

Failed to get user authentication list

586 Nesvin KN February 27, 2023 [Common Errors & Troubleshooting](#) 1377

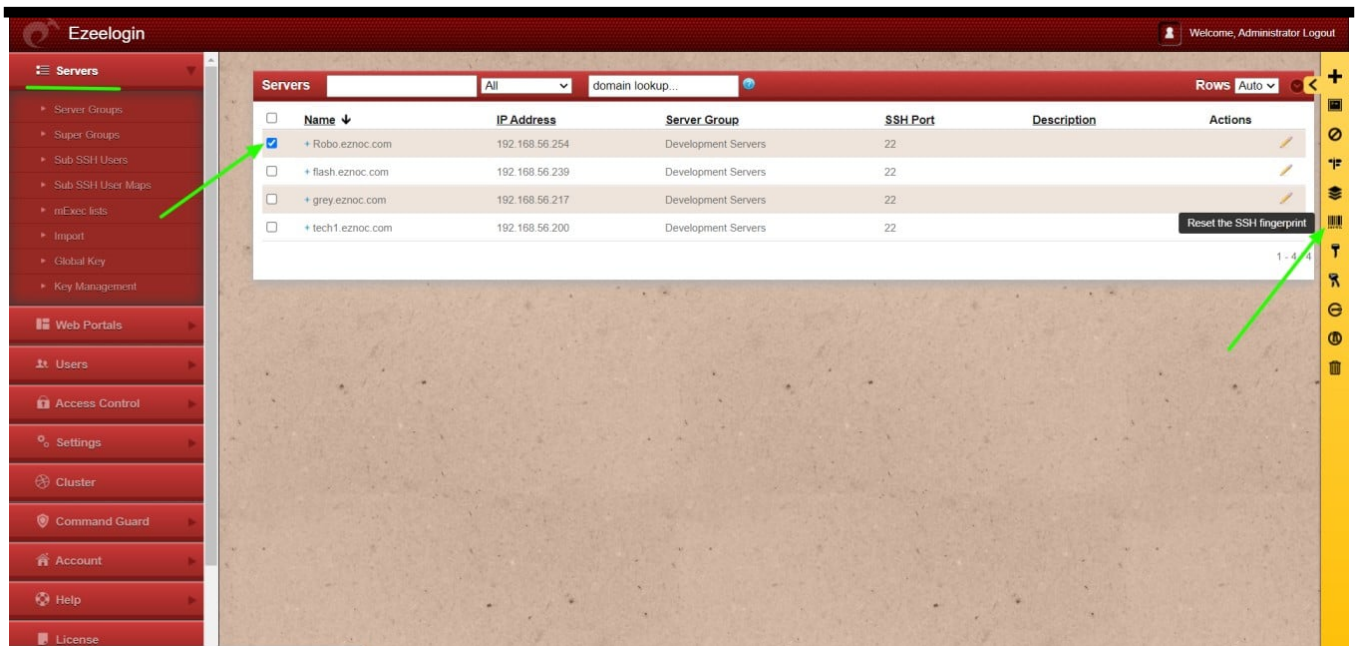
How to fix the "**Failed to get user authentication list**" in the Ezeelogin shell (ezsh)



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
```

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