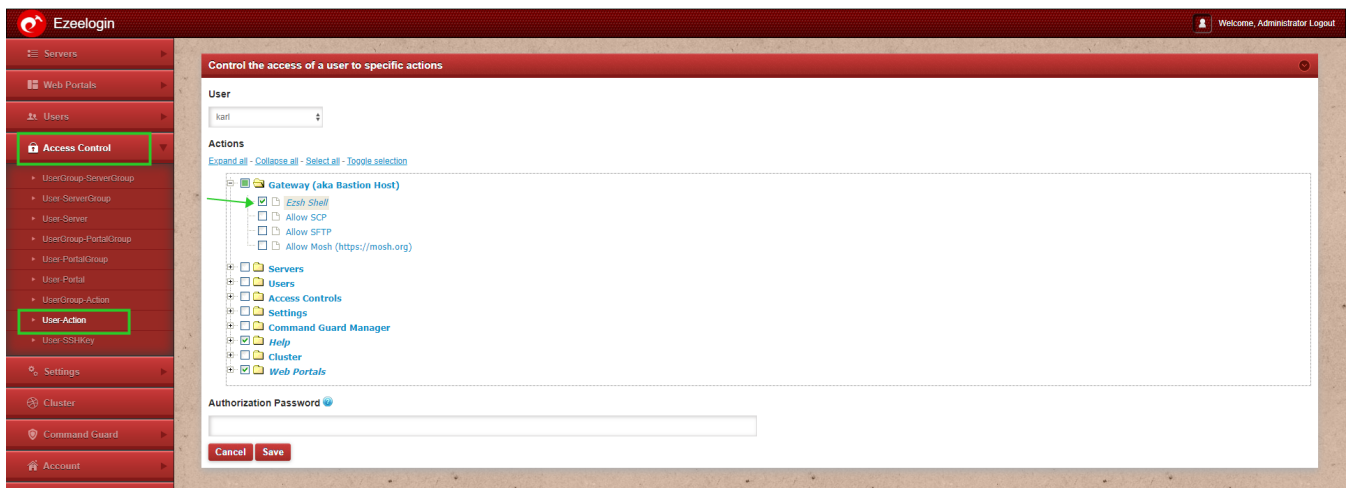


Ensure that the LDAP user is deleted and re-added to the Ezeelogin gateway server.
Refer the following article: [Integrate OpenLdap / Windows Active Directory \(AD \) authentication in Ezeelogin jump server \(Centos &Ubuntu\)](#)

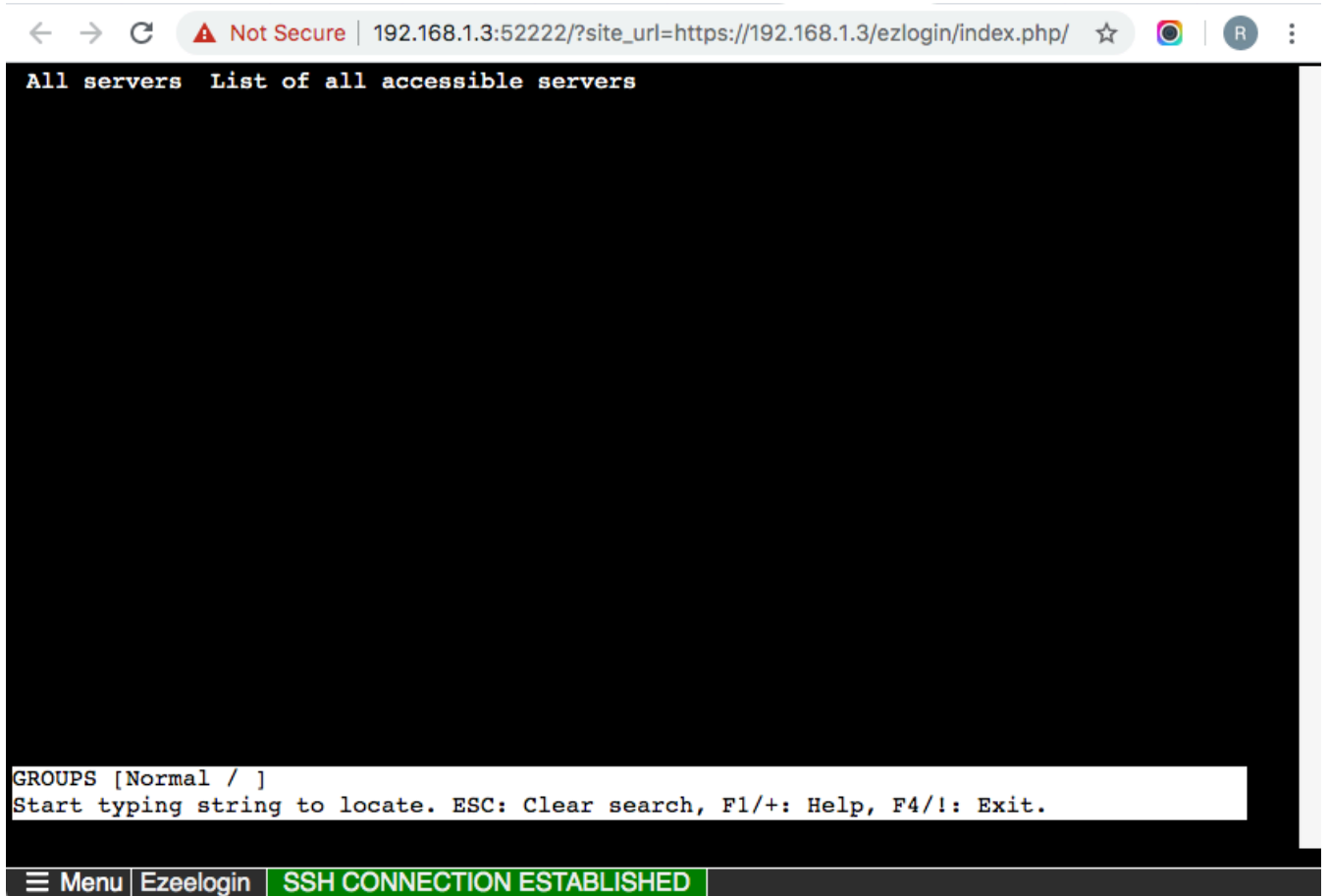
2. Import the LDAP user again by clicking Users > LDAP > Select user > import



3. Grant privilege for the user to access the web-shell.



Now access the web-shell / webSSH console as the ldap-user.



1) If the Issue still persists Reset the User password from GUI under Accounts > Password

Ezeelogin

Servers

Web Portals

Users

Access Control

Settings

Cluster

Command Guard

Account

Preferences

Theme

Key Bindings

Profile

Password

SSH Log

RDP Recording

SCP Log

Change password, security code, two factor secret

New Password

.....

Generate

New Security Code

hWatJpg5mmBQF4\$DYRDheM

Copy to clipboard

New Access Keyword

Generate

SSH Private Key

Confirm Password

.....

Confirm Security Code

Confirm Access Keyword

SSH Key Passphrase

Authorization Password

.....

Cancel

Save

Online URL:

<https://www.ezeelogin.com/kb/article/websocket-server-disconnected-transport-close-309.html>