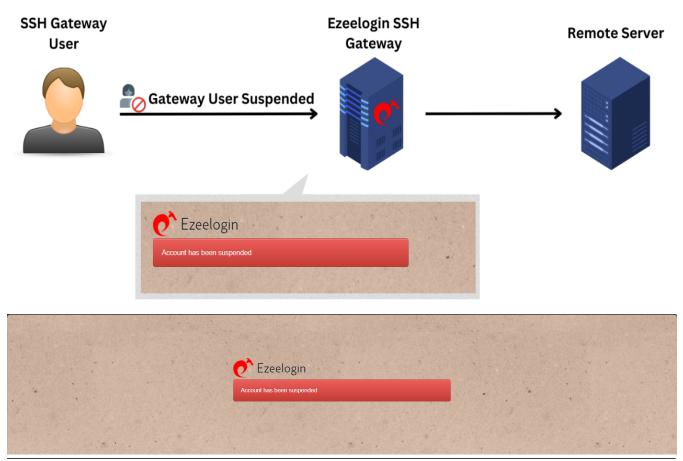
Main admin user account suspended after entering incorrect security code

47 admin April 9, 2025 Common Errors & Troubleshooting 15977

How to unsuspend super admin user account or any other gateway user account when they are locked out?

Overview: 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.

🗏 Servers 🛛 🕨 📕	an and		1			· · · · · · · · · · · · · · · · · · ·			
	Use	ers find	All	~					Rows Auto 🗸 💿
Users		<u>Username</u> ↓	First Name	Last Name	Email	Status	Expiry	User Group	Actions
Account		alex	alex		alex@gmail.com	Active		Admins	🖊 ដី
		ezadmin	Administrator		ezadmin@gmail.com	Suspended		Admins	<u> </u>
, License		tom	tom		tom@gmail.com	Active		Admins	/ T
✓ Collapse									1-3/3

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.

Ezeelogin		Welcome, alex Logout
E Servers ►	Edit User	
1. Users	First Name	Last Name
😭 Account 🛛 🕨	Administrator	
📕 License	Username 🥥	Email
 ◆ Collapse Proversition Proversition Proversition 	ezadmin	ezadmin@gmail.com
	User Group	Status
	Admins 🗘	Active X Suspended
	Expire 💿	Command Guard 🕡
	Limit IPs 🕑	Allow Disallow
	×	Virtual Shell 🥹
	Allowed IPs @	×
		Pass User Through 🔍
	SSH Private Key 🥹	No \$
		SSH Key Passphrase 🐨
· · · ·		LDAP
/	Sub SSH User 🥹	Prompt Reason 🗑
	Select 🗘	
	Force Password Change 🔍	Authorization Password 💿 🔫
		Cancel Save
And the second		

Emergency CLI Method:

• Login to gateway server as root user and unsuspend user from CLI.

Step 1: Log in to the gateway server as the root user.

```
root@desktop:$ ssh root@{gateway_server_IP or
gateway_server_hostname}
```

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

```
root@gateway:~# php /usr/local/ezlogin/ez_queryrunner.php "update
prefix_users set status=1, 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 /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 with the MySQL admin user.

root@gateway:~# mysql -u root -p

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

mysql> update dbprefix_users set status=1, priv=0;

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.

```
mysql> update dbprefix_users set status=1, priv=0 where
username='username';
```

Related Articles:

How to add an SSH gateway user in Ezeelogin?

Create more admin users

User identity and access management in SSH

Jump server user password expired

Is it possible to login to Ezeelogin with a disabled AD user?

How to suspend ssh gateway user?

Online URL: <u>https://www.ezeelogin.com/kb/article/main-admin-user-account-suspended-after-entering-incorrect-security-code-47.html</u>