

Unable to ssh / An error occurred. Please contact administrator /

84 admin December 14, 2022 [Common Errors & Troubleshooting](#) 7973

Unable to ssh / Unable to log in to backend ezsh shell / backend shell exits with **'An error occurred. Please contact the administrator.'**

1. Check the user log file **/home/{username}/ezsh.log** for more details.
2. Check the log file **/var/log/secure** for more error details
3. Ensure **selinux** is disabled. The command **sestatus** should return the value **'disabled'**.
Make sure to **reboot** the system after disabling selinux
4. Ensure that firewall is not blocking your **ssh ports** if you are ssh sessions are timing out.
5. **ssh -v user@_gatewayip** would show more debug messages.
6. In **/etc/ssh/sshd_config**, make sure to comment the line **AllowGroups** in **/etc/ssh/sshd_config** and **restart sshd**, and try again.

Online URL:

<https://www.ezeelogin.com/kb/article/unable-to-ssh-an-error-occurred-please-contact-administrator-84.html>