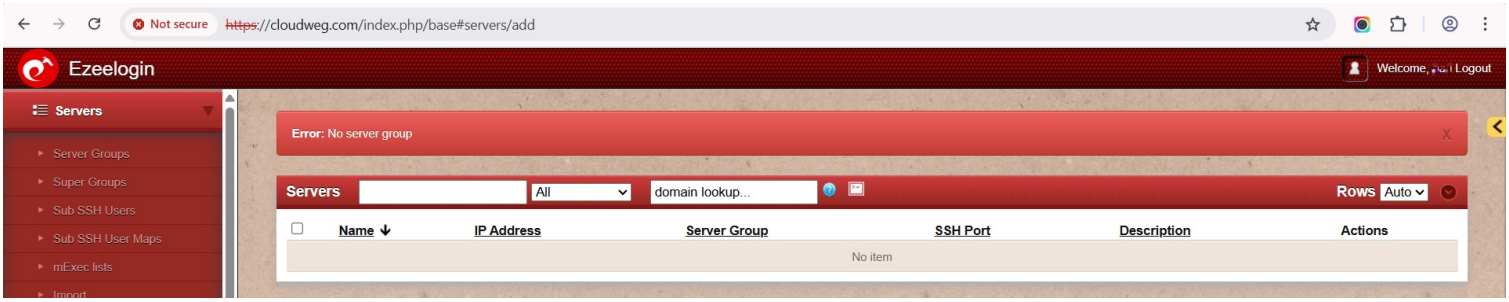
Error: No Server Group

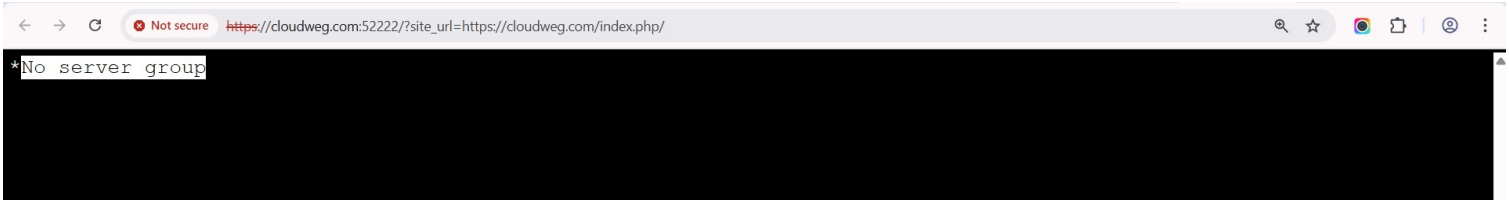
567 Rakhi March 22, 2025 Common Errors & Troubleshooting 3514

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:

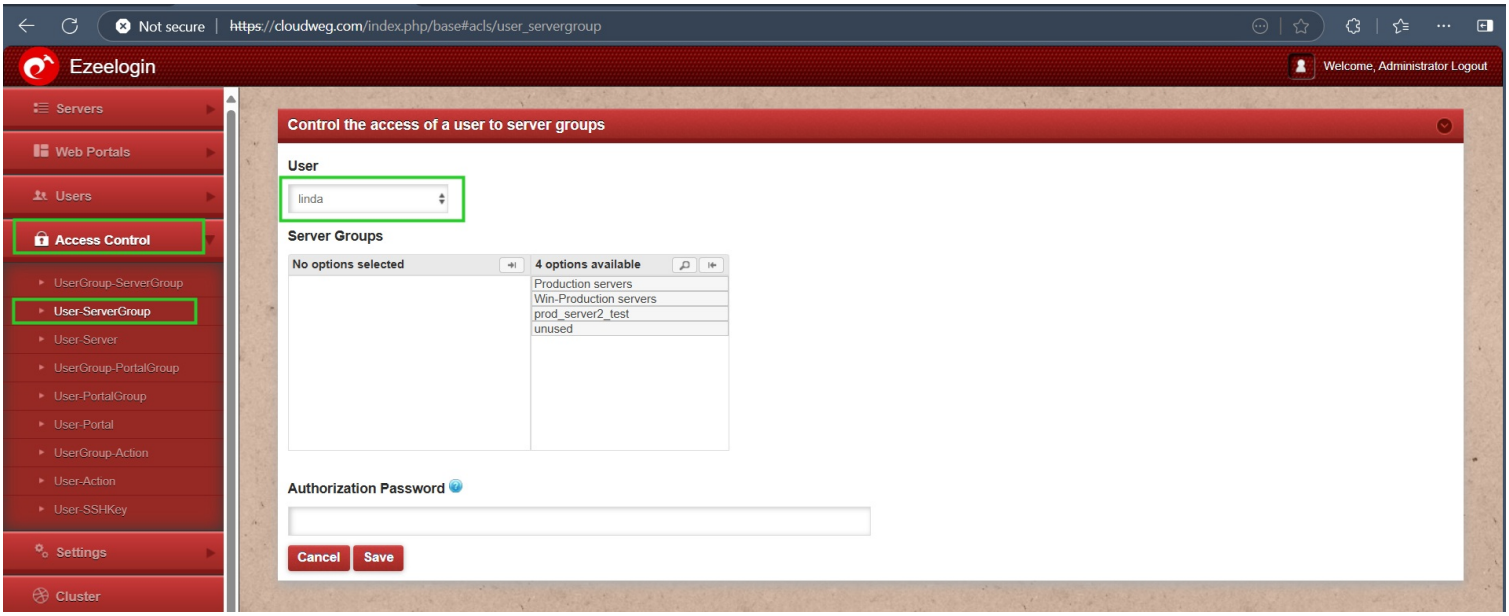




Why does it happen?
Because the gateway user has not granted necessary server group permissions.

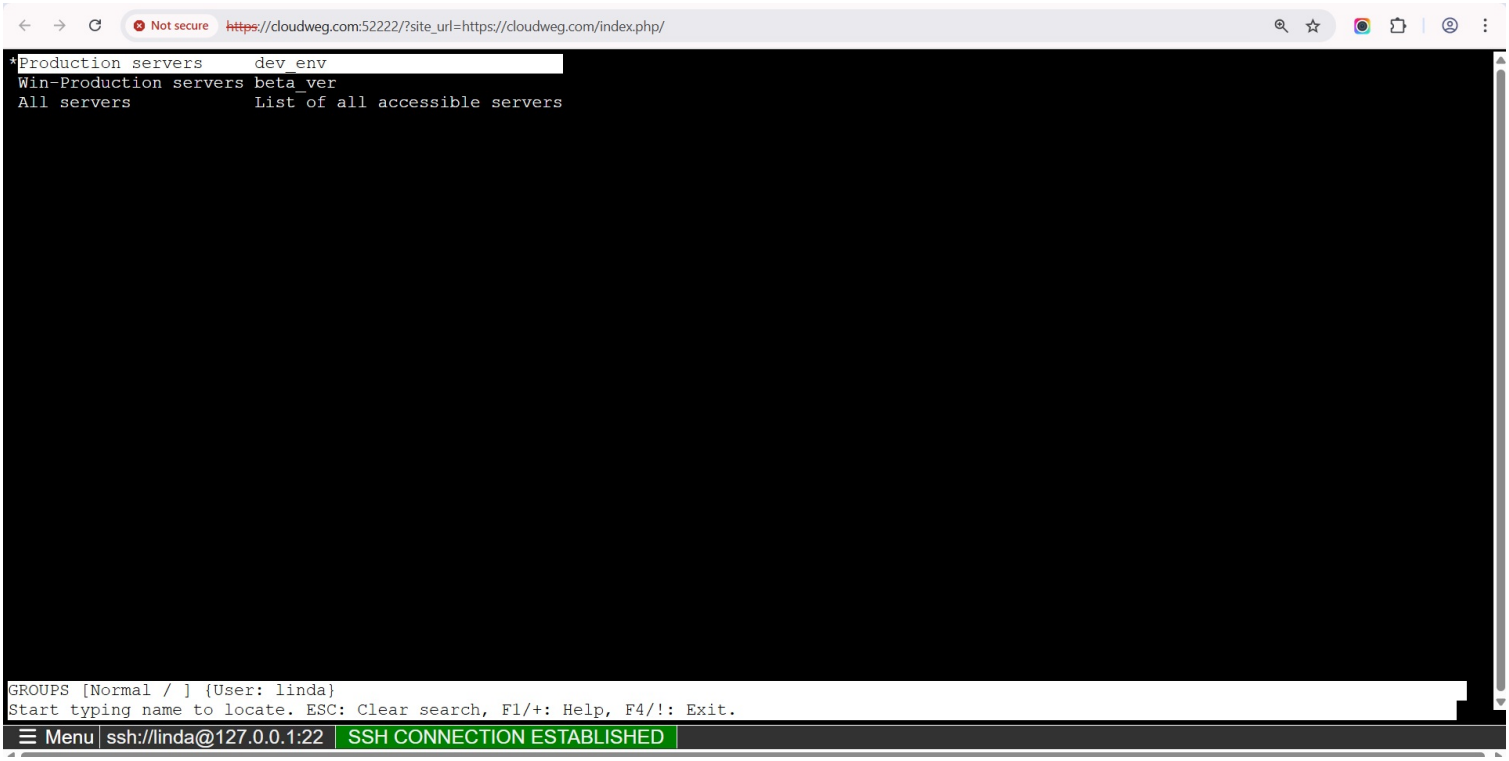
To prevent the "NO SERVER GROUP" message when using a different gateway user account that has already been logged in, you must grant the necessary permissions for that account to access the server group.

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., *linda*).



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 server groups permission to the user (e.g., *Linda*)



Related Articles:

Role Based Access Control.

Reset access control override.

Online URL: https://www.ezeelogin.com/kb/article/error-no-server-group-567.html