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:~#
```

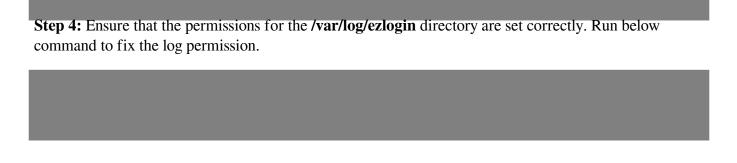
Step 1: Look for errors in the /home/{username}/ezsh.log.

```
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:



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