

An error occurred. Please contact administrator. Connection to server.hostname closed.

55 admin October 1, 2024 [Common Errors & Troubleshooting](#) 5636

## How to solve the error the error "An error occurred. Please contact the administrator. Connection to the server, hostname closed"?

**Overview:** This article helps Ezeelogin gateway users to fix the error "An error occurred. Please contact administrator. Connection to the server, hostname closed" while logging into Ezeelogin backend(ezsh)

```
An error occurred. Please contact administrator.  
Connection to ezlogin_gateway.com closed. ←  
root@desktop:~#
```

**Step 1:** Look for [errors](#) in the /home/{username}/ezsh.log.

```
root@gateway:~# tail -f /home/{username}/ezsh.log
```

**Step 2:** Ensure the MySQL server is running on the Ezeelogin gateway server.

```
root@gateway:~# service mysql status
```

**Step 2(A):** If MySQL server is not running run below command to start MySQL.

```
root@gateway:~# service mysql start
```

**Step 3:** Ensure there is sufficient disk space on the gateway server. Use the following command to check the available space:

```
root@gateway:~# df -h
```

**Step 4:** Ensure that the permissions for the `/var/log/ezlogin` directory are set correctly. Run the below command to fix the log permission.

```
root@gateway:~# /usr/local/ezlogin/eztool.php -fix_log_permissions
```

Contact [support](#) with any [error messages](#) you may have.

---

### Related Articles:

[Error in SSH shell while accessing the remote server from Ezeelogin bastion host](#)

[Unable to ssh / An error occurred. Please contact administrator](#)

Online URL:

<https://www.ezeelogin.com/kb/article/an-error-occurred-please-contact-administrator-connection-to-server-hostname-closed-55.html>