

# How to find the reasons for account being suspended?

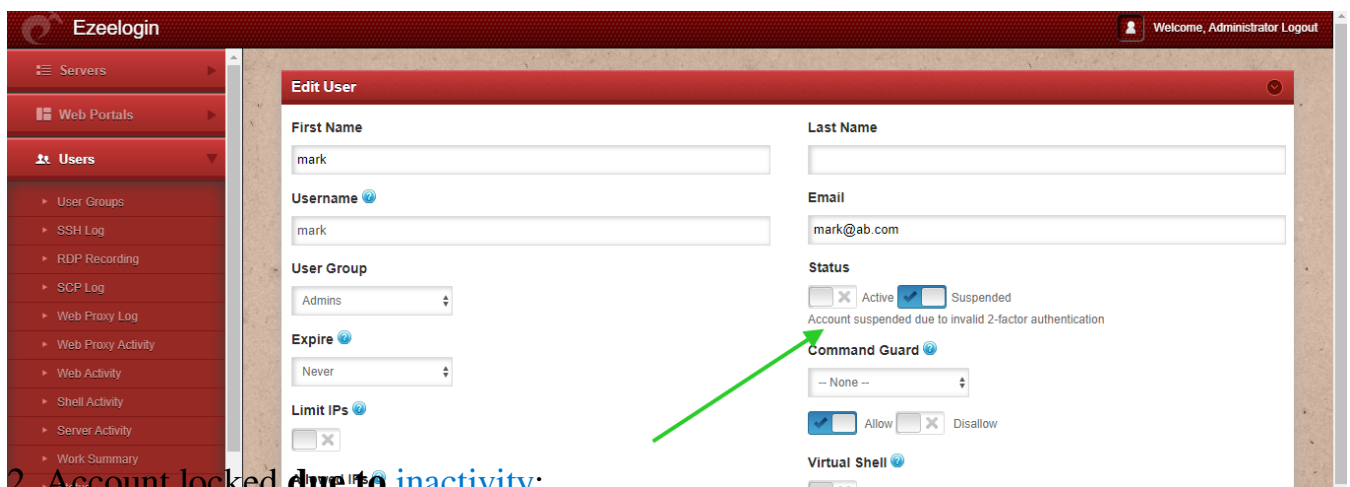
436 Vishnupriya August 6, 2024 [General](#), [Technical](#) 2356

## Reasons for Account Suspension

**Overview:** This article describes the reasons why an account could be suspended.

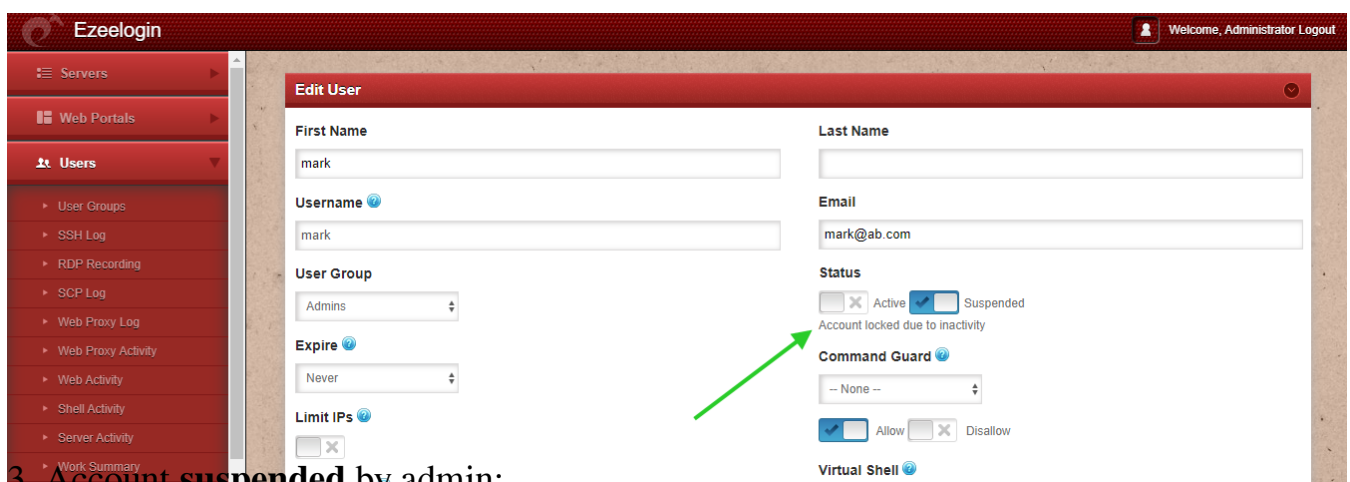
### 1. Account suspended due to **invalid 2fa or security code**:

- If a user is suspended due to an invalid 2fa or security code, you can view the reason for suspension under Users>Edit User as shown below.



### 2. Account locked due to **inactivity**:

- If the user has not logged in for the number of days set, it will automatically suspend the user and the reason for the suspension is shown below



### 3. Account suspended by admin:

- There will be no warning message/reason if the account is **suspended** by admin.

**Ezeelogin** Welcome, Administrator Logout

**Servers**

**Web Portals**

**Users**

- User Groups
- SSH Log
- RDP Recording
- SCP Log
- Web Proxy Log
- Web Proxy Activity
- Web Activity
- Shell Activity
- Server Activity
- Work Summary
- Stats

**Edit User**

**First Name**  
mark

**Last Name**  
[Empty]

**Username**  
mark

**Email**  
mark@abc.com

**User Group**  
Admins

**Expire**  
Never

**Limit IPs**  
 X

**Allowed IPs**  
[Empty]

**Status**  
 X Active  Suspended

**Command Guard**  
-- None --

**Virtual Shell**  
 X

**Allow**  **Disallow**

## **Related Articles:**

[Account suspended after entering incorrect security code.](#)

[Account locked due to inactivity.](#)

Online URL:

<https://www.ezeelogin.com/kb/article/how-to-find-the-reasons-for-account-being-suspended-436.html>