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

35 admin September 29, 2024 Common Errors & Troubleshooting 6387

## How to fix the error message "User add failed: Error waiting for connection: Cannot add user on this node: Could not connect" that appears in the GUI?

**Overview:** This article will help the gateway users resolve the error "User add failed: Cannot add user on this node: Could not connect" displayed in the GUI when adding or editing gateway users.

**Step 1:** Make sure the gateway port is set correctly. Confirm the gateway port by running the below command.

root@gateway:~# grep -i '^port' /etc/ssh/sshd\_config

Port 2020

**Step 2:** Update the global setting from GUI **Settings -> General -> Miscellaneous -> SSH Gateway Port.** 

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Step 3: Confirm the same by running the below command.

root@gateway:~# ssh root@localhost -p <port number>

Contact support with any error messages you may have.			
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