

Enabling Virtualshell did not allow automatic su or sudo

481 Krishnaja August 16, 2024 [Common Errors & Troubleshooting](#) 2024

Automatic su or sudo does not work when the virtual shell is enabled

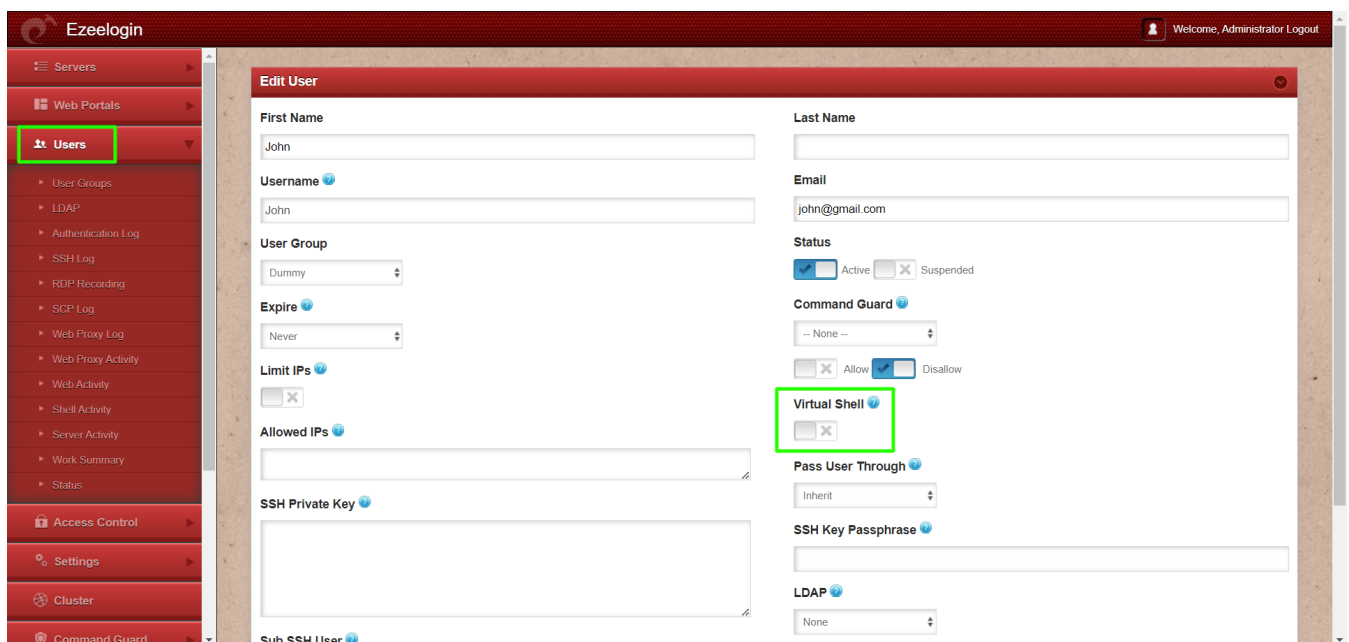
Overview: This article guides admin privileged users on how to disable the virtual shell feature, If root prompt is not received for the gateway users after setting up [automatic su or sudo](#).

After configuring [automatic su or sudo](#), if virtual shell is enabled, the user will directly access the remote server, indicating that the virtual shell is active as shown below.

```
[eznoc.test]# |
```

If the root prompt is not received when accessing the remote server after setting up [automatic su or sudo](#), disable the [virtual shell feature](#) for the user. Then, relogin to Ezeelogin backend(ezsh) and try again.

Step 1: To disable virtual shell, login as the admin privileged user and navigate to **Users -> Edit User -> Disable Virtual shell** and save it.



The screenshot displays the Ezeelogin web interface for editing a user. The left sidebar contains a menu with 'Users' highlighted. The main content area is titled 'Edit User' and contains various fields for user configuration. The 'Virtual Shell' option, located under the 'Command Guard' section, is highlighted with a green box and is currently set to 'Disallow' (indicated by a checked checkbox next to 'Disallow' and an unchecked checkbox next to 'Allow'). Other visible fields include First Name (John), Last Name, Username (John), Email (john@gmail.com), User Group (Dummy), Status (Active), Command Guard (None), Limit IPs (Never), Allowed IPs, SSH Private Key, Sub SSH User, Pass User Through (Inherit), SSH Key Passphrase, and LDAP (None).

Related Articles:

[Slowness in SSH Session](#)

Online URL:

<https://www.ezeelogin.com/kb/article/enabling-virtualshell-did-not-allow-automatic-su-or-sudo-481.html>