

# Enabling Virtualshell did not allow automatic su or sudo

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

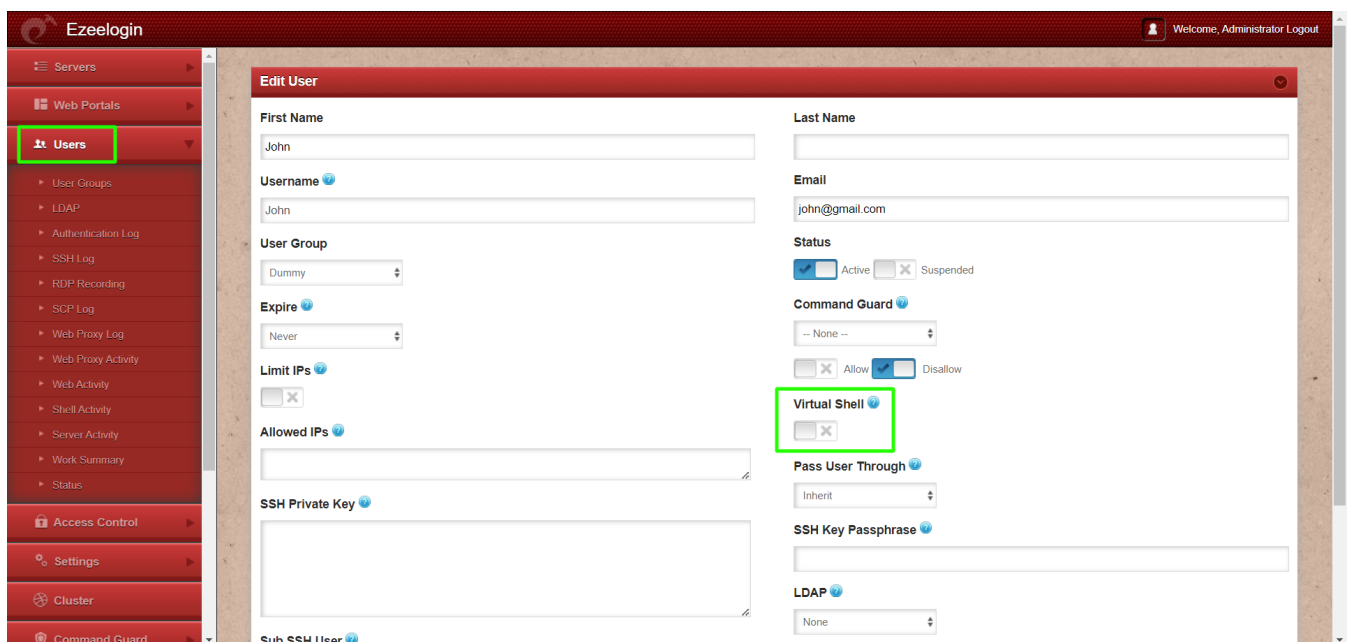
**Overview:** This article guides admin privileged users on how to disable the virtual shell feature, If root prompt is not received for the gateway users after setting up [automatic su or sudo](#).

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.



The screenshot shows the Ezeelogin web interface. On the left sidebar, the 'Users' menu item is highlighted with a green box. The main content area displays the 'Edit User' form. In this form, the 'Virtual Shell' checkbox is highlighted with a green box and is currently unchecked. Other visible fields include First Name (John), Username (John), User Group (Dummy), Status (Active), and Command Guard (None).

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**Related Articles:**

[Slowness in SSH Session](#)

Online URL:

<https://www.ezeelogin.com/kb/article/enabling-virtualshell-did-not-allow-automatic-su-or-sudo-481.html>