

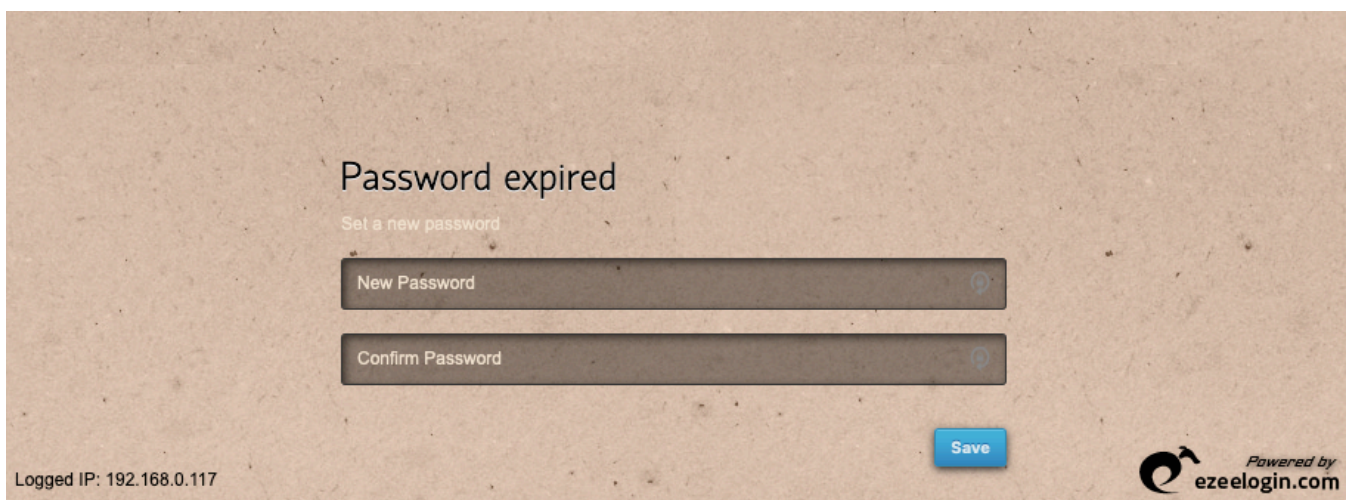
Jump server user password expired

364 admin August 16, 2022 [Common Errors & Troubleshooting](#) 3118

Gateway SSH User password expired

If you are getting the below message when logging into the GUI, then it's time for you to reset the password for the ssh gateway user and go ahead with the login. This is a security feature as it is recommended to change the password after a preset duration of time.

However, if you are unable to reset the password or is unable to login to the GUI, do continue reading on how to disable this from the database.



Password expired

Set a new password

New Password

Confirm Password

Save

Logged IP: 192.168.0.117

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The duration (in days) after which a password should expired is set under " User password Lifetime"

If for some reason, the user is unable to login, then you can disable the "User Password Lifetime" from the database as follows. The value of 90, means that the user's password would expire after 90 days and the user would be forced to change the password.

```
MariaDB [ezlogin_avmzfj]> select * from nfo_settings where name="pwexp_days" ;
```

```
+-----+-----+-----+-----+-----+
| id | name | value | time |
+-----+-----+-----+-----+
| 87 | pwexp_days | 90 | 2022-08-20 00:00:54 |
+-----+-----+-----+-----+
```

Run below command to disable user password expiry from the backend.

Method 2) Modify the gateway user timestamp in the database so that the user password does not expire and is still valid.

- Get the current timestamp from DB and update the gateway user's time stamp field so that the user password expiry time is reset.



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Related Article

- [How to set user password lifetime for expiry](#)
- [Force a password change for a Ezeelogin User](#)

Online URL: <https://www.ezeelogin.com/kb/article/jump-server-user-password-expired-364.html>