Account locked due to inactivity

Error: Account locked due to Inactivity
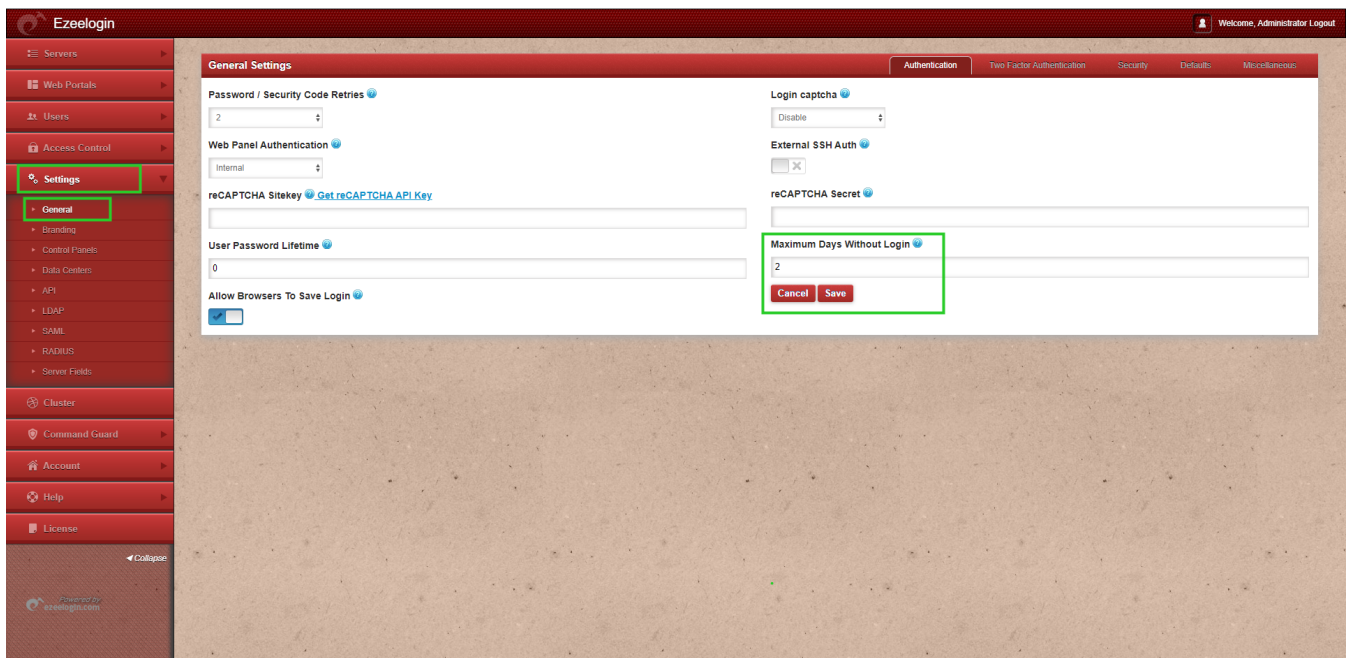

Error received in GUI :
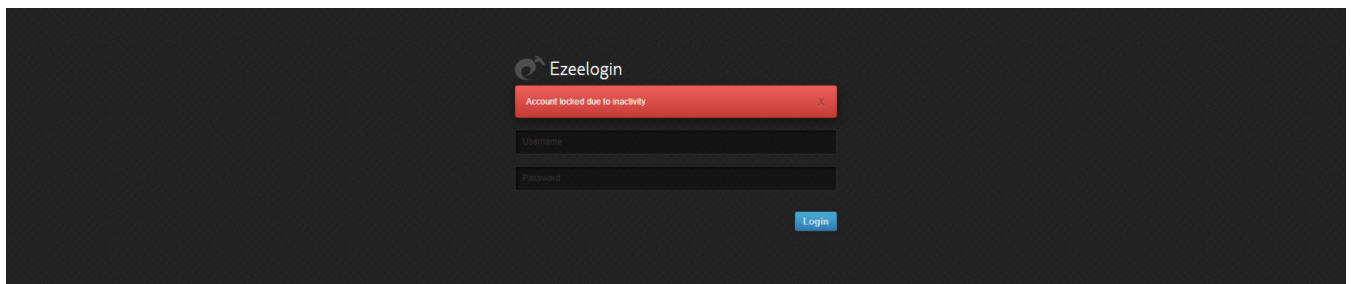
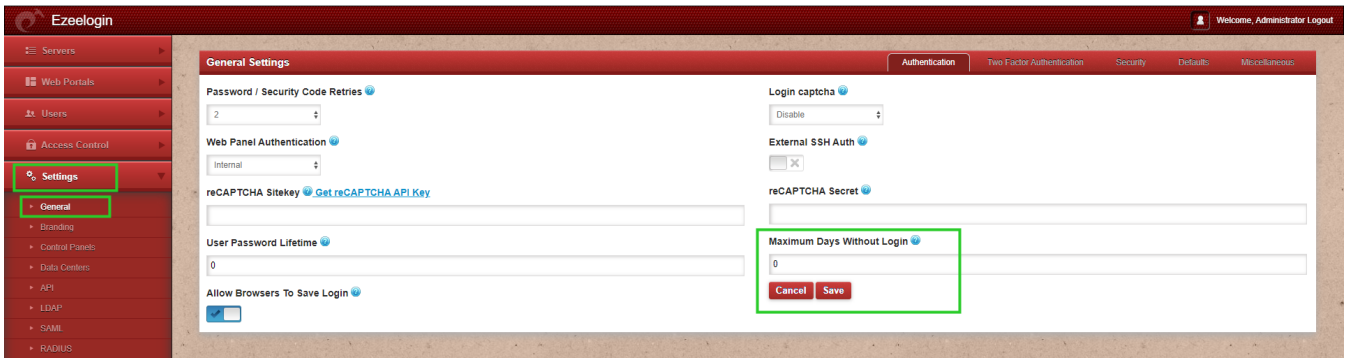Error received in Shell/Backend/Gateway server :


Why does it happen?

The error occurs if you have automatically locked the account if the user has not logged in for the number of days set from GUI this way. Refer to the image below.

Fix: You need to **log in as a super admin user** and **set the max login days value to 0** which means never lock the account.
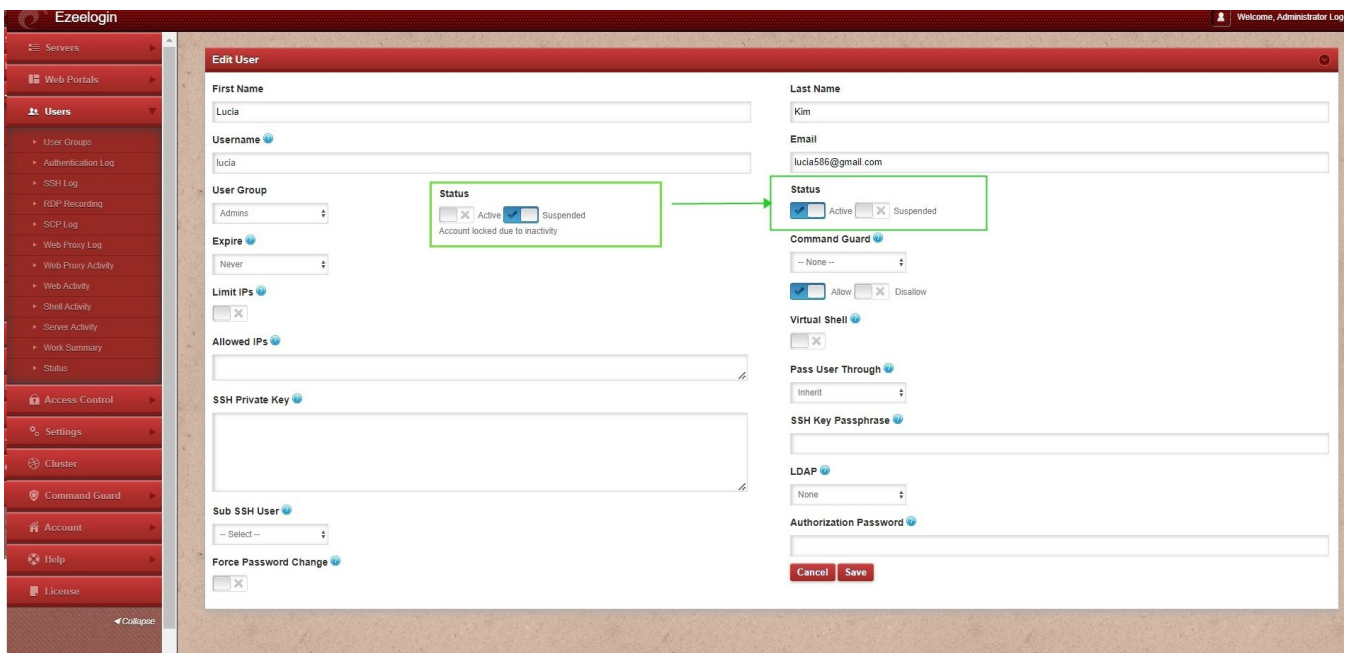
Followed by which you will receive an error that the user **account has been suspended.**
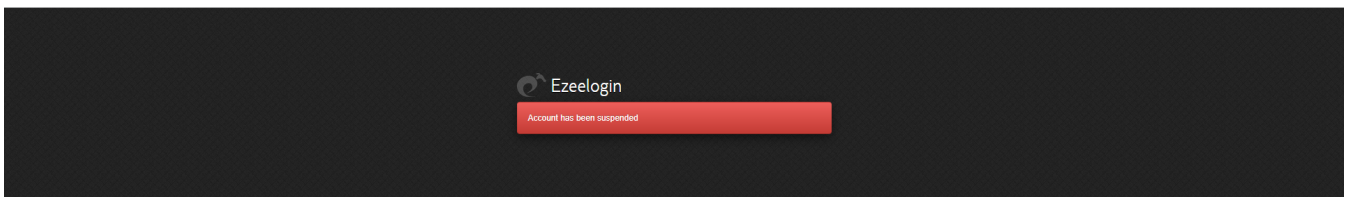
So followed by this you need to also unsuspend the user from logging in as a super admin user. So Login as a super admin user and unsuspend the user. Refer to the screenshots below:

To Unsuspend a user from Ezeelogin Software GUI go to **Users >>Edit >>** Set as **Active**

Try to log in as a user and confirm.

You can also disable the above mentioned issue via backend shell.

How to disable maximum days without login from the backend?

Run the below command to disable maximum days without login from the backend.

```
root@gateway ~]# php /usr/local/ezlogin/ez_queryrunner.php "update prefix_settings SET value = 0 WHERE name = 'nologin_days'"
```

Run the below command to unsuspend the user from the backend.

```
root@gateway ~]# php /usr/local/ezlogin/ez_queryrunner.php "update prefix_users set status=1, priv=0 where username='ezlogin_username'"
```

luca	luca			Active	Admins	

Related Articles:

[Set maximum days without login for SSH gateway users](#)