

SSH Troubleshooting

1) There's a connection timeout

This is a security group issue. Any timeout (not just for SSH) is related to security groups or a firewall. Ensure your security group looks like this and correctly assigned to your EC2 instance.

Security Group: sg-0781d3c194f33d751

| Description | Inbound | Outbound | Tags |
|-----------------------|---------------------------|-----------------------------|-------------------------|
| <div>Edit</div> | | | |
| Type <small>i</small> | Protocol <small>i</small> | Port Range <small>i</small> | Source <small>i</small> |
| SSH | TCP | 22 | 0.0.0.0/0 |
| SSH | TCP | 22 | ::/0 |

2) There's still a connection timeout issue

If your security group is properly configured as above, and you still have connection timeout issues, then that means a corporate firewall or a personal firewall is blocking the connection. If things don't work, please use EC2 Instance Connect as described in the next lecture

3) SSH does not work on Windows

- If it says: `ssh command not found`, that means you have to use Visual Studio Code
- Follow again the video. If things don't work, please use EC2 Instance Connect as described in the next lecture

4) There's a connection refused

This means the instance is reachable, but no SSH utility is running on the instance

- Try to restart the instance
- If it doesn't work, terminate the instance and create a new one. Make sure you're using **Ubuntu**

5) `Permission denied (publickey,gssapi-keyex,gssapi-with-mic)`

This means either two things:

- You are using the wrong security key or not using a security key. Please look at your EC2 instance configuration to make sure you have assigned the correct key to it.
- You are using the wrong user. Make sure you have started an **Amazon Linux 2 EC2 instance**, and make sure you're using the user **ec2-user**. This is something you specify when doing `ubuntu@<public-ip>` (ex: `ubuntu@35.180.242.162`) in your SSH command or your Visual Studio configuration

6) Nothing is working - "aaaahhhhhh"

Don't panic. Use **EC2 Instance Connect** from the next lecture. Make sure you started an **Ubuntu** and you will be able to follow along with the tutorial :)

7) I was able to connect yesterday, but today I can't

This is probably because you have stopped your EC2 instance and then started it again today. **When you do so, the public IP of your EC2 instance will change.** Therefore, in your command, or Visual Studio configuration, please make sure to edit and save the new public IP.