

# Addressing Stale Connections: No Active Sessions Detected

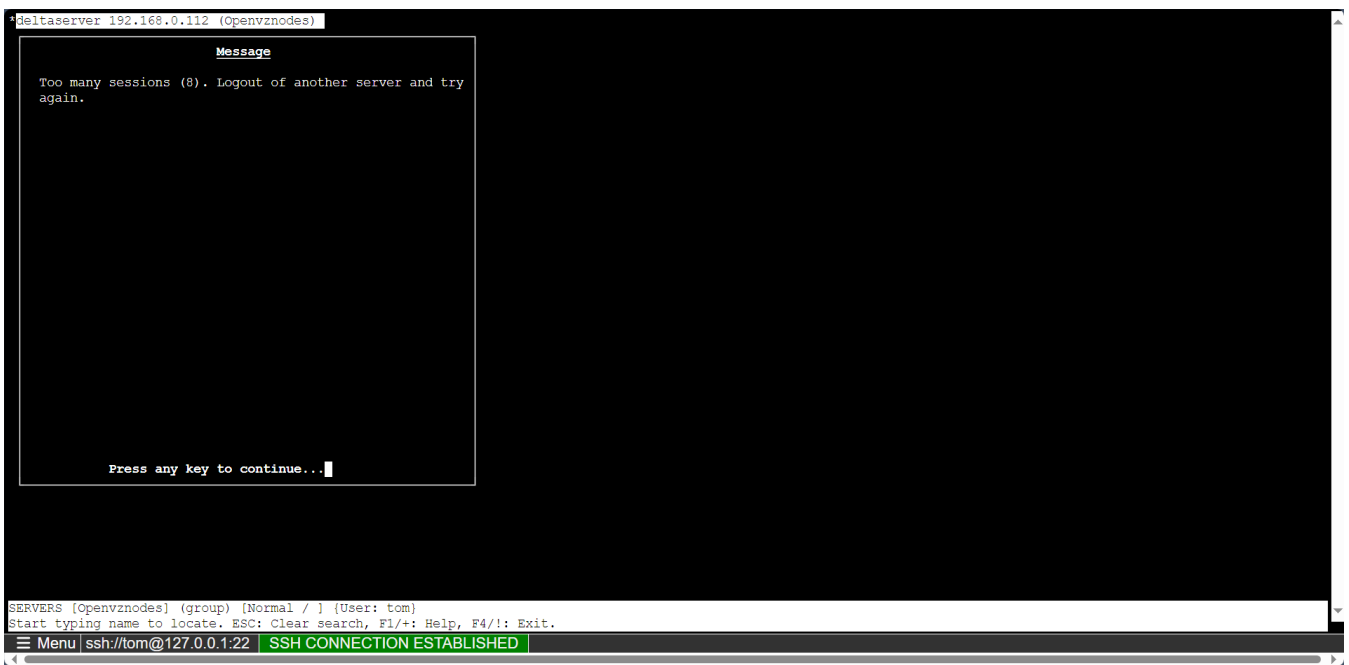
730 Rakhi August 8, 2024 [Common Errors & Troubleshooting](#) 626

## Addressing Stale Connections: No Active Sessions Detected

**Overview:** This article describes an error where a user is reported to have too many connections, even though they are not actively connected.

The Error would state that the user has too many connections, but the user is not connected to any remote servers.

- This error will occur if **MCRL**(Maximum Concurrent Remote Login) is enabled and you close the terminal without logging out properly.



- To resolve this, you can remove the sessions via the GUI by navigating to Users > Server Activity. Select the user with logs that show the status 'Success: Login', and Delete it.

**Ezeelogin** Welcome, Administrator Logout

**Search**

User: tom

Servers: -- All --

From: 2024-08-07 14:07

To: 2024-08-09 14:07

Rows Per Page: 10

Note: Logs are local to the node. Search the other node as well if cluster is configured.

Export Reset Find

**Server Activity Logs** Clear all

Username	Server Name	Status	Reason	Login Time	Logout Time	Input Idle Time	Output Idle Time	Actions
tom	deltaserver	SUCCESS	login	2024-08-08 14:03:00	2024-08-08 14:03:00	0s	0s	
tom	deltaserver	SUCCESS	login	2024-08-08 14:02:27	2024-08-08 14:02:57	30s	30s	
tom	deltaserver	SUCCESS	login	2024-08-08 13:29:44	2024-08-08 13:29:44	0s	0s	
tom	deltaserver	SUCCESS	login	2024-08-08 13:30:29	2024-08-08 13:30:29	0s	0s	
tom	deltaserver	SUCCESS	login	2024-08-08 13:30:40	2024-08-08 13:30:40	0s	0s	
tom	deltaserver	SUCCESS	login	2024-08-08 13:31:01	2024-08-08 13:31:02	0s	0s	
tom	deltaserver	SUCCESS	login	2024-08-08 14:03:16	2024-08-08 14:03:16	0s	0s	
tom	deltaserver	SUCCESS	login	2024-08-08 14:04:16	2024-08-08 14:04:17	0s	0s	

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- Later log into ezsh shell and try again.

This feature is available from **Ezeelogin version 7.38.0**. To update your existing Ezeelogin to the latest version, refer to the [article](#).

The superadmin user (user created at the time of Ezeelogin installation) is not affected by MCRL.

Glossary: **MCRL**( Maximum Concurrent Remote Login).

## **Related Articles:**

[Manage Concurrent SSH sessions.](#)

Online URL:

<https://www.ezeelogin.com/kb/article/addressing-stale-connections-no-active-sessions-detected-730.html>