

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

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Product Version:

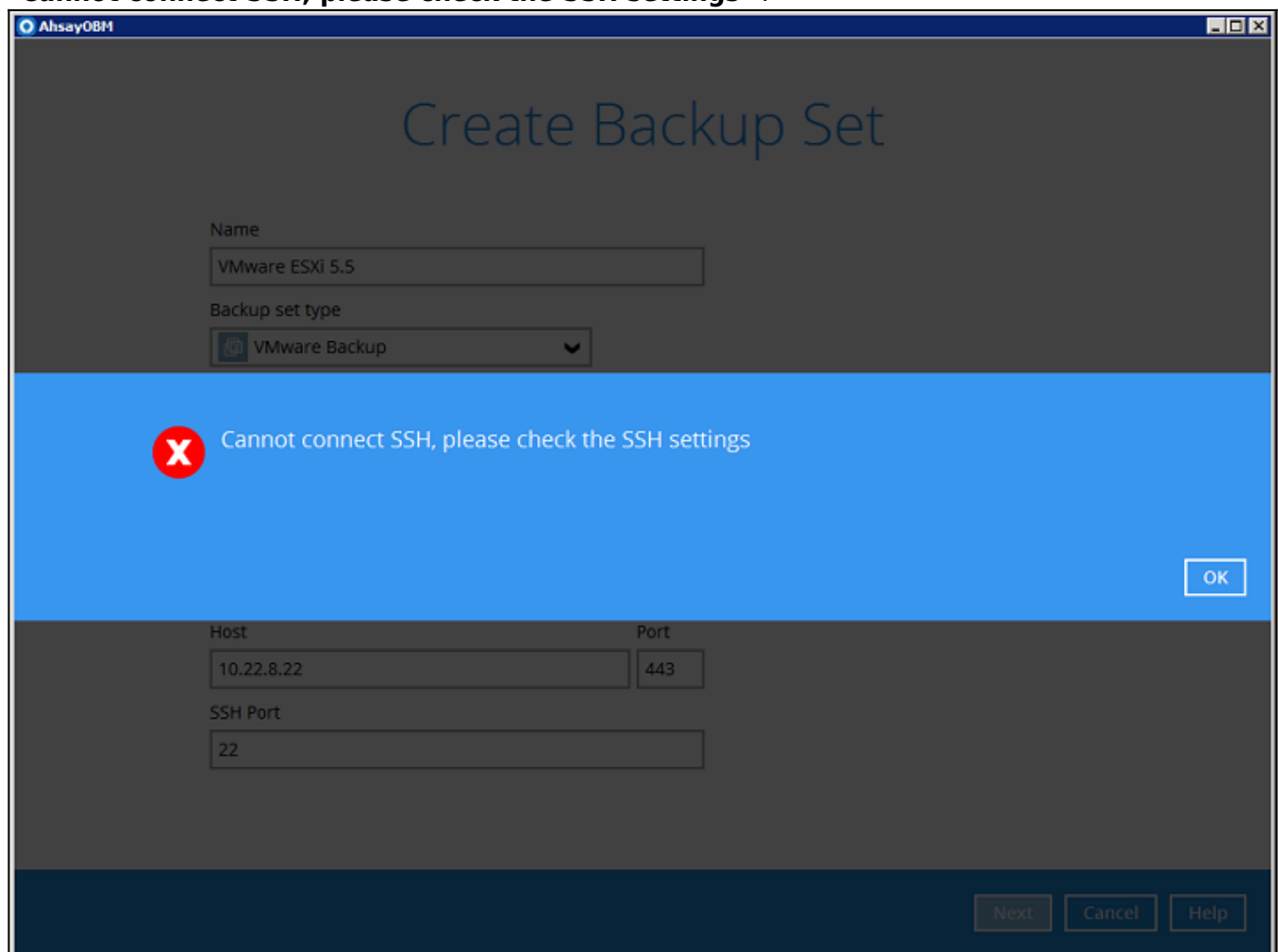
AhsayOBM: 7.5.0.0 - 7.9.2.x

OS: All platforms

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 using 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?docId=728136>
2. After enabling SSH verify the setup is correct by using telnet from the AhsayOBM machine, i.e.
telnet esxi_host 22

Reference:

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

Keywords

VMware, ESXi, enable ssh, port 22

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