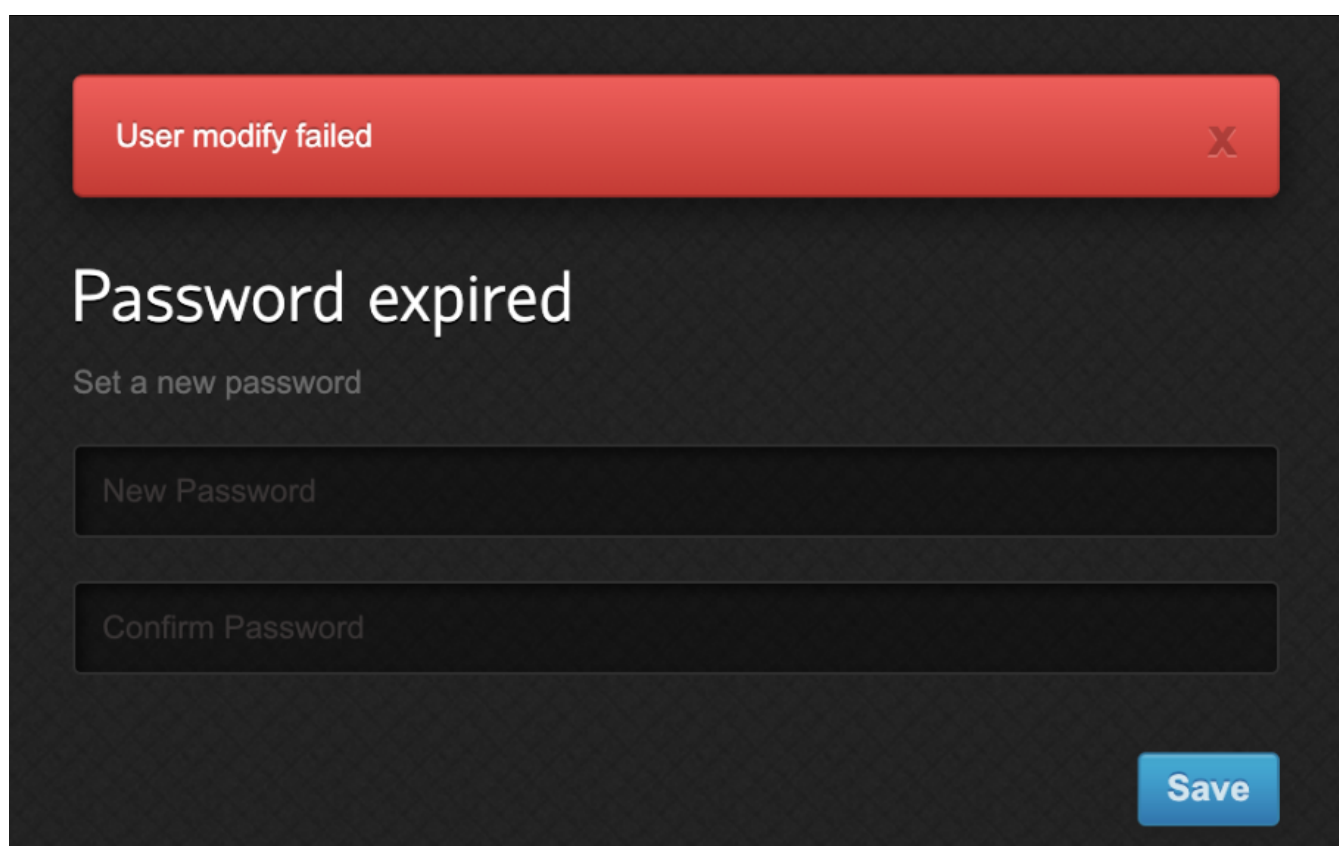


Error: User Modification Failed During Password Reset After Expiry

746 Rakhi May 7, 2025 [Common Errors & Troubleshooting](#) 1010

Error: User modification failed while attempting to reset the password after expiry

Overview: This article outlines the steps to troubleshoot the "User modification failed" error encountered when resetting an expired password in Ezeelogin by enabling detailed logging and checking logs.



The screenshot shows a dark-themed user interface for password management. At the top, a red error banner displays the text "User modify failed" with a red 'X' icon on the right. Below this, the heading "Password expired" is prominently displayed in white. Underneath the heading, the instruction "Set a new password" is shown in a lighter gray font. There are two dark input fields: the first is labeled "New Password" and the second is labeled "Confirm Password". A blue "Save" button is located in the bottom right corner of the form area.

To troubleshoot the error when attempting to reset user password after [expiry](#) in Ezeelogin, follow these steps:

Step 1: Enable Detailed Logging

To capture detailed [error](#) messages, append "log_level trace" to the Ezeelogin configuration file using the following command:

```
root@jumpserver:# echo "log_level trace" >>
/usr/local/etc/ezlogin/ez.conf
```

Step 2: Reproduce the Error and Check Logs

Generate the error again, and then check the application logs using the command below:

```
root@jumpserver:# (cd $(awk '/^system_folder/ {print $2}'
/usr/local/etc/ezlogin/ez.conf)/application/logs/ && tail -f $(ls
-t log-*.php | head -n 1))
```

Common Errors and References

Full Error Log: `PHP Fatal error: REMOTE HOST IDENTIFICATION HAS CHANGED. Please see /usr/share/doc/openssh-client/README.Debian for details.` [User](#)
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Based on the error logs, you can attempt to

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<https://www.ezeelogin.com/kb/article/error-user-modification-failed-during-password-reset-after-expiry-746.html>