

Enabling Virtualshell did not allow automatic su or sudo

481 Krishnaja August 16, 2024 [Common Errors & Troubleshooting](#) 2330

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

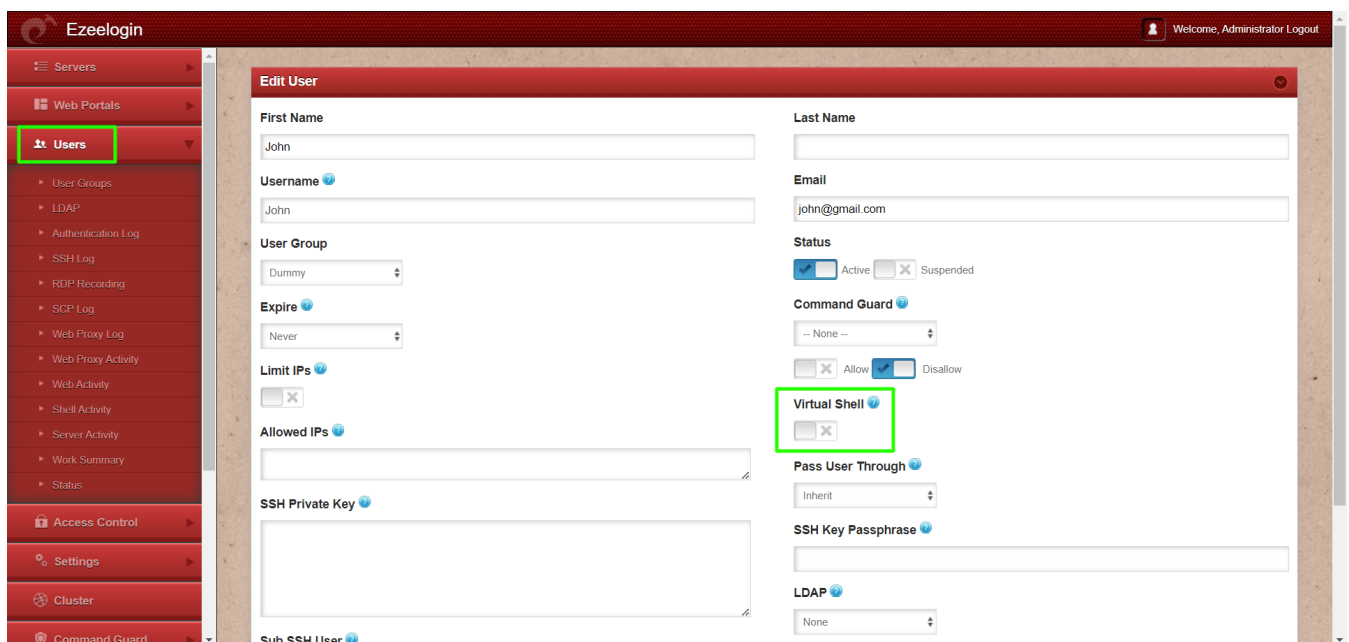
Overview: This article guides admin privileged users on how to disable the virtual shell feature, If root prompt is not received for the gateway users after setting up [automatic su or sudo](#).

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 displays the Ezeelogin web interface. On the left, a sidebar menu contains various system management options, with 'Users' highlighted by a green box. The main content area is titled 'Edit User' and contains several form fields for user configuration. The 'Virtual Shell' option, located in the lower right section of the form, is highlighted by a green box and shows a disabled state (an 'X' icon next to the label). Other visible fields include First Name, Last Name, Username, Email, User Group, Status, Command Guard, Limit IPs, Allowed IPs, SSH Private Key, Pass User Through, SSH Key Passphrase, and LDAP.

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>