

Addressing Stale Connections: No Active Sessions Detected

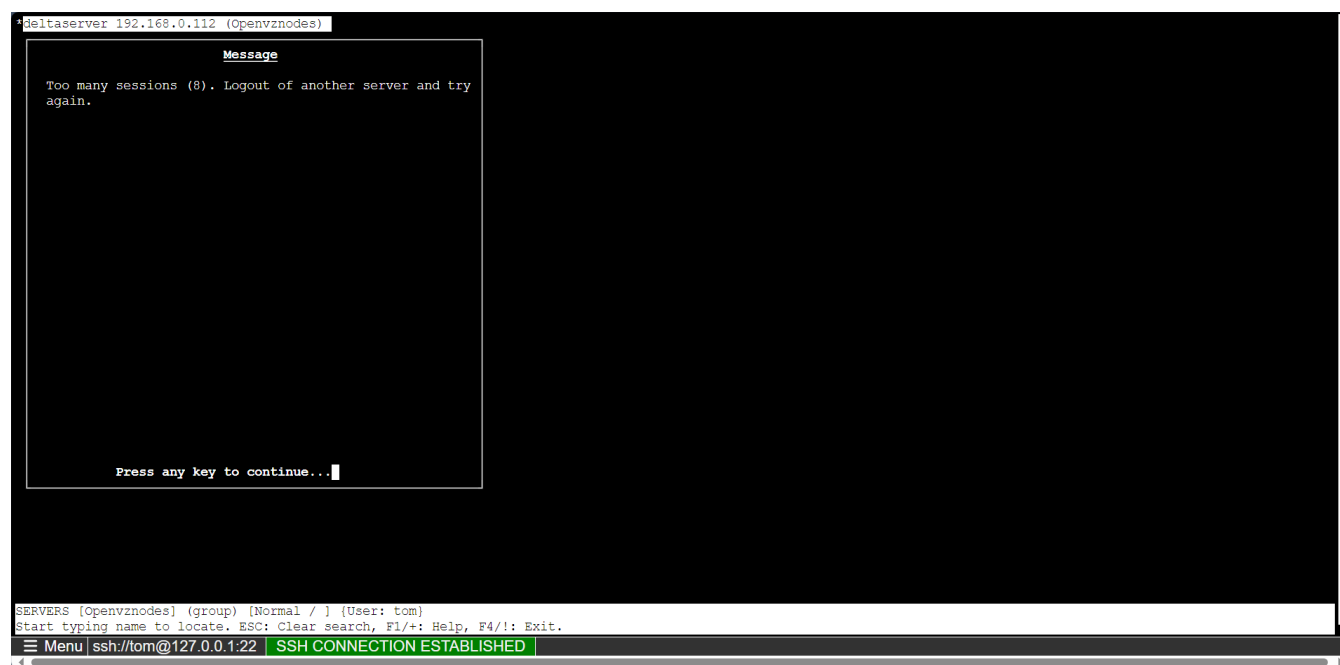
730 Rakhi April 29, 2025 [Common Errors & Troubleshooting](#) 1218

Addressing Stale Connections: No Active Sessions Detected

Overview: This article describes an error where a gateway user is reported to have too many connections, even though they are not actively connected.

The Error would state that the gateway user has too many connections, but the gateway user is not connected to any remote servers.

This error will occur if **MCRL**(Maximum Concurrent Remote Login) is enabled and you close the terminal without logging out properly.



To resolve this, you can remove the sessions via the GUI by navigating to Users > Server Activity.

Step 1: Select the gateway user with logs that show the status 'Success: Login', and Delete it.

Ezeelogin

Welcome, Administrator Logout

Servers

Web Portals

Users

User Groups

Authentication Log

SSH Log

RDP Recording

SCP Log

Web Proxy Log

Web Proxy Activity

Web Activity

Shell Activity

Server Activity

Work Summary

Status

Access Control

Settings

Cluster

Command Guard

Account

Search

User

tom

Servers

-- All --

From

2024-08-07 14:07

To

2024-08-09 14:07

Rows Per Page

10

Note: Logs are local to the node. Search the other node as well if cluster is configured.

ExportResetFind

Server Activity Logs

Clear all

	Username	Server Name	Status	Reason	Login Time	Logout Time	Input Idle Time	Output Idle Time	Actions
<input checked="" type="checkbox"/>	tom	deltaserver	SUCCESS: login		2024-08-08 14:03:00	2024-08-08 14:03:00	0s	0s	
<input checked="" type="checkbox"/>	tom	deltaserver	SUCCESS: login		2024-08-08 14:02:27	2024-08-08 14:02:57	30s	30s	
<input checked="" type="checkbox"/>	tom	deltaserver	SUCCESS: login		2024-08-08 13:29:44	2024-08-08 13:29:44	0s	0s	
<input checked="" type="checkbox"/>	tom	deltaserver	SUCCESS: login		2024-08-08 13:30:29	2024-08-08 13:30:29	0s	0s	
<input checked="" type="checkbox"/>	tom	deltaserver	SUCCESS: login		2024-08-08 13:30:40	2024-08-08 13:30:40	0s	0s	
<input checked="" type="checkbox"/>	tom	deltaserver	SUCCESS: login		2024-08-08 13:31:01	2024-08-08 13:31:02	0s	0s	
<input checked="" type="checkbox"/>	tom	deltaserver	SUCCESS: login		2024-08-08 14:03:16	2024-08-08 14:03:16	0s	0s	
<input checked="" type="checkbox"/>	tom	deltaserver	SUCCESS: login		2024-08-08 14:04:16	2024-08-08 14:04:17	0s	0s	

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Step 2: Later log into ezsh shell and try again.

This feature is available from [Ezeelogin version 7.38.0](#).

Note that the superadmin user (user created at the time of Ezeelogin installation) is not affected by MCRL.

Glossary: **MCRL**(Maximum Concurrent Remote Login).

Related Articles:

[Manage Concurrent SSH sessions.](#)

Online URL:
<https://www.ezeelogin.com/kb/article/addressing-stale-connections-no-active-sessions-detected-730.html>