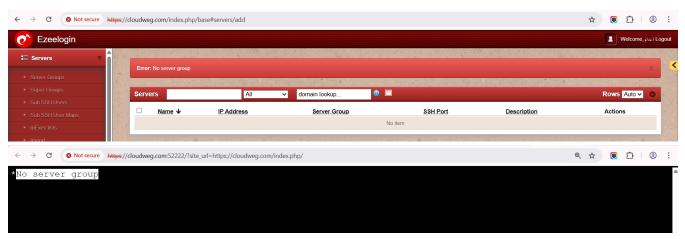
## Error: No Server Group

567 Rakhi March 22, 2025 Common Errors & Troubleshooting 2197

## How to resolve the Error: "No server group"?

**Overview:** This article describes resolving the "**No Server Group**" error by granting the necessary user permissions.

Error report in GUI and backend:

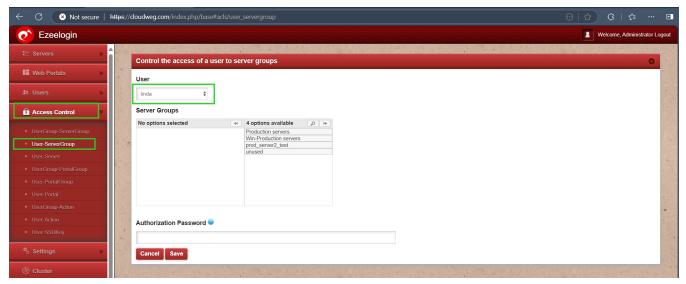


## Why does it happen?

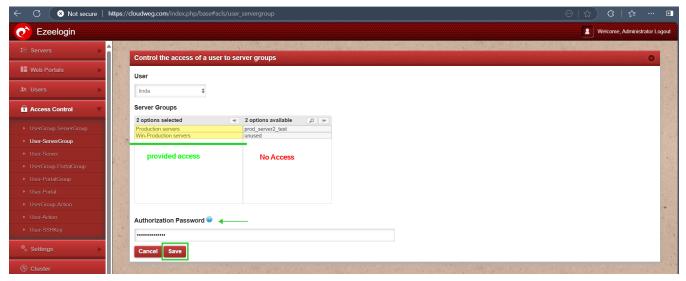
Because the gateway user has not granted necessary server group permissions.

To prevent the "NO SERVER GROUP" message when using a different gateway user account that has already been logged in, you must grant the necessary permissions for that account to access the <u>server</u> group.

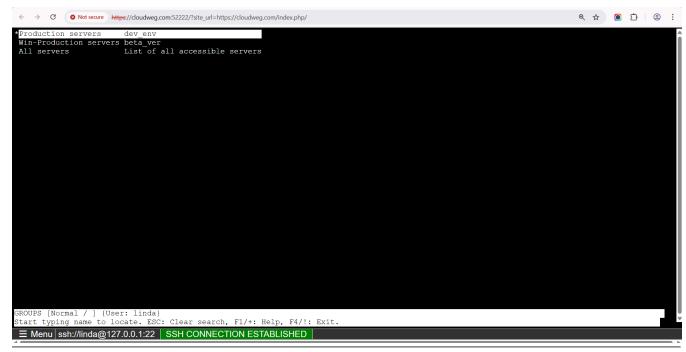
**Step 1:** Log in to the web GUI as a **Super Admin** user and navigate to **Access Control? User-Server Group**. Locate and select the gateway user who encountered the error (e.g., *I inda*).



**Step 2:** Select or map the **Server Group** to the gateway user who require access (e.g., *Linda*), then click **Save** to apply the changes.



**Step 3:** Re-login to backend through terminal or webssh console, the gateway user should be able to view the available <u>server groups</u> permission to the user (e.g., *Linda*)



## **Related Articles:**

Role Based Access Control.

Reset access control override.

Online URL: <a href="https://www.ezeelogin.com/kb/article/error-no-server-group-567.html">https://www.ezeelogin.com/kb/article/error-no-server-group-567.html</a>