

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

55 admin June 27, 2024 [Common Errors & Troubleshooting](#) 5141

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

**Synopsis:** This article helps Ezeelogin gateway users to fix the error "**An error occurred. Please contact administrator.Connection to 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@jumpserver:~# tail -f /home/{username}/ezsh.log
```

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

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

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



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



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### Related Articles:

[Error in ssh shell while accessing 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>