

Sub SSH User Creation Failed (Error connecting to server)

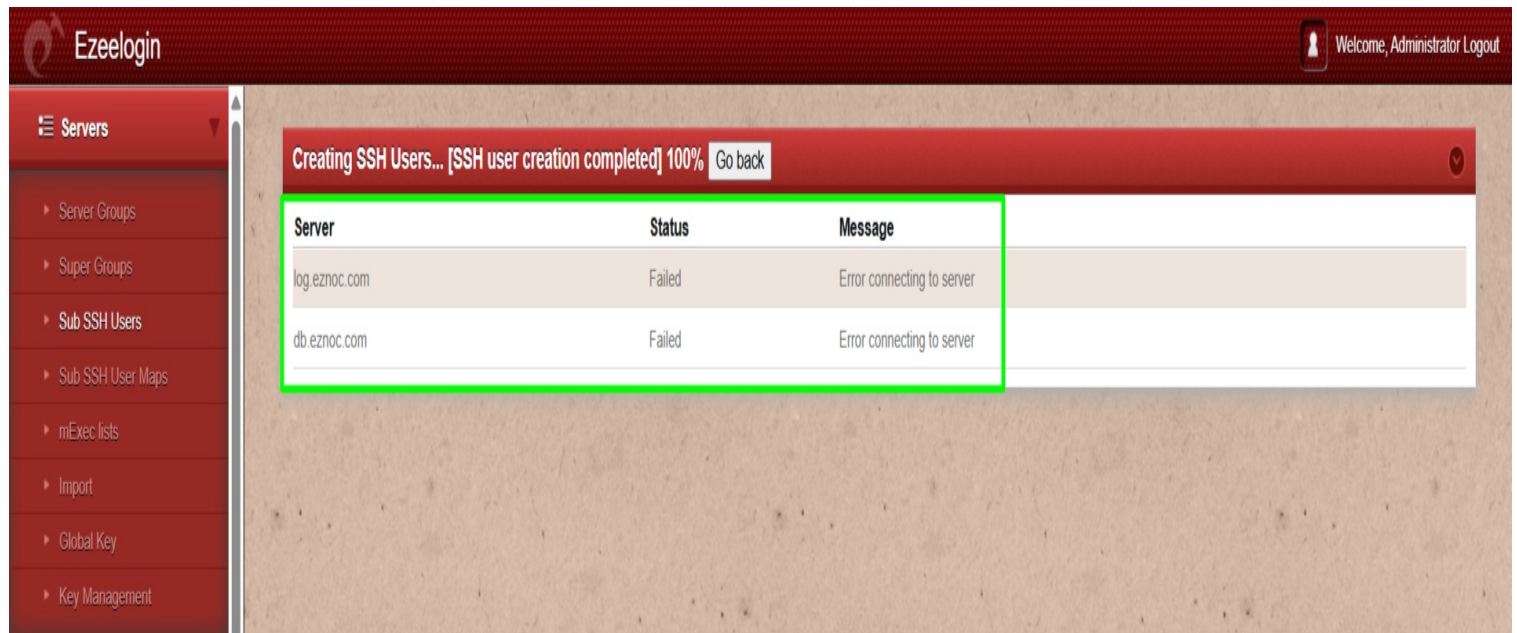
808 Jisna Joseph March 2, 2026 Common Errors & Troubleshooting

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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:

[How to add a subssh user with non privileged remote ssh login user?](#)

[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>