

# Failed to get user authentication list

586 Nesvin KN February 27, 2023 [Common Errors & Troubleshooting](#) 1266

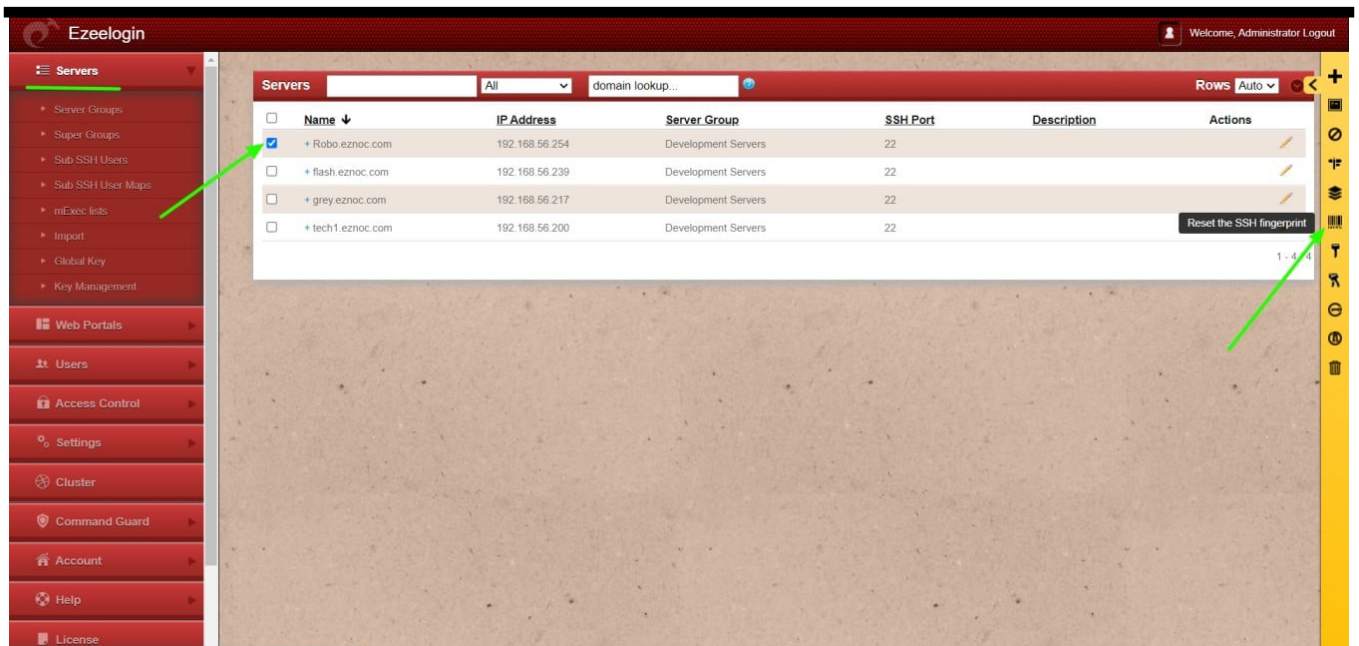
How to fix the "**Failed to get user authentication list**" in the Ezeelogin shell (ezsh)



Refer below steps to reset the fingerprint of the remote server to fix the above error

## Reset the fingerprint from Ezeelogin GUI.

1. Login to **Ezeelogin GUI** and go to the **Servers tab**
2. **Select the server** to which you are unable to ssh.
3. Click the '**RESET SSH FINGERPRINT**' button on the right menu bar.



**Reset the fingerprint from the command line.**

**1. Reset the fingerprint of all servers**

Reset the ssh fingerprint of all servers from the command line by running the following command.

## 2. Reset the fingerprint of a single server

Reset the ssh fingerprint of a server from the command line by running the following command.  
Replace hostname with your server hostname.

```
hostname_of_the_server
```

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[ALERT: REMOTE HOST IDENTIFICATION HAS CHANGED! Contact Administrator.](#)

[User add failed Cannot add user on this node: REMOTE HOST IDENTIFICATION HAS CHANGED!](#)

[Add server with the private key stored in the database with API](#)

[Add / update / delete servers through Ezeelogin API](#)

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Online URL: <https://www.ezeelogin.com/kb/article/failed-to-get-user-authentication-list-586.html>