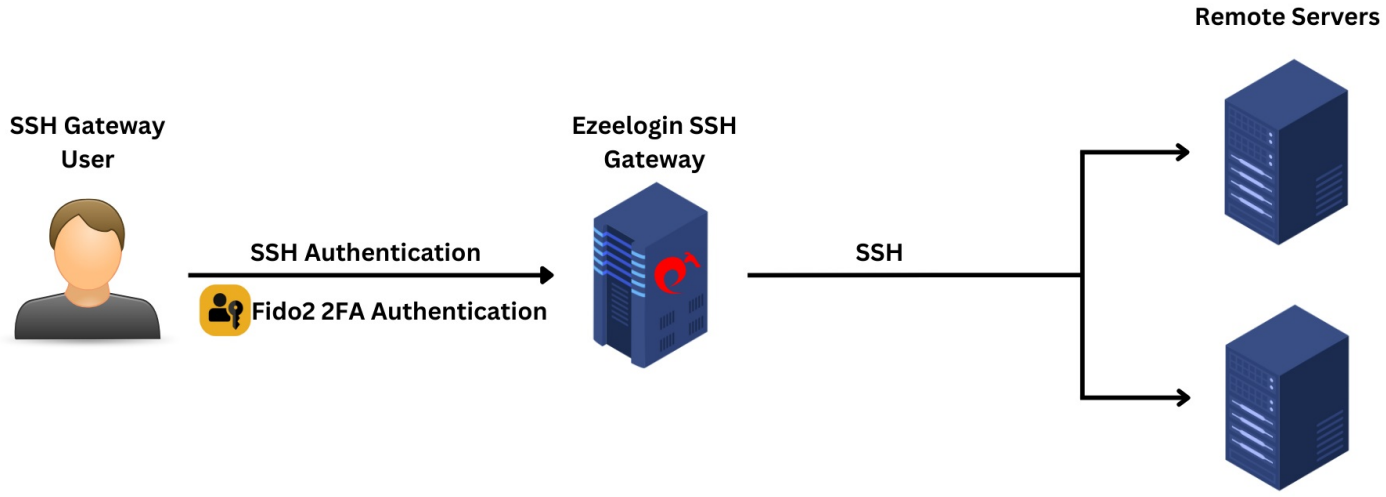
Configure FIDO2 with Ezeelogin

651 Nesvin KN July 8, 2026 Security Features 5392

How to enable/disable FIDO2 authentication with Ezeelogin?

Overview: This article explains how to enable and configure FIDO2 authentication in Ezeelogin from version 7.37.0, including steps to troubleshoot common errors and disable it from the backend if needed.

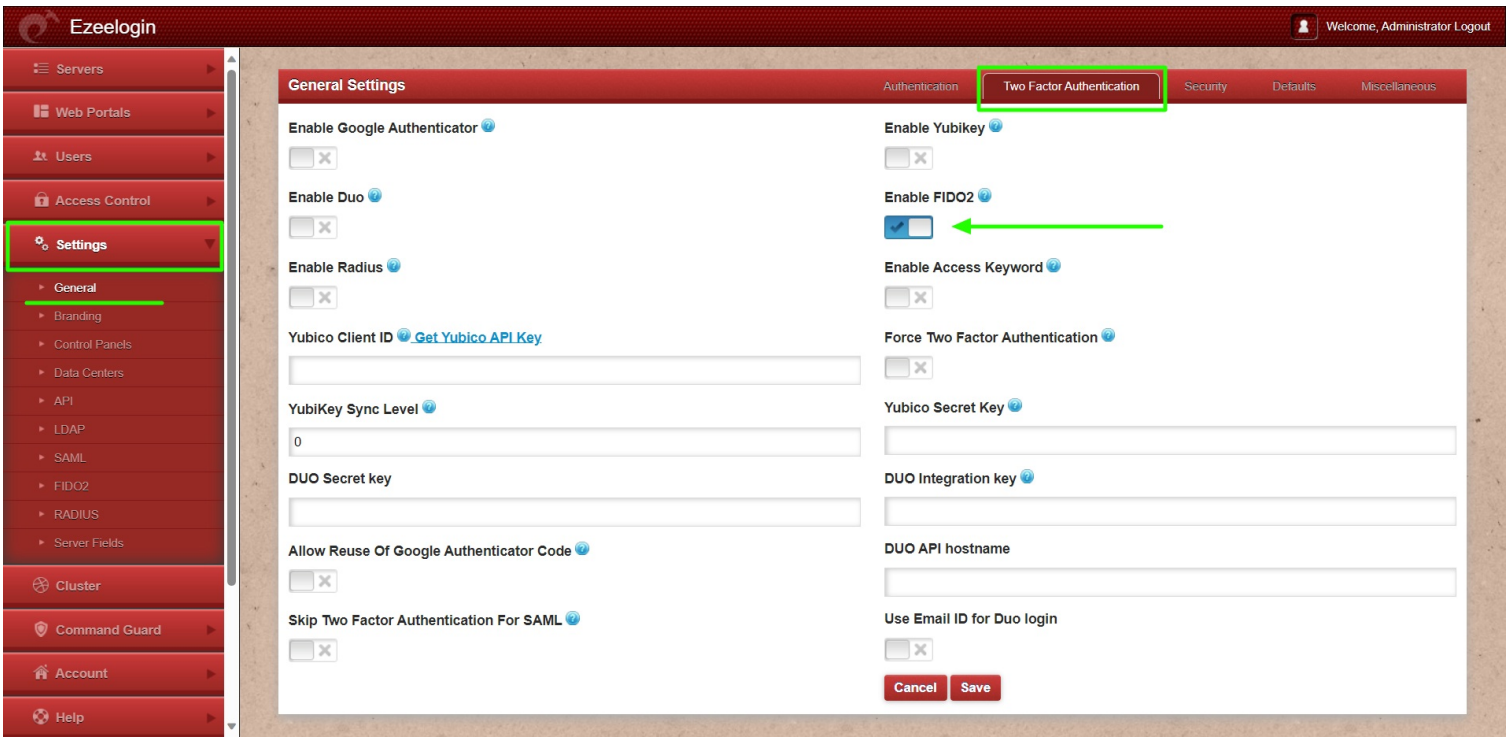
FIDO2, shorthand for Fast Identity Online, comprises open standards designed for secure and convenient authentication. By diminishing dependence on passwords and incorporating robust authentication methods such as biometrics and hardware tokens, FIDO2 seeks to enhance the overall security of online accounts and services.



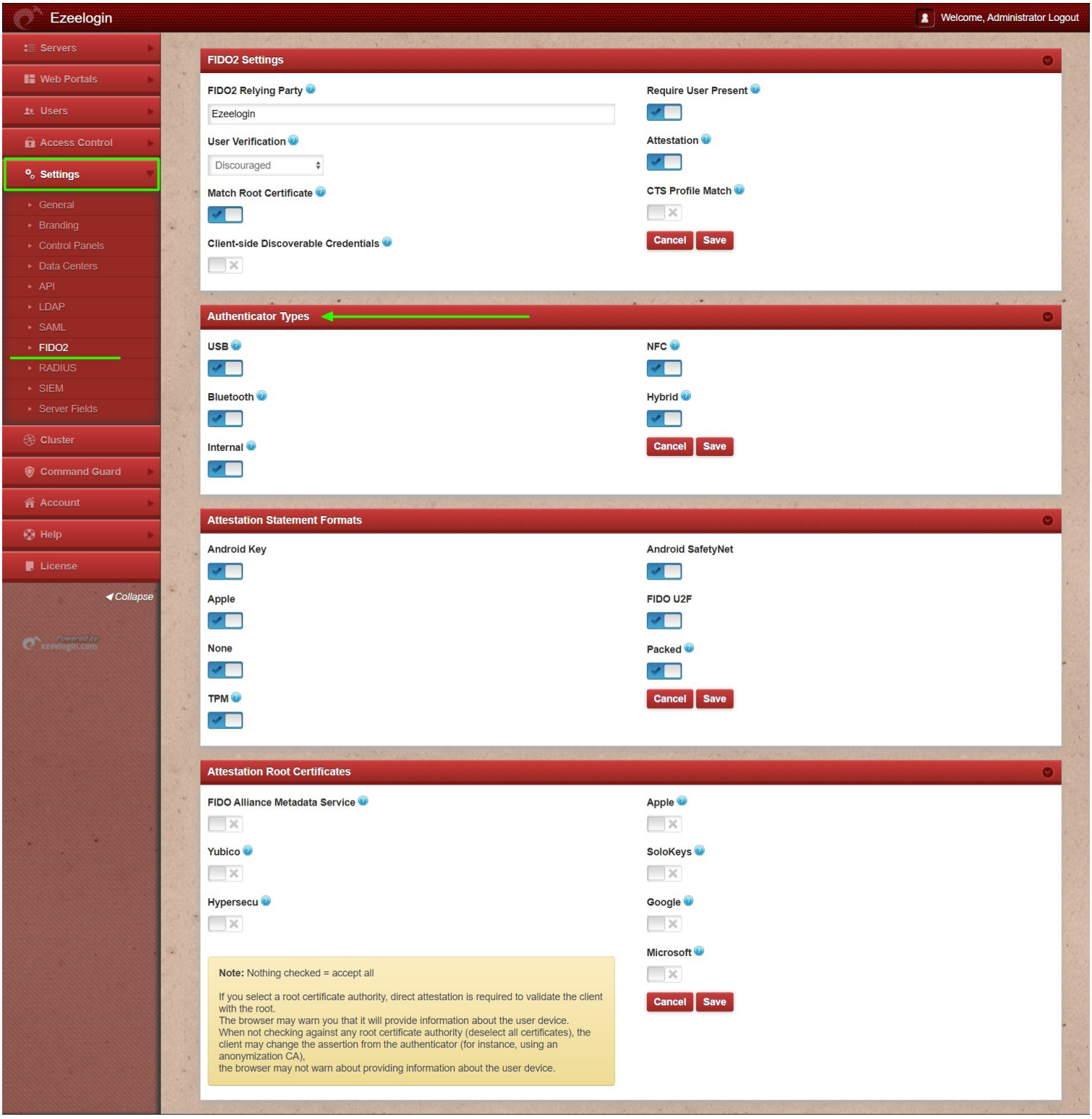
This feature is **available from Ezeelogin version 7.37.0**. **How to upgrade the Ezeelogin version to the latest?**

SSL Certificate to enable FIDO2 authentication, as self-signed certificates and IP addresses are not supported

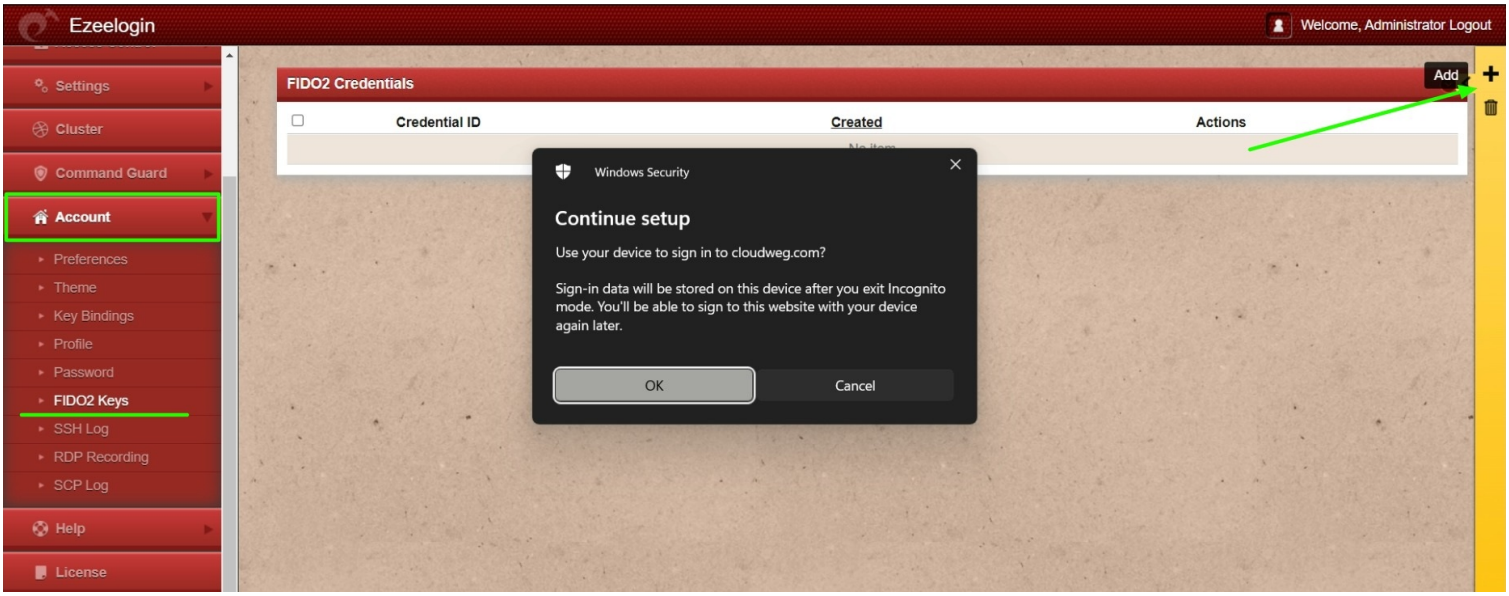
Step 1: Login to Ezeelogin GUI and navigate to **Settings** -> **General** -> **Two Factor Authentication** -> **Enable FIDO2.**



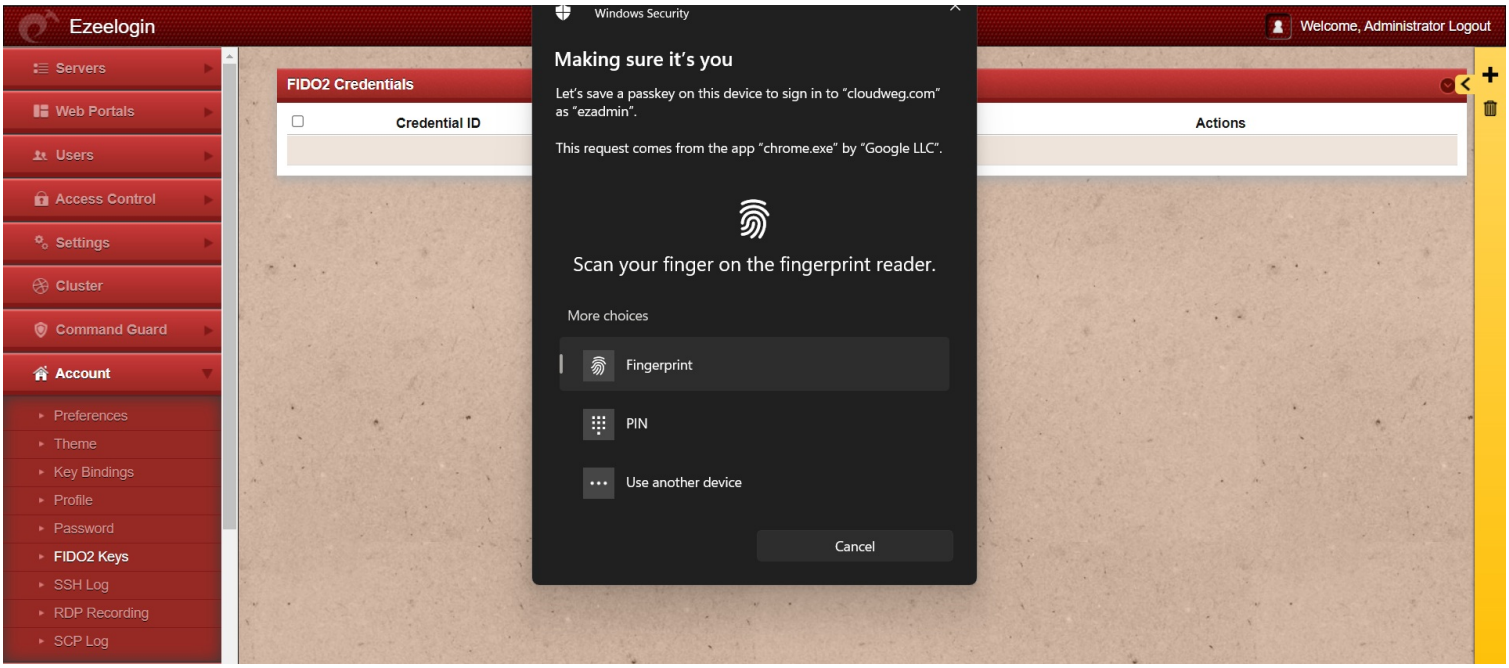
Step 2: Enable the **Authenticator Types** and **Save** the settings.



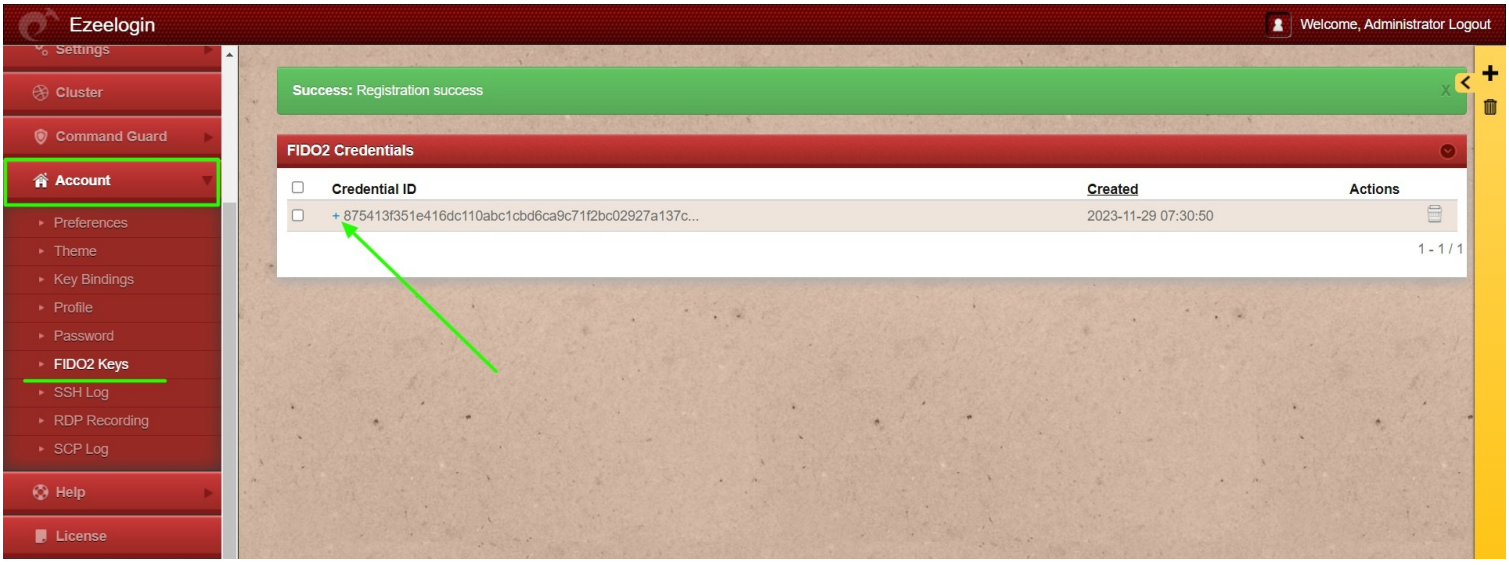
Step 3: Navigate to **Accounts** -> **Fido2 Keys** -> Add **new**. Click on **OK** to continue setup to add FIDO2 keys.



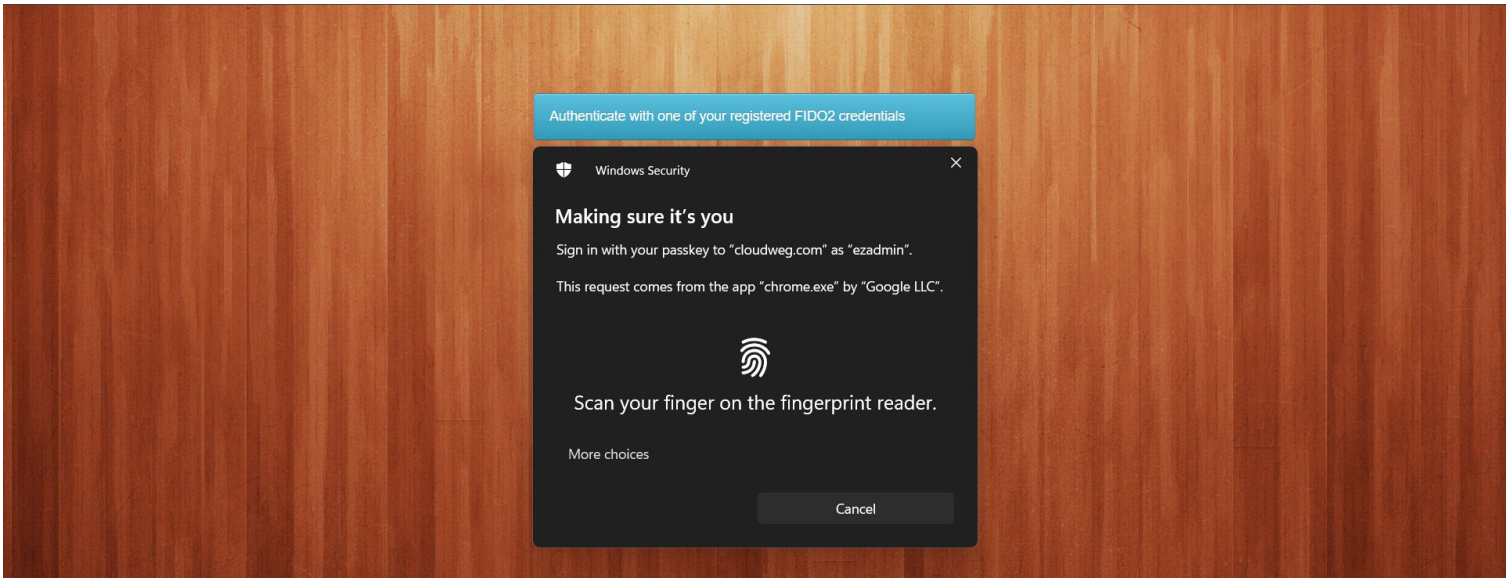
Step 4: Continue with your **fingerprint**, **PIN**, **security key**, or **Android device** to complete the setup, and the new FIDO2 ID will appear in the FIDO2 keys tab.



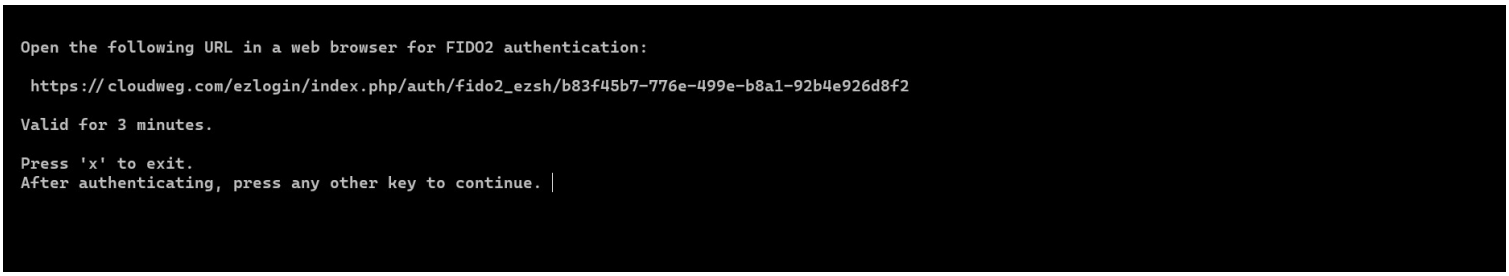
Step 5: If registration is successful, the user can see the message '**Success: Registration success**.' More registration details can be seen using the **view button**.



Step 6: Log out and log back into the GUI to confirm that FIDO2 authentication is working correctly with the method chosen in the above step.



Step 7: Log in to the backend (ezsh) and confirm that FIDO2 authentication works there as well. Copy the link to the browser, use the authentication method, and press any key in the shell to authenticate to ezsh.



Refer article to set timeout for 2FA: 2FA Timeout in Ezeelogin

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Emergency CLI Method

Disable FIDO2:

root@gateway ~]# php /usr/local/ezlogin/ez_queryrunner.php "update prefix_settings set value='N' where(name='enable_fido2')"

Clear all FIDO2 registrations of all gateway users:

root@gateway ~]# php /usr/local/ezlogin/ez_queryrunner.php "truncate table prefix_user_fido2"

This error "**No Two-Factor Authentication enabled**" happens when we enforce Two-Factor authentication without enabling any of the Two-Factor authentications. Run the following command to disable **Force Two Factor Authentication.**

Disable force two factor authentication globally:

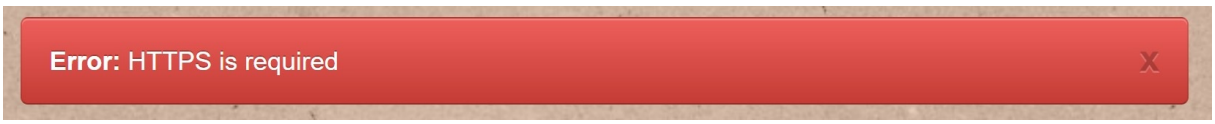
root@gateway:~# php /usr/local/ezlogin/ez_queryrunner.php "update prefix_settings SET value = 0 WHERE name = 'two_factor_auth'"

Disable force two factor authentication for user group (replace user_group with correct user group):

root@gateway:~# php /usr/local/ezlogin/ez_queryrunner.php "update prefix_usergroups set force_tfa='N' where name='**user_group**';"

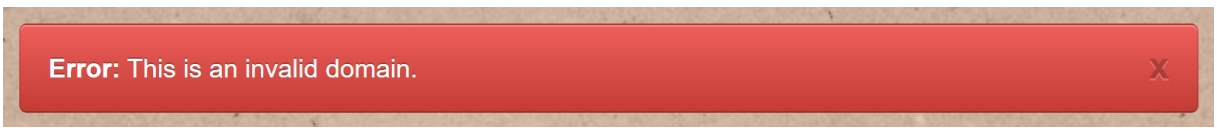
Common errors while setting up and authenticating with FIDO2 authenticator.

1. Error: HTTPS is required



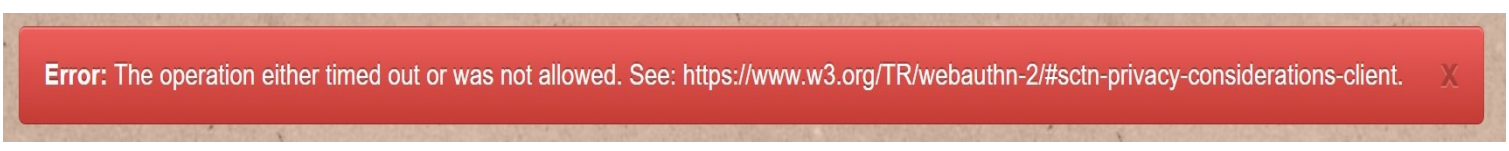
Ezeelogin needs to be accessed with a valid certificate to enable FIDO2 authentication, and self-signed certificates will not work.

2. Error: This is an invalid domain.



Ezeelogin needs to be accessed with a domain name to enable FIDO2 authentication, and accessing it via an IP address will not work.

3. Error: The operation either timed out or was not allowed. See: https://www.w3.org/TR/webauthn-2/#sctn-privacy-considerations-client.



This error usually occurs when you cancel the setup of FIDO2 authentication. Try to re-setup and complete the FIDO2 authentication setup.

4. The operation either timed out or was not allowed. See: https://www.w3.org/TR/webauthn-2/#sctn-privacy-considerations-client.



This error usually occurs when you cancel the authentication prompt while trying to log in to the GUI. Refresh the browser tab or access Ezeelogin within a new tab to resolve the issue.

Related Articles:

Disable two factor authentication from backend

Clear two factor authentication

2FA Timeout in Ezeelogin

Online URL: https://www.ezeelogin.com/kb/article/configure-fido2-with-ezeelogin-651.html