

How to suspend ssh gateway user?

308 Vishnupriya April 9, 2025 [Features & Functionalities](#), [Technical](#) 3246

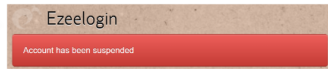
How to suspend ssh gateway user from webgui?

Overview: This article provides instructions for admin privileged users on how to suspend a gateway user's account directly from the web GUI.

Gateway User



ssh



Ezeelogin SSH Gateway



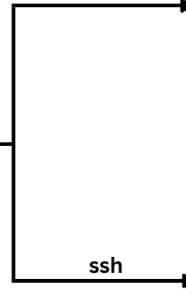
Status

☐ Active ☒ Suspended

Remote Servers



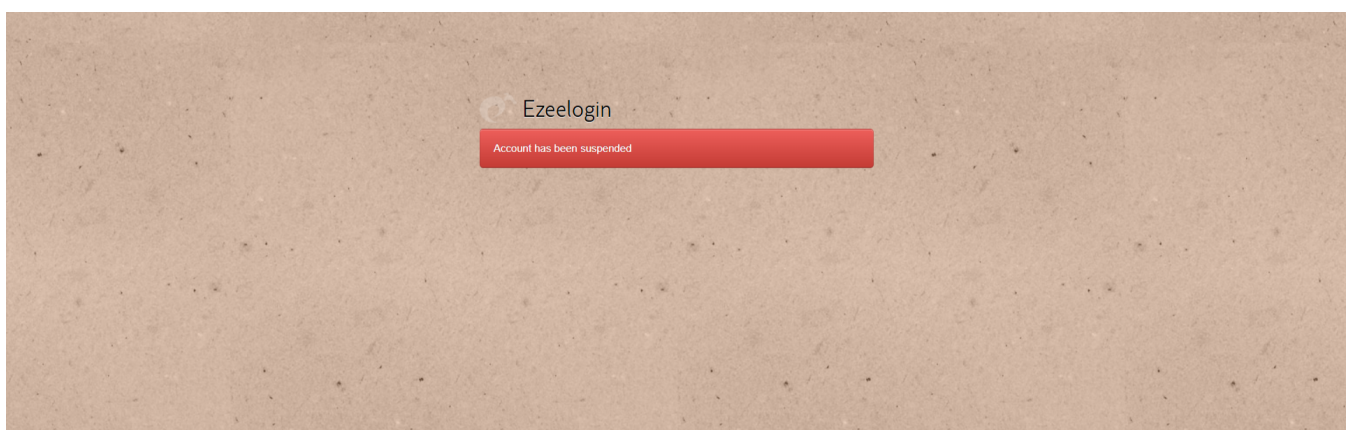
ssh



Step 1: To suspend a gateway user from web GUI log in as an admin privileged user, navigate to **Users** -> **Edit user** -> change the status to **suspended**. Provide the authorization password (Password of the currently logged-in user) and click on **Save**.

The screenshot shows the Ezeelogin web GUI interface. On the left, a sidebar menu has 'Users' highlighted. The main content area displays the 'Edit User' form for a user named 'john'. The 'Status' field is set to 'Suspended', and the 'Save' button at the bottom right is highlighted with a green arrow. Other fields include First Name, Last Name, Username, Email, User Group, Expire, Limit IPs, Allowed IPs, SSH Private Key, Sub SSH User, Force Password Change, Command Guard, Virtual Shell, Pass User Through, SSH Key Passphrase, LDAP, Prompt Reason, Force Internal Authentication, and Authorization Password.

Step 2: After changing the status to "suspended" the gateway user will no longer be able to login to GUI.



Emergency CLI Method:

To suspend user from CLI follow below steps:

Step 1: Login to gateway server as root user.

```
root@desktop:~# ssh root@{gateway_server_IP or gateway_server_hostname}
```

Step 2: Run the following command on the gateway server to suspend a user. Replace `ezeelogin_username` with the actual username of the user to be suspended:

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

Alternative method to unsuspend the user:

Step 1: Find the Ezeelogin database name and database prefix from [Ezeelogin configuration file](#) which is under `/usr/local/etc/ezlogin/ez.conf` on the gateway server.

```
root@gateway:~# cat /usr/local/etc/ezlogin/ez.conf | grep -i "db_name|db_prefix"
```

Step 2: Login to MySQL as root user. Replace `db_name` with the correct Ezeelogin database name obtained from the previous command.

```
root@gateway:~# mysql -u root -p

mysql > use db_name;
```

Step 3: Run the below command to suspend the user. Replace `"dbprefix"` with the correct prefix and

username with the actual username of the user to be suspended:

```
mysql> update dbprefix_users set status=0, priv=1 where  
username='username' ;
```

Related Articles:

[Main admin user account suspended after entering incorrect security code](#)

[Is it possible to login to Ezeelogin with a disabled AD user?](#)

[Deleting users in ezeelogin without affecting their logs](#)

[Reasons for Account Suspension](#)

Online URL: <https://www.ezeelogin.com/kb/article/how-to-suspend-ssh-gateway-user-308.html>