Enabling Virtualshell did not allow automatic su or sudo

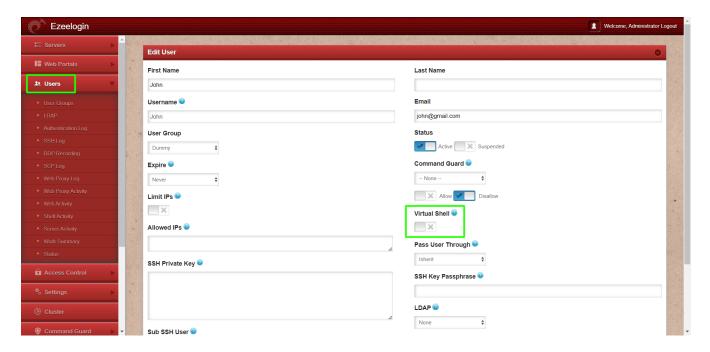## Automatic su or sudo does not work when the virtual shell is enabled

Overview: This article guides admin privileged users on how to disable the virtual shell feature, If root prompt is not received for the gateway users after setting up [automatic su or sudo](#).

After configuring [automatic su or sudo,](#) if virtual shell is enabled, the user will directly access the remote server, indicating that the virtual shell is active as shown below.

```
[eznoc.test]#
```

If the root prompt is not received when accessing the remote server after setting up [automatic su or sudo](#), disable the [virtual shell feature](#) for the user. Then, relogin to Ezeelogin backend(ezsh) and try again.

Step 1: To disable virtual shell, login as the admin privileged user and navigate to **Users** -> **Edit User** -> **Disable Virtual shell** and **save** it.

Related Articles:

[Slowness in SSH Session](#)