Could not connect or access the remote servers/devices

458 Krishnaja August 15, 2024 Common Errors & Troubleshooting 1918

Unable connect or access the remote servers added in the Ezeelogin gateway

Overview: This article helps in resolving the issue of being unable to connect or access remote servers added in the Ezeelogin gateway.

```
mailserver.eznoc

Could not connect

Server: mailserver.eznoc, port: 22

Press any key to continue...|

mailserver.eznoc

Failed to establish SSH session

Server: mailserver.eznoc, port: 22

Press any key to continue...|
```

This error may occur due to several reasons. The following are some of the reasons

Step 1: Make sure that the sshd is listening on the port specified in the Add server form as shown below

Ezeelogin		<u>.</u> `
: ≣ Servers	Edit Server	
► Server Groups	Hostname	IP Address(es) @
► Super Groups	mailserver.eznoc	192.168.18.188
Sub SSH Users	COLUMNIA MARIA	
Sub SSH User Maps mExec lists	SSH Private Key @	SSH Password / RDP Password
Import		******
► Global Key	SSH Key Passphrase @	Clear 2
► Key Management		Server Group
■ Web Portals	Password Management @	test \$
± Users ▶	keep server password \$ SSH Port	enabled \$
1 Access Control ▶	22	Remote SSH login user / RDP login user
Settings >	Control Panel	root
⊗ Cluster	None 💠	Datacenter @
© Command Guard ▶	Description	None Windows Domain
À Account ▶		Windows Domain •
	RDP @	Cancel Save
♦ Help	×	Cancel Save

Step 2: Ensure that you are able to telnet to the remote machine from the Ezeelogin gateway server.

```
:~# telnet <remote_server_ip> <ssh port>
```

Step 3: Ensure that you can manually SSH into the remote server from the Ezeelogin gateway server.

:~# ssh user@remoteserver_ip or hostname

Step 4: Check the error log of the remote server to which you are trying to login.



Step 5: Ensure that iptables or any firewall is not blocking SSH traffic on both the Ezeelogin gateway server and the remote server. Verify that the SSH port is open on both the Ezeelogin gateway and the

remote server.

Add the following rule to allow outbound connection in the Ezeelogin gateway server.

Add the following rule to allow inbound connection on the remote server.

Related Articles:

Authentication by ssh key failed

Authentication by key or password not supported

Online URL:

https://www.ezeelogin.com/kb/article/could-not-connect-or-access-the-remote-servers-devices-458.html