

Error: User add failed. Cannot add user on this node. user already exists

256 Manu Chacko May 9, 2025 [Common Errors & Troubleshooting](#) 4879

Resolving "error: user add failed. cannot add user on this node" in ezeelogin

Overview: This article addresses the "Error: User add failed. Cannot add user on this node" issue in gateway server. To resolve this, we need to verify if the user or user group already exists on the gateway server using the id, finger, or /etc/group file. If they exist, delete the user or user group on the backend and retry adding the user through the gateway user interface.

The screenshot shows the Ezeelogin web interface. A red error banner at the top reads: "Error: User add failed. Cannot add user on this node: useradd: user 'marc' already exists." Below the banner is the "Add User" form. The form has two columns of input fields. The left column contains: First Name (marc), Username (marc), Password (masked), User Group (Admins), Expire (Never), Limit IPs (disabled), and Allowed IPs (disabled). The right column contains: Last Name (m), Email (marc@gmail.com), Security Code (masked), Status (Active), Command Guard (None), and Virtual Shell (disabled). There are "Generate" buttons next to the Password and Security Code fields. A sidebar on the left lists navigation options like Servers, Web Portals, Users, Access Control, and Settings.

Step 1. Check if the user exists on the gateway server by finger or id command.

```
root@gateway:~# id {username}

root@gateway:~# finger {username}
```

Delete the user if they exist on the backend and try again creating a user from gateway user interface.

Step 2. Check if the usergroup exist on /etc/group on the gateway server.

```
root@gateway:~# cat /etc/group | grep {username}
```

Delete the usergroup if they exist on backend and try again creating user from gateway user interface.

```
root@gateway:~# groupdel group_name
```

Related Articles:

[User add failed](#)

[Error: User modify failed. Cannot modify user on other node: usermod: user luca does not exist.](#)

[Error: User add failed. Cannot add user on this node: FAILED: to establish SSH session](#)

Online URL:

<https://www.ezeelogin.com/kb/article/error-user-add-failed-cannot-add-user-on-this-node-user-already-exists-256.html>