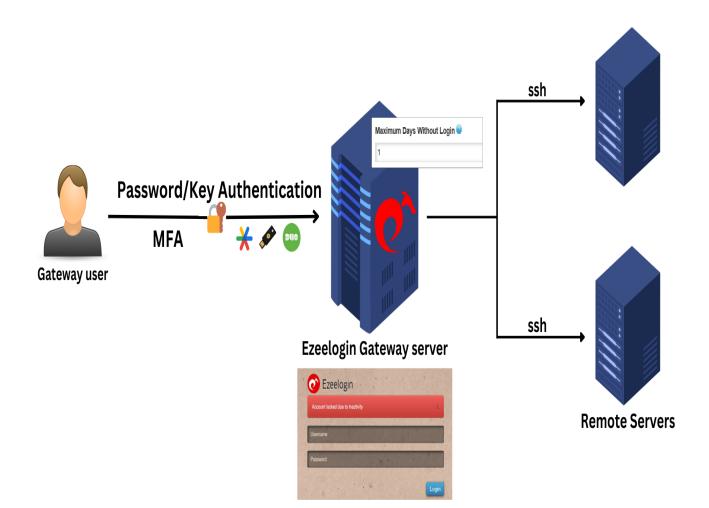
# Account locked due to inactivity

574 Rakhi April 9, 2025 Common Errors & Troubleshooting 2254

## Error: Account locked due to Inactivity

**Overview:** This article explains the resolution to the "Account locked due to Inactivity" error, which occurs when a user has not logged in for the number of days specified in the GUI <u>settings</u>.



#### Error report in GUI and backend:

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Userr	aunt locked due to inactivity	•		
Pass	word			
	Login	•		
. root@AD-LAPLEN-11: ~ × + ✓			- 0	×
root@AD-LAPLEN-11:~# ssh evan@192.168.0.107 evan@192.168.0.107's password: Last login: Tue Mar 25 14:30:54 2025 from 192.168.0.102	2			
Account is suspended Connection to 192.168.0.107 closed. root@AD-LAPLEN-11:~#				

### Why does it happen?

The error occurs when the gateway user account gets locked out due to inactivity since the user has not logged in for the number of days set from GUI this way. Refer to the screenshot below.

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tt Users ►	3 \$	Disable \$
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► SAML		
OpenID Connect	Allow Browsers To Save Login 🥹	Maximum Days Without Login 🞯
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► RADIUS	Security Code LDAP @	Remote SSH Password Authentication @
► SIEM	X	
<ul> <li>Server Fields</li> </ul>		
🛞 Cluster	Remote SSH Public Key Authentication 🖤	Cancel Save
Command Guard		

Step 1: Login as a Super admin user and navigate to Settings ? General? Authentication then set the parameter Maximum Days Without Login value to

0 which means to never lock the account.

The changes saved in the settings will be applied globally to all gateway users.

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<ul> <li>OpenID Connect</li> </ul>		Allow Browsers To Save Login 💿	Maximum Days Without Login 🥝
► FIDO2		×	0
► RADIUS		Security Code LDAP @	Remote SSH Password Authentication @
► SIEM		×	
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🛞 Cluster	8	Remote SSH Public Key Authentication	Cancel Save
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Followed by which you will receive an error that the user account has been suspended.

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					Account has been suspended	•			
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**Step 2:** Login as super admin user and unsuspend the gateway user. Refer to the screenshots below:

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Web Portals			<u>Username</u> ↓	First Name	Last Name	Email	Status	Expiry	User Group	Actions
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			john	john	zen	john@gmail.com	Active		Admins	5 🖉 🖉
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			linda	linda	zen	linda@gmail.com	Active		Dummy	5 / T 🗎
			lindatest	Linda	Brown	lindatest@gmail.com	Active		Admins	🗊 🥖 🎵 🚍

**Step 3:** Edit the suspended gateway user and set the status from **Suspended** ? **Active** and Save the changes.

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C Ezeelogin		Welcome, Administrator Logout
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🖬 Web Portals 🔹 🕨	First Name	Last Name
±t. Users ▼	evan	kun
► User Groups	Username 🐵	Email
► LDAP	evan	evan@gmail.com
<ul> <li>Authentication Log</li> </ul>	User Group	Status
► SSH Log	Admins 🛊	Active Suspended
RDP Recording	Admins	Account locked due to inactivity
<ul> <li>SCP Log</li> </ul>	Expire 💿	Command Guard 🥹
Web Proxy Log	Never 💠	cmdquard01 \$
Web Proxy Activity	Limit IPs 🕑	
Web Activity		Allow Disallow
Shell Activity	×	Virtual Sheli 😡

Step 4: Try to login to the gateway user account and confirm.



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.

#### **Related Articles:**

Set maximum days without login for SSH gateway users

Online URL: https://www.ezeelogin.com/kb/article/account-locked-due-to-inactivity-574.html