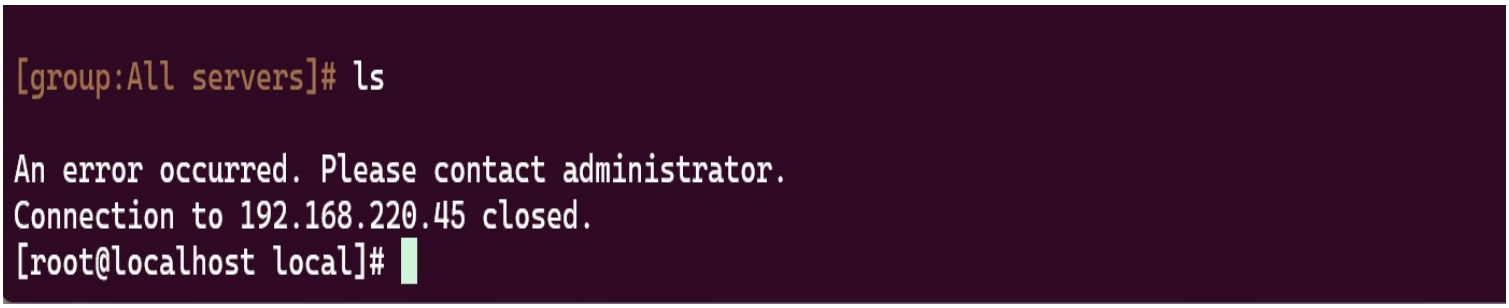
Error:"An error occurred. Please contact administrator" in parallel shell

806 Athulya December 31, 2025 Common Errors & Troubleshooting 1502

How to resolve the error "An error occurred. Please contact administrator" in parallel (mexec) shell?

Overview: This article explains how to fix the "**Error:An error occured .Please contact administrator**" message got when try to run commands in mexec shell.

The following error may appear when a command is executed in a **parallel shell .**



Output from the **ezsh.log** shows below error:

```
tail -f /home/{username}/ezsh.log
```

```
[root@localhost ~]# tail -f /home/ezadm973/ezsh.log
Remote exit signal status: 0Error waiting for connection
New session started from 192.168.220.45:46906 to 192.168.220.45:22 on Wed Dec 10 18:37:39 2025
Authentication by SSH key DB failed (db101, root): Username/PublicKey combination invalid
Remote exit status: 0Get remote exit status possible error: would block
Remote exit signal status: 0Error waiting for connection
Authentication by SSH key DB failed (db101, root): Username/PublicKey combination invalid
SSH output file (/var/log/ezlogin/output/ezadm973/gAllservers11vTK0h_root~db101~Wed_Dec_10_18:43:39_2025) creation failed: Permission denied
```

Step 1: Execute the following command to resolve this issue

```
/usr/local/ezlogin/eztool.php -fix_log_permissions
```

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