

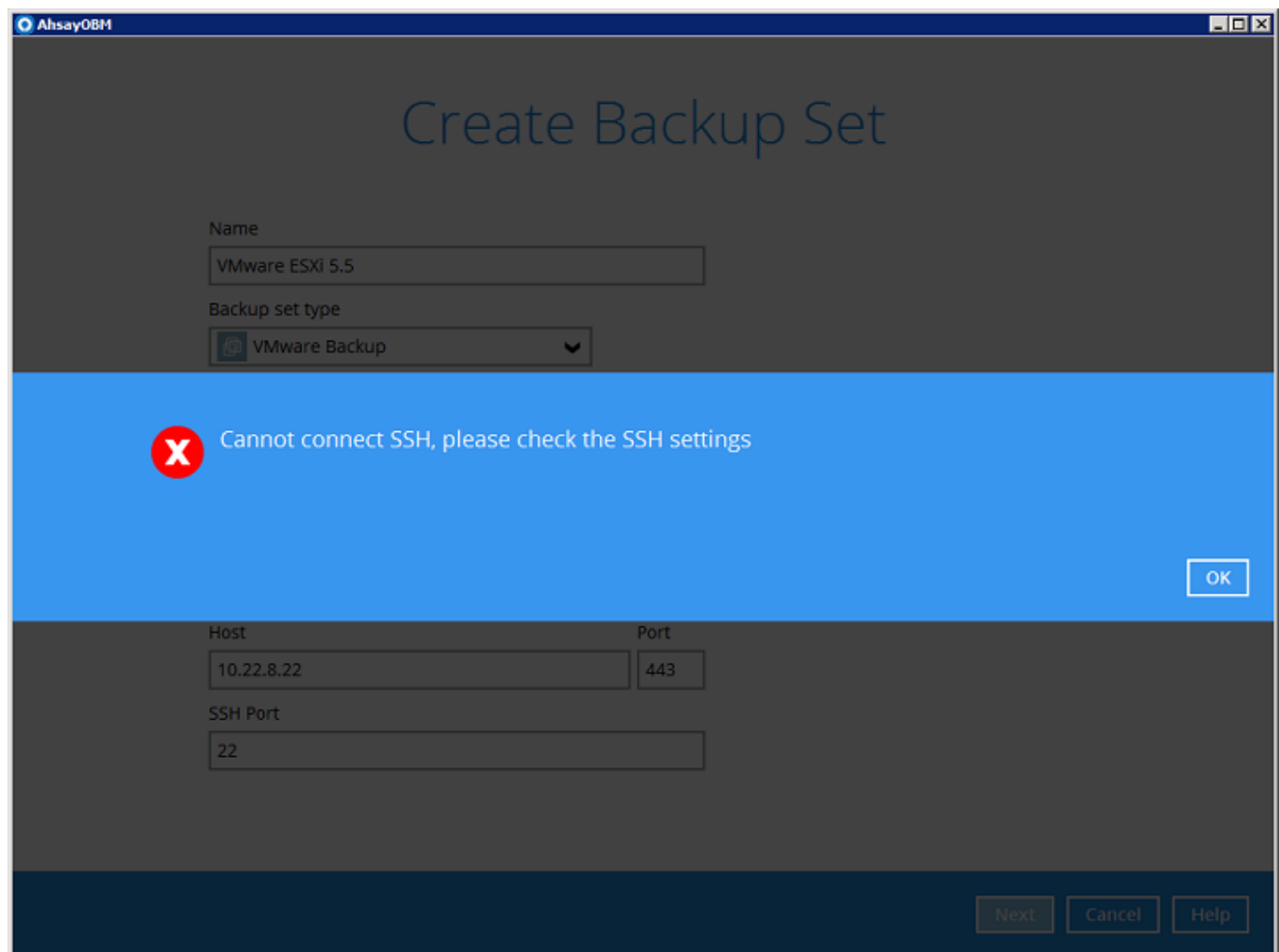
## [V7] ISSUE: "Cannot connect SSH, please check the SSH settings" error when creating a backup set on a VMware ESXi host

Article ID	Reviewed	AhsayOBM/AhsayACB	Operating System
5234	2017-03-15	7.5.0.0 to 7.x	Windows/Linux/Mac

**ATTENTION** 1st January, 2022: v7 officially End-of-Life [[details](#)]

### Problem Description:

When creating a backup set on a VMware ESXi host the following error is shown by AhsayOBM **"Cannot connect SSH, please check the SSH settings"**.



### Cause:

The SSH setting is disabled on the VMware ESXi host.

To perform a backup of guests' virtual machines on a VMware host, AhsayOBM needs to login to the VMware host on ssh using the root account via port 22 (default).

## Resolution:

To resolve this issue:

1. Enable SSH on the VMware using the following instructions

[https://pubs.vmware.com/vsphere-51/index.jsp?topic=%2Fcom.vmware.vcli.getstart.doc%2Fcli\\_jumps\\_tart.3.6.html](https://pubs.vmware.com/vsphere-51/index.jsp?topic=%2Fcom.vmware.vcli.getstart.doc%2Fcli_jumps_tart.3.6.html)

2. After enabling SSH verify the setup is correct by using telnet from the AhsayOBM machine, i.e. telnet {VMware\_host} 22

**Example:** The following information will be displayed by a VMware ESXi v5.5 host if SSH is enabled in response to telnet.

```
SSH-2.0-OpenSSH_5.6
```

## Reference:

<https://serenity-networks.com/how-to-enable-ssh-on-vmware-esxi-5-5-5-6-all-other-versions/>

## Keywords:

VMware, ESXi, enable ssh, port 22

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