

# Unable to add server into Ezeelogin via webinterface. Password error, times out

51 admin October 1, 2024 [Common Errors & Troubleshooting](#) 5744

## Troubleshooting errors when unable to add servers in the Ezeelogin web Interface: password failures, timeouts, and more

**Overview:** This article provides troubleshooting steps for adding servers in the Ezeelogin web interface, addressing issues like password failures and timeouts.

**Step 1:** Make sure that the Ezeelogin server IP is whitelisted and allows SSH traffic on the remote server that you are trying to add.

```
root@remoteserver:~# iptables -L
```

Or

```
root@remoteserver:~# sudo iptables -L -n | grep <Gatewayserver -IP>
```

**Step 2:** Make sure that you can log in via SSH using the command:

```
root@gateway:~# ssh user@remote_server_ip
```

**Step 3:** This step is optional, but if you're unable to add the server using a password, try the following:

Copy the contents of `/usr/local/etc/ezlogin/id_key.pub` from Ezeelogin gateway server into the `/root/.ssh/authorized_keys` file on the remote server.

---

### Related Articles:

[Add a Linux server or a Linux instance into the Ezeelogin SSH jump host](#)

[Blank page when clicking add server](#)

[Add a new server without changing the remote user password](#)

[Could not connect or access the remote servers/devices](#)

[Add a server using SSH key pair in ezeelogin](#)

Online URL:

<https://www.ezeelogin.com/kb/article/unable-to-add-server-into-ezeelogin-via-webinterface-password-error-times-out-51.html>