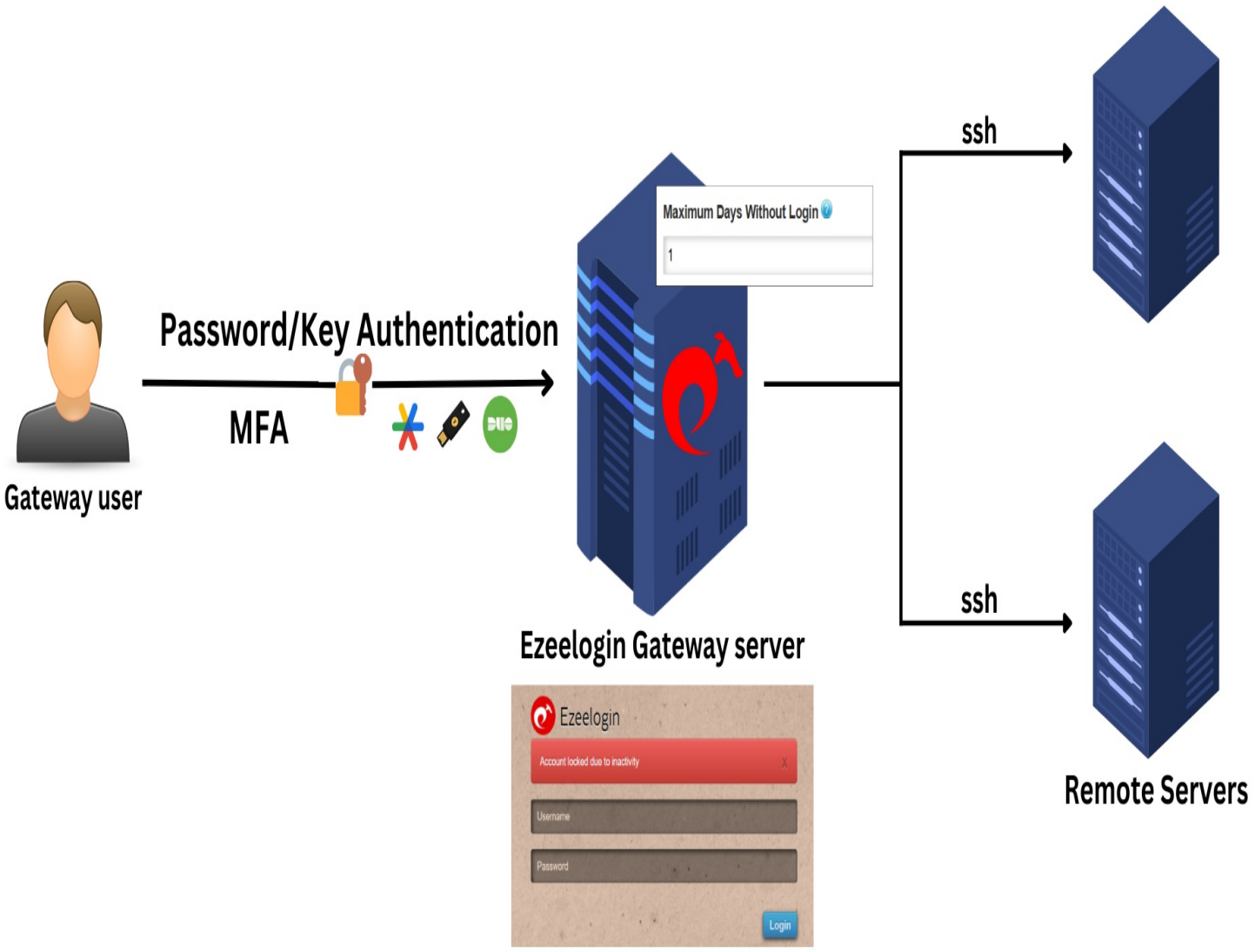
Account locked due to inactivity

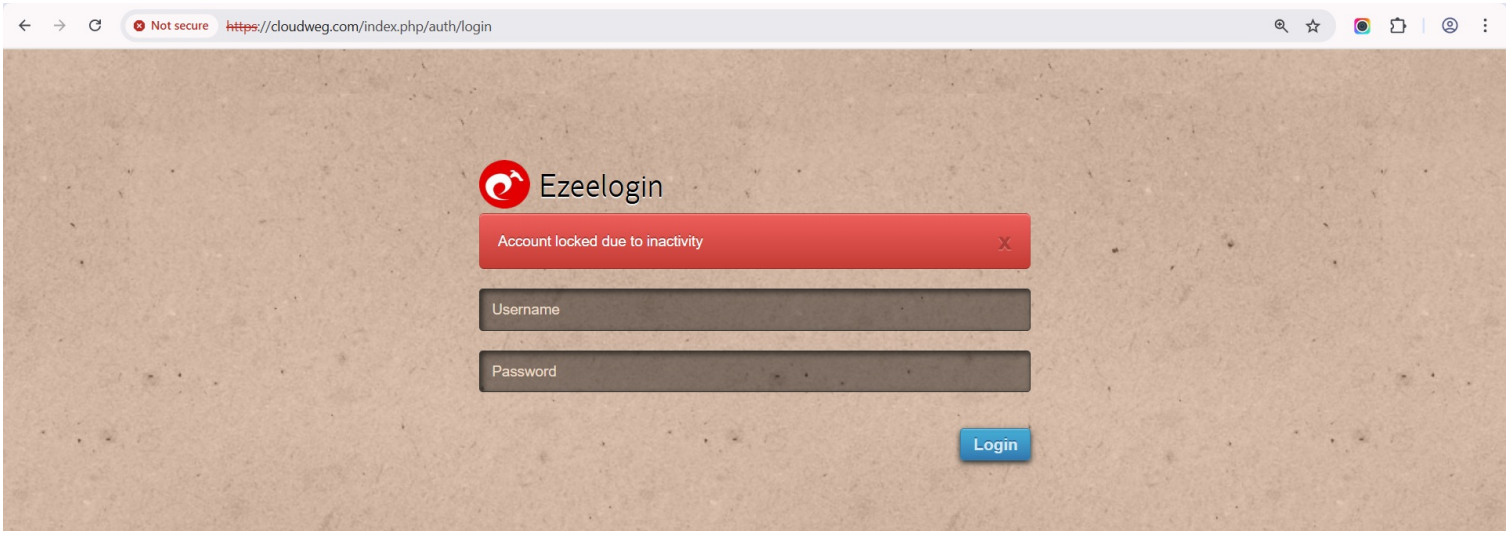
574 Rakhi April 9, 2025 Common Errors & Troubleshooting 5228

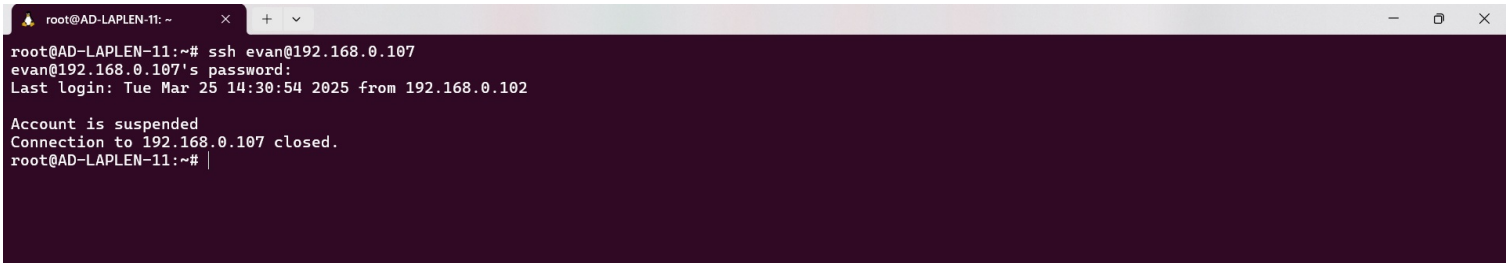
Error: Account locked due to Inactivity

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 settings.



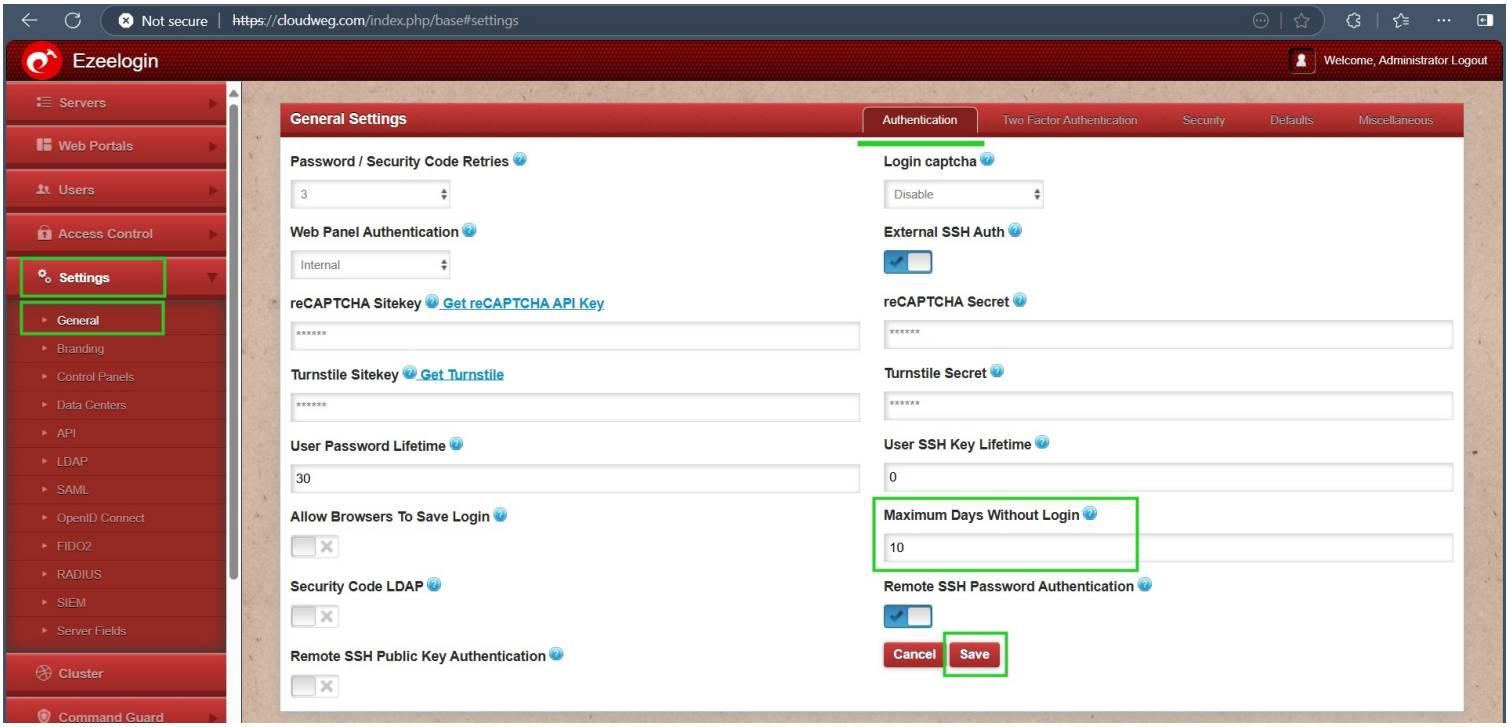
Error report in GUI and backend:





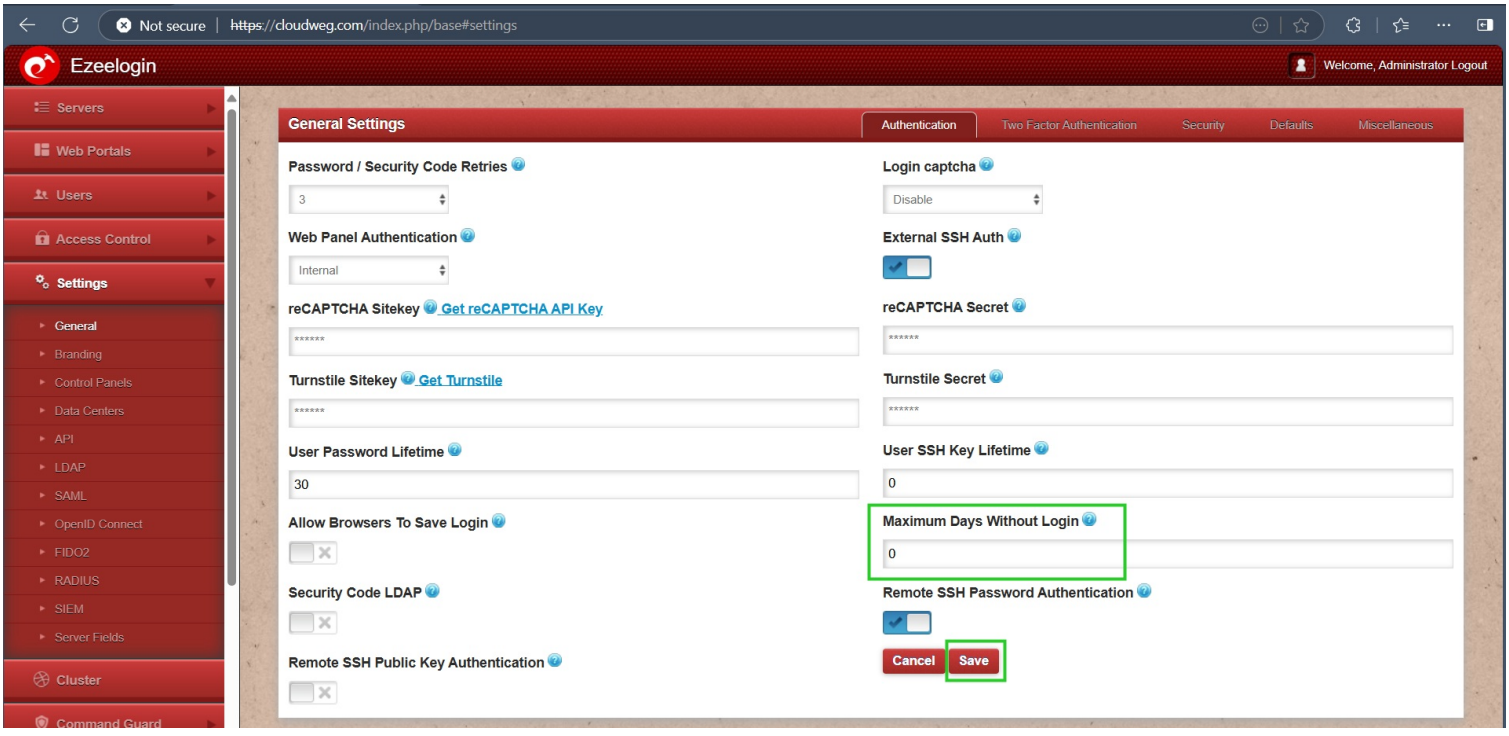
Why does it happen?

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.

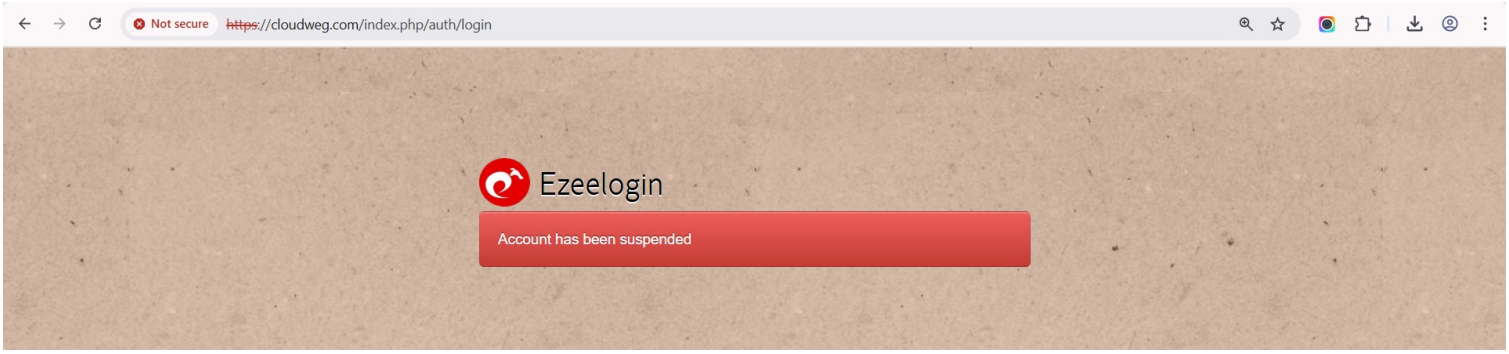


Step 1: Login as a **Super admin user** and navigate to **Settings → General → Authentication** then set the parameter **Maximum Days Without Login value to 0** which means to never lock the account.

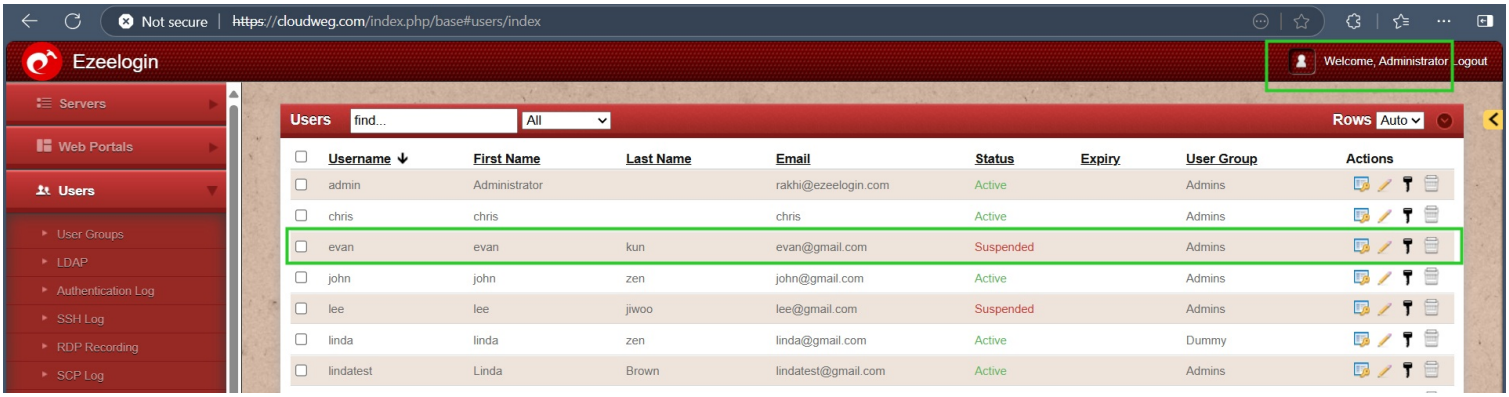
> The changes saved in the settings will be applied globally to all gateway users.



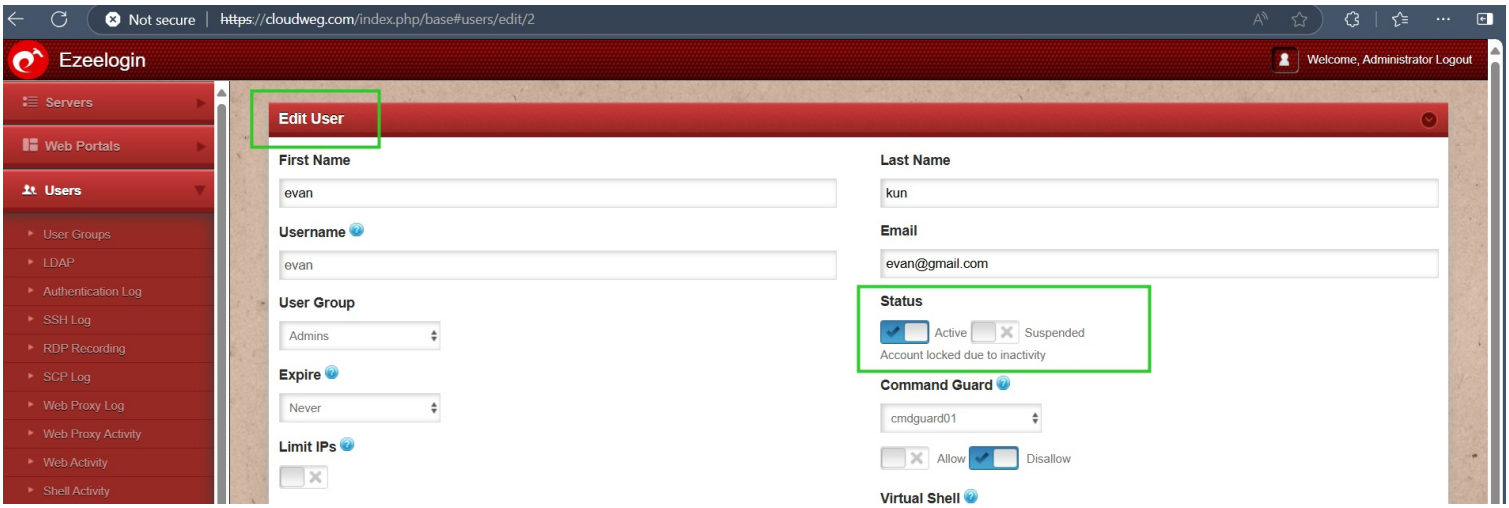
Followed by which you will receive an error that the user **account has been suspended.**



Step 2: Login as super admin user and unsuspend the gateway user. Refer to the screenshots below:



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



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

How to disable maximum days without login from the backend?

Run the below command to disable maximum days without login from the backend.

```
root@gateway ~]# php /usr/local/ezlogin/ez_queryrunner.php "update prefix_settings SET value = 0 WHERE name = 'nologin_days'"
```

Run the below command to unsuspend the user from the backend.

```
root@gateway ~]# php /usr/local/ezlogin/ez_queryrunner.php "update prefix_users set status=1, priv=0 where username='ezlogin_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.

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