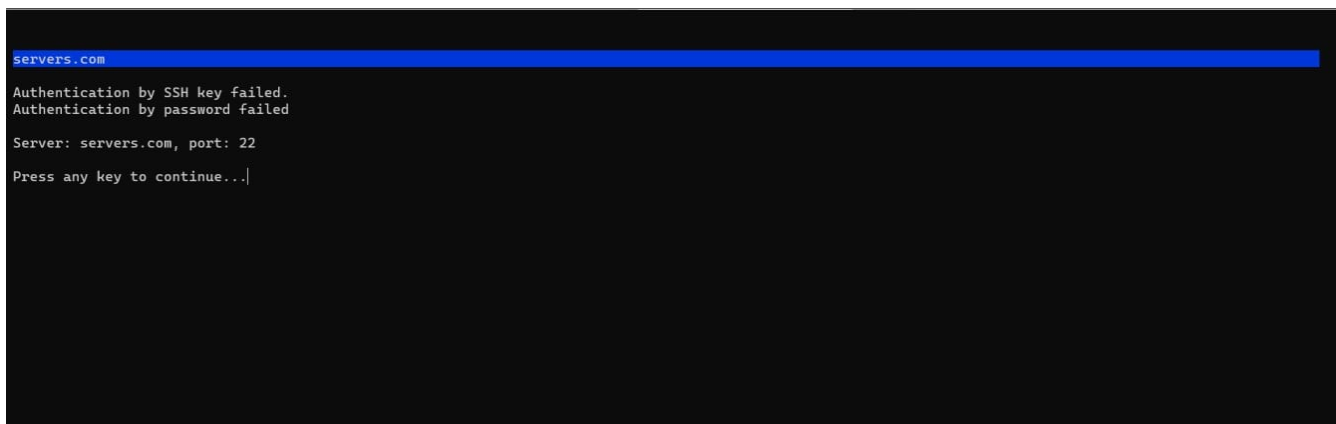


Authentication by ssh key failed

471 Jisna Joseph January 25, 2025 [Common Errors & Troubleshooting](#) 3154

How to solve Authentication by SSH key failed in Ezeelogin?

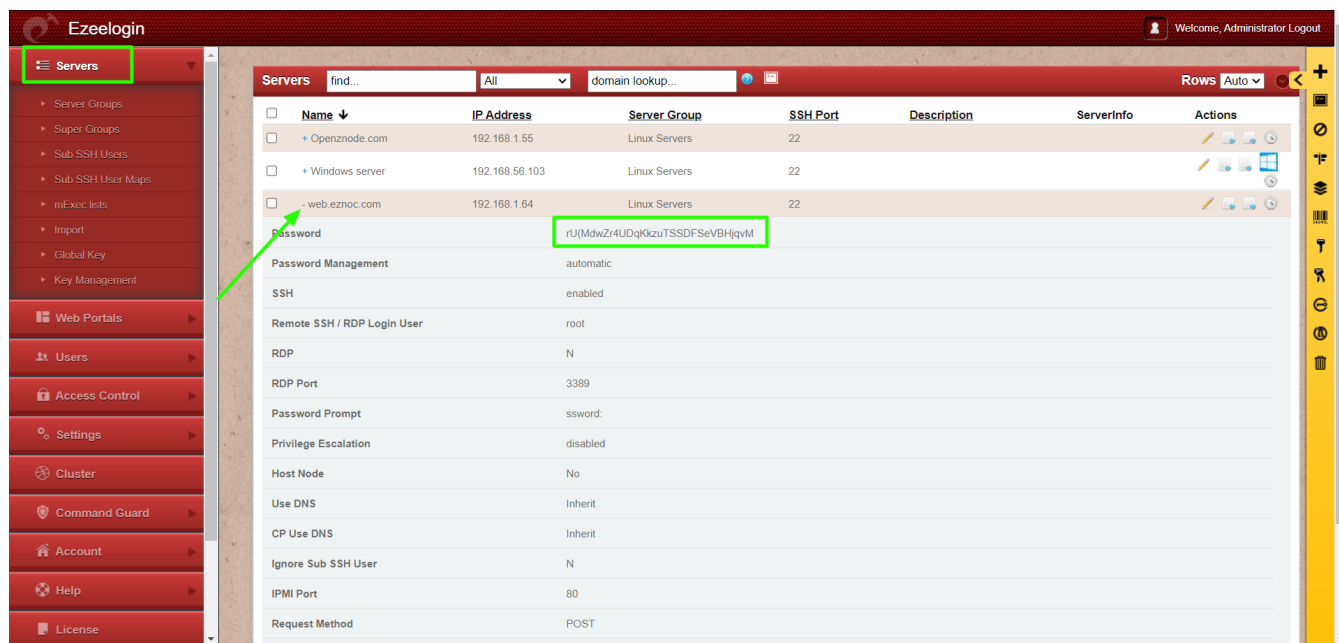
Overview: This article helps in resolving the "Authentication by SSH key failed/Authentication by password failed" error that occurs in the backend(ezsh) when logging into a remote server.



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>