

How to find the reasons for account being suspended?

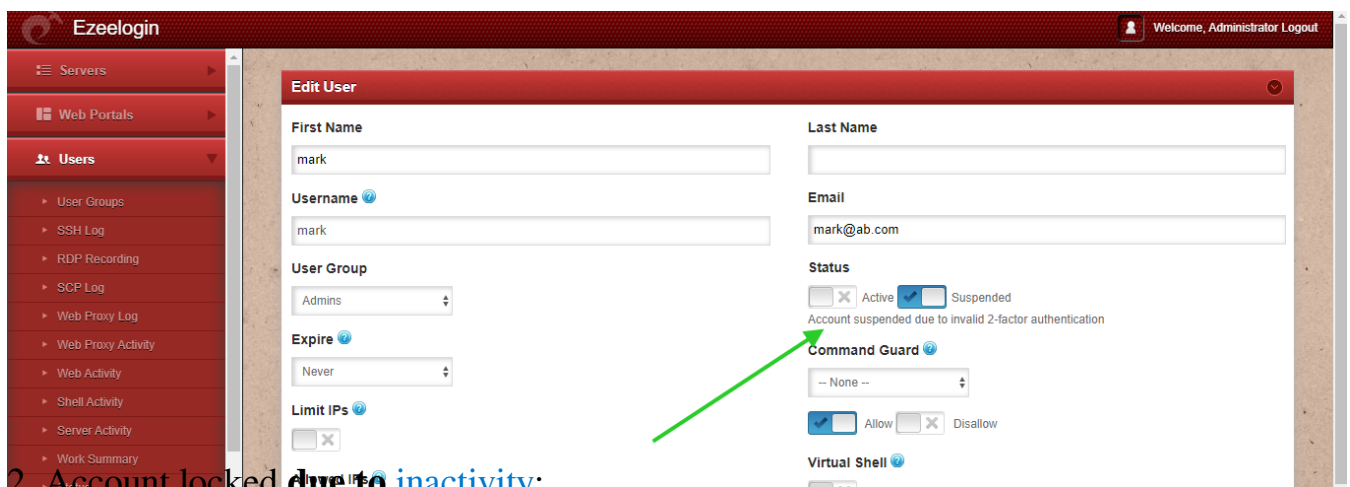
436 Vishnupriya August 6, 2024 [General](#), [Technical](#) 2254

Reasons for Account Suspension

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

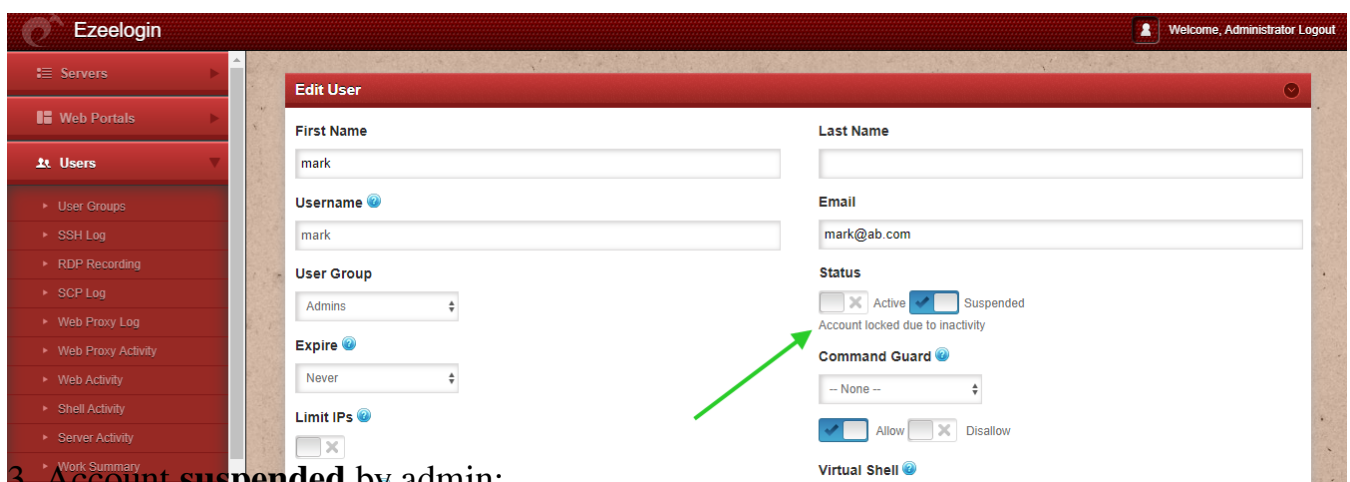
1. Account suspended due to **invalid 2fa or security code:**

- 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

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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

Username
mark

Email
mark@abc.com

User Group
Admins

Expire
Never

Limit IPs
 X

Allowed IPs

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>