

# Linux Terminal Services using NX and FreeNX

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## Troubleshooting

### Error message Server not installed or NX access disabled

If you see the following error message it means that the nx user's public key was not accepted.:

```
NX> 203 NXSSH running with pid: 6721
NX> 285 Enabling check on switch command
NX> 285 Enabling skip of SSH config files
NX> 200 Connected to address: 192.168.2.21 on port: 22
NX> 202 Authenticating user: nx
NX> 208 Using auth method: publickey
NX> 204 Authentication failed.
```

This can be caused by a couple of things.

1. the nx user's authorized key file `/var/lib/nxserver/nxhome/.ssh/authorized_keys2` is incorrectly named.  
The Slackware sshd daemon is configured to look for an authorized key file named `.ssh/authorized_keys` not `.ssh/authorized_keys2`. You can rename the `authorized_keys` file but it might be better to reconfigure `sshd_config`, because the `nxserver --stop` command renames the `.ssh/authorized_keys2` to `.ssh/authorized_keys2.disabled` to prevent access via an `nxclient`
2. sshd is not running or is incorrectly configured.  
At minimum you need `PubkeyAuthentication yes` in the `sshd_config` file
3. The server and client public keys might be different.  
At install the server and client use a default key which should be changed. You can open `/var/lib/nxserver/nxhome/.ssh/authorized_keys` and compare its contents to the key stored in the client by:
  1. Open the client tool
  2. Click the Configure button
  3. Click the Key button on the General Tab
  4. Ensure that the key matches the key found in `/var/lib/nxserver/nxhome/.ssh/authorized_keys` on the server
4. This issue can also be caused by a locked user account for nx  
You will notice a locked account by examining the `/var/log/messages` file for lines like these:

```
Feb 25 23:15:48 teepee last message repeated 2 times
Feb 25 23:18:17 teepee sshd[11597]: User nx not allowed because account
is locked
Feb 25 23:18:17 teepee sshd[11597]: Failed none for invalid user nx
from 192.168.0.111 port 49337 ssh2
Feb 25 23:18:19 teepee sshd[11597]: Failed password for invalid user nx
from 192.168.0.111 port 49337 ssh2
```

1. Check to see if the nx account is locked:  
`passwd -S nx`

2. If the password is locked, you can unlock it with:

```
passwd -u nx
```

If that fails because of this error:

```
passwd: unlocking the password would result in a passwordless account.  
You should set a password with usermod -p to unlock the password of this account.
```

then you can assign a random password (it will never be used) to user "nx" using this command:

```
usermod -p <randompassword> nx
```

and then unlock the account.

From:

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