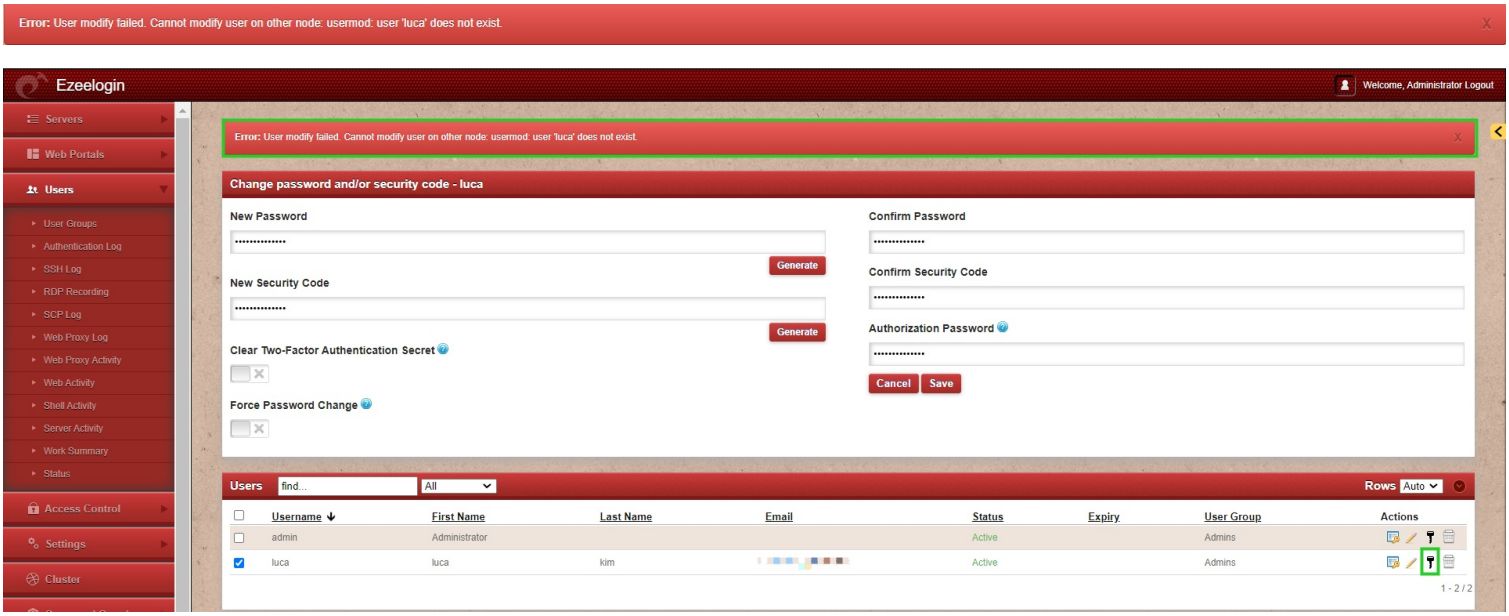
Error: User modify failed. Cannot modify user on other node: usermod: user luca does not exist.

576 Rakhi March 27, 2026 Common Errors & Troubleshooting 4595

Error: User modify failed. Cannot modify user on other node: usermod: user ’luca’ does not exist.

Overview: This article addresses the error message encountered when attempting to modify a non-existent user on the Master node of a web GUI: *Error: User modify failed. Cannot modify user on other node: usermod: user ‘luca’ does not exist.* The issue arises because the specified user does not exist on the node where the modification is being attempted. This guide provides solutions, including adding the user on the Slave node or leveraging an automated script to create missing system users efficiently.



Cause: The error occurs when trying to modify a gateway user from the GUI (Master node) without the user being present on the Slave node (Secondary node). The system requires the user to exist on both nodes to apply modifications correctly.

Step 1: Add the user on the Slave node (Secondary node server).

To resolve this, manually add the missing user on the Slave node by executing the following command:

root@secondary :~# useradd -K UMASK=0077 -m -s '/usr/local/bin/ezsh' -g 'ezuser'**username**

Example: root@secondary:~# useradd -K UMASK=0077 -m -s '/usr/local/bin/ezsh' -g 'ezuser'**luca**

This command creates the user with the appropriate configurations on the Secondary node, ensuring consistency across nodes.

Alternative Method.

Step 2: An alternative approach is to remove the gateway user from the Master node and then recreate it in the web GUI.

However, note that this method will result in the loss of user logs.

Related Articles:

Reset the User password and update in Ezeelogin.

Accessing logs after user deletion in Ezeelogin.

View SSH logs of all users.

Online URL: https://www.ezeelogin.com/kb/article/error-user-modify-failed-cannot-modify-user-on-other-node-usermod-user-luca-does-not-exist-576.html