

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

35 admin June 14, 2024 [Common Errors & Troubleshooting](#) 5396

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?

Synopsis: This article will help the gateway users to 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 below command.



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

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Cluster

General Settings

AuthenticationTwo Factor AuthenticationSecurityDefaultsMiscellaneous

Gateway SSH Port

2020

RDP Proxy Port

22555

Web Proxy Port

52666

Web Proxy Request Timeout

120

Web Proxy Forwarded Header

☒

Log Space Threshold (MB)

0

NodeJS Command

/usr/local/bin/node

Login theme

SSH Timeout

10

Web SSH Port

22222

Web Proxy Session Timeout

300

Web Proxy Web Sockets

☒

Log Retain Duration (months)

0

mExec Concurrency

100

Hide Inbuilt Backgrounds

☐

Use DNS

Step 3: Confirm the same by running below command.

Related Articles:

User add failed

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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-error-waiting-for-connection-cannot-add-user-on-this-node-could-not-connect-35.html>