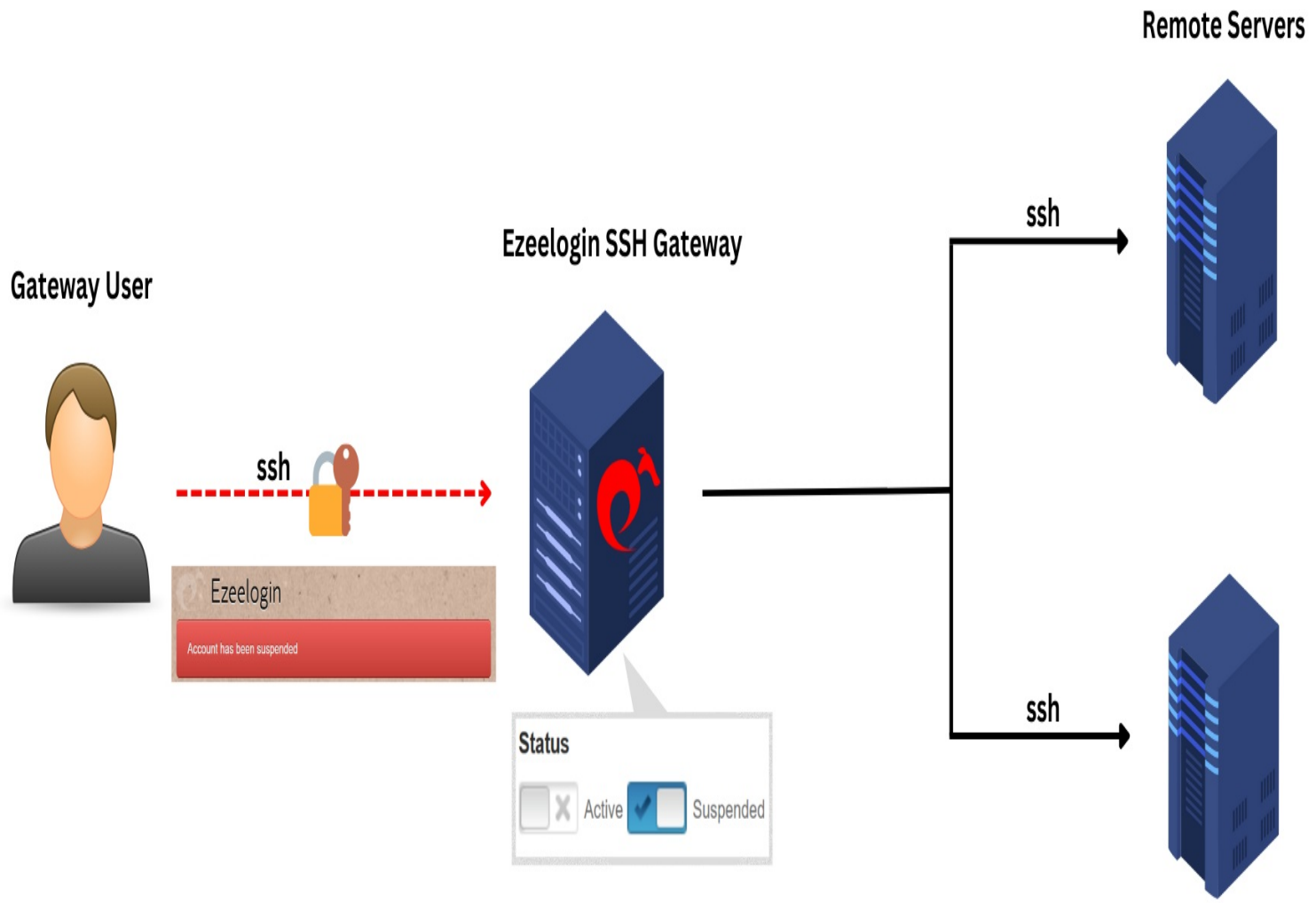
How to suspend ssh gateway user?

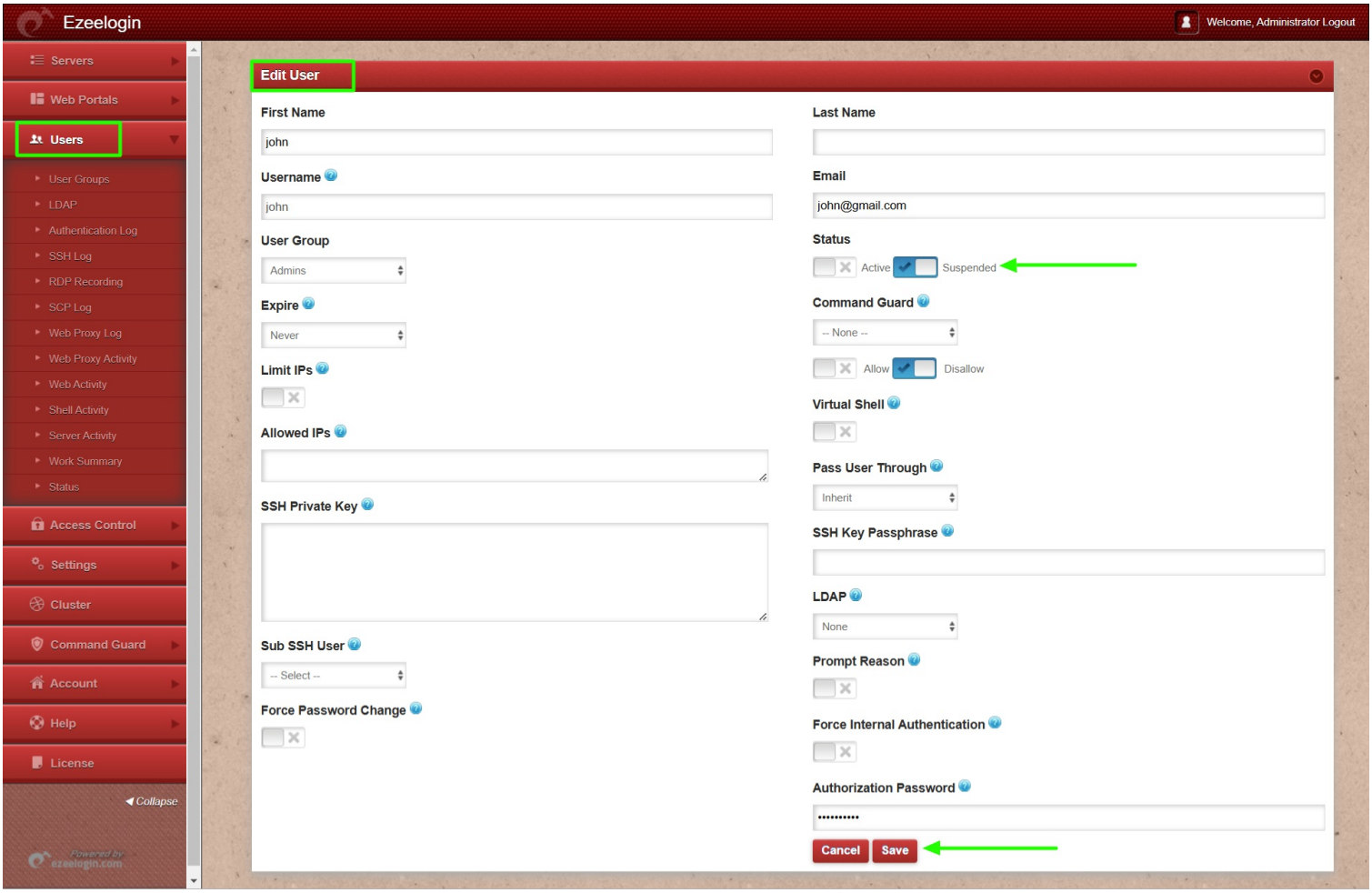
308 Vishnupriya April 9, 2025 Features & Functionalities, Technical 7023

How to suspend ssh gateway user from webgui?

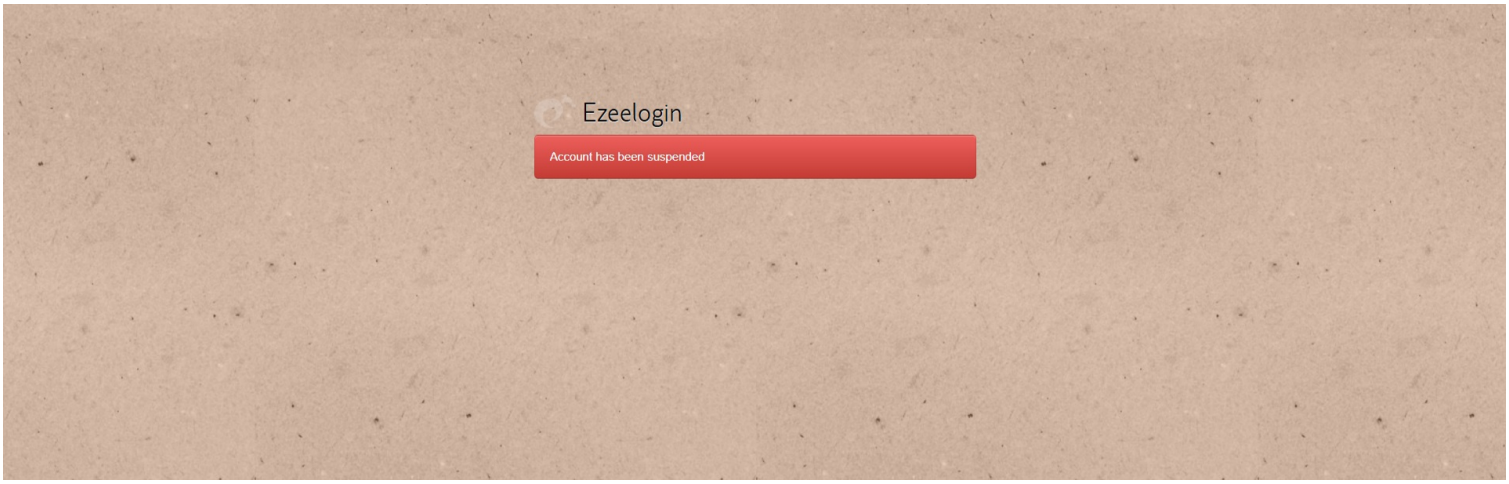
Overview: This article provides instructions for admin privileged users on how to suspend a gateway user's account directly from the web GUI.



Step 1: To suspend a gateway user from web GUI log in as an admin privileged user, navigate to **Users** -> **Edit user** -> change the status to **suspended**. Provide the authorization password (Password of the currently logged-in user) and click on **Save**.



Step 2: After changing the status to **"suspended"** the gateway user will no longer be able to login to GUI.



Emergency CLI Method:

To suspend user from CLI follow below steps:

Step 1: Login to gateway server as root user.

```
root@desktop:$ ssh root@{gateway_server_IP or gateway_server_hostname}
```

Step 2: Run the following command on the gateway server to suspend a user. Replace ezeelogin_username with the actual username of the user to be suspended:

```
root@gateway:~# php /usr/local/ezlogin/ez_queryrunner.php "update prefix_users set status=0, priv=0 where username='ezeelogin_username'"
```

status=1 sets the user as active (i.e., unlocks the gateway user account).

status=0 sets the user as inactive (i.e., locks the gateway user account).

priv=0 resets the failed login count, which was previously set to 1 when the account got locked due to repeated failed login attempts.

Alternative method to unsuspend the user:

Step 1: Find the Ezeelogin database name and database prefix from Ezeelogin configuration file which is under **/usr/local/etc/ezlogin/ez.conf** on the gateway server.

```
root@gateway:~# cat /usr/local/etc/ezlogin/ez.conf | grep -i "db_name\|db_prefix"
```

Step 2: Login to MySQL as root user. Replace db_name with the correct Ezeelogin database name obtained from the previous command.

```
root@gateway:~# mysql -u root -p

mysql > use db_name;
```

Step 3: Run the below command to suspend the user. Replace "dbprefix" with the correct prefix and username with the actual username of the user to be suspended:

```
mysql> update dbprefix_users set status=0, priv=1 where username='username';
```

Related Articles:

Main admin user account suspended after entering incorrect security code

Is it possible to login to Ezeelogin with a disabled AD user?

Deleting users in ezeelogin without affecting their logs

Reasons for Account Suspension

Online URL: https://www.ezeelogin.com/kb/article/how-to-suspend-ssh-gateway-user-308.html