# Failed to get user authentication list

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

Failed to get user authentication list
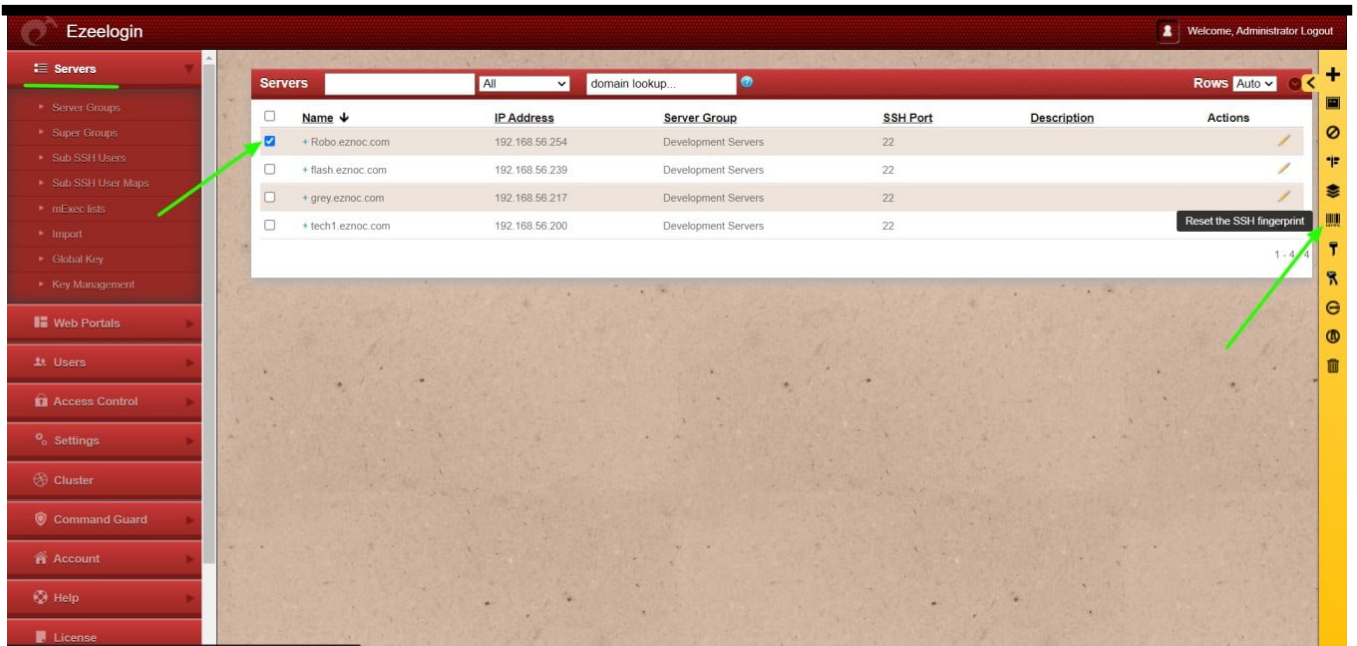
Server: centos.server, port: 22

Press any key to continue...

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.

```
root@jumpserver@~# php /usr/local/ezlogin/ez_queryrunner.php "UPDATE
prefix_servers SET fingerprint=''";
```

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.

```
root@jumpserver@~# php /usr/local/ezlogin/ez_queryrunner.php "UPDATE
prefix_servers SET fingerprint='' WHERE
name='hostname_of_the_server' "
```

**Related Article:**

[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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