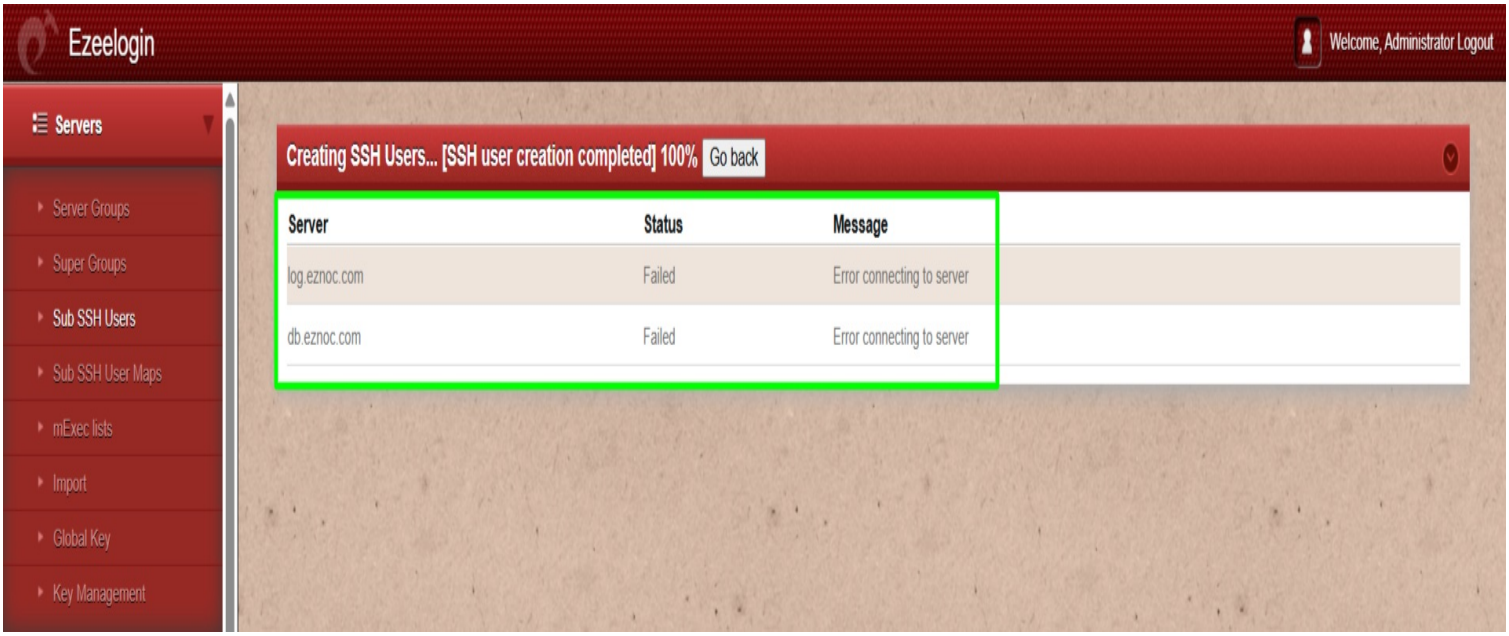
Sub SSH User Creation Failed (Error connecting to server)

808 Jisna Joseph March 2, 2026 Common Errors & Troubleshooting 988

How to resolve the “Error Connecting to Server” while creating a sub SSH user?

Overview: This article describes the “**Error Connecting to Server**” issue that occur while creating a sub SSH user when there is a connectivity problem with the remote server.

The following error is commonly encountered when creating a sub SSH user if there is a connectivity issue with the remote server.



To troubleshoot the error that occurred while creating a sub SSH user, follow the steps below:

Step 1: If detailed logging is not enabled, enable it by appending "**log_level trace**" to the Ezeelogin configuration file using the following command:

```
root@gateway:~# echo "log_level trace" >> /usr/local/etc/ezlogin/ez.conf
```

Step 2: Generate the error again, and then run the following command to navigate to the log directory and tail the latest logs:

```
root@gateway:~# cd $(awk '/^system_folder/ {print $2}' /usr/local/etc/ezlogin/ez.conf)/application/logs/

root@gateway:/var/www/ezlogin/application/logs# tail -f <the latest log file>

For Example:

root@gateway:~# cd $(awk '/^system_folder/ {print $2}' /usr/local/etc/ezlogin/ez.conf)/application/logs/

root@gateway:/var/www/ezlogin/application/logs# tail -f log-2026-02-13.php

(
[0] => Array
(
[status_code] => -1
[error_message] => Error connecting to server
[name] => cpanel
```

```
[mtime] => 2026-02-13 14:48:01
[id] => 1
)

[1] => Array
(
[status_code] => -1
[error_message] => Error connecting to server
[name] => db.eznoc.com
[mtime] => 2026-02-13 14:48:01
[id] => 2
)

)
```

Step 3: Verify SSH connectivity from the Ezeelogin gateway server to the remote server by running:

```
root@gateway:~# ssh user@<remote_server_ip_or_hostname>
```

Step 4: Remote server connectivity from the gateway server can also be verified using telnet:

```
root@gateway:~# telnet <remote_server_ip_or_hostname> <port_number>
```

Step 5: After resolving the connectivity issue try creating the sub ssh user again.

Related Articles:

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How to create sub SSH users on remote servers and restrict commands via sudoers file?

How to change mapped sub ssh group?

Error creating subssh user with non root user

Online URL: https://www.ezeelogin.com/kb/article/sub-ssh-user-creation-failed-40;error-connecting-to-server-41;-808.html