SSH user mapping failed

571 Nesvin KN March 22, 2025 Common Errors & Troubleshooting 1742

How to fix the error "SSH user mapping failed" showing in GUI and ezsh?

Overview: This article explains how to fix the "SSH user mapping failed" error in Ezeelogin by recreating SubSSH users on remote servers. It also covers resolving authentication issues caused by deleted SubSSH accounts.

Refer below article to get a better understanding of the SubSSH user account in Ezeelogin.

SubSSH user account in Ezeelogin

The error SSH user mapping failed occurs when the SubSSH user is created as managed but fails to create the user on the remote server.

Error in GUI:

Ezeelogin					0	Welcome, Administrator Lo
🗏 Servers 🔻 🕇	Servers find	All 🗸	domain lookup 🔮 🔳			Rows Auto 🗸 📀
 Server Groups 	□ Name ↓	IP Address	Server Group	SSH Port	Description	Actions
Super Groups	- debian.server	192.168.1.1	development server	22		/ 📮 🕄 📀
Sub SSH Users						
Sub SSH User Maps	Password	[EF	ROR: SSH User mapping failed]			
 mExec lists 	Password Management	kee	p server password			
► Import	SSH	ena	bled			
Global Key	Remote SSH login user / R	DP login user ale	(sub user)			
Key Management			(sub user)			
	RDP	N				
Web Portals	RDP Port	338	9			
tt Users ►	Password Prompt	SSV	rord:			
Access Control	Privilege Escalation	dis	abled			
% Settings ►	Host Node	No				
Cluster	Use DNS	Inh	erit			
Command Guard	CP Use DNS	Inh	erit			
	Ignore Sub SSH User	N				
â Account ►	IPMI Port	80				
🔉 Help 🕞 🕨	Request Method	PO	ST			

Error in ezsh:

debian.server 192.168.1.1 (development server)					
Message					
SSH user mapping failed					
Press any key to continue					
SERVERS [All servers] (group) [Normal /] {User: ezadmin}	F#/1, Evit				
Start typing name to locate. ESC: Clear search, F1/+: Help, H	F4/:: EXIL.				

Follow the below steps to resolve the issue:

• Refer below screenshot to create the SubSSH user in newly created servers.

Ezeelogin						2	Welcome, Administrat
Servers 🗸 🗸	S	ervers find	A	I 🗸 domain I	lookup	@	Rows Auto 🗸
		Name ↓	IP Address	Server Group	SSH Port	Description	Actions
		+ centos.server	192.168.1.8	production server	22		1
) + debian.server	192.168.1.14	production server	22		/
Sub SSH User Maps mExec lists		+ ubuntu.server	192.168.1.12	production server	22		1
							1 -
	C.R.		and the second second	Sector Contraction			
Web Portals	1000						
Users ►			. Standard				
Access Control		•			in .	*	
Settings	3	•					

• Refer below screenshot to create the SubSSH user on all servers present in Ezeelogin.

Servers		Servers find	A	II 🗸 domain I			Rows Auto 🗸
Server Groups			A		lookup	an and a state of the state of	Auto V
	×	□ <u>Name</u> ↓	IP Address	Server Group	SSH Port	Description	Actions
		+ centos.server	192.168.1.8	production server	22		1
		+ debian.server	192.168.1.14	production server	22		/
		+ ubuntu.server	192,168,1,12	production server	22		1
			102.100.1.12	production server	LL		
							1 - 3
	1.1	· Maria and		the second states			
							A. C. Star
Web Portals	1.19	and the second					
Users							
05615	1. 19 19 19	·	132243 / 201		and the second	and the second	200 100
Access Control	1.						

Make sure to re-login to ezsh after creating the subssh user on servers. The new changes will not affect in the already existing SSH session.

What will be the error message when the SubSSH user account is deleted on the remote server?

The following error will appear when the gateway user attempts to SSH into a remote server as a SubSSH user, using either a managed or an unmanaged account, and the same SubSSH user has been deleted on the remote server.

centos.server

Authentication by SSH key failed. Authentication by password failed

Server: centos.server, port: 22

Press any key to continue...

Authentication by SSH key failed. Authentication by password failed

• If the SubSSH user is created as managed, then recreate the user to fix the issue.

Servers 🔻	Se	rvers find	AI	I 🗸 domain I	lookup	0 🖻	Rows Auto 🗸 📀
		<u>Name</u> ↓	IP Address	Server Group	SSH Port	Description	Actions
			192.168.1.8	production server	22	<u></u>	/
		+ debian.server	192.168.1.14	production server	22		/
Sub SSH User Maps mExec lists		+ ubuntu.server	192.168.1.12	production server	22		1
							1 - 3
	C. R.					No and the second	
	6. 100						
Web Portals				et a go			
Users ►		Same A.				A and the for	
Access Control		· · · ·				e total	*

• If the SubSSH user is created as unmanaged, either recreate the user manually on the remote server with the same name or recreate the unmanaged user in GUI with the same username existing on the remote server.

Ezeelogin	Welcome, Administrator Logo
t≣ Servers ▼	Add Sub SSH User
 Server Groups 	
 Super Groups 	Username 🕑
Sub SSH Users	alex
Sub SSH User Maps	Unmanaged 😡
 mExec lists 	
► Import	Password
 Global Key 	
 Key Management 	
📲 Web Portais 🛛 🕨	SSH Private Key 🗑
tt Users ►	
Access Control	
°₀ Settings 🛛 ►	SSH Key Passphrase 🕡
🛞 Cluster	
Command Guard	Note: Ezeelogin will not create the user on remote servers. Press save to continue.
🐔 Account 🛛 🕨	Cancel Save
🐼 Help 🕨 🕨	

Related Article:

Different types of Users in Ezeelogin

SubSSH and Passthrough users in Ezeelogin

Online URL: https://www.ezeelogin.com/kb/article/ssh-user-mapping-failed-571.html