

# Could not connect or access the remote servers/devices

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

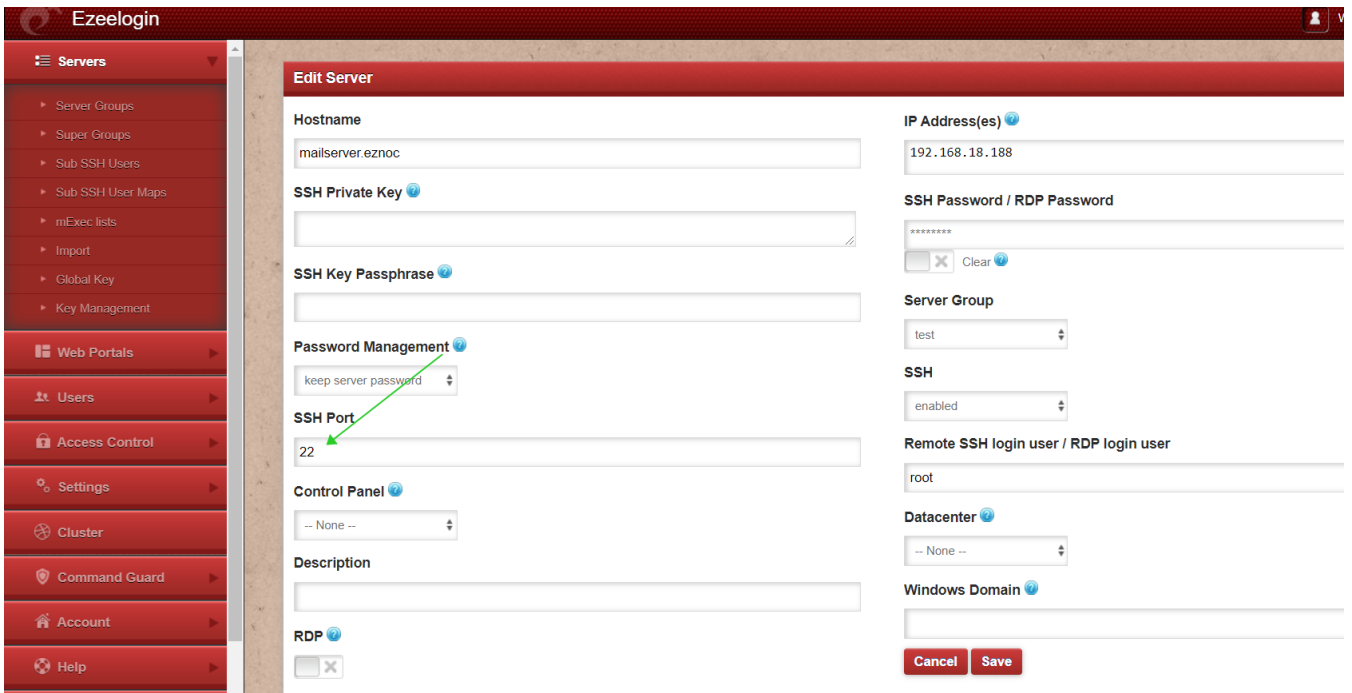
**Overview:** This article helps in resolving the issue of being unable to connect or access remote servers added in the Ezeelogin gateway.

```
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



**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.

#### For Centos

```
:~# /var/log/secure
```

#### For Ubuntu

```
:~# /var/log/auth.log
```

**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.

```
~# iptables -A OUTPUT -s 192.168.18.195 -p tcp --dport 22 -j ACCEPT
```

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

```
~# iptables -A INPUT -p tcp -s 192.168.18.195 --dport 22 -j ACCEPT
```

### **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>