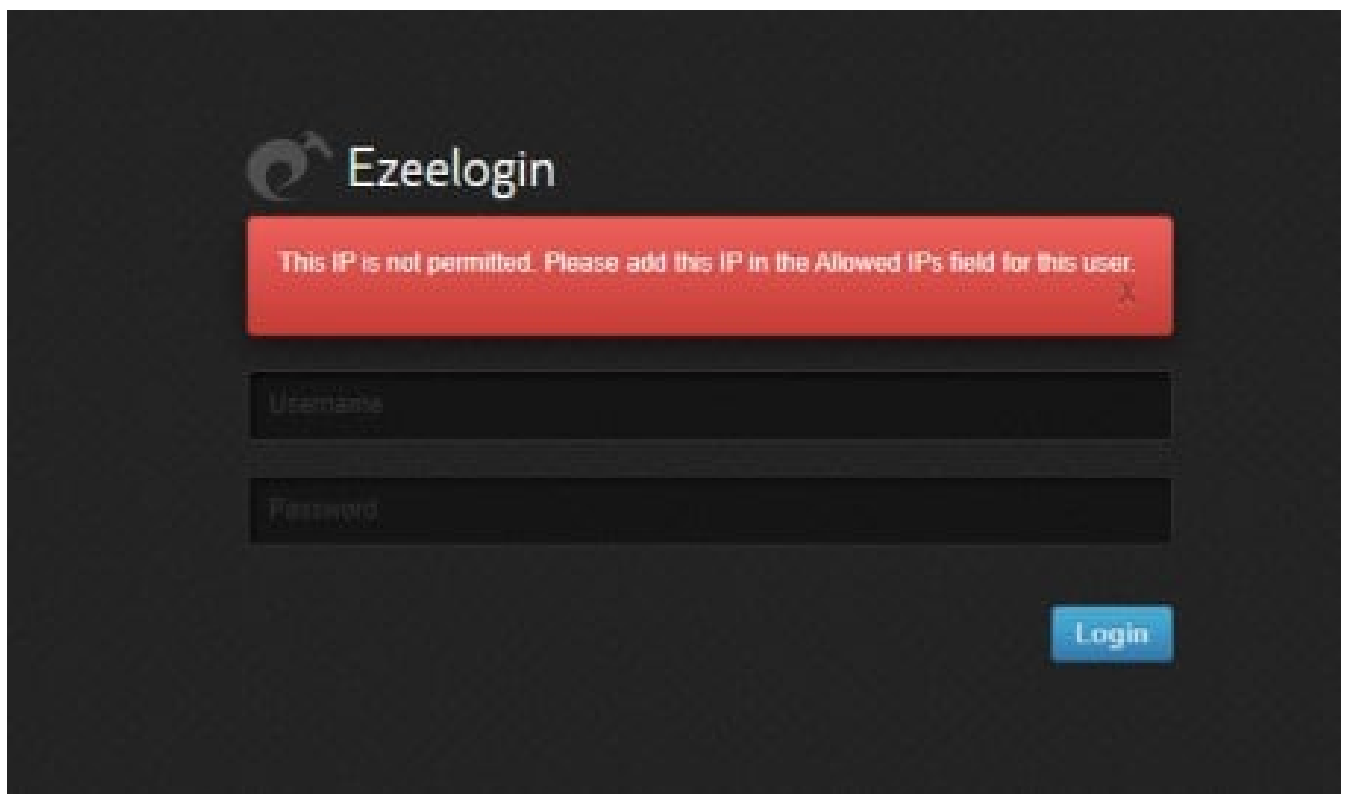


# How to disable IP restriction for a gateway ssh user of Ezeelogin ?

447 Krishnaja August 4, 2024 [Common Errors & Troubleshooting](#) 2024

**Error: This IP is not permitted. Please add this IP in the Allowed IPs field for this user**

Overview: This article explains how to disable IP restriction for a gateway SSH user in Ezeelogin by executing a command on the server or through the MySQL database, including detailed steps for both methods.



**Step 1.** To disable IP restriction for a gateway ssh user of Ezeelogin you can execute the following in the Ezeelogin server.

```
root@jumpserver:~# /usr/local/ezlogin/ez_queryrunner.php "UPDATE prefix_users SET ip_enable='N', status=1 WHERE username='myuser'"
```

You can replace **'myuser'** as your Ezeelogin user name.

**Step 2.** To disable IP restriction for a gateway ssh user of Ezeelogin from the database you can follow the steps:-

**Step 2.1.** Find database name and database prefix from **/usr/local/etc/ezlogin/ez.conf** in ezeelogin gateway server.

```
root@jumpserver: cat /usr/local/etc/ezlogin/ez.conf
server 2
system_folder /var/www/ezlogin/
www_folder /var/www/html/ezlogin/
uri_path /ezlogin/
force_https yes
db_host localhost
db_port /var/lib/mysql/mysql.sock
db_name ezlogin_jymcef
db_user ezlogin_sztb
db_pass cN2CSZ8Kdl+HuGboX2/7n8mjfdCVGaxY1N68ZZzdBbulvI2Cvf22ibFihuASKLIF3sk4Bk9aN
HpSTYfnlr9ZpVpcvbrqr3dZSzfNYWZyD9M=
db_prefix eltq_
cookie_encryption_key mHwj+qaUWJHyeBX6IHbfgP+wAeIK9FDMa8b54EyccXBR/shqJ9/56dxMqW
VunD5ScnP4QBiLnrMEc2eMKp75Gc6WMDwM1jL8vo9OI++GIVQ=
cookie_name ssuats
cookie_path /ezlogin/
admin_user admin
mysql_encrypt no
log_level trace
```

**Step 2.2.** Login to MySQL command prompt.

**Note:** Replace the "db\_user" & "db\_name" with values in /usr/local/etc/ezlogin/ez.conf of your ezeelogin jump server

```
root@jumpserver:~# mysql -u db_user -p db_name
```

**Step 3.** Run the following command to disable IP restriction for a gateway ssh user of Ezeelogin.

**Note:** You have to use the correct db\_name and dbprefix\_ from ez.conf if you are running the MySQL commands manually.

```
UPDATE prefix_users SET ip_enable='N', status=1 WHERE username='myuser';
```

**Note:** Replace "dbprefix\_ " with the value of dbprefix\_ in /usr/local/etc/ezlogin/ez.conf of your Ezeelogin jump server. For example "dbprefix\_users" is to be replaced with " eltq\_users" here.

### Related Articles

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[unable to ssh because ip not allowed because none of user's groups are listed in AllowGroups](#)

Online URL:

<https://www.ezeelogin.com/kb/article/how-to-disable-ip-restriction-for-a-gateway-ssh-user-of-ezeelogin-447.html>