

Error: User add failed. Cannot add user on this node. user already exists

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**"Error: User add failed. Cannot add user on this node"** error while adding user in Ezeelogin.

Ezeelogin

Welcome, Administrator Logout

Servers

Web Portals

Users

User Groups

SSH Log

RDP Recording

SCP Log

Web Proxy Log

Web Proxy Activity

Web Activity

Shell Activity

Server Activity

Work Summary

Status

Access Control

Settings

Cluster

Command Guard

Account

Help

License

Error: User add failed. Cannot add user on this node. useradd: user 'marc' already exists.

Add User

First Name

Marc

Last Name

Carper

Username

marc

Email

marc@gmail.com

Password

\*\*\*\*\*

Security Code

\*\*\*\*\*

Generate

User Group

Admins

Status

Active

Suspended

Command Guard

-- None --

Virtual Shell

Allow

Disallow

Pass User Through

Inherit

SSH Key Passphrase

Expire

Never

Limit IPs

Limit

Allowed IPs

SSH Private Key

1. Check if the user exists on the Ezeelogin installed server by finger or id command.

```
root@gateway ~]#
```

Delete the user if they exist on the backend and try again creating a user from Ezeelogin web interface.

2. Check if the usergroup exist on /etc/group on the Ezeelogin installed server

```
root@gateway ~]#
```

Delete the usergroup if they exist on backend and try again creating user from Ezeelogin web interface.

```
root@gateway ~]# groupdel group_name
```

Online URL:

<https://www.ezeelogin.com/kb/article/error-user-add-failed-cannot-add-user-on-this-node-user-already-exists-256.html>