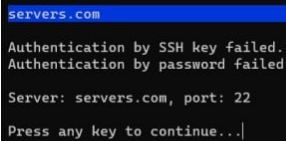


## Authentication by ssh key failed

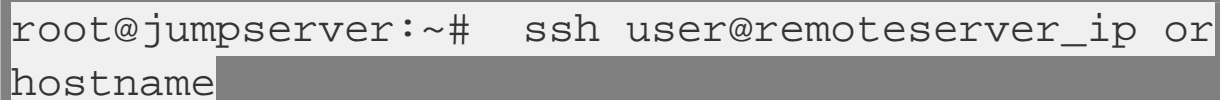
471 Jisna Joseph February 7, 2022 [Common Errors & Troubleshooting](#) 2222

### How to solve Authentication by SSH key failed in Ezeelogin?

A terminal window with a black background and a blue title bar that says "servers.com". The text in the terminal reads: "Authentication by SSH key failed.", "Authentication by password failed", "Server: servers.com, port: 22", and "Press any key to continue...|".

```
servers.com
Authentication by SSH key failed.
Authentication by password failed
Server: servers.com, port: 22
Press any key to continue...|
```

1. Make sure that you can manually SSH to the remote server from the Ezeelogin gateway server.

A terminal window with a grey background. The text in the terminal reads: "root@jumpserver:~# ssh user@remoteserver\_ip or hostname".

```
root@jumpserver:~# ssh user@remoteserver_ip or
hostname
```

2. Verify the password has been entered correctly from GUI and Shell. You can refer to the below screenshots.

Ezeelogin

Welcome, Administrator Logout

Servers

Server Groups

- Server Groups
- Super Groups
- Sub SSH Users
- Sub SSH User Maps
- mExec Jobs
- Import
- Global Key
- Key Management

Web Portals

Users

Access Control

Settings

Cluster

Command Guard

Account

Help

Servers

All domain lookup...

Rows Auto

Name	IP Address	Server Group	SSH Port	Description	Actions
Servers.com	192.168.56.181	Developing	22		
Password		5CXZCdR*N42HUNCMF\$*nru7PkFhWj)6			
Password Management		automatic			
SSH		enabled			
Remote SSH login user / RDP login user		root			
RDP		N			
RDP Port		3389			
Password Prompt		ssword:			
Privilege Escalation		disabled			
Host Node		No			
Use DNS		Inherit			
CP Use DNS		Inherit			
Ignore Sub SSH User		N			
IPMI Port		80			
Request Method		POST			
Protocol		http			

3. To view password from the shell, ssh into the jump server, select the server whose password needs to be viewed, and press the tab key.

```
Server details
Name       : Servers.com
IP         : 192.168.56.181
SSH port   : 22
SSH User   : root
Password   : 5CXZCdR+N42HUNCMF$^nru7PkFhW)]6
Group      : Developing

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

4. If you are adding the server using a key, Make sure that the key is correct and does not contain any strange characters or space while copy-pasting.
5. Check for the error log of the remote server to which you are trying to login

If it is Centos it will be **/var/log/secure**

If it is Ubuntu it will be **/var/log/auth.log**

Check out the following article for troubleshooting

[How to check error logs for troubleshooting?](#)

Online URL: <https://www.ezeelogin.com/kb/article/authentication-by-ssh-key-failed-471.html>