

# Error creating subssh user with non root user

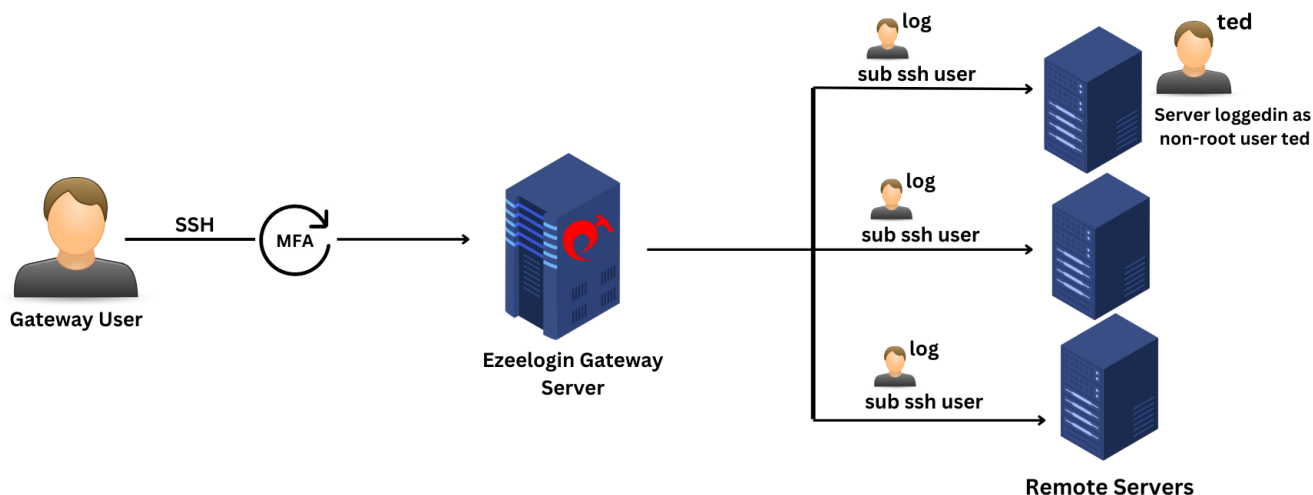
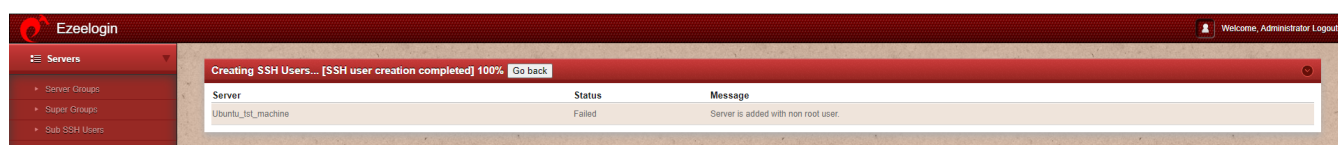
684 Rakhi May 7, 2024 [Common Errors & Troubleshooting](#) 1033

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.

**Ezeelogin** Welcome, Administrator Logout

**Servers**

- Server Groups
- Super Groups
- Sub SSH Users
- Sub SSH User Maps
- mExec lists
- Import
- Global Key
- Key Management
- Web Portals
- Users
- Access Control
- Settings
- Cluster
- Command Guard
- Account
- Help
- License

**Edit Server**

Hostname: rkdedil.uk.gr

SSH Private Key: [Empty]

SSH Key Passphrase: [Empty]

Password Management: keep server password

SSH Port: 22

Control Panel: -- None --

Description: [Empty]

RDP: [X]

RDP Port: 3389

IP Address(es): 192.168.0.109

SSH Password / RDP Password: [Empty]

Server Group: backup servers

SSH: enabled

**Remote SSH login user / RDP login user**: root

Datacenter: -- None --

Saved SSH Private Key: -- None --

Windows Domain: [Empty]

Cancel Save

**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'

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**Add Sub SSH User**

Username: log

Groups: subssh

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.

Unmanaged: [X]

Cancel Save

**Ezeelogin** Welcome, Administrator Logout

**Servers**

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- Sub SSH User Maps
- mExec lists

**Sub SSH Users** find... All Rows Auto

Username	Groups	Type	Actions
log	subssh	Managed	[Icon]

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

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**Web Portals**

**Users**

**Access Control**

**Settings**

**Cluster**

**Command Guard**

**Account**

**Help**

**License**

**Edit Server**

Hostname: rkdcdil.uk.gr

SSH Private Key: [Empty]

SSH Key Passphrase: [Empty]

Password Management: keep server password

SSH Port: 22

Control Panel: -- None --

Description: [Empty]

RDP: [X]

RDP Port: 3389

IP Address(es): 192.168.0.109

SSH Password / RDP Password: [Empty]

Server Group: backup servers

SSH: enabled

**Remote SSH login user / RDP login user**: ted

Datacenter: -- None --

Saved SSH Private Key: -- None --

Windows Domain: [Empty]

Cancel Save

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

**Ezeelogin** Welcome, Administrator Logout

**Servers**

- Server Groups
- Super Groups
- Sub SSH Users
- Sub SSH User Maps

Servers: find... All domain lookup... [Add]

Name	IP Address	Server Group	SSH Port	Description	Actions
+ rd.serv2	192.168.0.111	backup servers	22		[Edit] [Add] [Refresh]
+ rkdcdil.uk.gr	192.168.0.109	backup servers	22		[Edit] [Add] [Refresh]

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**Server details**

```

Name      : rkdcdil.uk.gr
IP        : 192.168.0.109
SSH port  : 22
Sub SSH User : log
Password  : GBRzzzdrycW2DVCsY (wqXekEnFeBEdM)
Actual SSH User : ted
Actual Password :
SSH Key   : nhdnRdvz38RzDfChrCnCH
Passphrase :
Group     : backup servers
  
```

Press any key to continue...

SERVERS [All servers] (group) [Normal / ] (User: admin)  
Start typing name to locate. ESC: Clear search, F1/+: Help, F4/!: Exit.

Menu | Ezeelogin | SSH CONNECTION ESTABLISHED

## 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>