# Main admin user account suspended after entering incorrect security code

47 admin June 28, 2024 [Common Errors & Troubleshooting](#) 13916

Ezeelogin super admin user account or any other gateway user account got locked out.

Synopsis: This article will help to unsuspend the superadmin user (created at the time of Ezeelogin installation) or any other gateway user account when they are locked out due to entering the wrong security code or for any other reason.
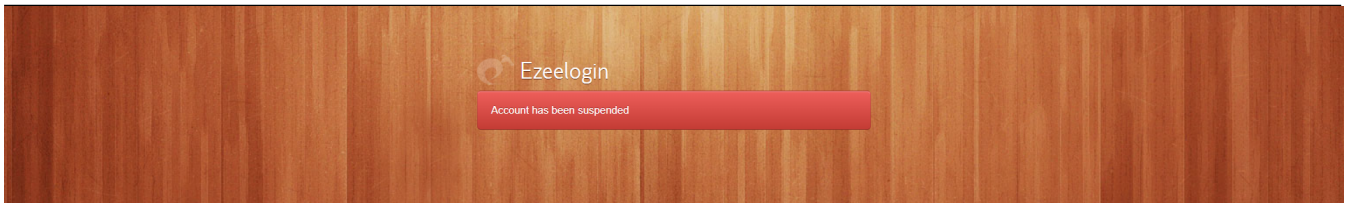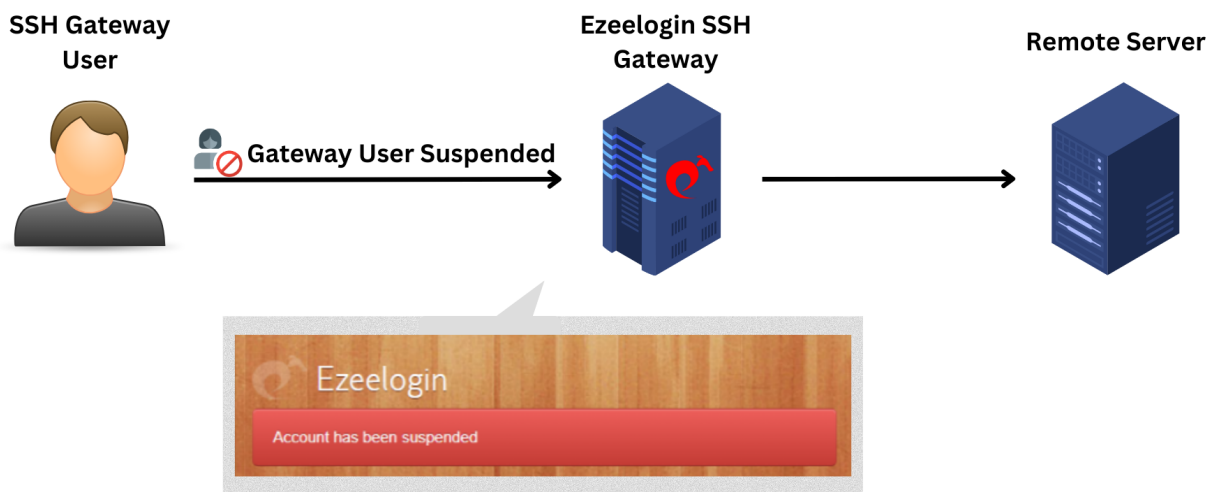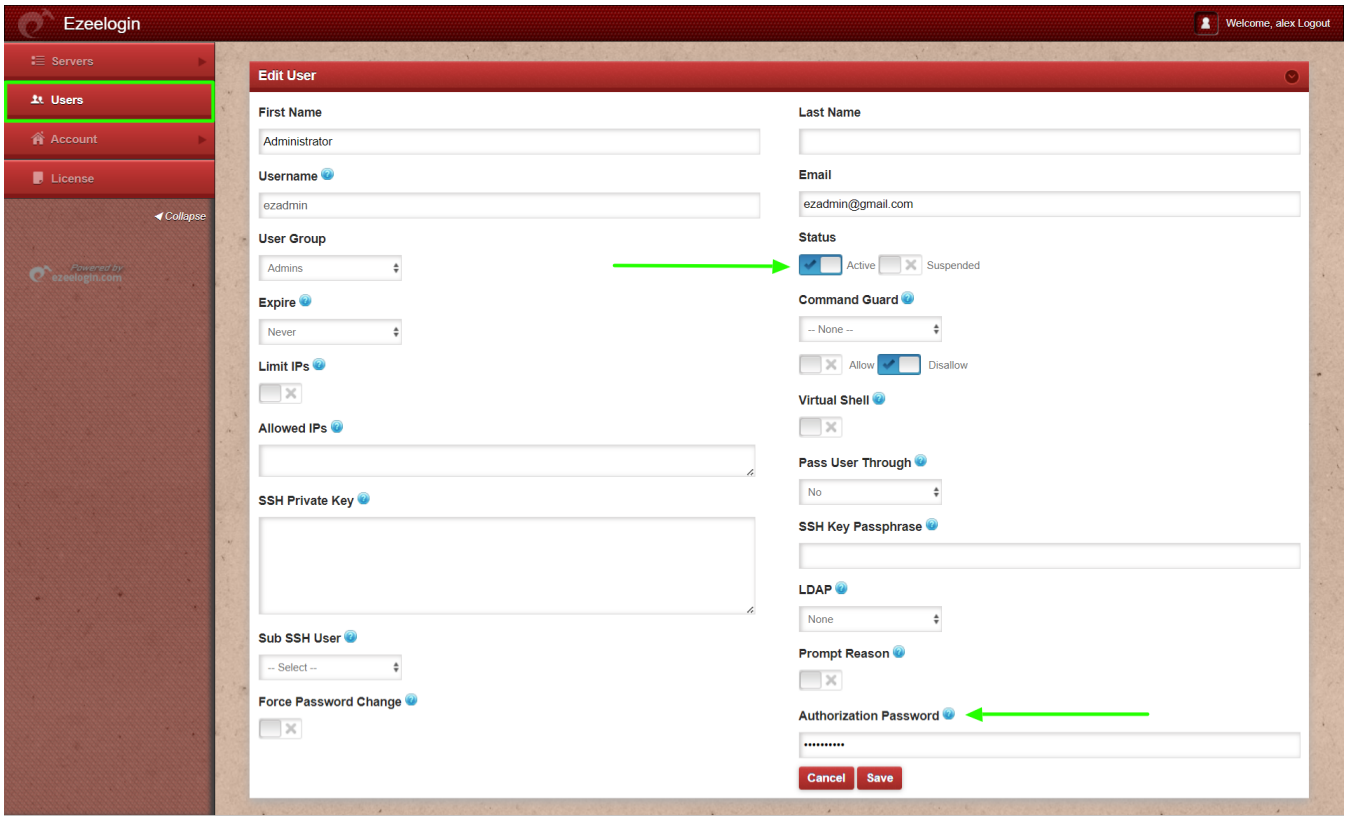

Solution 1: If the Ezeelogin has any other admin user.

Step 1: Login as any admin user who has the privilege to edit any other user.
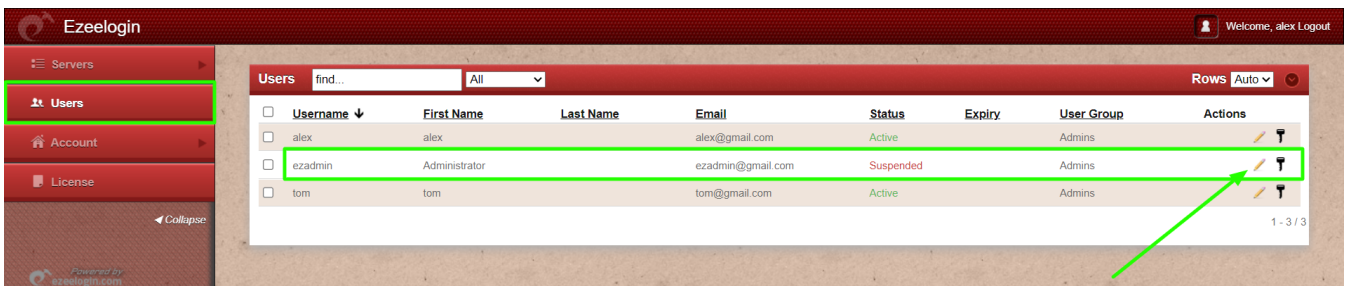
Step 2: Change the status to active and save it with the authorization password (the user password used to log on to the GUI) to unsuspend the gateway user.

Solution 2: Login to gateway server as root user and unsuspend user from CLI.

Step 1: Login to gateway server as root user.

Step 2: Run the below command and replace the username with suspended gateway username.

Alternative method to unsuspend the user:

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

Step 2: Login to MySQL with the MySQL admin user.

Step 3.a: Use the Ezeelogin database with the correct database name, and replace "dbprefix" with the correct database prefix for **all gateway users**.

Step 3.b: Use the Ezeelogin database with the correct database name, and replace "dbprefix" with the correct database and replace username with prefix for **a single gateway users**.

Related Article:

[How to add a SSH gateway user in Ezeelogin ?](#)

[Create more admin users](#)

[User identity and access management in SSH](#)

[Jump server user password expired](#)