# User add failed Cannot add user on this node: REMOTE HOST IDENTIFICATION HAS CHANGED!

34 admin June 18, 2024 [Common Errors & Troubleshooting](#) 15032

How to fix "User add failed. Fingerprint changed: Cannot modify user on this node: REMOTE HOST IDENTIFICATION HAS CHANGED! (Reset fingerprint to authorize the change)" shown in the GUI.

Synopsis: This article will help gateway users to fix the error "user add failed: cannot modify user on this node: REMOTE HOST IDENTIFICATION HAS CHANGED" displayed in the webgui while adding or modifying the gateway users.
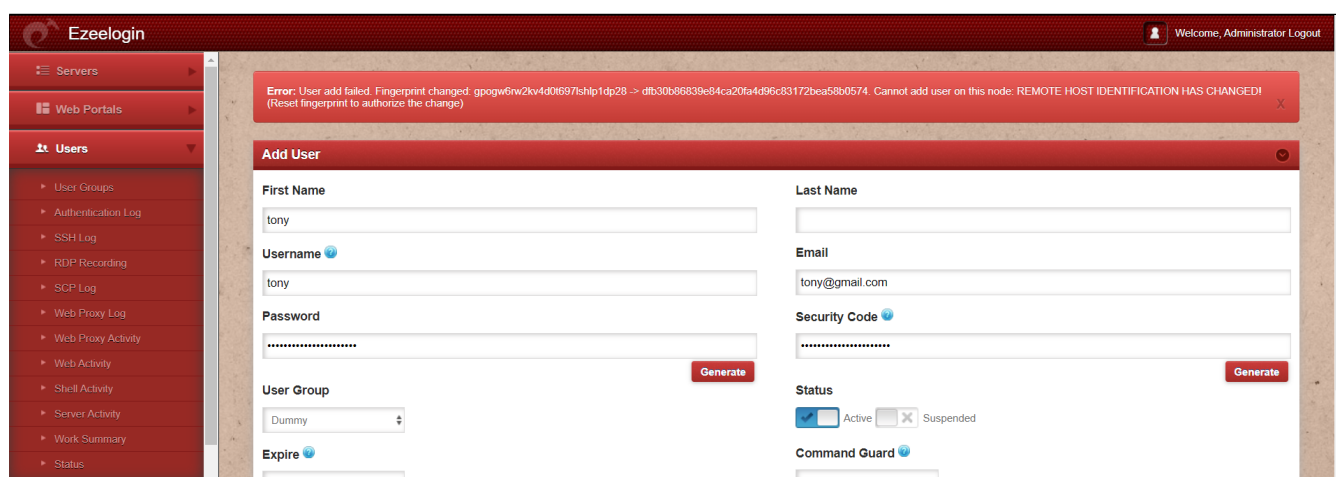
The identity of your gateway server has changed due to OS reload, IP migration, etc.

Reset the fingerprint of the Ezeelogin installed node **from the web panel**, click **Cluster** -> **Reset the SSH fingerprint of this node.**
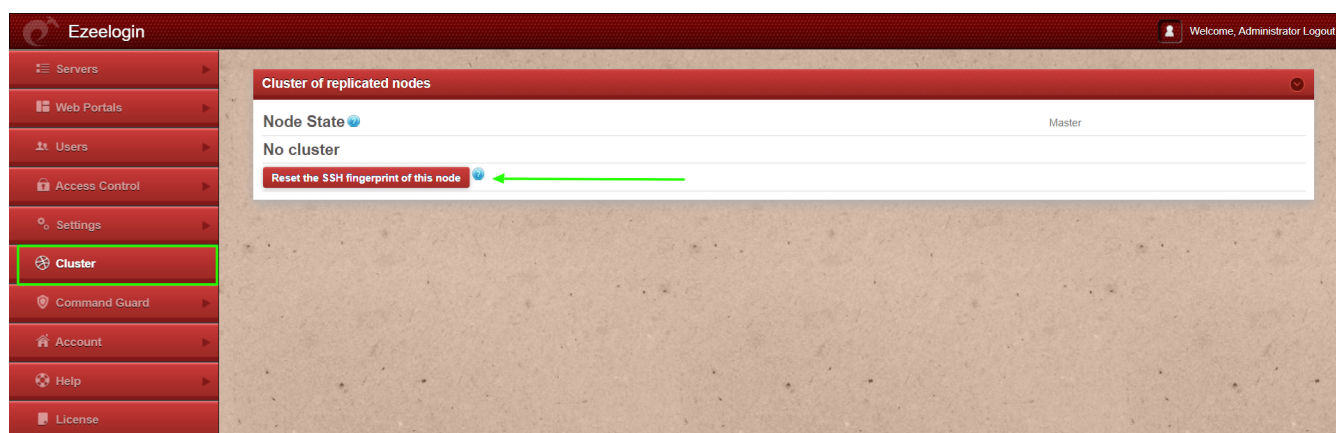
Note: Emergency CLI Method

Run the following MySQL query from the gateway server to reset the fingerprint in the backend.

```
root@jumpserver:~#  php /usr/local/ezlogin/ez_queryrunner.php "UPDATE
prefix_settings SET value='' WHERE name='local_fp'"
```

Related Articles:

User add failed

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Error: User add failed. Error: Plugin caching_sha2_password could not be loaded

User add failed: Error waiting for connection: Cannot add user on this node: Could not connect

User add failed Cannot add user on other node: REMOTE HOST IDENTIFICATION HAS CHANGED!

Error: User add failed. Cannot add user on this node. user already exists

Online URL:
https://www.ezeelogin.com/kb/article/user-add-failed-cannot-add-user-on-this-node-remote-host-identification-has-changed-34.html