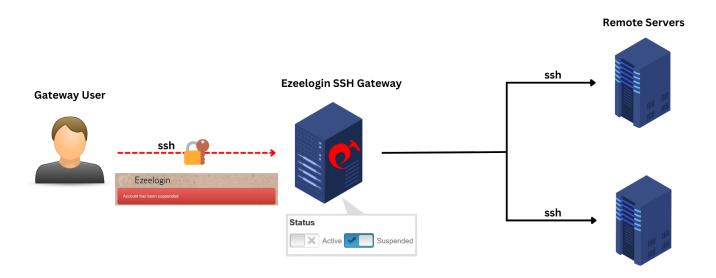
# How to suspend ssh gateway user?

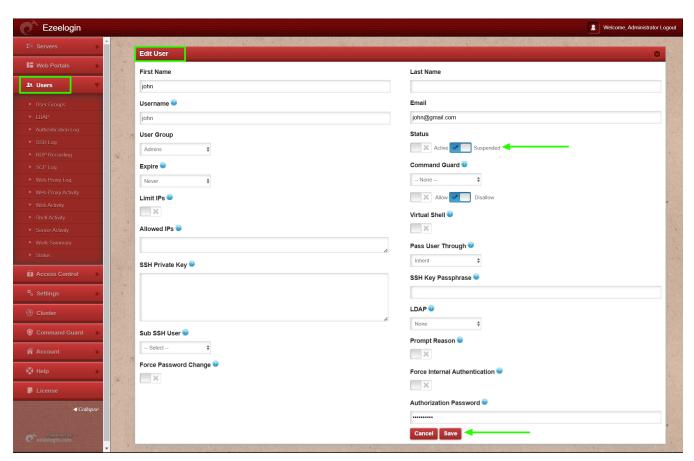
308 Vishnupriya April 9, 2025 Features & Functionalities, Technical 4311

## 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: <a href="https://www.ezeelogin.com/kb/article/how-to-suspend-ssh-gateway-user-308.html">https://www.ezeelogin.com/kb/article/how-to-suspend-ssh-gateway-user-308.html</a>