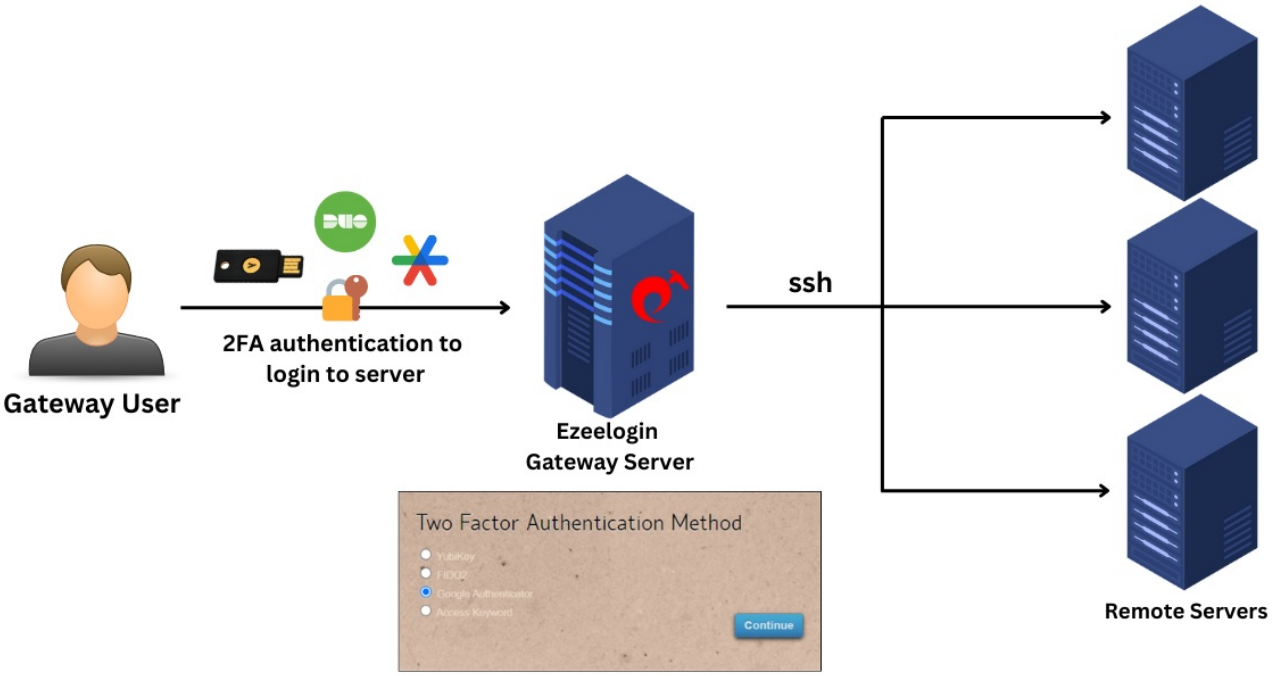
Clear two factor authentication

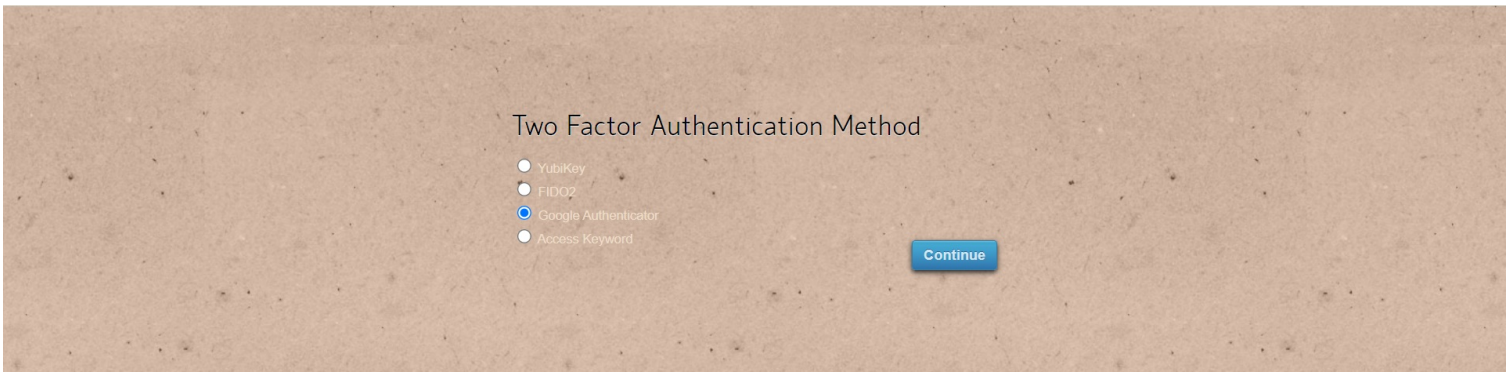
36 admin October 16, 2025 Two Factor Authentication (2FA) 13212

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

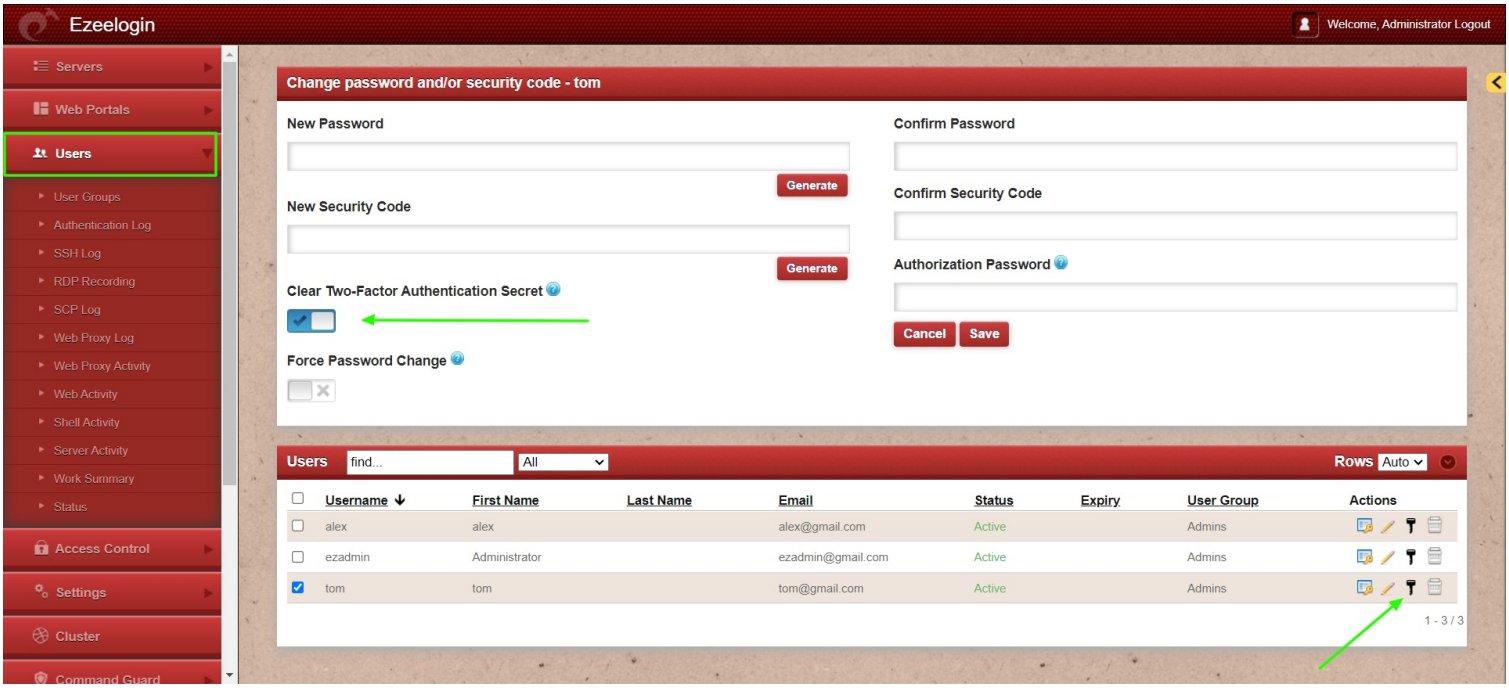
Overview: This article will help Ezeelogin admin users reset authenticator applications (Google Authenticator, Microsoft Authenticator, etc.), DUO, Yubikey, Access keyword, Radius, and FIDO2 two-factor authentication (2FA) secrets for the gateway user when the user is locked out or has forgotten their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



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 authenticator applications (Google Authenticator, Microsoft Authenticator, etc.) code individually?

Individual users can log into the GUI, and navigate to **Account** -> **Authenticator App**-> **Reset** to reset the authenticator applications code(Google Authenticator, Microsoft Authenticator, etc.).

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=NULL,eak=NULL,eyk=NULL,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=NULL,eak=NULL,eyk=NULL,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;
```

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