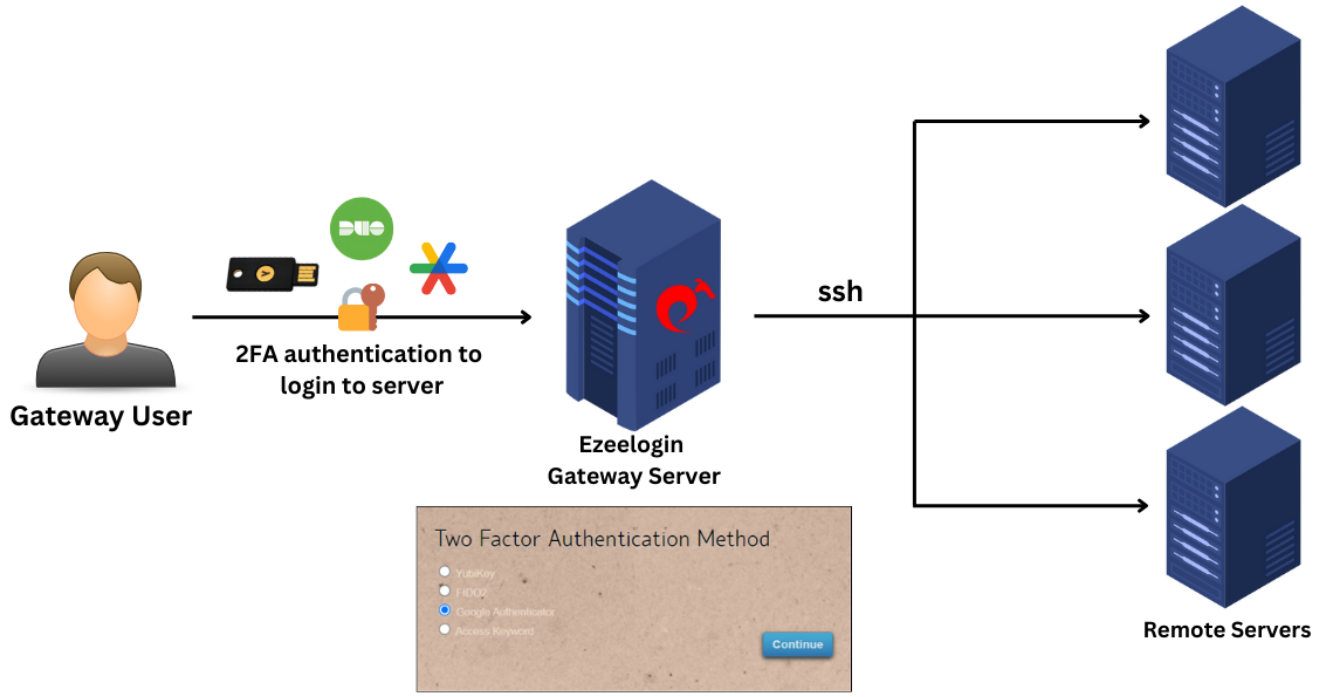
Clear two factor authentication

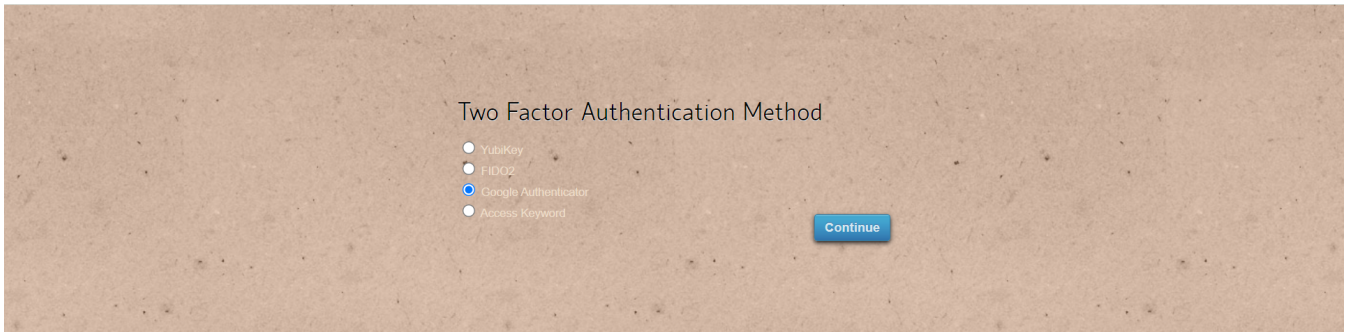
36 admin November 21, 2024 Two Factor Authentication (2FA) 11406

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.

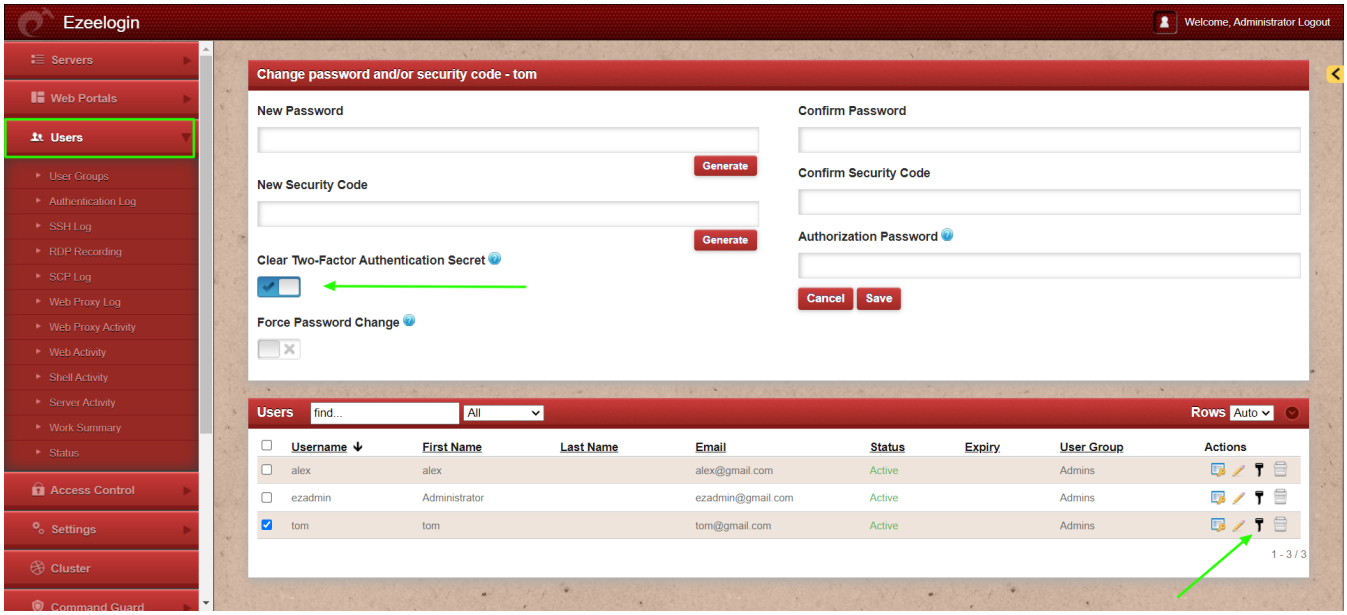


Prompt for 2FA when a user tries to log in to the GUI:



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

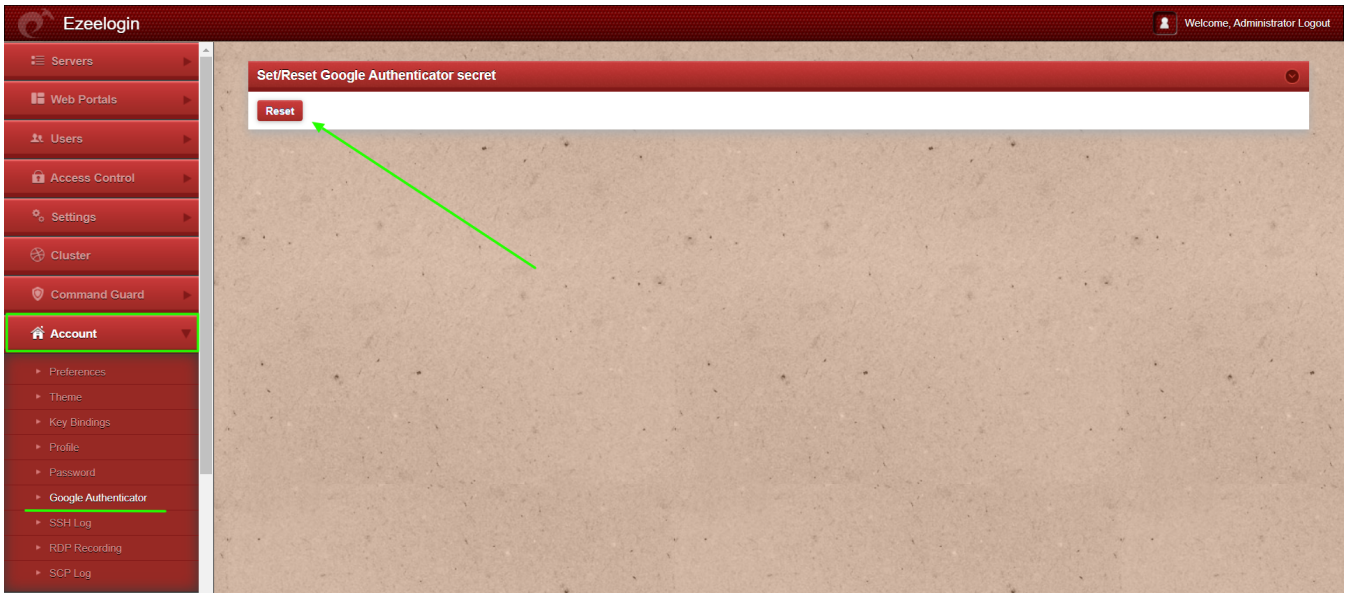
"**Clear Two-Factor Authentication Secret**," and then **save** the changes.



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.



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