

# Error creating subssh user with non root user

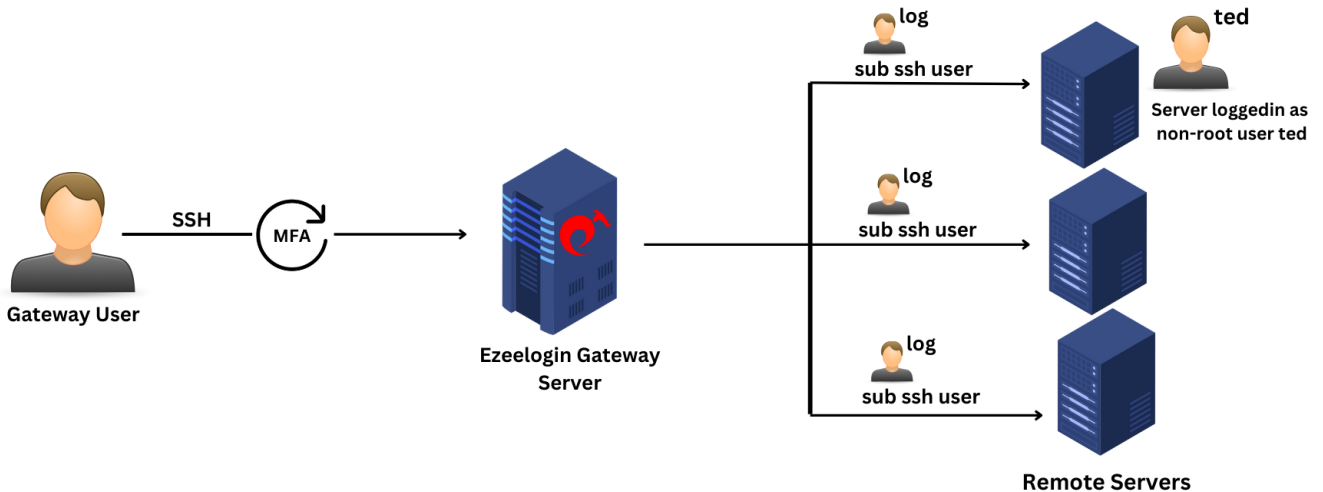
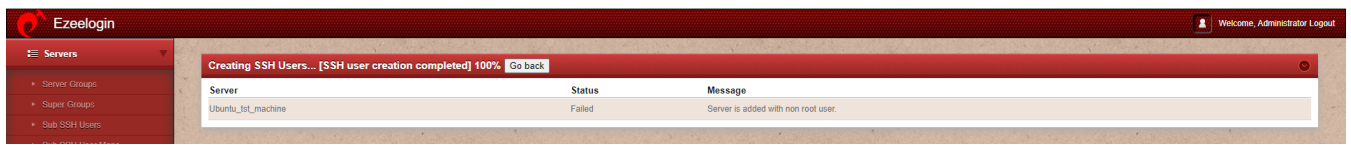
684 Rakhi May 7, 2024 [Common Errors & Troubleshooting](#) 447

## Error creating sub ssh user with a non-root user

### Synopsis:

This error commonly arises when you've initially configured your server using a non-root user and attempted to create a [sub ssh user](#) within that server, also using a non-root user.

**Error:** The following error is received while creating a sub ssh user with a non-root user.



**Follow the steps below to create a sub ssh user and try logging in with a non-root user.**

**Step 1:** Edit the server and save it with the root user.

The screenshot shows the 'Edit Server' configuration page in Ezeelogin. The 'Remote SSH login user / RDP login user' field is highlighted with a green box and contains the text 'root'. Other fields include Hostname (rkdedil.uk.gr), IP Address(es) (192.168.0.109), SSH Password / RDP Password (masked), Server Group (backup servers), SSH (enabled), Datacenter (None), Saved SSH Private Key (None), and Windows Domain (None). Buttons for 'Cancel' and 'Save' are visible at the bottom right.

**Step 2:** Enable root permissions in the remote server using the following step:

```
sed -i 's/#PermitRootLogin prohibit-password/PermitRootLogin yes/'
/etc/ssh/sshd_config && sudo systemctl restart sshd
```

**Step 3:** Try to recreate [sub ssh user](#) 'log'

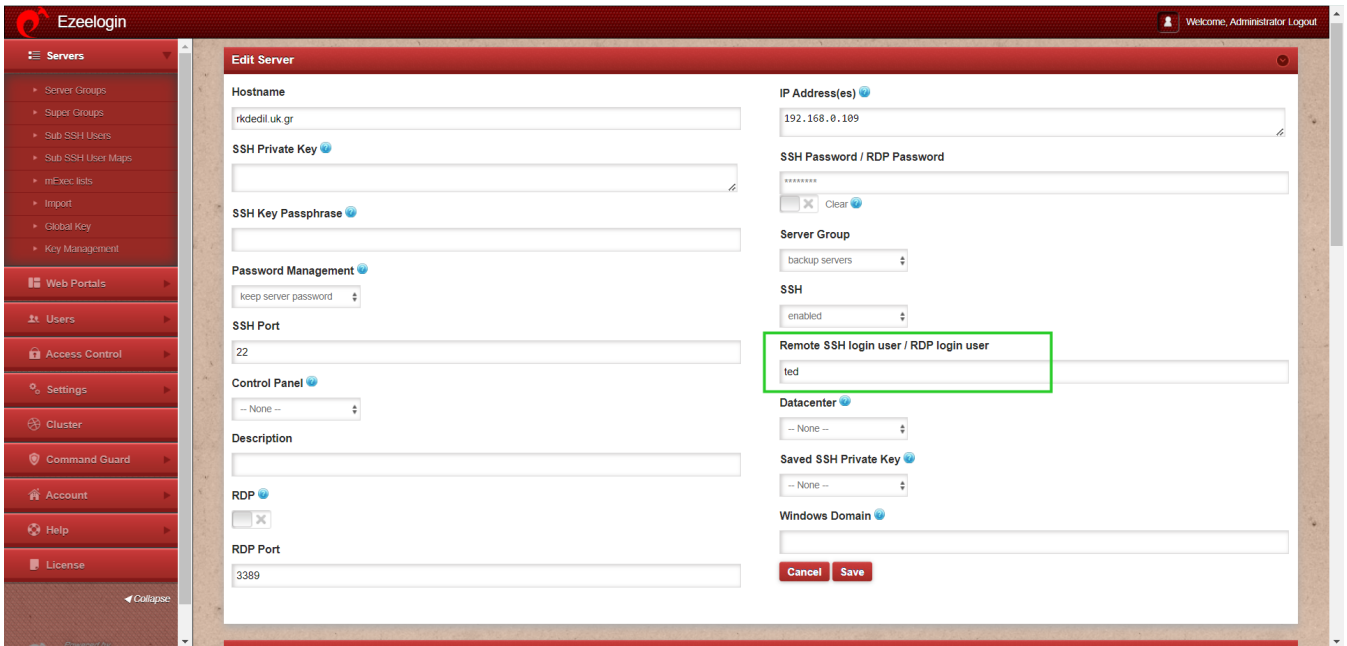
The top screenshot shows the 'Add Sub SSH User' form. The 'Username' field contains 'log' and the 'Groups' field contains 'subssh'. A note below the form states: "Note: In order to start using the Sub SSH User feature, a system user would be created (with bash shell, 15 char long password, 4096 Bit RSA Key) using the below usernames on all servers. The gateway users would then login via ssh into the destination servers as these system users which would be as defined in the Sub SSH User Maps. Also, it is recommended to disable password based authentication mechanism in sshd configuration on target servers as keys based authentication are more secure. Press save to continue." Buttons for 'Cancel' and 'Save' are at the bottom.

The bottom screenshot shows a table of 'Sub SSH Users' with the following data:

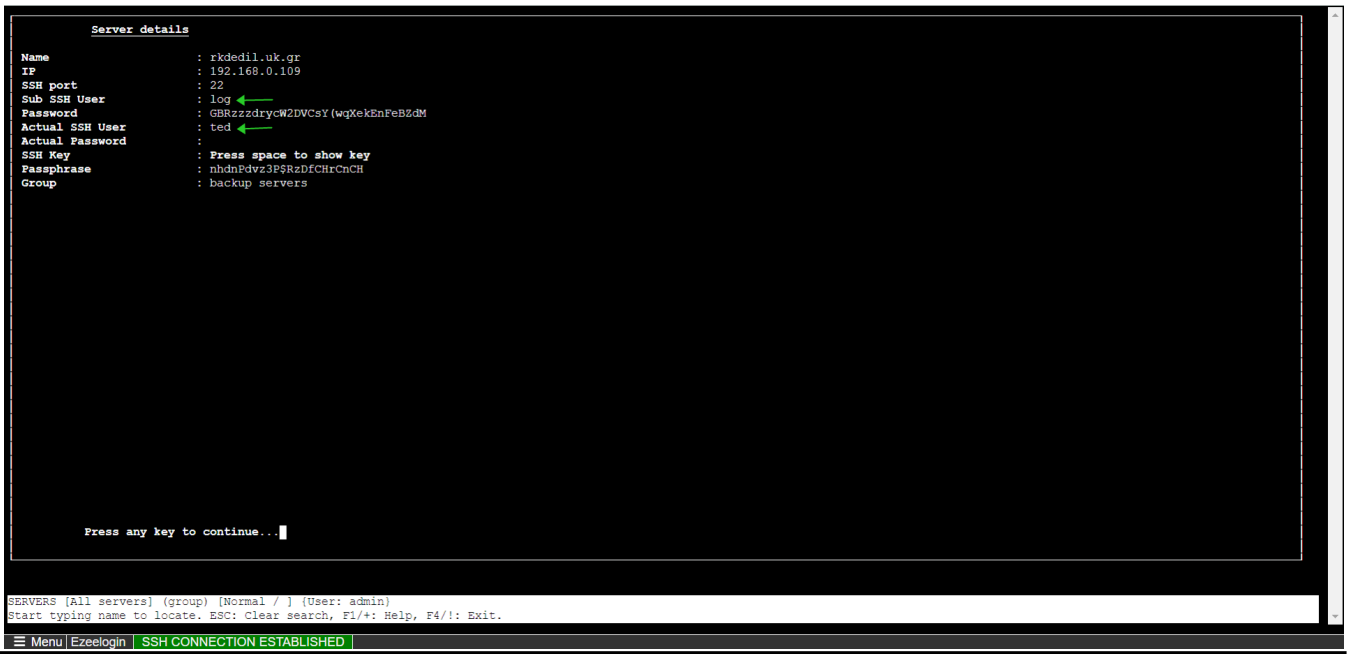
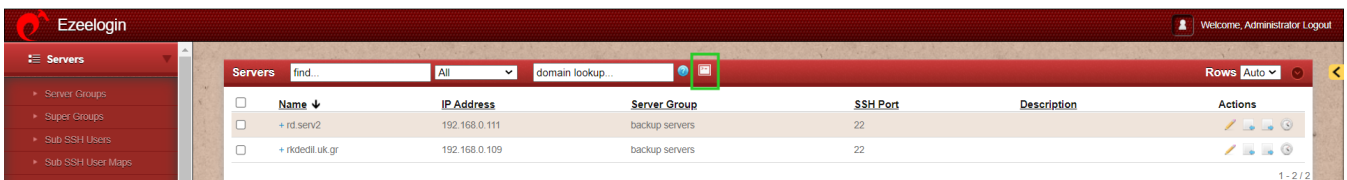
Username	Groups	Type	Actions
log	subssh	Managed	

The table also includes a search bar, a dropdown menu set to 'All', and a 'Rows' dropdown set to 'Auto'. The page number '1 - 1 / 1' is shown at the bottom right.

**Step 4:** Edit the server and mention the non-root user and save it.



**Step 5:** Try to log into non-remote servers using a sub ssh user.



## Related Articles:

[SSH user mapping failed](#)

[Unmanaged subssh user](#)

[Access different servers with different sub ssh users](#)

[Types of users in Ezeelogin](#)

[User identity and access management in SSH](#)

Online URL:

<https://www.ezeelogin.com/kb/article/error-creating-subssh-user-with-non-root-user-684.html>