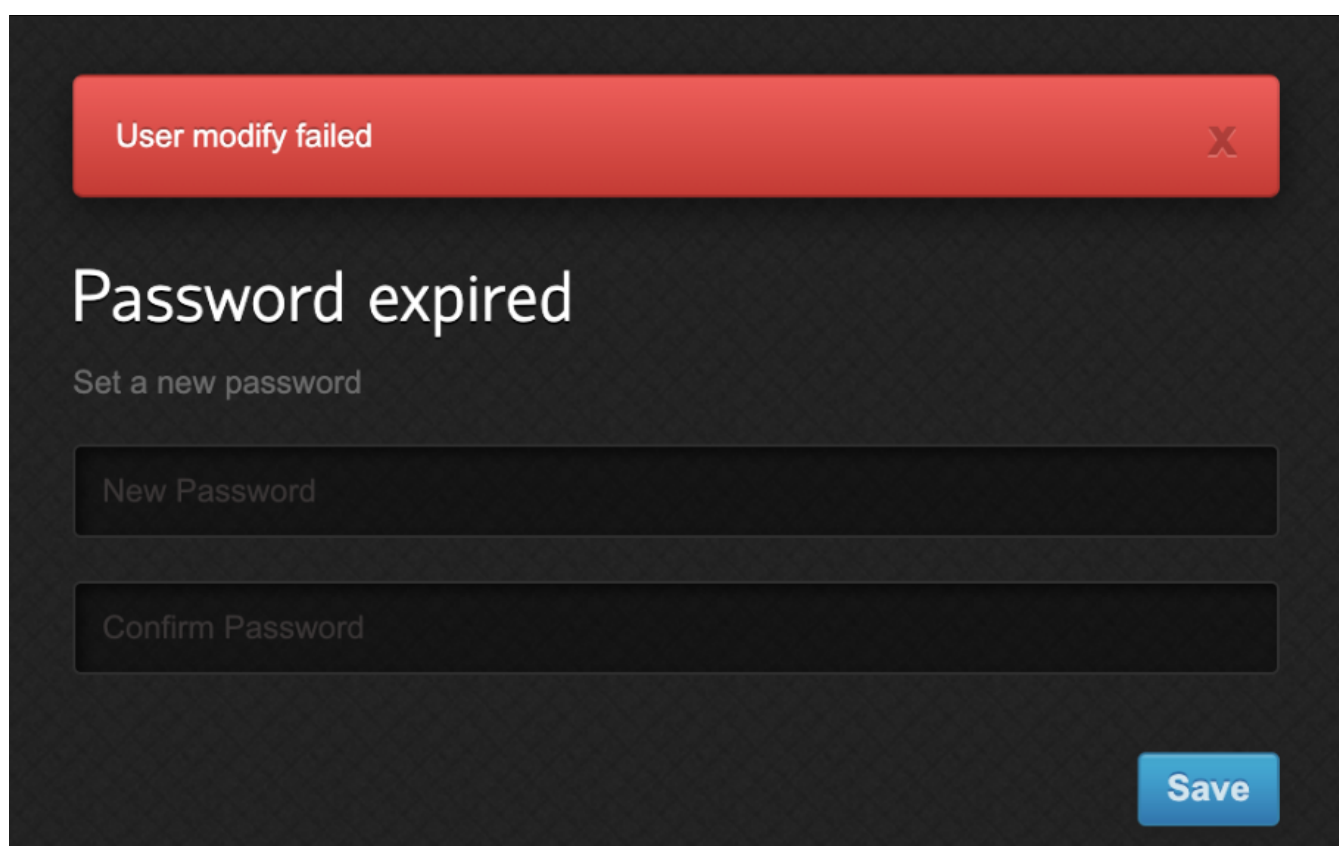


# Error: User Modification Failed During Password Reset After Expiry

746 Rakhi May 7, 2025 [Common Errors & Troubleshooting](#) 811

## 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 displays a dark-themed user interface for password management. At the top, a red error banner with a white 'X' icon contains the text 'User modify failed'. 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. 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

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```
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

**Common Errors and References:** REMOTE HOST IDENTIFICATION HAS CHANGED. See <https://www.ssh.com/ssh/known-hosts> for more information. Refer to the following article for guidance: [User Error: SSH Key or SSH Host File Problem](#). If you are using a public key for authentication, you may need to add the public key to the authorized\_keys file. If you are using a password for authentication, you may need to add the password to the password file. For more information, see the [SSH User Guide](#).

### Related Articles:

### Reset the super admin password from old customer portal.

Reset the super admin password from new customer portal.

Reset Gateway user password.

Online URL:

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