

Account Creation Errors

Overview

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Overview

This document contains common account creation errors and the steps to troubleshoot them.

Note:

For more information about account creation, read our [Account Creation Errors](#) documentation.

groupadd and useradd errors

You may receive this error for several reasons:

Immutable files

If the `/etc/passwd` or `/etc/group` files contain the immutable flag, the system **cannot** edit them and therefore **cannot** add the account to your server.

To check these files, run the following commands:

```
lsattr /etc/group
lsattr /etc/shadow
```

If these files contain the immutable flag, they will return `i` in these commands' output.

To remove this flag, run the following commands:

```
chattr -i /etc/passwd
chattr -i /etc/group
```

Corrupt group shadow file

If the `/etc/gshadow` file becomes corrupt, the system **cannot** correctly add the account to your server. For each group in the `/etc/groups` file, the `/etc/gshadow` file should include a line in the `groupname:::` format, where `groupname` represents the group name. Any `/etc/gshadow` file that does **not** include these lines is corrupt.

To rebuild corrupt files, perform the following steps:

1. To move the existing `/etc/gshadow` file, run the following command:

```
mv /etc/gshadow /etc/gshadow.corrupt
```

2. To rebuild the file, run the `grpconv` command.
3. If they exist, delete the `/etc/grshadow.lock` and `/etc/group.lock` files.

unable to add user errors

If the system returns an `unable to add the user` error, the user may already exist on your system. To check whether the user already exists, perform either of the following steps:

- Attempt to navigate to the `/home/username` directory, where `username` represents the account username.
- Check the contents of the `/etc/passwd` directory for an entry for that user.

Additional documentation

Suggested documentation [For cPanel users](#) [For WHM users](#) [For developers](#)

- [How to Create a WHM Reseller Without An Associated Domain](#)
- [How to Create a Demo cPanel Account](#)
- [How to Copy Addon Domains to a New Account](#)
- [Account Creation Errors](#)
- [What Happens When You Suspend an Account](#)

Error rendering macro 'contentbylabel' : parameters should not be empty

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- [What Happens When You Suspend an Account](#)

- [WHM API 1 Functions - createacct](#)
- [WHM API 0 Functions - createacct](#)
- [WHM API 1 Functions - resellerstats](#)
- [WHM API 1 Functions - quota_enabled](#)
- [WHM API 1 Functions - get_disk_usage](#)