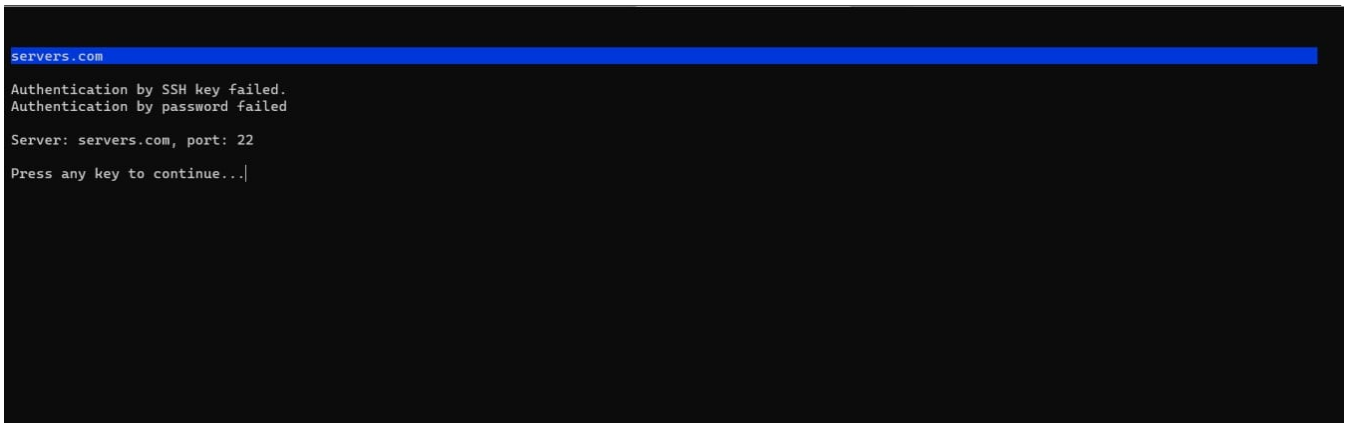


# Authentication by ssh key failed

471 Jisna Joseph January 25, 2025 [Common Errors & Troubleshooting](#) 3398

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

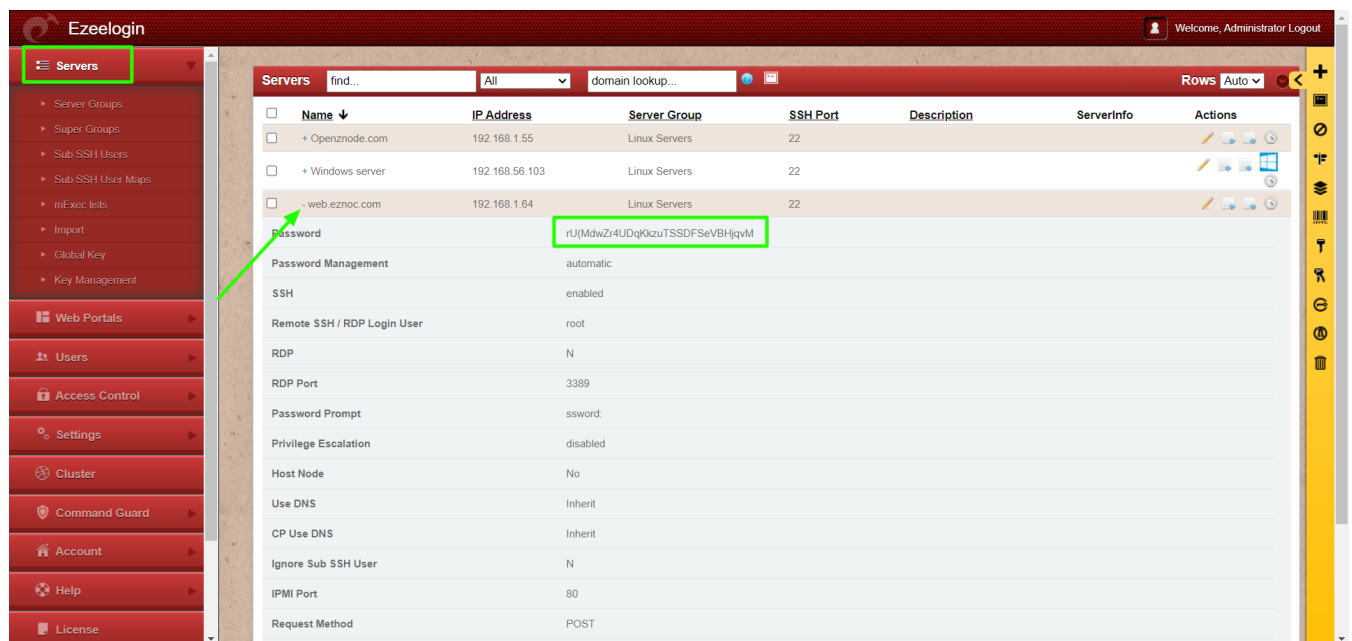
**Overview:** This article helps in resolving the "Authentication by SSH key failed/Authentication by password failed" error that occurs in the backend(ezsh) when logging into a remote server.



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

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

**Step 2:** Verify the password has been entered correctly from Ezeelogin GUI and backend(ezsh). Refer below screenshots.



**Step 2(A):** To view password from backend(ezsh), ssh into the jump server, select the server whose

password needs to be viewed, and press the tab key.

```
Server details
Name           : web.eznoc.com
IP             : 192.168.1.64
SSH port       : 22
SSH User       : root
Password       : rU(MdwZr4UDqKkzuTSSDFSeVBHjqvM
Group          : Linux Servers

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

**Step 3:** While [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.

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

#### For Centos

```
root@remote_server:~# /var/log/secure
```

#### For Ubuntu

```
root@remote_server:~# /var/log/auth.log
```

**Step 5:** Check the [error logs](#)

---

## Related Articles:

[Error: Server login failed. Authentication by SSH key failed!. Remote Error: \(1\) if: Expression Syntax..](#)

[Authentication by key or password not supported](#)

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