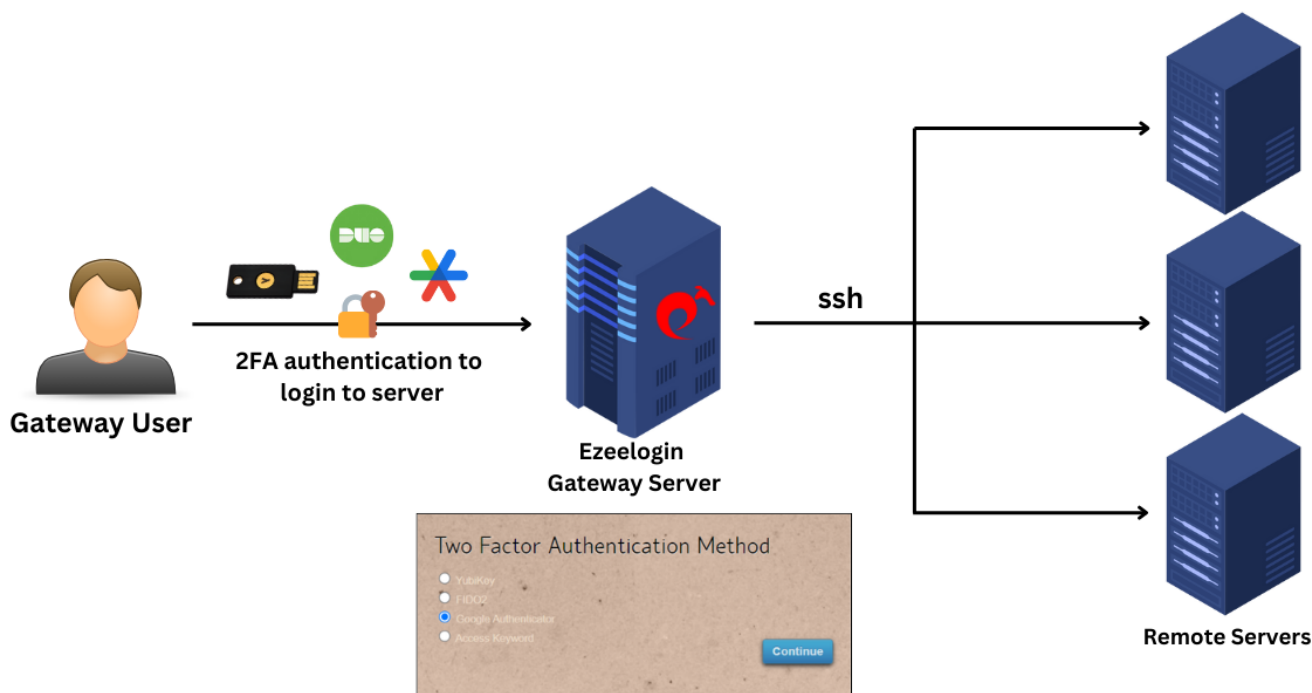


# Clear two factor authentication

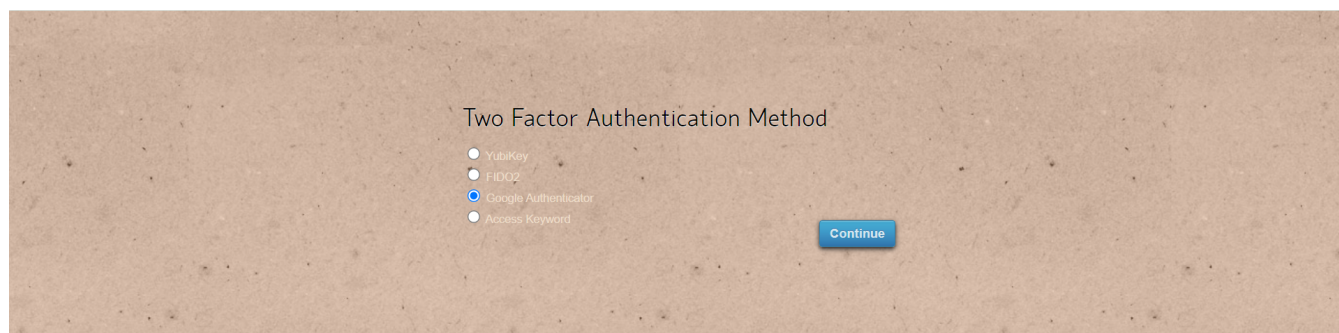
36 admin November 21, 2024 [Two Factor Authentication \( 2FA \)](#) 11353

## How to reset Google authenticator, DUO, Yubikey, Access keyword, Radius, and FIDO2 two-factor authentication (2FA) secrets for the gateway user?

**Overview:** This article will help Ezeelogin admin users reset Google authenticator, DUO, Yubikey, Access keyword, Radius, and FIDO2 two-factor authentication (2FA) secrets for the gateway user when the user is locked out or has forgotten their 2FA.



### Prompt for 2FA when a user tries to log in to the GUI:



- If the gateway user has admin privileges, they can click on the **reset password** icon, enable

"Clear Two-Factor Authentication Secret," and then save the changes.

The screenshot shows the Ezeelogin web interface. On the left is a sidebar menu with options like Servers, Web Portals, Users, Access Control, Settings, Cluster, and Command Guard. The 'Users' menu item is highlighted. The main content area displays a form titled 'Change password and/or security code - tom'. The form includes fields for 'New Password', 'Confirm Password', 'New Security Code', 'Confirm Security Code', and 'Authorization Password'. There are 'Generate' buttons for the password and security code fields. A checkbox labeled 'Clear Two-Factor Authentication Secret' is checked, with a green arrow pointing to it. Below the form is a table of users. The table has columns for Username, First Name, Last Name, Email, Status, Expiry, User Group, and Actions. The user 'tom' is selected, indicated by a green arrow pointing to the 'Actions' column for that user.

Username	First Name	Last Name	Email	Status	Expiry	User Group	Actions
alex	alex		alex@gmail.com	Active		Admins	
ezadmin	Administrator		ezadmin@gmail.com	Active		Admins	
tom	tom		tom@gmail.com	Active		Admins	

**Note:** The gateway user can now log in without being asked for 2FA if 2FA is not enforced; otherwise, the user will be prompted to set up 2FA again.

## How to reset the Google Authenticator code individually?

- Individual users can log into the GUI, and navigate to **Account -> Google Authenticator -> Reset** to reset the Google Authenticator code.

The screenshot shows the Ezeelogin web interface. On the left is a sidebar menu with options like Servers, Web Portals, Users, Access Control, Settings, Cluster, Command Guard, and Account. The 'Account' menu item is highlighted. The main content area displays a form titled 'Set/Reset Google Authenticator secret'. There is a 'Reset' button, which is highlighted with a green arrow.

## Emergency CLI Method:

For Ezeelogin Version 7 and above:

1. To disable two-factor authentication ( 2FA ) for the admin user, run the following commands.

```
root@gateway:~# php /usr/local/ezlogin/ez_queryrunner.php "update
prefix_settings SET value = 0 WHERE name = 'two_factor_auth'"
```

```
root@gateway:~# php /usr/local/ezlogin/ez_queryrunner.php "update
prefix_users set egs=NULLL,eak=NULLL,eyk=NULLL,set_duo=0 where id=1"
```

2. To disable two-factor authentication ( 2FA ) for **all users**, run the following command.

```
root@gateway:~# php /usr/local/ezlogin/ez_queryrunner.php "update
prefix_users set egs=NULLL,eak=NULLL,eyk=NULLL,set_duo=0"
```

#### **Abbreviations:**

eak = Access Keyword

eyk = Yubikey

egs = Google Authenticator

set\_duo = DUO 2FA

#### **Emergency CLI Method:**

##### **For Ezeelogin Version 6 and below:**

Users need to provide the correct db\_name and dbprefix from ez.conf to run the MySQL commands manually.

1. Find the database name and database prefix from /usr/local/etc/ezlogin/ez.conf from the Ezeelogin gateway server.

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

```
db_name ezlogin_por
```

```
db_user ezlogin_cxy
```

```
db_pass ymhbtPaY)VzD2g]84
```

```
db_prefix casmbn_
```

2. Log in to MySQL command prompt

Replace the "db\_user", "db\_name" and "db\_pass" with values in /usr/local/etc/ezlogin/ez.conf from the Ezeelogin jump server.

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

3. Run the following command to **clear the two-factor authentication ( 2FA ) for the admin user.**

Replace "dbprefix\_" with the value of dbprefix\_ from /usr/local/etc/ezlogin/ez.conf from the Ezeelogin jump server.

Example: "dbprefix\_settings" is to be replaced with "casmbn\_settings".

```
mysql> UPDATE dbprefix_settings SET value = 0 WHERE name =  
'two_factor_auth' ;
```

```
mysql> UPDATE dbprefix_users SET egs=NULL,eak=NULL,eyk=NULL,set_duo=0  
where id=1;
```

4. Run the following command to **clear the two-factor authentication ( 2FA ) for all users.**

```
mysql> UPDATE dbprefix_users SET  
egs=NULL,eak=NULL,eyk=NULL,set_duo=0;
```

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## Related Articles:

[Enable/Disable 2FA \[Two Factor Authentication\] on Ezeelogin.](#)

[How to enforce 2 Factor Authentication on user login?](#)

[How to disable 2FA from Ezeelogin GUI?](#)

[Disable two-factor authentication from the backend.](#)

Online URL: <https://www.ezeelogin.com/kb/article/clear-two-factor-authentication-36.html>