Error creating subssh user with non root user

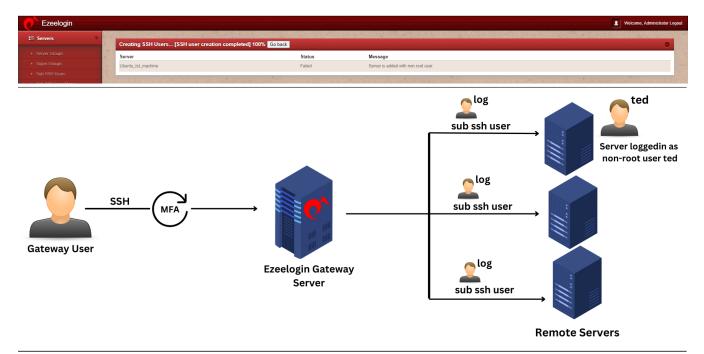
684 Rakhi October 8, 2025 Common Errors & Troubleshooting 1614

Error creating sub ssh user with a non-root user

Overview: This article describes an error that occurs when attempting to create a sub SSH user while logged in as a non-root user.

This error commonly arises when you've initially configured your server using a non-root user and attempted to create a <u>sub ssh user</u> within that remote server, also using a non-root user.

The following error is received while creating a sub ssh user with a non-root user.



Follow the steps below to create a sub ssh user and try logging in with a non-root user.

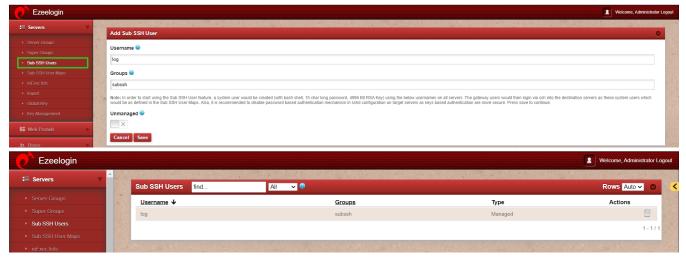
Step 1: Edit the remote server and save it with the root user.

Ezeelogin		Welcome, Administrator Logor
∷ Servers ▼	Edit Server	○
► Server Groups	Hostname	IP Address(es)
► Super Groups	rkdedil.uk.gr	192.168.0.109
Sub SSH Users Sub SSH User Maps	SSH Private Key @	SSH Password / RDP Password
► mExec lists		*******
► Import	SSH Key Passphrase 🕡	X Clear @
► Global Key		Server Group
► Key Management		backup servers
■ Web Portals	Password Management keep server password	SSH
±t Users ▶	SSH Port	enabled \$
Access Control	22	Remote SSH login user / RDP login user
% Settings ▶	Control Panel 🔍	root Datacenter **
Cluster Cluster	None *	
() Citaster	Description	None \$
		Saved SSH Private Key @
Account ▶	RDP ®	None \$
⊕ Help ▶	×	Windows Domain 🔮
License	RDP Port	
E License	3389	Cancel Save
∢ Collapse		
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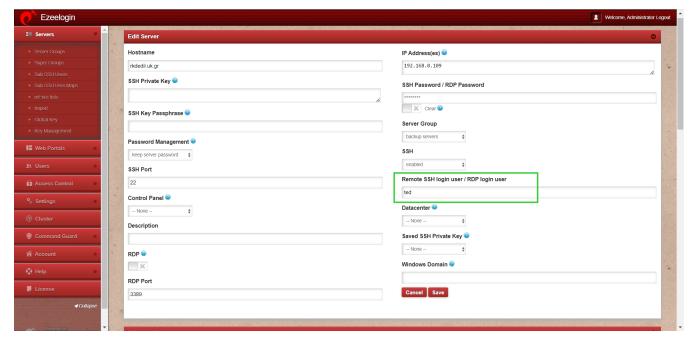
Step 2: Enable root permissions in the remote server using the following step:

root@gateway:~# sed -i 's/#PermitRootLogin prohibitpassword/PermitRootLogin yes/' /etc/ssh/sshd_config && sudo systemctl
restart sshd

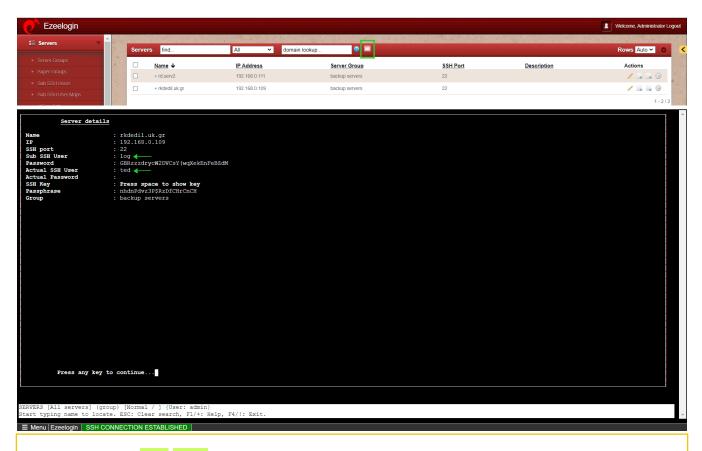
Step 3: Try to recreate sub ssh user 'log'



Step 4: Edit the remote server and mention the non-root user and save it.



Step 5: Try to log into non-remote servers using a sub ssh user.



Creation of Sub<mark>ssh</mark> <mark>user</mark> fails

If the Ezeelog<mark>in</mark> gateway server has more remote servers, it will take more time to create the sub<mark>ssh user in</mark> all the servers. Refer below article to <mark>in</mark>crease the execution time of the script in the gateway server.

Increase script execution time in the gateway serve

Related Articles:

SSH user mapping failed

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Online URL:

https://www.ezeelogin.com/kb/article/error-creating-subssh-user-with-non-root-user-684.html