

# How to suspend ssh gateway user?

308 Vishnupriya February 5, 2025 [Features & Functionalities](#), [Technical](#) 3098

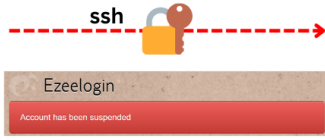
## Suspend ssh gateway user from webgui

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

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Gateway User



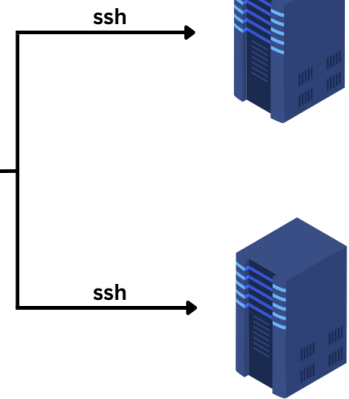
Ezeelogin SSH Gateway



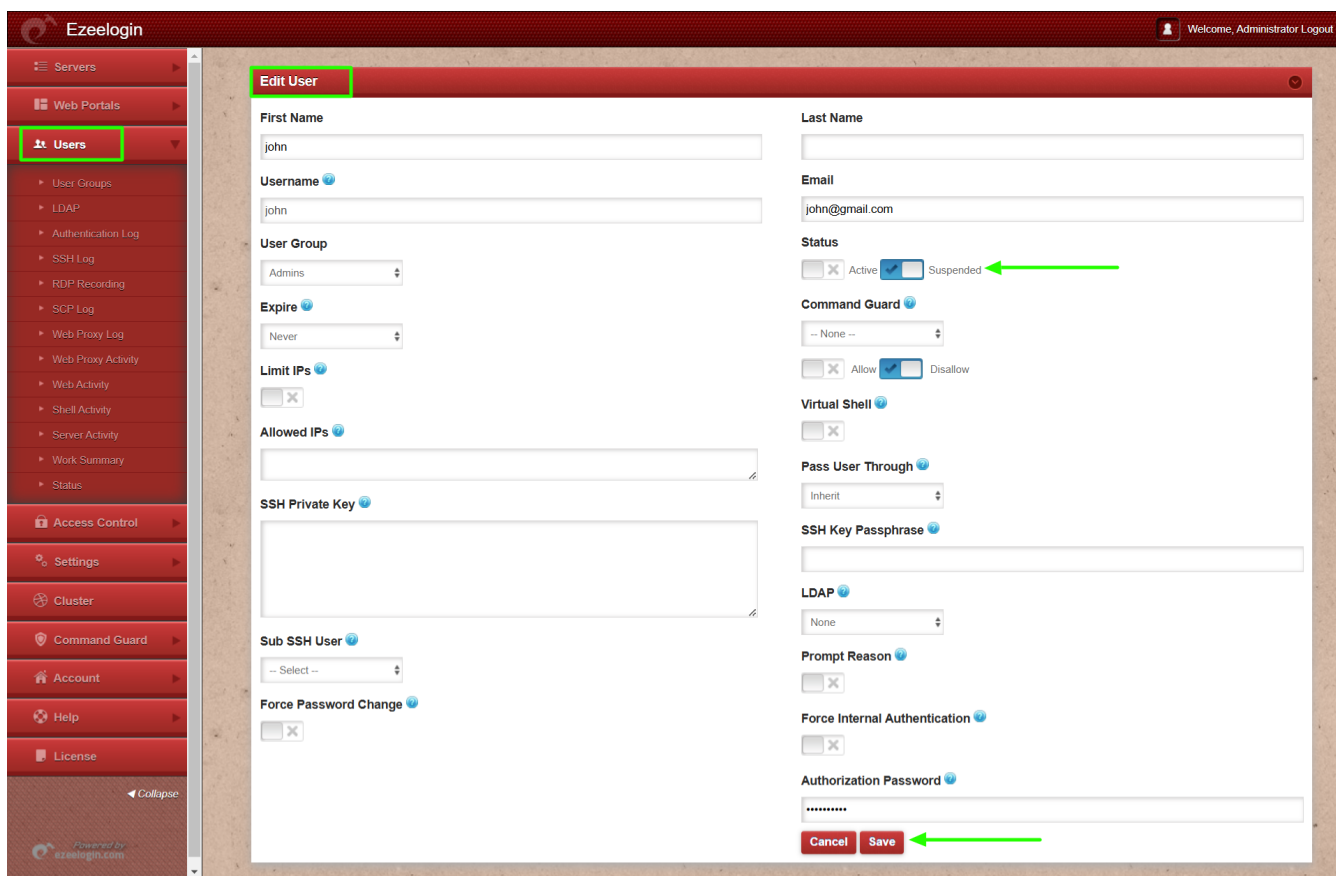
Status

<input type="checkbox"/>	x	Active	<input checked="" type="checkbox"/>	Suspended
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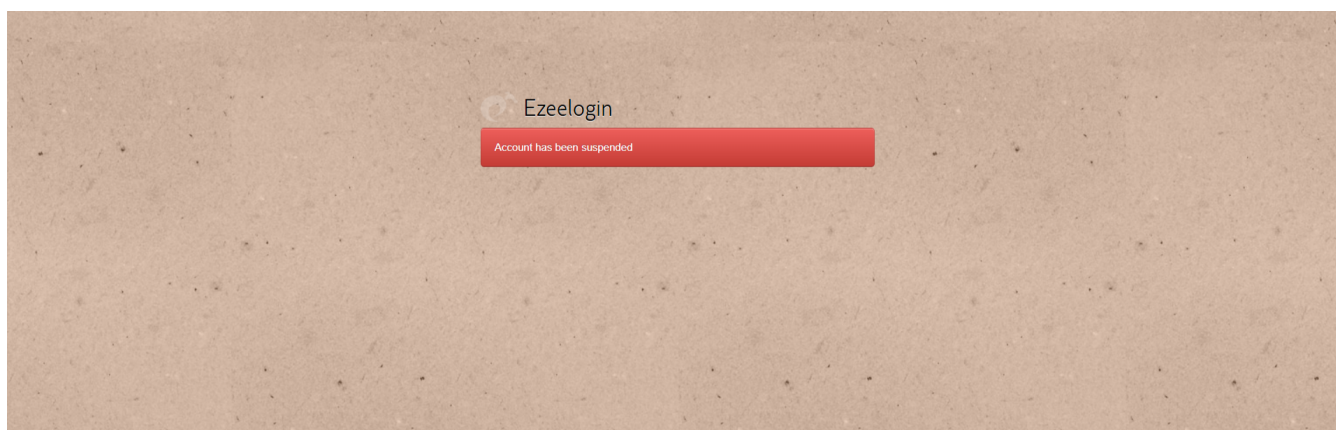
Remote Servers



**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**.



**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'"
```

### 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' ;
```

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## **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>